

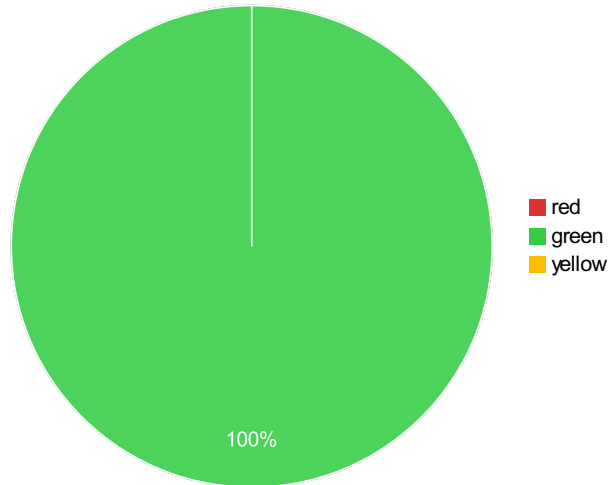
Occupational Therapy Licensing Board

Annual Performance Progress Report

Reporting Year 2017

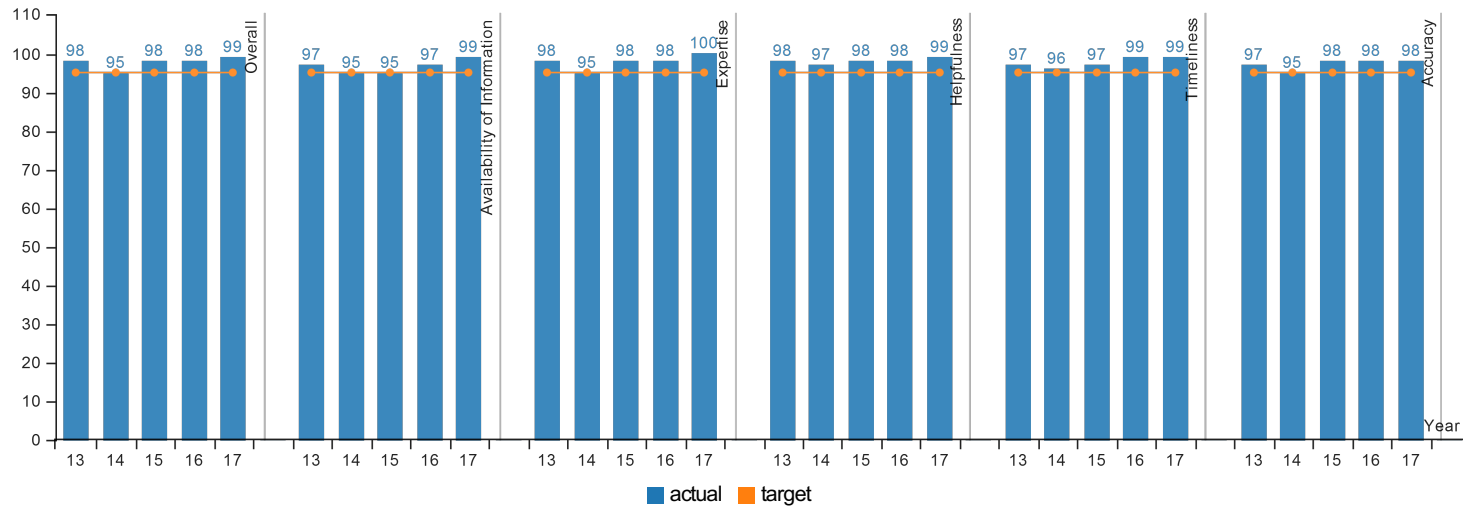
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KPM #	Approved Key Performance Measures (KPMs)
3	CUSTOMER SATISFACTION - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information
4	BEST PRACTICES: Percent of total best practices met by the Board. -
5	TIMELY LICENSING - Percent of all licensing applications processed within 3 days.
6	TIMELY RESOLUTION OF COMPLAINTS - Percent of cases investigated and referred to Board within 120 days of receipt of complaint.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -6% to -15%	= Target > -15%
Summary Stats:	100%	0%	0%

KPM #3	CUSTOMER SATISFACTION - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information
	Data Collection Period: Jul 01 - Jun 30



Report Year	2013	2014	2015	2016	2017
Overall					
Actual	98%	95%	98%	98%	99%
Target	95%	95%	95%	95%	95%
Availability of Information					
Actual	97%	95%	95%	97%	99%
Target	95%	95%	95%	95%	95%
Expertise					
Actual	98%	95%	98%	98%	100%
Target	95%	95%	95%	95%	95%
Helpfulness					
Actual	98%	97%	98%	98%	99%
Target	95%	95%	95%	95%	95%
Timeliness					
Actual	97%	96%	97%	99%	99%
Target	95%	95%	95%	95%	95%
Accuracy					
Actual	97%	95%	98%	98%	98%
Target	95%	95%	95%	95%	95%

How Are We Doing

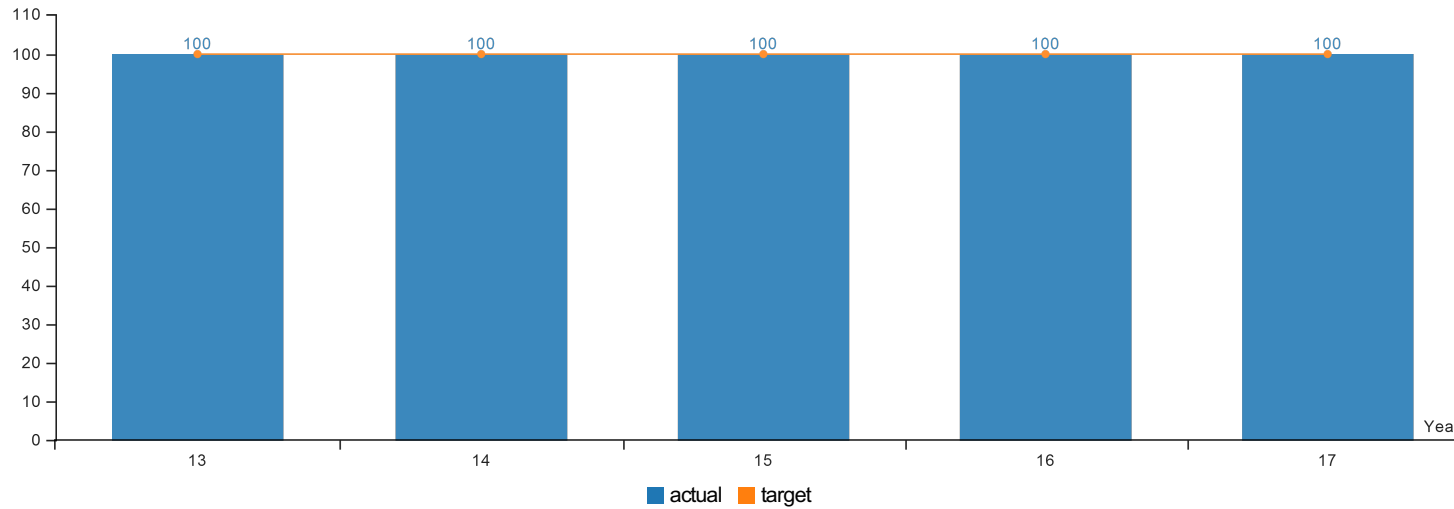
Based on 160 responses from 7/2016-6/2017.

Factors Affecting Results

Customers appreciate getting a live person when they phone in. Very quick responses, within 24 hours, on emailed questions. Timely licensing 99% within 3 days.

KPM #4	BEST PRACTICES: Percent of total best practices met by the Board. -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



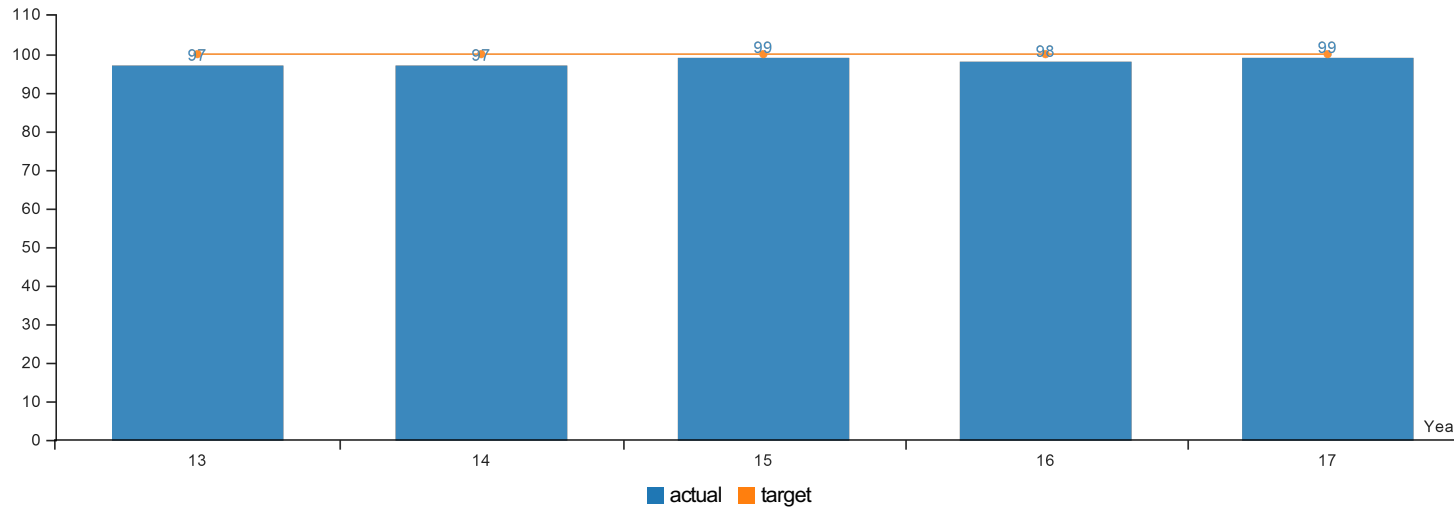
Report Year	2013	2014	2015	2016	2017
Percentage of criteria followed in each Best Practice areas					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

Factors Affecting Results

KPM #5	TIMELY LICENSING - Percent of all licensing applications processed within 3 days.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



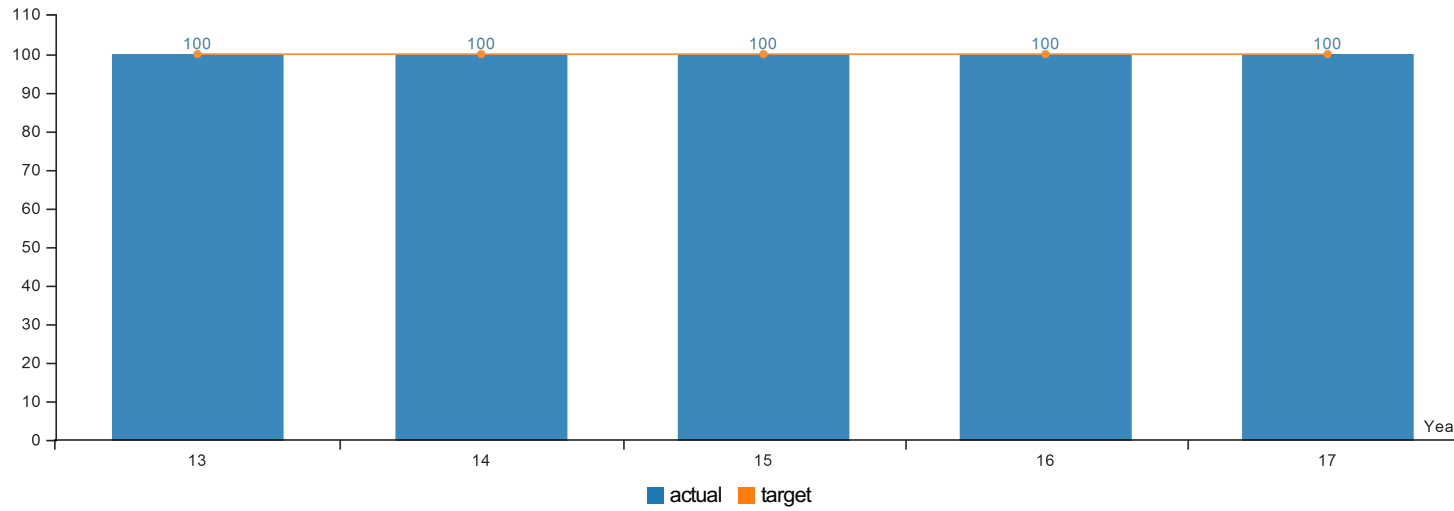
Report Year	2013	2014	2015	2016	2017
Timely Licensing of applications					
Actual	97%	97%	99%	98%	99%
Target	100%	100%	100%	100%	100%

How Are We Doing

Factors Affecting Results

KPM #6	TIMELY RESOLUTION OF COMPLAINTS - Percent of cases investigated and referred to Board within 120 days of receipt of complaint.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2013	2014	2015	2016	2017
Timely consideration of Board complaints within 120 days of receipt					
Actual	100	100	100	100	100
Target	100	100	100	100	100

How Are We Doing

Factors Affecting Results