FY2025 BUDGET:
PERFORMANCE MEASURES

§ 35-3-24.1. Program performance measurement.

(a) Beginning with the fiscal year ending June 30, 1997, the governor shall submit, as part of each budget submitted to the general assembly pursuant to § 35-3-7, performance objectives for each program in the budget for the ensuing fiscal year, estimated performance data for the fiscal year in which the budget is submitted, and actual performance data for the preceding two (2) completed fiscal years. Performance data shall include efforts at achieving equal opportunity hiring goals as defined in the department's annual affirmative action plan. The governor shall, in addition, recommend appropriate standards against which to measure program performance. Performance in prior years may be used as a standard where appropriate. These performance standards shall be stated in terms of results obtained.

(b) The governor may submit, in lieu of any part of the information required to be submitted pursuant to subsection (a), an explanation of why the information cannot, as a practical matter be submitted.

(c)(1) The office of management and budget shall be responsible for managing and collecting program performance measures on behalf of the governor. The office is authorized to conduct performance reviews and audits of agencies to determine progress towards achieving performance objectives for programs.

> **(2)** In order to collect performance measures from agencies, review performance and provide recommendations the office of budget and management is authorized to coordinate with the office of internal audit regarding the findings and recommendations that result from audits conducted by the office.

The performance measures contained in this publication were created and provided by the Office of Management and Budget. The Senate Fiscal Office made no changes to the contents.

Table of Contents

Performance Measures

Department of Administration

Central Management

Budget Accountability

DOA Central Management is committed to modeling best practices in budgeting. The figures below indicate whether DOA ran a budget deficit in a given year, and if so, by how much.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	$0	$0	$0	$0	$0
Actual	$0	$0	$0	--	--

Performance Measures

Department of Administration

Accounts and Control

Timeliness of Invoice Payments

Invoices are processed in the state's finance system by Accounts and Control's Centralized Accounts Payable division. Each invoice is paid based on the vendor's agreed upon terms, but the invoice must be approved by its corresponding agency before it can be paid. The figures below represent the percent of invoices paid within 30 days from the date it was entered into the system.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	99%	99%	99%	99%	99%
Actual	98.96%	98.84%	99.17%	--	--

Performance Measures

Department of Administration

Office of Management and Budget

OIA Performance Audits

The Office of Internal Audits (OIA) conducts performance audits of state departments, agencies, and private entities to evaluate if state resources are being used efficiently and effectively. The figures below represent the number of performance audits conducted annually. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual		*Reporting Period: State Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	5	6	6
Actual	9	3	5	--	--

Budget Program Performance Measures

OMB is responsible for tracking and reporting performance data for Executive Branch agencies. The figures below represent the percent of applicable budget programs that have performance measures included with their budget proposal. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual		*Reporting Period: State Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	90%	100%	100%
Actual	50%	57%	95%	98%	--

Timeliness of Budget Office Reporting

The Budget Office has an assortment of work products with statutorily mandated public reporting requirements. The figures below represent the percent of Budget Office reports that were filed/submitted within the required statutory deadlines. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual		*Reporting Period: State Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	100%	100%	100%
Actual	71%	67%	100%	--	--

Timeliness of Regulatory Review

Executive Order 15-07 requires regulatory agencies to submit all regulatory actions to the Office of Management and Budget (OMB) for review and approval in accordance with RIGL 42-35-3(a)(1). OMB has thirty (30) calendar days to review each submission, with a goal of averaging fewer than twenty (20) calendar days per action. The figures below represent the average number of days it took OMB to complete its reviews. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual		*Reporting Period: State Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	20	20	20
Actual	13	15	8	--	--

Performance Measures

Department of Administration

Purchasing

OSP Vendor Training

In February 2022, the all-digital solicitation module in Purchases' Ocean State Procures (OSP) software was launched. To maximize the number of qualified applicants able to participate in an open competition, the Division of Purchases has performed vendor outreach through live virtual training sessions as well as self-directed online trainings. The figures below represent the cumulative count of unique individuals (vendors) trained on OSP via live virtual training. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	200	350	400
Actual	--	76	247	--	--

Performance Measures

Department of Administration

Internal Service Programs

Digitalization of Processes

In an effort to modernize delivery of core functions, the Division of Information Technology (DoIT) is working to digitalize all eligible processes. In FY 2022, DoIT identified nearly 150 systems that were appropriate for digitalization and conversion to paperless processes. The figures below represent the cumulative percent of digitalization-appropriate processes to have been digitalized. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	25%	50%	40%
Actual	--	11%	30%	--	--

Timeliness of Personnel Action Request (PAR) Processing

Personnel Action Requests (PARs) are submitted by agency directors to fill existing positions, create new positions, etc. The data below represent the average number of days it took for a PAR from an Executive Branch agency to be initiated and then completed or approved. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	9.0	9.0	7.5
Actual	8.0	8.8	6.3	--	--

Performance Measures

Department of Administration

Legal Services

Legal Survey Response

Each year, DOA Legal surveys its clients within the agency on topics such as "quality of legal services," "timeliness to response," "soundness of legal advice," etc. Respondents are asked to rate each question using a numeric scale of 0-4, with a "4" representing "very satisfied." The figures below represent the overall average response received on the 0-4 scale. [Note: This performance measure was established in FY 2023 and historical data and targets are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	4	4	4
Actual	--	4.0	3.8	--	--

Performance Measures

Department of Administration

Library and Information Services

Professional Development for Library Staff

OLIS understands that a well-trained staff is necessary to provide the best information services to the public. The figures below represent the number of library staff participating in synchronous and asynchronous workshops and training opportunities.

Frequency: Annual   *Reporting Period: Federal Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	1,361	1,388	1,096	1,107
Actual	1,412	1,361	1,085	--	--

Summer Reading Program

In order to help children maintain their reading skills over the summer months, OLIS offers a robust summer reading program. The figures below represent the number of children and teens participating in library-based summer reading programs statewide.

Frequency: Annual   *Reporting Period: Federal Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	14,278	14,706	12,203	12,325
Actual	10,755	14,278	12,082	--	--

Talking Books Library Circulation

The Talking Books Library provides important services to blind and print-disabled Rhode Islanders. The figures below represent the number of physical audiobooks circulated and online audiobooks downloaded.

Frequency: Annual   *Reporting Period: Federal Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	50,243	51,245	50,461	50,965
Actual	50,062	50,243	49,961	--	--

Performance Measures

Department of Administration

Planning

Board Member Training

Outreach and education are critical services that the Division of Statewide Planning provides to Rhode Island municipalities. The figures below represent the number of Planning, Zoning, & Historic District Commission members trained in the basics of sound land use decisions and associated planning issues.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	50	70	125	250	250
Actual	51	72	133	--	--

Water Supplier Outreach

Frequent contact (defined as three or more per year) between planning staff and local water suppliers improves data provision, enhances information sharing, and ensures timely submission of Water System Supply Management Plans. The figures below represent the number suppliers receiving frequent contact.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	8	10	10	13	15
Actual	7	10	10	--	--

Performance Measures

Department of Administration

Energy Resources

State Government Energy Consumption

As part of its efforts to provide cost-effective services, the Department of Administration is pursuing energy efficiency initiatives that will reduce overall consumption of gas and electricity by state agencies. The figures below represent Rhode Island State Government's energy consumption (natural gas and electricity), measured in million BTU (MMBTU).

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	1,517,303	1,456,611	1,398,346	1,342,413	1,284,076
Actual	1,399,766	1,384,269	1,351,659	--	--

Performance Measures

Department of Administration

Rhode Island Health Benefits Exchange (HealthSource RI)

Exchange-Eligible Uninsured Rhode Islanders

HealthSource RI (HSRI), Rhode Island's health benefits exchange, aims to make health insurance more accessible and affordable for Rhode Islanders and to reduce the number of uninsured residents. The figures below represent the percent of Rhode Islanders estimated to be uninsured, according to the Health Information Survey, conducted by the State of Rhode Island every other year.

Frequency: Annual		*Reporting Period: Calendar Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	3%	--	4%	--
Actual	--	3%	--	--	--

Federal Affordability Tax Credits

Beginning in January 2014, the Patient Protection and Affordable Care Act established premium support and cost-sharing subsidies for qualifying individuals and families to help offset the cost of health insurance. Qualifying Rhode Islanders without access to affordable employer-sponsored health insurance may purchase health insurance through HSRI and receive a federal advance premium tax credit to offset the cost of the monthly premium. The figures below represent the annual total dollar amount Rhode Islanders receive from the federal advance premium tax credits to lower their monthly premium payments through HealthSourceRI during the calendar year. [Note: CY 2023 data is preliminary and subject to adjustment.]

Frequency: Annual		*Reporting Period: Calendar Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	$126,617,911	$150,201,025	$188,361,579	$184,278,746
Actual	$121,498,327	$123,569,333	$128,603,255	--	--

Total Program Enrollment

The figures below represent the number of enrollees in the individual market and those in HealthSource RI for Employers. The target is higher in part due to the anticipated end in 2023 of the COVID-related policies that have delayed Medicaid terminations and slowed enrollment in the individual market. Actuals and targets are average monthly enrollment in the time period shown.

Frequency: Annual		*Reporting Period: State Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	37,445	41,032	48,244	46,997
Actual	37,638	37,573	--	--	--

Performance Measures

Department of Administration

The Division of Equity, Diversity, and Inclusion

State Government Workforce Diversity

One of DOA's strategic objectives is to attract, hire, and retain a talented and diverse workforce. To that end, the department intends to increase the representation of people of color in state government. The figures below represent the percent of the Executive Branch workforce who identify on HR paperwork as belonging to a racial minority. [Note: Targets from 2022-onward were developed using 2020 census data. For a detailed breakdown by department, see technical appendix. Measure data is derived from employee self-selection on HR onboarding paperwork; historical actuals have been updated based on available data.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	31.4%	31.4%	31.4%	31.4%	31.4%
Actual	20.39%	21.56%	22.08%	--	--

Performance Measures

Department of Administration

Capital Asset Management and Maintenance

Expenditures Against Capital Budget

The Division of Capital Asset Management and Maintenance (DCAMM) oversees many large-scale, multiyear construction projects for the state. The figures below represent the percent of RI Capital Plan Fund dollars spent across the project portfolio by state fiscal year. The goal is measured against the final enacted budget figures. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	75%	75%	70%
Actual	60%	38%	38%	--	--

Performance Measures

Department of Business Regulation

Central Management

Financial Services - Money Returned to Customers

The figures below represent the money returned to customers as the result of complaints filed to the Insurance, Banking and Securities Regulation programs. [Note: This performance measure was established in FY 2023 and actuals are not available. Targets are not utilized in this metric as it is solely dependent on industry and public demand.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	--	--	--
Actual	--	$783,830	$967,016	--	--

Performance Measures

Department of Business Regulation

Banking Regulation

Bank Examiner Utilization Rate

The figures below represent the utilization rate for bank examiners, calculated by dividing the hours billed to banks by the total hours examiners are available to work. This measure includes only examiner positions whose time is heavily weighted towards examinations with minimal administrative functions.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	50%	50%	50%	50%	50%
Actual	48%	52%	45%	--	--

Banking Licenses Issued

The figures below represent the number of banking licenses issued. [Note: This performance measure was established in FY 2024. Targets are not utilized in this metric as it is solely dependent on industry and public demand.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	--	--	--
Actual	2,292	2,355	967	--	--

Performance Measures

Department of Business Regulation

Securities Regulation

Securities Licenses Issued

The figures below represent the number of broker and investment advisor licenses issued. [Note: This performance measure was established in FY 2024. Targets are not utilized in this metric as it is solely dependent on industry and public demand.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	--	--	--
Actual	168,606	156,125	183,268	--	--

Performance Measures

Department of Business Regulation

Insurance Regulation

Insurance Examiner Utilization Rate

The figures below represent the utilization rate for insurance examiners, calculated by dividing the hours billed to licensed insurance companies by the total hours examiners are available to work. This measure includes only examiner positions whose time is heavily weighted towards examinations with minimal administrative functions.

Frequency: Annual *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	50%	50%	50%	50%	50%
Actual	76.29%	69.49%	71.25%	--	--

Insurance Licenses Issued

The figures below represent the number of insurance licenses issued. [Note: This performance measure was established in FY 2024 and historical actuals are not available. Targets are not utilized in this metric as it is solely dependent on industry and public demand.]

Frequency: Annual *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	--	--	--
Actual	--	328,939	346,114	--	--

Performance Measures

Department of Business Regulation

Commercial Licensing and Gaming and Athletics Licensing

Licenses Issued Online

Online processing dramatically increases efficiency for both the customer and program staff. The figures below represent the percent of auto body, constable, liquor, mobile food establishment, mobile home park, real estate appraiser, real estate salespersons/brokers/short-term-rentals, and upholstery licenses issued online versus by paper.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	50%	50%	75%	75%	75%
Actual	56%	81%	83%	--	--

Performance Measures

Department of Business Regulation

Office of Health Insurance Commissioner

Small Group Market Average Premium Change

The figures below represent the average change in the small group market premiums measured by the Calibrated Plan Adjusted Index Rate (CPAIR), which represents the weighted average base rate across all small group market plan designs calibrated (or normalized) for rating factors. The average change is a weighted average that is weighted by enrollment.

Frequency: Annual		*Reporting Period: Calendar Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	3.5%	3.5%	3.5%	3.5%	3.5%
Actual	0.3%	9.2%	3.9%	--	--

Individual Market Average Premium Change

The figures below represent the average change in the individual market premiums measured by the Calibrated Plan Adjusted Index Rate (CPAIR) which represents the weighted average base rate across all individual market plan designs calibrated (or normalized) for rating factors. The average change is a weighted average that is weighted by enrollment.

Frequency: Annual		*Reporting Period: Calendar Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	3.5%	3.5%	3.5%	3.5%	3.5%
Actual	2.1%	6.1%	5.9%	--	--

Large Group Premium Base Rates

The figures below represent the average approved large group premium expected overall average premium trend.

Frequency: Annual		*Reporting Period: Calendar Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	4%	4%	4%	4%	4%
Actual	5.4%	5.7%	8.5%	--	--

Insurer Surplus as a Percentage of Revenue (SAPOR)

Surplus as a Percent of Revenue (SAPOR) is the industry standard measure of health insurer financial stability. The Office of the Health Insurance Commissioner (OHIC) tracks SAPOR in support of its legislative mandate to monitor insurer solvency. The figures below represent the straight average (unweighted by membership) of insurer SAPOR. Because SAPOR targets vary by insurance company, the targets below are averages for companies operating in the Rhode Island market.

Frequency: Annual		*Reporting Period: State Fiscal Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	20%	20%	20%	20%	20%
Actual	18%	21%	21%	--	--

Performance Measures

Department of Business Regulation

Division of Building, Design and Fire Professionals

Contractor Complaints

The figures below represent the rate at which the Contractors' Registration and Licensing Board processes homeowner complaints against contractors. This number is derived from the number of complaints received versus the number of complaints accepted or rejected. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	100%	100%	100%
Actual	--	--	100%	--	--

Building Code Commission - Permit Applications

The figures below represent the rate at which building, electrical, plumbing and mechanical permits are processed. This is derived from the number of applications received versus the number of permits accepted or rejected. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	100%	100%	100%
Actual	--	--	100%	--	--

Performance Measures

Department of Business Regulation

Office of Cannabis Regulation

Medical Plant Tags

The figures below represent the number of plant tags issued to medical home-grow patients. [Note: This performance measure was established in FY 2023. Targets are not utilized in this metric as it is solely dependent on industry and public demand.]

Frequency: Annual		*Reporting Period: State Fiscal Year*		
2021	**2022**	**2023**	**2024**	**2025**
Target --	--	--	--	--
Actual 12,246	7,742	7,970	--	--

Registry Cards Issued

The figures below represent the number of commercial registry cards issued to cannabis industry licensee staff and employees. [Note: This performance measure was established in FY 2024 and historical actuals are not available. Targets are not utilized in this metric as it is solely dependent on industry and public demand.]

Frequency: Annual		*Reporting Period: State Fiscal Year*		
2021	**2022**	**2023**	**2024**	**2025**
Target --	--	--	--	--
Actual --	--	1,528	--	--

Performance Measures

Executive Office of Commerce

Central Management

Tourist and Visitor Expenditures

Tourism remains a core component of Rhode Island's economy. Commerce is involved across a range of initiatives in supporting the tourism industry. One important way to measure the impact is the total traveler economy spending in the state. The figures below represent the number of dollars spent by tourists and visitors in Rhode Island beyond the 2021 baseline spending level. The baseline year of 2021, with a value of $6.8 billion, was selected as the baseline given the drastic impacts of the COVID-19 pandemic in 2020. [Note: 2023 data is YTD as of October 2023. This performance measure was established in FY 2024 and historical targets are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	$1,100,000,000	$1,100,000,000	$1,250,000,000	$1,400,000,000
Actual	$0	$2,009,000,000	$2,230,000,000	--	--

Performance Measures

Executive Office of Commerce

Commerce Programs

Small Business Loans (Count)

More than half of Rhode Island workers are employed by small businesses and more than 98 percent of all businesses in the state are small. Supporting small businesses is a priority for Commerce. Providing small businesses access to capital is crucial to their continued success and growth. Measuring the number of small businesses receiving loans is a critical metric assessing several Commerce programs (SBDF, SSBCI, SBLF, and SBAP). The figures below represent the number of small businesses receiving new loans during that calendar year. [Note: SBAP data is YTD as of 9/30/23 and the other three programs are full calendar year. This performance measure was established in FY 2024 and historical targets and actuals are not available.]

Frequency: Annual		*Reporting Period: Calendar Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	75	100	100
Actual	--	78	100	--	--

Small Business Loans (Value)

More than half of Rhode Island workers are employed by small businesses and more than 98 percent of all businesses in the state are small. Supporting small businesses is a priority to Commerce. Providing small businesses access to capital is crucial to their continued success and growth. Measuring the amount of dollars given to small businesses as loans is a critical metric assessing several Commerce programs (SBDF, SSBCI, SBLF, and SBAP). The figures below represent the number of dollars loaned to small businesses during that calendar year. [Note: SBAP data is YTD as of 9/30/23 and the other three programs are full calendar year. This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual		*Reporting Period: Calendar Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	$15,000,000	$20,000,000	$20,000,000
Actual	$22,283,154	$21,629,408	$20,025,627	--	--

Broadband Performance

Commerce is actively working on assessing state broadband performance and developing a plan for broadband improvement. Annually measuring the percent of speed tests that measure as high-speed internet will assess Commerce's impact on broadband performance. The figures below represent the percent of internet speed tests taken that recorded a download speed above 100 mbps and an upload speed above 100 mbps. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

Frequency: Annual		*Reporting Period: Calendar Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	25%	30%	35%
Actual	--	26%	25%	--	--

Renewable Energy Fund Recipients

The Renewable Energy Fund supports businesses by helping them reduce energy costs and helps the state meet its ambitious climate goals. The figures below represent the amount of dollars committed to businesses through the Renewable Energy Fund. This amount of dollars committed represents: three Small Scale Grant rounds; three Commercial Scale Grant rounds; and two Clean Energy Internship rounds (Spring and Summer). [Note: This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual		*Reporting Period: Calendar Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	$2,665,746	$3,000,000	$3,250,000
Actual	$4,739,279	$5,935,616	$4,923,385	--	--

Performance Measures

Department of Housing

Central Management

Affordable Housing Construction

The Department of Housing measures the number of affordable housing units built and under contract to be built via programs supported by American Rescue Plan Act (ARPA) State and Local Fiscal Recovery Funds (SFRF), beginning in January 2023. The figures below represent the number of affordable housing units preserved, developed, or under contract to be developed using ARPA SFRF funds. [Note: This measure was established in FY 2023 and historical targets and actuals are not available. FY 2025 targets are under development.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	36	437	--
Actual	--	--	46	--	--

Homelessness Services

The figures below represent the number of homeless households receiving emergency housing and stabilization services via program supported by ARPA SFRF. [Note: This measure was established in FY 2023 and historical targets and actuals are not available. FY 2025 targets are under development.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	76	92	--
Actual	--	--	124	--	--

Performance Measures

Department of Labor and Training

Central Management

Timely Response to APRA Requests

Under RIGL, DLT has 10 business days to respond to APRA requests starting the day after the receipt of the request and can request an additional 20 business days if necessary. The figures below represent the percent of APRA requests responded to within the time set by the legal requirements. [Note: This performance measure was established in FY 2024 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	--	95%	95%
Actual	--	--	100%	--	--

Performance Measures

Department of Labor and Training

Workforce Regulation and Safety

Timeliness of Labor Standards Case Closure

Labor Standards cases are considered closed when the wage claim is dismissed as not valid, settled, or referred to a hearing. The figures below represent the percent of cases closed in 90 days or less from date of assignment to examiner.

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	45%	45%	45%	45%	50%
Actual	25%	53%	57%	--	--

Performance Measures

Department of Labor and Training

Income Support

UI Call Center Wait Times

The figures below represent the average amount of time in minutes a caller spends on hold before reaching an agent in the Unemployment Insurance (UI) call center.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	20	30	30	30	30
Actual	53	53	41	--	--

Timeliness of UI Adjudication Decisions

The figures below represent the percent of contested UI claims adjudicated within 21 days. The United States Department of Labor has set a target of 80 percent.

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	80%	80%	80%	80%	80%
Actual	48.2%	75.7%	70.5%	--	--

Timeliness of Unemployment Insurance Benefit Payments

The figures below represent the percent of initial UI claims for benefits paid within 14 days. The United States Department of Labor has set a target of 87 percent.

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	87%	87%	87%	87%	87%
Actual	93.5%	86.4%	89.8%	--	--

Performance Measures

Department of Labor and Training

Injured Workers Services

Injured Workers That Completed Training

The figures below represent the number of injured workers that completed treatment w/ increased functional gains compared to when they started treatment. These increased functional gains make these injured workers more employable in the Rhode Island labor market.

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	350	400	400	500	550
Actual	334	231	431	--	--

Injured Workers That Completed Treatment

The figures below represent the number of injured workers that completed treatment and were verified that they have either returned to work with employer of injury or with a new employer. These include referrals to Vocational Rehabilitation.

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	250	300	300	300	300
Actual	202	222	254	--	--

Performance Measures

Department of Labor and Training

Governor's Workforce Board

Real Jobs Rhode Island Job Placements

The figures below represent job placements through Real Jobs Partnerships. [Note: The program gives 90 days post-activity completion for participants to be placed and only counts job placements for participants in activities ending within each calendar year.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	8,067	5,750	4,500	3,000	3,000
Actual	4,689	3,370	2,300	--	--

Real Jobs Rhode Island Employer Engagement

The figures below represent the number of employers participating in Real Jobs Partnerships. [Note: An employer is considered to be participating if they have placed a Real Jobs Rhode Island jobseeker within the calendar year.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	324	913	1,000	1,200	1,200
Actual	1,956	1,719	1,402	--	--

Performance Measures

Department of Revenue

Director of Revenue

Timeliness of Invoice Payments

The Directors' Office is responsible for creating, managing and paying invoices for all programs (excluding Lottery). The goal is to process requisitions, purchase orders and payment according to all applicable rules and regulations as stated per the Division of Purchasing and the Office of Accounts and Control and continue communication with each division and vendors. The figures below represent the percent of invoices paid within 30 days of receipt date. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	100%	100%	100%
Actual	99%	99%	100%	--	--

Performance Measures

Department of Revenue

Office of Revenue Analysis

Revenue Assessment Report Timeliness

The figures below represent the number of days after last data received (typically, Housing Resources Commission transfer data) until ORA submits monthly revenue assessment report to the DOR Director for review. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	4	4	3
Actual	6	3	2	--	--

Cash Collection Report Timeliness

The figures below represent the number of days to produce final report to the DOR Director for review. This report is used to analyze current year cash compared to prior year cash. ORA relies on collection data from the Division of Taxation and Accounts and Control. This measurement will start from the date ORA receives the complete necessary data from the Division of Taxation. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	7	7	7
Actual	12	6	9	--	--

Performance Measures

Department of Revenue

Lottery Division

Problem Gambling Treatment Sessions

The Problem Gambling program, featuring a Helpline and promotion of treatment options, was established in RIGL § 42-61.2-14, enacted in 2012. The previous iteration of this measure represented the percent of individuals surveyed in the Needs Assessment Study who were aware of the existence of the Problem Gambling Helpline and available treatment options at that time. Since that Needs Assessment was completed, the Problem Gambling Program has expanded significantly and now includes (in addition to the Helpline number) a direct link to the Problem Gambling Services of Rhode Island Treatment Program, which was specifically established as part of the expansion of the Problem Gambling Program. The figures below represent the number of treatment sessions provided each year.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	2,600	3,200	3,100	3,300	4,000
Actual	2,106	2,935	3,141	--	--

Performance Measures

Department of Revenue

Municipal Finance

Municipal Finance Web Visitors

The Division of Municipal Finance has found that the most effective medium of exchange with the division's stakeholders is the division's website. The metric is directly corelated with the division's mission and the multiple mandates of the division's enabling legislation under RI General Law 42-142-4 to provide assistance and guidance to municipalities; encourage the exchange of information between the division and other governmental entities; by making available, through the use of web-based applications any data the division deems appropriate; encourage compliance with state laws and give guidance to public decision makers. In addition to the division's mandates the website's utilization is the most effective metric in determining if the division is being successful based on its mission statement. The higher the number of users the more successful the division is at accomplishing its mandates and mission. If a need is identified that fits within the division's mandates, then the website is expanded to satisfy the need. The figures below represent the number of visitors to the municipal finance website. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	2,000	2,050	2,060
Actual	2,135	1,960	2,183	--	--

Performance Measures

Department of Revenue

Taxation

Collection Payments / Collections

The figures below represent the amount of money collected by Taxation once the debt is established. This includes revenues collected both from initial bill payments and other collection activities. These are both payments and transfers, which are subject to offsets and various enforcement tools and techniques. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	$68,346,553	$71,061,878	$73,193,735
Actual	$56,925,331	$66,355,876	$68,992,115	--	--

Online Tax Filing

The figures below represent the percent of tax returns that are filed online with the Division of Taxation versus traditional means of filing by paper. This measure includes personal income tax returns for both residents and non-residents. [Note: Taxation is working to allow for more corporate income tax returns to be able to be filed via modernized efile program, scheduled to be completed for Tax Year 2024.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	92.0%	91.0%	92.0%	92.5%	92.8%
Actual	90.7%	91.9%	91.8%	--	--

Performance Measures

Department of Revenue

Registry of Motor Vehicles

Online DMV Services

The Rhode Island Division of Motor Vehicles is striving to make more services available online, and to encourage customers to utilize those services rather than making a reservation. The target figures below represent the percent of eligible transactions that will be able to be conducted online. The figures below represent the percent of eligible transactions that can be done online. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	55%	60%	60%
Actual	--	--	50%	--	--

In-Person DMV Service Availability

The Rhode Island Division of Motor Vehicles is continually seeking to improve customer experience. In 2020 the DMV moved to a reservation only system for in-person transactions. The figures below represent the number of days to available reservations. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	2	1	1
Actual	--	--	1	--	--

DMV Wait Times

The figures below represent the wait time (in minutes) for registration and license transactions at the DMV's Cranston headquarters.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	30	30	30	30	30
Actual	12	14	13	--	--

Performance Measures

Department of Revenue

Division of Collections

Delinquent Debt Collected

The Central Collections Unit (CCU) began collection activities on July 1, 2018, pursuant to R.I. Gen. Laws § 42-142-8. The CCU has executed 20 MOUs with agencies and sub-units of agencies, increasing the number of matters referred for collection. The total amount of revenue collected from delinquent debtors has increased each fiscal year of its existence, with the CCU staff continuing to search for additional streams of revenue. The figures below represent the total amount of delinquent debt collected per fiscal year.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	$586,236	$3,236,274	$2,100,000	$3,100,000	$3,200,000
Actual	$2,157,516	$2,766,165	$2,714,171	--	--

Performance Measures

Rhode Island Ethics Commission

RI Ethics Commission

Online Filing of Financial Disclosure

The Ethics Commission is Constitutionally mandated to adopt provisions relating to financial disclosure of public officials. Approximately 4,000 elected and appointed public officials, candidates for elective office, and some public employees file annual financial statements with the Ethics Commission. Such statements are available for public inspection. In 2012, the Commission implemented an online financial disclosure filing system, which benefits both the filer and the Commission through cost savings, ease of filing, and greater efficiency. Filers may choose either to file online or to continue filing a hard copy form. The figures below represent the percent of financial disclosures submitted online.

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	90%	90%	91%	91%	91%
Actual	89.7%	90.1%	90.1%	--	--

Timeliness of Response to Access to Public Records

The Ethics Commission is the repository for various public documents filed by, and concerning, public officials and employees. Such documents include yearly financial statements, conflict of interest statements ("recusal forms"), advisory opinions and request letters and complaint materials. Public access to these documents is crucial to fostering and maintaining openness and accountability in public service. RI's Access to Public Records Act (APRA) requires that public documents be made available within 10 business days of a request, unless an extension is necessary. Because of the importance of honoring these requests in a timely fashion, the Ethics Commission has committed to completing the majority of requests within a single business day. Records are made available electronically in most cases to avoid any cost to the person making the request. The figures below represent the percent of APRA requests completed within one business day.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	94%	95%	95%	95%	95%
Actual	99%	99%	98%	--	--

Ethics Education Training Attendance

The Ethics Commission is statutorily authorized to educate public officials, employees and citizens about the State Code of Ethics. This education occurs through the Commission's website and educational publications, as well as via a public contact system whereby one member of the Commission staff is always on call to speak with members of the public having questions or concerns. The primary method of education is seminars, trainings and workshops provided to public officials, employees and members of the public. Sessions vary in duration and content depending upon the needs and goals of the agency or group receiving training. The figures below represent the number of ethics education training attendees.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	1,800	1,800	1,800	1,800	1,800
Actual	1,662	2,274	2,075	--	--

Performance Measures

Rhode Island Commission for Human Rights

Central Management

Outreach Activities

The figures below represent the number of outreach activities conducted by agency staff in compliance with the statutory mandate of R.I.G.L. § 28-5-14. A higher number indicates greater compliance with the statute.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	51	54	53	52	52
Actual	59	50	46	--	--

Cases Processed

The figures below represent the number of cases achieving a final disposition (e.g., settlement, No Probable Cause ruling, administrative closure, Decision & Order), as well as cases in which a ruling of Probable Cause has been rendered. Although Probable Cause rulings do not constitute closures, they are recorded in order to present an accurate record of casework completed by staff and Commissioners. A higher number indicates greater case production.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	412	381	359	327	327
Actual	277	304	297	--	--

Average Case Age at Closure

The figures below represent the average age, in days, of a case at final disposition. A lower number reflects the more expeditious processing of cases.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	365	365	365	365	365
Actual	398	439	332	--	--

Website Visits

The figures below represent the number of unique visits to the agency website by members of the public. [Note: This performance measure was established in FY 2024 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	--	7,200	7,200
Actual	--	--	7,365	--	--

Performance Measures

Public Utilities Commission

Central Management

Timeliness of Consumer Billing Complaint Investigations

DPUC investigates complaints involving motor carriers and public utilities including electric, gas, and water providers. Non-payment related billing complaints are often attributable to clerical error, customer misunderstanding, and faulty utility meters. The figures below represent the percent of non-payment related billing complaint investigations completed within 60 business days.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	90%	90%	95%	95%	95%
Actual	100%	100%	100%	--	--

Timeliness of Informal Consumer Payment Plan Process

Customers enroll in a payment plan in accordance with the Commission's rules and regulations to avoid utility service termination or to have their service restored. The figures below represent the percent of informal consumer payment agreements processed within 60 days of an inquiry.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	90%	90%	95%	95%	95%
Actual	100%	100%	100%	--	--

Timeliness of Consumer Service Complaint Investigations

Examples of service complaints include reports of poor customer service, downed wires, service fluctuations, gas leaks and explosions, and injuries to utility worker or person(s) attributable to utility services. The Consumer section takes these complaints and relays them to the appropriate utility. The figures below represent the percent of the complaints that are addressed and satisfied by the customer within 60 days.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	95%	95%	95%	95%	95%
Actual	100%	100%	100%	--	--

Performance Measures

Executive Office of Health and Human Services

Central Management

Long-Term Services and Support Spending

Home and Community-Based Services (HCBS) are a preferred alternative to institutional long-term care. HCBS Programs are designed around the intensity of a patient's need, providing cost savings, and improved patient experience. The figures below represent the percent of long-term care spending on HCBSs. [Note: This was a new performance measure in FY 2023 and historical targets are not available].

Frequency: Annual		*Reporting Period: State Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	50%	50%	50%
Actual	47.0%	49.0%	48.6%	--	--

Overdoses

Overdoses are a leading cause of accidental death in Rhode Island. Overdose rates are important to track as they inform our prevention and response efforts. The figures below are a count of confirmed overdoses in the state that were reversed or resulted in death. [Note: This was a new performance measure in FY 2023 and historical targets are not available. FY 2023 actual will likely increase as claims data can lag by up to six months.]

Frequency: Annual		*Reporting Period: State Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	1,075	914	876
Actual	1,195	1,160	627	--	--

Behavioral Health Services via Telehealth

COVID-19 created the need to implement alternative ways to access care, most notably behavioral health services. Providing telehealth options increased the number of individuals who are able to access behavioral health care. The figures below represent the percent of behavioral health services accessed through telehealth. [Note: This was a new performance measure in FY 2023 and targets are subject to change based on development of telehealth best practices. Data for FY 2023 are incomplete due to a one year data lag in the All Payer Claims Database.]

Frequency: Annual		*Reporting Period: State Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	--	44.2%	50.0%
Actual	49.70%	41.95%	38.80%	--	--

Performance Measures

Executive Office of Health and Human Services

Medical Assistance (Including Medicaid)

NEMT Complaints

Rhode Island's non-emergency medical transportation (NEMT) vendor is responsible for safely transporting individuals to their appointment, on time and in a courteous fashion. The figures below are calculated by dividing the number of complaints (customer service, driver and vehicle, early/late pickup, and driver no show) by the total number of NEMT rides. [Note: This was a new performance measure in FY 2023 and historical targets are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	0.10%	0.09%	0%
Actual	0.13%	0.11%	0.09%	--	--

Timeliness of Early Intervention Evaluation

Timely assessment of pre-school children is critical for ensuring the most effective services are in place when they are needed. This measure, the Individuals with Disabilities Education Act (IDEA) indicator 7 requires that children have an individualized Family Service Plan in place within 45 calendar days of referral to Early Intervention. The figures below represent the percent of children that have had the following required activities completed within 45 calendar days of referral to Early Intervention; a family assessment, a child evaluation that identifies developmental delays, strengths and needs, and informs eligibility decisions, a routines-based assessment to identify child/family goals, activities and interventions, and an Individualized Family Service Plan that outlines outcomes, services, and supports the family will receive while enrolled in Early Intervention. A significant and steady increase in this indicator is expected over the next few years as providers continue to increase staffing capacity and stabilize their programs. [Note: This was a new performance measure in FY 2023 and historical targets are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	100%	100%	100%
Actual	98%	35%	34%	--	--

Performance Measures

Department of Children, Youth, and Families

Central Management

Kinship and Foster Home Placement

The figures below represent the percent of children in DCYF care placed in foster family homes out of all out-of-home children placed.
The data represents the annual average of 12 points in time as of the 1st of the month. [Note: Historical actuals subject to adjustment. Data Source: RPT 776, previously used RPT 433, which was discontinued in November 2021.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	80%	80%	80%	80%	80%
Actual	82.5%	80.6%	78.0%	--	--

Performance Measures

Department of Children, Youth, and Families

Children's Behavioral Health Services

Foster Care Re-Entries

DCYF seeks to reduce the number of re-entries into the foster care system after a child receives a permanent home placement. The figures below represent the percent of children who re-entered foster care within 12 months of discharge (foster care federal definition). [Note: Historical actuals subject to adjustment. Data Source: RI CFSR 4 Data Profile.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	5.0%	5.0%	5.0%	5.0%	4.6%
Actual	4.7%	4.6%	3.6%	--	--

Performance Measures

Department of Children, Youth, and Families

Youth Development Services

Training School Recidivism

DCYF administers the Rhode Island Training School, which provides rehabilitation services aimed at helping delinquent youth lead safe, productive, and healthy lives. The figures below represent the 3-Year Recidivism Rate, including Department of Corrections ACI data, provided. [Note: Annual Recidivism Report, each year is a 3-year period of recidivism. 2021 is for FY 2017 - FY 2020. 2022 is for FY 2018 - FY 2021. 2023 data (FY 2019 - FY 2022) will be available in February 2024. Historical actuals subject to adjustment.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	26%	24%	22%	20%	28%
Actual	28%	31%	--	--	--

Performance Measures

Department of Children, Youth, and Families

Child Welfare

Social Worker Caseload

The figures below represent the median number of open cases per Family Services Unit social worker with 10 or more cases. [Note: Data from RPT 164_FSU.]

Frequency: Annual *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	14	14	14	14	13
Actual	16	15	13	--	--

Performance Measures

Department of Health

Central Management

Changes to Policies or Practices with CLAS Standards

According to the Office of Minority Health at the US Department of Health and Human Services, culturally and linguistically appropriate services (CLAS) is a way to improve the quality of services provided to all individuals, which will ultimately help reduce health disparities and achieve health equity. By tailoring services to an individual's culture and language preferences, health professionals can help bring about positive health outcomes for diverse populations. The provision of health services that are respectful of and responsive to the health beliefs, practices, and needs of diverse patients can help close the gap in health outcomes.

As such, the Health Equity Institute provides training and technical assistance to partners inside and outside of state government, including grantees and non-grantees, to support increased awareness of, and compliance with, CLAS standards. This includes regularly scheduled didactic training and one-on-one technical assistance sessions led by Institute experts. Training and technical assistance participants will be surveyed after receiving training or technical assistance to determine if they have made, or intend to make changes within the next 60 days, to policies and/or practices to support CLAS compliance in their organizations. The figures below represent the percent of survey respondents that have made, or intend to make, changes within the next 60 days to policies or practices to support compliance with CLAS standards. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	--	--	50%	65%	80%
Actual	--	89%	80%	--	--

Performance Measures

Department of Health

Community Health and Equity

Naloxone Kits Distributed in High Burden Communities

Naloxone is a life-saving drug which can prevent deaths from overdose. It is a critical harm reduction tool to reduce overdose deaths and to engage people who use drugs. The availability of naloxone through community-based harm reduction programs enhances client engagement and referrals for addiction treatment. The figures below represent the the number of naloxone kits distributed by community-based agencies, such as local harm reduction organizations and recovery centers, and through first responder leave behind programs. [Note: Due to reporting lag, only the first three quarters of CY 2023 are reported. This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	--	35,000	50,000	50,000	50,000
Actual	21,574	36,590	38,583	--	--

Performance Measures

Department of Health

Environmental Health

Blood Lead Screening at 12 Months

The earlier children with elevated blood lead levels (EBLL) are identified, the earlier lead exposures can be identified and eliminated. Processing of lead screenings was disrupted by COVID-19. The department is working to return to standard lead screening processing timeliness. The figures below represent the proportion of Rhode Island children who have received at least one blood lead screening by 12 months.

Frequency: Annual		*Reporting Period: Calendar Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	81%	73%	74%	75%	76%
Actual	73%	77%	74%	--	--

Proportion of Population Served by Public Water Systems

The almost 500 public water systems in Rhode Island need to comply with a number of requirements in the Safe Drinking Water Act and Rhode Island statutes and regulations. These public water systems serve an average daily population between 25 and over 300,000. The figures below represent the percent of the population served by drinking water supplies that have not received any violations over the year, based on a 5-year moving average. Violations can be health-based such as exceedances of the nitrate maximum contaminant level, monitoring such as failure to sample for coliform bacteria, reporting such as failure to report sample results, public notice such as failure to inform the public of a violation, or treatment techniques such as failure to correct a significant deficiency.

Frequency: Annual		*Reporting Period: Calendar Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	85%	85%	85%	85%	85%
Actual	76%	75%	78%	--	--

Food Establishment Reinspections Conducted

Critical violations are those linked to foodborne illness. They are designated as Priority or Priority Foundation on the inspection form and include items like food handlers not washing hands, temperature abuse of foods requiring refrigeration or hot holding, cross contamination, and employees working while ill. When critical violations are found, the inspection is coded unsatisfactory. If the follow up inspection has critical violations, it is marked continuing unsatisfactory. Depending on the specific hazards, the goal is to follow up on these inspections as soon as reasonable within 10 working days. The figures below represent the percent of food establishments that were reinspected.[Note: Due to reporting lag, only the first three quarters of CY 2023 are reported.]

Frequency: Annual		*Reporting Period: Calendar Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	80%	80%	80%	80%	80%
Actual	67%	61%	60%	--	--

Performance Measures

Department of Health

Health Laboratories and Medical Examiner

Non-Fatal Overdose Reporting Timeliness

Specimens from non-fatal overdose cases are submitted to the Rhode Island State Health Laboratories to measure current trends in substance abuse resulting in hospitalization. This data is used in addition to testing of seized drugs and forensic toxicology to provide a wholistic view of opiate and other drug abuse. This data is important for measuring the impact of opiate abuse mitigation efforts and to identify emerging drug use patterns. The figures below represent the percent of non-fatal overdose results reported within two weeks for specimens received by the Rhode Island State Health Laboratories. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	90%	90%	90%	90%	90%
Actual	--	0%	2%	--	--

Non-Fatal Overdose Toxicology Submissions

Specimens from non-fatal overdose cases are submitted to the Rhode Island State Health Laboratories to measure current trends in substance abuse resulting in hospitalization. This data is used in addition to testing of seized drugs and forensic toxicology to provide a wholistic view of opiate and other drug abuse. This data is important for measuring the impact of opiate abuse mitigation efforts and to identify emerging drug use patterns. Timely and representative sample submission from non-fatal overdoses is critical to generating real-time data for actionable harm reduction strategies. These samples are mandated through RIDOH's regulations as part of the public health response for the opioid response. The figures below represent the percent of samples that are submitted to the Rhode Island State Health Laboratories for non-fatal opioid overdoses reported to the health department from the 48-hour reporting system from individuals who present to the hospital and fatal overdoses. [Note: This performance measure was established in FY 2024 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	--	--	45%	45%	60%
Actual	--	--	27%	--	--

Performance Measures

Department of Health

Customer Services

Social Work License Issuance

RI has insufficient behavioral health workforce capacity, which includes a shortage of licensed social workers. To help address this issue, RIDOH has selected, as a key performance measure, the licensing of social workers as quickly as possible to ensure their rapid entry into the workforce. Timely license processing helps ensure that Clinical Social Workers (CSW) and Independent Clinical Social Workers (ICSW) are being licensed in a timely manner. Meeting that timeframe increases patient access to important mental health services. The figures below represent the proportion of CSW and ICSW licenses issued within three business days of receipt of the completed application, including the applicant's supporting educational and post-graduate clinical hours documentation. [Note: This performance measure was established in FY 2024 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	--	--	100%	100%	100%
Actual	--	--	100%	--	--

Performance Measures

Department of Health

Policy, Information and Communications

Opioid Overdose Fatalities

Over the past 20 years, overdose deaths have been increasing nationally and particularly in Rhode Island. To address this epidemic, RIDOH, in collaboration with state and community partners, has implemented a comprehensive portfolio of interventions to prevent drug-related harms in Rhode Island. Adequate access to naloxone, education in proper harm reduction practices, and removing barriers to the utilization of emergency medical services ensure that fewer overdoses result in a fatality. Through adequate promotion of prevention strategies, our goal is to reduce the number of accidental fatal drug overdoses that occur in Rhode Island. The figures below represent the number of individuals who died from an accidental fatal drug overdose as reported by the Office of the State Medical Examiner. [Note: This performance measure was established in FY 2024 and historical targets are not available. RIDOH has confirmed cases for January-June 2023. Cases for the second half of CY 2023 are still under review. As a result, the number of cases for CY 2023 is still pending, and RIDOH anticipates that, once all cases are closed, the number will likely increase to over 400.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	--	--	417	401	384
Actual	435	434	296	--	--

Performance Measures

Department of Health

Preparedness, Response, Infectious Disease, and Emergency Medical Services

Newly Diagnosed HIV Cases

Reductions in new diagnoses may point to decreases in disease transmission as a result of increased condom use and PrEP, as well as greater engagement in care, which are pillars of the HIV Prevention Program. New diagnoses also indicate success in finding previously undiagnosed cases and ensuring that individuals are aware of their status. The figures below represent the number of new cases of HIV diagnosed in Rhode Island on an annual basis. [Note: Calendar year 2023 data are preliminary and may change as new case investigations are completed.]

Frequency: Annual			*Reporting Period: Calendar Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	45	40	36	32	60
Actual	69	66	68	--	--

Timely Rabies Vaccination Referral

Timely post exposure prophylaxis (PEP) with rabies vaccine after a high-risk animal bite is 100 percent effective in preventing human rabies which is a uniformly fatal disease in humans. The rabies surveillance and prevention program handles about 3,000 reports of animal to human exposure annually, assesses risk, and case manages individuals to obtain timely vaccinations. The figures below represent the proportion of eligible high-risk cases that are referred for vaccination within five days of receipt of the report. [Note: Calendar year 2023 data is preliminary and may change as cases are completed.]

Frequency: Annual			*Reporting Period: Calendar Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	100%	100%	100%	100%	100%
Actual	95%	90%	87%	--	--

Performance Measures

Department of Health

COVID-19

New COVID-19 Hospital Admissions per 100,000 Population

COVID-19 will continue to circulate in Rhode Island's communities, so we must minimize the severe impact that this virus has on the health of our state's residents. We must also prevent this virus from overwhelming our hospitals and healthcare systems. Vaccinations and therapeutics are effective tools at our disposal help protect the public from severe illness which lead to hospitalizations. The figures below represent the rate of the total number of patients (Rhode Island residents) admitted with laboratory-confirmed COVID-19 to an adult or pediatric inpatient bed each day during the calendar year per 100,000 population in a Rhode Island hospital. All rates were calculated using the U.S. Census Bureau's 2020 ACS 5-year estimates for Rhode Island. [Note: CY 2023 data is preliminary and will likely increase as more reports are received throughout January]

Frequency: Annual *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	593	563	535
Actual	611	624	239	--	--

Performance Measures

Behavioral Healthcare, Developmental Disabilities and Hospitals

Central Management

Reportable Incidents

RI General Laws 40.1-27-2 and BHDDH Licensing Rules and Regulations state: "Any person who has knowledge of or reasonable cause to believe that a person has been a victim of abuse, neglect, mistreatment, a human rights violation, or a serious incident shall make a report, within 24 hours or before the end of the next business day, to the Office of Quality Assurance (QA)." The figures below represent the percent of reportable events, including unexplained deaths, of Home and Community Based Services (HCBS) participants that are reported based on state policy. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

Frequency: Annual		*Reporting Period: State Fiscal Year*		
2021	**2022**	**2023**	**2024**	**2025**
Target --	--	86%	86%	95%
Actual --	86%	93%	--	--

Performance Measures

Behavioral Healthcare, Developmental Disabilities and Hospitals

Hospital & Community System Support

Internal Data Requests

On any given day, staff in the unit receive a variety of requests for data from staff throughout the department. Requests are submitted by email, or in person or over the phone. Having staff make requests through a data request form allows the unit to log, track and allocate the appropriate staff to respond thereby improving organization and efficiency. The figures below represent the number of internal data requests submitted via the data request form. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	50	54	54
Actual	53	46	48	--	--

Performance Measures

Behavioral Healthcare, Developmental Disabilities and Hospitals

Services for the Developmentally Disabled

Integrated Employment

The figures below represent the percent of individuals served by the Division of Developmental Disabilities that are in person-centered, community-based, integrated employment per specifications from the federal Department of Justice as outlined in the Consent Decree. [Note: FY 2023 and 2024 targets were based on cumulative employment rates, i.e. individuals employed at any point. The actual data reflects those currently employed during the reported year. This performance measure was established in FY 2024 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	68%	69%	30%
Actual	--	--	24.8%	--	--

Residential Care Housing

The figures below represent the percent of individuals served by the Division of Developmental Disabilities that are living in settings other than 24-hour group homes based residential care. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	73%	75%	73%
Actual	71%	71%	71%	--	--

Performance Measures

Behavioral Healthcare, Developmental Disabilities and Hospitals

Behavioral Healthcare Services

Emergency Department Diversion

The figures below represent the number of emergency department visits for Assertive Community Treatment (ACT) and Integrated Health Home (IHH) clients. [Note: The measurement method was revised in FY 2023 to use calendar year data. Due to a six-month lag in claims reporting, data from the previous fiscal year is not available by the time of budget book publication. Therefore, CY 2022 data is reported as the 2023 actual, CY 2021 data as the 2022 actual, etc.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	--	--	8,775	8,700	9,500
Actual	9,240	9,605	9,721	--	--

Hospital Readmission

The figures below represent the number of psychiatric inpatient readmissions within 30 days for ACT and IHH clients. [Note: The measurement method was revised in FY 2023 to use calendar year data. Due to a six-month lag in claims reporting, data from the previous fiscal year is not available by the time of budget book publication. Therefore, CY 2022 data is reported as the 2023 actual, CY 2021 data as the 2022 actual, etc.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	240	235	295
Actual	348	319	299	--	--

Performance Measures

Behavioral Healthcare, Developmental Disabilities and Hospitals

Hospital & Community Rehabilitation Services

Direct Patient Care Staffing - Hospital & Community Rehab Services

Hospital and community rehabilitation programs provide 24-hour, 7-day a week care. BHDDH employees may work additional hours over and above their regular schedules to cover staff absences and vacancies and in instances when clients' safety requires clinical and/or one to one staffing. The figures below represent the number of overtime hours worked across all direct care employees. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	158,600	150,700	93,796
Actual	151,978	161,207	115,797	--	--

Performance Measures

Behavioral Healthcare, Developmental Disabilities and Hospitals

Rhode Island State Psychiatric Hospital

Direct Patient Care Staffing - Psychiatric Hospital

The State Psychiatric Hospital provides 24-hour, 7-day a week care. BHDDH employees may work additional hours over and above their regular schedules to cover staff absences and vacancies and in instances when clients' safety requires clinical and/or one to one staffing. The figures below represent the number of overtime hours worked across all direct care employees. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	--	--	20,483
Actual	--	--	18,966	--	--

Performance Measures

Department of Human Services

Central Management

Staff Attending Learning Management System Courses

The Learning Management System (LMS) integration creates a view into the LMS platform from the RIBridges that allows workers to see which trainings they need to be complete. The LMS is a software application that enables agencies to deliver virtual training courses directly to the learner. DHS offers a core set of trainings to build staff competencies and skills throughout the year. The figures below represent the percent of DHS employees that completed their registered LMS courses. These courses have an expiration date and this measure is capturing the participation rate. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	--	60%	65%
Actual	--	--	54%	--	--

Number of Courses Available to Staff within the LMS

DHS intends to utilize the LMS more by increasing the number of self-directed courses and encourage staff to visit it as a place to sharpen their knowledge, skills and abilities through short, self-learning courses. The figures below represent the number of courses available to staff within the LMS. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	--	40	44
Actual	--	--	34	--	--

Performance Measures

Department of Human Services

Child Support Enforcement

Child Support Distributions

The Office of Child Support Services collects money and distributes portions of support for assistance reimbursement and medical support to the custodial parent. The figures below represent the total child support collected to benefit families. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	$67,000,000	$70,000,000	$70,000,000
Actual	$77,567,893	$71,982,113	$71,218,713	--	--

Performance Measures

Department of Human Services

Individual and Family Support

Timeliness SNAP Application Processing

SNAP offers nutrition assistance to low-income individuals and is 100-percent funded by the federal government. In most instances, DHS must determine eligibility within 30 days of receiving an application. The figures below represent the percent of applications processed within the required timeframes.

Frequency: Annual		*Reporting Period: State Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	95%	95%	96%	96%	96%
Actual	94%	91%	89%	--	--

SNAP Expedited Application Processing

Individuals with very low income and assets may be eligible for expedited SNAP application processing. When an applicant qualifies, an eligibility determination and benefit issuance must occur within seven days. The figures below represent the percent of applications processed within seven days.

Frequency: Annual		*Reporting Period: State Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	96%	95%	96%	96%	96%
Actual	88%	71%	67%	--	--

Call Wait Times

The figures below represent the amount of time spent in queue (in minutes) to connect with a DHS representative.

Frequency: Annual		*Reporting Period: Calendar Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	30	30	30	30	30
Actual	52	72	66	--	--

SNAP Payment Error Rate

DHS seeks to minimize payment error, which includes overpayments and underpayments. The figures below represent the SNAP payment error rate. The federal SNAP error rate is 6 percent. [Note: Data for FFY 2023 is not available until July 2024.]

Frequency: Annual		*Reporting Period: Federal Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	6%	6%	11%	7%	6%
Actual	14%	14%	--	--	--

Performance Measures

Department of Human Services

Office of Veterans Services

RIVETS Veterans Resource Center

The figures below represent the number of unique clients who were provided assistance through the RIVETS Veterans Resource Center annually. [Note: This was a new performance measure in FY 2023 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	--	720	1,080
Actual	--	--	1,394	--	--

Performance Measures

Department of Human Services

Supplemental Security Income Program

Average Processing Times

The figures below represent the average processing time in days for determining disability claims, including combined initial Title II disability (SSDI) and Title XVI (SSI) blind/disabled determinations, excluding technical denials.

Frequency: Annual   *Reporting Period: Federal Fiscal Year*

	2021	2022	2023	2024	2025
Target	90	90	90	90	90
Actual	91	93	95	--	--

Performance Measures

Department of Human Services

Rhode Island Works/Child Care

Temporary Assistance for Needy Families (TANF) Processing Timeliness

RI Works offers temporary cash assistance, health coverage, child care assistance, job training, and job search assistance. Within the State Plan, DHS has established 30 days from the date of application to make a decision on a completed application. Any applications processed outside of 30 days is not considered timely. The figures below represent the percent of applications processed within 30 days.

Frequency: Annual		*Reporting Period: State Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	95%	95%	95%	95%	95%
Actual	89%	78%	76%	--	--

Child Care Assistance Program (CCAP) Processing Timeliness

CCAP applications should be processed within 30 days. Any applications decided outside of the 30 days is not considered timely. The figures below represent the percent of applications processed within 30 days.

Frequency: Annual		*Reporting Period: State Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	95%	95%	95%	95%	95%
Actual	90%	78%	77%	--	--

BrightStars Child Care Ratings

The Child Care Assistance Program (CCAP) BrightStars rating system assigns early care, education, and afterschool programs a rating from one to five stars, and works with these child care providers to improve and expand their rating. Star ratings are objective and tied to specific criteria. Currently, a large percentage of DHS-approved child care providers are rated at level one or two. The figures below represent the percent of children enrolled in CCAP providers rated as four or five stars.

Frequency: Annual		*Reporting Period: Calendar Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	23%	25%	25%	27%	27%
Actual	23%	22%	22%	--	--

Performance Measures

Department of Human Services

Office of Healthy Aging

Adult Protective Services (APS)

When OHA staff learn of a senior in the community who may be victim of abuse, financial exploitation, or self-neglect, the intake team enters that information into our data system where it is then reviewed by our screeners to determine whether the case meets the standards for investigation. The figures below represent the percent of intakes screened within one day of being received. [Note: This was a new performance measure in FY 2023 and historical targets are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	85%	85%	85%
Actual	80%	74%	75%	--	--

Performance Measures

Commission on the Deaf & Hard of Hearing

Central Management

Timeliness of Fulfilled Interpreter Requests

One of the Commission's legislative mandates (RIGL 23-1.8-2(6)) is to administer the interpreter referral service. The Statewide Interpreter Referral Service locates and secures freelance interpreters for assignments requested by the paying parties (such as hospitals, civil and criminal courts, etc.) to ensure communication access is being provided. The figures below represent the percent of interpreter requests received more than five business days in advance that are filled.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	87.5%	95.0%	80.0%	80.0%	80.0%
Actual	91.1%	83.7%	85.9%	--	--

Timeliness of Information Request Response

Individuals with hearing loss, parents, businesses, and other members of the general public regularly contact the office seeking resources and information. One of the Commission's legislative mandates (RIGL 23-1.8-2(4)) is to promote public awareness and to provide information and referral on the subject of deafness and hearing loss. The Commission aims to be Rhode Island's one-stop resource center for deafness and hearing loss-related inquiries. The figures below represent the percent of information requests that receive a response within seven business days.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	100%	95%	95%	95%	95%
Actual	94%	94%	95%	--	--

Agency Interpreter Requests Fulfilled

The Commission is the primary provider of interpreter services for RI state government agencies. Agencies relying on this service include EOHHS, the Governor's Office, and the Judiciary. The goal of the metric is to ensure that agency requests for interpreters are being fulfilled. The figures represent the percent of state agency interpreter requests that were successfully fulfilled. [Note: This performance measure was established in FY 2024 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	--	85%	85%
Actual	--	--	--	--	--

Performance Measures

Governor's Commission on Disabilities

Central Management

Advocating on Behalf of People with Disabilities

The Commission's goal is to ensure that people with disabilities have the opportunity to exercise all rights and responsibilities accorded to Rhode Island citizens and are able to reach their maximum potential. The figures below represent the percent of successful outcomes for GCD's advocacy for disability-friendly policy adopted by the General Assembly (laws and budget articles), Executive Branch and General Officers (regulations), and Judiciary and quasi-judicial entities (decisions). [Note: Legislation that was recommended as beneficial if amended, that were neither amended nor enacted, has been re-categorized as not a successful outcome.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	75%	75%	75%	40%	45%
Actual	52%	43%	36%	--	--

Promoting Safe and Livable Homes

The Commission seeks to divert people with significant disabilities from nursing homes, by modifying their homes and apartments. The figures below represent the number of beneficiaries whose healthcare provider determined would have moved to long term residential care, but for their home modifications. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	--	200	200
Actual	109	207	210	--	--

Promoting Barrier Free Elections

The Commission seeks to ensure voters with disabilities are able to cast votes independently, by secret ballot, and at the same polling location as their neighbors. The figures below represent the percent of polling places barrier-free on Election Day. Measure includes data from special elections that take place in Rhode Island. [Note: No target or actuals available for State Fiscal Year 2022 because no elections were held.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	100%	--	100%	90%	95%
Actual	21%	--	89%	--	--

Promoting the Rights of People with Disabilities

The Commission works to foster voluntary compliance with federal and state disability rights laws and regulations. The figures below represent the percent of accessibility inquiries informally resolved prior to hearing. [Note: Values greater than 100% represent complaints filed in one fiscal year resolved in the next fiscal year.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	75%	75%	75%	75%	75%
Actual	45%	100%	47%	--	--

Performance Measures

Office of the Child Advocate

Central Management

Visits to DCYF Licensed Facilities

The figures below represent the Department of Children, Youth, and Families licensed facilities that the OCA visits. The OCA monitors all facilities licensed by the DCYF including but not limited to group homes, foster homes and the RI Training School. Through thorough site reviews and routine visits by OCA staff the office ensures the appropriateness of the physical living conditions, suitability of clinical treatment programs, compliance with licensing regulations, compliance with contractual obligations and reviews the safety and well-being of children in a particular placement. During drop in visits or site reviews the OCA staff are sure to connect with the children placed in the program and ensure their needs are being met. [Note: This measure was previously combined with another measure - "Face to Face Visits".]

Frequency: Annual | | *Reporting Period: State Fiscal Year* | | |
|---|---|---|---|---|---|
| | **2021** | **2022** | **2023** | **2024** | **2025** |
| **Target** | 70 | 350 | 375 | 125 | 125 |
| **Actual** | 387 | 487 | 112 | -- | -- |

Resolved Inquiries

OCA receives a variety of inquiries each day, requiring differing levels of response. Each staff member is a vital part of providing a proper resolution, which includes but is not limited to referrals, relaying information, providing notice to DCYF of an issue and assisting with the process to provide an appropriate resolution, a formal investigaton, a site review or legal intervention. The figures below represent the number of inquiries resolved.

Frequency: Annual | | *Reporting Period: State Fiscal Year* | | |
|---|---|---|---|---|---|
| | **2021** | **2022** | **2023** | **2024** | **2025** |
| **Target** | 300 | 500 | 500 | 500 | 525 |
| **Actual** | 611 | 682 | 517 | -- | -- |

Court Hearings

Pursuant to the statutory authority of the OCA, the Rhode Island Family Court can appoint the OCA to any case of a child open to the Department of Children, Youth and Families. The OCA will enter into the case to represent the best interest of the child and ensure that their physical, mental, medical, educational, emotional and behavioral needs are met. The OCA will attend meetings and court hearings on behalf of the child, to advocate and ensure that there is an appropriate resolution to the issues presented. The figures below represent the number of court hearings attended by OCA attorneys in pursuit of legal advocacy on behalf of children and youth referred to our office by the RI Family Court. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

Frequency: Annual | | *Reporting Period: Calendar Year* | | |
|---|---|---|---|---|---|
| | **2021** | **2022** | **2023** | **2024** | **2025** |
| **Target** | -- | -- | -- | 250 | 250 |
| **Actual** | -- | -- | 383 | -- | -- |

Face to Face Visits

The figures below represent the face to face visits the OCA performed during drop in visits or site reviews to connect with the children placed in the program and ensure their needs are being met. [Note: This performance measure was established in FY 2024 and historical targets and actuals are not available. This measure was previously combined with another measure - "Visits to DCYF Licensed Facilities".]

Frequency: Annual | | *Reporting Period: State Fiscal Year* | | |
|---|---|---|---|---|---|
| | **2021** | **2022** | **2023** | **2024** | **2025** |
| **Target** | -- | -- | -- | 500 | 500 |
| **Actual** | -- | -- | 722 | -- | -- |

Performance Measures

Office of the Mental Health Advocate

Central Management

Involuntary Civil Commitment Cases

The Office of the Mental Health Advocate provides direct legal representation to individuals subjected to involuntary civil commitment. The figures below represent the number of petitions for involuntary civil commitment where the respondent received representation from the Office of the Mental Health Advocate. [Note: This was a new performance measure in FY 2023 and historic data is not available. The Mental Health Advocate does not utilize targets for this measure.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	--	--	--
Actual	--	596	1,053	--	--

Involuntary Civil Commitment Outcomes

This performance indicator measures withdrawals and dismissals of involuntary petitions that seek to confine individuals living with a psychiatric disability in mental health treatment facilities. The figures below represent the percent of involuntary commitment petitions filed in Civil Court that are dismissed or withdrawn. This performance measure is a rough indicator of the office's efforts to filter out petitions which lack sufficient merit to proceed with adjudication. The measure is related to the agency's stated objective to protect the liberty interests of individuals subjected to involuntary commitment in psychiatric facilities. [Note: This was a new performance measure in FY 2023 and historic data is not available.The Mental Health Advocate does not utilize targets for this measure.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	--	--	--
Actual	--	11%	9%	--	--

Performance Measures

Elementary and Secondary Education

Administration of the Comprehensive Education Strategy

High School Graduates Earning Diploma Plus

The figures below represent the percent of high school graduates earning Diploma Plus college credit or an industry credential through Advanced Placement courses, college courses, and/or industry-approved Career and Technical Education credentials. These opportunities allow for students to obtain the skills and real-world experience required by the workforce in priority sectors. Data has a 1 year lag.

Frequency: Annual		*Reporting Period: State Fiscal Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	50%	54%	58%	63%	67%
Actual	48%	49%	49%	--	--

Low Income State-funded High-quality Pre-K Enrollment

The figures below represent the percent of four-year-old children from low-income families enrolled in high-quality, state-funded pre-kindergarten programs.

Frequency: Annual		*Reporting Period: State Fiscal Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	21%	23%	14%	18%	18%
Actual	12%	14%	14%	--	--

State-funded High-quality Pre-K Enrollment

The figures below represent the percent of four-year-old children enrolled in high-quality, state-funded pre-kindergarten programs.

Frequency: Annual		*Reporting Period: State Fiscal Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	20%	22%	20%	24%	24%
Actual	15%	20%	20%	--	--

Student Chronic Absenteeism Rate

The figures below represent the percent of students who are chronically absent in a year (absent for 10 percent or more of the school year). [Note: In 2020, the U.S. Department of Education waived accountability reporting for all states due to the effects of the pandemic, which impacted the 2021 target.]

Frequency: Annual		*Reporting Period: State Fiscal Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	24%	32%	30%	28%
Actual	27.6%	34.1%	29.0%	--	--

Student Graduation Rate

The figures below represent the state four-year graduation rate. [Note: Graduation rate is an accountability measure reported on a one-year lag. Rhode Island is required to evaluate and publicly report on graduation rate, per federal requirements. In 2020, the U.S. Department of Education waived accountability reporting for all states due to the effects of the pandemic, which impacted the 2021 target.]

Frequency: Annual		*Reporting Period: State Fiscal Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	85%	87%	89%	89%
Actual	84.0%	83.7%	83.5%	--	--

Performance Measures

Office of the Postsecondary Commissioner

Office of Postsecondary Commissioner Operations

FAFSA Completion

The figures below represent the proportion of high school seniors in Rhode Island who complete the Free Application for Federal Student Aid (FAFSA) by June 30 in a given academic year. [Note: Reporting period is academic year. i.e. 2023 Actual reflects 2022-2023 academic year data.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	63.00%	66.15%	69.46%	72.93%	76.58%
Actual	62.00%	60.50%	58.97%	--	--

Early College Opportunities Participation

The figures below represent the number of public high school students who participate in early college opportunities, i.e., dual and/or concurrent courses, in a given academic year. [Note: Reporting period is academic year. i.e. 2023 Actual reflects 2022-2023 academic year data.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	5,631	5,913	6,208	6,519	6,845
Actual	5,480	5,516	5,853	--	--

Postsecondary Attainment Rate

The figures below represent the proportion of Rhode Islanders age 25 and over who have an associate degree or higher.

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	40.25%	46.29%	53.23%	53.76%	54.30%
Actual	42.40%	42.93%	43.22%	--	--

Postsecondary Attainment Rate - BIPOC

The figures below represent the postsecondary attainment rate of Black, Indigenous, and people of color (BIPOC) Rhode Islanders age 25 and over.

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	31.54%	36.28%	41.72%	42.14%	42.56%
Actual	28.40%	29.59%	30.04%	--	--

Performance Measures

Office of the Postsecondary Commissioner

Higher Education Assistance Program

RI Last Dollar Scholarship and Grant Program Persistence Rate

The figures below represent the RI Last Dollar Scholarship and Grant Program persistence rate. This is the number of students who received an award during an academic year who either graduated or subsequently enrolled the following academic year. [Note: This performance measure was established in FY 2023 and some historical data and targets are not available. Reporting period is academic year. i.e. 2023 Actual reflects 2022-2023 academic year data.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	70.00%	73.50%	77.18%	81.03%
Actual	--	--	78.55%	--	--

Performance Measures

Office of the Postsecondary Commissioner

Rhode Island Nursing Education Center

OPC Education Center Participation

The figures below represent the number of Rhode Islanders who participate in an education or workforce training program offered through OPC's Education Centers and RI Reconnect.

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	5,000	5,500	6,050	6,655	7,321
Actual	5,086	7,303	12,032	--	--

Performance Measures

Office of the Postsecondary Commissioner

Longitudinal Data System

Data Requests

The Rhode Island Longitudinal Data System (RILDS) became integrated into the Office of the Postsecondary Commissioner and began receiving General Revenue funding in 2023. RILDS serves as the central repository for the state's inter-agency, longitudinal, linked data, and RILDS advances research and provides analysis. These research projects strive to be in alignment of goals outlined by state agencies and the Governor's Office – primarily assisting with policymaking and program evaluation priorities as outlined by agencies or Rhode Island 2030. The figures below represent the number of completed data requests for RILDS data that align with the state's priorities, which is defined as informing policymaking and program evaluation and/or that improve the well-being of all Rhode Islanders. [Note: This performance measure was established in FY 2024 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	--	12	16
Actual	--	--	9	--	--

Performance Measures

University of Rhode Island

URI Education and General

Six Year Graduation Rate

The figures below represent the percent of first-time, full-time students who graduate within six years of enrollment at URI. The University's ten-year target of 80 percent by 2033 was established in URI's strategic plan. URI is working to establish annual targets. This measure is reported by cohort (i.e., the 2016 cohort is reported in the 2023 field, etc.)

Frequency: Annual		*Reporting Period: Calendar Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	69%	--	--	--	--
Actual	70%	71%	71%	--	--

First Year Retention Rate

The figures below represent the percent of first-time, full-time students returning for the second year of education at URI. The University's ten-year target of 90 percent by 2033 was established in URI's strategic plan. URI is working to establish annual targets.

Frequency: Annual		*Reporting Period: Calendar Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	--	--	--
Actual	85.5%	85.0%	84.5%	--	--

Research Expenditures

Three-year average of total research expenditures. [Note: This is a URI Strategic Plan KPI with a ten-year target of doubling the FY 2021 baseline of $117.7m to $225m. URI is working to establish annual targets.]

Frequency: Annual		*Reporting Period: State Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	--	--	--
Actual	$117,700,000	$118,400,000	--	--	--

Performance Measures

Rhode Island College

RIC Education and General

First-Year Retention Rate

The figures below represent the percent of first-time, full-time students returning for the second year of education at RIC. The first year retention rate target was established in RIC's strategic plan, Vision 2015.

Frequency: Annual *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	75%	75%	75%	75%	75%
Actual	76%	74%	71%	--	--

Six-Year Graduation Rate

The figures below represent the percent of first-time, full-time students who graduate within six years of enrollment at RIC. The graduation rate target was established in RIC's strategic plan, Vision 2015. This measure is reported by cohort (i.e., the 2016 cohort is reported in the 2023 field, etc.)

Frequency: Annual *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	50%	50%	50%	50%	50%
Actual	46%	46%	44%	--	--

Nursing Exam Performance

Licensing exams measure a nursing student's knowledge and skills and gauge the effectiveness of Rhode Island's public nursing programs. The figures below represent the percent of nursing students at RIC passing the nursing license exams. Annual targets are based on the national pass rates for first-time, US-educated candidates at the baccalaureate level. [Note: The annual National Counsel Licensure Examination (NCLEX) report will be released in May 2024, which will contain 2023 data.]

Frequency: Annual *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	87%	87%	87%	87%	90%
Actual	90%	82%	--	--	--

Performance Measures

Community College of Rhode Island

CCRI Education and General

Two Year Graduation Rate

The figures below represent the percent of first-time, full-time students who graduate within two years of enrollment at CCRI. This measure is reported by cohort (e.g., the two-year graduation rate for students entering CCRI in fall 2020 is reported under 2022.)

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	12%	14%	18%	19%	20%
Actual	17%	17%	18%	--	--

Three Year Graduation Rate

The figures below represent the percent of first-time, full-time students in a cohort that graduate in three years. (e.g., the three-year graduation rate for students entering CCRI in fall 2020 is reported under 2023.)

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	25%	26%	28%	26%	27%
Actual	26%	24%	25%	--	--

Certificates and Associates Degrees Awarded

The figures below represent the number of degrees and certificates award on the credit bearing side of the College.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	2,809	2,300	2,210	2,050	2,100
Actual	2,244	2,159	2,009	--	--

Non-Credit/Workforce Credentials Awarded

The figures below represent the number of credentials awarded, noncredit bearing, through the Division of Workforce Partnerships. Credentials included are those that are leading to employment (ex. CNA Training Program completion) and those micro credentials that are nationally recognized (ex. OSHA-10 Certification). [Note: This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	2,100	2,200	2,750
Actual	1,657	1,916	2,495	--	--

Performance Measures

Rhode Island Council on the Arts

Central Management

Eligible Program Grant Applications

Through its grant making activities, RISCA supports non-profit organizations, schools, individual artists and culture bearers in order to build a strong ecosystem of arts education, cultural development, economic development, social cohesion, public health and cultural expression in the state of Rhode Island. RISCA's efforts focus on broad outreach to communities across the state. The figures below represent the number of eligible applications received by RISCA. [Note: This was a new performance measure in FY 2023 and historical targets are not available.]

Frequency: Annual		*Reporting Period: State Fiscal Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	580	620	620
Actual	383	572	599	--	--

Funded and Approved Grants

Through its grant making activities, RISCA supports non-profit organizations, schools, individual artists and culture bearers in order to build a strong ecosystem of arts education, cultural development, economic development, social cohesion, public health and cultural expression in Rhode Island. RISCA's efforts focus on broad outreach to communities across the state. The figures below represent the numbers of eligible applications funded and approved by the Governor's appointed council. [Note: This was a new performance measure in FY 2023 and historical targets are not available.]

Frequency: Annual		*Reporting Period: State Fiscal Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	250	250	300
Actual	292	214	289	--	--

Grant Awards

Through its grant making activities, RISCA supports non-profit organizations, schools, individual artists and culture bearers in order to build a strong ecosystem of arts education, cultural development, economic development, social cohesion, public health and cultural expression in the state of Rhode Island. RISCA's efforts focus on broad outreach to communities across the state. The figures below represent the dollar amounts granted during the fiscal year. [Note: This was a new performance measure in FY 2023 and historical targets are not available.]

Frequency: Annual		*Reporting Period: State Fiscal Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	$1,000,000	$1,000,000	$1,220,000
Actual	$747,292	$981,692	$1,048,209	--	--

Total Dollar Request of Eligible Applications Received

Through its grant making activities, the Rhode Island State Council on the Arts supports non-profit organizations, schools, individual artists and culture bearers in order to build a strong ecosystem of arts education, cultural development, economic development, social cohesion, public health and cultural expression in the state of Rhode Island. RISCA's efforts focus on broad outreach to communities across the state. The figures below represent the dollar amounts that RI organizations and artists requested during the fiscal year. [Note: This was a new performance measure in FY 2023 and historical targets are not available.]

Frequency: Annual		*Reporting Period: State Fiscal Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	$2,500,500	$2,500,500	$2,500,500
Actual	$1,944,424	$2,735,992	$2,378,458	--	--

Performance Measures

Rhode Island Atomic Energy Commission

Central Management

Rhode Island Nuclear Science Center (RINSC) Outreach Hours

The RINSC hosts students from local junior high schools, high schools, and universities. The RINSC also participates in the University of Rhode Island Graduate School of Oceanography's annual Day at the Bay. The figures below represent the number of hours spent providing tours, working with student interns, working on student projects, and reaching out to the general public.

Frequency: Annual *Reporting Period: State Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	1,000	1,000	1,000	1,000	1,000
Actual	409	1,147	1,788	--	--

Sample Hours

The figures below represent the number of hours the reactor is used on a per sample basis in various research projects.

Frequency: Annual *Reporting Period: State Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	2,000	2,000	2,000	2,000	2,000
Actual	859	1,279	1,627	--	--

Instructional Hours

The figures below represent the amount of time spent teaching classes, providing training, and running student laboratory exercises.

Frequency: Annual *Reporting Period: State Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	1,000	1,000	1,000	1,700	1,700
Actual	1,259	1,748	1,691	--	--

Performance Measures

Historical Preservation and Heritage Commission

Central Management

Architectural Review - Investment

The figures below represent the dollar value of investment of historic preservation projects that complete HPHC's Phase III architectural review (i.e., completed projects).

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	$197,687,924	$197,687,924	$155,607,860	$242,458,949	$206,041,845
Actual	$248,245,114	$11,900,000	$123,329,732	--	--

National Register of Historic Places (NRHP) Nominations

HPHC documents and nominates historic structures and archaeological sites to the NRHP, the official list of properties that possess historical significance and are worthy of preservation. Properties entered on the NRHP become eligible for the benefits of HPHC programs. The figures below represent the number of properties nominated to the NRHP each year.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	40	40	20	20	20
Actual	4	55	17	--	--

Heritage Program Attendance

The HPHC Heritage program works with ethnic subcommittee members to document, support and celebrate the diverse cultural heritage of Rhode Island's people through publications and events. The figures represent the number of people who participate in Heritage programs each year.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	50,000	50,000	25,000	35,000	55,000
Actual	16,789	42,848	46,919	--	--

Performance Measures

Department of Corrections

Central Management

Re-Commitment to ACI

The Department of Corrections (RIDOC) defines recidivism as an offender who was released from a sentence at an ACI facility who either returns as a sentenced offender or an awaiting trial detainee within 36 months of release. This includes probation and parole violators as well as newly sentenced inmates. Probation violators are included only if they are sentenced on a charge or violation. The figures below represent the re-commitment rate (individuals who returned to RIDOC as sentenced offenders). [Note: RIDOC's 2019 cohort is reported under 2023. Re-commitment rate from 2020 cohort will be available in 2024.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	--	--	--	--	--
Actual	51%	48%	45%	--	--

Re-Commitment to ACI for Men

The figures below represent the re-commitment rate for men. [Note: RIDOC's 2019 cohort is reported under 2023. Re-commitment rate from 2020 cohort will be available in 2024.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	--	--	--	--	--
Actual	51%	49%	46%	--	--

Re-Commitment to ACI for Women

The figures below represent the re-commitment rate for women. [Note: RIDOC's 2019 cohort is reported under 2023. Re-commitment rate from 2020 cohort will be available in 2024.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	--	--	--	--	--
Actual	48%	40%	34%	--	--

Performance Measures

Department of Corrections

Parole Board

Sex Offender Community Notifications

Sex offender notifications help make the public aware when offenders move into their community. In addition to these notifications, a listing of Level II and Level III sex offenders is available at www.paroleboard.ri.gov. The figures below represent the number of notifications completed.

Frequency: Annual *Reporting Period: State Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	922	718	718	732	789
Actual	709	704	717	--	--

Parole Hearings

The figures below represent the number of Parole Board Hearings by the Board.

Frequency: Annual *Reporting Period: State Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	923	666	666	672	756
Actual	787	659	687	--	--

Warrants

The figures below represent the number of warrants issued by the Parole Board.

Frequency: Annual *Reporting Period: State Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	98	73	73	71	53
Actual	81	74	48	--	--

Performance Measures

Department of Corrections

Custody and Security

Incident Reports

Institutions and Operations incidents include inmate on inmate assault, inmate on staff assault, uses of force, attempted escapes, escapes, and suicides. This measure reflects inmate climate within the institutions. RIDOC seeks to maintain a safe environment and minimize violence. The figures below represent the number of incident reports.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	--	--	512
Actual	394	444	465	--	--

In-Person Visits

The figures below represent the number of in-person visits. [Note: This performance measure was established in FY 2024 and historical targets and data are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	--	--	54,414
Actual	--	--	49,467	--	--

Virtual Visits

The figures below represent the number of virtual visits. [Note: This performance measure was established in FY 2024 and historical targets and data are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	--	--	11,611
Actual	--	--	10,555	--	--

Inmates Served by Virtual Visitations

The figures below represent the percent of inmates served by virtual visitations. [Note: This performance measure was established in FY 2024 and historical targets and data are not available.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	--	--	70%
Actual	--	--	65%	--	--

Performance Measures

Department of Corrections

Institutional Support

Inmate Classification

This measure assesses any delays in the inmate classification process and the transfer of classified inmates to the sentenced facilities, as defined under RI General Laws 42-56-29. The figures below represent the number of inmates classified, reclassified, and administratively classified.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	3,127	2,290	2,290	2,224	2,312
Actual	2,308	2,359	2,569	--	--

Daily Food Cost per Inmate

The figures below represent the daily food cost per inmate.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	$4.72	$4.91	$5.44	$5.55	$6.24
Actual	$4.81	$5.33	$6.24	--	--

Performance Measures

Department of Corrections

Institutional Based Rehab/Population Management

Substance Abuse Admission

Comprehensive substance abuse assessments analyze an inmate's need for treatment services. This measure, when considered along with risk and need data, ensures that treatment slots are being used appropriately for those in need. The figures below represent the total number of inmates who had an initial assessment, refused services at initial assessment, were admitted into the substance abuse program, discharged from the substance abuse program, completed Levels 1 and 2 of treatment, were discharged prior to completing the program (e.g. drop out, released), and were referred to treatment services upon release.

Frequency: Annual		*Reporting Period: State Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	1,571	1,499	1,499	1,533	1,526
Actual	1,174	1,516	1,387	--	--

Education/Vocational Ed/Correctional Industries

The figures below represent the number of inmates assessed as needing academic education services who are enrolled in academic programming and/or post-secondary academic educational services, participating in a vocational class, and employed by Correctional Industries.

Frequency: Annual		*Reporting Period: State Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	1,282	990	995	1,001	1,125
Actual	985	989	1,023	--	--

Re-entry/Re-entry Councils & Discharge Planning

The figures below represent the annual number of discharge plans completed.

Frequency: Annual		*Reporting Period: State Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	1,843	1,174	1,712	1,883	2,225
Actual	802	1,556	2,023	--	--

Performance Measures

Department of Corrections

Healthcare Services

Off-Site Outpatient Inmate Medical Trips

Hospital-level care is a significant cost to the Rhode Island Department of Corrections, as it involves supervision and medical treatment costs. The department aims to reduce inmate hospitalization through early intervention when appropriate. The figures below represent the number of off-site medical trips, emergency room visit and hospital admissions.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	--	--	3,272
Actual	2,048	3,441	3,636	--	--

Physician Encounters

Medical services are provided to inmates via department staff and contracted providers. The RIDOC uses this measure to gauge its responsiveness to the health needs of inmates. Early intervention by medical providers can reduce hospital admissions. The figures below represent the number of physician encounters, behavioral health encounters, dentist encounters, and hygienist encounters.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	--	--	21,856
Actual	26,085	18,785	19,869	--	--

Performance Measures

Department of Corrections

Community Corrections

Field Visits

In addition to the individuals on probation and parole, the RIDOC oversees the Community Confinement program. Community Confinement is a community-based program that provides an alternative to placement in the Adult Correctional facilities. The figures below represent the actual number of community field visits conducted and the number of offenders who were drug tested.

Frequency: Annual		*Reporting Period: State Fiscal Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	1,587	1,492	1,492	1,537	2,077
Actual	794	1,449	1,888	--	--

Adult Probation

The number of offenders on probation affects caseload ratios, measured by the average number of offenders overseen by one probation officer. RIDOC has had a history of high caseloads but has brought averages down over the last several years. The figures below represent the number of active generic supervision offenders, specialized supervision sex offenders, and specialized supervision domestic violence offenders.

Frequency: Annual		*Reporting Period: State Fiscal Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	--	--	8,542
Actual	5,366	6,997	8,542	--	--

Victim Notification System (VINES) - Inquiries

RIDOC uses the voluntary Victim Notification System (VINES) to inform victims about the status of certain offenders. Victims may inquire about a particular individual through the phone line (877-RI4-VINE) or the VINES website (www.vinelink.com). The figure represents the number of inquiries into the VINES system, outgoing notifications and notification letters sent out.

Frequency: Annual		*Reporting Period: State Fiscal Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	71,397	57,129	57,129	58,843	62,935
Actual	52,908	55,465	57,214	--	--

Performance Measures

Judiciary

Supreme Court

Disposition Rate of Appeal Cases

During a specified time period, if the Supreme Court is able to dispose more cases than those docketed, the disposition rate (or clearance rate) will exceed 100 percent, thereby reducing the number of cases pending (backlog). The figures below represent the disposition rate of appeal cases. This is a key metric identified by the National Center for State Courts. [Note: Calendar year 2023 data is as of 6/30/23.]

Frequency: Annual		*Reporting Period: Calendar Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	100%	100%	100%	100%	100%
Actual	99%	105%	108%	--	--

Timeliness of Appellate Cases Disposed

The figures below represent the percent of Supreme Court cases disposed within 24 months of filing. Measuring time to disposition is a metric identified by the National Center for State Courts. [Note: Calendar year 2023 data is as of 6/30/23.]

Frequency: Annual		*Reporting Period: Calendar Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	80%	80%	80%	80%	80%
Actual	88%	82%	92%	--	--

Age of Active Pending Appellate Cases

The figures below represent the percent of pending Supreme Court cases that have been pending for less than 24 months of filing. Measuring the time cases are pending is a metric identified by the National Center for State Courts. [Note: Calendar year 2023 data is as of 6/30/23.]

Frequency: Annual		*Reporting Period: Calendar Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	90%	90%	90%	90%	90%
Actual	81%	90%	89%	--	--

Performance Measures

Judiciary

Superior Court

Disposition Rate of Criminal Cases (SC)

During a specified time period, if the Superior Court is able to dispose more criminal cases than those filed, the disposition rate (or clearance rate) will exceed 100 percent, thereby reducing the number of cases pending (backlog). The figures below represent the disposition rate of criminal cases. This is a key metric identified by the National Center for State Courts. [Note: Calendar year 2023 data is as of 6/30/23.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	100%	100%	100%	100%	100%
Actual	106%	91%	99%	--	--

Performance Measures

Judiciary

Family Court

Disposition Rate of W/D/V Cases

During a specified time period, if the Family Court is able to dispose more wayward/delinquent/violation cases than those filed, the disposition rate (or clearance rate) will exceed 100 percent, thereby reducing the number of cases pending (backlog). The figures below represent the disposition rate of wayward/delinquent/violation cases. This is a key metric identified by the National Center for State Courts. [Note: Calendar year 2023 data is as of 6/30/23.]

Frequency: Annual		*Reporting Period: Calendar Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	100%	100%	100%	100%	100%
Actual	102%	80%	77%	--	--

Disposition Rate of Child Protection Cases

During a specified time period, if the Family Court is able to dispose more child protection cases than those filed, the disposition rate (or clearance rate) will exceed 100 percent, thereby reducing the number of cases pending (backlog). The figures below represent the disposition rate of child protection cases. This is a key metric identified by the National Center for State Courts. [Note: Calendar year 2023 data is as of 6/30/23.]

Frequency: Annual		*Reporting Period: Calendar Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	100%	100%	100%	100%	100%
Actual	136%	116%	103%	--	--

Disposition Rate of Domestic Cases

During a specified time period, if the Family Court is able to dispose more domestic cases than those filed, the disposition rate (or clearance rate) will exceed 100 percent, thereby reducing the number of cases pending (backlog). The figures below represent the disposition rate of domestic cases. This is a key metric identified by the National Center for State Courts. [Note: Calendar year 2023 data is as of 6/30/23.]

Frequency: Annual		*Reporting Period: Calendar Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	100%	100%	100%	100%	100%
Actual	128%	123%	116%	--	--

Performance Measures

Judiciary

District Court

Disposition Rate of Civil Cases (DC)

During a specified time period, if the District Court is able to dispose more civil cases than those filed, the disposition rate (or clearance rate) will exceed 100 percent, thereby reducing the number of cases pending (backlog). The figures below represent the disposition rate of civil cases. This is a key metric identified by the National Center for State Courts. [Note: Calendar year 2023 data is as of 6/30/23.]

Frequency: Annual		*Reporting Period: Calendar Year*		
2021	**2022**	**2023**	**2024**	**2025**
Target 100%	100%	100%	100%	100%
Actual 89%	108%	96%	--	--

Disposition Rate of Small Claims Cases

During a specified time period, if the District Court is able to dispose more small claims cases than those filed, the disposition rate (or clearance rate) will exceed 100 percent, thereby reducing the number of cases pending (backlog). The figures below represent the disposition rate of small claims cases. This is a key metric identified by the National Center for State Courts. [Note: Calendar year 2023 data is as of 6/30/23.]

Frequency: Annual		*Reporting Period: Calendar Year*		
2021	**2022**	**2023**	**2024**	**2025**
Target 100%	100%	100%	100%	100%
Actual 87%	73%	62%	--	--

Disposition Rate of Criminal Cases (DC)

During a specified time period, if the District Court is able to dispose more criminal cases than those filed, the disposition rate (or clearance rate) will exceed 100 percent, thereby reducing the number of cases pending (backlog). The figures below represent the disposition rate of criminal cases. This is a key metric identified by the National Center for State Courts. [Note: Calendar year 2023 data is as of 6/30/23.]

Frequency: Annual		*Reporting Period: Calendar Year*		
2021	**2022**	**2023**	**2024**	**2025**
Target 100%	100%	100%	100%	100%
Actual 100%	115%	94%	--	--

Performance Measures

Judiciary

Traffic Tribunal

Disposition Rate of RITT Summonses

During a specified time period, if the Rhode Island Traffic Tribunal (RITT) is able to dispose more cases/summonses than those filed, the disposition rate (or clearance rate) will exceed 100 percent, thereby reducing the number of cases pending (backlog). The figures below represent the disposition rate of RITT cases/summonses. This is a key metric identified by the National Center for State Courts. [Note: Calendar year 2023 data is as of 6/30/23.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	100%	100%	100%	100%	100%
Actual	100%	104%	97%	--	--

Performance Measures

Judiciary

Worker's Compensation Court

Timeliness of WCC Cases Disposed at Pretrial

The figures below represent the percent of Workers' Compensation Court (WCC) cases disposed at pretrial within 90 days of filing. Measuring time to disposition is a metric identified by the National Center for State Courts. [Note: Calendar year 2023 data is as of 6/30/23.]

Frequency: Annual	*Reporting Period: Calendar Year*				
	2021	**2022**	**2023**	**2024**	**2025**
Target	90%	90%	90%	90%	90%
Actual	83%	86%	84%	--	--

Timeliness of WCC Cases Disposed at Trial

The figures below represent the percent of Workers' Compensation Court (WCC) cases disposed at trial within 360 days of filing. Measuring time to disposition is a metric identified by the National Center for State Courts. [Note: Calendar year 2023 data is as of 6/30/23.]

Frequency: Annual	*Reporting Period: Calendar Year*				
	2021	**2022**	**2023**	**2024**	**2025**
Target	90%	90%	90%	90%	90%
Actual	81%	81%	87%	--	--

Disposition Rate of WCC Cases

During a specified time period, if the Workers' Compensation Court (WCC) is able to dispose more cases than those filed, the disposition rate (or clearance rate) will exceed 100 percent, thereby reducing the number of cases pending (backlog). The figures below represent the disposition rate of WCC cases. This is a key metric identified by the National Center for State Courts. [Note: Calendar year 2023 data is as of 6/30/23.]

Frequency: Annual	*Reporting Period: Calendar Year*				
	2021	**2022**	**2023**	**2024**	**2025**
Target	100%	100%	100%	100%	100%
Actual	101%	98%	102%	--	--

Performance Measures

Military Staff

RI National Guard

Command Building Readiness

The Army rates its facility conditions using a standardized assessment tool. Federal guidance suggest that 80 percent of facilities should meet or exceed the minimum standards. The goal of Rhode Island National Guard (RING) is to meet this 80 percent target each year. The RING uses the Installation Status Report, Infrastructure (ISR-I) system to track the percent of Armories and Readiness Centers that meet or exceed Army-wide standards for quality and mission support capability. The figures below represent the percent of Rhode Island's eighteen armories and readiness centers that meet or exceed Army building code compliance standards.

Frequency: Annual   *Reporting Period: Federal Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	30%	80%	80%	80%	80%
Actual	82.0%	41.0%	44.4%	--	--

Performance Measures

Rhode Island Emergency Management Agency

Central Management

Statewide RISCON Coverage - Mobile

The Rhode Island Statewide Communications Network (RISCON) Land Mobile Radio (LMR) coverage provides interoperable radio communications throughout the state; with various state agencies as well as local jurisdictions and limited coverage in neighboring states. The figures below represent the percent of on street mobile using the Statewide Communication interoperability Plan (SCIP). [Note: This performance measure was established in FY 2024 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	--	--	--	95%	95%
Actual	--	--	--	--	--

Statewide RISCON Coverage - Portable

The Rhode Island Statewide Communications Network (RISCON) Land Mobile Radio (LMR) coverage provides interoperable radio communications throughout the state; with various state agencies as well as local jurisdictions and limited coverage in neighboring states. The figures below represent the percent of on street portable using the Statewide Communication interoperability Plan (SCIP) along with city and town feedback. [Note: This performance measure was established in FY 2024 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	--	--	--	95%	95%
Actual	--	--	--	--	--

Hazard Mitigation Plan Completion Rate

RIEMA will track all 39 cities and towns to ensure they have completed their local mitigation plan. Every local city and town is required to have a current mitigation plan which provides a plan that guides risk-informed decision-making at the local level. Local governments, including special districts, can use the mitigation plan to guide planning for climate adaptation, resilience, land use and economic development. The figures below represent the percent of Rhode Island municipalities with a current mitigation plan. [Note: This performance measure was established in FY 2024 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	--	--	--	90%	90%
Actual	--	--	--	--	--

Critical Infrastructure Plan Completion Rate

RIEMA strives to create and maintain a policy with a comprehensive strategy that protects and enhances the resiliency of the State's Critical Infrastructure/Key Resources (CI/KR). CIKR is defined as critical systems and assets, whether physical or virtual, so vital that the incapacity or destruction of such systems and assets would have a debilitating impact on security, economic security, public health or safety, or any combination of those matters. The figures below represent the percent of the Critical Infrastructure Plan that has been completed. [Note: This performance measure was established in FY 2024 and historical targets and actuals are not available.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	--	--	--	90%	90%
Actual	--	--	--	--	--

Performance Measures

Department of Public Safety

Central Management

Deployment of Body Worn Cameras

The Public Safety Grant Administration Office has been tasked with the implementation of the Statewide Body Worn Camera program. Applications received from state and local law enforcement agencies will become subgrant awards for those agencies to purchase, provide training, and launch a body worn camera program in their jurisdictions. The figures below represent the cumulative count of body worn cameras deployed to law enforcement agencies throughout Rhode Island. For purposes of this measure, "deployed" means the infrastructure (cloud storage, etc.) is in place, training is complete, and the camera is in the field. [Note: Body worn camera deployment began in 2023.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	500	1,000	1,700	1,700	1,700
Actual	--	--	1,742	--	--

Performance Measures

Department of Public Safety

E-911

Medical Calls Received

As of July 26, 2022, all 911 medical calls are processed using Priority Dispatch Emergency Medical Dispatch (EMD) software. The use of emergency medical dispatching (EMD) provides the telecommunicator with scientifically backed scripted protocols delivered by a state-of-the-art call taking software. This provides callers with reliable, life-saving information as they await the arrival of first responders. The figures below represent the number of medical calls received. RI E-911 will track the number of medical calls to ascertain if we have enough resources dedicated to this task. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

Frequency: Annual		*Reporting Period: Calendar Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	130,000	132,000	134,000	135,000
Actual	--	133,151	126,956	--	--

Medical Call Duration

The Project Manager for Priority Dispatch explained that the call duration to process a medical call would increase. The figures below represent the duration of medical calls received. RI E-911 is aware of this and will track the statistics to ascertain if it is having any impact on calls in queue and if staffing enhancements are required to mitigate this issue. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

Frequency: Annual		*Reporting Period: Calendar Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	4:00	3:50	3:45
Actual	--	2:57	3:49	--	--

Rate of Compliance

Priority Dispatch's Incident Performance Report details each case and the call taker's compliance and high compliance to protocol during the call. Individual/Shift/Agency Performance Reports provide a clear understanding of agency rate of compliance to protocol to help tailor continuing dispatch education (CDE) training. The figures below represent the percent of calls that are in compliance with current protocols. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

Frequency: Annual		*Reporting Period: State Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	45%	50%	45%
Actual	--	27%	35%	--	--

Performance Measures

Department of Public Safety

Security Services

Capitol Police Calls for Service

The Rhode Island Capitol Police provide 24-hour law enforcement and security services to 13 state buildings, including the State House and all court buildings. In addition to staffing the facilities for screening purposes, this agency uses facility logs to record the total calls for service. These log numbers are used to track needed staffing levels and deployment. The figures below represent the number of calls for service responded to by the Capitol Police.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	20,000	30,000	32,000	37,000	55,000
Actual	46,691	49,637	51,408	--	--

Civil Process/Writ Services

The Division of Sheriffs is responsible for the accountability and service of a wide variety of court documents (writs) that directly impact the civil and criminal administration of justice within the State of Rhode Island. Division members are tasked with the hand delivery of restraining orders, no contact orders, eviction notices, civil and criminal body attachments, and a variety of legal appearance papers to both private and public entities. The figures below represent the number of writs the Sheriffs' Civil Processing Unit has served and generated.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	12,000	12,000	12,000	12,000	12,000
Actual	9,611	9,788	9,468	--	--

Inmate Transportation

The Division of Sheriffs is responsible for the daily transportation of adult and juvenile inmates. Inmates are primarily processed and transported by Division members from the Adult Correctional Institute (ACI) and the Rhode Island Training School for Youth, both located in Cranston. Inmates are transported from these facilities to one of five Judicial Complexes within Rhode Island. Most adjudicated offenders/inmates are then transported back to these respective facilities for detention at the end of each business day. The figures below represent the number of inmates transported by the Division of Sheriffs. [Note: Transport data are collected by trip segment; an inmate transported from the ACI to a court facility and back is counted as two transports.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	45,000	40,000	40,000	40,000	40,000
Actual	18,997	35,560	40,338	--	--

Performance Measures

Department of Public Safety

Municipal Police Training

Municipal Police Training

The figures below represent the accumulated average of trainee performance evaluations.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	93	93	93	93	93
Actual	93	91	--	--	--

Performance Measures

Department of Public Safety

State Police

Accuracy of Traffic Stop Integrity Checks

The State Police examine a representative sample of citations from each of the five barracks statewide comparing race data entered into records management system with the license photograph of the individual. The figures below represent the percent of race data that match the photograph.

Frequency: Annual		*Reporting Period: State Fiscal Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	100%	100%	100%	100%	100%
Actual	99%	100%	100%	--	--

Driving Under the Influence (DUI) Arrests

One of RISP's primary functions is enforcing the state's Driving Under the Influence (DUI) laws. In addition to patrolling the state on all highways and secondary roads, RISP educates the public about the dangers of drunk driving at various events. The figures below represent the number of DUI arrests made by RISP.

Frequency: Annual		*Reporting Period: State Fiscal Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	458	750	750	750	800
Actual	809	856	928	--	--

Speeding Citations

RISP patrols state highways to ensure that traffic laws are obeyed and to promote traffic safety efforts. The figures below represent the number of speeding citations issued by RISP.

Frequency: Annual		*Reporting Period: State Fiscal Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	15,547	16,000	16,000	16,000	16,000
Actual	16,391	16,110	14,785	--	--

Drug Recognition Expert (DRE) Examinations

With the passage of the recreational marijuana legislation, RISP anticipates additional Drug Recognition Expert examinations and training of additional instructors and certified Troopers to detect those motorists under the influence of marijuana and any other illegal substances. The figures below represent the number of examinations administered. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

Frequency: Annual		*Reporting Period: State Fiscal Year*			
	2021	**2022**	**2023**	**2024**	**2025**
Target	--	--	19	23	23
Actual	--	19	7	--	--

Performance Measures

Office of Public Defender

Central Management

Continuing Legal Education Attendance

The Public Defender sponsors a continuing legal education (CLE) program for its legal staff. CLE attendance is a proxy indicator of quality delivery of legal services. Although continuing education is offered through the Rhode Island Bar Association and other organizations, the coursework is not specifically related to the criminal defense function. For that reason, the agency provides CLE courses tailored to the needs of its staff. The figures below represent the average percent of the ten-hour CLE requirement fulfilled with Public Defender-sponsored courses. [Note: For 2021 the RI Supreme Court suspended the annual CLE reporting requirements for attorneys. Therefore, no data was collected for that year.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	80%	80%	80%	80%	80%
Actual	--	83%	83%	--	--

Misdemeanor Caseloads

Attorney caseload is a surrogate indicator of the quality of indigent legal representation provided. National caseload standards call for an attorney to handle no more than 400 misdemeanors per year. The figures below represent the percent by which the average attorney caseload exceeds the national standards for misdemeanors.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	0.00%	0.00%	0.00%	0.00%	0.00%
Actual	178.5%	136.7%	122.5%	--	--

Timeliness of Legal Visits of Incarcerated Youth

Regular communication is essential to the attorney-client relationship. Not only do youth need to understand the nature of their case and the processes of the juvenile justice system, but they must be in a position to ask questions of counsel in a proper calm setting. Counsel must anticipate that a juvenile client, due to his/her developmental immaturity, may require more frequent and face-to-face contact, especially when recently incarcerated. For those reasons the Public Defender has determined that all recently incarcerated juveniles should have a face-to-face meeting with legal counsel within 72 hours of detention. The figures below represent the percent of incarcerated juveniles that receive a face-to-face meeting with legal counsel within 72 hours of detention.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	**2022**	**2023**	**2024**	**2025**
Target	80%	80%	80%	80%	80%
Actual	94.6%	87.9%	91.4%	--	--

Performance Measures

Department of Environmental Management

Office of Director

Reduction of Greenhouse Gas Emissions

DEM looks to reduce Greenhouse Gas Scope 3 Emissions by implementing zero-waste initiatives as part of the broader lead-by-example initiative for State Government. Scope 3 Emissions occur when we buy and dispose of products from supplies. The Office of Director will implement (1) waste diversion programs that will eliminate organics from entering the landfill, (2) eliminate single-use plastic bags used in office waste bins, and (3) provide water refill stations to minimize the purchase of single-use water bottles. The figures below represent the pounds of Greenhouse Gas Scope 3 Emissions that were eliminated as a result of DEM's zero-waste initiatives. [Note: This performance measure was established in FY 2024 and historical targets and actuals are not available.]

Frequency: Annual　　　　　　　　　　　　　*Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	--	--	--	85,395	96,674
Actual	--	--	31,919	--	--

Performance Measures

Department of Environmental Management

Bureau of Natural Resources

Farm and Natural Resource Preservation and Protection

DEM purchases land and development rights to protect working farms, forests, drinking water supplies and fish and wildlife habitats and to provide ample recreational opportunities. These lands sustain the state's tourism industry and enhance Rhode Islanders' quality of life. The figures below represent the acres of farm and natural resource areas preserved and protected. [Note: 2023 data is YTD as of 9/30/2023.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	91,590	92,350	93,000	93,250	93,650
Actual	91,340	91,532	92,068	--	--

State Park Visitors

DEM supports a robust outdoor recreation industry by operating a statewide system of parks, beaches and recreation areas that provide residents and visitors with a diverse mix of well-maintained, scenic, safe and accessible recreational facilities and opportunities. The system depends on the Department's ability to adequately service the visitor's needs as well as the ability to sustain infrastructure and operations. The figures below represent the annual number of individuals that visit Rhode Island state parks. [Note: 2023 data is YTD as of September 2023.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	7,100,000	10,000,000	10,000,000	10,000,000	10,000,000
Actual	9,875,457	6,822,419	8,952,584	--	--

Commercial Fish Landings - Ports of Galilee and Newport

The commercial fishing industry is a key sector of Rhode Island's economy. DEM works to sustain commercial fisheries in a variety of ways, including monitoring, regulation, promotion, technical assistance, and operation of the Ports of Galilee and Newport. The figures below represent the value of commercial fish landings in the Ports of Galilee and Newport. [Note: 2023 data is YTD as of 9/30/2023.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	$75,000,000	$80,000,000	$80,000,000	$80,000,000	$80,000,000
Actual	$81,940,787	$81,772,626	$67,685,744	--	--

Performance Measures

Department of Environmental Management

Bureau of Environmental Protection

Contaminated Site Cleanup

Contaminated properties present a risk to the health of the residents in the surrounding community. Contamination also is a barrier to economic reuse and redevelopment of property. The figures below represent the number of acres of contaminated properties/sites cleaned up annually. [Note: 2023 data is YTD as of 9/30/2023.]

Frequency: Annual		*Reporting Period: Calendar Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	80	80	80	80	80
Actual	301	37	31	--	--

Enforcement Action Compliance

Most instances of non-compliance with environmental rules result in the issuance of an informal enforcement action (essentially a warning letter with no fines). The figures below represent the percent of enforcement cases that return to compliance within 120 days of the issuance of an informal action. [Note: This performance measure was established in FY 2022 and historical actuals are not available.]

Frequency: Annual		*Reporting Period: State Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	75%	75%	75%	75%	75%
Actual	--	79%	85%	--	--

Performance Measures

Coastal Resources Management Council

Central Management

Coastal Habitat Restoration

The Coastal Resources Management Council (CRMC) works to protect and restore coastal ecosystems of the state. This goal is accomplished through the Coastal and Estuary Habitat Restoration Program and Trust Fund. With a maximum annual funding allocation of $225,000, the Trust Fund supports projects that primarily propose on-the-ground restoration work. To maximize impact in restoring ecosystems, CRMC strives to fund projects that demonstrate other sources of funding (leveraging), thereby increasing the number of sites and/or acres being restored in the state. The figures below represent the number of acres of coastal habitat restored.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	10	10	10	10	10
Actual	300	10	429	--	--

Timeliness of Formal Application Processing

Formal applications are those subject to judicial or open meeting legal processes (e.g., formal comment periods, hearing schedules, contested cases, etc.) that impact CRMC's ability to control the review period for this subset of applications. CRMC's standard for formal activity application review times is ninety days to six months (90-180 days), and includes those activities for which a 30-day public comment period is required. The figures below represent the average processing time for formal applications in days.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	180	180	180	180	180
Actual	167	180	160	--	--

Timeliness of Administrative Application Processing

CRMC works to efficiently process applications for activities within its jurisdiction. The majority of these applications are categorized as administrative. In an effort to gauge its responsiveness to the public, CRMC tracks the average turnaround time from CRMC's receipt of an application to assent issuance. CRMC's target for administrative activity application review is two weeks to two months (14-60 days), depending on the type of application. The figures below represent the average processing time for administrative applications in days.

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	60	60	60	60	60
Actual	41	75	45	--	--

Performance Measures

Department of Transportation

Central Management

Roadway Fatalities - Five Year Average

The Rhode Island Department of Transportation (RIDOT) is committed to reducing the number of fatalities on Rhode Island roadways. RI adopted the overarching goal of "toward zero deaths', which is a national strategy on highway safety with the goal to halve traffic fatalities and serious injuries by 2030. A fatality is defined as any unintentional or medical death that occurs within 720 hours following a crash on a RI roadway. The figures below represent the five-year rolling average of fatalities on Rhode Island roadways. [Note: 2022 and 2023 data are preliminary and subject to adjustment.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	Towards Zero	Towards Zero	Towards Zero	Towards Zero	Towards Zero
Actual	66	60	62	--	--

Serious Injuries - Five Year Average

RIDOT is committed to reducing the number of serious injuries on Rhode Island roadways. RI adopted the overarching goal of "toward zero deaths", which is a national strategy on highway safety with the goal to halve traffic fatalities and serious injuries by 2030. The figures below represent the five-year rolling average of serious injuries on Rhode Island roadways. [Note: 2022 and 2023 data are preliminary and subject to adjustment.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	Towards Zero	Towards Zero	Towards Zero	Towards Zero	Towards Zero
Actual	385	321	284	--	--

Performance Measures

Department of Transportation

Management and Budget

Construction Projects On-Budget

The Department of Transportation strives to be a responsible steward of public funds and aims to complete construction projects within budgetary allocations. The figures below represent the percent of construction projects, by fiscal year advertised, that are currently on or below budget. [Note: Data is as of September 30, 2023.]

Frequency: Annual			*Reporting Period: Federal Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	95%	95%	95%	95%	95%
Actual	99%	90%	100%	--	--

Construction Projects On-Time

When construction projects are completed on time or ahead of schedule, public benefits include improved safety, mobility, and livability.
The figures below represent the percent of construction projects, by fiscal year advertised, that are currently on-time or ahead of schedule.
[Note: Data is as of September 30, 2023.]

Frequency: Annual			*Reporting Period: Federal Fiscal Year*		
	2021	**2022**	**2023**	**2024**	**2025**
Target	95%	95%	95%	95%	95%
Actual	97%	86%	100%	--	--

Performance Measures

Department of Transportation

Infrastructure-Engineering

Bridge Condition (All NBI Bridges)

Based on Federal Highway Administration (FHWA) criteria, bridges in the National Bridge Inventory (NBI) undergo regular inspection. Based on the level of deterioration identified through these evaluations, bridges are categorized as being in good, fair, or poor condition. The figures below represent the percent of Rhode Island's NBI bridge decking that are in good or fair condition. [Note: Data displayed is as of March of the relevant year, when the data is reported to FHWA. 2024 and 2025 targets are based on the latest Transportation Improvement Program (TIP) amendment and are subject to change.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	78.5%	81.8%	84.5%	87.8%	87.5%
Actual	80.50%	82.90%	84.75%	--	--

Pavement Conditions (Interstate)

RIDOT is committed to maintain the pavement on its portion of the National Highway System (NHS) Interstate system in a state of good repair. Based on Federal Highway Administration criteria for MAP-21 reporting, RIDOT's percent of pavements of the Interstate is used to evaluate the condition of Interstate roads based on the International Roughness Index (IRI), rutting, faulting, and cracking. The figures below represent the percent of pavements of the interstate system in good and fair conditions. RIDOT's focus on pavement maintenance and preservation has resulted in an interstate system with relatively little "poor"-rated pavement. [Note: 2023 pavement data will be available in April 2024.]

Frequency: Annual   *Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
Target	95%	95%	95%	95%	95%
Actual	99.9%	100.0%	--	--	--

Performance Measures

Department of Transportation

Infrastructure-Maintenance

Litter Pick Up (ACI Crews and RIDOT Maintenance Crews)

RIDOT is committed to keep Rhode Island's roads clean. The Department has multiple programs to keep litter off our roadways. The figures below represent the number of litter bags removed off the Rhode Island roadways by RIDOT maintenance crews, ACI crews, and vendors. [Note: This performance measure was established in FY 2023 and historical targets are not available. Targets for 2024 and 2025 are under development.]

Frequency: Annual   *Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
Target	--	--	--	--	--
Actual	18,377	24,513	29,983	--	--