

OREGON ADVOCACY COMMISSION

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

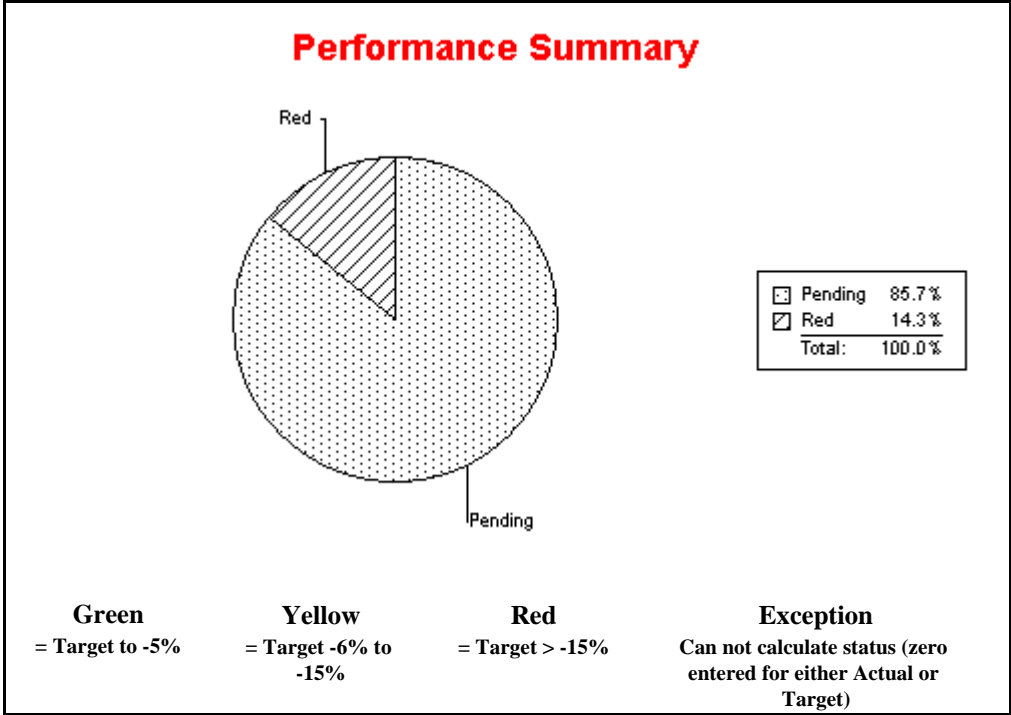
Proposed KPM's for Biennium (2009-2011)

Original Submission Date: 2008

2007-2008 KPM #	2007-2008 Approved Key Performance Measures (KPMs)
1	CUSTOMER SERVICE: percent of customers rating service quality as good or excellent-overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
2	REPORTING: Completion of Biennial Community Report to the legislature by 12/31 of even numbered years.
3	LEGISLATIVE OUTREACH: educate the Legislators, the Governor and staff on issues that influence the status of equality for under-represented Oregonians.
4	OUTREACH: number of individuals reached at educational and empowerment events overall and by individual commissions.
5	PARTNERSHIPS: number of partnerships overall and by individual Commissions.
6	COMMUNITY PRESENCE: number of events attended overall and by individual Commissions.
7	BEST PRACTICES: Percent of total best practices met for Boards and Commissions.

New Delete	Proposed Key Performance Measures (KPM's) for Biennium 2009-2011
DELETE	<p>Title: COMMUNITY PRESENCE: number of events attended overall and by individual Commissions.</p> <p>Rationale: This activity is part of the agency mission, but it is not a performance measure, per se. The agency will work with BAM and LFO to develop a composite measure of outputs and activities which better inform the intended outcomes.</p>
DELETE	<p>Title: OUTREACH: number of individuals reached at educational and empowerment events overall and by individual commissions.</p> <p>Rationale: This activity is part of the agency mission, but it is not a performance measure, per se. The agency will work with BAM and LFO to develop a composite measure of outputs and activities which better inform the intended outcomes.</p>
DELETE	<p>Title: LEGISLATIVE OUTREACH: educate the Legislators, the Governor and staff on issues that influence the status of equality for under-represented Oregonians.</p> <p>Rationale: This activity is part of the agency mission, but it is not a performance measure, per se. The agency will work with BAM and LFO to develop a composite measure of outputs and activities which better inform the intended outcomes.</p>
DELETE	<p>Title: PARTNERSHIPS: number of partnerships overall and by individual Commissions.</p> <p>Rationale: This activity is part of the agency mission, but it is not a performance measure, per se. The agency will work with BAM and LFO to develop a composite measure of outputs and activities which better inform the intended outcomes.</p>

OREGON ADVOCACY COMMISSION		I. EXECUTIVE SUMMARY	
Agency Mission: Responsible for administrative support to the Commissions as they strive for implementation and establishment of economic, social, legal and political equality for minorities in Oregon.			
Contact:		Contact Phone:	
Alternate:		Alternate Phone:	



1. SCOPE OF REPORT

The Oregon Advocacy Commissions Offices Annual Performance Progress Report addresses all of the services offered by the OACO to the Commissions and their constituency bases. The programs/services are addressed either directly through a specific Key Performance Measure; or through indirect influence on the output and outcome of a specific Key Performance Measure.

There are no programs/services that are not addressed by OACO Annual Performance Progress Report

2. THE OREGON CONTEXT

Below are the OACO societal need(s) or desired outcome(s) that OACO feels are addressed by the Agency. The mission, vision and goals of the Commissions within the Oregon Advocacy Commissions Office are focused on key Oregon Benchmarks and High Level Outcomes aimed to improving the lives of Oregon's communities of color and women. As programs, services, strategy and operations are designed and implemented, the respective outputs and outcomes are focused on these key areas:

INCOME benchmarks

OBM 13-Income Disparity

OBM 14- Workers at 150% or more of Poverty

OBM 15 –Unemployment

EDUCATION benchmarks

OBM 18 – 27 Ready to Learn, K-12 education, post secondary, skill development

CIVIC benchmarks.

OBM 30 – 32 Volunteering, Voting and Feeling of Community

HEALTH benchmarks

OBM 39-48 Teen pregnancy, prenatal care, infant mortality, immunizations, HIV diagnosis, adult non-smokers, preventable death, perceived health status, affordable child care, available child care

POVERTY benchmarks

OBM 53-57 Poverty, health insurance, homelessness, child support and hunger

CRIME benchmarks

OBM 61- 65 Overall crime, juvenile arrests, students carrying weapons, adult and juvenile recidivism

The Oregon Advocacy Commissions Office provides leadership and support to the Commission for Asian Affairs, Commission for Black Affairs, Commission for Hispanic Affairs and the Commission for Women. OACO has created a coalition of stakeholders and partners who have an interest in improving successful outcomes for women, children and families of communities of color across Oregon.

One of the key functions of the OACO is outreach, recruitment and mobilization of citizens and communities to build support for positive outcomes for women, children and their families. OACO supports citizen engagement in decision-making and policy development through the collaboration of local non-profits, the faith community, business, state and local entities interested in improving supports for women, and communities of color.

3. PERFORMANCE SUMMARY

The Oregon Advocacy Commission Offices (OACO) is a new agency. Operational processes and potential products/and or services are still being defined. The Advocacy's Offices Administrator's position was not filled at the time the performance measures were drafted.

4. CHALLENGES

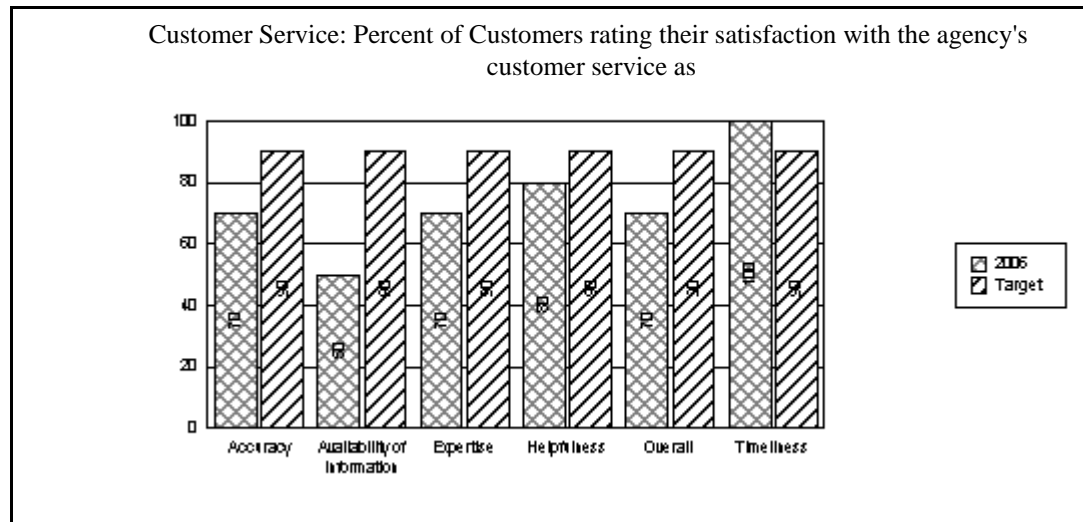
The Oregon Advocacy Commissions Office (OACO) was created to support the work of the Commissions on Asian, Black, Hispanic, and Women's Affairs. The Commissions serve as the liaisons between the Commissions for Women and minority communities of color and Oregon governmental entities. The OACO is responsible for administrative support to the Commissions as they strive for implementation and establishment of economic, social, legal and political equality for minorities in Oregon.

The OACO assists the Commissions in monitoring existing programs and legislation designed to meet the needs of minority populations and women. OACO helps in identifying and researching problem areas and issues affecting minority communities and women. OACO works with the Commissions to continually assess the issues and needs confronting minorities across Oregon and identify programs, projects and activities which the OACO will undertake regarding those issues.

5. RESOURCES AND EFFICIENCY

The total funds for the OACO is general funds dollars \$401,152 with nearly all of that funding for the administrative function of the office. Each Commission is allotted \$3,492 for stipends and mileage for Commissioner attendance at Board meetings.

KPM #1	CUSTOMER SERVICE: percent of customers rating service quality as good or excellent-overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	2006
Goal	Increase viability, visibility, and public knowledge of OACO through increased local and statewide outreach from a service-oriented perspective.	
Oregon Context	Shared system measure. In conjunction with the OACO mission, function and statutes.	
Data Source	Through direct and indirect contact with stakeholders and OACO survey monkey tool and event evaluations	
Owner		



1. OUR STRATEGY

The goal of the performance measure is to provide excellent customer service in order to promote positive outcomes for OACO constituency-base across Oregon. The strategy is to assess operational success with regard to customer service in order to meet the needs of the Commissions,

Legislators, non-profit community, business community, county and city helping agencies, local and state governments and other commissions.

2. ABOUT THE TARGETS

The targets were set at the level of desired satisfaction for customer service with the understanding that pleasing all customers with policies and procedures is not feasible. As more data is collected, targets will be reviewed for adjustment. The targets were established prior to the arrival of the Administrator and the Administrator has adopted all the KPMs for the OACO.

3. HOW WE ARE DOING

The OACO was funded during the 2003-05 Legislative session, but the Administrator was not hired until August, 2006. The office wasn't operational until September, 2006. Currently, the actual target in all categories can not be measured accurately due to the lack of data.

4. HOW WE COMPARE

OACO is a new agency and data can not be compared with similar targets and data of other Commissions due to the lack of data from OACO.

5. FACTORS AFFECTING RESULTS

The budget constraints for the individual Commissions and defunding during the previous session of the Asian, Black, Hispanic and Women's Commissions impacted the Commissions ability to perform outreach with other state agencies, local partners and service providers. These circumstances have created some frustrations with citizens, communities, and state agencies. Secondly, absent an Administrator for eighteen months and heavy workloads for new staff and Administrator once hired, the ability to provide excellent customer service has been hampered.

6. WHAT NEEDS TO BE DONE

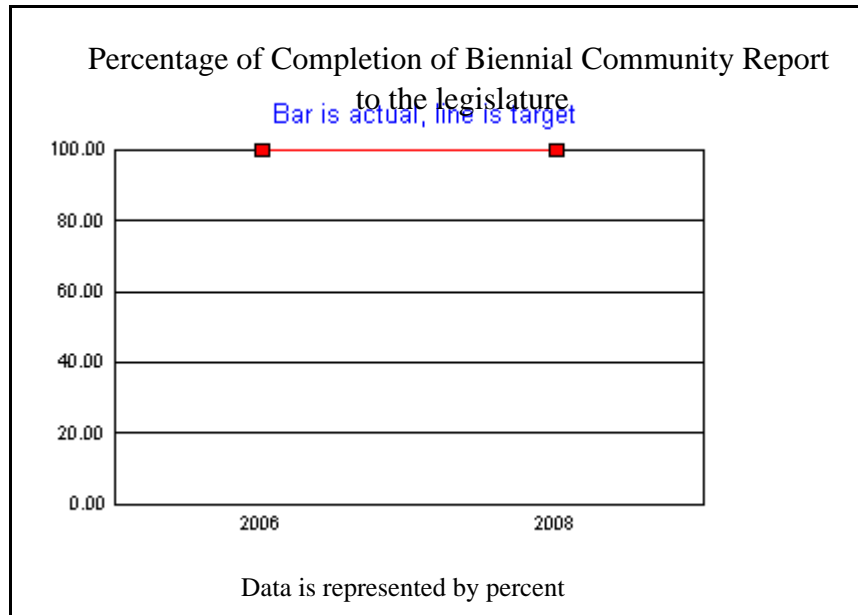
A strategic plan to reach each target value in each category is currently in development by OACO staff. OACO staff will be cognizant of all KPMs as they perform their duties, developing and using tracking mechanisms and feedback surveys. In the interim, the information is being provided to the staff and excellent customer serve is a priority.

7. ABOUT THE DATA

A strategic plan to reach each target value in each category is currently in development by OACO staff. OACO staff will be cognizant of all KPMs

as they perform their duties, developing and using tracking mechanisms and feedback surveys. In the interim, the information is being provided to the staff and excellent customer serve is a priority.

KPM #2	REPORTING: Completion of Biennial Community Report to the legislature by 12/31 of even numbered years.	
Goal	Prepare a Biennial Community Status Report by 12/31 of even-numbered years to deliver on the statutory reporting requirements	
Oregon Context	In conjunction with the OACO mission, function and statutes.	
Data Source		
Owner		



1. OUR STRATEGY

The Oregon Advocacy Commissions Office (OACO) was created in 2005 (Senate Bill 359) to provide administrative support to four existing state agencies: the Commission on Asian Affairs, the Commission on Black Affairs, the Commission on Hispanic Affairs, and the Commission for Women. It is our goal to be ready to report to the Legislature in 2008 on the Biennial Community Report.

2. ABOUT THE TARGETS

The Director of the Department of Administrative Services (DAS) submitted the Key Performance Measures, in addition to the statewide standard customer service measure, and targets for 2007-2009. These initial measures focus on reporting, legislative outreach, and community outreach. The measures were designed specifically to address the expectations expressed in a budget not in Senate Bill 359.

3. HOW WE ARE DOING

The KPMs are a good starting place for the Administrator of OACO. As these measures 'evolve' and as the OACO becomes operational, processes and products will become more fully developed and the KPMs will be expanded.

4. HOW WE COMPARE

The OACO is below expectations in comparison to other Commissions. The Administrator has researched other KPM progress reports from the Oregon Progress Board site.

5. FACTORS AFFECTING RESULTS

Due to budget constraints for the individual Commissions, defunding during the legislative session, the Asian, Black, Hispanic and Women's Commissions, the Commissions were only able to accomplish the basic necessities and continue to function. Over a period of eighteen months, the Commission were without an Administrator. The Administrator was hired in August, 2007. For the first 60 days, the Administrator carried heavy workloads as the new state agency was built and new executive staff was hired. The Administrator has begun to rebuild community relationships and perform outreach to stakeholders, other state agencies, local partners and service providers. These circumstances have created some frustration with citizens, communities, and state agencies.

6. WHAT NEEDS TO BE DONE

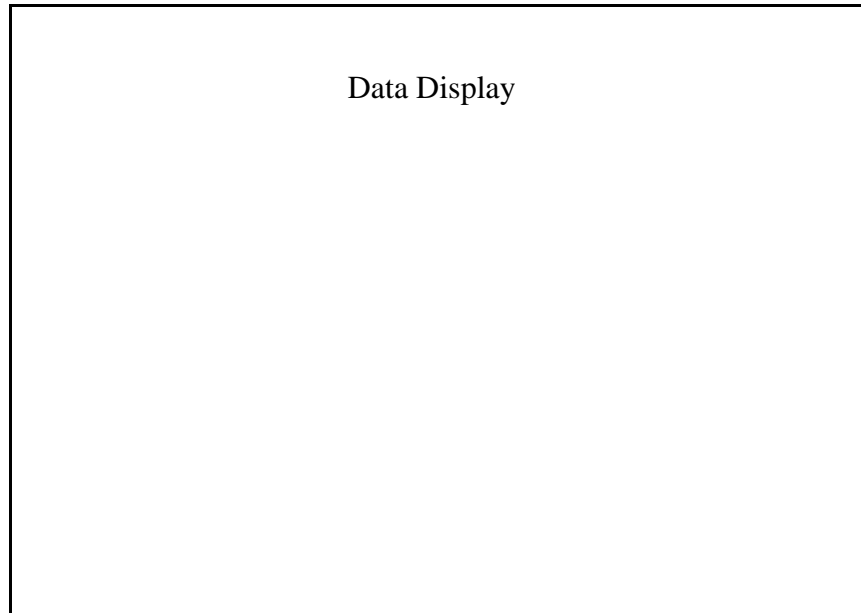
The OACO Administrator has begun development of mechanisms to measure the OACO focus on reporting, legislative outreach, and community outreach. The measures were designed specifically to address the expectations expressed in a budget note in Senate Bill 359.

7. ABOUT THE DATA

The Biennial Report is required by statute. The report will focus on identifying problem areas, concerns, and issues affecting each community

represented by the OACO. The OACO will research solution-based, best practices and provide recommended actions.

KPM #3	LEGISLATIVE OUTREACH: educate the Legislators, the Governor and staff on issues that influence the status of equality for under-represented Oregonians.
Goal	Educate the Legislature, staff and Governor on issues that influence the status of equality for the OACO Commissions and their communities.
Oregon Context	Economic, social, political and legal equality for all OACO communities.
Data Source	OACO records via phone, emails, both indirect and direct contact.
Owner	



1. OUR STRATEGY

The goal of the OACO is to be the ‘reference and resource-of-choice’ for information regarding the constituencies to Legislators, state agencies and community partners. The goal of the performance measure is to provide important information on the issues that influence the status of equality in

order to promote positive outcomes for OACO constituency-base across Oregon to Legislators.

2. ABOUT THE TARGETS

The KPMs were adopted prior to the arrival of the OACO Administrator through the assistance of DAS staff. Once the Administrator was hired, the KPMs were used to adopt the OACO '06-'07 agency work plan that was developed after extensive community input. The OACO Administrator expanded the KPM target to meet the work plan for the OACO and accommodate the requests of the Legislature. OACO will periodically survey legislative consumers of OACO regarding quality of products and services and to assist the OACO in gathering information to help us provide excellent customer service.

3. HOW WE ARE DOING

The OACO was funded during the 2003-2005 Legislative session, but the Administrator was not hired until August, 2006. The office was not operational until September, 2006. Currently, the actual target in all categories cannot be measured accurately due to lack of data. Besides Legislative testimony, the Administrator will track all OACO contact with the Legislature, Legislative staff and the Governor during the 2007 legislative session.

In November, 2006, the Administrator began legislative visits to establish relationships with legislators and legislative staff. OACO will host a legislative reception for the Commissions in 2007. We have begun developing outreach materials and research materials. OACO will develop a Legislative Databook for each commissioner.

4. HOW WE COMPARE

The Oregon Advocacy Commissions Office (OACO) is a new agency. Operational processes and potential products and/or services are still being defined. The OACO Administrator position was not filled at the time the performance measures were drafted and this presented a significant challenge to the Commissions. Data was not collected during the absence of an Administrator. There has not been another legislative session until 2007 which left no opportunity.

5. FACTORS AFFECTING RESULTS

The Advocacy Commissions have been without an Administrator since their funding in the 2003-2005 session. Many commissioners lack training regarding the legislative process, who their legislator is, what the needs of the constituency base are, how to communicate in the legislative process.

The Administrator has not had access to the commissioners to provide this training

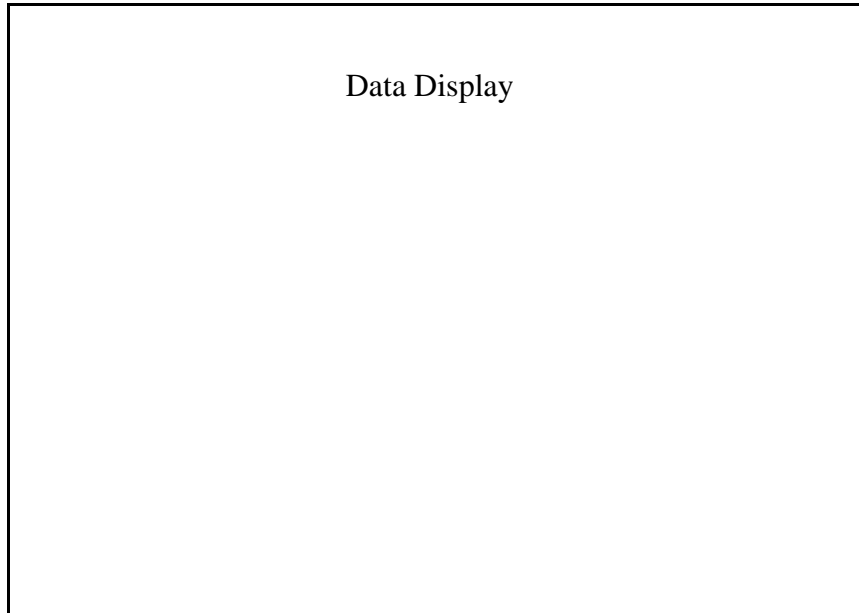
6. WHAT NEEDS TO BE DONE

OACO is developing a Legislative Handbook for each commissioner which will include information regarding the legislative process, legislative agenda and legislator profiles. The OACO is also developing an Advocacy 101 Training Manual to aid the commissioners in understanding their role as Advocates and the difference between 'lobbying' and 'advocating'.

7. ABOUT THE DATA

Administrative record from the Administrator and executive staff will provide accurate data to measure and track the number of times the OACO provides testimony to the legislature.

KPM #4	OUTREACH: number of individuals reached at educational and empowerment events overall and by individual commissions.	
Goal	Expand the Oregon Advocacy Commissions Office reach and impact in their communities	
Oregon Context	Economic, social, political and legal equality for all OACO communities.	
Data Source		
Owner		



1. OUR STRATEGY

The goal of the OACO is to be the “reference and resource-of-choice” for information regarding constituencies to the community, state agencies, stakeholders and community partners. The goal of the performance measure is to provide important information on the issues that influence the status of equality in order to promote positive outcomes for OACO constituency-base across Oregon to legislators.

2. ABOUT THE TARGETS

Due to budget constraints for the individual Commissions, defunding during the previous legislative session and disarray of the Asian, Black, Hispanic and Women's Commissions, the Commissions were unable to accomplish the basic necessities to continue to function and maintain community and legislative relationships. Over a period of eighteen months, the Commissions were without an Administrator. The Administrator was hired in August, 2006. The OACO and executive staff have reviewed the KPM prepared by the Advocacy Commissions and adopted the KPM and have added details for our scope of work to the original KPMs.

3. HOW WE ARE DOING

Despite any outreach done by the individual commissions, the Administrator feels that one of the key functions of the OACO is outreach, recruitment and mobilization of citizens and communities to build support for positive outcomes for the constituencies of the Commissions served by OACO. The OACO supports citizen engagement in decision-making and policy development through the collaboration of all stakeholders, local non-profits, the faith community, business, state and local entities interested in improving supports for all women and communities of color.

4. HOW WE COMPARE

Since OACO is a new agency, there is a lack of data and cannot be compared with similar targets and data of other Commissions. Since August, the Administrator has met with 26 community leaders and held 4 focus groups of constituents. This information was used internally to develop the OACO work plan and legislative agenda.

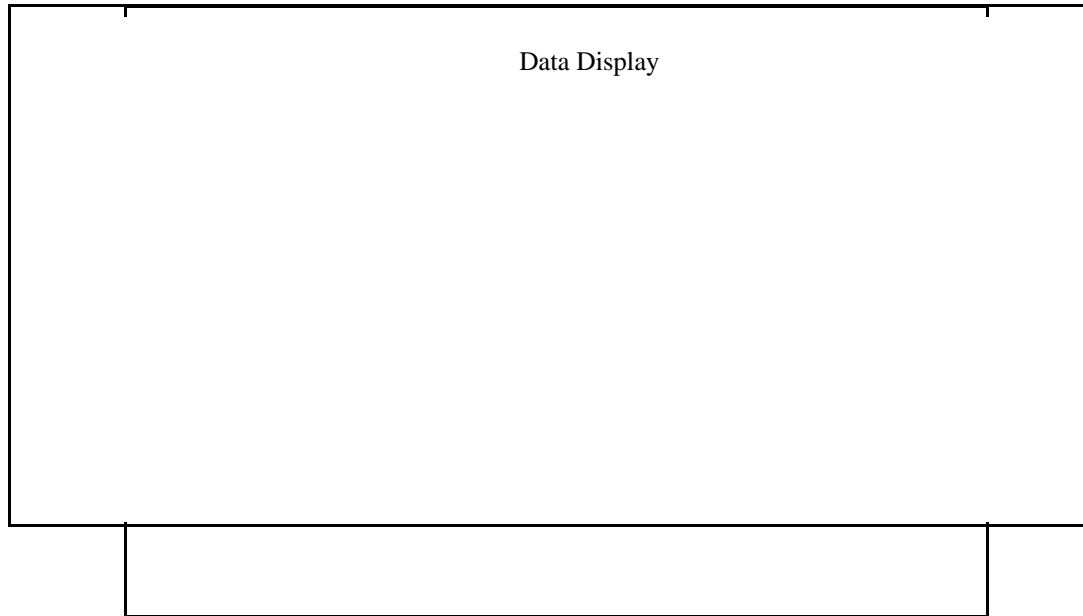
5. FACTORS AFFECTING RESULTS

Due to budget constraints for the individual Commissions and defunding during the previous legislative session, the Asian, Black, Hispanic and Women's Commissions, the Commissions were able to accomplish the basic necessities to continue to function and maintain community and legislative relationships.

6. WHAT NEEDS TO BE DONE**7. ABOUT THE DATA**

The Administrator will not be able to monitor the outreach of the commissioners within their communities. Since August, the Administrator and staff have been tracking outreach done by OACO staff in association with the OACO work plan and legislative agenda.

KPM #5	PARTNERSHIPS: number of partnerships overall and by individual Commissions.	
Goal		
Oregon Context		
Data Source		
Owner		



1. OUR STRATEGY

2. ABOUT THE TARGETS

3. HOW WE ARE DOING

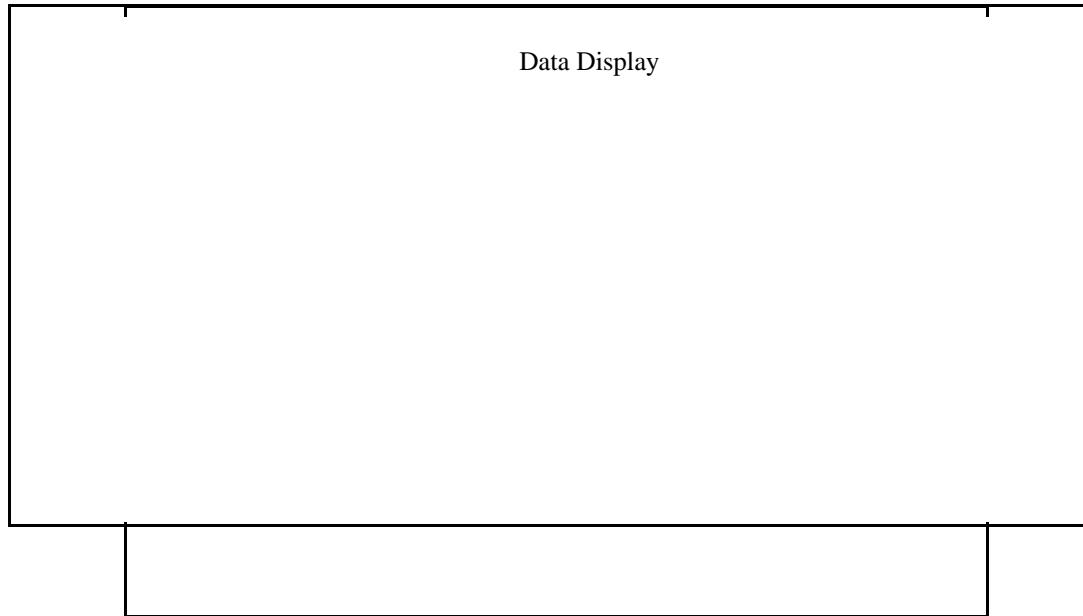
4. HOW WE COMPARE

5. FACTORS AFFECTING RESULTS

6. WHAT NEEDS TO BE DONE

7. ABOUT THE DATA

KPM #6	COMMUNITY PRESENCE: number of events attended overall and by individual Commissions.	
Goal		
Oregon Context		
Data Source		
Owner		



1. OUR STRATEGY

2. ABOUT THE TARGETS

3. HOW WE ARE DOING

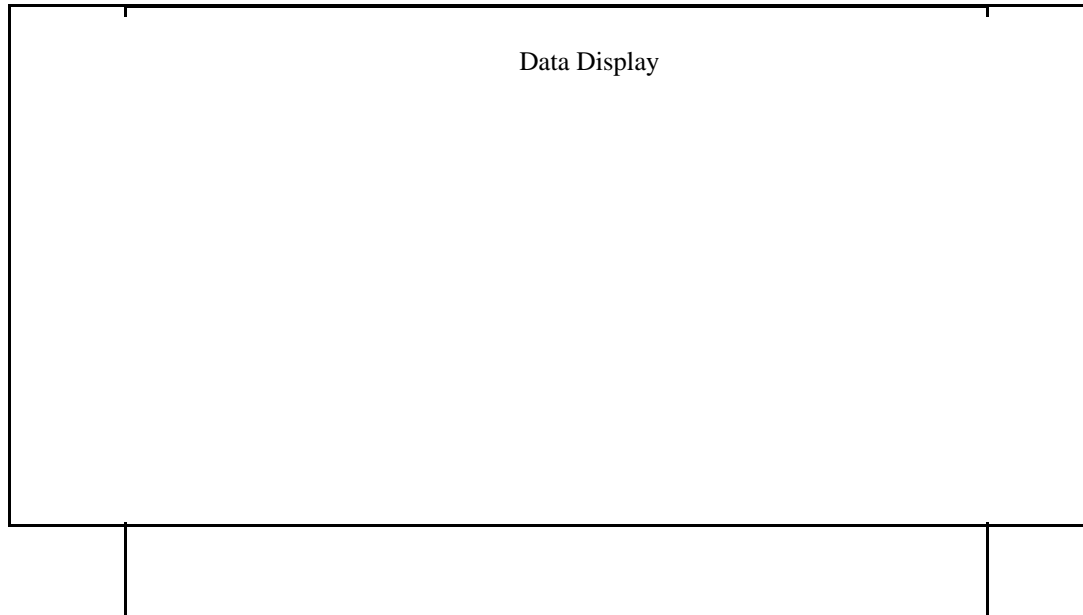
4. HOW WE COMPARE

5. FACTORS AFFECTING RESULTS

6. WHAT NEEDS TO BE DONE

7. ABOUT THE DATA

KPM #7	BEST PRACTICES: Percent of total best practices met for Boards and Commissions.	
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

Agency Mission: Responsible for administrative support to the Commissions as they strive for implementation and establishment of economic, social, legal and political equality for minorities in Oregon.

Contact:

Contact Phone:

Alternate:

Alternate Phone:

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

1. INCLUSIVITY

- * **Staff :** The OACO and Executive staff have reviewed the KPM prepared by the Advocacy Commissions and adopted the KPM and have added details for our scope of work to the original KPMs. Led by the agency leadership team, the staff are responsible for the development of agency key performance measures and targets with consultation from partners and stakeholders.
- * **Elected Officials:** Interviews and feedback from Legislative leaders, with the Director of Department of Administrative Services and Legislative Fiscal Office have provided input on the original KPMs of the commissions.
- * **Stakeholders:** The Administrator has performed one-to-one interviews and focus groups with non-profits, state agencies and individual community of color leaders regarding the KPMs, work plan and legislative agenda of the OACO. During public meetings and legislature approval of key performance measures citizens are encouraged to give feedback and input.
- * **Citizens:** The Administrator has performed one-to-one interviews and focus groups with non-profits, state agencies, community partners, and individual community of color leaders regarding the KPMs, work plan and legislative agenda of the OACO.

2 MANAGING FOR RESULTS

Since OACO is a newly-established state agency, OACO has new a key performance created by the Governor and the 2005 Legislature through passage of Senate Bill 359. The agency was created to provide staff support to the four advocacy commissions, each of which continue to function independently. Each of the commissions is charged in statute with monitoring the impact of legislation and state programs on their respective constituencies, and with working to establish economic, social, legal, and political equality in Oregon.

The KPMs established by the Chairs for 2005-07 were used to guide the development of the OACO 06-07

	<p>agency work plan. The work plan was developed in correlation with extensive grassroots community input. OACO Administrator expanded the KPM to meet the work plan for the OACO. OACO will periodically survey consumers of OACO products and services to gather information to help us provide excellent customer service. Performance measures will be used to assess local success and mobilization in local communities. The mobilization and program success rates will be a direct reflection of the training and technical assistance provided by OACO. The performance measure results will be reviewed annually and quality improvement projects will be identified and implemented.</p>
<p>3 STAFF TRAINING</p>	<p>All OACO staff have received training around performance measurement, outcomes and outputs. The OACO Administrator met with Dawn Farr, Department of Administrative Progress Board KPM assistant, to review all the previous work done from 2005 – 2006. The Administrator worked through the KPM process with Oregon Progress Board and the KPM accomplishments will be posted to the OACO website and linked them to the Commission on Asian, Black, Hispanic and Women’s Commissions websites. The KPM reports were posted Progress Board website. OACO staff has taken Board and Commission member trainings, Legislative Training and Team Site webpage trainings to be able to meet the work plan needed for OACO.</p>
<p>4 COMMUNICATING RESULTS</p>	<ul style="list-style-type: none"> * Staff : Administrator meets weekly with Executive staff and temporary staff assistants. Results are communicated through staff meetings, performance evaluations, publications, community meetings, staff trainings, strategy sessions, personal communication and/or agency updates. The results are used to assess past strategy, performance and impact in order to improve future operations. * Elected Officials: As the 2007 legislative session, the OACO Administrator will meet in person or by phone and email to share updates on OACO accomplishments and discuss concerns of the community served by the OACO. OACO seeks to be the information and resource of choice for Legislators, legislative staff, the Governor and other elected officials. * Stakeholders: The OACO Administrator is the single point of contact for website updates and list serve update to the 1,000 community contacts. * Citizens: Results will be communicated through publications, meetings, press releases, personal communications, public meetings and/or via the web. The results will be used to engage citizens on the impact of the work as well as create partners and allies to improve the lives of the communities of color, women, children and families in communities across Oregon. OACO has developed an OACO list serve of citizens, commissioners, chairs, community partners, and stakeholders.