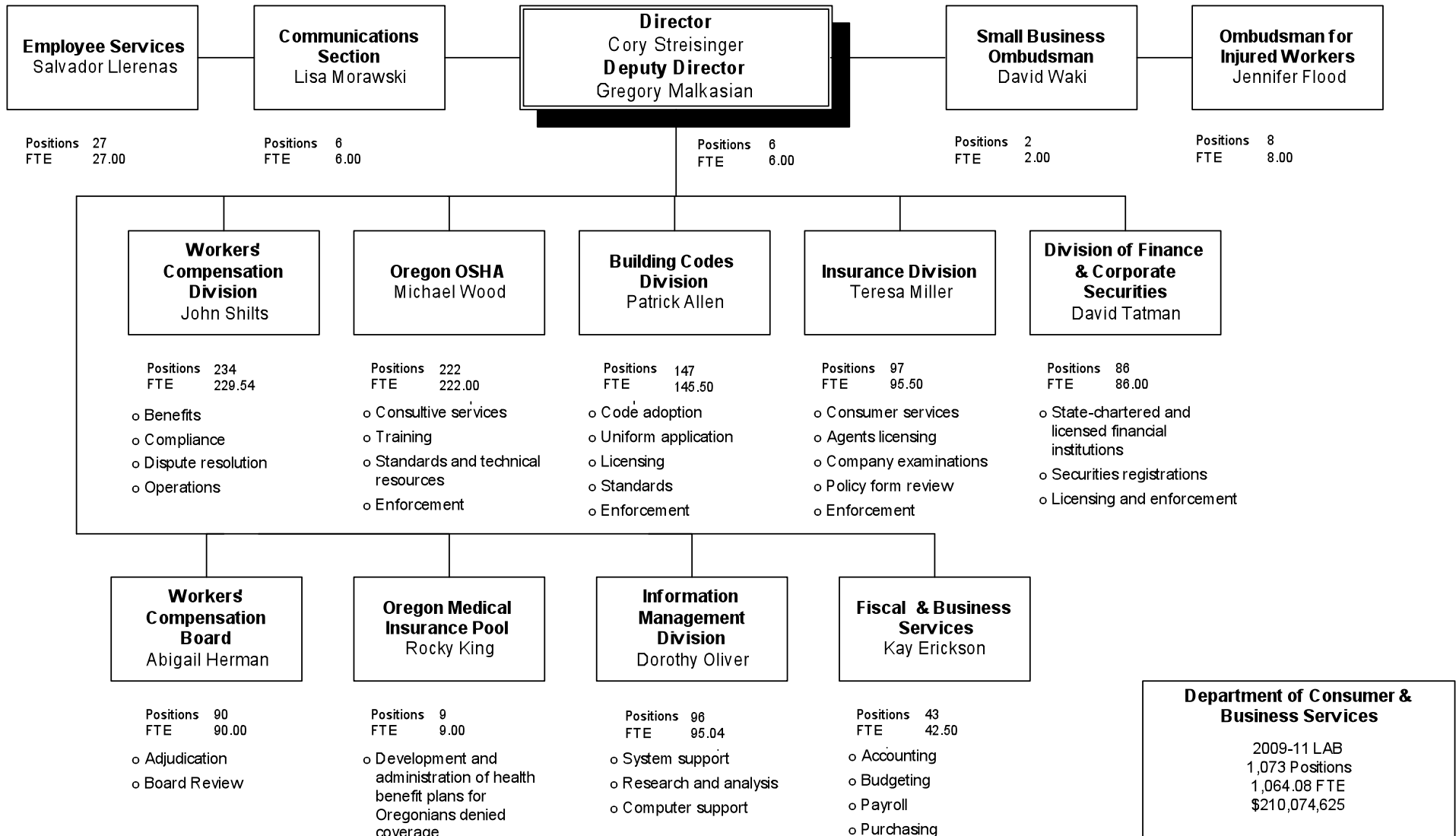


BUDGET NARRATIVE

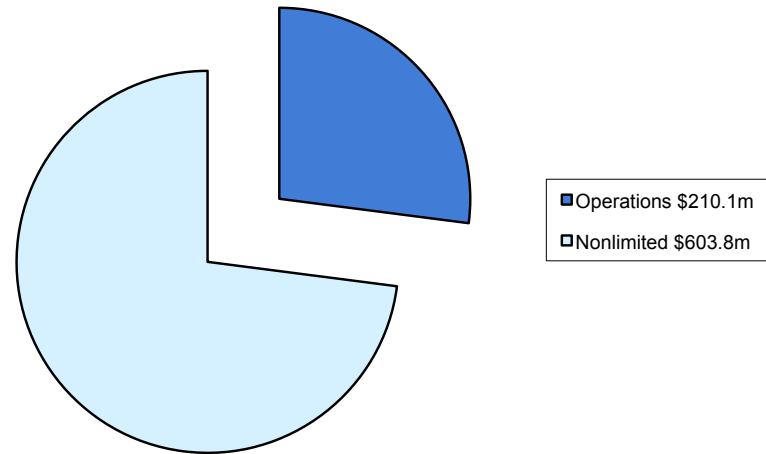
Agency Summary



BUDGET NARRATIVE

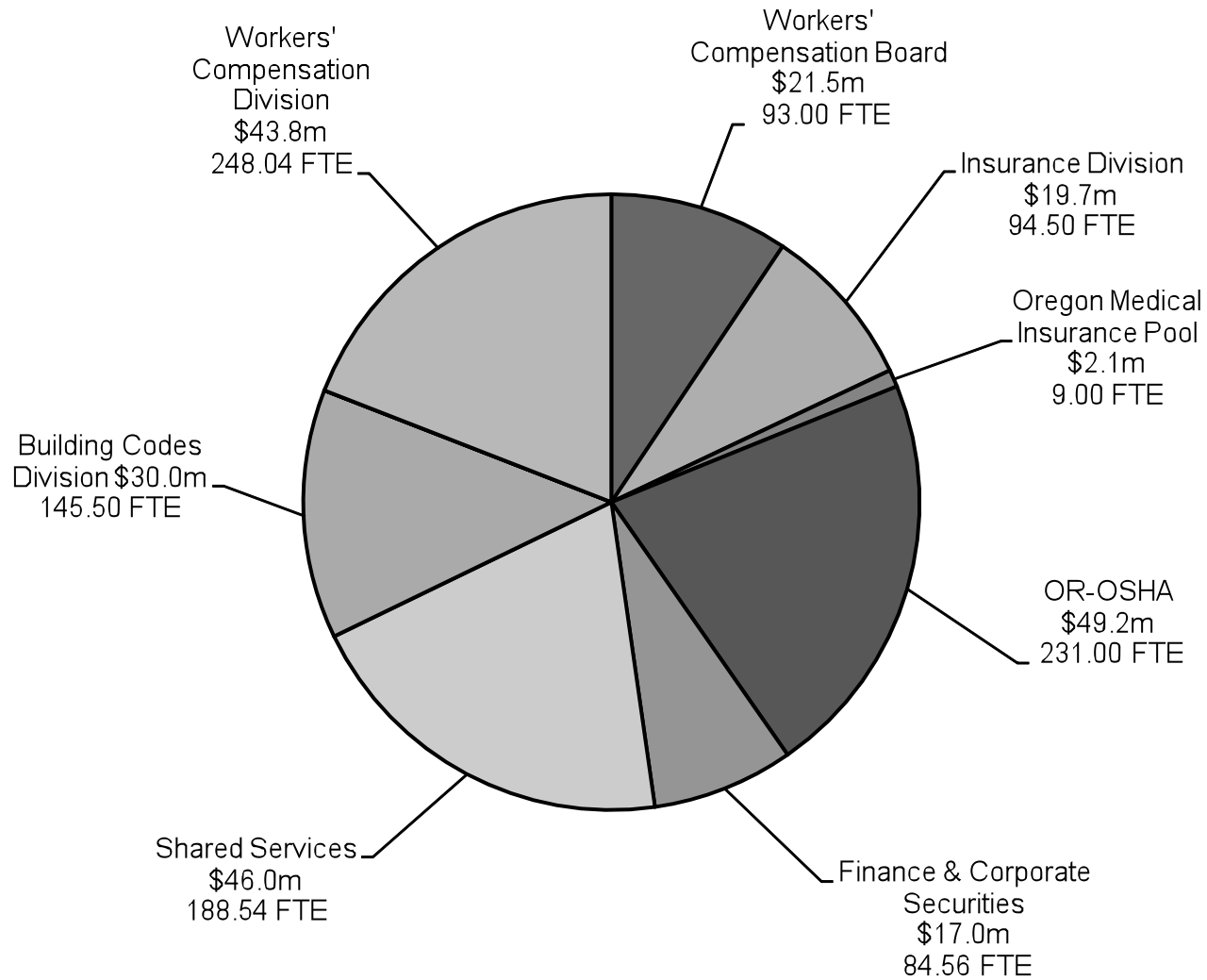
DCBS EXPENDITURE SUMMARY

Expenditures	2007-2009 Legislatively Approved	2009-2011 Legislatively Adopted
Base Budget	\$190,651,329	\$216,571,167
Essential Packages	\$4,308,771	\$4,278,802
Essential Budget	\$194,960,100	\$220,849,969
Policy Packages	\$5,203,191	(\$10,775,344)
Subtotal Operating Budget	\$200,163,291	\$210,074,625
Nonlimited Budget	\$448,267,375	\$603,755,069
Total Budget	\$648,430,666	\$813,829,694
Positions	1,081	1,073
FTE	1,068.88	1,064.08



BUDGET NARRATIVE

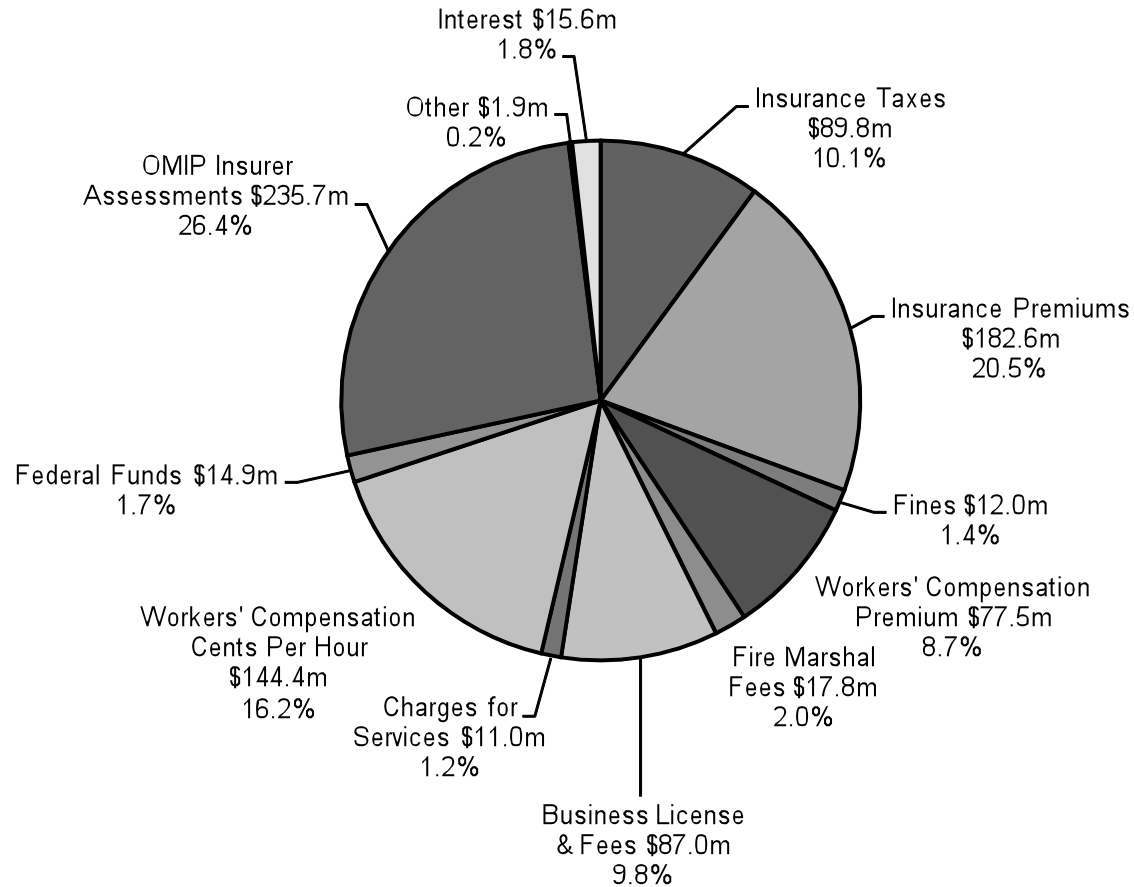
DCBS OPERATING BUDGET BY DIVISION \$210.1 million



BUDGET NARRATIVE

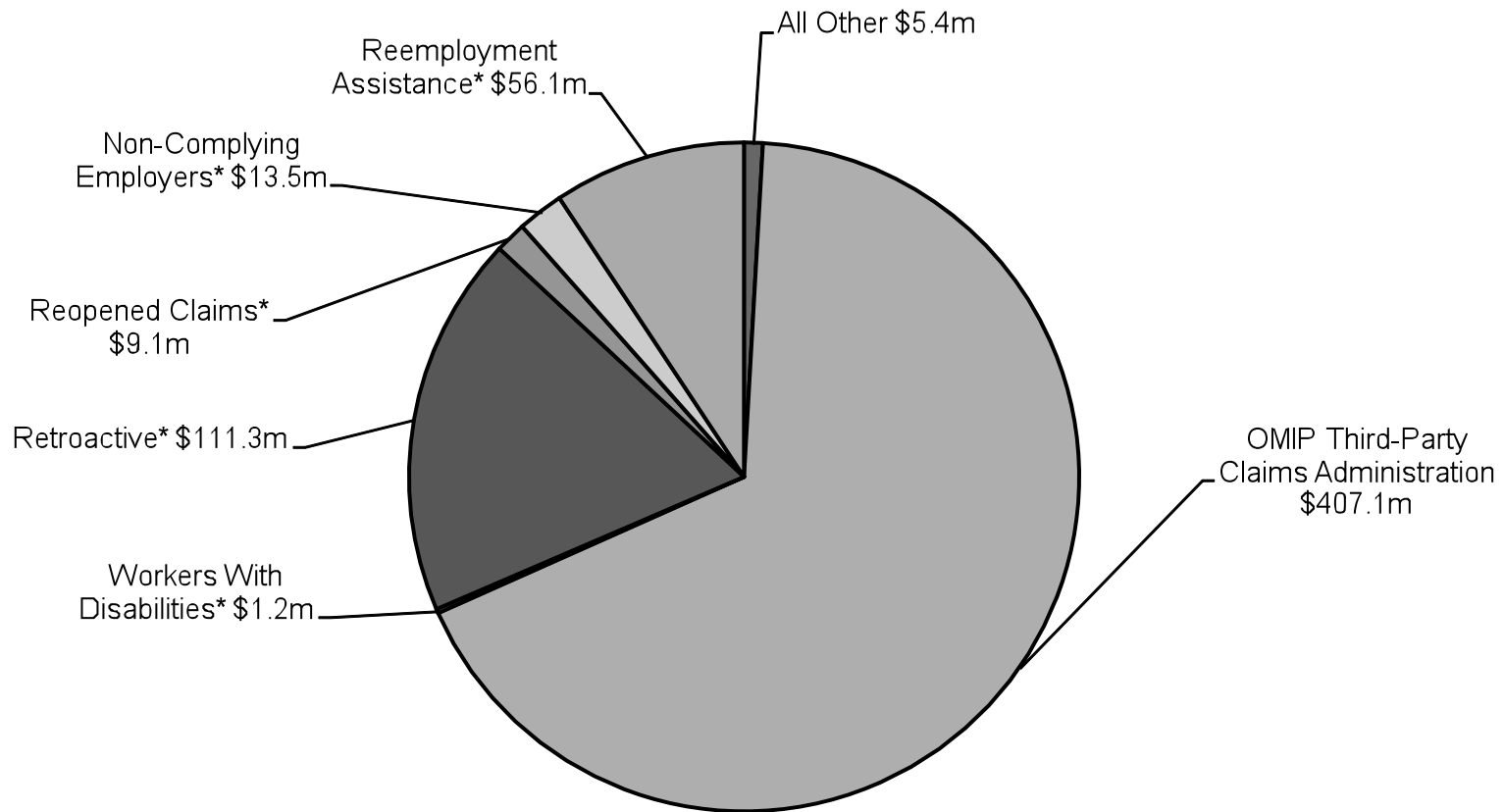
DCBS REVENUE SOURCES

\$603.1 million



DCBS NONLIMITED BUDGET

Benefit Payments to Clients

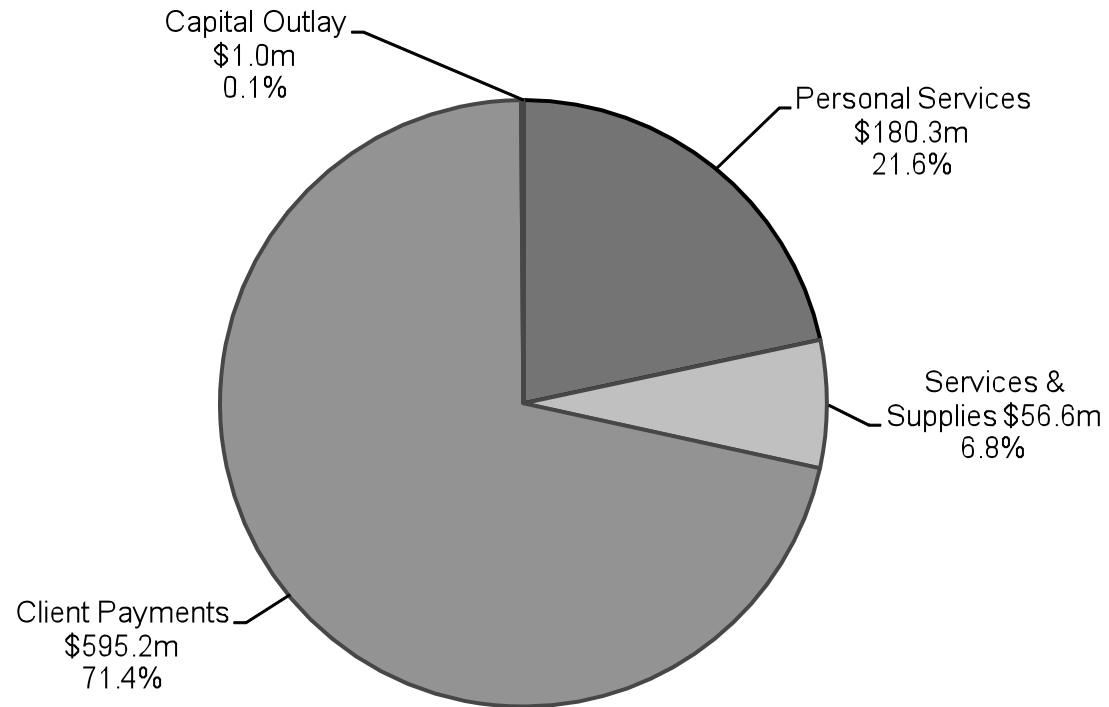


*Workers' Benefit Fund Programs

BUDGET NARRATIVE

DCBS BUDGET BY CATEGORY

\$813.8 million



BUDGET NARRATIVE

Agency Summary

Mission

To protect and serve Oregon’s consumers and workers while supporting a positive business climate in the state.

Statutory Authority

Program	Statute	Rules
Building Codes Division	ORS 446, 447, 455, 460, 479, 480, 693	OAR 918
DCBS	ORS 705	OAR 440
Finance and Corporate Securities	ORS 59, 645, 650, 705, 706, 722, 723, 725, 726	OAR 441
Insurance Division	ORS 731-735, 737, 743, 744	OAR 836
Oregon Medical Insurance Pool	ORS 735.600 - 735.650	OAR 443
Office of Minority, Women, & Emerging Small Business	ORS 200.005 - 200.200	OAR 445
Oregon OSHA	ORS 654 and 656	OAR 437
Workers’ Comp Board	ORS 656	OAR 438
Workers’ Comp Division	ORS 656	OAR 436

DCBS is Oregon’s largest business regulatory and consumer protection agency. The department administers state laws and rules to protect consumers and workers in the areas of workers’ compensation, occupational safety and health, financial services, insurance, building codes, and disadvantaged business contracting.

DCBS staff members are committed to carrying out the department’s statutory responsibilities and fulfilling our mission and goals in a manner that serves the needs of both the public and the businesses and professionals we regulate.

We value:

- A commitment to public service
- Integrity, expertise, and personal responsibility
- Collaborative, creative efforts to find solutions
- Effectiveness and accountability in our people and our programs
- Excellent customer service
- Effective communication
- Respect for the diverse community of DCBS and Oregon

Long-term Plan

DCBS has three fundamental goals to advance its mission for the next six years and beyond:

- Protect consumers and workers in Oregon.
- Regulate in a manner that supports a positive business climate.
- Be accountable to the public we serve, with excellent service to our customers.

Strategies to achieve these goals:

- We will seek input from stakeholders and the public to identify areas of greatest concern to consumers, workers, and the businesses we regulate.
- We will focus our efforts on improving outcomes for consumers and workers, not simply on improving processes.

BUDGET NARRATIVE

Agency Summary

- We will structure our regulatory programs to impose the minimum burden on regulated businesses consistent with achieving the desired outcomes.
- We will promote choices and access for Oregon consumers and businesses by supporting the success of industries in the economic sectors we regulate.
- We will use a variety of approaches (regulation, enforcement, education, consultation, direct service delivery, etc.) in the most appropriate combinations to achieve our results.
- We will use technology and other tools to make it as easy as possible for others to exchange information and do business with us.
- We will work with customers to solve problems and make every contact a positive experience.
- We will measure results achieved by our programs and approaches and re-evaluate the programs and approaches to find further improvements.
- We will continually improve our cost-effectiveness and ensure that our services provide value to consumers, workers, and businesses.
- We will evaluate, develop, and maintain appropriate levels of human, organizational, financial, and other resources necessary to carry out our responsibilities.

Two-Year Plan

Workers' Compensation Division

ORS 656; OAR 436

- Address nontraditional employer-employee relationships — such as worker leasing and temporary staffing — to ensure

- injured workers are covered by workers' compensation insurance and employers are paying fairly for that coverage.
- Identify patterns in claims administration errors and use the results to target education, outreach, enforcement, and audits to insurers, third-party administrators, employers, and stakeholders.
 - Integrate the three return-to-work programs to make the benefits of each program more accessible to more workers.
 - Improve quality medical care for injured workers while containing costs.

Funding Source: Workers' compensation premium assessment, Workers' Benefit Fund assessment, fines, and investment income.

Oregon Occupational Safety and Health Division

ORS 654, 656; OAR 437

- Better target Oregon OSHA's safety and health resources on the most hazardous industries and occupations by developing an improved method for scheduling workplace inspections that uses better indicators of injury, illness, and fatality risks.
- Increase Oregon OSHA's inspection presence among the state's employers.
- Increase the number of employers, especially moderate- and high-risk employers, that take advantage of Oregon OSHA's consultation, education, and training services.
- Continue to aggressively market Oregon OSHA's safety and health recognition programs and educate employers about the bottom line value of employee safety and health.

Funding Source: Workers' compensation premium assessment, fines, federal funds spent as other funds, and investment income.

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Building Codes Division

ORS 446, 447, 455, 460, 479, 480, 693; OAR 918

- Begin implementing a comprehensive electronic permitting program that can be used in local jurisdictions throughout the state to electronically apply for and purchase permits, submit building plans, and schedule inspections.
- Continue to create more streamlined permitting processes such as minor label permits to encourage contractors to comply with building regulations and to help ensure quality construction for consumers.
- Promote sustainability by developing new plumbing codes and standards for water reuse and conservation and continuing to update the commercial building code to make Oregon businesses more energy efficient.
- Protect consumers and communities by allowing local jurisdictions to mandate fire sprinklers in areas where there are no fire stations and continuing to alert consumers, government, and businesses about local code violators.

Funding Source: Permit, surcharge, inspection, and license fees; federal funds spent as other funds; fines; and investment income.

Insurance Division

ORS 731-735, 737, 743, 744; OAR 836

- Reform regulation of insurers' total-loss settlements on motor vehicles – when the cost of repair and related expenses is more than the value of the vehicle – to make the process more transparent to consumers.
- Make producer licensing rates and form filing faster and easier for customers through expanded electronic processes and redesigned procedures.

- Encourage insurers to bring “green” insurance products to the Oregon market. These policies ensure that when claims are made, structures are rebuilt in an environmentally friendly manner.
- Enhance outreach so consumers throughout the state – particularly in underserved areas – are better protected from insurance fraud and are more informed about their rights.
- Implement insurance-related health reform proposals resulting from the work of the Oregon Health Fund Board.
- Achieve broader transparency about health care costs by expanding the Compare Hospital Costs Web site and implementing a bill requiring insurance companies to provide consumers with out-of-pocket cost estimates for medical procedures.

Funding Source: Insurance assessments, fees and charges for service, workers' compensation premium assessments, and investment income.

Division of Finance and Corporate Securities

ORS 59, 645, 650, 705, 706, 722, 723, 725, 726; OAR 441

- Continue to improve consumer protection in mortgage lending by increasing the number and frequency of mortgage lending examinations, developing legislation to address mortgage lending practices, using new enforcement authority to ensure loan originators are no longer allowed to make loans to Oregonians if they act inappropriately, and implementing a new national mortgage lending licensing system.
- Identify new methods to protect consumers who use the Internet for financial services.
- Continue ensuring the soundness of state-chartered banks, credit unions, and trust companies and the safety of deposited funds, and closely track banking and other depository lending

BUDGET NARRATIVE

Agency Summary

practices during the economic downturn to mitigate lending risks and to keep institutions strong and ready to provide financial support to the Oregon economy.

- Expand electronic licensing, renewal, and payment options for regulated businesses and individuals.
- Use consumer outreach and financial services education to help Oregonians avoid becoming victims of identity theft, predatory lending, and investment and debt settlement scams.

Funding Source: Assessments, license fees, charges for services, fines, and investment income.

Workers' Compensation Board

ORS 656; OAR 438

- Have in place a fully functioning electronic data and docket scheduling system to ensure a “real time” and transparent hearings and mediation docket.
- Continue to maintain the Board Review Division’s status of no backlog of cases on appeal and continue to fine-tune Board Review procedures in order to minimize the time between briefing completion and issuance of Board orders without sacrificing quality decisions.
- Continue to meet timeliness standards when setting new requests for hearings and postponed cases and issuing Administrative Law Judge Opinion and Orders.
- Continue to resolve Oregon OSHA disputes in a timely and efficient manner.

Funding Source: Workers’ compensation premium assessment, arbitration fees, and investment income.

Oregon Medical Insurance Pool Board

ORS 735.600-735.650; OAR 443

- Reduce system costs by expanding the number of enrollees that participate in disease management program services.
- Identify ways to keep OMIP plan premiums as affordable as possible while maintaining a comprehensive benefit plan.
- Pursue more equitable strategies for distributing the insurance carrier assessments.

Funding Source: Assessments on health insurance companies, premium payments, reimbursements from the Office of Private Health Partnerships, and investment income.

Senior Health Benefits Assistance Program (SHIBA)

Social Security Act, Titles XVIII and XIX, section 1882 (g)(1)

- Increase locally based counseling services by adding SHIBA sponsors.
- Outreach to pharmacies to ensure they are aware of services SHIBA can provide to their clients.
- Focus outreach efforts to counties that have the highest concentration of low-income and disabled beneficiaries.

Funding Source: Federal funds expended as Other Funds, General Funds transferred from the Department of Human Services.

Office of Minority, Women, and Emerging Small Business –

This program has been transferred to Oregon Business Development Department by HB 5054 (2009)

BUDGET NARRATIVE

Agency Summary

ORS 200.005-200.200; OAR 445

- Continue to coordinate with related agencies to provide more integrated services to Oregon’s minority, women, and emerging small businesses.
- Provide potential increased contracting opportunities for certified firms by providing them with contacts and registering them in the state procurement system.

Funding Source: Assessments to state agencies and transfers from Department of Transportation.

Ombudsman for Injured Workers

ORS 656.709

- Conduct outreach to injured workers and stakeholders to increase awareness of the services the ombudsman’s office provides.
- Ensure that workers who need help have access to the ombudsman’s services regardless of language, disability, or other potential barriers.
- Provide information to policymakers about initiatives, legislative concepts, and administrative rule revisions that may affect workers’ benefits, rights, and responsibilities.

Small Business Ombudsman

ORS 656.709

- Continue to build awareness of the services of the Small Business Ombudsman by working with Small Business Development Centers, trade groups, small-business fairs, and other agencies and employer groups that engage small businesses.
- Provide excellent service to small businesses by maintaining a 24-hour response time on all inquiries and by advocating for

fair treatment for employers on workers’ compensation matters.

- Implement a new database to capture the type and nature of inquiries to better serve small businesses.

Funding Source: Both ombudsman offices are funded by workers’ compensation premium assessments and investment income.

Office of Regulatory Streamlining –

This program was eliminated. Regulatory streamlining efforts were transferred to the Economic Revitalization Team (ERT) within the Governor’s Office by Executive Order 09-10, effective July 1, 2009.

- Continue to provide guidance and resources to state agencies as they convert their written documents to plain language.
- Explore regulatory barriers to sustainability and “green tech” industries and find ways to remove those barriers.
- Continue to work with Secretary of State, Employment Department, and Revenue on projects to reduce regulatory burdens on business, such as the Central Business Registry and the combined tax reporting system.

Funding Source: Assessments to various state agencies.

Environmental Factors and Related Initiatives

The Economy

Like the rest of the nation, Oregon has seen significant effects from the economic downturn. Unemployment and foreclosure rates have hit their highest levels in decades, and many Oregonians are struggling to pay for their health care and other expenses.

DCBS programs serve businesses and their employees in every economic sector, and thus the department must remain sensitive to economic fragility as it projects service levels and works to limit fees and other regulatory burdens. At the same time, there often is increased demand for consumer services and regulatory action during an economic downturn.

Below are specific initiatives the department is taking in response to the economic downturn:

- **Increased oversight of financial institutions:** The economic downturn has had a significant impact on Oregon's financial institutions, such as banks, mortgage lenders, and insurance companies, and DCBS is more closely monitoring their financial condition to protect Oregonians.

The department has added new staff in its Division of Finance and Corporate Securities to increase its examinations of banks. Oregon banks are experiencing many challenges due to the economy, and the new staff is allowing the division to exam banks more frequently and thoroughly. The division also has

been strengthening its regulation of mortgage lenders for the past several years as it has seen an increasing number of consumer complaints and issues in mortgage lending. DCBS added enforcement staff in 2008 and is requesting additional mortgage lending staff to conduct more examinations of licensed lenders and to implement a new licensing system for loan originators.

DCBS also has stepped up its scrutiny of insurance company finances in light of the economic downturn.

- **Help for homeowners:** The downturn in the housing market has greatly affected Oregon homeowners. The foreclosure rate continues to rise, as does the number of Oregonians who are late in their mortgage payments. The department has partnered with Oregon Housing and Community Services to increase counseling options for consumers facing foreclosure. DCBS also provides tips and resources to help consumers avoid foreclosure, and staff members conduct presentations throughout the state. The department helped develop legislation passed in 2008 to provide those facing foreclosure with clearer notice and to protect Oregonians from so-called "mortgage rescue" scams. The department is proposing legislation to provide additional protections to mortgage borrowers in 2009.
- **Protecting consumers faced with debt.** In addition to owing money on their mortgages, many Oregonians are faced with large amounts of other types of debt, such as auto loans and credit card balances. These consumers are increasingly turning to consumer debt counseling and debt management services for assistance. Some of these entities provide legitimate and

valuable help to consumers, but others provide little to no value. They may require up-front fees and give bad advice. DCBS is proposing legislation to better protect consumers who use these services by limiting upfront fees, giving debtors the right to cancel contracts, requiring additional companies to be registered with the department, and specifying improper advertising practices.

- **Other consumer outreach:** In addition to helping homeowners, the department has increased its outreach efforts in other areas in light of the economy. The crisis in the financial markets has caused many consumers to be concerned about the safety of their money. The department developed a Web page to help answer consumer questions about whether their financial accounts and insurance policies are safe. And the Insurance Division has been educating consumers about their health insurance options if they lose their jobs.

DCBS also is advancing many of its key regulatory streamlining projects to position Oregon well when the economy recovers. For example, the Building Codes Division's e-permitting project will speed the construction permitting process, allow contractors to do business 24/7, make the process more predictable and consistent, and therefore enhance the state's competitiveness.

Climate change

Climate change could have serious implications for Oregon's economy and environment. Annual emissions of carbon dioxide have increased by almost 80 percent between 1970 and 2004, and experts predict a faster rate of global warming in the next 100 years than experienced in

the past 10,000 years. DCBS is responding to this challenge in several ways.

The Building Codes Division is involved in an array of green building issues – such as energy efficiency standards, water re-use systems, and installation of solar fixtures. A legislative proposal would direct DCBS to adopt new building codes with higher energy-efficiency standards, with the goal of “net zero” energy use by 2030. The Building Codes Division also is developing a “solar code” that will establish consistent construction standards for solar installations, has adopted new methods to promote the re-use of water in structures, and is educating the building community about sustainability.

The Insurance Division is working to bring green insurance policies to Oregon. For example, some policies ensure that when claims are made, structures are rebuilt in an environmentally friendly manner. Others allow policyholders to pay for insurance based on the number of miles they drive, encouraging alternative transportation.

And the Office of Regulatory Streamlining is focused on making sure “Clean Tech” and green businesses do not face regulatory barriers.

DCBS also has a sustainability plan, with goals for reducing the agency's carbon footprint by cutting vehicle miles and waste.

Health Care Issues

The cost of health care continues to outpace the overall rate of inflation, and many Oregonians have no health insurance. Factors that drive increases in health premiums include medical inflation, increases in use of health care services, new technologies that cost more than current medical procedures, prescription drug costs, aging, and unhealthy lifestyles.

The Oregon Health Fund Board has proposed many fundamental changes to Oregon's health care system with the goals of containing costs, expanding coverage to Oregon's uninsured population, improving quality, and bettering the health of Oregonians. To supplement the larger reforms under way, several DCBS divisions are working to control both the increasing cost of health care and the number of uninsured Oregonians.

The Insurance Division has several initiatives related to improving the transparency of health care costs to help consumers make more informed decisions. The division has partnered with the Office of Health Policy and Research on a Web site that allows consumers to compare hospital costs, and it now publishes health insurance rate filings on its Web site. The division annually publishes a report on commercial health insurance that highlights recent law changes, details the current financial performance of health insurers, and describes DCBS' role in regulating the industry.

The Insurance Division also is developing several proposals that would change the way it reviews health rate filings by insurance companies, which may bring some savings to consumers and give them the opportunity to have input in the process.

The Workers' Compensation Division is working on a medical quality initiative aimed at improving injured worker access to quality medical care while finding ways to control costs.

The Oregon Medical Insurance Pool provides medical coverage for individuals whose employers have dropped coverage or who have health risks that preclude them from obtaining coverage in the individual market.

Oregon OSHA has provided grants to health care facilities across the state to prevent patient-lifting injuries among workers.

Aging of the Population

The population of older wage earners (aged 45-64) has been growing and will continue to grow at a faster pace than Oregon's overall population as a result of the baby-boomer effect. The elderly population (65+) also is growing and is expected to increase at an annual rate of 3.7 percent through 2015.

As the baby-boomer generation ages, the demand for retirement funds will increase. This requires more investor education due to the increased vulnerability of senior citizens to investment and Medicare fraud. The department undertook an outreach campaign aimed at seniors during the 2007-2009 biennium. Staff members from several programs traveled around the state making presentations to seniors and their families about how to make good financial choices and avoid financial, insurance, and Medicare abuse. Another way the department will protect seniors from fraud is by limiting the use of designations, such as "senior specialists," that agents use when marketing to seniors. DCBS plans to develop rules to ensure agents who use these designations have specialized knowledge and expertise.

DCBS' Senior Health Insurance Benefits Assistance, or SHIBA, program provides Oregon Medicare beneficiaries and their families with accurate and objective information about Medicare and helps them understand their rights and options. The SHIBA program reaches thousands of Oregonians annually through a network of volunteers and education and outreach efforts.

As the population ages, the nature of occupational injuries and illness changes. Oregon OSHA enforcement and consultation programs take

this change into account and focus on cumulative trauma injuries and ergonomics in the workplace.

Identity Theft

Identity theft is the fraudulent use of an individual's name and personal identifying data by someone else to obtain credit, merchandise, or services. This is a growing problem internationally and in Oregon. DCBS helped develop the Oregon Consumer Identity Protection Act, passed in 2007, and the Division of Finance and Corporate Securities has been educating businesses and consumers about their rights and responsibilities under the new law.

DCBS, in the course of doing business, collects personal identifying information on licensees and injured workers. The agency has an obligation to protect this information and, when it no longer needs the information, to dispose of it appropriately. The department is taking steps to protect personal identifying information it collects.

Rapidly Changing Information Technologies

The world of electronic information processing, transfer, and retrieval continues to evolve at an ever-increasing pace. This provides opportunity for industry and consumers to do business more quickly and efficiently, as well as an increased risk for fraud and abuse. DCBS must remain current with these changes to protect consumers, to interact effectively with industry and other department customers, and to remain efficient in its own operations. This evolution also gives the department the opportunity to take advantage of technological change to improve our efficiencies and enhance our service to workers, consumers, and businesses.

Much of the department's two-year plan involves using information and technology to regulate effectively and make processes less cumbersome, more timely, and more accessible for businesses and residents. Current projects include online insurance rate and forms filing; electronic licensing and renewal for regulated entities; electronic proof-of-coverage reporting for workers' compensation; e-mail request forms for Workers' Compensation Board reviews and hearings; and online training. In addition, the department uses data and technology systems to target enforcement and outreach efforts, so it can be more effective and better protect consumers.

DCBS also is leading several statewide technology projects that involve other government agencies, such as offering construction permits and local building department services online and growing the statewide license directory.

Changing Workplaces and Industries

The department must be able to continue to respond to changes in regulated industries and activities. For example, the Workers' Compensation Division is addressing the growing number of nontraditional employer-employee relationships – such as worker leasing and temporary staffing – to ensure workers who are injured are covered by workers' compensation insurance and employers are paying fairly for that coverage.

Criteria for 2009-2011 Budget Development

The DCBS budget is based on the following criteria:

- Protect consumers and workers while supporting a positive business climate.

BUDGET NARRATIVE

- Support Oregon Benchmarks and Governor’s initiatives to facilitate progress on immediate and continuing public needs and priorities.
- Maintain programs and services with minimum financial cost to stakeholders, consistent with achieving the agency’s mission.
- Support department goals and initiatives to improve service and achieve core program purposes.
- Reduce the regulated industries’ effort and increase public access to information through electronic data interchange and electronic commerce.
- Upgrade information systems to allow efficient service delivery and data management.
- Maintain prudent fund balances to ensure stable service levels and costs.

Performance Measures

The Legislatively Adopted performance measures for DCBS are described below.

BUDGET NARRATIVE

AGENCY NAME: CONSUMER & BUSINESS SERVICES, DEPARTMENT of

Mission: To protect and serve Oregon's consumers and workers while supporting a positive business climate in the state.

#	Legislatively Adopted KPMs for 2009-11	Customer Service Category	Agency Request	Most Current Result	Target 2010	Target 2011
2	WAGE RECOVERY FOR INJURED WORKERS -- Difference in percentage wage recovery for workers who use return-to-work programs versus workers who do not.		Approved KPM	11	13	13
3	INSURANCE CONSUMER RELIEF -- Percent of confirmed complaints resolved with relief for the consumer.		Approved KPM	79.8	75	75
4	WORKERS' COMPENSATION COVERAGE -- Number of claims against employers without workers' compensation coverage per 1,000 accepted disabling claims.		Approved KPM	3.5	3	3
5	CUSTOMER SERVICE -- Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.	Accuracy	Approved KPM	88.6	90	90
5	CUSTOMER SERVICE -- Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.	Availability of Information	Approved KPM	85.3	90	90
5	CUSTOMER SERVICE -- Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.	Expertise	Approved KPM	89.8	90	90

BUDGET NARRATIVE

Agency Summary

AGENCY NAME: CONSUMER & BUSINESS SERVICES, DEPARTMENT of

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#	Legislatively Adopted KPMs for 2009-11	Customer Service Category	Agency Request	Most Current Result	Target 2010	Target 2011
5	CUSTOMER SERVICE – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.	Helpfulness	Approved KPM	89.9	90	90
5	CUSTOMER SERVICE – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.	Overall	Approved KPM	88.4	90	90
5	CUSTOMER SERVICE – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.	Timeliness	Approved KPM	89.2	90	90
6	UPHELD WORKERS’ COMPENSATION DECISIONS – Percent of Workers' Compensation Board decisions affirmed on appeal to the Judiciary.		Approved KPM	93.9	96	96
7	ON-TIME WORK – Percent of timelines for key department activities that are met.		Approved KPM	86	95	95
8	E-TRANSACTIONS FOR CUSTOMERS – Percent of customer transactions completed electronically.		Approved KPM	44.3	47.5	50
10	PERMITS FOR MINOR CONSTRUCTION WORK – Number of building permits that can be used by contractors in multiple jurisdictions for minor construction work.		Approved KPM	50500	41125	51894
11	REEMPLOYMENT FOR INJURED WORKERS – 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.		Approved KPM	11	11	11

BUDGET NARRATIVE

Agency Summary

AGENCY NAME: CONSUMER & BUSINESS SERVICES, DEPARTMENT of

Mission: To protect and serve Oregon's consumers and workers while supporting a positive business climate in the state.

#	Legislatively Adopted KPMs for 2009-11	Customer Service Category	Agency Request	Most Current Result	Target 2010	Target 2011
13	OCCUPATIONAL INJURY AND ILLNESS INCIDENCE RATES – Number of occupational injury and illness cases per 100 full-time workers.		Approved KPM	5.1	4.9	4.8
14	TIMELY WORKER BENEFITS – Percent of injured workers who receive timely benefits from insurers.		Approved KPM	89.9	92	93
15	ACCURATE WORKER BENEFITS – Percent of injured workers who receive accurate benefits from insurers.		Approved KPM	93.3	94.5	95
1	REGULATORY CONDITION – Percent of regulated entities operating at desirable levels of acceptability or soundness.		Proposed Delete KPM	82.2		
9	CONSULTATIONS WITH SAFETY COMMITTEES – Percent of Oregon-OSHA employer consultations where the consultant works actively with employee safety committees.		Proposed Delete KPM	88.6		
12	STREAMLINED BUILDING CODES – Number of Oregon-specific building codes modifications made to the national model codes.		Proposed Delete KPM	1182		
16	WORKERS' COMPENSATION INSURER PERFORMANCE - Percentage of workers' compensation insurers meeting standards for benefit delivery and reporting.		Proposed New KPM		84	85
17	PERFORMANCE OF FINANCIAL SERVICE ENTITIES - Percentage of financial services entities rated satisfactory or higher.		Proposed New KPM		65	77