

Links to Oregon Benchmarks

Agency Name: Clinical Social Workers, State Board of	Updated 2/27/04
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Related Oregon Benchmarks (OBMs) or High-Level Outcomes (HLOs):

No Primary Links to Oregon Benchmarks.

The primary **mission** of the Board is to protect the citizens of Oregon through the licensing and regulation of clinical social workers by setting a strong standard of practice and ethics.

Goal	Category	Description	Code	Year	Status	Current	Target	Notes
Goal 1. Assure Consumer Protection	Mission	The percentage of complaints that go to resolution in the same year as received.	124-01	1999	Mod	75%	85%	N/A
Goal 1	Mission	Percent of required continuing education (CE) reports randomly audited to assure compliance to the CE requirements for renewal of a license.	124-02	1999	Mod	90%	92%	N/A
Goal 2: Provide Excellent Customer Service	Mission	Percent of respondents who rate the customer service good (7-8) or better (9-10). Data obtained yearly through the renewal process thereby giving all LCSWs and CSWAs opportunity to respond or to rate agency efficiency.	124-03	2002	New	Unk	80%	N/A

PERFORMANCE MEASURE DATA SUMMARY

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Performance Measure Definition (numbered as shown below)	Data					Targets					
	1999	2000	2001	2002	2003	2000	2001	2002	2003	2004	2005
124- 01 The percentage of complaints that go to resolution in the same year as received.		75%	55.9%	64%	84.8%			80%	82%	84%	85%
124 - 02 Percent of required continuing education (CE) reports randomly audited to assure compliance to the CE requirements for renewal of a license.		100%	100%	99.9%	Unk.	90%	90.5%	90.7%	91.1%	91.5%	92%
124 -03 Percent of respondents who rate the customer service good (7-8) or better (9-10). Data obtained yearly through the renewal process thereby giving all LCSWs and CSWAs opportunity to respond or to rate agency efficiency.		Unk.	Unk.	87%	Unk.	Unk.	Unk	Unk	70%	75%	80%

PERFORMANCE MEASURE DATA SOURCES

Percent of complaints that go to resolution in the same year received.	124-01	A Manual Index and Annual Statistical Report
Percent of required* continuing education (CE) reports randomly audited to assure compliance to the CE requirements for renewal of a license. * Renewal applicants are required to submit CE reports in either even or odd years (e.g., half the applicants are required to submit them in any given cycle.)	124-02	Manual review of continuing education reports.
Percent of respondents who rate the customer service on prescribed scale.	124-03	Percent of responses of customer survey.

Performance Measures Review

FINAL

Agency: State Board of Clinical Social Workers

Date: January 23, 2003 (revised 3-27-03)

Reviewer: Rita Conrad

Approved: Jeff Tryens

Mission: To protect the citizens of Oregon through the licensing and regulation of clinical social workers by setting a strong standard of practice and ethics.

Summary

The DAS Performance Review Committee finds that the three performance measures for this agency meet the five basic criteria in the Performance Measure Guidelines. They align conceptually with two goals and the mission statement. The measures conform to standard concepts and definitions and they have targets. A data sources sheet is included.

Comments and recommendations specific to basic criteria

Gauge progress towards goals and pertinent benchmarks

The agency offers three performance measures against two goals, one on consumer protection and one on customer services. Conceptually the goals and measures are well aligned.

A few key measures

The agency presents three measures for its work on consumer protection and customer service. Unlike other regulatory agencies, this agency does not offer a goal or related performance measure on fair regulation. The agency says it is not set up to do this.

Conforms to standard concepts and definitions

This agency offers one efficiency measure (#1), one output measure (#2) and one outcome measure (customer service, #3). This is a reasonable mix for this agency.

Targets

All three measures have targets. Two targets appear to meet the criteria of ambitious, but realistic. Measure 3 does not include data so no assessment of the target is possible.

Accurate and reliable data

Data sources indicate that data will be verifiable.