

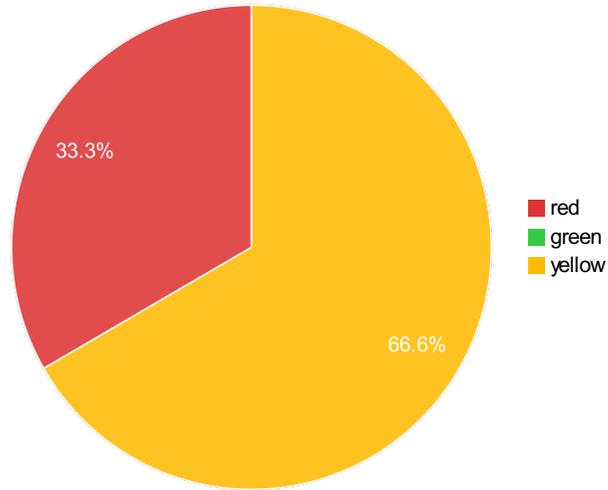
# **Licensed Professional Counselors and Therapists, Board of**

Annual Performance Progress Report

Reporting Year 2016

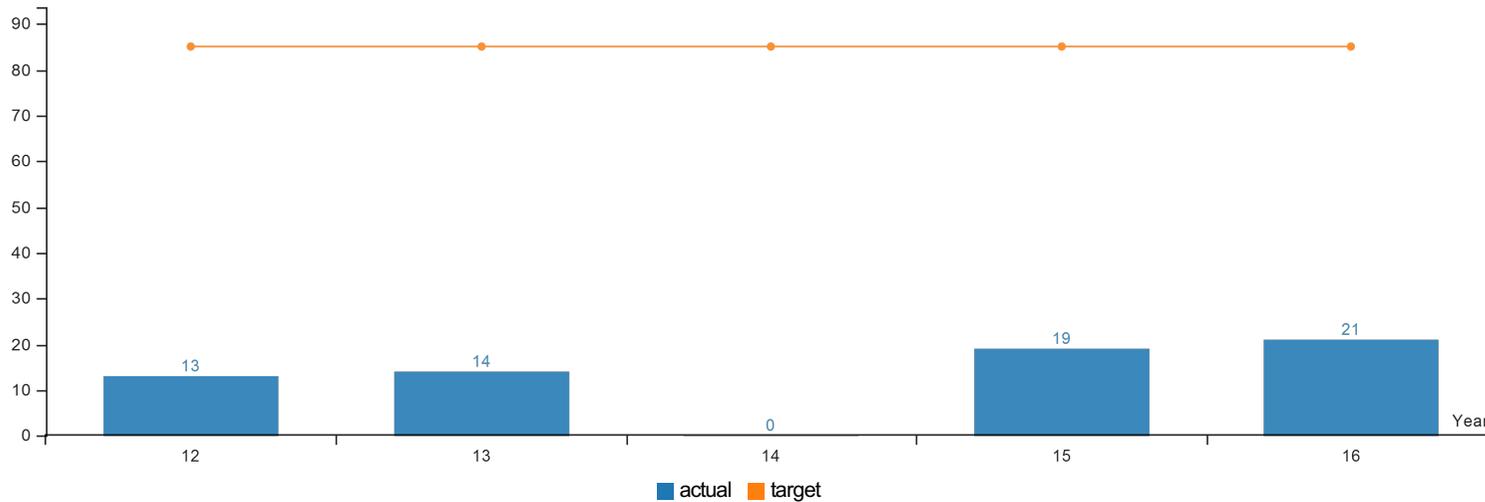
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KPM #	Approved Key Performance Measures (KPMs)
1	Percent of complaints presented to the Board within 90 days of receipt of complaint. -
2	CUSTOMER.SERVICE- Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
3	Board Best Practices - Percent of total best practices met by the Board.



	Green	Yellow	Red
	= Target to -5%	= Target -6% to -15%	= Target > -15%
<b>Summary Stats:</b>	0%	66.67%	33.33%

KPM #1	Percent of complaints presented to the Board within 90 days of receipt of complaint. -
	Data Collection Period: Jan 01 - Dec 31



Report Year	2012	2013	2014	2015	2016
<b>Metric Value</b>					
Actual	13%	14%	No Data	19%	21%
Target	85%	85%	85%	85%	85%

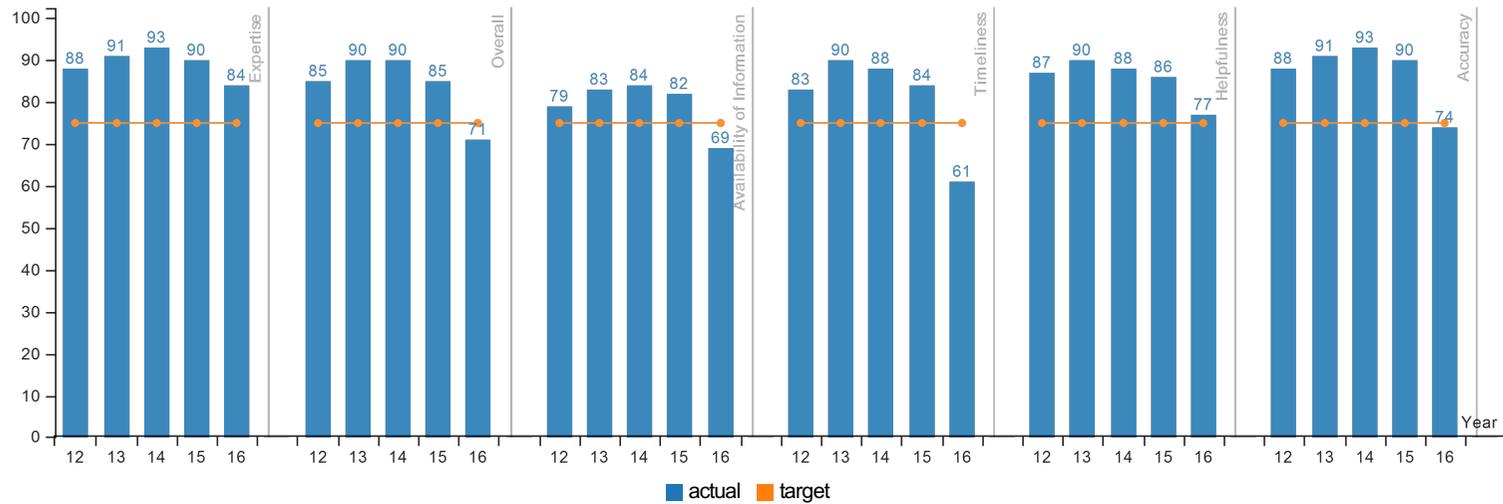
**How Are We Doing**

The percent of complaints presented to the Board within 90 days has remained relatively consistent over the past five years; however it is significantly below the target. In 2016, the 21% of investigations were completed within the desired timeframe, which is a two-point improvement from 2015.

**Factors Affecting Results**

The Board’s target is very ambitious; Oregon law allows 120 days from the time the complaint is received until presentation of the investigation report to the Board. There are many factors affecting our ability to present investigations within 90 days, including the need for additional investigative staff, complexity of cases, traveling time, coordinating witness interviews, coordinating licensee and attorney schedules for interviews, waiting for necessary records to be submitted, and emergency cases that take staff resources away from older cases. The Board meets bimonthly, so timing is often a factor. Also, the board has seen significant increases in the number of license applications and licensees; the number of complaints received has increased by an average of 6% per year over the past five years.

KPM #2	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	2012	2013	2014	2015	2016
<b>Expertise</b>					
Actual	88%	91%	93%	90%	84%
Target	75%	75%	75%	75%	75%
<b>Overall</b>					
Actual	85%	90%	90%	85%	71%
Target	75%	75%	75%	75%	75%
<b>Availability of Information</b>					
Actual	79%	83%	84%	82%	69%
Target	75%	75%	75%	75%	75%
<b>Timeliness</b>					
Actual	83%	90%	88%	84%	61%
Target	75%	75%	75%	75%	75%
<b>Helpfulness</b>					
Actual	87%	90%	88%	86%	77%
Target	75%	75%	75%	75%	75%
<b>Accuracy</b>					
Actual	88%	91%	93%	90%	74%
Target	75%	75%	75%	75%	75%

**How Are We Doing**

The Board exceeded its targets in the areas of expertise and helpfulness of staff, but fell below target in the areas of overall customer satisfaction, accuracy, availability of information, and timeliness.

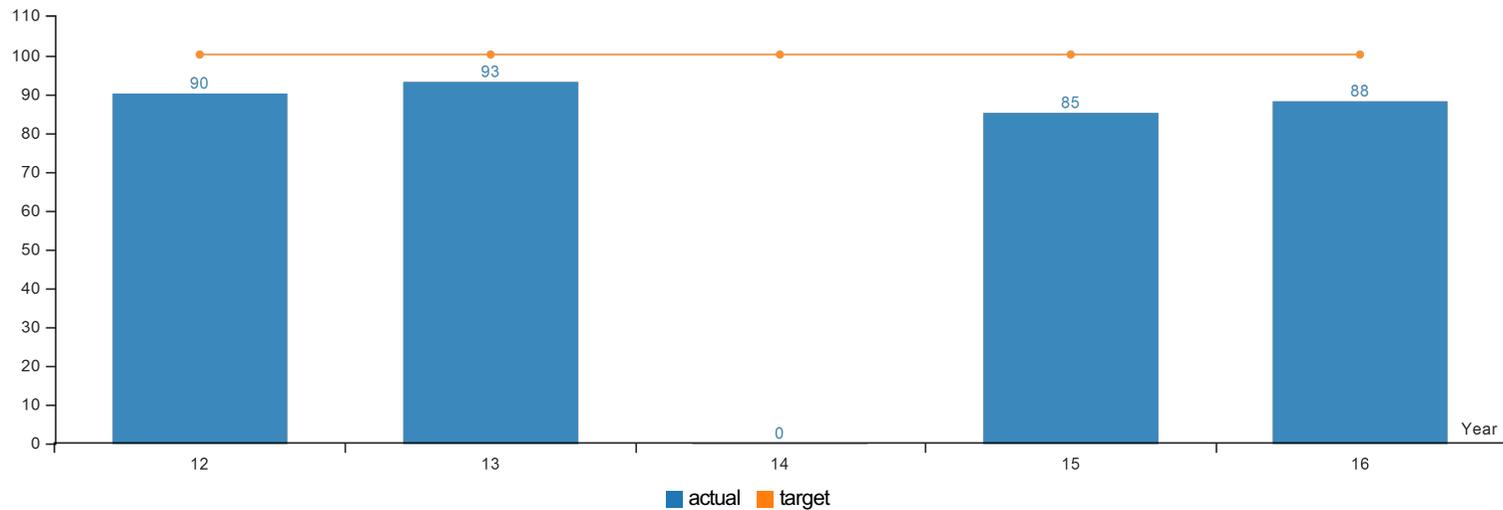
**Overall Customer Satisfaction** has decreased by 14 points over the last five years, from 85% in 2012 and 2015 to 71% in 2016. From 2015 to 2016, **Accuracy** decreased by 16 points (74%). **Helpfulness** decreased by nine points (77%), but remains two points above target. **Expertise** decreased by six points (84%), but remains nine points above target and is the Board's highest ranking area. **Timeliness** decreased by 23 points (61%), and finally, **Availability of Information** decreased by 13 points (69%).

#### **Factors Affecting Results**

The Board has experienced some staff and management turnover during the end of 2015 through the beginning of 2014, not very long before the survey was sent out to stakeholders. Staffing shortages created some backlog in Board delivered services, and likely affected the survey results. Indeed, the lowest scoring area was timeliness of services, which experienced a 23 point reduction from the prior year.

Additionally, sometimes stakeholders who have experienced an adverse enforcement action or do not agree with laws or rules that the Board is charged with enforcing or the policy direction of the Board will respond "poor" to each satisfaction area, regardless of their experience with agency staff.

KPM #3	Board Best Practices - Percent of total best practices met by the Board.
	Data Collection Period: Jan 01 - Dec 31



Report Year	2012	2013	2014	2015	2016
<b>Metric Value</b>					
Actual	90%	93%	No Data	85%	88%
Target	100%	100%	100%	100%	100%

**How Are We Doing**

The Board achieved an 85% score in 2015 and an 88% score in 2016, representing a three-point improvement; however, this remains below the target. The particular areas cited as needing improvement were Board member training and Board member review of the budget.

**Factors Affecting Results**

Board management 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. NOTE: This survey was not administered 2014; therefore there is no data for the agency to report for this year.