

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Blind Commission

Mission Statement:

To assist Oregonians who are blind in making informed choices and decisions to achieve full inclusion and integration in society through employment, independent living, and social self-sufficiency.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. EMPLOYMENT - Percentage of individuals who enter into individualized plans for employment in the vocational rehabilitation program who are successful in reaching their outcome.		Approved	75	75	75
2. INDEPENDENT LIVING - Percentage of older individuals who complete independent living services who self assess as having an increase in confidence, skills, and abilities.		Approved	88	91	91
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	94	96.50	96.50
	Availability of Information		88	96.50	96.50
	Helpfulness		95	96.50	96.50
	Accuracy		86	96.50	96.50
	Overall		92	96.50	96.50
	Timeliness		90	96.50	96.50
4. BEST PRACTICES - Percent of total best practices met by the Commission.		Approved	100%	100%	100%

LFO Recommendation:

To improve alignment with federal reporting requirements and enhance the ability to utilize comparison data from other states, LFO recommends the following changes:

KPM #1: LFO recommends changing this KPM to "Percentage of Vocational Rehabilitation participants who are employed in unsubsidized, competitive, integrated settings the second quarter after exiting the program." This measure will more closely align with new measures required under the new Workforce Innovation and Opportunity Act (WIOA). In addition to aligning with federal regulations, this change will require the Commission to capture the employment rate at the second quarter, which means that the Commission will no longer simply measure whether individuals achieved employment, but will now also measure if individuals retained employment two quarters after achieving employment.

KPM #2: LFO recommends changing this KPM to "Percentage of eligible individuals closed successfully and unsuccessfully in the Older Blind Independent Living Program who reported feeling that they are in greater control and are more confident in their ability to maintain their current living situation as a result of services received." With this change, the Commission will still capture the number of eligible individuals who reported feeling that they are in greater control and are more confident in their ability to maintain their current living situation as a result of services they received, but within a federal fiscal year.

LFO recommends approval of the remaining measures and targets as presented.

SubCommittee Action: