# Licensed Professional Counselors and Therapists, Board of

Annual Performance Progress Report

Reporting Year 2019

Published: 9/26/2019 4:32:11 PM

KPM #	Approved Key Performance Measures (KPMs)
1	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.
2	Board Best Practices - Percent of total best practices met by the Board.
3	Timely Investigations - Percent of complaints presented to the Board within 120 days of receipt of complaint.
4	Efficient Application Processing - Average number of calendar days from completed license application file to application approval.
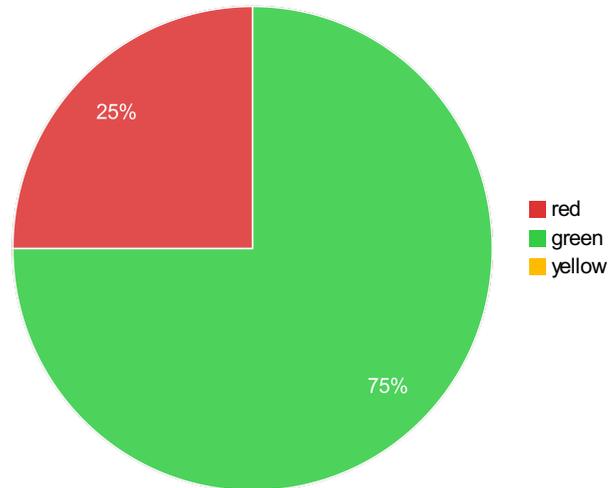
Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	75%	0%	25%

KPM #1	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.
	Data Collection Period: Jan 01 - Dec 31
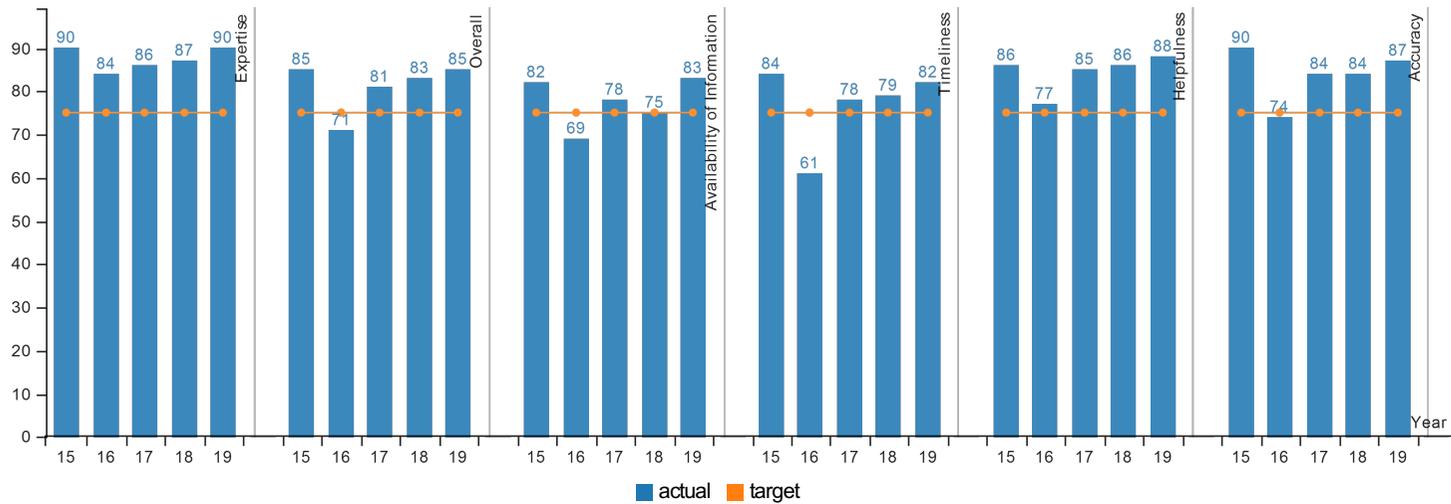
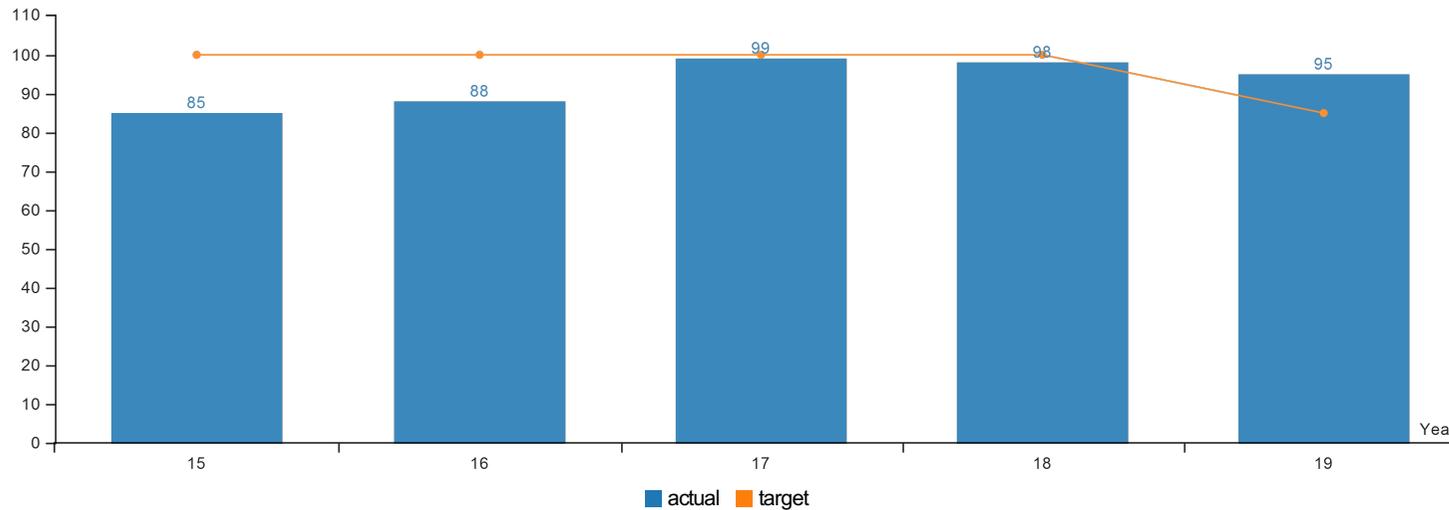| Report Year	2015	2016	2017	2018	2019
Expertise					
Actual	90%	84%	86%	87%	90%
Target	75%	75%	75%	75%	75%
Overall					
Actual	85%	71%	81%	83%	85%
Target	75%	75%	75%	75%	75%
Availability of Information					
Actual	82%	69%	78%	75%	83%
Target	75%	75%	75%	75%	75%
Timeliness					
Actual	84%	61%	78%	79%	82%
Target	75%	75%	75%	75%	75%
Helpfulness					
Actual	86%	77%	85%	86%	88%
Target	75%	75%	75%	75%	75%
Accuracy					
Actual	90%	74%	84%	84%	87%
Target	75%	75%	75%	75%	75%

How Are We Doing

The Board exceeded its targets in all areas of customer service. **Overall Customer Satisfaction** increased by two points from 2018, and is ten points above the target of 75%. From 2018 to 2019, **Accuracy** increased by three points from 84% to 87%, and is 12 points above target. **Helpfulness** increased by two points from 86% to 88%. **Expertise** increased by three points from 87% to 90%, and is the highest ranked area of customer satisfaction. **Timeliness** increased by three points from 79% to 82%, and is seven points above target. Finally, the area that has shown the greatest improvement is **Availability of Information**, which increased eight points from 75% to 83%.

Factors Affecting Results
The Board has experienced some staff turnover, reorganization, and implementation of a new website in 2018 which may have affected the survey results. Additionally, the Agency is in the process of implementing a new licensing database. Throughout the changes however, the Board has maintained customer service as a high priority, which is reflected in the results. Generally, survey results reflect some stakeholders who have experienced an adverse enforcement action, do not agree with laws or rules that the Board is charged with enforcing, or is unsatisfied the policy direction of the Board or the State Government in general. These individuals will often respond "poor" to each satisfaction area, regardless of their experience with agency staff.

KPM #2	Board Best Practices - Percent of total best practices met by the Board.
	Data Collection Period: Jan 01 - Dec 31

Upward Trend = positive result

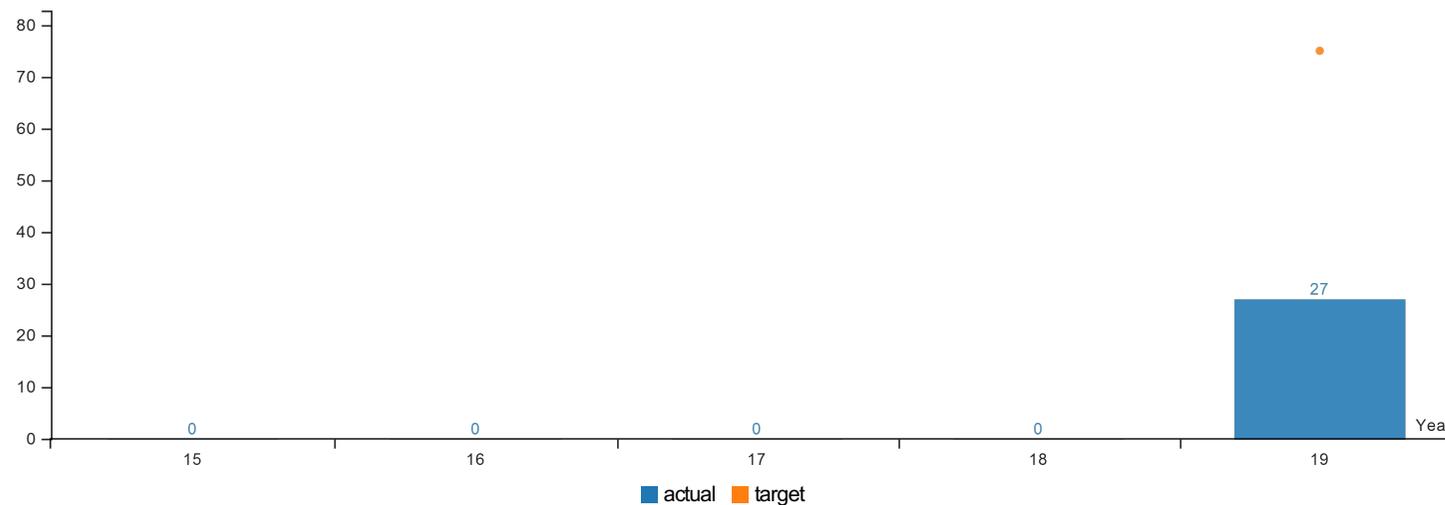| Report Year	2015	2016	2017	2018	2019
Metric Value					
Actual	85%	88%	99%	98%	95%
Target	100%	100%	100%	100%	85%

How Are We Doing

In the past five years, the Board has exceeded the target in Board best practices. The most recent score for the 2019 reporting period was 95%, which is ten points above target.

Factors Affecting Results

Agency leadership continues to look for opportunities for improved performance and increased transparency, regardless of the Board members' reports of success. Board staff sends materials with this survey to help clarify the survey questions and explain how they directly relate to agency operations; however, members report on their perceptions of best practices which could reflect aspirational rather than actual performance levels. The survey will fall below 100% if just one of the eight Board members indicates that any one of the 15 best practice measures are not being met.

KPM #3	Timely Investigations - Percent of complaints presented to the Board within 120 days of receipt of complaint.
	Data Collection Period: Jan 01 - Dec 31

Upward Trend = positive result

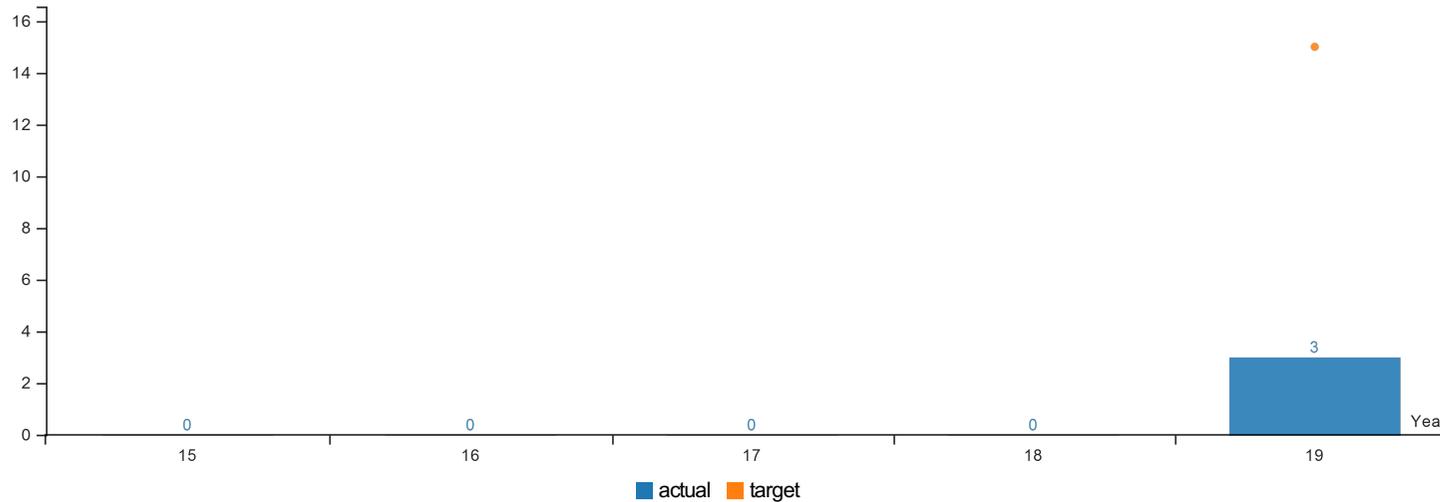| Report Year	2015	2016	2017	2018	2019
Timely Investigations					
Actual	No Data	No Data	No Data	No Data	27%
Target	TBD	TBD	TBD	TBD	75%

How Are We Doing

For 2019, 27% of complaints were presented to the Board within 120 days of receipt, which falls significantly below the target of 75%. However, this does represent an increase by seven points from the 18% achieved in 2018.

Factors Affecting Results

The Agency has set an ambitious goal to present complaint investigations to the Board within 120 days of receipt; however, there are many factors affecting our ability to resolve a complaint. These include the varying complexity of cases, increasing volume of complaints received, arranging witness interviews, travel time, coordinating respondent, attorney, and witness schedules for interviews, and waiting for necessary records to be submitted (including issuing and enforcing subpoenas). Sometimes the Board receives emergency high-priority cases involving serious public protection concerns that take staff resources away from other cases. The goal is to present a thorough and complete investigation report to the Board the first time, which often is not possible to achieve within the required 120 days. The Board meets bimonthly, so timing is a major factor as well. Because the Board must review a high volume of materials, the staff sends their materials two weeks in advance of each meeting. So really, this means that depending on the timing of the complaint, the investigation must be completed and the report written and sent to the Board between 46 and 106 days from receipt of the complaint. Particularly at issue this past biennium has been unexpected turnover in the Compliance Section, accompanied by delays in the Board's ability to hire vacant investigator positions due to the significant amount of time needed to complete the recruitment process through DAS CHRO (on average, it has taken 17.1 weeks to recruit and hire new investigators). The Agency has been working diligently to train new staff members and improve complaint-processing speed, but without compromising the integrity of the investigation process, and expects to show improvement on the 2020 annual report.

KPM #4	Efficient Application Processing - Average number of calendar days from completed license application file to application approval.
	Data Collection Period: Jan 01 - Dec 31

Upward Trend = negative result

Report Year	2015	2016	2017	2018	2019
Efficient Application Processing					
Actual	No Data	No Data	No Data	No Data	3
Target	TBD	TBD	TBD	TBD	15

How Are We Doing

The Board has well surpassed its goal to take an average of no more than 15 calendar days to approve a completed licensure application. For 2019, it took an average of just 3 days.

Factors Affecting Results

As part of the new Agency organization under Mental Health Regulatory Agency, management has implemented streamlined processes and best-practice sharing between the two regulated boards that has enabled more efficient application processing. Additionally, the Agency has benefited from the addition of 1.0 FTE licensing staff that was approved as part of the 2017-19 budget. Despite these good results, the Agency is still continuously looking for ways to improve, including a new licensing database, cross-training between staff to help cover for absences and vacancies, and continuous feedback.