

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Licensed Professional Counselors and Therapists, Board of

Mission Statement:

To protect and benefit the public by setting strong licensing standards for professional counselors and marriage and family therapists. Standards include education, experience, and examinations. Licensees must abide by a Code of Ethics, complete continuing education, and provide clients with licensee background information and how to contact the Board.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Percent of complaints presented to the Board within 90 days of receipt of complaint.		Approved	21%	85%	85%
2. 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	84%	85%	85%
	Overall		71%	85%	85%
	Availability of Information		69%	85%	85%
	Timeliness		61%	85%	85%
	Helpfulness		77%	85%	85%
	Accuracy		74%	85%	85%
3. Board Best Practices - Percent of total best practices met by the Board.		Approved	88%	100%	100%

LFO Recommendation:

LFO recommends approval of KPM and targets as presented. However, LFO recommends that the Board of Licensed Professional Counselors and Therapists spend the interim working with the Board of Psychologists Examiners, DAS, and LFO to improve and align the two boards' KPMs once the Mental Health Regulatory Agency is fully merged.

SubCommittee Action: