

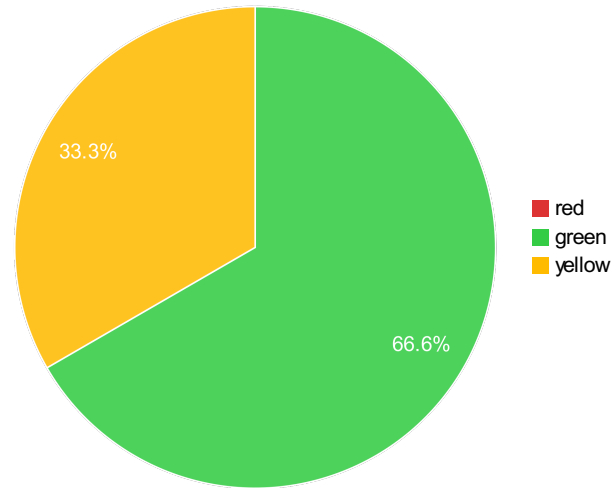
Blind Commission

Annual Performance Progress Report

Reporting Year 2018

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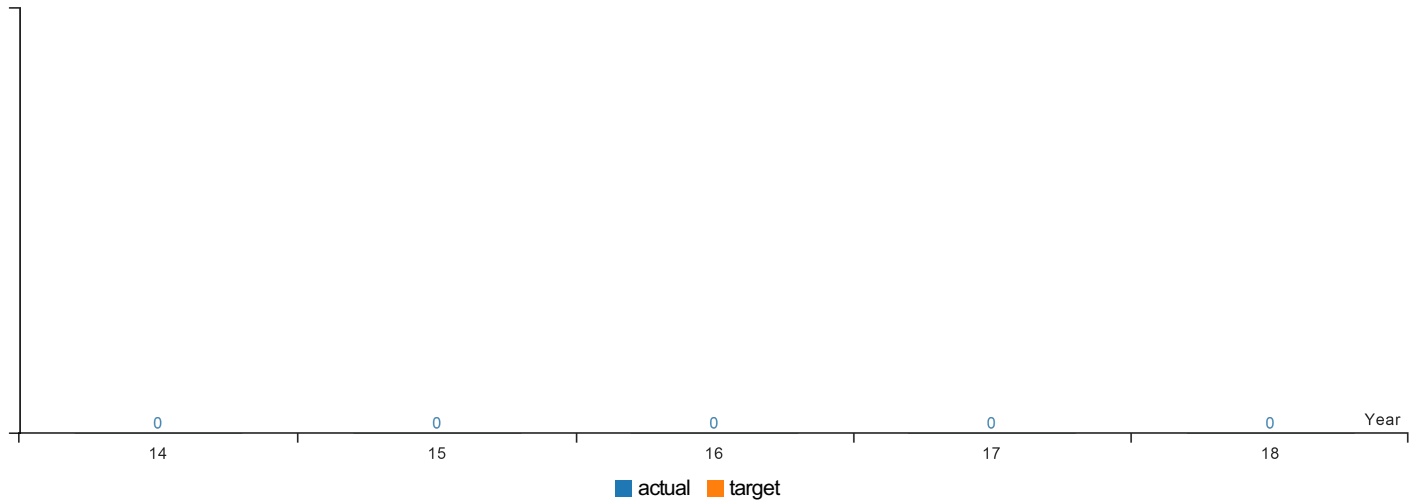
KPM #	Approved Key Performance Measures (KPMs)
1	EMPLOYMENT - Percentage of Vocational Rehabilitation participants who are employed in unsubsidized, competitive, integrated settings the second quarter after exiting the program
2	INDEPENDENT LIVING - Percentage of eligible individuals closed successfully 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.
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.
4	BEST PRACTICES - Percent of total best practices met by the Commission.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	66.67%	33.33%	0%

KPM #1	EMPLOYMENT - Percentage of Vocational Rehabilitation participants who are employed in unsubsidized, competitive, integrated settings the second quarter after exiting the program.
	Data Collection Period: Oct 01 - Sep 30

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Employment Rate					
Actual	No Data	No Data	No Data	No Data	No Data
Target	TBD	TBD	TBD	TBD	TBD

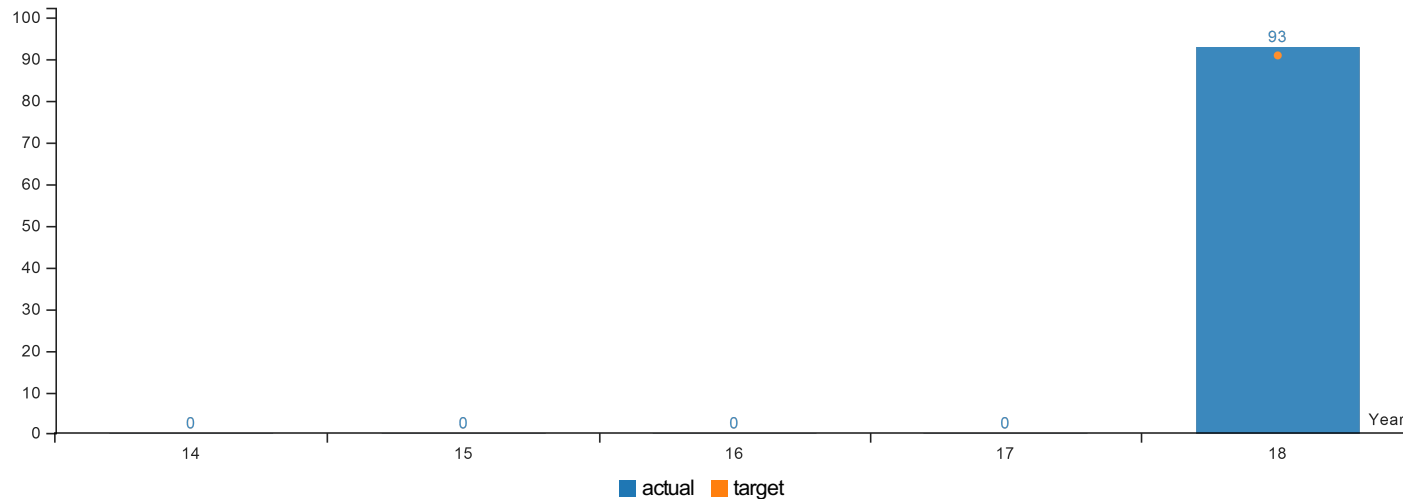
How Are We Doing

Factors Affecting Results

This is a newly adopted performance measure for the Oregon Commission for the Blind, therefore the new target has not yet been determined and the corresponding data is not yet available for this reporting period.

KPM #2	INDEPENDENT LIVING - 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.
	Data Collection Period: Oct 01 - Sep 30

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Independent Living					
Actual	No Data	No Data	No Data	No Data	93
Target	TBD	TBD	TBD	TBD	91

How Are We Doing

OCB provides specialized teaching services to older blind individuals in order to instill confidence and provide alternative skills to perform daily tasks around their homes and communities. We believe that with teaching interventions, we maximize an individual's independence in their homes. If Oregonians remain independent in their homes in lieu of opting for higher levels of care such as assisted living or nursing facilities, we are honoring the independence of our older citizens as well as providing a significant cost savings to the state.

The agency is performing above target with this measure (of the people that responded that this was an applicable question, 93% responded that they agreed or strongly agreed. The reporting period for this measure is FFY 2017 (Oct. 1 2016 through Sept. 30 2017).

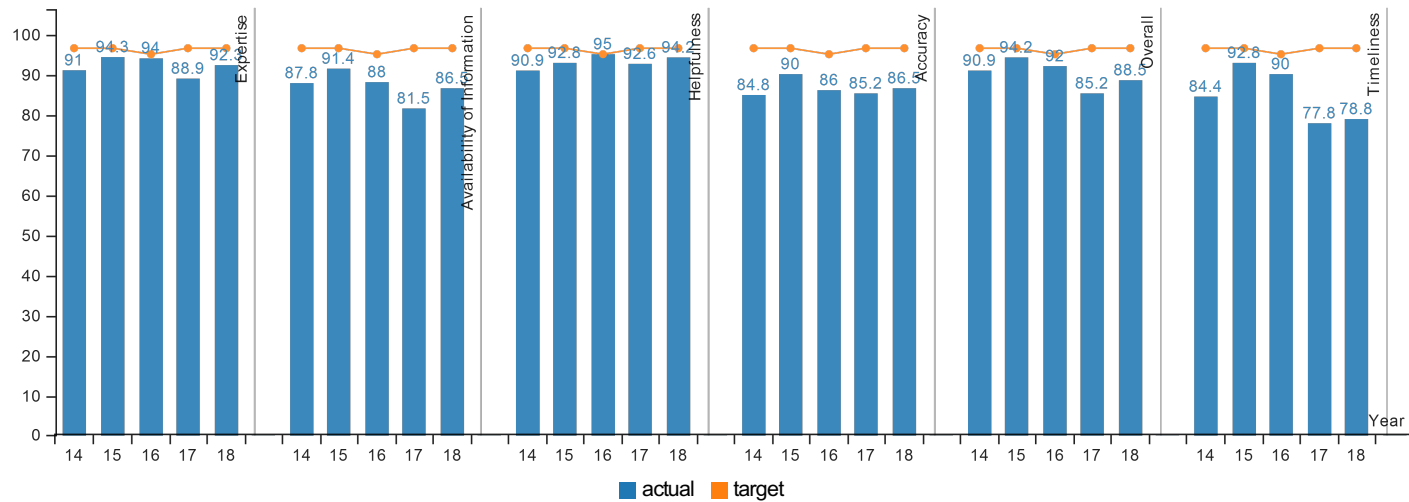
The older blind independent living program provides services to individuals who are age 55 and older who are experiencing challenges due to a decline in their vision, Even though the federal eligibility allows for individuals at age 55 to receive services, over 80% of the individuals served on average each year are over 75 years of age and have a strong desire to remain living independently for as long as they are able.

Factors Affecting Results

The agency is working with an aging population in this program. It is not uncommon for individuals to experience a medical setback that causes a decrease in their independent living functioning that was unrelated to the services provided by the agency.

The Commission and agency staff believe that this program is consistent with Oregon core values as a state. Seniors being able to remain independent in their homes is a significant cost savings to other programs when nursing or assisted living programs can be delayed or become no longer necessary.

KPM #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.
 Data Collection Period: Oct 01 - Sep 30



Report Year	2014	2015	2016	2017	2018
Expertise					
Actual	91	94.30	94	88.90	92.30
Target	96.50	96.50	95	96.50	96.50
Availability of Information					
Actual	87.80	91.40	88	81.50	86.50
Target	96.50	96.50	95	96.50	96.50
Helpfulness					
Actual	90.90	92.80	95	92.60	94.20
Target	96.50	96.50	95	96.50	96.50
Accuracy					
Actual	84.80	90	86	85.20	86.50
Target	96.50	96.50	95	96.50	96.50
Overall					
Actual	90.90	94.20	92	85.20	88.50
Target	96.50	96.50	95	96.50	96.50
Timeliness					
Actual	84.40	92.80	90	77.80	78.80
Target	96.50	96.50	95	96.50	96.50

How Are We Doing

The agency has conducted customer satisfaction surveys for several years prior to the adoption of these standardized measures for all agencies. Each year we seek input from clients who have obtained services in the Vocational Rehabilitation Program to determine how we can improve service delivery and identify any systemic issues that should be addressed. Our questions were developed in partnership with our Commission board .

We have an ongoing commitment to addressing issues as they arise and the satisfaction survey is one tool for us to monitor how we are doing. In 2011, these targets were increased by the Legislature. The agency will continue to make efforts to meet the increased targets, however the increased expectations in the environment of declining resources was noted by the Commission and those concerns were expressed in response to the change made in 2011.

The agency maintains a high standard of customer service. We are confident that as we continue to survey our constituents, we will be able to set a target that is reflective of Oregon's priorities for state agencies.

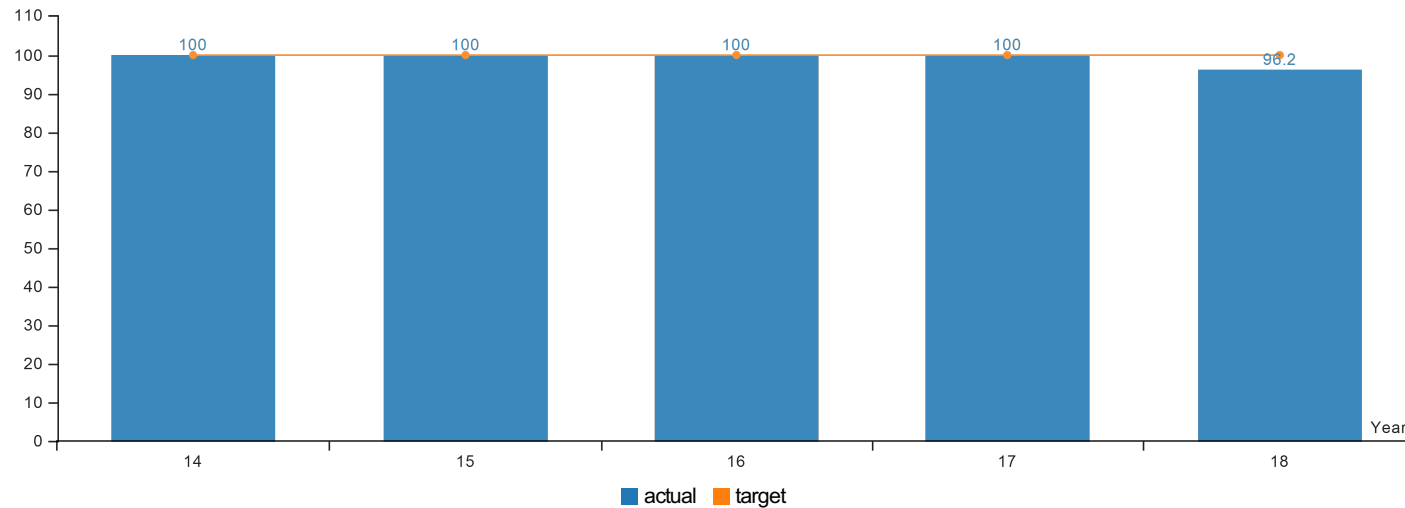
Factors Affecting Results

These questions are included as part of the agency's customer satisfaction survey that is conducted annually via telephone or on-line, for all participants who exit the vocational rehabilitation program. Vocational Rehabilitation clients who are surveyed include those who have reached their employment goal and those who were not successful in reaching their employment goal. Surveys are conducted in each FFY, which means data provided here is for the previous FFY, given that data for the current FFY is not yet available. This data is for FFY 2017 (October 1, 2016 through September 30, 2017).

OCB management continues to place a high value on customer satisfaction and exemplary service delivery for Oregonians who experience vision loss.

KPM #4	BEST PRACTICES - Percent of total best practices met by the Commission.
	Data Collection Period: Oct 01 - Sep 30

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Best Practices					
Actual	100%	100%	100%	100%	96.20%
Target	100%	100%	100%	100%	100%

How Are We Doing

The Commission for the Blind exercises oversight in policy, priorities, and fiscal operations for the agency. The Commission is very active in high level decisions regarding the agency goals and strategic planning, policies, budget and fiscal issues related to the agency.

The agency had originally set a target of 14/15 best practices, 87%. This was increased by the 2011 Legislature to 100%. The agency continues to make efforts to meet this target.

The Commission board has determined that the Commission has met 96.2% of the best practices for this year.

Factors Affecting Results

The Commission has instituted a new process of voting on best practices via an on-line survey. The board is comprised of seven Commissioners and all seven commissioners responded to the survey. Six out of seven commissioners said that all best practices were met and one said they were "not sure."

The Commission will continue to be active with the agency management team in decisions regarding the agency goals and strategic planning, policies, budgets, and fiscal issues that have a direct impact on the agency.