

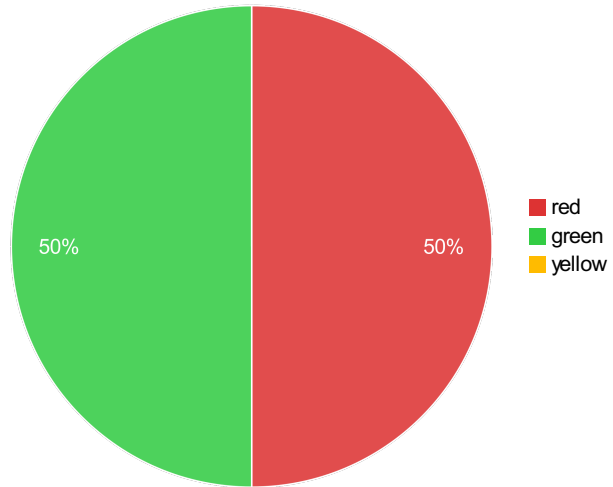
Speech-Language Pathology and Audiology

Annual Performance Progress Report

Reporting Year 2018

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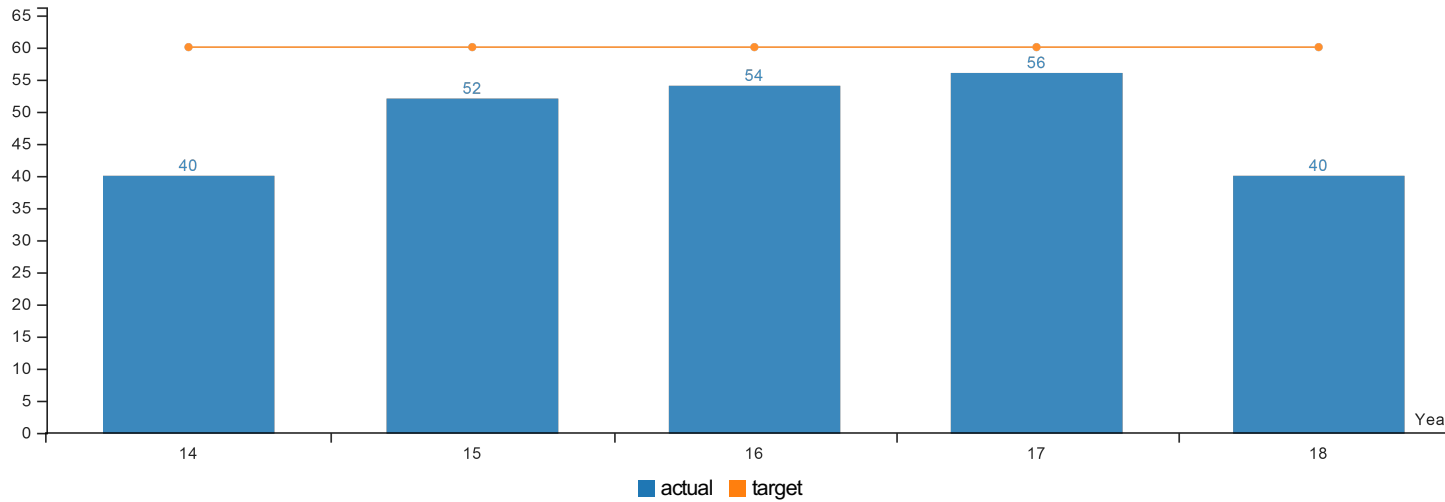
KPM #	Approved Key Performance Measures (KPMs)
1	Percentage of School District Compliance with SLPA supervision requirements outlined in OAR 335-095-0050. -
2	Compliant Professional Development Reported - Percentage of licensees audited during the renewal cycle, which occurs every even-numbered year, who are in compliance with continuing professional development requirements.
3	Customer Service - Percentage of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
4	Best Practices - Percent of total best practices met by the Board.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	50%	0%	50%

KPM #1	Percentage of School District Compliance with SLPA supervision requirements outlined in OAR 335-095-0050. -
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



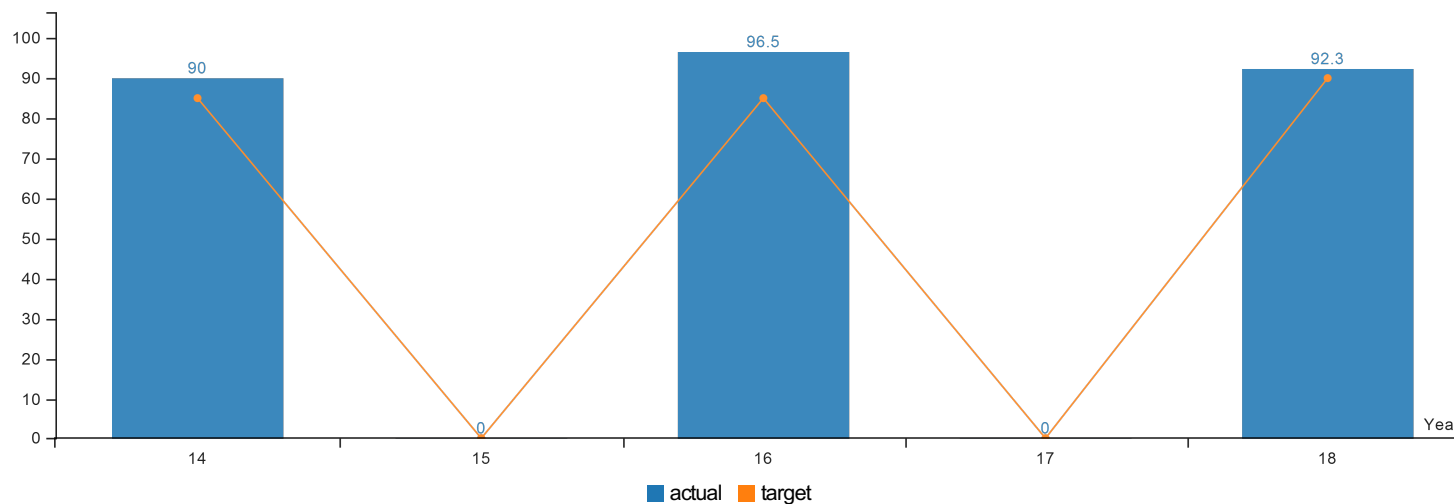
Report Year	2014	2015	2016	2017	2018
Percentage of School District compliance with SLPA supervision requirements					
Actual	40%	52%	54%	56%	40%
Target	60%	60%	60%	60%	60%

How Are We Doing

Factors Affecting Results

KPM #2	Compliant Professional Development Reported - Percentage of licensees audited during the renewal cycle, which occurs every even-numbered year, who are in compliance with continuing professional development requirements.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result

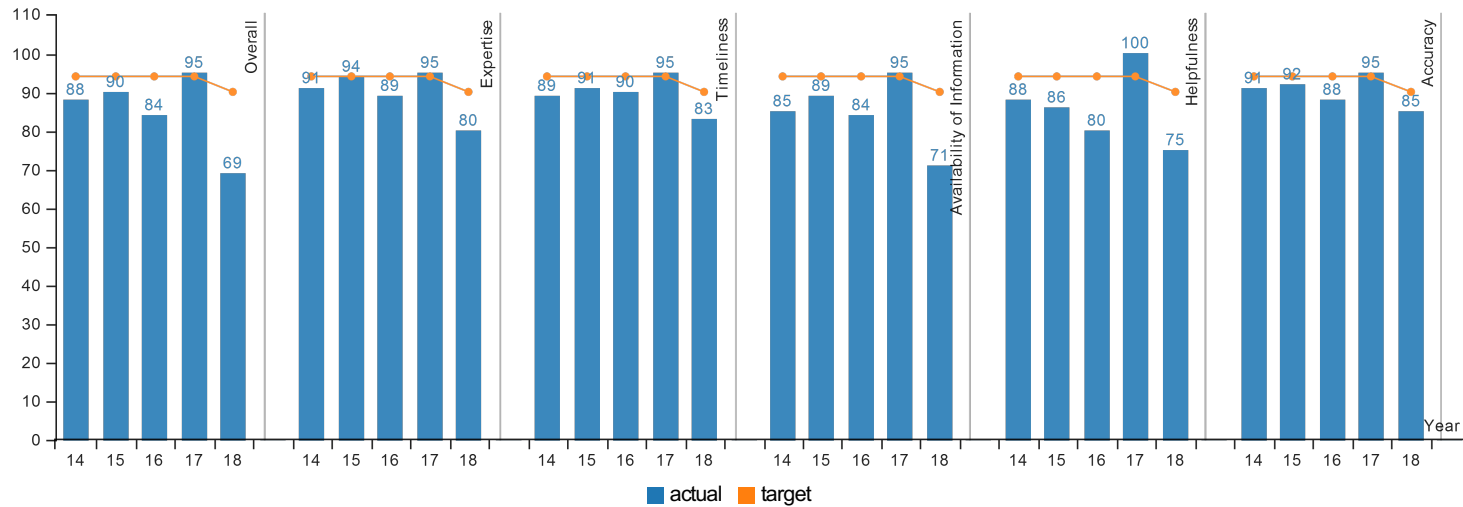


Report Year	2014	2015	2016	2017	2018
Percentage of audited licensees in compliance with PD requirements					
Actual	90%	No Data	96.50%	No Data	92.30%
Target	85%	0%	85%	0%	90%

How Are We Doing

Factors Affecting Results

KPM #3	Customer Service - Percentage 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: Jul 01 - Jun 30



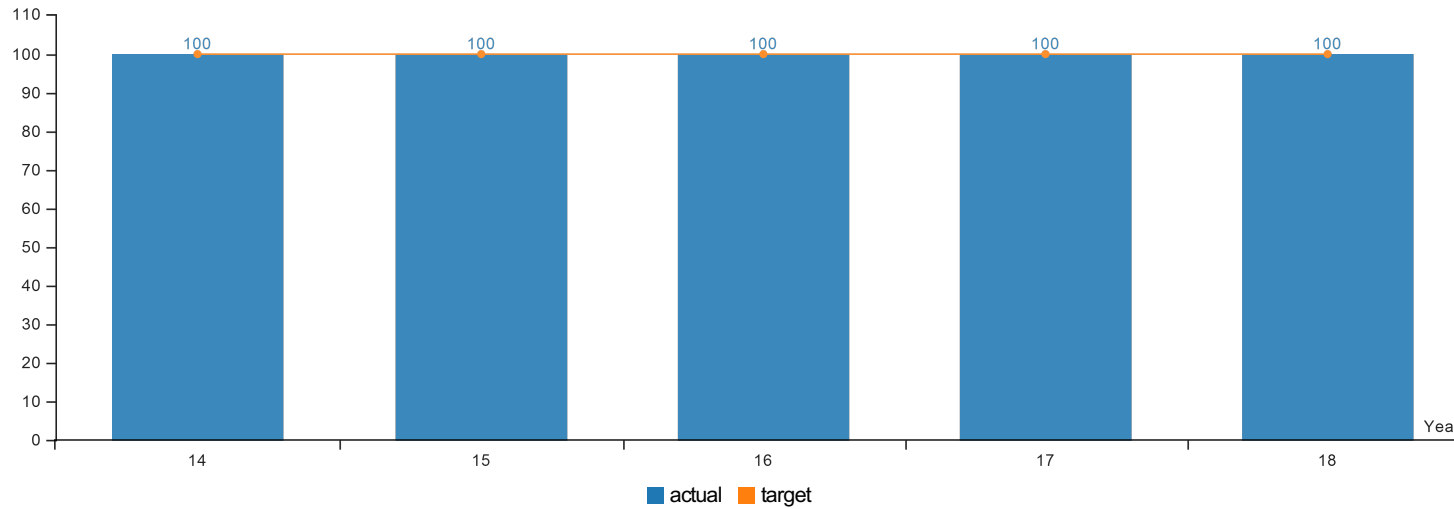
Report Year	2014	2015	2016	2017	2018
Overall					
Actual	88%	90%	84%	95%	69%
Target	94%	94%	94%	94%	90%
Expertise					
Actual	91%	94%	89%	95%	80%
Target	94%	94%	94%	94%	90%
Timeliness					
Actual	89%	91%	90%	95%	83%
Target	94%	94%	94%	94%	90%
Availability of Information					
Actual	85%	89%	84%	95%	71%
Target	94%	94%	94%	94%	90%
Helpfulness					
Actual	88%	86%	80%	100%	75%
Target	94%	94%	94%	94%	90%
Accuracy					
Actual	91%	92%	88%	95%	85%
Target	94%	94%	94%	94%	90%

How Are We Doing

Factors Affecting Results

KPM #4	Best Practices - Percent of total best practices met by the Board.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
BSPA Board Best Practices Performance					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

Factors Affecting Results