

LINKS TO OREGON BENCHMARKS

Agency Name: Department of Consumer and Business Services								
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<p>Related Oregon Benchmarks (OBMs) and High Level Outcomes: OBM #9: Oregon's national rank in the cost of doing business. OBM #54: Percentage of Oregonians without health insurance. DCBS Mission: Protect and serve Oregon's consumers and workers while promoting a positive business climate in the state.</p>								
Agency Goal	OBM# HLO#	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value*	2005 Target	Participating Division(s)
GOAL 1: <i>Protect Consumers And Workers In Oregon</i>	DCBS Mission	Percent of regulated entities operating in compliance with the governing laws and regulations. ¹	4400-1	2002	New	88%	100%	Finance & Corporate Securities; Workers' Compensation
GOAL 1	OBM 9	Percentage difference in wage recovery for workers who use return-to-work programs versus workers who do not. ²	4400-2	2002	New	New	10 points	Workers' Compensation
GOAL 1	DCBS Mission	Percent of confirmed complaints resolved with relief for the consumer.	4400-3	2002	New	New	70%	Insurance
GOAL 1	OBM 54	Number of Oregon Medical Insurance Pool enrollees.	4400-4	2002	New	6,147	12,400	Oregon Medical Insurance Pool
GOAL 1	DCBS Mission	Number of claims against employers without workers' compensation coverage per 1000 total claims.	4400-5	2002	New	3.4	3.0	Workers Compensation

¹ This performance measure reflects a compilation of several DCBS activities. Please see the Data Source Chart for more information.

² The Workers' Compensation Division provides injured workers return-to-work assistance by establishing and enforcing criteria for vocational assistance programs and overseeing and promoting the Preferred Worker Program and the Employer-at-Injury Program. These programs include educational assistance, training opportunities, work-site modification and wage subsidy return-to-work incentives. This measure reflects the monetary benefit to workers in terms of wage recovery for those who use the return-to-work services versus those who do not.

Agency Goal	OBM# HLO#	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value*	2005 Target	Participating Division(s)
GOAL 1: Protect Consumers And Workers In Oregon	DCBS Mission	Percent of injured workers who receive timely and accurate benefits.	4400-6	2002	New	90%	95%	Workers Compensation
GOAL 1	DCBS Mission	Number of Oregon employers who have voluntarily implemented outstanding safety and health programs and as a result are members of one of two OR-OSHA self- sufficiency programs, the Voluntary Protection Program or the Safety and Health Achievement Recognition Program.	4400-7	2002	New	54	88	Oregon Occupational Safety and Health Administration
GOAL 2: Provide Excellent Customer Service	OBM 9; DCBS Mission	Percent of DCBS customer survey respondents who rate their experience with the department at the highest possible rating.	4400-8	2002	New	48%	65%	Building Codes; Finance & Corp. Securities; Insurance; Injured Worker Ombudsman; OR-OSHA; Workers Compensation
GOAL 2	OBM #9	Percent of Workers' Compensation Board decisions affirmed on appeal to the Judiciary.	4400-9	2002	New	90%	90%	Workers' Compensation Board
GOAL 2:	OBM 9; DCBS Mission	Percent of timelines for key department activities that are met.	4400-10	2002	New	78%	95%	Finance & Corp. Securities; Ins.; Injured Worker Omb.; OR-OSHA; Small Bus. Omb.; Min., Women & Emerging Small Bus.; Workers Comp.; Workers Comp. Board
GOAL 2	OBM #9	Percent of customer transactions completed electronically.	4400-11	2002	New	New	14%	ALL
GOAL 3: Regulate In a Manner That Supports A Positive Business Climate	DCBS Mission	Percent of OR-OSHA employer consultations where the consultant works actively with employee safety committees.	4400-12	2002	New	New	85%	OR-OSHA

Agency Goal	OBM# HLO#	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value*	2005 Target	Participating Division(s)
GOAL 3: Regulate In a Manner That Supports A Positive Business Climate	OBM 9; DCBS Mission	Percent of building permits issued that can be used by contractors in multiple jurisdictions for minor construction work.	4400-13	2002	New	New	2%	Building Codes
GOAL 3		Percent of Workers Benefit Fund expenditures determined to be eligible. ³	4400-14	2002	New	New	98%	Workers Compensation
GOAL 3	OBM #9	Difference in percentage of eligible workers who return to work using return-to-work programs from those who do not use return to work programs. ⁴	4400-15	2002	New	New	10 points	Workers Compensation
GOAL 3	DCBS Mission	Percentage of permanent rules developed with stakeholder input.	4400-16	2002	New	100%	100%	Building Codes; Finance & Corp. Securities; Insurance; Workers Comp.; Workers Comp. Board
GOAL 3	OBM 9; DCBS Mission	Percent of cases closed that use alternative dispute resolution.	4400-17	2002	New	85%	90%	Building Codes; Finance & Corp. Securities; Insurance; OR-OSHA; Workers Compensation;
GOAL 3	OBM 9; DCBS Mission	Number of Oregon-specific building code modifications made to the national model codes.	4400-18	2002	New	New	85% of 2003	Building Codes

³ This measure describes the effectiveness of the Workers Compensation Division rules and procedures for enabling insurers and employers to access eligible Worker Benefit Funds. Reimbursement requests that are denied adversely affect program utilization. This is the ultimate measure of the accurate and appropriate use of the funds.

⁴ Whereas measure number two compares the wage recovery difference as a result of return to work programs, this measure reflects the difference to workers in obtaining employment due to return-to-work programs.

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Performance Measure Definition		Data					Targets			
		1998	1999	2000	2001	2002	2002	2003	2004	2005
4400-1	Percent of regulated entities operating in compliance with the governing laws and regulations.	76%	80%	88%	86%		89%	93%	96%	100%
4400-2	Difference in wage recovery for workers who use return-to-work programs versus workers who do not.									10 points
4400-3	Percent of confirmed complaints resolved with relief for the consumer.				65%	63%		65%	68%	70%
4400-4	Number of Oregon Medical Insurance Pool enrollees.	4,184	5,822	6,147	7,408	8,762		9,973	11,184	12,400
4400-5	Number of claims against employers without workers' compensation coverage per 1000 total claims.	3	3.8	3.4	3.4		3.3	3.2	3.1	3
4400-6	Percent of injured workers who receive timely and accurate benefits.	90%	92%	90%	89%		91%	92%	94%	95%
4400-7	Number of Oregon employers who have voluntarily implemented outstanding safety and health programs and as a result are members of one of two Oregon OSHA self- sufficiency programs, the Voluntary Protection Program or the Safety and Health Achievement Recognition Program.			54	76		79	82	85	88
4400-8	Percent of DCBS customer survey respondents who rate their experience with the department at the highest possible rating.			48%	49%		55%	58%	62%	65%
4400-9	Percent of Workers' Compensation Board decisions affirmed on appeal to the Judiciary.			90%	95%	92%		92%	91%	90%
4400-10	Percent of timelines for key department activities that are met.			78%	79%		83%	87%	91%	95%

Performance Measure Definition		Data					Targets			
4400-11	Percent of customer transactions completed electronically.							8%	11%	14%
4400-12	Percent of OR-OSHA employer consultations where the consultant works actively with employee safety committees.				82%		82%	83%	84%	85%
4400-13	Percent of building permits issued that can be used by contractors in multiple jurisdictions for minor construction work.									2%
4400-14	Percent of Workers Benefit Fund expenditures determined to be eligible.									98%
4400-15	Difference in percentage of eligible workers who return to work using return-to-work programs from those who do not .									10 points
4400-16	Percentage of permanent rules developed with stakeholder input.			100%			100%	100%	100%	100%
4400-17	Percent of cases that use alternative dispute resolution.			85%			87%	88%	89%	90%
4400-18	Number of Oregon-specific building code modifications made to the national model codes.									85% of 2003

Performance Measure Data Sources

Key Performance Measure	PM #	Data Sources
Percent of regulated entities operating in compliance with the governing laws and regulations.	4400-1	Bank, trust, credit union, and non-depository institution examination data is from the DFCS PICK system and Excel spreadsheets maintained by program staff. WCD insurer audit data is from the Quarterly Claims Processing Performance report and Compliance Field Audit findings.
Percentage difference in wage recovery for workers who use return-to-work programs versus workers who do not.	4400-2	Special studies utilizing Employment Department quarterly payroll and employment data files to track employment and wages of injured workers before and after injury.
Percent of confirmed complaints resolved with relief for the consumer.	4400-3	Insurance consumer complaint data stored in the Complaints subsystem of the INSLIC data system.
Number of Oregon Medical Insurance Pool enrollees.	4400-4	Enrollment data provided by the OMIP third Party Administrator.
Number of claims against employers without workers' compensation coverage per 1000 total claims.	4400-5	WCD's Claims Information System.
Percent of injured workers who receive timely and accurate benefits.	4400-6	WCD insurer audit data is from the Quarterly Claims Processing Performance report and Compliance Field Audit findings.
Number of Oregon employers who have voluntarily implemented outstanding safety and health programs and are members of one of two Oregon OSHA self- sufficiency programs, the Voluntary Protection Program or the Safety and Health Achievement Recognition Program.	4400-7	Access database maintained by the OR-OSHA SHARP and VPP Coordinator.
Percent of DCBS customer survey respondents who rate their experience with the department at the highest possible rating.	4400-8	Customer satisfaction surveys conducted using valid survey methods and statistical inference techniques. Surveys are planned for banks and trusts; credit unions; workers' compensation system participants such as: injured workers, insurers, and medical providers; employers served by OR-OSHA; insurance agents; and insurance consumers.
Percent of Workers' Compensation Board decisions affirmed on appeal to the Judiciary.	4400-9	Data captured from Court of Appeals slip opinions and entered into an Access database maintained by R&A staff.

Performance Measure Data Sources		
Key Performance Measure	PM #	Data Sources
Percent of timelines for key department activities that are met.	4400-10	DFCS data on complaint, investigation, application and examination activities comes from the LEAR or PICK systems or Excel spreadsheets maintained by program staff. Insurance Division filings data comes from the Rates and Forms FILING system and complaint and Certificate of Authority data from the INSLIC system. Minority, women, and emerging small business certifications and re-certifications from the OMWESB data system, WCD data from a number of corporate data systems such as; Appellate Review system, dispute tracking systems, Non-Complying Employer system, Insurer Penalty Tracking system, and several others. WCB data is from the B-Track system.
Percent of customer transactions completed electronically	4400-11	A program will be written to calculate the percent of transactions completed electronically for each main entity table in applicable DCBS subsystems. These percents will be averaged to produce the overall DCBS percent of customer transactions completed electronically.
Percent of OR-OSHA employer consultations where the consultant works actively with employee safety committees.	4400-12	OR-OSHA Consultations database.
Percent of building permits issued that can be used by contractors in multiple jurisdictions for minor construction work.	4400-13	State Financial Management Administration Accounting System
Percent of Workers Benefit Fund expenditures determined to be eligible.	4400-14	WCD compliance Field Audit of claims payments, In-office Audit and Preferred Worker program audit of WBF reimbursement requests.
Difference in percentage of eligible workers who return to work using return-to-work programs from those who do not.	4400-15	Special studies utilizing Employment Department quarterly payroll and employment data files to track employment and wages of injured workers before and after injury.
Percentage of permanent rules developed with stakeholder input.	4400-16	Manual tracking of DFCS, Insurance Division, BCD, and WCD rule changes by division rule coordinators.
Percent of cases that use of alternative dispute resolution.	4400-17	BCD data is from an Access database maintained by the Regulatory Services Section. DFCS data is from the LEAR system and Excel spreadsheets. Insurance data is from manual review of disciplinary cases from the master case summary file Word documents. OR-OSHA data is from an Excel spreadsheet maintained by program staff. WCD data from a number of corporate data systems such as; Appellate Review system, dispute tracking systems, Non-Complying Employer system, Insurer Penalty Tracking system, and several others.
Number of Oregon-specific building code modifications made to the national model codes.	4400-18	Manual counts based on review of building code revisions.