

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

NAME OF AGENCY: OREGON EMPLOYMENT DEPARTMENT (OED)

KPMs With Benchmark Linkages

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

Related Oregon Benchmarks (OBMs)

OBM 1 – Employment in Rural Oregon; OBM 4 – Net Job Growth; OBM 12 – Pay Per Worker; OBM 14 – Workers Above Poverty; OBM 15 - Unemployment

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	ENTERED EMPLOYMENT – % of job seekers who got a job with a new employer after registering with the Employment Department.	1,4,12,14,15		63%	63%
2	EMPLOYMENT RETENTION – % of Job Seekers who were in employment two quarters after registering with the Employment Department.	1,4,12,14,15		80%	80%
3	COST PER PLACEMENT– total cost of B&ES programs divided by the total number of job seekers entered into employment after receiving services.			\$170	\$170
4	FIRST PAYMENT TIMELINESS – % of initial unemployment insurance payments made within 21 days of eligibility.			95%	95%
5	NON-MONETARY DETERMINATIONS TIMELINESS – % of claims that are adjudicated within 21 days of issue detection		New Measure	80%	80%
6	COST PER CLAIM – total cost of UI programs divided by the total number of initial claims for UI benefits filed.			\$160	\$160
7	UNEMPLOYMENT INSURANCE APPEALS TIMELINESS – % of cases requesting a hearing that are heard or are otherwise resolved within 30 days of the date of request.			60%	60%
8	NON-UNEMPLOYMENT INSURANCE APPEALS TIMELINESS - Percentage of orders issued within the standards established by the user agencies.		Target Adjusted	89.%	93%
9	AVERAGE DAYS TO ISSUE AN ORDER - Average number of days to issue an order following the close of record.		Target Adjusted	6.8	6.6
10	COST PER REFERRAL TO OAH – total cost of OAH programs divided by the total number of referrals.			\$316	\$319
11	HIGHER AUTHORITY APPEALS TIMELINESS – % of cases requesting an appeal that receive a decision within 45 days of the date of request			75%	75%
12	TIMELINESS OF NEW STATUS DETERMINATIONS - % of new status determinations completed within 90 days of the end of the liable quarter.		New Measure	70%	70%
13	CHILD CARE HEALTH & SAFETY REVIEWS – % of family child care facilities required to have health & safety onsite reviews that were reviewed by Child Care Division			100%	100%

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14	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.			95.5%	96%

2005-07 KPM#	PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)	Target 2008	Target 2009
5	NON-MONETARY SEPARATIONS TIMELINESS – % of claims which are related to job separation that are adjudicated within 21 days of issue detection		
7	NON-MONETARY NON-SEPARATIONS TIMELINESS -% of claims which are unrelated to job separation that are adjudicated within 14 days of issue detection		
8	NON-MONETARY DETERMINATIONS QUALITY – % of cases in which adjudication meets a standard of quality.		
10	LOWER AUTHORITY APPEALS QUALITY – % of hearings that meet a standard of quality.		
15	TIMELINESS OF EMPLOYER TAX REPORTS – % of employers that submitted tax reports by the due date		
16	TIMELINESS OF EMPLOYER TAX PAYMENTS – % of employers that submitted tax payments by the due date.		

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

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LEGISLATIVE FISCAL OFFICE RECOMMENDATION:

The Legislative Fiscal office has worked with the agency to facilitate clarifications to supporting information and elimination of acronyms to aid the reader in understanding the context and scope of Measures 5, 7, 8, 9, 11 and 12.

LFO recommends adjustments to targets for measures 8 and 9. These adjustments have been incorporated into the summary worksheet above.

LFO recommends approval of the proposed Key Performance Measures, including a new measure 5 to accommodate a change in how data is measured by the US Department of Labor, and a new measure 12 which measures against a standard for timeliness imposed by the US Department of Labor.

LFO further recommends deletion of the measures summarized above, which are either obsolete or better measured by the new measures noted above.

SUB-COMMITTEE ACTION:

The Subcommittee approved the LFO recommendation.