

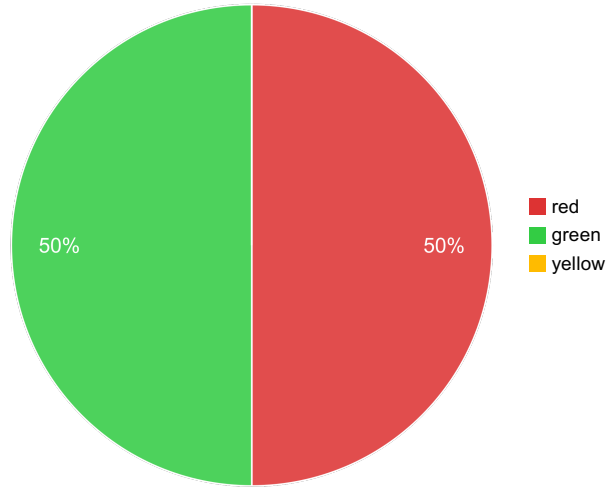
Licensed Professional Counselors and Therapists, Board of

Annual Performance Progress Report

Reporting Year 2022

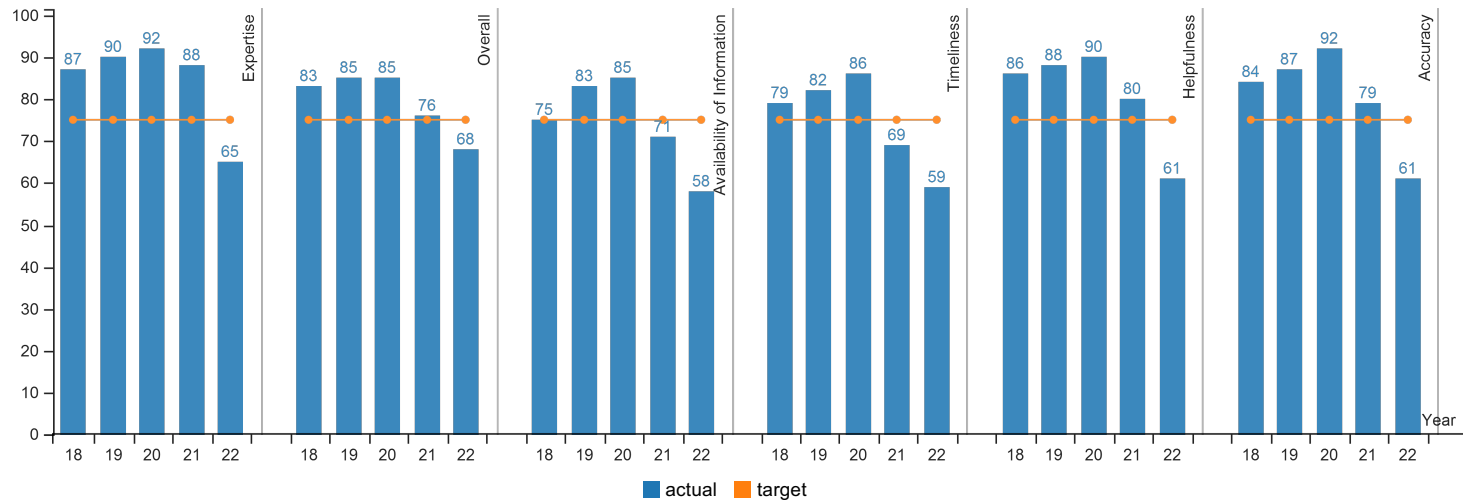
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KPM #	Approved Key Performance Measures (KPMs)
1	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
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 of complaint.
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:	50%	0%	50%

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	2018	2019	2020	2021	2022
Expertise					
Actual	87%	90%	92%	88%	65%
Target	75%	75%	75%	75%	75%
Overall					
Actual	83%	85%	85%	76%	68%
Target	75%	75%	75%	75%	75%
Availability of Information					
Actual	75%	83%	85%	71%	58%
Target	75%	75%	75%	75%	75%
Timeliness					
Actual	79%	82%	86%	69%	59%
Target	75%	75%	75%	75%	75%
Helpfulness					
Actual	86%	88%	90%	80%	61%
Target	75%	75%	75%	75%	75%
Accuracy					
Actual	84%	87%	92%	79%	61%
Target	75%	75%	75%	75%	75%

How Are We Doing

The Board fell below its target of 75% in all areas of customer service in 2022. **Overall Customer Satisfaction** decreased from 76% in 2021 to 68% in 2022, seven points below target. From 2021 to 2022, **Accuracy** decreased by 18 points from 79% to 61%, and **Helpfulness** decreased from 80% to 61%, both 14 points below target. **Expertise** decreased the most significantly by 23 points from 88% to 65%, which is 10 points below target. **Timeliness** decreased by 10 points from 69% to 59%. Finally, **Availability of Information** decreased from 71% to 58%, and is the lowest ranked area of customer satisfaction for 2022.

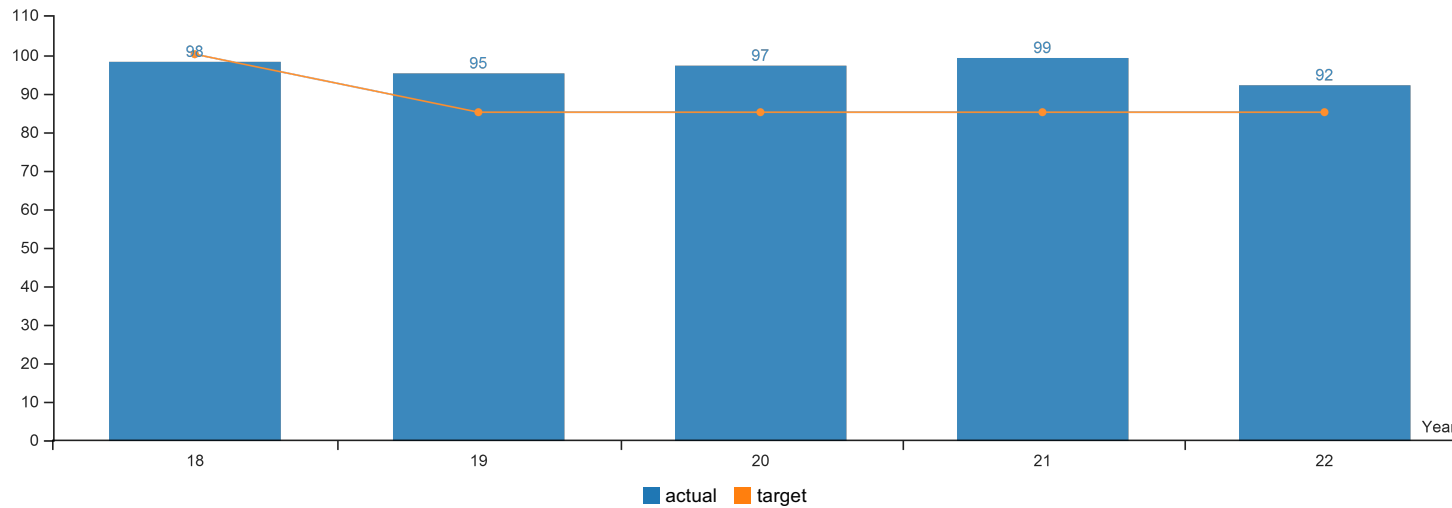
Factors Affecting Results

The main factors affecting the 2021 survey results (which reflect customer satisfaction in the year 2021) are the ongoing effects of COVID-19 pandemic and staffing issues. Board staff has faced the challenges of quarantines, illnesses, and death of family members. It has been difficult to maintain consistent customer service with significant staffing turnover in the Board's licensing section during this time. There are long delays in filling vacancies through DAS CHRO, coupled with a smaller pool of applicants for positions. Once the Agency was able to recruit new staff members, onboarding was challenging not only because of the steep learning curve, but because of the significant wait times to obtain CJIS clearance through the Oregon State Police for many months. One key staff person who was fingerprinted on July 9, 2021 did not received clearance approval (and was not able to perform the majority of her work duties) until September 13, 2021. The staff has worked diligently to recover from these setbacks, though unfortunately it has impacted service levels and is reflected in the Boards' key performance measures. Board staff must keep pace with a continued growth in the number of licensure applications received, license renewals processed, and compliance investigations. The BLPCT licensee base has grown by an average of 9.1% per year over the last decade, more than doubling in size from 2012 to 2021. Additionally, the Agency migrated to a new online licensing system, and some stakeholders were resistant to completing their renewals or applications online. New technology can be difficult for both the end user and the staff who must learn to navigate a new system. Also, change does not come without any hitch, and this new licensing system has been no exception. There have been unexpected and ongoing system "glitches" that have created significant frustration for all involved. The system vendor has experienced staffing shortages and delays in resolving these issues, which has negatively impacted customer service.

Throughout these challenges, however, the Board has maintained customer service as a high priority. 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 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.

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	2018	2019	2020	2021	2022
Metric Value					
Actual	98%	95%	97%	99%	92%
Target	100%	85%	85%	85%	85%

How Are We Doing

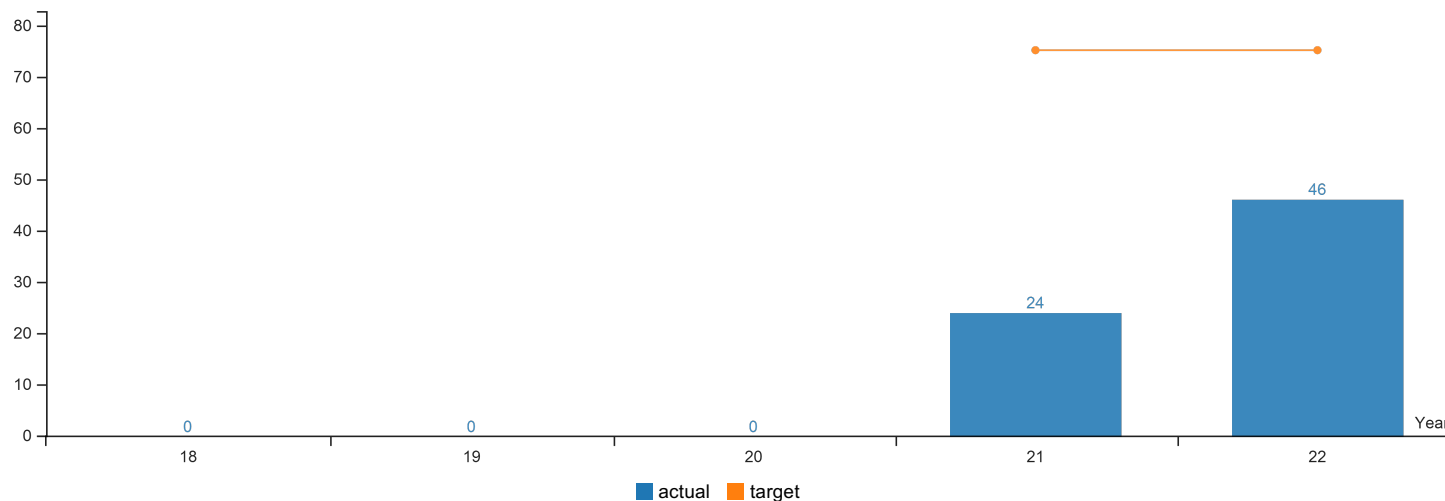
In the past five years, the Board has exceeded the target in Board best practices. The most recent score for the 2022 reporting period was 92%, which represents a seven-point decrease from the 2021 reporting period, and is now seven points above target.

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 eight 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 of complaint.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
Timely Investigations					
Actual				24%	46%
Target				75%	75%

How Are We Doing

For the 2022 reporting year, 46% of complaints were presented to the Board within 180 days of receipt, which falls below the target of 75%, but represents a significant improvement over the 24% result in 2021. Note that this is a new KPM approved in 2021, so there is no data prior to this time.

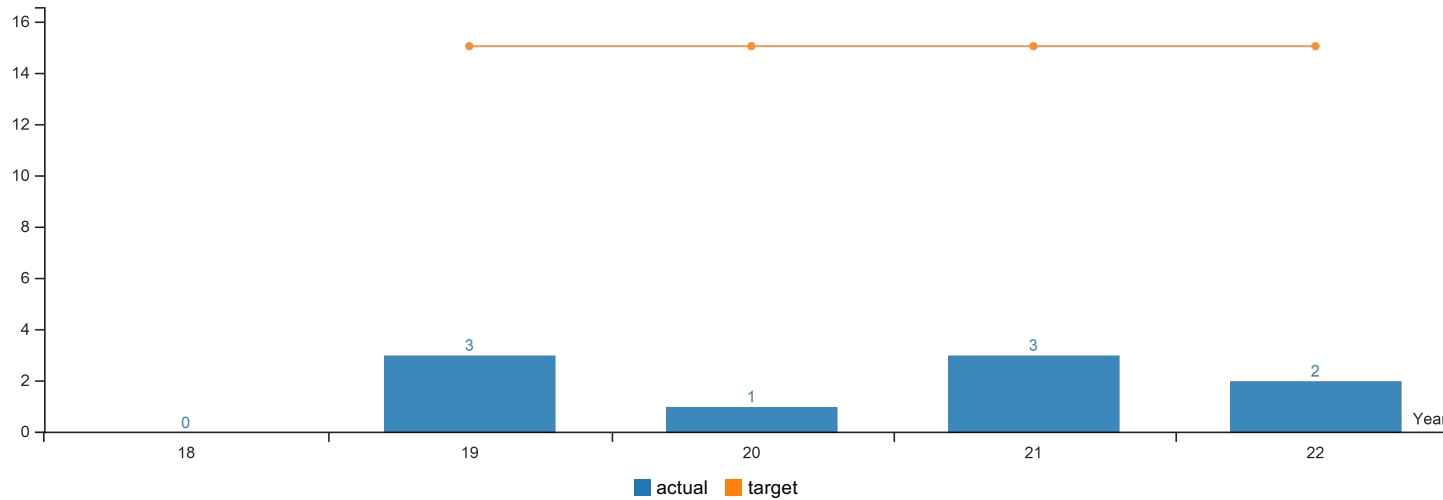
Factors Affecting Results

The Agency has set an ambitious goal to present 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. In the current reporting period (reflecting investigations opened in 2021), the COVID-19 pandemic continued to contribute to challenges in maintaining timeliness, which negatively affected customer service as described under KPM #1. The volume of new investigations increased by 38.6% from 2020 to 2021, significantly adding to the Compliance Section workload. The Board has received pressure from respondents, their attorneys, and the professional association to allow respondents more and more time to respond to allegations and produce records, which reduces investigators' ability to achieve timeliness goals. The Agency was approved for one additional 1.0 FTE limited duration Investigator 2 position in the 2021-23 biennium, and this has helped to increase the percent of complaints presented to the Board within 180 days from 24% in 2021 to 46% in 2022- a 22-point improvement. The Agency has been working diligently to hire and train new staff members and improve complaint-processing speed, but without compromising the integrity of the investigation process. However, the time to recruit, the ability to offer a competitive wage, and delays in hiring new staff members through DAS CHRO has continued to create barriers to an adequately staffed compliance section. The Board expects to show improvement in the 2023 report with a sufficiently staffed and trained compliance section that has adapted to the challenges of

working remotely and is able to catch up on the backlog of cases.

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	2018	2019	2020	2021	2022
Efficient Application Processing					
Actual		3	1	3	2
Target		15	15	15	15

How Are We Doing

The Board has well surpassed its goal to take an average of no more than 15 calendar days to approve a completed licensure application. The 2021 report reflects an average of 2 days, which is lower than the average of 3 days in the 2021 report. Note that this is a newer KPM approved in 2019, so there is no data prior to this time.

Factors Affecting Results

As part of the new Agency organization under Mental Health Regulatory Agency, management has continued to implement streamlined processes and best-practice sharing between the two regulated boards that has enabled more efficient application processing. Additionally, the Agency has benefited greatly from the approval of a new Licensing Manager position as part of the 2021-23 budget. 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, and continuous feedback.