

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

NAME OF AGENCY: Oregon Health Licensing Agency (OHLA)

KPMs With Benchmark Linkages

Mission: The mission of the Oregon Health Licensing Agency is to protect the health and safety of Oregon citizens by setting, communicating and enforcing uniform regulatory standards for multiple health and related professions.

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 contested case actions that are resolved through informal settlement resolution and prior to a formal hearing before the Central Hearing Officer Panel.			99%	99%
2	Percent of "critical" status complaints investigated within one week of receipt (unlicensed activity and high risk health issues).			97%	97%
3	Percent of online renewals compared to total renewals processed by agency			38%	40%
4	Percent of completed business license applications received by the agency that are processed and attain a "same day licensing" approval.			60%	65%
5	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.			90%	92%

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 performance measures with revised targets associated with the approval of the information technology package (KPM #2, KPM #3, and KPM #4).

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