

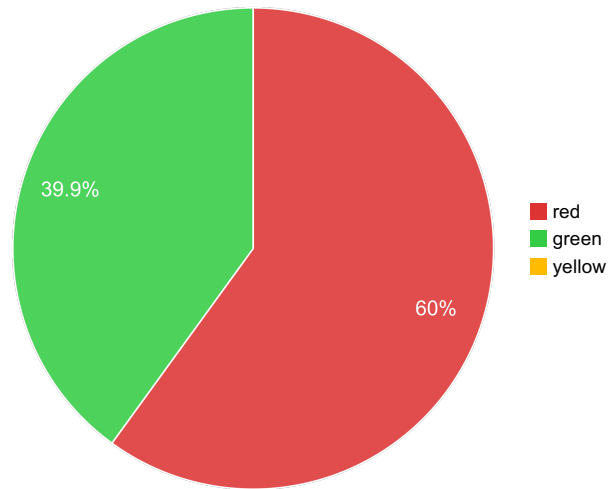
Board of Accountancy

Annual Performance Progress Report

Reporting Year 2023

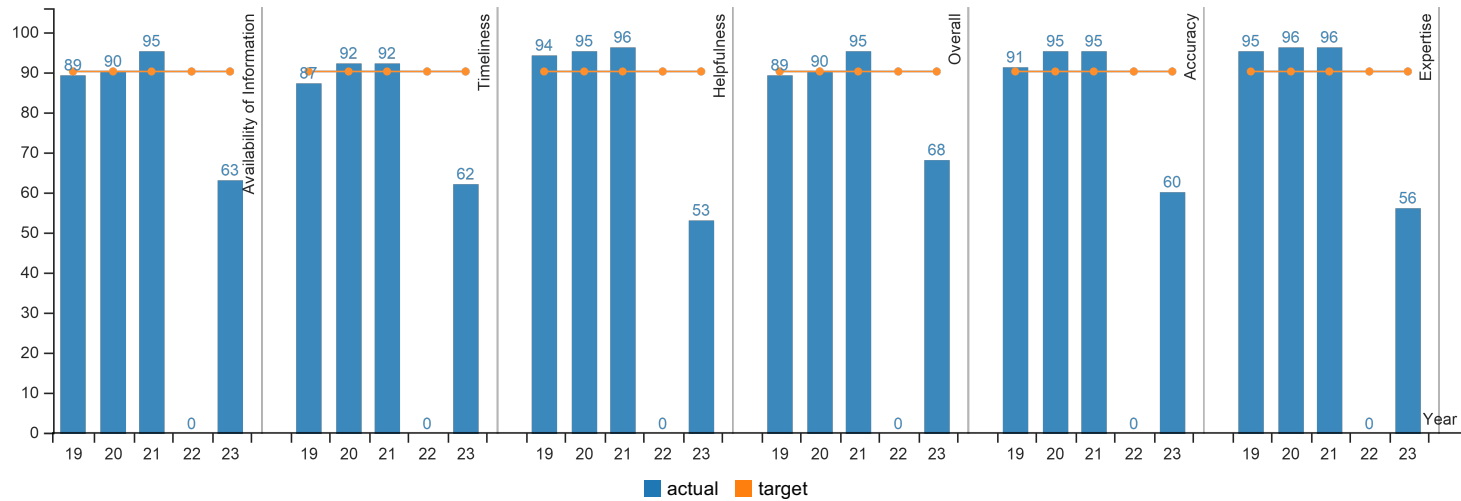
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KPM #	Approved Key Performance Measures (KPMs)
1	CUSTOMER SATISFACTION - Percent of customers rating satisfaction with agency services as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
2	TIMELY COMPLAINT RESPONSE - Percentage of complaints filed wherein letters advising the parties of either an inquiry or investigation will be initiated and a letter advising the parties are mailed within five business days of the receipt of the initial complaint.
3	TIMELY REVIEW OF NEW COMPLAINTS - Number of days from the date of letter advising parties that an inquiry has been opened to completion of an inquiry report and approval from Director.
4	TIMELY INVESTIGATION - Number of days from the date of letter advising parties that an investigation has been opened to completion of investigation report and approval from Director.
5	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:	40%	0%	60%

KPM #1	CUSTOMER SATISFACTION - Percent of customers rating satisfaction with agency services as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
	Data Collection Period: Jul 01 - Jun 30



Report Year	2019	2020	2021	2022	2023
Availability of Information					
Actual	89%	90%	95%		63%
Target	90%	90%	90%	90%	90%
Timeliness					
Actual	87%	92%	92%		62%
Target	90%	90%	90%	90%	90%
Helpfulness					
Actual	94%	95%	96%		53%
Target	90%	90%	90%	90%	90%
Overall					
Actual	89%	90%	95%		68%
Target	90%	90%	90%	90%	90%
Accuracy					
Actual	91%	95%	95%		60%
Target	90%	90%	90%	90%	90%
Expertise					
Actual	95%	96%	96%		56%
Target	90%	90%	90%	90%	90%

How Are We Doing

Targets for FY 2023 have not been met, which was expected. Data collection resumed as of October 2022, as part of the complete rebuilding of staffing and operations necessary at the agency. In essence this FY 2023 data will function as a baseline to improve from as we rebuild the agency.

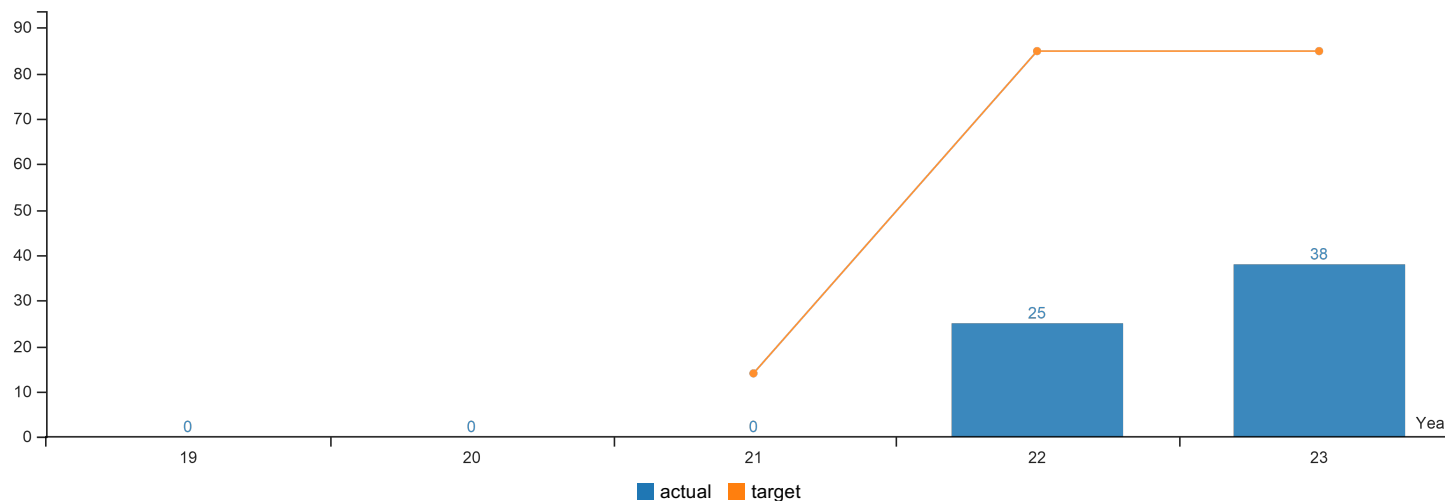
Factors Affecting Results

Staffing experienced an almost complete exit by June 2022 and thus all of FY 2023 was deeply affected customer performance wise by lack of staffing, training, and first needing to provide basic services through mostly temporary staff. Full staffing levels were not reached again until September 2023. This also means that there was little to no capacity for innovative communications or web site maintenance beyond the basics.

That said, the rebuilding of staff and capacity did make substantial progress in FY 2023, so that the expectation is that we will improve in FY 2024 from the results of FY 2023.

KPM #2	TIMELY COMPLAINT RESPONSE - Percentage of complaints filed wherein letters advising the parties of either an inquiry or investigation will be initiated and a letter advising the parties are mailed within five business days of the receipt of the initial complaint.
	Data Collection Period: Jun 30 - Jul 01

* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
TIMELY COMPLAINT RESPONSE					
Actual			0%	25%	38%
Target			14%	85%	85%

How Are We Doing

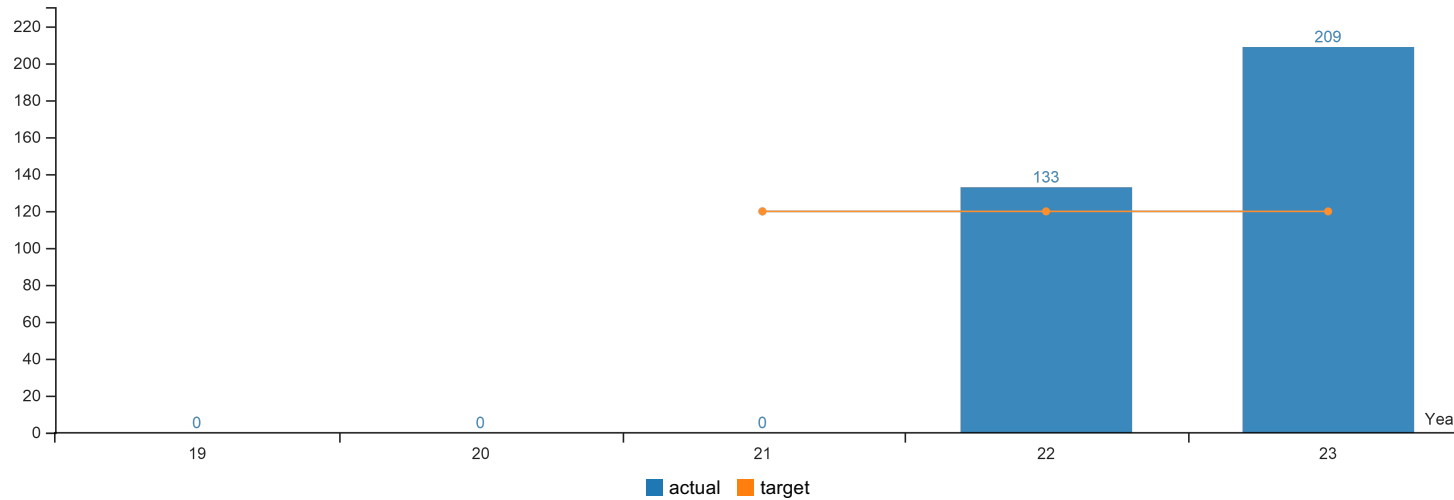
The agency significantly underperformed against the target, as was expected given the rebuilding of the agency in FY 2023. That said the data represents a step up from the 25% performance in the prior year.

Factors Affecting Results

The Board's investigator (and solely filled position in compliance) was diverted to licensing duties for 4 months during the reporting period, which significantly affected results. If the four month period had been excluded, performance would have improved to 52%, a significant step up from FY 2022's 25%. With achieving full staffing in compliance as of September 11, 2023, it is reasonable to expect further improvements in FY 2024.

KPM #3	TIMELY REVIEW OF NEW COMPLAINTS - Number of days from the date of letter advising parties that an inquiry has been opened to completion of an inquiry report and approval from Director.
	Data Collection Period: Jun 30 - Jul 01

* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
TIMELY REVIEW OF NEW COMPLAINTS					
Actual			0	133	209
Target			120	120	120

How Are We Doing

The agency significantly underperformed against the target, as was expected given the rebuilding of the agency in FY 2023.

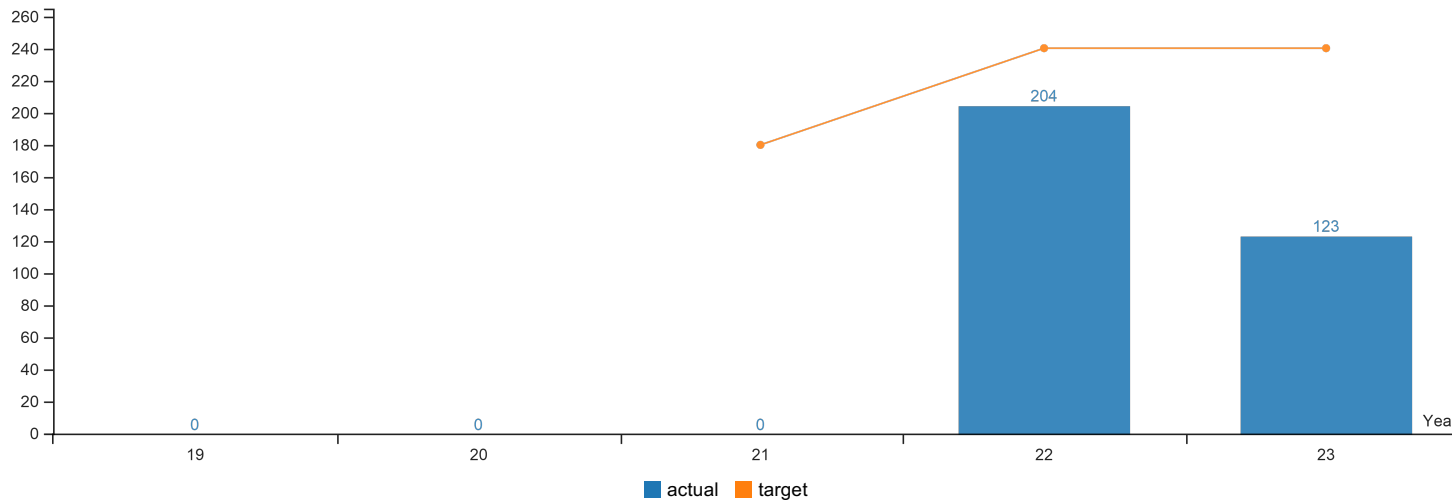
Factors Affecting Results

The Board's investigator (and solely filled position in compliance) was diverted to licensing duties for 4 months during the reporting period, which significantly affected results. If that four month period had been excluded from the data set, performance on this measure would have improved to 136 days, a completely different result (within 16 days of target). With achieving full staffing in compliance as of September 11, 2023, it is reasonable to expect further improvements in FY 2024.

KPM #4 TIMELY INVESTIGATION - Number of days from the date of letter advising parties that an investigation has been opened to completion of investigation report and approval from Director.

Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
TIMELY INVESTIGATION					
Actual			0	204	123
Target			180	240	240

How Are We Doing

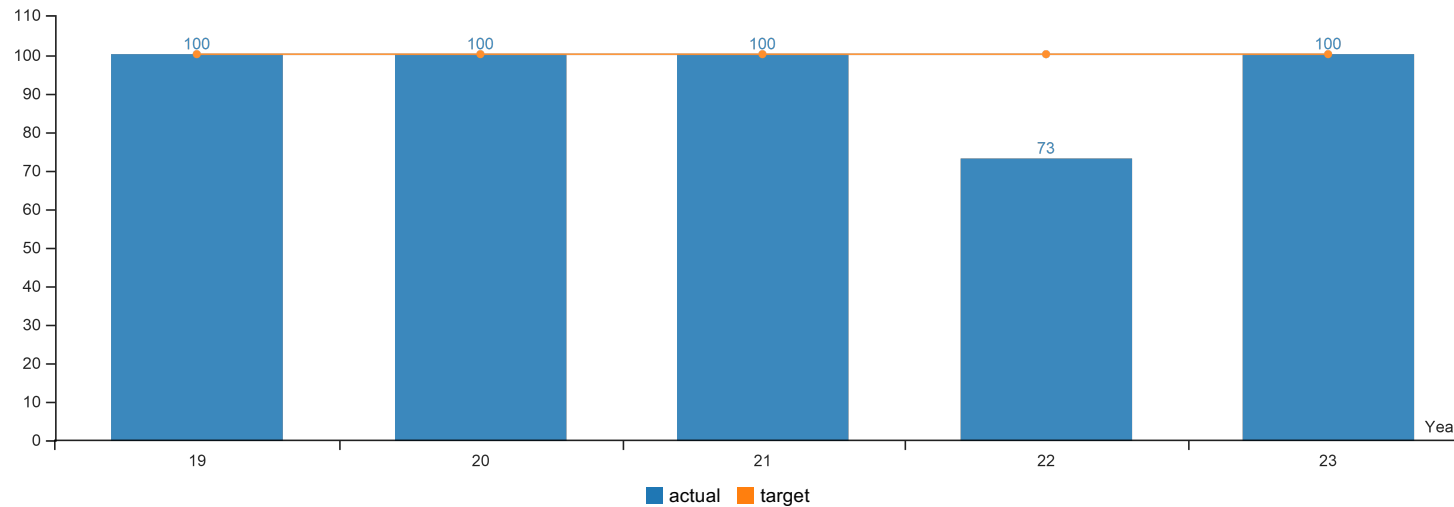
The agency outperformed target on this measure significantly, reflecting strong emphasis to focus on this most critical aspect of its public protection function, even in a context of a complete rebuilding of the agency and diversion of compliance resources to licensing for four months during the reporting period.

Factors Affecting Results

Strong emphasis by the Board's investigator and the Board's Executive Director that the core of the compliance function has to keep moving expeditiously and be continually prioritized, even in the very challenging context of an agency undergoing a complete rebuilding of staff, operations, and resetting of its policy direction.

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

* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
Metric Value					
Actual	100	100	100	73	100
Target	100	100	100	100	100

How Are We Doing

The Board has recovered from its setbacks in FY 2022 and is now deeply involved in directing and executing a policy agenda of reducing barriers to applicants for licensure and barriers to practice, whenever consistent with its public protection mission.

Factors Affecting Results

The Board with help from former Governor Brown filled its public member position with a member of the higher education community, providing a key link to that stakeholder community and seat at the table. This was a critical component of resetting relationships with higher education. The Board's new Executive Director also helped the Board re-set its stakeholder relationships broadly, and ensured the Board was deeply involved in adapting the Board's work to the pressing needs of the profession, including its work force pipeline issues.