

Oregon Employment Department (OED)

II. KEY MEASURE ANALYSIS

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

KPM #9	LOWER AUTHORITY APPEALS TIMELINESS – % of UI cases requesting a hearing that are heard or are otherwise resolved within 30 days of the date of request.	Measure since: 1999
Goal	Goal 2: Timely, Fair & Accurate Unemployment Insurance Payments	
Oregon Context	OBM 12 Annual Payroll, OBM 14 Wages over 150% of Poverty,	
Data source	US Department of Labor Form ETA 9054	
Owner	Office of Administrative Hearings (OAH): Lorrin King 503- 947-1237	

1. OUR STRATEGY

We continue to pursue efficiencies from centralization, new technology, streamlining hearings processes, expanding the number of Administrative Law Judges trained in UI compensation, and expedited review of certain classes of hearings, to improve timeliness and customer service.

2. ABOUT THE TARGETS

Higher is better.

3. HOW WE ARE DOING

Performance has declined for three years from a peak of 71.5% in 2005. New Legislatively adopted targets for 2008 and 2009 are set at a more realistic 60%.

4. HOW WE COMPARE

The US Dept. of Labor standard is 60%.

5. FACTORS AFFECTING RESULTS

No significant factors.

6. WHAT NEEDS TO BE DONE

The Office of Administrative Hearings (OAH) has recently hired more Administrative Law Judges (ALJ) which should improve timeliness performance. Also, a new timeliness standard has been added by the federal Department of Labor, the average days to disposition for all hearings. This requires the Office of Administrative Hearings (OAH) to modify its current method of scheduling hearings.

7. ABOUT THE DATA

The data source is US dept of Labor ETA 9054. The data is reported here by Oregon fiscal year.

