

LFO Revised Budget Form #107BF04c

**Employment Department  
Annual Performance Progress Report (APPR)  
for Fiscal Year 2006-07**

Original Submission Date: 9/28/07

**Oregon Employment Department (OED)**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

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**Oregon Employment Department (OED)**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

**I. EXECUTIVE SUMMARY**

Contact: Jennifer Shawcross	Phone: (503) 947-1306
Alternate: Kate Coffey	Phone: (503) 947-1213

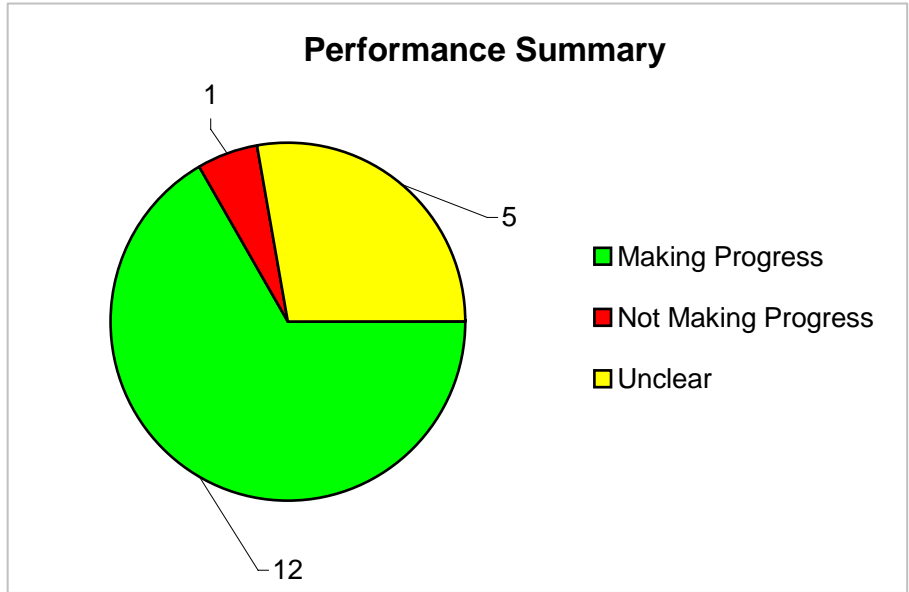
**1. SCOPE OF REPORT**

- Unemployment Insurance (UI)
- Business & 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 Poverty; OBM 15: Unemployment Rate; OBM 47: Child Care Affordability; OBM 48: Child Care Availability.

OED Agency Goals: Goal 1: Matching Employers with Job Seekers. Goal 2: Timely, Fair & Accurate Unemployment Insurance (UI) payments. Goal 3: Maintain Solvent Trust Fund. Goal 4: Safe Child Care. Goal 5: Timely, Fair and Accurate Appeals.



**3. PERFORMANCE SUMMARY**

KPM Progress Summary	Key Performance Measures (KPMs) with Page References	# of KPMs
KPMs MAKING PROGRESS at or trending toward target achievement	#1 ENTERED EMPLOYMENT (page 4); #2 EMPLOYMENT RETENTION (page 5); #4 FIRST PAYMENT TIMELINESS (page7); #5 NON-MONETARY SEPARATIONS TIMELINESS (page8); #7 NON-MONETARY NON-SEPARATIONS TIMELINESS (page 10); #8 NON-MONETARY DETERMINATIONS QUALITY (page 11); #10 LOWER AUTHORITY APPEALS QUALITY (page 13); #14 HIGHER AUTHORITY APPEALS TIMELINESS (page 17); #15 TIMELINESS OF EMPLOYER TAX REPORTS (page 18); #16 TIMELINESS OF EMPLOYER TAX PAYMENTS (page 19); #17 CHILD CARE HEALTH & SAFETY REVIEWS (page 20); #18 CUSTOMER SERVICE (page 21);	12
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KPMs - PROGRESS UNCLEAR target not yet set	#3 COST PER PLACEMENT (page 6); #6 COST PER CLAIM (page 9 ); #11 NON-UI APPEALS TIMELINESS (page 14); #12 AVERAGE DAYS TO ISSUE AN ORDER (page 15); #13 COST PER HEARING (page 16);	5
Total Number of Key Performance Measures (KPMs)		18

## **Oregon Employment Department (OED)**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

## **I. EXECUTIVE SUMMARY**

### **4. CHALLENGES**

The Department has undergone budget constraints due to declining federal funding levels over the last two biennia. This has resulted in a reduction of staffing levels and has not significantly impacted services to customers. Federal funding is projected to remain flat over the course of the next three biennia. This creates a challenge to the department as we are faced with rising costs and flat funding.

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

Expenditure amount for Oregon fiscal year 2006-07: \$713,011,599.44.

The following measures are efficiency measures: KPM #3: Cost per Placement; KPM #6: Cost per Claim; and KPM #13: Cost per Hearing. All three are new since July 2005; therefore this is only the second year we have data and preliminary targets are being set

**Oregon Employment Department (OED)**

**II. KEY MEASURE ANALYSIS**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

KPM #1	ENTERED EMPLOYMENT % of job seekers who got a job with a new employer after registering with the Employment Department	Measure since: 2003
<b>Goal</b>	Goal 1: Match Employers with Job Seekers	
<b>Oregon Context</b>	OBM 1 Employment Dispersion, OBM 4 Net Job Growth, OBM 15 Unemployment Rate.	
<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**

We will continue to increase accessibility to iMatchSkills, our automated process for matching employers with qualified job seekers. We will continue the ongoing integration between the agency and our partners in the Workforce System; especially facility co-location.

**2. ABOUT THE TARGETS**

Targets are negotiated directly between the US Dept. of Labor and the Oregon Employment Department. Higher is better.

**3. HOW WE ARE DOING**

Our performance continues to improve and we are at or above targets.

**4. HOW WE COMPARE**

We are above the national average of 61%.

**5. FACTORS AFFECTING RESULTS**

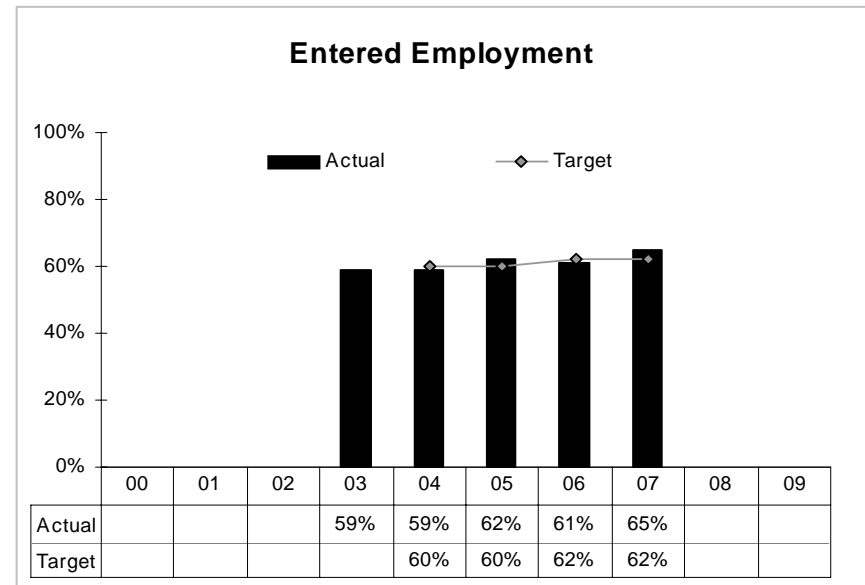
This measure is affected by conditions in the labor market. In Oregon, labor market conditions have continued to improve, which helps improve our performance.

**6. WHAT NEEDS TO BE DONE**

No action required.

**7. ABOUT THE DATA**

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



**Oregon Employment Department (OED)**

**II. KEY MEASURE ANALYSIS**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

<b>KPM #2</b>	<b>EMPLOYMENT RETENTION – % of Job Seekers who were in employment two quarters after registering with the Employment Department.</b>	<b>Measure since: 2003</b>
<b>Goal</b>	Goal 1: Match Employers with Job Seekers	
<b>Oregon Context</b>	OBM 1 Employment Dispersion, OBM 4 Net Job Growth, OBM 15 Unemployment Rate.	
<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**

We will continue to increase accessibility to iMatchSkills, our automated process for matching employers with qualified job seekers. We will continue the ongoing integration between the agency and our partners in the Workforce System; especially facility co-location.

**2. ABOUT THE TARGETS**

Targets are negotiated directly between the US Dept. of Labor and Business & Employment Services. Higher is better.

**3. HOW WE ARE DOING**

Our performance continues to improve and we are at or near targets.

**4. HOW WE COMPARE**

We are above the national average of 79%.

**5. FACTORS AFFECTING RESULTS**

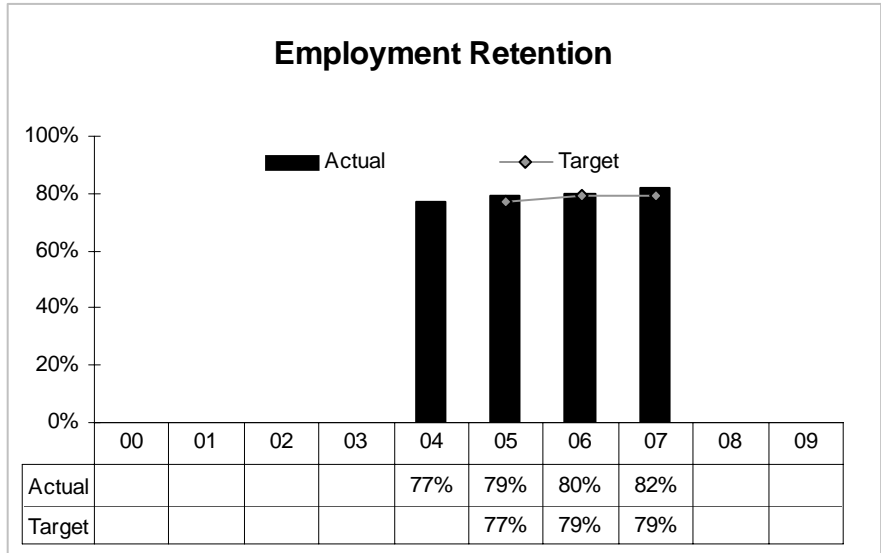
This measure is affected by the conditions in the labor market. In Oregon, labor market conditions have continued to improve, which helps improve our performance.

**6. WHAT NEEDS TO BE DONE**

No action required

**7. ABOUT THE DATA**

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



**Oregon Employment Department (OED)**

**II. KEY MEASURE ANALYSIS**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

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

**1. OUR STRATEGY**

We will continue to increase accessibility to iMatchSkills, our automated process for matching employers with qualified job seekers. We will continue the ongoing integration between the agency and our partners in the Workforce System; especially facility co-location.

**2. ABOUT THE TARGETS**

Second year of data collection; targets not fully established. Lower is better.

**3. HOW WE ARE DOING**

Data is preliminary. The second year shows improvement as cost per placement declined, but targets still being set.

**4. HOW WE COMPARE**

No comparison available.

**5. FACTORS AFFECTING RESULTS**

A decline in staffing levels and associated costs affected this year's result.

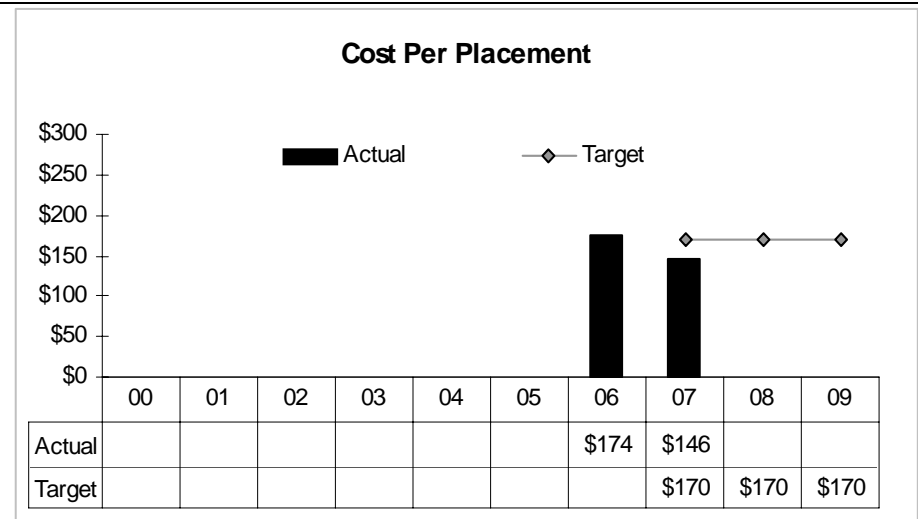
In general, staffing costs tend to increase this measure on a yearly basis; automation tends to decrease it. Also economic conditions tend to increase or decrease the number served.

**6. WHAT NEEDS TO BE DONE**

No action needed at this time.

**7. ABOUT THE DATA**

The data sources are Agency Expenditure Control and iMatchSkills Database. Data is based on Oregon fiscal year.



**Oregon Employment Department (OED)**

**II. KEY MEASURE ANALYSIS**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

KPM #4	FIRST PAYMENT TIMELINESS – % of initial unemployment insurance payments made within 21 days of eligibility.	Measure since: 1999
<b>Goal</b>	Goal 2: Timely, Fair & Accurate Unemployment Insurance Payments	
<b>Oregon Context</b>	OBM 12 Annual Payroll, OBM 14 Wages over 150% of Poverty	
<b>Data source</b>	US Department of Labor Form ETA 9050	
<b>Owner</b>	Unemployment Insurance (UI): Susan Johnson 503-947-1656	

**1. OUR STRATEGY**

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

**2. ABOUT THE TARGETS**

Higher is better.

**3. HOW WE ARE DOING**

Performance slipped in 2006 due to problems associated with imaging technology implementation. With implementation completed this year, our performance is showing improvement, with more improvement anticipated to reach the higher targets in the future.

**4. HOW WE COMPARE**

We are above both the national average of 88.4% and the US Dept of Labor standard of 87%.

**5. FACTORS AFFECTING RESULTS**

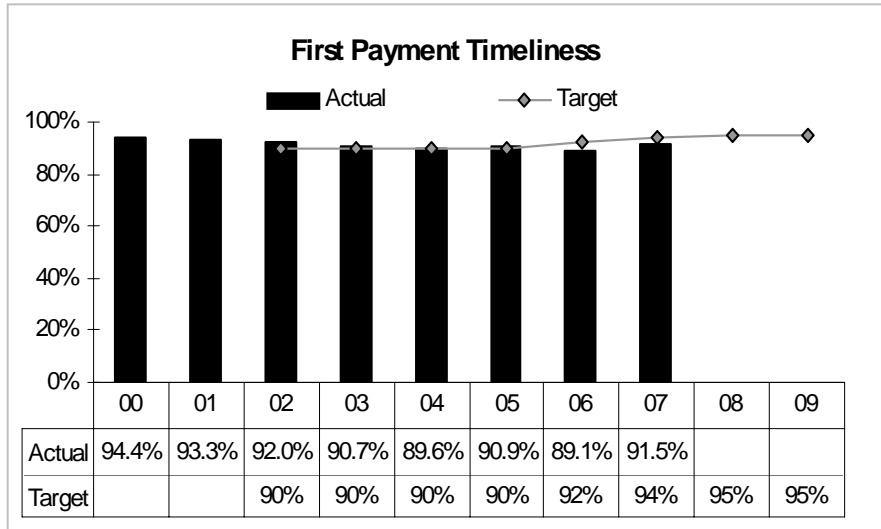
Difficulties with imaging technology implementation have now been resolved and we expect to continue to improve our performance.

**6. WHAT NEEDS TO BE DONE**

No action required.

**7. ABOUT THE DATA**

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



**Oregon Employment Department (OED)**

**II. KEY MEASURE ANALYSIS**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

<b>KPM #5</b>	<b>NON-MONETARY SEPARATIONS TIMELINESS – % of claims which are related to job separation that are adjudicated within 21 days of issue detection</b>	<b>Measure since: 1999</b>
<b>Goal</b>	Goal 2: Timely, Fair & Accurate Unemployment Insurance Payments	
<b>Oregon Context</b>	OBM 12 Annual Payroll, OBM 14 Wages over 150% of Poverty,	
<b>Data source</b>	US Department of Labor Form ETA 9052	
<b>Owner</b>	Unemployment Insurance (UI): Susan Johnson 503-947-1656	

**1. OUR STRATEGY**

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

**2. ABOUT THE TARGETS**

Higher is better.

**3. HOW WE ARE DOING**

Our performance is improving. This measure and measure #7 were affected the most last year by the difficulties associated with the imaging technology implementation. Those difficulties have been resolved and this measure reflects substantial improvement this year. We have exceeded our target.

**4. HOW WE COMPARE**

We are above the US Dept. of Labor standard of 80%.

**5. FACTORS AFFECTING RESULTS**

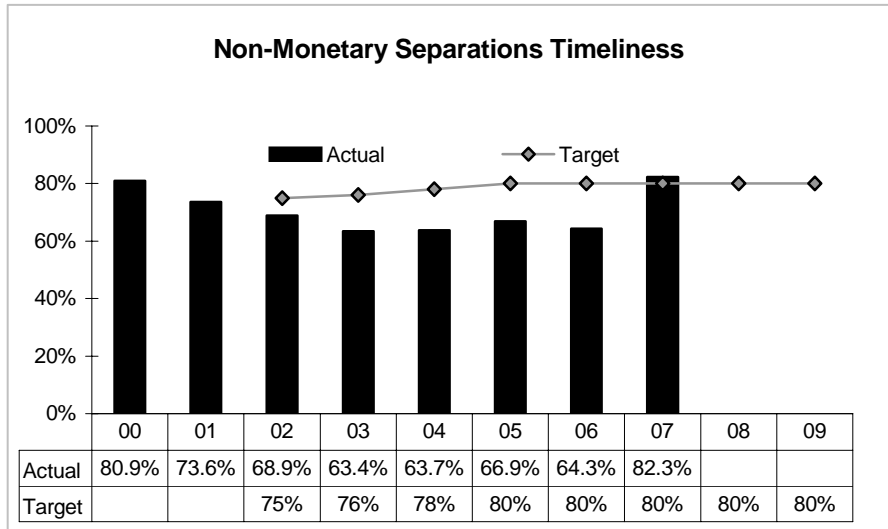
Difficulties with imaging technology implementation in 2006 have now been resolved and our performance has substantially improved.

**6. WHAT NEEDS TO BE DONE**

No action required.

**7. ABOUT THE DATA**

The data source is US Dept of Labor ETA 9052. The data is reported here by Oregon fiscal year.



**Oregon Employment Department (OED)**

**II. KEY MEASURE ANALYSIS**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

KPM #6	COST PER CLAIM – total cost of UI programs divided by the total number of initial claims for UI benefits filed.	Measure since: 2005
<b>Goal</b>	Goal 2: Timely, Fair & Accurate Unemployment Insurance Payments	
<b>Oregon Context</b>	OBM 12 Annual Payroll, OBM 14 Wages over 150% of Poverty,	
<b>Data source</b>	Agency Budget; US Department of Labor Form ETA 5159	
<b>Owner</b>	Unemployment Insurance (UI): Susan Johnson 503-947-1656	

**1. OUR STRATEGY**

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

**2. ABOUT THE TARGETS**

Second year of data collection; targets are still being established. Lower is better.

**3. HOW WE ARE DOING**

Data is preliminary. The second year shows improvement as cost per claim declined, but targets are still being set.

**4. HOW WE COMPARE**

No comparison is available.

**5. FACTORS AFFECTING RESULTS**

A decline in staffing levels and associated staffing costs and favorable economic conditions affected this year's result.

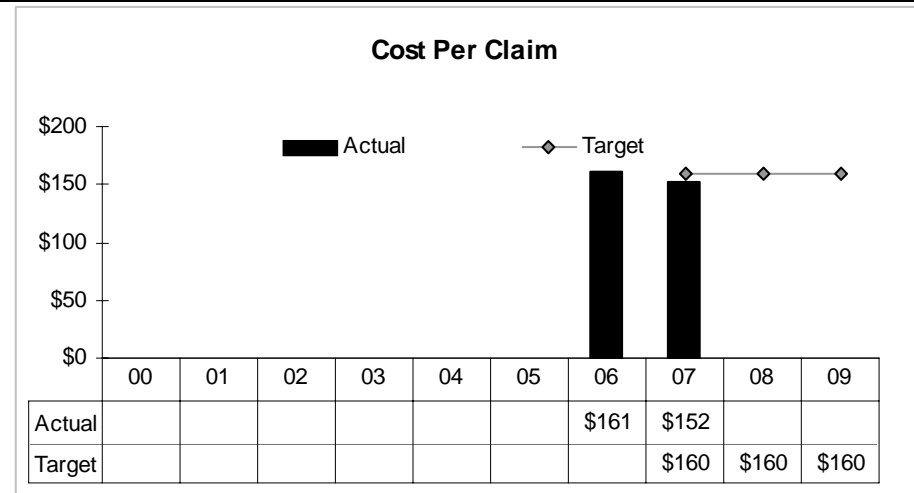
In general, increasing staffing costs tend to increase this measure on a yearly basis; automation tends to decrease it. Also economic conditions tend to increase or decrease the number served.

**6. WHAT NEEDS TO BE DONE**

No action needed at this time.

**7. ABOUT THE DATA**

The data sources are Agency Expenditure Control and US Dept of Labor ETA 5159. Data is based on Oregon fiscal year.



**Oregon Employment Department (OED)**

**II. KEY MEASURE ANALYSIS**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

<b>KPM #7</b>	<b>NON-MONETARY NON-SEPARATIONS TIMELINESS – % of claims which are unrelated to job separation that are adjudicated within 21 days of issue detection.</b>	<b>Measure since: 1999</b>
<b>Goal</b>	Goal 2: Timely, Fair & Accurate Unemployment Insurance Payments	
<b>Oregon Context</b>	OBM 12 Annual Payroll, OBM 14 Wages over 150% of Poverty,	
<b>Data source</b>	US Department of Labor Form ETA 9052	
<b>Owner</b>	Unemployment Insurance (UI): Susan Johnson 503-947-1656	

**1. OUR STRATEGY**

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

**2. ABOUT THE TARGETS**

Higher is better.

**3. HOW WE ARE DOING**

Our performance is improving. In 2006, this measure and measure #5 were affected the most by the difficulties associated with the imaging technology implementation. Those difficulties have been resolved and this measure reflects substantial improvement this year. We have exceeded our target.

**4. HOW WE COMPARE**

We are above the US Dept. of Labor standard of 80%.

**5. FACTORS AFFECTING RESULTS**

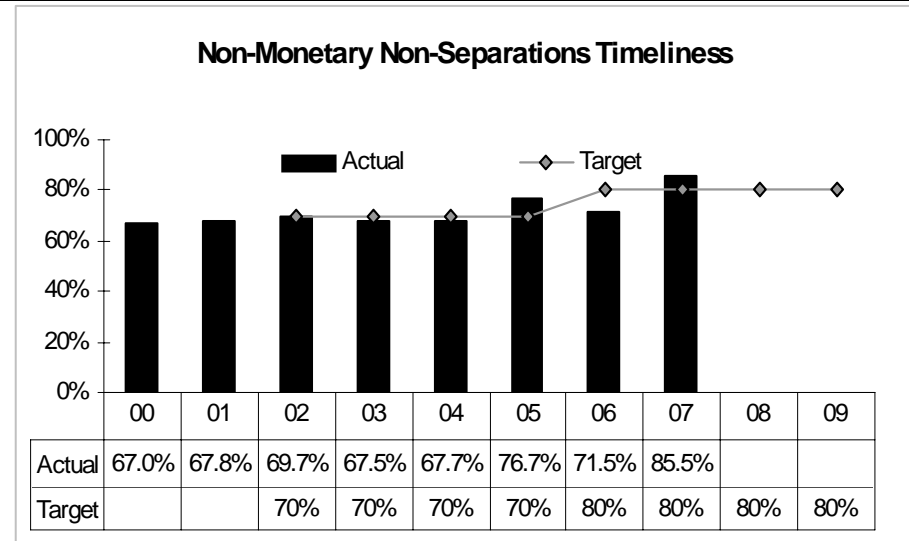
Difficulties with imaging technology implementation in 2006 have now been resolved and our performance has improved.

**6. WHAT NEEDS TO BE DONE**

No action required.

**7. ABOUT THE DATA**

The data source is US Dept of Labor ETA 9052. The data is reported here by Oregon fiscal year.



**Oregon Employment Department (OED)**

**II. KEY MEASURE ANALYSIS**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

KPM #8	NON-MONETARY DETERMINATIONS QUALITY – % of cases in which adjudication meets a standard of quality.	Measure since: 1999
<b>Goal</b>	Goal 2: Timely, Fair & Accurate Unemployment Insurance Payments	
<b>Oregon Context</b>	OBM 12 Annual Payroll, OBM 14 Wages over 150% of Poverty	
<b>Data source</b>	US Department of Labor Form ETA 9056	
<b>Owner</b>	Unemployment Insurance (UI): Susan Johnson 503-947-1656	

**1. OUR STRATEGY**

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

**2. ABOUT THE TARGETS**

Higher is better.

**3. HOW WE ARE DOING**

The trend since 2003 shows improvement. In 2007, performance has fallen, but remains above the target.

**4. HOW WE COMPARE**

The US Dept. of Labor standard is 75%.

**5. FACTORS AFFECTING RESULTS**

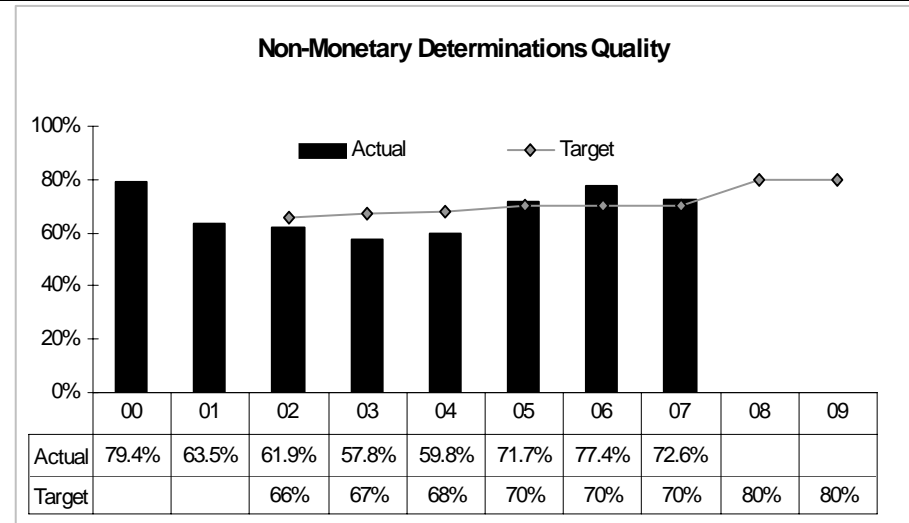
No significant factors.

**6. WHAT NEEDS TO BE DONE**

No response required.

**7. ABOUT THE DATA**

The data source is US dept of Labor ETA 9056. The data is reported here by Oregon fiscal year.



**Oregon Employment Department (OED)**

**II. KEY MEASURE ANALYSIS**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

<b>KPM #9</b>	<b>LOWER AUTHORITY APPEALS TIMELINESS – % of UI cases requesting a hearing that are heard or are otherwise resolved within 30 days of the date of request.</b>	<b>Measure since: 1999</b>
<b>Goal</b>	Goal 2: Timely, Fair & Accurate Unemployment Insurance Payments	
<b>Oregon Context</b>	OBM 12 Annual Payroll, OBM 14 Wages over 150% of Poverty,	
<b>Data source</b>	US Department of Labor Form ETA 9054	
<b>Owner</b>	Office of Administrative Hearings (OAH): Lorrin King 503- 947-1237	

**1. OUR STRATEGY**

We continue to pursue efficiencies from centralization, new technology, streamlining hearings processes, expanding the number of Administrative Law Judges trained in UI compensation, and expedited review of certain classes of hearings, to improve timeliness and customer service.

**2. ABOUT THE TARGETS**

Higher is better.

**3. HOW WE ARE DOING**

Performance has declined for three years from a peak of 71.5% in 2005. New Legislatively adopted targets for 2008 and 2009 are set at a more realistic 60%.

**4. HOW WE COMPARE**

The US Dept. of Labor standard is 60%.

**5. FACTORS AFFECTING RESULTS**

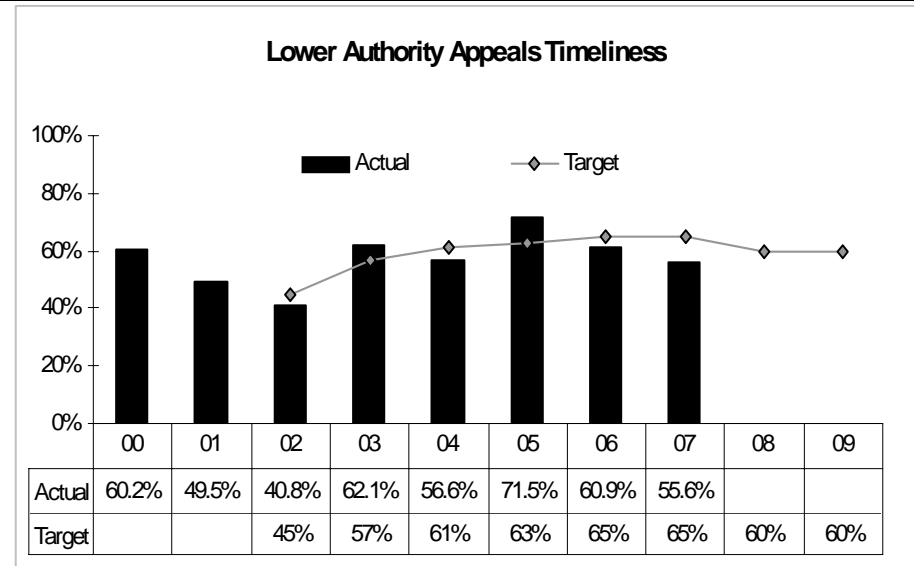
No significant factors.

**6. WHAT NEEDS TO BE DONE**

The Office of Administrative Hearings (OAH) has recently hired more Administrative Law Judges (ALJ) which should improve timeliness performance. Also, a new timeliness standard has been added by the federal Department of Labor, the average days to disposition for all hearings. This requires the Office of Administrative Hearings (OAH) to modify its current method of scheduling hearings.

**7. ABOUT THE DATA**

The data source is US dept of Labor ETA 9054. The data is reported here by Oregon fiscal year.



**Oregon Employment Department (OED)**

**II. KEY MEASURE ANALYSIS**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

<b>KPM #10</b>	<b>LOWER AUTHORITY APPEALS QUALITY – % of OAH UI appeals that meet a standard of quality.</b>	<b>Measure since: 1999</b>
<b>Goal</b>	Goal 2: Timely, Fair & Accurate Unemployment Insurance Payments	
<b>Oregon Context</b>	OBM 12 Annual Payroll, OBM 14 Wages over 150% of Poverty,	
<b>Data source</b>	US Department of Labor Form ETA 9057	
<b>Owner</b>	Office of Administrative Hearings (OAH): Lorrin King 503- 947-1237	

**1. OUR STRATEGY**

We continue to review the orders of administrative law judges to ensure that orders are accurate.

**2. ABOUT THE TARGETS**

Our target setting for 06 and 07 is more realistic. Higher is better.

**3. HOW WE ARE DOING**

Performance remains relatively flat, but substantially exceeds the standard set by the Department of Labor.

**4. HOW WE COMPARE**

The national average is 95.7%. US Dept. of Labor standard is 80%.

**5. FACTORS AFFECTING RESULTS**

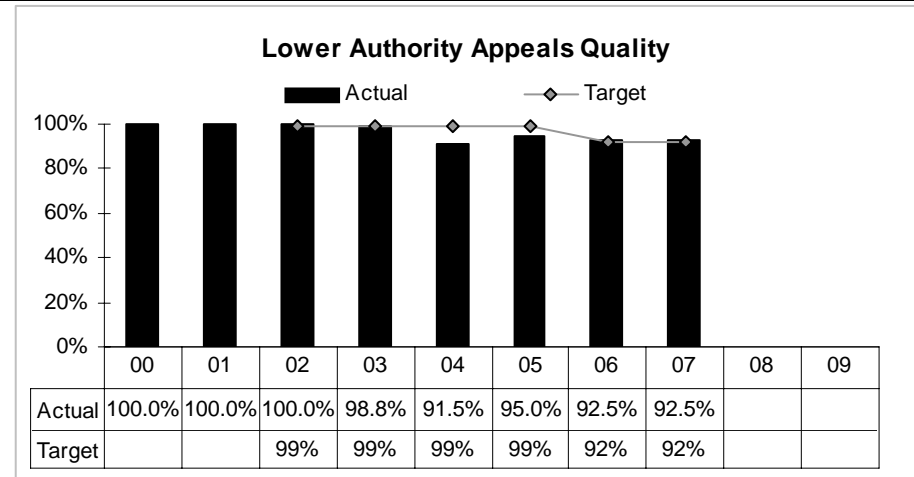
No significant factors.

**6. WHAT NEEDS TO BE DONE**

No action required.

**7. ABOUT THE DATA**

The data source is US dept of Labor ETA 9057. The data is reported here by Oregon fiscal year.



**Oregon Employment Department (OED)**

**II. KEY MEASURE ANALYSIS**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

KPM #11	NON-UI APPEALS TIMELINESS – % of OAH orders issued within the standards established by user agencies.	Measure since: 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>	OAH Database	
<b>Owner</b>	Office of Administrative Hearings (OAH): Lorrin King 503- 947-1237	

**1. OUR STRATEGY**

We will continue to pursue efficiencies through reorganization and centralization of staff.

**2. ABOUT THE TARGETS**

Higher is better.

**3. HOW WE ARE DOING**

Second year of data collection, targets are still being set. Higher is better.

**4. HOW WE COMPARE**

No comparison available.

**5. FACTORS AFFECTING RESULTS**

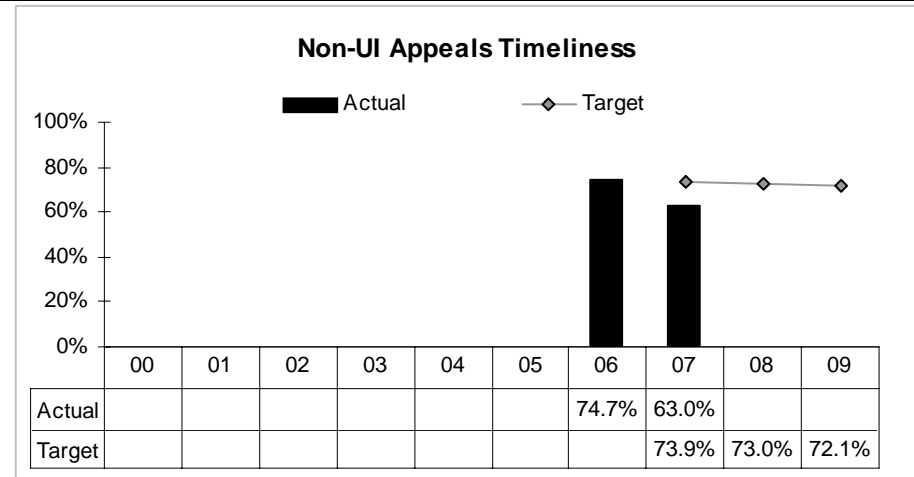
No significant factors.

**6. WHAT NEEDS TO BE DONE**

No action needed at this time.

**7. ABOUT THE DATA**

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



**Oregon Employment Department (OED)**

**II. KEY MEASURE ANALYSIS**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

KPM #12	AVERAGE DAYS TO ISSUE AN ORDER (OAH)– average number of days to issue an order following the close of record.	Measure since: 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>	OAH Database	
<b>Owner</b>	Office of Administrative Hearings (OAH): Lorrin King 503- 947-1237	

**1. OUR STRATEGY**

We will continue to pursue efficiencies through reorganization and centralization of staff.

**2. ABOUT THE TARGETS**

Second year of data collection; targets not yet fully established. Lower is better.

**3. HOW WE ARE DOING**

Data is preliminary. Second year of data collection, average days increased from 2006; however targets are still being set.

**4. HOW WE COMPARE**

No comparison available.

**5. FACTORS AFFECTING RESULTS**

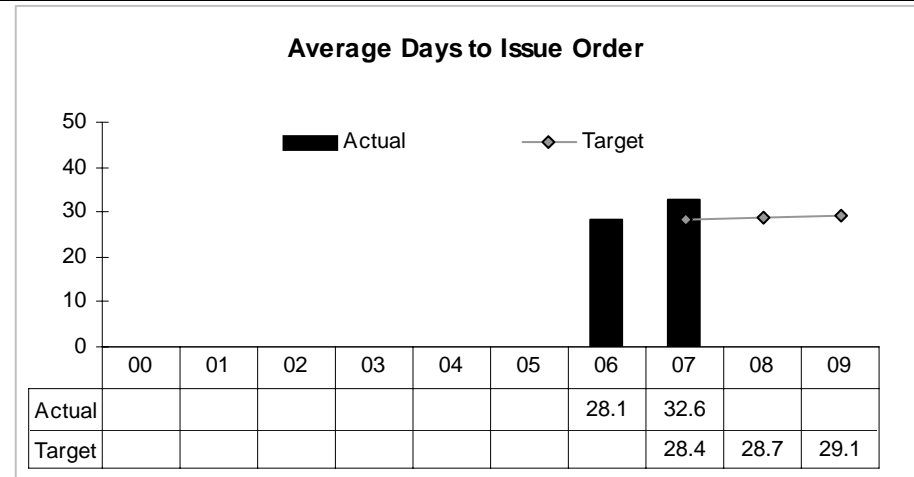
No significant factors.

**6. WHAT NEEDS TO BE DONE**

No action needed at this time.

**7. ABOUT THE DATA**

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



**Oregon Employment Department (OED)**

**II. KEY MEASURE ANALYSIS**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

<b>KPM #13</b>	<b>COST PER REFERRAL TO OAH – total cost of OAH programs divided by the total number of referrals.</b>	<b>Measure since: 2005</b>
<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>	Agency Budget; OAH Database	
<b>Owner</b>	Office of Administrative Hearings (OAH): Lorrin King 503- 947-1237	

**1. OUR STRATEGY**

We will continue to pursue efficiencies through reorganization and centralization of staff.

**2. ABOUT THE TARGETS**

Second year of data collection; targets not yet fully established. Lower is better.

**3. HOW WE ARE DOING**

Data is preliminary. Second year of data collection.

**4. HOW WE COMPARE**

No comparison available.

**5. FACTORS AFFECTING RESULTS**

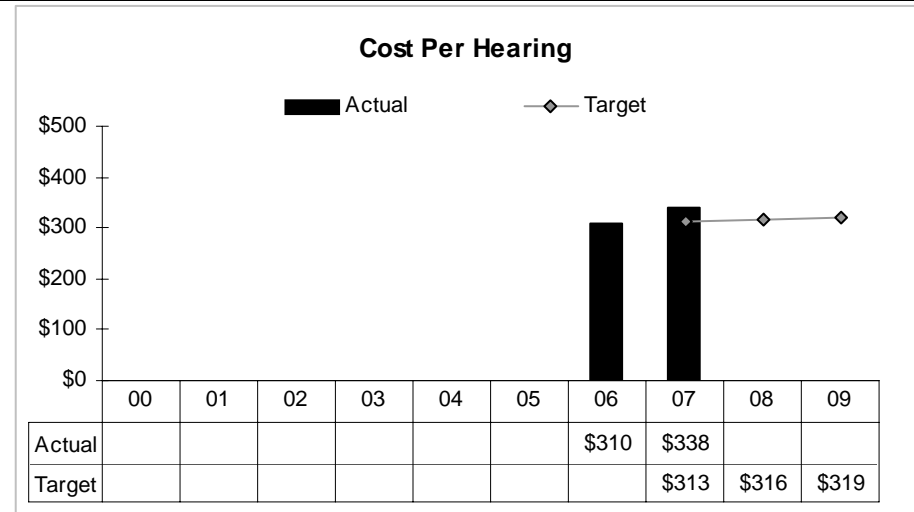
Higher staffing costs tend to increase this measure on a yearly basis; automation tends to decrease it.

**6. WHAT NEEDS TO BE DONE**

No action needed at this time.

**7. ABOUT THE DATA**

The sources of the data are Agency Expenditure Control and Office of Administrative Hearings Database. Data is based on Oregon fiscal year.



**Oregon Employment Department (OED)**

**II. KEY MEASURE ANALYSIS**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

<b>KPM #14</b>	<b>HIGHER AUTHORITY APPEALS TIMELINESS (EAB) – % of cases requesting an appeal that receive a decision within 45 days of the date of request.</b>	<b>Measure since: 1999</b>
<b>Goal</b>	Goal 2: Timely, Fair & Accurate Unemployment Insurance Payments	
<b>Oregon Context</b>	OBM 12 Annual Payroll, OBM 14 Wages over 150% of Poverty,	
<b>Data source</b>	US Department of Labor Form ETA 9054	
<b>Owner</b>	Employment Appeals Board (EAB): Sarah Owens 503-378-2106	

**1. OUR STRATEGY**

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

**2. ABOUT THE TARGETS**

Higher is better.

**3. HOW WE ARE DOING**

Our performance improved substantially and we exceeded target.

**4. HOW WE COMPARE**

We are well above the national average of 69.7%.

**5. FACTORS AFFECTING RESULTS**

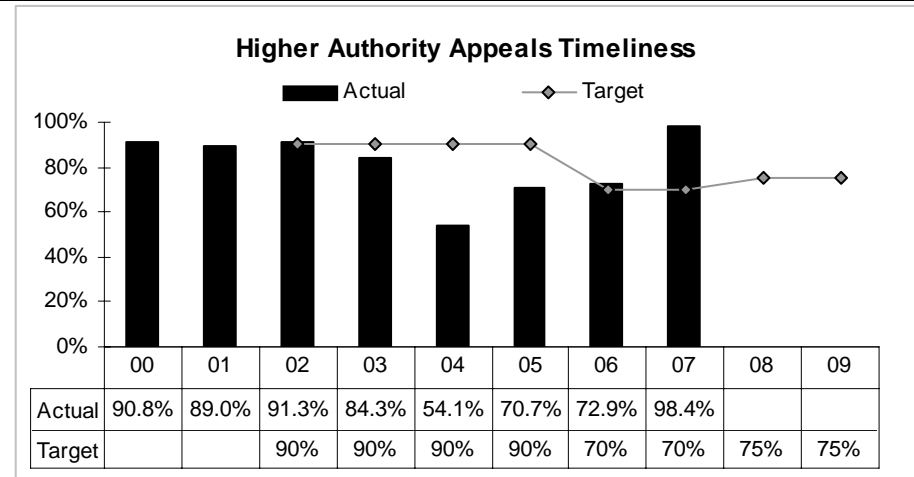
No significant factors.

**6. WHAT NEEDS TO BE DONE**

No action required.

**7. ABOUT THE DATA**

The data source is US Dept of Labor ETA 9054. The data is based on Oregon fiscal year



**Oregon Employment Department (OED)**

**II. KEY MEASURE ANALYSIS**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

KPM #15	TIMELINESS OF EMPLOYER TAX REPORTS – % of employers that submitted tax reports by the due date.	Measure since: e.g. 1999
<b>Goal</b>	Goal 3: Maintain Solvent Trust Fund	
<b>Oregon Context</b>	OBM 12 Annual Payroll, OBM 14 Wages over 150% of Poverty,	
<b>Data source</b>	Oregon Tax Employer Reporting System (OTTER)	
<b>Owner</b>	Unemployment Insurance (UI) Tax: Keith Williams 503-947-1547	

**1. OUR STRATEGY**

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

**2. ABOUT THE TARGETS**

Higher is better.

**3. HOW WE ARE DOING**

Our performance continues to improve and we are on or near targets.

**4. HOW WE COMPARE**

No comparisons are available. This measure and #16 will be deleted for the 2007-09 biennium. It will be replaced with a single KPM that better measures UI tax activity and has a DOL standard for comparison.

**5. FACTORS AFFECTING RESULTS**

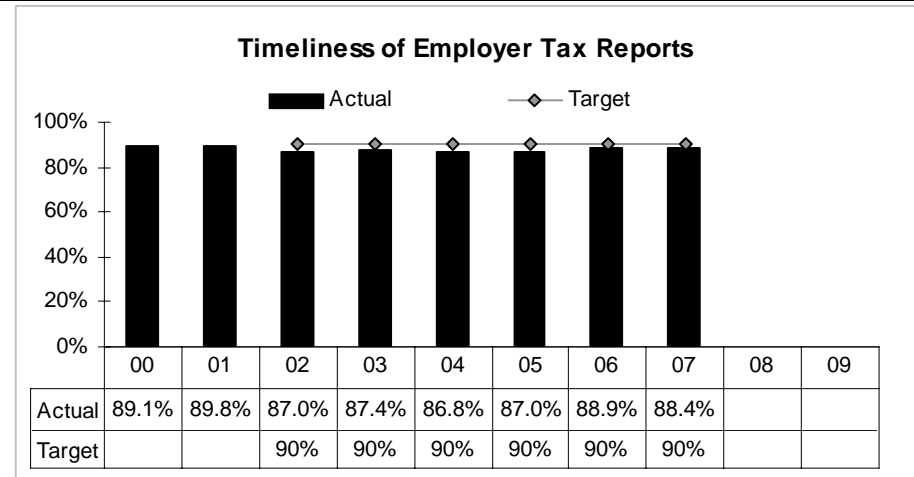
No significant factors.

**6. WHAT NEEDS TO BE DONE**

No action required.

**7. ABOUT THE DATA**

The data source is US Dept of Labor Tax Performance System. Data is based on Oregon fiscal year.



**Oregon Employment Department (OED)**

**II. KEY MEASURE ANALYSIS**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

<b>KPM #16</b>	<b>TIMELINESS OF EMPLOYER TAX PAYMENTS – % of employers that submitted tax payments by the due date.</b>	<b>Measure since: e.g. 1999</b>
<b>Goal</b>	Goal 3: Maintain Solvent Trust Fund	
<b>Oregon Context</b>	OBM 12 Annual Payroll, OBM 14 Wages over 150% of Poverty,	
<b>Data source</b>	Oregon Tax Employer Reporting System (OTTER)	
<b>Owner</b>	Unemployment Insurance (UI) Tax: Keith Williams 503-947-1547	

**1. OUR STRATEGY**

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

**2. ABOUT THE TARGETS**

Higher is better.

**3. HOW WE ARE DOING**

Our performance continues to improve and we are exceeding target.

**4. HOW WE COMPARE**

No comparisons are available. This measure and #15 will be deleted for the 2007-09 biennium. It will be replaced with a single KPM that better measures UI tax activity and has a DOL standard for comparison.

**5. FACTORS AFFECTING RESULTS**

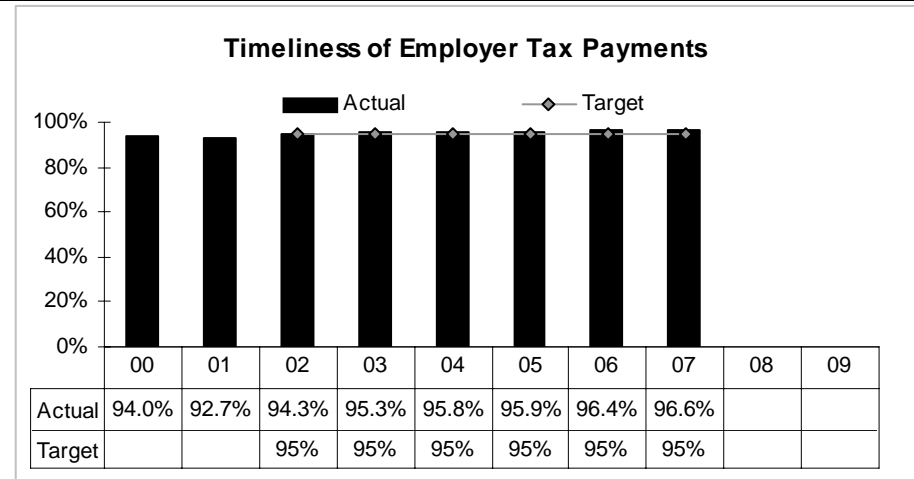
No significant factors.

**6. WHAT NEEDS TO BE DONE**

No action required.

**7. ABOUT THE DATA**

The data source is US Dept of Labor Tax Performance System. Data is based on Oregon fiscal year.



**Oregon Employment Department (OED)**

**II. KEY MEASURE ANALYSIS**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

<b>KPM #17</b>	<b>CHILD CARE HEALTH &amp; SAFETY REVIEWS – % of family child care facilities required to have health &amp; safety onsite reviews that were reviewed by Child Care Division</b>	<b>Measure since: e.g. 1999</b>
<b>Goal</b>	Goal 4: Safe Child Care	
<b>Oregon Context</b>	OBM 47 Child Care Affordability, OBM 48 Child Care Availability	
<b>Data source</b>	Child Care Division Database	
<b>Owner</b>	Child Care Division: Thomas Olsen 503-947-1409	

**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**

We are fulfilling our mandate.

**4. HOW WE COMPARE**

No comparison available.

**5. FACTORS AFFECTING RESULTS**

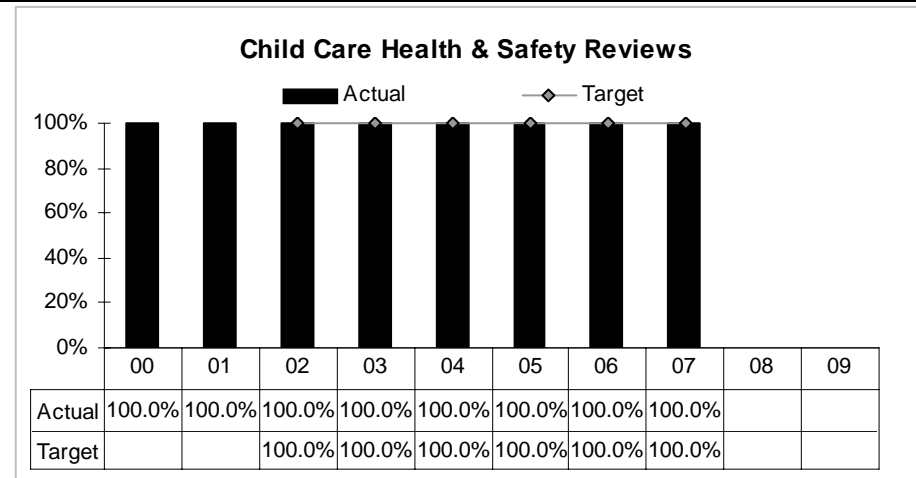
No significant factors.

**6. WHAT NEEDS TO BE DONE**

No action required.

**7. ABOUT THE DATA**

The source of the data is Child Care Division Database. Data based on Oregon fiscal year.



**Oregon Employment Department (OED)**

**II. KEY MEASURE ANALYSIS**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

KPM #18	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	Measure since: 2005
<b>Goal</b>	Mission	
<b>Oregon Context</b>	OBM 1 Employment Dispersion, OBM 4 Net Job Growth, OBM 12 Annual Payroll, OBM 14 Wages over 150% of Poverty, OBM 15 Unemployment Rate	
<b>Data source</b>	Claimant Survey, Employer Survey, Job-Seeker Survey.	
<b>Owner</b>	Unemployment Insurance (UI); Business & Employment Services (B&ES): John Glen 503-947-1234; Craig Keyston 503-947-1847	

**1. OUR STRATEGY**

We will continue to strive to provide all our customers with the highest quality customer service.

**2. ABOUT THE TARGETS**

Higher is better.

**3. HOW WE ARE DOING**

All measures are at target. With all measures over 91%, we feel we are providing a very high level of customer service.

**4. HOW WE COMPARE**

With all our measures over 91%, we believe we compare favorably under any circumstances.

**5. FACTORS AFFECTING RESULTS**

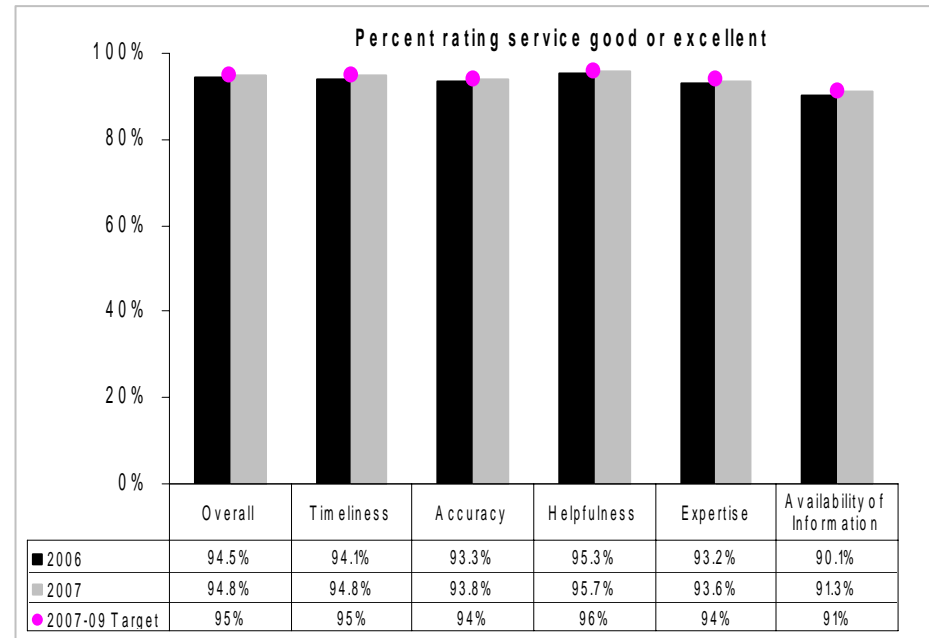
No significant factors.

**6. WHAT NEEDS TO BE DONE**

No action necessary.

**7. ABOUT OUR CUSTOMER SERVICE SURVEY**

This measure is a weighted average of results from 3 separate surveys; all three are administered by agency staff on a monthly basis. 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 Survey is a telephone survey, administered at 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 Jobseeker Survey is a paper survey, administered at local office level, of a representative sample of persons who have received services at one of our local offices in the previous month. The size of the sampling frame varies from 10 – 35 per month. The score for this measure is based on the responses of 6836 customers who received services during the period from July 1, 2006 to June 30, 2007; 396 UI Claimants, 1851 Employer Customers, and 4589 Jobseeker Customers.



**Oregon Employment Department (OED)**

**III. USING PERFORMANCE DATA**

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

Contact: Jennifer Shawcross	Phone: 503-947-1306
Alternate: Kate Coffey	Phone: 503-947-1213

**The following questions indicate how performance measures and data are used for management and accountability purposes.**

<p><b>1 INCLUSIVITY</b> Describe the involvement of the following groups in the development of the agency’s performance measures: Staff, Elected Officials, Stakeholders, and Citizens.</p>	<p>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. They were then requested to select those measures that they considered to be key measures that best represented those 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.</p>
<p><b>2 MANAGING FOR RESULTS</b> How are performance measures used for management of the agency? What changes have been made in the past year?</p>	<p>Measures are used primarily for performance monitoring and compliance with respect to U.S. Dept. of Labor performance standards. Performance measures are available weekly, monthly and quarterly for review by managers, as appropriate.</p>
<p><b>3 STAFF TRAINING</b> What training has staff had in the past year on the practical value and use of performance measures?</p>	<p>Currently there is no agency-wide training for staff in the use of performance measurement.</p>
<p><b>4 COMMUNICATING RESULTS</b> How does the agency communicate performance results to each of the following audiences: Staff, Elected Officials, Stakeholders, and Citizens; and for what purpose?</p>	<p>Performance results are available on the Agency Intranet for purposes of informing staff. They are also disseminated periodically at management meetings for purposes of performance monitoring and decision making. These results are also available to the general public on our agency website: <a href="http://www.emp.state.or.us">http://www.emp.state.or.us</a> .</p>