

**76<sup>th</sup> OREGON LEGISLATIVE ASSEMBLY – 2011 Regular Session  
BUDGET REPORT AND MEASURE SUMMARY**

**MEASURE: SB 5501-A**

**Carrier – House: Rep. Garrard  
Carrier – Senate: Sen. Johnson**

**JOINT COMMITTEE ON WAYS AND MEANS**

**Action:** Do Pass as Amended and As Printed A-Engrossed

**Vote:** 22 – 0 – 3

House – Yeas: Beyer, Buckley, Cowan, Freeman, Garrard, Komp, Kotek, McLane, Nathanson, Nolan, Richardson, G. Smith, Thatcher, Whisnant  
– Nays:  
– Exc:

Senate – Yeas: Devlin, Edwards, Johnson, Monroe, Thomsen, Verger, Whitsett, Winters  
– Nays:  
– Exc: Bates, Girod, Nelson

**Prepared By:** Janet Savarro, Department of Administrative Services

**Reviewed By:** Kim To, Legislative Fiscal Office

**Meeting Date:** April 29, 2011

<u>Agency</u>	<u>Budget Page</u>	<u>LFO Analysis Page</u>	<u>Biennium</u>
Board of Accountancy	H-3	185	2011-13

## **Budget Summary**

	2009-11 Legislatively Approved Budget (1)	2011-13 Current Service Level	2011-13 Governor's Budget	2011-13 Committee Recommendation	Committee Change from 2009-11 Leg Approved	
					\$ change	% change
Other Funds	\$ 2,152,239	\$ 1,909,095	\$ 2,066,408	\$ 2,057,701	\$ (94,538)	4.4%

## **Position Summary**

Authorized positions	7	7	7	7	0
Full-time equivalent positions (FTE)	7.00	7.00	7.00	7.00	0.00

(1) Includes adjustments through March 2011

## **Summary of Revenue Changes**

There are no revenue forecast changes, fee ratification, revenue source changes or other significant revenue actions approved by the Subcommittee.

## **Summary General Government Subcommittee Action**

The mission of the Board of Accountancy is to protect the public by regulating the practice and performance of all services provided by licensed accountants.

The Subcommittee approved a budget of \$2,057,701 Other Funds and 7.00 full-time equivalent positions for 2011-13, which is a 4.4 percent decrease from the 2009-11 legislatively approved spending level.

The Subcommittee approved Package 084 December E-Board at a cost of \$200,000 Other Funds and makes a technical correction to the Budget and Management analyst's adjustment. This allows the Board to cover the remaining costs of implementing the new online licensing system. The Subcommittee approved statewide personal services reductions and the elimination of inflationary adjustments (Packages 086 and 087) that were included in the Governor's Budget.

The Subcommittee did not approve Package 100 Exec Support Specialist 2 Reclass \$8,707 Other Funds.

The Subcommittee approved Package 101 Contract Investigators at a cost of \$50,000 Other Funds. This allows the Board to continue to contract with qualified investigators to handle complex investigations. This recommendation is with the understanding that DAS will unschedule the \$50,000 expenditure limitation until the Board provides proof of a contractual agreement(s).

### **Summary of Performance Measure Action**

See attached Legislatively Adopted 2011-13 Key Performance Measures form.

**DETAIL OF JOINT COMMITTEE ON WAYS AND MEANS ACTION**

**SB 5501-A**

**Board of Accountancy  
Janet Savarro - 503-373-7607**

DESCRIPTION	GENERAL FUND	LOTTERY FUNDS	OTHER FUNDS		FEDERAL FUNDS		TOTAL ALL FUNDS	POS	FTE
			LIMITED	NONLIMITED	LIMITED	NONLIMITED			
2009-11 Legislatively Approved Budget at March 2011 *	\$0	\$0	\$2,152,239	\$0	\$0	\$0	\$2,152,239	7	7.00
2011-13 ORBITS printed Current Service Level (CSL)*	\$0	\$0	\$1,909,095	\$0	\$0	\$0	\$1,909,095	7	7.00
2011-13 Governor's Recommended Budget *	\$0	\$0	\$2,066,408	\$0	\$0	\$0	\$2,066,408	7	7.00
<u>SUBCOMMITTEE ADJUSTMENTS (from GRB)</u>									
Package 084: December Eboard									
Personal Services	0	0	(200,000)	0	0	0	0	0	0
Services & Supplies IT Professional Services	0	0	200,000	0	0	0	0	0	0
Package 100: Exec Support Specialist 2 Reclass									
Personal Services	0	0	(8,707)	0	0	0	(8,707)	0	0.00
<b>TOTAL ADJUSTMENTS</b>	<b>\$0</b>	<b>\$0</b>	<b>(\$8,707)</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>(\$8,707)</b>	<b>0</b>	<b>0.00</b>
<b>SUBCOMMITTEE RECOMMENDATION *</b>	<b>\$0</b>	<b>\$0</b>	<b>\$2,057,701</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$2,057,701</b>	<b>7</b>	<b>7.00</b>
% Change from 2009-11 Leg Approved Budget	0.0%	0.0%	-4.4%	0.0%	0.0%	0.0%	-4.4%	0.0%	0.0%
% Change from 2011-13 Current Service Level	0.0%	0.0%	7.8%	0.0%	0.0%	0.0%	7.8%	0.0%	0.0%
% Change from 2011-13 Governor's Recommended Budget	0.0%	0.0%	-0.4%	0.0%	0.0%	0.0%	-0.4%	0.0%	0.0%

## Legislatively Adopted 2011-2013 Key Performance Measures

**Agency: ACCOUNTANCY, STATE BOARD OF**

Mission: The Board of Accountancy protects the public by regulating the practice and performance of all services provided by licensed accountants.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2012	Target 2013
1 - CUSTOMER SATISFACTION - Percent of customers rating satisfaction with agency services as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Accuracy	Approved KPM	88.00	90.00	90.00
1 - CUSTOMER SATISFACTION - Percent of customers rating satisfaction with agency services as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Availability of Information	Approved KPM	88.00	90.00	90.00
1 - CUSTOMER SATISFACTION - Percent of customers rating satisfaction with agency services as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Expertise	Approved KPM	96.00	90.00	90.00
1 - CUSTOMER SATISFACTION - Percent of customers rating satisfaction with agency services as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Helpfulness	Approved KPM	95.00	90.00	90.00
1 - CUSTOMER SATISFACTION - Percent of customers rating satisfaction with agency services as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Overall	Approved KPM	90.00	90.00	90.00
1 - CUSTOMER SATISFACTION - Percent of customers rating satisfaction with agency services as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Timeliness	Approved KPM	94.00	90.00	90.00
2 - Percent of complaints processed within 180 days from date of receipt.		Approved KPM	44.00		
3 - Percent of complaints that result in disciplinary action.		Approved KPM	54.00		

**Agency: ACCOUNTANCY, STATE BOARD OF**

Mission: The Board of Accountancy protects the public by regulating the practice and performance of all services provided by licensed accountants.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2012	Target 2013
4 - Number of days from date of Complaints Committee recommendation to date of preliminary Board determination		Approved KPM		42.00	35.00
5 - Number of days from date of letter advising parties that an investigation has begun to completion of investigative report		Approved KPM		180.00	170.00
6 - Percentage of complaints dismissed or moved to contested case hearing within 270 days of initiation of investigation.		Approved KPM		80.00	85.00
7 - Percentage of complaints wherein letters advising the parties of whether or not an investigation will be initiated are mailed within five business days of the receipt of the complaint		Approved KPM		90.00	95.00
8 - Percent of contested cases resolved by consent agreement prior to formal hearing		Approved KPM	78.00	60.00	60.00
9 - BEST PRACTICES - Percent of total best practices met by the Board.		Approved KPM	80.00	100.00	100.00

**LFO Recommendation:**

LFO recommends continuation of the Board's five existing KPMs and approval of four new proposed KPMs to better measure the Board's handling of complaints. There are a number of factors that affect the Board's performance in handling of complaints. Complaints filed with the Board may or may not be complaint of conduct that is within the Board's regulatory authority. LFO recommends the Board work with DAS and LFO during the interim to monitor and streamline the measures related to complaint investigations.

The Board is generally meeting performance targets. An area where the Board's performance is below target is related to total best practices met by the Board. The Executive Director reports that this is a result of new membership on the Board. The Board is committed to conducting training session to review policies and procedures for conducting an annual self-evaluation for best practices. New Board members are required to attend at least two training sessions that are specifically presented to initiate new members to the duties and standards for members of a policy making professional licensing board.

**Sub-Committee Action:**

Sub-Committee approved LFO recommendations.