

**SB 5526**  
**Health Related Licensing Boards**

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Senate Bill 5526 is the budget bill for six Health Related Licensing Boards. These boards license and regulate mortuary and cemetery services, naturopathic physicians, occupational therapists, medical imaging technicians, speech-language pathologists and audiologists, and veterinary medical service providers. The boards are supported with Other Funds revenues from application, examination, and licensing fees.

The Subcommittee on Education approved a total Other Fund budget for these boards of \$4,528,149 and 19 positions (17.21 FTE). The total budget is a 9.4% increase from the 2011-2013 legislatively approved budget.

The subcommittee approved a limited duration half-time investigator position made permanent for the Naturopathic Board; increased limitation for the Medical Imaging Board for a professional services contract for investigative services; an increase in administrative FTE but no additional positions for the Speech-Language Board; and fee increases for the Speech-Language Board and Veterinary Board.

The subcommittee approved the Key Performance Measures for each of the boards.

The Education Subcommittee recommends Senate Bill 5526 be amended and reported out “do pass” as amended.

**77<sup>th</sup> OREGON LEGISLATIVE ASSEMBLY – 2013 Session  
BUDGET REPORT AND MEASURE SUMMARY**

**JOINT COMMITTEE ON WAYS AND MEANS**

**MEASURE: SB 5526-A**

**Carrier – House: Rep. Frederick**

**Carrier – Senate: Sen. Edwards**

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

**Vote:**

House

Yeas:

Nays:

Exc:

Senate

Yeas:

Nays:

Exc:

**Prepared By:** Tamara Brickman, Department of Administrative Services

**Reviewed By:** John Terpening, Legislative Fiscal Office

**Meeting Date:** May 24, 2013

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Agency

Health Related Licensing Boards

Biennium

2013-15

**Budget Summary**\*

|             | 2011-13 Legislatively<br>Approved Budget <sup>(1)</sup> | 2013-15 Current<br>Service Level | 2013-15 Committee<br>Recommendation | Committee Change from<br>2011-13 Leg. Approved |          |
|-------------|---------------------------------------------------------|----------------------------------|-------------------------------------|------------------------------------------------|----------|
|             |                                                         |                                  |                                     | \$\$ Change                                    | % Change |
| Other Funds | \$ 4,138,794                                            | \$ 4,368,959                     | \$ 4,528,149                        | \$ 389,355                                     | 9.4%     |
| Total       | \$ 4,138,794                                            | \$ 4,368,959                     | \$ 4,528,149                        | \$ 389,355                                     | 9.4%     |

**Position Summary**

|                                      |       |       |       |      |
|--------------------------------------|-------|-------|-------|------|
| Authorized Positions                 | 19    | 19    | 19    | 0    |
| Full-time Equivalent (FTE) positions | 16.86 | 16.36 | 17.21 | 0.35 |

(1) Includes adjustments through December 2012.

\* Excludes Capital Construction expenditures

**Summary of Revenue Changes**

The Health Related Licensing Boards comprise six independent licensing boards supported by Other Fund revenues primarily derived from examination, application, and licensing fees. The boards are combined into one agency for the ease of budgetary reporting; however each has a separate limitation within the bill that is approved by the Legislature.

**Board of Examiners for Speech-Language Pathology and Audiology**

The Subcommittee approved a fee increase anticipated to provide \$145,249 of revenue which will allow the Board to maintain an adequate ending balance. The fee increase includes raising the initial application fee for all license types from \$40 to \$75, the Audiologist and Speech-Language Pathologist biennial license and renewal fees from \$160 to \$210, and the Speech-Language Pathology Assistants biennial certificate and renewal fee from \$50 to \$65.

**Veterinary Medical Examining Board**

The Subcommittee approved a fee increase anticipated to provide \$243,000 of revenue which will allow the Board to maintain an adequate ending balance. The fee increase includes raising the initial veterinary license and annual license renewal fees from \$100 to \$150 and the Certified Veterinary Technician license and renewal fees from \$25 to \$30 annually.

**Summary of Education Subcommittee Action**

**Oregon Mortuary and Cemetery Board**

The Oregon Mortuary and Cemetery Board regulates the individuals and facilities engaged in the care, preparation, processing, transportation and final disposition of human remains through licensing, inspection, and disciplinary programs. The Subcommittee approved a budget of \$1,412,605

Other Funds and six positions (5.71 FTE). The budget reflects a 6.9% increase from the 2011-2013 legislatively approved budget and provides the Board with an ending balance of \$582,813, which is approximately ten months of operating reserves.

The Subcommittee approved statewide administrative reductions and PERS taxation policy changes reflected in SB 822.

#### Oregon Board of Naturopathic Medicine

The Oregon Board of Naturopathic Medicine regulates naturopathic physicians through licensing and disciplinary programs. The Subcommittee approved a budget of \$633,011 Other Funds and three positions (2.50 FTE), which is a 5.8% increase over the 2011-2013 legislatively approved budget. The budget provides the Board with an ending balance of \$216,482, which is approximately 8 months of operating reserves.

The Subcommittee approved the following:

- Package 150 – Continue 0.50 FTE Investigator: This package provides \$88,989 Other Funds expenditure limitation to make permanent a Limited Duration part-time investigator position (0.50 FTE). The LD position was first approved in the 2010 special session and again for the 2011-2013 biennium.

In addition to the package above, the Subcommittee approved statewide administrative reductions and PERS taxation policy changes reflected in SB 822.

#### Occupational Therapy Licensing Board

The Occupational Therapy Licensing Board regulates the practice of occupational therapy through licensing and disciplinary programs. The Subcommittee approved a budget of \$368,816 Other Funds and two positions (1.25 FTE), which is a 1.3% increase from the 2011-2013 legislatively approved budget. The budget provides the Board with an ending balance of \$339,358, which is approximately twenty-two months of operating reserves. Prior to the 2011 Legislative session, the Board administratively reduced the biennial license renewal fees, which should begin to reduce the Board's ending balance. The Board needs to maintain at least nine months of operating reserves due to its licensing renewal cycle, which occurs once a biennium.

The Subcommittee approved statewide administrative reductions and PERS taxation policy changes reflected in SB 822.

#### Board of Medical Imaging

The Oregon Board of Medical Imaging licenses and regulates radiographers, radiation therapists, limited x-ray machine operators, nuclear medicine technologists, sonographers, and MRI technologists. The Subcommittee approved a budget of \$838,505 Other Funds and three positions (3.00 FTE), which is an 11.9% increase over from the 2011-2013 legislatively approved budget, and provides the Board with an ending balance of \$187,898, which is approximately five months of operating reserves.

The Subcommittee approved the following:

- Package 160 – Scanner Support: This package provides \$11,146 Other Funds expenditure limitation to enable the board to purchase a scanner in order to move toward electronic document storage. The limitation built into this package would provide for a scanner for document imaging and management and provide for better security of the board’s records. The board has limited space for storage of paperwork in filing cabinets for over 6,500 licenses and other documents.
- Package 161 – Shift Investigator Costs: This package adds \$11,120 Other Funds expenditure limitation for the professional services costs associated with an inter-agency agreement with Radiation Protective Services within the Oregon Health Authority to provide investigative work for the Board. This package also shifts the costs of the investigator from personal services to professional services. In 2011, the Legislature approved a limited duration part-time investigator (0.25 FTE) to assist the Board with an increase in investigative workload as a result of legislation approving the licensure and regulation of three new license types.

In addition to the packages mentioned above, the Subcommittee approved statewide administrative reductions and PERS taxation policy changes reflected in SB 822.

#### Board of Examiners for Speech-Language Pathology and Audiology

The Board of Examiners for Speech-Language Pathology and Audiology regulates Speech-Language Pathologists (SLP), Speech-Language Pathology Assistants (SLPA) and Audiologists through licensing and disciplinary programs. The Subcommittee approved a budget of \$531,904 Other Funds and two positions (2.00 FTE), which is a 31.5% increase over the 2011-2013 legislatively approved budget. The budget, which includes a fee increase, provides the Board with an ending balance of \$274,788, which is approximately 12 months of operating reserves that should sustain the Board’s operations for two biennia.

The Subcommittee approved the following:

- Package 180 – Increased Administrative Workload: This package increases the Executive Director position from 0.60 FTE to 1.00 FTE and includes \$79,524 Other Funds limitation. This request was previously approved by the Emergency Board in December 2010.
- Package 181 – Criminal Background Checks: This package provides \$19,358 Other Funds limitation for criminal background checks. The Board plans to do fingerprint background checks on all new applicants (estimated at 435 for the 2013-2015 biennium). The charge for fingerprints will be \$44.50 and the fees will be passed through to the Oregon State Police.
- Package 182 – Enhanced Investigation: This package increases the Administrative Assistant position from 0.80 FTE to 1.00 FTE and includes \$19,913 Other Funds limitation. This increase is to address the increased investigative caseload and the initiation of fingerprint background checks for new applicants.
- Package 183 – Fee Increase: This package is a revenue only package that includes a fee increase anticipated to generate \$145,249 of Other Funds to cover the Board’s operating costs for 2013-2015 and allow the board to maintain an adequate ending balance.

In addition to the packages mentioned above, the Subcommittee approved statewide administrative reductions and PERS taxation policy changes reflected in SB 822.

#### Oregon Veterinary Medical Examining Board

The Oregon Veterinary Medical Examining Board regulates the veterinary professions in Oregon through enforcement of the Veterinary Practice Act. The Subcommittee approved a budget of \$743,308 Other Funds and three positions (2.75 FTE), which is 5.9% increase over the 2011-2013 legislatively approved budget. The budget, which includes a fee increase, provides the Board with an ending balance of \$394,477, which is approximately 13 months of operating reserves that should sustain the Board's operations for two biennia.

The Subcommittee approved the following:

- Package 190 – Fee Increase: This package is a revenue only package that includes a fee increase anticipated to generate \$243,000 of Other Funds to cover the Board's operating costs for 2013-2015 and allow the board to maintain an adequate ending balance.

In addition to the package above, the Subcommittee approved statewide administrative reductions and PERS taxation policy changes reflected in SB 822.

#### Summary of Performance Measure Action

See attached Legislatively Adopted 2013-15 Key Performance Measures form.

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

**SB 5526-A**

**Health Related Licensing Boards**  
**Tamara Brickman -- (503) 378-4709**

| DESCRIPTION                                         | GENERAL FUND | LOTTERY FUNDS | OTHER FUNDS  |            | FEDERAL FUNDS |            | TOTAL ALL FUNDS | POS | FTE   |
|-----------------------------------------------------|--------------|---------------|--------------|------------|---------------|------------|-----------------|-----|-------|
|                                                     |              |               | LIMITED      | NONLIMITED | LIMITED       | NONLIMITED |                 |     |       |
| 2011-13 Legislatively Approved Budget at Dec 2012 * | \$ 0         | \$ 0          | \$ 4,138,794 | \$ 0       | \$ 0          | \$ 0       | \$ 4,138,794    | 19  | 16.86 |
| 2013-15 ORBITS printed Current Service Level (CSL)* | \$ 0         | \$ 0          | \$ 4,368,959 | \$ 0       | \$ 0          | \$ 0       | \$ 4,368,959    | 19  | 16.36 |
| <b><u>SUBCOMMITTEE ADJUSTMENTS (from CSL)</u></b>   |              |               |              |            |               |            |                 |     |       |
| <b>SCR 017 - Mortuary Board</b>                     |              |               |              |            |               |            |                 |     |       |
| Package 091: Statewide Administrative Savings       |              |               |              |            |               |            |                 |     |       |
| Services and Supplies                               | \$ 0         | \$ 0          | \$ (463)     | \$ 0       | \$ 0          | \$ 0       | \$ (463)        |     |       |
| Package 092: PERS Taxation Policy                   |              |               |              |            |               |            |                 |     |       |
| Personal Services                                   | \$ 0         | \$ 0          | \$ (2,512)   | \$ 0       | \$ 0          | \$ 0       | \$ (2,512)      | 0   | 0.00  |
| Package 093: Other PERS Adjustments                 |              |               |              |            |               |            |                 |     |       |
| Personal Services                                   | \$ 0         | \$ 0          | \$ (20,075)  | \$ 0       | \$ 0          | \$ 0       | \$ (20,075)     | 0   | 0.00  |
| <b>SCR 018 - Naturopathic Medicine</b>              |              |               |              |            |               |            |                 |     |       |
| Package 091: Statewide Administrative Savings       |              |               |              |            |               |            |                 |     |       |
| Services and Supplies                               | \$ 0         | \$ 0          | \$ (462)     | \$ 0       | \$ 0          | \$ 0       | \$ (462)        |     |       |
| Package 092: PERS Taxation Policy                   |              |               |              |            |               |            |                 |     |       |
| Personal Services                                   | \$ 0         | \$ 0          | \$ (1,006)   | \$ 0       | \$ 0          | \$ 0       | \$ (1,006)      | 0   | 0.00  |
| Package 093: Other PERS Adjustments                 |              |               |              |            |               |            |                 |     |       |
| Personal Services                                   | \$ 0         | \$ 0          | \$ (8,041)   | \$ 0       | \$ 0          | \$ 0       | \$ (8,041)      | 0   | 0.00  |
| Package 150: Continue .50 FTE Investigator          |              |               |              |            |               |            |                 |     |       |
| Personal Services                                   | \$ 0         | \$ 0          | \$ 88,989    | \$ 0       | \$ 0          | \$ 0       | \$ 88,989       | 1   | 0.50  |
| <b>SCR 020 - Occupational Therapists</b>            |              |               |              |            |               |            |                 |     |       |
| Package 091: Statewide Administrative Savings       |              |               |              |            |               |            |                 |     |       |
| Services and Supplies                               | \$ 0         | \$ 0          | \$ (462)     | \$ 0       | \$ 0          | \$ 0       | \$ (462)        |     |       |
| Package 092: PERS Taxation Policy                   |              |               |              |            |               |            |                 |     |       |
| Personal Services                                   | \$ 0         | \$ 0          | \$ (622)     | \$ 0       | \$ 0          | \$ 0       | \$ (622)        | 0   | 0.00  |
| Package 093: Other PERS Adjustments                 |              |               |              |            |               |            |                 |     |       |
| Personal Services                                   | \$ 0         | \$ 0          | \$ (4,970)   | \$ 0       | \$ 0          | \$ 0       | \$ (4,970)      | 0   | 0.00  |

**Health Related Licensing Boards**  
**Tamara Brickman -- (503) 378-4709**

| DESCRIPTION                                        | GENERAL FUND | LOTTERY FUNDS | OTHER FUNDS |            | FEDERAL FUNDS |            | TOTAL ALL FUNDS | POS | FTE   |
|----------------------------------------------------|--------------|---------------|-------------|------------|---------------|------------|-----------------|-----|-------|
|                                                    |              |               | LIMITED     | NONLIMITED | LIMITED       | NONLIMITED |                 |     |       |
| <b>SCR 026 - Medical Imaging</b>                   |              |               |             |            |               |            |                 |     |       |
| Package 091: Statewide Administrative Savings      |              |               |             |            |               |            |                 |     |       |
| Services and Supplies                              | \$ 0         | \$ 0          | \$ (463)    | \$ 0       | \$ 0          | \$ 0       | \$ (463)        |     |       |
| Package 092: PERS Taxation Policy                  |              |               |             |            |               |            |                 |     |       |
| Personal Services                                  | \$ 0         | \$ 0          | \$ (1,178)  | \$ 0       | \$ 0          | \$ 0       | \$ (1,178)      | 0   | 0.00  |
| Package 093: Other PERS Adjustments                |              |               |             |            |               |            |                 |     |       |
| Personal Services                                  | \$ 0         | \$ 0          | \$ (9,412)  | \$ 0       | \$ 0          | \$ 0       | \$ (9,412)      | 0   | 0.00  |
| Package 160: Scanner Support                       |              |               |             |            |               |            |                 |     |       |
| Services and Supplies                              | \$ 0         | \$ 0          | \$ 11,146   | \$ 0       | \$ 0          | \$ 0       | \$ 11,146       |     |       |
| Package 161: Shift Investigator costs to prof serv |              |               |             |            |               |            |                 |     |       |
| Personal Services                                  | \$ 0         | \$ 0          | \$ (23,152) | \$ 0       | \$ 0          | \$ 0       | \$ (23,152)     | -1  | -0.25 |
| Services and Supplies                              | \$ 0         | \$ 0          | \$ 34,272   | \$ 0       | \$ 0          | \$ 0       | \$ 34,272       |     |       |
| <b>SCR 028 - Speech-Language Path. and Audio.</b>  |              |               |             |            |               |            |                 |     |       |
| Package 091: Statewide Administrative Savings      |              |               |             |            |               |            |                 |     |       |
| Services and Supplies                              | \$ 0         | \$ 0          | \$ (462)    | \$ 0       | \$ 0          | \$ 0       | \$ (462)        |     |       |
| Package 092: PERS Taxation Policy                  |              |               |             |            |               |            |                 |     |       |
| Personal Services                                  | \$ 0         | \$ 0          | \$ (1,089)  | \$ 0       | \$ 0          | \$ 0       | \$ (1,089)      | 0   | 0.00  |
| Package 093: Other PERS Adjustments                |              |               |             |            |               |            |                 |     |       |
| Personal Services                                  | \$ 0         | \$ 0          | \$ (8,699)  | \$ 0       | \$ 0          | \$ 0       | \$ (8,699)      | 0   | 0.00  |
| Package 180: Increased Administrative/Compliance   |              |               |             |            |               |            |                 |     |       |
| Personal Services                                  | \$ 0         | \$ 0          | \$ 79,524   | \$ 0       | \$ 0          | \$ 0       | \$ 79,524       | 0   | 0.40  |
| Package 181: Criminal Background Check Fees        |              |               |             |            |               |            |                 |     |       |
| Services and Supplies                              | \$ 0         | \$ 0          | \$ 19,358   | \$ 0       | \$ 0          | \$ 0       | \$ 19,358       |     |       |
| Package 182: Enhanced Investigation/Background     |              |               |             |            |               |            |                 |     |       |
| Personal Services                                  | \$ 0         | \$ 0          | \$ 19,913   | \$ 0       | \$ 0          | \$ 0       | \$ 19,913       | 0   | 0.20  |
| <b>SCR 029 - Veterinary Medical Examiners</b>      |              |               |             |            |               |            |                 |     |       |
| Package 091: Statewide Administrative Savings      |              |               |             |            |               |            |                 |     |       |
| Services and Supplies                              | \$ 0         | \$ 0          | \$ (463)    | \$ 0       | \$ 0          | \$ 0       | \$ (463)        |     |       |



**Health Related Licensing Boards**  
**Tamara Brickman -- (503) 378-4709**

| DESCRIPTION                                              | GENERAL FUND | LOTTERY FUNDS | OTHER FUNDS         |             | FEDERAL FUNDS |             | TOTAL ALL FUNDS     | POS       | FTE          |
|----------------------------------------------------------|--------------|---------------|---------------------|-------------|---------------|-------------|---------------------|-----------|--------------|
|                                                          |              |               | LIMITED             | NONLIMITED  | LIMITED       | NONLIMITED  |                     |           |              |
| Package 092: PERS Taxation Policy<br>Personal Services   | \$ 0         | \$ 0          | \$ (1,166)          | \$ 0        | \$ 0          | \$ 0        | \$ (1,166)          | 0         | 0.00         |
| Package 093: Other PERS Adjustments<br>Personal Services | \$ 0         | \$ 0          | \$ (9,315)          | \$ 0        | \$ 0          | \$ 0        | \$ (9,315)          | 0         | 0.00         |
| <b>TOTAL ADJUSTMENTS</b>                                 | <b>\$ 0</b>  | <b>\$ 0</b>   | <b>\$ 159,190</b>   | <b>\$ 0</b> | <b>\$ 0</b>   | <b>\$ 0</b> | <b>\$ 159,190</b>   | <b>0</b>  | <b>0.85</b>  |
| <b>SUBCOMMITTEE RECOMMENDATION *</b>                     | <b>\$ 0</b>  | <b>\$ 0</b>   | <b>\$ 4,528,149</b> | <b>\$ 0</b> | <b>\$ 0</b>   | <b>\$ 0</b> | <b>\$ 4,528,149</b> | <b>19</b> | <b>17.21</b> |
| % Change from 2011-13 Leg Approved Budget                | 0.0%         | 0.0%          | 9.4%                | 0.0%        | 0.0%          | 0.0%        | 9.4%                |           |              |
| % Change from 2013-15 Current Service Level              | 0.0%         | 0.0%          | 3.6%                | 0.0%        | 0.0%          | 0.0%        | 3.6%                |           |              |

## Legislatively Approved 2013-2015 Key Performance Measures

**Agency: MORTUARY & CEMETERY BOARD**

Mission: The mission of the Oregon Mortuary and Cemetery Board is to protect public health, safety and welfare by fairly and efficiently performing its licensing, inspection and enforcement duties; by promoting professional behavior and standards in all facets of the Oregon death care industry; and, by maintaining constructive relationships with licensees, those they serve and others with an interest in the Board's activities.

| Legislatively Proposed KPMs                                                                                                                                                                                            | Customer Service Category   | Agency Request | Most Current Result | Target 2014 | Target 2015 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|----------------|---------------------|-------------|-------------|
| 1 - Facility Inspection - Percent of licensed facilities inspected not less than once per biennium.                                                                                                                    |                             | Approved KPM   | 36.00               | 100.00      | 100.00      |
| 2 - Complaint Investigation - Percent of investigative reports completed within six months of a complaint from any person against a licensee.                                                                          |                             | Approved KPM   | 44.00               | 80.00       | 80.00       |
| 3 - 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. | Accuracy                    | Approved KPM   | 89.00               | 96.00       | 96.00       |
| 3 - 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. | Availability of Information | Approved KPM   | 82.00               | 96.00       | 96.00       |
| 3 - 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. | Expertise                   | Approved KPM   | 90.00               | 96.00       | 96.00       |
| 3 - 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. | Helpfulness                 | Approved KPM   | 88.00               | 96.00       | 96.00       |
| 3 - 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. | Overall                     | Approved KPM   | 92.00               | 96.00       | 96.00       |
| 3 - 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. | Timeliness                  | Approved KPM   | 89.00               | 96.00       | 96.00       |
| 4 - Best Practices - Percent of total best practices met by the Board.                                                                                                                                                 |                             | Approved KPM   | 0.00                | 100.00      | 100.00      |

**LFO Recommendation:**

LFO recommends approval of the KPMs and targets as presented.

**Sub-Committee Action:**

Approve the requested Key Performance Measures and associated targets.

## Legislatively Approved 2013-2015 Key Performance Measures

**Agency: BOARD OF NATUROPATHIC MEDICINE, OREGON**

Mission: The mission of the Oregon Board of Naturopathic Medicine is to protect the public by licensing and regulating Naturopathic physicians.&nbsp; The Board will promote physician excellence and will foster communication within the profession and with the public.

| Legislatively Proposed KPMs                                                                                                                                                                                             | Customer Service Category   | Agency Request | Most Current Result | Target 2014 | Target 2015 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|----------------|---------------------|-------------|-------------|
| 1 - Average time from receipt of a new complaint to completion of the investigation. (months)                                                                                                                           |                             | Approved KPM   | 7.00                | 6.00        | 6.00        |
| 3 - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information. | Accuracy                    | Approved KPM   | 98.00               | 95.00       | 95.00       |
| 3 - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information. | Availability of Information | Approved KPM   | 98.00               | 95.00       | 95.00       |
| 3 - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information. | Expertise                   | Approved KPM   | 98.00               | 95.00       | 95.00       |
| 3 - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information. | Helpfulness                 | Approved KPM   | 99.00               | 95.00       | 95.00       |
| 3 - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information. | Overall                     | Approved KPM   | 98.00               | 95.00       | 95.00       |
| 3 - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information. | Timeliness                  | Approved KPM   | 98.00               | 95.00       | 95.00       |
| 4 - Percent of total best practices met by the Board.                                                                                                                                                                   |                             | Approved KPM   | 99.00               | 100.00      | 100.00      |

**LFO Recommendation:**

LFO recommends approval of the KPMs and targets as presented.

**Sub-Committee Action:**

Approve the requested Key Performance Measures and associated targets.

## Legislatively Approved 2013-2015 Key Performance Measures

**Agency: OCCUPATIONAL THERAPY LICENSING BOARD**

Mission: The mission of the Occupational Therapy Licensing Board is to protect the public by supervising occupational therapy practice to assure the safe and ethical delivery of services in Oregon.

| Legislatively Proposed KPMs                                                                                                                                                                                               | Customer Service Category   | Agency Request | Most Current Result | Target 2014 | Target 2015 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|----------------|---------------------|-------------|-------------|
| 3 - CUSTOMER SATISFACTION: Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall, timeliness, accuracy, helpfulness, expertise, availability of information | Accuracy                    | Approved KPM   | 92.00               | 95.00       | 95.00       |
| 3 - CUSTOMER SATISFACTION: Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall, timeliness, accuracy, helpfulness, expertise, availability of information | Availability of Information | Approved KPM   | 92.00               | 95.00       | 95.00       |
| 3 - CUSTOMER SATISFACTION: Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall, timeliness, accuracy, helpfulness, expertise, availability of information | Expertise                   | Approved KPM   | 95.00               | 95.00       | 95.00       |
| 3 - CUSTOMER SATISFACTION: Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall, timeliness, accuracy, helpfulness, expertise, availability of information | Helpfulness                 | Approved KPM   | 95.00               | 95.00       | 95.00       |
| 3 - CUSTOMER SATISFACTION: Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall, timeliness, accuracy, helpfulness, expertise, availability of information | Overall                     | Approved KPM   | 90.00               | 95.00       | 95.00       |
| 3 - CUSTOMER SATISFACTION: Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall, timeliness, accuracy, helpfulness, expertise, availability of information | Timeliness                  | Approved KPM   | 95.00               | 95.00       | 95.00       |
| 4 - BEST PRACTICES: Percent of total best practices met by the Board.                                                                                                                                                     |                             | Approved KPM   | 100.00              | 100.00      | 100.00      |
| 5 - TIMELY LICENSING – Percent of licensing applications processed within target.                                                                                                                                         |                             | Approved KPM   | 98.00               | 100.00      | 100.00      |

**Agency: OCCUPATIONAL THERAPY LICENSING BOARD**

Mission: The mission of the Occupational Therapy Licensing Board is to protect the public by supervising occupational therapy practice to assure the safe and ethical delivery of services in Oregon.

| <b>Legislatively Proposed KPMs</b>                                                                                                 | <b>Customer Service Category</b> | <b>Agency Request</b> | <b>Most Current Result</b> | <b>Target 2014</b> | <b>Target 2015</b> |
|------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------|----------------------------|--------------------|--------------------|
| 6 - TIMELY RESOLUTION OF COMPLAINTS - Percent of cases investigated and referred to Board within 120 days of receipt of complaint. |                                  | Approved KPM          | 100.00                     | 100.00             | 100.00             |

**LFO Recommendation:**

LFO recommends approval of the KPMs and targets as presented.

**Sub-Committee Action:**

Approve the requested Key Performance Measures and associated targets.

## Legislatively Approved 2013-2015 Key Performance Measures

**Agency: Medical Imaging, Board of**

Mission: The mission of the Oregon Board of Medical Imaging is to promote, preserve and protect the public health, safety and welfare of Oregonians who are undergoing medical imaging studies performed by agency licensees for the purpose of medical diagnosis and therapy.

| Legislatively Proposed KPMs                                                                                                                                                                                            | Customer Service Category   | Agency Request | Most Current Result | Target 2014 | Target 2015 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|----------------|---------------------|-------------|-------------|
| 3 - TIMELY LICENSURE - Percent of initial and renewal license and limited permit applications from qualified applicants that are processed within 10 business days.                                                    |                             | Approved KPM   | 100.00              | 100.00      | 100.00      |
| 4 - AUTOMATION - Percent of license and limited permit applications from qualified applicants that are processed using an automated procedure.                                                                         |                             | Approved KPM   | 38.00               | 45.00       | 45.00       |
| 5 - 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. | Accuracy                    | Approved KPM   | 96.00               | 95.00       | 95.00       |
| 5 - 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. | Availability of Information | Approved KPM   | 97.00               | 95.00       | 95.00       |
| 5 - 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. | Expertise                   | Approved KPM   | 96.00               | 95.00       | 95.00       |
| 5 - 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. | Helpfulness                 | Approved KPM   | 98.00               | 95.00       | 95.00       |
| 5 - 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. | Overall                     | Approved KPM   | 97.00               | 95.00       | 95.00       |



**Agency: Medical Imaging, Board of**

Mission: The mission of the Oregon Board of Medical Imaging is to promote, preserve and protect the public health, safety and welfare of Oregonians who are undergoing medical imaging studies performed by agency licensees for the purpose of medical diagnosis and therapy.

| <b>Legislatively Proposed KPMs</b>                                                                                                                                                                                     | <b>Customer Service Category</b> | <b>Agency Request</b> | <b>Most Current Result</b> | <b>Target 2014</b> | <b>Target 2015</b> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------|----------------------------|--------------------|--------------------|
| 5 - 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. | Timeliness                       | Approved KPM          | 98.00                      | 95.00              | 95.00              |
| 6 - DISCIPLINE RESOLUTION - Percentage and number of complaints resolved by means other than from formal administrative hearings within a year.                                                                        |                                  | Approved KPM          | 90.00                      | 95.00              | 95.00              |
| 7 - BEST PRACTICES - Percent of total best practices met by the Board.                                                                                                                                                 |                                  | Approved KPM          | 100.00                     | 100.00             | 100.00             |

**LFO Recommendation:**

LFO recommends approval of the KPMs and targets as presented.

**Sub-Committee Action:**

Approve the requested Key Performance Measures and associated targets.

## Legislatively Approved 2013-2015 Key Performance Measures

**Agency: SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY**

Mission: The Board adopts rules governing standards of practice, investigates alleged violations and grants, denies, suspends and revokes licenses for Speech-Language Pathologists, Speech-Language Pathology Assistants, and Audiologists for consumer protection.

| Legislatively Proposed KPMs                                                                                                                                                                                            | Customer Service Category   | Agency Request | Most Current Result | Target 2014 | Target 2015 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|----------------|---------------------|-------------|-------------|
| - Percentage of School District Compliance with SLPA supervision requirements outlined in OAR 335-095-0050.                                                                                                            |                             | Approved KPM   | 40.00               | 50.00       | 50.00       |
| 2 - Compliant Professional Development Reported - Percentage of licensees audited who are in compliance with continuing professional development requirements                                                          |                             | Approved KPM   | 90.00               | 90.00       | 90.00       |
| 3 - 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. | Accuracy                    | Approved KPM   | 87.00               | 94.00       | 94.00       |
| 3 - 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. | Availability of Information | Approved KPM   | 79.00               | 94.00       | 94.00       |
| 3 - 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. | Expertise                   | Approved KPM   | 88.00               | 94.00       | 94.00       |
| 3 - 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. | Helpfulness                 | Approved KPM   | 83.00               | 94.00       | 94.00       |
| 3 - 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. | Overall                     | Approved KPM   | 83.00               | 94.00       | 94.00       |
| 3 - 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. | Timeliness                  | Approved KPM   | 83.00               | 94.00       | 94.00       |
| 4 - Best Practices - Percent of total best practices met by the Board.                                                                                                                                                 |                             | Approved KPM   | 100.00              | 100.00      | 100.00      |

**LFO Recommendation:**

LFO recommends approval of the KPMs and targets as presented.

**Sub-Committee Action:**

Approve the requested Key Performance Measures and associated targets.

## Legislatively Approved 2013-2015 Key Performance Measures

**Agency: VETERINARY MEDICAL EXAMINING BOARD**

Mission: To protect animal health and welfare, public health, and consumers of veterinary services.

| Legislatively Proposed KPMs                                                                                               | Customer Service Category   | Agency Request | Most Current Result | Target 2014 | Target 2015 |
|---------------------------------------------------------------------------------------------------------------------------|-----------------------------|----------------|---------------------|-------------|-------------|
| 1 - Public Protection – Average time from receipt of a new complaint to completion of the investigation.                  |                             | Approved KPM   | 128.00              | 125.00      | 125.00      |
| 2 - Public Protection – Percent of decisions not contested, appealed and/or upheld on appeal.                             |                             | Approved KPM   | 90.00               | 95.00       | 95.00       |
| 3 - Customer Service – Percent of customers rating their overall satisfaction with the agency above average or excellent. | Accuracy                    | Approved KPM   | 33.00               | 90.00       | 90.00       |
| 3 - Customer Service – Percent of customers rating their overall satisfaction with the agency above average or excellent. | Availability of Information | Approved KPM   | 20.00               | 90.00       | 90.00       |
| 3 - Customer Service – Percent of customers rating their overall satisfaction with the agency above average or excellent. | Expertise                   | Approved KPM   | 33.00               | 90.00       | 90.00       |
| 3 - Customer Service – Percent of customers rating their overall satisfaction with the agency above average or excellent. | Helpfulness                 | Approved KPM   | 43.00               | 90.00       | 90.00       |
| 3 - Customer Service – Percent of customers rating their overall satisfaction with the agency above average or excellent. | Overall                     | Approved KPM   | 29.00               | 90.00       | 90.00       |
| 3 - Customer Service – Percent of customers rating their overall satisfaction with the agency above average or excellent. | Timeliness                  | Approved KPM   | 29.00               | 90.00       | 90.00       |
| 4 - Best Practices – Percent of best practices met by the Board.                                                          |                             | Approved KPM   | 100.00              | 100.00      | 100.00      |

**LFO Recommendation:**

LFO recommends approval of the KPMs and targets as presented.

**Sub-Committee Action:**

Approve the requested Key Performance Measures and associated targets.

SB 5526-1  
(LC 9526)  
5/17/13 (TR/ps)

**PROPOSED AMENDMENTS TO  
SENATE BILL 5526**

1 On page 1 of the printed bill, line 25, delete “\$625,070” and insert  
2 “\$531,904”.

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