

OREGON ADVOCACY COMMISSIONS OFFICE

JLAC PROPOSED 2005-2007 KPMS CHANGES

Mission: Support the Commissions for Asian Affairs, Black Affairs, Hispanic Affairs, and Women's efforts to establish economic, social, political and legal equality for their communities.

KPM #1 CUSTOMER SERVICE – Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.											NEW¹
Goal(s): Be service oriented.											Measure since: year
HLO(s): Economic, social, political and legal equality for all Advocacy Commissions Office communities.											
Strategy: Work collaboratively with our partners and communities.											
Source: Customer survey developed under guidelines.											
Owner: Advocacy Commissions Office Administrator.											
Overall	2000	2001	2002	2003	2004	2005	2006²	2007	2008	2009	Data Cycle:
Actual	NA	NA	NA	NA	NA	NA					
Target	NA	NA	NA	NA	NA	NA		90%	90%	90%	
Timeliness											
Actual	NA	NA	NA	NA	NA	NA					
Target	NA	NA	NA	NA	NA	NA		90%	90%	90%	
Accuracy											
Actual	NA	NA	NA	NA	NA	NA					
Target	NA	NA	NA	NA	NA	NA		90%	90%	90%	
Helpfulness											
Actual	NA	NA	NA	NA	NA	NA					
Target	NA	NA	NA	NA	NA	NA		90%	90%	90%	
Expertise											
Actual	NA	NA	NA	NA	NA	NA					
Target	NA	NA	NA	NA	NA	NA		90%	90%	90%	
Availability of Information											
Actual	NA	NA	NA	NA	NA	NA					
Target	NA	NA	NA	NA	NA	NA		90%	90%	90%	

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#2 REPORTING: Completion of Biennial Community Report to the Legislature by 12/31 of even numbered years. (yes/no)³											NEW
Goal(s): Deliver on statutory reporting requirements. HLO(s): Economic, social, political and legal equality for all Advocacy Commissions Office communities. Strategy: Prepare a Biennial Community Status Report by 12/31 of even numbered years. Source: National statistics, historical planning documents and other Advocacy Office records. Owner: Advocacy Commissions Office Administrator.										Measure since: New	
										"X" any changes:	
										New wording	
										New data	
										X New measure	
DATA:	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle:
Actual	NA	NA	NA	NA	NA	NA					Fiscal Year
Target	NA	NA	NA	NA	NA	NA			Yes		

#3 LEGISLATIVE OUTREACH: Number of times the Advocacy Office provides testimony to the Legislature.											NEW
Goal(s): Educate the Legislature on issues that influence the status of equality for Advocacy Office commissions. HLO(s): Economic, social, political and legal equality for all Advocacy Commissions Office communities. Strategy: Provide formal testimony and recommendations to the Legislature. Source: Advocacy Commissions Office records. Owner: Advocacy Commissions Office Administrator.										Measure since: New	
										"X" any changes:	
										New wording	
										New data	
										X New measure	
DATA:	2000	2001	2002	2003	2004	2005	2006	2007⁴	2008	2009	Data Cycle:
Actual	NA	NA	NA	NA	NA	NA					Fiscal Year
Target	NA	NA	NA	NA	NA	NA		8		16	

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#4 OUTREACH: number of individuals reached at educational and empowerment events overall and by individual commissions.											NEW
Goal(s): Expand the Advocacy Commissions Office reach and impact within their communities.										Measure since: New	
HLO(s): Economic, social, political and legal equality for all Advocacy Commissions Office communities.										"X" any changes:	
Strategy: Host educational and empowerment events within Advocacy Commissions Office communities.										New wording	
Source: Advocacy Commissions Office records.										New data	
Owner: Advocacy Commissions Office Administrator.										X New measure	
Overall	2000	2001	2002	2003	2004	2005	2006	2007⁵	2008	2009	Data Cycle:
Actual	NA	NA	NA	NA	NA	NA					
Target	NA	NA	NA	NA	NA	NA		1,000	1,600	2,000	Fiscal Year
Commission on Asian Affairs											
Actual	NA	NA	NA	NA	NA	NA					
Target	NA	NA	NA	NA	NA	NA		250	400	500	
Commission on Black Affairs											
Actual	NA	NA	NA	NA	NA	NA					
Target	NA	NA	NA	NA	NA	NA		250	400	500	
Commission on Hispanic Affairs											
Actual	NA	NA	NA	NA	NA	NA					
Target	NA	NA	NA	NA	NA	NA		250	400	500	
Commission for Women											
Actual	NA	NA	NA	NA	NA	NA					
Target	NA	NA	NA	NA	NA	NA		250	400	500	

END NOTES:

- ¹ All the measures are new because the Advocacy Office is a new agency.
- ² The Advocacy Office is still being established. Wherever possible, data collection will begin in 2006; however, performance assessments against a target will not commence until 2007.
- ³ Report is required by statute. The report will research and identify problem areas and issues affecting each community and provide recommended actions.
- ⁴ What is included as "testimony" needs to be defined. The target for 2007 is less than 2009 because this will be the first session for the Advocacy Office. Number of testimonies for 2009 and beyond will likely be a fairly consistent number.
- ⁵ Guidelines need to be developed for what is counted under this measure. Targets are set conservatively and initially evenly across the four commissions. Over time, the targets may need to be adjusted to reflect the variability in commission populations.