

LEGISLATIVELY ADOPTED PERFORMANCE MEASURES, 2005-07

Agency Name: **EMPLOYMENT DEPARTMENT**

Agency Mission: The Mission Of The Oregon Employment Department Is To Support Business And Promote Employment

Related Oregon Benchmarks (OBMs) or High-Level Outcomes (HLOs): 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

Col-1	Col-2	Col-3	Col-4	Col-5	Col-6	Col-8
Agency Goal	OBM# HLO#	Key Performance Measure (KPM)	PM No.	2006 Target	2007 Target	Lead Unit or Division
Goal 1: Match Employers with Job Seekers	OBM 1,4,12,1 4 & 15	Percentage of job seekers who got a job with a new employer after registering with the Employment Department	1	62%	62%	Employment Service Programs
Goal 1	OBM 1,4,12,1 4 & 15	Percentage of Job Seekers who were in employment two quarters after registering with the Employment Department.	2	79%	79%	Employment Service Programs
		Cost per placement. This measure is currently tracked internally and the agency shall incorporate it into the report to the Legislature.	3			
Goal 2: Timely, Fair & Accurate Unemployment Insurance (UI) Payments	Mission	Percentage of initial unemployment insurance payments made within 21 days of eligibility.	4	96%	96%	UI Programs
Goal 2	Mission	Percentage of claims which are related to job separation that are adjudicated within 21 days of issue detection.	5	85%	85%	UI Programs
		Cost per claim. This measure is currently tracked internally and the agency shall incorporate it into the report to the Legislature.	6			
Goal 2	Mission	Percentage of claims which are unrelated to job separation that are adjudicated within 14 days of issue detection.	7	80%	80%	UI Programs
Goal 2	Mission	Percentage of cases in which adjudication meets a standard of quality.	8	70%	70%	UI Programs
Goal 2	Mission	Percentage of cases requesting a hearing that are heard or are otherwise resolved within 30 days of the date of request.	9	80%	80%	Office of Administrative Hearings
Goal 2	Mission	Percentage of hearings that meet a standard of quality.	10	100%	100%	Office of Administrative Hearings

Legislatively Adopted Performance Measures, continued

Col-1	Col-2	Col-3	Col-4	Col-5	Col-6	Col-8
Agency Goal	OBM# HLO#	Key Performance Measure (KPM)	PM No.	2006 Target	2007 Target	Lead Unit or Division
		Percentage of orders issued within the standards established by the user agencies. Performance Measures #8 & #9 are specific to cases processed for the Employment Department; however, the Office of Administrative Hearings (OAH) is responsible hearing cases for approximately 75 other agencies. OAH maintains internal measures to track the needs of specific agencies (e.g. orders issued within 30, 45, or 90 days). The agency shall incorporate these measures into the report to the Legislature.	11			Office of Administrative Hearings
		Average number of days to issue an order following the close of record. See prior paragraph for explanation of recommendation.	12			Office of Administrative Hearings
		Cost per hearing. This measure is currently tracked internally and the agency shall incorporate it into the report to the Legislature.	13			Office of Administrative Hearings
Goal 2	Mission	Percentage of cases requesting an appeal that receive a decision within 45 days of the date of request.	14	70%	70%	Employment Appeals Board
Goal 3: Maintain Solvent Trust Fund	Mission	Percentage of employers that submitted tax reports by the due date.	15	90%	90%	UI Tax
Goal 3	Mission	Percentage of employers that submitted tax payments by the due date.	16	95%	95%	UI Tax
Goal 4: Safe, Quality Child Care	Mission	Percentage of family child care facilities required to have health & safety onsite reviews that were reviewed by Child Care Division.	17	100%	100%	Child Care Division
		Percent of customers rating their overall satisfaction with the agency above average or excellent.		N/A	N/A	
		Percent of customers rating satisfaction with agency services above average or excellent for:				
		A: Timeliness		N/A	N/A	
		B: Accuracy		N/A	N/A	
		C: Helpfulness		N/A	N/A	
		D: Expertise		N/A	N/A	
		E: Information Availability		N/A	N/A	