

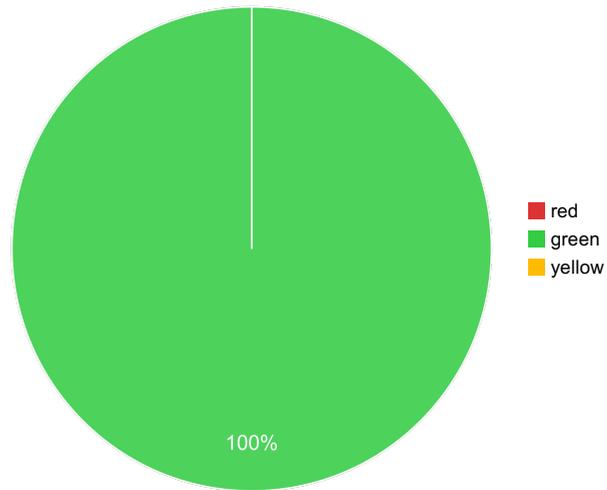
Government Ethics Commission

Annual Performance Progress Report

Reporting Year 2020

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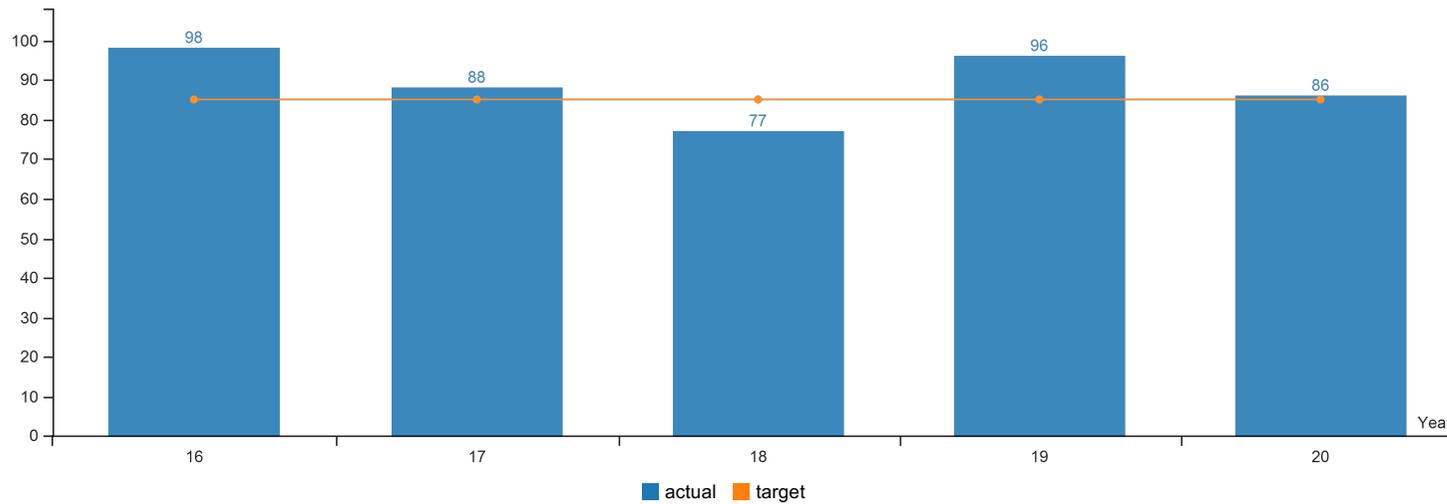
KPM #	Approved Key Performance Measures (KPMs)
1	Percentage of statutory time limit used for preliminary reviews, investigations, staff opinions and Commission advisory opinions. -
2	Quality of investigations completed -
3	Training Program's Effectiveness -
4	Minimize Case Disposition Costs - Percentage of contested cases settled before hearing.
5	Customer Service - Percentage of customers rating their satisfaction with agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
6	Governance Best Practices - Percent of total best practices met by the commission.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	100%	0%	0%

KPM #1	Percentage of statutory time limit used for preliminary reviews, investigations, staff opinions and Commission advisory opinions. -
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = negative result



Report Year	2016	2017	2018	2019	2020
percent usage of statutory time limits, preliminary reviews, investigations, staff and advisory opinions					
Actual	98%	88%	77%	96%	86%
Target	85%	85%	85%	85%	85%

How Are We Doing

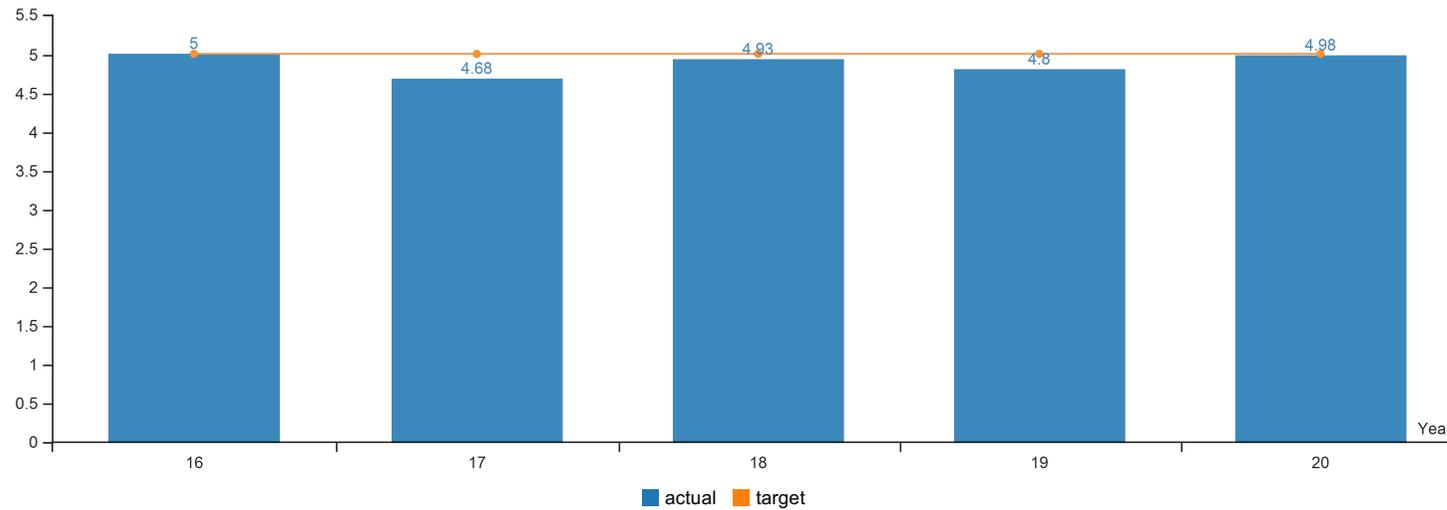
The data reflected is from calendar year 2019. Categories are as follows; Preliminary Reviews (94%), Investigations (81%), Staff Opinion (100%), and Advisory Opinion (69%). The agency had turnover during 2019. The Commission approved one extension and the Opinion was issued in 61 days, using one day of the extension. The decrease in preliminary review and investigative time periods are due to more stability in the investigator positions. The agency had less turnover. The average is under the statutory limits.

Factors Affecting Results

Personnel was more stable (less turnover) in 2019, resulting in lower percentage of statutory time used.

KPM #2	Quality of investigations completed -
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
Quality of Investigations					
Actual	5	4.68	4.93	4.80	4.98
Target	5	5	5	5	5

How Are We Doing

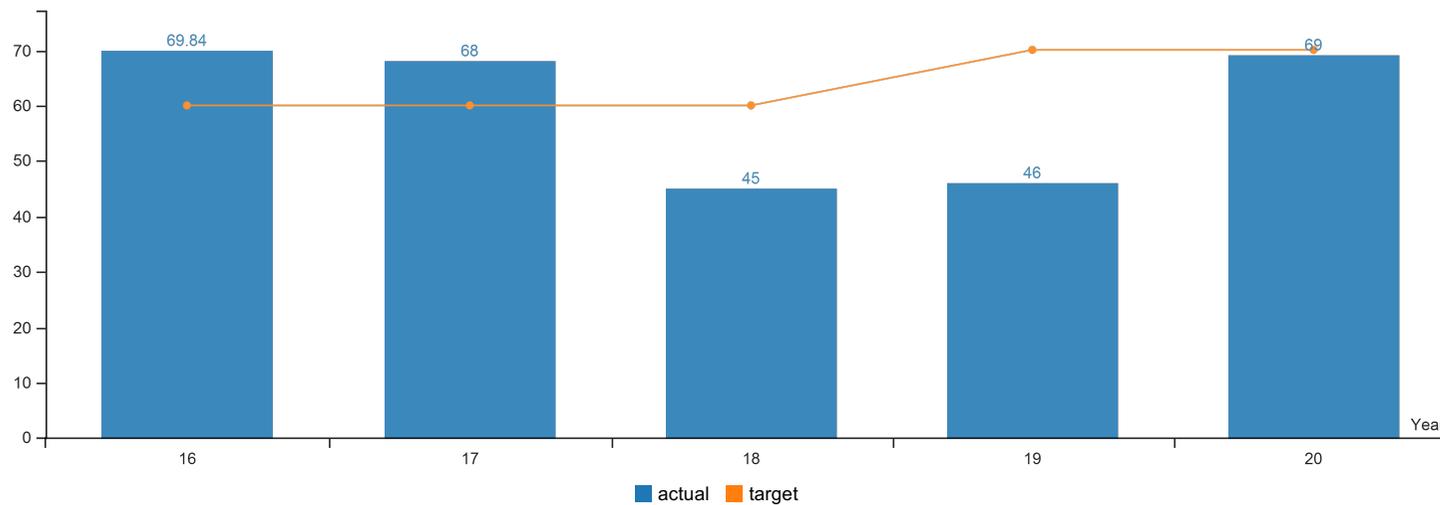
The review categories scored at Timeliness (5.0), Accessibility (5.0), Objectivity (5.0), and Organization (4.9), out of a maximum score of 5. This is a significant increase from the previous year of 4.93. This is again attributable to more stable workforce in investigator positions. The agency will continue to strive for a perfect score (target) of 5.

Factors Affecting Results

The stability of the investigator position has increased the quality of the work performed.

KPM #3	Training Program's Effectiveness -
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
Percentage of increase/decrease of knowledge base					
Actual	69.84%	68%	45%	46%	69%
Target	60%	60%	60%	70%	70%

How Are We Doing

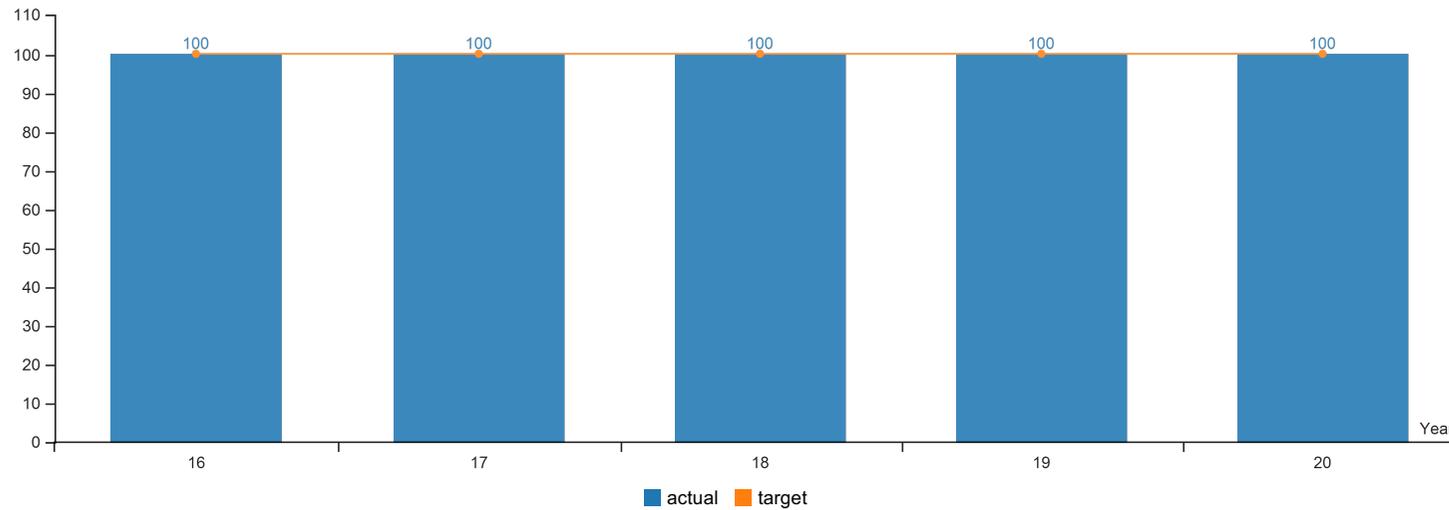
The measurement here is the difference between the number of incorrect answers to a pretest before the training in comparison with the number of incorrect answers at the end of the training session. Before the trainings, participants scored 41.39% incorrect answers. At the end of the training session, participants scored only 12.37% incorrectly. This is a substantial increase in knowledge, but just below target.

Factors Affecting Results

The trainers are doing an excellent job of instilling knowledge upon their students. Students have 69% less incorrect answers after the trainings than before. The agency will continue to strive to improve this measure in the next year.

KPM #4	Minimize Case Disposition Costs - Percentage of contested cases settled before hearing.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
Percentage of Contested Cases Settled Before Hearing					
Actual	100	100	100	100	100
Target	100	100	100	100	100

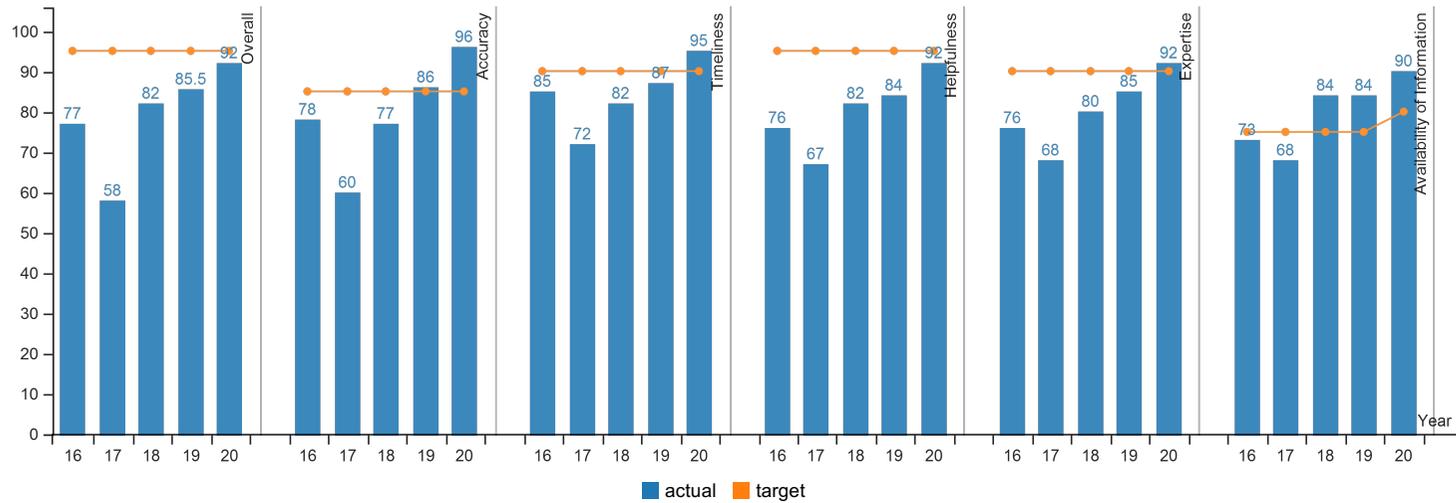
How Are We Doing

The data reported is for the calendar year 2019. The agency continues to settle 100 % of its cases.

Factors Affecting Results

The agency is required to pay the respondent's attorney fees if the agency does not prevail in a contested case proceeding. The agency is unique in state government with that requirement. The risk of taking cases to contested case hearings is simply too high; therefore, the agency prefers to settle its cases. The 2019 legislative assembly passed a bill that ended that requirement. The agency does have one current contested case in 2020.

KPM #5	Customer Service - Percentage of customers rating their satisfaction with 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	2016	2017	2018	2019	2020
Overall					
Actual	77	58	82	85.50	92
Target	95	95	95	95	95
Accuracy					
Actual	78	60	77	86	96
Target	85	85	85	85	85
Timeliness					
Actual	85	72	82	87	95
Target	90	90	90	90	90
Helpfulness					
Actual	76	67	82	84	92
Target	95	95	95	95	95
Expertise					
Actual	76	68	80	85	92
Target	90	90	90	90	90
Availability of Information					
Actual	73	68	84	84	90
Target	75	75	75	75	80

How Are We Doing

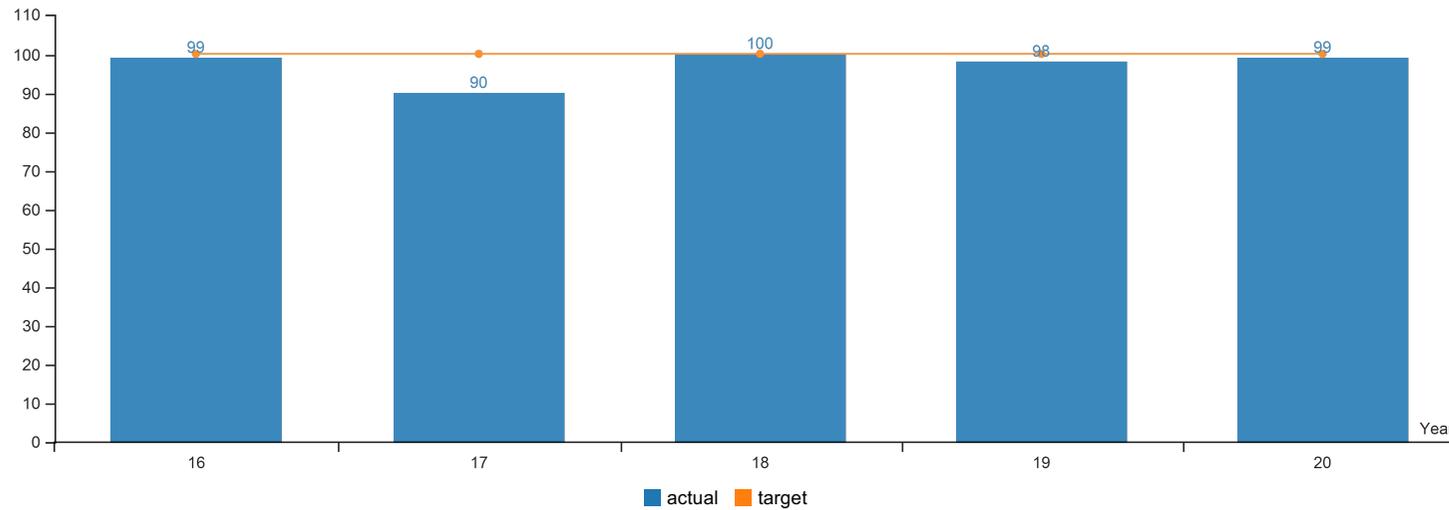
The data included 230 responses for 2019. The agency is still affected by the Kitzhaber/Hayes cases with many comments that the agency should have been harsher with the former Governor and First Lady; however, this is a large improvement over the previous year. Overall, I am pleased with the results, especially when you consider the Commission's regulatory functions. The agency will continue to focus on our customer service by looking for improvements in each category next year.

Factors Affecting Results

The agency will continue to concentrate on customer service, including utilizing the case management system. The agency saw vast improvement in all categories, but is still below targets.

KPM #6	Governance Best Practices - Percent of total best practices met by the commission.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
Best Practices					
Actual	99	90	100	98	99
Target	100	100	100	100	100

How Are We Doing

The Commission was unanimous except for one commissioner who said no to Practice 5 (Commission is appropriately involved in Agency's Key communications). The Commissioner did not elaborate on their "no" answers. We will discuss results with all the Commissioners to ensure they are involved in the above activities.

Factors Affecting Results

The Commission is experiencing turnover at this time and the agency will need to involve the Commissioners in each of the above listed practices to ensure proper outcomes.