

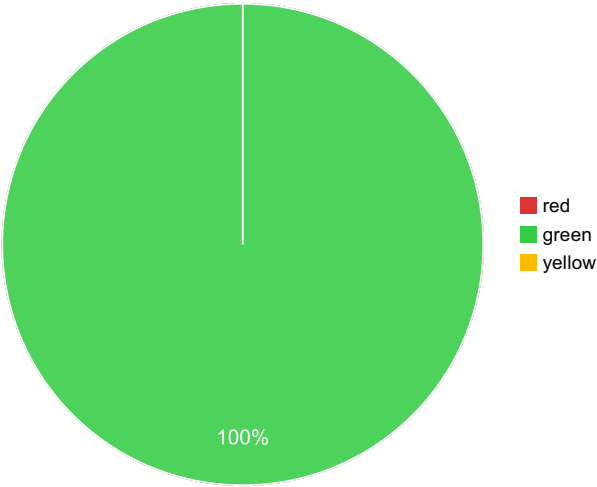
Board of Dentistry

Annual Performance Progress Report

Reporting Year 2026

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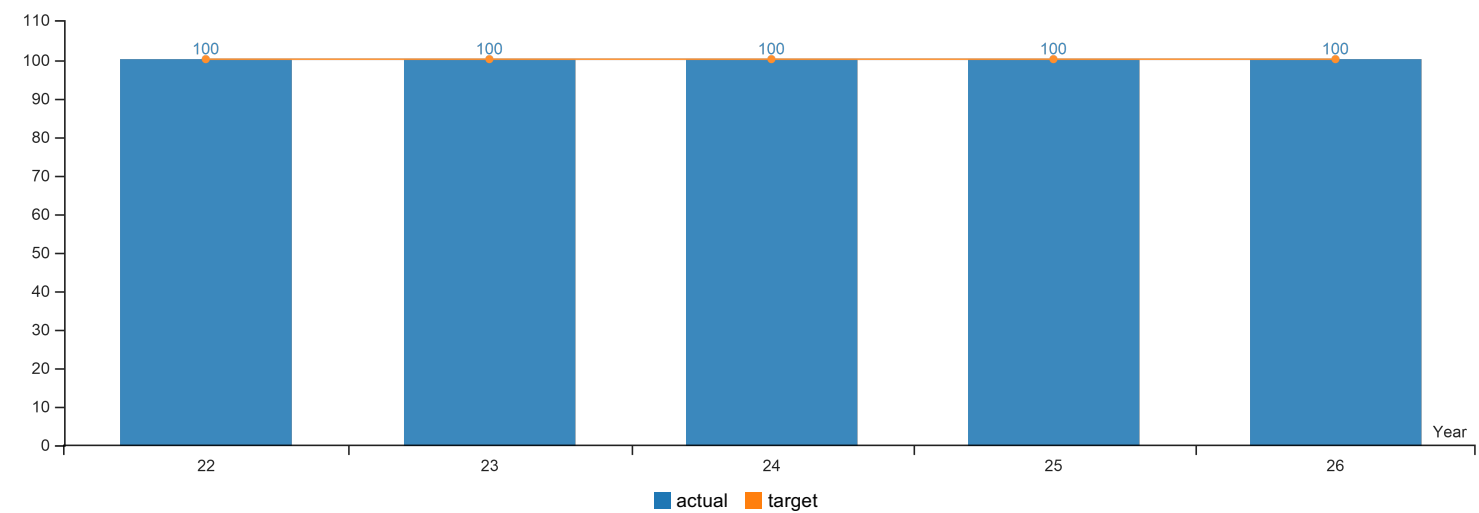
KPM #	Approved Key Performance Measures (KPMs)
1	Continuing Education Compliance - Percent of Licensees in compliance with continuing education requirements.
2	Time to Investigate Complaints - Average months from receipt of new complaints to completed investigation.
3	Days to Complete License Paperwork - Average number of working days from receipt of completed paperwork to issuance of license.
4	Customer Satisfaction with Agency Services - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
5	Board 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:	100%	0%	0%

KPM #1	Continuing Education Compliance - Percent of Licensees in compliance with continuing education requirements.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2022	2023	2024	2025	2026
Percent of Licensees in Compliance with Continuing Education Requirements					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

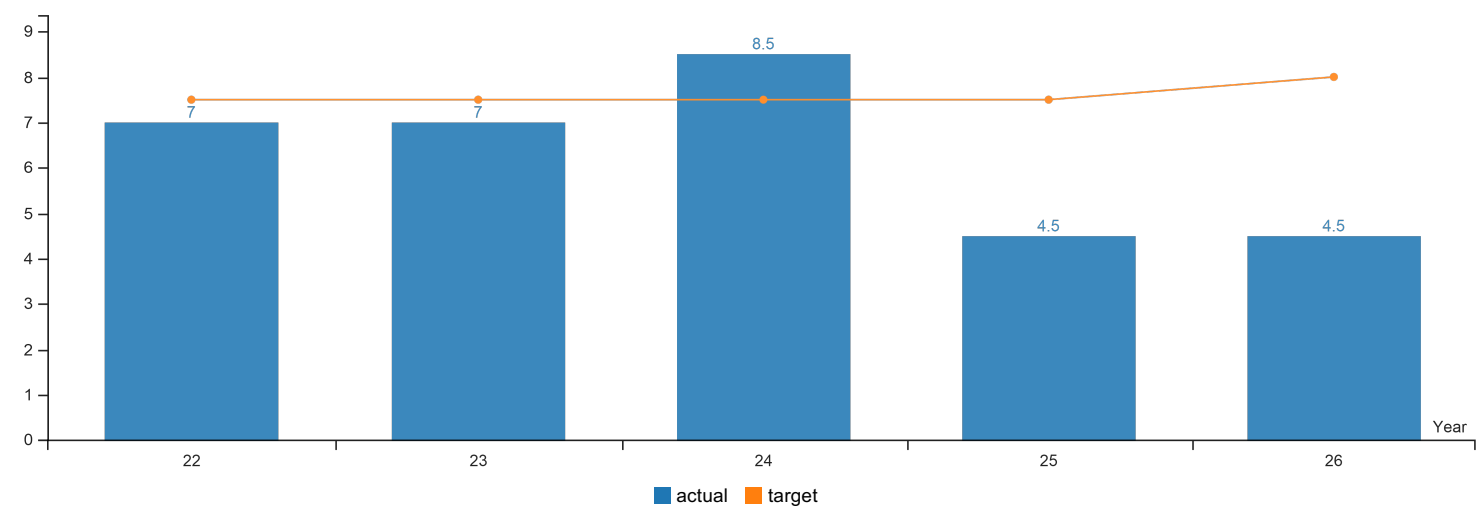
In FY 2026, the Board achieved this goal by ensuring licensees completed and complied with continuing education (CE) requirements. The Board believes that maintaining current knowledge of clinical practice, regulatory changes, and emerging issues is essential to protecting the public. Licensees are required to complete continuing education during each two-year licensure period. Compliance is monitored through license renewal attestations, reviewed during investigations when applicable, and verified through random audits each renewal cycle. Board staff follow up as needed to ensure all licensees satisfy the required continuing education standards.

Factors Affecting Results

Board staff work closely with licensees to communicate and clarify the requirements necessary to comply with Board statutes and administrative rules.

KPM #2	Time to Investigate Complaints - Average months from receipt of new complaints to completed investigation.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = negative result



Report Year	2022	2023	2024	2025	2026
Average time to Investigate Complaints					
Actual	7	7	8.50	4.50	4.50
Target	7.50	7.50	7.50	7.50	8

How Are We Doing

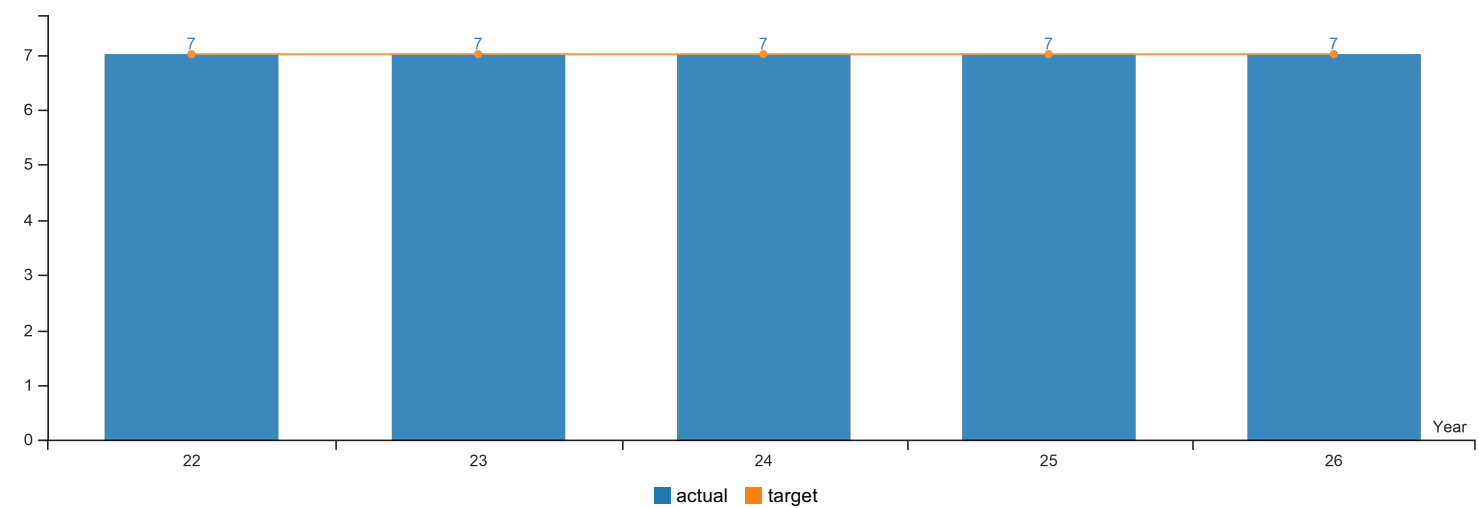
In FY 2026, Board investigators continued to process and close cases efficiently while maintaining the quality and thoroughness of investigations. Regularly scheduled Board meetings proceeded as planned despite ongoing operational challenges. Investigation timelines may vary based on factors such as case complexity, the number of treatment providers involved, the timeliness of responses, and the cooperation of all parties throughout the investigative process.

Factors Affecting Results

The total number of investigations opened in FY 2026 was 209 compared to 213 in FY 2025. The number of cases closed in FY 2026 was 215 compared to 225 in FY 2025. All new complaints are addressed and investigated in a timely manner.

KPM #3	Days to Complete License Paperwork - Average number of working days from receipt of completed paperwork to issuance of license.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2022	2023	2024	2025	2026
Average Number of Working Days to Issue license after Paperwork is Completed.					
Actual	7	7	7	7	7
Target	7	7	7	7	7

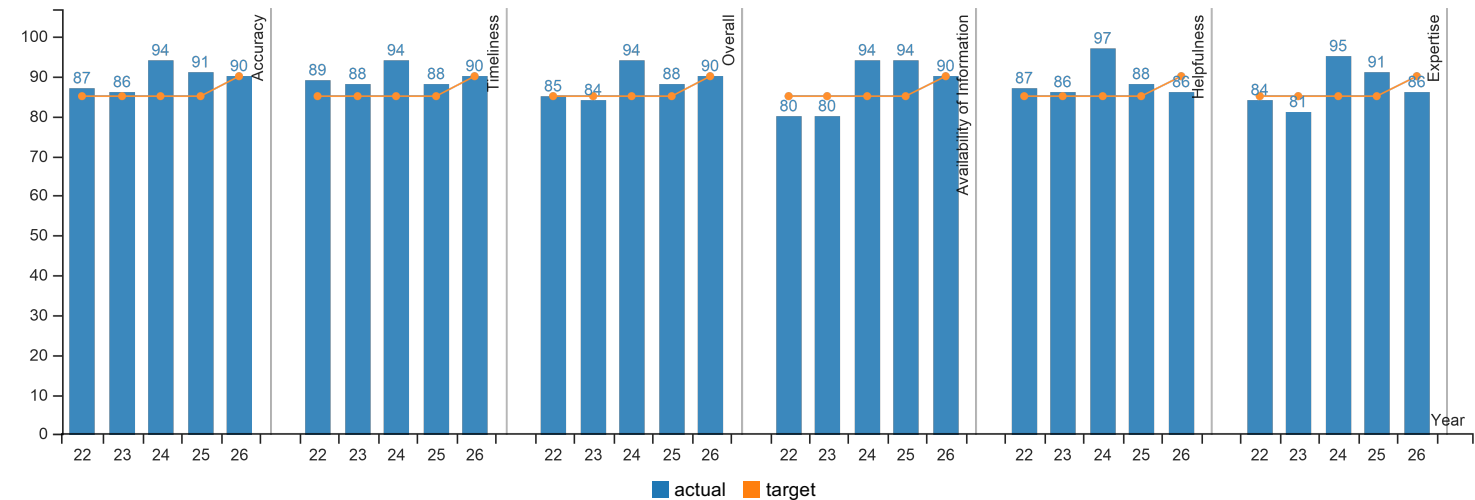
How Are We Doing

In FY 2026, the Board successfully achieved this goal. Although processing times were occasionally affected by external agencies, educational institutions, licensing boards in other states, and other third parties, Board staff processed and issued licenses with minimal delay once all required documentation was received through the online licensing portal.

Factors Affecting Results

The OBD is committed to processing license applications and renewals accurately, efficiently, and in a timely manner to ensure qualified applicants are licensed without unnecessary delay.

KPM #4	Customer Satisfaction with Agency Services - 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	2022	2023	2024	2025	2026
Accuracy					
Actual	87%	86%	94%	91%	90%
Target	85%	85%	85%	85%	90%
Timeliness					
Actual	89%	88%	94%	88%	90%
Target	85%	85%	85%	85%	90%
Overall					
Actual	85%	84%	94%	88%	90%
Target	85%	85%	85%	85%	90%
Availability of Information					
Actual	80%	80%	94%	94%	90%
Target	85%	85%	85%	85%	90%
Helpfulness					
Actual	87%	86%	97%	88%	86%
Target	85%	85%	85%	85%	90%
Expertise					
Actual	84%	81%	95%	91%	86%
Target	85%	85%	85%	85%	90%

How Are We Doing

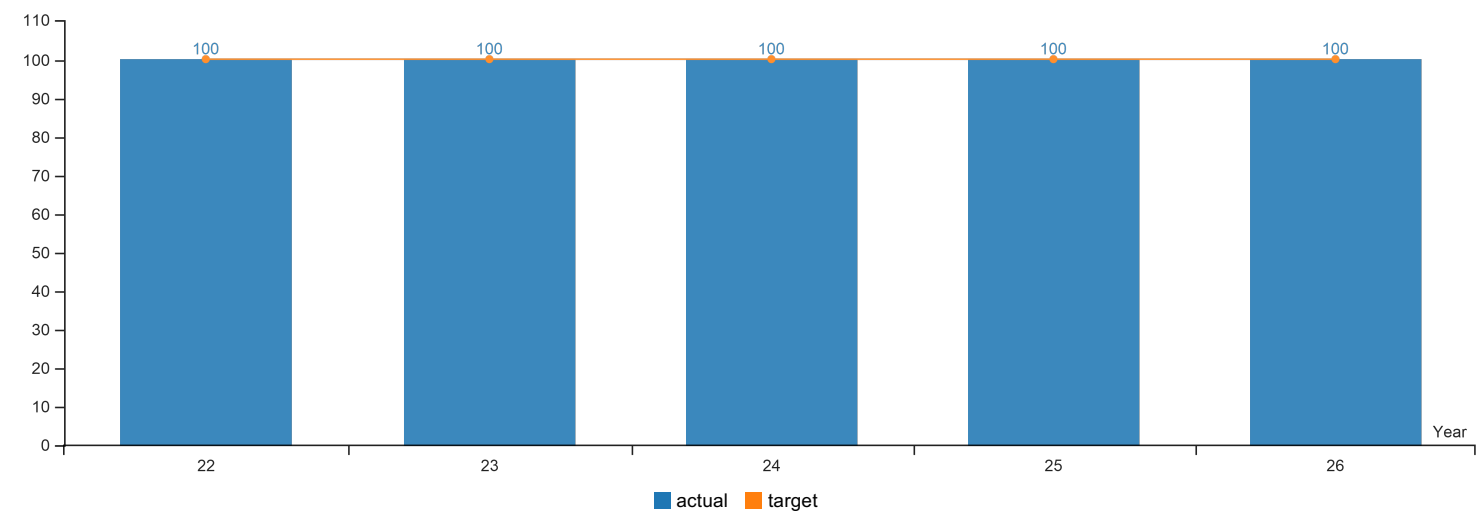
In FY 2026, the Board successfully achieved this goal. In accordance with the Oregon Legislature's directive, the Board conducted its annual Customer Service Survey to assess stakeholder satisfaction with the Board's services and its fulfillment of statutory responsibilities. Overall, the survey results were positive, demonstrating the Board's continued commitment to providing accurate, timely, and professional service.

Factors Affecting Results

Participation in the Customer Service Survey is voluntary, and the Board will continue to promote the survey and encourage stakeholder feedback. In addition to survey responses, the Board regularly receives direct feedback from licensees, applicants, and the public. This input provides valuable insight into how the Board's actions and services affect stakeholders and helps identify opportunities for continuous improvement.

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

* Upward Trend = positive result



Report Year	2022	2023	2024	2025	2026
Compliance with Best Practices Performance Measurement					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

The Board annually reviews the 15 performance metrics outlined in the Board Best Practices framework during its August Board meeting. As part of its commitment to effective governance and accountability, the Board also conducts an annual performance evaluation of the Executive Director. The Executive Director has received an annual performance review each year since 2015. Through its ongoing review of the Best Practices Performance Measures for Governing Boards and Commissions, the Board continues to assess its effectiveness and identify opportunities to strengthen governance and organizational performance.

Factors Affecting Results

The Board Members are engaged and dedicated to their responsibilities, duties and obligations serving Oregon in their capacity. The Board approved the Board Best Practices' Assessment document at its August 21, 2026, Board Meeting.