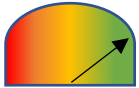
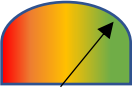


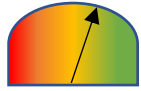
**Q1 2023 Progress Dashboard – Oregon Department of Energy [Strategic Plan \(2021-2024\)](#)**

Imperative		Objectives	Status
<b>1. Expand &amp; Improve Stakeholder Engagement</b>		1.1 Increase diversity of agency stakeholder groups, rulemaking, oversight, and advisory boards	Some data collected; analyzing data to inform next steps
<b>Q2/Q3 2023 Update</b>		1.2 Year-over-year increase in agency engagement with organizations representing historically and currently underserved populations and communities	Proxy and anecdotal data show overall increase
		1.3 Year-over-year increase in the external use of agency produced reports, studies, and presentations	All categories increasing
Highlights and Look Forward			
Work Underway		What's Next	
<ul style="list-style-type: none"> <li>• Webinars, 1:1 input, feedback sessions for Energy Strategy, federal funding (Home Energy Rebates), rulemakings</li> <li>• Integrating outcomes of several initiatives through work of Strategic Engagement Team and day to day operations</li> <li>• On-boarding new staff – Community Navigator and Community Equity &amp; Inclusion Analyst</li> <li>• Planning in-person visits over three days in late Nov/early Dec on north/central coast (e.g., community colleges, utilities, Tribes, local government, legislators)</li> </ul>		<ul style="list-style-type: none"> <li>• Assessing opportunities and strategies to increase diversity of agency boards and commissions</li> <li>• Recruitment for vacancies in the <a href="#">Community Renewable Energy Program Advisory Committee</a></li> <li>• Opportunity with current EFSC Vacancy</li> <li>• Outreach for building performance standard, county resilience planning grants, natural and working lands, federal grant program</li> </ul>	
Accomplishments and Challenges			
Accomplishments/Lessons Learned		Challenges/Needs	
<ul style="list-style-type: none"> <li>• Published <a href="#">online “grants tracker”</a> for energy-specific federal funding opportunities for local governments, tribes, and other entities</li> <li>• Co-hosted IJJA Grid Resilience workshop with Confederated Tribes of Warm Springs</li> <li>• Completed pilot/first year with RARE Member in July 2023, brought on new RARE Member in Sept 2023</li> <li>• Eastern Oregon in-person visits over three days in Eastern OR (e.g., community college, tribes, utility, legislators)</li> <li>• ODOE and BCD collaboration on Oregon Energy Code planning and development</li> <li>• Carried out post-session debriefs with stakeholders</li> <li>• Identified a new primary point of contact in ODOE to work with an important constituency: consumer owned utilities</li> </ul>		<ul style="list-style-type: none"> <li>• Tracking and collecting data on engagement is challenging but will be necessary for Justice40 requirements and will be informative for all of ODOE’s programs</li> <li>• Federal Justice40 requirements continue to present unique data challenges – ODOE will need to work closely with stakeholders and EJ partners to develop criteria (see EJ Leaders Workshop in Imperative 2)</li> <li>• Maintaining high level of engagement on new programs with limited capacity and with new staff learning about engagement techniques</li> <li>• Google Analytics, which tracks web usage and document downloads, changed this year – it is more challenging to pull statistics for ODOE’s website</li> </ul>	


**Q1 2023 Progress Dashboard – Oregon Department of Energy [Strategic Plan \(2021-2024\)](#)**

Imperative		Objectives	Status
<b>2. Build Practices &amp; Processes to Achieve More Inclusive and Equitable Outcomes</b>		2.1 Year-over-year increase in the percent of agency job applicants identifying as Black, Indigenous, and People of Color	Increasing every year
<b>Q2/Q3 2023 Update</b>		2.2 Year-over-year increase in the percent of historically and currently underserved populations and communities participating in ODOE programs & services	Proxy data established by tracking new ODOE programs; working to delineate populations and communities
		2.3 Increase agency Diversity, Equity, and Inclusion awareness and fluency	Underway
Highlights and Look Forward			
Work Underway		What's Next	
<ul style="list-style-type: none"> <li>Analyzing J40 requirements and integrating into agency approach for federal funding applications</li> <li>Mapping current enterprise efforts aimed at increasing accessibility of communications.</li> <li>Partnering with Coalition of Communities of Color on Environmental Justice workshops on federal funding</li> </ul>		<ul style="list-style-type: none"> <li>Oregon Rural Energy Assistance Program focus on rural businesses</li> <li>Hoping for Solar For All award in Spring 2024 to build on existing programs to better serve low income and disadvantaged communities</li> <li>Evaluating and awarding Regional administrators for Community Heat Pump Deployment Program (current <a href="#">Opportunity Announcement</a>) with focus on tribes and rural parts of state</li> </ul>	
Accomplishments and Challenges			
Accomplishments/Lessons Learned		Challenges/Needs	
<ul style="list-style-type: none"> <li>Solar + Storage Rebate Program – significantly improved data collection by adapting survey method.</li> <li><a href="#">DEI Implementation Plan and Strategic Approach</a> published (request from Gov. Kotek)</li> <li>Held three “Environmental Justice Leaders Workshops” made up of representatives of organizations from across the state</li> <li>Led coalition in partnership with BEF and ETO to submit “Solar For All” application with a focus on low-income and disadvantaged communities</li> <li>2023-2025 Affirmative Action Plan published</li> <li>Supported attendance at PUC’s Poverty Simulation exercise</li> </ul>		<ul style="list-style-type: none"> <li>Access to demographic data to inform program design</li> <li>Outreach “fatigue” among environmental justice communities and community based organizations</li> </ul>	

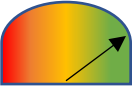
**Q1 2023 Progress Dashboard – Oregon Department of Energy [Strategic Plan \(2021-2024\)](#)**

Imperative		Objectives	Status
<b>3. Assess and Enhance Organizational Data Capabilities</b>		3.1 100% of specified agency products (e.g., produced reports, studies, and analyses) use standardized agency data methodologies or tools	In process
<b>Q2/Q3 2023 Update</b>		3.2 Year-over-year increase of collection, review, and analysis of data	Increased data collection in programs, other efforts in development
		3.3 Year-over-year increase in data sharing relationships	Proxy data from selected reports
Highlights and Look Forward			
Work Underway		What's Next	
<ul style="list-style-type: none"> <li>• Coordination with program evaluation initiative in Imperative 4 (Assess &amp; Modernize Agency Programs and Activities) – Determine what data is collected, what is needed, what the gaps are, how data supports the program</li> <li>• Increasing opportunities for data sharing through Letter of Support/Letter of Commitment process for federal funding applications where ODOE is not the lead applicant</li> <li>• Identified and now implementing opportunities for automation for frequently used data</li> <li>• Implementing IT Strategic Plan including focus on data quality and improving access and availability of data</li> <li>• Internal staff workgroup for data governance is working on building out training opportunities</li> </ul>		<ul style="list-style-type: none"> <li>• IT's SharePoint migration and increased Dynamics functionality should facilitate easier data sharing and tracking</li> <li>• IT Strategic Plan Initiative to improve ODOE help desk will increase staff knowledge and capacity</li> <li>• Establishing and recruiting for GIS Analyst position to support data visualization</li> </ul>	
Accomplishments and Challenges			
Accomplishments/Lessons Learned		Challenges/Needs	
<ul style="list-style-type: none"> <li>• IT strategic plan submitted to DAS CIO, and it passed the first level of review to ensure it supports ODOE's needs and aligns with enterprise-wide initiatives</li> </ul>		<ul style="list-style-type: none"> <li>• Data requests don't always match our data availability, for example lack of demographic data on who participates in all of ODOE's services and programs</li> <li>• While the agency has significantly increased its data engineering bench, the team is still small</li> </ul>	

**Q1 2023 Progress Dashboard – Oregon Department of Energy [Strategic Plan \(2021-2024\)](#)**

Imperative		Objectives	Status
4. Assess and Modernize Agency Programs and Activities		4.1 100% of ODOE programs and activities align with ODOE mission and position statements	Evaluation underway
Q2/Q3 2023 Update		4.2 Complete assessment of ODOE work in the context of the state’s energy ecosystem to identify redundancies and gaps	Not started
Highlights and Look Forward			
Work Underway		What’s Next	
<ul style="list-style-type: none"> <li>Integrating lessons learned from pilot evaluations to refine evaluation criteria to be most useful as the agency develops the 2025-2027 budget request</li> <li>Developing methods to receive feedback from ODOE’s program participants/customers</li> <li>Continuing to work with consultant on EFSC Program Evaluation</li> <li>Working to align the development of “Key Energy Indicators” with scoping of BER and Energy Strategy</li> </ul>		<ul style="list-style-type: none"> <li>Evaluating remaining ODOE programs with goal of finishing in January 2024</li> <li>Engage program “customers” in program evaluation</li> <li>Communicate outcomes of strategic evaluations</li> </ul>	
Accomplishments and Challenges			
Accomplishments/Lessons Learned		Challenges/Needs	
<ul style="list-style-type: none"> <li>ODOE’s Internal Auditor reviewed and advised on potential additional evaluation criteria</li> <li>Updated list of programs to reflect changes made during 2023 legislative session.</li> <li>Conducted pilot evaluation of two ODOE programs – SEED and clean energy – to test evaluation process and criteria</li> </ul>		<ul style="list-style-type: none"> <li>Busy legislative session for staff delayed completion of program evaluations</li> </ul>	

**Q1 2023 Progress Dashboard – Oregon Department of Energy [Strategic Plan \(2021-2024\)](#)**

Imperative		Objectives	Status
<b>5. Optimize Organizational Efficiency and Impact</b>		5.1 Increase average Gallup Q12 engagement score to at least 4.0 (out of 5.0)	2019 baseline - 3.79; Re-evaluated 2023 2023 score – 4.1
<b>Q2/Q3 2023 Update</b>		5.2 Increase “Efficient and effective processes & procedures” survey score to at least 3.5	2019 baseline - 2.73; Re-evaluated 2023 2023 score – 3.36
		5.3 Increase in Key Performance Measure customer satisfaction score to at least 95%	Implemented improved methodology – score up in each category
Highlights and Look Forward			
Work Underway		What’s Next	
<ul style="list-style-type: none"> <li>Continuing internal process improvements for accounting and budgeting processes including payroll allocations and realigning responsibilities.</li> <li>Rebuilding our internal approval system to more efficiently process contracts and payments.</li> <li>Action team formed to make improvements to agency communications/collaboration</li> </ul>		<ul style="list-style-type: none"> <li>Create employee action teams to solicit new ideas for ways to engage and recognize employees in our new remote work environment.</li> <li>Continue to improve KPM customer service survey collection; connect with Governor Kotek’s Agency Expectations around customer service</li> <li>Three new IT Strategic Plan initiatives have been kicked off to support imperative 5: (1) Improved Help Desk End User Experience, (2) Improved Stability in End User Software Licensing, (3) IT Service Management Improvement</li> </ul>	
Accomplishments and Challenges			
Accomplishments/Lessons Learned		Challenges/Needs	
<ul style="list-style-type: none"> <li>Conducted Whole Systems Survey and Gallup Q12 Survey</li> <li>Improvements in recruitment process reduced average length of time to fill vacant or new positions</li> <li>Issued Customer Service Survey with an improved response rate of 10%</li> <li>Hosted four agency-wide town hall meetings on employe engagement</li> </ul>		<ul style="list-style-type: none"> <li>Continued work with existing resources to track and apply for federal funds</li> <li>Misalignment between state payroll/billing system and federal reporting requirements adds additional workload to budget and accounting team</li> </ul>	