

BOARD OF PSYCHOLOGIST EXAMINERS

Annual Performance Progress Report (APPR) for Fiscal Year (2014-2015)

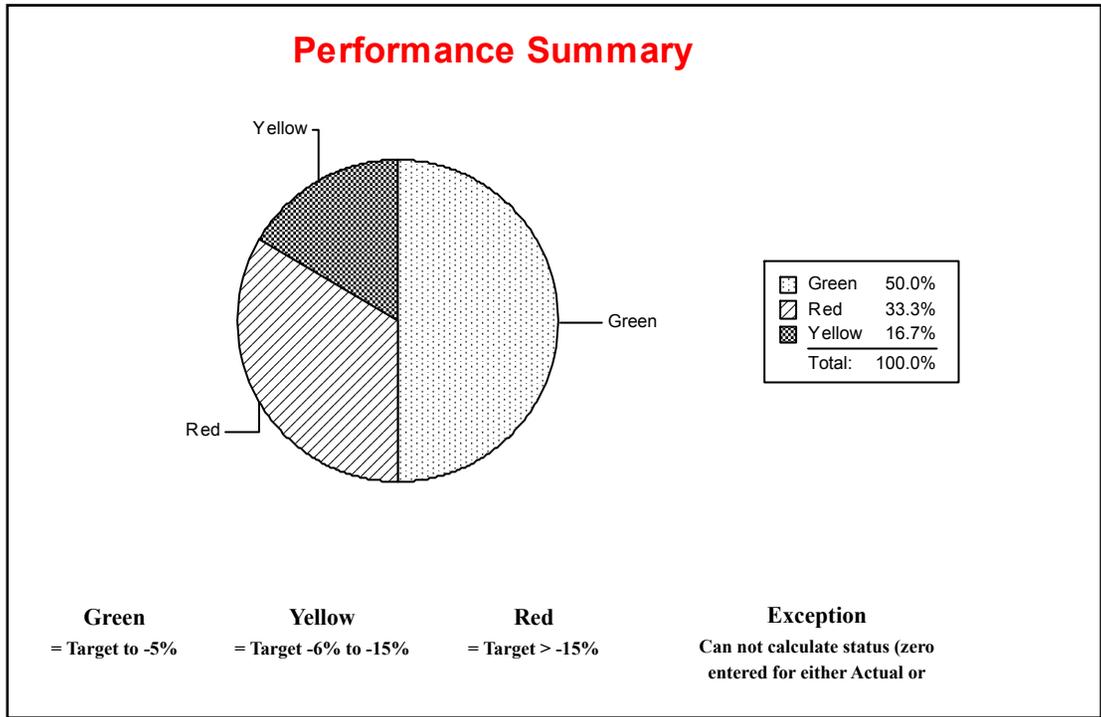
Original Submission Date: 2015

Finalize Date: 11/13/2015

2014-2015 KPM #	2014-2015 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.

New Delete	Proposed Key Performance Measures (KPM's) for Biennium 2015-2017
	Title: Rationale:

BOARD OF PSYCHOLOGIST EXAMINERS		I. EXECUTIVE SUMMARY	
Agency Mission: Our mission is to protect and benefit public health and safety; and promote quality in the psychology profession.			
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1. SCOPE OF REPORT

Agency programs/services addressed by key performance measures.

2. THE OREGON CONTEXT

The Oregon Board of Psychologist Examiners has no primary links to the Oregon Benchmarks; however, all Board activities further the agency mission .

3. PERFORMANCE SUMMARY

During 2014-2015, this Board met, exceeded or improved in most of the performance measures.

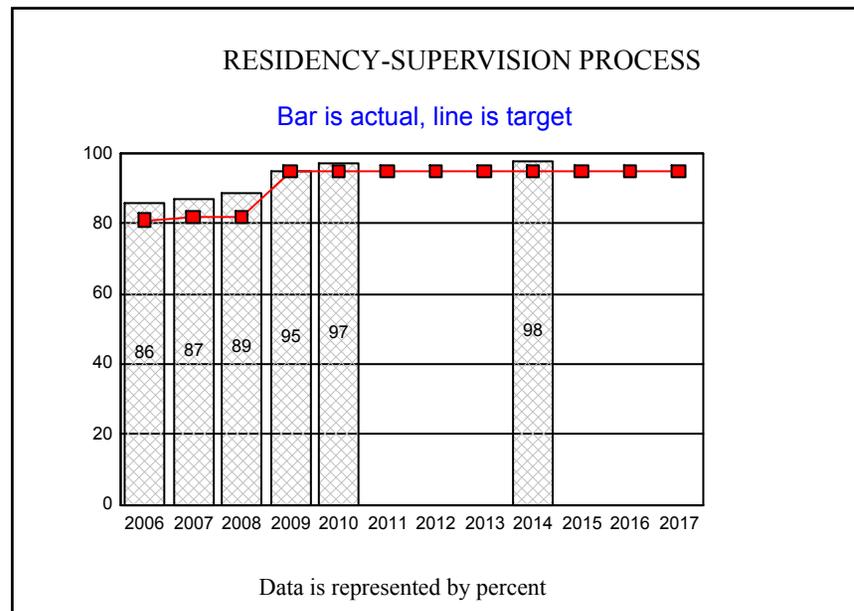
4. CHALLENGES

The Board primary challenges faced by the Board this year has been turnover in management staff. With a small FTE of 4.5, staffing levels can greatly impact operations.

5. RESOURCES AND EFFICIENCY

This Board continues to look for, and implement cost savings and efficiencies in operating. The Board is currently operating in interagency agreement to share resources with the Oregon Board of Licensed Professional Counselors and Therapists, including management staff. In addition, the agency is currently implementing a paperless office to save staff time, resources and space. The Board was able to implement a two-year temporary licensure renewal fee reduction due to conservative spending and efficient operations.

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.	2006
Goal	Public Protection - Assure Oregonians receive professional and ethical psychological services.	
Oregon Context	This goal is linked to the agency mission.	
Data Source	Data is gathered through an annual survey completed by supervisors and residents.	
Owner	Oregon Board of Psychologist Examiners, Charles Hill, (503) 373-1155.	



1. OUR STRATEGY

Public Protection includes ensuring that the residency supervision process and education adequately prepares candidates for licensure to practice independently. Our strategy is to review, approve and monitor residency-supervision contracts and provide guidance to residents and supervisors through the

supervision process. The Board also provides an online "Residency Supervision Orientation" training along with other helpful information on the website.

2. ABOUT THE TARGETS

The Board has set a high target because it believes the supervised residency of candidates for psychologist licensure to be a vital step in ensuring safe and responsible practice in the state. The Board continues to look for ways to improve the quality of the residency experience for both residents and supervisors. The Board utilizes survey and other feedback received on an ongoing basis, and stays informed about trends and techniques through attendance at the Association of State and Provincial Psychology Boards (ASPPB) conferences.

3. HOW WE ARE DOING

In 2014, 98% 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 exceeded the Board's target of 95%, and is a slight increase from the 97% result of the last survey administration in 2010.

4. HOW WE COMPARE

There are no outside comparisons of similar jurisdictions to use.

5. FACTORS AFFECTING RESULTS

The Board continues to look for opportunities to improve the process regardless of the success of the program. NOTE: This survey was not administered 2011-2013; therefore there is no data for the agency to report for these years.

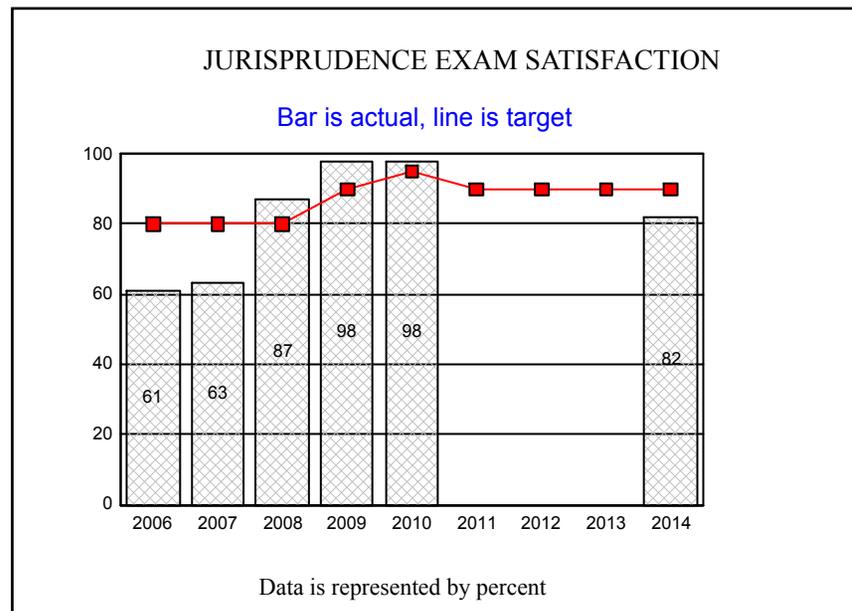
6. WHAT NEEDS TO BE DONE

The Board continues to look for ways to improve the quality of the residency experience for both residents and supervisors. Consistent data collection will be prioritized.

7. ABOUT THE DATA

The reporting cycle for this measure is the calendar year. The Board surveys all residents and supervisors annually, requesting specific measures of satisfaction as well as subjective comments for improving the process and experience. That data is utilized to improve the Board's understanding of the experience and address areas in need of improvement.

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.	2006
Goal	Public Protection - Assure Oregonians receive professional and ethical psychological services	
Oregon Context	This goal is linked to the agency mission.	
Data Source	The data is collected via a survey completed by examinees after a time to reflect on their experience with the Oregon Jurisprudence Examination .	
Owner	Oregon Board of Psychologist Examiners, Charles Hill, (503) 373-1155.	



1. OUR STRATEGY

The Board continues to develop new test items and to review current ones as laws and administrative rules change. Qualitative survey responses from

examinees are reviewed to seek areas that may need improvement.

2. ABOUT THE TARGETS

The Jurisprudence Exam is an important step towards psychologist licensure. It helps to ensure that candidates understand the laws, rules and ethics that apply to the psychology profession, and that they are capable of practicing at least at a minimally acceptable level of competence. The Board desires these numbers to trend in a higher direction, reflecting candidates' belief that the examination is an effective screen for competent and ethical professionals.

3. HOW WE ARE DOING

In 2014, 82% of examinees rated the Jurisprudence Exam as “good” or “excellent” as an effective screen for competent and ethical professionals. This falls short of the agency's goal of 90%, and is a decrease from the 97% rate achieved in 2010, the last time this survey was administered.

4. HOW WE COMPARE

Oregon is in step with national trends by administering a written exam based on state law and ethics.

5. FACTORS AFFECTING RESULTS

There are some examinees that question whether any examination can be an effective screen for competence and/or ethical practice. NOTE: This survey was not administered 2011-2013; therefore there is no data for the agency to report for these years.

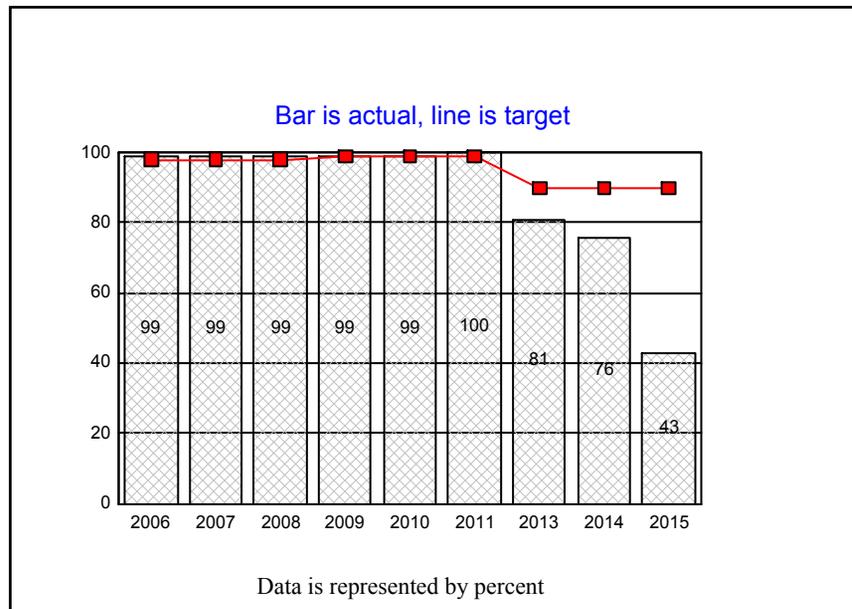
6. WHAT NEEDS TO BE DONE

The agency continues to look for ways to improve the quality of the examination content and process. Consistent data collection will be prioritized.

7. ABOUT THE DATA

The reporting cycle for this measure is the calendar year. The Board surveys exam candidates after they have had an opportunity for reflection about the examination experience. An anonymous survey is administered to encourage examinees to speak freely.

KPM #3	CONTINUING EDUCATION– Percent of continuing education reports that meet requirements at first review.	2006
Goal	Public Protection - Assure Oregonians receive professional and ethical psychological services.	
Oregon Context	This goal is linked to the agency mission.	
Data Source	Data is derived from a random audit of 20% of practicing status licensees who renew each year. Biennial continuing education reports submitted by these licensees are reviewed for compliance with administrative rules.	
Owner	Oregon Board of Psychologist Examiners, Charles Hill, (503) 373-1155	



1. OUR STRATEGY

Fulfillment of CE requirements is viewed as one necessary vehicle for maintaining competence in professional practice and for assuring a high standard of psychological services to the public. The Board's strategy is to randomly audit 20% of continuing education reports annually.

2. ABOUT THE TARGETS

While the Board expects a high compliance with the continuing education requirements, occasionally a document is incomplete and/or missing on first review. Most errors/omissions are corrected upon follow-up with the licensee. 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.

3. HOW WE ARE DOING

Between 2006 and 2010, it was reported that 99% of continuing education reports met the requirements at first review. In 2011 that number rose to 100%. The Board met or exceeded its targets for these years. In 2012 there was no continuing education audit completed because of the Board's transition to biennial birth month renewals in 2011. In 2013 the number of reports meeting the requirements at first review fell to 81%; in 2014 it fell to 76%; and in 2015 it fell to 43%.

4. HOW WE COMPARE

There are no outside comparisons of similar jurisdictions to use.

5. FACTORS AFFECTING RESULTS

For various reasons, a number of licensees audited each period will not 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. 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.

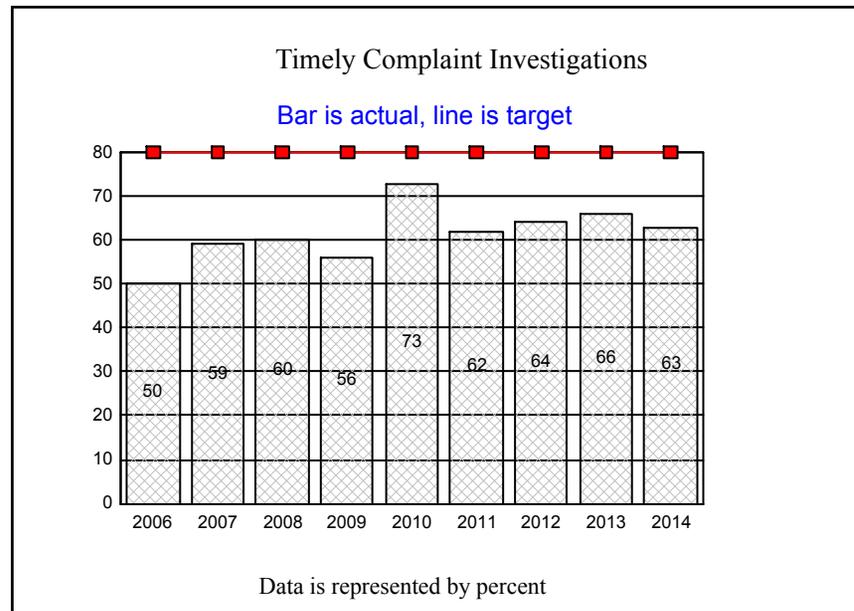
6. WHAT NEEDS TO BE DONE

The agency continues to have knowledgeable staff available to respond to inquiries about continuing education requirements, and ensure that plain language explanatory information is available to licensees. The agency plans to develop more detailed guidance materials as particular areas of confusion are identified, to continually anticipate questions and improve website clarity, and to actively communicate common problems in its quarterly newsletter.

7. ABOUT THE DATA

The reporting cycle for this measure is the calendar year. The methods of data collection between 2006 and 2011 are unclear. Note that due to the Board's transition to biennial birth month renewals in 2011, licensees were not required to complete continuing education during this year, and therefore an audit was not conducted in 2012. Data collected 2013-2015 has been thoroughly documented in spreadsheets created by the reviewer. It is believed that the trending reduction in percentage of CE audits meeting requirements on first review can be attributed to the thoroughness of the reviewer as opposed to the quality of submissions received.

KPM #4	COMPLAINT INVESTIGATIONS – Percent of uncontested case consumer complaint investigations completed within six months.	2006
Goal	Public Protection - Assure Oregonians receive professional and ethical psychological services.	
Oregon Context	This performance measure is tied to the agency's mission.	
Data Source	All of the data required to report this performance measure is collected routinely in our electronic database and extracted, then analyzed, throughout the year.	
Owner	Oregon Board of Psychologist Examiners, Charles Hill, (503) 373-1155.	



1. OUR STRATEGY

The Board continually reviews the complaint investigation process, making adjustments as needed within our resource means.

2. ABOUT THE TARGETS

The agency's goal is to complete investigations of uncontested complaint cases within six months. The Board desires these numbers to trend in a higher direction, reflecting quicker processing of complaints filed by consumers.

3. HOW WE ARE 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 2014, the 63% of investigations were completed within the desired timeframe.

4. HOW WE COMPARE

There are no outside comparisons of similar jurisdictions to use.

5. 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 case complexity, traveling time, coordinating witness interviews, coordinating licensee and attorney schedules for interviews, waiting for necessary records to be submitted, emergency cases that take staff resources away from older cases, and staffing. The Board meets bimonthly, so timing is often a factor as well.

6. WHAT NEEDS TO BE DONE

The Board has developed some creative strategies to address the concern about timely complaint processing. The Board continues to utilize a "consumer protection committee" to triage and screen cases prior to investigation by the Investigator. This strategy enables the Investigator to focus more time and energy on the most concerning cases and/or allows the investigator to focus on the most concerning issue within a particular case. In addition, the Board continues to invite licensees involved in the disciplinary process to a face-to-face interview with the full Board, thereby shifting some of the investigative work to the Board.

7. ABOUT THE DATA

The reporting cycle for this measure is the calendar year. Data is entered routinely into the Board's electronic database as part of the case management

process. Data is verified and reviewed by the Operations Manager and the Investigator and is reported to the Board regularly.

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.	2006
Goal	CUSTOMER SERVICE - Provide excellent customer service.	
Oregon Context	This goal is linked to the agency mission.	
Data Source	Every year the Board requests that stakeholders complete an electronic Customer Satisfaction Survey. Up until 2011, the survey was hosted by the State Library. Now the Board utilizes Survey Monkey. Survey data is quickly and easily downloaded for analysis.	
Owner	Oregon Board of Psychologist Examiners, Charles Hill, (503) 373-1155.	



1. OUR STRATEGY

Board staff strives to provide excellent customer service every day. Strategies for improving customer service come largely from the comments section of the Board's annual Customer Satisfaction Survey, as well as regular feedback received from stakeholders. In addition, the Board typically holds a public forum at Board meetings to gather stakeholder input. Basic strategies for improving customer satisfaction include continual review of our information and processes to improve accessibility and clarity, regularly updating the Board's website, providing information via the quarterly newsletter, staff customer service and communication training, improving Board forms, reducing paperwork, continually reviewing materials and revising documents utilizing the Plain Language model, and cross-training staff when possible.

2. ABOUT THE TARGETS

The Board's rationale for the targets are based on Board and staff goals. The Board desires these numbers to trend in a higher direction, reflecting higher levels of customer satisfaction.

3. HOW WE ARE DOING

Overall Customer Satisfaction has improved over the last five years, from 78% in 2010 to 83% in 2014. It has improved three points from last year. From 2013 to 2014, **Accuracy** improved by five points (85%). **Helpfulness** improved by five points, and at 89%, represents the agency's highest achievement. **Expertise** improved by three points (87%), **Timeliness** improved by one point (83%), and **Availability of Information** remained the same (78%). The agency exceeded its targets in areas.

4. HOW WE COMPARE

There are no outside comparisons of similar jurisdictions to use.

5. 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 licensure 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.

6. WHAT NEEDS TO BE DONE

The Board has attempted to improve customer satisfaction through continual staff training. The Board will also continue to review staff and stakeholder feedback.

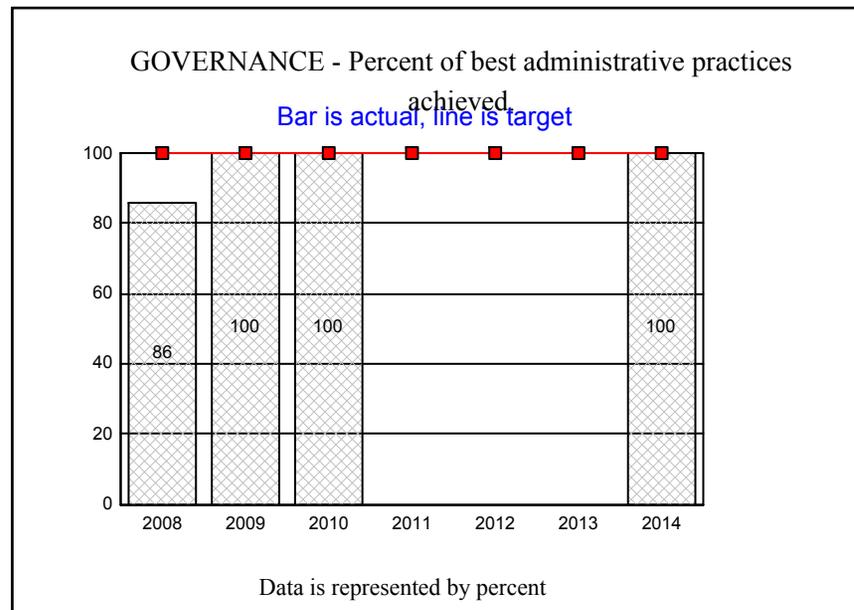
7. ABOUT THE DATA

The reporting cycle for this measure is the calendar year. The electronic survey is a useful tool to quickly, efficiently and accurately survey stakeholders.

BOARD OF PSYCHOLOGIST EXAMINERS

II. KEY MEASURE ANALYSIS

KPM #6	BOARD BEST PRACTICES - Percent of total best practices met by the Board.	2008
Goal	To assure effective governance of administrative responsibilities.	
Oregon Context	#35, Public Management Quality	
Data Source	The data is derived from an anonymous electronic survey completed by Board members.	
Owner	Oregon Board of Psychologist Examiners, Charles Hill, (503) 373-1155.	



1. OUR STRATEGY

The agency's strategy is to conduct an annual review of best practices and assess level of achievement to ensure effective governance .

2. ABOUT THE TARGETS

The Board has set an ambitious target at 100%. The agency desires these numbers to trend in a higher direction.

3. HOW WE ARE DOING

In 2010, the agency achieved a 100% score on the Best Practices KPM. The survey was not administered for 2011-2013, so the data is not available for these years. In 2014, the agency again achieved a score of 100%. This meets the target.

4. HOW WE COMPARE

There are no outside comparisons of similar jurisdictions to use.

5. FACTORS AFFECTING RESULTS

Agency management continues to look for opportunities for improved performance and increased transparency, regardless of the Board members' reports of success. NOTE: This survey was not administered 2011-2013; therefore there is no data for the agency to report for these years.

6. WHAT NEEDS TO BE DONE

Consistent data collection will be prioritized.

7. ABOUT THE DATA

The reporting cycle for this measure is the calendar year. The Board receives regular reports and provides input into the day-to-day functioning of the agency, as well as high level decisions such as the biennial budget via the Board and committee meetings. 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.

BOARD OF PSYCHOLOGIST EXAMINERS	III. USING PERFORMANCE DATA
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Agency Mission: Our mission is to protect and benefit public health and safety; and promote quality in the psychology profession.

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The following questions indicate how performance measures and data are used for management and accountability purposes.

1. INCLUSIVITY	<p>* Staff: Involved in the development of the agency's performance measures by contributing ideas, specific language and strategies for tracking the performance measure data.</p> <p>* Elected Officials: N/A</p> <p>* Stakeholders: Involved through their representation on the Board.</p> <p>* Citizens: Involved through their representation on the Board.</p>
2 MANAGING FOR RESULTS	<p>This agency reviews performance measure data as part of its biennial budgetary process. The Executive Director and staff report to the Board at Board meetings. Priorities include website improvements, organizational efficiencies, increased transparency, database program revisions, and frequency and content of newsletters.</p>
3 STAFF TRAINING	<p>Performance measures reflect the staff's day-to-day work. All staff are involved in the performance measure development and have a vested interest in the goals contained therein.</p>
4 COMMUNICATING RESULTS	<p>* Staff: The measures reflect the day-to-day work of the staff and staff are aware of progress or need for improvements.</p> <p>* Elected Officials: Key performance measures are available as part of the agency's budget, or on request.</p> <p>* Stakeholders: Key performance measures are available as part of the agency's budget, or on request.</p> <p>* Citizens: Key performance measures are available as part of the agency's budget, or on request.</p>