

# Legislatively Proposed 2017 - 2019 Key Performance Measures

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**Agency:** Employment Department

**Mission Statement:**

The mission of the Oregon Employment Department is to Support Business and Promote Employment.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. ENTERED EMPLOYMENT - LFO Recommendation - Percentage of adult program participants who are in unsubsidized employment during the second quarter after utilizing workforce operations services. Targets changed from 60% to 63%.		Approved	61%	63%	63%
2. EMPLOYMENT RETENTION - LFO Recommendation - Percentage of adult program participants who are in unsubsidized employment during the fourth quarter after existing the program. Target changed from 80% to 62%.		Approved	83%	62%	62%
3. COST PER PLACEMENT - Total cost of Workforce Operations (B&ES) program divided by the total number of job seekers entered into employment after receiving services. LFO Recommendation - At present, the target is static and does not take into consideration escalation in agency costs related to personal services and services and supplies inflation. The Legislative Fiscal Office recommendation modifies the target from \$200 to \$400, and adding an inflation factor of 4% to the target in subsequent biennia.		Approved	\$400.00	\$400.00	\$416.00
4. FIRST PAYMENT TIMELINESS - % of initial unemployment insurance payments made within 21 days of eligibility.		Approved	86.74%	87%	87%
5. NON-MONETARY DETERMINATIONS TIMELINESS - % of claims that are adjudicated within 21 days of issue detection		Approved	45.80%	80%	80%
7. UNEMPLOYMENT INSURANCE APPEALS TIMELINESS - Percentage of cases requesting a hearing that are heard or are otherwise resolved within 30 days of the date of request.		Approved	71.55%	60%	60%
8. NON-UNEMPLOYMENT INSURANCE APPEALS TIMELINESS - Percentage of orders issued within the standards established by the user agencies.		Approved	95.54%	93%	93%
9. AVERAGE DAYS TO ISSUE AN ORDER - Average number of days to issue an order following the close of record.		Approved	4.10	6.60	6.60
10. COST PER REFERRAL TO OAH - LFO recommendation: Revise the methodology for calculating KPM #10, from TOTAL cost of Office of Administrative Hearings programs divided by the total number of referrals, to the AVERAGE cost of hearing referral to the Office of Administrative Hearings. Revise the Target from \$467 to \$515 and allow new targets to be proposed each successive biennium based on Governor's Recommend Budget and OAH anticipated caseload.		Approved	\$500.23	\$532.00	\$532.00
11. HIGHER AUTHORITY APPEALS TIMELINESS - Percentage of cases requesting an appeal that receive a decision within 45 days of the date of request.		Approved	91%	80%	80%
12. TIMELINESS OF NEW STATUS DETERMINATIONS - Percentage of new status determinations completed within 90 days of the end of the liable quarter.		Approved	75.40%	80%	80%

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
13. CUSTOMER SERVICE - 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	79.80%	95.50%	95.50%
	Accuracy		77.70%	95.50%	95.50%
	Availability of Information		78%	95.50%	95.50%
	Timeliness		75.80%	95.50%	95.50%
	Overall		79.10%	95.50%	95.50%
	Helpfulness		80.90%	95.50%	95.50%
6. UNEMPLOYMENT INSURANCE ADMINISTRATIVE COSTS AS A PERCENT OF BENEFITS PAID - Compares dollars paid to unemployed workers against the cost of providing those benefits. Specifically, all costs associated with Unemployment Insurance administration, including related Department of Justice and Office of Administrative Hearings costs, less Re-Employment Eligibility Assessments and State Government Service Charges, divided by Total Unemployment Insurance Benefits paid. LFO Recommendation: approve.		Proposed New	No Data	10%	10%
14. FOUNDATIONAL SURVEY RESPONSE RATE - Ordinary (non-weighted) arithmetic mean of four annual response rates: (1) Occupational Employment Statistics employment; (2) Occupational Employment Statistics units; (3) Annual Refiling Survey employment; (4) Annual Refiling Survey units. LFO Recommendation: approve.		Proposed New	No Data	73%	73%
6. COST PER CLAIM - Total cost of UI programs divided by the total number of initial claims for UI benefits filed.		Proposed Delete	\$242.00	\$160.00	\$0.00

**LFO Recommendation:**

The Legislative Fiscal Office recommends Key Performance Measures for the Employment Department as set out above. Recommended changes are summarized as follows:

KPM #1 - Change wording from: Percentage of job seekers who got a job with a new employer after registering with the Employment Department. Target changed from 60% to 63%. These changes align the measure with similar data the Department must report pursuant to the federal Workforce Innovation and Opportunity Act, as determined by the US Department of Labor.

KPM #2 - Change wording from: Percentage of job seekers who were in employment two quarters after registering with the Employment Department. Target changed from 80% to 62%, as the calculation is based on participants employed in Program Year quarter 4 after exit divided by total participant exits. These changes align the measure with similar data the Department must report pursuant to the federal Workforce Innovation and Opportunity Act, as determined by the US Department of Labor.

KPM #3 - Change target from a static \$200 to \$400 for 2018 and \$416 for 2019, with targets adjusted for inflation each biennium by a maximum of 4%.

KPM #6 - Replace the previous measure, which measured total cost of UI insurance programs divided by the total initial claims, with a revised KPM 6 as proposed. The measure proposed for deletion does not take into account how many claims were denied, nor the total cost of benefits actually paid to claimants, so it was not as relevant as the measure recommended to replace it.

KPM #10 - The proposed change will better reflect the complexity of various cases (over which the Office of Administrative Hearings has little control) that are influenced by economic factors and policies that govern agencies that refer cases.

KPM #11 - Recommend changing the target for "Higher Authority Appeals Timeliness" from 75% to 80% based on recent performance data.

KPM # 13 - The Employment Department has refined its customer service survey and anticipates proposing revised targets in 2019-21, after evaluating survey response rates and performance utilizing the new survey mechanism.

**SubCommittee Action:**