

# LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

## AGENCY-LINKED OREGON BENCHMARKS (OBM #) ADDED BY THE OREGON PROGRESS BOARD

**NAME OF AGENCY:** Commission for the Blind

**KPMs With Benchmark Linkages**

**Mission:** To assist blind Oregonians in making informed choices and decisions to achieve full inclusion and integration in society through employment, independent living, and social self-sufficiency.

**Related Oregon Benchmarks (OBMs)**

OBM 60 – Working Disabled

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	EMPLOYMENT- Percentage of individuals who enter into individualized plans for employment in the vocational rehabilitation program who are successful in reaching their outcome.	60		80%	80%
2	INDEPENDENT LIVING- Percentage of older individuals who complete independent living services who self assess as having an increase in confidence, skills, and abilities.		New measure		
3	CUSTOMER SERVICE – Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.				
4	BEST PRACTICES - Percent of total best practices met by the Commission.		New Measure		

For links to high-level outcomes and Oregon Benchmarks reference the agency's Budget Form 107BF04a.

**LEGISLATIVE FISCAL OFFICE RECOMMENDATION:** Approve the agency's proposed key performance measure with revised targets for KPM #1 and add the new best practices measure.

**SUB-COMMITTEE ACTION:** Approved the Legislative Fiscal Office Recommendation.