

Since the final FY 2007 appropriation levels were unknown at the time the Office for Civil Rights (OCR) developed the performance targets for the FY 2008 Congressional Justification, the FY 2007 targets were not modified to reflect changes in the budget. The following contains FY 2007 performance targets that have been modified to reflect final FY 2007 appropriations. These updated targets will be used for official reporting purposes.

**Office for Civil Rights (OCR)  
Performance Table**

<b>Long Term Goal:</b> To ensure compliance, to increase awareness, and to increase understanding of Federal laws requiring nondiscriminatory access to HHS programs and protection of the privacy of protected health information.			
<b>Measure</b>	<b>FY</b>	<b>Target</b>	<b>Result</b>
OCR's consolidated long-term measure is to increase the resolution rate of civil rights and privacy cases and new Medicare application reviews to 100 percent of new cases/reviews received per year by the end of FY 2012 (output)	2008	97.3%	Oct-08
	<b>2007</b>	<b>90.0%</b>	Oct-07
	2006	87.0%	96.6%
	2005	82.0%	100.4%
	2004	78.0%	78.5%
	2003	Baseline	68.2%
OCR's first measure is percentage of civil rights cases and new Medicare application reviews resolved to cases/reviews received (output)	2008	103.0%	Oct-08
	<b>2007</b>	<b>93.0%</b>	Oct-07
	2006	91.2%	102.0%
	2005	89.9%	125.7%
	2004	85.5%	89.1%
	2003	Baseline	85.1%
OCR's second measure is the percentage of privacy cases resolved to cases received (output)	2008	92.3%	Oct-08
	<b>2007</b>	<b>88.0%</b>	Oct-07
	2006	81.2%	91.8%
	2005	74.2%	79.7%
	2004	Baseline	68.8%
OCR's annual measure is the number of individuals who are or represent health and human service providers, other interest groups, and consumers to whom OCR provides information and training annually. (output)	2008	78,675	Oct-08
	<b>2007</b>	<b>55,000</b>	Oct-07
	2006	74,160	74,313
	2005	Baseline	72,000
OCR's long-term measure is to increase the number of covered entities that make substantive policy changes as a result of OCR intervention (outcome)	2008	2,625	Oct-08
	<b>2007</b>	<b>1,900</b>	Oct-07
	2006	1,070	2,466
	2005	Baseline	1,019
<b>Data Source:</b> OCR has an internet-based Program Information Management System (PIMS) that captures data in real time related to complaint processing, Medicare application reviews, outreach and technical assistance. All of the data required for OCR's short and long-range goals is drawn from PIMS.			
<b>Data Validation:</b> OCR has achieved considerable efficiencies through continuous updates to its IT systems, particularly the automated case management system, PIMS. The system allows paperless storage, retrieval, review, and communication of case files. The files are not only accessible by the investigator assigned to the case, but also by management personnel in the regional office as well as at the headquarters. Data is updated continuously and extracted for analysis monthly. This system, which was developed in 2002, supports OCR's efficiency goal of increasing the number of cases resolved per FTE assigned.			
<b>Cross Reference:</b> This performance goal supports the HHS Strategic Goals and Objectives and all major priorities outlined in Secretary Leavitt's 500-day plan.			

<b>Efficiency Measure</b>		<b>Target</b>	<b>Result</b>
OCR's efficiency goal is to increase the number of cases resolved per FTE assigned (OMB-approved)	<i>2008</i>	54.40	Oct-08
	<b>2007</b>	<b>49.00</b>	Oct-07
	<i>2006</i>	41.30	50.32
	<i>2005</i>	39.98	49.85
	<i>2004</i>	Baseline	38.70

**Data Source:** See the previous performance detail table for a detailed explanation.

**Data Validation:** See the previous performance detail table for a detailed explanation.

**Cross Reference:** This efficiency measure supports the HHS Strategic Goals and Objectives and all major priorities outlined in Secretary Leavitt's 500-day plan.