

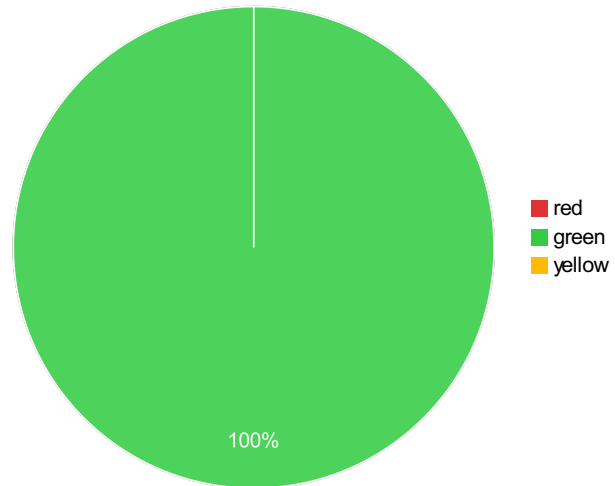
# **Occupational Therapy Licensing Board**

Annual Performance Progress Report

Reporting Year 2018

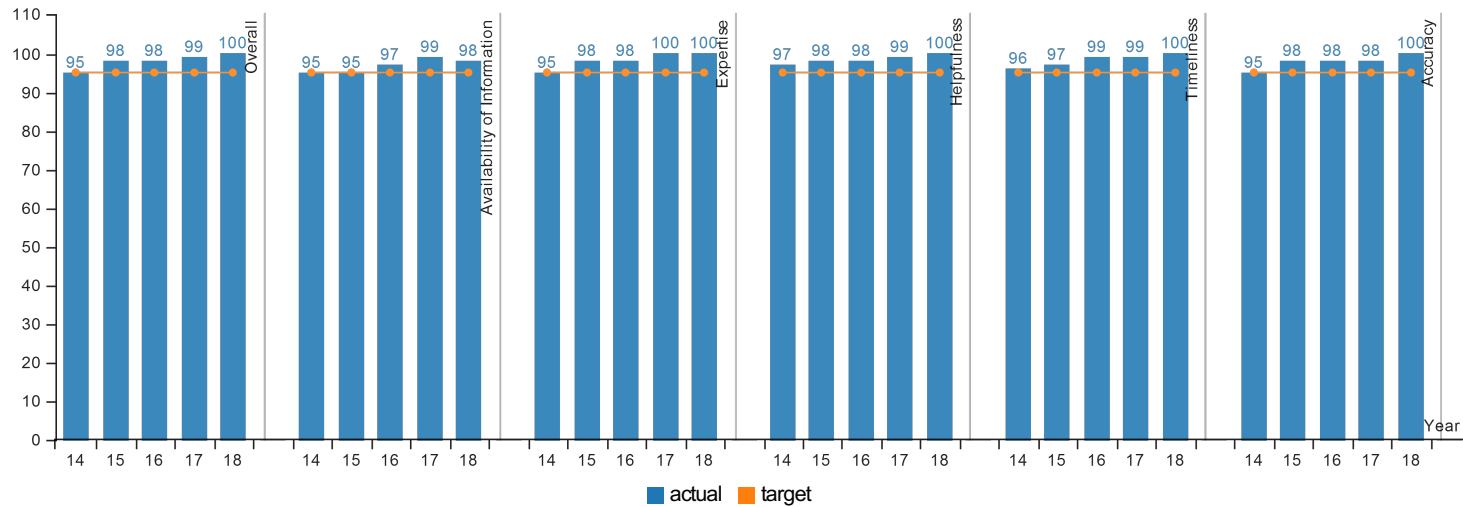
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KPM #	Approved Key Performance Measures (KPMs)
3	CUSTOMER SATISFACTION - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information
4	BEST PRACTICES: Percent of total best practices met by the Board. -
5	TIMELY LICENSING - Percent of all licensing applications processed within 3 days.
6	TIMELY RESOLUTION OF COMPLAINTS - Percent of cases investigated and referred to Board within 120 days of receipt of complaint.



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

KPM #3	CUSTOMER SATISFACTION - 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: Jul 01 - Jun 30



Report Year	2014	2015	2016	2017	2018
<b>Overall</b>					
Actual	95%	98%	98%	99%	100%
Target	95%	95%	95%	95%	95%
<b>Availability of Information</b>					
Actual	95%	95%	97%	99%	98%
Target	95%	95%	95%	95%	95%
<b>Expertise</b>					
Actual	95%	98%	98%	100%	100%
Target	95%	95%	95%	95%	95%
<b>Helpfulness</b>					
Actual	97%	98%	98%	99%	100%
Target	95%	95%	95%	95%	95%
<b>Timeliness</b>					
Actual	96%	97%	99%	99%	100%
Target	95%	95%	95%	95%	95%
<b>Accuracy</b>					
Actual	95%	98%	98%	98%	100%
Target	95%	95%	95%	95%	95%

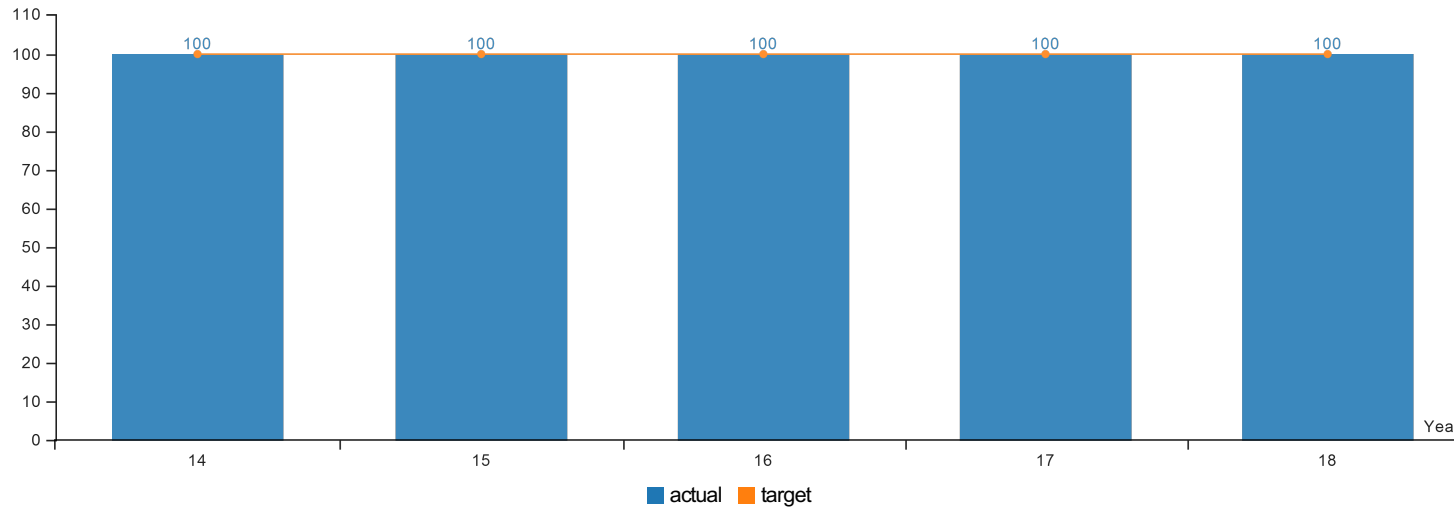
**How Are We Doing**

Based on 163 responses.

**Factors Affecting Results**

KPM #4	BEST PRACTICES: Percent of total best practices met by the Board. -
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



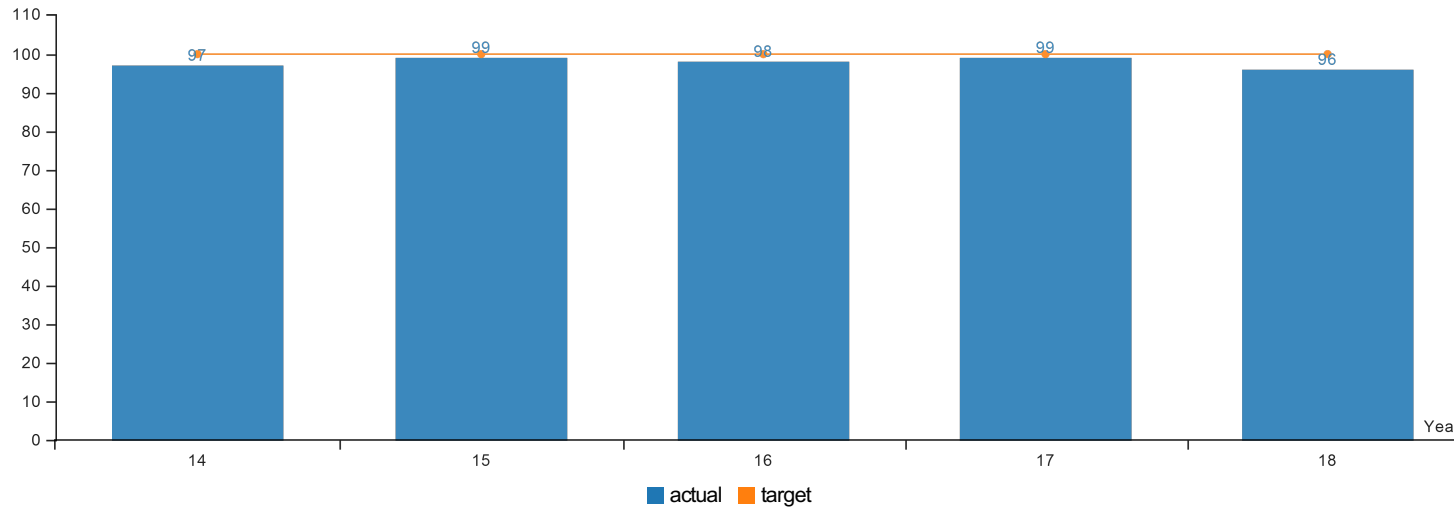
Report Year	2014	2015	2016	2017	2018
<b>Percentage of criteria followed in each Best Practice areas</b>					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

**How Are We Doing**

**Factors Affecting Results**

KPM #5	TIMELY LICENSING - Percent of all licensing applications processed within 3 days.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



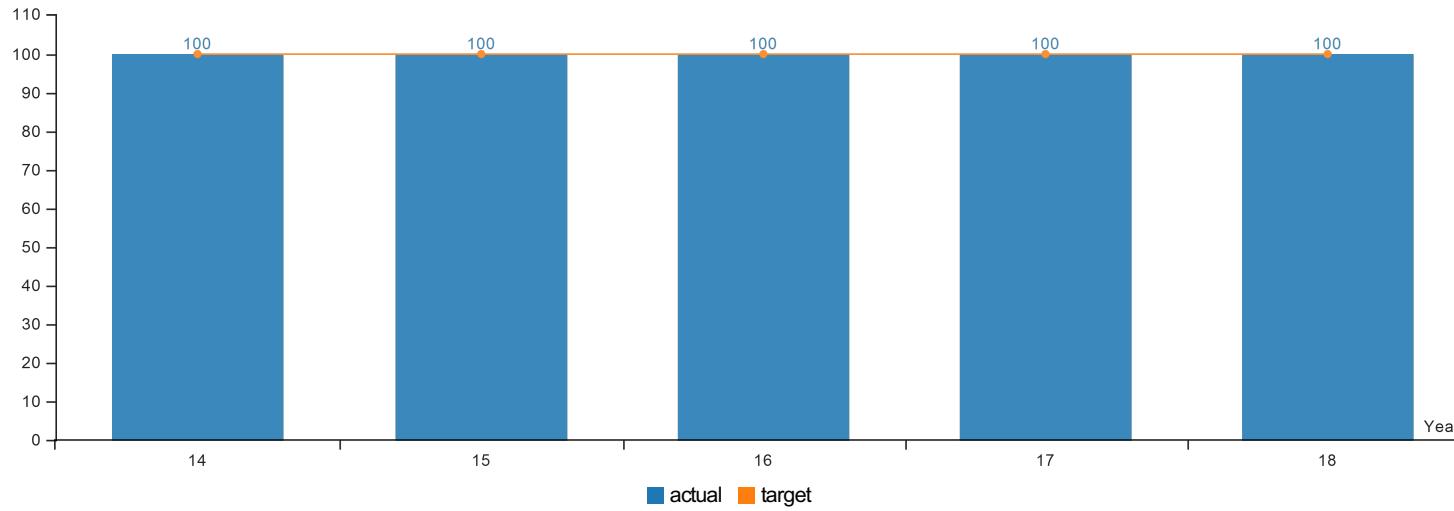
Report Year	2014	2015	2016	2017	2018
<b>Timely Licensing of applications</b>					
Actual	97%	99%	98%	99%	96%
Target	100%	100%	100%	100%	100%

**How Are We Doing**

**Factors Affecting Results**

KPM #6	TIMELY RESOLUTION OF COMPLAINTS - Percent of cases investigated and referred to Board within 120 days of receipt of complaint.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
<b>Timely consideration of Board complaints within 120 days of receipt</b>					
Actual	100	100	100	100	100
Target	100	100	100	100	100

**How Are We Doing**

**Factors Affecting Results**