

CLINICAL SOCIAL WORKERS, BOARD of

Annual Performance Progress Report (APPR) for Fiscal Year (2007-2008)

Proposed KPM's for Biennium (2009-2011)

Original Submission Date: 2008

2007-2008 KPM #	2007-2008 Approved Key Performance Measures (KPMs)
1	TIMELY COMPLAINT RESOLUTION - Percent of complaints upon which the Board makes a decision within six months of when the complaint is received in the Board office.
2	CE AUDITS - Percent of license renewal Continuing Education audits that meet the requirement for accredited coursework.
3	PUBLIC DISCIPLINE - Percent of licensee base against whom the Board takes public action.
4	CUSTOMER SATISFACTION WITH AGENCY SERVICES - 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.
5	BOARD BEST PRACTICES - Percent of total best practices met by the Board.

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	Title: Rationale:

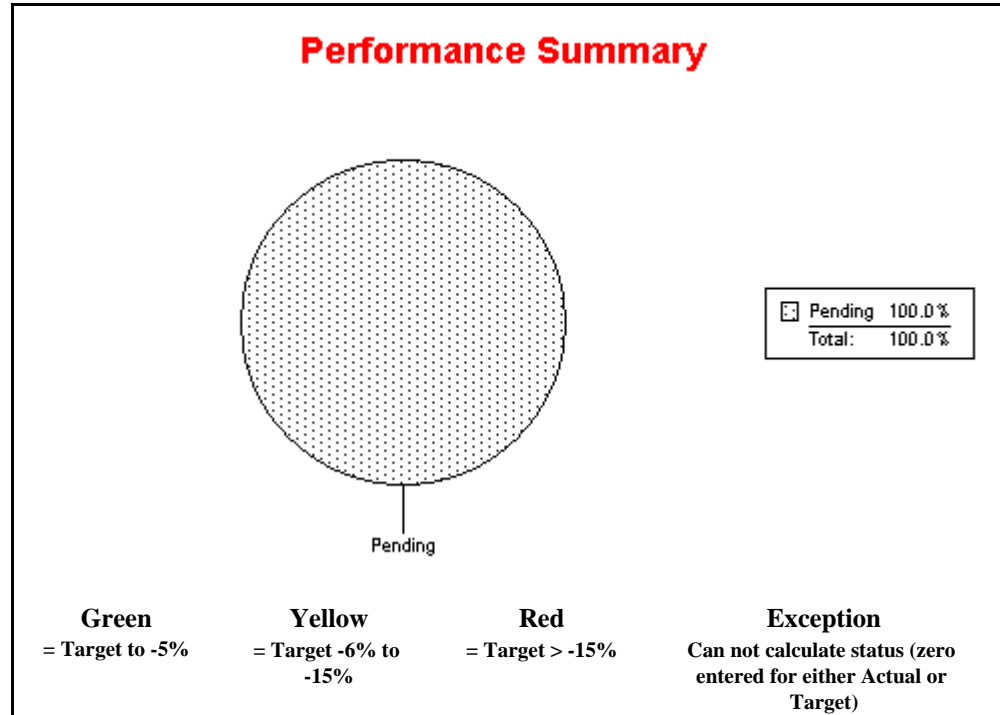
Agency Mission: To protect the citizens of Oregon by setting a strong standard of practice and ethics through the regulation of clinical social workers.

Contact: Jon F. Langenwatler x34

Contact Phone: 503-378-5735

Alternate: Sancha D. Alley x32

Alternate Phone: 503-378-5735



1. SCOPE OF REPORT

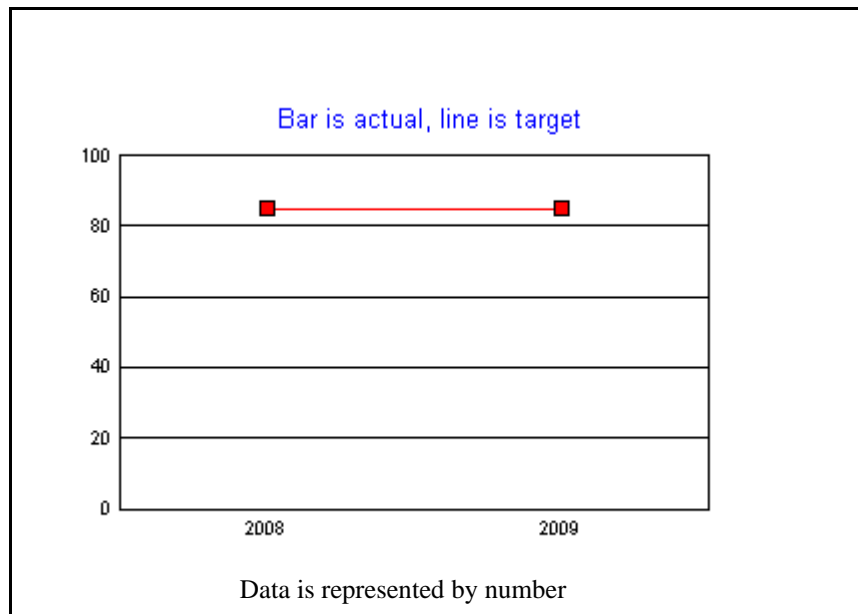
2. THE OREGON CONTEXT

3. PERFORMANCE SUMMARY

4. CHALLENGES

5. RESOURCES AND EFFICIENCY

KPM #1	TIMELY COMPLAINT RESOLUTION - Percent of complaints upon which the Board makes a decision within six months of when the complaint is received in the Board office.	
Goal		
Oregon Context		
Data Source		
Owner		



1. OUR STRATEGY

2. ABOUT THE TARGETS

3. HOW WE ARE DOING

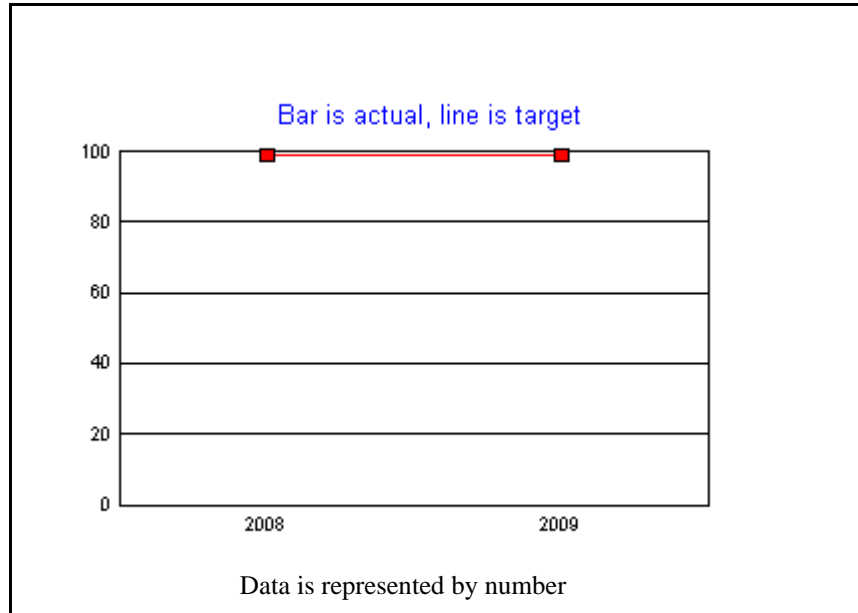
4. HOW WE COMPARE

5. FACTORS AFFECTING RESULTS

6. WHAT NEEDS TO BE DONE

7. ABOUT THE DATA

KPM #2	CE AUDITS - Percent of license renewal Continuing Education audits that meet the requirement for accredited coursework.	
Goal		
Oregon Context		
Data Source		
Owner		



1. OUR STRATEGY

2. ABOUT THE TARGETS

3. HOW WE ARE DOING

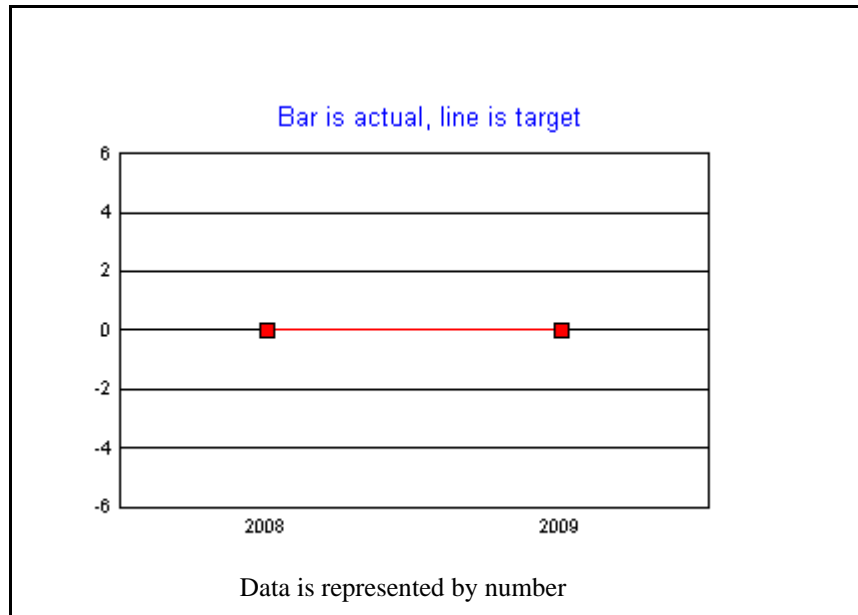
4. HOW WE COMPARE

5. FACTORS AFFECTING RESULTS

6. WHAT NEEDS TO BE DONE

7. ABOUT THE DATA

KPM #3	PUBLIC DISCIPLINE - Percent of licensee base against whom the Board takes public action.	
Goal		
Oregon Context		
Data Source		
Owner		



1. OUR STRATEGY

2. ABOUT THE TARGETS

3. HOW WE ARE DOING

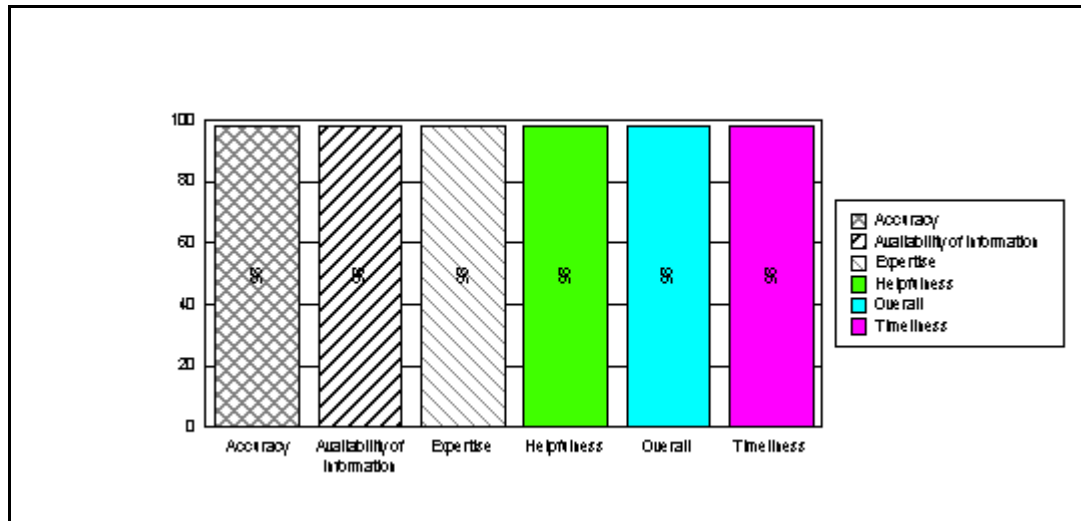
4. HOW WE COMPARE

5. FACTORS AFFECTING RESULTS

6. WHAT NEEDS TO BE DONE

7. ABOUT THE DATA

KPM #4	CUSTOMER SATISFACTION WITH AGENCY SERVICES - 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.	
Goal		
Oregon Context		
Data Source		
Owner		



1. OUR STRATEGY

2. ABOUT THE TARGETS

3. HOW WE ARE DOING

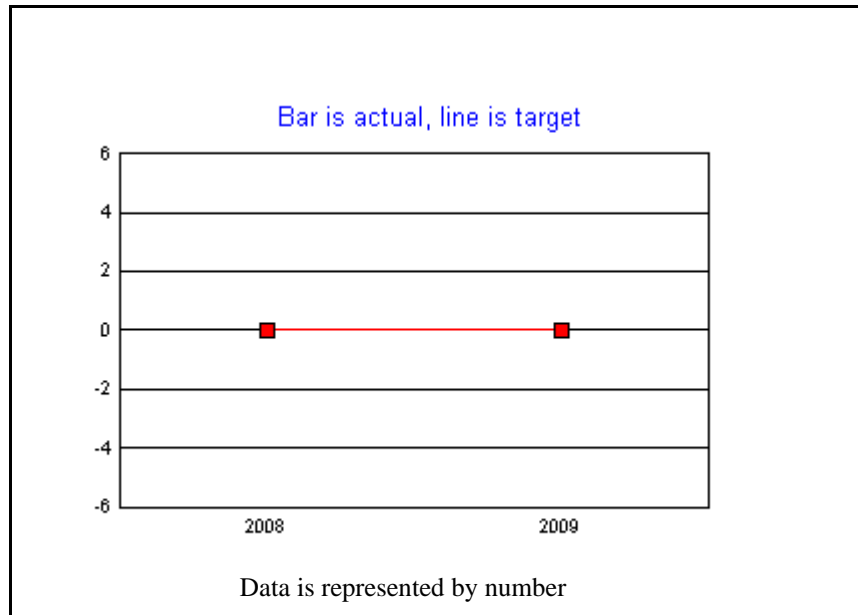
4. HOW WE COMPARE

5. FACTORS AFFECTING RESULTS

6. WHAT NEEDS TO BE DONE

7. ABOUT THE DATA

KPM #5	BOARD BEST PRACTICES - Percent of total best practices met by the Board.	
Goal		
Oregon Context		
Data Source		
Owner		



1. OUR STRATEGY

2. ABOUT THE TARGETS

3. HOW WE ARE DOING

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7. ABOUT THE DATA

CLINICAL SOCIAL WORKERS, BOARD of

III. USING PERFORMANCE DATA

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The following questions indicate how performance measures and data are used for management and accountability purposes.

1. INCLUSIVITY

- * **Staff :**
- * **Elected Officials:**
- * **Stakeholders:**
- * **Citizens:**

2 MANAGING FOR RESULTS

3 STAFF TRAINING

4 COMMUNICATING RESULTS

- * **Staff :**
- * **Elected Officials:**
- * **Stakeholders:**
- * **Citizens:**