

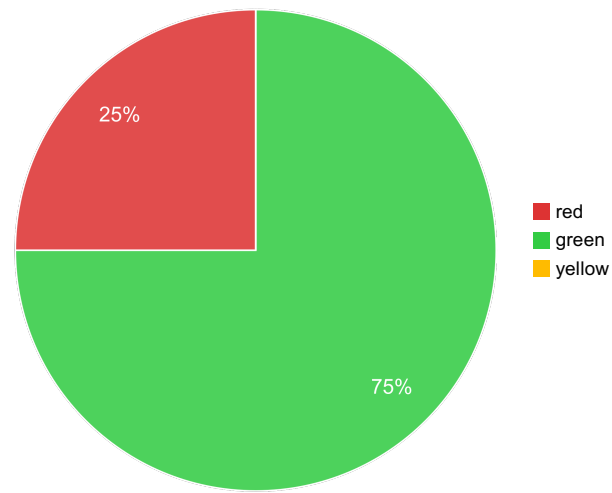
# Board of Psychology

Annual Performance Progress Report

Reporting Year 2025

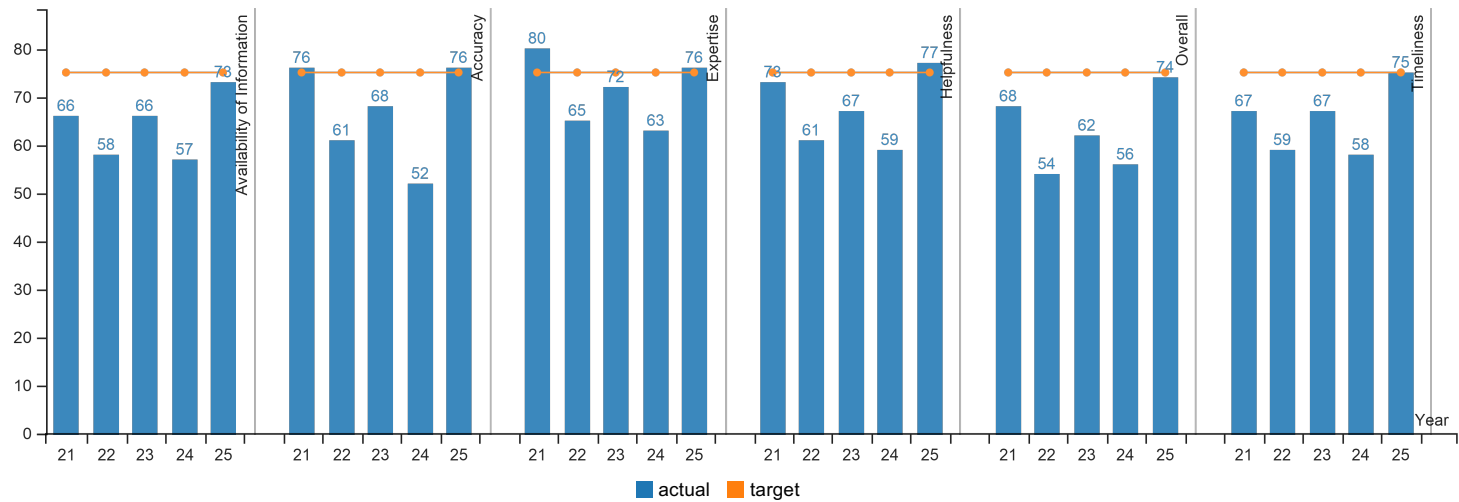
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KPM #	Approved Key Performance Measures (KPMs)
1	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": Overall, Timeliness, Accuracy, Helpfulness, Expertise, Availability of Information.
2	BOARD BEST PRACTICES - Percent of total best practices met by the Board.
3	Timely Investigations - Percent of complaints presented to the Board within 180 days of receipt.
4	Efficient Application Processing - Average number of calendar days from completed license application file to application approval.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	75%	0%	25%

KPM #1	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.
	Data Collection Period: Jan 01 - Dec 31



Report Year	2021	2022	2023	2024	2025
<b>Availability of Information</b>					
Actual	66%	58%	66%	57%	73%
Target	75%	75%	75%	75%	75%
<b>Accuracy</b>					
Actual	76%	61%	68%	52%	76%
Target	75%	75%	75%	75%	75%
<b>Expertise</b>					
Actual	80%	65%	72%	63%	76%
Target	75%	75%	75%	75%	75%
<b>Helpfulness</b>					
Actual	73%	61%	67%	59%	77%
Target	75%	75%	75%	75%	75%
<b>Overall</b>					
Actual	68%	54%	62%	56%	74%
Target	75%	75%	75%	75%	75%
<b>Timeliness</b>					
Actual	67%	59%	67%	58%	75%
Target	75%	75%	75%	75%	75%

How Are We Doing

Customer service ratings increased considerably from the prior year and met or exceeded the target of 75% in 4 out of 6 areas of customer service in 2025. **Overall Customer Satisfaction** increased by 18 points, from 56% to 74%, sitting at just 1 point below target. From 2024 to 2025, **Accuracy** increased the most significantly by 24 points, from 52% to 76, now 1 point above target. **Availability of Information** increased by 16 points, from 57% to 73%, now 2 points below target and the lowest ranked area. **Expertise** increased to the least extent by 13 points, from 63% to 76%, at 1 point above target. **Helpfulness** increased by 18 points, from 59% to 77%, and now represents the highest ranked area of customer satisfaction at 2 points above target. Finally, **Timeliness** increased by 17 points, from 58% to 75%, right on target.

#### **Factors Affecting Results**

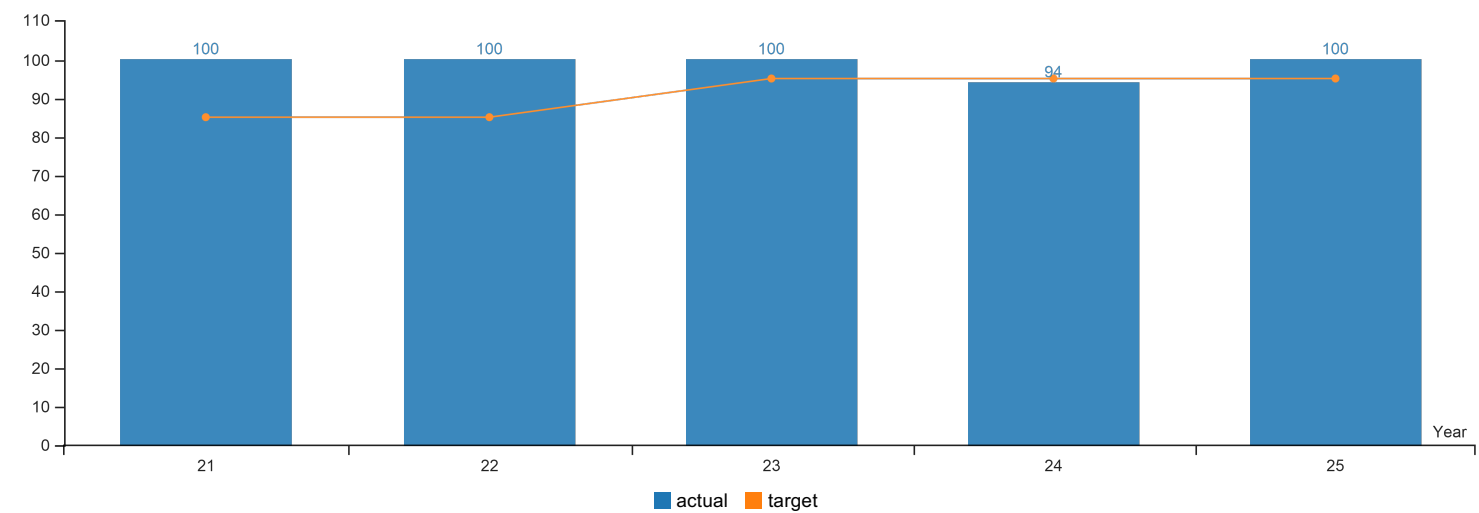
The main factors affecting the improvements seen in 2025 survey results (which reflect customer satisfaction in the year 2024 are increased staff training, improved morale, and reduced vacancies and turnover of licensing and administrative staff under the new MHRA Executive Director and leadership team. The pandemic also contributed to some disruption occurring in prior results. In the prior 2024 report, customer service rankings had reached an all-time low as a result of poor former management of the Agency Licensing Section. Simple positive changes and the resulting shift in Agency culture have resulted in 13 to 24 point improvements in customer service ratings.

While significant improvement has been made, it will take time for the survey results to catch up. Many of the respondents in the current 2025 result (which reflects the 2024 calendar year) likely experienced negative service under former management that was in place until mid-2024. These adverse experiences will continue to affect survey results in future years as well, but it is expected that ratings will continue to improve until they are restored to meeting or exceeding target.

Generally, survey results reflect some stakeholders who have experienced an adverse enforcement action, do not agree with laws or rules that the Board is charged with enforcing, or are unsatisfied with the policy direction of the Board or State Government in general. These individuals will often respond "poor" to each satisfaction area, regardless of their experience with Board staff. Another factor limiting improvement from the 2024 survey results is the ongoing pressure for Board staff to keep pace with the continued growth in licensure applications, renewals, and compliance investigations. The BOP licensee base has grown by an average of 3.1% per year over the last decade. The volume of licensure applications received, which represents the most significant workload burden for front-line staff, has grown by an average of 15.8% per year over the past five years. While 64 applications were received in 2019, this more than doubled to 140 received in 2024. Compliance cases have grown by an average of 8.3% per year over the last five years. Additional staffing resources approved for the 2025-27 biennium are expected to contribute to better survey results in 2025, and agency management will continue to monitor staffing needs for 2027-29 to maintain the momentum. Board leadership and staff members will continue to work diligently to recover from prior setbacks and challenges, centering excellent customer service in everything we do.

KPM #2	BOARD BEST PRACTICES - Percent of total best practices met by the Board.
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
GOVERNANCE - Percent of best administrative practices achieved.					
Actual	100%	100%	100%	94%	100%
Target	85%	85%	95%	95%	95%

How Are We Doing

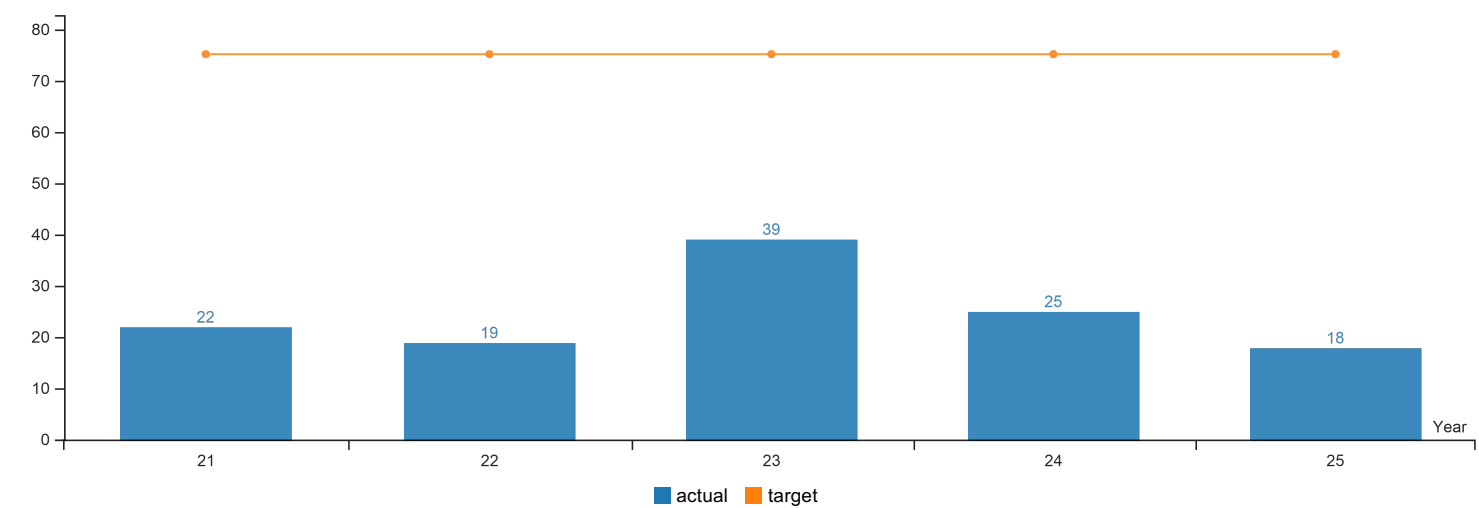
In 4 out of 5 years, including the current 2025 result, the Board has exceeded the target in Board best practices at 100%. 2025 represents a 6-point increase from the 2024 result which fell below target. It has become more difficult to achieve target, since the Legislative Fiscal Office increased it from 85% to 95% beginning in 2023.

Factors Affecting Results

Agency leadership continues to look for opportunities for improved performance and increased transparency, regardless of the Board members' reports of success. 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. The survey will fall below 100% if just one of the nine Board members indicates that any one of the 15 best practice measures are not being met.

KPM #3	Timely Investigations - Percent of complaints presented to the Board within 180 days of receipt.
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
Timely Investigations					
Actual	22%	19%	39%	25%	18%
Target	75%	75%	75%	75%	75%

### How Are We Doing

In the 2025 reporting year, 18% of complaints were presented to the Board within 180 days of receipt, which falls significantly below the target of 75%, and represents decline from the 25% result in 2024.

### Factors Affecting Results

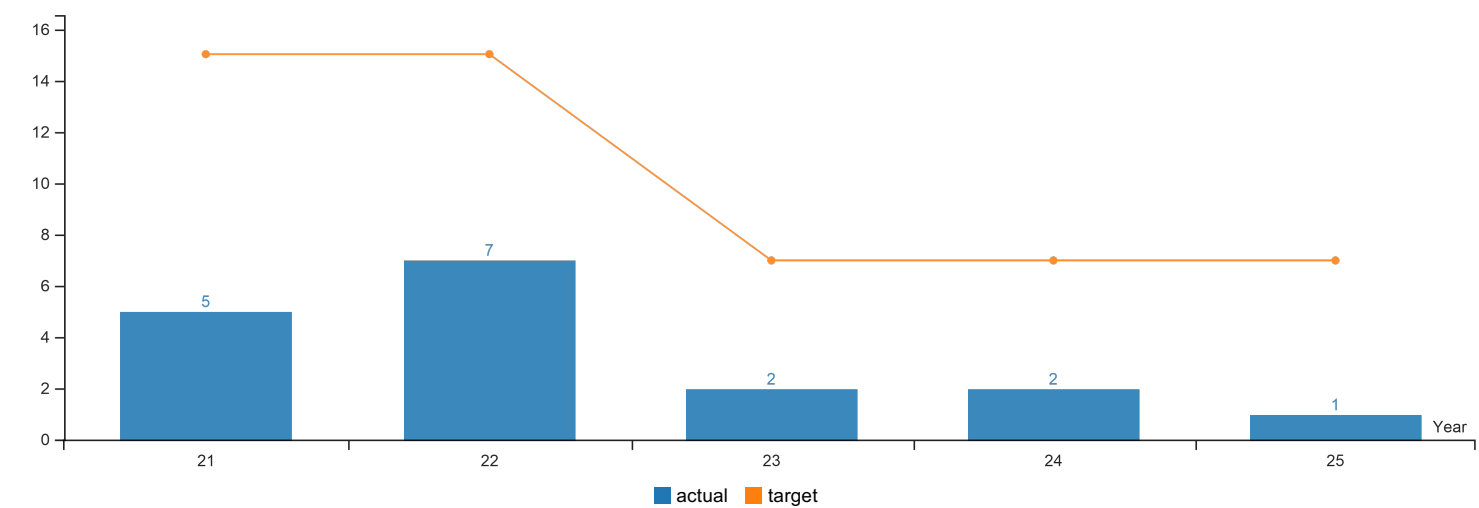
The Agency has set an ambitious goal to present most complaint investigations to the Board within 180 days of receipt; however, there are many factors affecting our ability to expediently resolve a complaint. These include the varying complexity of cases, increasing volume of complaints received, arranging witness interviews, travel time, coordinating respondent, attorney, and witness schedules for interviews, and waiting for necessary records to be submitted (including issuing and enforcing subpoenas. Sometimes the Board receives emergency high-priority cases involving serious public protection concerns that take staff resources away from other cases.

The goal is to present a thorough and complete investigation report to the Board the first time, which often is not possible to achieve within the required 180 days. The Board meets bimonthly, so timing is a major factor as well. Compliance staff continue to receive pressure from respondents, their attorneys, and the local professional association to allow respondents more and more time to respond to allegations and produce records, which reduces the Board's ability to achieve timeliness goals. In the current reporting period (reflecting investigations opened in 2024), significant unexpected periods of investigative staff absences were the most significant factor affecting the performance results. Additionally, the volume of new investigations increased by 9.1% from 2023 to 2024, adding to the Compliance Section workload and making it a challenge to keep up. Growth in compliance volume has more than doubled growth in the licensee base over the past five years, and with a surge of new complaints received in 2025, the volume of cases as of the date of this report has already exceeded the 2024 amount.

The Agency was approved for additional compliance staffing resources in its 2025-27 Agency Request Budget, and this is expected to help the investigative team keep up with the ever-increasing caseload. Agency leadership has been working diligently to hire and train new staff members and improve complaint-processing speeds, but without compromising the integrity of the investigation process. The Agency does not expect to show further decline in the 2026 report, as management continues to work towards a sufficiently staffed and trained compliance section that is dedicated to clearing out the backlog and staying ahead of the curve despite extraordinary growth.

KPM #4	Efficient Application Processing - Average number of calendar days from completed license application file to application approval.
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = negative result



Report Year	2021	2022	2023	2024	2025
Efficient Application Processing					
Actual	5	7	2	2	1
Target	15	15	7	7	7

### How Are We Doing

The Board has surpassed its goal to take an average of no more than seven calendar days to approve a completed licensure application. The 2025 report, which reflects applications processed during the 2024 calendar year, shows an average of one day. This represents a one-day reduction from the results reported in the two prior years.

### Factors Affecting Results

Efficient application processing has been highly prioritized by the Board, as it is a crucial step in ensuring licensed behavioral health providers can quickly provide necessary services to Oregonians. Agency leadership has continued to implement streamlined processes and best practice sharing between the two regulated boards that has enabled more efficient application processing. Despite these good results, the Agency is still continuously looking for ways to improve, including staff retention, cross-training to help cover for absences and vacancies, improvements in the licensing system and website, and continuous feedback. While speed of service is important, so too is the quality of customer service we provide along the way, which as described in KPM #1 will be a major focus area for improvement in the coming years.