

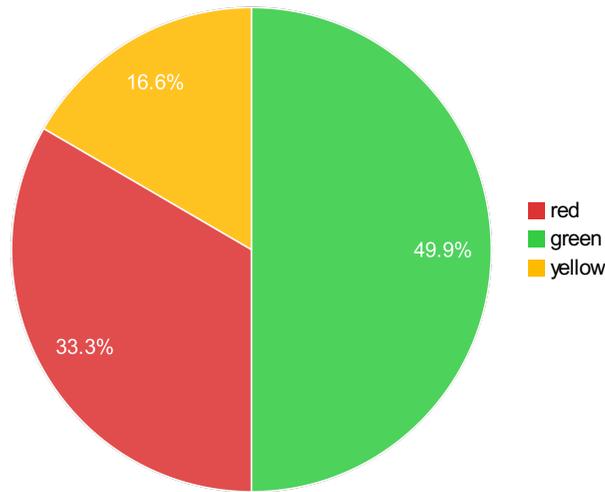
Psychologist Examiners, Board of

Annual Performance Progress Report

Reporting Year 2016

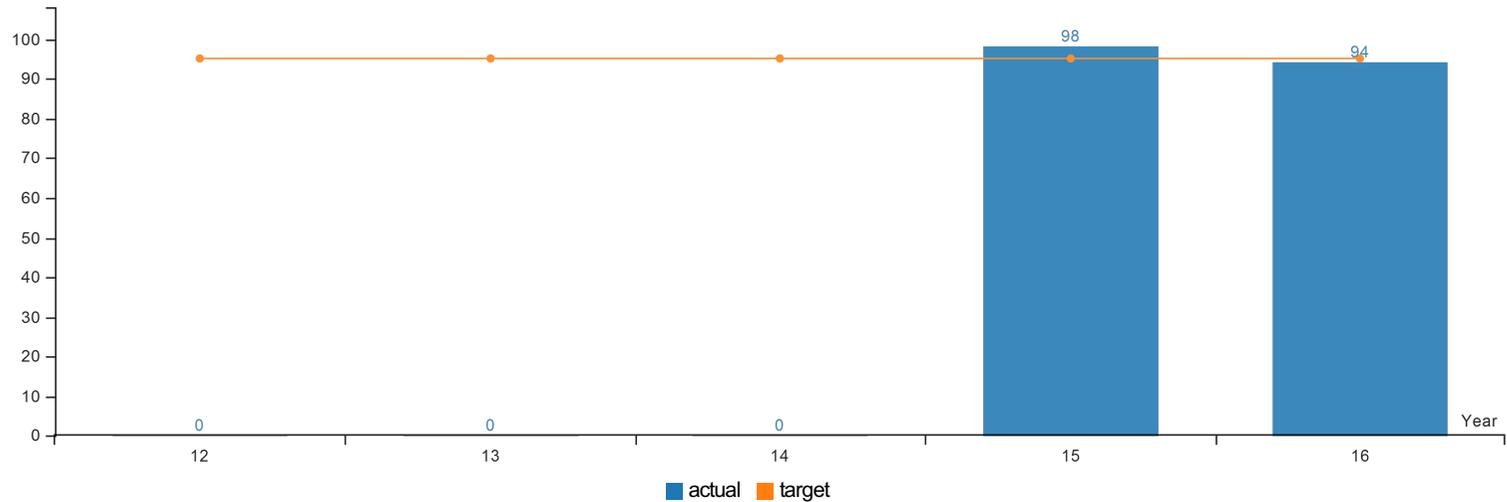
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KPM #	Approved Key Performance Measures (KPMs)
1	RESIDENCY SUPERVISION - Percent of supervisors and residents who rate supervision process as "good" or "excellent" as effective preparation for competent and ethical professionals.
2	EXAMINATION - Percent of examiners and examinees who rate the board-administered exam as "good" or "excellent" as an effective screen for competent and ethical professionals.
3	CONTINUING EDUCATION - Percent of continuing education reports that meet requirements at first review .
4	COMPLAINT INVESTIGATIONS - Percent of uncontested case consumer complaint investigations completed within six months.
5	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.
6	BOARD BEST PRACTICES - Percent of total best practices met by the Board.



	Green	Yellow	Red
	= Target to -5%	= Target -6% to -15%	= Target > -15%
Summary Stats:	50%	16.67%	33.33%

KPM #1	RESIDENCY SUPERVISION - Percent of supervisors and residents who rate supervision process as "good" or "excellent" as effective preparation for competent and ethical professionals.
	Data Collection Period: Jan 01 - Dec 31



Report Year	2012	2013	2014	2015	2016
RESIDENCY-SUPERVISION PROCESS					
Actual	No Data	No Data	No Data	98%	94%
Target	95%	95%	95%	95%	95%

How Are We Doing

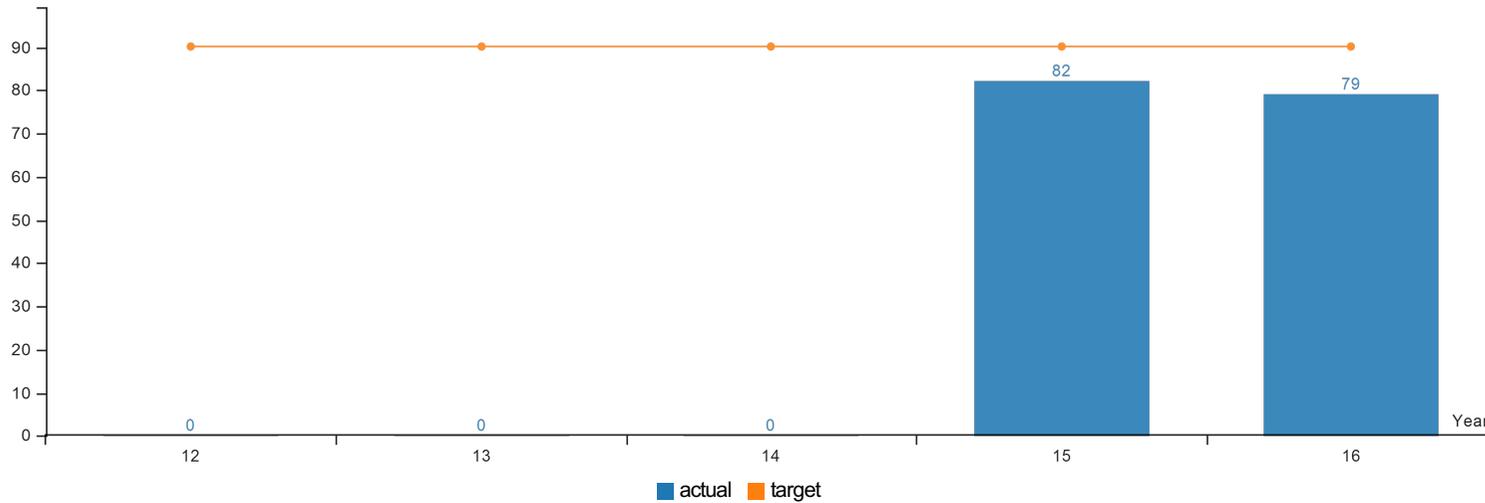
In 2016, 94% of supervisor and residents who responded to the survey rated the supervision process as "good" or "excellent" as effective preparation for competent and ethical professionals. This is just below the Board's target of 95%, and is a three-point decrease from the 98% result of the last survey administration in 2015. The 10-year average result during the years this survey was administered is 92%.

Factors Affecting Results

This measure is affected by the quantity and quality of available residency sites and supervisors in the state. The Board continues to look for opportunities to improve the quality of the residency experience for both residents and supervisors, regardless of the success of the program. NOTE: This survey was not administered 2012|2014; therefore, there is no data for the agency to report for these years.

KPM #2 EXAMINATION - Percent of examiners and examinees who rate the board-administered exam as “good” or “excellent” as an effective screen for competent and ethical professionals.

Data Collection Period: Jan 01 - Dec 31



Report Year	2012	2013	2014	2015	2016
JURISPRUDENCE EXAM SATISFACTION					
Actual	No Data	No Data	No Data	82%	79%
Target	90%	90%	90%	90%	90%

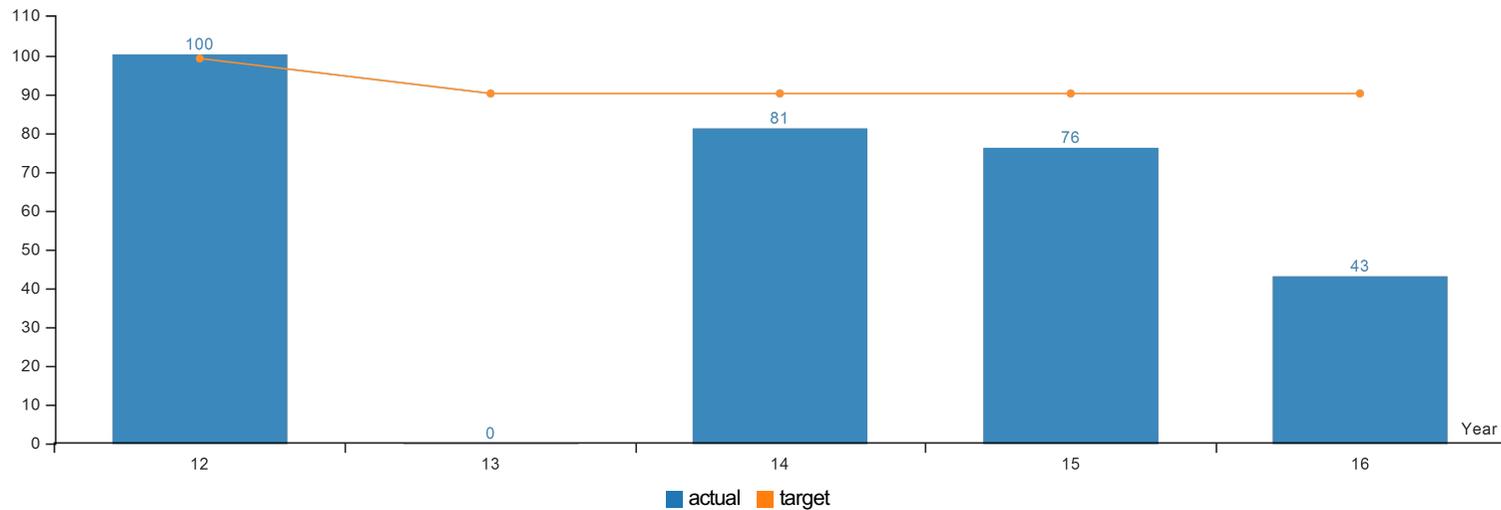
How Are We Doing

In 2016, 79% of examinees rated the Jurisprudence Exam as “good” or “excellent” as an effective screen for competent and ethical professionals. This falls short of the Board's goal of 90%, and is a three-point decrease from the 82% rate achieved in 2015.

Factors Affecting Results

There are some examinees that question whether any examination can be an effective screen for competence and/or ethical practice. The agency continues to look for ways to improve the quality of the examination content and process. NOTE: This survey was not administered 2012-2014; therefore, there is no data for the agency to report for these years.

KPM #3	CONTINUING EDUCATION - Percent of continuing education reports that meet requirements at first review.
	Data Collection Period: Jan 01 - Dec 31



Report Year	2012	2013	2014	2015	2016
Metric Value					
Actual	100%	No Data	81%	76%	43%
Target	99%	90%	90%	90%	90%

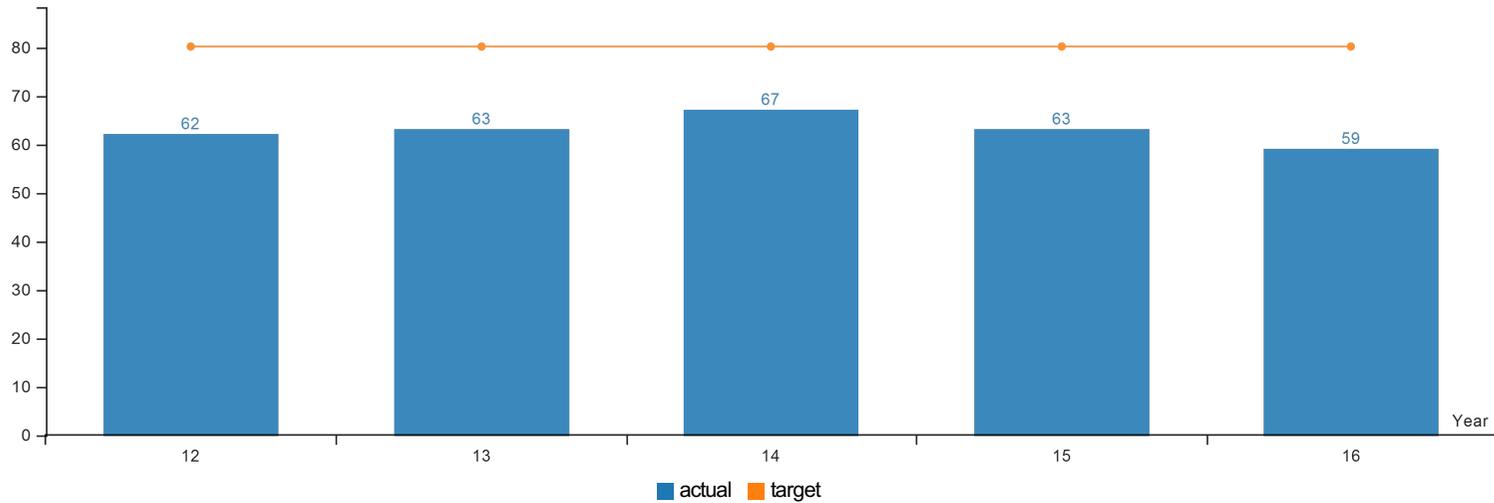
How Are We Doing

In 2016, 43% of continuing education reports met the requirements at first review. This falls significantly short of the Board’s goal of 90%, and is a decrease from the 76% rate achieved in 2015.

Factors Affecting Results

For various reasons, a number of licensees audited each period will be found to not be in compliance with the continuing education requirements on first review. Some licensees will not fully understand how to apply the criteria for what is acceptable education, the categorical limitations, what is acceptable documentation of completion, or how to fill out the forms. Most errors/omissions are corrected upon followup with the licensee. The Board strives to respond quickly and completely to licensees’ inquiries about the CE requirements, and to keep the website updated with clear forms, explanatory materials, and helpful FAQs. With increased outreach to licensees about acceptable continuing education and reporting, the Board desires these numbers to trend in a higher direction, reflecting licensees’ understanding of the requirements. Additionally, the results will vary with the thoroughness of the reviewer. NOTE: In 2013 there was no continuing education audit completed because of the Board’s transition to biennial birth month renewals in 2011.

KPM #4	COMPLAINT INVESTIGATIONS - Percent of uncontested case consumer complaint investigations completed within six months.
	Data Collection Period: Jan 01 - Dec 31



Report Year	2012	2013	2014	2015	2016
Timely Complaint Investigations					
Actual	62%	63%	67%	63%	59%
Target	80%	80%	80%	80%	80%

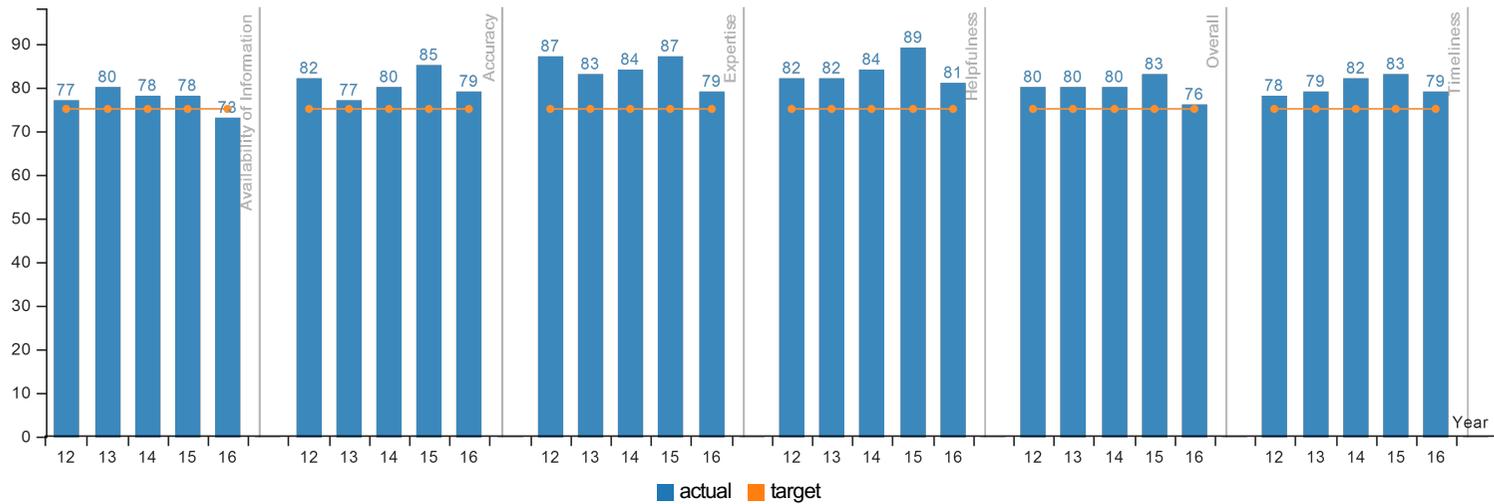
How Are We Doing

The time for the Board to complete investigations has remained relatively consistent over the past five years; however it is below the target. In 2016, the 59% of investigations were completed within the desired timeframe.

Factors Affecting Results

The Board strives to complete complaint investigations within six months, however there are many factors affecting our ability to complete investigations. These include 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 as well.

KPM #5	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
Availability of Information					
Actual	77%	80%	78%	78%	73%
Target	75%	75%	75%	75%	75%
Accuracy					
Actual	82%	77%	80%	85%	79%
Target	75%	75%	75%	75%	75%
Expertise					
Actual	87%	83%	84%	87%	79%
Target	75%	75%	75%	75%	75%
Helpfulness					
Actual	82%	82%	84%	89%	81%
Target	75%	75%	75%	75%	75%
Overall					
Actual	80%	80%	80%	83%	76%
Target	75%	75%	75%	75%	75%
Timeliness					
Actual	78%	79%	82%	83%	79%
Target	75%	75%	75%	75%	75%

How Are We Doing

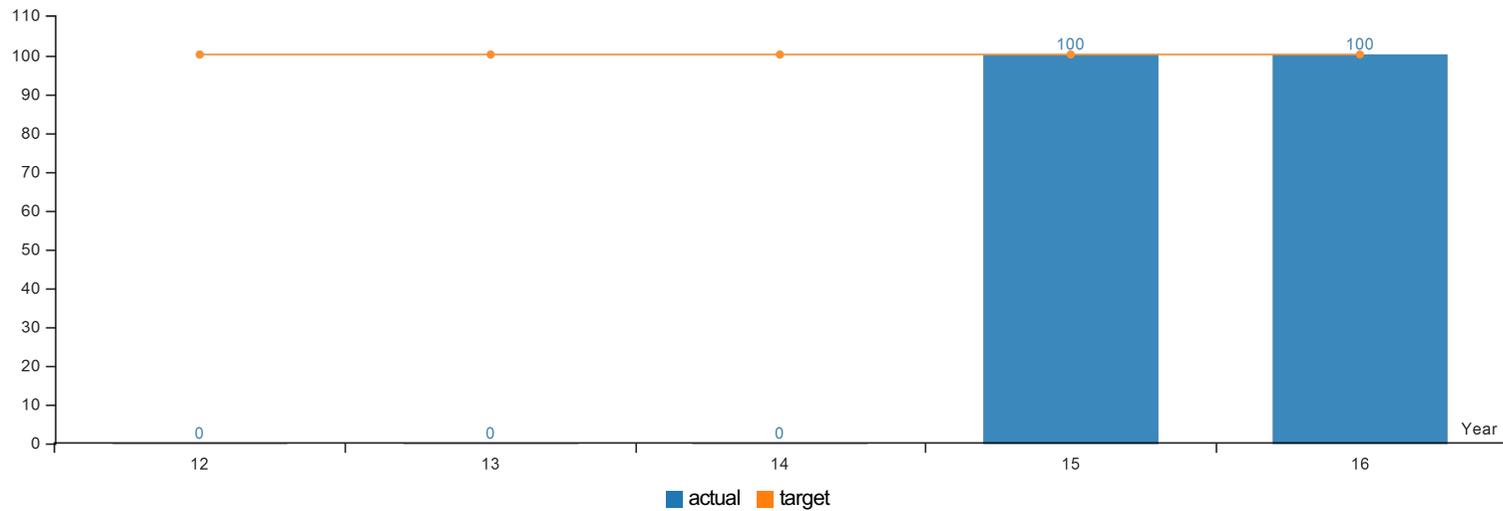
The Board exceeded its targets in the areas of overall customer satisfaction, accuracy, expertise, helpfulness, and timeliness; but fell short by one point its target for availability of information.

Overall Customer Satisfaction has decreased by four points over the last five years, from 80% in 2012-2014 to 76% in 2016. From 2015 to 2016, **Accuracy** decreased by six points (79%), but remains one point above the ten-year average score (78%). **Helpfulness** decreased by eight points (81%), but remains three points above the ten-year average score (78%). **Expertise** decreased by eight points (79%), but remains two points above the ten-year average score (81%). **Timeliness** decreased by four point (79%), but remains one point above the ten-year average score (78%). Finally, **Availability of Information** decreased by five points (73%).

Factors Affecting Results

The Board has experienced some staff and management turnover, which may have affected the survey results. 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. However, the agency has consistently put a high priority on customer service, which is reflected in the results.

KPM #6	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
GOVERNANCE - Percent of best administrative practices achieved.					
Actual	No Data	No Data	No Data	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

In 2015 and 2016, the Board achieved a 100% score in each best practice area surveyed. This meets the target.

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 2012|2014; therefore there is no data for the agency to report for these years.