

# Board of Speech-Language Pathology and Audiology

Annual Performance Progress Report

Reporting Year 2025

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KPM #	Approved Key Performance Measures (KPMs)
1	Customer Service - Percentage of customers rating their satisfaction with the agency's customer service as "good"; or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
2	Percentage of individual speech-language pathology assistants (SLPAs) and their supervising speech-language pathologists (SLPs) that passed the SLPA audit. -
3	Percentage of School District and Education Service Districts that passed the speech-language pathology assistant (SLPA) audit. -
4	Timely Resolution of Complaints - Percent of investigations presented to the Board within 180 days from the date of the complaint.
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:	66.67%	0%	33.33%

KPM #1	Customer Service - Percentage 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	2021	2022	2023	2024	2025
<b>Overall</b>					
Actual	82%			95%	95%
Target	95%	95%	95%	95%	95%
<b>Expertise</b>					
Actual	80.10%			100%	100%
Target	95%	95%	95%	95%	95%
<b>Timeliness</b>					
Actual	79.50%			95%	97%
Target	95%	95%	95%	95%	95%
<b>Availability of Information</b>					
Actual	71.80%			90%	100%
Target	95%	95%	95%	95%	95%
<b>Helpfulness</b>					
Actual	84.60%			95%	
Target	95%	95%	95%	95%	95%
<b>Accuracy</b>					
Actual	84.30%			100%	99%
Target	95%	95%	95%	95%	95%

**How Are We Doing**

David Linn who manages licensing has received great compliments.

### **Factors Affecting Results**

We need a better system for surveying and will work on that in 2026. We want to tie the questions more closely to the specific customer service procedures and policies of Governor Kotek's expectations.

KPM #2	Percentage of individual speech-language pathology assistants (SLPAs) and their supervising speech-language pathologists (SLPs) that passed the SLPA audit. -
	Data Collection Period: Jan 01 - Jan 01

\* *Upward Trend = positive result*

Report Year	2021	2022	2023	2024	2025
Percentage of individual speech-language pathology assistants (SLPAs) and their supervising speech-language pathologists (SLPs) that passed the (SLPA) audit.					
Actual					
Target					

## How Are We Doing

This is a new KPM and so we are unable to report results until the end of 2025.

## Factors Affecting Results

New KPM, will be conducting the audit differently in 2025 than in the past.

KPM #3	Percentage of School District and Education Service Districts that passed the speech-language pathology assistant (SLPA) audit. -
	Data Collection Period: Jan 01 - Jan 01

*\* Upward Trend = positive result*

Report Year	2021	2022	2023	2024	2025
SLPA school & educational service district audit.					
Actual					
Target					

### How Are We Doing

This is a new KPM starting with calendar year 2025.

### Factors Affecting Results

New KPM, we look forward to a system for 2025 and beyond.

KPM #4	Timely Resolution of Complaints - Percent of investigations presented to the Board within 180 days from the date of the complaint.
	Data Collection Period: Jan 01 - Dec 31

\* *Upward Trend = positive result*

Report Year	2021	2022	2023	2024	2025
<b>Timely Resolution of Complaints</b>					
Actual	92%	93.20%	100%	85%	45%
Target	90%	90%	90%	90%	90%

### How Are We Doing

Got behind due to investigator position vacancy for several months, so did not meet in 2024, but will in 2025 and beyond.

### Factors Affecting Results

Investigator accepted promotion to another board, position was open several months with Executive Director filling in and also ill. Hired new investigator January, 2025 and as of October, 2025 we are back on track. In addition, we had to cancel our August, 2024 meeting due to lack of quorum.

KPM #5	Best Practices - Percent of total best practices met by the Board.
	Data Collection Period: Jan 01 - Jan 01

*\* Upward Trend = positive result*

Report Year	2021	2022	2023	2024	2025
<b>BSPA Board Best Practices Performance</b>					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

### How Are We Doing

Our board is knowledgeable about their duties, takes them seriously, and has a tight working relationship.

### Factors Affecting Results

Continue as in the past.