

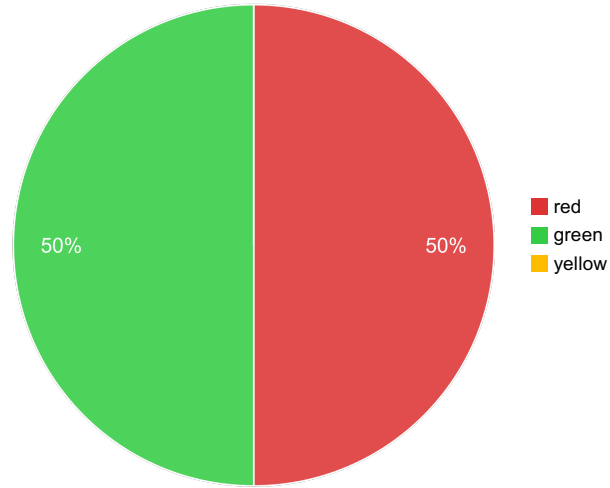
# Board of Psychology

Annual Performance Progress Report

Reporting Year 2024

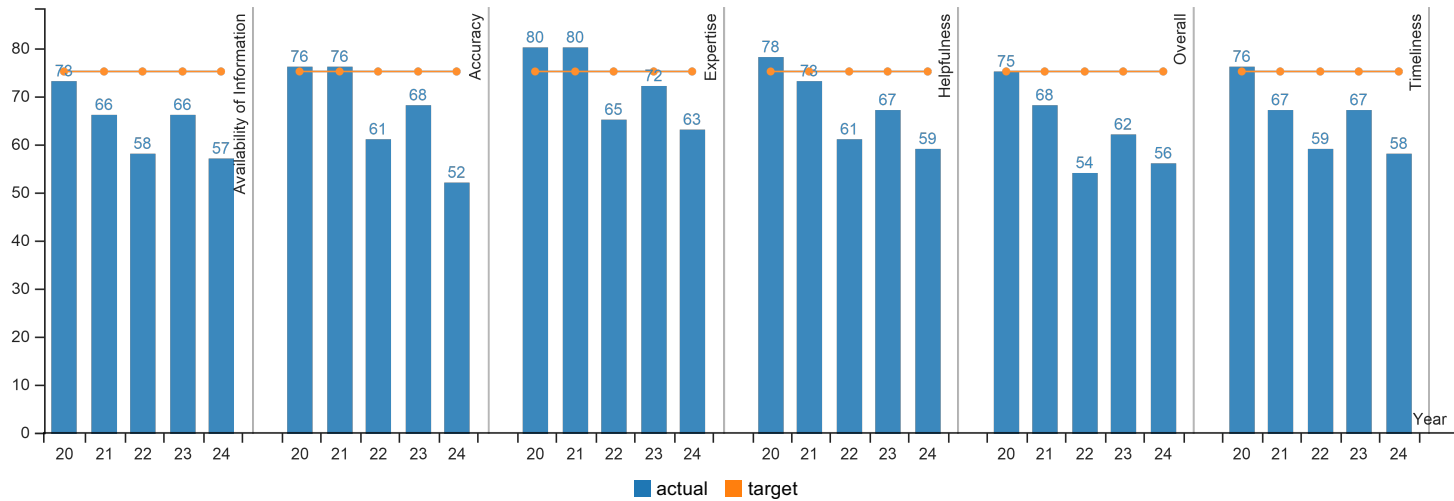
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KPM #	Approved Key Performance Measures (KPMs)
1	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": Overall, Timeliness, Accuracy, Helpfulness, Expertise, Availability of Information.
2	BOARD BEST PRACTICES - Percent of total best practices met by the Board.
3	Timely Investigations - Percent of complaints presented to the Board within 180 days of receipt.
4	Efficient Application Processing - Average number of calendar days from completed license application file to application approval.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	50%	0%	50%

KPM #1	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.
	Data Collection Period: Jan 01 - Dec 31



Report Year	2020	2021	2022	2023	2024
<b>Availability of Information</b>					
Actual	73%	66%	58%	66%	57%
Target	75%	75%	75%	75%	75%
<b>Accuracy</b>					
Actual	76%	76%	61%	68%	52%
Target	75%	75%	75%	75%	75%
<b>Expertise</b>					
Actual	80%	80%	65%	72%	63%
Target	75%	75%	75%	75%	75%
<b>Helpfulness</b>					
Actual	78%	73%	61%	67%	59%
Target	75%	75%	75%	75%	75%
<b>Overall</b>					
Actual	75%	68%	54%	62%	56%
Target	75%	75%	75%	75%	75%
<b>Timeliness</b>					
Actual	76%	67%	59%	67%	58%
Target	75%	75%	75%	75%	75%

How Are We Doing

Customer service ratings declined from the prior year and fell below the target of 75% in all areas of customer service in 2024. **Overall Customer Satisfaction** represented the smallest decrease- by 6 points, from 62% to 56%, which is 19 points below target. From 2023 to 2024, **Accuracy** decreased the most significantly by 16 points, from 68% to 52%, which is 23 points below target and represents the lowest ranked area of customer satisfaction for 2024. **Availability of Information** decreased by 9 points, from 66% to 57%, sitting at 18 points below target. **Helpfulness** decreased by 8 points, from 67% to 59%, which is 16 points below target. **Expertise** remains the highest ranked area of customer satisfaction, but decreased by 9 points, from 72% to 63%, now 12 points below target. Finally, **Timeliness** decreased by 9 points, from 67% to 58%, which is 17 points below target.

#### **Factors Affecting Results**

The main factors affecting the 2024 survey results (which reflect customer satisfaction in the year 2023), which have been on a downward trend since the 2021 reporting year, are inadequate staff training, low morale, and turnover resulting from poor (former) management of the Board's Licensing Section. These results can no longer be attributed to the pandemic and must be carefully analyzed and attended to. Maintenance of consistent customer service is impossible when faced with repeated vacancies, coupled with a smaller pool of applicants for positions and significant time to recruit for and fill vacant positions. During vacancies, other staff members must step up to fill in the gaps, often working overtime. The front-line clerical/licensing positions are highly demanding in terms of difficulty and volume, and represent onboarding challenges due to the steep learning curve. These factors contribute to employee dissatisfaction, burnout, and staff members seeking higher paying and less intensive positions at other, typically larger agencies or in the private sector.

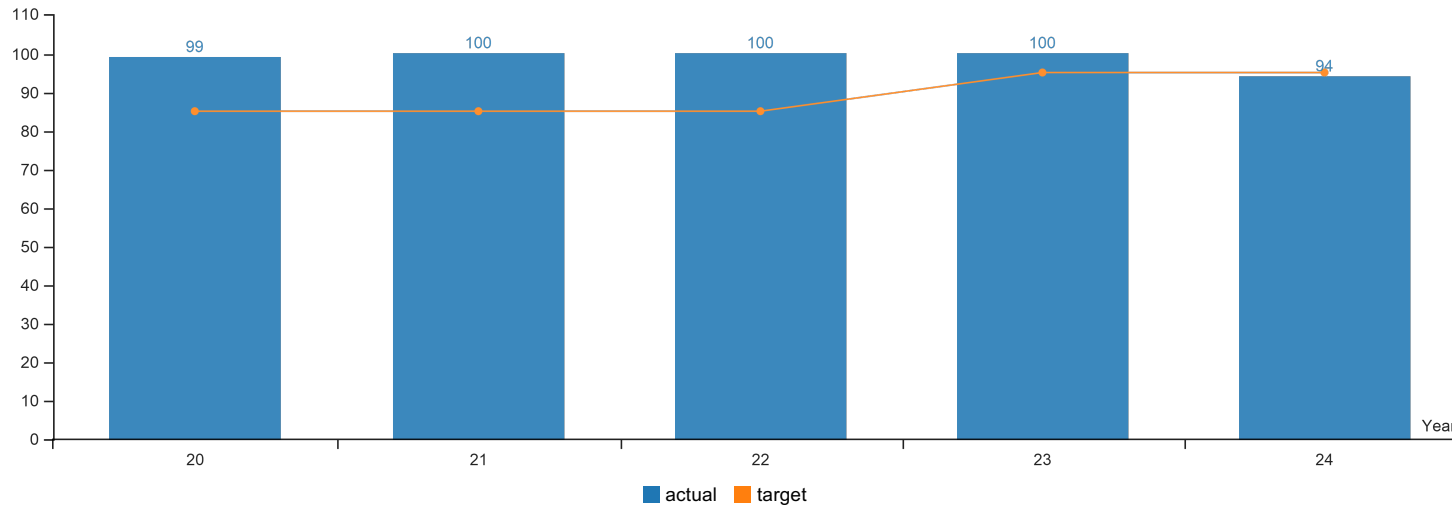
Board staff must keep pace with the continued growth in licensure applications, renewals, and compliance investigations. The BOP licensee base has grown by an average of 3.2% per year over the last decade. The volume of licensure applications received, which represents the most significant workload burden for front-line staff, has grown by an average of 6.8% per year over the past five years. By year end 2023, Board staff was managing 2,364 licensees, 58 residents, and 132 permitted practitioners, along with their questions and concerns over license renewals, continuing education requirements, supervision reports, complaints, etc. Additionally, the Board has struggled with the responsiveness of its licensing system vendor, whose errors have caused significant disruption to operations and negative impact to the Board's reputation.

Generally, survey results reflect some stakeholders who have experienced an adverse enforcement action, do not agree with laws or rules that the Board is charged with enforcing, or are unsatisfied with the policy direction of the Board or State Government in general. These individuals will often respond "poor" to each satisfaction area, regardless of their experience with Board staff.

New agency leadership is prioritizing customer service in 2024 and beyond, taking active steps to engage, train, and retain the Board's crucial front-line staff. Initiatives include a request for additional staffing resources as part of the 2025-27 Agency Request Budget, along with a request for funding for an upgraded licensing system, and improvements to website content and format. Board leadership and staff members will continue to work diligently to recover from prior setbacks and challenges, centering excellent customer service in everything we do.

KPM #2	BOARD BEST PRACTICES - Percent of total best practices met by the Board.
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
<b>GOVERNANCE - Percent of best administrative practices achieved.</b>					
Actual	99%	100%	100%	100%	94%
Target	85%	85%	85%	95%	95%

#### How Are We Doing

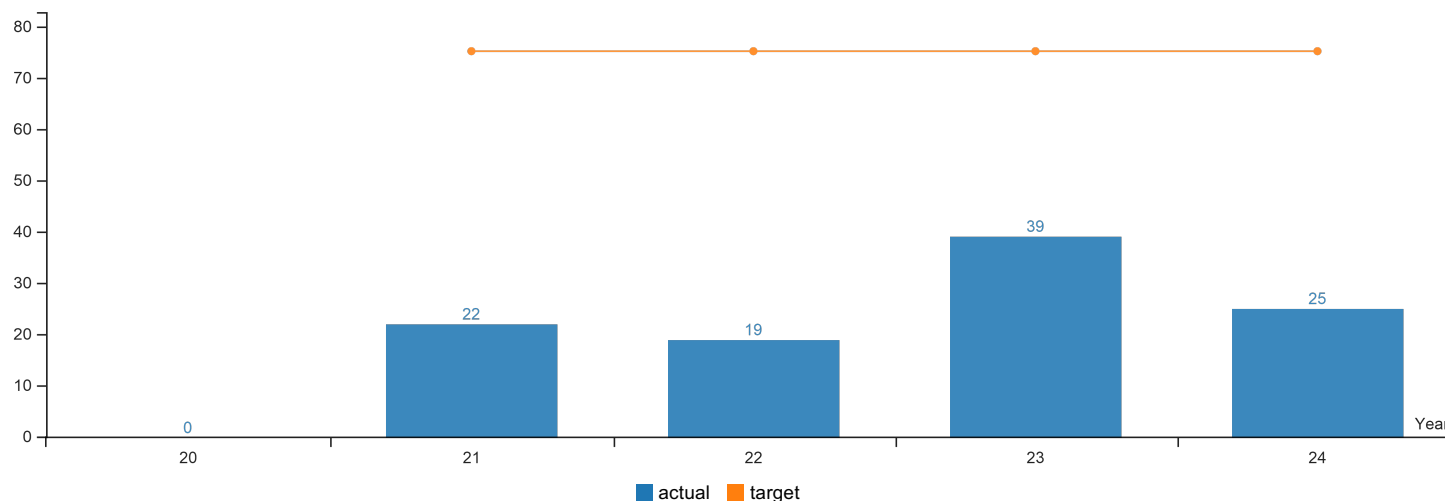
In the prior four years, the Board exceeded the target in Board best practices. The most recent score for the 2024 reporting period was 94%, which represents a six-point decrease from the 2023 reporting period. It has become more difficult to achieve target, since the Legislative Fiscal Office increased it from 85% to 95% beginning in 2023.

#### Factors Affecting Results

Agency leadership continues to look for opportunities for improved performance and increased transparency, regardless of the Board members' reports of success. Board staff sends materials with this survey to help clarify the survey questions and explain how they directly relate to agency operations; however, members report on their perceptions of best practices which could reflect aspirational rather than actual performance levels. The survey will fall below 100% if just one of the nine Board members indicates that any one of the 15 best practice measures are not being met.

KPM #3	Timely Investigations - Percent of complaints presented to the Board within 180 days of receipt.
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
<b>Timely Investigations</b>					
Actual		22%	19%	39%	25%
Target		75%	75%	75%	75%

### How Are We Doing

For the 2024 reporting year, 25% of complaints were presented to the Board within 180 days of receipt, which falls significantly below the target of 75%, and represents decline from the 39% result in 2023. Note that this is a new KPM approved in 2021, so there is no 2020 data.

### Factors Affecting Results

The Agency has set an ambitious goal to present most complaint investigations to the Board within 180 days of receipt; however, there are many factors affecting our ability to expediently resolve a complaint. These include the varying complexity of cases, increasing volume of complaints received, arranging witness interviews, travel time, coordinating respondent, attorney, and witness schedules for interviews, and waiting for necessary records to be submitted (including issuing and enforcing subpoenas. Sometimes the Board receives emergency high-priority cases involving serious public protection concerns that take staff resources away from other cases.

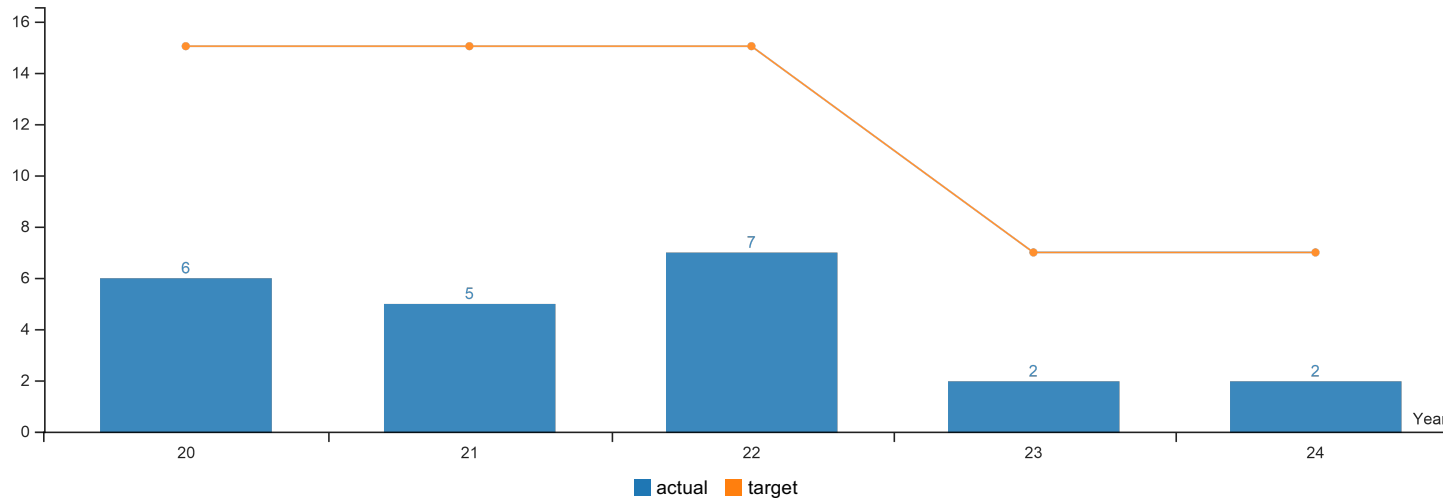
The goal is to present a thorough and complete investigation report to the Board the first time, which often is not possible to achieve within the required 180 days. The Board meets bimonthly, so timing is a major factor as well. The Board continues to receive pressure from respondents, their attorneys, and the local professional association to allow respondents more and more time to respond to allegations and produce records, which reduces investigators' ability to achieve timeliness goals. In the current reporting period (reflecting investigations opened in 2023), significant unexpected periods of investigative staff absences were the most significant factor affecting the performance results.

The Agency is requesting additional compliance staffing resources as part of the 2025-27 Agency Request Budget, and this is expected to help the investigative team more consistently maintain the caseload. Agency leadership has been working diligently to hire and train new staff members and improve complaint-processing speeds, but without compromising the integrity of the investigation

process. The Agency expects to show continued improvement in the 2025 report with a sufficiently staffed and trained compliance section that is dedicated to clearing out the backlog and staying ahead of the curve.

KPM #4	Efficient Application Processing - Average number of calendar days from completed license application file to application approval.
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = negative result



Report Year	2020	2021	2022	2023	2024
<b>Efficient Application Processing</b>					
Actual	6	5	7	2	2
Target	15	15	15	7	7

**How Are We Doing**

The Board has surpassed its goal to take an average of no more than seven calendar days to approve a completed licensure application. The 2024 report, which reflects applications processed during the 2023 calendar year, shows an average of two days. This represents no change from the result reported in the prior year.

**Factors Affecting Results**

Efficient application processing has been highly prioritized by the Board, as it is a crucial step in ensuring licensed behavioral health providers can quickly provide necessary services to Oregonians. Agency leadership has continued to implement streamlined processes and best practice sharing between the two regulated boards that has enabled more efficient application processing. Despite these good results, the Agency is still continuously looking for ways to improve, including staff retention, cross-training to help cover for absences and vacancies, improvements in the licensing system and website, and continuous feedback. While speed of service is important, so too is the quality of customer service we provide along the way, which as described in KPM #1 will be a major focus area for improvement in the coming years.