

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

NAME OF AGENCY: State Board of Licensed Professional Counselors and Therapists

KPMs With Benchmark Linkages

Mission: To protect and benefit the public by setting a strong stand of practice through the regulation of licensed professional counselors and marriage and family therapists.

Related Oregon Benchmarks (OBMs) none

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	Percent of continuing education audits completed within 60 days of license renewal [even numbered years only].			99%	
2	Percent of complaints presented to the Board within 90 days of receipt of complaint.			85%	90%
3	Percent of disciplinary "Final Actions" reported to the National Data Bank as required.			100%	100%
4	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			90%	90%
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.

LEGISLATIVE FISCAL OFFICE RECOMMENDATION: Approve the agency's proposed key performance measures and add the new best practices measure.

SUB-COMMITTEE ACTION: Approved the Legislative Fiscal Office recommendation.