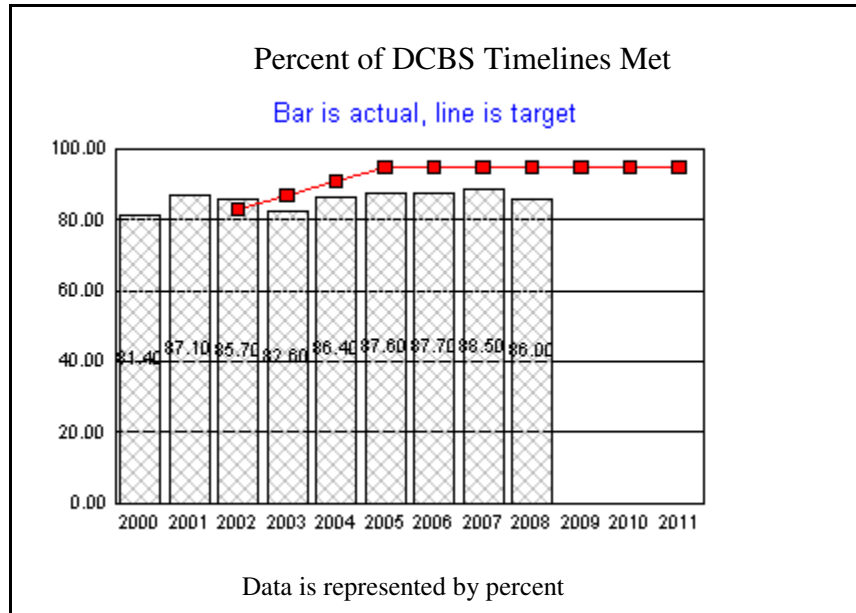


KPM #7	ON-TIME WORK – Percent of timelines for key department activities that are met.	2000
Goal	DCBS Goal #3: Be accountable to the public we serve, with excellent service to our customers.	
Oregon Context	Oregon Benchmark #9: Oregon’s national rank in the cost of doing business.	
Data Source	Composite of several division-level measures. See “About the Data” for sources.	
Owner	Greg Malkasian, DCBS Deputy Director, (503) 947-7872	



1. OUR STRATEGY

Provide timely service to customers by using technology, improving efficiencies, and training employees on responsiveness and timely work.

2. ABOUT THE TARGETS

DCBS has set aggressive targets for this measure to better serve its customers and to encourage employee improvement in activities such as closing complaints, completing applications, responding to inquiries, and issuing orders.

3. HOW WE ARE DOING

DCBS has been able to maintain relatively high performance levels after seeing a steady increase between 2000 and 2004. In several cases, when we determine through consultation with customers that faster processing time would benefit them, we have set timeliness goals greater than required by statute. While short of the targeted 95 percent, performance on this measure still reflects substantially improved service to Oregonians.

4. HOW WE COMPARE

Statistics for public or private industry standards on timeliness are not available for comparison to key activities contributing to this measure.

5. FACTORS AFFECTING RESULTS

Because we hold ourselves to a stricter standard than the law in many cases, reaching our target is challenging. We evaluate whether faster processing time would benefit our customers; if so, we strive to achieve more aggressive timeliness. We have made significant strides in this area already. For example, several units in the Workers' Compensation Division have achieved significant improvement through use of alternative dispute resolution, which has dramatically improved the time it takes to resolve disputes. Staffing levels also can affect timeliness results. Many divisions within DCBS experienced key vacancies in positions related to the timeliness of their activities, which contributed to the slight decrease in timeliness from 2007.

6. WHAT NEEDS TO BE DONE

We need to continue to develop and implement processes for improvement and streamlining and apply best practices that we observe in various areas of the department as well as outside the department. We also will focus on hiring and training new employees to ensure that vacancies do not impact our delivery of timely services to customers. Further, new and existing employees will continue to receive training so they are able to conduct all activities in a timely manner.

7. ABOUT THE DATA

Data for this measure is reported for the Oregon fiscal year (July 1 – June 30) and represents more than 20 key agency activities, such as issuing

workers' compensation orders and filing insurance complaints. Data for individual components is collected quarterly or monthly. The timeliness for each division is calculated by dividing the number of activities under consideration that are completed in a timely manner by the total number of activities completed during each fiscal year. To obtain the overall, agency-wide measure, the timeliness for each division is weighted by the number of full-time employees in that division. This weighting reflects the overall resources applied to each division as well as the services provided to Oregonians. Data is available at the division and program levels by contacting DCBS. Note, DCBS reports final values to 1 decimal place. The automated annual report system shows a 0 as the second decimal place, which is a placeholder for measures that may require a second decimal place.