

# The State Commission on Children & Families Annual Performance Progress Report (APPR) for Fiscal Year 2005-06

2007-09 Budget Form 107BF04c

Due: September 30, 2006

Submitted: September 29, 2006

To obtain additional copies of this report, contact the State Commission on Children & Families at 503.373.1283; 530 Center St NE, Suite 405, Salem, OR 97301-3754; or visit [http://www.oregon.gov/DAS/OPB/GOVresults.shtml#Annual\\_Performance\\_Reports](http://www.oregon.gov/DAS/OPB/GOVresults.shtml#Annual_Performance_Reports).

## Agency Mission

The State Commission on Children and Families is a partnership of citizens and professionals working together to improve the lives of children and families in Oregon's local communities. The Commission facilitates and supports local coordinated comprehensive planning for all children and families, promotes system integration, and provides leadership for local and state efforts focused on early childhood.

## Table of Contents

|                                      | Page |
|--------------------------------------|------|
| ABOUT THIS REPORT                    |      |
| TABLE OF MEASURES .....              | 1    |
| PART I: EXECUTIVE SUMMARY .....      | 2    |
| PART II: USING PERFORMANCE DATA..... | 4    |
| PART III: KEY MEASURE ANALYSIS ..... | 6    |

# ABOUT THIS REPORT

## Purpose of Report

The purpose of this report is to summarize the agency's performance for the reporting period, how performance data are used and to analyze agency performance for each key performance measure legislatively approved for the 2005-07 biennium. The intended audience includes agency managers, legislators, fiscal and budget analysts and interested citizens.

1. PART I: EXECUTIVE SUMMARY defines the scope of work addressed by this report and summarizes agency progress, challenges and resources used.
2. PART II: USING PERFORMANCE DATA identifies who was included in the agency's performance measure development process and how the agency is managing for results, training staff and communicating performance data.
3. PART III: KEY MEASURE ANALYSIS analyzes agency progress in achieving each performance measure target and any corrective action that will be taken. This section, the bulk of the report, shows performance data in table and chart form.

## KPM = Key Performance Measure

The acronym "KPM" is used throughout to indicate **Key Performance Measures. Key performance measures are those highest-level, most outcome-oriented performance measures that are used to report externally to the legislature and interested citizens. Key performance measures communicate in quantitative terms how well the agency is achieving its mission and goals. Agencies may have additional, more detailed measures for internal management.**

## Consistency of Measures and Methods

Unless noted otherwise, performance measures and their method of measurement are consistent for all time periods reported.

# TABLE OF MEASURES

Agency Mission: The State Commission on Children and Families is a partnership of citizens and professionals working together to improve the lives of children and families in Oregon's local communities. The Commission facilitates and supports local coordinated comprehensive planning for all children and families, promotes system integration, and provides leadership for local and state efforts focused on early childhood.

| 2005-07<br>KPM# | 2005-07 Key Performance Measures (KPMs)  | Page #    |
|-----------------|--|-----------|
| 42300-1         | <b>HEALTHY START PARTICIPANTS</b><br>To have the incidence rate of child maltreatment lower for children, aged 0 – 2 years, participating in Healthy Start than for non-served families in the same counties.        | <b>6</b>  |
| 42300-2         | <b>LOCAL PLAN OUTCOMES</b><br>% of all commission-funded activity outcomes meeting targets as reported in the Fiscal, Monitoring & Outcomes Reporting System database.   | <b>8</b>  |
| 42300-3         | <b>LEVERAGED FUNDS</b><br>Amount of leveraged funds reported in the Fiscal, Monitoring & Outcomes Reporting System database.   | <b>10</b> |
| 42300-4         | <b>JUVENILE CRIME PREVENTION</b><br>% of at-risk youth served in juvenile crime prevention grant programs whose risk factors decrease.   | <b>12</b> |
| 42300-5 and 6   | <b>CUSTOMER SATISFACTION</b><br>% of customers rating their satisfaction with agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information | <b>14</b> |

# I. EXECUTIVE SUMMARY

Agency Mission: The State Commission on Children and Families is a partnership of citizens and professionals working together to improve the lives of children and families in Oregon's local communities. The Commission facilitates and supports local coordinated comprehensive planning for all children and families, promotes system integration, and provides leadership for local and state efforts focused on early childhood.

|                            |                     |
|----------------------------|---------------------|
| Contact: Matthew Tschabold | Phone: 503.378.5175 |
| Alternate: Marsha Clark    | Phone: 503.378.5138 |

## 1. SCOPE OF REPORT

- The State Commission on Children & Families Annual Performance Progress Report addresses all of the programs/services offered by the agency. 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 the State Commission on Children & Families Annual Performance Progress Report

## 2. THE OREGON CONTEXT

The mission, vision and goals of the State Commission on Children and Families are focused on several key Oregon Benchmarks and High Level Outcomes to improve the lives of Oregon’s children and families. As programs, services, strategy and operations are designed and implemented the respective outputs and outcomes are focused on these key areas:

- OBM 18-Improve readiness to learn.*
- OBM 48- Increase childcare availability.*
- OBM 50-Reduce child maltreatment.*
- OBM 22- Reduce high school dropout rate.*
- OBM 49-Decrease 8<sup>th</sup> grade student use of alcohol or illicit drugs*
- OBM 62-Reduce juvenile arrest rate*
- OBM 63-Reduce the percent of students who carry weapons*
- OBM 65-Reduce juvenile crime recidivism*
- OBM 32 –Percentage of Oregonians who feel they are a part of their communities.*

The State Commission on Children & Families also provides leadership and support to the Partners for Children and Families to coordinate outcomes and performance measurement. The Partners for Children and Families is an interagency committee made up of the agencies that have an interest in improving successful outcomes for children and families. The Partners for Children and Families provides a “systems” look at services, planning and policies and issues as they relate to services to families with children. The state agencies include the State Commission (all initiatives including Juvenile Crime Prevention), the Employment Department Child Care Division, the Department of Human Services (Mental Health, Public Health, Child Welfare and Alcohol & Drug), the Oregon Youth Authority, the Department of Housing and Community Services, Community Colleges & Workforce Development, the Oregon Department of Education and the Oregon Progress Board.

# I. EXECUTIVE SUMMARY

Agency Mission: The State Commission on Children and Families is a partnership of citizens and professionals working together to improve the lives of children and families in Oregon's local communities. The Commission facilitates and supports local coordinated comprehensive planning for all children and families, promotes system integration, and provides leadership for local and state efforts focused on early childhood.

One of the key functions of the State Commission on Children & Families system is the mobilization of citizens and communities to build support for positive outcomes for children and their families. The Fiscal, Monitoring, Outcomes and Reporting Systems (FMORS) database, captures volunteer hours and leveraged resources (both dollars and in-kind) for all activities funded by local commissions throughout the state. In addition, both state and local commissions must have a majority of their membership from the lay community. To this extent the system has a high level of citizen engagement in decision-making and policy development. Local commissions also partner with non-profits, the faith community, business and other entities interested in improving supports for children and families in their communities.

### 3. PERFORMANCE SUMMARY

There are a number of factors affecting the progress of each of the Key Performance Measures which are described in more detail within the key measure analysis of this report.

| <b>KPM Progress Summary</b>  | <b>Key Performance Measures (KPMs) with Page References</b>                                     | <b># of KPMs</b> |
|--|---|------------------|
| KPMs MAKING PROGRESS<br>at or trending toward target achievement         | Healthy Start Participants (page 6), Local Plan Outcomes (page 8),<br>Leveraged Funds (page 10) | 3                |
| KPMs NOT MAKING PROGRESS<br>not at or trending toward target achievement |   | 0                |
| KPMs - PROGRESS UNCLEAR<br>target not yet set                            | Juvenile Crime Prevention (page 12), Customer Satisfaction (page 14)                            | 2                |
| Total Number of Key Performance Measures (KPMs)                          |   | 5                |

### 4. CHALLENGES

One of the more significant challenges which the agency faces is with regard to information systems and data collection. Since the transfer of Juvenile Crime Prevention the JCP information database was found to be inadequate and a new database was developed and is currently being implemented. The FMORS database is also outdated and in the process of being replaced. Over the next year the development of a comprehensive data collection system for the State Commission on Children & Families will be a strong focus. Other challenges include assessing and adjusting services to continually accommodate changing environmental factors which exist, as well as disaggregating customer satisfaction information to create positive tangible change.

### 5. RESOURCES USED AND EFFICIENCY

The agency's biennial budget for 05-07 is \$72,863,532.

The agency has no specific efficiency measures.

**The State Commission on Children & Families**

**II. USING PERFORMANCE DATA**

Agency Mission: The State Commission on Children and Families is a partnership of citizens and professionals working together to improve the lives of children and families in Oregon's local communities. The Commission facilitates and supports local coordinated comprehensive planning for all children and families, promotes system integration, and provides leadership for local and state efforts focused on early childhood.

|                            |                     |
|----------------------------|---------------------|
| Contact: Matthew Tschabold | Phone: 503.378.5175 |
| Alternate: Marsha Clark    | Phone: 503.378.5138 |

| The following questions indicate how performance measures and data are used for management and accountability purposes.                                |   |
|--|---|
| <p><b>1 INCLUSIVITY</b><br/>Describe the involvement of the following groups in the development of the agency's performance measures.</p>              | <ul style="list-style-type: none"> <li>• <b>Staff:</b> 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.</li> <li>• <b>Elected Officials:</b> During the legislative session and the interim, legislators review, adjust and approve all agency key performance measures.</li> <li>• <b>Stakeholders:</b> As key performance measures are being developed staff use direct and indirect input from stakeholders to shape the measure and target.</li> <li>• <b>Citizens:</b> During public meetings and legislature approval of key performance measures citizens are encouraged to give feedback and input.</li> </ul> |
| <p><b>2 MANAGING FOR RESULTS</b><br/>How are performance measures used for management of the agency? What changes have been made in the past year?</p> | <p>Performance measures are used to assess local programming and mobilization success in local communities. The mobilization and program success rates are a direct reflection of the training and technical assistance provided by the State Commission. The performance measure results are reviewed annually with state and local commissions and quality improvement projects are identified and implemented.</p>   |
| <p><b>3 STAFF TRAINING</b><br/>What training has staff had in the past year on the practical value and use of performance measures?</p>                | <p>Various staff, both state and county, have received and conducted continual training around performance measurement, outcomes and outputs. Dr. Clara Pratt, Dr. Aphra Katsev, Dr. Beth Green and others have conducted these training. Staff participate in the Oregon Progress Board Performance Measure Roundtable and also attend seminars regarding performance measures including Peter Hutchinson with Public Strategies Inc.</p>  |

## II. USING PERFORMANCE DATA

Agency Mission: The State Commission on Children and Families is a partnership of citizens and professionals working together to improve the lives of children and families in Oregon's local communities. The Commission facilitates and supports local coordinated comprehensive planning for all children and families, promotes system integration, and provides leadership for local and state efforts focused on early childhood.

|  |  |
|--|--|
| <p><b>4 COMMUNICATING RESULTS</b><br/>How does the agency communicate performance results to each of the following audiences and for what purpose?</p> | <ul style="list-style-type: none"><li>• <b>Staff:</b> Results are communicated through staff meetings, performance evaluations, publications, board 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.</li><li>• <b>Elected Officials:</b> Results are communicated through publications, meetings, press releases, personal communication, public meetings and/or via the web. Results are also communicated via the Commission Roadmap tool which illustrates the direct link between local outcomes and Oregon Benchmarks. The results are used to engage elected officials on how to better serve populations locally while achieving statewide goals and objectives.</li><li>• <b>Stakeholders:</b> Results are communicated through publications, meetings, press releases, person communication, public meetings and/or via the web. The results are used to involve stakeholders on how to better serve populations locally while achieving statewide goals and objectives.</li><li>• <b>Citizens:</b> Results are communicated through publications, meetings, press releases, person communication, public meetings and/or via the web. The results are used to engage citizens on the impact of the work as well as create partners and allies to improve the lives of children and families in communities across Oregon.</li></ul> |
|--|--|

### III. KEY MEASURE ANALYSIS

Agency Mission: The State Commission on Children and Families is a partnership of citizens and professionals working together to improve the lives of children and families in Oregon's local communities. The Commission facilitates and supports local coordinated comprehensive planning for all children and families, promotes system integration, and provides leadership for local and state efforts focused on early childhood.

|                       |   |                            |
|-----------------------|---|----------------------------|
| <b>KPM #42300-1</b>   | <b>HEALTHY START PARTICIPANTS</b><br>To have the incidence rate of child maltreatment lower for children, aged 0 – 2 years, participating in Healthy Start than for non-served families in the same counties. | <b>Measure since: 1999</b> |
| <b>Goal</b>           | This KPM links to the OCCF's goal to "fund services that promote positive outcomes for children and their families consistent with the local plan."   |                            |
| <b>Oregon Context</b> | Reduce Child Maltreatment [OBM 50], Improve Readiness to Learn [OBM 18]   |                            |
| <b>Data source</b>    | NPC data collection   |                            |
| <b>Owner</b>          | Pat Pitman, <a href="mailto:Pat.Pitman@state.or.us">Pat.Pitman@state.or.us</a> , 503.378.4658   |                            |

1. **OUR STRATEGY**

The goal of the performance measure is to reduce the rate of child maltreatment in order to promote positive outcomes for children and their families in the state of Oregon. The strategy is to implement best practice programming with regard to the reduction of child maltreatment while addressing local needs and resources. Partners include the Partners for Children and Families, local providers, local and state agencies and community organizations.

2. **ABOUT THE TARGETS**

The targets were set at rates which would be lower than that of the general population while still maintaining tangible goals for local providers and partners. The desired direction is down.

3. **HOW WE ARE DOING**

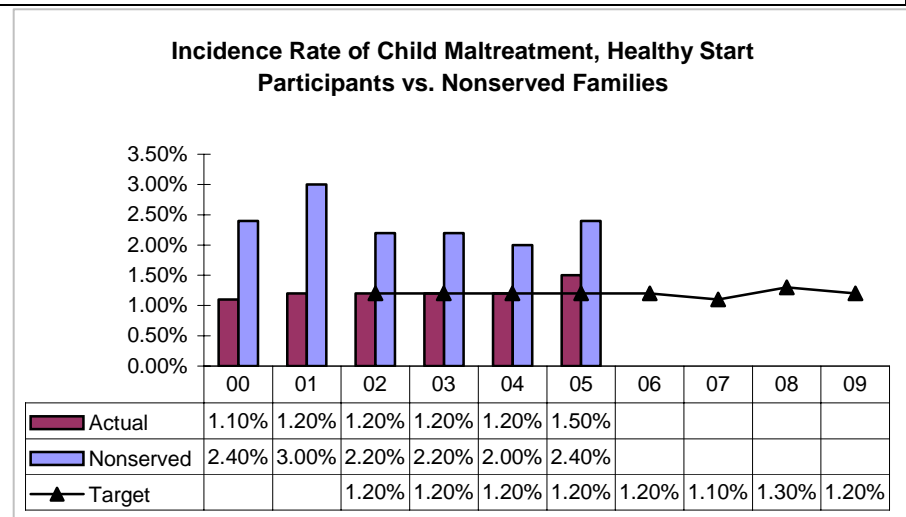
The agency has consistently been on target with the exception of the 2005 results. In 2005 the rate of maltreatment increased from 12/1000 to 15/1000. In addition to the Healthy Start Family increases there was also an increase in general population maltreatment rates.

4. **HOW WE COMPARE**

The KPM is a comparison between the family participants of the Healthy Start programs versus the Non-Healthy Start families. In comparison to families not enrolled in the Healthy Start program, those who participate in the program have a rate of child maltreatment that is lower. During the comparison of participants versus non participants it is important to also note that Healthy Start families are already defined as high risk families for maltreatment. Consequently, the results demonstrate that higher risk families have a lower child maltreatment rate than the general population.

5. **FACTORS AFFECTING RESULTS**

One of the major factors affecting the 2005 results has been the methamphetamines epidemic across the state of Oregon. This, along with other environmental factors, has increased the rate of child maltreatment for both the general population as well as families being served in Healthy Start. While



### **III. KEY MEASURE ANALYSIS**

Agency Mission: The State Commission on Children and Families is a partnership of citizens and professionals working together to improve the lives of children and families in Oregon's local communities. The Commission facilitates and supports local coordinated comprehensive planning for all children and families, promotes system integration, and provides leadership for local and state efforts focused on early childhood.

the nonserved families' child maltreatment rate has increased from 20/1000 to 24/1000, the Healthy Start family child maltreatment rate has only increased from 12/1000 to 15/1000. Overall, the data indicates that children served by Healthy Start had a lower victimization rate than nonserved children similar to prior years despite the increase in substantiated abuse reports throughout the state.

**6. WHAT NEEDS TO BE DONE**

The most pressing issue to be addressed by program staff and data analysts is the increase in general maltreatment rates and the factors affecting those increases. A better assessment of how child maltreatment is changing and whether this is a long term trend or a short term reaction and an examination of current program operations to proactively address new issues affecting maltreatment will help the Healthy Start program to adjust for the future.

**7. ABOUT THE DATA**

The reporting cycle for the performance measure is the Oregon fiscal year (recently changing from the calendar year). The data is collected by a research firm, then compiled and analyzed in collaboration with the agency. Each year a report is issued and distributed to interested parties. To receive more information or additional data please contact the primary contact on this report or visit the agency website.

### III. KEY MEASURE ANALYSIS

Agency Mission: The State Commission on Children and Families is a partnership of citizens and professionals working together to improve the lives of children and families in Oregon's local communities. The Commission facilitates and supports local coordinated comprehensive planning for all children and families, promotes system integration, and provides leadership for local and state efforts focused on early childhood.

|                       |  |                            |
|-----------------------|--|----------------------------|
| <b>KPM #42300-2</b>   | <b>LOCAL PLAN OUTCOMES</b><br>% of all commission-funded activity outcomes meeting targets as reported in the Fiscal, Monitoring & Outcomes Reporting System database. | <b>Measure since: 1999</b> |
| <b>Goal</b>           | This KPM links to the OCCF's goal to "fund services that promote positive outcomes for children and their families consistent with the local plan."                    |                            |
| <b>Oregon Context</b> | Improve readiness to learn [OBM 18], Reduce high school dropout rate [OBM 22], Increase childcare availability [OBM 48], Reduce child maltreatment [OBM 50]            |                            |
| <b>Data source</b>    | FMORS Database, Fiscal, Monitoring & Outcomes Reporting System Database  |                            |
| <b>Owner</b>          | Matthew Tschabold, <a href="mailto:matthew.tschabold@state.or.us">matthew.tschabold@state.or.us</a> , 503.378.5175   |                            |

1. **OUR STRATEGY**

The goal of the performance measure is to increase the percentage of programs which produce positive outcomes for children and their families in the state of Oregon. The strategy is to implement a range of programming with regard to positive results for children and their families while addressing local needs and resources. Partners include the Partners for Children and Families, local providers, local and state agencies and community organizations.

2. **ABOUT THE TARGETS**

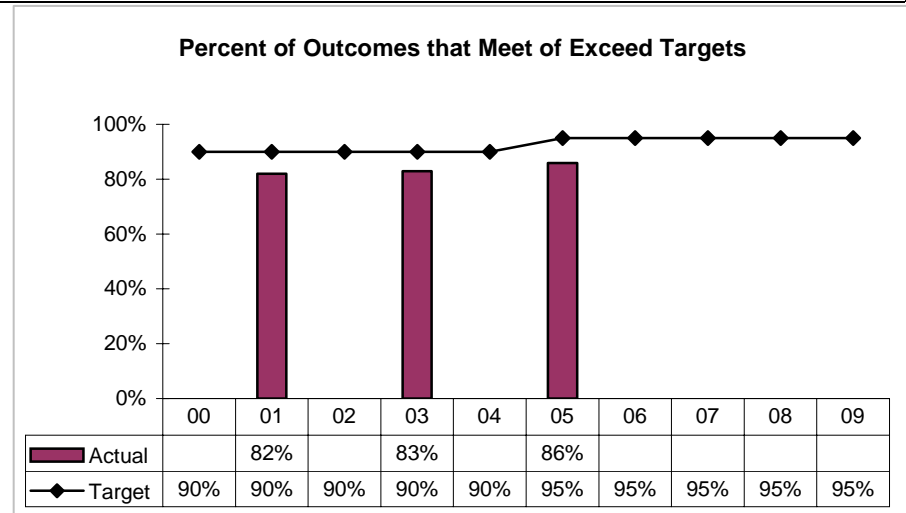
The targets were set at a rate which was determined to be tangible as well as effective. As improvements are continually made changes in the targets values are made. The targets are designed to allow for constant improvement for the local providers and partners. The desired direction is up.

3. **HOW WE ARE DOING**

For the last three reporting periods the agency has been consistently under target, but there is steady improvement from year to year towards the target values.

4. **HOW WE COMPARE**

The agency is not currently aware of any similar industry measurements.



### **III. KEY MEASURE ANALYSIS**

Agency Mission: The State Commission on Children and Families is a partnership of citizens and professionals working together to improve the lives of children and families in Oregon's local communities. The Commission facilitates and supports local coordinated comprehensive planning for all children and families, promotes system integration, and provides leadership for local and state efforts focused on early childhood.

5. **FACTORS AFFECTING RESULTS**

There are a number of factors which affect the results of local outcomes reaching targets. These factors are generally environmental on local levels and change with program variety and time. Within the agency, significant factors include the successfulness in local assessment and comprehensive planning development, as well as training in strategy and goal setting.

6. **WHAT NEEDS TO BE DONE**

As the comprehensive planning process begins in 2007, accurate local assessment of needs is a top priority. Correctly identifying the issues affecting communities, designing strong strategy and implementing effective solutions are essential to increase the success of the performance measure.

7. **ABOUT THE DATA**

Data is reported on a biennial basis after the close of each Oregon Biennium. Some of the strengths of the data are its comprehensiveness, continuous revisions and usability. One of the main weaknesses of the data is the flexibility of the current database system. To verify reliability there is a review process every other quarter of the fiscal year to examine information accuracy and completeness. To receive more information or additional data please contact the primary contact on this report or visit the agency website.

### III. KEY MEASURE ANALYSIS

Agency Mission: The State Commission on Children and Families is a partnership of citizens and professionals working together to improve the lives of children and families in Oregon's local communities. The Commission facilitates and supports local coordinated comprehensive planning for all children and families, promotes system integration, and provides leadership for local and state efforts focused on early childhood.

|                       |  |                            |
|-----------------------|--|----------------------------|
| <b>KPM #42300-3</b>   | <b>LEVERAGED FUNDS</b><br>Amount of leveraged funds reported in the Fiscal, Monitoring & Outcomes Reporting System database.                         | <b>Measure since: 1999</b> |
| <b>Goal</b>           | This KPM links to the OCCF's goal to "engage citizens and public and private partners in positive change for the community's children and families." |                            |
| <b>Oregon Context</b> | % of Oregonian who feel they are a part of their community [OBM 32],   |                            |
| <b>Data source</b>    | FMORS Database, Fiscal, Monitoring & Outcomes Reporting System Database  |                            |
| <b>Owner</b>          | Matthew Tschabold, <a href="mailto:matthew.tschabold@state.or.us">matthew.tschabold@state.or.us</a> , 503.378.5175                                   |                            |

1. **OUR STRATEGY**

The goal of the performance measure is to mobilize community support in order to develop and implement plans and programming that will promote positive outcomes for children and their families in the state of Oregon. The strategy is to use agency funding to initiate conversation, partnerships and governmental agency synergy while addressing local needs and resources. Partners include the Partners for Children and Families, local providers, local and state agencies and community organizations.

2. **ABOUT THE TARGETS**

Targets were set based on available information and then adjusted as reported results changed. The desired direction is up.

3. **HOW WE ARE DOING**

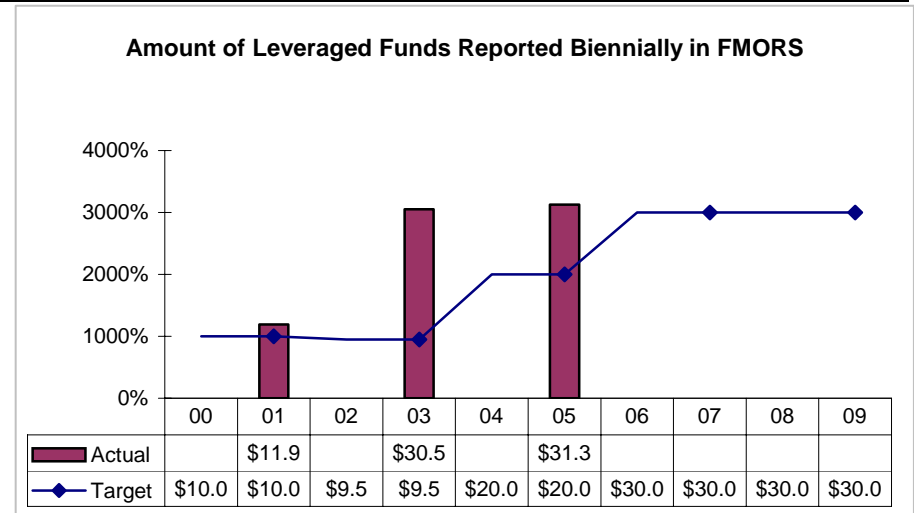
The agency has consistently exceeded the target values every reporting period with increasing targets and results.

4. **HOW WE COMPARE**

The agency is not currently aware of any similar industry measurements.

5. **FACTORS AFFECTING RESULTS**

One of the major factors affecting the leveraging of resources is budget growth and constraints. As budget constraints have affected state agencies, the amount of resource development and leveraging has increased to compensate. But it is important to realize that the continually increasing leverage is not sustainable and market saturation will occur. This saturation will lead to a leveling out, and perhaps even a decline, in the amount of funds which can be leveraged. Secondary factors affecting the performance measure are primarily environmental factors that affect the ability of partners to contribute resources (economy, legal, etc)



### **III. KEY MEASURE ANALYSIS**

Agency Mission: The State Commission on Children and Families is a partnership of citizens and professionals working together to improve the lives of children and families in Oregon's local communities. The Commission facilitates and supports local coordinated comprehensive planning for all children and families, promotes system integration, and provides leadership for local and state efforts focused on early childhood.

**6. WHAT NEEDS TO BE DONE**

Continual improvement of leveraging training & techniques and sustainability on local levels is a priority in order to continue the current success of the performance measure.

**7. ABOUT THE DATA**

Data is reported on a biennial basis after the close of each Oregon Biennium. Some of the strengths of the data are its comprehensiveness, continuous revisions and usability. One of the main weaknesses of the data is the flexibility of the current database system. To verify reliability there is a review process every other quarter of the fiscal year to examine information accuracy and completeness. To receive more information or additional data please contact the primary contact on this report or visit the agency website.

### III. KEY MEASURE ANALYSIS

Agency Mission: The State Commission on Children and Families is a partnership of citizens and professionals working together to improve the lives of children and families in Oregon's local communities. The Commission facilitates and supports local coordinated comprehensive planning for all children and families, promotes system integration, and provides leadership for local and state efforts focused on early childhood.

|                       |  |                            |
|-----------------------|--|----------------------------|
| <b>KPM #42300-4</b>   | <b>JUVENILE CRIME PREVENTION</b><br>% of at-risk youth served in juvenile crime prevention grant programs whose risk factors decrease.   | <b>Measure since: 2003</b> |
| <b>Goal</b>           | Develop effective juvenile crime prevention strategies.  |                            |
| <b>Oregon Context</b> | Decrease eighth grade alcohol abuse [OBM 49a], Decrease eighth grade illicit drug abuse [OBM 49b], Decrease juvenile arrests [OBM 62], Decrease juvenile recidivism [OBM 65], Reduce high school dropout rate [OBM 22], Reduce child maltreatment [OBM 50], Reduce overall crime [OBM 61], Reduce students carrying weapons [OBM 63], reduce adult recidivism [OBM 64] |                            |
| <b>Data source</b>    | NPC data collection; near completion of a new database   |                            |
| <b>Owner</b>          | Mickey Lansing, <a href="mailto:Mickey.Lansing@state.or.us">Mickey.Lansing@state.or.us</a> , 503.378.5128  |                            |

1. **OUR STRATEGY**

The goal of the performance measure is to prevent and reduce juvenile crime in order to promote positive outcomes for children and their families in the state of Oregon. The strategy is to implement best practice programming with regard to juvenile crime while addressing local needs and resources. Partners include the Partners for Children and Families, local providers, local and state agencies and community organizations.

2. **ABOUT THE TARGETS**

The targets were set based on available information and will be adjusted as new data becomes available. The desired direction is up.

3. **HOW WE ARE DOING**

Current information places the actual values below the target value, but additional data is needed to assess improvement over time.

4. **HOW WE COMPARE**

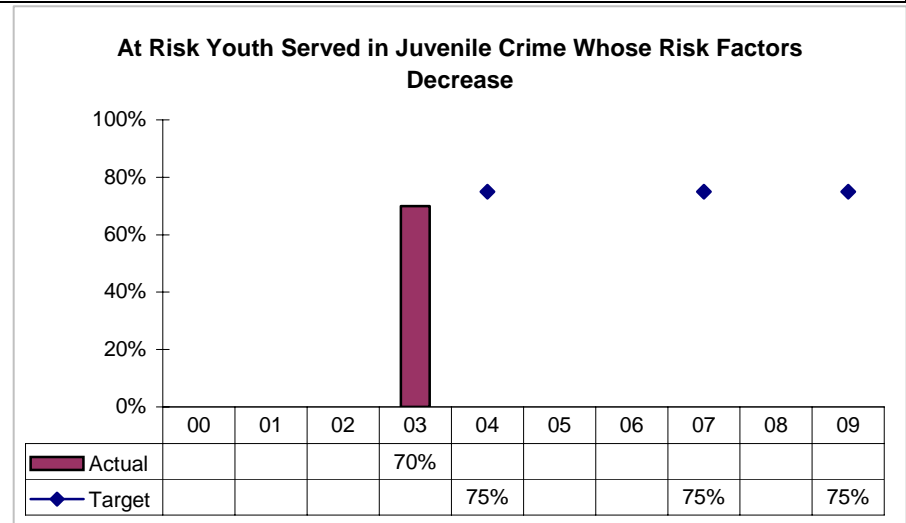
Currently the information available does not allow for a comparison across industries or agencies.

5. **FACTORS AFFECTING RESULTS**

Currently only preliminary data is available and for an investigation into the impact of results factors to occur, there will need to be multiple years of data.

6. **WHAT NEEDS TO BE DONE**

The most pressing issue identified by program staff and data analysts being addressed is the inadequacy of the JCP database collection system discussed in bullet 7. As a result the development and implementation of a new database, the transition from paper records to data based entered information is the top priority.



### **III. KEY MEASURE ANALYSIS**

Agency Mission: The State Commission on Children and Families is a partnership of citizens and professionals working together to improve the lives of children and families in Oregon's local communities. The Commission facilitates and supports local coordinated comprehensive planning for all children and families, promotes system integration, and provides leadership for local and state efforts focused on early childhood.

7. **ABOUT THE DATA**

The data is reported on a biennial basis through the agency web based database system. Since the transfer of Juvenile Crime Prevention the database was found to be inadequate. As a result an emergency working group was created to design and create a new information system. The new database was recently completed and trainings are currently underway. As a result, providers and partners have been keeping local records of their respective information and will be entering the information into the system over the coming months. To receive more information or additional data please contact the primary contact on this report or visit the agency website.

### III. KEY MEASURE ANALYSIS

Agency Mission: The State Commission on Children and Families is a partnership of citizens and professionals working together to improve the lives of children and families in Oregon's local communities. The Commission facilitates and supports local coordinated comprehensive planning for all children and families, promotes system integration, and provides leadership for local and state efforts focused on early childhood.

|                            |  |                            |
|----------------------------|--|----------------------------|
| <b>KPMs #42300-5 and 6</b> | <b>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</b> | <b>Measure since: 2006</b> |
| <b>Goal</b>                | Providing excellent customer service   |                            |
| <b>Oregon Context</b>      | In conjunction with the OCCF mission and function and under encouragement from the State of Oregon   |                            |
| <b>Data source</b>         | Data collected using “Survey Monkey” tools   |                            |
| <b>Owner</b>               | Matthew Tschabold, <a href="mailto:matthew.tschabold@state.or.us">matthew.tschabold@state.or.us</a> , 503.378.5175   |                            |

1. **OUR STRATEGY**

The goal of the performance measure is to provide excellent customer service in order to promote positive outcomes for children and their families in the state of Oregon. The strategy is to assess operational success with regard to customer service in order to serve provider and local needs

2. **ABOUT THE TARGETS**

The targets were set at a 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 desired direction is up.

3. **HOW WE ARE DOING**

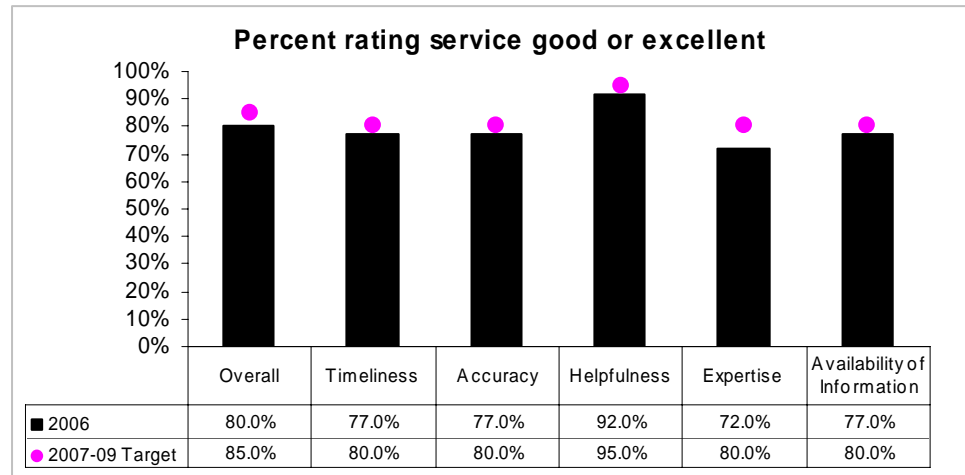
Currently the actual values in all categories, with the exception of helpfulness, fall below target values. There is no other data for a time based improvement comparison due to the recent adoption of the performance measure.

4. **HOW WE COMPARE**

A comparison with other state agencies illustrates similar targets and similar data.

5. **FACTORS AFFECTING RESULTS**

Budget constraints and heavy workloads have affected the interaction between the state office and the local partners and providers. These circumstances, which demand operational change, have created some frustration with customers affecting the results of the survey.



### **III. KEY MEASURE ANALYSIS**

Agency Mission: The State Commission on Children and Families is a partnership of citizens and professionals working together to improve the lives of children and families in Oregon's local communities. The Commission facilitates and supports local coordinated comprehensive planning for all children and families, promotes system integration, and provides leadership for local and state efforts focused on early childhood.

**6. WHAT NEEDS TO BE DONE**

A strategic plan to reach each target value in each category is currently in development by staff as a result of the 2006 survey results. In the interim the information is being provided to the staff and excellent customer service is a priority.

**7. ABOUT OUR CUSTOMER SERVICE SURVEY**

(a) Survey name; OCCF Customer Service Satisfaction Survey

(b) Surveyor; agency staff

(c) Date conducted; August - September

(d) Population; local directors of commissions and programs

(e) Sampling frame; a list of local directors of commissions and programs which is maintained by staff

(f) Sampling procedure; convenience sample was used to sample all leading management personal who interact with the agency regularly in a variety of capacities

(g) Sample characteristics; the agency distributed the survey to all local directors of commissions and programs, 2 surveys were incomplete and 42 responses were returned

(h) Weighting; the results are based on the responses of only this single survey