

# LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

NAME OF AGENCY: State Board of Clinical Social Workers

KPMs With Benchmark Linkages

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

Related Oregon Benchmarks (OBMs) none

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	TIMELY COMPLAINT RESOLUTION Percent of complaints upon which the Board makes a decision within six months of when the complaint is received in the Board office.			85%	85%
2	CE AUDITS Percent of license renewal Continuing Education audits that meet the requirement for accredited coursework.			99%	99%
3	PUBLIC DISCIPLINE Percent of licensee base against whom the Board takes public action.			.1%	.1%
4	CUSTOMER SATISFACTION WITH AGENCY SERVICES 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.			98%	98%
5	BOARD BEST PRACTICES Percent of total best practices met by the Board.		New		

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

**LFO RECOMMENDATION:** Approve the agency's proposed performance measures and add the new best practices measure approved by the Joint Legislative Audit Committee.

**SUB-COMMITTEE ACTION:** Approved the LFO recommendation.

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