

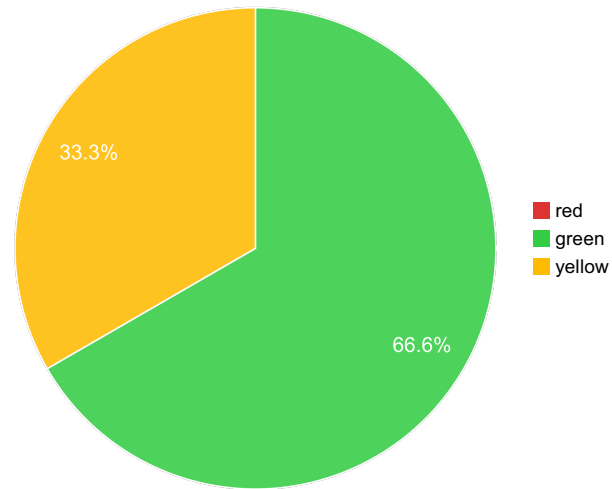
Government Ethics Commission

Annual Performance Progress Report

Reporting Year 2021

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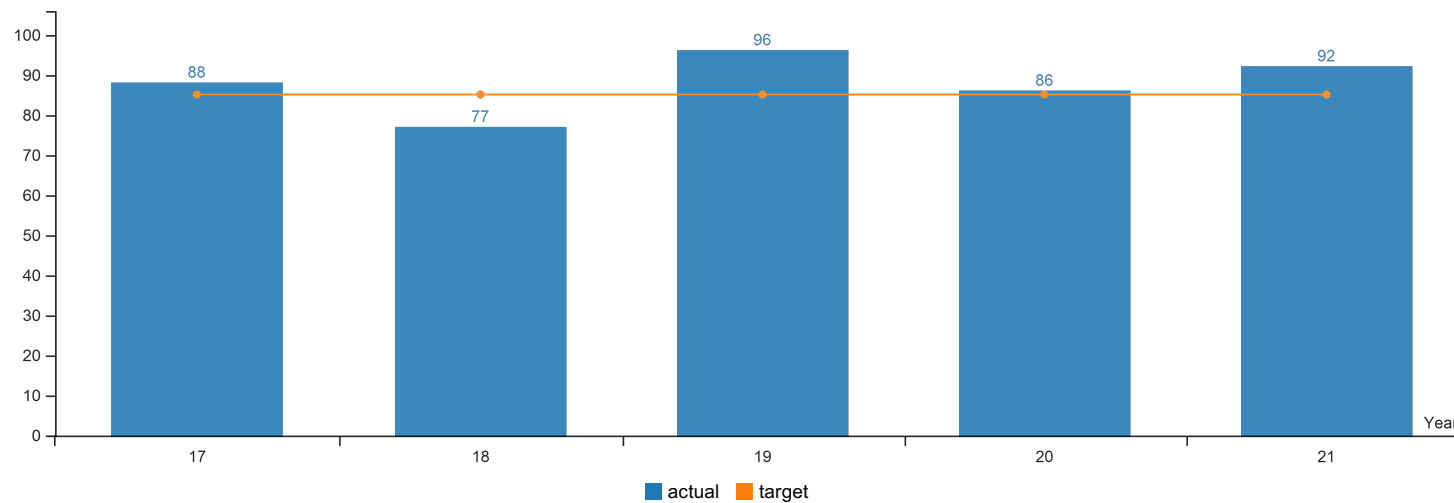
KPM #	Approved Key Performance Measures (KPMs)
1	Percentage of statutory time limit used for preliminary reviews, investigations, staff opinions and Commission advisory opinions. -
2	Quality of investigations completed -
3	Training Program's Effectiveness -
4	Minimize Case Disposition Costs - Percentage 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:	66.67%	33.33%	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	2017	2018	2019	2020	2021
percent usage of statutory time limits, preliminary reviews, investigations, staff and advisory opinions					
Actual	88%	77%	96%	86%	92%
Target	85%	85%	85%	85%	85%

How Are We Doing

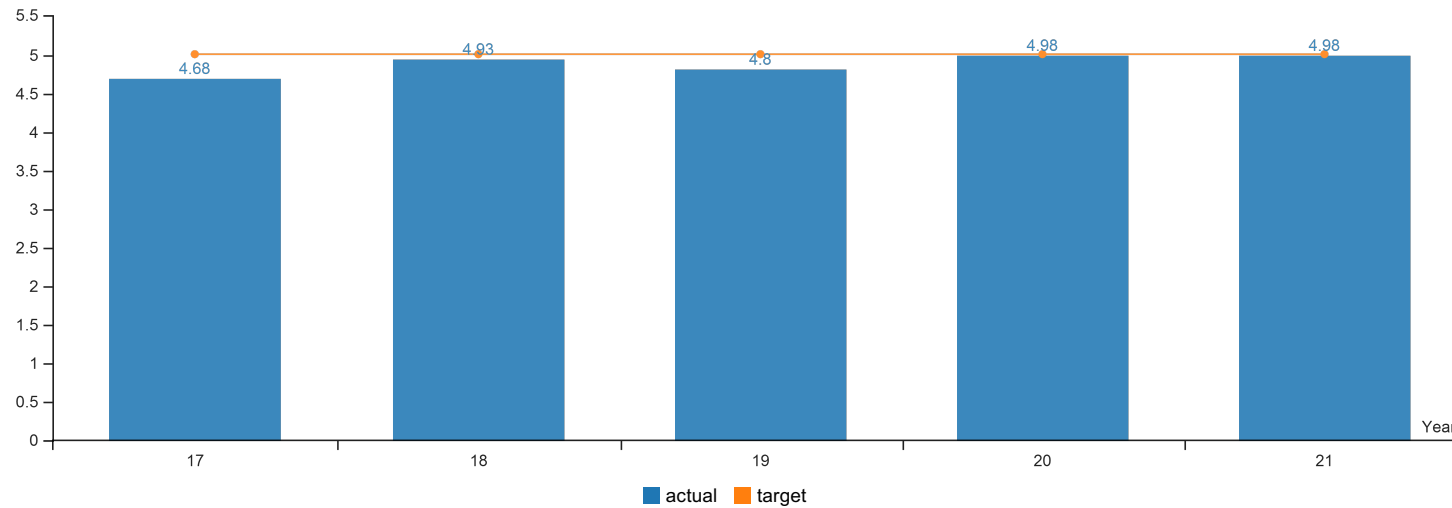
The data is reflected from calendar year 2020. Categories are as follows: Preliminary Reviews (94%), Investigations (85%), Staff Opinion (97%), and Advisory Opinion (N/A). Although the average (92%) is above our goal, it is under statutory limits. The Commission did not receive any requests for a Commission Advisory Opinions in 2020.

Factors Affecting Results

The increase in investigation time is due to an increase in cases that were suspended or had time waived due to ongoing criminal investigations or negotiations. The Agency was impacted by the COVID-19 pandemic but quickly adapted to the changing requirements.

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

* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
Quality of Investigations					
Actual	4.68	4.93	4.80	4.98	4.98
Target	5	5	5	5	5

How Are We Doing

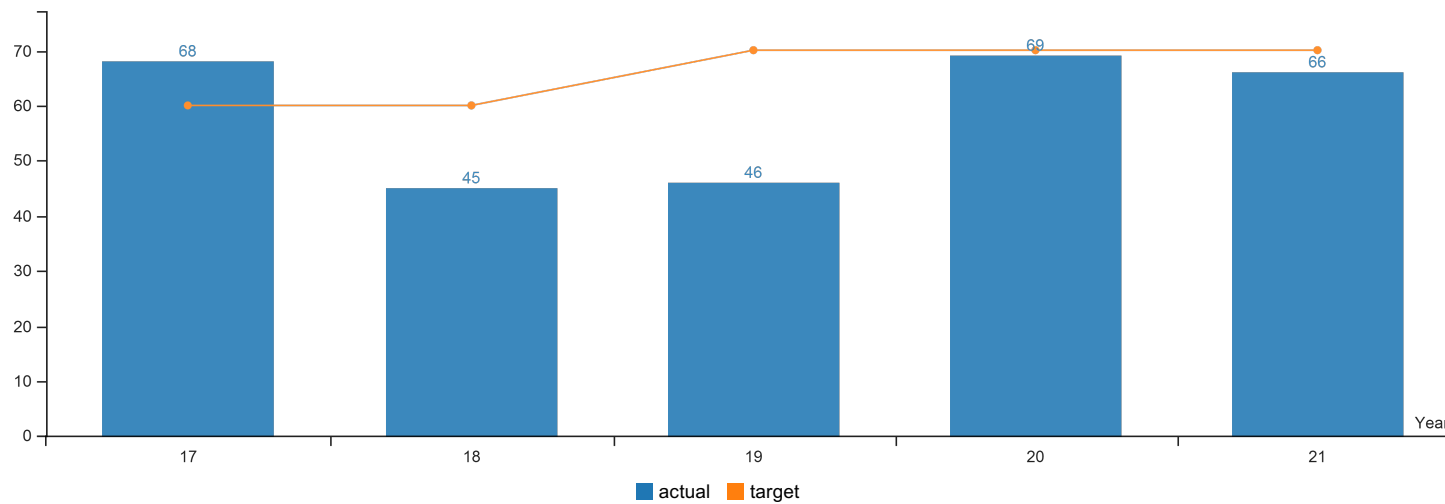
The review categories scored at Timeliness (5), Accessibility (5), Objectivity (5), and Organization (4.9), out of a maximum score of 5. The agency will continue to strive for a perfect score 5 of 5.

Factors Affecting Results

There was no turnover in 2020 for the investigator positions. The stability of these positions and the experience and quality of the personnel filling the positions has increased the overall quality of the work performed.

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

* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
Percentage of increase/decrease of knowledge base					
Actual	68%	45%	46%	69%	66%
Target	60%	60%	70%	70%	70%

How Are We Doing

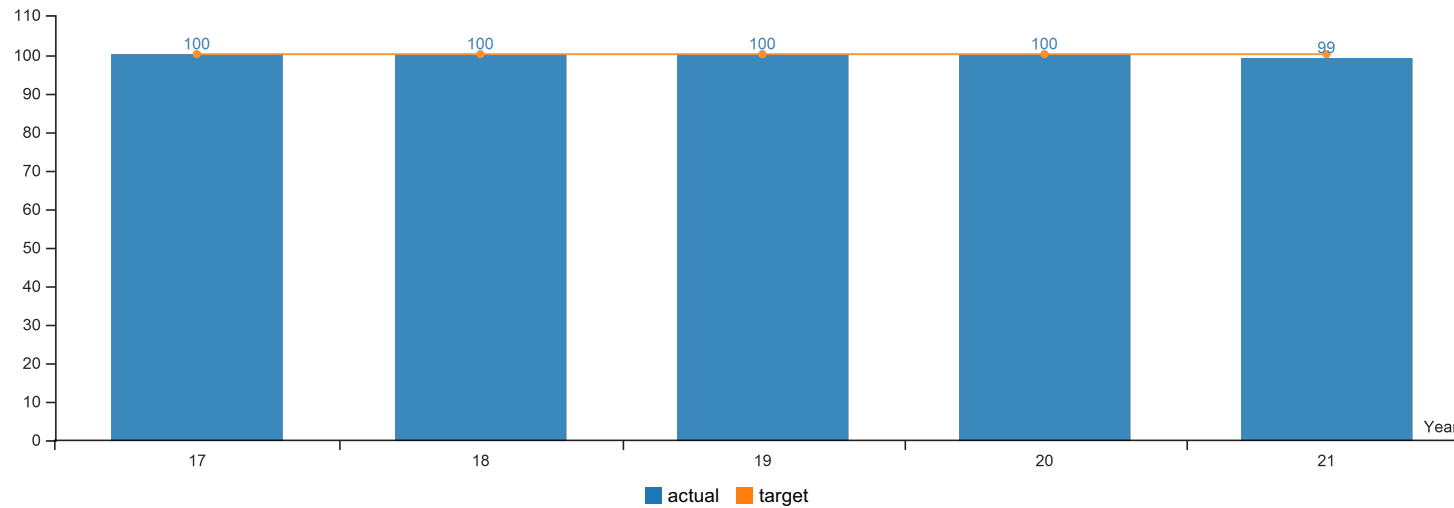
The training program's effectiveness is measured by the difference between the number of incorrect answers to a pretest before the training compared to the number of incorrect answers at the end of the training session in 2020. Before the trainings, participants answered 40.07% of the questions incorrectly. After the trainings, participants answered 13.51% of the questions incorrectly. This shows a decrease of 66.29% of incorrect answers. This is a substantial increase in knowledge but just below target.

Factors Affecting Results

There was turnover in the training program in 2020 as well as the impact of the COVID-19 pandemic. The trainers quickly adapted to the new virtual learning environment and continue to strive to improve this measure.

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	2017	2018	2019	2020	2021
Percentage of Contested Cases Settled Before Hearing					
Actual	100	100	100	100	99
Target	100	100	100	100	100

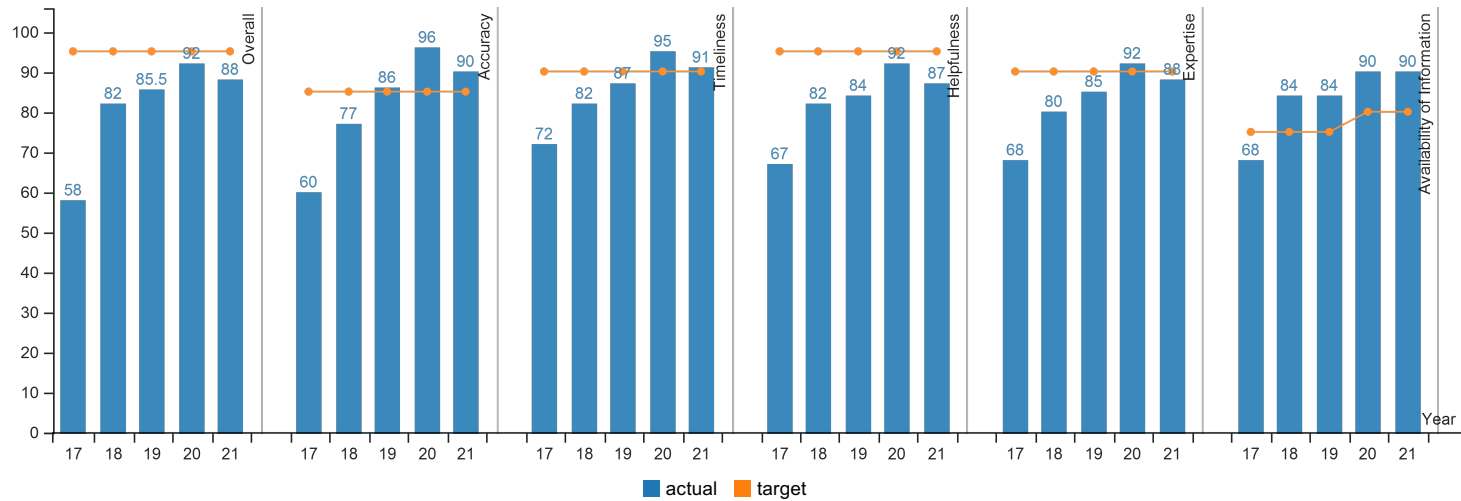
How Are We Doing

There was one contested case in 2020 in which the Oregon Court of Appeals affirmed without opinion (AWOP) the administrative law judge's order. The agency continues to strive to settle 100% of its cases.

Factors Affecting Results

Previously, the agency was required to pay the respondent's attorney fees if the agency does not prevail in a contested case proceeding. The agency was unique in state government with that requirement. The risk of taking cases to contested case hearings was simply too high; therefore, the agency preferred to settle its cases. Legislation in 2019 changed this requirement, however, the agency continues to settle cases as a cost saving method.

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	2017	2018	2019	2020	2021
Overall					
Actual	58	82	85.50	92	88
Target	95	95	95	95	95
Accuracy					
Actual	60	77	86	96	90
Target	85	85	85	85	85
Timeliness					
Actual	72	82	87	95	91
Target	90	90	90	90	90
Helpfulness					
Actual	67	82	84	92	87
Target	95	95	95	95	95
Expertise					
Actual	68	80	85	92	88
Target	90	90	90	90	90
Availability of Information					
Actual	68	84	84	90	90
Target	75	75	75	80	80

How Are We Doing

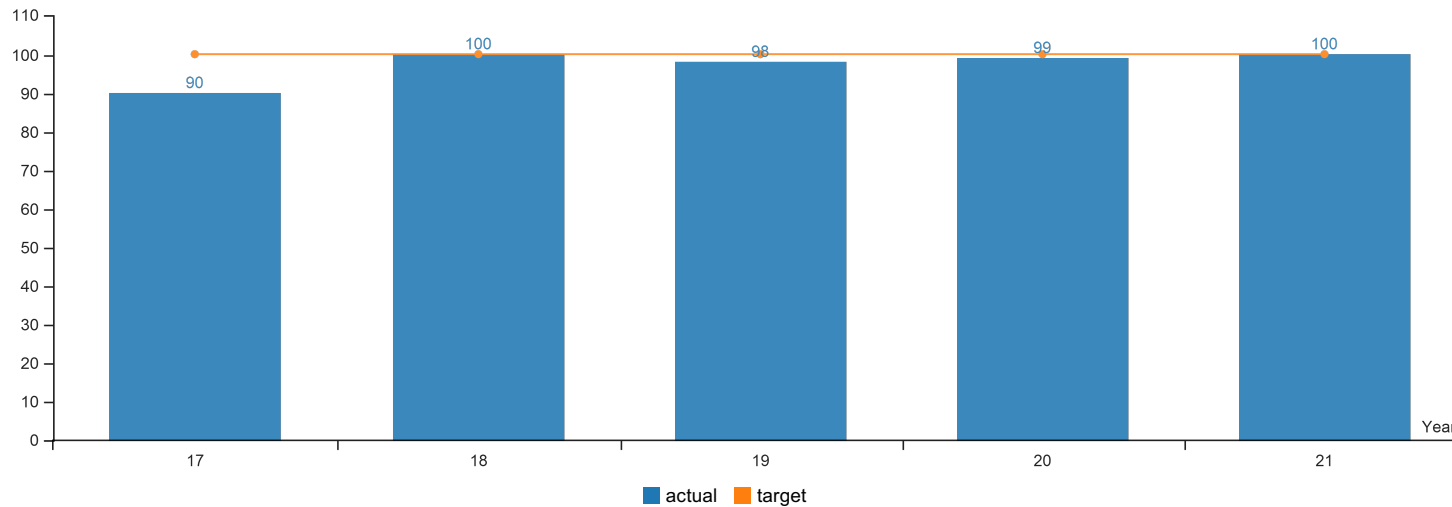
The data includes 641 responses for 2020. There was a slight decrease in our overall measurements. Our overall satisfaction score was 88%. The agency continues to focus on our customer service by looking for improvements in each year. The office remained fully staffed during the COVID-19 pandemic to ensure all questions and concerns were handled in a timely and efficient manner.

Factors Affecting Results

The agency was impacted by the COVID-19 pandemic and restrictions placed on government agencies. The public used our customer satisfaction survey as an opportunity to express their displeasure with the State's overall handling of COVID-19 which was outside of our jurisdiction. Customers reported not being able to communicate with State agencies during the pandemic, although OGEC personnel responded to every customer within normal response times. The agency was also impacted by 2019 HB 3377 which requires lobbyists to take "Respectful Workplace" trainings starting in 2021 provided by the Legislative Equity's Office and OGEC to provide a reporting mechanism for the lobbyists to report completed trainings. Due to turnover in the Legislative Equity's Office, there was a negative impact on customer service results as lobbyists were unable to communicate successfully with the Legislative Equity's Office representative to complete statutorily required training.

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	2017	2018	2019	2020	2021
Best Practices					
Actual	90	100	98	99	100
Target	100	100	100	100	100

How Are We Doing

The Commission staff collaborated with Commission members to draft four legislative concepts to be presented in the 2021 Legislative Session that will immediately impact and improve the effectiveness of the Commission. We continue to actively include and engage our Commissioners in ongoing projects and goals. The Commission members spoke highly of the staffing and leadership of our organization, as well as our agency's ability to keep operations running smoothly during COVID.

Factors Affecting Results

The Commission experienced some turnover in 2020. The Commission also successfully transitioned into a hybrid format which allowed for Commissioners to meet remotely and in-person and remain fully engaged. This newly implemented model will continue to be utilized as it has shown the ability to expand engagement throughout the state, including remote areas. The agency will continue to encourage Commissioner involvement in each of the listed best practices to ensure successful outcomes.