

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Veterans' Affairs, Department of

Mission Statement:

The Oregon Department of Veterans' Affairs (ODVA), serves and honors veterans through our leadership, advocacy and strong partnerships.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. b. Loan Program - Loan Origination. Increase the loan origination volume to \$35 million or more in new loans per year.		Approved	\$62.30	\$35.00	\$35.00
1. a. Loan Program - Delinquent Accounts - Percentage of Oregon Department of Veterans' Affairs home loan accounts that are delinquent.		Approved	0.80%	1.50%	1.50%
2. a. Oregon Veterans Homes - Maintain an occupancy rate of at least 80% for licensed beds in both Veteran Homes.		Approved	77%	80%	80%
2. b. Oregon Veterans Homes - Maintain below-market veteran private pay rates.		Approved	\$205.00	\$321.00	\$340.00
3. Veteran Services - Disability Compensation and Pension Benefits - Amount of average U.S. Department of Veterans Affairs (federal VA) disability and pension compensation received per Oregon Veteran who receives these benefits.		Approved	\$15,225.00	\$15,787.00	\$16,324.00
4. Veteran Services - Power of Attorney (POA) - Number of powers of attorney granted by veterans to veteran service officers and the Department.		Approved	11,842	12,000	13,200
5. Customer Satisfaction - Percentage of customers rating their satisfaction with the Oregon Department of Veterans' Affairs customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, and availability of information.	Timeliness	Approved	88%	90%	90%
	Accuracy		88%	90%	90%
	Availability of Information		80%	90%	90%
	Expertise		88%	90%	90%
	Overall		93%	90%	90%
	Helpfulness		91%	90%	90%
6. Best Practices - Percent of total applicable best practices met by the Board.		Approved	100%	100%	100%

LFO Recommendation:

The Legislative Fiscal Office recommends approval of the proposed Key Performance Measures and targets.

SubCommittee Action: