

# **EMPLOYMENT DEPARTMENT**

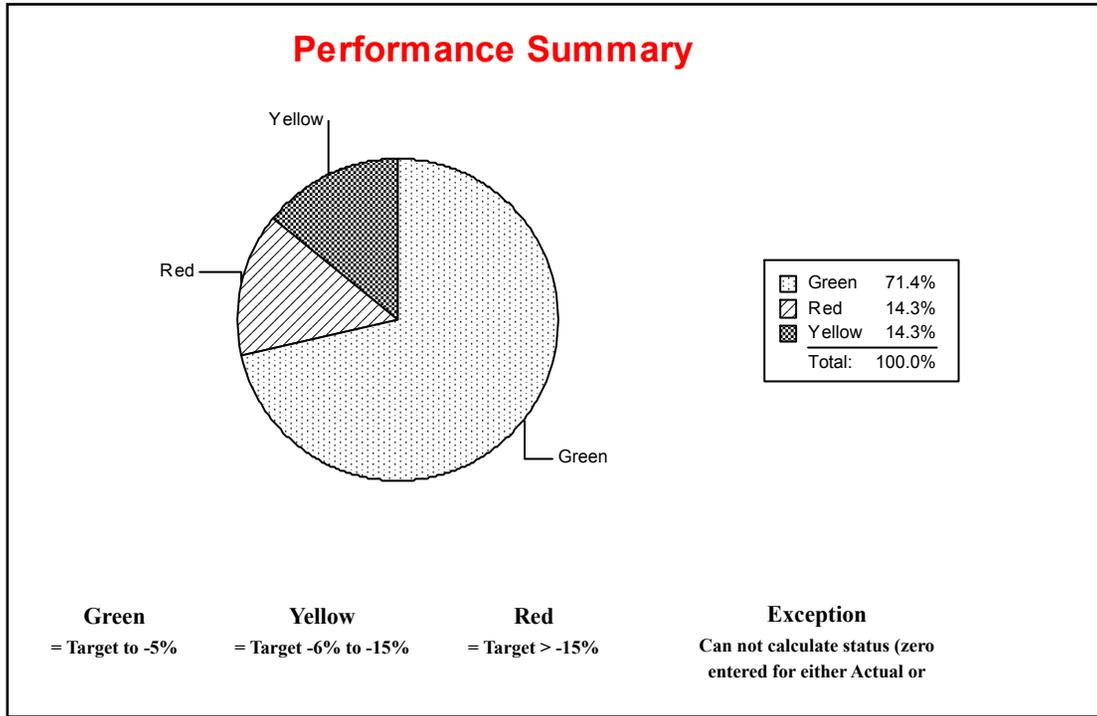
## **Annual Performance Progress Report (APPR) for Fiscal Year (2012-2013)**

Original Submission Date: 2013

Finalize Date: 1/27/2014

2012-2013 KPM #	2012-2013 Approved Key Performance Measures (KPMs)
1	ENTERED EMPLOYMENT - % of job seekers who got a job with a new employer after registering with the Employment Department.
2	EMPLOYMENT RETENTION - % of Job Seekers who were in employment two quarters after registering with the Employment Department.
3	COST PER PLACEMENT– total cost of B&ES programs divided by the total number of job seekers entered into employment after receiving services.
4	FIRST PAYMENT TIMELINESS – % of initial unemployment insurance payments made within 21 days of eligibility.
5	NON-MONETARY DETERMINATIONS TIMELINESS – % of claims that are adjudicated within 21 days of issue detection
6	COST PER CLAIM – total cost of UI programs divided by the total number of initial claims for UI benefits filed.
7	UNEMPLOYMENT INSURANCE APPEALS TIMELINESS – % of cases requesting a hearing that are heard or are otherwise resolved within 30 days of the date of request.
8	NON-UNEMPLOYMENT INSURANCE APPEALS TIMELINESS - Percentage of orders issued within the standards established by the user agencies.
9	AVERAGE DAYS TO ISSUE AN ORDER - Average number of days to issue an order following the close of record.
10	COST PER REFERRAL TO OAH – total cost of OAH programs divided by the total number of referrals.
11	HIGHER AUTHORITY APPEALS TIMELINESS – % of cases requesting an appeal that receive a decision within 45 days of the date of request.
12	TIMELINESS OF NEW STATUS DETERMINATIONS - % of new status determinations completed within 90 days of the end of the liable quarter.
13	CHILD CARE HEALTH & SAFETY REVIEWS – % of family child care facilities required to have health & safety onsite reviews that were reviewed by Child Care Division.
14	CUSTOMER SERVICE – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.

<b>EMPLOYMENT DEPARTMENT</b>	<b>I. EXECUTIVE SUMMARY</b>
<b>Agency Mission:</b> The mission of the Oregon Employment Department is to Support Business and Promote Employment.	
<b>Contact:</b> Mary Bernert	<b>Contact Phone:</b> 503-947-1975
<b>Alternate:</b> Jennifer Shawcross	<b>Alternate Phone:</b> 503-947-1306



**1. SCOPE OF REPORT**

Unemployment Insurance (UI) Business and Employment Services (B & ES) Office of Administrative Hearings (OAH) Child Care Division (CCD)

**2. THE OREGON CONTEXT**

Related Oregon Benchmarks (OBM): OBM 1: Employment Dispersion OBM 4: Net Job Growth OBM 12: Annual Payroll OBM 14: Wages over 150% of

### **3. PERFORMANCE SUMMARY**

Data entered at this time is preliminary. A Final Report will be entered in October. KPMs MAKING PROGRESS (at or trending toward target achievement): KPM 2 Employment Retention KPM 4 First Payment Timeliness KPM 5 Non-Monetary Determinations Timeliness KPM 7 UI Appeals Timeliness KPM 8 Non-UI Appeals Timeliness KPM 9 Average Days to Issue Order KPM 10 Cost per Referral to OAH (new methodology in 2009) KPM 11 Higher Authority Appeals Timeliness KPM 12 Timeliness of New Status Determinations KPM 13 Child Care Health & Safety Reviews KPMs NOT MAKING PROGRESS (not at or trending toward target achievement): KPM 1 Entered Employment (RED) KPM 3 Cost per Placement (RED) KPM 6 Cost per Claim (YELLOW) KPM 14 Customer Service - all categories (YELLOW)

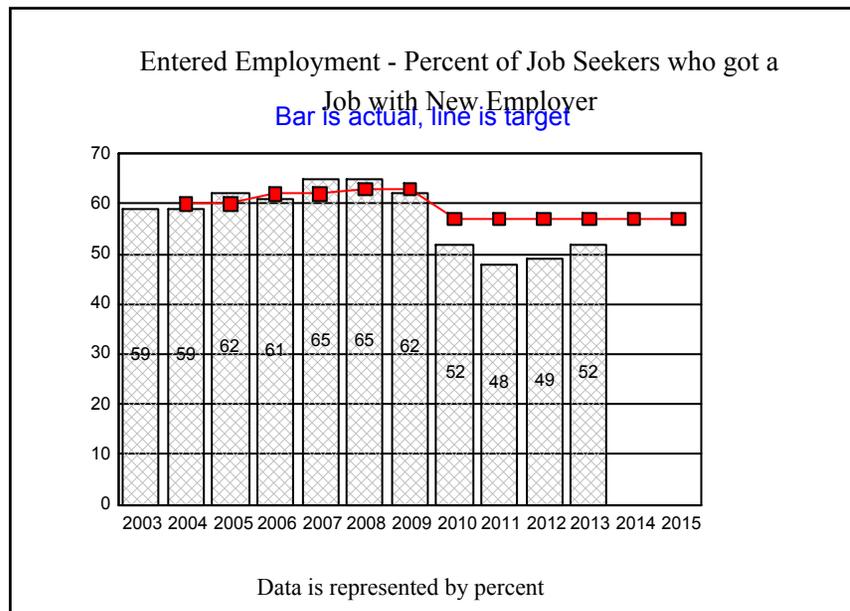
### **4. CHALLENGES**

The economy has been sluggish; unemployment rates have remained high. Though the demand for labor is generally low, demand for workers with specific skills challenges staff to screen workers appropriately. The Oregon Employment Department continues to serve high levels of UI claimants and job seekers. During this period OED has streamlined services to both the claimants and the job seekers. OED is increasingly seeing long-term unemployed workers who need assistance transitioning to new occupations or industries.

### **5. RESOURCES AND EFFICIENCY**

The following Key Performance Measures are efficiency measures: KPM #3: Cost per Placement KPM #6: Cost per Claim KPM #10: Cost per Referral to OAH (Office of Administrative Hearings)

<b>KPM #1</b>	ENTERED EMPLOYMENT - % of job seekers who got a job with a new employer after registering with the Employment Department.	2002
<b>Goal</b>	Goal 1 Match Employers with Job Seekers	
<b>Oregon Context</b>	OBM 1, 4, 12, 14, 15	
<b>Data Source</b>	US Department of Labor Form ETA 9002	
<b>Owner</b>	Business & Employment Services (B&ES) Gus Johnson (503) 947-1673	



**1. OUR STRATEGY**

In October 2008, OED implemented an integrated workforce service delivery model with the Department of Community Colleges and Workforce Development and local Workforce Investment Boards. The model, which has significantly streamlined services for Oregonians, features a common intake and registration system and access to integrated

reemployment and training services.

## 2. ABOUT THE TARGETS

Targets are negotiated directly between OED and the US Department of Labor. The SFY 2013 target remained at the 57% level which was negotiated in SFY 2011. A higher percent of job seekers entering employment is better.

## 3. HOW WE ARE DOING

Performance increased by 3% from SFY 2012, with 53% of job seekers entering employment. As the economy improves, this percentage should continue to increase.

## 4. HOW WE COMPARE

This is a national measure. A US DOL review of state performance indicated that states which adopted an integrated service delivery model experienced a decline in performance on this measure. Oregon adopted the integrated service delivery model in 2008. Oregon was within 80% of the US DOL target of 57% which meant the state met its goal for the program year under federal performance standards.

## 5. FACTORS AFFECTING RESULTS

This measure can be impacted by labor market conditions. As the unemployment rate increases the number of workers finding employment decreases. The national and state economy continues to struggle to reach pre-recession employment levels, although Oregon's unemployment rate has improved during the last 12 months. The August 2012 seasonally adjusted unemployment rate for Oregon was 8.9%, down 0.6 percent from August 2011.

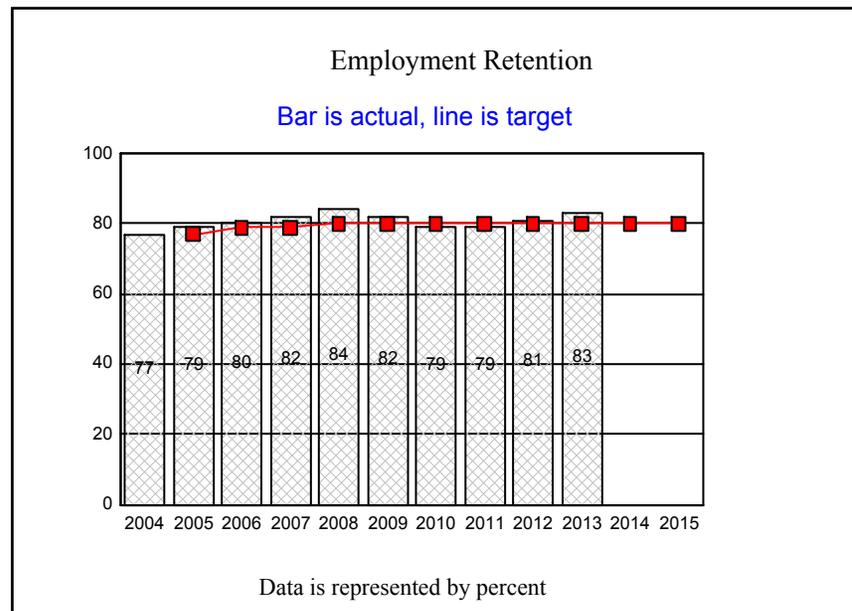
## 6. WHAT NEEDS TO BE DONE

The Employment Department, along with its partners in WorkSource Oregon, will continue to provide reemployment services to job seekers. A focused effort is underway to pilot new methods for assisting employers in filling current job openings with well-qualified Oregonians.

## 7. ABOUT THE DATA

The data source is US Department of Labor ETA 9002. The fourth quarter data will be available in September 2013.

<b>KPM #2</b>	EMPLOYMENT RETENTION - % of Job Seekers who were in employment two quarters after registering with the Employment Department.	2003
<b>Goal</b>	Goal 1 Match Employers with Job Seekers	
<b>Oregon Context</b>	OBM 1, 4, 12, 14, 15	
<b>Data Source</b>	US Department of Labor Form ETA 9002	
<b>Owner</b>	Business & Employment Services (B&ES) Gus Johnson (503) 947-1673	



**1. OUR STRATEGY**

In October 2008, OED implemented an integrated workforce service delivery model with the Department of Community Colleges and Workforce Development and local Workforce Investment Boards. OED staff have focused on better matching the skills of the large number of unemployed Oregonians

with available job openings. A better match of job seeker skills to employer needs leads to lower turnover and higher retention rates.

## **2. ABOUT THE TARGETS**

Targets are negotiated directly between OED and the US Department of Labor. The SFY 2013 target remained at the 80% level. A higher percent of job seekers retaining employment is better.

## **3. HOW WE ARE DOING**

Oregon is exceeding the US Department of Labor performance target.

## **4. HOW WE COMPARE**

This is a national measure. National performance data for SFY 2013 is not yet available.

## **5. FACTORS AFFECTING RESULTS**

This measure can be impacted by labor market conditions. The national and state economy continues to struggle to reach pre-recession employment levels, although Oregon's unemployment rate has improved during the last 12 months. The average seasonally adjusted unemployment rate for Oregon during the SFY was 8.3%, down 0.9 percent from SFY 2012. An improving unemployment rate may be related to higher employment retention.

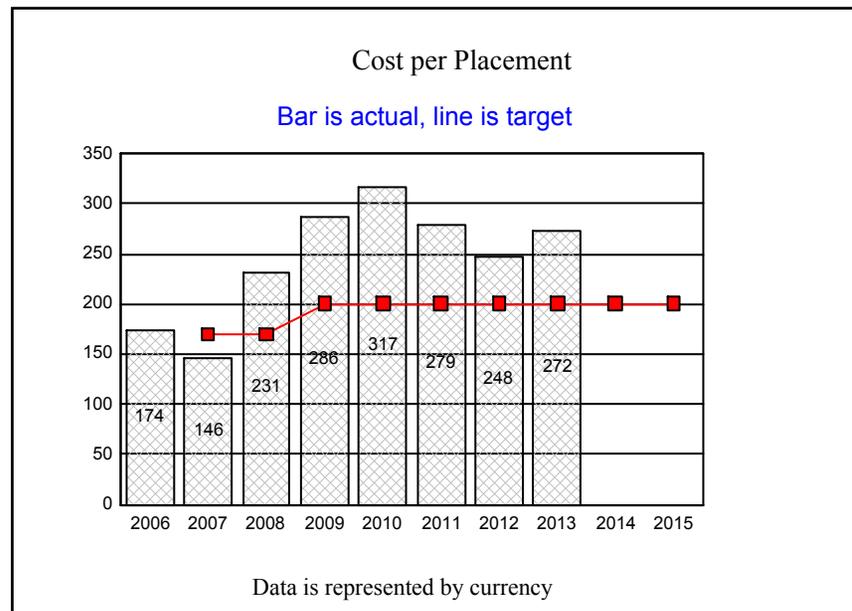
## **6. WHAT NEEDS TO BE DONE**

OED will continue to review and continually improve services to job seekers and employers, in collaboration with our WorkSource Oregon partners.

## **7. ABOUT THE DATA**

The data source is US Department of Labor form ETA 9002. The data reported here is by Oregon fiscal year.

<b>KPM #3</b>	COST PER PLACEMENT– total cost of B&ES programs divided by the total number of job seekers entered into employment after receiving services.	2005
<b>Goal</b>	Goal 1 Match Employers with Job Seekers	
<b>Oregon Context</b>	Oregon Benchmarks (OBM) 1, 4, 12, 14, 15	
<b>Data Source</b>	Agency Budget, iMatchSkills Database	
<b>Owner</b>	Business & Employment Services (B&ES) Gus Johnson, (503)947-1673	



**1. OUR STRATEGY**

In October 2008, OED implemented an integrated workforce service delivery model with the Department of Community Colleges and Workforce Development and local Workforce Investment Boards. This has allowed the involved partners to better streamline services, reduce duplication, and leverage

available resources. The agency continues to be conscious of budgetary constraints and the need to be fiscally responsible.

## 2. ABOUT THE TARGETS

Lower is better.

## 3. HOW WE ARE DOING

There were 152,041 placements in SFY 2013, which was a decrease of around 8,000 placements from SFY 2012. The total budget for employment services was \$41,372,681, an increase of about \$1.5 million. Part of the increased costs were due to federally mandated additional services to claimants on extension programs. The cost per placement was \$272. The target is \$200.

## 4. HOW WE COMPARE

There is no national measure compiled for comparison.

## 5. FACTORS AFFECTING RESULTS

This performance measure is sensitive to economic conditions, specifically to the number of available jobs relative to the number of job seekers.

## 6. WHAT NEEDS TO BE DONE

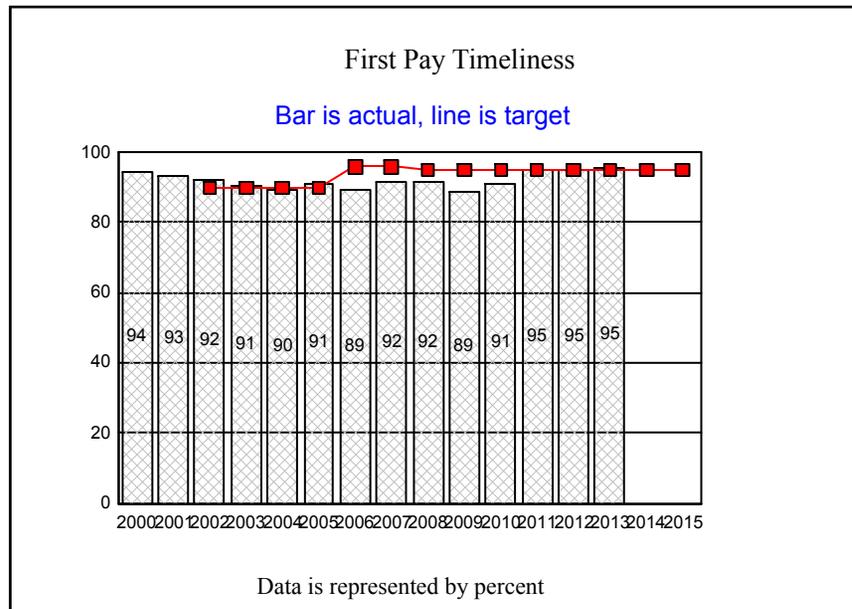
The Oregon Employment Department will continue to connect job seekers to available employment opportunities, and to focus on filling job openings of Oregon employers.

## 7. ABOUT THE DATA

Data sources are the Agency Expenditure Control and iMatchSkills database. Data is based on Oregon fiscal year. The costs component is based on the total Business & Employment Services program costs directly related to the placement process. The Placement definition refers to placement types that can be

routinely verified.

<b>KPM #4</b>	FIRST PAYMENT TIMELINESS – % of initial unemployment insurance payments made within 21 days of eligibility.	1999
<b>Goal</b>	Goal 2 Timely, Fair & Accurate Unemployment Insurance Payments	
<b>Oregon Context</b>	Oregon Benchmarks (OBM) 12, 14	
<b>Data Source</b>	US Department of Labor Form ETA 9050	
<b>Owner</b>	Unemployment Insurance David k. Gerstenfeld (503) 947-1707	



**1. OUR STRATEGY**

We continue to pursue efficiencies from centralization and new technology implementation in order to streamline Unemployment Insurance (UI) processes to improve timeliness and customer care.

**2. ABOUT THE TARGETS**

Higher is better.

**3. HOW WE ARE DOING**

Performance remained steady to 95.4% a slight improvement over the performance achieved last year..

**4. HOW WE COMPARE**

At 95.4% we exceeded our goal and were above the US Department of Labor Standard of 87%.

**5. FACTORS AFFECTING RESULTS**

The Employment Department continues to make timely benefit payments a priority. Staffing levels have declined, but so has the volume of benefit claims.

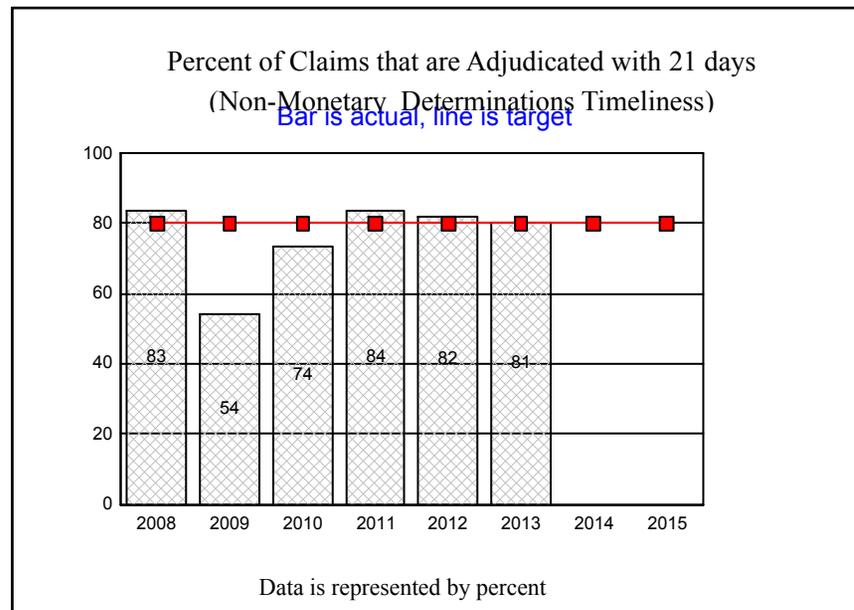
**6. WHAT NEEDS TO BE DONE**

No action required.

**7. ABOUT THE DATA**

The data source is US Department of Labor report ETA 9050. The data reported here is by Oregon fiscal year.

<b>KPM #5</b>	NON-MONETARY DETERMINATIONS TIMELINESS – % of claims that are adjudicated within 21 days of issue detection	2007
<b>Goal</b>	Goal 2 Timely, Fair & Accurate Unemployment Insurance (UI) Payments	
<b>Oregon Context</b>	Mission: The Mission of the Oregon Employment Department is to Support Business and Promote Employment.	
<b>Data Source</b>	US Department of Labor (DOL) Form ETA 9052	
<b>Owner</b>	Unemployment Insurance David k. Gerstenfeld (503) 947-1707	



1. OUR STRATEGY

We are seeking new efficiencies through projects such as formal “as is – to be” business mapping process of our Unemployment Insurance (UI) claims system and streamlining our document management system and related processes that will result in improved timeliness without

sacrificing customer service

## **2. ABOUT THE TARGETS**

Higher is better.

## **3. HOW WE ARE DOING**

Performance was 80.5 % which exceeded our target but was slightly down from the prior year.

## **4. HOW WE COMPARE**

Our performance was 80.5 %, this is above the national standard

## **5. FACTORS AFFECTING RESULTS**

The new extensions added to the complexity of work performed at all levels of the UI claims system, including an increased workload with new Reemployment and Eligibility Assessment requirements

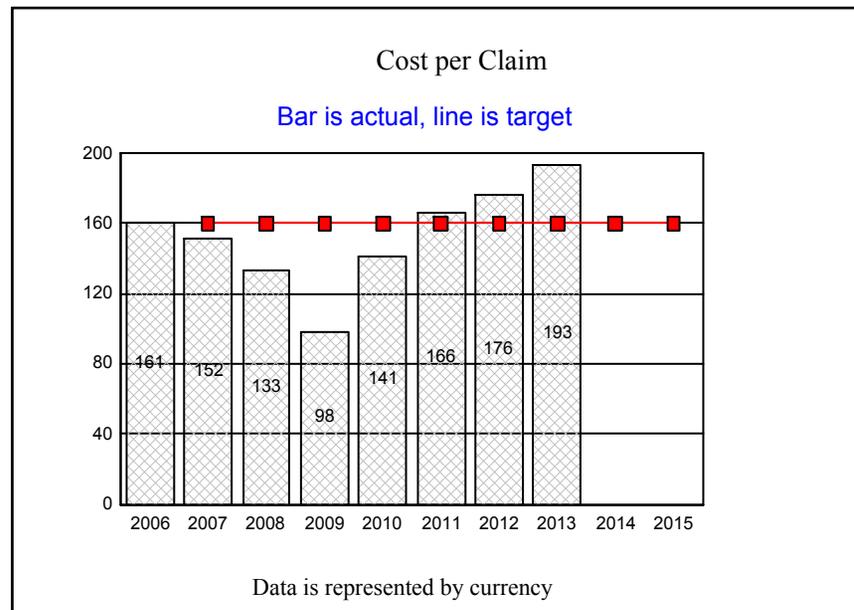
## **6. WHAT NEEDS TO BE DONE**

Continue to monitor programs and implement efficiencies identified through our formal business mapping process and technology projects

## **7. ABOUT THE DATA**

The data source is the US Department of Labor ETA 9052. Reported data is based on Oregon fiscal year.

<b>KPM #6</b>	COST PER CLAIM – total cost of UI programs divided by the total number of initial claims for UI benefits filed.	2005
<b>Goal</b>	Goal 2 Timely, Fair & Accurate Unemployment Insurance (UI) Payments	
<b>Oregon Context</b>	Mission Oregon Benchmarks (OBM) 12, 14	
<b>Data Source</b>	OED Agency Budget, US Department of Labor Form ETA 5159	
<b>Owner</b>	Unemployment Insurance (UI) David K.Gerstenfeld (503)947-1707	



**1. OUR STRATEGY**

We continue to pursue efficiencies from centralization and new technology implementation in order to streamline UI process to improve timeliness and customer service.

## 2. ABOUT THE TARGETS

Lower is better.

## 3. HOW WE ARE DOING

In SFY 2013, there were 371,115 claims, a reduction of 56,365 from SFY 2012. The total budget for UI activities was \$71,786,222, a reduction by almost \$4 million from SFY 2012. The cost per claim, increased by 10% from 2012, to \$193. The target is \$160 per claim.

## 4. HOW WE COMPARE

No external comparison is currently available.

## 5. FACTORS AFFECTING RESULTS

Ongoing technology projects, such as a document management system and an adjudication streamlining system, increase the cost per claim figure. Long-term, these technologies will create efficiencies that lower the cost per claim, but the projects are not yet implemented. The cost per claim also has a tendency to go down during recessionary periods and increase as the market recovers.

## 6. WHAT NEEDS TO BE DONE

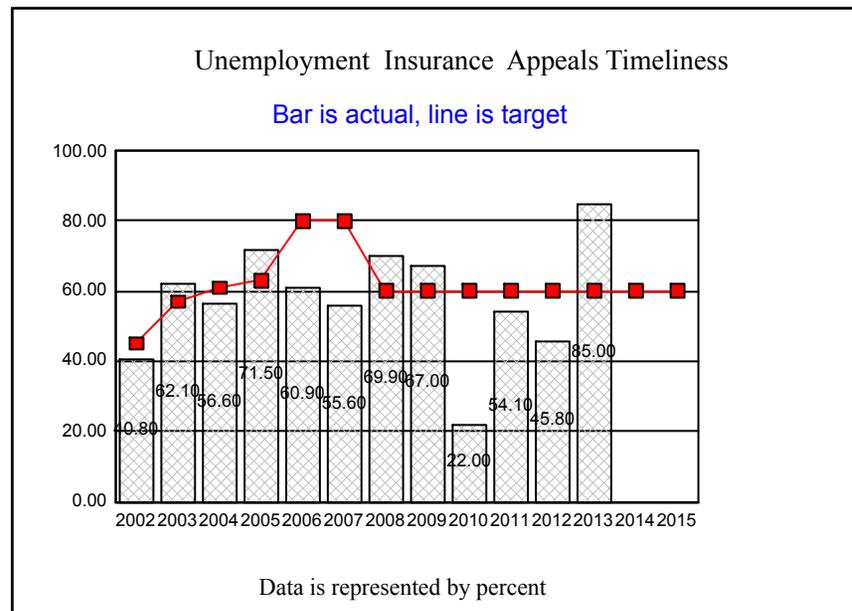
The cost per claim will decrease as these technology projects end and process efficiencies are implemented. OED is focusing on making the UI system more "self-service" for the public, decreasing costs. Staff levels are decreasing to correspond with decreasing benefits claims. Ongoing effort need to focus on service delivery efficiency to let us decrease infrastructure costs while maintaining service levels.

## 7. ABOUT THE DATA

Data sources are the Oregon Employment Department Agency Expenditure Control Data which is based on Oregon fiscal year. "Total cost of UI Programs" excludes all UI trust fund reimbursements, deposits and or balances. "Total Number of Initial Claims" does not refer to Government, Military, Out-of-State, or Transitional claims. "Total Number of Initial Claims" is the sum of New Intrastate, Additional Intrastate and Interstate Filed from Agent State as reported on the

US Department of Labor Form ETA 5159, column 1, row 101 for regular claims.

<b>KPM #7</b>	UNEMPLOYMENT INSURANCE APPEALS TIMELINESS – % of cases requesting a hearing that are heard or are otherwise resolved within 30 days of the date of request.	1999
<b>Goal</b>	Goal 2 Timely, Fair and Accurate Unemployment Insurance (UI) Payments	
<b>Oregon Context</b>	Mission: The Mission of the Oregon Employment Department is to Support Business and Promote Employment.	
<b>Data Source</b>	US Department of Labor (DOL) Form ETA 9054	
<b>Owner</b>	Office of Administrative Hearings (OAH)	



### 1. OUR STRATEGY

We hired limited duration Administrative Law Judges for the purpose of eliminating the backlog of UI cases and improving timeliness without sacrificing customer service which we have accomplished.

**2. ABOUT THE TARGETS**

A higher percentage is better.

**3. HOW WE ARE DOING**

Performance was at 85% which was well above our target of 60%.

**4. HOW WE COMPARE**

Our performance was at 85% a significant increase over SFY 2012 when our performance had fallen to 45.8%.

**5. FACTORS AFFECTING RESULTS**

Failure to meet target dates and large backlog of hearings due to the recession caused this measure to dip in SFY 2012. However, with the hiring of limited duration staff we are now current and meeting target dates and there is very little backlog.

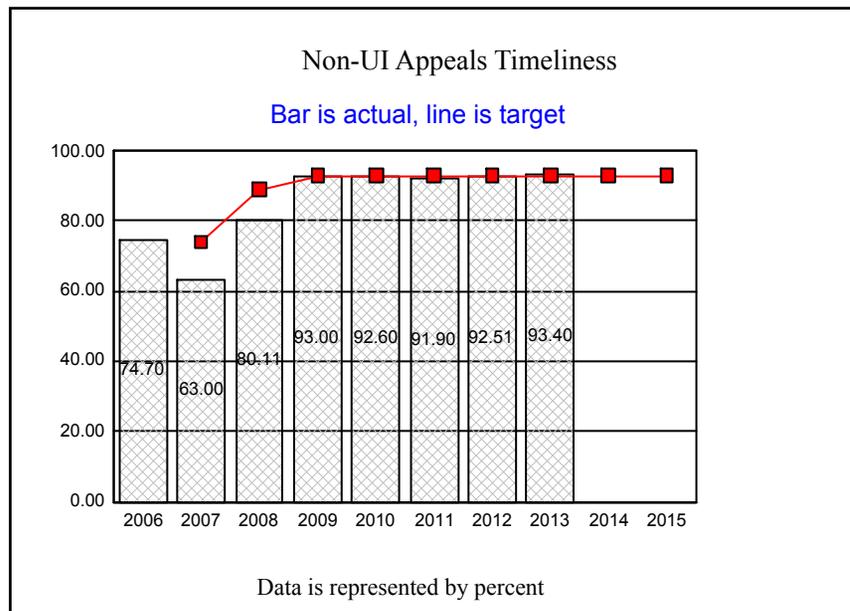
**6. WHAT NEEDS TO BE DONE**

Continue to monitor programs and leverage use of existing cross-trained staff

**7. ABOUT THE DATA**

The data source is the US Department of Labor form ETA 9054. Data reported here is by Oregon fiscal year.

<b>KPM #8</b>	NON-UNEMPLOYMENT INSURANCE APPEALS TIMELINESS - Percentage of orders issued within the standards established by the user agencies.	2005
<b>Goal</b>	Goal 5 Timely, Fair and Accurate Appeals	
<b>Oregon Context</b>	Mission Oregon Benchmarks (OBM) 12, 14	
<b>Data Source</b>	Office of Administrative Hearings database	
<b>Owner</b>	Office of Administrative Hearings (OAH) (503)947-1919	



**1. OUR STRATEGY**

Meeti cases with critical deadlines frsti and ttake advantage off cross trained stiaff

**2. ABOUT THE TARGETS**

Higher is better.

**3. HOW WE ARE DOING**

The percentage on non-UI cases disposed off within the standards was 83.4% which met the standard

**4. HOW WE COMPARE**

The timeliness was slightly improved from last year, when the performance level was 92.5%.

**5. FACTORS AFFECTING RESULTS**

The recession created higher than normal caseloads in several areas that did not receive increased staffing

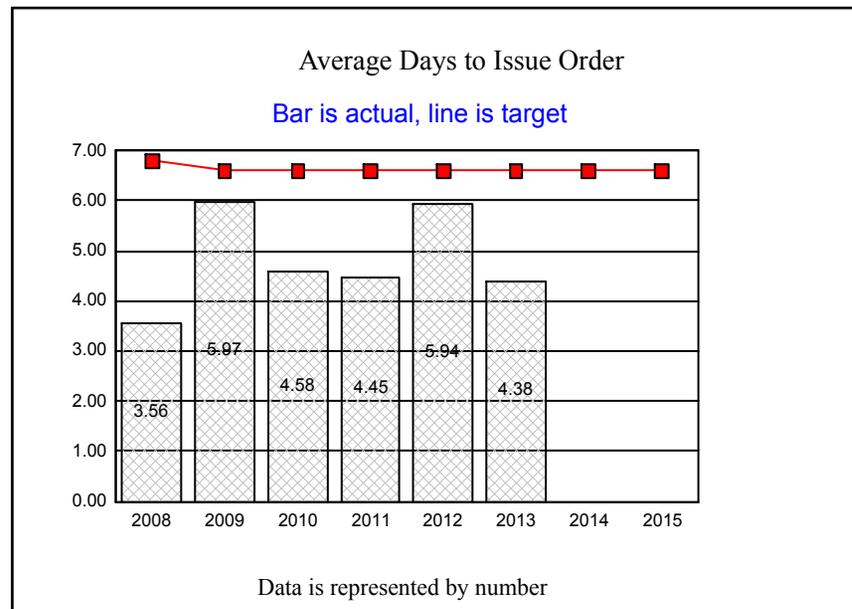
**6. WHAT NEEDS TO BE DONE**

Continue to monitor programs and look for efficiencies with improved technology

**7. ABOUT THE DATA**

Data source is the Office of Administrative Hearings (OAH) database. Data is based on Oregon fiscal year.

<b>KPM #9</b>	AVERAGE DAYS TO ISSUE AN ORDER - Average number of days to issue an order following the close of record.	2005
<b>Goal</b>	Goal 5 Timely, Fair & Accurate Appeals	
<b>Oregon Context</b>	OBM 12 Annual Payroll, OBM 14 Wages over 150% of Poverty	
<b>Data Source</b>	Office of Administrative Hearings (OAH) database. Data is based on on Oregon fiscal year.	
<b>Owner</b>	Office of Administrative Hearings (OAH) (503)947-1919	



**1. OUR STRATEGY**

Regardless of mandated timelines we produce legally sufficient decisions as promptly as possible

**2. ABOUT THE TARGETS**

Lower is better.

**3. HOW WE ARE DOING**

The average number of days to issue an order following the close of record was 4.38 days over two days below the target.

**4. HOW WE COMPARE**

The average days to issue an order was reduced by over a day from SFY 2012.

**5. FACTORS AFFECTING RESULTS**

The recession created higher than normal caseloads in several areas that did not receive increased staffing

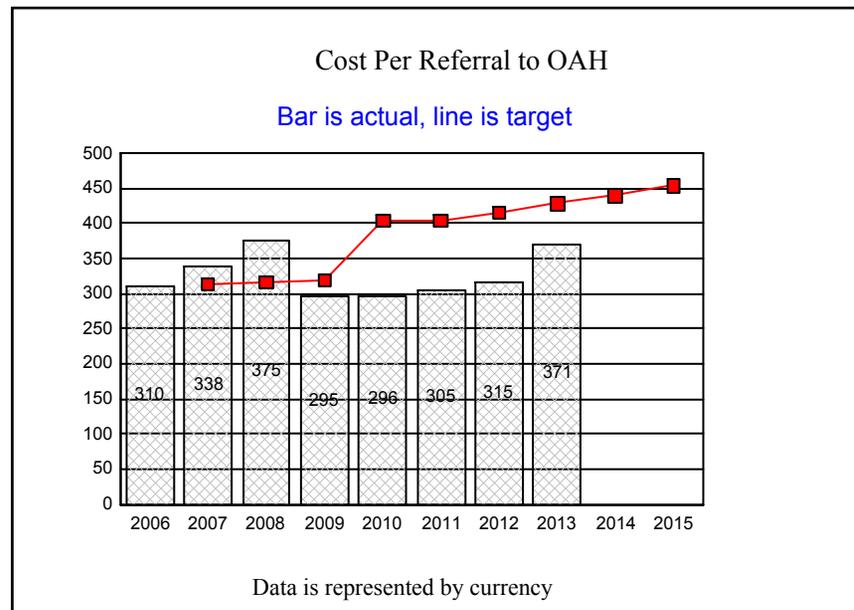
**6. WHAT NEEDS TO BE DONE**

Continue to monitor programs and look for efficiencies with improved technology

**7. ABOUT THE DATA**

The data source is the Office of Administrative Hearings database. Data is based on Oregon fiscal year.

<b>KPM #10</b>	COST PER REFERRAL TO OAH – total cost of OAH programs divided by the total number of referrals.	2005
<b>Goal</b>	Goal 5 Timely, Fair & Accurate Appeals	
<b>Oregon Context</b>	Oregon Benchmarks OBM 12 Annual Payroll, OBM 14 Wages over 150% of Poverty	
<b>Data Source</b>	Oregon Employment Department Agency Budget, Office of Administrative Hearings (OAH) Database	
<b>Owner</b>	Office of Administrative Hearings (OAH) (503)947-1919	



**1. OUR STRATEGY**

Maintain service levels without increasing costs to sending agencies

**2. ABOUT THE TARGETS**

Lower is better.

**3. HOW WE ARE DOING**

The cost per referral was \$370.86 which was below the target of \$429

**4. HOW WE COMPARE**

The cost per referral increased by 18% from last year. The budget was reduced by \$615,183 from SFY 2012, while the number of referrals were reduced by 8,434.

**5. FACTORS AFFECTING RESULTS**

Costs were up due to increased salaries and benefits due to the training and hiring of limited duration staff and technology costs

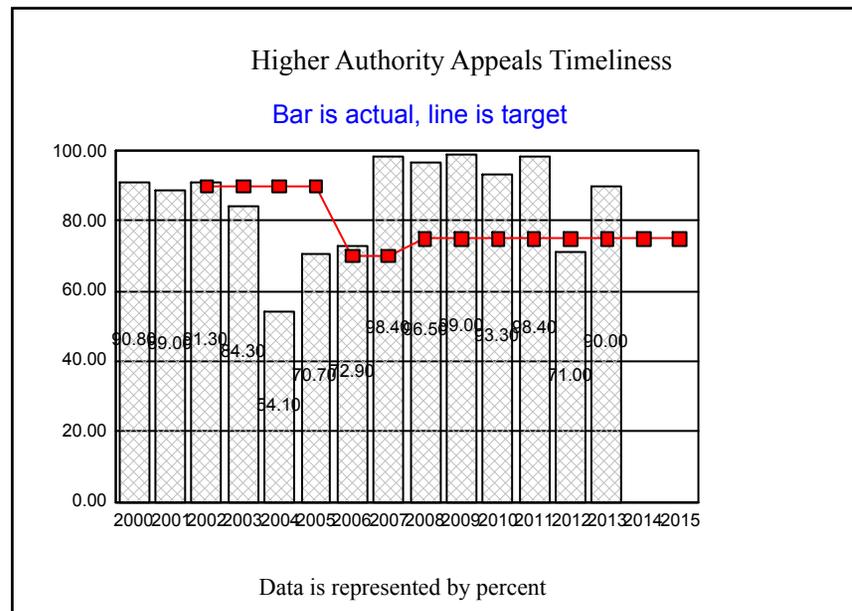
**6. WHAT NEEDS TO BE DONE**

Continue to monitor programs and look for efficiencies with improved technology

**7. ABOUT THE DATA**

The data source is a combination of the time system, billing system and the OAH database. Reported data is based on Oregon fiscal year.

<b>KPM #11</b>	HIGHER AUTHORITY APPEALS TIMELINESS – % of cases requesting an appeal that receive a decision within 45 days of the date of request.	1999
<b>Goal</b>	Goal 2 Timely, Fair and Accurate Unemployment Insurance Payments	
<b>Oregon Context</b>	Oregon Benchmarks (OBM) OBM 12 Annual Payroll, OBM 14; Wages over 150% of Poverty	
<b>Data Source</b>	US Department of Labor (DOL) form ETA 9054	
<b>Owner</b>	Employment Appeals Board (EAB)	



**1. OUR STRATEGY**

Discontinuing publication of adopted decisions and lowering adoption standards.

**2. ABOUT THE TARGETS**

Higher is better. It should be noted that, although KPM 11 is defined as “% of cases requesting an appeal that receive a decision within 45 days of the date of request”, only those cases classified by USDOL as “UI” are measured. KPM 11 does not measure the timeliness of other case types.

**3. HOW WE ARE DOING****4. HOW WE COMPARE**

EAB’s counted workload is comparable to EAB’s equivalent in New York, Massachusetts and Wisconsin, all of which had greater populations and lower unemployment rates than Oregon. EAB consistently outperformed its equivalent in each of those states, as well as the national average.

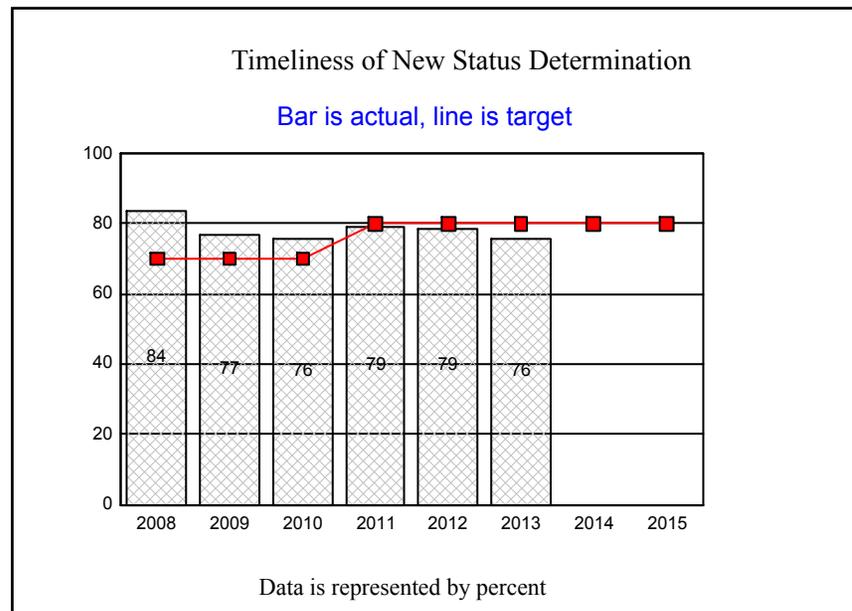
**5. FACTORS AFFECTING RESULTS****6. WHAT NEEDS TO BE DONE**

Sincere and sustained efforts to improve identified defects and inefficiencies in its adjudication and appeals processes across all three levels (OED, OAH and EAB).

**7. ABOUT THE DATA**

The data source is the US Department of Labor (DOL) ETA 9054 report. Data is based on Oregon fiscal year, July 1 - June 30th.

<b>KPM #12</b>	TIMELINESS OF NEW STATUS DETERMINATIONS - % of new status determinations completed within 90 days of the end of the liable quarter.	2007
<b>Goal</b>	Goal 3 Maintain Solvent Trust Fund	
<b>Oregon Context</b>	Mission Oregon Benchmark (OBM) 12, 14	
<b>Data Source</b>	US Department of Labor (DOL) Tax Performance System (TPS)	
<b>Owner</b>	Unemployment Insurance David k. Gerstenfeld (503) 947-1707	



**1. OUR STRATEGY**

To develop a process to ensure tax accounts are established within 90-days of the end of the first of the quarter in which liability occurs.

**2. ABOUT THE TARGETS**

The target is to process 80% of new registrations within 90-days of the end of the first quarter in which liability occur.

**3. HOW WE ARE DOING**

Preliminary data shows we completed 76% of registrations within 90 days. This is a decrease of 2.2% from the prior year. Final data will be available in September.

**4. HOW WE COMPARE**

At 76% we continue to exceed the Department of Labor standards 70% but are below the target 80%.

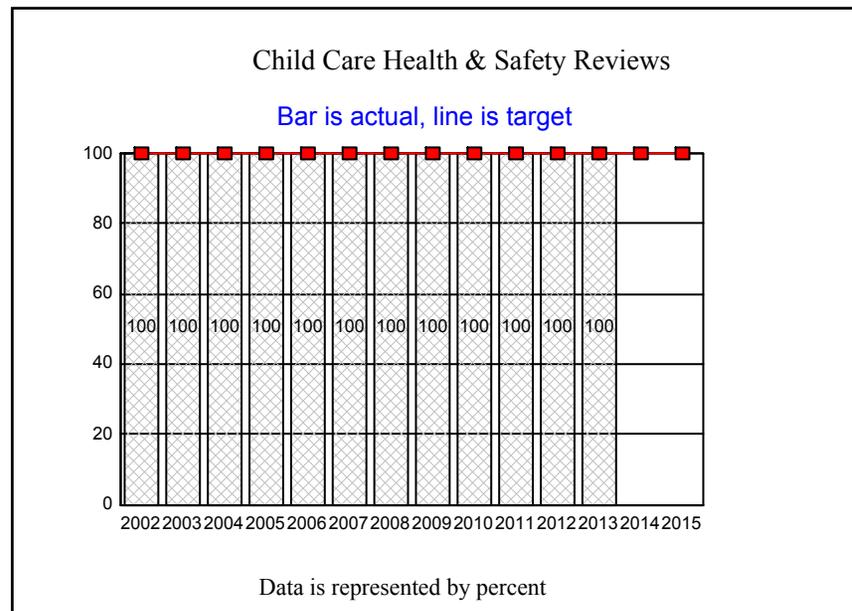
**5. FACTORS AFFECTING RESULTS****6. WHAT NEEDS TO BE DONE**

We were able to hire new staff, establish new processes and readjusted work load priorities

**7. ABOUT THE DATA**

Data source is US Department of Labor Tax Performance System (TPS) and form ETA 581. Data is reported based on Oregon fiscal year.

<b>KPM #13</b>	CHILD CARE HEALTH & SAFETY REVIEWS – % of family child care facilities required to have health & safety onsite reviews that were reviewed by Child Care Division.	1999
<b>Goal</b>	Goal 4 Safe Child Care	
<b>Oregon Context</b>	Oregon Benchmarks (OBM) 47, 48	
<b>Data Source</b>	Child Care Division Database	
<b>Owner</b>	Child Care Division contact Debbie Trammell (503) 947-1420	



**1. OUR STRATEGY**

We will continue our ongoing strategy to provide staff on a regional basis for health and safety reviews.

**2. ABOUT THE TARGETS**

Higher is better.

**3. HOW WE ARE DOING**

The Child Care Division continues to meet this target.

**4. HOW WE COMPARE**

No external comparison available at this time.

**5. FACTORS AFFECTING RESULTS**

No significant factors affecting results.

**6. WHAT NEEDS TO BE DONE**

No action required.

**7. ABOUT THE DATA**

The source of the data is the Child Care Division Database. Data is based on Oregon fiscal year, July 1 through June 30th.

<b>KPM #14</b>	CUSTOMER SERVICE – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	2005
<b>Goal</b>	Mission: The Mission of the Oregon Employment Department is to Support Business and Promote Employment.	
<b>Oregon Context</b>	Oregon Benchmarks (OBM) 1, 4, 12, 14, 15	
<b>Data Source</b>	Claimant Survey, Business-Employer Survey, Job Seeker-Customer Survey	
<b>Owner</b>	John Glen (503) 947-1234 Mary Bernert(503) 947-1975	



**1. OUR STRATEGY**

We continue to strive to provide all our customers with the highest quality customer service. We have made improvements to our phone systems and online services. We improved our services to customers in our field offices by engaging them earlier in their job search through a new welcome process.

**2. ABOUT THE TARGETS**

Higher is better.

### 3. HOW WE ARE DOING

Our performance was below our target. Last year we implemented an online survey of job seekers. This change increased the response from this group by tenfold. The online survey provided greater anonymity than our previous process and the responses were more candid. Although this new survey methodology lowered our overall performance rating, we gained valuable and more timely information to help identify areas where service could improve.

### 4. HOW WE COMPARE

There are no comparable measures.

### 5. FACTORS AFFECTING RESULTS

The number of customers we serve has remained very high compared to historical levels. Staff have been challenged during this recession to meet the needs of the additional customers and explain the complexity of the UI system.

### 6. WHAT NEEDS TO BE DONE

For Job Seekers: Our local offices have implemented a new welcome service that provides information on services earlier in a person's job search. This service should improve the ratings for timeliness and availability of information. Because the process is uniform throughout the state the knowledge and correctness of the information should also improve. OED has begun to use twitter to deliver some job notifications to interested customers. We are beginning to use social media to help keep customers informed on events, changes, and services. For unemployment insurance claimants: Our new calling system improved wait times. Claimants were less satisfied in SFY 2012 than last year. For Employers: We continue to work with employers to improve the quality of referrals. Employers rated our service highest of the three customer groups; each measure was over 98.5%.

### 7. ABOUT THE DATA

The Customer Service Survey measure is a weighted average of results from three separate surveys; two are administered by agency staff on a periodic basis and the other is a continuously available online survey. The Claimant Survey is a telephone survey of a random sample of 35 persons who have filed UI Initial

Claims in the previous month. The Business-Employer Survey is a telephone survey, administered at the local office level of a representative sample of employers who have placed job orders with the agency in the previous month. The size of the sampling frame varies from 5-25 per month. The Job Seeker Customer Survey is an online survey. The score for this measure is based on the responses of 16,094 customers who received services during the period from July 1, 2010 to June 30, 2011; 420 Unemployment Insurance Claimants, 593 Business-Employer Customers, and 18,315 Job Seeker Customers.

**EMPLOYMENT DEPARTMENT****III. USING PERFORMANCE DATA****Agency Mission:** The mission of the Oregon Employment Department is to Support Business and Promote Employment.**Contact:** Mary Bernert**Contact Phone:** 503-947-1975**Alternate:** Jennifer Shawcross**Alternate Phone:** 503-947-1306**The following questions indicate how performance measures and data are used for management and accountability purposes.****1. INCLUSIVITY**

\* **Staff:** Staff and managers at all levels and from all sections of the agency were represented in a year long performance measure selection process. Staff members from each major division of the agency were asked to compile a list of measures that represented their activities. Those key measures were then presented to a large representative group of managers who chose a number of measures that best represented the overall activity of the agency. Measures are routinely reviewed by the performance coordinator, management and appropriate staff for ongoing relevance and potential changes. New measures or modifications to measures and targets are periodically proposed to represent and measure agency changes and development.

\* **Elected Officials:**\* **Stakeholders:**\* **Citizens:****2 MANAGING FOR RESULTS**

Measures are used primarily for performance monitoring and compliance with respect to U.S. Department of Labor (DOL) performance standards. Performance measures are available weekly, monthly and/or quarterly for review by management, as appropriate.

**3 STAFF TRAINING**

Currently there is no agency-wide training for staff in the use of performance measures.

**4 COMMUNICATING RESULTS**

\* **Staff:** Performance measure results are also distributed periodically at management meetings for purposes of performance monitoring and decision-making.

\* **Elected Officials:** Results of key performance measures are included in the budget requests and presented during legislative session at relevant hearings. Specific or selected relevant performance measures may also be communicated at some legislative hearings between sessions, or in other public communications.

**\* Stakeholders:**

**\* Citizens:** Results of performance measures are available to the general public online at the State of Oregon, Department of Administrative Services website at: <http://www.oregon.gov/DAS/OPB/APPR.shtml>