# Oregon Board of Psychology

Annual Performance Progress Report

Reporting Year 2021

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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.

■ red
■ green
■ yellow
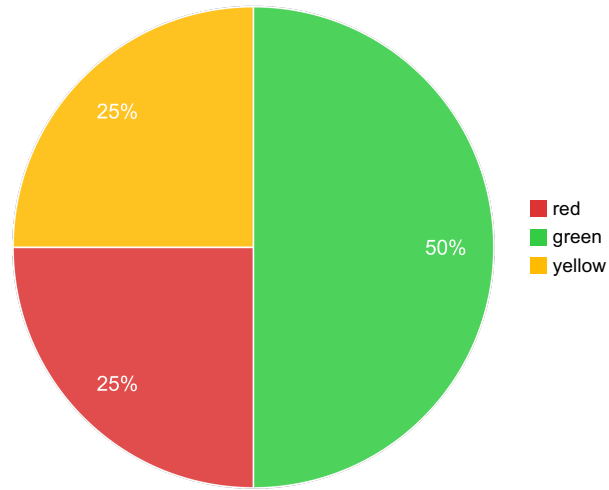
Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	50%	25%	25%

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
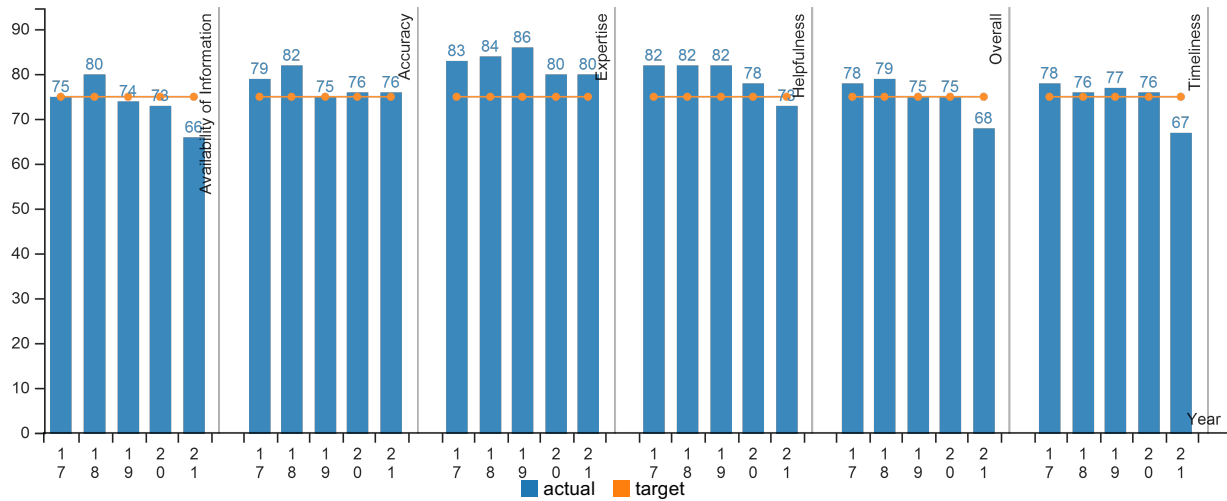
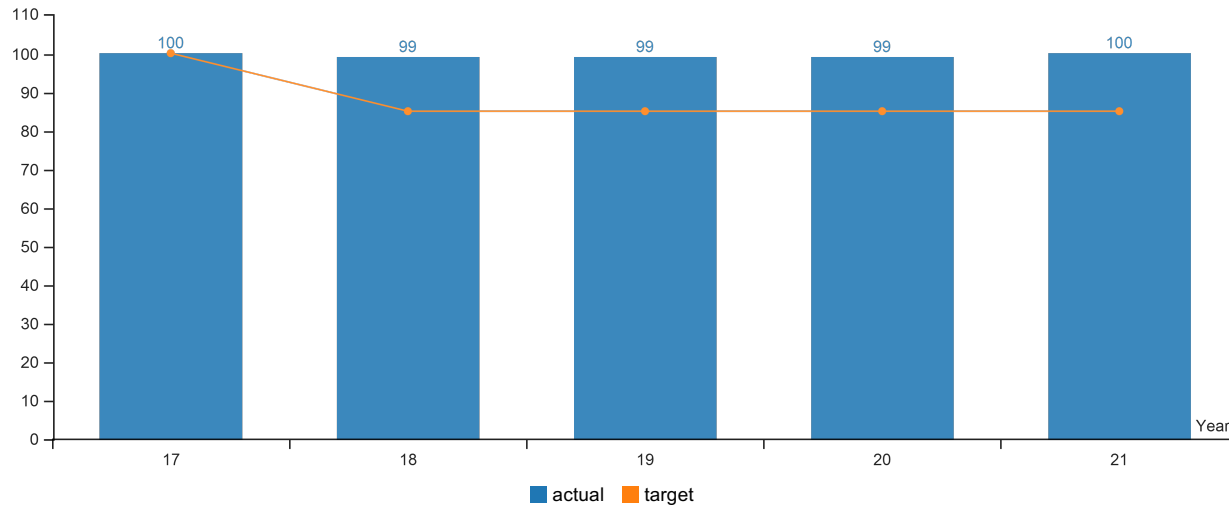| Report Year	2017	2018	2019	2020	2021
Availability of Information					
Actual	75%	80%	74%	73%	66%
Target	75%	75%	75%	75%	75%
Accuracy					
Actual	79%	82%	75%	76%	76%
Target	75%	75%	75%	75%	75%
Expertise					
Actual	83%	84%	86%	80%	80%
Target	75%	75%	75%	75%	75%
Helpfulness					
Actual	82%	82%	82%	78%	73%
Target	75%	75%	75%	75%	75%
Overall					
Actual	78%	79%	75%	75%	68%
Target	75%	75%	75%	75%	75%
Timeliness					
Actual	78%	76%	77%	76%	67%
Target	75%	75%	75%	75%	75%

How Are We Doing

The Board met or exceeded its target of 75% in two areas of customer service: Accuracy and Expertise. **Overall Customer Satisfaction** decreased from 75% in 2020 to 68% in 2021, which is 7 points below target. From 2020 to 2021, **Accuracy** remained the same at 76%, one point above target. **Helpfulness** decreased from 78% to 73%, now two points below target. **Expertise** stayed the same at 80%, which is five points above target, and has remained the highest ranked area of customer satisfaction for five years. **Timeliness** decreased by nine points from 76% to 67%, and is now eight points below target. Finally, **Availability of Information** decreased by seven points from 73% to 66%, and is the lowest ranked area of customer satisfaction for 2021.

Factors Affecting Results

The main factor affecting the 2021 survey results (which reflect customer satisfaction in the year 2020) is the COVID-19 pandemic. Board staff was forced to quickly adjust to working remotely, a rapid transition that no one expected or was prepared for. This included obtaining new equipment and adopting new policies and procedures to allow for telework. Board staff also faced the challenges of COVID-19 quarantines and death of family members, destructive wildfires that forced evacuations, and the continued trauma resulting from political unrest. Also contributing to the difficulties in maintaining consistent customer service was some staffing turnover in the Board's licensing section during this time. 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. In 2021, the Agency transitioned to a new online licensing system and replaced some very manual, outdated process that have historically adversely impacted this Board. While some stakeholders have struggled adapting to a new technology, overall the Board expects this change to contribute positively to the 2022 survey results.

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

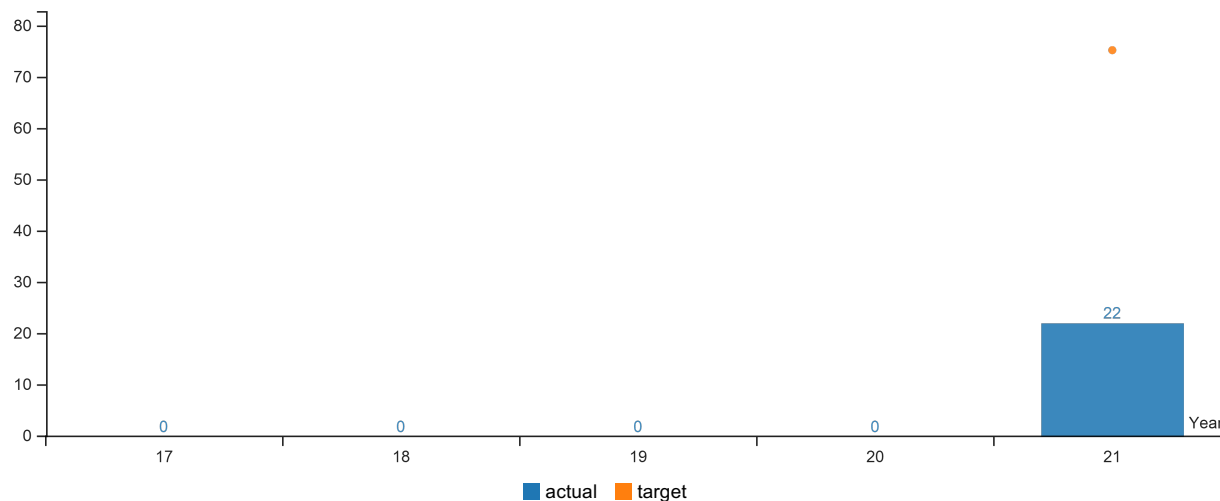| Report Year	2017	2018	2019	2020	2021
GOVERNANCE - Percent of best administrative practices achieved.					
Actual	100%	99%	99%	99%	100%
Target	100%	85%	85%	85%	85%

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 2021 reporting period was 100%, which represents a one-point increase from the 2020 reporting period, and is now 15 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 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: Jun 30 - Jul 01

* Upward Trend = positive result

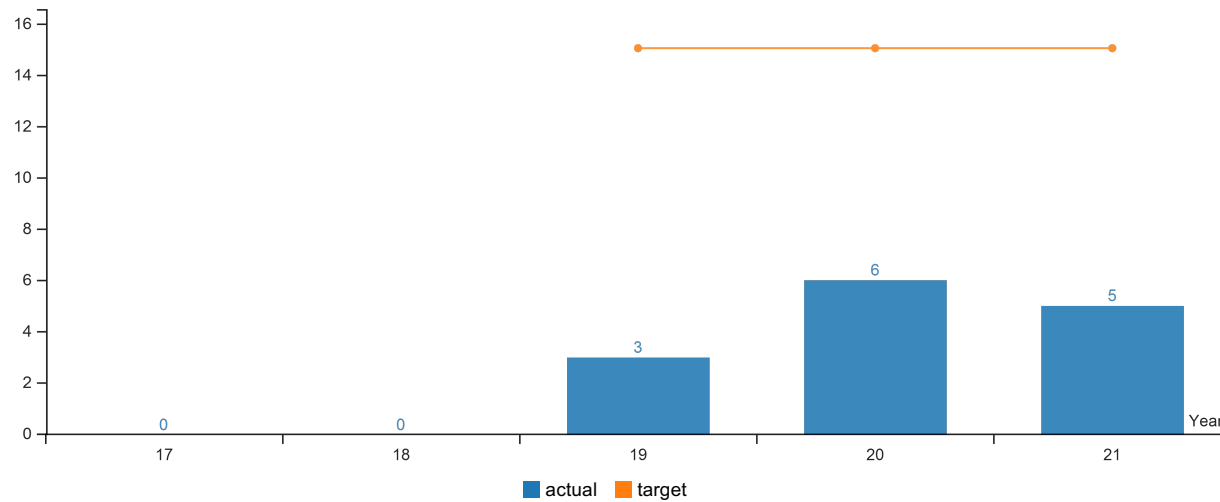| Report Year	2017	2018	2019	2020	2021
Timely Investigations					
Actual					22%
Target					75%

How Are We Doing

For the 2021 reporting year, 22% of complaints were presented to the Board within 180 days of receipt, which falls significantly below the target of 75%. 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. Particularly at issue in the current reporting period (reflecting investigations opened in 2020) was the COVID-19 pandemic, which negatively affected customer service as described under KPM #1. The Agency was approved for one additional 1.0 FTE limited duration Investigator 2 position in the 2021-23 biennium, and 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. The Board expects to show improvement in the 2022 report with a sufficiently staffed 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	2017	2018	2019	2020	2021
Efficient Application Processing					
Actual			3	6	5
Target			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 5 days, which is an improvement over the average of 6 days in the 2020 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 a new online licensing system (this change will be reflected in the 2022 report), cross-training between staff to help cover for absences and vacancies, and continuous feedback.