

**77th OREGON LEGISLATIVE ASSEMBLY – 2013 Session
BUDGET REPORT AND MEASURE SUMMARY**

JOINT COMMITTEE ON WAYS AND MEANS

MEASURE: SB 5526-A

**Carrier – House: Rep. Frederick
Carrier – Senate: Sen. Edwards**

Action: Do Pass as Amended and as Printed A-Engrossed

Vote: 18 – 6 – 2

House

Yeas: Barker, Buckley, Frederick, Jenson, Komp, Nathanson, Read, Tomei, Williamson

Nays: Freeman, Hanna, Huffman, McLane, Richardson

Exc: Smith

Senate

Yeas: Devlin, Edwards, Girod, Hansell, Monroe, Rosenbaum, Steiner Hayward, Thomsen, Winters

Nays: Whitsett

Exc: Bates

Prepared By: Tamara Brickman, Department of Administrative Services

Reviewed By: John Terpening, Legislative Fiscal Office

Meeting Date: May 24, 2013

Agency

Health Related Licensing Boards

Biennium

2013-15

Budget Summary*

	2011-13 Legislatively Approved Budget ⁽¹⁾	2013-15 Current Service Level	2013-15 Committee Recommendation	Committee Change from 2011-13 Leg. Approved	
				\$\$ Change	% Change
Other Funds	\$ 4,138,794	\$ 4,368,959	\$ 4,528,149	\$ 389,355	9.4%
Total	\$ 4,138,794	\$ 4,368,959	\$ 4,528,149	\$ 389,355	9.4%

Position Summary

Authorized Positions	19	19	19	0
Full-time Equivalent (FTE) positions	16.86	16.36	17.21	0.35

(1) Includes adjustments through December 2012.

* Excludes Capital Construction expenditures

Summary of Revenue Changes

The Health Related Licensing Boards comprise six independent licensing boards supported by Other Fund revenues primarily derived from examination, application, and licensing fees. The boards are combined into one agency for the ease of budgetary reporting; however each has a separate limitation within the bill that is approved by the Legislature.

Board of Examiners for Speech-Language Pathology and Audiology

The Subcommittee approved a fee increase anticipated to provide \$145,249 of revenue which will allow the Board to maintain an adequate ending balance. The fee increase includes raising the initial application fee for all license types from \$40 to \$75, the Audiologist and Speech-Language Pathologist biennial license and renewal fees from \$160 to \$210, and the Speech-Language Pathology Assistants biennial certificate and renewal fee from \$50 to \$65.

Veterinary Medical Examining Board

The Subcommittee approved a fee increase anticipated to provide \$243,000 of revenue which will allow the Board to maintain an adequate ending balance. The fee increase includes raising the initial veterinary license and annual license renewal fees from \$100 to \$150 and the Certified Veterinary Technician license and renewal fees from \$25 to \$30 annually.

Summary of Education Subcommittee Action

Oregon Mortuary and Cemetery Board

The Oregon Mortuary and Cemetery Board regulates the individuals and facilities engaged in the care, preparation, processing, transportation and final disposition of human remains through licensing, inspection, and disciplinary programs. The Subcommittee approved a budget of \$1,412,605

Other Funds and six positions (5.71 FTE). The budget reflects a 6.9% increase from the 2011-2013 legislatively approved budget and provides the Board with an ending balance of \$582,813, which is approximately ten months of operating reserves.

The Subcommittee approved statewide administrative reductions and PERS taxation policy changes reflected in SB 822.

Oregon Board of Naturopathic Medicine

The Oregon Board of Naturopathic Medicine regulates naturopathic physicians through licensing and disciplinary programs. The Subcommittee approved a budget of \$633,011 Other Funds and three positions (2.50 FTE), which is a 5.8% increase over the 2011-2013 legislatively approved budget. The budget provides the Board with an ending balance of \$216,482, which is approximately 8 months of operating reserves.

The Subcommittee approved the following:

- Package 150 – Continue 0.50 FTE Investigator: This package provides \$88,989 Other Funds expenditure limitation to make permanent a Limited Duration part-time investigator position (0.50 FTE). The LD position was first approved in the 2010 special session and again for the 2011-2013 biennium.

In addition to the package above, the Subcommittee approved statewide administrative reductions and PERS taxation policy changes reflected in SB 822.

Occupational Therapy Licensing Board

The Occupational Therapy Licensing Board regulates the practice of occupational therapy through licensing and disciplinary programs. The Subcommittee approved a budget of \$368,816 Other Funds and two positions (1.25 FTE), which is a 1.3% increase from the 2011-2013 legislatively approved budget. The budget provides the Board with an ending balance of \$339,358, which is approximately twenty-two months of operating reserves. Prior to the 2011 Legislative session, the Board administratively reduced the biennial license renewal fees, which should begin to reduce the Board's ending balance. The Board needs to maintain at least nine months of operating reserves due to its licensing renewal cycle, which occurs once a biennium.

The Subcommittee approved statewide administrative reductions and PERS taxation policy changes reflected in SB 822.

Board of Medical Imaging

The Oregon Board of Medical Imaging licenses and regulates radiographers, radiation therapists, limited x-ray machine operators, nuclear medicine technologists, sonographers, and MRI technologists. The Subcommittee approved a budget of \$838,505 Other Funds and three positions (3.00 FTE), which is an 11.9% increase over from the 2011-2013 legislatively approved budget, and provides the Board with an ending balance of \$187,898, which is approximately five months of operating reserves.

The Subcommittee approved the following:

- Package 160 – Scanner Support: This package provides \$11,146 Other Funds expenditure limitation to enable the board to purchase a scanner in order to move toward electronic document storage. The limitation built into this package would provide for a scanner for document imaging and management and provide for better security of the board’s records. The board has limited space for storage of paperwork in filing cabinets for over 6,500 licenses and other documents.
- Package 161 – Shift Investigator Costs: This package adds \$11,120 Other Funds expenditure limitation for the professional services costs associated with an inter-agency agreement with Radiation Protective Services within the Oregon Health Authority to provide investigative work for the Board. This package also shifts the costs of the investigator from personal services to professional services. In 2011, the Legislature approved a limited duration part-time investigator (0.25 FTE) to assist the Board with an increase in investigative workload as a result of legislation approving the licensure and regulation of three new license types.

In addition to the packages mentioned above, the Subcommittee approved statewide administrative reductions and PERS taxation policy changes reflected in SB 822.

Board of Examiners for Speech-Language Pathology and Audiology

The Board of Examiners for Speech-Language Pathology and Audiology regulates Speech-Language Pathologists (SLP), Speech-Language Pathology Assistants (SLPA) and Audiologists through licensing and disciplinary programs. The Subcommittee approved a budget of \$531,904 Other Funds and two positions (2.00 FTE), which is a 31.5% increase over the 2011-2013 legislatively approved budget. The budget, which includes a fee increase, provides the Board with an ending balance of \$274,788, which is approximately 12 months of operating reserves that should sustain the Board’s operations for two biennia.

The Subcommittee approved the following:

- Package 180 – Increased Administrative Workload: This package increases the Executive Director position from 0.60 FTE to 1.00 FTE and includes \$79,524 Other Funds limitation. This request was previously approved by the Emergency Board in December 2010.
- Package 181 – Criminal Background Checks: This package provides \$19,358 Other Funds limitation for criminal background checks. The Board plans to do fingerprint background checks on all new applicants (estimated at 435 for the 2013-2015 biennium). The charge for fingerprints will be \$44.50 and the fees will be passed through to the Oregon State Police.
- Package 182 – Enhanced Investigation: This package increases the Administrative Assistant position from 0.80 FTE to 1.00 FTE and includes \$19,913 Other Funds limitation. This increase is to address the increased investigative caseload and the initiation of fingerprint background checks for new applicants.
- Package 183 – Fee Increase: This package is a revenue only package that includes a fee increase anticipated to generate \$145,249 of Other Funds to cover the Board’s operating costs for 2013-2015 and allow the board to maintain an adequate ending balance.

In addition to the packages mentioned above, the Subcommittee approved statewide administrative reductions and PERS taxation policy changes reflected in SB 822.

Oregon Veterinary Medical Examining Board

The Oregon Veterinary Medical Examining Board regulates the veterinary professions in Oregon through enforcement of the Veterinary Practice Act. The Subcommittee approved a budget of \$743,308 Other Funds and three positions (2.75 FTE), which is 5.9% increase over the 2011-2013 legislatively approved budget. The budget, which includes a fee increase, provides the Board with an ending balance of \$394,477, which is approximately 13 months of operating reserves that should sustain the Board's operations for two biennia.

The Subcommittee approved the following:

- Package 190 – Fee Increase: This package is a revenue only package that includes a fee increase anticipated to generate \$243,000 of Other Funds to cover the Board's operating costs for 2013-2015 and allow the board to maintain an adequate ending balance.

In addition to the package above, the Subcommittee approved statewide administrative reductions and PERS taxation policy changes reflected in SB 822.

Summary of Performance Measure Action

See attached Legislatively Adopted 2013-15 Key Performance Measures form.

DETAIL OF JOINT COMMITTEE ON WAYS AND MEANS ACTION

SB 5526-A

Health Related Licensing Boards
Tamara Brickman -- (503) 378-4709

DESCRIPTION	GENERAL FUND	LOTTERY FUNDS	OTHER FUNDS		FEDERAL FUNDS		TOTAL ALL FUNDS	POS	FTE
			LIMITED	NONLIMITED	LIMITED	NONLIMITED			
2011-13 Legislatively Approved Budget at Dec 2012 *	\$ 0	\$ 0	\$ 4,138,794	\$ 0	\$ 0	\$ 0	\$ 4,138,794	19	16.86
2013-15 ORBITS printed Current Service Level (CSL)*	\$ 0	\$ 0	\$ 4,368,959	\$ 0	\$ 0	\$ 0	\$ 4,368,959	19	16.36
<u>SUBCOMMITTEE ADJUSTMENTS (from CSL)</u>									
SCR 017 - Mortuary Board									
Package 091: Statewide Administrative Savings									
Services and Supplies	\$ 0	\$ 0	\$ (463)	\$ 0	\$ 0	\$ 0	\$ (463)		
Package 092: PERS Taxation Policy									
Personal Services	\$ 0	\$ 0	\$ (2,512)	\$ 0	\$ 0	\$ 0	\$ (2,512)	0	0.00
Package 093: Other PERS Adjustments									
Personal Services	\$ 0	\$ 0	\$ (20,075)	\$ 0	\$ 0	\$ 0	\$ (20,075)	0	0.00
SCR 018 - Naturopathic Medicine									
Package 091: Statewide Administrative Savings									
Services and Supplies	\$ 0	\$ 0	\$ (462)	\$ 0	\$ 0	\$ 0	\$ (462)		
Package 092: PERS Taxation Policy									
Personal Services	\$ 0	\$ 0	\$ (1,006)	\$ 0	\$ 0	\$ 0	\$ (1,006)	0	0.00
Package 093: Other PERS Adjustments									
Personal Services	\$ 0	\$ 0	\$ (8,041)	\$ 0	\$ 0	\$ 0	\$ (8,041)	0	0.00
Package 150: Continue .50 FTE Investigator									
Personal Services	\$ 0	\$ 0	\$ 88,989	\$ 0	\$ 0	\$ 0	\$ 88,989	1	0.50
SCR 020 - Occupational Therapists									
Package 091: Statewide Administrative Savings									
Services and Supplies	\$ 0	\$ 0	\$ (462)	\$ 0	\$ 0	\$ 0	\$ (462)		
Package 092: PERS Taxation Policy									
Personal Services	\$ 0	\$ 0	\$ (622)	\$ 0	\$ 0	\$ 0	\$ (622)	0	0.00
Package 093: Other PERS Adjustments									
Personal Services	\$ 0	\$ 0	\$ (4,970)	\$ 0	\$ 0	\$ 0	\$ (4,970)	0	0.00

Health Related Licensing Boards
Tamara Brickman -- (503) 378-4709

DESCRIPTION	GENERAL FUND	LOTTERY FUNDS	OTHER FUNDS		FEDERAL FUNDS		TOTAL ALL FUNDS	POS	FTE
			LIMITED	NONLIMITED	LIMITED	NONLIMITED			
SCR 026 - Medical Imaging									
Package 091: Statewide Administrative Savings									
Services and Supplies	\$ 0	\$ 0	\$ (463)	\$ 0	\$ 0	\$ 0	\$ (463)		
Package 092: PERS Taxation Policy									
Personal Services	\$ 0	\$ 0	\$ (1,178)	\$ 0	\$ 0	\$ 0	\$ (1,178)	0	0.00
Package 093: Other PERS Adjustments									
Personal Services	\$ 0	\$ 0	\$ (9,412)	\$ 0	\$ 0	\$ 0	\$ (9,412)	0	0.00
Package 160: Scanner Support									
Services and Supplies	\$ 0	\$ 0	\$ 11,146	\$ 0	\$ 0	\$ 0	\$ 11,146		
Package 161: Shift Investigator costs to prof serv									
Personal Services	\$ 0	\$ 0	\$ (23,152)	\$ 0	\$ 0	\$ 0	\$ (23,152)	-1	-0.25
Services and Supplies	\$ 0	\$ 0	\$ 34,272	\$ 0	\$ 0	\$ 0	\$ 34,272		
SCR 028 - Speech-Language Path. and Audio.									
Package 091: Statewide Administrative Savings									
Services and Supplies	\$ 0	\$ 0	\$ (462)	\$ 0	\$ 0	\$ 0	\$ (462)		
Package 092: PERS Taxation Policy									
Personal Services	\$ 0	\$ 0	\$ (1,089)	\$ 0	\$ 0	\$ 0	\$ (1,089)	0	0.00
Package 093: Other PERS Adjustments									
Personal Services	\$ 0	\$ 0	\$ (8,699)	\$ 0	\$ 0	\$ 0	\$ (8,699)	0	0.00
Package 180: Increased Administrative/Compliance									
Personal Services	\$ 0	\$ 0	\$ 79,524	\$ 0	\$ 0	\$ 0	\$ 79,524	0	0.40
Package 181: Criminal Background Check Fees									
Services and Supplies	\$ 0	\$ 0	\$ 19,358	\$ 0	\$ 0	\$ 0	\$ 19,358		
Package 182: Enhanced Investigation/Background									
Personal Services	\$ 0	\$ 0	\$ 19,913	\$ 0	\$ 0	\$ 0	\$ 19,913	0	0.20
SCR 029 - Veterinary Medical Examiners									
Package 091: Statewide Administrative Savings									
Services and Supplies	\$ 0	\$ 0	\$ (463)	\$ 0	\$ 0	\$ 0	\$ (463)		

Health Related Licensing Boards
Tamara Brickman -- (503) 378-4709

DESCRIPTION	GENERAL FUND	LOTTERY FUNDS	OTHER FUNDS		FEDERAL FUNDS		TOTAL ALL FUNDS	POS	FTE
			LIMITED	NONLIMITED	LIMITED	NONLIMITED			
Package 092: PERS Taxation Policy Personal Services	\$ 0	\$ 0	\$ (1,166)	\$ 0	\$ 0	\$ 0	\$ (1,166)	0	0.00
Package 093: Other PERS Adjustments Personal Services	\$ 0	\$ 0	\$ (9,315)	\$ 0	\$ 0	\$ 0	\$ (9,315)	0	0.00
TOTAL ADJUSTMENTS	\$ 0	\$ 0	\$ 159,190	\$ 0	\$ 0	\$ 0	\$ 159,190	0	0.85
SUBCOMMITTEE RECOMMENDATION *	\$ 0	\$ 0	\$ 4,528,149	\$ 0	\$ 0	\$ 0	\$ 4,528,149	19	17.21
% Change from 2011-13 Leg Approved Budget	0.0%	0.0%	9.4%	0.0%	0.0%	0.0%	9.4%		
% Change from 2013-15 Current Service Level	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	3.6%		

Legislatively Approved 2013-2015 Key Performance Measures

Agency: MORTUARY & CEMETERY BOARD

Mission: The mission of the Oregon Mortuary and Cemetery Board is to protect public health, safety and welfare by fairly and efficiently performing its licensing, inspection and enforcement duties; by promoting professional behavior and standards in all facets of the Oregon death care industry; and, by maintaining constructive relationships with licensees, those they serve and others with an interest in the Board's activities.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2014	Target 2015
1 - Facility Inspection - Percent of licensed facilities inspected not less than once per biennium.		Approved KPM	36.00	100.00	100.00
2 - Complaint Investigation - Percent of investigative reports completed within six months of a complaint from any person against a licensee.		Approved KPM	44.00	80.00	80.00
3 - Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Accuracy	Approved KPM	89.00	96.00	96.00
3 - Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Availability of Information	Approved KPM	82.00	96.00	96.00
3 - Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Expertise	Approved KPM	90.00	96.00	96.00
3 - Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Helpfulness	Approved KPM	88.00	96.00	96.00
3 - Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Overall	Approved KPM	92.00	96.00	96.00
3 - Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Timeliness	Approved KPM	89.00	96.00	96.00
4 - Best Practices - Percent of total best practices met by the Board.		Approved KPM	0.00	100.00	100.00

LFO Recommendation:

LFO recommends approval of the KPMs and targets as presented.

Sub-Committee Action:

Approve the requested Key Performance Measures and associated targets.

Legislatively Approved 2013-2015 Key Performance Measures

Agency: BOARD OF NATUROPATHIC MEDICINE, OREGON

Mission: The mission of the Oregon Board of Naturopathic Medicine is to protect the public by licensing and regulating Naturopathic physicians. The Board will promote physician excellence and will foster communication within the profession and with the public.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2014	Target 2015
1 - Average time from receipt of a new complaint to completion of the investigation. (months)		Approved KPM	7.00	6.00	6.00
3 - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Accuracy	Approved KPM	98.00	95.00	95.00
3 - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Availability of Information	Approved KPM	98.00	95.00	95.00
3 - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Expertise	Approved KPM	98.00	95.00	95.00
3 - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Helpfulness	Approved KPM	99.00	95.00	95.00
3 - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Overall	Approved KPM	98.00	95.00	95.00
3 - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Timeliness	Approved KPM	98.00	95.00	95.00
4 - Percent of total best practices met by the Board.		Approved KPM	99.00	100.00	100.00

LFO Recommendation:

LFO recommends approval of the KPMs and targets as presented.

Sub-Committee Action:

Approve the requested Key Performance Measures and associated targets.

Legislatively Approved 2013-2015 Key Performance Measures

Agency: OCCUPATIONAL THERAPY LICENSING BOARD

Mission: The mission of the Occupational Therapy Licensing Board is to protect the public by supervising occupational therapy practice to assure the safe and ethical delivery of services in Oregon.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2014	Target 2015
3 - CUSTOMER SATISFACTION: Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall, timeliness, accuracy, helpfulness, expertise, availability of information	Accuracy	Approved KPM	92.00	95.00	95.00
3 - CUSTOMER SATISFACTION: Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall, timeliness, accuracy, helpfulness, expertise, availability of information	Availability of Information	Approved KPM	92.00	95.00	95.00
3 - CUSTOMER SATISFACTION: Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall, timeliness, accuracy, helpfulness, expertise, availability of information	Expertise	Approved KPM	95.00	95.00	95.00
3 - CUSTOMER SATISFACTION: Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall, timeliness, accuracy, helpfulness, expertise, availability of information	Helpfulness	Approved KPM	95.00	95.00	95.00
3 - CUSTOMER SATISFACTION: Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall, timeliness, accuracy, helpfulness, expertise, availability of information	Overall	Approved KPM	90.00	95.00	95.00
3 - CUSTOMER SATISFACTION: Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall, timeliness, accuracy, helpfulness, expertise, availability of information	Timeliness	Approved KPM	95.00	95.00	95.00
4 - BEST PRACTICES: Percent of total best practices met by the Board.		Approved KPM	100.00	100.00	100.00
5 - TIMELY LICENSING – Percent of licensing applications processed within target.		Approved KPM	98.00	100.00	100.00

Agency: OCCUPATIONAL THERAPY LICENSING BOARD

Mission: The mission of the Occupational Therapy Licensing Board is to protect the public by supervising occupational therapy practice to assure the safe and ethical delivery of services in Oregon.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2014	Target 2015
6 - TIMELY RESOLUTION OF COMPLAINTS - Percent of cases investigated and referred to Board within 120 days of receipt of complaint.		Approved KPM	100.00	100.00	100.00

LFO Recommendation:

LFO recommends approval of the KPMs and targets as presented.

Sub-Committee Action:

Approve the requested Key Performance Measures and associated targets.

Legislatively Approved 2013-2015 Key Performance Measures

Agency: Medical Imaging, Board of

Mission: The mission of the Oregon Board of Medical Imaging is to promote, preserve and protect the public health, safety and welfare of Oregonians who are undergoing medical imaging studies performed by agency licensees for the purpose of medical diagnosis and therapy.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2014	Target 2015
3 - TIMELY LICENSURE - Percent of initial and renewal license and limited permit applications from qualified applicants that are processed within 10 business days.		Approved KPM	100.00	100.00	100.00
4 - AUTOMATION - Percent of license and limited permit applications from qualified applicants that are processed using an automated procedure.		Approved KPM	38.00	45.00	45.00
5 - CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Accuracy	Approved KPM	96.00	95.00	95.00
5 - CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Availability of Information	Approved KPM	97.00	95.00	95.00
5 - CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Expertise	Approved KPM	96.00	95.00	95.00
5 - CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Helpfulness	Approved KPM	98.00	95.00	95.00
5 - CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Overall	Approved KPM	97.00	95.00	95.00

Agency: Medical Imaging, Board of

Mission: The mission of the Oregon Board of Medical Imaging is to promote, preserve and protect the public health, safety and welfare of Oregonians who are undergoing medical imaging studies performed by agency licensees for the purpose of medical diagnosis and therapy.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2014	Target 2015
5 - CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Timeliness	Approved KPM	98.00	95.00	95.00
6 - DISCIPLINE RESOLUTION - Percentage and number of complaints resolved by means other than from formal administrative hearings within a year.		Approved KPM	90.00	95.00	95.00
7 - BEST PRACTICES - Percent of total best practices met by the Board.		Approved KPM	100.00	100.00	100.00

LFO Recommendation:

LFO recommends approval of the KPMs and targets as presented.

Sub-Committee Action:

Approve the requested Key Performance Measures and associated targets.

Legislatively Approved 2013-2015 Key Performance Measures

Agency: SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY

Mission: The Board adopts rules governing standards of practice, investigates alleged violations and grants, denies, suspends and revokes licenses for Speech-Language Pathologists, Speech-Language Pathology Assistants, and Audiologists for consumer protection.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2014	Target 2015
- Percentage of School District Compliance with SLPA supervision requirements outlined in OAR 335-095-0050.		Approved KPM	40.00	50.00	50.00
2 - Compliant Professional Development Reported - Percentage of licensees audited who are in compliance with continuing professional development requirements		Approved KPM	90.00	90.00	90.00
3 - Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Accuracy	Approved KPM	87.00	94.00	94.00
3 - Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Availability of Information	Approved KPM	79.00	94.00	94.00
3 - Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Expertise	Approved KPM	88.00	94.00	94.00
3 - Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Helpfulness	Approved KPM	83.00	94.00	94.00
3 - Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Overall	Approved KPM	83.00	94.00	94.00
3 - Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Timeliness	Approved KPM	83.00	94.00	94.00
4 - Best Practices - Percent of total best practices met by the Board.		Approved KPM	100.00	100.00	100.00

LFO Recommendation:

LFO recommends approval of the KPMs and targets as presented.

Sub-Committee Action:

Approve the requested Key Performance Measures and associated targets.

Legislatively Approved 2013-2015 Key Performance Measures

Agency: VETERINARY MEDICAL EXAMINING BOARD

Mission: To protect animal health and welfare, public health, and consumers of veterinary services.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2014	Target 2015
1 - Public Protection – Average time from receipt of a new complaint to completion of the investigation.		Approved KPM	128.00	125.00	125.00
2 - Public Protection – Percent of decisions not contested, appealed and/or upheld on appeal.		Approved KPM	90.00	95.00	95.00
3 - Customer Service – Percent of customers rating their overall satisfaction with the agency above average or excellent.	Accuracy	Approved KPM	33.00	90.00	90.00
3 - Customer Service – Percent of customers rating their overall satisfaction with the agency above average or excellent.	Availability of Information	Approved KPM	20.00	90.00	90.00
3 - Customer Service – Percent of customers rating their overall satisfaction with the agency above average or excellent.	Expertise	Approved KPM	33.00	90.00	90.00
3 - Customer Service – Percent of customers rating their overall satisfaction with the agency above average or excellent.	Helpfulness	Approved KPM	43.00	90.00	90.00
3 - Customer Service – Percent of customers rating their overall satisfaction with the agency above average or excellent.	Overall	Approved KPM	29.00	90.00	90.00
3 - Customer Service – Percent of customers rating their overall satisfaction with the agency above average or excellent.	Timeliness	Approved KPM	29.00	90.00	90.00
4 - Best Practices – Percent of best practices met by the Board.		Approved KPM	100.00	100.00	100.00

LFO Recommendation:

LFO recommends approval of the KPMs and targets as presented.

Sub-Committee Action:

Approve the requested Key Performance Measures and associated targets.