

LINKS TO OREGON BENCHMARKS, 2005-07

Agency Name: BUREAU OF LABOR AND INDUSTRIES (BOLI) (83900)	Version #: 4	Date Submitted: 8/18/04
Contact Person: Annette Talbott	Phone: (503) 731-4896 x	
Alternate Contact: Jayne Bailey	Phone: (503) 731-4464 x	
<p>Agency Mission: The Bureau of Labor and Industries promotes the development of a highly skilled, competitive workforce in Oregon through partnerships with government, labor, business, and educational institutions. It protects the rights of workers and others to equal, nondiscriminatory treatment; encourages and enforces compliance with state laws relating to wages, hours, terms and conditions of employment; and advocates policies that balance the demands of the workplace with the protections of workers and their families.</p> <p>Related Oregon Benchmarks (OBMs) or High-Level Outcomes (HLOs):</p> <p>1. Percent of Oregonians employed outside the Willamette Valley and the Portland tri-county area.</p> <p>25. Percent of Oregon adults (25+) who have post secondary professional-technical credentials.</p>		

Agency Name: BOLI			Agency No.: 83900				Budget Form # 107BF04a		
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Agency Goal	OBM# HLO#	Key Performance Measure (KPM)	PM No.	2002 Value	2007 Target	Est. Cost (optional)	Lead Unit or Division	Status of KPM	Request No.
Goal 1: Demonstrate a commitment to quality customer service.		Percent of BOLI customer survey respondents who receive quality customer service (will be implementing in Fall 05)	1		80%		CO/ALL	Added Since: FY 05	
Goal 2: Provide equal opportunity in employment, housing and public accommodations.							Civil Rights Division (CRD)	Status: Since:	
Goal 2a. Provide prompt response to inquiries on whether allegations may violate Oregon's civil rights laws.		Percentage of inquiries responded to within 2 business days.	2		85%		CRD	Added Since: FY 05	
Goal 2b. Conduct interview with civil rights complainants quickly to determine if sufficient basis exists for full investigation.		Percentage of initial interviews conducted within 40 days.	3	See Notes	50%		CRD	Modified Since: FY 05	
Goal 2c. Complete investigations to allow for a fair and timely resolution of the complaint.		Percentage of complaints fully investigated within 180 days (statute allows up to 1 year)	4	See Notes	65%		CRD	Modified Since: FY 05	

Links to Oregon Benchmarks, continued

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Goal 3. Protect wages and working conditions of employees while fostering a level playing field for employers.							Wage and Hour Division (WHD)	Status: Since:	
Goal 3a. Prioritize resolution of allegations on unpaid minimum wage and overtime to minimize the impact of not being paid.		Percentage of minimum wage and overtime claims completed within 45 days.	5	See Notes	80%*		WHD	Added Since: FY 05	
Goal 3b. Promptly pay benefits from Wage Security Fund (WSF) to workers who do not receive wages already earned when a business fails.		Percentage of WSF claims processed within fewer than 30 days	6	See Notes	75%*		WHD	Modified Since: FY 05	
Goal 3c. Resolve prevailing wage rate (PWR) complaints quickly to protect both the worker and the public's investment in infrastructure.		Percentage of PWR investigations completed within 90 days.	7	See Notes	55%*		WHD	Modified Since: FY 05	
Goal 3d. Promptly process allegations of unpaid wages for migrant/seasonal farm and forest labor workers to avoid exploitation of highly vulnerable workers.		Percentage of migrant/seasonal farm labor workers' claims processed within fewer than 31 days.	8	See Notes	65%*		WHD	Added Since: FY 05	
Goal 4. Develop high quality jobs through professional technical apprenticeship programs which meet employers' increasing demands for a skilled workforce.							Apprenticeship and Training Div. (ATD)	Status: Since:	
Goal 4a. Ensure that registered apprentices are receiving valuable learning experiences.	OBM #25	Number of apprentices receiving journey level certificates. (FY O4 Baseline=1092)	9		Increase by 44 to 1136 (4%)		ATD	Added Since: FY 05	

Links to Oregon Benchmarks, continued

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Goal 4b. Increase skilled workforce by increasing the number of newly registered apprentices.	OBM #25	Number of newly registered apprentices. (FY 04 Baseline is 2075)	10		Increase by 416 to 2491 (20%)		ATD	Added Since: FY 05	
Goal 4c. Increase the number of female participants in apprenticeship programs.	OBM #25	Number of newly registered female apprentices (FY 04 Baseline = 253, which is 4.8% of total).	11	5%	Increase by 51 to 304 (20%)		ATD	Same Since: CY 94	
Goal 4d. Increase the percentage of minority participants in apprenticeship programs.	OBM 25	Percentage of minority participation in apprenticeship programs. (FY 04- Baseline 12.55%)	12	11.7 %	Increase to 15%		ATD	Same Since: CY 94	
Goal 4e. Increase use of registered apprenticeship system outside the Willamette Valley.	OBM #1	Number of newly registered training agents outside the Willamette Valley. (FY 04 Baseline: 1,133 out of 4,400 agents)	13		Increase by 25		ATD	Added Since: FY 05	
Goal 5. Conduct timely administrative hearings with due process.							Hearings Unit (HRG)	Status: Since:	
Goal 5a. Final orders issued reflect agency policy and are legally sound.		Percentage of orders upheld on appeal to the Oregon Court of Appeals (since 2001) [versus original measure which went back to 1997]	14	93% est.	85%		HRG	Modified Since: CY 97	
Goal 6. Contribute to a positive business environment by offering employers timely and accurate compliance advice about employment laws.							Technical Assistance (TA)	Status: Since:	
Goal 6a. Employers receive prompt, accurate technical assistance to comply with Oregon law.		Percentage of employer technical assistance calls or emails returned no later than the next business day.	15	90% est.	95%		TA	Same Since: CY 03	
Goal 6b. Seminars for employers provide accurate information in a user-friendly atmosphere to assist them in complying with the law.		Percentage of public seminars conducted by Technical Assistance staff with an average satisfaction rating of 4 or higher on a 5 point scale on the evaluations.	16	95% est.	95 %		TA	Same Since: 1998	

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								Status: Since:	
								Status: Since:	
NOTES Note for PM 3		The prior administration had a similar measure but reported the results as an avg. and not as a % despite the target being set as a %. The reported avg. for 2001 = 41 days with a target of 35%.						Status: Since:	
Note for PM 4		The prior administration had a similiar measure but reported the results as an avg. and not a %, despite the target being set as a %. The reported avg. was 155 days for 2001 with a target of 59%.						Status: Since:	
Note for PM 5		The new measure focuses exclusively on minimum wage and overtime wage claims, not the pool of all wage claims. It is based on a % of claims completed versus an avg. # of days to complete all claims. *Targets for Days Beyond 45: 46-60 days - 10%; 61-75 days - 5%; 76-90 days - 5%.						Status: Since:	
Note for PM 6		The modified WSF measure focuses on % of claims completed within the timeframe and not an avg. # of days. The prior measure used fewer than 15 days on avg. with a value of 35%. *Targets for Days Beyond 30 days: 31-45 days - 15%; More than 45 days - 10%.						Status: Since:	
Note for PM 7		The modified PWR measure focuses on % of claims completed within the timeframe and not an avg. # of days. *Targets for Days Beyond 90: 91-120 days - 20%; 120+ days - 25%.						Status: Since:	

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Note for PM 8		<p>The modified FW measure focuses on migrant/seasonal workers, not just those workers employed by agricultural employers. It also reflects the % of claims completed within the timeframe and not an avg. # of days. The prior performance was reported as 62 days on avg and the result was to only 39% were completed within 30 days.</p> <p>*Targets beyond 30 days: 31-60 days - 10%; 61-90 days - 15%; 90+ days - 10%.</p>						Status: Since:	