LEGISLATIVE FISCAL OFFICE 900 Court Street NE, Room H-178 Salem, Oregon 97301 (503) 986-1828



# JOINT COMMITTEE ON WAYS AND MEANS

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Amanda Beitel, Legislative Fiscal Officer Paul Siebert, Deputy Legislative Fiscal Officer John Terpening, Deputy Legislative Fiscal Officer

From: Wendy Gibson, Legislative Fiscal Office

Date: June 3, 2025

Subject: SB 5514 – Department of Early Learning and Care Work Session Recommendations

| Department o<br>Agency Totals |                          |   |  |                                      |  |  |  |  |  |  |  |  |
|-------------------------------|--------------------------|---|--|--------------------------------------|--|--|--|--|--|--|--|--|
| FUND TYPE                     | <b>2021-23</b><br>ACTUAL | <b>2023-25</b><br>LEGISLATIVELY<br>APPROVED | <b>2025-27</b><br>CURRENT<br>SERVICE LEVEL | <b>2025-27</b><br>LFO<br>RECOMMENDED |  |  |  |  |  |  |  |  |
| General Fund                  | -                        | 593,748,845                                 | 748,869,431                                | 741,005,493                          |  |  |  |  |  |  |  |  |
| Other Funds                   | -                        | 472,868,598                                 | 496,548,378                                | 461,548,029                          |  |  |  |  |  |  |  |  |
| Federal Funds                 | -                        | 390, 133, 739                               | 249,626,020                                | 247,006,772                          |  |  |  |  |  |  |  |  |
| TOTAL FUNDS                   |                          | 1,456,751,182                               | 1,495,043,829                              | 1,449,560,294                        |  |  |  |  |  |  |  |  |
| Positions                     | -                        | 367   | 357  | 376                                  |  |  |  |  |  |  |  |  |
| FTE                           | -                        | 356.41                                      | 352.50                                     | 369.20                               |  |  |  |  |  |  |  |  |

The 2025-27 LFO recommended budget for the Department of Early Learning and Care is \$1.4 billion total funds and 376 positions (369.20 FTE). This is a \$45.5 million total fund, or 3%, reduction from the 2025-27 current service level budget and a \$7.2 million total fund, or 0.5%, reduction from the 2023-25 legislatively approved budget.

The LFO recommendation includes the following investments:

 In agency operations, a total of \$2.6 million General Fund is provided for the establishment of seven permanent positions (5.64 FTE) to enhance operational capacity in accounting, data analytics, project management, and program design and administration. Additionally, the funding provides resources for professional services and ongoing maintenance and support of new systems, including the Awards Management System and the Healthy Families Oregon database. Lastly, One payroll analyst position (1.00 FTE) is abolished, and the workload is shifted to shared payroll services provided by the Department of Administrative Services.

- In child care licensing, \$3.1 million Federal Funds expenditure limitation is provided for the establishment of 13 permanent positions (12.06 FTE) to lower licensing caseloads to the national best practice ratios and strengthen customer service and compliance demands.
- In early learning programs, \$0.7 million General Fund that is currently budgeted for the Early Learning Tribal Hubs is deposited in the new Tribal Early Learning Fund established in HB 2815 (2025).

The May 2025 Oregon Economic and Revenue Forecast, conducted by the Department of Administrative Services' Office of Economic Analysis, projects the available Corporate Activity Tax resources to total \$3.16 billion for the 2025-27 biennium. This represents a decrease of \$195.3 million from the current service level budget. At this revenue level, the Fund for Student Success is not able to sustain the 2025-27 current service level budget. The LFO recommendation includes a series of reductions from the Early Learning Account to maximize available resources and balance the Fund. The reductions include the removal of above standard inflation added during the current service level budget development process for a savings of \$10.2 million General Fund and \$8.7 million Other Funds, and a \$35.4 million Other Funds reduction from certain programs funding through the Early Learning Account, including Preschool Promise; Early Childhood Equity Fund; Early Learning Professional Development, Parenting Education, and Program Supports; and Healthy Families. The program reductions equal a 4% total funds reduction from the 2023-25 legislatively approved budget.

# Adjustments to Current Service Level

See attached "Work Session Presentation Report."

Note: Statewide adjustments and six-year capital construction expenditures are not included in these recommendations. Any needed adjustments will be made in end of session bills.

## Accept LFO Recommendation

MOTION: I move the LFO recommendation to SB 5514. (vote)

OR

Modify LFO Recommendation

MOTION: I move the LFO recommendation to SB 5514, with modifications. (vote)

# **Performance Measures**

See attached "Legislatively Proposed 2025-27 Key Performance Measures."

Accept LFO Recommendation

MOTION: I move the LFO recommendation on Key Performance Measures. (vote)

OR

Modify LFO Recommendation

MOTION: I move the LFO recommendation on Key Performance Measures, with modifications. (vote)

# Amendment

LFO recommends a budget of \$741,005,493 General Fund, \$461,548,029 Other Funds, \$247,006,772 Federal Funds, and 376 positions (369.20 FTE), which is reflected in the –2 amendment.

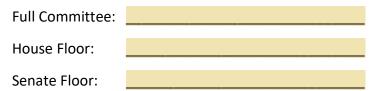
MOTION: I move adoption of the –2 amendment to SB 5514. (vote)

# **Final Subcommittee Action**

LFO recommends that SB 5514, as amended by the -2 amendment, be moved to the Ways and Means Full Committee.

MOTION: I move SB 5514, as amended, to the Full Committee with a do pass recommendation. (vote)

# Carriers



## Agency Number: 58800

LFO102 - Work Session Presentation Report 2025-27 Biennium

#### Version: L - 01 - LFO Analyst Recommended Cross Reference: 58800-000-00-00-00000 Dept of Early Learning and Care

|   | General<br>Fund | Lottery<br>Funds | Other Funds  | Federal<br>Funds | Nonlimited<br>Other Funds | Nonlimited<br>Federal<br>Funds | Total Funds   | Positions | Full-Time<br>Equivalent<br>(FTE) |
|---|-----------------|------------------|--------------|------------------|---------------------------|--------------------------------|---------------|-----------|----------------------------------|
| 2023-25 Agy. Leg. Adopted                             | 498,740,395     | -                | 457,517,563  | 382,723,695      | -                         | -                              | 1,338,981,653 | 354       | 343.90                           |
| 2023-25 Ebds, SS & Admin Act                          | 95,008,450      | -                | 15,351,035   | 7,410,044        | -                         | -                              | 117,769,529   | 13        | 12.51                            |
| Ways & Means Actions                                  | -               | -                | -            | -                | -                         | -                              | -             | -         | -                                |
| 2023-25 Leg Approved Budget                           | 593,748,845     | -                | 472,868,598  | 390,133,739      | -                         | -                              | 1,456,751,182 | 367       | 356.41                           |
| 2023-25 Leg Approved Budget (Base)                    | 593,748,845     | -                | 472,868,598  | 390,133,739      | -                         | -                              | 1,456,751,182 | 367       | 356.41                           |
| Summary of Base Adjustments                           | 5,963,414       | -                | 461,278      | 2,230,966        | -                         | -                              | 8,655,658     | (10)      | (3.91)                           |
| 2025-27 Base Budget                                   | 599,712,259     | -                | 473,329,876  | 392,364,705      | -                         | -                              | 1,465,406,840 | 357       | 352.50                           |
| 010: Non-PICS Pers Svc/Vacancy Factor                 | (1,623,539)     | -                | (124,999)    | (1,002,913)      | -                         | -                              | (2,751,451)   | -         | -                                |
| 020: Phase In / Out Pgm & One-time Cost               | (4,699,119)     | -                | (131,572)    | (45,359,100)     | -                         | -                              | (50,189,791)  | -         | -                                |
| 030: Inflation & Price List Adjustments               | 33,592,566      | -                | 28,782,573   | 20,203,092       | -                         | -                              | 82,578,231    | -         | -                                |
| 050: Fundshifts and Revenue Reductions                | 121,887,264     | -                | (5,307,500)  | (116,579,764)    | -                         | -                              | -             | -         | -                                |
| 2025-27 Current Service Level                         | 748,869,431     | -                | 496,548,378  | 249,626,020      | -                         | -                              | 1,495,043,829 | 357       | 352.50                           |
| Adjusted 2025-27 Current Service Level                | 748,869,431     | -                | 496,548,378  | 249,626,020      | -                         | -                              | 1,495,043,829 | 357       | 352.50                           |
| Total LFO Recommended Packages                        | (7,863,938)     | -                | (35,000,349) | (2,619,248)      | -                         | -                              | (45,483,535)  | 19        | 16.70                            |
| 2025-27 Legislative Actions                           | 741,005,493     | -                | 461,548,029  | 247,006,772      | -                         | -                              | 1,449,560,294 | 376       | 369.20                           |
| Net change from 2023-25 Leg Approved Budget           | 147,256,648     | -                | (11,320,569) | (143,126,967)    | -                         | -                              | (7,190,888)   | 9         | 12.79                            |
| Percent change from 2023-25 Leg Approved Budget       | 24.8%           | 0.0%             | (2.4%)       | (36.7%)          | 0.0%                      | 0.0%                           | (0.5%)        | 2.5%      | 3.6%                             |
| Net change from 2025-27 Adj Current Service Level     | (7,863,938)     | -                | (35,000,349) | (2,619,248)      | -                         | -                              | (45,483,535)  | 19        | 16.70                            |
| Percent change from 2025-27 Adj Current Service Level | (1.1%)          | 0.0%             | (7.1%)       | (1.1%)           | 0.0%                      | 0.0%                           | (3.0%)        | 5.3%      | 4.7%                             |

## Agency Number: 58800

LFO102 - Work Session Presentation Report 2025-27 Biennium

Version: L - 01 - LFO Analyst Recommended Cross Reference: 58800-100-00-00000

**Department Operations** 

|   | General<br>Fund | Lottery<br>Funds | Other Funds | Federal<br>Funds | Nonlimited<br>Other Funds | Nonlimited<br>Federal<br>Funds | Total Funds | Positions | Full-Time<br>Equivalent<br>(FTE) |
|---|-----------------|------------------|-------------|------------------|---------------------------|--------------------------------|-------------|-----------|----------------------------------|
| 2023-25 Agy. Leg. Adopted                             | 56,698,472      |                  | 13,121,321  | 62,858,563       | -                         | -                              | 132,678,356 | 354       | 343.90                           |
| 2023-25 Ebds, SS & Admin Act                          | 7,728,210       | -                | 918,628     | (3,678,673)      | -                         | -                              | 4,968,165   | 13        | 12.51                            |
| Ways & Means Actions                                  | -               | -                |             | -                | -                         | -                              |             | -         | -                                |
| 2023-25 Leg Approved Budget                           | 64,426,682      | -                | 14,039,949  | 59,179,890       | -                         |                                | 137,646,521 | 367       | 356.41                           |
| 2023-25 Leg Approved Budget (Base)                    | 64,426,682      | -                | 14,039,949  | 59,179,890       | -                         | -                              | 137,646,521 | 367       | 356.41                           |
| Summary of Base Adjustments                           | 5,963,414       | -                | 461,278     | 2,230,966        | -                         | -                              | 8,655,658   | (10)      | (3.91)                           |
| 2025-27 Base Budget                                   | 70,390,096      | -                | 14,501,227  | 61,410,856       | -                         |                                | 146,302,179 | 357       | 352.50                           |
| 010: Non-PICS Pers Svc/Vacancy Factor                 | (1,623,539)     | -                | . (124,999) | (1,002,913)      | -                         | -                              | (2,751,451) | -         | -                                |
| 020: Phase In / Out Pgm & One-time Cost               | (1,118,879)     | -                | . (131,572) | (8,604,434)      | -                         | -                              | (9,854,885) | -         | -                                |
| 030: Inflation & Price List Adjustments               | 1,259,434       | -                | 564,611     | 2,109,842        | -                         | -                              | 3,933,887   | -         | -                                |
| 2025-27 Current Service Level                         | 68,907,112      |                  | 14,809,267  | 53,913,351       | -                         |                                | 137,629,730 | 357       | 352.50                           |
| Adjusted 2025-27 Current Service Level                | 68,907,112      |                  | 14,809,267  | 53,913,351       | -                         |                                | 137,629,730 | 357       | 352.50                           |
| Total LFO Recommended Packages                        | 2,565,817       |                  |             | 3,117,636        | -                         |                                | 5,683,453   | 19        | 16.70                            |
| 2025-27 Legislative Actions                           | 71,472,929      |                  | 14,809,267  | 57,030,987       | -                         |                                | 143,313,183 | 376       | 369.20                           |
| Net change from 2023-25 Leg Approved Budget           | 7,046,247       | -                | . 769,318   | (2,148,903)      | -                         | -                              | 5,666,662   | 9         | 12.79                            |
| Percent change from 2023-25 Leg Approved Budget       | 10.9%           | 0.0%             | 5.5%        | (3.6%)           | 0.0%                      | 0.0%                           | 4.1%        | 2.5%      | 3.6%                             |
| Net change from 2025-27 Adj Current Service Level     | 2,565,817       | -                |             | 3,117,636        | -                         | -                              | 5,683,453   | 19        | 16.70                            |
| Percent change from 2025-27 Adj Current Service Level | 3.7%            | 0.0%             | 0.0%        | 5.8%             | 0.0%                      | 0.0%                           | 4.1%        | 5.3%      | 4.7%                             |

#### LFO Analyst Recommended

#### Agency Number: 58800

LFO102 - Work Session Presentation Report 2025-27 Biennium

#### Version: L - 01 - LFO Analyst Recommended Cross Reference: 58800-100-00-00-00000

Department Operations

| General<br>Fund | Lottery<br>Funds | Other Funds | Federal<br>Funds | Nonlimited<br>Other Funds | Nonlimited<br>Federal | Total Funds | Positions | Full-Time<br>Equivalent |
|-----------------|------------------|-------------|------------------|---------------------------|-----------------------|-------------|-----------|-------------------------|
|                 |                  |             |                  |                           | Funds                 |             |           | (FTE)                   |

#### Package 101 Operational Support

<u>Package Description</u> The package includes funding for 7 permanent, full time positions (5.64 FTE) to enhance operational capacity in accounting, data analytics, project management, and program design and administration. The package abolishes one payroll analyst position (-1.00 FTE) and includes \$300,000 in Services and Supplies funding to utilize shared payroll services provided by the Department of Administrative Services. The package also includes the position-related Services and Supplies costs, as well as ongoing maintenance and operations funding for the Awards Management System, Healthy Families Oregon database, and human resources and IT professional services contracts.

LFO Recommendation Approve as modified.

|  | LFO Recommended | 2,565,818 | - | - | - | - | - | 2,565,818 | 6 | 4.64 |
|--|-----------------|-----------|---|---|---|---|---|-----------|---|------|
|--|-----------------|-----------|---|---|---|---|---|-----------|---|------|

#### LFO Analyst Recommended

#### Agency Number: 58800

LFO102 - Work Session Presentation Report 2025-27 Biennium

#### Version: L - 01 - LFO Analyst Recommended Cross Reference: 58800-100-00-00-00000

Department Operations

|  | neral<br>und | Lottery<br>Funds | Other Funds | Federal<br>Funds | Nonlimited<br>Other Funds | Nonlimited<br>Federal<br>Funds | Total Funds | Positions | Full-Time<br>Equivalent<br>(FTE) |
|--|--------------|------------------|-------------|------------------|---------------------------|--------------------------------|-------------|-----------|----------------------------------|
|--|--------------|------------------|-------------|------------------|---------------------------|--------------------------------|-------------|-----------|----------------------------------|

#### Package 105 Child Care Licensing Division Staffing

<u>Package Description</u> This package establishes 13 permanent, full-time positions within the Child Care Licensing Division to align licensing caseloads with national best practice ratios. The package is intended to allow the Department to meet customer service, language and compliance needs of the licensed provider network. The package is Federal Funds expenditure limitation only. The Department intends to use CCDF funds for ten Compliance Specialist 2's, one Compliance Specialist 3 in the investigations unit, one Operations and Policy Analyst 3 to support ongoing policy needs, and one Operations and Policy Analyst 2 to support the background check system.

LFO Recommendation Approve.

| LFO Recommended | (1) | - | - | 3,117,636 | - | - | 3,117,635 | 13 | 12.06 |
|-----------------|-----|---|---|-----------|---|---|-----------|----|-------|
|                 |     |   |   |           |   |   |           |    |       |

## Agency Number: 58800

LFO102 - Work Session Presentation Report 2025-27 Biennium

Version: L - 01 - LFO Analyst Recommended Cross Reference: 58800-500-00-000000 DELC Grant In Aid

|   | General<br>Fund | Lottery<br>Funds | Other Funds  | Federal<br>Funds | Nonlimited<br>Other Funds | Nonlimited<br>Federal<br>Funds | Total Funds   | Positions | Full-Time<br>Equivalent<br>(FTE) |
|---|-----------------|------------------|--------------|------------------|---------------------------|--------------------------------|---------------|-----------|----------------------------------|
| 2023-25 Agy. Leg. Adopted                             | 442,041,923     | -                | 444,396,242  | 319,865,132      | -                         | -                              | 1,206,303,297 | -         | -                                |
| 2023-25 Ebds, SS & Admin Act                          | 87,280,240      |                  | 14,432,407   | 11,088,717       | -                         | -                              | 112,801,364   | -         | -                                |
| Ways & Means Actions                                  | -               | -                | -            | -                | -                         | -                              | -             | -         | -                                |
| 2023-25 Leg Approved Budget                           | 529,322,163     |                  | 458,828,649  | 330,953,849      | -                         | -                              | 1,319,104,661 | -         | -                                |
| 2023-25 Leg Approved Budget (Base)                    | 529,322,163     | -                | 458,828,649  | 330,953,849      | -                         | -                              | 1,319,104,661 | -         | -                                |
| Summary of Base Adjustments                           | -               |                  | -            | -                | -                         | -                              | -             | -         | -                                |
| 2025-27 Base Budget                                   | 529,322,163     |                  | 458,828,649  | 330,953,849      | -                         | -                              | 1,319,104,661 | -         | -                                |
| 020: Phase In / Out Pgm & One-time Cost               | (3,580,240)     |                  | -            | (36,754,666)     | -                         | -                              | (40,334,906)  | -         | -                                |
| 030: Inflation & Price List Adjustments               | 32,333,132      | -                | 28,217,962   | 18,093,250       | -                         | -                              | 78,644,344    | -         | -                                |
| 050: Fundshifts and Revenue Reductions                | 121,887,264     | -                | (5,307,500)  | (116,579,764)    | -                         | -                              | -             | -         | -                                |
| 2025-27 Current Service Level                         | 679,962,319     | -                | 481,739,111  | 195,712,669      | -                         | -                              | 1,357,414,099 | -         | -                                |
| Adjusted 2025-27 Current Service Level                | 679,962,319     | -                | 481,739,111  | 195,712,669      | -                         | -                              | 1,357,414,099 | -         | -                                |
| Total LFO Recommended Packages                        | (10,429,755)    | -                | (35,000,349) | (5,736,884)      | -                         | -                              | (51,166,988)  | -         | -                                |
| 2025-27 Legislative Actions                           | 669,532,564     | -                | 446,738,762  | 189,975,785      | -                         | -                              | 1,306,247,111 | -         | -                                |
| Net change from 2023-25 Leg Approved Budget           | 140,210,401     | -                | (12,089,887) | (140,978,064)    | -                         | -                              | (12,857,550)  | -         | -                                |
| Percent change from 2023-25 Leg Approved Budget       | 26.5%           | 0.0%             | (2.6%)       | (42.6%)          | 0.0%                      | 0.0%                           | (1.0%)        | 0.0%      | 0.0%                             |
| Net change from 2025-27 Adj Current Service Level     | (10,429,755)    | -                | (35,000,349) | (5,736,884)      | -                         | -                              | (51,166,988)  | -         | -                                |
| Percent change from 2025-27 Adj Current Service Level | (1.5%)          | 0.0%             | (7.3%)       | (2.9%)           | 0.0%                      | 0.0%                           | (3.8%)        | 0.0%      | 0.0%                             |

LFO Analyst Recommended

#### Agency Number: 58800

LFO102 - Work Session Presentation Report 2025-27 Biennium

Version: L - 01 - LFO Analyst Recommended Cross Reference: 58800-500-00-00-00000

**DELC Grant In Aid** 

#### Package 801 LFO Analyst Adjustments

<u>Package Description</u> This package reduces the early educator technical assistance budget by \$0.2 General Fund and removes the above standard inflation calculated into the current service level budget during development. Additionally, the \$0.7 General Fund currently supporting the Early Learning Tribal Hubs is deposited into the new Tribal Early Learning Fund established in HB 2815 (2025).

LFO Recommendation Approve

| LFO Recommended | (10,429,755) | - | 413,363 | (5,736,884) | - | - (15,753,276) | - | - |
|-----------------|--------------|---|---------|-------------|---|----------------|---|---|
|-----------------|--------------|---|---------|-------------|---|----------------|---|---|

#### Agency Number: 58800

LFO102 - Work Session Presentation Report 2025-27 Biennium

# Version: L - 01 - LFO Analyst Recommended Cross Reference: 58800-500-00-00-00000

**DELC Grant In Aid** 

| General Lottery Ot<br>Fund Funds | Funds Federal Nonlimited<br>Funds Other Funds | Nonlimited<br>Federal<br>Funds | Positions | Full-Time<br>Equivalent<br>(FTE) |
|----------------------------------|---|--------------------------------|-----------|----------------------------------|
|----------------------------------|---|--------------------------------|-----------|----------------------------------|

#### Package 806 Fund for Student Success Revenue Shortfall

Package Description The May 2025 Oregon Economic and Revenue Forecast, conducted by the Department of Administrative Services' Office of Economic Analysis, projects the available CAT resources to total \$3,159.3 million for the 2025-27 biennium, a decrease of \$195.3 million from CSL. At this revenue level, the Fund for Student (FSS) The May 2025 Oregon Economic and Revenue Forecast, conducted by the Department of Administrative Services' Office of Economic Analysis, projects the available Corporate Activity Tax resources to total \$3.16 billion for the 2025-27 biennium. This represents a decrease of \$195.3 million from the current service level budget. At this revenue level, the Fund for Student Success is not able to sustain the 2025-27 current service level budget. The LFO recommendation includes a series of reductions from the Early Learning Account to maximize available resources and balance the Fund. The reductions include the removal of above standard inflation added during the current service level budget development process for a savings of \$10.2 million General Fund and \$8.7 million Other Funds, and a \$35.4 million Other Funds reduction from certain programs funding through the Early Learning Account, including Preschool Promise; Early Childhood Equity Fund; Early Learning Professional Development, Parenting Education, and Program Supports; and Healthy Families. The program reductions equal a 4% total funds reduction from the 2023-25 legislatively approved budget.

LFO Recommendation Approved.

| _FO Recommended | - | - (35,413,712) | - | - | - (35,413,712) |
|-----------------|---|----------------|---|---|----------------|
|                 |   |                |   |   |                |

# Legislatively Proposed 2025 - 2027 Key Performance Measures

Published: 5/31/2025 7:04:11 PM

#### Agency: Department of Early Learning and Care

#### Mission Statement:

The Department of Early Learning and Care was created to increase quality and efficiency, bringing Oregon's early learning and care functions under one agency, with support staff to better serve families, children, and providers.

| Legislatively Proposed KPMs  | Metrics  | Agency Request | Last Reported Result | Target 2026 | Target 2027 |
|--|--|----------------|----------------------|-------------|-------------|
| <ol> <li>Protecting the Health and Safety of Children in Care - Percentage of<br/>citations for a serious valid finding that received a timely follow-up visit to<br/>confirm compliance</li> </ol>  |  | Approved       | 88%                  | 88%         | 88%         |
| <ol> <li>Access to Early Care and Education: Infants &amp; Toddlers - Percentage of<br/>infants/toddlers (birth – 2 years) with access to a regulated child care slot</li> </ol>   |  | Approved       | 17.900%              | 17.400%     | 17.400%     |
| <ol> <li>Access to Early Care and Education: Preschool Age - Percentage of<br/>preschool age children (3-4 years) with access to a regulated child care slot.<br/>Regulated child care slots include Centers, Certified Family, and Registered<br/>Family Providers</li> </ol> |  | Approved       | 34.240%              | 37.650%     | 37.650%     |
| <ol> <li>Early Learning Workforce Retention (all) - Percentage of early learning<br/>providers who have remained in the workforce</li> </ol>   |  | Approved       | 77.490%              | 67.050%     | 67.050%     |
|  | Early Learning Workforce Retention (by race and ethnicity) | Approved       |                      |             |             |
|  | a) American Indian/Alaskan Native                          |                | 79.060%              | 68.150%     | 68.150%     |
|  | b) Asian   |                | 78.430%              | 70.250%     | 70.250%     |
|  | c) Black/African American                                  |                | 80.660%              | 71.300%     | 71.300%     |
|  | d) Hispanic/Latino/Spanish                                 |                | 83.360%              | 76.550%     | 76.550%     |
|  | e) Native Hawaiian/Pacific Islander                        |                | 79.890%              | 66.050%     | 66.050%     |
|  | f) White   |                | 79.400%              | 72.350%     | 72.350%     |
|  | g) Multiracial   |                | 84.860%              | 73.400%     | 73.400%     |
| 6. Timely Central Background Registry (CBR) Approvals - Percentage of<br>Central Background Registry (CBR) applications conditionally or fully approved<br>in four weeks or less   |  | Approved       | 71%                  | 67.410%     | 67.410%     |
| timeliness, accuracy, helpfulness, expertise, and availability of information.   | a) Customer Service Overall                                | Approved       | 70.200%              | 76%         | 76%         |
|  | b) Timeliness  |                | 67.200%              | 76%         | 76%         |
|  | c) Helpfulness   |                | 78.900%              | 76%         | 76%         |
|  | d) Expertise   |                | 76.700%              | 76%         | 76%         |
|  | e) Availability of Information                             |                | 66.400%              | 76%         | 76%         |
|  | f) Accuracy  |                | 71.500%              | 76%         | 76%         |

LFO Recommendation:

The Legislative Fiscal Office recommends that the KPMs be approved as presented.

Having completed the first biennium as a new agency, the Department of Early Learning and Care had the opportunity to evaluate its operations and performance with an eye toward which of its KPMs provided useful information for helping the agency to achieve its mission and goals. No changes are proposed; however, future consideration should be given to target adjustments. DELC designed and launched a new customer survey to capture measurable information on customer service, timeliness, helpfulness, expertise, availability of information, and accuracy. The Legislative Fiscal Office recommends waiting until the 2027-29 budget development process to adjust targets related to this KPM (#7), as the agency is developing a new provider platform system that will enhance the customer experience.

SubCommittee Action: