

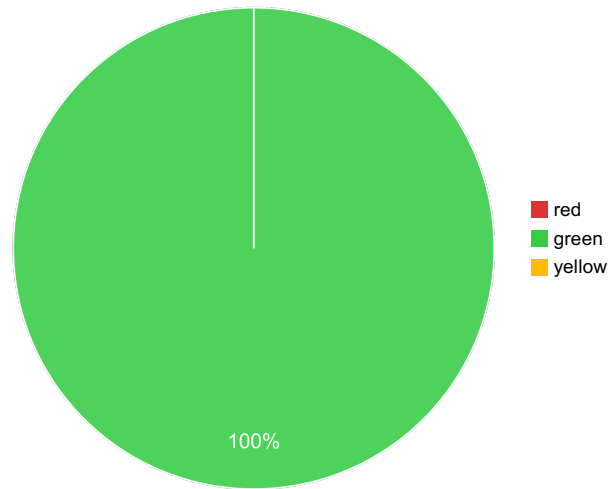
# Government Ethics Commission

Annual Performance Progress Report

Reporting Year 2022

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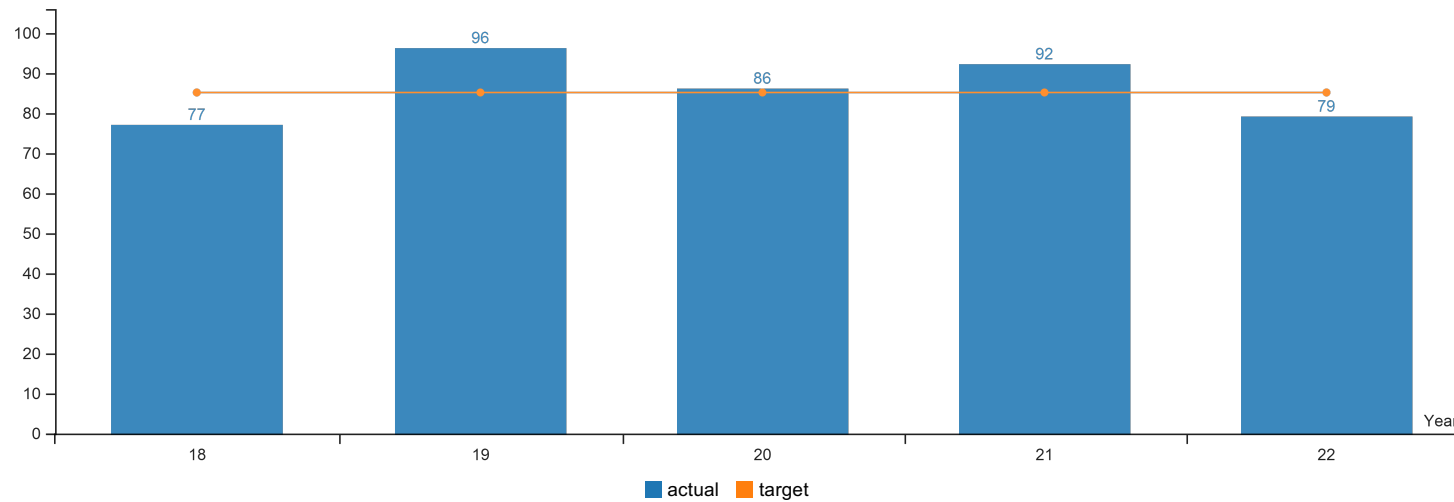
KPM #	Approved Key Performance Measures (KPMs)
1	Percentage of statutory time limit used for preliminary reviews, investigations, staff opinions and Commission advisory opinions. -
2	Quality of investigations completed -
3	Training Program's Effectiveness -
4	Minimize Case Disposition Costs - Percentage 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	2018	2019	2020	2021	2022
<b>percent usage of statutory time limits, preliminary reviews, investigations, staff and advisory opinions</b>					
Actual	77%	96%	86%	92%	79%
Target	85%	85%	85%	85%	85%

#### How Are We Doing

The data is reflected from calendar year 2021. Categories are as follows: Preliminary Reviews (85%), Investigations (76%), Staff Opinion (69%), and Advisory Opinion (85%). The average (79%) is under our goal, indicating it is under statutory limits and exceeds expectations.

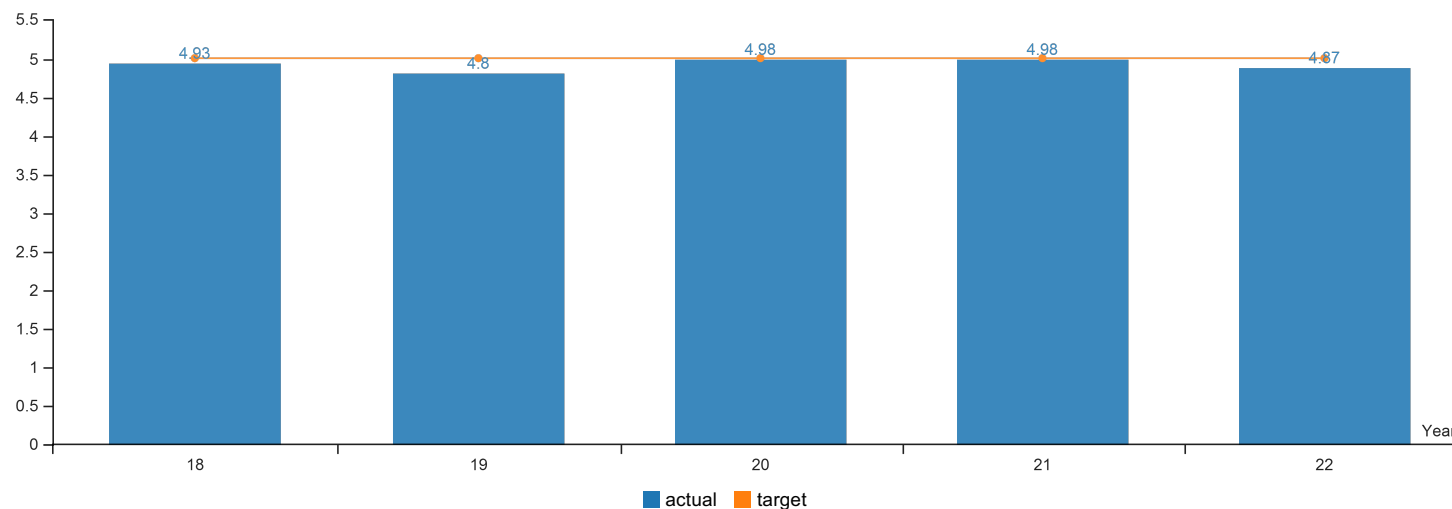
#### Factors Affecting Results

OGEC's knowledgeable staff was able to produce Staff Opinions and Advisory Opinions well within the statutory limitations, demonstrating their competence and expertise.

OGEC was impacted by the COVID-19 pandemic and continued to adapt to the changing requirements.

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

\* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
<b>Quality of Investigations</b>					
Actual	4.93	4.80	4.98	4.98	4.87
Target	5	5	5	5	5

#### How Are We Doing

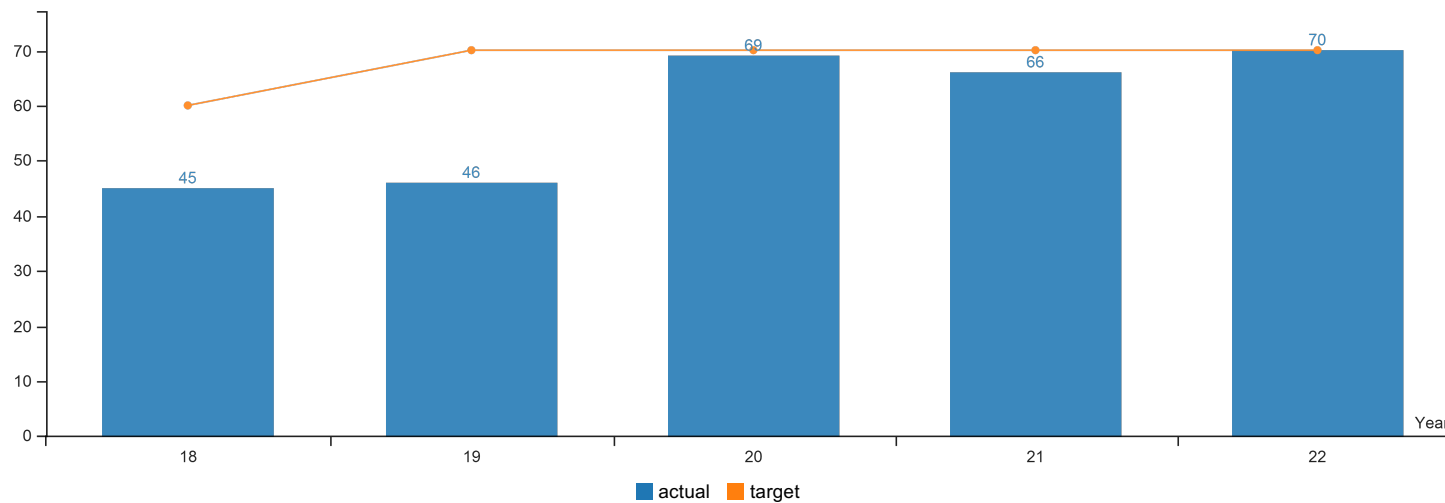
The review categories scored at Timeliness (5), Accessibility (5), Objectivity (4.7), and Organization (4.7) for an average score of 4.87 out of a maximum score of 5. OGEC will continue to strive for a perfect score of 5 in all categories.

#### Factors Affecting Results

There was significant change with the Investigation staff at the last quarter of 2021. The Education & Compliance Coordinator (Compliance Specialist 3) retired, and one investigator (Compliance Specialist 2) transferred to another agency. OGEC has hired two new investigators to fill the roles of previously experienced investigatory staff. For 2021 cases, investigators maintained a high overall quality of the work performed. The investigative staff are implementing standard procedures with regards to organization and file naming conventions to increase the organizational scores.

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

\* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
<b>Percentage of increase/decrease of knowledge base</b>					
Actual	45%	46%	69%	66%	70%
Target	60%	70%	70%	70%	70%

#### How Are We Doing

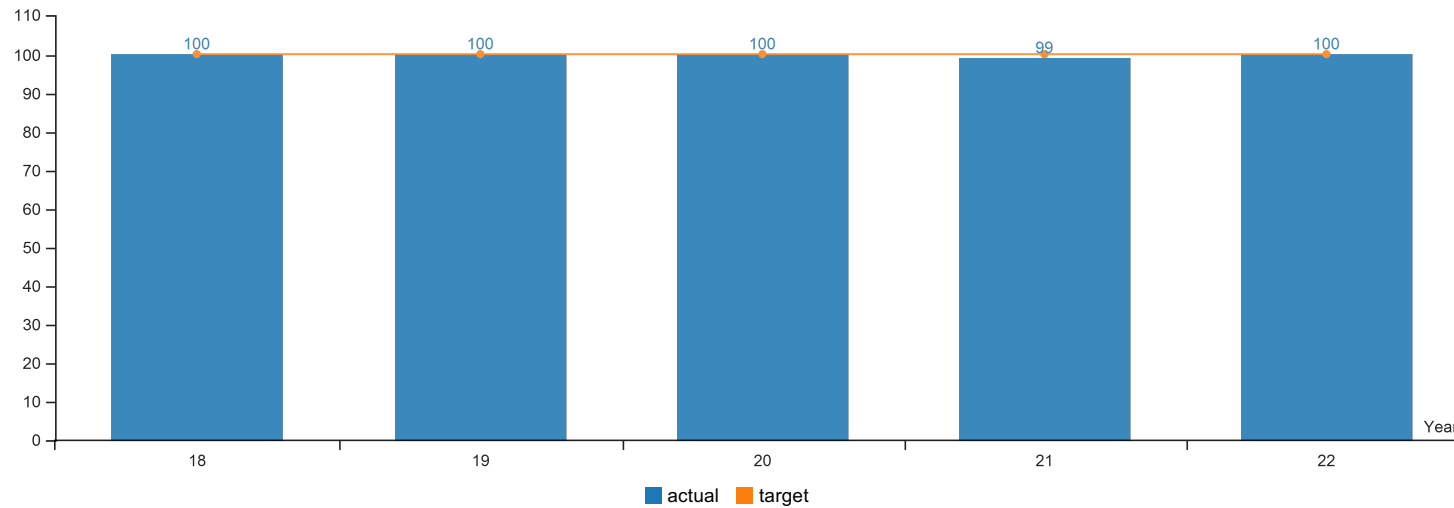
The training program's effectiveness is measured by the difference between the number of incorrect answers to a pretest before the training in comparison to the number of incorrect answers at the end of the training session in 2021. Before the trainings, participants answered 34% of the questions incorrectly. After the trainings, participants answered 10% of the questions incorrectly. This shows a decrease of 70% of incorrect answers. This is a substantial increase in knowledge and hits the target goal.

#### Factors Affecting Results

There was turnover in the training program in 2021 due to internal promotions, as well as the impact of the COVID-19 pandemic. The trainers quickly adapted to the new virtual learning environment and continue to strive and adapt to improve this measure. Data was not always capturable due to system restrictions.

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	2018	2019	2020	2021	2022
<b>Percentage of Contested Cases Settled Before Hearing</b>					
Actual	100	100	100	99	100
Target	100	100	100	100	100

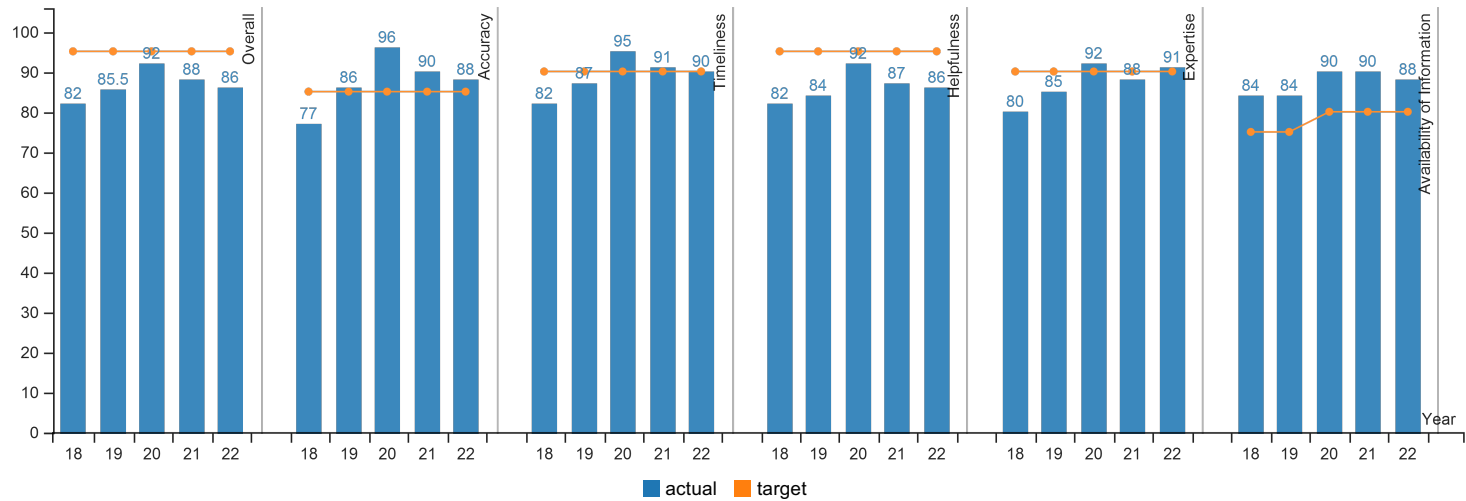
#### How Are We Doing

OGEC continues to strive to settle 100% of its cases.

#### Factors Affecting Results

Previously, OGEC was required to pay the respondent's attorney fees if OGEC does not prevail in a contested case proceeding. OGEC was unique in state government with that requirement. The risk of taking cases to contested case hearings was simply too high; therefore, OGEC preferred to settle its cases. Legislation in 2019 changed this requirement, however, OGEC 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	2018	2019	2020	2021	2022
<b>Overall</b>					
Actual	82	85.50	92	88	86
Target	95	95	95	95	95
<b>Accuracy</b>					
Actual	77	86	96	90	88
Target	85	85	85	85	85
<b>Timeliness</b>					
Actual	82	87	95	91	90
Target	90	90	90	90	90
<b>Helpfulness</b>					
Actual	82	84	92	87	86
Target	95	95	95	95	95
<b>Expertise</b>					
Actual	80	85	92	88	91
Target	90	90	90	90	90
<b>Availability of Information</b>					
Actual	84	84	90	90	88
Target	75	75	80	80	80

How Are We Doing

The data includes 436 responses for 2021. Our overall satisfaction score was 86%. OGEC continues to focus on our customer service by looking for improvements in each year. The front 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**

OGEC was impacted by the COVID-19 pandemic and restrictions placed on government agencies. The public continued to use 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.

Multiple constituents remarked that they were disappointed that OGEC was not responsible for the enforcement of Public Meetings Law and marked OGEC's performance down because of this.

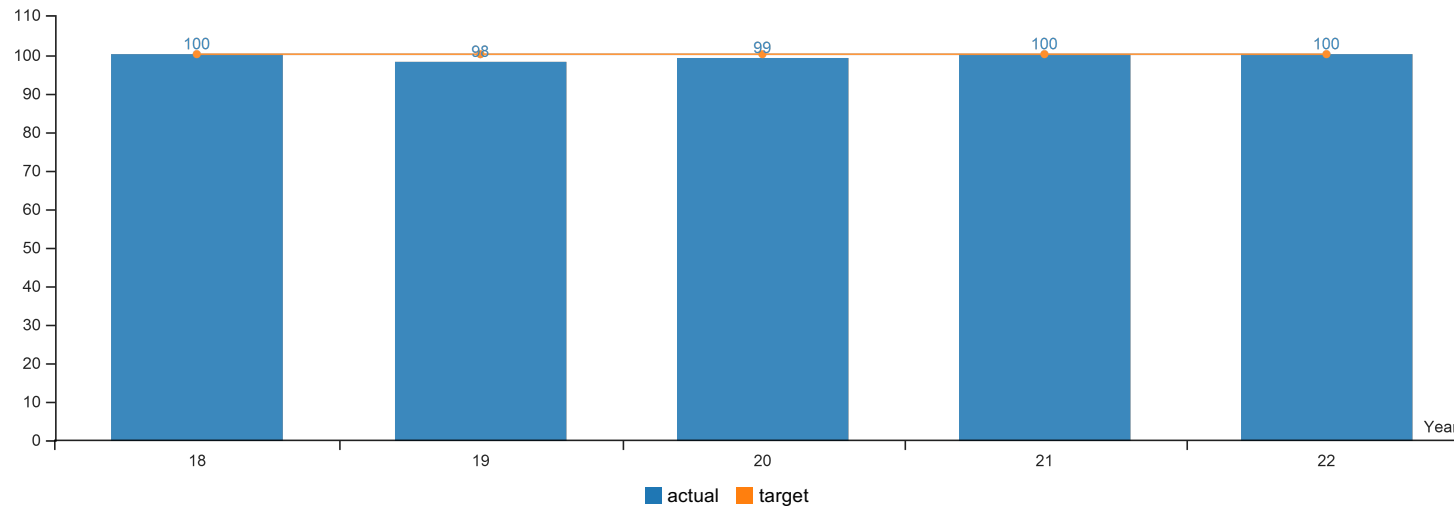
OGEC continues to be impacted by 2019 HB 3377 which requires lobbyists to take "Respectful Workplace" trainings provided by the Legislative Equity's Office. OGEC's responsibility is to provide a reporting mechanism for the lobbyists to report completed trainings. Due to turnover in the Legislative Equity's Office, there was a significant negative impact on OGEC's customer service results as lobbyists were and continue to be unable to communicate successfully with the Legislative Equity's Office representative.

Many constituents shared their appreciation for OGEC's quick responses and ability to provide advice and opinions on issues they face as public officials and lobbyists.



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	2018	2019	2020	2021	2022
<b>Best Practices</b>					
Actual	100	98	99	100	100
Target	100	100	100	100	100

#### How Are We Doing

The Commission staff collaborated with Commission members to help pass bills that were presented in the 2021 Legislative Session. These bills immediately impacted and improved the effectiveness of the Commission, including the passage of Senate Bill 63 which allows Commissioners to serve two four-year terms, instead of a single four-year term. We continue to actively include and engage Commissioners in ongoing projects and goals. The Commission members spoke highly of the staffing and leadership of OGEC, as well as OGEC's ability to maintain smooth operations during COVID-19 and staff turnover.

#### Factors Affecting Results

The Commission experienced some turnover in 2021 due to term expirations but also benefited from the passage of Senate Bill 63. The Commission was able to confirm the first two Commissioners serving a second term in the beginning in 2022. The Commission continues to utilize the hybrid meeting setup which was implemented during the COVID-19 pandemic, which has allowed increased participation and flexibility. OGEC will continue to encourage Commissioner involvement in best practices to ensure successful outcomes.