

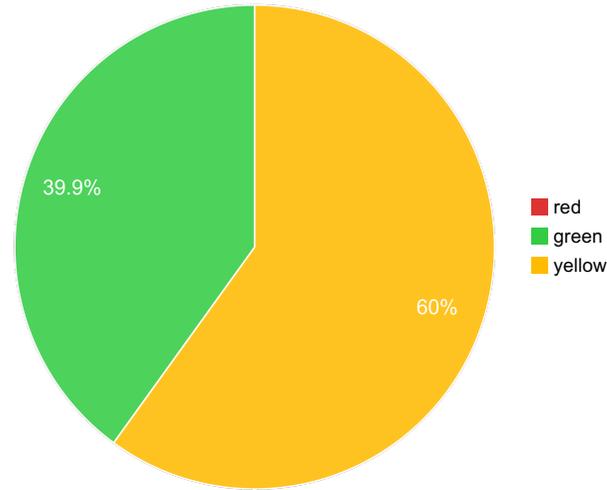
Advocacy Commissions Office

Annual Performance Progress Report

Reporting Year 2021

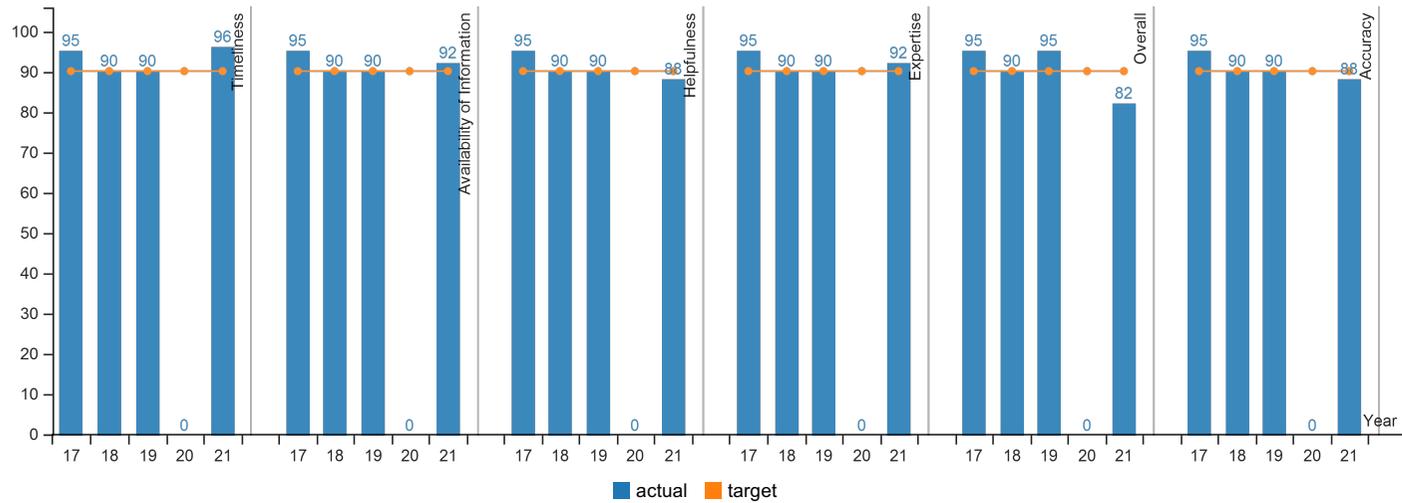
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KPM #	Approved Key Performance Measures (KPMs)
1	Customer Service - Percent of commissioners who rate the Oregon Advocacy Commissions Office service quality as good or excellent- overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information
2	Applied Policy Research - Percent of stakeholders who worked with the Commissions on equity-focused policy research projects and rated OAC Applied Policy Research quality as good or excellent- relevance, accuracy, helpfulness, timeliness, expertise, availability of information, and overall effectiveness.
3	Best Practices - Percent of total best practices met by the Commission on Asian/Pacific Islander Affairs
4	Best Practices - Percent of total best practices met by the Commission on Black Affairs
5	Best Practices - Percent of total best practices met by the Commission for Women.
6	Best Practices - Percent of total best practices met by the Commission on Hispanic Affairs



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	40%	60%	0%

KPM #1	Customer Service - Percent of commissioners who rate the Oregon Advocacy Commissions Office service quality as good or excellent- overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information
	Data Collection Period: Jul 01 - Jun 30



Report Year	2017	2018	2019	2020	2021
Timeliness					
Actual	95%	90%	90%		96%
Target	90%	90%	90%	90%	90%
Availability of Information					
Actual	95%	90%	90%		92%
Target	90%	90%	90%	90%	90%
Helpfulness					
Actual	95%	90%	90%		88%
Target	90%	90%	90%	90%	90%
Expertise					
Actual	95%	90%	90%		92%
Target	90%	90%	90%	90%	90%
Overall					
Actual	95%	90%	95%		82%
Target	90%	90%	90%	90%	90%
Accuracy					
Actual	95%	90%	90%		88%
Target	90%	90%	90%	90%	90%

How Are We Doing

During the 2021 calendar year, the OACO and the OACs have gone through a series of transitions. The greatest transition has been at the Administrator position. After 18 months, the Commissions selected a new Executive Director that began on-boarding in late February. Shortly thereafter, OCAPIA lost one of its Co-Chairs to economic migration outside of the State and another Citizen Commissioner termed out at the same time. Late in the summer, OCAPIA lost another Citizen Commissioner to Judicial appointment, a happy loss, while gaining a new Rep. Commissioner in Rep. Pham. Currently OCAPIA is down three Commissioners.

At the time of transition of Administrators, OCBA had four Citizen Commissioner and the Rep. Commissioner vacancies. Mid-summer OCBA was struck with the death of its Chair and currently sits with five Citizen Commissioner vacancies and the Rep. Commissioner position vacant.

At the time of leadership transition, OCHA had one Citizen Commissioner vacancy and loss another Citizen Commissioner due to personal family matters. OCHA currently sits with two Citizen Commissioner vacant positions.

At the time of leadership transition, OCFW was filling three Citizen Commissioner vacancies and currently has two vacancies with one Citizen Commissioner on a Medical Leave of Absence.

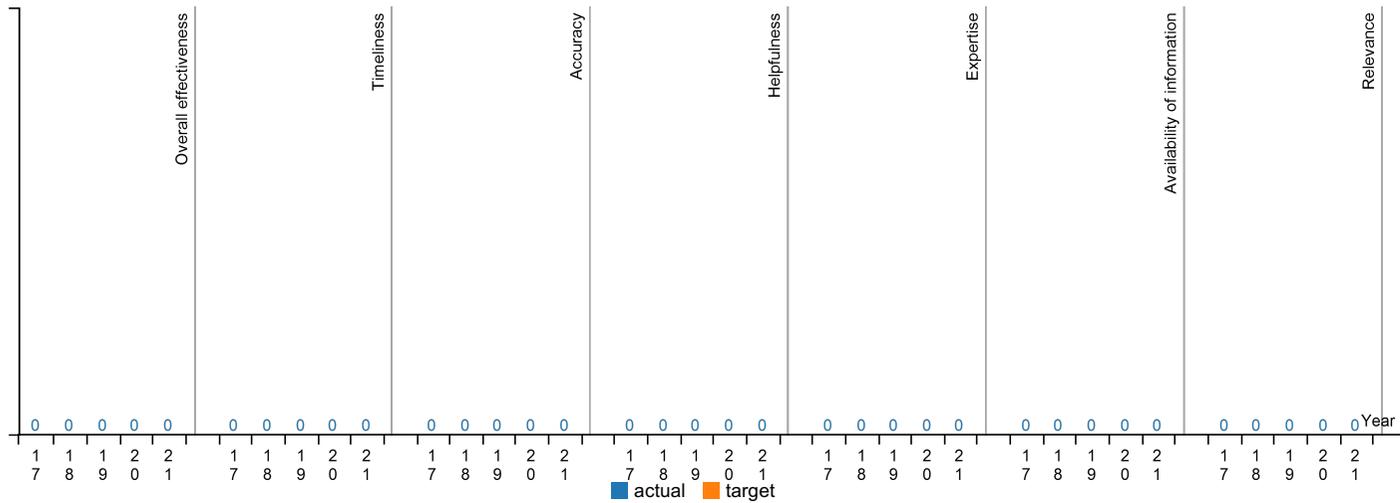
OACO staffing is currently at 2.5 FTE with the 0.5 FTE OPA 3 staffer soon to depart. Currently, the OACO is granted staffing of 4.0 FTE and is in the process of hiring to that 4.0 FTE. Arguably, the OACO is running at less than 2.5 FTE currently.

Despite all of the transitions, the OACO is resetting its foundation and shifting to a more manageable prioritization with the objective of focusing efforts and improving the overall quality of results. This requires a shift in the culture, messaging and education, and ultimately buy-in from all stakeholders. This is a process that will take time.

Additionally, we are in the midst of almost doubling our staffing and on-boarding will take time, but once completed, we should be able to provide a more responsive and engaged agency with internal and external stakeholders.

Factors Affecting Results

KPM #2	Applied Policy Research - Percent of stakeholders who worked with the Commissions on equity-focused policy research projects and rated OAC Applied Policy Research quality as good or excellent- relevance, accuracy, helpfulness, timeliness, expertise, availability of information, and overall effectiveness.
	Data Collection Period: Jan 01 - Dec 31



Report Year	2017	2018	2019	2020	2021
Overall effectiveness					
Actual					
Target					
Timeliness					
Actual					
Target					
Accuracy					
Actual					
Target					
Helpfulness					
Actual					
Target					
Expertise					
Actual					
Target					
Availability of information					
Actual					
Target					
Relevance					

Report Year	2017	2018	2019	2020	2021
Actual					
Target					

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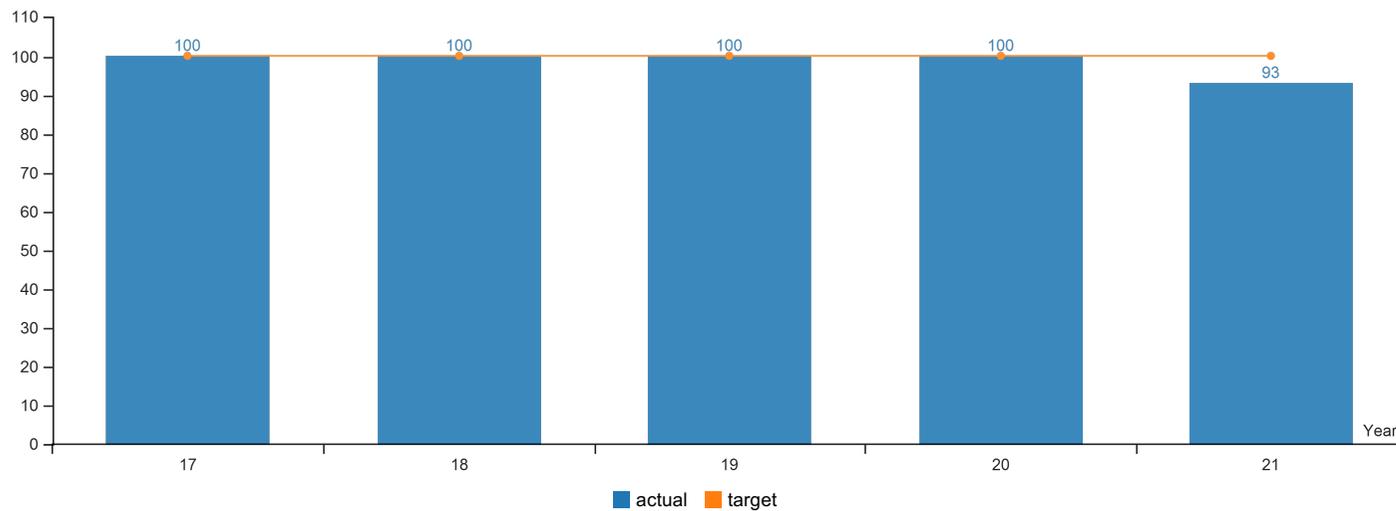
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Factors Affecting Results

KPM #3	Best Practices - Percent of total best practices met by the Commission on Asian/Pacific Islander Affairs
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
Commission Survey Results					
Actual	100%	100%	100%	100%	93%
Target	100%	100%	100%	100%	100%

How Are We Doing

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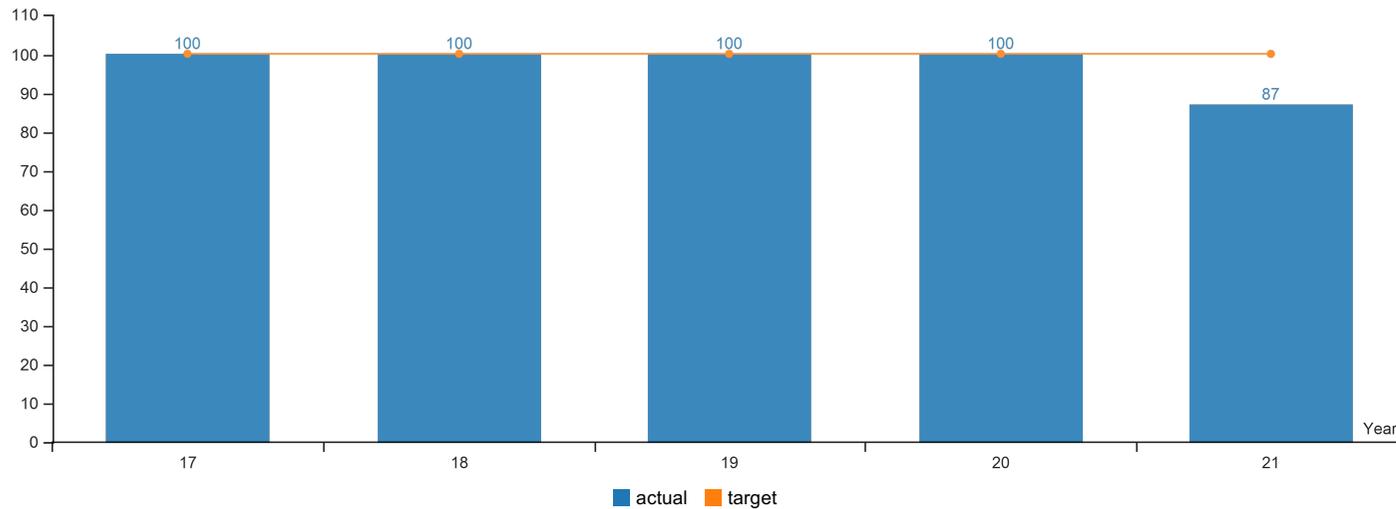
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Factors Affecting Results

KPM #4	Best Practices - Percent of total best practices met by the Commission on Black Affairs
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
Commission Survey Results					
Actual	100%	100%	100%	100%	87%
Target	100%	100%	100%	100%	100%

How Are We Doing

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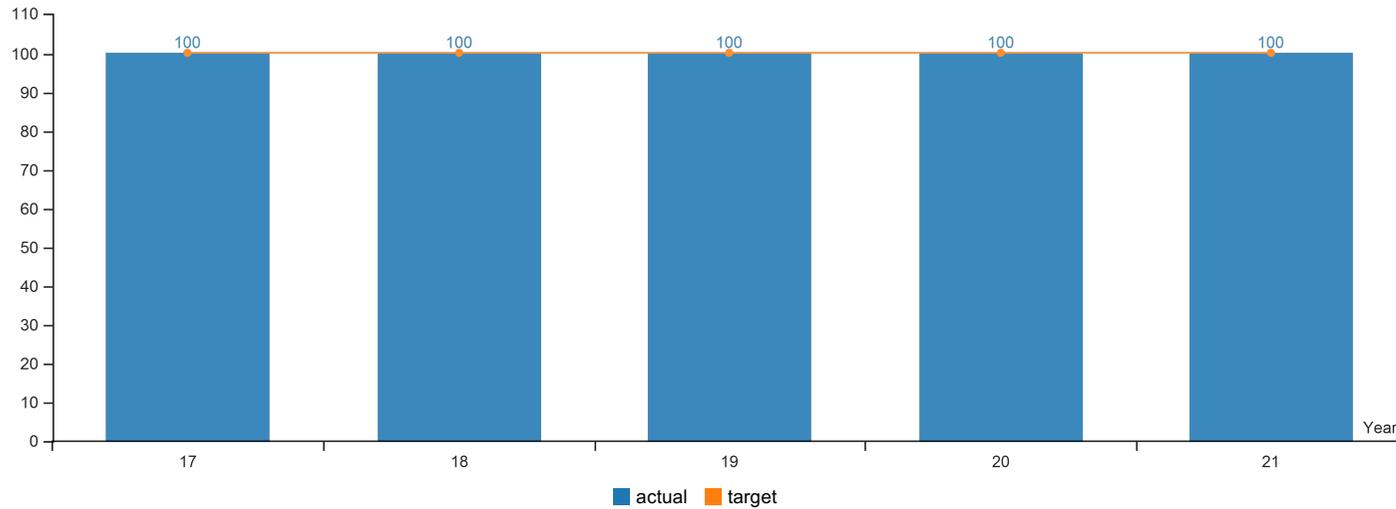
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Factors Affecting Results

KPM #5	Best Practices - Percent of total best practices met by the Commission for Women.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
Commission Survey Results					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

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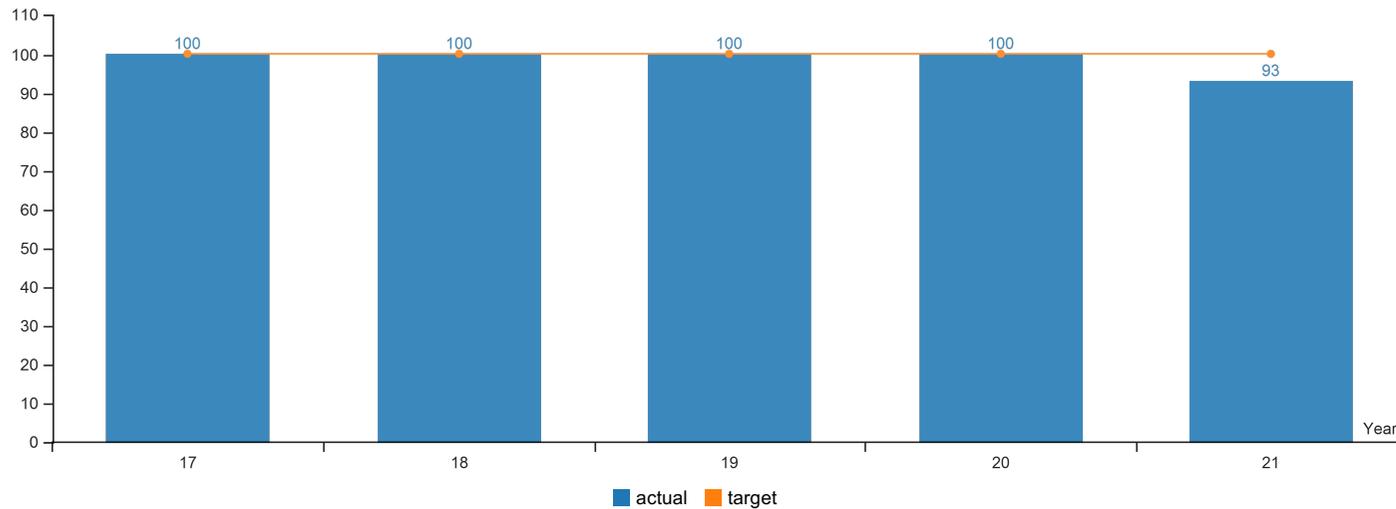
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Factors Affecting Results

KPM #6	Best Practices - Percent of total best practices met by the Commission on Hispanic Affairs
	Data Collection Period: Jun 30 - Jul 01

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Commission Survey Results					
Actual	100%	100%	100%	100%	93%
Target	100%	100%	100%	100%	100%

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