



Board Policy

Board of Parole Customer Service Policy

Date Adopted: March 27, 2025

Adopted by: Executive Director

POLICY

This Board supports the goal of promoting trust in Oregon state government and elevating quality customer service in daily operations by planning for and delivering accessible, timely and responsive customer service.

PURPOSE OF THIS POLICY

- Ensure universally accessible and responsive communication with Oregonians and Board's business partners
- Reinforce an equitable customer service culture across the agency
- Continuously measure customer service feedback
- Continuously improve

COMMITMENTS

- Professional Workplace – The Board ensures all communications are inclusive, respectful, and professional and supportive of the mission of the agency and the values of Oregon state government.
- Inclusive Customer Access - The Board provides inclusive customer access by complying with:
 - The Americans with Disabilities Act (ADA)
 - Language interpretation for individual communication
 - EIS e-Government guidance

CUSTOMER SERVICE PERFORMANCE EXPECTATIONS

The Board's Key Performance Measure (KPM) #8 is CUSTOMER SERVICE - Percent of customers rating satisfaction with the Agency's customer service as good or excellent: overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information. The target for customer service is 100%. This KPM is used to monitor and improve customer service performance, improve internal processes, and ensure quality contacts with the public. These service level goals will be used to manage the quality of services.

This KPM measures 6 areas.

1. Availability of Information
2. Accuracy
3. Helpfulness
4. Expertise
5. Timeliness
6. Overall

AFFIRMATIVE ACTION & EQUAL OPPORTUNITY

The Board is committed to affirmative action and equal employment opportunity without discrimination based on race, color, religion, natural origin, age, gender, marital status, political affiliations, sexual orientation, gender identity, disabling conditions, genetic information, amnesty, union activity or any other merit less factors.

RESPONSIVENESS

Board staff shall acknowledge receipt of voicemail, text message, and email (including web messages) within one business day. Employees unable to reply within this time frame due to absence shall update their voicemail greeting and email auto reply with details about their return and an alternate contact name, phone, and email of who can provide responsive assistance while the employee is not available. The Board ensures all paper mail is opened, routed, and acted upon timely, as determined by the agency.

THE BOARD'S CUSTOMERS INCLUDE:

- The public
- Oregon parole officers
- Oregon Counties
- State Agency partners
 - o Department of Corrections
 - o Criminal Justice Commission
 - o Oregon State Police
 - o DPSST
- Crime victims and their supporters
- Local government partners
 - o Community Corrections
 - o County and city governments
 - o County and city police departments
- Adults in custody
- Adults on supervision in the community

The Board of Parole and Post-Prison Supervision's mailing address and office address is:

1321 Tandem Ave NE

Salem, OR 97301

To attend a hearing phone 503-945-9009

Hours: 8:00am-5:00pm, Monday to Friday, excluding holidays

For information on this policy, contact
Operations Manager Susi Hodgkin
susi.a.hodgin@paroleboard.oregon.gov
503-509-9640

Customer service commitment outlined in this policy and in a staff Customer Service Guide.
Policy available on Board's website: <https://www.oregon.gov/boppps/pages/default.aspx>
Website is updated immediately by Operations if any changes to contact information.

DEFINITIONS

- **Contact Center:** A system that coordinates telephone and electronic contacts between the agency and the public.
- **Customer:** Any individual internal or external to state government who interacts with a state agency.
- **Customer Facing:** State occupied location open to the public.
- **Customer Service:** Timely, accessible, equitable, and responsive support-based interactions between agencies and customers.
- **Diversity:** Honoring and including people of different backgrounds, identities, and experiences collectively and as individuals. It emphasizes the need for sharing power and increasing representation of communities that are systemically underrepresented and under-resourced. These differences are strengths that maximize the state's competitive advantage through innovation, effectiveness, and adaptability.
- **Equity:** Acknowledges that not all people, or all communities, are starting from the same place due to historic and current systems of oppression. Equity is the effort to provide different levels of support based on an individual's or group's needs in order to achieve fairness in outcomes. Equity actionably empowers communities most impacted by systemic oppression and requires the redistribution of resources, power, and opportunity to those communities.
- **Inclusion:** A state of belonging when persons of different backgrounds, experiences, and identities are valued, integrated, and welcomed equitably as decision-makers, collaborators, and colleagues. Ultimately, inclusion is the environment that organizations create to allow these differences to thrive.
- **Key Performance Measures (KPM):** Performance measures designed to improve the efficiency and effectiveness of state programs and services.
- **Racial Equity:** Closing the gaps so that race can no longer predict any person's success, which simultaneously improves outcomes for all. To achieve racial equity, we must transform our institutions and structures to create systems that provide the infrastructure for communities to thrive equally. This commitment requires a paradigm shift on our path to recovery through the intentional integration of racial equity in every decision.

POLICY JUSTIFICATION

Promoting trust in Oregon state government and elevating quality customer service in daily operations by planning for and delivering accessible, timely and responsive customer service.

Compliance with DAS Policy 107-001-040 Enterprise Customer Service Standards, 11/18/2024.