



**Oregon**  
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**Board of Accountancy**  
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## OREGON BOARD OF ACCOUNTANCY STRATEGIC PLAN

**Board Adoption Date: May 15, 2017**

### MISSION

To protect Oregon consumers by ensuring only qualified licensees practice public accountancy in accordance with established professional standards and promulgated rules.

### CORE VALUES

Consumer protection  
Transparency  
Integrity  
Fairness  
Respect  
Diversity

### GOALS

Improve the education of licensees and the public regarding professional standards and Oregon Board of Accountancy laws and rules and Board expectations of licensees through ongoing proactive communication including information on our website, feedback to providers of ethics continuing professional education, and emails to licensees and other stakeholders. Measure success based on survey results and the reduction in the number of licensees where the Board finds preliminary findings of a violation.

Improve operational efficiency by implementing online license renewal, license applications, firm registrations and renewals, and CPA examination applications. Measure success based on staff hours spent in each of these areas and survey results from system users.

Reduce the time between receipt of a complaint and bringing a case to the Board for matters with the greatest Protection of Public Risk. Cases would be assessed as High, Moderate or Low Protection of Public Risk based on preliminary review of the complaint and related information. Measure success based year over year reduction (measured on fiscal year) of the days between receipt of the complaint and Board action for cases assessed as High Protection of Public Risk.

Reduce the overall backlog of inquiries and investigations. For potential violations assessed as administrative in nature or assessed as Low Protection of Public Risk, utilize the inquiry process, bypass the Complaints Committee, or utilize a standardized process with pre-established sanctions and/or penalties and provide authority to the Executive Director to negotiate a preliminary resolution prior to bringing the matter to the Board. Measure success based on year over year (measured on fiscal year) reduction of the total number of unresolved inquiries and complaints assessed as Low Protection of Public Risk that have not been resolved.