

FEBRUARY 26, 2004

TO: JEFFREY TRYENS, OREGON PROGRESS BOARD
FROM: KELLY PAIGE, EXECUTIVE DIRECTOR,
OREGON BOARD OF INVESTIGATORS
RE: 2003 ANNUAL REPORT AND PERFORMANCE MEASURES

2003 was the first year that the Oregon Board of Investigators developed or collected data for Performance Measures. The Board submitted targets for three Performance Measures for the 2003-2005 Biennium:

1) The Board's goal is to process 95% of initial and renewal licenses within 3 working days of receipt of all required documentation. Staff has been tracking this on a spreadsheet, but a planned upgrade of the agency's data system will also be able to periodically issue a report on these results. Due to an unexpected staffing vacancy, the agency has had difficulty meeting this goal for the entire reporting period. New staff has been hired, and the Board is confident that this goal can be achieved over the biennium.

2) The Board's goal is to initiate 95% of complaint investigations within seven days of receipt of all required documentation. Staff is tracking this on a spreadsheet, and the agency is reaching its goal.

3) The Board's goal is to supervise 100% of qualifying examinations. With the adoption of OAR 220-005-0210, the Board requires that the exam be proctored. The previous procedure was to mail the exam to the applicant. The Board is meeting this goal.

ANNUAL PERFORMANCE PROGRESS REPORT
PART I, MANAGING FOR RESULTS

Agency: Oregon Board of Investigators	
Contact: Kelly Paige	Phone: (503) 731-4359
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The following questions shed light on how well performance measures and performance data are leveraged within your agency for process improvement and results-based management.

1 How were staff and stakeholders involved in the development of the agency's performance measures?	Staff considered items that were top priority in terms of customer service. These included the issuance of a license as soon as possible after all required qualifications were met. Another was timely acknowledgment of consumer complaints. Stakeholders were consulted in development of the requirement for proctored examinations. This requirement was incorporated into the agency's Oregon Administrative Rules. A public hearing was held, and public comment invited via newsletter and website.
2 How are performance measures used for management of the agency?	The agency's current Performance Measures stipulate that certain duties are performed within time frames not otherwise mandated by statute or rule. Quarterly Performance Measure reports are used as an element of employee performance reviews.
3 What training has staff had in the use performance measurement?	Staff has had one-on-one training on the data recording, reporting, and customer service aspects of the Performance Measures.
4 How does the agency communicate performance results and for what purpose? (Please include your agency's URL for Performance Measures and this Annual Report)	Performance Measures will be part of the agency's annual budget reports to the public (via website) and the licensees (via mail). The agency's website is: www.obl.state.or.us
5 What important changes have occurred in the past year?	Examinations are now monitored by OBI staff, or at approved locations statewide. The database is being programmed to report data on licensure. Complaint acknowledgements have been shifted from part-time to full-time staff to avoid delay.