

# Legislatively Proposed 2017 - 2019 Key Performance Measures

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**Agency:** Speech-Language Pathology and Audiology

**Mission Statement:**

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	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Percentage of School District Compliance with SLPA supervision requirements outlined in OAR 335-095-0050.		Approved	52%	60%	60%
2. Compliant Professional Development Reported - Percentage of licensees audited during the renewal cycle, which occurs every even-numbered year, who are in compliance with continuing professional development requirements.		Approved	96.50%	90%	TBD
3. Customer Service - Percentage 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	84%	90%	90%
	Expertise		89%	90%	90%
	Timeliness		90%	90%	90%
	Availability of Information		84%	90%	90%
	Helpfulness		80%	90%	90%
	Accuracy		88%	90%	90%
4. Best Practices - Percent of total best practices met by the Board.		Approved	100%	100%	100%

**LFO Recommendation:**

Approve the 2017-2019 Key Performance Measures and targets as proposed.

**SubCommittee Action:**