

PSYCHOLOGIST EXAMINERS BOARD

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

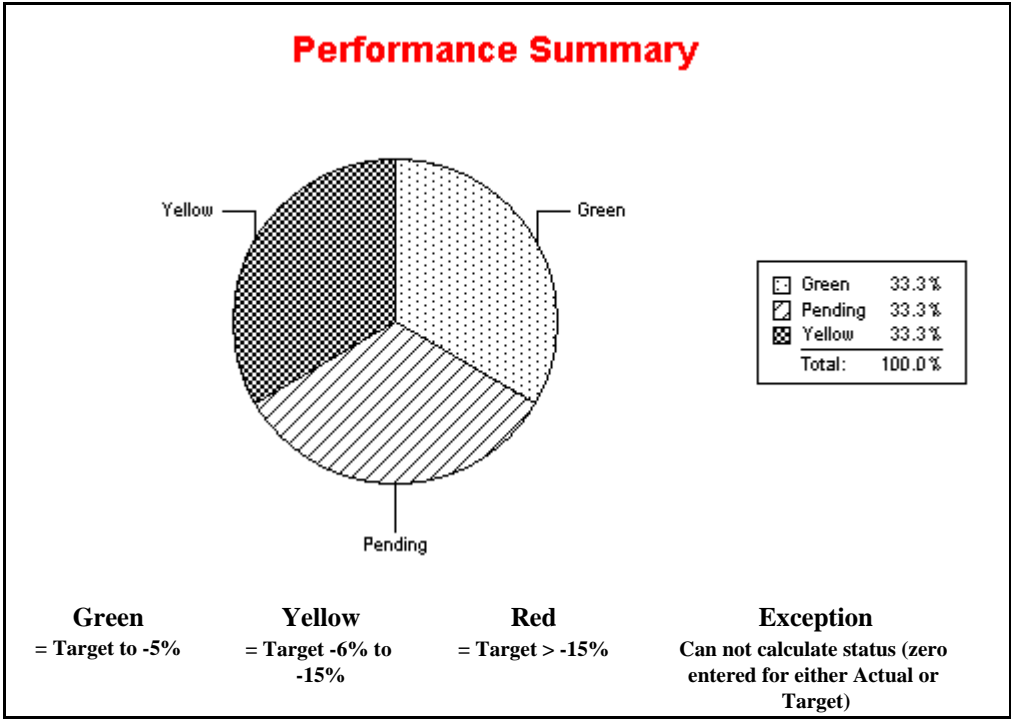
Proposed KPM's for Biennium (2009-2011)

Original Submission Date: 2008

2007-2008 KPM #	2007-2008 Approved Key Performance Measures (KPMs)
1	RESIDENCY SUPERVISION – Percent of supervisors and residents who rate supervision process as “good” or “excellent” as effective preparation for competent and ethical professionals.
2	EXAMINATION – Percent of examiners and examinees who rate the board-administered exam as “good” or “excellent” as an effective screen for competent and ethical professionals.
3	CONTINUING EDUCATION– Percent of continuing education reports that meet requirements at first review.
4	COMPLAINT INVESTIGATIONS – Percent of uncontested case consumer complaint investigations completed within six months.
5	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.
6	BOARD BEST PRACTICES - Percent of total best practices met by the Board.

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	Title: Rationale:

PSYCHOLOGIST EXAMINERS BOARD		I. EXECUTIVE SUMMARY	
Agency Mission: Our mission is to protect and benefit public health and safety; and promote quality in the psychology profession.			
Contact: Debra Orman, Executive Director		Contact Phone: 503-378-4154	
Alternate:		Alternate Phone:	



1. SCOPE OF REPORT

Agency programs/services addressed by key performance measures.

2. THE OREGON CONTEXT

The Oregon Board of Psychologist Examiners has no primary links to the Oregon Benchmarks; however, all Board activities further the agency mission .

3. PERFORMANCE SUMMARY

This Board collects and reports data on a calendar year.

2007: In 2007, this Board has made progress on all of the performance measures; however, we are still falling short on the "Customer Service" performance measure goal.

2008: In 2008,

4. CHALLENGES

2007: We met or exceeded our targets for KPM #1, KPM#2, KPM#3 and KPM#4. This Board believes the data for KPM#5 (Customer Service) was skewed because the Board announced implementation of Criminal Background checks with fingerprinting of all licensees and applicants for licensure just a few weeks prior to sending out an electronic customer service survey. An inordinate number of respondents indicated they were "giving the Board poor marks" because they disagreed with the criminal background check policy. This Board did not collect data for KPM#6 (Governance) in 2007.

2008: This Board expects this data to be similar to 2007. Data for all performance measures will be collected and evaluated in November 2008 for reporting in December 2008.

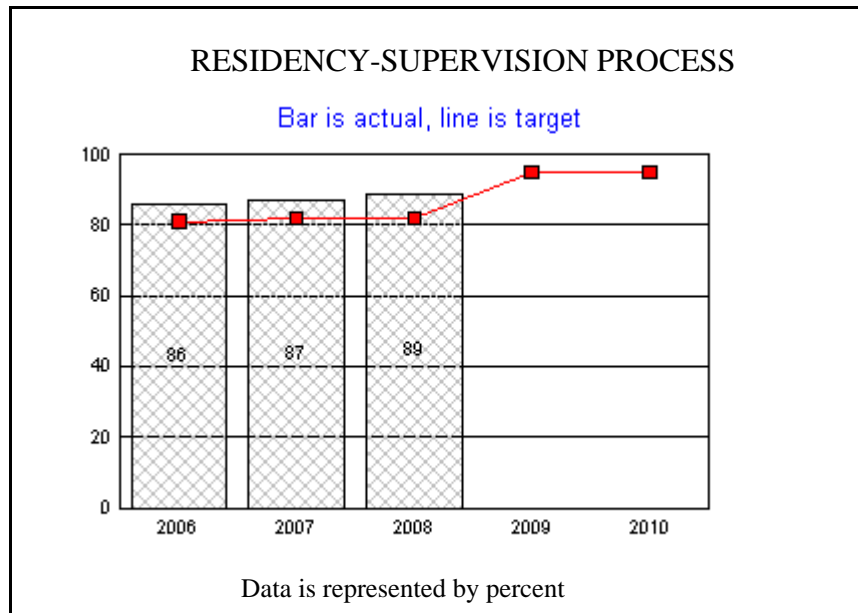
5. RESOURCES AND EFFICIENCY

2007: This Board continues to look for, and implement cost savings and efficiencies in operating. In 2007, the Board implemented a "BPE goes Green" campaign. We now send most communication via email and utilize the State Library listserv system for mass communications, announcements and the annual customer service survey. In 2007, the Board was able to carry out its mission to protect and benefit public health

and safety, and promote quality in the psychology profession within the parameters set by the Legislature.

2008: In 2008, the Board went to the Legislative Emergency Board to request additional expenditure limitation. With the full support of DAS Budget & Management and the Legislative Fiscal Office, the Board requested and was approved for a Limited Duration staff support position. In the final months of 2008, the Board had an unprecedented number of Administrative Hearings (two of which lasted four and five days respectively). It is likely this Board will need to request additional expenditure limitation to cover these unanticipated costs. In conclusion, due to conservative spending and efficient operations, the Board has been able to keep licensure fees steady for ten years. However, the Board plans to request a fee increase in 2009-2011.

KPM #1	RESIDENCY SUPERVISION – Percent of supervisors and residents who rate supervision process as “good” or “excellent” as effective preparation for competent and ethical professionals.	2005
Goal	Public Protection - Assure Oregonians receive professional and ethical psychological services	
Oregon Context	This goal is linked to the agency mission.	
Data Source	Manual review of written surveys completed by Supervisors and Residents.	
Owner	Debra Orman McHugh, Executive Director (503) 373-1155	



1. OUR STRATEGY

Public Protection includes ensuring that the Residency Supervision process and education adequately prepares licensees for practice independently. Our strategy is to review, approve and monitor Residency-Supervision contracts.

2. ABOUT THE TARGETS

To continue to challenge staff and the Board to improve their performance and provide a quality process, the target has been raised for 2009 and 2010.

3. HOW WE ARE DOING

The established target has been exceeded in 2007 and 2008.

4. HOW WE COMPARE

There are no outside comparisons of similar jurisdictions to use.

5. FACTORS AFFECTING RESULTS

The Board continues to look for opportunities to improve the process regardless of the relative success of the program.

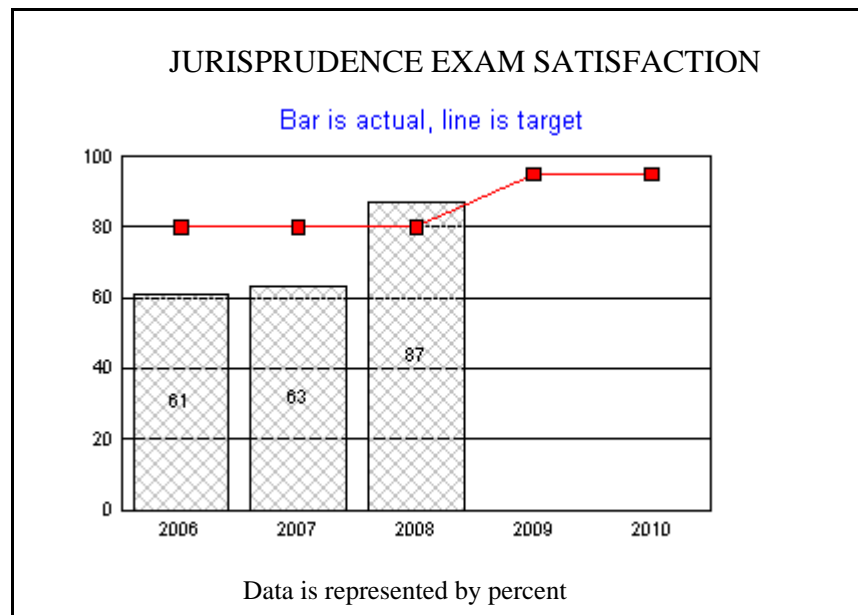
6. WHAT NEEDS TO BE DONE

The Board has implemented biannual a Supervisor Orientation training seminar conducted by a Board member and the Executive Director. In addition, written information and tools have been developed and distributed to new supervisors. The Board staff has also implemented a "Semi-Annual Evaluation " review of Residents, as well as a "Final Evaluation" of both the Supervisor and the resident. Finally, Board staff is developing a "road show" to be taken to terminal psychology degree programs at universities in the Willamette Valley to discuss the Board's law and expectations for Residents and Supervisors. This program is slated to begin in Spring 2009.

7. ABOUT THE DATA

The Board surveys all Residents and Supervisors annually as the residency comes to a natural end and the Resident becomes licensed. The Board requests specific measures of satisfaction as well as subjective comments for improving the process and experience. That data is utilized to improve the Board's understanding of the experience and address areas in need of improvement.

KPM #2	EXAMINATION – Percent of examiners and examinees who rate the board-administered exam as “good” or “excellent” as an effective screen for competent and ethical professionals.	2003
Goal	Public Protection - Assure Oregonians receive professional and ethical psychological services	
Oregon Context	This goal is linked to the agency mission.	
Data Source	<p>2007: Paper-pencil "Exit Survey" completed by examinees after each ORAL Jurisprudence exam in April and October.</p> <p>2008: Paper-pencil follow-up Survey mailed out and completed by examinees after a time to reflect on their experience with the WRITTEN Jurisprudence exam in April and October.</p>	
Owner	Oregon Board of Psychologist Examiners, Debra Orman McHugh, Executive Director (503) 373-1155.	



1. OUR STRATEGY

The Board decided in 2005 to transition from the oral examination to a written examination. The Board contracted with a veteran psychologist to coordinate the project, and contracted with Portland State University psychometric experts to ensure reliability of the new examination test items.

In 2007 and 2008, over fifty veteran and new licensees developed and rated the test items as well as "piloting" the items for the examination. The first administration of the written Jurisprudence examination took place in April 2008.

2. ABOUT THE TARGETS

As expected, examinees reported high satisfaction with the transition to the new Written Jurisprudence Exam first administered in April 2008 and again in October.

3. HOW WE ARE DOING

As anticipated, examinees report a high satisfaction with the new examination. There are some examinees who question whether ANY examination can be an effective screen for competence and/or ethical practice.

4. HOW WE COMPARE

Oregon is in step with national trends in changing from an oral to a written exam.

5. FACTORS AFFECTING RESULTS

2007: Oral Exams were not viewed as a relevant screen for minimal competence. The overwhelming perception was that they were not objective and the process was needlessly stressful, affecting candidate performance.

2008: The written jurisprudence examination was administered and satisfaction ratings rose.

6. WHAT NEEDS TO BE DONE

Improvements will continue to be made.

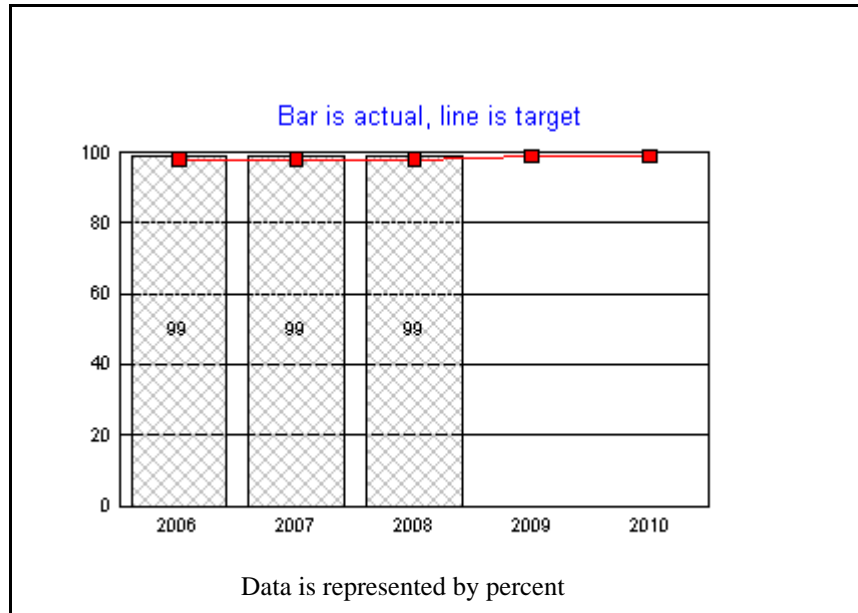
7. ABOUT THE DATA

The reporting cycle is a calendar year.

2007: The Board surveyed examinees as they left the exam. Their response on the survey is likely colored by their predicted success or failure with the exam.

2008: The Board sent a follow-up by mail survey after an opportunity for reflection about the examination experience.

KPM #3	CONTINUING EDUCATION– Percent of continuing education reports that meet requirements at first review.	2003
Goal	Public Protection - Assure Oregonians receive professional and ethical psychological services.	
Oregon Context	This goal is linked to the agency mission.	
Data Source	Random audit of 20% of biennial continuing education reports submitted by licensees.	
Owner	Debra Orman McHugh, Executive Director (503) 373-1155	



1. OUR STRATEGY

Due to high compliance and willingness to pursue continuing education by licensees, our strategy is to randomly audit 20% of continuing education

reports annually.

2. ABOUT THE TARGETS

While the Board expects 100% compliance with the continuing education requirement, occasionally a document is incomplete and/or missing on first review. Most errors/omissions are corrected upon follow-up with the licensee.

2009 & 2010: With increased education with licensees about acceptable continuing education and the current goal of 98%, the Board expects licensee compliance to continue to improve.

3. HOW WE ARE DOING

2007: The Board met it's goal of Continuing Education reporting compliance.

2008: The Board met it's goal of Continuing Education reporting compliance

4. HOW WE COMPARE

There are no outside comparisons of similar jurisdictions to use.

5. FACTORS AFFECTING RESULTS

While the Board expects 100% compliance with the continuing education requirement, the paperwork is quite lengthy and occasionally a document is incomplete and/or missing data upon the first review.¶

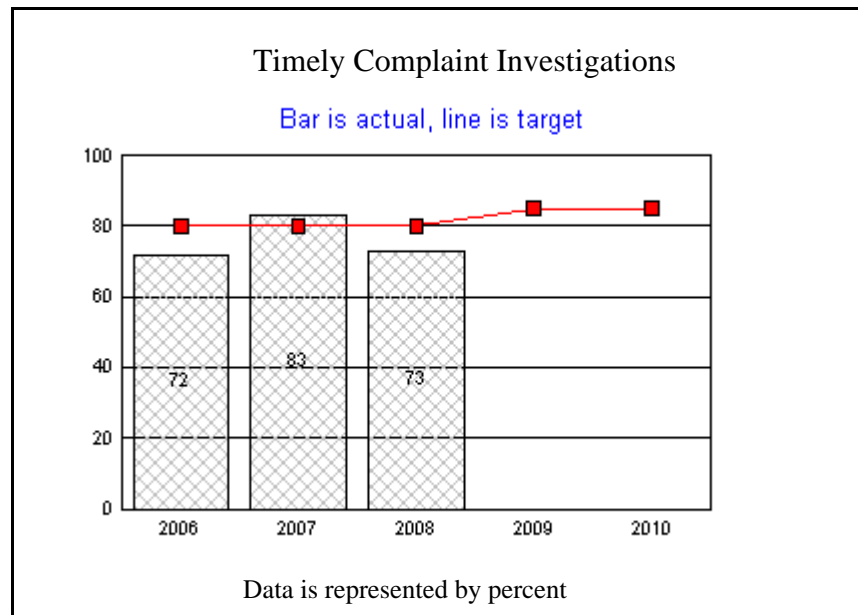
6. WHAT NEEDS TO BE DONE

Continue to have knowledgeable staff available to respond to continuing education requirement inquiries, and provide written and electronic information explaining the requirements available to licensees.

7. ABOUT THE DATA

The reporting cycle is a calendar year.

KPM #4	COMPLAINT INVESTIGATIONS – Percent of uncontested case consumer complaint investigations completed within six months.
Goal	Public Protection - Assure Oregonians receive professional and ethical psychological services.
Oregon Context	
Data Source	All of the data required to report this performance measure is collected routinely throughout the year electronically and stored in our Electronic Database.
Owner	Debra Orman McHugh, Executive Director (503) 373-1155



1. OUR STRATEGY

The Board continually reviews the complaint investigation process making adjustments as needed within our resource means.

2. ABOUT THE TARGETS

Our goal is to complete investigations of uncontested complaint cases within six months.

3. HOW WE ARE DOING

2007: The Board was able to exceed it's goal.

2008: The Board received an unprecedented number of complaints in 2008. In addition, investigations in 2008 required the Investigator to travel throughout the State to interview witnesses. The Board also had an unprecedented number of contested case hearings requiring many Investigator hours assisting the Board's legal counsel to prepare for Administrative Hearings.

4. HOW WE COMPARE

There are no outside comparisons of similar jurisdictions to use.

5. FACTORS AFFECTING RESULTS

While the Board strives to complete complaint investigations within six months, there are many factors outside our control that affect our ability to complete investigations. These include: traveling; coordinating witness interviews; coordinating licensee and attorney schedules for interviews; waiting for necessary records to be submitted; and emergency cases that take staff resources away from older cases.

6. WHAT NEEDS TO BE DONE

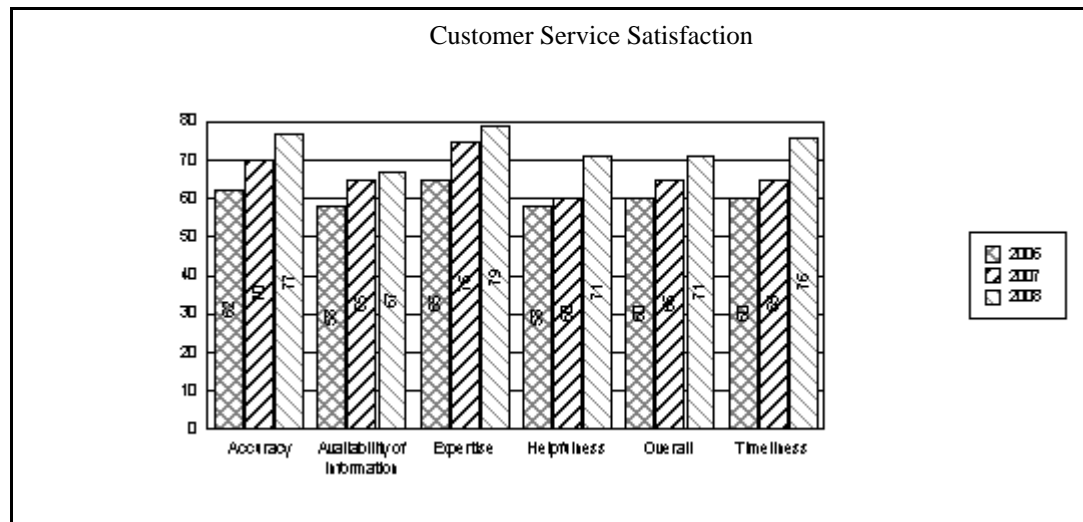
The Board has developed some creative strategies to address the concern about timely complaint processing. The Board is using a sub-committee to "triage" and screen cases prior to investigation by the Investigator. This strategy enables the Investigator to focus her time and energy on the most concerning cases and/or helps her to focus on the most concerning issue within a particular case. In addition, the Board has begun inviting licensees involved in the disciplinary process to a face-to-face interview with Board members or the full Board, thereby shifting some of the investigative work. Finally, the Board is utilizing a limited duration office specialist to provide clerical assistance to the Investigator such as filing and routine correspondence well as respond to routine inquiries from the public; to

7. ABOUT THE DATA

The reporting cycle is a calendar year.

Data is derived from the Board's electronic database and is entered routinely as part of the case management process. Data is verified and reviewed by the Administrator and the Investigator.

KPM #5	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.	2006
Goal	CUSTOMER SERVICE - Provide excellent customer service.	
Oregon Context		
Data Source	The Board utilizes an electronic Customer Satisfaction Survey developed by the State Library that has been modified to meet the Board's needs. The surveys are conducted annually in December via direct email.	
Owner	Debra Orman McHugh, Executive Director (503) 373-1155	



1. OUR STRATEGY

Board staff strives to provide excellent customer service every day. Strategies for improving customer service come primarily from the "comment"

section of the Board's annual Customer Satisfaction Survey, as well as anecdotal information derived from callers. Basic strategies include providing information in a more accessible way on the Board's website and in the quarterly newsletter; Improving Board application forms; Reviewing information on the website and revising it utilizing the State "Plain Language" model; and others. Finally, Board staff have attended customer service training and communication classes conducted by the Department of Administrative Services, and continually receive coaching and feedback from the administrator as needed.

2. ABOUT THE TARGETS

The Board's rationale for the targets are based on Board and staff goals.

3. HOW WE ARE DOING

The Board is reports on a calendar year .

2007: The Board believes the data for 2007 was "skewed" because the survey was sent out following a controversial proposal made by the Board to conduct criminal background checks on all applicants and current licensees. Many respondents indicated they were giving the Board "poor marks due to the poor decision regarding criminal background checks." Nonetheless the Board reviewed that data seeking opportunities to improve customer service.

2008: The survey in 2008 revealed an improved perspective on customer service in all categories.

4. HOW WE COMPARE

There are no outside comparisons of similar jurisdictions to use.

5. FACTORS AFFECTING RESULTS

6. WHAT NEEDS TO BE DONE

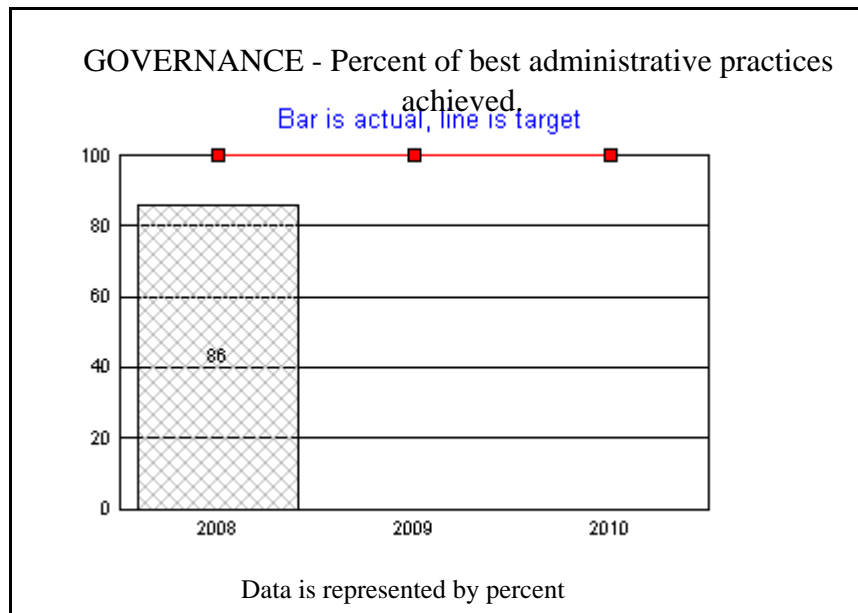
Identify strengths and weaknesses pertaining to customer service and make adjustments accordingly. Follow-up on specific suggestions made by respondents for areas that could be improved immediately and those that would take more planning and/or resources.

7. ABOUT THE DATA

This Board reports on a calendar year.

2007 & 2008: The Board believes that the electronic survey is the most useful tool available to quickly and accurately survey our customers. One significant weakness identified was the lack of a consumer and /or complainant database to send surveys.

KPM #6	BOARD BEST PRACTICES - Percent of total best practices met by the Board.	2008
Goal	To assure effective governance of administrative responsibilities.	
Oregon Context	#35, Public Management Quality	
Data Source	Board member paper-pencil surveys.	
Owner	Debra Orman McHugh, Executive Director (503) 373-1155	



1. OUR STRATEGY

Conduct annual review of best practices and assess level of achievement to ensure effective governance.

2. ABOUT THE TARGETS

The Board has set an ambitious target at 100%.

3. HOW WE ARE DOING

This Board reports on a calendar year:

2007: This measure was not in affect in 2007, and no assessment was completed.

2008: An assessment was conducted in December 2008.

4. HOW WE COMPARE**5. FACTORS AFFECTING RESULTS**

The Board has several new Board members. The Board does not create a strategic plan per se, and identify high level goals. The Executive Director creates a annual work plan based on the annual Board retreat and planning day. Moreover, this Board has not reviewed it's mission statement in many years.

6. WHAT NEEDS TO BE DONE

The Board plans to re-visit the agency mission, and identify high-level agency goals that are clear to not only the Board, but the stakeholders and staff as well.

7. ABOUT THE DATA

This Board reports on a calendar year.

Agency Mission: Our mission is to protect and benefit public health and safety; and promote quality in the psychology profession.

Contact: Debra Orman, Executive Director

Contact Phone: 503-378-4154

Alternate:

Alternate Phone:

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

<p>1. INCLUSIVITY</p>	<p>* Staff :</p> <p>Involved in the development of the agency's performance measures by contributing ideas, specific language and strategies for tracking the performance measure data.</p> <p>* Elected Officials: N/A</p> <p>* Stakeholders: Involved through their representation on the Board.</p> <p>* Citizens:</p> <p>Involved through their representation on the Board.</p>
<p>2 MANAGING FOR RESULTS</p>	<p>This agency reviews performance measure data as part of its biennial budgetary process. The Executive Director and staff report to the Board at Board meetings. Changes include:</p> <p>Website improvements Organizational efficiencies implemented Database program revisions Increased frequency of newsletters Seasonal & limited duration staff utilized</p>

3 STAFF TRAINING	Performance measures reflect the staff's day-to-day work. All staff are involved in the performance measure development and have a vested interest in the goals contained therein.
4 COMMUNICATING RESULTS	<ul style="list-style-type: none"> * Staff : The measures reflect the day-to-day work of the staff and staff are aware of progress or need for improvements. * Elected Officials: This report and subsequent updates will be posted on the agency website at Oregon.gov/obpe * Stakeholders: This report and subsequent updates will be posted on the agency website at Oregon.gov/obpe * Citizens: This report and subsequent updates will be posted on the agency website at Oregon.gov/obpe