

# LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

**NAME OF AGENCY:** BOARD OF EXAMINERS FOR SPEECH-LANGUAGE  
PATHOLOGY AND AUDIOLOGY

**KPMs With Benchmark Linkages**

**Mission:** To protect the public by licensing and regulating the performance of speech-language pathologists, speech-language pathology assistants and audiologists.

**Related Oregon Benchmarks (OBMs)** none

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	<b>Oregon school districts with a certified Speech Assistants</b> Number of Oregon school districts (out of 198) with a certified Speech Assistant on staff		No Change	175	185
2	<b>Compliant Professional Development Reported</b> Percentage of licensees audited who are in compliance with continuing professional development requirements		No Change	100%	n/a
3	<b>Customer Service</b> Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.		No Change	94%	96%
4	<b>Best Practices</b> Percent of total best practices met by the Board.		New Measure		

2005-07 KPM#	PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)	Target 2008	Target 2009
1	Percentage of successful applicants and licensees who voluntarily report their ethnicity		

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, add the new best practices measure, and encourage the agency to continue working on the development of a consumer protection and/or complaint investigation measure for 2009-11.

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