

# **Licensed Professional Counselors and Therapists, Board of**

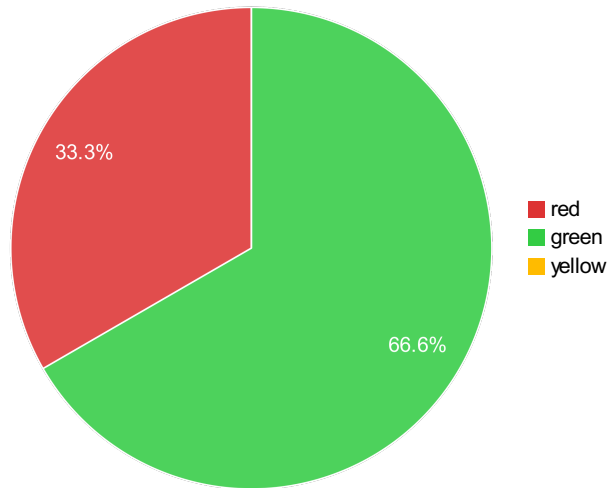
Annual Performance Progress Report

Reporting Year 2018

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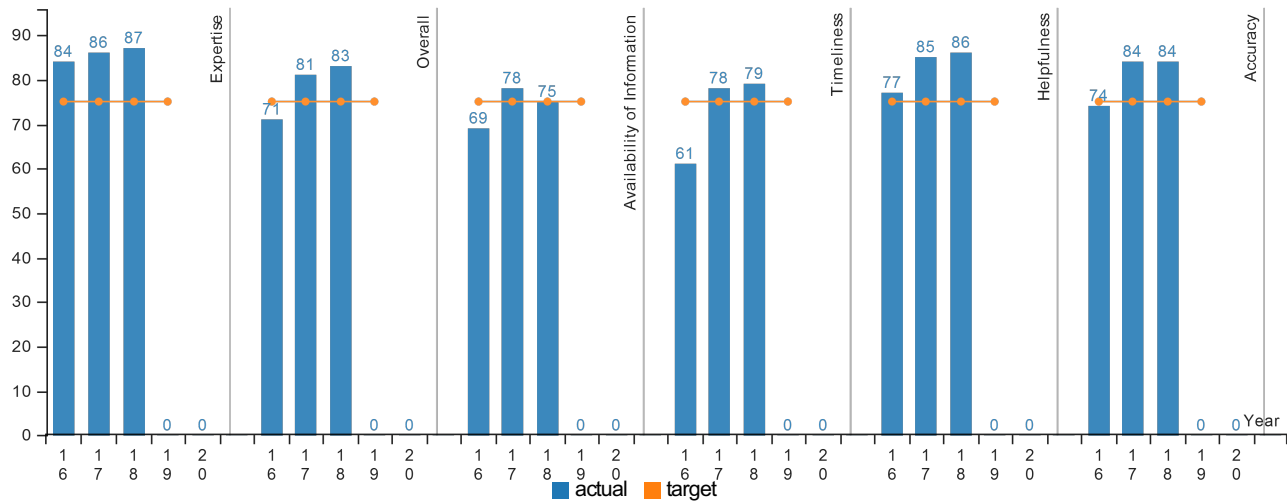
KPM #	Approved Key Performance Measures (KPMs)
1	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
2	Board Best Practices - Percent of total best practices met by the Board.
3	Percent of complaints presented to the Board within 90 days of receipt of complaint. -

Proposal	Proposed Key Performance Measures (KPMs)
Delete	Percent of complaints presented to the Board within 90 days of receipt of complaint. -
New	Timely Investigations - Percent of complaints presented to the Board within 120 days of receipt of complaint.
New	Efficient Application Processing - Average number of calendar days from completed license application file to application approval.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	66.67%	0%	33.33%

KPM #1	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.
	Data Collection Period: Jan 01 - Dec 31



Report Year	2016	2017	2018	2019	2020
<b>Expertise</b>					
Actual	84%	86%	87%	No Data	No Data
Target	75%	75%	75%	75%	TBD
<b>Overall</b>					
Actual	71%	81%	83%	No Data	No Data
Target	75%	75%	75%	75%	TBD
<b>Availability of Information</b>					
Actual	69%	78%	75%	No Data	No Data
Target	75%	75%	75%	75%	TBD
<b>Timeliness</b>					
Actual	61%	78%	79%	No Data	No Data
Target	75%	75%	75%	75%	TBD
<b>Helpfulness</b>					
Actual	77%	85%	86%	No Data	No Data
Target	75%	75%	75%	75%	TBD
<b>Accuracy</b>					
Actual	74%	84%	84%	No Data	No Data
Target	75%	75%	75%	75%	TBD

How Are We Doing

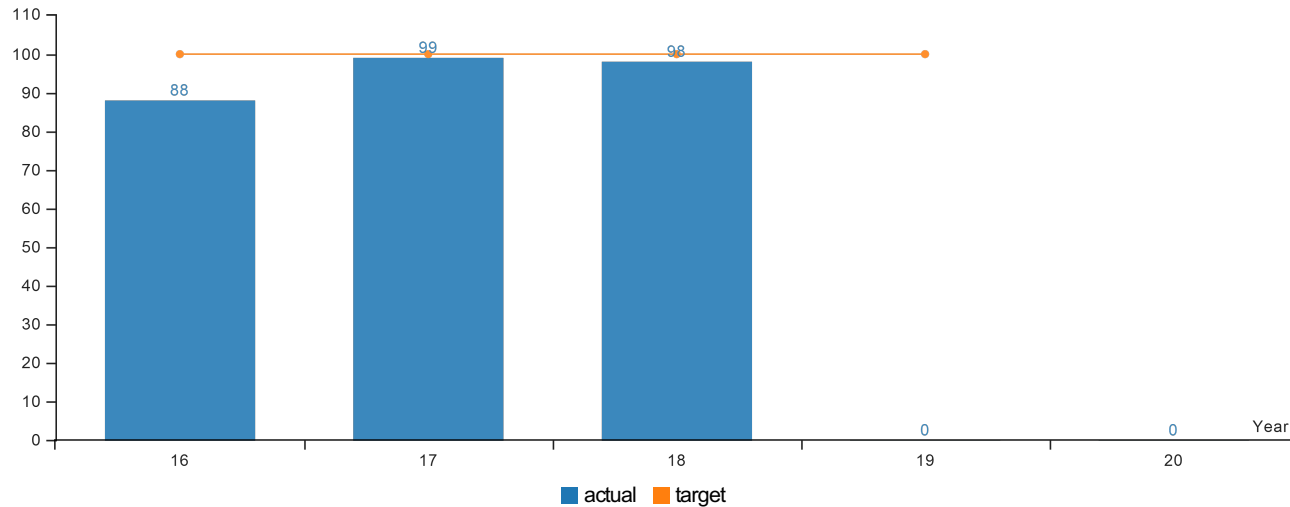
The Board met or exceeded its targets in all areas of customer service. **Overall Customer Satisfaction** increased by two points from 81% to 83%. **Accuracy** remained the same at 84%, and is nine points above the target of 75%. **Helpfulness** increased by one point from 85% to 86%, and is eleven points above target. **Expertise** remains the Board's highest mark over the past three years, this year at 12 points above target and representing an increase of one point from last year. **Timeliness** increased by one point from 78% to 79%, and **Availability of Information** decreased by three points but remains on target.

#### **Factors Affecting Results**

The Board has experienced some staff turnover and reorganization, which may have affected the survey results. However, throughout the changes, the Board has maintained customer service as a high priority, which is reflected in the results. Generally, survey results reflect some stakeholders who have experienced an adverse enforcement action, do not agree with laws or rules that the Board is charged with enforcing, or are unsatisfied the policy direction of the Board. These individuals will often respond "poor" to each satisfaction area, regardless of their experience with agency staff. With the recent launch of its redesigned website, Board expects to see improvement in the area of availability of information.

KPM #2	Board Best Practices - Percent of total best practices met by the Board.
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
<b>Metric Value</b>					
Actual	88%	99%	98%	No Data	No Data
Target	100%	100%	100%	100%	TBD

#### How Are We Doing

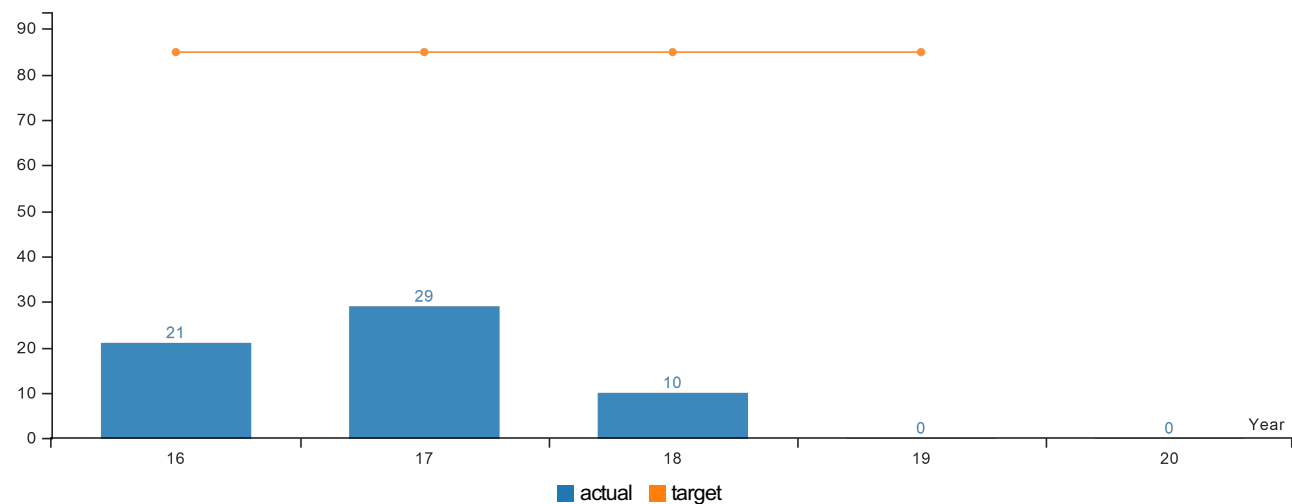
The Board achieved a 98% score in 2018, which is a significant improvement from 2016's score of 88%, but a slight decrease from 2017's score of 99%. This is two points below the target of 100%.

#### Factors Affecting Results

Board management continues to look for opportunities for improved performance and increased transparency, regardless of the Board members' reports of success. Board staff sends materials with this survey to help clarify the survey questions and explain how they directly relate to agency operations; however, members report on their perceptions of best practices which could reflect aspirational rather than actual performance levels. The survey can fall below the target of 100% if just one of the eight Board members indicates that any one of the 15 best practice measures are not being met. NOTE: This survey was not administered 2014; therefore, there is no data for the agency to report for this year.

KPM #3	Percent of complaints presented to the Board within 90 days of receipt of complaint. -
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
<b>Metric Value</b>					
Actual	21%	29%	10%	No Data	No Data
Target	85%	85%	85%	85%	TBD

### How Are We Doing

The percent of complaints presented to the Board within 90 days has remained consistently well below the target. For the 2018 reporting period, only 10% of investigations were completed within the target timeframe.

### Factors Affecting Results

The Board has set an ambitious goal to present complaints to the Board within 90 days of receipt, but this has proven challenging to meet in most cases. As a major obstacle, the Board only meets every other month, which makes timing extremely difficult. Other factors include the need for additional investigative staff, complexity of cases, increasing volume of complaints received, traveling time, arranging witness interviews, coordinating respondent and attorney schedules for interviews, waiting for necessary records to be submitted (including issuing and enforcing subpoenas), and emergency high-priority cases that take staff resources away from other cases. Particularly at issue this past year has been the Board's ability to hire vacant investigator positions due to the significant amount of time needed to complete the recruitment process through DAS CHRO. Over the past couple of years, it has taken an average of 14.6 weeks to hire five key agency positions.

Consistent with feedback from the Joint Committee on Ways and Means Subcommittee on Education, the Legislative Fiscal Office, and the Chief Financial Office, the Agency has assessed the adequacy of this performance measure and has requested to delete it for 2019-21. Oregon law allows 120 days from the time the complaint is received until presentation of the investigation report to the Board. The Agency is requesting the current measure to be replaced by a more meaningful and achievable measure of investigation timeliness, one that will align this Board with its sister board, the Board of Psychology.