

Legislatively Proposed 2017 - 2019 Key Performance Measures

Published: 6/5/2017 3:31:51 PM

Agency: Teacher Standards and Practices Commission

Mission Statement:

To establish, uphold and enforce professional standards of excellence and communicate those standards to the public and educators for the benefit of Oregon's students.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
2. APPLICANT CUSTOMER SERVICE - Percent of license applications initially processed within 30 days.		Approved	3.21%	60%	65%
3. INVESTIGATION SPEED - Percent of investigated cases resolved in 180 days (unless pending in another forum).		Approved	30%	75%	75%
5. 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.		Approved	44.60%	80%	80%
1. EMAIL CUSTOMER SERVICE - Percent of emails responded to within 3 days.		Proposed New	No Data	85%	85%
4. PHONE CUSTOMER SERVICE - Percent of phone calls responded to that are not abandoned.		Proposed New	No Data	85%	85%
1. PHONE/EMAIL CUSTOMER SERVICE - Percent of phone calls and email responded to within 3 days.		Proposed Delete	90.10%	60%	TBD

LFO Recommendation:

The Teacher Standards and Practices Commission (TSPC) has generally not been able to meet its targets for Key Performance Measures (KPM). Factors challenging TSPC include staffing levels, past management practices, and in some cases KPMs that don't necessarily measure the actual tasks or functions performed. For this last factor, LFO recommends changing or replacing two of the four KPMs.

1. The current KPM #1 measures performance on two types of communications that licensees and others access the TSPC staff -- email and phone. The KPM works for email, but not for phone calls since the agency doesn't have an option for callers to leave messages on the call center phone system. A better alternative would be to measure how many calls are responded to prior to the caller just hanging up (abandoned call). Based on this, LFO recommends that KPM #1 be changed to reflect only emails and a new KPM # 4 be established to measure how many calls are responded to prior to the caller hanging up. Performance on the existing KPM has lagged significantly under the targets in recent years; but so far in 2017, the performance on the email has exceeded 90%. For both of these new or revised KPMs, LFO recommends targets of 85%.
2. The current KPM #2 measures the percent of completed applications processed in 20 days. Since TSPC systems only measure calendar days and not business days, the 20 days represents approximately 15 business days. In addition, beyond the initial review by TSPC staff, the processing can be delayed for a variety of reasons beyond the control of the staff including missing information that must be reviewed and verified to complete the application process. If a licensee does not promptly reply with the necessary missing information, it is almost impossible to process an application within the 20 days. LFO recommends first increasing the number of days to 30 calendar days which actually reflects 20 or so business days. Also recommended, is to measure the time between when the application is submitted and when it is initially reviewed by the TSPC staff. This period is under the control of TSPC and not dependent on applicants getting information back to TSPC to completely process the application. Performance on this KPM has been dismal, partially due to dependence on applicants responding with missing information, but also the number of expedited processing requests. With likely legislative changes, the number of expedited requests should decrease, so performance on the overall application pool should improve. LFO recommends increasing the current targets given the change in the metrics of the KPM.
3. The current KPM #3 measures the percentage of investigated cases resolved in 180 days unless pending in another forum such as a administrative hearing or a court hearing. Performance has been improving (so far in 2017 30% of the cases has met this 180 day threshold) but it still has significant room for improvement. The continuation of the limited duration investigator position should help. Also, if HB 3351 passes that should delay the number of cases opened by TSPC until after such time that a district has responded to the complaint. It will not necessarily reduce the number of patron sourced cases initially, but it should increase the ability of the agency to investigate and resolve a case more quickly -- due to more detailed information being received from the district investigation process. LFO recommends leaving the target at 75% at this point to see how these two factors affect the performance.
4. KPM #6 is the customer service KPM common to most state agencies. Again, performance is significantly below the target; but LFO recommends leaving the target at 80% as reduced staff turnover, new

management and increased staffing all should improve performance on this KPM.

SubCommittee Action: