

Department of Administrative Services

STATE CONTROLLER'S DIVISION

PERFORMANCE MEASURE REPORT

FISCAL YEAR 2009-10
(July 2009 – June 2010)

QUARTER 2 RESULTS
(October – December, 2009)

Performance Measure Tracking FY10 (Q2)

ADMIN

[Administration and Special Programs](#)

OSPS

[Oregon Statewide Payroll Services](#)

SARS

[Statewide Accounting & Reporting Services](#)

SFMS

[Statewide Financial Management Services](#)

SCS

[Shared Client Services](#)

Biennium Year 09-11

FY Quarter 1: 07/01/09 – 09/30/09

FY Quarter 2: 10/1/09 – 12/31/09

Administration & Special Programs (ASP) Performance Measures

Administration

Objective 1 – Percent of Customers Satisfied with SCD's Services – Reported Annually

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Target	N/A	80%	N/A	N/A	NA
Results ^(a)	N/A	87%	N/A	N/A	NA

(a) Comment: Objective 1 Results are based on the DAS Annual Customer Survey, an average of top scores for SCD. For details, see link to [SCD Customer Service Survey Results for 2008](#), page 3. The target goal is determined by the DAS Director for all divisions.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 1-1 Percentage of customers rating SCD overall timeliness as good or excellent from the annual <i>DAS Customer Survey (avg)</i>	80%	N/A	87%	N/A	N/A	N/A
PM 1-2 Percentage of customers rating SCD overall accuracy as good or excellent from the annual <i>DAS Customer Survey (avg)</i>	80%	N/A	87%	N/A	N/A	N/A
PM 1-3 Percentage of customers rating SCD overall helpfulness as good or excellent from the annual <i>DAS Customer Survey (avg)</i>	80%	N/A	91%	N/A	N/A	N/A
PM 1-4 Percentage of customers rating SCD overall expertise as good or excellent from the annual <i>DAS Customer Survey (avg)</i>	80%	N/A	89%	N/A	N/A	N/A
PM 1-5 Percentage of customers rating SCD's overall availability of information as good or excellent from the annual <i>DAS Customer Survey (avg)</i>	80%	N/A	86%	N/A	N/A	N/A
PM 1-6 Percentage of customers rating SCD overall policy & direction as good or excellent from the annual <i>DAS Customer Survey (avg)</i> (<i>changed from follow-thru</i>)	80%	N/A	81%	N/A	N/A	N/A
PM 1-7 Percentage of customers rating SCD's overall services as good or excellent from the annual <i>DAS Customer Survey (avg)</i> ^(b)	80%	N/A	89%	N/A	N/A	N/A
Total Average			87%			

(b) Question not asked this year.

Administration, continued

Objective 2 – Percent of Employees Satisfied with Job

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Target	N/A	80%	N/A	N/A	N/A
Objective 2 Results ^(a)	N/A	76%	N/A	N/A	N/A

(a) Comment: Objective 2 Results were based on the [DAS Annual Employee Survey](#) conducted in the fall of 2008. Results were released in February of 2009 and reported in Fiscal Quarter 6. See PM 2-7 below. In addition, SCD collects and monitors quarterly results of PM indicators in support of employee satisfaction. These are PM 2-1 through PM 2-6, listed below.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 2-1 Percent of employees completing at least 5 hrs. of training per quarter (Goal=20 hours per year per employee).	25%	38%	15%	50%	26%	33%
PM 2-2 Percent performance reviews completed on time	95%	100%	100%	100%	100%	100%
PM 2-3 Percent of positions with no turnover (retention of employees)	85%	96%	96%	98%	97%	98%
PM 2-4 Number of section email updates completed (communication)	70%	88%	75%	67%	77%	60%
PM 2-5 Number of division management meetings completed (communication)	90%	83% ^(d)	130%	50%	67%	83%
PM 2-6 Administrative cost per SCD employee	Not >\$3,000	Met	Met	Met	Met	Met
PM 2-7 Percentage of SCD employees rating SCD overall as good or excellent in the SCD Employee Survey Recap were available in December of 2008. ^(b)	80%	N/A	76%	N/A	N/A	N/A
PM 2-8 Employee Safety: Annual number of SAIF claims per 50 FTE ^(c)	0	0	0	0	0	0

(b) Annual reporting, data provided by DAS Director's Office.

(c) This data is provided by DAS Employee Services.

(d) Less due to holidays and ice storm

[Back to index](#)

Statewide Accounts Receivable Management

Objective 1 – Net Receivable Reported to Revenue

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Target	N/A	<15%	N/A	N/A	N/A
Objective 1 Results ^(a)	N/A	11.99%	N/A	N/A	N/A

(a) Comment: **Reported annually.**

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 1-1 Dollar collection rate on liquidated and delinquent accounts:						
PM 1-1a ~ State Agency dollar collection rate on liquidated and delinquent accounts	20%	N/A	23.31%	N/A	N/A	N/A
PM 1-1b ~ Other Agency Account Unit dollar collection rate on liquidated and delinquent accounts	8%	N/A	9.13%	N/A	N/A	N/A
PM 1-1c ~ Private Collection Firm dollar collection rate on liquidated and delinquent accounts	2%	N/A	1.88%	N/A	N/A	N/A
PM 1-2 Statewide account turnover rate	>100%	N/A	101.0%	N/A	N/A	N/A
PM 1-3 Total amount of interagency delinquencies (not including DAS)	<500K	N/A	\$230,631	N/A	N/A	N/A

Objective 2 – Number of ARCC Meetings & Training Sessions Held During Reporting Period

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Target	4	4	4	4	4
Objective 2 Results	9	7	6	4	5

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 2-1 Number of pages in OAM policies and planning documents finalized during reporting period. (Target is an average based on yearly goal of 40)	10	59	41	0	14	4
PM 2-2 Number of training hours provided to agency A/R staff	30	0 ^(a)	22	38	105 ^(b)	40

(a) Focus for the quarter included: LFO data analysis, Skip Tracing RFP release and BCP development/ testing

(b) Two different training sessions were conducted, Skip Tracing 101 and 2009 LFO Reporting.

Statewide Internal Control

Objective 1 – Internal Control-Related Agency Visits and Training Sessions

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Target	300	300	300	300	300
Objective 1 Results	596	218.5	544	356.5	34.25

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 1-1 Number of hours of internal control-related agency meetings/visits, discussions and research on behalf of agencies	100	9.5	48.5	8	108.5	26.25
PM 1-2 Number of training hours provided to agency finance, program and IT staff	200	586.5 ^(a)	170	536	248	8 ^(b)

(a) Comment: Fraud Forum (10/22/08), OMB Circular A-133 Audio Conf (12/9/08)

(b) Comment: Focus on issuing new guidance regarding grants management & monitoring, as well as agency consultation, prep work for various trainings schedule for Qtr 3, support for various training events (OSPS, IIA).

Objective 2 – Internal Control Policies, Guidelines and Audit Responses Finalized

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Target	13	13	13	13	13
Objective 2 Results	2	13	50	35	42

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 2-1 Number of pages of OAM new policies and updates	4	0 ^(b)	0	0 ^(f)	0 ⁽ⁱ⁾	0
PM 2-2 Number of pages of Internal Control Guidebook/checklists/tools added or updated	5	2 ^(a)	8 ^(d)	50 ^(g)	10	37
PM 2-3 Number of pages of formal responses to SOS audit findings, formal reviews of agency operations	2	0 ^(c)	0	0 ^(h)	25	5
PM 2-4 Number of pages of agency policies reviewed	2	0	5 ^(e)	0 ⁽ⁱ⁾	0	0

(a) Comment: Fraud Watch Pamphlet

(b) Comment: Drafts out for review – 17 pages

(c) Comment: DOE review finalization in progress

(d) Comment: F⁴ newsletter

(e) Comment: DOE Grant Policies Reviewed

(f) Comment: 2 Pages drafted

(g) Comment: A-87 Advisory Controls & Best Practices whitepaper, F⁴ Newsletter, ARRA Internal Control Toolkit website

(h) Comment: DOE & OHLA reviews finalized in July, will be reported next quarter

(i) Comment: OHLA fiscal services organizational review; however, no formal policies in place to be reviewed

(j) Comment: Implementing plan to review and update internal control chapter of OAM of the course of the biennium

Statewide Internal Control, continued

Objective 3 – Legislative Coordination

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Target ^(a)	N/A	2,500	1,000	N/A	N/A
Objective 2 Results ^(b)	N/A	2,794	1,180	N/A	N/A

(a) Comment: Best estimate of number of bills that will be introduced, amended, enacted and assigned – each new action requires review for changes and possible effects on SCD.

(b) Comment: No activity due to position vacancy during this reporting period.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 6 ^(c)	QTR 7 ^(d)	QTR 8 ^(e)	QTR 1 ^(c)	QTR 2 ^(c)
PM 3-1 All bills reviewed (including introduced, amended, and enrolled)	1500	N/A	2,354	1,152	N/A	N/A
PM 3-2 Number of bills assigned affecting SCD	100	N/A	440	28	N/A	N/A

(c) Comment: Legislature not in session this quarter.

(d) Comment: 85 Fiscal Impact Statements Completed

(e) Comment: 23 Fiscal Impact Statements Completed, 2 Blue sheets

Oregon Statewide Payroll Services Performance Measures

Objective 1 – Cost Per Paycheck

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Target	3.84	3.84	3.84	3.54	3.54
Objective 1 Results	3.84	3.84	3.84	3.54	3.54

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 1-1 Number of payments processed per payroll FTE	23,518	20,752	21,186	20,980	21,613	21,163
PM 1-2 Percent of ACH paychecks	76%	83%	85%	85%	84%	86%
PM 1-3 Number of manual checks produced	3,327	3,654	2,653	2,652	3,501	3,458
PM 1-4 Percent of manual checks printed within 24 hours	100%	100%	100%	100%	100%	100%

(a) Comment: Spike due to seasonal and emergency workers

Objective 2 – Percentage of W-2 Corrections Printed

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Target	<1%	<1%	<1%	<1%	<1%
Objective 2 Results	<1%	<1%	<1%	<1%	<1%

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 2-1 Number of months in reporting period IRS penalty was not incurred	3	3	3	3	3	3
PM 2-2 Number of training hours provided by payroll staff	100	259 ^(b)	153 ^(c)	99	298 ^(f)	146
PM 2-3 Number of checks cashed early	9	13	8	9	6	4
PM 2-4 Number of days beyond Nov. 1 year-end closing procedures are published	0	0	N/A	N/A	N/A	0
PM 2-5 Number of days after payday that funds were released for bond purchase ^(e)	3	1	1	3 ^(d)	0	2

(b) Includes annual Year End training

(e) Newly stated measure

(c) Includes annual Corrected W-2 training

(f) Includes furlough and PEBB OE training

(d) Training during this period

[Back to index](#)

Statewide Accounting & Reporting Services Performance Measures

Objective 1 – Years out of last 5 a Clean Audit Opinion was Received on the State's CAFR

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Target	5 years ^(a)	5 years	N/A	N/A	5 years ^(a)
Objective 1 Results	Not Met ^(b)	5 years	N/A	N/A	5 years ^(a)

(a) Comment: Reported annually (Quarter 2 & Quarter 6).

(b) Comment: CAFR not completed because Audits Division did not complete the fieldwork until January 12, 2009.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 1-1 Percentage of agencies earning Gold Star Certificate award ^(a)	90%	N/A	N/A	N/A	N/A	94%
PM 1-2 Number of days from FYE to publish Comprehensive Annual Financial Report (CAFR) ^(a)	178	Not Met ^(b)	213	N/A	N/A	183
PM 1-3 Number of days from FYE to publish Budgetary Statement of Legal Compliance (BSLC) ^(a)	178	Met	N/A	N/A	N/A	183
PM 1-4 Number of years out of last 5 GFOA Certificate of Achievement for Excellence in Financial Reporting awarded to State Controller's Division ^(c)	5	N/A	N/A	N/A	5	N/A

(a) Comment: Reported annually. Beginning AY 11, the Gold Star results will be reported in QTR 2 and 6.

(b) Comment: Audits Division did not complete the fieldwork until January 12, 2009.

(c) Comment: Reported annually. Beginning AY 11, the GFOA Certificate award will be reported in QTR 1 and 5

Objective 2 – Percentage of Agencies Earning Gold Star Certificate

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Target	N/A	N/A	N/A	N/A	90%
Objective 2 Results	N/A	N/A	N/A	N/A	94%

(a) Comment: Beginning AY 11, Gold Star results will be reported annually in QTR 2 and 6.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 2-1 Percentage of agencies completing CAFR disclosure forms by due date ^(a)	90%	N/A	N/A	N/A	100%	N/A
PM 2-2 Training hours provided to agency accountants	400 annually	199	83.5	766	218.5 ^(d)	N/A
PM 2-3 Percentage of agencies disclosing no violations of legal or contractual provisions ^(a)	100%	N/A	N/A	N/A	99%	N/A
PM 2-4 Percentage of planned policy changes in the Oregon Accounting Manual made during the fiscal year ^(a)	90%	N/A	N/A	88% ^(c)	N/A	N/A
PM 2-5 Percentage of customers rating policies as effective with clear direction ^(b)	-	N/A	81.4%	N/A	N/A	N/A

(a) Comment: Reported annually.

(b) Comment: New performance measure; data comes from DAS survey.

(c) Comment: The issuance of 3 planned policy updates was delayed due to the amount of time consumed by the plain language review.

(d) Comment: GASB 49 Pollution Remediation Disclosure - 21 hrs; ARRA training - 179.5 hrs; CMIA training - 18 hrs.

Statewide Accounting & Reporting Services Performance Measures, continued

Objective 3 – Percentage of Federal Reporting Deadlines Met by Agencies and by SARS

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Target	100%	100%	100%	N/A	100%
Objective 3 Results ^(a)	80%	100%	100%	N/A	100%

Comment: Reported quarterly, except for Qtr 1 & 5.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 3-1 Annual CMIA (cash management agreement) in place by July 1 ^(a)	Met	N/A	N/A	Met	N/A	N/A
PM 3-2 CMIA annual report submitted by December 31 ^(a)	Met	Met	N/A	N/A	N/A	Met
PM 3-3 Annual Schedule of Expenditures of Federal Awards submitted by March 31 ^(a)	Met	N/A	Met	N/A	N/A	N/A
PM 3-4 Annual Arbitrage Certifications submitted by agencies by November 30 ^(a)	Met	Met	N/A	N/A	N/A	Met
PM 3-5 Annual A-87 Statewide Cost Allocation Plan submitted by December 31 ^(a)	Met	Not Met ^(b)	Met	N/A	N/A	Met

(a) Comment: Reported annually.

(b) At the suggestion of the Federal Division of Cost Allocation (DCA), we requested and were granted an extension through February 29, 2008 because DCA has not completed their review of the prior year SWICAP. Ending net asset balances are needed for the current year beginning net asset balances.

[Back to index](#)

Statewide Financial Management Services Performance Measures

Objective 1 – Outstanding G/Fund Bank Reconciliation Items Over 60 Days from Last Reconciliation

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Target	5	5	5	5	5
Objective 1 Results	2	56 ^(a)	162	221	274

(a) Comment: OBJ 1, Qtr 1 - One agency has 99% of the outstanding items. They are experiencing problems with their subsystem.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 1-1 Number of warrants issued ^(a)	140,000	134,902	129,384	135,130	129,368	128,863
PM 1-2 Number of payments made via direct deposit	12,000	14,272	14,822	15,727	15,303	15,152
PM 1-3 Number of vendors signed up for direct deposit (net gain)	200	238	201	174	146	198
PM 1-4 Number of forged warrants unresolved during reporting period	2	3	3	3	3	5
PM 1-5 Number of batches remaining unresolved at end of month close	40	101	143	392	371	375^(b)
PM 1-6 Number of agencies with unresolved batches at end of month close	15	11	13	14	12	11
PM 1-7 Percentage of warrants expired vs. issued (annual)	.50%	.93% ^(c)	N/A	N/A	N/A	.74%^(c)

(a) Comment: PM1-1 Warrants/ACH were budgeted at 150,000 per quarter.

(b) Comment: PM1-5 One agency has 95% of these batches. They are experiencing problems with their subsystem.

(c) Comment: PM1-7 There were a large number of jury duty warrants that are under the due diligence requirement.

Objective 2 – Service Maintenance Requests (SMRs) Completed During Reporting Period

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Target	35	35	35	35	35
Objective 2 Results	34	28 ^(b)	30	37	36

(a) Comment: PM2 We were concentrating on completing one SMR which was the basis for additional requests on the Vendor Transaction (85) screen.

(b) Comment: PM2 New work requests held until programming/testing for major change to batch cycle completed and moved into production.

PERFORMANCE INDICATORS/RESULTS	TARGET ^(a)	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 2-1 Total number of hours for SFMS to finalize SMRs completed during reporting period	300	491	494	345	544	298
PM 2-2 Total number of outstanding SMRs	15	13	11	12	11	11
PM 2-3 Total number of SMRs received during reporting period	N/A	26	33	26	36	36

(a) Comment PM 2-1 / 2-2 updated for AY11 biennium expectations. Previous biennium target for 2-1 was 200 hours and 2-2 was 30 outstanding SMRs.

Statewide Financial Management Services Performance Measures, continued

Objective 3 – Number of Training Hours Provided to Agency Accountants

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Target	300	300	300	300	300
Objective 3 Results	526	273	401	250 ^(a)	548

(a) Comment: OBJ 3, QTR 1 – Training demand was down due to fiscal year end.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 3-1 Number of pages of formal documents published for agency use	80	86	139	62	20 ^(a)	198

(a) Comment: PM 3-1 We had several documents in the review process at this time.

Objective 4 – Percentage of 1099-Misc Forms Issued vs. Notice 972CG Errors (% of 1099's that are not a match with the IRS)

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Target	N/A	N/A	N/A	2%	N/A
Objective 4 Results ^(a)	N/A	N/A	N/A	1.5% ^(b)	N/A

(a) Comment: Reported annually. (b) QTR 1 – It's desirable to be under the target %.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 4-1 Percentage of W-9s sent to vendors vs. W-9s received back	75%	81%	91%	94%	94%	99%

Objective 5 – Number of SFMA Inbound Interfaces in Production (SFMA System testing required due to new activity from agencies)

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Target	90	90	90	90	90
Objective 5 Results ^(a)	85	86	88	87	85

(a) Comment: Often a new interface(s) is created to replace one or more existing agency interfaces and could result in an overall net decrease to the number of agency subsystem SFMA inbound interfaces.

PERFORMANCE INDICATORS/RESULTS	TARGET ^(a)	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 5-1 Number of new production interfaces migrated in reporting period	1	2	1	2	0	0
PM 5-2 Total count of interfaces in Acceptance test status at end of reporting period	2	2	2	4	2	2
PM 5-3 Number of existing interfaces removed and/or replaced by new production interface (# 5-1)	1	4	1	3	3 ^(b)	2 ^(c)

(a) Comment PM 5-1, 5-2, and 5-3 targets updated for AY11 biennium expectations (20% staffing reduction in unit). Previous biennium targets were 4, 6, and 2 respectively.

(b) Comment PM 5-3 Two existing interfaces revised / 1 obsolete interface removed. (c) Comment PM 5-3 Two obsolete interfaces removed.

[Back to index](#)

Shared Client Services Performance Measures

Objective 1 – Percentage of Accountants Receiving Gold Star Certification

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Target	N/A	100%	N/A	N/A	100%
Objective 1 Results ^(a)	N/A	100%	N/A	N/A	100%

(a) Comment: Overall services reported annually.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 1-1 Percent of agencies receiving Gold Star Certification	100%	N/A	100%	N/A	N/A	100%
PM 1-2 Percentage of CAFR submissions requiring no further action	100%	N/A	N/A	N/A	100%	N/A
PM 1-3 Percent of ORBITS/PICS transmittals submitted to and accepted by BAM by deadline	100%	N/A	100%	N/A	100%	N/A
PM 1-4 Percent of agency allotment plans returned within 2 weeks	100%	96%	100%	100%	100%	100%

Objective 2 – Percent of Client Agencies "Satisfied" or "Highly Satisfied" with SCS Services

	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
Target	90%	N/A	N/A	N/A	N/A
Objective 2 Results	100%	N/A	N/A	N/A	N/A

(a) Comment: Reported biennially.

PERFORMANCE INDICATORS/RESULTS	TARGET	QTR 6	QTR 7	QTR 8	QTR 1	QTR 2
PM 2-1 Average number of days agency invoices are processed	5	2.14	1.83	1.57	1.71	2.02
PM 2-2 Percent of agency reports distributed within two working days	100%	100%	100%	100%	100%	100%
PM 2-3 Number of agencies requesting duplicate reports	0	0	0	0	0	0

[Back to index](#)