

Department-Wide Support Services Performance Measures

While the offices within DWSS don't have KEY performance measures (administrative functions were not part of the original performance measure project pursuant to the Oregon Progress Board), the offices all use certain metrics or data sets to measure the effectiveness of the work that they do. Listed below are examples of the areas tracked to help determine the effectiveness of our work. These are selected examples from some of the areas of DWSS and are not a complete list of all measures.

In addition, it should be noted that the Department of Administrative Services is working with agencies to develop statewide administrative performance measures. DHS will be implementing the measures and will use them, in addition to those below, to measure the quality, effectiveness, and efficiency of the work we do.

Office of Financial Services ***Institutional Revenue Unit***

- ◆ Compare current recoveries to past performance to identify trends, taking into consideration changes in population, programs, and resource availability.
- ◆ Review accounts to see if cases are handled on a timely basis.
- ◆ Track Title XIX and OMPRO referrals with goal of receiving eligibility determinations within 45 days of admission.

Overpayment Recovery

- ◆ Compare same month recoveries for the past three years.
- ◆ Compare Fiscal Year historical annual recoveries.
- ◆ Compare and evaluate individual Revenue Agent recoveries, reviews, and warrant/garnishment production.

Estate Administration Unit and Personal Injury Lien Unit

- ◆ Evaluate growth in overall recoveries.
- ◆ The level and nature of customer complaints.

Medical Payment Recovery

- ◆ Comparison of dollars requested from insurance carriers via a paper-claim process to dollars recovered or receipted in a given month.
- ◆ Number of error reports received weekly or monthly.

Payroll

- ◆ Number of employees on daily time capture.
- ◆ Number of timesheets locked each month.

General Accounting

- ◆ Number of grant reports done in a timely accurate manner.

Reconciliation Unit

- ◆ Status of work by suspense account, Agency General Ledger account or subsidiary account.

Office of Information Security

- ◆ Annual self assessments and mitigation plans.
- ◆ Privacy and Security Incident Response Program (PSIRP). Tracks security incidents and logs agency response and mitigation plans.

Office of Human Resources

- ◆ Number and type of workers' compensation claims.
- ◆ Track and review workforce demographics on a quarterly basis to monitor our progress in hiring of people of color and people with disabilities.

Office of Facilities

- ◆ Number of days it takes to process facilities relocation requests.
- ◆ Number of days it takes to process Telephone Service Orders
- ◆ Number of days to process lease reconciliations.

Office of Forms and Document Management

- ◆ Number of days it takes to process OHP2 applications.
- ◆ Error rate in processing OHP2 applications.
- ◆ Number of days it takes to process Medicaid Management Information System (MMIS) claims.
- ◆ Number of days it takes to process requests for documents in alternate formats or foreign language translations.

Office of Contracts and Procurement

- ◆ Number of days it takes to process a contract.
- ◆ Number of payment exceptions requested.

Office of Information Services

- ◆ Network Administration – Percentage of time network is up vs. down time.
- ◆ Application Development – Project schedule estimates vs. actuals (percentage of projects completed on time).
- ◆ Central Computing – Number of records lost or accessed without authorization.

Governor's Advocacy Office

- ◆ Number of working days taken to respond to citizen inquiries and complaints.
- ◆ Number of working days taken to achieve resolution or reasonable customer satisfaction on an open case.
- ◆ Compliance in the provision of alternate format materials.
- ◆ Number of medical and health care providers participating in mandated training on pain management patient issues and treatment options.