

LINKS TO OREGON BENCHMARKS

Agency Name: Employment Department (ED)	
Contact Person: David Sutherland	Phone: 503-947-1251
Alternate Contact: Tracy Louden	Phone: 503-947-1213

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

Related Oregon Benchmarks (OBMs): OBM 1 Employment Dispersion, OBM 4 Net Job Growth, OBM 12 Annual Payroll, OBM 14 Wages over 150% of Poverty, OBM 15 Unemployment Rate, OBM 47 Child Care Affordability, OBM 48 Child Care Availability.

Agency Goal	OBM # HLO #	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value	2005 Target	Lead Division or Unit (Optional)
Goal 1: Match Employers with Job Seekers	OBM 1,4,12,14 & 15	ENTERED EMPLOYMENT – % of job seekers who got a job with a new employer after registering with the Employment Department	471-1	2002	New			Employment Service Programs
Goal 1	OBM 1,4,12,14 & 15	EMPLOYMENT RETENTION – % of Job Seekers who were in employment two quarters after registering with the Employment Department.	471-2	2002	New			Employment Service Programs
Goal 1	OBM 1,4,12,14 & 15	EMPLOYER SATISFACTION – % of employers who rate department services good or excellent on average.	471-3	2002	New			Employment Service Programs
Goal 1	OBM 1,4,12,14 & 15	JOB SEEKER SATISFACTION – % of job seekers who rate department services good or excellent on average.	471-4	2002	New			Employment Service Programs
Goal 2: Timely, Fair & Accurate Unemployment Insurance Payments	Mission	FIRST PAYMENT TIMELINESS – % of initial unemployment insurance payments made within 21 days of eligibility.	471-5	1995		94.4%		Unemployment Insurance Programs
Goal 2	Mission	NON-MONETARY SEPARATIONS TIMELINESS – % of claims which are related to job separation that are adjudicated within 21 days of issue detection.	471-6	1998		80.9%		Unemployment Insurance Programs

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

Related Oregon Benchmarks (OBMs): OBM 1 Employment Dispersion, OBM 4 Net Job Growth, OBM 12 Annual Payroll, OBM 14 Wages over 150% of Poverty, OBM 15 Unemployment Rate, OBM 47 Child Care Affordability, OBM 48 Child Care Availability.

Agency Goal	OBM #	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value	2005 Target	Lead Division or Unit (Optional)
Goal 2	Mission	NON-MONETARY NON-SEPARATIONS TIMELINESS- % of claims which are unrelated to job separation that are adjudicated within 14 days of issue detection.	471-7	1998		67.0%		Unemployment Insurance Programs
Goal 2	Mission	NON-MONETARY DETERMINATIONS QUALITY – % of cases in which adjudication meets a standard of quality.	471-8	1998		79.4%		Unemployment Insurance Programs
Goal 2	Mission	LOWER AUTHORITY APPEALS TIMELINESS – % of cases requesting a hearing that are heard or are otherwise resolved within 30 days of the date of request.	471-9	1995		60.2%		Unemployment Insurance Hearings
Goal 2	Mission	LOWER AUTHORITY APPEALS QUALITY – % of hearings that meet a standard of quality.	471-10	1995		100%		Unemployment Insurance Hearings
Goal 2	Mission	HIGHER AUTHORITY APPEALS TIMELINESS – % of cases requesting an appeal that receive a decision within 45 days of the date of request.	471-11	1995		90.8%		Employment Appeals Board
Goal 3: Maintain Solvent Trust Fund	Mission	TIMELINESS OF EMPLOYER TAX REPORTS – % of employers that submitted tax reports by the due date.	471-12	1995		88.7%		Unemployment Insurance Tax
Goal 3	Mission	TIMELINESS OF EMPLOYER TAX PAYMENTS – % of employers that submitted tax payments by the due date.	471-13	1995		92.2%		Unemployment Insurance Tax
Goal 4: Safe, Quality Child Care	Mission	CHILD CARE HEALTH & SAFETY REVIEWS – % of family child care facilities required to have health & safety onsite reviews that were reviewed by Child Care Division.	471-14	1994		100%		Child Care Division

Key Performance Measure	PM #	Data Sources
Entered Employment	471-1	US Department of Labor Form ETA 9002
Employment Retention	471-2	US Department of Labor Form ETA 9002
Employer Satisfaction	471-3	US Department of Labor Form ETA 9002
Job Seeker Satisfaction	471-4	US Department of Labor Form ETA 9002
First Payment Timeliness	471-5	US Department of Labor Form ETA 9050
Non-Monetary Separations Timeliness	471-6	US Department of Labor Form ETA 9052
Non-Monetary Non-Separations Timeliness	471-7	US Department of Labor Form ETA 9052
Non-Monetary Determinations Quality	471-8	US Department of Labor Form ETA 9056. Evaluation results of quarterly samples of nonmonetary determinations selected from those reported on ETA 9052. Evaluation is based on the application of a standard review instrument.
Lower Authority Appeals Timeliness	471-9	US Department of Labor Form ETA 9054
Lower Authority Appeals Quality	471-10	US Department of Labor Form ETA 9057. Evaluation results of quarterly samples of lower authority benefit appeals hearings. Evaluation is based on the application of a standard review instrument.
Higher Authority Appeals Timeliness	471-11	US Department of Labor Form ETA 9054
Timeliness of Employer Tax Reports	471-12	Oregon Tax Employer Reporting System (OTTER)
Timeliness of Employer Tax Payments	471-13	Oregon Tax Employer Reporting System (OTTER)
Child Care Health & Safety Reviews	471-14	Child Care Division