

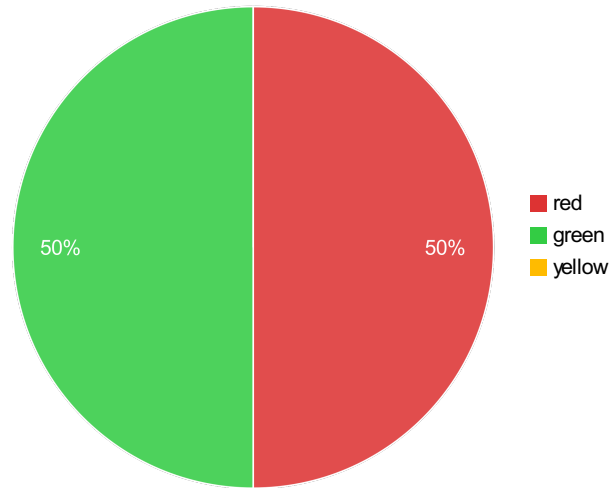
Social Workers, Board of Licensed

Annual Performance Progress Report

Reporting Year 2018

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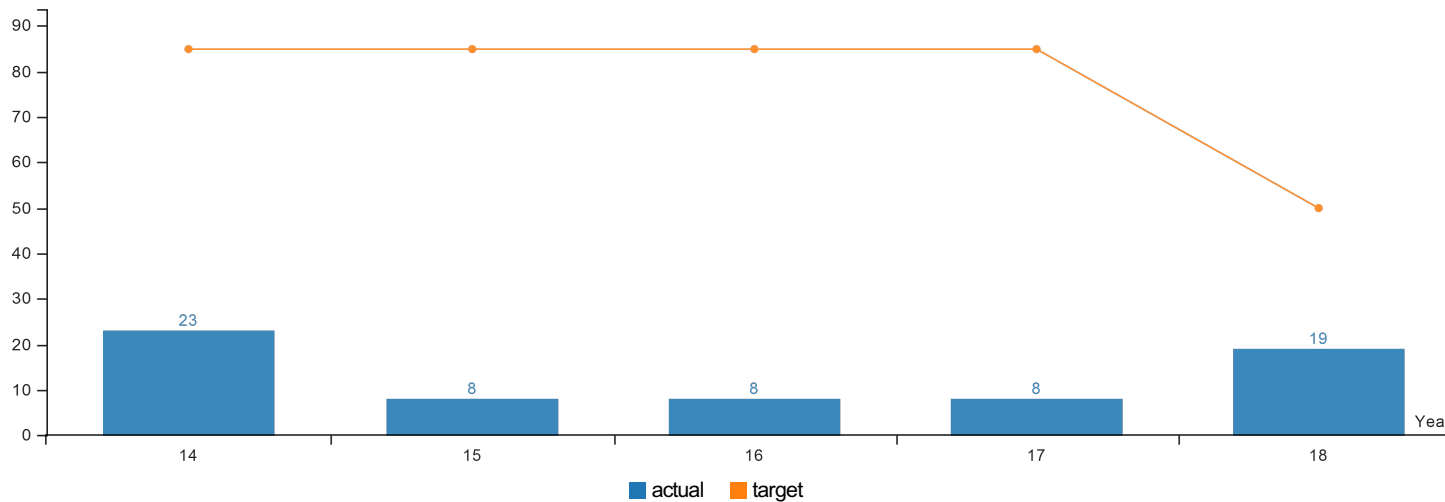
KPM #	Approved Key Performance Measures (KPMs)
1	TIMELY COMPLAINT RESOLUTION - Percent of complaints upon which the Board makes a decision within six months of when the complaint is received in the Board office.
2	CE AUDITS - Percent of license renewal Continuing Education audits that meet the requirement 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	2014	2015	2016	2017	2018
Percent of Complaints Resolved within six months of Receipt					
Actual	23%	8%	8%	8%	19%
Target	85%	85%	85%	85%	50%

How Are We Doing

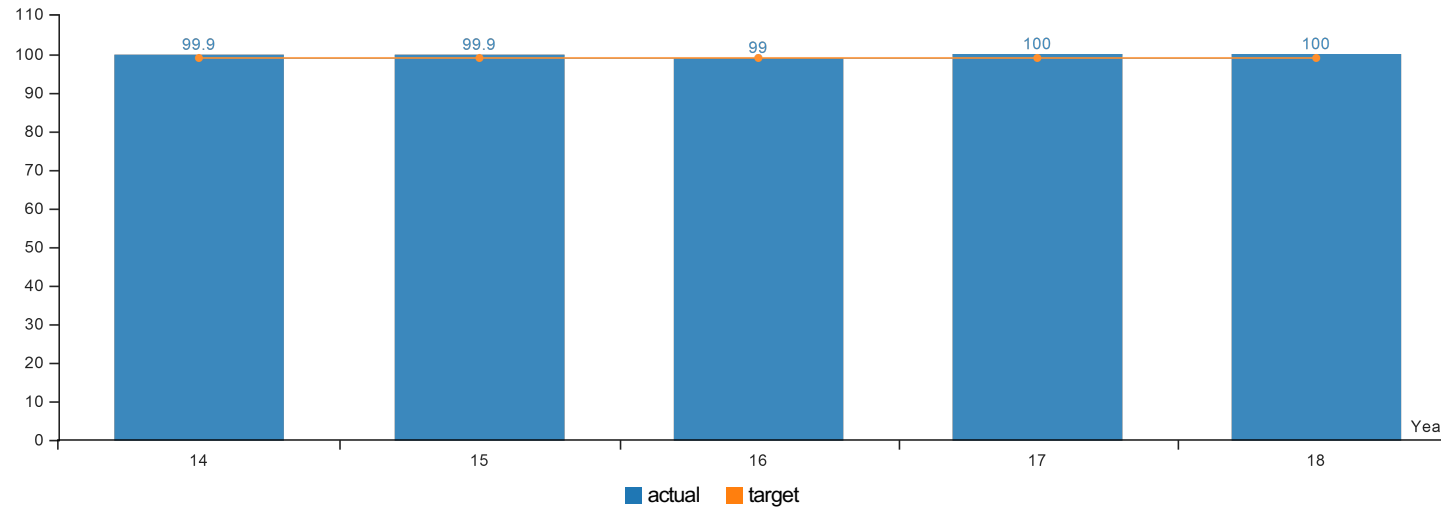
For reporting year 2018, the board has resolved approximately 19% of cases within 180 days of receipt. While not yet up to the target, this represents a significant increase over the past several years. The board is continuing to refine its compliance process to meet the target.

Factors Affecting Results

The number of complaints that the board can resolve within 180 days of receipt is affected by a number of factors. First, the complexity of the cases received by the board. Second the board currently has no vacancies, which decreases the likelihood that meetings will have to be cancelled for lack of a quorum. Three board positions will need to be filled in the upcoming year. It is critical to the board's ability to resolve complaint cases that those positions are filled. Third, the board is modifying its protocol for addressing cases, to allow, where appropriate, for earlier action. Finally, the board continues to work with contract investigators to allow staff to focus attention on more urgent cases involving the possibility of client or other harm.

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	2014	2015	2016	2017	2018
Metric Value					
Actual	99.90%	99.90%	99%	100%	100%
Target	99%	99%	99%	99%	99%

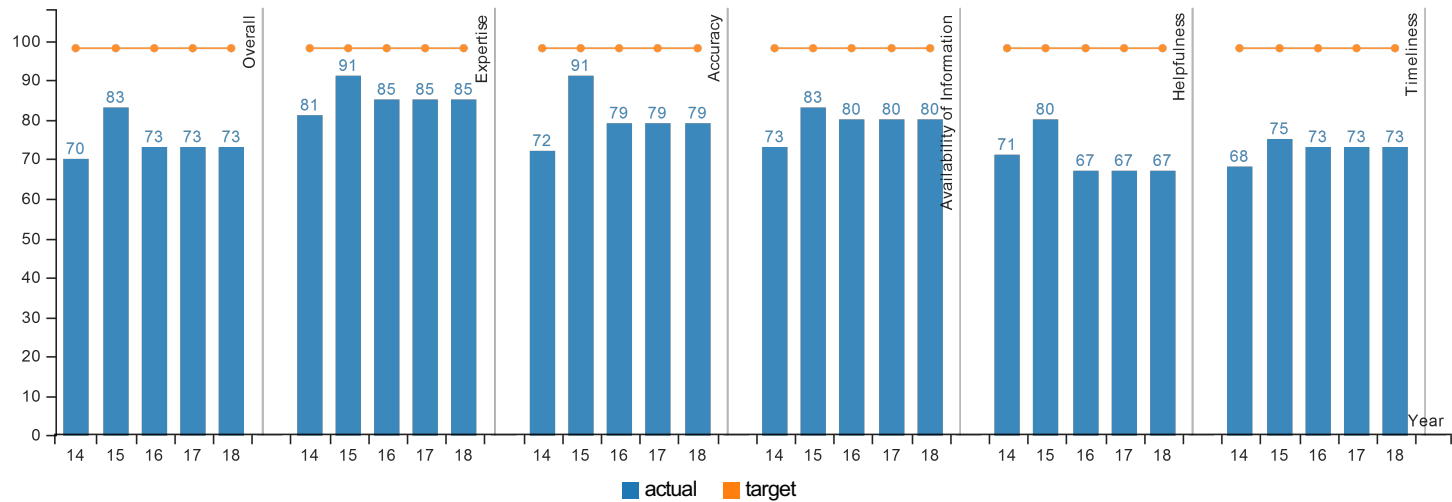
How Are We Doing

All licensees are required to complete continuing education as a prerequisite for renewal. The renewal process occurs during the licensee's birth month and requires licensees to indicate the hours of continuing education they have completed.

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 continuing education. Licenses are not renewed until licensees have 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	2014	2015	2016	2017	2018
Overall					
Actual	70%	83%	73%	73%	73%
Target	98%	98%	98%	98%	98%
Expertise					
Actual	81%	91%	85%	85%	85%
Target	98%	98%	98%	98%	98%
Accuracy					
Actual	72%	91%	79%	79%	79%
Target	98%	98%	98%	98%	98%
Availability of Information					
Actual	73%	83%	80%	80%	80%
Target	98%	98%	98%	98%	98%
Helpfulness					
Actual	71%	80%	67%	67%	67%
Target	98%	98%	98%	98%	98%
Timeliness					
Actual	68%	75%	73%	73%	73%
Target	98%	98%	98%	98%	98%

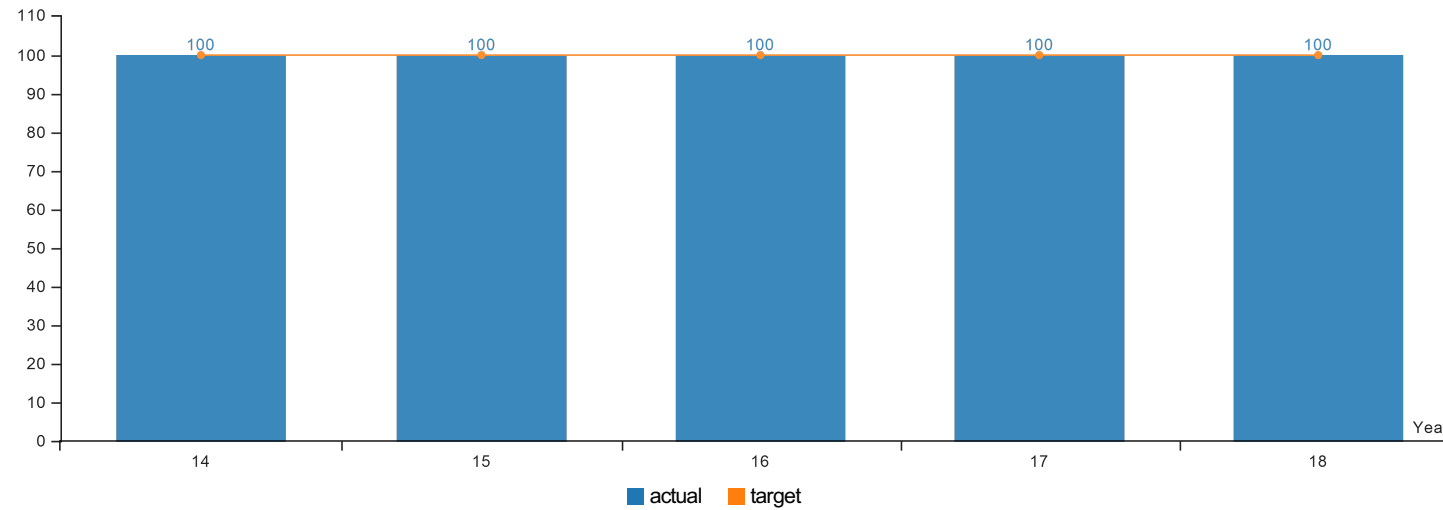
How Are We Doing

The data shown for 2018 has not been updated. The customer satisfaction survey is part of the board's database and online licensing system. The customer service survey function of that database and is not functioning to collect relevant data. The board is in the process of identifying and implementing a new licensing system and database. In the mean time, the board is investigating use of an alternative online survey product to replace the current survey system.

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	2014	2015	2016	2017	2018
Metric Value					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

Board best practices are identified as performing an annual evaluation for the executive director. The board has conducted the annual evaluation for the executive director.

Factors Affecting Results