

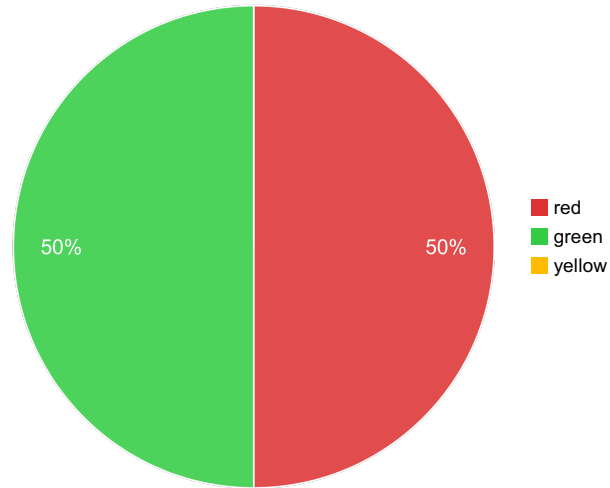
Social Workers, Board of Licensed

Annual Performance Progress Report

Reporting Year 2022

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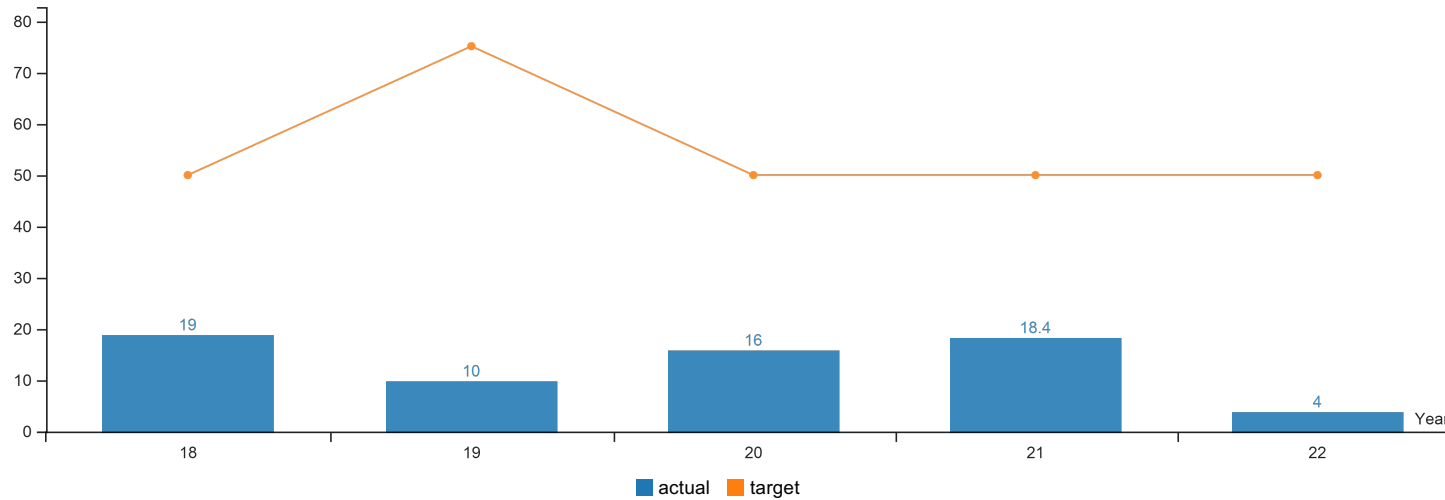
KPM #	Approved Key Performance Measures (KPMs)
1	TIMELY COMPLAINT RESOLUTION - Percent of complaints upon which the Board makes a decision within six months of when the complaint is received in the Board office.
2	CE AUDITS - Percent of license renewal Continuing Education audits that meet the requirement for accredited coursework.
4	CUSTOMER SATISFACTION WITH AGENCY SERVICES - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.
5	BOARD BEST PRACTICES - Percent of total best practices met by the Board.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	50%	0%	50%

KPM #1	TIMELY COMPLAINT RESOLUTION - Percent of complaints upon which the Board makes a decision within six months of when the complaint is received in the Board office.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
Percent of Complaints Resolved within six months of Receipt					
Actual	19%	10%	16%	18.40%	4%
Target	50%	75%	50%	50%	50%

How Are We Doing

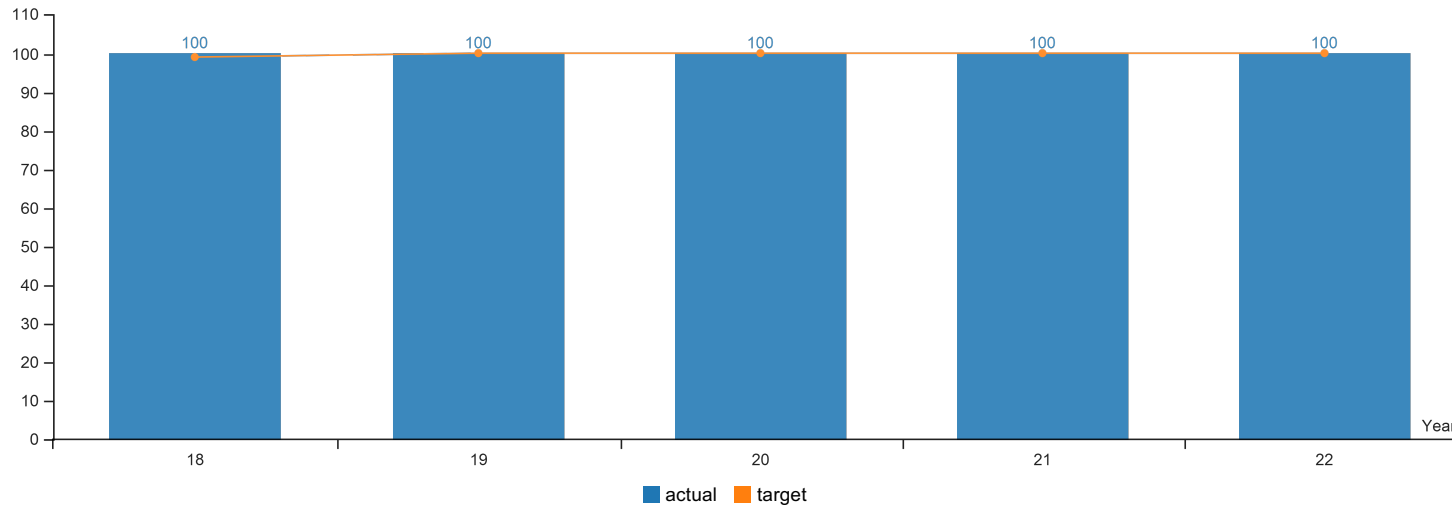
For reporting year 2022, the board has resolved fewer than 5% of cases within 180 days of receipt. This represents a decrease from last year, and is not up to the target. The decrease in cases closed within 180 days of receipt is the result of the board focusing on pre-existing open cases. In order to make overall progress, the board must focus its attention on existing cases. What is not demonstrated from this metric is that the board was able to adjudicate 16 cases over the year. The board is continuing to refine its compliance process to meet the target.

Factors Affecting Results

The number of complaints that the board can resolve within 180 days is affected by a number of factors. First, the complexity of the cases received by the board. Second, during the reporting period the board had two vacant positions, which increased the likelihood that meeting would have to be cancelled for lack of a quorum. Two board positions will need to be filled in the upcoming year. It is critical to the board's ability to resolve cases that these positions are filled. Third, the board has modified its protocol for addressing cases to allow, where appropriate, for earlier action. Finally the board has hired a limited duration investigator to focus attention on the case backlog, while allowing existing staff to focus attention on more urgent cases involving the possibility of client or other harm. Finally, COVID has had an impact on our ability to investigate and follow-up on compliance cases, resulting in cases taking more time to communicate with complainants and locate witnesses.

KPM #2	CE AUDITS - Percent of license renewal Continuing Education audits that meet the requirement for accredited coursework.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
Metric Value					
Actual	100%	100%	100%	100%	100%
Target	99%	100%	100%	100%	100%

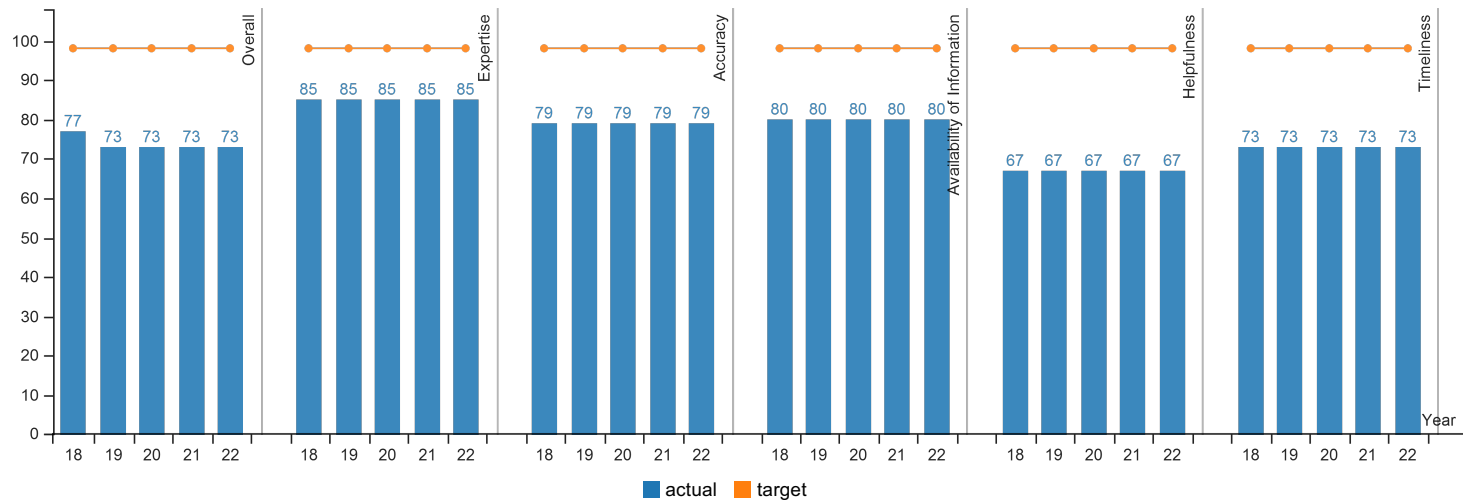
How Are We Doing

All licensees are required to complete continuing education as a prerequisite for renewal. The renewal process occurs during the licensee's birth month and required licensees to indicate the hours of continuing education they have completed. Licensees who have not completed continuing education are not allowed to renew.

Factors Affecting Results

Each monthly renewal cycle, 20% of renewing licensees are randomly selected for audit of the continuing education hours they have submitted. These renewing licensees must submit to our office evidence demonstrating completion of all required continuing education. Licenses are not renewed until licensees have completed and submitted evidence of having completed the required continuing education.

KPM #4 CUSTOMER SATISFACTION WITH AGENCY SERVICES - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.
 Data Collection Period: Jul 01 - Jun 30



Report Year	2018	2019	2020	2021	2022
Overall					
Actual	77%	73%	73%	73%	73%
Target	98%	98%	98%	98%	98%
Expertise					
Actual	85%	85%	85%	85%	85%
Target	98%	98%	98%	98%	98%
Accuracy					
Actual	79%	79%	79%	79%	79%
Target	98%	98%	98%	98%	98%
Availability of Information					
Actual	80%	80%	80%	80%	80%
Target	98%	98%	98%	98%	98%
Helpfulness					
Actual	67%	67%	67%	67%	67%
Target	98%	98%	98%	98%	98%
Timeliness					
Actual	73%	73%	73%	73%	73%
Target	98%	98%	98%	98%	98%

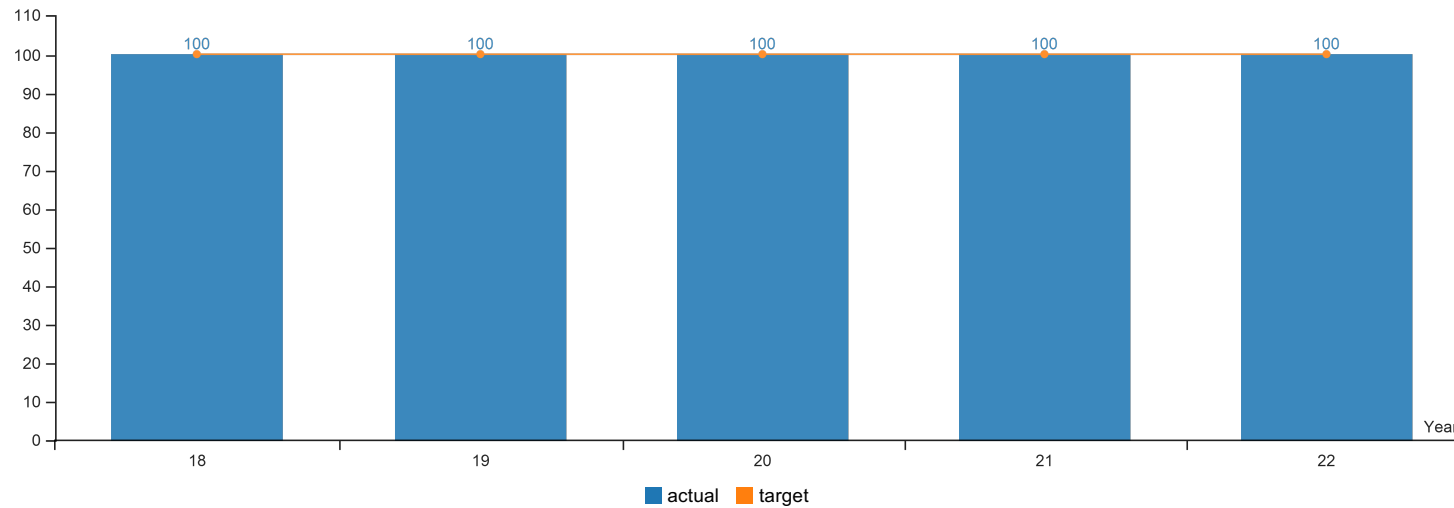
How Are We Doing

The data shown for 2022 has not been updated. The customer satisfaction survey is part of the board's legacy database and online licensing system. The customer service survey function of that database is not functioning to collect relevant data. The board has contracted with a vendor for a new licensing system and database and is in the process of implementing the new system. We migrated to the new system in July 2020 and planned to have updated results as a part of the 2022 report. However, implementation has taken longer than initially estimated given the added complexity created by working with a new system while also managing licensing processes that have been impacted by COVID.

Factors Affecting Results

KPM #5	BOARD BEST PRACTICES - Percent of total best practices met by the Board.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
Metric Value					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

The board best practices have been identified as performing an annual evaluation for the executive director. The board conducted the executive director's annual performance evaluation.

Factors Affecting Results