

LEGISLATIVE COMMISSION on INDIAN SERVICES

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

Proposed KPM's for Biennium (2009-2011)

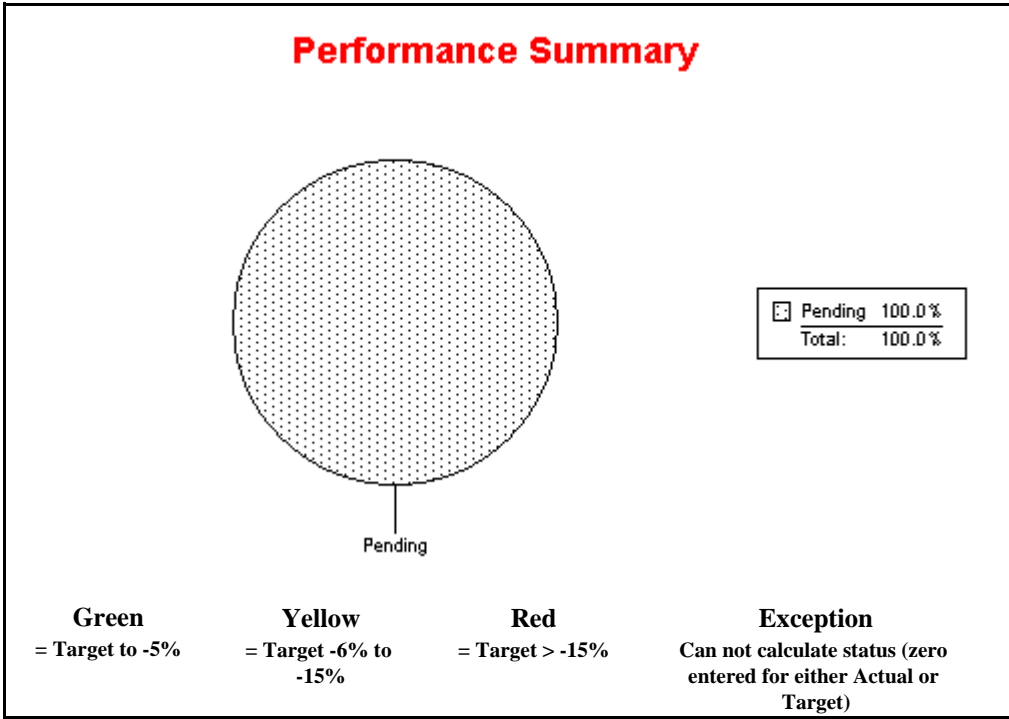
Original Submission Date: 2008

2007-2008 KPM #	2007-2008 Approved Key Performance Measures (KPMs)
1	Customer Satisfaction
2	Best Practices

New Delete	Proposed Key Performance Measures (KPM's) for Biennium 2009-2011
NEW	<p>Title: Customer Satisfaction - Percentage of respondents to customer satisfaction survey who rank the Commission on Indian Services overall performance very good to excellent.</p> <p>Rationale:</p>
DELETE	<p>Title: Customer Satisfaction</p> <p>Rationale: Give Commission members, Tribes and affected State Agencies objective, accurate, timely and complete information and advice on matters the Legislative Commission on Indian Services (agency) is statutorily required to provide.</p>

Agency Mission: Per ORS Chapters 69, 97, 172, 182, 273, 358, and 390, Oregon Laws Chapter 775 and 903, The Commission exists to compile information on services available to Indians, to assess state programs and services, and make recommendations for improvement. It serves as the state forum in which Indian problems and solutions are considered. It is required to advise on matters relating to the preservation and protection of Indian historic and archaeological resources. It is to be consulted on state agency training and reviews agency action with regard to State/Tribal relations.

Contact:	Contact Phone:
Alternate:	Alternate Phone:



1. SCOPE OF REPORT

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consulted on State agency training and reviews agency action with regard to State/Tribal relations.

2. THE OREGON CONTEXT

The Legislative Commission on Indian Services continues to serve a vital function in State/Tribal relations. All 43 states with federally recognized Tribes have a state-supported Indian Council Office of Indian Affairs or Indian Commission. The reason for this is the legal status of Tribes - sovereigns within State borders. The Commission services as the State's primary vehicle in this regard.

The Legislative Commission on Indian Services has some statutory responsibilities that have increased due to specific state initiatives, activities and projects:

- ORS 182.162 - .168 (promoting positive state-tribal relations; Commission has major role in the implementation of this statute)
- Archaeological permit process (consultation on appropriate Tribes for notification and requirements of cultural resources law)
- By law, notification of discovery of human remains (identify appropriate Tribes for notification and work with State agencies for proper handling)
- Consultation and training on state law and practices in working with Tribes
- Advise and monitor state agency and tribal government to government “issue areas” cluster workgroups
- Government-to-Government strategic planning
- Website Management, Oregon Directory of American Indian Resources (a tool that is available to all customers)

3. PERFORMANCE SUMMARY

KPM -1 CUSTOMER SATISFACTION

This measure shows continued high performance in services provide to Commission customers. The Commission assures excellent service by (1) maintaining high performance standards for Commission employees and (2) providing accurate and relevant information to the Tribes, State Agencies and to the general public through various communication tools.

KPM - 2 BEST PRACTICES

This is a newly proposed measure as of 2009-11

4. CHALLENGES

85% of the The Legislative Commission on Indian Services budget is personal services. The Commission is a staff of two employees:

1. Executive Director
2. Commission Assistant

This Commission is service-oriented and is increasingly busier than ever before.

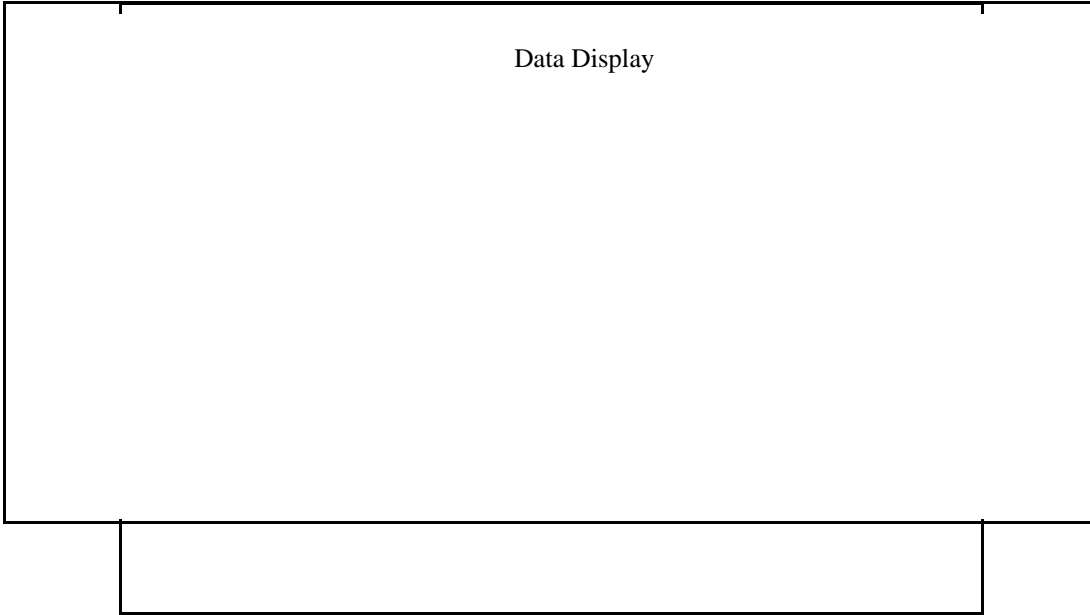
5. RESOURCES AND EFFICIENCY

KPM - 1: Customer Satisfaction - is an efficiency measure demonstrating the Commission's ability to promptly and accurately provide relevant information to the Tribes, State Agencies and to the general public using various tools, including Website.

KPM - 2: Best Practices - is an efficiency measure demonstrating the continued efforts of the Commission to meet and exceed the high level goals and strategies that are developed in accordance with the Commission's mission statement.

The agency's biennial budget for 07-09 is \$373,924.00

KPM #1	Customer Satisfaction	2002
Goal		
Oregon Context		
Data Source		
Owner		



1. OUR STRATEGY

2. ABOUT THE TARGETS

3. HOW WE ARE DOING

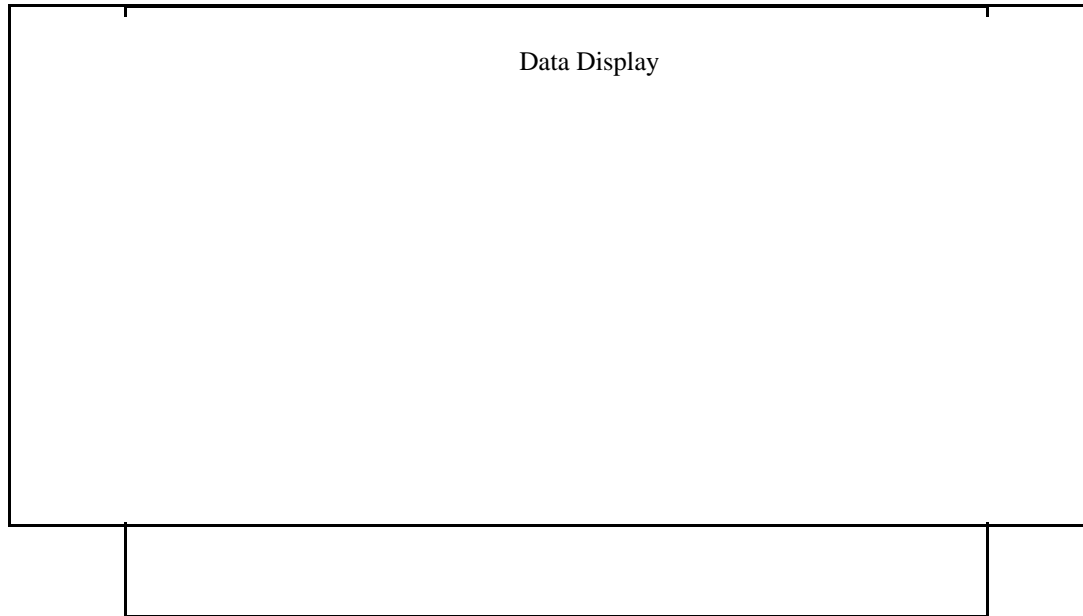
4. HOW WE COMPARE

5. FACTORS AFFECTING RESULTS

6. WHAT NEEDS TO BE DONE

7. ABOUT THE DATA

KPM #2	Best Practices	2007
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

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7. ABOUT THE DATA

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

<p>1. INCLUSIVITY</p>	<p>* Staff : Assists with regular review of performance measures results and development of meaningful measures.</p> <p>* Elected Officials: Governor and Legislative members approve the Legislative Commission on Indian Services performance measures</p> <p>* Stakeholders: As key performance measures are developed staff use direct and indirect input from stakeholders to shape the measure and target.</p> <p>* Citizens: During public meetings and legislature approval of key performance measures citizens are encouraged to give feedback and input</p>
<p>2 MANAGING FOR RESULTS</p>	<p>Annual Review of performance measure results conducted to:</p> <ul style="list-style-type: none"> • Verify alignment and progress toward achievement of Board goals and • Identify necessary areas of change
<p>3 STAFF TRAINING</p>	<p>Active participation in the development, collection and analysis of statistical data to measure results and consider areas for improvement or change</p> <p>Seek guidance and direction from Legislative Fiscal staff on KPM development, analysis and technical assistance.</p>
<p>4 COMMUNICATING RESULTS</p>	<p>* Staff : Staff meetings and personal communication, training when available</p>

	<ul style="list-style-type: none">* Elected Officials: Results are communicated through publications, Commission meetings, personal communication and Legislative hearings
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- * **Stakeholders:**

- * **Citizens:** Commission meetings and personal communications