LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

NAME OF AGENCY: OFFICE OF PRIVATE HEALTH PARTNERSHIPS (OPHP) **KPMs With Benchmark Linkages**

Mission: To encourage and assist Oregon small businesses and consumers in making informed health insurance choices by providing outreach, education, and referral services, as well as provide access to health insurance through a program for low-income, uninsured Oregonians and those unable to obtain insurance because of pre-existing health conditions.

Related Oregon Benchmarks (OBMs)

OBM 54 - Poverty

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	STAKEHOLDERS TRAINED – Number of insurance agents, community partners, and stakeholders trained through the Information, Education, and Outreach Unit.	54	New Data & Wording	1,500	1,500
2	FHIAP Administration Percentage – FHIAP administrative expenses as a percentage of total cost	54		9%	9%
3	FHIAP ENROLLEES – Number of Oregonians enrolled in the Family Health Insurance Assistance Program (FHIAP) for health insurance subsidies.	54	New wording	17,500	17,500
4	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%	95%

2005-07 KPM#	*PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)*	Target 2008	Target 2009
	AGENT REFERRALS – Number of referrals made to insurance agents involved in the Agent Referral Program.		
	TRAINING SESSIONS HELD – Number of training sessions or presentations made to insurance agents, community partners, and stakeholders by the Information, Education, and Outreach Unit.		
	CHILDREN'S GROUP PLANS – Number of children enrolled in an OPHP Children's Group Plan		
	CERTIFIED BUSINESS PLANS – Number of businesses that purchase an OPHP certified business plan.		
	FHIAP Eligible – Percent of Oregonians deemed eligible for FHIAP who are enrolled in health insurance.		

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

LEGISLATIVE FISCAL OFFICE RECOMMENDATION:

Approve the performance measures and targets as presented by the agency, with one exception: Increase the 2007 target (not on this form) for the number of FHIAP enrollees to 20,000, up from 17,200. The 2008 and 2009 targets of 17,500 for each year are appropriate because of the front-loading of enrollees (and expenditures) to meet maintenance of effort requirements. Given the FHIAP budget, new applications may be limited and total enrollment is expected to decline over the course of the remaining part of the biennium.

SUB-COMMITTEE ACTION:

The Subcommittee approved the performance measures as recommended by the Legislative Fiscal Office, but directed the Legislative Fiscal Office and the agency to review measures 1 (the number of stakeholders trained) and measure 3 (the number of FHIAP enrollees) with the Joint Legislative Audit Committee prior to the 2009 Legislative Session. The purpose of the review is to investigate whether there are better or additional outcome measures that could gage agency progress in fulfilling its mission.