



Joint Ways and Means Transportation and Economic Development Subcommittee

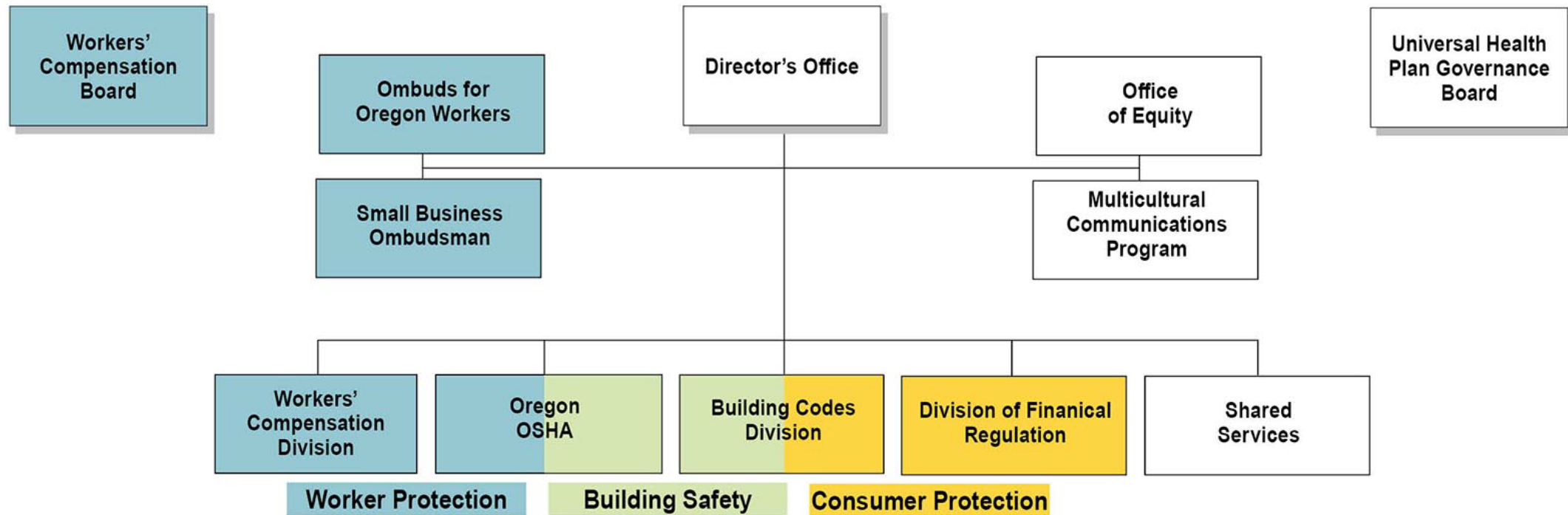
Department of Consumer and Business Services

Senate Bill 5511

Feb. 17-18, 2025



DCBS organizational chart



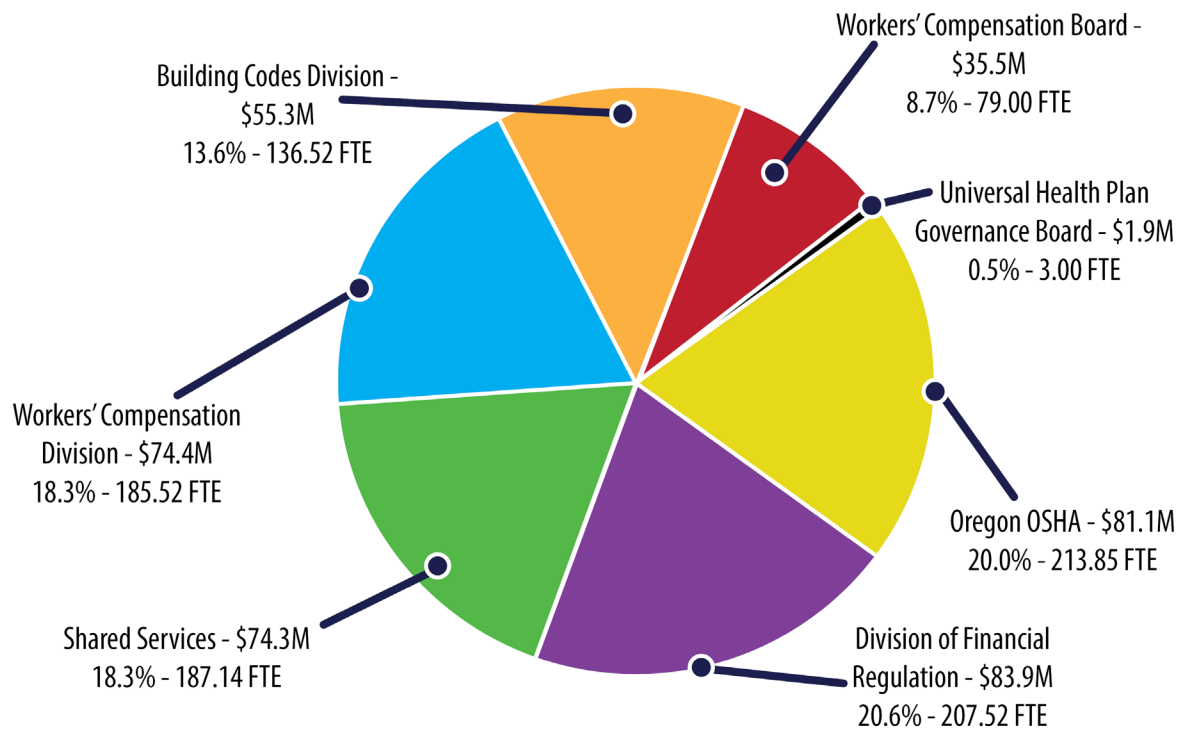
Mission: *To equitably protect and empower consumers and workers while maintaining a predictable yet innovative regulatory environment for the businesses we regulate.*

Community engagement

- External engagement strategies
 - Inform and empower
 - Consult and involve
- Racial Equity Response Memos
 - DFR Consumer Education and Outreach
 - Oregon OSHA Outreach

DCBS expenditures, transfers out

Operational Expenditures: \$406.4 million

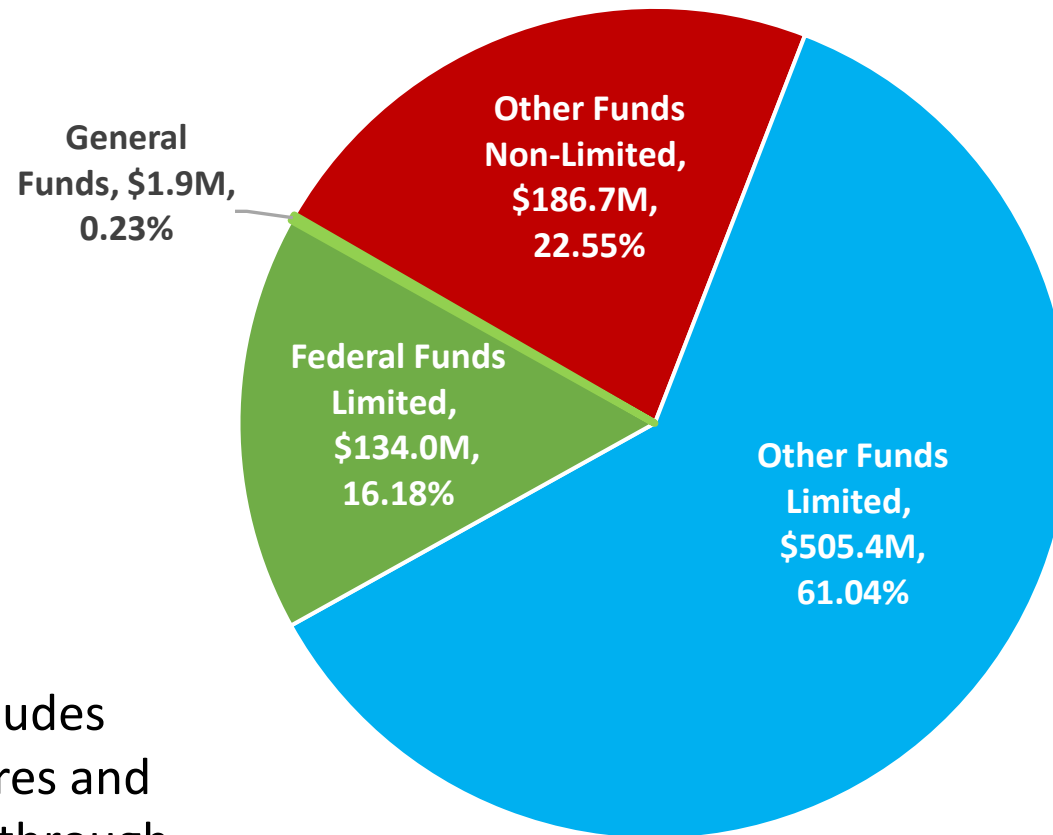


Transfers out from DCBS

Destination of transfer	Amount (in millions)
General Fund	\$223.9M
Counties	\$0.6M
Office of the State Fire Marshal	\$43.2M
Oregon Health Authority	\$510.5M
Oregon Health & Science University	\$7.7M
Bureau of Labor and Industries	\$16.7M
Total	\$802.6M

DCBS fund type: 2025-27 biennium

Total budget by fund type: \$828.0 million



Note: Total budget includes operational expenditures and \$421.5 million in pass-through

Changes to the budget – past 6 years

- 2019-21 biennium
 - Quarantine Time Loss Program
 - Workers' Compensation Division Modernization Program
- 2021-23 biennium
 - Transfers of Oregon Health Insurance Marketplace, SHIBA program
 - Workers' Compensation Division Modernization Program
 - Prescription Drug Affordability Board
 - Fire Hardening Grant Program
 - Student loan servicing
- 2023-25 biennium
 - Workers' Compensation Division Modernization Program
 - Data broker registry
 - Pharmacy benefit manager enhanced review
 - Universal Health Plan Governance Board
 - Housing Accountability and Production Office

Budget drivers, risks, environmental factors

- The economy
 - Revenues directly tied to changes in economy
 - Effect of certain industries on workload, such as construction industry
- Natural disasters
- Program modernization, including workers' compensation
- Agency strategic plan
 - Customer service
 - Employee development, support, recruitment, and retention

Administrative efficiencies

- Completed office space assessment
- Continue to evaluate and transition to more efficient telecommunications
- Collaboration with other partners when leases come up for renewal
- Combined office space in Bend
- Strategic initiatives
- Virtual kiosk

10% reduction

DCBS approach:

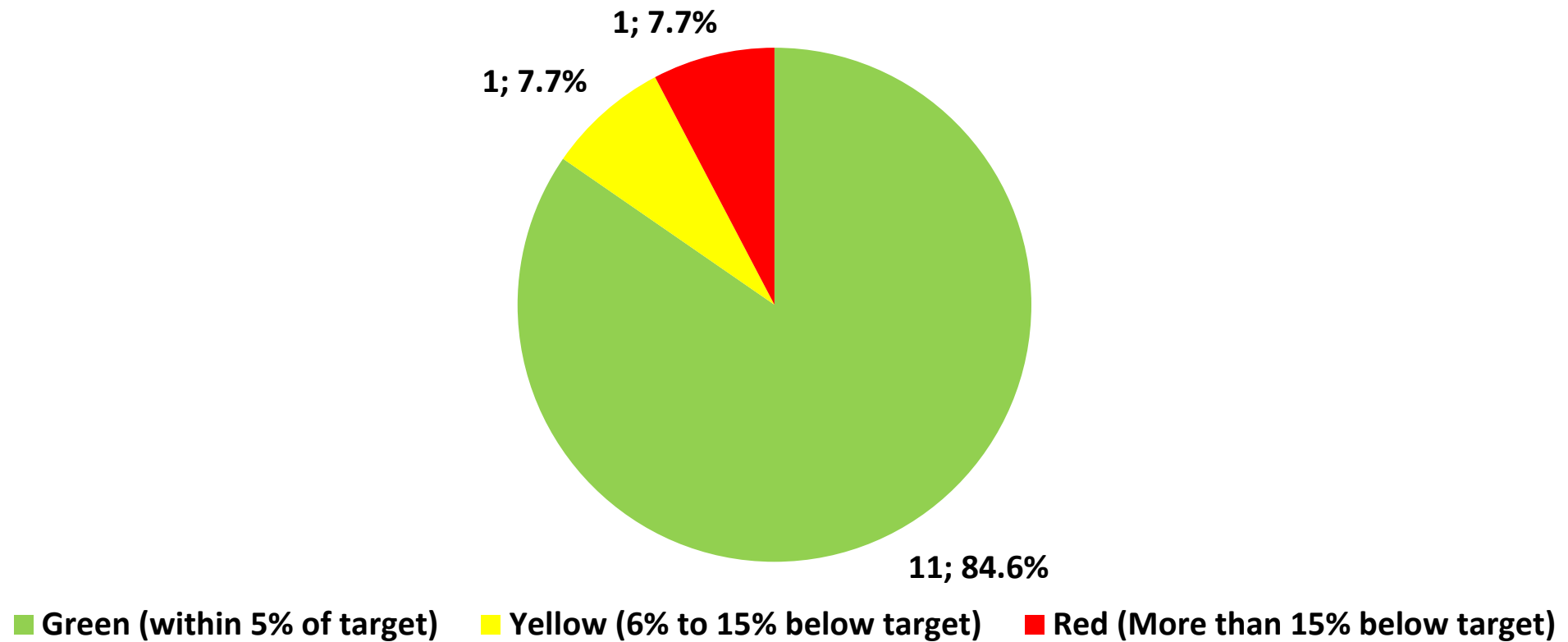
- Prioritize DCBS programs by program impact
- Estimate cost of programs
- Set 5 percent and 10 percent cut levels

Governor's budget reduction

- DAS analyst adjustments
 - State government service charge
 - Statewide attorney general adjustments
- Revenue transfer adjustments

Key performance measures

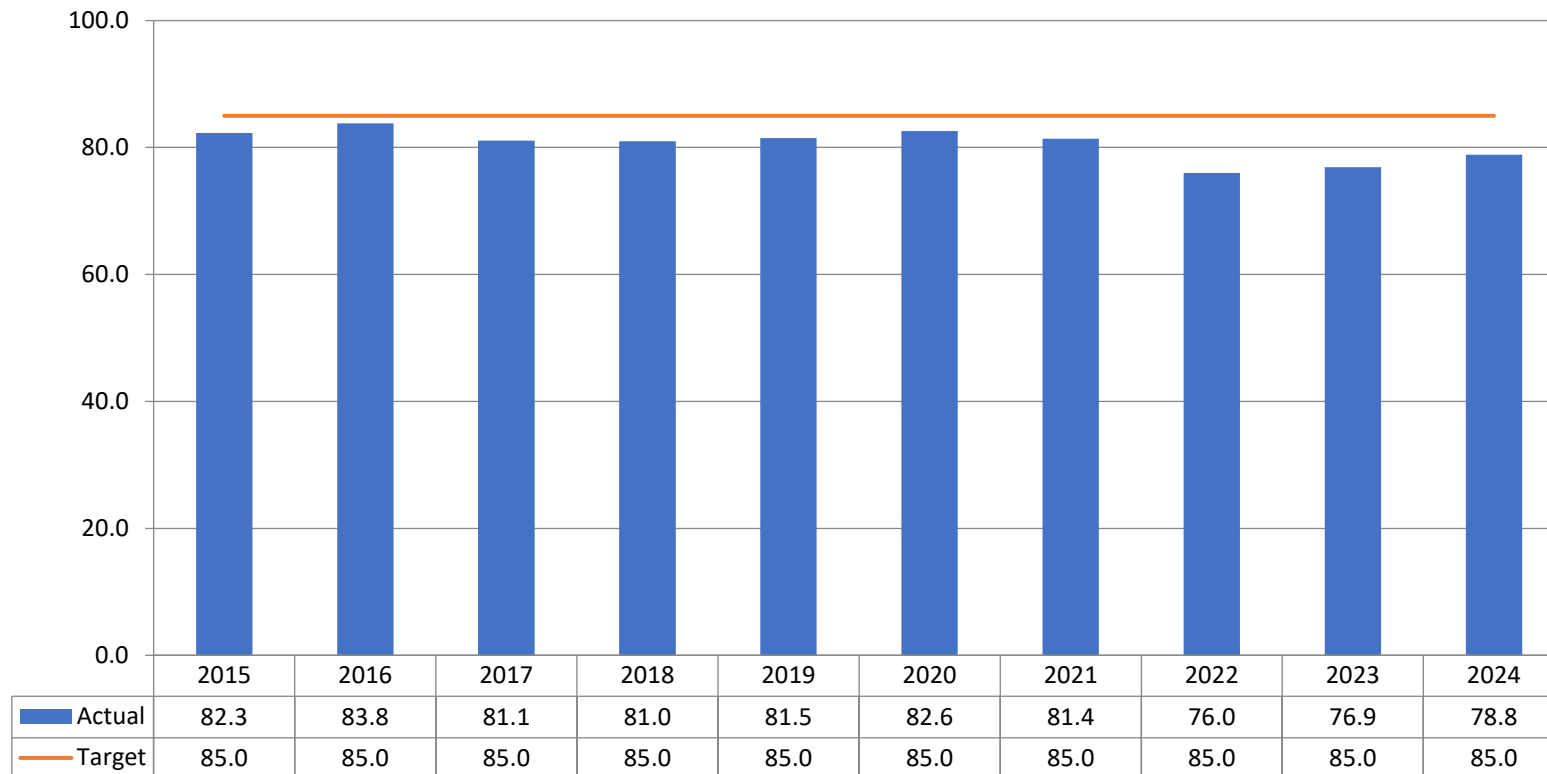
Performance Summary



Key performance measures: KPM No. 9

KPM #9 – Workers’ compensation insurer performance

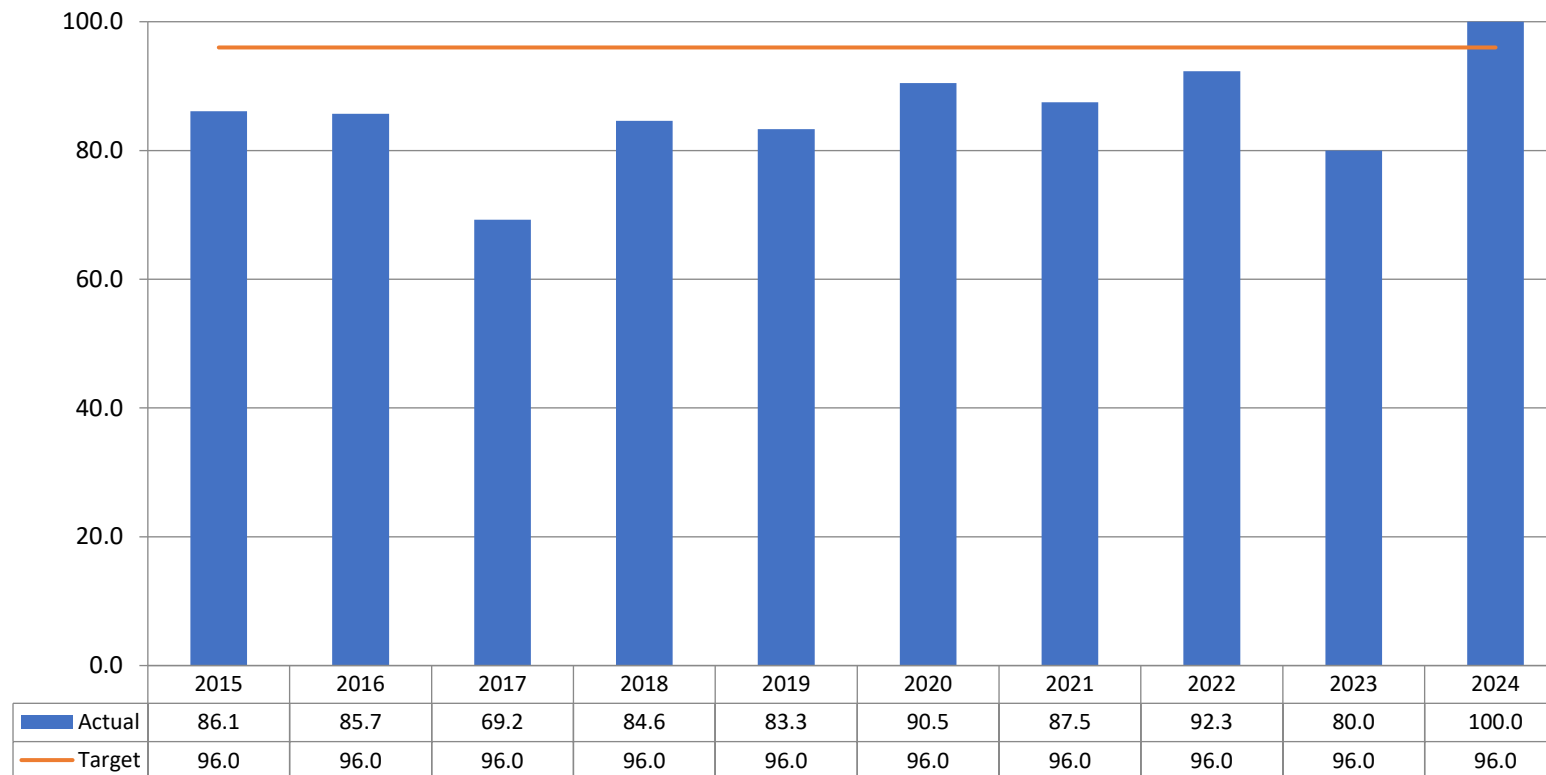
KPM #9 - Percent of WC insurers meeting standards for benefit delivery and reporting



Key performance measures: KPM No. 10

KPM #10 – Workers’ compensation appeals

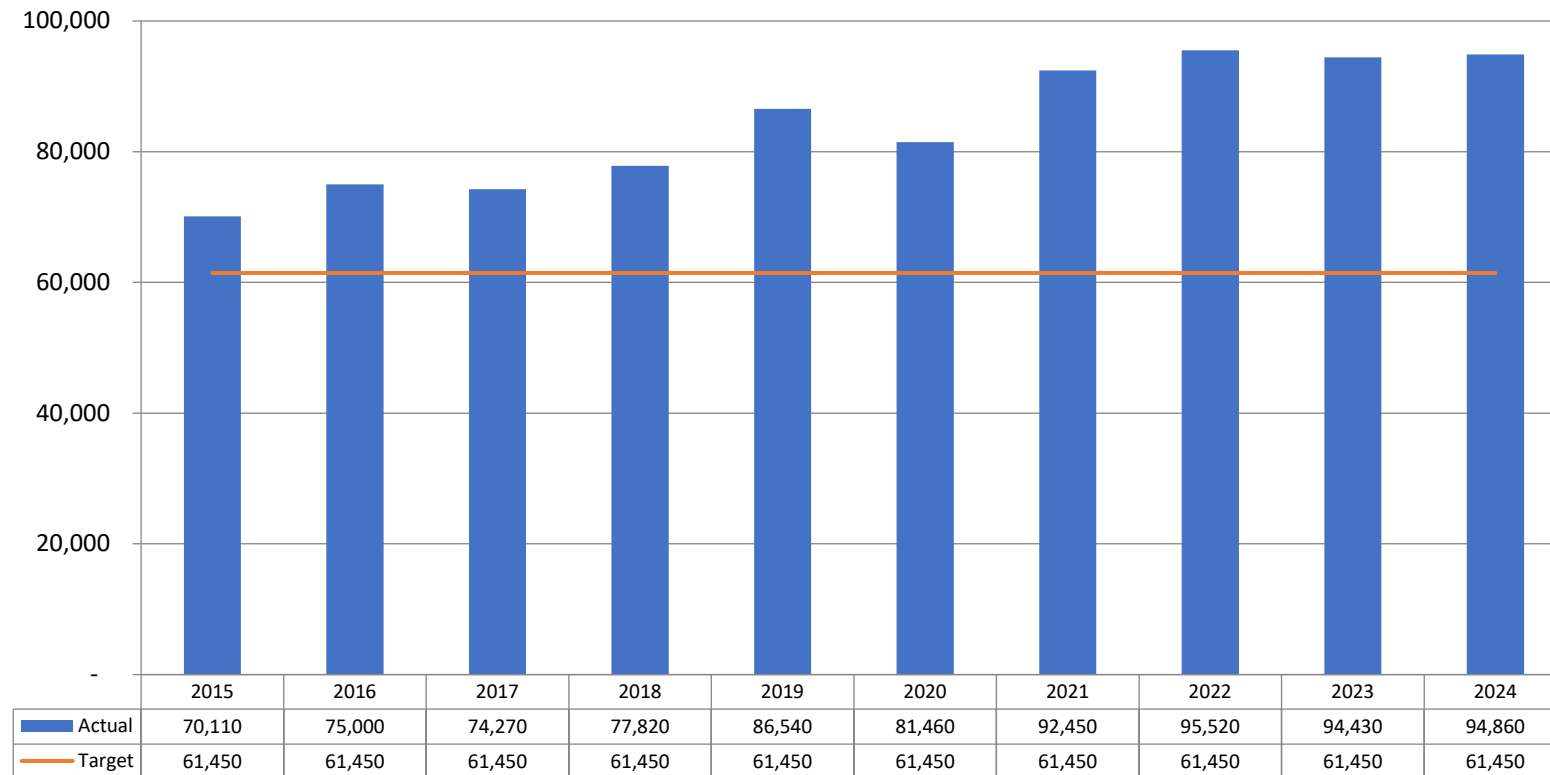
KPM#10 - Percent of Workers' Compensation Board decisions affirmed on appeal to the Judiciary



Key performance measures: KPM No. 11

KPM #11 – Building permit jurisdictions

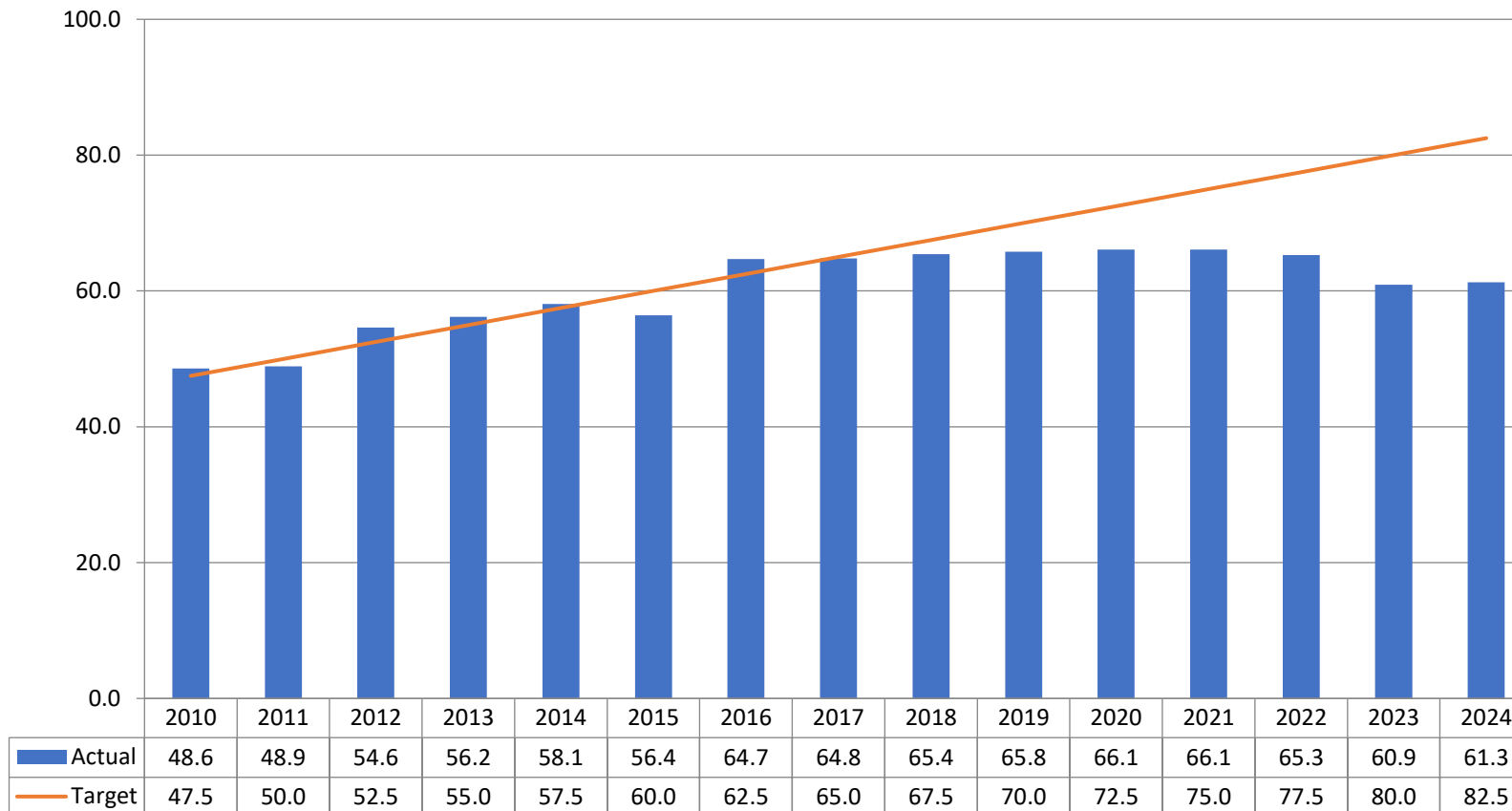
KPM #11 - Number of building permits sold that can be used by contractors in multiple jurisdictions for minor construction work



Key performance measures No. 13

KPM #13 – E-transactions for customers

KPM #13 - Percent of customer transactions completed electronically

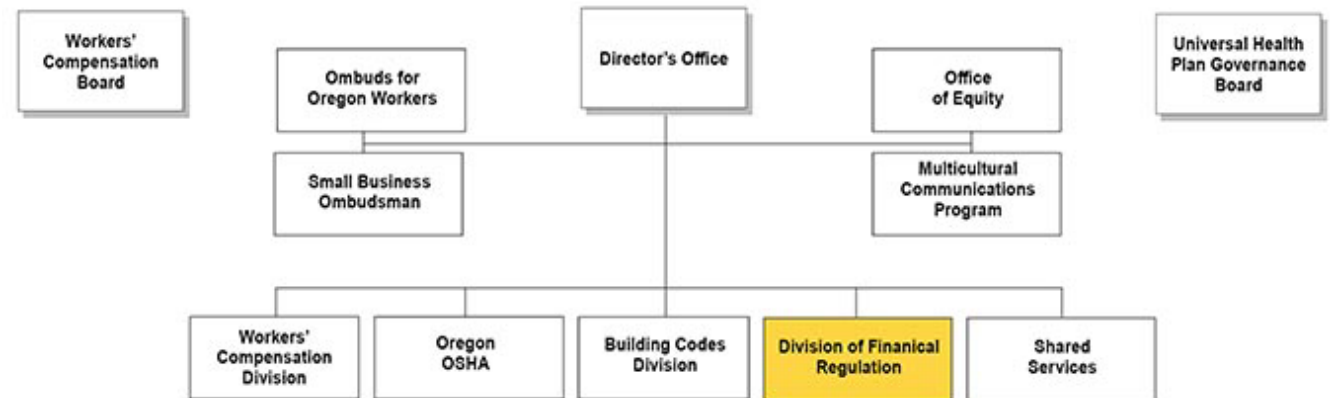


Consumer protection and safety

Division of Financial Regulation

Division of Financial Regulation: Who we are

Protecting Oregonians' access to fair products and services through education, regulation, and consumer assistance



Division of Financial Regulation: What we do

The Division of Financial Regulation ensures that:

- Insurance companies, banks, and credit unions are financially sound
- Consumers are treated fairly
- Insurance agents, investment advisors, and other licensed professionals are held to high standards
- Transparency occurs to the greatest extent possible within the pharmaceutical drug ecosystem

Division of Financial Regulation: Consumer help

Responding to the community

- More than \$9 million recovered in compliance actions for consumers in 2024
- 17,836 phone calls and emails from consumers in 2024
- 269 outreach and education events across all 36 counties on finance/insurance topics
- Financial education sponsorship program to better reach all communities
- Provide annual public hearing and report on prescription drug prices

Division of Financial Regulation

New programs, financial empowerment

New programs

- Data broker registration
- Enhanced pharmacy benefit manager oversight

Financial empowerment

- Community partner sponsorship program
- Innovation Hub and “Scam Jam” events

Division of Financial Regulation

Consumer protection, General Fund transfers

Consumer protection

- Promote awareness of property/casualty insurance and mitigation
- Robust health insurance rate review saving consumers dollars
- Multistate enforcement actions to address financial fraud

General Fund transfers

- Anticipated transfers to General Fund (2023-25): \$150.7 million
- Anticipated transfers to General Fund (2025-27): \$223.9 million

Division of Financial Regulation: POP No. 112

Policy Option Package No. 112

Oregon Reinsurance Program

Request: \$232,671,710; Positions: 0; FTE: 0.00

- Stabilize rates and premiums for individual health insurance plans while ensuring financial certainty for Oregon health insurance consumers
- Requires federal funds allotment and Other Funds limitation for program
- Reduced rates by 8.1% in 2022 and 8.6% in 2023

Division of Financial Regulation: POP No. 113

Policy Option Package No. 113

DFR Auto Rating Study

\$500,000; Positions: 0; FTE: 0.00

- Evaluate the impact of socioeconomic factors in auto insurance rating on communities of color and low-income consumers
- Findings will guide Legislature on potential policy changes to address disparities
- Procure a third-party vendor for an independent study

Division of Financial Regulation: POP No. 114

Policy Option Package No. 114

DFR Contractual Exam Services

\$3,000,000; Positions: 0; FTE: 0.00

- Maintain NAIC accreditation and ensure robust financial analysis and examination of insurers operating in Oregon
- Contracted services provide stability and a backstop based on changing circumstances
- Expenses are reimbursed by the examined insurers, ensuring financial efficiency

Division of Financial Regulation: POP No. 115

Policy Option Package No. 115

DFR Advocacy

\$243,916; Positions: 1; FTE: 0.88

- Strengthen the Consumer Advocacy team to manage growing consumer inquiries and complaints
- Increased demand based on new regulations and programs
- Ensures consumers receive a high level of customer service and timely resolution of complaints filed

Division of Financial Regulation: POP No. 116

Policy Option Package No. 116

DFR Market Analysis

\$270,087; Positions: 1; FTE: 0.88

- Enhance oversight of insurance industry by strengthening market analysis of trends, passage of recent laws, and emerging issues
- Improve the division's ability to analyze and effectively respond to noncompliance

Division of Financial Regulation: POP No. 117

Policy Option Package No. 117

DFR Credit Unions

\$196,363; Positions: 1; FTE: 0.88

- Improve administrative efficiency within the banking and credit union programs
- Administrative work currently being done by examiners, diverting focus from essential functions that have become more complex
- Streamlining operations will allow greater examiner focus on oversight functions

Division of Financial Regulation: POP No. 118

Policy Option Package No. 118

DFR Enforcement

\$236,290; Positions: 1; FTE: 0.88

- Add paralegal to Enforcement team to support legal research and case management
- Increase efficiency of investigations and enforcement actions, better case tracking and improved workflows to protect consumers

Division of Financial Regulation: POP No. 119

Policy Option Package No. 119

DFR Settlement Funds

\$375,000; Positions: 0; FTE: 0.00

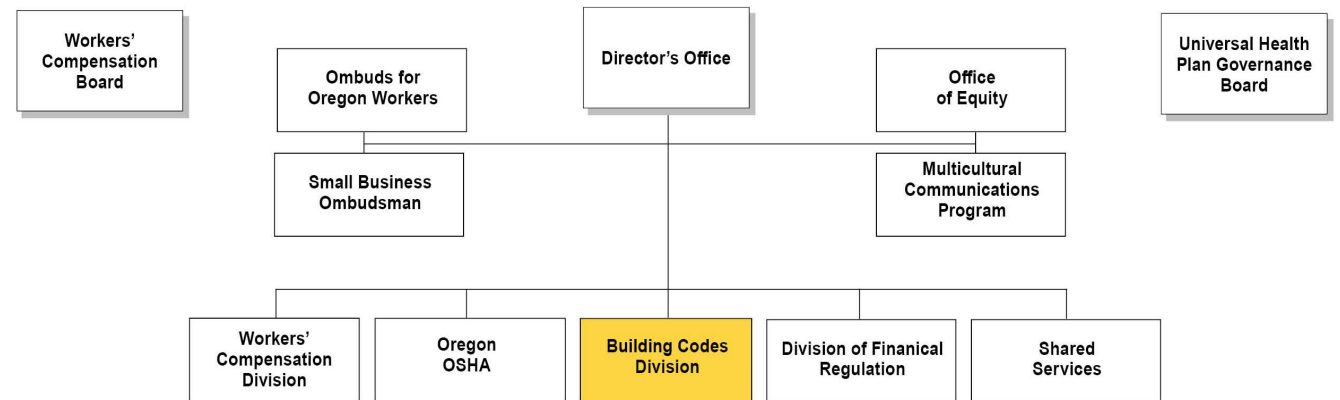
- Increase division limitation to account for large, multistate settlements used for consumer education and outreach
- Will relieve division of threat of exceeding limitation by the settlements and allow expenditure consistent with the settlements

Consumer protection and safety

Building Codes Division

Building Codes Division: Who we are

*Creating the foundation
for safe, efficient,
affordable buildings in
Oregon*



Building Codes Division: What we do

The Building Codes Division:

- Adopts and enforces uniform building code for Oregon
- Resolves code disputes
- Provides local government assistance
- Licenses trades workers and trains and certifies inspectors
- Provides building department services where local entities do not

Key division stats

- Number of Policy and Technical customer contacts (2024): 12,512
- Number of counties BCD provides full or partial inspection services: 8

Building Codes Division

Developing innovative efficiencies

- Launched Oregon Design Criteria Hub
- Launched Building Evaluation Support Agreement
- Expanded ePermitting to more local governments and added functionality



Site-Specific Climatic and Geographic Design Criteria

Risk Category	III
Site Soil Class	D - Default
County	Marion County
Adjusted Ground Snow Load	10 psf
Basic Design Wind Speed	104 mph

Building Codes Division

Planning for the future of Oregon's built environment

- Building more needed housing
 - Housing Accountability and Production Office
 - New code tools
- Adopting energy efficient building codes
- Training and growing the workforce

Building Codes Division: POP No. 501

Policy Option Package No. 501

BCD Learning Management System Technology

\$287,000; Positions: 0; FTE: 0.00

- Procure a learning management system that will allow larger training classes and create efficiency in our Inspector Training Program
- Part of strategy to address workforce shortage to cross-certify existing inspectors and bring more inspectors and plans examiners into the workforce

Building Codes Division: POP No. 502

Policy Option Package No. 502

BCD Permitting and Billing Technology

\$850,000; Positions: 0; FTE: 0.00

- Address technology challenges in permitting, inspection, and plan review services for building, elevator, and boiler and pressure vessel permits
- New software contract to support ePermitting
- Billing software system to support elevators and boiler and pressure vessels

Building Codes Division: POP No. 503

Policy Option Package No. 503

BCD State Plans Examiners

\$1,089,903; Positions: 4; FTE: 3.52

- Grow the number of state plans examiners to meet anticipated increased demand due to:
 - Prefabricated construction growth
 - Housing production growth
 - Mutual aid for local government
 - Master plans (plans approved by the state for use in multiple jurisdictions) growth

Building Codes Division: POP No. 123

Policy Option Package No. 123

BCD Revenue Shortfall Addback

\$343,046; Positions: 1; FTE: 1.00

- Personal services growth related to cost-of-living, annual merit, and other bargaining agreement commitments continue to outpace federal grant revenues
- Limitation fund shift from federal funds to other funds to address federal revenue shortfall

Worker protection system

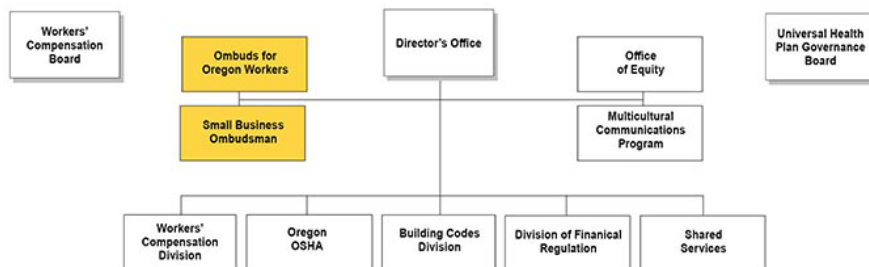
Ombuds offices

Ombuds offices – Small Business

Helping small business owners in the workers' compensation system

Small Business Ombudsman (SBO)

- Explains workers' comp. coverage requirements
- Helps businesses in dispute with their insurer
- Provides advice on how to shop for, get coverage
- Conducts outreach to businesses, advisors to educate them on their rights and responsibilities



Key office stats

- Total contacts in 2024: 796
 - 37%: Buying workers' compensation insurance
 - 24%: Coverage requirements
 - 19%: Dispute resolution
- 24-hour response rate: 99%

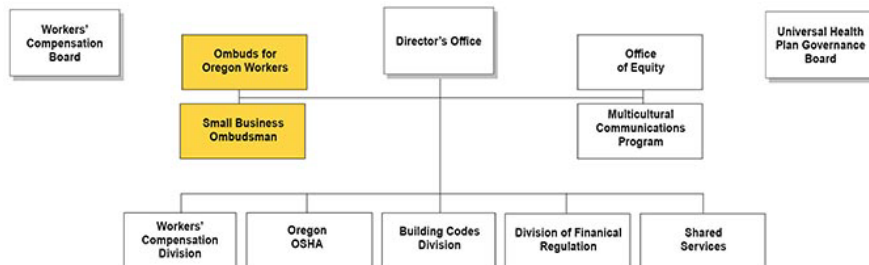
Ombuds offices – Oregon Workers

Helping workers
in the workers'
compensation and
workplace safety
and health systems

Ombuds for Oregon Workers (OOW)

Answers questions about:

- Worker rights and responsibilities in workers' compensation, workplace safety and health
- Benefits
- Returning to work



Key office stats

- Total contacts in 2024: 7,053
- Inquiries resolved within 2 days: 86%
- Inquiries from non-English speakers: 16%

Ombuds offices – Oregon Workers: POP No. 103

Policy Option Package No. 103

Ombuds Worker Outreach

\$208,175; Positions: 1; FTE: 0.88

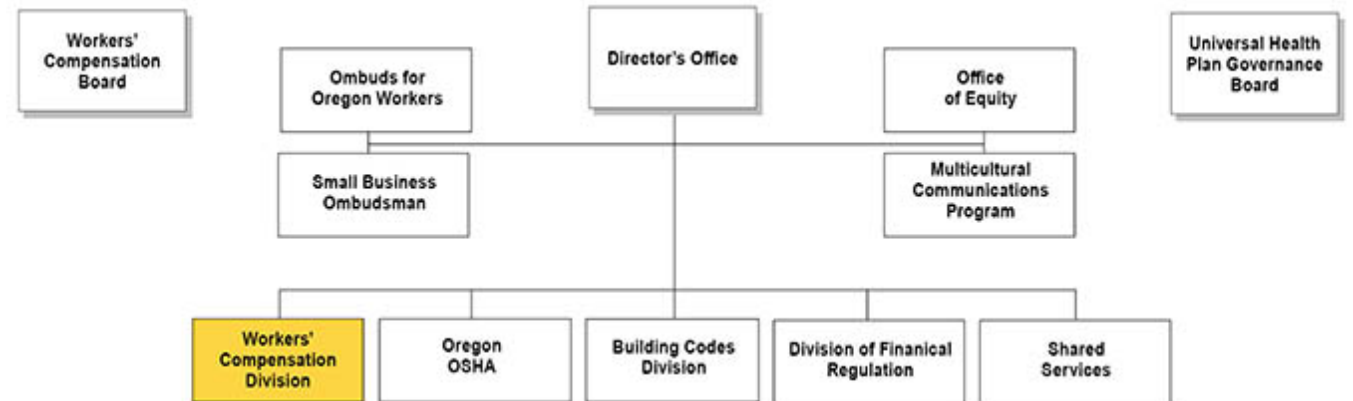
- Facilitate increased awareness of worker safety and health with a focused on underserved communities
- Coordinate and prepare for outreach events
- Assist with presenting at events
- Coordinate purchases and inventory of promotional items

Worker protection system

Workers' Compensation Division

Workers' Compensation Division: Who we are

To ensure an equitable workers' compensation system for all



Workers' Compensation Division: Key stats

- Two primary customers
 - Subject employers (2023): 136,700
 - Subject workers (2023): 2,024,000
- Ranking of lowest workers' compensation costs in nation (2022): 10th

Workers' Compensation Division: WC system

The workers' compensation system is designed to provide:

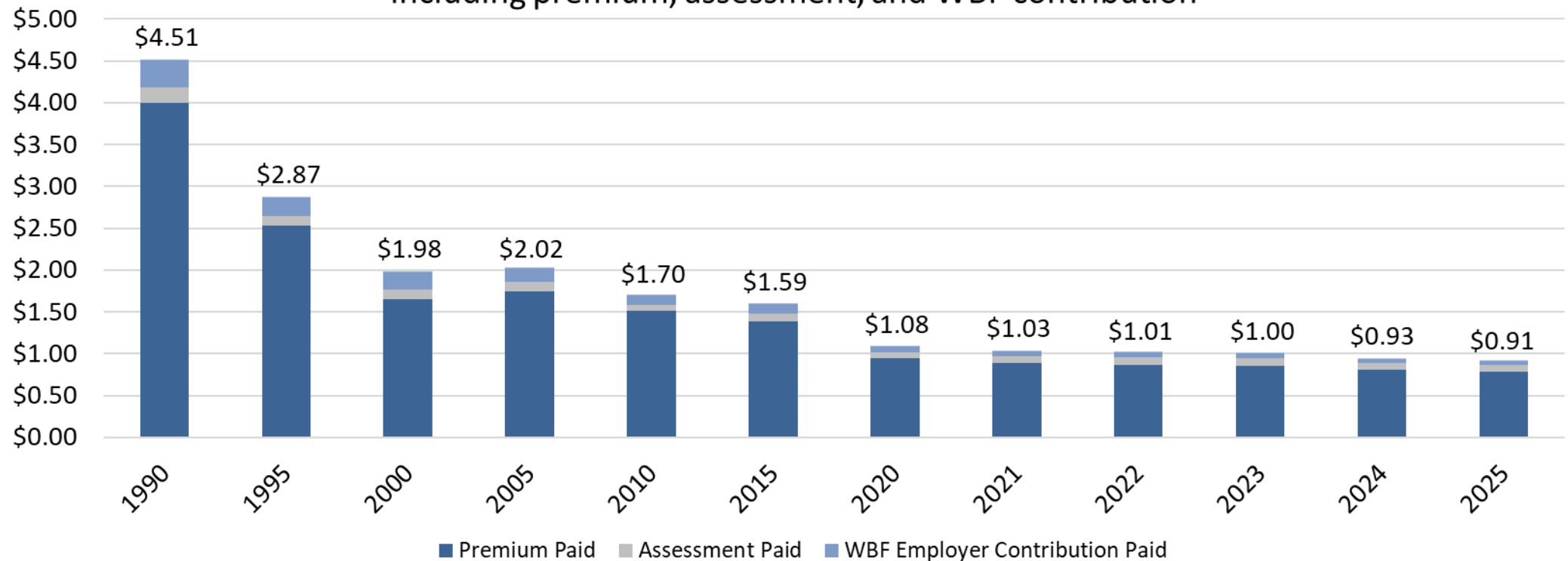
- Prompt and complete medical treatment
- Adequate and reasonable income benefits
- A fair and just administrative system
- Self-sufficiency for workers
- A sole and exclusive remedy

Successful system

- ✓ Affordable for employers
- ✓ Good benefits and outcomes for workers

Workers' compensation system employer costs

Oregon employer average workers' compensation costs per \$100 of payroll, including premium, assessment, and WBF contribution



Worker benefits

- Worker benefits are strong
- Most worker benefits adjust with changes in Oregon's wages
- Stakeholder support to discuss incremental improvements in benefits
- Return-to-work programs help workers get back to work quickly and safely

Return-to-work programs

- Programs are funded by Workers' Benefit Fund
- Workers who use them have a higher post-injury employment rate and better wage recovery than those who do not
- In 2023, return-to-work programs helped more than 7,300 workers
- Employers benefit by retaining a valuable workforce and reducing claim costs

Return-to-work programs: Success story

Meet Bruce Adams

The Preferred Worker Program helped him return to work after a serious injury



Workers' Compensation Division

Accomplishing the mission (1 of 3)

- Engaged with diverse populations of injured workers and business community to provide resources and outreach for communities with highest need
- Maintained use of alternative dispute resolution in medical, permanent disability, and return-to work disputes
- Maintained a low rate of uninsured employers

Workers' Compensation Division

Accomplishing the mission (2 of 3)

- Continued participating in the Interagency Compliance Network (ICN)
- Continued implementing a business intelligence software and data system to support outcome-focused decision-making
- Expanded hybrid work opportunities to encourage diversity and talent when filling positions

Workers' Compensation Division

Accomplishing the mission (3 of 3)

- Made significant progress in Workers' Compensation Information System (WCIS) modernization project
 - 141 future state process models
 - Successful request for information (RFI)
 - Current state data assessment
 - Request for proposal (RFP) upcoming

Workers' Compensation Division: POP No. 102

Policy Option Package No. 102

Workers' Compensation Modernization

\$13,527,684; Positions: 3; FTE: 2.64

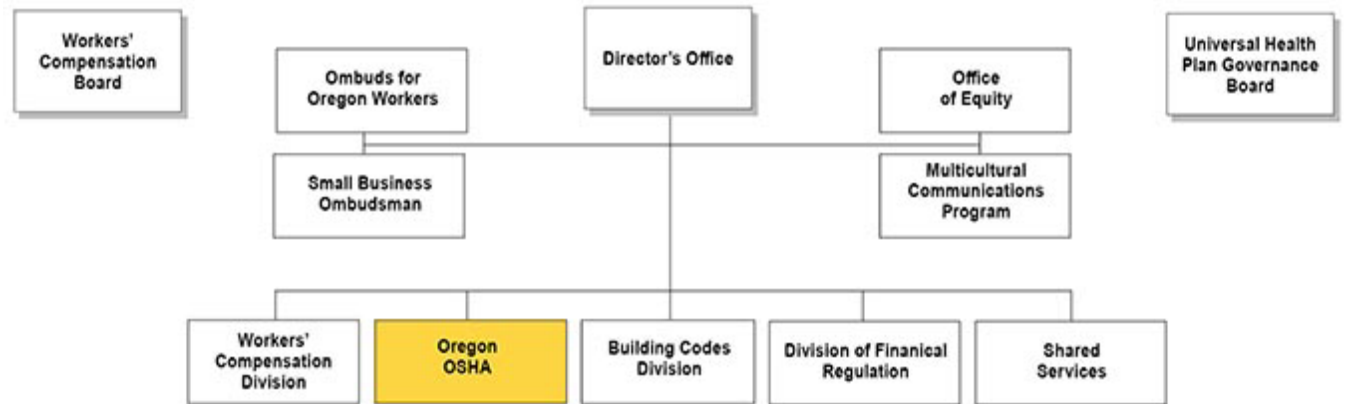
- Continue to improve business processes and technology to better serve customers
- Support the request for proposal to initiate Workers' Compensation Information System project
 - IT professional contracted services
 - Quality assurance (iQMS) contracted services
- Add Modernization Program assistant, system and software trainer, and public service representative

Worker protection system

Oregon OSHA

Oregon OSHA: Who we are

**Improving
workplace safety
and health for all
Oregon workers**



Oregon OSHA: What we do

The division:

- Inspects workplaces
- Helps employers identify and eliminate hazards
- Investigates workplace fatalities/accidents

Key division stats

- Oregon OSHA serves:
 - Workers (2023): 1.84 million
 - Business and government establishments (2023): 223,339
- Ranking of highest inspection rate in the nation (2024): Third

Oregon OSHA

Accomplishing the mission (1 of 2)

- Focus education, outreach, and enforcement on protecting particularly vulnerable and hard-to-reach worker populations, including improving conditions in employer-provided housing



In November 2024, Oregon OSHA hosted its fourth Spanish-language workers' safety conference.

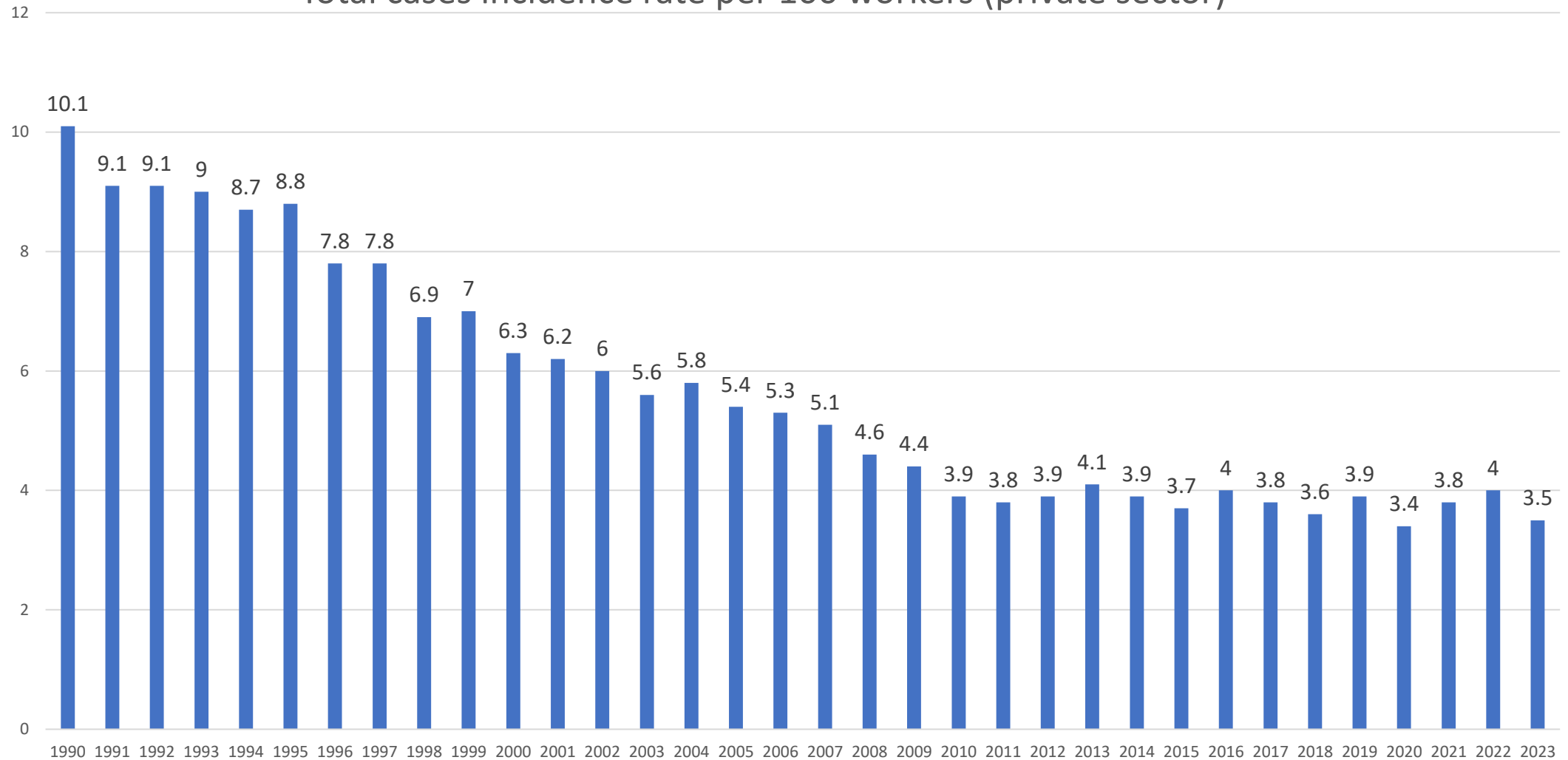
Oregon OSHA

Accomplishing the mission (2 of 2)

- Maintain strong workplace presence with on-site consultation services
- Continue to maintain one of the highest enforcement presences in the nation
- Target educational, collaborative, and enforcement efforts to high-hazard industries and occupations, and small employers
- Continue to intentionally engage with historically underrepresented communities
- Increase employer and employee access to safety and health training through improved use of technology

Occupational injury and illness incidence rates

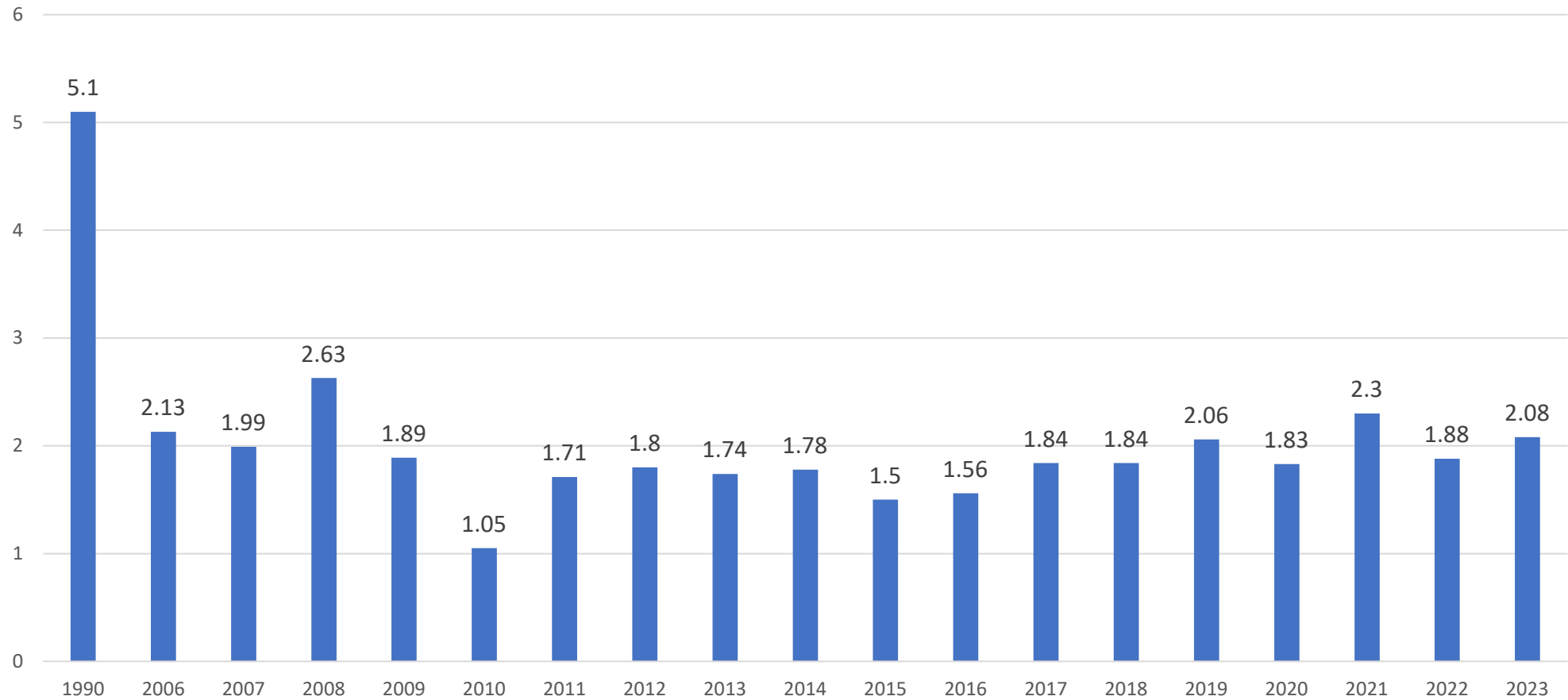
Total cases incidence rate per 100 workers (private sector)



*Data Provided is based on the federal fiscal year as opposed to a calendar year described in the KPM #3..

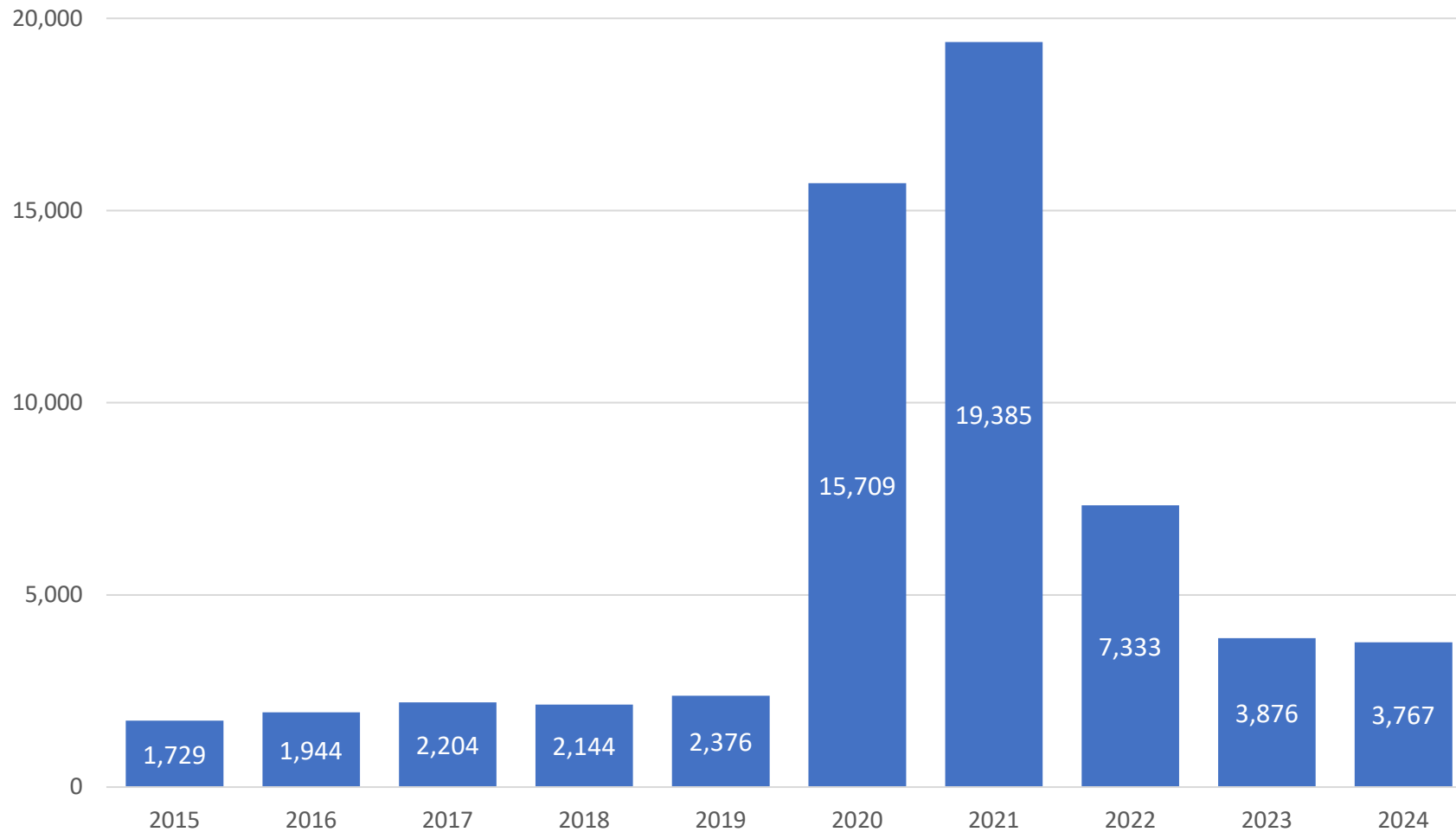
Fatality rates

Compensable fatality rates per 100,000 workers,
1990, 2006-2023



Impacts of complaints

Complaints received by Oregon OSHA by intake date
(federal fiscal year)



Oregon OSHA: POP No. 104

Policy Option Package No. 104

OSHA Agricultural Labor Housing Compliance

\$1,745,181; Positions: 10; FTE: 5.33

- Establishes 7 seasonal ALH surveyors who evaluate agricultural labor housing conditions and work with employers on becoming compliant outside of enforcement activities
- Establishes 3 permanent positions:
 - Surveyor supervisor to hire and train seasonal surveyors
 - Administrative specialist to manage data and provide customer service for employers self-certifying their agricultural labor housing annually
 - Safety compliance officer to increase division's enforcement capacity
- Provides funding to develop or procure self-certification technology solution

Oregon OSHA: POP No. 105

Policy Option Package No. 105

OSHA Outreach

\$1,021,386; Positions: 4; FTE: 3.64

- Establishes 4 permanent positions aimed at improving overall customer service
- Permanent positions include:
 - Public records specialist to improve response times for public record requests
 - Supervisor to oversee public facing admin staff in six different offices across the state ensure consistent customer service and experience
 - Senior safety consultant to increase Oregon OSHA's capacity to provide free, voluntary, consultative services to employers
 - Outreach manager to oversee all of Oregon OSHA's outreach efforts in a single dedicated section

Oregon OSHA: POP No. 106

Policy Option Package No. 106

OSHA OTIS/ORCA Support

\$245,165; Positions: 1; FTE: 0.88

- Establishes 1 permanent analyst position to support Oregon OSHA's Oregon Technical Information System (OTIS) and Oregon Consultation Application (ORCA) systems, resolve issues with the mandatory data transfers to federal OSHA
- Position would also be responsible for analyzing potential modernization solutions for Oregon OSHA's aging systems

Oregon OSHA: POP No. 121

Policy Option Package No. 121

OSHA Revenue Shortfall Addback

\$3,761,136; Positions: 0; FTE: 10.23

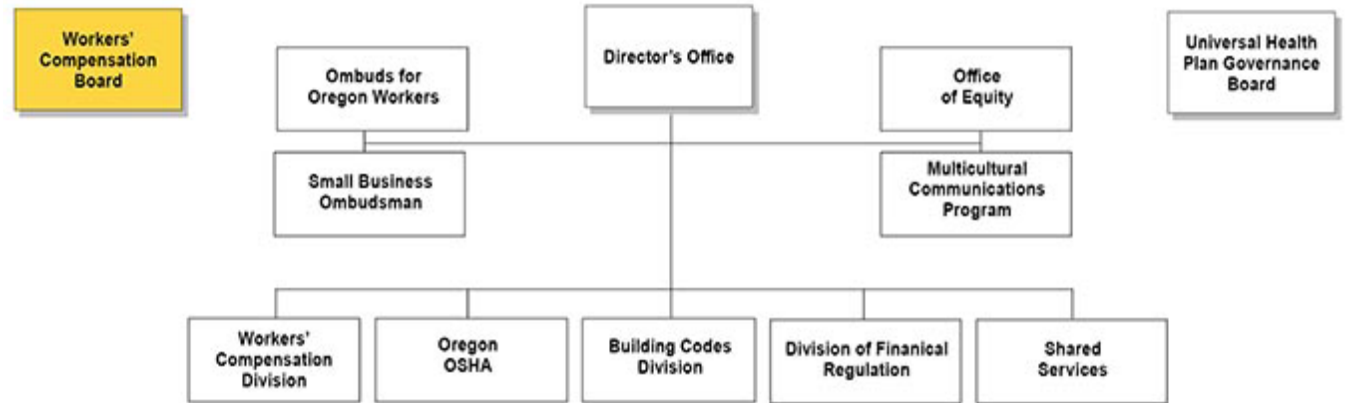
- Oregon OSHA's federal grants do not historically increase to match cost-of-living increases, which results in federal fund shortfalls
- FFY24 federal OSHA revenue shortfalls that resulted in reduced funding to all state plan states (including Oregon) caused Oregon OSHA to reduce its anticipated federal revenues for the 2025-27 biennium
- Package authorizes Other Fund limitation to maintain current service level, despite anticipated federal fund shortfalls

Worker protection system

Workers' Compensation Board

Workers' Compensation Board: Who we are

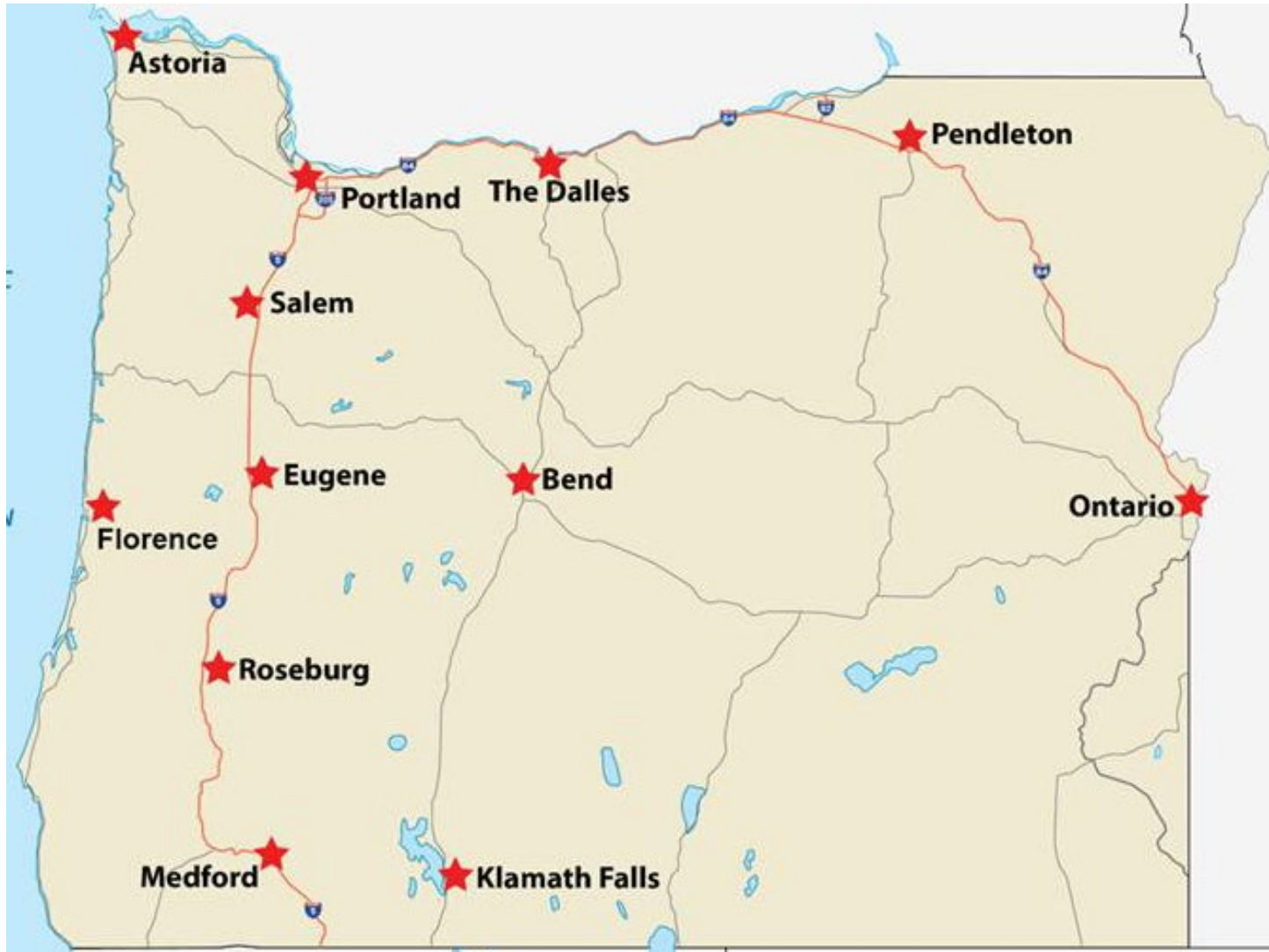
Provide timely and impartial resolution of disputes arising under Oregon workers' compensation law and the Oregon Safe Employment Act



WCB's three divisions

- Administrative Services Division/IT
- Hearings Division
- Board Review

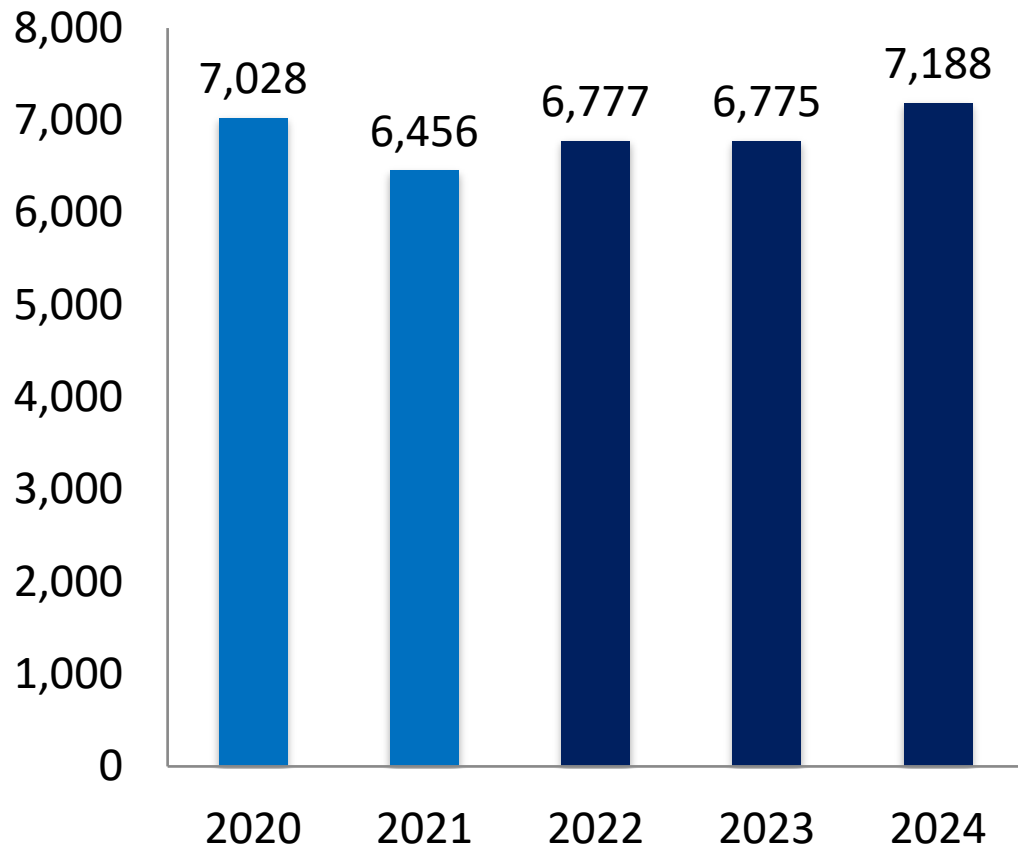
Board frequent hearing locations



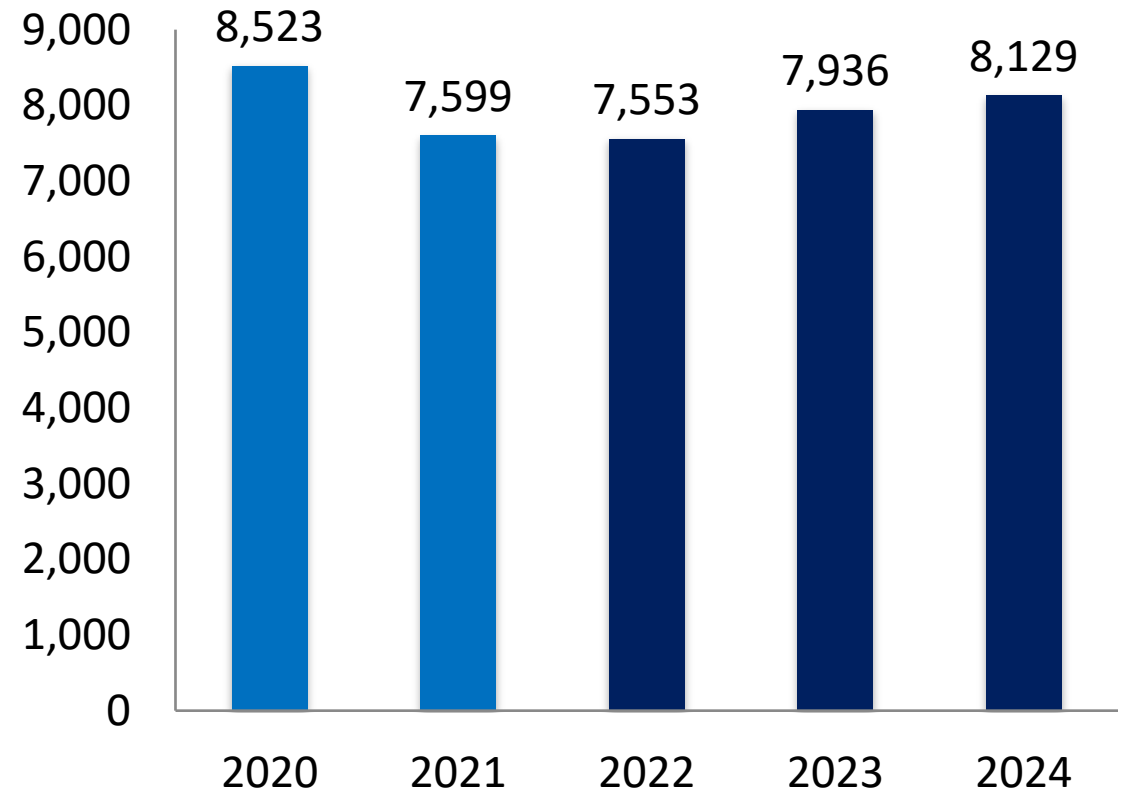
Within 90 days of the request for hearing, the Hearings Division will schedule a hearing in the county where the worker resided at the time of injury, or such other place selected by the administrative law judge.

Initial requests for hearing and hearing sets

Initial Requests for Hearing

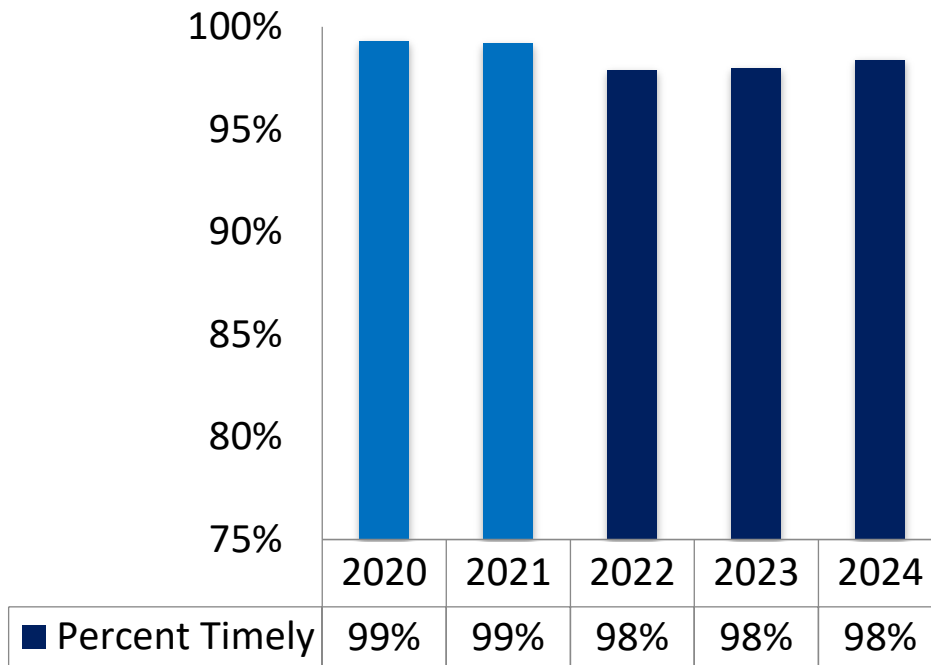


Total Hearing Sets

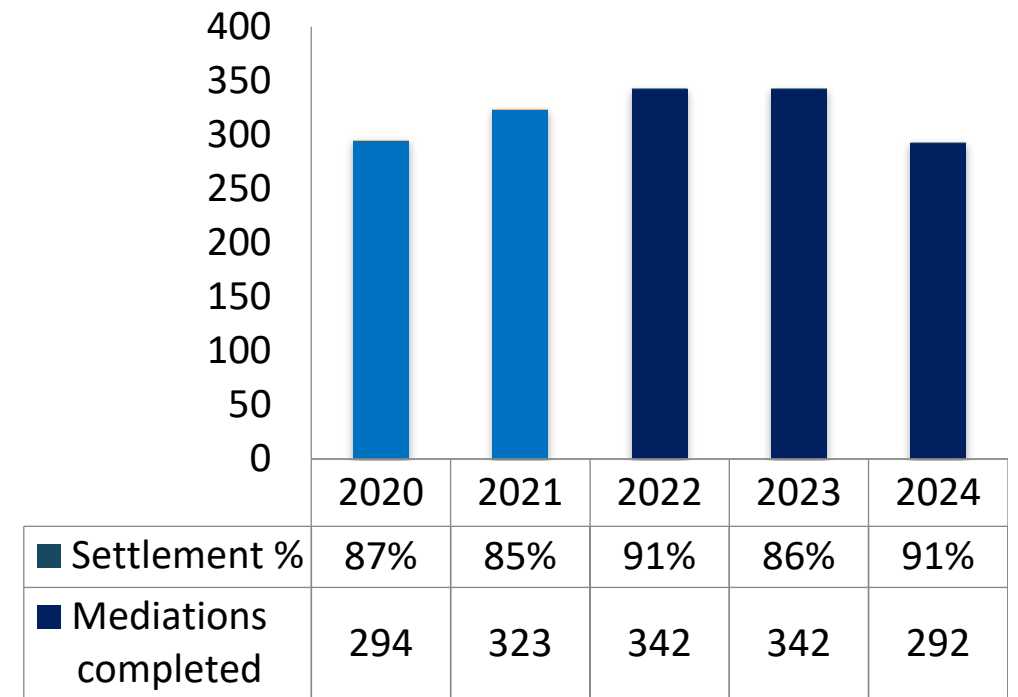


Timely and impartial dispute resolution

Timeliness of Opinion and Orders

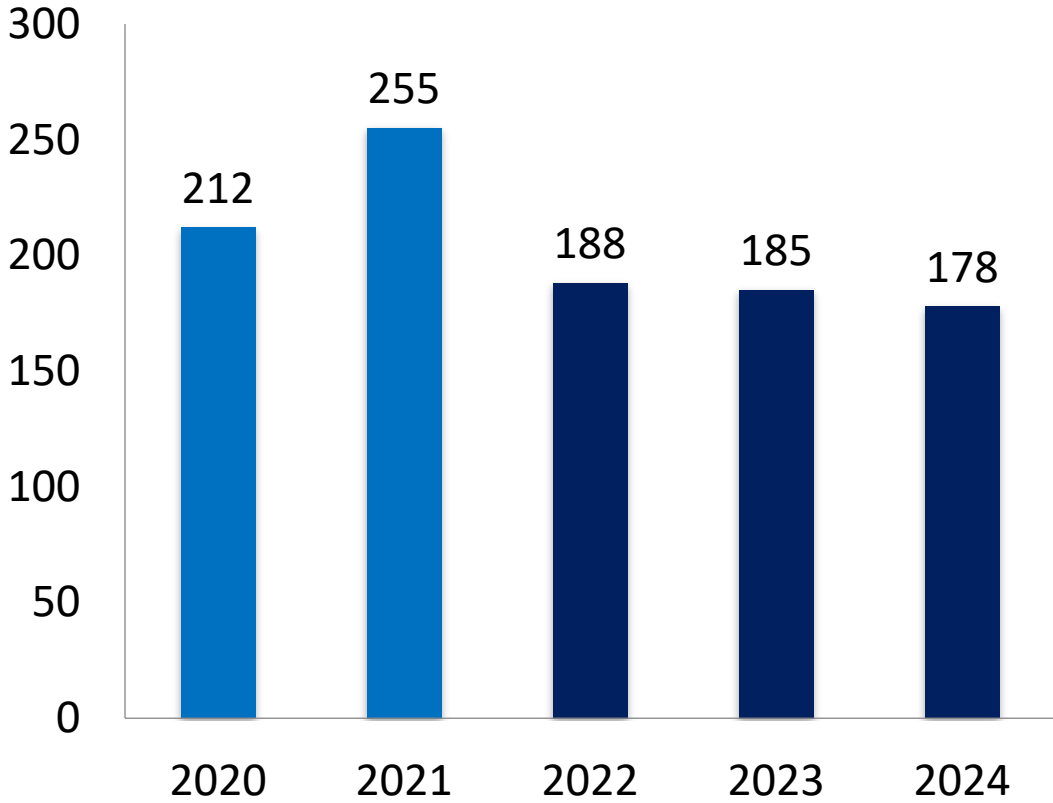


Total Mediations and Settlement Rates

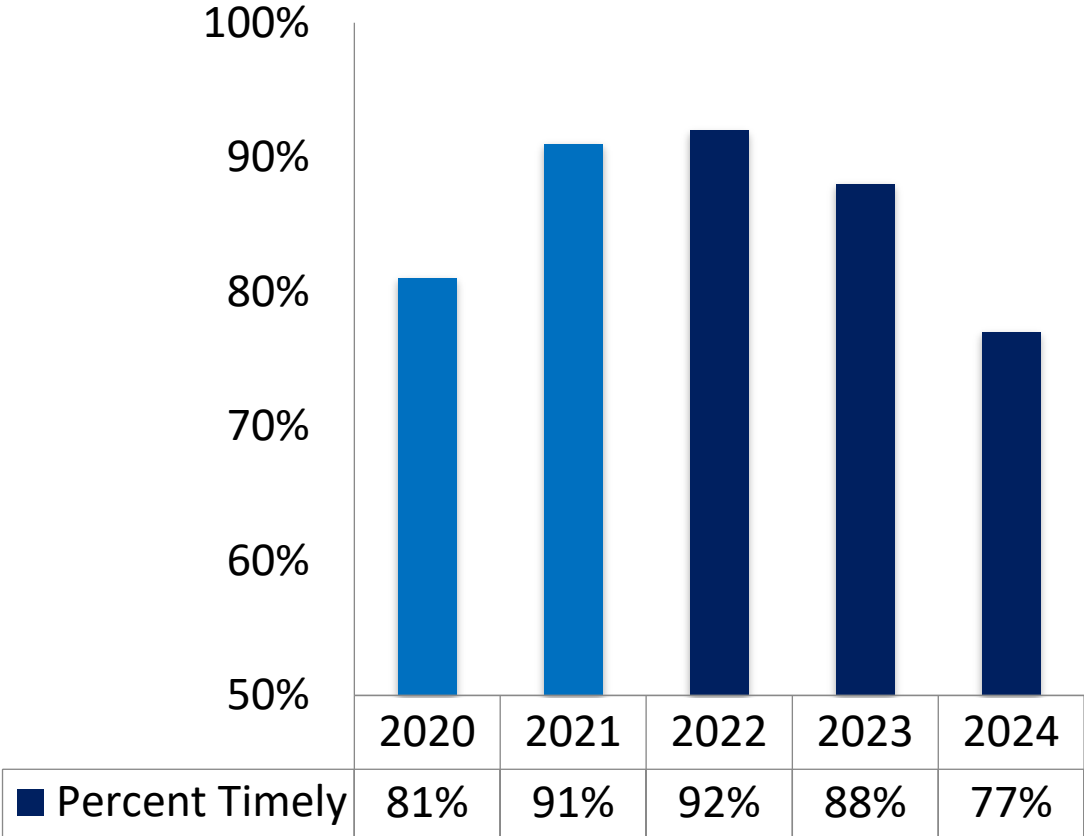


Board review requests and timeliness

Requests for Board Review

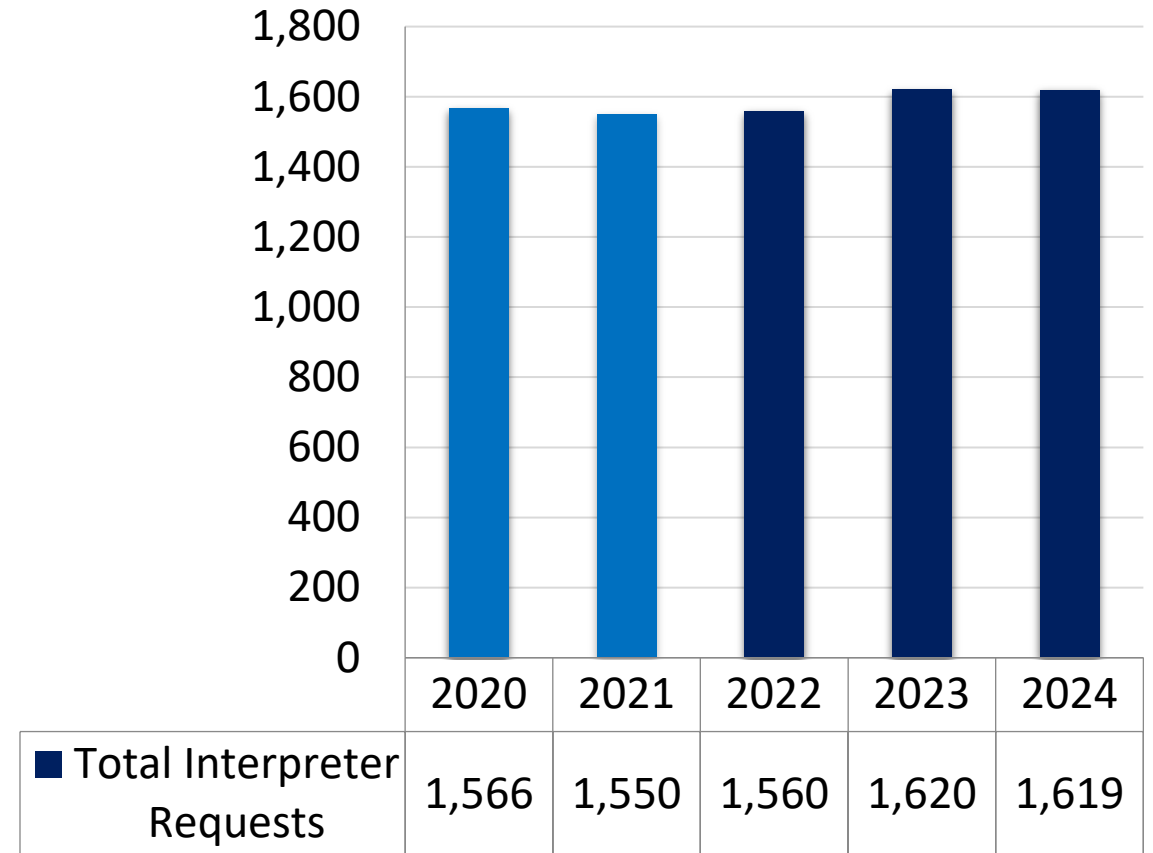


Timeliness of Orders on Review



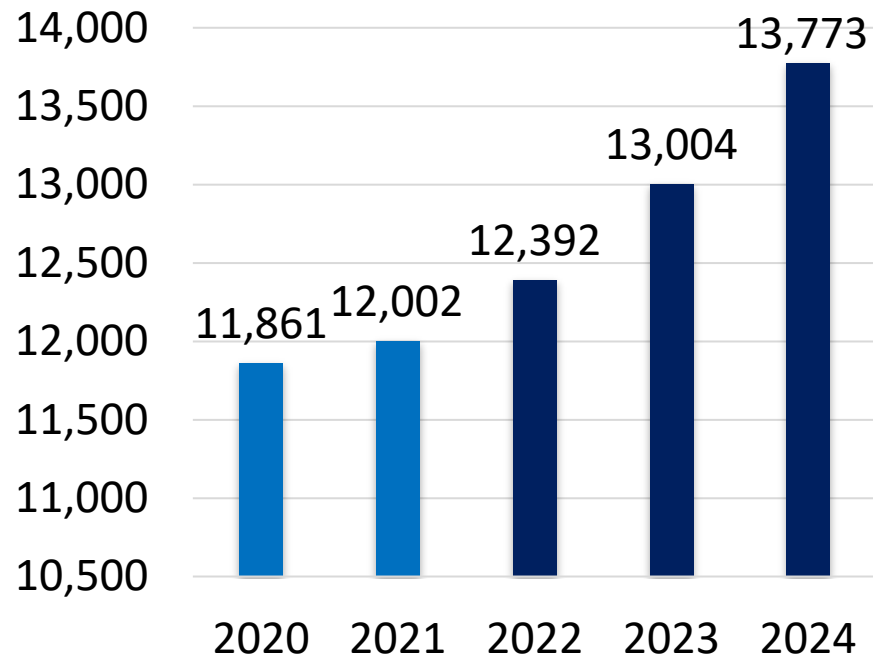
Access to justice

- 30+ languages, special dialects, and ASL provided
- Provided at no cost for hearings and mediations
- Accommodate requests relative to accessibility needs



Past and recent technological changes

Total Electronic Transactions: Portal



WCB case management current state

- Electronic portal
 - Limited to access only by licensed attorneys
 - Unrepresented parties do not have electronic access to their case information
 - Just a conduit of information; all submissions are printed and placed in or routed to the file
- Limited data capture
- Paper case management creates restrictions on other state agency functioning
 - Require daily DAS shuttle of files between offices
 - Oregon appellate courts created exception to their electronic filing system to allow WCB to file paper records
- Time delays for processing

Workers' Compensation Board: POP No. 101

Policy Option Package No. 101

Workers' Compensation Board Modernization

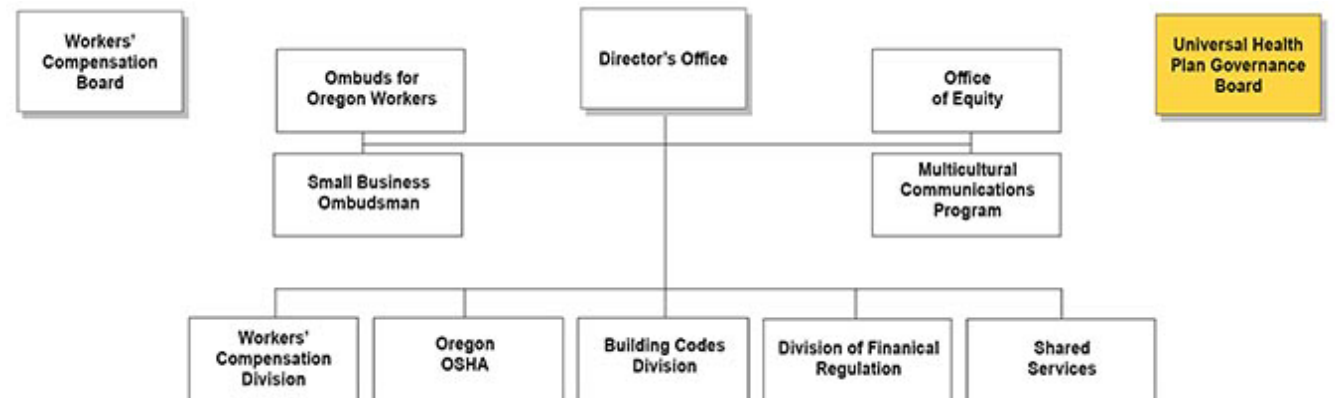
\$2,500,000; Positions: 0; FTE: 0.00

- Create better access to justice so all parties have immediate electronic access to their case information
- Create system consistent with state's direction to provide better customer service by creating more direct access to state services for underserved communities
- Reduce inter-agency processing time of litigation filings, including settlement documents
- Provide more accurate information for reporting case determinations, agency performance and efficiency
- Ensure effective and efficient communication with Oregon Court System

Universal Health Plan Governance Board

Universal Health Plan Governance Board: Who we are

Designing a plan to finance and administer a Universal Health Plan in Oregon



- Board was created by Senate Bill 1089 (2023)
- Comprised of 9 members; appointed by governor and approved by legislature



Universal Health Plan
Governance Board

UHPGB: Key stats

- Board created four committees focused on the work:
 - Finance and Revenue
 - Community Engagement and Communications
 - Plan Design and Expenditures
 - Operations
- Consultants have been brought on to support the work
- First status report submitted to interim committees on health – December 2024
- Next status report due to legislature – December 2025
- Final plan due to legislature – September 2026

Shared Services policy option packages

Shared Services: POP No. 107

Policy Option Package No. 107

Financial Services Workday Support

\$201,274; Positions: 1; FTE: 1.00

- Establishes one permanent position management specialist to reconcile and correct cost code discrepancies in Workday
- Builds a streamlined process and point of contact for agencywide programs

Shared Services: POP No. 108

Policy Option Package No. 108

Financial Services Assessments Support

\$210,524; Positions: 1; FTE: 0.88

- Provides more support for the DCBS Assessments Unit
- Addresses increased workloads created by the increasing number of new programs and Oregon employers
- Creates capacity in the program to address ongoing workload and meeting demands

Shared Services: POP No. 109

Policy Option Package No. 109

Financial Services Accounting Support

\$239,830; Positions: 1; FTE: 0.88

- Provides more support for the DCBS Accounting Services team
- Addresses increased workloads created by the increasing number of new programs and accounting transactions
- Creates capacity in the program to address ongoing workload and meeting demands

Shared Services: POP No. 110

Policy Option Package No. 110

Employee Services Agency Classification Review

\$245,119; Positions: 1; FTE: 0.88

- Establishes a human resources analyst 2 to help in class and compensation work
- Addresses ongoing workload needs due to increased agency needs and existing interagency agreements
- Creates capacity in the program to address ongoing workload and meeting demands

Shared Services: POP No. 111

Policy Option Package No. 111

Director's Office Legislative & Strategic Planning Coordinator

\$321,903; Positions: 1; FTE: 1.00

- Establishes a legislative and strategic planning coordinator
- Provides internal and external support on proposed and ongoing public policy initiatives and legislation, special projects, and the department's strategic plan
- Reduces turnaround times on legislative requests and reviews during legislative session and the interim period

Shared Services: POP No. 122

Policy Option Package No. 122

Information Technology and Research Revenue Shortfall Addback
\$17,039; Positions: 0; FTE: 0.00

- Personal services growth related to cost-of-living, annual merit, and other bargaining agreement commitments continue to outpace federal grant revenues
- Limitation fund shift from federal funds to other funds to address federal revenue shortfall

Agencywide: POP No. 120

Policy Option Package No. 120

Technical Adjustment – Reclasses

\$17,039; Positions: 0; FTE: 0.00

- Reclassifies positions to properly align with the responsibilities and needs of the agency
- Increases limitation to fund the reclassification of multiple positions throughout the agency

Long-term vacancies

Division	Position number	Position title	FTE	2025-27 Biennial PS BUDGET (Other Funds)	Vacancy Date
Workers' Comp. Board	2000.403	Executive Support Specialist	1.00	\$195,664	6/1/2023
	2100.028	WCB Administrative Law Judge	1.00	\$369,007	11/1/2023
	2100.233	WCB Budget & Policy Analyst	1.00	\$369,007	9/1/2022
	2100.667	WCB Administrative Law Judge	1.00	\$369,007	10/3/2022
	2200.487	WCB Legal Staff	1.00	\$287,834	11/1/2022
	2200.500	Office Specialist 2	1.00	\$164,961	8/1/2023
Workers' Comp. Division	8000.020	Workers' Compensation Administrator	1.00	\$419,413	12/31/2023
Oregon OSHA	5000.001	Occupational Safety and Health Outreach Program Coordinator	1.00	\$265,775	N/A
Information Technology & Research	7000.033	Systems Analyst	1.00	\$261,563	N/A
	7000.042	Information Systems Specialist 6	1.00	\$261,563	N/A
	7000.057	Information System Specialist 5	1.00	\$247,311	N/A
	7000.067	Information System Specialist 5	1.00	\$247,311	N/A
	7100.042	Systems Analyst	1.00	\$261,563	10/25/2022
Division of Financial Regulation	0003.655	Market Analyst	1.00	\$265,775	12/31/2023
Total			14.00	\$3,985,754	

Supervisory span of control

Background

- DCBS has 4 large programs that protect the public in financial services, building safety, workplace health and safety, and workers' compensation
- DCBS has field offices throughout Oregon
- DCBS has 39 manager teams above the agency maximum supervisory ratio
- Current span of control is 1:11
- Proposed revised span of control is 1:9
- Others with 1:9 ratio:
 - Department of Administrative Services
 - Department of Environmental Quality
 - Department of Early Learning and Care
 - Oregon Youth Authority



Questions?