

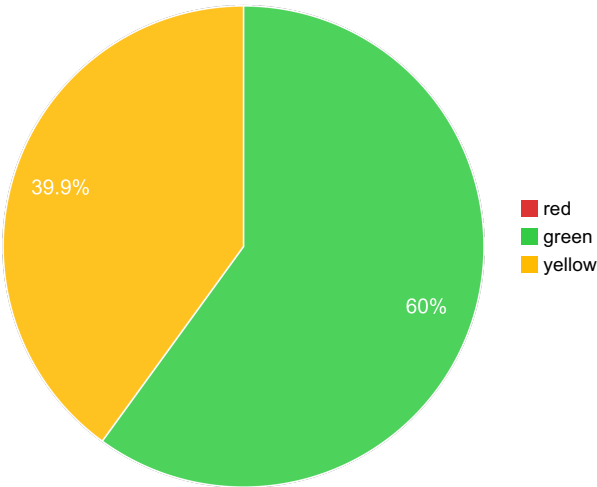
Board of Accountancy

Annual Performance Progress Report

Reporting Year 2025

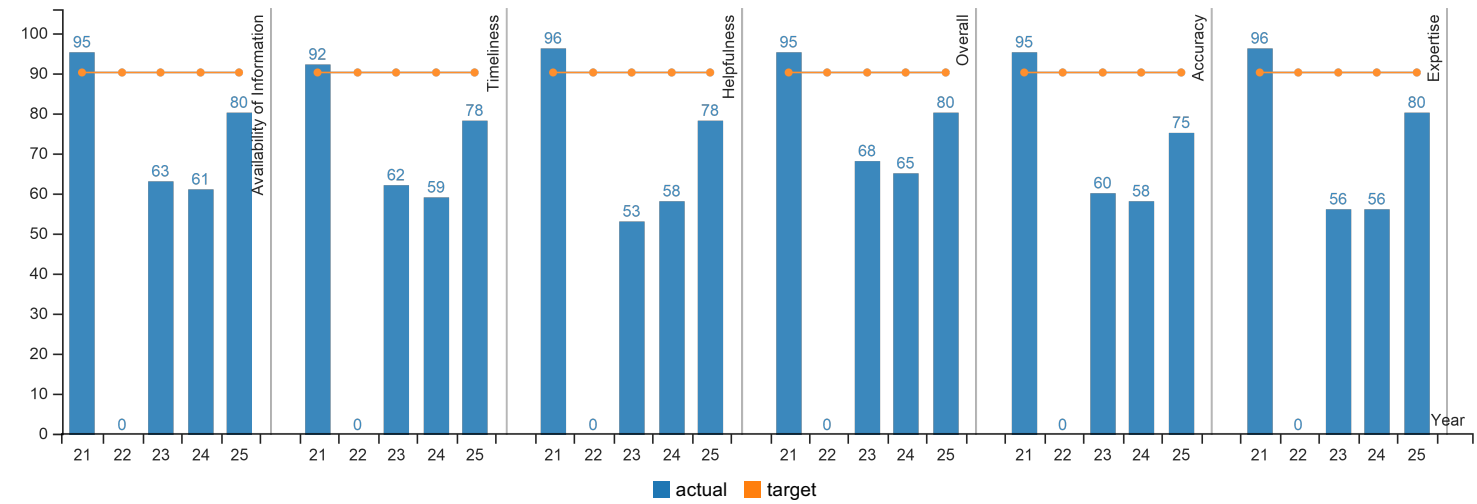
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KPM #	Approved Key Performance Measures (KPMs)
1	CUSTOMER SATISFACTION - Percent of customers rating satisfaction with agency services as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
2	TIMELY COMPLAINT RESPONSE - Percentage of complaints filed wherein letters advising the parties of either an inquiry or investigation will be initiated and a letter advising the parties are mailed within five business days of the receipt of the initial complaint.
3	TIMELY REVIEW OF NEW COMPLAINTS - Number of days from the date of letter advising parties that an inquiry has been opened to completion of an inquiry report and approval from Director.
4	TIMELY INVESTIGATION - Number of days from the date of letter advising parties that an investigation has been opened to completion of investigation report and approval from Director.
5	BEST PRACTICES - Percent of total best practices met by the Board.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	60%	40%	0%

KPM #1	CUSTOMER SATISFACTION - Percent of customers rating satisfaction with agency services as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
	Data Collection Period: Jul 01 - Jun 30



Report Year	2021	2022	2023	2024	2025
Availability of Information					
Actual	95%		63%	61%	80%
Target	90%	90%	90%	90%	90%
Timeliness					
Actual	92%		62%	59%	78%
Target	90%	90%	90%	90%	90%
Helpfulness					
Actual	96%		53%	58%	78%
Target	90%	90%	90%	90%	90%
Overall					
Actual	95%		68%	65%	80%
Target	90%	90%	90%	90%	90%
Accuracy					
Actual	95%		60%	58%	75%
Target	90%	90%	90%	90%	90%
Expertise					
Actual	96%		56%	56%	80%
Target	90%	90%	90%	90%	90%

How Are We Doing

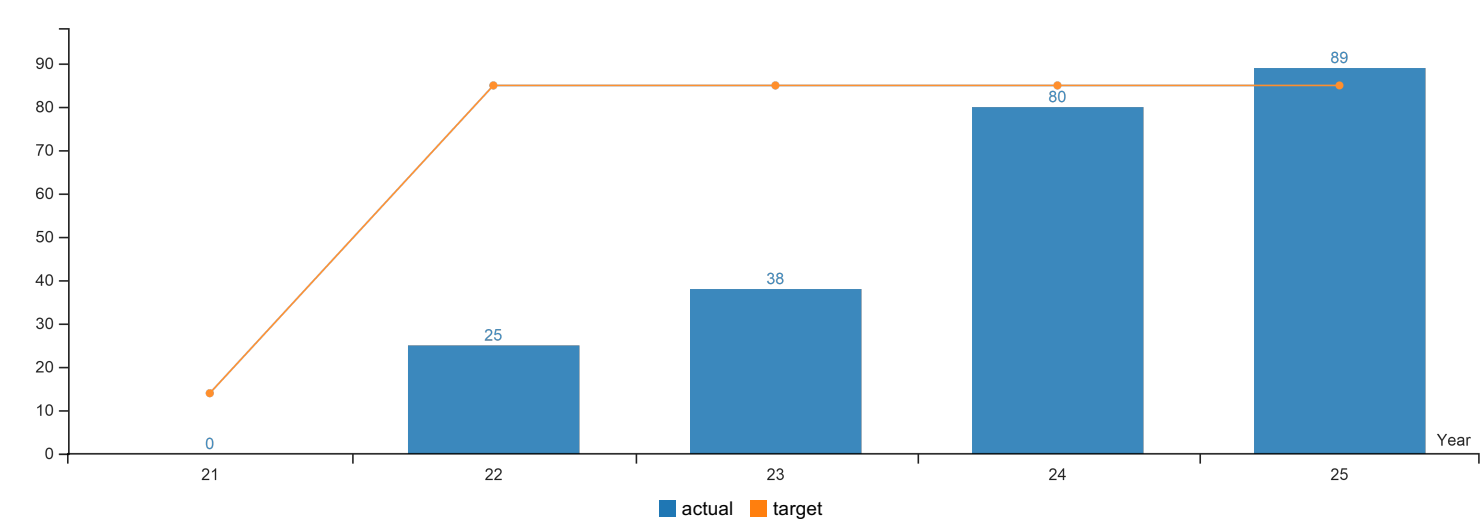
On every measure in this KPM the agency is showing significant improvement over prior two fiscal years by 20% or more.

Factors Affecting Results

Investments in rebuilding, training and maturation of staff since May 2022 are now showing significant impact on performance.

KPM #2	TIMELY COMPLAINT RESPONSE - Percentage of complaints filed wherein letters advising the parties of either an inquiry or investigation will be initiated and a letter advising the parties are mailed within five business days of the receipt of the initial complaint.
	Data Collection Period: Jun 30 - Jul 01

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
TIMELY COMPLAINT RESPONSE					
Actual	0%	25%	38%	80%	89%
Target	14%	85%	85%	85%	85%

How Are We Doing

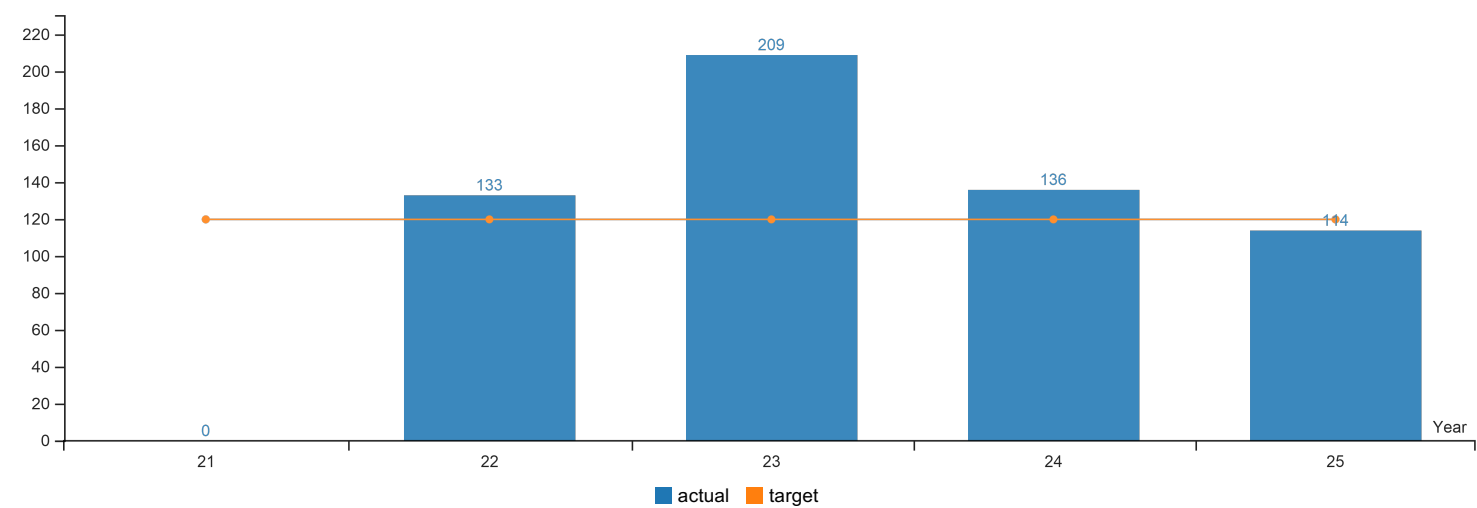
Compliance team has done a superb job responding to complaints in a timely manner.

Factors Affecting Results

Weekly coordination meetings help ensure that new complaints are assessed and taken in quickly.

KPM #3	TIMELY REVIEW OF NEW COMPLAINTS - Number of days from the date of letter advising parties that an inquiry has been opened to completion of an inquiry report and approval from Director.
	Data Collection Period: Jun 30 - Jul 01

* Upward Trend = negative result



Report Year	2021	2022	2023	2024	2025
TIMELY REVIEW OF NEW COMPLAINTS					
Actual	0	133	209	136	114
Target	120	120	120	120	120

How Are We Doing

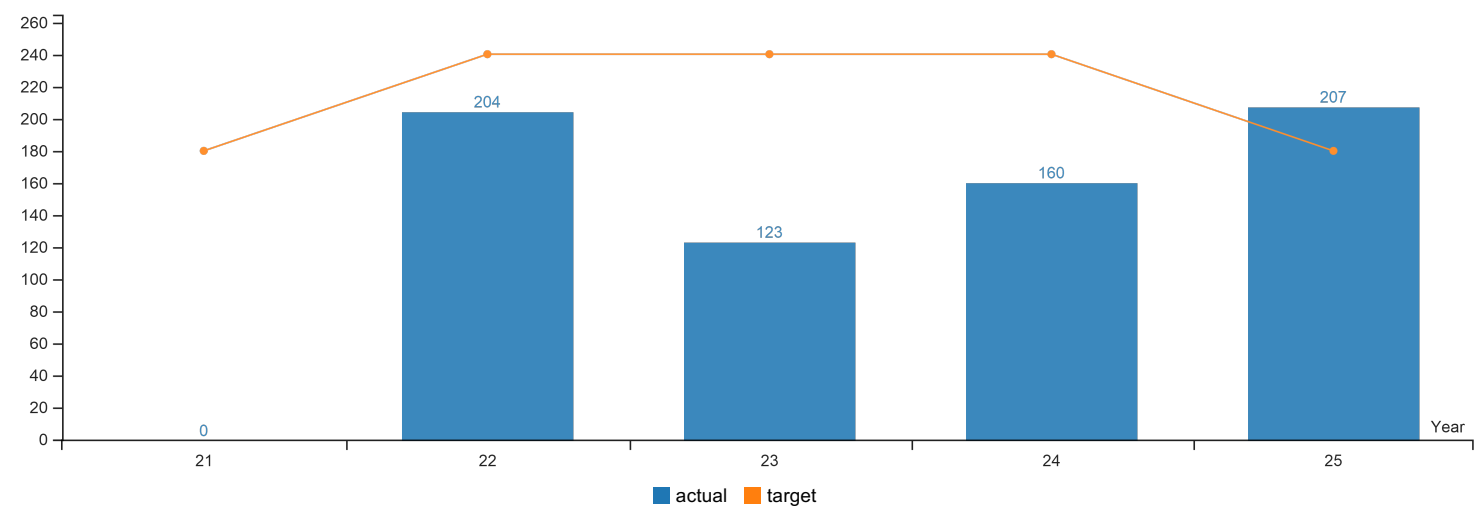
Agency over-performed on this target for the 1st time in the history of this KPM.

Factors Affecting Results

Full staffing of the compliance unit as of Nov 1, 2024, significantly improved performance.

KPM #4	TIMELY INVESTIGATION - Number of days from the date of letter advising parties that an investigation has been opened to completion of investigation report and approval from Director.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = negative result



Report Year	2021	2022	2023	2024	2025
TIMELY INVESTIGATION					
Actual	0	204	123	160	207
Target	180	240	240	240	180

How Are We Doing

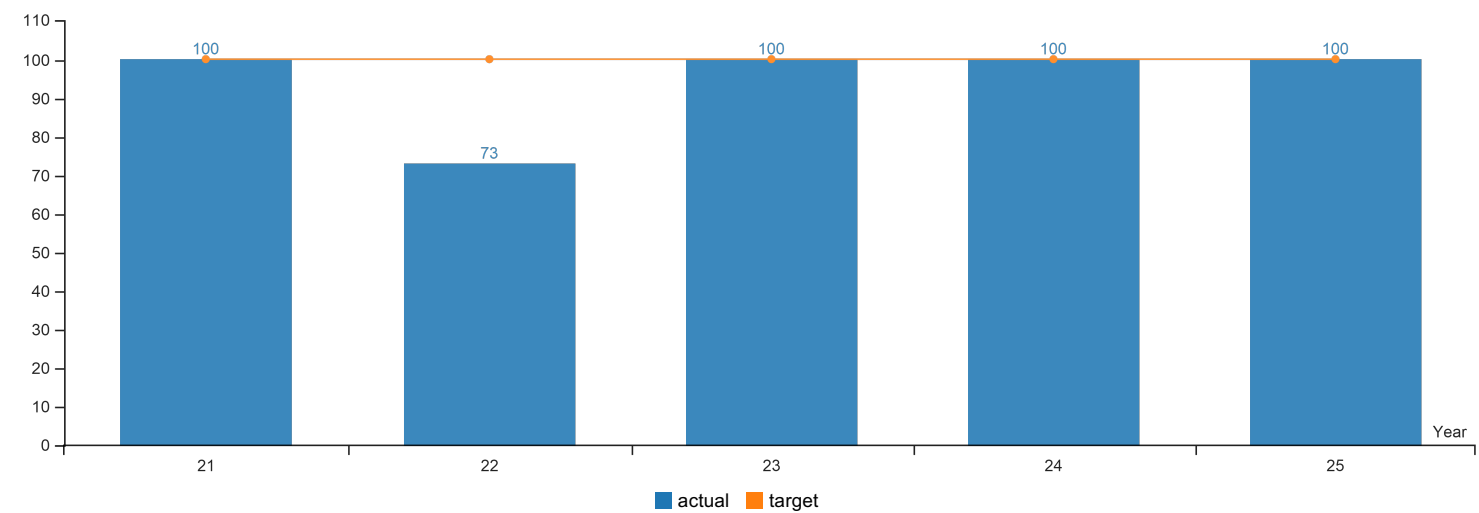
Agency experienced an outlier drop in performance on this measure that is not reflective of the trend.

Factors Affecting Results

An unusually high number of older cases getting resolved resulted in a significant drop in performance. The reasons for this are both clear and unique and thus not expected to recur.

KPM #5	BEST PRACTICES - Percent of total best practices met by the Board.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
Metric Value					
Actual	100	73	100	100	100
Target	100	100	100	100	100

How Are We Doing

Agency continues to meet this target.

Factors Affecting Results