



STATE OF OREGON
Department of Administrative Services

STATE CONTROLLER'S DIVISION




PERFORMANCE MEASURE REPORT

QUARTER 2 RESULTS

(October - December, 2011)

FISCAL YEAR 2011-12
(July 2011 – June 2012)



State Controller's Division

Performance Measure Tracking FY12 (Q2)

ADMIN

Administration

OSPS

Oregon Statewide Payroll Services

SARS

Statewide Accounting & Reporting Services

SFMS

Statewide Financial Management Services

SCS

Shared Client Services

Biennium Year 11-13

FY Quarter 1: 07/01/11 – 09/30/11

FY Quarter 2: 10/01/11 – 12/31/11

FY Quarter 3: 01/01/12 – 03/31/12

FY Quarter 4: 04/01/12 – 06/30/12

FY Quarter 5: 07/01/12 – 09/30/12

FY Quarter 6: 10/01/12 – 12/31/12

FY Quarter 7: 01/01/13 – 03/31/13

FY Quarter 8: 04/01/13 – 06/30/13

Administration Performance Measures

Objective 1 – Percent of Customers Satisfied with SCD's Services – Reported Annually

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Objective 1 Target	N/A	N/A	N/A	N/A	N/A
Results ^(a)	N/A	N/A	N/A	N/A	N/A

(a) Comment: Overall results are based on the DAS **Annual** Customer Survey, an average of top scores for SCD. For details, see link to [Customer Service Survey Results for 2010](#). No survey was conducted in this fiscal year.

DAS PERFORMANCE INDICATORS & RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 1-1 Percentage of customers rating SCD overall timeliness as good or excellent from the annual <i>DAS Customer Survey (avg)</i>	80%	N/A	N/A	N/A	N/A	N/A
PM 1-2 Percentage of customers rating SCD overall accuracy as good or excellent from the annual <i>DAS Customer Survey (avg)</i>	80%	N/A	N/A	N/A	N/A	N/A
PM 1-3 Percentage of customers rating SCD overall helpfulness as good or excellent from the annual <i>DAS Customer Survey (avg)</i>	80%	N/A	N/A	N/A	N/A	N/A
PM 1-4 Percentage of customers rating SCD overall expertise as good or excellent from the annual <i>DAS Customer Survey (avg)</i>	80%	N/A	N/A	N/A	N/A	N/A
PM 1-5 Percentage of customers rating SCD's overall availability of information as good or excellent from the annual <i>DAS Customer Survey (avg)</i>	80%	N/A	N/A	N/A	N/A	N/A
PM 1-6 Percentage of customers rating SCD's overall services as good or excellent from the annual <i>DAS Customer Survey (avg)</i>	80%	N/A	N/A	N/A	N/A	N/A
PM 1-7 Percentage of customers rating SCD overall service options as good or excellent from the annual <i>DAS Customer Survey (avg)</i>	80%	N/A	N/A	N/A	N/A	N/A
PM 1-8 Percentage of customers rating SCD's treatment of customers as good or excellent from the annual <i>DAS Customer Survey (avg)</i>	80%	N/A	N/A	N/A	N/A	N/A

Administration, continued

Objective 2 – SCD Employee Satisfaction

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Objective 2 Target	N/A	80%	N/A	N/A	N/A
Results	N/A	87% ^(b)	N/A	N/A	N/A

(a) Overall results are based on the [DAS Annual Employee Survey: My Voice Matters](#).

(b) Results of DAS [Employee Engagement Survey](#). (c) SCD also collects and monitors **quarterly** SCD Performance Indicators in support of employee satisfaction. These are PM 2-1 through PM 2-6, listed below.

SCD PERFORMANCE INDICATORS & RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 2-1 Percent of employees completing at least 5 hrs. of training per quarter (Goal=20 hours per year per employee).	25%	N/A ^(c)	30%	56%	37%	24%
PM 2-2 Percent performance reviews completed on time	95%	100%	100%	100%	100%	100%
PM 2-3 Percent of positions with no turnover (retention of employees)	85%	98%	96%	94%	94%	96%
PM 2-4 Number of section email updates completed (communication)	70%	73%	50%	80%	50%	N/A
PM 2-5 Number of division management meetings completed (communication)	90%	100%	100%	83%	67%	67%
PM 2-6 Administrative cost per SCD employee	Not >\$3,000	Met	Met	Met	Met	Met
PM 2-7 Percentage of SCD employees rating SCD overall as good or excellent in the 2010 DAS Employee Survey: My Voice Matters . ^(a)	80%	N/A	87%	N/A	N/A	N/A
PM 2-8 Employee Safety: Annual number of SAIF claims per 50 FTE ^(b)	0	0	0	0	0	0
PM 2-9 Training hours completed <u>per employee</u> for the quarter. ^(d)	5				New	5.6
PM 2-10 Total training hours completed in the <u>division</u> for the quarter. ^(e)	200				New	260.25

(a) Annual reporting from the DAS Employee Survey.

(b) This data is provided by DAS Employee Services.

(c) Due to transition to different system of recording (iLearn) this information is not available at this time.

(d) New in Qtr 2, 2011

(e) New in Qtr 2, 2011

Objective 3 – Division Payments Processed Efficiently

Payments processed for the division.

New	QTR 8	QTR 1	QTR 2
Objective 3 Target	100	100	100
Results ^(a)	133	95	107

(a) Results from daily Admin invoice log

PERFORMANCE INDICATORS & RESULTS	TARGET	QTR 8	QTR 1	QTR 2
PM 3-1 Number of invoice payments processed per quarter	100	133	95	107
PM 3-2 Number of outstanding invoices 30 days or older per quarter	0	2	2	2
PM 3-3 Dollar value of invoices per quarter	\$450,000	\$618,363	\$517,042	\$546,551
PM 3-4 Hours required to process invoices per quarter ^(b)	40 hrs	75 hrs	54 hrs	50 hrs

(b) Includes research of discrepancies, coding, tracking and signing

Objective 4 – Essential Web Communications Provided

Provide essential web updates – important resources and communication link to state agencies. Our goal is to provide a 2-3 day turnaround for web requests.

(New)	QTR 8	QTR 1	QTR 2
Objective 4 Target	3 days	3 days	3 days
Results ^(a)	Met	Met	Met

(a) Results from monthly Admin web log

PERFORMANCE INDICATORS & RESULTS	TARGET	QTR 8	QTR 1	QTR 2
PM 4-1 Number of essential web page updates received (b)	25	21	57	55
PM 4-2 Number of web pages updated within 3 days	27	21	57	55
PM 4-3 percent of time to process all web updates (.5 FTE)	10%	8%	8%	15.7% (c)

(b) New pages with major design work not included

(c) Includes time to review all sites and files for any cleanup prior to transition to SharePoint

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Oregon Statewide Payroll Services Performance Measures

Objective 1 – Cost Per Paycheck

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Objective 1 Target	3.54	3.54	3.54	2.89	2.89
Results	3.54	3.54	3.54	2.89	2.89

PERFORMANCE INDICATORS & RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 1-1 Number of Run 1 payments processed per quarter	Actual	113,119	112,675	113,124	113,337	111,272
PM 1-2 Percent of ACH paychecks at quarter end	>80%	87%	88%	86%	87%	89%
PM 1-3 Number of manual checks produced	Actual	3,393	3,051	3,231	5,598 (a)	3,481
PM 1-4 Percent of manual checks printed within 24 hours	100%	100%	100%	100%	100%	100%

(a) Spike due to seasonal and emergency workers and several arbitration/grievance settlements.

Objective 2 – Percentage of W-2 Corrections Printed

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Objective 2 Target	<1%	<1%	<1%	<1%	<1%
Results	<1%	<1%	<1%	<1%	<1%

PERFORMANCE INDICATORS & RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 2-1 Number of months in reporting period IRS penalty was not incurred	3	3	3	3	3	3
PM 2-2 Number of training hours provided by payroll staff	100	193	59	183	86 (a)	169
PM 2-3 Number of checks cashed early	<.005%	20	21	6	12	17
PM 2-4 Number of days beyond Nov. 1 year-end closing procedures are published	0	0	N/A	N/A	N/A	0
PM 2-5 Number of days after payday that funds were released for bond purchase	3	0	N/A (b)	N/A	N/A	N/A

(a) Decrease due to cancelled trainings

(b) Payroll Savings bond program discontinued

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Statewide Accounting & Reporting Services Performance Measures

Objective 1 – Years out of last 5 a Clean Audit Opinion was Received on the State's CAFR

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Objective 1 Target	5 years ^(a)	N/A	N/A	N/A	5 years ^(a)
Results	5 years ^(a)	N/A	N/A	N/A	See note ^(b)

(a) Reported annually in QTR 2 & QTR 6.

(b) Fiscal Year 2011 clean audit opinion not received until January 17, 2012.

PERFORMANCE INDICATORS & RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 1-1 Percentage of agencies earning Gold Star Certificate award ^(a)	90%	94%	N/A	N/A	N/A	98%
PM 1-2 Number of days from June 30 to publish Comprehensive Annual Financial Report (CAFR) ^(a)	185 ^(c)	182	N/A	N/A	N/A	See note ^(d)
PM 1-3 Number of years out of last 5 GFOA Certificate of Achievement for Excellence in Financial Reporting awarded to State Controller's Division ^(b)	5	N/A	N/A	N/A	5	N/A

(a) Reported annually in QTR 2 and QTR 6.

(b) Reported annually in QTR 1 and QTR 5

(c) Average time for states to prepare FY 2010 CAFR = 197 days

(d) FY 2011 CAFR not completed until 1/24/2012.

Objective 2 – Percentage of Agencies Earning Gold Star Certificate

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Objective 2 Target	90%	N/A	N/A	N/A	90%
Results	94%	N/A	N/A	N/A	97%

(a) Reported annually in QTR 2 and 6.

PERFORMANCE INDICATORS & RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 2-1 Percentage of agencies completing CAFR disclosure forms by due date ^(a)	90%	N/A	N/A	N/A	100%	N/A
PM 2-2 Percentage of agencies disclosing no violations of legal or contractual provisions ^(a)	100%	100%	N/A	N/A	100%	N/A
PM 2-3 Training hours provided for agency accountants	400 annually	N/A	377 ^(b)	2,052 ^(c)	146 ^(d)	216^(e)
PM 2-4 Percentage of planned policy changes in the Oregon Accounting Manual made during the fiscal year ^(a)	90%	N/A	N/A	75%	N/A	N/A
PM 2-5 Number of pages of formal documents created or revised and published for agencies' use (Starting QTR 7)	NEW	-	112	428	7	50

(a) Reported annually. (b) Subrecipient vs. Vendor – 77 hrs; GASB 60 – 44hrs; DataMart & Hyperion – 172hrs; Data Mining & Predictive Analytics – 84hrs; (c) Governmental Accounting Statewide Training – 1,218 hrs; GASB 54 – 180 hrs; OMB Circular A-133 – 52.5 hrs; DataMart /Hyperion – 344 hrs; Year-End Close Training – 242.5hrs; State Travel Card & Policy Update – 15hrs; (d) GASB Review-2011 – 58 hrs; DataMart & Hyperion – 88 hrs; (e) DataMart/Hyperion – 164 hrs; Governmental GAAP Update – 52 hrs.

Objective 3 – Percentage of Federal Reporting Deadlines Met by Agencies and by SARS

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Objective 3 Target	100%	100%	100%	N/A	100%
Results ^(a)	Not met ^(b)	100%	100%	N/A	Not met^(b)

(a) Reported quarterly, except for Qtr 1 & 5. (b) See below.

PERFORMANCE INDICATORS & RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 3-1 Annual CMIA (cash management agreement) in place by July 1 ^(a)	Met	N/A	N/A	Met	N/A ^(c)	N/A
PM 3-2 CMIA annual report submitted by December 31 ^(a)	Met	Met	N/A	N/A	N/A	Not met^(d)
PM 3-3 Annual Schedule of Expenditures of Federal Awards submitted by March 31 ^(a)	Met	N/A	Met	N/A	N/A	N/A
PM 3-4 Annual Arbitrage Certifications submitted by agencies by October 31 ^(a)	Met	Met	N/A	N/A	N/A	Met
PM 3-5 Annual A-87 Statewide Cost Allocation Plan submitted by December 31 ^(a)	Met	Not met ^(b)	Met	N/A	N/A	Not met^(e)

(a) Reported annually.

(b) Extension until 1/31/2011 obtained due to one state agency did not submit data in a timely manner.

(c) Annual CMIA completed early during AY11 - Qtr 8

(d) Extension until 1/9/2012 obtained due to one state agency did not submit data in a timely manner.

(e) Extension until 1/30/2012 because FY 2011 CAFR was not completed until 1/24/2012.

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Statewide Financial Management Services Performance Measures

Objective 1 – Outstanding G/Fund Bank Reconciliation Items Over 60 Days from Last Reconciliation

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Objective 1 Target	5	5	5	5	5
Results^(a)	265	337	297	201	122

(a) OBJ 1, Qtr 3, 4, 6 & 7 - One agency has 99% of the outstanding items. They are experiencing problems with their subsystem. Qtr 5, 8 & 9 outstanding items all one agency.

PERFORMANCE INDICATORS & RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 1-1 Number of warrants issued ^(a)	135,000	124,546	122,951	127,728	120,254	123,253
PM 1-2 Number of payments made via direct deposit	15,000	17,467	18,383	21,354	20,604	22,904
PM 1-3 Dollar amount of warrants issued	450,000,000	(New)	450,964,025	457,920,626	451,921,529	432,520,875
PM 1-4 Dollar amount of payments made via direct deposit	750,000,000	(New)	742,609,976	765,585,126	742,573,249	728,830,353
PM 1-5 Number of direct deposit forms received	400	(New)	737	802	667	688
PM 1-6 Number of vendors signed up for direct deposit (net gain)	200	301	491	651	540	510
PM 1-7 Number of vendors activated	5,000	(New)	4,426	4,717	4,729	4,484
PM 1-8 Number of vendor changes processed	3,000	(New)	2,726	2,869	3,061	3,461
PM 1-9 Number of forged warrants unresolved during reporting period	2	4	5	4	3	2
PM 1-10 Number of warrant stop payments processed	60	(New)	91	143	266	147
PM 1-11 Number of batches remaining unresolved at month end close	40	444	493	398	255 ^(b)	445
PM 1-12 No. of agencies with unresolved batches at month end close	15	11	8	11	11	15
PM 1-13 Number of agency support analyst contacts	2,000	(New)	2,570	2,907	4,152	3,001
PM 1-14 Percentage of warrants expired vs. issued (annual)	.50%	1.38% ^(c)	N/A	N/A	N/A	1.03% ^(c)

(a) PM1-1 Warrants/ACH are budgeted at 150,000 per quarter.

(b) PM1-5 One agency has 91% of these batches. They are experiencing problems with their subsystem.

(c) PM1-7 There were a large number of jury duty warrants that are under the due diligence requirement.

Objective 2 – Service Maintenance Requests (SMRs) Completed During Reporting Period

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Objective 2 Target	30	30	30	30	30
Results	27	20	24	22	34

(a) Comment: PM2 New work request target reduced due to SFMA program support reduction of 1 FTE.

PERFORMANCE INDICATORS & RESULTS	TARGET ^(a)	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 2-1 Total number of hours for SFMS to finalize SMRs completed during reporting period	300	262 ^(d)	95 ^(d)	240 ^(e)	83 ^(e)	266.85
PM 2-2 Total number of outstanding SMRs	15	13	23	18	13	14
PM 2-3 Total number of SMRs received during reporting period ^(b)	N/A	27	30	23	28	31
PM 2-4 Percent of quality assurances on system changes performed by negotiated time	100%	(New)	100%	100%	100%	100%
PM 2-5 Percent of quality assurances on system changes not missing meaningful defects which subsequently show up in Production	100%	(New)	100%	100%	100%	100%

(a) PM 2-1 / 2-2 updated for AY11 biennium expectations. Previous biennium target for 2-1 was 200 hours and 2-2 was 30 outstanding SMRs.

(b) PM 2-3 used to quantify system change workload only.

(c) Hours include finalization of one project that was worked on during the previous 3 quarters – Vendor number algorithm to replace SSN use in SFMA.

(d) QTR 6 hours do not include 2 large SMRs overlapping quarters. Hours will be reported in quarter SMRs are completed – GASB54, 3% W/H.

(e) Vacant Accountant 3 position duties only partially covered by temporary staff.

Objective 3 – Number of Training Hours Provided to Agency Accountants

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Objective 3 Target	300	300	300	300	300
Results	505	454	843	234 ^(a)	340

(a) Comment: OBJ 3, QTR 1 – Training demand was down due to fiscal year end, enrollment down because of decreased classes due to temporary lack of training facility.

PERFORMANCE INDICATORS & RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 3-1 Number of pages of formal documents published for agency use	80	247 ^(b)	1	176	623	184
PM 3-2 Number of training events offered by SFMS	7	9 ^(c)	8	14	7	9

(a) PM 3-1 We have several documents in the review process at this time.

(b) New seminar-style training documents created this quarter.

(c) PM 3-2 One additional SFMA training cancelled/no agency participants.

Objective 4 – Percentage of 1099-Misc Forms Issued vs. Notice 972CG Errors (% of 1099's that are not a match with the IRS)

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Objective 4 Target	N/A	N/A	N/A	N/A	N/A
Results ^(a)	N/A	N/A	N/A	N/A	N/A ^(b)

(a) Reported annually. (b) SFMS did not receive a 972CG letter in 2011 due to the small number of errors on 1099-MISC forms.

PERFORMANCE INDICATORS & RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 4-1 Number of 1099-MISC issued	7,000	(New)	7,098	N/A	N/A	N/A
PM 4-2 Percentage of W-9s sent to vendors vs. W-9s received back	95%	141% ^(a)	140% ^(a)	164% ^(a)	149% ^(a)	89% ^(b)

(a) QTR 3 – This includes a large number of W-9's that were sent to SFMS that were not originally sent out by SFMS. (b) SFMS sent a bulk mailing to vendors and received less back than the target.

Objective 5 – Number of SFMA Inbound Interfaces in Production (SFMA System testing required due to new activity from agencies)

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Objective 5 Target	90	90	90	90	90
Results ^(a)	78	79	80	81	70 ^(c)

a) Often a new interface(s) is created to replace one or more existing interfaces which may result in an overall net decrease to the number of agency subsystem SFMA inbound interfaces.

(PERFORMANCE INDICATORS & RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 5-1 Number of new production interfaces migrated in reporting period	1	1	1	1	2	1
PM 5-2 Total count of interfaces in Acceptance test status at end of reporting period	2	3	2	6	4	2
PM 5-3 Number of existing interfaces removed and/or replaced by new production interface (# 5-1)	1	1	0	2	1	6
PM 5-4 Number of interface-related emails for testing and production related assistance.	250	296	243	N/A ^(b)	417	651

(a) PM 5-3 8 obsolete interfaces identified and removed / 1 existing replaced.
 (b) Vacant Accountant 3 position duties only partially covered by temporary staff.
 (c) Total corrected by -6

Objective 6 – Percentage of SPOTS card transactions reviewed vs. count fraudulent activities identified

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Objective 6 Target	.001%	.001%	.001%	.001%	.001%
Results	.015%	.014%	.030%	.028%	.109%

PERFORMANCE INDICATORS & RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 6-1 Number of SPOTS transactions reviewed	45,000	45,365	51,020	52,546	49,476	44,756
PM 6-2 Number of fraudulent transactions identified and reported	<10	7	7	16	14	49

Shared Client Services Performance Measures

Objective 1 – Percentage of Accountants Receiving Gold Star Certification

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Objective 1 Target	100%	N/A	N/A	N/A	N/A
Results ^(a)	100%	N/A	N/A	N/A	N/A

(a) Overall services reported annually.

PERFORMANCE INDICATORS & RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 1-1 Percent of agencies receiving Gold Star Certification	100%	100%	N/A	N/A	N/A	N/A
PM 1-2 Percentage of CAFR submissions requiring no further action	100%	N/A	N/A	N/A	100%	N/A
PM 1-3 Percent of ORBITS/PICS transmittals submitted to and accepted by BAM by deadline	100%	100%	100%	N/A	N/A	100%
PM 1-4 Percent of agency allotment plans returned within 2 weeks	100%	100%	100%	100%	100%	100%

Objective 2 – Percent of Client Agencies "Satisfied" or "Highly Satisfied" with SCS Services

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Objective 2 Target	N/A	90%	N/A	N/A	N/A
Results	N/A	100%	N/A	N/A	N/A

(a) Reported biennially. Based on results on in-house SCS survey.

PERFORMANCE INDICATORS & RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 2-1 Average number of days agency invoices are processed	5	2.56	2.21	2.54	2.71	3.31
PM 2-2 Percent of agency reports distributed within two working days	100%	100%	100%	100%	100%	100%
PM 2-3 Number of agencies requesting duplicate reports	0	0	0	0	0	0

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