

**Oregon Department of Human Services
Office of Forecasting, Research Analysis (OFRA) Scorecard**

No.	Measure Name	Measure Calculation	RANGE			Target	Data Collection	Comments	2014 Q2	2014 Q1	2013 Q4	2013 Q3
			Red	Yellow	Green							
SLA												
1	Objectivity, Transparency, Independence	Rating by Caseload Forecast Advisory Committee members (% Excellent of Good)	< 75%	75%-90%	>90%	90%	Semi-annual		S14 >> 98.4%	F13 >> 90.3%	F13 >> 90.3%	S13 >> 92.3%
2	Customer Satisfaction	"	< 75%	75%-90%	>90%	90%	"		S14 >> 94.6%	F13 >> 83.0%	F13 >> 83.0%	S13 >> 95.8%
3a	Timeliness of Forecasts	% Delivered by Target Date	<85%	85-99%	100%	100%	Semi-annual		S14 >> 100%	S14 >> 100%	F13 >> 100%	S13 >> 75%
3b	Timeliness of Variance Reports	"	< 75% by tgt + 1 day	75-100% by tgt + 1 day	75-100% by target date	90%	Monthly	Late due to ACA-related data issues	75% on time	83% <= 1 day late (67% on-time)	75% on-time	75% <= 1 day late (67% on-time)
4a	Accuracy (MPE*) OHA - MAP	% Variance of Actual from Forecast for key categories (mean percentage error)	LG > 2%	LG <= 2%	LG <= 1%	LG <= 1%	Monthly	Expansion faster than forecasted	Max variance was 33.3%	Max variance was -1.1%	Max variance was -0.4%	Highest variance was 0.4%
4e	Accuracy (MPE) DHS - SSP	"	LG > 2% SM > 4%	LG <= 2% SM <= 4%	LG <= 1% SM <= 2%	LG <= 1%; SM <= 2%	"		Max variance was LG >> 0.7% SM >> -0.9%	Max var was LG >> -1.4 SM >> -0.9%	Max var was LG >> -0.8 SM >> 1.6%	Highest variance was 1.1%
4d	Accuracy (MPE) DHS - CW	"	SM > 4%	SM <= 4%	SM <= 2%	SM <= 2%	"		Max variance was -1.0%	Max variance was -2.8%	Max variance was -3.1%	Highest var was LG >> 2.0% SM >> 9.4%
4b	Accuracy (MPE) DHS - APD	"	"	"	"	"	"	Fall 2013 NF data error	Max variance was 7.0%	Max variance was -3.3%	Max variance was -3.3%	Highest var was LG >> 1.3% SM >> 2.8%
4c	Accuracy (MPE) DHS - I/DD	"	"	"	"	"	"		Max variance was 0.5%	Max variance was -1.1%	Max vaiance was -1.1%	Highest var was LG >> 0.7% SM >> 0.9%

* MPE = Mean Percentage Error

Starting 2013 Q4, the caseload categories used to measure Accuracy were revised to correspond with the Annual Forecast Quality Report
And "large" was changed from categories with >10,000 clients, to categories with >50,000 clients