

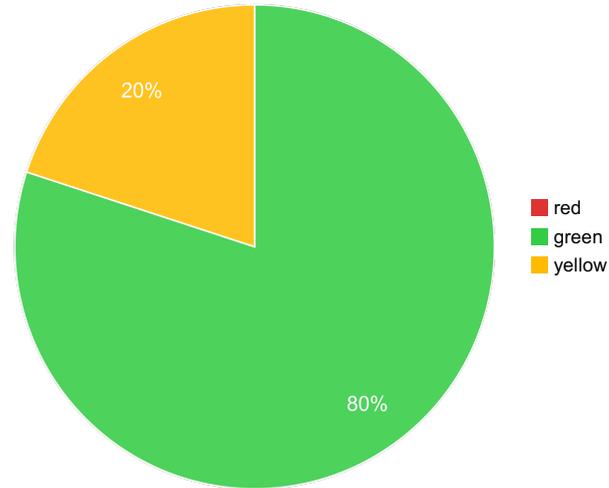
Dentistry, Board of

Annual Performance Progress Report

Reporting Year 2021

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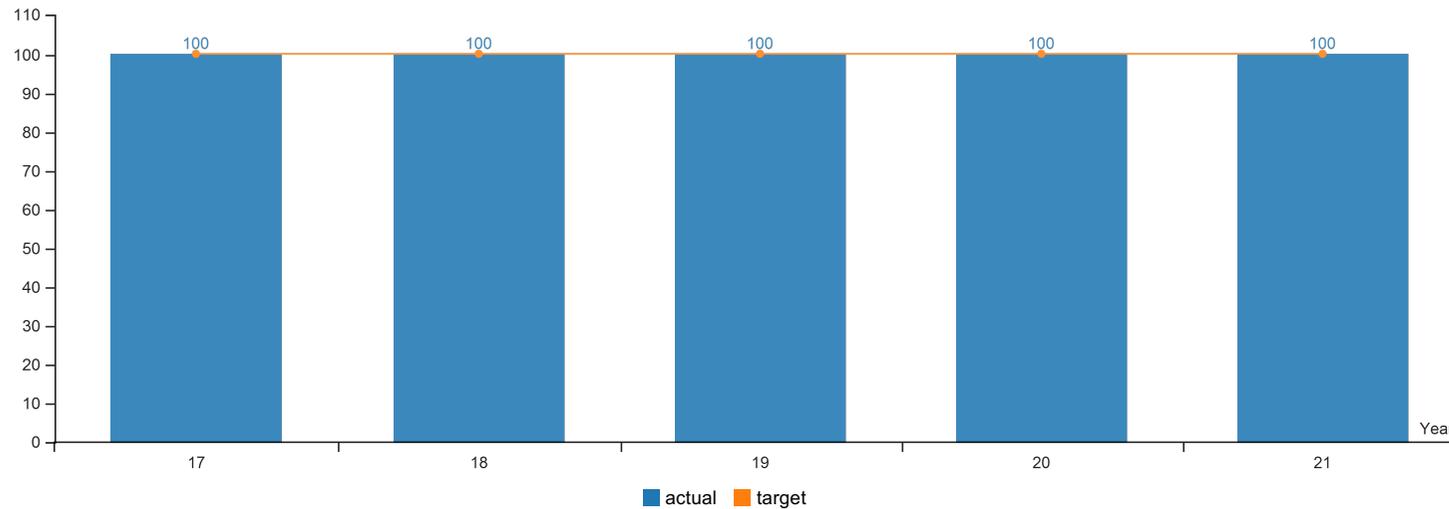
| KPM # | Approved Key Performance Measures (KPMs) |
|-------|--|
| 1 | Continuing Education Compliance - Percent of Licensees in compliance with continuing education requirements. |
| 2 | Time to Investigate Complaints - Average months from receipt of new complaints to completed investigation. |
| 3 | 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: | 80% | 20% | 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 | 2017 | 2018 | 2019 | 2020 | 2021 |
|--|------|------|------|------|------|
| 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

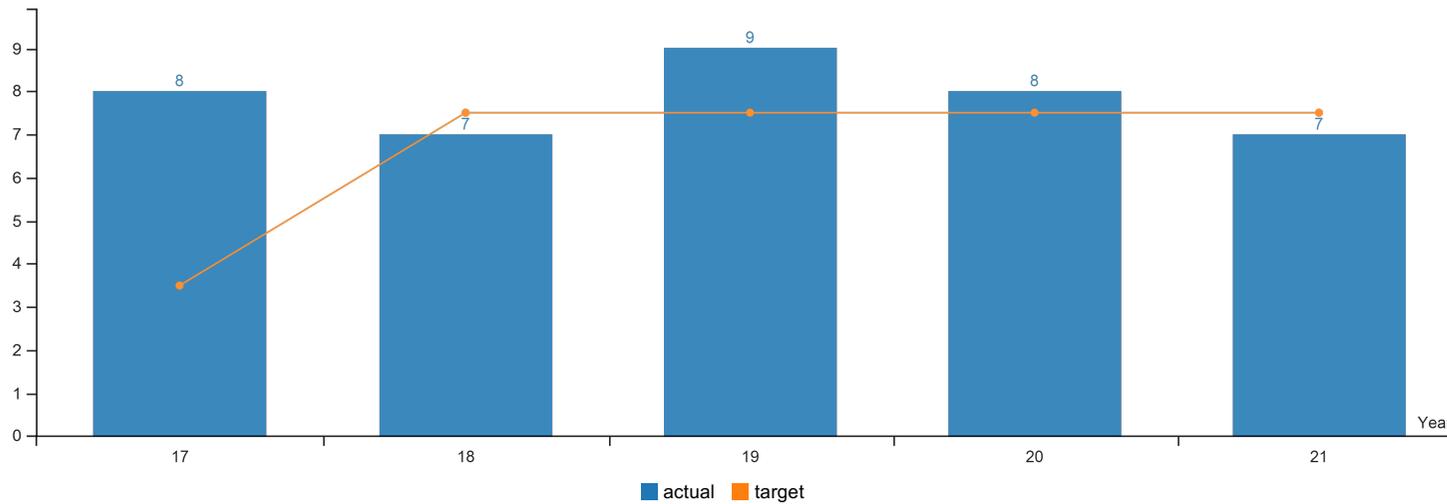
For FY 2021 we accomplished this goal by requiring our licensees complete and comply with continuing education requirements. The Board's strategy is that licensees should keep current on practice issues. One way to do this is to take continuing education courses during their two-year licensure period. We monitor their compliance with questions on their license renewal forms and we audit approximately 15% of all licensees per renewal cycle. Staff follows up with licensees to ensure all requirements are met.

Factors Affecting Results

Experienced staff work with our Licensees to communicate the requirements to be in compliance.

| | |
|--------|--|
| 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 | 2017 | 2018 | 2019 | 2020 | 2021 |
|---|------|------|------|------|------|
| Average time to Investigate Complaints | | | | | |
| Actual | 8 | 7 | 9 | 8 | 7 |
| Target | 3.50 | 7.50 | 7.50 | 7.50 | 7.50 |

How Are We Doing

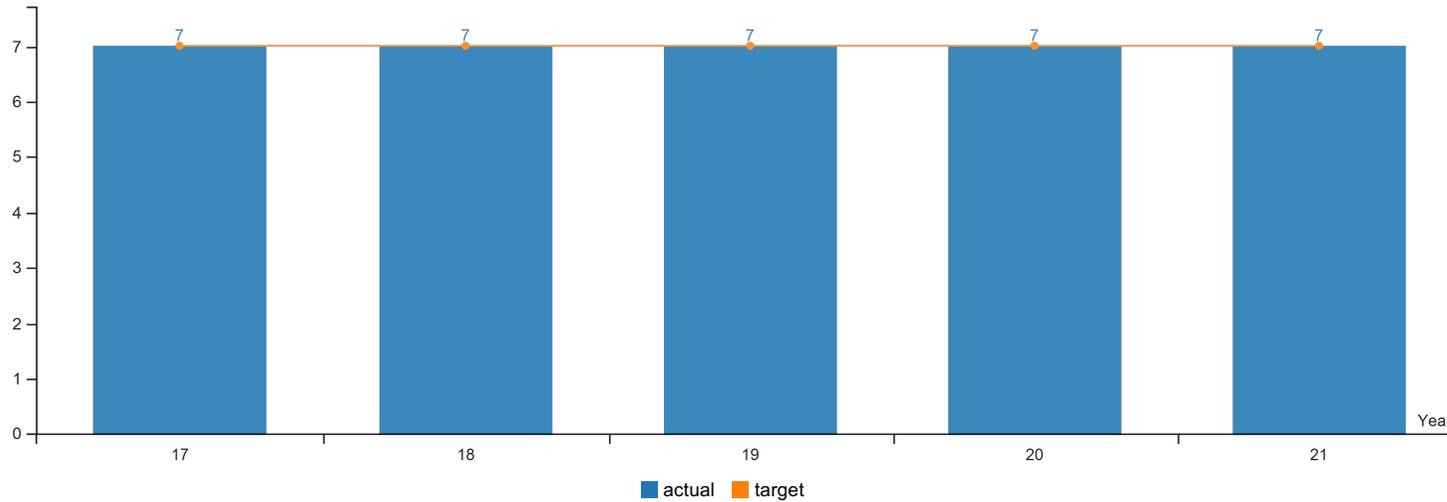
For FY 2021 we accomplished this goal. The investigators worked hard to close the cases and the Board meetings remained on schedule in spite of the pandemic. Due to the pandemic and the closure of dental offices for a period of time, the number of new cases dropped from the prior 12 month period. An investigation can sometimes take longer than usual because of a number of reasons: the number of treatment providers involved in the case, the complexity of the case, the timely responses of all involved and their cooperation as well.

Factors Affecting Results

The total number of investigations opened in FY 2021 was 195, compared to 216 in FY 2020. The number of cases closed in FY 2021 was 205, compared to 286 in FY 2020. The case backlog has effectively ended and all new cases are opened 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 | 2017 | 2018 | 2019 | 2020 | 2021 |
|--|------|------|------|------|------|
| Average Number of Working Days to Issue license after Paperwork is Completed. | | | | | |
| Actual | 7 | 7 | 7 | 7 | 7 |
| Target | 7 | 7 | 7 | 7 | 7 |

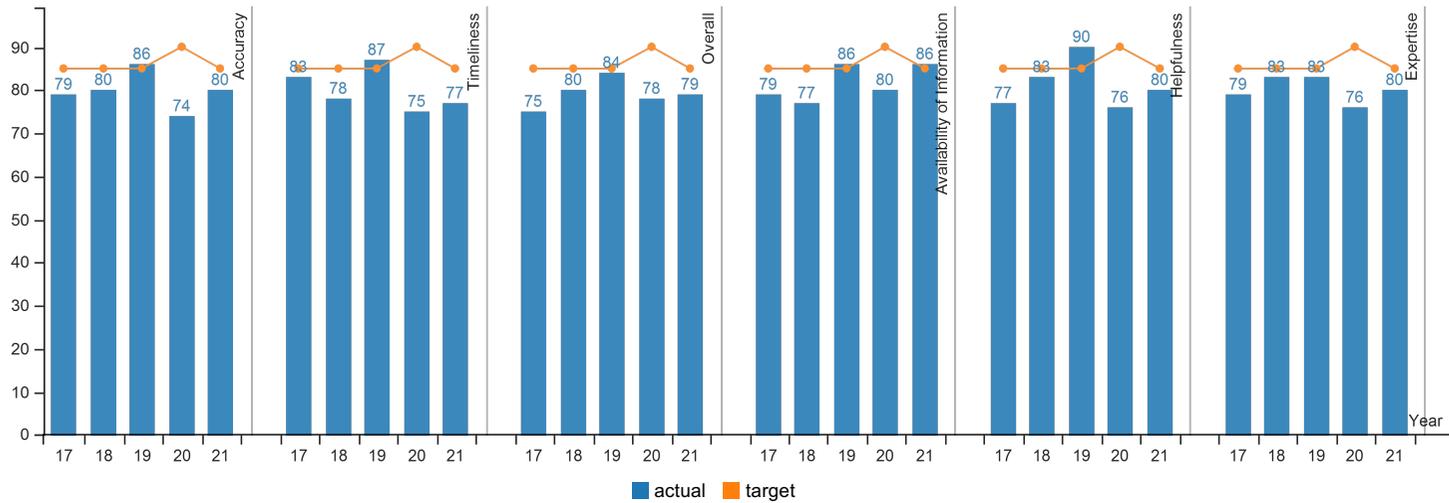
How Are We Doing

For FY 2021 we accomplished this goal. Although there were delays due to the pandemic and other agencies and entities working remotely. OBD Staff never did switch to remote work. OBD Staff continued to work in the downtown Portland office and were all designated "essential personnel" back in March 2020 and remain so at the time of this report. Once all required documentation and paperwork is completed, then licenses were issued with minimal delay due to OBD Staff.

Factors Affecting Results

It is one of our priorities that applications and renewals be processed accurately and efficiently. The delay in processing (not issuing) was due to a number of factors beyond OBD Staff control: US Postal Service delays, schools delaying classes and transmitting transcripts, testing agencies modifying tests and other issues due to the pandemic.

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 | 2017 | 2018 | 2019 | 2020 | 2021 |
|------------------------------------|------|------|------|------|------|
| Accuracy | | | | | |
| Actual | 79% | 80% | 86% | 74% | 80% |
| Target | 85% | 85% | 85% | 90% | 85% |
| Timeliness | | | | | |
| Actual | 83% | 78% | 87% | 75% | 77% |
| Target | 85% | 85% | 85% | 90% | 85% |
| Overall | | | | | |
| Actual | 75% | 80% | 84% | 78% | 79% |
| Target | 85% | 85% | 85% | 90% | 85% |
| Availability of Information | | | | | |
| Actual | 79% | 77% | 86% | 80% | 86% |
| Target | 85% | 85% | 85% | 90% | 85% |
| Helpfulness | | | | | |
| Actual | 77% | 83% | 90% | 76% | 80% |
| Target | 85% | 85% | 85% | 90% | 85% |
| Expertise | | | | | |
| Actual | 79% | 83% | 83% | 76% | 80% |
| Target | 85% | 85% | 85% | 90% | 85% |

How Are We Doing

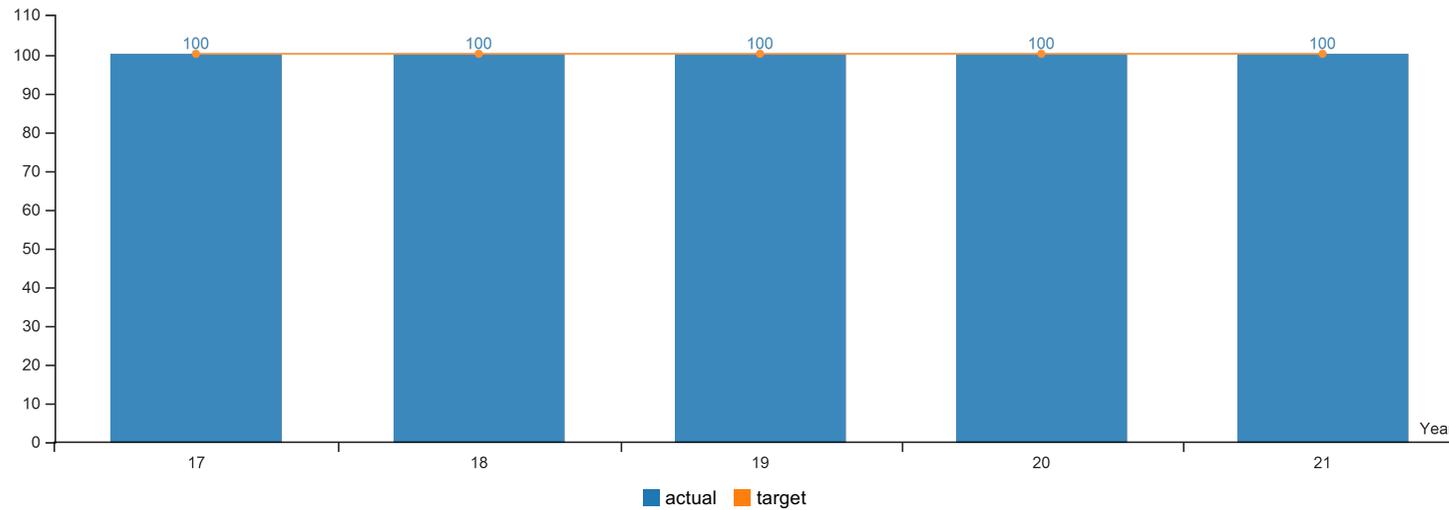
For FY 2021 we had better results overall than last year. In compliance with the Oregon Legislatures directive, the Board conducts a Customer Service Survey as one tool to determine the customer satisfaction with the accuracy of carrying out the statutory requirements and Mission of the Board.

Factors Affecting Results

People choose to respond to surveys and we will continue to promote the survey and encourage feedback. We receive direct feedback outside the survey and it is good to know how the OBD's actions are impacting others and the information received is always useful.

| | |
|--------|--|
| 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 | 2017 | 2018 | 2019 | 2020 | 2021 |
|---|------|------|------|------|------|
| Compliance with Best Practices Performance Measurement | | | | | |
| Actual | 100% | 100% | 100% | 100% | 100% |
| Target | 100% | 100% | 100% | 100% | 100% |

How Are We Doing

For FY 2021 we accomplished this goal. Annually at the August Board Meeting the Board reviews these metrics and conducts the performance review of the Executive Director. The Board is in 100% compliance with Best Practices Performance Measurements for Governing Boards and Commissions.

Factors Affecting Results

The Board Members are engaged and dedicated to their responsibilities, duties and obligations serving Oregon in their capacity. The Board reviewed the Board Best Practices at its August 20, 2021 Board Meeting.

Best Practices Self-Assessment

Annually, Board members are to self-evaluate their adherence to a set of best practices and report the percent total best practices met by the Board (percent of yes responses in the table below) in the Annual Performance Progress Report as specified in the agency Budget instructions.

Best Practices Assessment Score Card

| Best Practices Criteria | Yes | No |
|---|-------------|----|
| 1. Executive Director's performance expectations are current. | ✓ | |
| 2. Executive Director receives annual performance feedback. | ✓ | |
| 3. The agency's mission and high-level goals are current and applicable. | ✓ | |
| 4. The Board reviews the Annual Performance Progress Report. | ✓ | |
| 5. The Board is appropriately involved in review of agency's key communications. | ✓ | |
| 6. The Board is appropriately involved in policy-making activities. | ✓ | |
| 7. The agency's policy option budget packages are aligned with their mission and goals. | ✓ | |
| 8. The Board reviews all proposed budgets. | ✓ | |
| 9. The Board periodically reviews key financial information and audit findings. | ✓ | |
| 10. The Board is appropriately accounting for resources. | ✓ | |
| 11. The agency adheres to accounting rules and other relevant financial controls. | ✓ | |
| 12. Board members act in accordance with their roles as public representatives. | ✓ | |
| 13. The Board coordinates with others where responsibilities and interest overlap. | ✓ | |
| 14. The Board members identify and attend appropriate training sessions. | ✓ | |
| 15. The Board reviews its management practices to ensure best practices are utilized. | ✓ | |
| Total Number | 15 | |
| Percentage of total: | 100% | |

At the August 20, 2021 Board Meeting, the Board reviewed the best practices self-assessment documents and unanimously agreed that all Best Practices were met.