

PROFESSIONAL COUNSELORS and THERAPISTS, BOARD of LICENSED

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

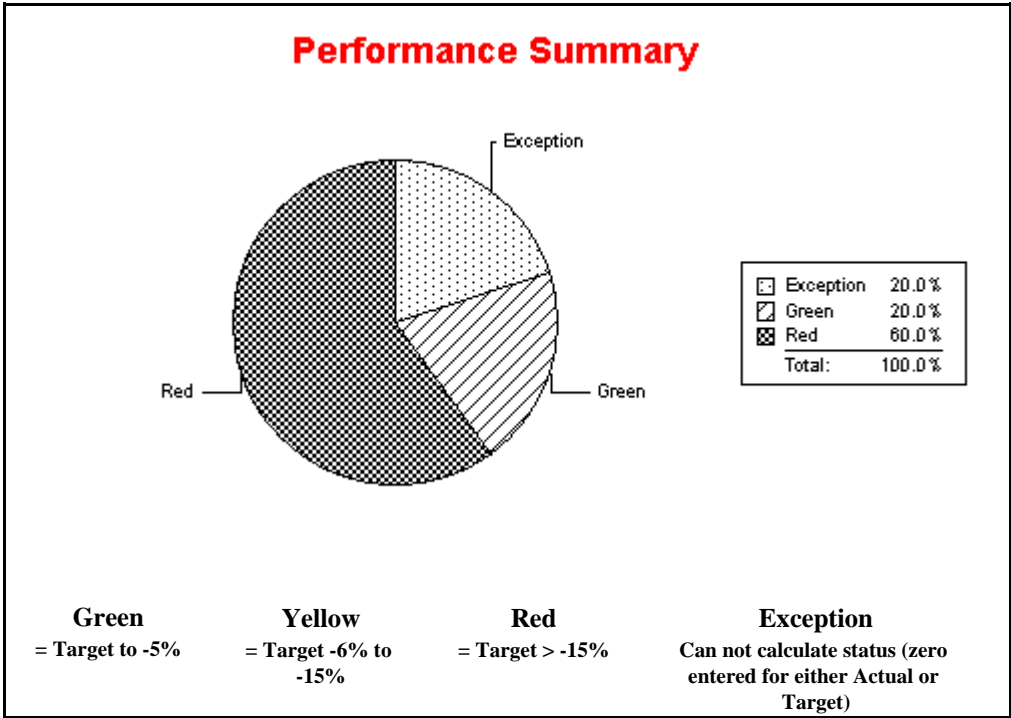
Proposed KPM's for Biennium (2009-2011)

Original Submission Date: 2008

2007-2008 KPM #	2007-2008 Approved Key Performance Measures (KPMs)
1	Percent of continuing education audits completed within 60 days of license renewal [even numbered years only].
2	Percent of complaints presented to the Board within 90 days of receipt of complaint.
3	Percent of disciplinary "Final Actions" reported to the National Data Bank as required.
4	CUSTOMER SERVICE: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
5	Board Best Practices - Percent of total best practices met by the Board.

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	Title: Rationale:

PROFESSIONAL COUNSELORS and THERAPISTS, BOARD of LICENSED		I. EXECUTIVE SUMMARY	
Agency Mission: To protect and benefit the public by setting a strong standard of practice through the regulation of licensed professional counselors and marriage and family therapists.			
Contact: Becky Eklund		Contact Phone: 503-378-5499	
Alternate: Extension 36		Alternate Phone:	



1. SCOPE OF REPORT

The performance measure report for the Oregon Board of Licensed Professional Counselors and Therapists includes the following measures:

- Timeliness of audits to ensure that licensees meet continuing education requirements
- Customer service survey
- If the Board uses best practices in conducting its work
- Reporting to national health care disciplinary data bank

2. THE OREGON CONTEXT

OBLPCT volunteered, along with several health related licensing boards, to work with DAS and LFO to establish performance measures consistent across agencies. OBLPCT was to be one of the pilot agencies, but because of the many systems and process changes the Board is making, we agreed to wait.

3. PERFORMANCE SUMMARY

Overall the Board has room for improvement in meeting performance targets.

CEU audits have been completed this year but we did not meet the 90-day target

Customer satisfaction results gathered in July will serve as a baseline from which to measure improvement

The Board met its target for reporting disciplinary information to the national Healthcare Integrity and Protection Data Bank

Board is using 75% of best practices

4. CHALLENGES

We have a paper-based licensing process, which contributes to the heavy workload, which contributes to low customer satisfaction. We are transitioning to a new licensing database, also contributing to a heavy workload.

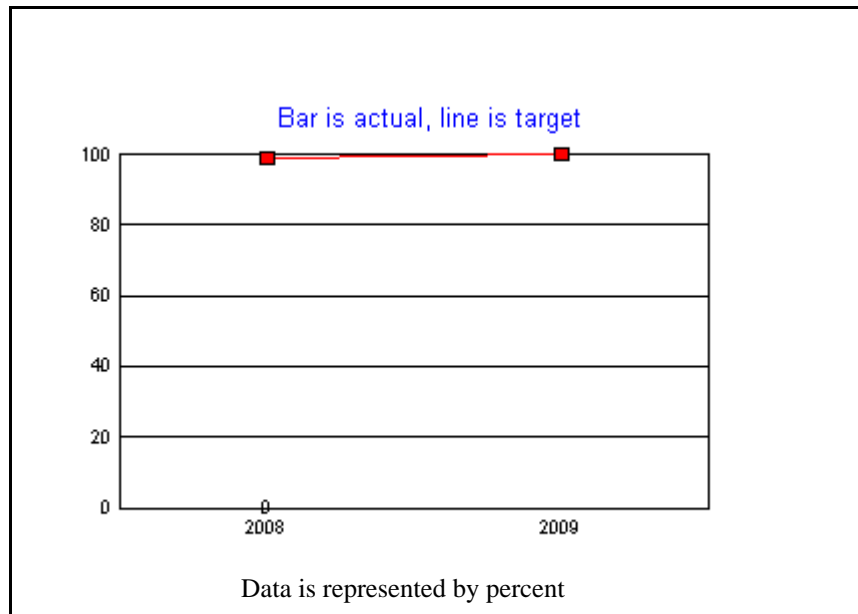
5. RESOURCES AND EFFICIENCY

Continuing education audits occur every even numbered year. The agency selects 10% of its licensee renewers to submit detailed information about meeting the 40 hours of continuing education. The agency reviews the documentation to ensure that the licensees met the requirements.

Customer service survey: The agency used an online survey to get feedback on customer service. We received more than 560 responses from approximately 2,500 licensees -- a 22% response rate.

Reporting to national health care disciplinary data bank: The data bank is a web based reporting system. The agency hired a college intern for the summer through InternOregon to compile and enter the agency's disciplinary information into the data bank.

KPM #1	Percent of continuing education audits completed within 60 days of license renewal [even numbered years only].	
Goal	CONTINUING EDUCATION AUDITS	
Oregon Context	#1 Continuing Education Audits -- not linked to an Oregon Benchmark	
Data Source	Continuing education audit rating sheets and letters to licensees comprise the source of audit data.	
Owner	Oregon Board of Licensed Professional Counselors and Therapists Becky Eklund 503.378.5499 ext. 3	



1. OUR STRATEGY

The agency plans to increase its target to process continuing education audits on 100% of the sample chosen for audit. Renewal of licenses by birth

month will distribute workload throughout the year instead of having 200+ audits due at one time.

2. ABOUT THE TARGETS

3. HOW WE ARE DOING

Continuing education audits are conducted every two years. No audits were conducted in 2006. The audits for 2008 are complete, but not within 90 days, which was the target. 2008 is an improvement over 2006.

4. HOW WE COMPARE

N/A

5. FACTORS AFFECTING RESULTS

Heavy workload and staff without experience to conduct audits.

6. WHAT NEEDS TO BE DONE

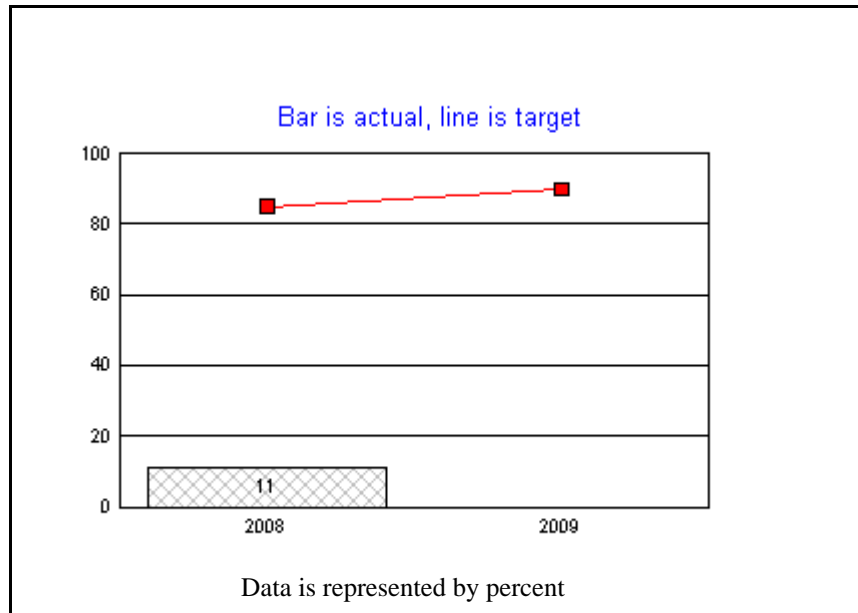
In January 2009, the agency began an online license renewal process. In addition, instead of renewing all licenses in March of each year, licenses are now renewed during each licensee's month of birth. This change will distribute the workload, evenly through the year, which will allow for more timely audit of continuing education reports.

Streamlining, consolidating, and clarifying administrative rules related to continuing education requirements will also contribute to more timely audits.

7. ABOUT THE DATA

Audits are completed on even-numbered calendar years. The next reporting year is 2010.

KPM #2	Percent of complaints presented to the Board within 90 days of receipt of complaint.	
Goal	COMPLAINT PRESENTATION TO BOARD	
Oregon Context	Complaint Presentation to Board is not linked to an Oregon Benchmark	
Data Source	Source of data for this measure is from agency tracking spreadsheets that contain case number, date cases opened, date cases presented to the Board, and calculation of number of days in between. The data used for 2008 KPM includes 27 complaints opened in 2008. Three of the 13 cases closed were within 90 days.	
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1. OUR STRATEGY

The agency established a new, more efficient and effective database to track complaint cases.

The Governor's recommended budget for the 2009-11 biennium includes the addition of a half-time investigator to investigate complaints as they are received in the agency. The agency currently has no investigative staff.

2. ABOUT THE TARGETS

The target is very ambitious. Oregon law allows 120 days from time complaint received until presentation of investigation report given to the Board.

3. HOW WE ARE DOING

At the beginning of 2008, the agency had 44 unresolved complaints. At the end of 2008, the number of open complaint cases was 20.

4. HOW WE COMPARE

ORS allows for 120 days from the time a cases is opened to when it is presented to the Board, and with authority to grant extensions beyond 120 days.

5. FACTORS AFFECTING RESULTS

Several factors affecting results:

No staff to investigate complaints

High cost of assistant attorney general to work on complaint cases

The Board meets only 6 times a year, during which they take action on investigations

Complex situations and complaints resulting in the need to interview many people and allowing licensees 30 days to respond to allegations.

6. WHAT NEEDS TO BE DONE

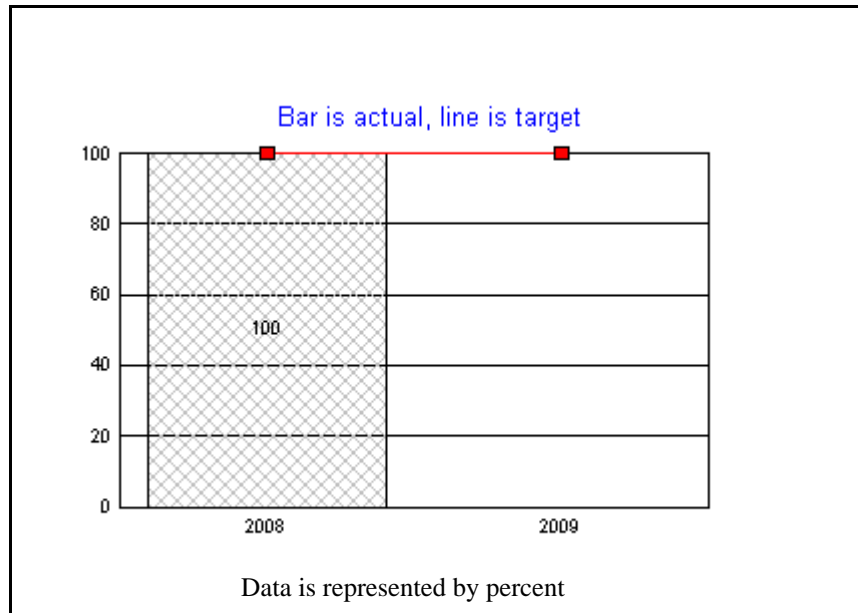
During 2008, the agency cut the backlog of open complaint cases in half. Having a staff investigator devoted to complaints would reduce the

backlog and allow for expedient resolution of complaints.

7. ABOUT THE DATA

The data for fiscal year 2008 was calculated using all complaint cases opened in 2007 and counting the number of days until the Board heard the investigation report.

KPM #3	Percent of disciplinary "Final Actions" reported to the National Data Bank as required.	
Goal	DISCIPLINE REPORTED TO NATIONAL DATA BANK	
Oregon Context	Discipline reported to national data bank; not related to an Oregon Benchmark	
Data Source	As the Board imposes disciplinary action, formal legal documents are filed. The Board uses Final Orders to enter data into the national Healthcare Integrity Protection Data Bank. All final orders have been entered, documented by matching Board Final Orders and reports from the Healthcare Integrity and Protection Data Bank (HIPDB).	
Owner	Oregon Board of Licensed Professional Counselors and Therapists Becky Eklund 503.378.5499 ext. 3	



1. OUR STRATEGY

The Board hired a summer intern through the InternOregon program. The intern researched paper files, database information, meeting minutes, complaint case files, and licensing files to identify licensees that have been disciplined by the Board. He compiled all of the Final Orders and entered the information into HIPDB.

2. ABOUT THE TARGETS

Entry of disciplinary data into the national databank is a federal requirement.

3. HOW WE ARE DOING

We have met the target of 100%.

4. HOW WE COMPARE

Not available.

5. FACTORS AFFECTING RESULTS

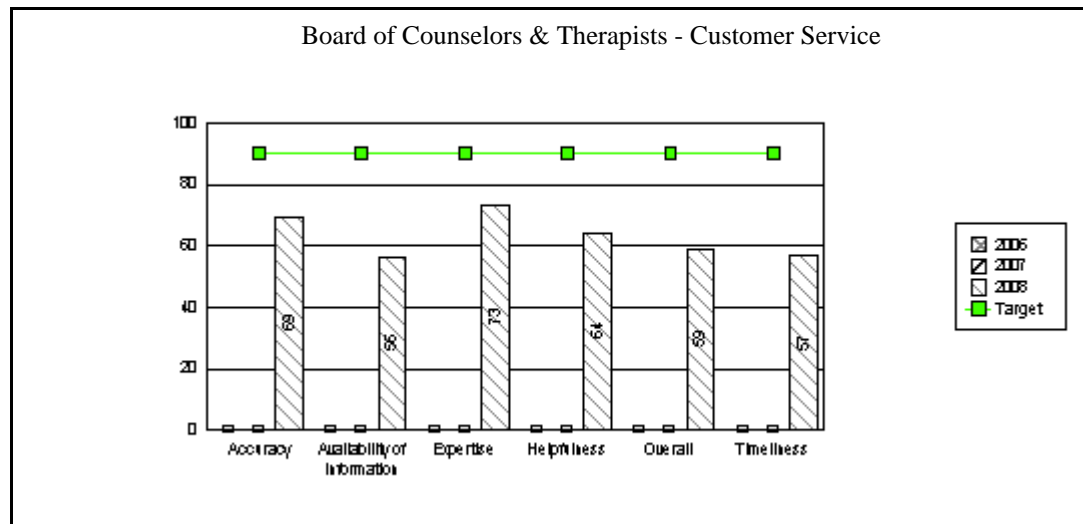
Staff availability to enter data.

6. WHAT NEEDS TO BE DONE

Now that the backlog of final actions have been entered, establish a process to enter actions as they occur.

7. ABOUT THE DATA

KPM #4	CUSTOMER SERVICE: Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall, timeliness, accuracy, helpfulness, expertise, availability of information.	
Goal	CUSTOMER SERVICE	
Oregon Context	Customer Service is not linked to an Oregon Benchmark	
Data Source	An electronic customer survey was sent directly to all licensed counselors, all licensed marriage and family therapists, and all registered interns. We received more than 560 responses to the survey. The results are compiled and graphed by our online survey software.	
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1. OUR STRATEGY

To improve communications and easy access to needed information: We established a listserv for licensees and interns; we have made significant

changes to the agency's website and will continue to streamline and update the information. Our new licensing database gives us the ability to send email messages to all licensees and interns at once.

Timeliness: The agency budget request includes a half-time investigator to improve response to complaints and a half-time clerical staff to provide more efficient agency systems, improve response times to stakeholders, and give other staff more time to respond to questions, provide information, and process license and registration applications and renewals.

2. ABOUT THE TARGETS

The targets are ambitious. Based on comments received from the customer service survey, the agency has not been responsive to licensees' needs for information in part because of the heavy workload and small staff.

3. HOW WE ARE DOING

The ratings are considerably lower than desired and lower than the target set for this measure. The agency has taken steps to improve customer service and plans to re-issue the survey to its licensees in 2009 to measure change.

4. HOW WE COMPARE

One of the questions on the customer service survey was "How does the service you received at OBLPCT compare to that provided by other states?" 59% rated the service as good or excellent.

5. FACTORS AFFECTING RESULTS

Limited staff with expertise, heavy workload and long term staff vacancies contributed to the results.

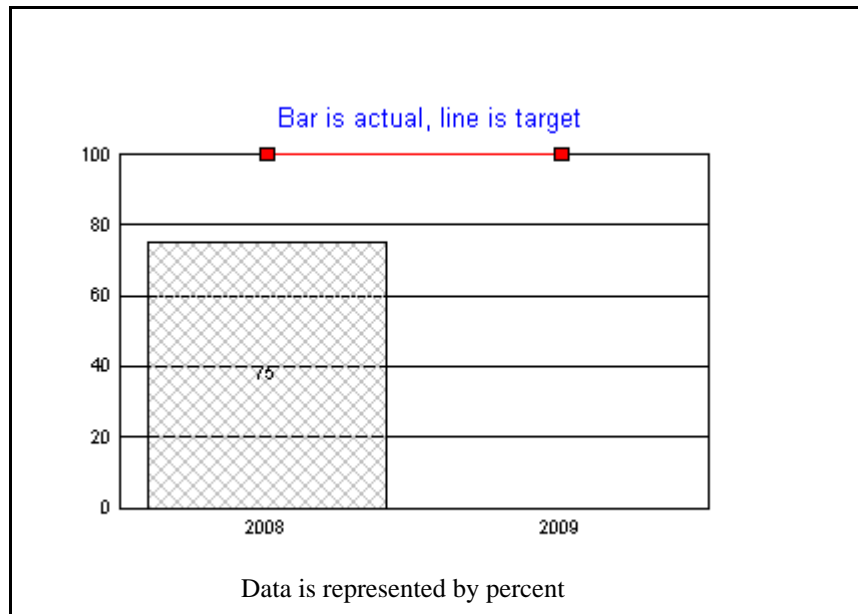
6. WHAT NEEDS TO BE DONE

In early 2009 we instituted an online license renewal process and streamlined agency procedures. We increased communication with licensees and have begun to include them in policy setting and administrative rule writing processes.

7. ABOUT THE DATA

The survey is available on the agency's web site. When we did not receive responses from the web site, we sent the survey to each person licensed and registered by the Board. We received responses in July 2008. Detailed data is available from the Board office.

KPM #5	Board Best Practices - Percent of total best practices met by the Board.	2008
Goal	Board Best Practices	
Oregon Context	Board Best Practices measure is not linked to an Oregon Benchmark	
Data Source	Board members completed self-assessment including fifteen best practices criteria.	
Owner	Oregon Board of Licensed Professional Counselors and Therapists Becky Eklund 503.378.5499 ext. 3	



1. OUR STRATEGY

2. ABOUT THE TARGETS

The Board intends to reach its goal of implementing 100% of best practices as outlined in the self-assessment criteria. The Board operates using 75% of the best practices with plans to increase that percent.

3. HOW WE ARE DOING

The measure in 2008 reached 75% of best practices being implemented, and plans to reach 100% by 2009.

4. HOW WE COMPARE

N/A

5. FACTORS AFFECTING RESULTS

Historically, Board members assumed that the agency administrator carried out responsibilities without active Board involvement. Board members now understand the importance of playing a more active role.

6. WHAT NEEDS TO BE DONE

The Board needs to spend focused time to discuss the criteria in more depth and outline specific steps to reach their goal of 100%.

7. ABOUT THE DATA

Individual Board members did not agree as to whether they were meeting some practices. 2008 is the first year they became aware of the self-assessment criteria. With the hiring of a new Executive Director in January 2008, the Board members have become more active in the oversight of the agency. The ratings reflected a mix of historical roles and their new more active agency oversight.

PROFESSIONAL COUNSELORS and THERAPISTS, BOARD of LICENSED**III. USING PERFORMANCE DATA**

Agency Mission: To protect and benefit the public by setting a strong standard of practice through the regulation of licensed professional counselors and marriage and family therapists.

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

1. INCLUSIVITY

* **Staff :** Staff is directly involved in the results of key performance measures.

* **Elected Officials:** N/A

* **Stakeholders:** The agency works primarily with licensed professional counselors, marriage and family therapists, and interns working toward licensure. Other stakeholders include graduate schools that offer masters degrees in counseling and marriage and family therapy.

* **Citizens:** A seven member Board oversees the administration of the agency. Board members, appointed by the Governor, are volunteers and represent the counseling and therapy professions , universities, and the public.

2 MANAGING FOR RESULTS

Based on customer service survey responses, the agency has taken steps to provide increased communication and faster response to questions from stakeholders.

3 STAFF TRAINING

Informal customer service training is ongoing, making customer service a top priority. Other training will include letter writing, enhanced database training to ensure efficiency and accuracy of KPM data.

Board member training will enhance members' understanding and use of best practices.

4 COMMUNICATING RESULTS

* **Staff :** Information from performance measures are shared with Board members via email and during public board meetings. Weekly staff meetings provide ongoing and regular opportunities to share progress toward performance measure goals and problem solve as issues arise.

* **Elected Officials:** The agency provides periodic updates to the Governor. Legislators will receive performance measure updates during the biennial budget process.

	<p>* Stakeholders: Performance measure results will be posted on the agency's website and communicated to stakeholders via email and on a listserv.</p>
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	<p>* Citizens: Performance measure results will be posted on the agency's website.</p>
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