

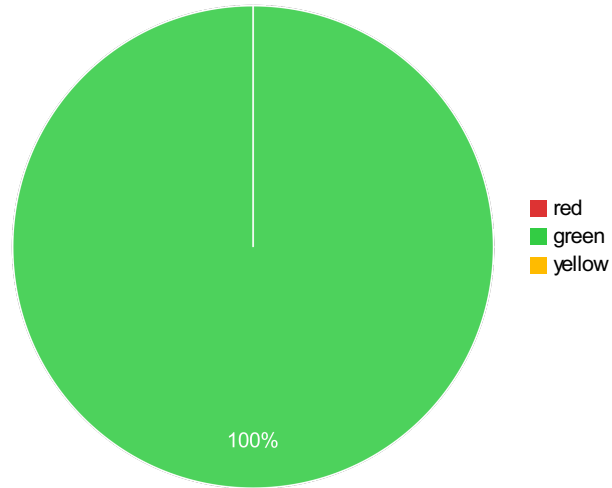
Advocacy Commissions Office

Annual Performance Progress Report

Reporting Year 2018

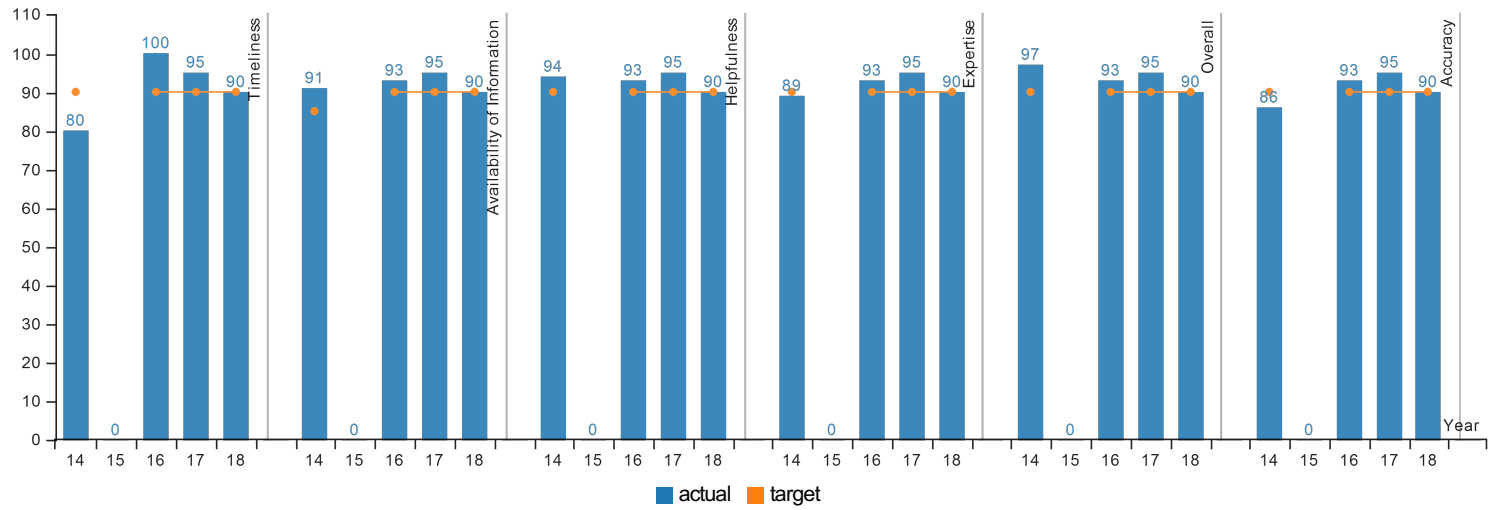
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KPM #	Approved Key Performance Measures (KPMs)
1	Customer Service - percent of customers rating service quality as good or excellent-overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information
2	Best Practices - Percent of total best practices met by the Commission on Asian/Pacific Islander Affairs
3	Best Practices - Percent of total best practices met by the Commission on Black Affairs
4	Best Practices - Percent of total best practices met by the Commission for Women.
5	Best Practices - Percent of total best practices met by the Commission on Hispanic Affairs



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	100%	0%	0%

KPM #1 Customer Service - percent of customers rating service quality as good or excellent-overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information
 Data Collection Period: Jul 01 - Jun 30



Report Year	2014	2015	2016	2017	2018
Timeliness					
Actual	80%	No Data	100%	95%	90%
Target	90%	TBD	90%	90%	90%
Availability of Information					
Actual	91%	No Data	93%	95%	90%
Target	85%	TBD	90%	90%	90%
Helpfulness					
Actual	94%	No Data	93%	95%	90%
Target	90%	TBD	90%	90%	90%
Expertise					
Actual	89%	No Data	93%	95%	90%
Target	90%	TBD	90%	90%	90%
Overall					
Actual	97%	No Data	93%	95%	90%
Target	90%	TBD	90%	90%	90%
Accuracy					
Actual	86%	No Data	93%	95%	90%
Target	90%	TBD	90%	90%	90%

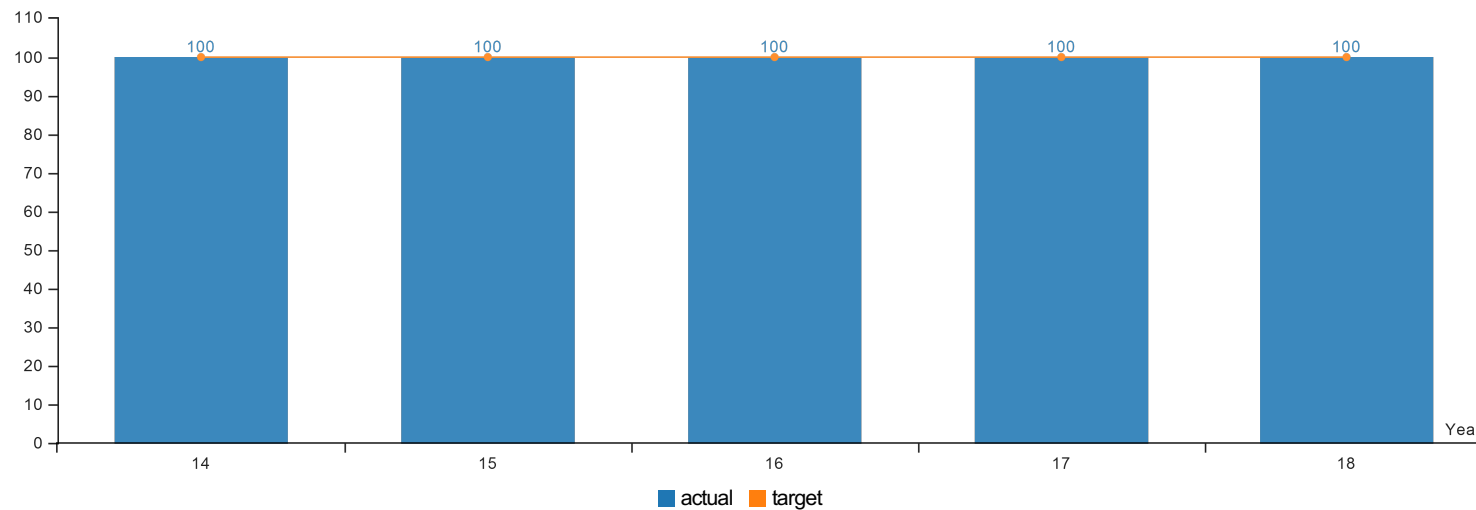
How Are We Doing

Factors Affecting Results

Customer satisfaction data collection is broken into sections that measure commissioner satisfaction with OACO services in accuracy, expertise, availability of information, helpfulness, timeliness and overall satisfaction. The addition in 2015 of the OACO's first Research and Policy Analyst 3 has positively affected each of these areas putting each category consistently into the 90% range. In comparison to the 2012 survey, 2018 data showed sustained satisfaction in every area.

KPM #2	Best Practices - Percent of total best practices met by the Commission on Asian/Pacific Islander Affairs
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Commission Survey Results					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

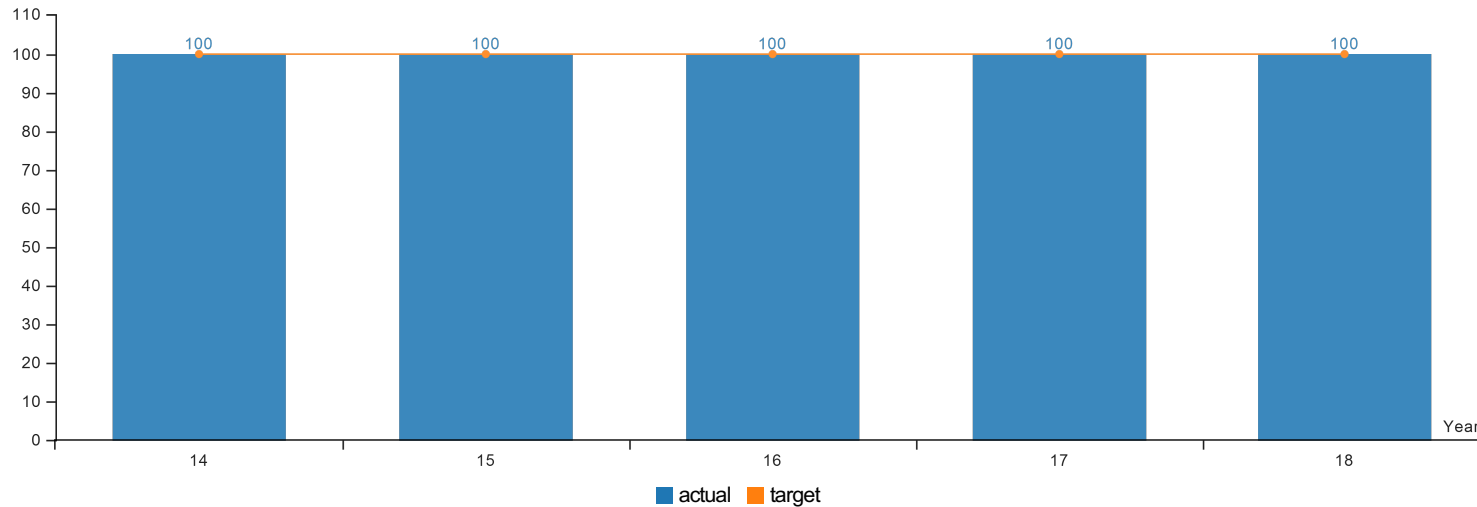
How Are We Doing

Factors Affecting Results

The Chairs and Vice Chairs of the Advocacy Commissions meet regularly and work closely with the OACO Administrator to assure that all expectations of management and leadership are met and that the full Commissions are involved in key areas of budget review and approval, commissioner training, reporting and other required benchmarks of best practice. The review and data collection of each area of best practice is considered by the Chair of each Commission each year at the time of the OACO Administrator evaluation. It is the Chair who indicates whether the 15 OAC best practices have been met.

KPM #3	Best Practices - Percent of total best practices met by the Commission on Black Affairs
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Commission Survey Results					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

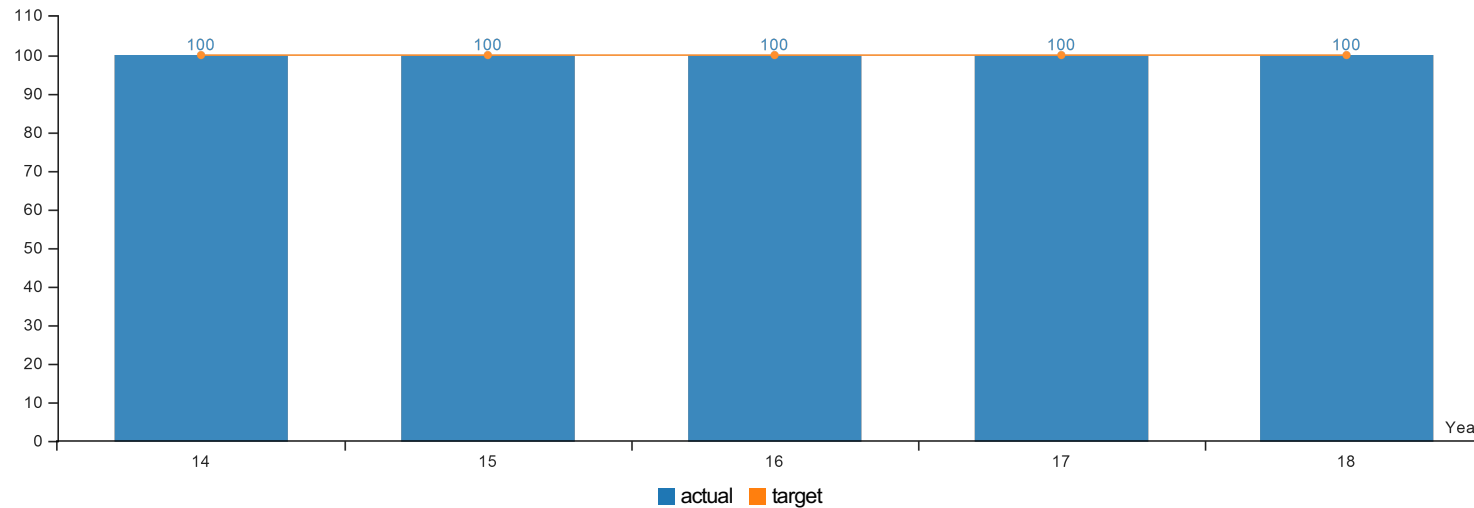
How Are We Doing

Factors Affecting Results

The Chairs and Vice Chairs of the Advocacy Commissions meet regularly and work closely with the OACO Administrator to assure that all expectations of management and leadership are met and that the full Commissions are involved in key areas of budget review and approval, commissioner training, reporting and other required benchmarks of best practice. The review and data collection of each area of best practice is considered by the Chair of each Commission each year at the time of the OACO Administrator evaluation. It is the Chair who indicates whether the 15 OAC best practices have been met.

KPM #4	Best Practices - Percent of total best practices met by the Commission for Women.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Commission Survey Results					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

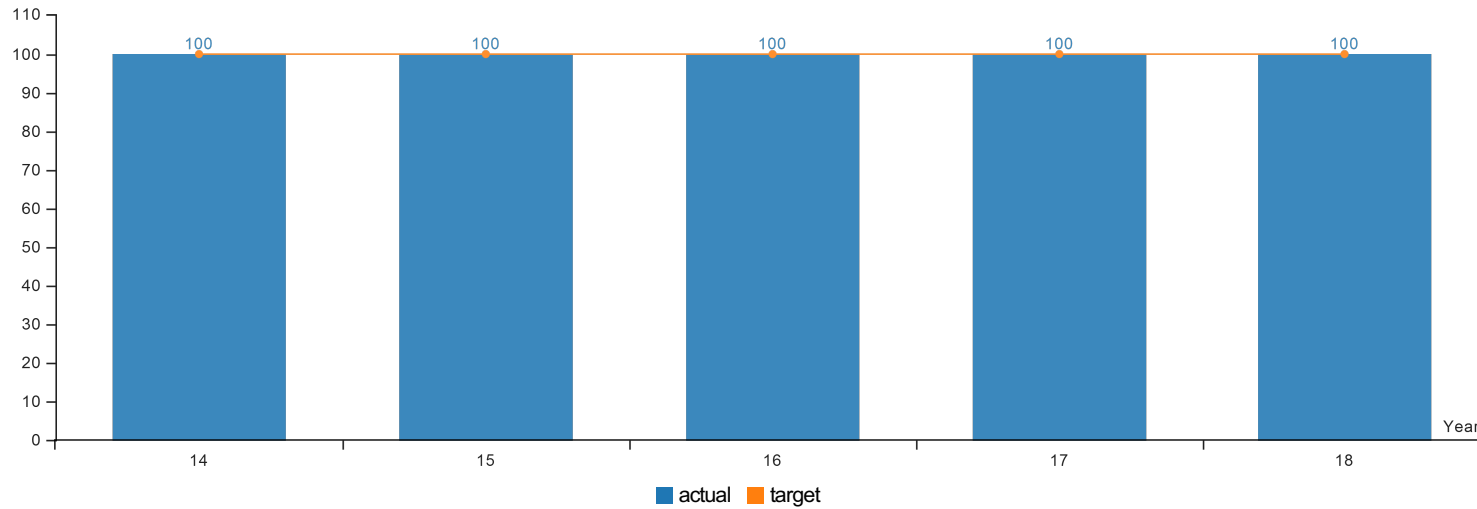
How Are We Doing

Factors Affecting Results

The Chairs and Vice Chairs of the Advocacy Commissions meet regularly and work closely with the OACO Administrator to assure that all expectations of management and leadership are met and that the full Commissions are involved in key areas of budget review and approval, commissioner training, reporting and other required benchmarks of best practice. The review and data collection of each area of best practice is considered by the Chair of each Commission each year at the time of the OACO Administrator evaluation. It is the Chair who indicates whether the 15 OAC best practices have been met.

KPM #5	Best Practices - Percent of total best practices met by the Commission on Hispanic Affairs
	Data Collection Period: Jun 30 - Jul 01

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Commission Survey Results					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

Factors Affecting Results

The Chairs and Vice Chairs of the Advocacy Commissions meet regularly and work closely with the OACO Administrator to assure that all expectations of management and leadership are met and that the full Commissions are involved in key areas of budget review and approval, commissioner training, reporting and other required benchmarks of best practice. The review and data collection of each area of best practice is considered by the Chair of each Commission each year at the time of the OACO Administrator evaluation. It is the Chair who indicates whether the 15 OAC best practices have been met.