

Agency Management Report

KPMs For Reporting Year 2008

Agency: PROFESSIONAL COUNSELORS and THERAPISTS, BOARD of LICENSED

	Green = Target to -5%	Yellow = Target -6% to -15%	Red = Target > -15%	Pending	Exception Can not calculate status (zero entered for either Actual or Target)
Summary Stats:	20.00%	0.00%	60.00%	0.00%	20.00%

Detailed Report:

KPMs	Actual	Target	Status	Most Recent Year	Management Comments
1 - Percent of continuing education audits completed within 60 days of license renewal [even numbered years only].	0.00	99.00	Exception	2008	This measure shows as an exception because the actual was zero, and the KPM reporting system assumes that no actual measure has been entered.
2 - Percent of complaints presented to the Board within 90 days of receipt of complaint.	11.00	85.00	Red	2008	The Board has no investigative staff to work on complaints against licensees. The Governor's Recommended budget includes half-time investigator to address this concern.
3 - Percent of disciplinary "Final Actions" reported to the National Data Bank as required.	100.00	100.00	Green	2008	

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4 - 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.	59.00	90.00	Red	2008	<p>The target of 90% for a compliance agency is likely unrealistic, although the agency has already taken steps to raise customer ratings to a higher level.</p> <p>In January of 2009, we began online license renewal by each licensee's birth month instead of renewing 2,000 licenses at one time during the year. Online payment of license renewal fees is now an option. This online system increases the ease of license renewal for licensees and reduces and distributes workload for Board staff.</p>
5 - Board Best Practices - Percent of total best practices met by the Board.	75.00	100.00	Red	2008	

This report provides high-level performance information which may not be sufficient to fully explain the complexities associated with some of the reported measurement results. Please reference the agency's most recent Annual Performance Progress Report to better understand a measure's intent, performance history, factors impacting performance and data gather and calculation methodology.