### **Compilation of State Government Performance Measures**

#### **Preface**

The Office of the Legislative Fiscal Analyst and the Executive Appropriations committee of the Utah Legislature have been working on a budget presentation format emphasizing agency accountability. As part of that effort, Stan Eckersley, a Senior Fiscal Analyst within the office, compiled a list of performance measures from eight other states, categorized according to Utah's nine appropriations subcommittees. To make the list more useful to other states, it is a full listing, including measures not applicable to Utah such as lotteries, and costal fisheries. We hope this information may be useful to other states as they work toward more accountability in state government.

John Massey, Legislative Fiscal Analyst

# Measures from other States

This is a compilation of measures from eight selected states:

Alaska New Mexico
Arkansas Oregon
Florida Texas
Louisiana Virginia

These states were selected because they are serious about performance measures and far enough down the road that others can benefit from their experience. The compilation is not represented as comprehensive but it does have sufficient breath and depth to be a useful tool for those looking for ideas.

#### **Sources**

#### Alaska

http://www.gov.state.ak.us/omb/results/agencies.php

### **Arkansas**

http://www.arkleg.state.ar.us/

Select "Agency Budget Information" Select "Silver Manual - Volume 2"

### Florida

http://oppaga.state.fl.us/monitor/reports/pdf/2003 measures.pdf

#### Louisiana

http://house.legis.state.la.us/housefiscal/PBB/PBB.htm

Select "Appropriations Bill" to see the final product.

For all the performance measures (not just the select ones):

 $\underline{Http://www.state.la.us/opb/lapas/lapas.htm}$ 

Scroll to "LaPAS functions" and select "view"

### **New Mexico**

http://legis.state.nm.us/LFC05Bud.htm

### Oregon

http://egov.oregon.gov/DAS/OPB/apr Jan04.shtml

### **Texas**

http://www.lbb.state.tx.us/performance/Reporting/Documents.htm

### Virginia

http://dpb.virginia.gov/VAResults/PP/PublicSelect.cfm

#### **Process Notes**

A variety of sources

The measures were taken from reports published on the internet and they vary in the depth they report their own measures. Some show a selection of key measures and others report a full listing.

Heavily edited

Many of the measures have been heavily edited. This has been done to make them non-state specific or to fit to the space provided. Some of the very long ones have been included as they were written, for discussion purposes. Measures that applied only to one state or only one project are not included.

Type of measure indicated by symbol.

The type of measure is often indicated by the symbols:

# Number of

% Percent of

\$ Dollar value of.

The reader may need to read the symbols as part of the sentence.

### **Compiler's Notes**

Breadth vs. Depth

The states, for the most part, have the same functions with the same goals. Utah has the Utah Department of Transportation (or UDOT). Virginia has VDOT. So the measures should have a lot of repetition, but they don't. There is repetition where there are federally required measures, but where the states are on their own, they vary widely.

Measures come predominantly from the executive branch.

The measures seem to come predominately from the executive branch, sometimes exclusively.

#### **Administrative Services** Archives Administration & General 321 Administration & General **Judicial Conduct Commission** 4 Facilities Management Judicial Conduct Commission 27 Capitol Preservation Board Tax Commission 31 **Building Construction** 43 Federal Property Assistance 350 Administration & General 45 Central Mail 360 Property Tax 47 Motor Pool 377 Alcohol & Tobacco 60 **Printing** 381 Return Processing 62 Automated Geographic System 400 Information Technology 64 402 Tax Appeals Rulemaking Finance 403 Auditing Administration & General **Motor Vehicles** 66 92 Payroll 420 Administration & General 100 Information Technology 427 Automobile Dealer & Salesperson Licensing 102 State Financial Information & State Agency 432 Salvaged Vehicles 435 Truth in Mileage Compliance Accounting 112 Unclaimed Property 437 Vehicle & Vessel Title & Registration Services **Information Technology** 459 Information Technology Administration & General 464 Audits 118 140 Telecommunications **Employment** 152 Information Services 470 Administration & General 163 State Technology Office 477 Wagner-Peyser 168 Strategic Planning 481 **Customized Training** Risk Management 486 Older Worker 181 Administration & General 494 **Unemployment Appeals Commission** 191 State Self-Insured Claims Adjustment 501 **Employers** 206 Workers' Compensation 505 Job Seekers **Retirement Systems** 521 Unemployment Insurance 215 Administration & General 543 **Employment Data** 240 Pension Investment Agency 546 Job Training **Emergency Management** 547 Status of Women 241 Administration & General 557 Labor Market Services TANF, WIA, & Food Stamp 246 Pre-Disaster Mitigation 256 Emergency Communications 562 Administration & General 261 Emergency Planning 577 Food Stamps 274 Emergency Recovery 584 **TANF** 283 Emergency Response 606 Micro enterprise (TANF) (an econ. 288 Hazardous Materials Compliance Planning dev. program) 293 Building Compliance and Hazard Mitigation 608 WIA **Purchasing** 624 General Assistance Administration & General 630 Refugees 314 Office Supplier Diversity Service Providers 635 Intake & Benefits Determination 637

661

Child Care

Alcoh	olic Beverage Control	996	Boxing
671	Administration & General	999	Horse Racing
Labor	r Commission	1020	Gaming
689	Administration & General	1036	Charitable Gaming
695	Occupational Safety		Lottery Operations
729	Child Labor	1055	Construction
733	Workers' Compensation Law Enforcement	1060	Port Authority
743	Workers' Compensation/Judges		cial Institutions
763	Consumer Protection	1063	Administration & General
765	Wage & Hour	1075	Safety & Soundness
775	Dispute Resolution Services	1085	Examinations
781	Anti-Discrimination	1093	Financial Investigations
792	Fair Housing		Consumer Credit
794	Employment Relations Board	Insur	ance Commission
801	Apprentice	1104	Administration & General
Occup	pational & Professional Licensing	1137	Fraud
808	Administration & General	1150	Licensing & Oversight
840	Contractors	1173	Consumer Assistance
847	Standards & Licensure	1182	Workers' Compensation
863	Inspections	1189	Policy Forms Review
866	Unlicensed Activities	1194	Health Insurance
867	Mediation	1196	Life & Annuity
868	Compliance & Enforcement	1198	Property & Casualty
883	Testing	1200	Receivership
884	Veterinary Licensing	1202	Comprehensive Health Insurance (insurer of the
887	Pharmacy Licensing		uninsurable)
895	Medical	Public	c Service Commission
901	Nursing	1209	Administration & General
907	Psychiatric Licensing	1235	Utility Cost Comparisons
913	Radiology	1241	Transportation
914	Security, Investigative, and Recovery	1242	Electric
920	Securities	1249	Gas
933	Securities Regulatory Review	1256	Water & Waste Water
Consu	umer Protection	1262	Communications
936	Administration & General	1269	Consumer Calls
942	Mobile Home Compliance & Enforcement	1273	Conservation
946	Public Utility Counsel/Advocacy	1276	Telecommunications Do Not Call List
Busin	ess Regulation	1281	Motor Carrier Registration
950	Administration & General	1285	Deaf & Hard of Hearing
963	Customer Call Center		
966	Central Intake		
971	Testing & Continuing Education		
974	Compliance & Enforcement		

983 Recorder & Uniform Commercial Code

Econo	omic Development	1544	Community Services Block Grant
1299	Administration & General	1548	Weatherization
1333	Business Infrastructure	Histor	ry
1340	Employee Training	1549	Administration & General
1343	Small Business	1563	Historic Preservation
1347	Minerals Development	1578	Archaeology
1350	Minority Economic Development	Libra	ry
1356	Film	1588	State Library
1365	Music	1614	Public Library
1366	Exports	1621	Library for the Blind
1367	Sports	1629	Community Library Outreach
1373	Outreach	1630	Internet
1374	Site Selectors	1631	Databases
1377	In-State Development	1636	Inter-Library Lending
1385	Technology Transfer	Muse	ums
1395	Other High Technology	1637	Administration & General
1403	Technology & Space	1639	State Museums
1405	Military Bases	1664	Private & Local Museum Technical Services
1407	Micro enterprise (TANF)	1667	Outreach
1409	Financial Assistance & Capital Programs	Arts (	Council
1414	Clustering	1669	Administration & General
1416	Bringing Outside Business In-State	1679	Cultural Support & Development Grants
1422	Border Development	1692	Folk Arts & Local Culture
1425	International	1695	Arts Education
1436	Advocating International Business Partnerships	Huma	nn Resources
1445	Rural Development	1698	Administration & General
1446	Incubators	1730	Insurance Benefits Administration
Trave	el Development	1738	Educational Employees Benefits
1447	Administration & General	1747	Educational Employees Retirement
1451	Visitor Data	1756	Public Employees Relations
1460	Tax & Economic Data	1762	Human Relations
1467	Publications	1764	Appeals
1473	Advertising	1767	Training
1478	Private Sector Partnerships	1771	Compensation
1485	Welcome Centers	1776	Testing
1487	State Beautification	1777	Ethics
Comn	nunity		Retirement System Administration
1490	Administration & General	State	Housing Finance Corporation
1506	Urban Development	1793	Administration & General
1508	Homeless	Caree	er Service Review Board
1511	Low Income Housing	1805	Administration & General
1530	Rural Development	Mino	rity Offices
1536	Family Violence	1807	American Indian
1540	Community Development Block Grant	1812	African Americans
		1817	Martin Luther King, Jr.

Gover	rnor's Office	2254	Offender Transition, Rehabilitation and Support
1820	Governor	2260	Private Prison Operations
1824	Budget Office	2262	Officer Training
1849	Community Planning	2263	County Jail Contracting
1879	Economic Research	2269	Correctional Industries
Lieute	enant Governor's Office	Juven	ile Justice
1881	Administration & General	2271	Administration & General
1882	Elections	2292	Secure Residential & Detention Centers
1905	Voting Machines	2319	Home Detention
1911	Elections Outreach	2321	Aftercare Services - Conditional Release
1912	Elections Training	2323	Juvenile Parole
1915	Customer Complaints & Investigations	2329	Juvenile Probation
State	Treasurer's Office	2345	Non-Residential
1920	Administration & General	2347	Education
1932	Deposit Security	2361	Field Services
1935	Supplemental Retirement Plan	2369	Contract Services
1938	State Funds Management & Investment	Proba	tion & Parole
Attor	ney General's Office	2376	Administration & General
1961	Administration & General	2387	Pardons
1980	Criminal Justice	2390	Parole
2019	Medicaid Fraud	2428	Post-Incarceration Enforcement & Victims Rights
2035	Medicaid Fraud Prevention	2436	Field Services
2037	Public Defender	Court	cs
2059	Public Defender Appellate	2440	Administration & General
2066	Public Defender Mentally Disabled	2461	Data Processing Services
2073	Capital Collateral Regional Counsels	2466	Supreme Court
2083	Civil Enforcement	2497	Law Library
2113	Constitutional Legal Services	2502	Appellate Courts Operations
2117	Criminal and Civil Litigation Defense	2524	Circuit Court Operations
2129	Victim Services	2562	Circuit Court Services to Most Vulnerable
2136	Crime Victim Federal Grant Administration	2569	Magistrates Court
2144	Prosecution of Multi-Circuit Organized Crime	2575	Administrative Law
2149	Campaign Finance and Election Fraud	Public	e Safety
	Enforcement	2579	Administration & General
2156	Risk Litigation	2602	State Police
Audit	or	2609	Police - Crime
2162	Administration & General	2624	Capitol Police
Corre	ections	2631	Fire Marshall
2168	Corrections - Administration & General	2665	Fire & Arson Investigations
2191	Institutional Operations	2672	Fire Professional Training & Standards
2213	Public Service Work squads and Work Release	2678	Motor Vehicle
	Transition	2685	Traffic Safety
2218	Community Corrections	2725	Motor Vehicle Weights & Standards
2230	Inmate Health	2727	Explosives & Hazardous Materials Control
2237	Inmate Education	2730	Drugs - Alcohol

2732	Crime Lab	Healt	h Licensing
2772	Training	3158	Medical Quality Assurance
2794	Outreach - Prevention	Huma	nn Services Administration
2802	Crime Databases - DP	3192	Human Services - Administration & General
2819	Investigative Services	Servi	ces to People with Disabilities
2830	Standards & Compliance	3206	Administration & General
2835	Concealed Carry Permits	3229	Developmental Services Public Facilities
2838	Driver Licensure	3242	Home and Community Services
2854	Motorist Financial Responsibility Compliance	3257	Outreach & Advocacy
2856	Identification and Control of Problem Drivers	3261	Brain Injury
2858	Motor Carrier Compliance	3262	Early Intervention
2862	Crime Victims Reparations	3264	Employment
2864	Gaming Enforcement	Subst	ance Abuse Program
2868	Community Programs	3267	Administration & General
	Legal Services	3272	Adult Prevention, Evaluation & Treatment
Healtl	h	3291	Addictive Disorder Treatment
2878	Administration & General		Children
2911	Outreach	Office	e of Recovery Services
2920	Health Protection	3302	Administration & General
2935	Lab	3306	Family Support
2940	Community Health	3320	Child Support Order Establishment
2963	Water & Sewage	3323	Child Support Remittance & Distribution
2967	Permits	3326	Child Support Compliance Enforcement
2969	Prenatal		Child Support Customer Service
2971	Infants	Child	& Family
2977	Children	3333	Administration & General
2999	Child Immunizations	3348	Foster Care
3005	Health Care Regulation	3367	Adult Protection
3015	Infectious Disease Prevention and Control	3372	Child Abuse & Intervention
3037	Statewide Health Support Services	3375	Child Protection
3039	Vital Records	3393	Child Protection and Permanency - Investigations
3043	Violent Sexual Predator Program	3399	Abuse Hotline
3046	Health Care Benefits - Administration & General	3402	Č
	Benefits Administration		At-Risk Youth
Medic	eaid		Program
	Administration & General		Administration & General
	Prescription Drugs	3417	Eligibility
3081	Long Term Care	3420	Home & Community
3091	Medicaid Prepaid Health Plans	3459	
3095	Hospital/Medical Services	3463	Consumer Advocate Services
3132	Medicaid Management Information System	3483	Employee Training
3136	Health Standards	3484	Elderly Protective Services
3139	Buy-Ins and Supplements	3491	Title V
3141	Mental Retardation & Developmentally Disabled	3494	Title VII
3147	Medical Assistance	3497	Elderly Outreach
3155	Children	3498	Senior Centers

Menta	al Health Program	Mine	rs Hospital
3500	Administration & General	3897	Administration & General
3508	Community Services	Natur	ral Resources Management
3523	Forensic & Criminal	3914	Administration & General
3528	Children's Services	Fish &	& Wildlife
3539	Adult Treatment Facilities	3920	Administration & General
Highe	er Education	3930	Outreach & Education
3555	Administration & General	3937	Fishing
3588	Enrollment	3951	Fish Habitat
3607	Retention & Advancement	3958	Fish Hatcheries
3610	Graduation Rates	3962	Marine Fisheries Management
3617	Placement	3966	Marine Assessment/Technical Support
3621	Scholarships	3972	Wildlife
3632	Subsidized Special State Need	3998	Habitat Conservation
3636	Accreditation	4018	Law Enforcement
3637	Research Centers	4022	Licensing
3640	Commercializing Research	4025	Non-Game
3644	Student Financial Assistance	4027	Wildlife Depredation & Nuisance Abatement
3668	Diversity	Fores	try
Grad	uate School	4030	Administration & General
3679	Administration & General	4039	Outreach
Unive	ersity	4044	Nursery Operations
3684	Administration & General	4047	Harvesting
3718	Graduation & Advancement	4049	Reforestation
3729	Customized Training	4054	Forest Health
3734	Agricultural Research & Extension Center	4059	Urban Forestry
3748	Engineering Experiment Station	4062	Prescribed Burns
3752	Engineering Extension Service	Fire S	Suppression
3756	Transportation Institute	4067	Administration & General
Four	Year College	4089	Outreach
3760	Administration & General	4092	Fire Remediation
Comr	nunity & Technical College	Oil, G	Sas, & Mining Regulation
3780	Administration & General	4097	Mineral & Coal Mining
3817	Minority Students	4104	Energy Conservation
3833	Post-Completion	State	Parks
3843	Advancement	4106	Administration & General
3845	Classroom & Laboratory Space Utilization	4122	Recreational Assistance to Local Governments
Medio	cal School	4125	Operations
3849	Administration & General	4137	Boating
	Hospital Services		Youth Conservation Corps
Vocat	tional Education	State	Geologic Survey
3881		4170	Administration & General
Distai	nce Education		

3891 Administration & General

Water	r Rights & Development	4596	Charter Schools
4183	Administration & General	4598	Disadvantaged Children
4187	Water Rights	4604	At-Risk
4206	Water Development	4606	Classroom Technology
4212	Interstate Stream Compacts	4609	Professional Development
4215	Watershed Enhancement	4627	Quality of Educators
4225	Dam Safety	4642	Adult Education
Energ	y Program	4657	Early Intervention - Remediation
4226	Administration & General	4658	Private Education
Agric	ulture	K-12	Education
4228	Administration & General	4669	Administration & General
4242	Agricultural Law Enforcement	4701	Post Secondary Preparation
4244	Agricultural Water Policy Coordination	4710	Pre-Kindergarten
4248	Dairy Facilities Compliance & Enforcement	4714	Grades 1-12
4253	Food Safety Inspection & Enforcement	4717	Special Groups (disabled, detained, migrant,
4261	Food & Fiber Research		non-English speaking, African Am., Native Am.
4264	Agricultural Environmental Services		Asian Am., Hispanic Am.
4275	Standards and Petroleum Quality	Deaf o	& Blind Education
4287	Fruit & Vegetables Inspection & Enforcement	4719	Administration & General
4289	Organic Farming & Marketing	4723	Blind
4295	Amusement Ride Inspections	4753	Residential Blind Services
4297	Agricultural Products Marketing	4758	Deaf
4328	Aquaculture	Specia	al Education
4335	Agricultural Inspection Stations	4790	Administration & General
4339	Animal Pest and Disease Control	4799	Instruction
4354	Plant Pest & Disease Control	4807	Residential Services
4374	Soil & Water Conservation	4811	Early Childhood Development
4390	Livestock Inspection	4812	Special School Districts
4394	Meat Inspection	Vocat	ion Rehabilitation
4397	Laboratory Services	4829	Administration & General
State	Lands	4854	<b>Employment Measures</b>
4400	Administration & General	4869	Blind
4445	Protected Lands	4890	Blind Vending Stand Program
State	Fair	4893	Community Rehabilitation Services
4457	Administration & General	4898	Independent Living
Public	e Education	4905	Specialized Services
4460	Administration & General	4907	Services for the Deaf
4505	Student Assessment	Schoo	ol for Math, Science, Art
4533	Parental Assessment	4915	Administration & General
4534	Special Program Assessment	4927	Residential
4540	Teacher Assessment	4930	Virtual High School - Tele-learning
4546	School Assessment	4931	Instruction
4577	District Assessment		
4582	Grants		

4590 Support Services

#### **National Guard** Aviation 4934 Administration & General 5165 Administration & General 4939 Facilities Maintenance 5183 Aircraft Management **Transportation** 4944 Drug Interdiction & Prevention 4950 Readiness 5187 Administration & General 5195 Executive Direction and Support Services 4963 Military Response 4967 Federal/State Cooperative Agreements 5202 Highway & Bridge Construction 4969 Community Service 5216 Contract Supervision **Veterans Affairs** 5229 Safety 4970 Administration & General 5242 Public Transportation. 4990 Veteran's Home 5251 Highway Operations 5001 Benefits and Assistance 5270 Toll operations 5011 Outreach 5276 Ferries **Environmental Quality** 5278 Field Operations 5017 Administration & General 5284 Railroads 5051 Invasive Plants Legislature 5289 Administration & General 5052 Laboratory Services 5055 Hazardous Waste 5290 Fiscal 5066 Information Technology 5298 Bill Drafting & Legal 5067 Beaches 5299 Auditor 5068 Air 5302 Printing 5087 Utility Siting and Coordination 5088 Environmental Investigations 5092 Water Resources Protection and Restoration 5123 Drinking Water 5129 Waste Cleanup 5132 Land Management 5134 Emergency Response 5135 Solid Waste 5152 Waste Tires 5154 Regulated Facilities 5157 Underground Storage Tanks 5159 Radiation 5163 Food 5164 Brownfields

		Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
Perf	ormance Measures From Other States	A	Ar	豆	Log Ne	0		
	Administrative Services							
Adm	inistration & General							
1	Administrative costs as a percent of total costs.			•				
2	Administrative FTE as a percent of total FTE.			•				
3	# days between submission of proposed regulations and department review.							•
Facil	ities Management							
4	Leased office space in square feet.	•						
5	Cost of newly negotiated rental space per square foot vs. the market rate.	•						
6	Average full service rent composite cost per net square foot actual compared to private sector.			•				
7	Customer satisfaction survey rating.	•						
8	Customer satisfaction survey rating of custodial & maintenance services.				•			
9	Customer satisfaction with property control.				•			
10	Facility operating cost per square foot.	•						
11	Average operations and maintenance cost per square foot maintained.			•				
12	# maintained square feet (private & agency).			•				
13	# leases managed.			•				
14	# facilities secured.			•				
15	% cost of maintenance standards at International Facility and Mgt Assoc. standards.				•			
1.6	for existing buildings.							
16	% cost of maintenance standards at International Facility and Mgt Assoc. standards. for new buildings.				•			
17	# days to process lease request.							
17 18	# scheduled preventive maintenance tasks.				•			
19	\$ operating costs per urban square foot.				•			
20	\$ cost per square foot of all building maintenance (excepting utilities).							
21	% increase in avg cost per square foot of leased and owned urban office space.							
22	% uniform rent costs per square foot of private market rates.					•		
23	Energy savings, in millions of BTU, in state facilities.				•			
24	\$ annual utility costs for state-owned buildings.				•			
25	% survey respondents ranking services as very good to excellent.					•		
26	\$ average cost per square foot of custodial services.						•	
Capi	tol Preservation Board							
27	# repairs and restorations completed.						•	
28	\$ cost per building square foot of custodial care.						•	
29	# school-age tours conducted at the visitors center.						•	
30	# capitol gift shop sales transactions.						•	
Build	ing Construction							
31	Gross square foot office construction cost compared to private industry costs.			•				
32	\$ value of fixed capital outlay project starts.			•				
33	% contractor pay requests approved in 7 days.				•			
34	% property control capital projects on schedule and within approved budget.				•			
35	% completed construction projects on schedule and within budget.						•	
36	% capital outlay reviews completed within 21 days.							•
37	% recommendations for approval or disapproval of real property transactions							•
	completed in two weeks.							

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Administrative Services	Ala	Ark	Flo	Loui	ew		Le	Virg
38	% general obligation bond construction projects in the bond implementation plan or				'				•
30	subsequent revisions to it, on schedule to be completed within 6 months or the scheduled date.								
39	% capital projects proposed that are actually included in the Governor's budget.								•
40	Time from capital outlay project authorization to completion.								•
41	Time from capital outlay project authorization to contract with architect.								•
42	Original capital outlay project cost estimate vs. final project cost.								•
Feder	al Property Assistance								
43	Federal Property distribution rate.			•					
44	# federal property orders processed.			•				_	
	al Mail								
45	Customer service rating	•							
46	Cost of delivering mail	•			-	_			
	r Pool								
47 48	Miles of commercial vehicle rental contract service provided.  State daily vehicle rental rate vs. private provider daily vehicle rental rate.								
40 49	% customer satisfaction with lease services.								
50	% vehicle lease revenue to expenditures.								
51	Lease rates as a % of other public vehicle fleet rates.								
52	% of individual vehicle lease services that break even, including sixty days of								
32	operating reserve.								
53	% short-term vehicle utilization.								
54	Customer satisfaction survey rating.	•							
55	\$ annual lifecycle fleet cost.	•							
56	% increase in alternative fuels consumption of gasoline-equivalent gallons by state entities.					•			
57	\$ state vehicle cost as a percent of contracted rental rates.						•		
58	% fleet reservation made using automated system.								•
59	% un-met demand for short-term fleet vehicle assignment.								•
Print	ing								
60	Customer satisfaction with printing and graphic services.					•			
61	% individual printing services that break even, including 60 days of operating					•			
	reserve.								
	nated Geographic System								
62	% change in utilization.								•
63	Customer satisfaction rating.							_	•
	naking								
64	Maximum number of days between rule effective date and online availability.					•			
65	# rules and notices of rulemaking filed.					•			
4.1	Finance								
	nistration & General								
66 67	% payroll process timely & accurate  Unscheduled system downtime (% or hours)								
67 68	Unscheduled system downtime (% or hours)								
68 60	% payments made within one day of certification								
69 70	% increase over prior year credit card rebate								
70 71	% state reporting requirements met								
71 72	% federal and other external financial reporting requirements met. # audit recommendations received.								
12	π audit reconnicinations received.								

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Finance (continued)	A	Ark	F	Lou	New	Ö	Ĕ	Vir
73	# questioned costs returned to federal government.	•				_			
74	# audit exceptions investigated and resolved	•							
75	% agency performance targets met.		•						
76	Administrative FTE as a percent of total FTE.			•					
77	Administrative costs as a percent of total costs.			•					
78	Date for improved fiscal management performance by the state agencies in the					•			
	following areas: timeliness of audits, daily processing of transactions, timeliness								
	of payments, compliance with state statutes, and timely reconciliation of financial information.								
79	% agencies having online access to the document imaging system.					•			
80	% time the central accounting system is operational.					•			
81	Average number of business days required to process payments.					•			
82	The state's adoption of a budgetary basis of accounting based on generally					•			
	accepted accounting principles.								
83	Date of timely, unqualified audit opinion issued.					•			
84	% department fund accounts reconciled within two months following closing.					•			
85	# days to process a contract accurately.					•			
86	% respondents ranking services as very good to excellent.						•		
87	# years out of last five that controller wins GFOA certificate of achievement.						•		
88	\$ monthly delinquent account closure rate per enforcement collector.								
89 90	# days to issue a proposed decision following record closing. % increased interest earned through minimization of bank float.								
91	% employees receiving travel reimbursements electronically vs check.								
Payro									
92	% employees in compliance with Social Security & Medicare coverage regulations.		•						
93	% time central payroll system is operational.					•			
94	% employees using direct deposit.								•
95	% employees using web-based pay information system.								•
96	% payroll payments issued electronically.			•					
97	% attendance at sponsored training events.								•
98	Customer satisfaction rating.								•
99	Accuracy rate for reimbursements.								•
	mation Technology								
100	% scheduled services completed timely.			•					
101	% employees receiving information technology training.					٠			
	Financial Information & State Agency Accounting								
	% customers who returned an overall customer service rating of good or excellent.			•					
103	% vendor payments issued in less than 10 days.			•					
	% vendor payments issued electronically.			•					
105	% retirement payments issued electronically.			•					
	# post audits completed.			•					
107	5							٠	
108 109	% state agencies reconciling to state accounting system on time. % state agencies spending within legally approved budget.								
110	# of unqualified audit opinions on state financial statements. % time financial accounting system, payroll system, and fixed asset management								
111	system are available.								
Uncle	system are available.								
	Claims paid to owner as a % of total dollars in returnable accounts			•					
	r a de								

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Finance (continued)	A	Ar	国		Se	0	-	<b>&gt;</b>
113	# of accounts processed.			•					
	\$ value of accounts processed.			•					
	# claims paid.			•					
116				•					
117	% claims paid within XX days from date received.			•					•
	Information Technology								
Admi	nistration & General								
118	% of time system or hosted system is available.	•	•	•		•		П	
119	Customer service rating	•	•			•			•
120	Customer satisfaction with human resources system services.					•			
121	Customer satisfaction with information processing services.					•			
122	Customer satisfaction with client services.					•			
123	Customer satisfaction with digital network services.					•			
124	Administration as a percent of total budget.		•						
125	# prior years audit findings repeated in subsequent audit.		•						
126	% agency staff time reported in "general agency overhead"		•						
127	% key performance measures met.		•						
128	# of hosted systems.		•						
	Internal consultant billable time as a percent of total time.		•						
130	Avg. cost per megabyte to customers for network services.		•						
131	% compliance with federal cost reimbursement rules.					•			
132	% individual information processing services that break even, including 60 days of operating reserve.					•			
133	% individual information communication services that break even, including 60 days of operating reserve.					•			
134	# technical and industry standards reviewed.							•	
135									•
	\$ total cost of state enterprise computing services and support per state employee.								•
	% projects completed on time, on budget, and to customer specifications.								•
138									•
139	% time all production servers & mainframes are operating properly (excluding maint.).								•
Telec	ommunications								
140	Avg. cost per minute for long distance time.		•						
141	Aggregated discount from commercially available rates for voice and data services.			•					
142	% telecommunications customers satisfied.			•					
143	Total revenue for voice services.			•					
144	Total revenue for data services.			•					
145	% wireless customers satisfied.			•					
146	% state covered by joint radio system.			•					
147	% 800 MHz law enforcement radio system contracted performance standards met.			•					
148	# engineering projects and approvals handled for state and local governments.			•					
149	Customer satisfaction with telephone services.					•		•	
150						•			
151	\$ savings and cost avoidance through utilization of cooperative services.							•	

		Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
	Information Technology (continued)	Ala	Ark	Flo	Loui	Ore	Te	Virg
Infor	mation Services					,		
	% satisfied customers.			•				
153	% mainframe utilization as used for capacity planning and tech. refresh.			•				
154	# customers.			•				
155	% production jobs completed timely.			•				
	% data processing requests completed timely.			•				
157	System design and programming hourly cost.			•				
158	Cost per MIP.			•				
159	% help desk calls resolved within 3 hours.			•				
160	Cost per help desk call.			•				
161	# data processing requests completed timely.			•				
162	# scheduled production jobs completed.			•				
State	Technology Office							
163	% agency web sites migrated to state's web portal.			•				
164	% customers satisfied.			•				
165	\$ saved through enterprise management.			•				
166	% agency service level agreements met.			•				
167	% eligible services to citizens provided via information technology.							•
Strate	egic Planning							
168	% information technology plans that receive formal feedback.				•	•		
169	\$ savings on base information technology spending.				•	•		
170	% users trained on information security procedures.				•	•		
171	% state agencies in compliance with state information technology strategic plan.				•	•		
172	% information technology projects reviewed or audited by staff.				•	•		
173	# information technology request for proposals reviewed and approved.				•	•		
174	# information technology professional services contracts reviewed and approved.				•	•		
175	% single and multi-agency information technology projects that get formal architecture review.				•	•		
	# agency information technology plans reviewed and approved.				•	•		
	# state projects with a 90% actual to expectation ratio measured by performance and features criteria.					•		
178	Total cost of ownership for centrally provided technology services compared to 2000.					•		
179	% agencies successfully launched on the web.					•		
180	% respondents ranking services as very good to excellent.					•		
	Risk Management							
	nistration & General							
	% Change in premium costs.	•						
	Property loss claims.	·						
	Liability claims per 100 FTE.							
	Late payment penalties.							
185	1 1 2		•					
	# site inspections, analysis, and property appraisals. # loss control & safety training visits.		•					
	% respondents ranking services as very good to excellent.		•					
189	\$ total claims costs.							
	Cost of risk per \$1,000 of operating budget.							
	Self-Insured Claims Adjustment							
	Average operational cost per claim.			•			•	
1/1							( )	

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Risk Management (continued)	A	Ar	Œ	Lo	Nev	0		>
192	# liability claims closed.			•					
	# of total liability claims closed.			•					
194	•			•					
195	#,% positive risk training responses.			•					
	# tort liability claims paid.			•					
197	Average cost of federal civil rights liability claims paid.			•					
198	Average cost of reactiff rights hability claims paid.  Average cost of property claims.			•					
199	# hours spent training or consulting.			•					
200	# liability claims.			•					
201	# state property loss/damage claims.			•					
202									
	satisfactory or better.								
	Injury and illnesses per 100 covered full-time state employees.							•	
	# medical bills processed.							•	
	% by which Risk Management will initially respond to an insured within 3 business days.								•
	ters' Compensation								
206	# workers' compensation claims requiring some payment per 100 FTE.			•			•		
207	Average cost of workers' compensation claim.			•					
208	State employees' workers' compensation benefit cost rate, as defined by indemnity and medical benefits, per \$100 of state employee's payroll.			•					
209	Cost of workers' compensation per covered state employee.								
	# workers' compensation claims.								
	# workers' compensation claims litigated.								
212									
213	% workers' compensation claims generated electronically.								
213									
214	*					Ĭ			
	Retirement Systems								
	nistration & General								
	% Accuracy for on-line data.	•							
	% Member reporting increased understanding.								
217	% Members reporting resolution on first call.	•							
218	Turn around time for benefit calculations - information requests.			•					
219	% Payments made on time.	•		•					
220	# educational seminars for members.		•						
221	# newsletters.		•						
222	\$ administrative cost per active and retired member.		•	•				•	
223	% performance measures met.		•						
224	# prior years audit findings repeated in subsequent audit.		•						
225	% member earnings service and contributions recorded accurately.		•						
226	% initial benefit payment made within 30 days of notice.		•						
227	% initial benefit payment made within next payroll.			•					
228	% members satisfied with services.			•				•	
229	% participating agencies satisfied with retirement services.			•					
230	% monthly payrolls processed within 5 days.			•					
231	% agency payroll transactions correctly reported.			•					
232	% local retirement systems reviewed which are funded on a sound actuarial basis.			•					
233	# local pension plan valuations and impact statements reviewed.			•					
234	# members.			•					

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
		Ala	\rk	Flo	,0ui	ew ]	Ore	Le	Virg
22.5	Retirement Systems (continued)		Į			Z			
	# days to provide retirement packets.							•	
236								•	
237	# benefit applications processed.							•	
238	\$ participating network savings.							•	
239									
	A street meter Agency								
240	Actual returns compared with target returns reported by consultant.	•							
	<b>Emergency Management</b>								
Admi	nistration & General								
241	# lives lost in flood, wind, tornado, & lightning disasters.								•
242	\$ value of property damage in relation of property value of disaster affected areas.								•
243	% jurisdictions rating services and response as good or excellent.								•
244	% equipment purchased and delivered within grant period.								•
245	% agencies & localities participating in stakeholder feedback.								•
Pre-D	isaster Mitigation								
246	\$ saved by mitigating repetitive losses.			•					
247	# communities supported to mitigate (prevent) hazards.			•					
248	# repetitive loss structures mitigated.			•					
249	% core reviews and updates of state emergency operation plans completed.								•
250	% communities with completed local basic plans prepared & updated.								•
251	# training classes.								•
252	# completing training classes.								•
253	% citizen emergency preparedness awareness. (by survey).								•
	Increase %, # localities conducting community emergency response team training.								•
	# local and regional exercises.								•
	gency Communications								
	# 911 calls.							•	
	# poison control calls.							•	
258	# public safety answering points with wireless automatic number identification.							•	
259	% emergency operation center warnings sent within 15 minutes of receipt.								•
260	% state agencies satisfactorily accomplishing evaluated mock event.								•
	gency Planning								
261	% counties with above avg capability rating to respond to emergencies.			•					
262	# hurricane shelter spaces created.			•					
263	# applicants provided technical assistance.			•					
264				•					
265	# plans, reports, and procedures maintained.			•					
266	# public hurricane shelters evaluated.			•					
267	# entities with enhanced capabilities.			•					
268	% local emergency plans reviewed.				•				
269	# emergency preparedness exercises conducted.				•				
270	# students trained. # counties with demostic preparedness plans				•				
271	# counties with domestic preparedness plans.								
272	% jurisdictions with approved hazard mitigation plans.								•
273	# signatories to regional partnership plan/mutual aid agreements.								
	gency Recovery								
274	Avg months for a community to recover from a disaster.  # post disaster recovery projects.			•					
213	π μοςι αιςασίει τουντιγ μισμοίς.								

		Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
	Emongoney Management (continued)	Ala	Ark	Flo	Coui.	Ore	Te	Virg
276	Emergency Management (continued)		7		<b>-</b> z			
	# project inspections.			•				
277	# financial agreements funded and managed (recovery & mitigation).			٠		ı		
278	# projects requiring national environmental policy act review.  Post-disaster assessments.			•				
279				٠		ı		
280	Outreach team members deployed.			·				
281 282	Maximum disaster property damage assessment response time in hours.				•			
	# days to process disaster claims. gency Response				·			
	% events in which the affected population is warned in time of coming disaster.			•				
284				•				
	# incidents reported to the state warning point.			•		ı		
				•				
287	Population in NOAA weather radio transmission.			•				
	rdous Materials Compliance Planning							
	% known facilities in compliance with hazardous materials planning programs.			•				
	# local organizations supported to enhance hazardous materials compliance planning.			•		ı		
	# community hazardous materials right-to-know requests filled.			•		ı		
291				•				
	# hazardous material planning financial agreements maintained.			•		ı		
	ing Compliance and Hazard Mitigation							
	% of local governments that have a building code program rated at or above a			•				
294	specified level of effectiveness by a recognized rating organization.					ı		
295	# people trained/served.			•				
296	# code amendments promulgated.			•		ı		
297	# permits issued for manufactured buildings.			•				
	Purchasing							
Admi	nistration & General							
	% decrease in cost of goods and services.	•						
	% state term contract savings		•			ı		
	# state contracts and agreements executed.		•					
301	% contracts or amendments approved within 3 weeks.				•			
302	% customer satisfaction.				•	ı		
303	Avg cycle-completion time for construction projects.				•	ı		
304	Avg cycle-completion time for small purchases.				•			
305	Avg cycle-completion time for tangible products and services.				•	ı		
306	Avg cycle-completion time for information technology projects.				•	ı		
307	% reclassification entries and audit adjustments made by outside auditors.				•			
308	% employee performance appraisal development plans completed on time.				•			
309	\$ savings generated through price agreements.					•		
310	% respondents rating services as very good to excellent.					•		
311	# state travelers using travel contracts.						•	
312	# electronic procurement network transactions.							•
	# state agencies making electronic procurement network transactions.							•
	e Supplier Diversity							
	Average minority certification process time.		•					
	# businesses certified and registered.		•					
	# business reviewed & audited.		•					
317	% increase in small business clients.				•			

		Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
	Purchasing (continued)	⋖	Ar	国	Se L	0	_	N N
	% small, women and minority IT business procurement participation.							•
	% small, women and minority business procurement expenditures.							•
320	% increase in small, women, and minority certified vendors.							•
	Archives							
	nistration & General							
	\$ state agency storage/disposition/micrographics cost avoidance .			•				
	Customer satisfaction with research response.			•				
	Customer satisfaction with records management technical assistance.			•				
	Customer satisfaction with records center.			•				
	# new users.			•				
	# reference requests.			•				
	# database searches conducted.			•				
	# cubic feet of obsolete public records approved for disposal.			•				
	# cubic feet of non-current public records stored.			•				
	# cubic feet of significant archival, special and other historical collections processed.							•
	# microfilm images created, processed, or duplicated.			•				
	# library, archival and records management activities conducted.			•				
	% state agencies operating without approved retention schedules.				•			
	# state agencies with approved retention schedules.				•			
	% change in the number of new collections.				•			
	# of records added to research room databases.				•			
	% requests for access to public records that the commission is able to satisfy.				•			
338	% annual strategic action plan achieved or on schedule.				•			
	Judicial Conduct Commission							
	al Conduct Commission							
	Clearance rate.			•				
	#,% complaints disposed.			•			•	
	# complaints of judicial misconduct.				•			
	% complaints disposed timely.				•			
	% complaints requiring research and investigation.				•			
	Case duration rate, by meeting cycle.				•			
	% requests for forms fulfilled the same day or next.					•		
	% calls responded to the same day or next.					•		
	# presentations to judicial meetings or conferences regarding judicial ethics.					•		
	% prosecutions completed within 2 years of receipt through Supreme Court.					•		
349	% complaints received between agendas that are reviewed.					•		

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Tax Commission	·	⋖		7	ž			
	nistration & General								
350	% of taxes collected	•							
	Administrative costs as a percent of total agency costs.			•					
352	Administrative FTE as a percent of total agency FTE.			•					
353	% taxpayer correspondence answered within 30 days.				•				•
354	# tax protest cases resolved.					•			
355	# DUI drivers' license revocations rescinded due to failure to hold hearing within 90					•			
	day deadline.								
356	Taxpayer assistance contacts per employee.						•		
357	Employee work environment satisfaction.						•		
358	% employees receiving 20 or more hours training per year.						•		
	Abandon rate for telephone calls.								•
_	erty Tax								
	% refund and tax certificate applications processed within 30 days.			•					
	Refund requests per 100,000 parcels.			•					
	# refund and tax certificate applications processed.			•					
	% classes studied found to have a level of at least 90 percent.			•					
	Tax roll uniformity - average for coefficient of dispersion.			•					
	# of subclasses of property studies with feedback to property appraisers.			•					
366	Accuracy of initial revenue distributions to local governments.			•					
367	# fund distributions.			•					
	# property appraisals.			•					
	# assessors filing tax rolls electronically.			•					
370	# assessors filing change orders electronically.			•					
371	% resolved accounts resulting from delinquent property tax sales.					•			
372	# counties achieving 85% minimum ration of assessed value to sales price.					•			
373	# appraisals or valuations for corporations conducting business in-state.					•			
374	% property taxes collected						•		
	Assessor satisfaction of service.						•		
	% assessor's maps digitized						•		
	ol & Tobacco								
377	Alcohol non-compliance rate.				•				
378	Tobacco non-compliance rate.				•				
	# compliance checks.				•				
	# inspections.				•				
	rn Processing								
	Collections per dollar spent.			•					
	Voluntary collections as a percent of total dollars collected.			•					
383	% sales tax returns filed substantially error free and timely.			•					
384	# accounts.			•					
	Average days between processing a sales tax return and first notification of an error.			٠					
386	% delinquent sales tax return and filing error or late return notices issued accurately.								
	# tax returns processed.				_				
388	%,# returns filed electronically.				•	•	•		
389	# days to issue refund.						•		
390	# days to issue refund for a paper return.								
391	# days to issue refund for an electronically filed return.				_				
392	Average tax return processing time.				•				
393	% taxpayer claims, applications, and requests processed within 30 days.				•				

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Tax Commission (continued)	A	Ar	团	<u>F</u>	Ve <sub>M</sub>	Ō		N.
394	% total business tax revenue collected electronically.				•				
	% total individual tax revenue collected electronically.				•				
	% total revenue deposited within 24 hours.				•				
397					•				
371	and revenue database, by data lines.								
308	% individual income tax electronic filing.								
	% business return electronic filing.								
	mation Technology								
	Information technology costs as a percent of total agency costs.			•					
	Information technology FTE as a percent of total agency FTE.			•					
	Appeals								
	% claims appealed to district court.				•				
Audit									
	% business accounts audited.				•				
	\$ assessed as a result of audits.								
	% audit assessment collected compared with the uncollected balance.								
	# field audits conducted for corporate income tax and combined reporting system taxes.								
	# federal oil and gas audits.								
	# international fuel tax agreement and international rate program audits.								
409	\$ average cost per audit.								
	•								
411	% taxpayer enforcement effort contacts resulting in additional collections.								
	Average days to resolve a dispute of an audit assessment.			•					
413	% final audit assessment amounts collected (tax only).			•					
	# audits completed.			•					
415	\$ collected per agent per month.								
	Personal income tax nonfiler assessments issued per employee per month.						•		
	Personal income tax and corporation tax cases closed per revenue agent per month.						•		
	Delinquent persona income tax returns filed per filing enforcement employee monthly.						•		
	% compliance revenue target attained.								•
117	70 compilance revenue target attained.								
	Motor Vehicles								
Admi	nistration & General								
420	Administrative FTE as a percent of total FTE.			•					
421	Administrative costs as a percent of total costs.			•					
422	Audited error and rejects per 100 transactions.	•							
423	# partner calls for assistance.	•							
	Customer satisfaction rating.								•
425	\$ cost per customer served.								•
426	•								•
Auto	mobile Dealer & Salesperson Licensing								
427	% dealer licenses issued within 7 working days.			•					
428	# automobile dealers licensed.			•					
429	% salespersons licensing on time.								•
430	% dealership opening inspections completed within 30 days of application.								•
431	% dealership employees with a W-2 and not independent contractors.								•
	ged Vehicles								
	Ratio of inspections of rebuilt salvage motor vehicles per certificate of title failure.			•					
433				•					

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Motor Vehicles (continued)	A	Ar	豆	Lo	New	0		<b>&gt;</b>
434	odometer readings.								
Truth	in Mileage Compliance								
435	% authorities in total or substantial compliance on initial submission.			•					
436	# taxing authority TRIM packages reviewed and evaluated for compliance			•					
Vehic	le & Vessel Title & Registration Services							_	
437	% titles issued without error.			•					
438	# days for title transaction time.			•			•		
439	# fraudulent motor vehicle titles identified and submitted to law enforcement.			•					
440	% change in fraudulent motor vehicle titles identified & referred to law enforcement.			•					
441	Avg cost to issue motor vehicle/vessel title.			•					
442	# motor vehicle & mobile home titles issued.			•					
443	# vehicle titles issued.							•	
444	# motor vehicle & mobile home registrations issued.			•					
445	# vessel titles issued.			•					
446	# vessel registrations issued.			•					
447	Boat registration processing time.				•				
448	% vehicle registration renewals returned and processed by mail.				•	•			
449	% vehicle registration renewals returned and processed via internet.				•	•			
450	% vehicle registration renewals returned and processed in person.				•				
451	# vehicle registration renewals returned and processed by public tag agents.				•				
452	# vehicle registrations conducted by mobile motor vehicle offices.				•				
453	% customers using alternative services to renew vehicle registrations.								•
454	# field offices.				•				
455	# field reinstatement offices.				•				
456	% registered vehicles with liability insurance.					•			
457	Customer wait time.	•		•		•	•		
458	Phone queue time.						•		
Infor	mation Technology								
459	% customers rating services as satisfactory or improved.			•					
460	# courts reporting data electronically to OMV.				•				
461	% increase in courts reporting electronically.				•				
462	# convictions reported.				•				
463	# court convictions reported electronically.				•				
Audit	S								
464	# in-house files audited.				•				
465	# outsourced providers files audited.				•				
466	# in-house audits.				•				
467	# outsourced providers audits.				•				
468	% errors found during in-house audits.				•				
469	% errors found during outsource provider audits.				•				
	Employment								
	nistration & General								
470	% federal/state statistical contract deliverables made timely.			•					
471	# job applicants referred to support services.			•					
472	# federal/state statistical contract deliverables.			•					
473	% Labor Market Areas producing coordinated workforce development plans				•				
474	# One-stop centers achieving 100% participation of the one-stop partners.				•				
475	Personnel turnover rate.				•				

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Employment (continued)	A	Ar	至	Ę	Ne.		_	>
476	# providers trained.				•				
	ner-Peyser								
	Wagner-Peyser entered employment rate.			•					
478	Wagner-Peyser entered employment wage rate.			•					
479	Wagner-Peyser new hire involvement rate.			•					
480	Wagner-Peyser employer involvement rate.			•					
Custo	omized Training								
481	# individuals receiving customized training for new high skill/wage jobs.			•					
482	# individuals receiving customized training for new high skill/wage jobs in rural areas.			•					
483	# individuals receiving customized training for new high skill/wage jobs in enterprise zones or distressed inner city areas.			•					
484	# individuals receiving customized training for new high skill/wage jobs in			•					
	brownfield areas.								
485	Ratio of private fund match to state funds for training.			•					
	· Worker								
486	% individuals participating in the state older worker program obtaining unsubsidized permanent employment.					٠			
487	% individuals participating in the federal older worker program obtaining								
707	unsubsidized permanent employment.								
480	% TANF clients placed in meaningful employment.								
	# enrolled in state older worker program.								
491	# mentors.								
	# clients mentored.								
	# clients placed in meaningful employment.								
	aployment Appeals Commission								
	% appeals disposed within XX days.			•			•		
495	•			•					
	% cases appealed.			•			•		
497	% appealed decisions affirmed.			•					
	% cases in which adjudication meets a standard of quality.						•		
499	Average unit cost of cases appealed.			•					
500	# appeals disposed.			•					
Empl	••								
	Business customer satisfaction survey.	•		•	•		•		
	# job orders entered directly onto website.				•				
503	% employers that submitted tax reports by the due date.						•		
504	% employers that submitted tax payments by the due date.						•		
	eekers								
505	#,% job openings filled.	•			•		•		
506	#,% adult entered employment.				•				•
507	\$ cost per entered employment.			•					
508	Adult employment X month retention rate.				•		•		
509	Adult average earnings change - 6 months after exit.				•				
510	Dislocated worker earning replacement rate - 6 months after exit.						•		
511	Customer satisfaction - individuals.			•	•		•		
512	Time to reemployment as measured by the Unemployment Compensation benefit duration.			•					
513	# individuals referred to job openings.			•					
514					•				
217	reportation of the production								

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
		Ala	\rk	Flo	,0ui	ew ]	Ore	Te	Virg
	Employment (continued)		1			Z			
	# youth entered employment.				•				
516					•				
517	Youth attainment for basic skills, work readiness or occupational skills.				•				
518	Incumbent worker training customer satisfaction rate.				•				
	Incumbent worker training customer wage gain at graduation.				•				
520	1 7							٠	
	ployment Insurance								
521	# initial unemployment insurance claims filed.							•	
522	Time to process unemployment insurance claims filed.							•	
523	% wages replaced by unemployment insurance.	•							
524	% unemployed eligible for unemployment insurance benefits.	•							
525	%,# unemployment compensation benefits paid timely.			•	•		•		•
526	% unemployment compensation benefits paid accurately.			•					
527	% unemployment compensation appeal cases completed timely.			•					
528	% new unemployment compensation employer liability determinations made timely.			•					
529	# new unemployment compensation employers liability determinations made.			•					
530	% current quarter unemployment compensation taxes paid timely.			•					
531	# Unemployment compensation claimant eligibility determinations issued.			•					
532	# unemployment compensation benefit weeks paid.			•					
533	\$ amount of unemployment compensation benefits paid.			•					
534	# unemployment compensation appeal cases completed.			•					
535	\$ unemployment compensation taxes collected.			•					
536	# unemployment compensation employer tax/wage reports processed.			•					
537	# process claims filed by unemployed.			•					
538	\$ overpayments recovered.				•				
539	% liable employers issued account numbers within 180 days.				•				
540	% monies deposited within 3 days.				•				
541	% appeals heard promptly.								•
542									
	oyment Data								
543	% population employed.	•							
544	% unemployed rate.	•							
545	• •				•				
	raining								
	# individuals referred to training.			•					
	s of Women								
	# paid employment teamwork's placements.					•			
548	% teamwork's participants employed at nine months after initial placement.					•			
549	\$ hourly rate for teamwork's paid employment placements in Xxx city.								
	# TANF clients served through the teamwork's program.								
551									
	# collaborations & meetings coordinated or conducted with other agencies and								
	organizations.								
553	3 1					•			
554	# award programs.					•			
555	# workforce conferences or trainings.					•			
	# informational conferences.					•			
	r Market Services								
557	# served by labor market services who found employment.					•			

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Employment (continued)	Alŝ	Ark	Flo	[oni	lew	Ö	Le	Vir
550	Employment (continued) # served.		,			_			
559	% status determinations for newly established employers made within ninety days of								
339	the quarter's end.								
560	Error rate for forecasting employment data.								
	# organizations receiving unemployment data press releases monthly.								
201	worgamizations receiving anomproyment data press releases monany.								
	TANF, WIA, & Food Stamp								
	nistration & General								
	Administrative costs as a percent of total costs.	•	•	•					
			•			•			
564	# total applications			•					
565	% suspected fraud cases referred that result in front-end fraud prevention savings.			•					
	# fraud investigations completed.			•					
	Return on investment for fraud investigations.			•					
	\$ collected through benefit recovery.			•					
	Welfare entered employment rate.			•					
	Welfare transition entered employment wage rate.			•					
571	Welfare return rate.			•					
572	% of allocated slots used to provide school readiness services to eligible children.			•					
	# workforce development programs using performance management system.				•				
574	% finance department adjusting journal entries submitted fifteen days or less after					•			
	completion of reconciliation.								
	% federal financial reporting completed on time and accurately.					•			
	# cost centers with current fixed asset inventory.		_		_	٠			
	Stamps								
	Application processing timeliness rate.		•	•	•				
	Eligibility determination accuracy rate.		•	•	•				•
579	% Food Stamp customers employed.			•					
	% redeterminations within timeframes.				•				
	# families receiving food stamps.					•			
	Ratio of food stamp clients to # living in poverty.						•		
583 TANI	\$ average employment income of current and former participants.								
	% families becoming self-sufficient.	•							
	Work participation rate.		•						
586	% adults placed for whom employment is a goal.						•		
587	% cash assistance benefits determined accurately.			•					
	# caseload.				•				
	# employment/education action plans completed.				•				
590	# students receiving child care benefits.				•				
591	# students receiving transportation benefits.				•				
592	# employee upgrade programs initiated.				•				
593	# women/children receiving emergency financial assistance.				•				
					•				
595	# adult and child survivors receiving intake.				•				
	# women/children receiving safety plans.				•				
597	# adult and child community and TANF partner referrals.				•				
598	% families on TANF less than or equal to 30 months.					•			
599	% cases not returning or off cash assistance 18 months after exit due to employment.						•		
	6								

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	TANF, WIA, & Food Stamp (continued)	A	Ark	FIG	Lou	New	Or	Ĭ	Vir
600	Six month job retention rate.					•			
601						•			
602	\$ average employment income of current and former participants.								•
603	# TANF clients places in jobs.					•			
604	% families leaving TANF who receive Medicaid.					•			
605	% families leaving TANF who receive at least one month of food stamp benefits.					•			
Micro	o enterprise (TANF) (an economic development program)								
606	# individuals assessed for entrepreneurial readiness.				•				
607	# business startups or expansions.				•				
WIA									
	Customer satisfaction survey.	•							
609	% trained customers entering employment. (Adult, Youth, Dislocated, Disabled)	•							
610			•						
611	% State & fed compliance reports for adult education programs reviewed.		•						
	% State & fed compliance reports for veterans' education programs reviewed.		•						
	% adult entered employment.			•		•			
	Adult entered employment wage rate.			•					
	Adult wage rate.			•					
616	% dislocated worker entered employment.			•		•			
617	1 - J			•					
	Overall employment rate inclusive of employed workers.			•					
	Youth attainment rate for basic skills, work readiness, and occupational skills.			•					
620	% youth exiters with positive outcomes.			•					
621	% youth entered employment.					•			
622	% local WIA boards monitored at least annually for compliance with federal &					٠			
622	state fiscal and program requirements. # served.								
	ral Assistance								
	% cash assistance benefits determined accurately.								
	# applications processed within time standards.			•					
626				•					
627	# applications.			•					
628	% cash assistance case-closures who receive a transition assessment and				•				
020	notification and referrals regarding eligibility and availability of support								
	services (i.e., food stamps, child care, Medicaid, SHIP, and transportation).								
629	% people leaving cash assistance that return within 12 months.				•				
Refug									
	% refugee assistance cases accurately closed at 8 months or less.			•					
631	# cases closed.			•					
632	# cases.			•	•				
633	# job placements.				•				
634	# job incentive bonuses to eligible persons.				•				
	ce Providers								
635	% service providers included in Consumer Information Component of the				•				
636	Occupational Information System.								

	TANF, WIA, & Food Stamp (continued)	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	e & Benefits Determination								
	% redeterminations within time frames.				•				
	% applications processed within time frames.				•				
	# average number of monthly cases in temporary assistance.				•				
	% TANF self-sufficiency program assessments occurring within 45-day timeframe.				•				
641	% TANF self-sufficiency program cases with identified employment barriers who receive supportive services.				•				
	% TANF self-sufficiency program caseload gaining unsubsidized employment.				•				
	TANF self-sufficiency program participation rate.				•				
	TANF self-sufficiency program two-parent participation rate.				•				
	TANF self-sufficiency program cases closed with employment.				•				
	TANF self-sufficiency program cases.				•				
	\$ administrative cost per participant.				•				
648	% non-sanctioned TANF self-sufficiency program families with a work activities.				•				
649					•				
	Employment rate for TANF self-sufficiency program participants.				•				
	% non-sanctioned TANF self-sufficiency program families with employment.				•				
	% TANF self-sufficiency clients lacking H.S. diploma working towards GED/diploma.				•				
653	% TANF self-sufficiency clients who are minor aged parents lacking H.S. diploma working towards GED/diploma.				•				
654	Mean processing time for disability insurance benefits (Title II).				•				
655	Mean processing time for Social Security Income (Title XVI).				•				
656	Accuracy rating				•				
657	# clients.				•				
658	\$ direct costs per case.				•				
659	% STEP eligible families receiving transportation assistance.				•				
660	% cash assistance families receiving transitional assistance (Medicaid, Food Stamps, etc.).				•				
	Care								
	# children receiving child care assistance monthly.				•				
	# state approved child care providers.				•				
663	\$ average monthly cost per child.				•				
664					•				
665	% STEP eligible families receiving child care assistance.				•				
666	#,% slots utilizing non-traditional child care.					•			
667	\$ amount of leveraged funds.						•		
668	% child care facilities reviewed on-site for health and safety.						•		
669	% child care providers who are providing enhanced child care.						•		
670	# children served per day with transitional and at-risk child care services.							•	
	Alcoholic Beverage Control								
	inistration & General								
	# days to issue new or transfer liquor licenses.					•			
672	y .					•			
673	# contacts with licensees or their employees per inspector FTE per month.						•		
674	% licensees refusing to sell to minor decoys.						•		
675	Rate of warehouse stock availability when an order is placed.						•		
676	% liquor agent annual evaluations that receive an overall "outstanding" score.						•		
677	Net profit margin of merchandising operations.						•		
678	% permanent staff who receive at least 20 hours of training.						•		

	Alcoholic Beverage Control (continued)	Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas Vincinio	v irginia
679	# inspections.						•	
680	\$ average cost per inspection.						•	
681	% original license/permit applications processed within 14 days.						•	
682	# licenses/permits issued.						•	
683	# stores.						1	•
684	\$ contribution to the General Fund and localities.						1	•
685	Ratio of state population to stores.						1	•
686	\$ sales from store operations.						1	•
687	% underage alcohol sales in stores.						1	•
688	% underage alcohol sales by private sector.						1	•

### Labor Commission

	Labor Commission						
Admi	nistration & General						
689	Administration as a percent of total budget.		•				
690	% orders upheld on appeal to court of appeals.					•	
691	% calls and mail returned not later than the next business day.					•	
692	% seminar evaluations rating 4 or higher on a 5 point scale.					•	
	# consumer speaking engagements.						•
694	# press releases.						•
Occu	pational Safety						
695	# accidental workplace fatalities.	•					
696	Lost workplace time to injuries or illnesses per 100 employees.	•					
697	# boiler or pressure vessel resulting in injury, death, or loss of property.	•					
698	# acceptable boiler and pressure vessel inspections.						•
699	# electrical or plumbing incidents resulting in injury, death, or loss of property.	•					
700	# elevator/escalator/wheelchair lifts incidents resulting in injury, death, or property	•					
	loss.						
701	\$ investigations & inspections - Farm Labor			•			
702	# valid wage claims.	•					
703	% of injured workers returning to work.	•					
704	# injuries & illnesses reported in OSHA targeting small employer high hazard individuals.		•				
705	# prior OSHA audit findings repeated in subsequent audit.		•				
706	% response to injury and illness surveys.		•				
707	% compliance inspections conducted on amusement rides and attractions.		•				
708	% timeliness of boiler and elevator inspections.		•	•			
709	% cited safety violations corrected within 60 days.		•				
710	# visits.				•		
711	# visits closed.				•		
712	# avg days between requests and visits to high hazard employers (1-500 employees).				•		
713	# days from visit to case closed.				•		
714	% high hazards initial visit requests received.				•		
715	% facilities requesting customized program consultation assistance, training &				•		
	on-site services.						
716	# targeted at-risk employers inspected.				•		
717	# targeted at-risk employers found to be non-compliant.				•		
718	# targeted public works inspections.				•		
719	% of revisited employers needing safety assistance.				•		
720	# inspection audit hours.				•		
721	# pipeline safety training contact hours delivered.				•		

	Labor Commission (continued)	Alaska	Arkansas	Florida	Louisiana Now Mexico	Oregon	Texas	Virginia
722	% employers whose accident rate is reduced by counsel, advice, and training.				-			
723	# employers voluntarily implementing outstanding safety and health programs.							
724	# new employers participating in a recognized safety & health compliance program.							
	# employers participating in a recognized safety & health compliance program.  # employers participating in a recognized safety & health compliance program.							
725								
726	# high-hazard construction workplace injuries and illnesses.							
727	# construction industry fatalities.							
728	% safety & health investigation initiated within one day or on-site inspection							
GI 11 I	within 5 business days.				-	4		
	Labor # child labor violations.							
		•						
	# child labor fatalities.	•						
731	\$ investigations & inspections - child Labor			•				
732	% reduction in the number of work permit revocations for children working in							•
**/	hazardous occupations.					_		
	ters' Compensation Law Enforcement							
733	1 3	•						
734	% injured uninsured employees.	•						
735	# claims against employers without workers' compensation coverage per 1,000 claims.					•		
736	Time from request to hearing on workers' compensation issues.	•						
737	Ratio of cases settled to cases filed with Board.	•						
738	% initiated investigations completed.				•			
739						•		
7.40	workers who do not.							
	% workers receiving timely and accurate benefits.					•		
741	Statewide incidence rate of injuries and illnesses per 100 FTE.						ľ	
	# fraud investigations completed.					_	Ŀ	
	ters' Compensation/Judges							
	% concluded mediations resulting in resolution (all issues except attorneys fees).				•			
	Average days required to close disputed claims.				•			
745	% claims resolved within 6 months of filing.				•			
746	% appealed, decided orders affirmed.			•		•		
747	% timely held mediations.			•				
748	Average # days from petition filed to disposition order.				•		•	
749	% petitions resulting in final order (i.e. final merit) timely.			•				
750	% decisions rendered by board within XXX days.				•			
751 752	% claimant attorney's fees awarded under contingency fee schedule.			•				
752 752	# petitions received by presiding judge.			•				
753	# mediations.							
754	# final merit hearings.			•				
755	# other hearings.							
756	# final merit orders entered.			•				
757	# lump sum settlements.			•				
758 750	# stipulation orders.			•				
759	# orders other than final orders entered (i.e. procedural orders).			•				
760	Average days from date petition filed to scheduled date of first mediation.			•				
761	# disposition orders.			•				
762	% claims set-up within 5 days.				•			

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	l exas Virginia
C	Labor Commission (continued)		A		7	Ž		
	umer Protection							
	# consumer complaints. # enforcement actions.	•						
	& Hour							
	% complaints investigations started within 30 days.							
766	% wage claims investigations completed within 60 days.		•					
767	Response rate from targeted contractors on wage surveys.		•					
768	% wage claims investigated & resolved within XXX days.						•	
769	% wage security claims processed within 15 days.						•	
770	% prevailing wage rate investigations completed within 90 days.						•	
771	% farm labor wage claims completed within 30 days.						•	
772	% cases where decision to close, settle or charge is determined within 90 days.						•	
773	% proposed orders issued within 30- 45 days of close.						•	
	Reduction in time needed to resolve filed payment of wage claims.							•
	te Resolution Services							
775	# days from hearing to decision issued.							•
776	% customer service rating of parties to grievance hearings.							•
777	# dispute resolution rulings upheld on appeal to circuit court.							•
778	% two party mediation participants agreeing that mediation services are objective and of high quality.							•
779	# days from request to two-party mediation.							•
780	% satisfied with training services.							•
	Discrimination							
781	% cases resolved in 365 days.				•			
	# training sessions with state agencies.				•			
783	# backlogged hearings pending.					•		
784	% discrimination cases settled through alternative dispute resolution.					•		•
	# days to complete discrimination investigations and determinations.					•		
786	% charging documents completed within 15 days of completed intake questionnaire.						•	
	% intake interviews conducted with 30 days.						•	
788	% complaints resolved within 150 days.						•	
789 700	% complaints accepted or rejected within 30 days.							
790 701	% complaints dual filed with EEOC that are investigated and closed.							
791	# of training and outreach activities. Housing							
	# partnerships with designers of multi-family housing to increase awareness of Fair						Ī	•
702	Housing Law accessibility requirements.							
	% fair housing cases open more than 100 days.							•
_	oyment Relations Board							
	# days to process all union representation related petitions.  # days between close of record and issuance of recommended decision.						•	
795 706	# days between close of record and issuance of recommended decision.  # between and arguments on appeal from recommended decision and final order.						•	
796 707	# between oral arguments on appeal from recommended decision and final order.  # days between case filing and final order.						•	
797 798	# days between case filing and final order. % collective bargaining disputes resolved prior to strike or unilateral implementation.						•	
798 799	% collective bargaining disputes resolved prior to strike of unflateral implementation. % collective bargaining disputes resolved prior to interest arbitration.						•	
800	# employers and unions trained in interest-based bargaining that used it subsequently.						•	
300	omproyers and amons trained in interest-vased pargaining that used it subsequently.							

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Labor Commission (continued)		₹.		<b>–</b> ;	Z			
	% adults (25+) with post-secondary professional and technical credentials.								
	% completions for all registered apprentices.						•		
	% women and minorities registered as apprentices.						•		
	% programs reviewed for affirmative action and compliance.						•		
	# apprentices participating in the state apprentice program.								•
	# new apprenticeship partnering outreach contacts.								•
	# apprenticeship sponsors.								•
	Occupational & Professional Licensing								
Admi	inistration & General								
	% of (profession) in compliance.	•							
	% license revocations or suspensions initiated within 20 days of complaint.			•					
	Avg cost of administrative action (revocation, fine, probation, & compliance letter).			•					
	# investigations (security, investigative, & recovery complaint & agency-generated).			•					
812	# compliance inspections (security, investigative, recovery licensee/new agency inspections & random inspections.			•					
813	% telephone calls returned within 24 hours.								
	% programs in full compliance.								
	# rule reviews.								
	# public information announcements.								
	# web hits on consumer related pages.						•		
	# website form downloads.						•		
819	# customer contacts. (all types)						•		
	# consumers contacted through agency outreach efforts.								•
821	% customers rating services "good" or "excellent".						•		•
822	% customers rating service promptness.								•
823	% stakeholders involved in annual rules review, board meetings, & peer committees.						•		
824	% board-issued license denials that were upheld upon appeal.						•		
	% disciplinary actions not overturned by appeal.						•		
826	% medical licensees voluntarily entering treatment for substance abuse that meet the						•		
	terms of the aftercare agreement.								
	% medical probationers who re-offend within 3 years.						•		
	# new licenses to individuals.							•	
	\$ licensing cost per individual.							•	
	Inspection coverage rate.							•	
	# complaints resolved.							•	
	% licensees with no recent violations.							•	
	# disciplinary cases offered alternative dispute resolution. % licenses renewed on-line.								
	# web visits.								
	% cases resolved on time.								
837									
	# complaints.								
	Customer rating of on-line services.								•
	ractors								
	% tested contractors filing bankruptcy.						•		
	% homeowners aware of state services.						•		
	% offenders working without a license within three years of first offence.						•		

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Occupational & Professional Licensing (continued)	A	Ark	E	Pon .	lew	Ö	Ĕ	Vir
843						_	•		
	% parties to claims who perceive that the claims process is fair.						•		
845							•		
0.0	damage others.								
846	% homeowners who understand and highly rate the value of hiring a properly						•		
	ards & Licensure								
	% complete applications approved or denied within 90 days.			•					
848	% licensees correcting violations through notices of non-compliance, citations, or			•					
	alternative dispute resolution.			•					
849	# applications processed.			•					
850	# days to process a completed application and issue a license.					•	•		
851	% e-renewals compared to all renewals for Xxxx profession						•		
852	% Xxxx programs with a passing rate above 85% on the national exam.						•		
853	Renewal time frame in days.				•				
	# licensees (in total or by type)			•		•		•	
	# renewals (in total or by type).							•	
856	% hotel and restaurant licenses processed within 30 days.			•					
857	% permanent licenses issued and filings reviewed as prescribed by laws.			•					
858	# days to issue a license. (composite or by license)					•			
859	# consumers provided with information through written license verification and website access.					•			
860							•		
861	# unlicensed cases in which compliance is obtained.								•
	# criminal convictions for unlicensed cases.								•
Inspe	ctions								
863	% required inspections completed.			•					
864	# inspections completed.			•	•				
865	# violations				•				
	ensed Activities								
	# unlicensed activity cases processed.			•					
Media									
	# cases resolved through mediation.			•					
_	bliance & Enforcement								
	Collections per dollar of auditing expenditures.			•					
869	# audits conducted.			•					
870	% audited licenses in compliance with continuing education requirements.						•		
871	# days to resolve cases submitted or arbitration.			•					
872	Average # days to resolve investigations.			•			•		
873 874	# administrative actions resolved by consent orders. # consumer complaints closed.			•					
874 875	# consumer complaints closed. # consumer complaints closed in 6 months.						•	Ĭ	
876	Time to resolve a complaint.								
877	# cases resolved through arbitration.			•					
878	# enforcement actions.			•			•		
879	% complaints processed and adjudicated.								
880	# days to review and investigate a complaint.						•		
881	# hours to respond to telephone complaints.								
882	# months to resolution of disciplinary matters.								
	1 12 1111								

Occupational & Professional Licensing (continued)  Testing  883 # tests administered.  Veterinary Licensing  884 % facilities in full compliance.  885 # facility licenses.  886 # artificial insemination/pregnancy diagnosis permits issued annually.  Pharmacy Licensing  887 % inspected pharmacies that are in compliance annually.  888 % pharmacies inspected.	5.0
Testing  883 # tests administered.  Veterinary Licensing  884 % facilities in full compliance.  885 # facility licenses.  886 # artificial insemination/pregnancy diagnosis permits issued annually.  Pharmacy Licensing  887 % inspected pharmacies that are in compliance annually.	Virginia
Veterinary Licensing  884 % facilities in full compliance.  885 # facility licenses.  886 # artificial insemination/pregnancy diagnosis permits issued annually.  Pharmacy Licensing  887 % inspected pharmacies that are in compliance annually.	
884 % facilities in full compliance.  885 # facility licenses.  886 # artificial insemination/pregnancy diagnosis permits issued annually.  Pharmacy Licensing  887 % inspected pharmacies that are in compliance annually.	
885 # facility licenses.  886 # artificial insemination/pregnancy diagnosis permits issued annually.  Pharmacy Licensing  887 % inspected pharmacies that are in compliance annually.	
886 # artificial insemination/pregnancy diagnosis permits issued annually.  Pharmacy Licensing  887 % inspected pharmacies that are in compliance annually.	
Pharmacy Licensing 887 % inspected pharmacies that are in compliance annually.	
887 % inspected pharmacies that are in compliance annually.	
888 % pharmacies inspected.	
889 % licensees with no recent violations.	•
890 % complaints resulting in disciplinary action.	•
891 # complaints resolved.	•
892 Time to resolve a complaint.	,
893 Time to investigate priority-one allegations of misconduct by health care providers.	•
894 Time to investigate priority-two allegations of misconduct by health care providers.	•
Medical	
895 # new licenses to individuals (physicians).	,
896 # new licenses to individuals (physician assistants).	,
897 # complaints resolved (physicians).	,
898 Time to resolve a complaint.	,
899 Time to investigate priority-one allegations of misconduct by health care providers.	•
900 Time to investigate priority-two allegations of misconduct by health care providers.	
Nursing	
901 # new licenses to individuals (RNs).	
902 Time to resolve a complaint (RNs).	
903 # new licenses to individuals (LVNs). 904 Time to resolve a complaint (LVNs).	
904 Time to resolve a complaint (LVNs). 905 Time to investigate priority-one allegations of misconduct by health care providers.	
906 Time to investigate priority-two allegations of misconduct by health care providers.	
Psychiatric Licensing	
907 % revocations of conditional release based on commission of felony.	
908 % hearings scheduled within statutory timeframes.	
909 % conditional release reports received on time.	
910 % conditional releases maintained in community per month.	
911 Time to investigate priority-one allegations of misconduct by health care providers.	
912 Time to investigate priority-two allegations of misconduct by health care providers.	•
Radiology	
913 % licensees or applicants whose self-reported chemical dependency's impact on	
patients is managed by complying with a Consent Order or by leaving the	
profession.	
Security, Investigative, and Recovery	
914 % security, investigative, and recovery licenses issued within 90 days of application.	
915 % security, investigative, and recovery investigations completed within 60 days.	
916 % security, investigative, and recovery investigations completed within 30 days.	
917 Average cost of security, investigative, and recovery application processed.	
918 Average cost of security, investigative, and recovery investigation.	
919 Average cost of security, investigative, and recovery compliance inspection.	

	Occupational & Professional Licensing (continued)	Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
Secur			ì			4		
	% licensees examined where department action is taken.			•				
921	% licensees examined on for-cause basis where department action is taken for violations			•				
922	% licensees examined where routine department action is taken against the licensee for violations.			•				
923	% applicants not licensed due to failure to meet substantive licensing requirements.			•				
	# for-cause examinations completed.							
	% licensees examined to determine compliance with applicable regulations.			•	•			
	% mutual fund filings processed within XX days.				•	,		
	# avg days to resolve a complaint.				•	,		
	%,# dealers inspected.						•	
	# new applications reviewed.						•	
	# enforcement actions.						•	
931	% applications processed on time.							•
	# license applications for investment advisors, broker dealers, and agents.							•
	ities Regulatory Review							
	% licensees sanctioned for violations.			•				
934	% applicants not granted securities industry registration subsequently the subject of regulatory action.			•				
935	#,% filing requests processed timely by type.			•				
	<b>Consumer Protection</b>							
Admi	nistration & General							
936	% of regulated entities where an investigation found a consumer protection violation.			•				
937	# lemon law assists made to consumers.			•				
938	# complaints investigated/processed.			•				
939	# "no sales solicitation calls" subscriptions processed.			•				
940	# assists by call center.			•				
	Average time to respond to a consumer complaint.				•			
	le Home Compliance & Enforcement							
	Ratio of warranty complaints to new mobile homes titled.			•				
943	# mobile homes inspected.			•	•			
944								
	% licensed manufactured home installers that have received training.							
	c Utility Counsel/Advocacy							
	# electrical cases.						•	
	# telecommunications cases.						•	
	% telecommunications proceedings that are competition related.						•	
949	# telecommunications projects.						•	
	Business Regulation							
	nistration & General							
	% unlicensed businesses advertising in state.	•						
	# of customer complaints.	•						
	# of customer complaints resolved.						•	
	Time to resolve a customer complaint.						•	
954	% complaints closed within 6 months.						•	
	# key performance measures met.		•					
956	Administration budget as a percent of total budget.		•	•				

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	<b>Business Regulation</b>	A	Ark	Ē	Lou	Vew	Ö	Ĕ	Vir
957	Agency staff in administration as a percent of total staff.		•	•					
	# prior year audit findings repeated in subsequent audit.		•						
959	% regulate entities operating in compliance with laws and regulations.						•		
960	% customers rating their experience at the highest possible rating.						•		
961	% customer transactions completed electronically.						•		
	# collaborative meetings coordinated.								
	omer Call Center								
	% calls answered.			•					
	# calls answered.			•					
965	% calls returned within 24 hours.					•			
Centr	al Intake								
966	% applications processed within 90 days.			•					
967	# days to process a completed application and issue a license.					•			
968	# registration applications processed.					•			
969	% renewals mailed no less than 90 days prior to license expiration.			•					
970	# initial applications processed.			•					
Testin	ng & Continuing Education								
971	%,# non-deficient, complete providers and individuals course applications			•					
972	processed within 90 days. # candidates tested.								
	% registrants audited to ensure compliance with continuing education requirements.								
	bliance & Enforcement					•			
	% licensees in compliance with all laws and regulations.			•					
	# cases.			•					
	% farm labor contractors inspected found to be in compliance with law.			•					
977	% employers in compliance with child labor laws on follow-up investigations.			•					
	# days after receiving complaint to process and deliver to enforcement subcommittee.					•			
979	# days to review and investigate a complaint.					•			
980	# hours to respond to telephone complaints.					•			
981	% complaints processed and adjudicated annually.					•			
982	% complaints reviewed and processed annually.					•			
Reco	der & Uniform Commercial Code								
983	% of correctable errors made to the index of recorded documents.	•							
984	% data entry accuracy of UCC and Farm Product filings.				•				
985	% client satisfaction.			•					
986	Average cost per corporate filing.			•					
987	Average cost per inquiry.			•					
988	% inquiries handled by telephone.			•					
989	% inquiries handled by mail or walk-in.			•					
990	% inquiries handled by electronically.			•					
991	% documents returned				•				
992	% suits processed within 24 hours of receipt.				•				
993	# requests for updated regulatory requirements sent to agencies in programs database.				•				
994	% business, commercial, & public filings and information requests completed in 3 days.							•	
995	\$ average cost per business, commercial and public filings transaction and public							•	
	information request.								

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	
	<b>Business Regulation</b>	A	Ar	<u>F</u>	ro Lo	Ne	O ,	<b>&gt;</b>	
Boxin									
	% licenses suspended or revoked in relation to fights supervised.			•					
	# scheduled boxing rounds.			•					
	% applications processed within 30 days.			•		_			
	Racing								
	Administrative expenses as a percentage of self-generated revenue.				•				
	\$ wagered at racetracks & off-track betting parlors.				•				
	Cost per race.				•				
	% horses testing positive.				•				
	% humans testing positive.				•				
	% breeder awards issued within 60 days of race.				•				
	Breeder awards paid.				•				
	# horses destroyed per 1,000 starters.						•		
	# disciplinary rulings issued per 1,000 races.						•		
	\$ mount of simulcast handle to \$1,000 of live track handle.						•		
1009	Purse supplements at summer fair meets to total industry disbursements from						•		
1010	development fund.								
	# investigations.								
	\$ regulatory cost per racetrack.								
	# race animals inspected pre-race.								
	% compliance audits passed.							•	
	\$ revenue generated for state and local governments.								
	# live racing days. # awards distributed.								
	% stable workers tested for drug or alcohol violations. % horses with blood tests.								
	% horses with urine tests.								
Gami									
	% known unsuitable persons that were denied a license or permit.								
	% licenses or permitees disqualified, or suspended, or revoked.				•				
	# administrative hearings.				•				
	# casino hearing decisions.				•				
	# video poker hearing decisions.								
	# gaming control board casino decisions.								
	# gaming control board video poker decisions. # gaming control board video poker decisions.								
	# video poker licenses and permits issued.				•				
	# casino licenses and permits issued.				•				
	# days to process a license application that requires a hearing.								
	Ratio of revenue generated to General Fund expended for regulation.								
	% variance identified between actual tribal quarterly payments made to the state								
1031	treasurers office to the audited financial statements received.								
1032	% decrease in repeat violations by licensed gaming operators.								
	% gaming tribes receiving an annual compact compliance review.								
	% of 2001 compacting tribes having gaming operations that receive reviews of 80% of the 46 terms detailed in the compact.					•			
1035	% time central monitoring system is operational.								
1033	70 and contain monitoring system is operational.								

Business Reg	ulation	Alaska	Arkansas	Florida	Louisiana	Oregon	Texas	Virginia
Charitable Gaming	ulation		`			4		
1036 # inspections.								
1037 # investigations.					•			
1037 # investigations.					•			
1039 % increase in org	ranizations trained				•			
1040 % administrative					•			
	ed to individuals and organizations. (bingo).				-			
1042 # training session	· · · · · · · · · · · · · · · · · · ·							
	submitting financial reports and fee payments electronically.							
_	submitting permit renewal applications electronically.							•
_	ots provided to charities.							•
Lottery Operations	ns provided to charities.							
1046 \$ transfers to the	recipient fund			•				•
1047 \$ total revenue.	recipione rand.			•				•
	l revenue dollars from prior years.			•				
1049 % total revenue				•				
	se as percent of total revenue.			•				•
	ware of lottery's contribution to recipient fund (education for example).			•				
1052 # retail business								
	r location license issued.							
1054 # lottery compla								
Construction	110 1001104							
	and city building inspectors trained through public outreach program.					•		
	a consumer complaint.							
1057 % consumer con								
	cle time for processing plan review permitting for commercial							
construction.								
1059 % reviews of co	nmercial plans completed within a standard time.							
<b>Port Authority</b>								
1060 # rail containers	moving over marine terminals.							•
1061 % increase in the	_							•
1062 # containers han								•
Financial Ins	titutions							
Administration & Gen	neral							
1063 # of banks fallin	g into receivership.	•						
1064 Administrative of	osts as a percent of total costs.			•				
1065 Administrative F	TE as a percent of total FTE.			•				
1066 % complaints ac	ed on within X days for banks & thrifts.				•			
1067 % complaints ac	ted on within X days for credit unions.				•			
1068 # avg days to res						•		
1069 # complaints clo							•	
1070 # active registrar					•			
1071 % complete appl	ications processed on time.					•	•	
1072 % regulate entiti	es operating in compliance with laws and regulations.					•		
1073 % credit union a	oplications approved within 60 days.						•	
1074 # licenses issued							•	

	Alaska	Arkansas	Florida	Louisiana Now Moxico	Oregon	Texas	Virginia
Financial Institutions	A	Arl	Ē	Lou	ō	I	Vii
Safety & Soundness							
1075 % applications for financial institutions that seek state charters.			•				
1076 % state-chartered credit unions that exceed median of all national/federal credit			•				
unions chartered on return on equity.							
1077 % state-chartered banks that exceed median of all national/federal banks chartered			•				
on return on equity.							
1078 % banks receiving an examination report within X days after the conclusion of their			•	•			
onsite state examination.							
1079 % credit unions receiving an examination report within X days after the conclusion			•	•			
of their onsite state examination.							
1080 % de novo complete applications processed within 90 days.			•				
1081 % surveys returned that rate the examination program as satisfactory or better.			•				
1082 # domestic financial institutions regulated.			•				
1083 # international financial institutions regulated.			•				
1084 % safe & sound credit unions.						•	
Examinations							
1085 % examinations conducted as scheduled for banks/thrifts.				•		•	
1086 % examinations conducted as scheduled for credit unions.				•		•	
1087 % examinations mailed to a depository institution within XX days of exam departure.				•	•		
1088 # credit union examinations.						•	
1089 # bank examinations.						•	
1090 # savings & loan examinations.						•	
1091 # bank special audit licensees examined.						•	
1092 # trust company/dept and EDP examinations/certifications & other special reviews.		_		_		•	
Financial Investigations							
1093 % documented violations referred for enforcement action.			•				
1094 % completed investigations resulting in enforcement action.			•				
1095 # financial investigations closed.			•				
1096 % investigations conducted within X days of report of unlicensed company.				•			
1097 % companies closed or license not required.				•			
1098 % investigated companies licensed.				•			
1099 % written complaints acted on with X days.				•			
Consumer Credit 1100 \$ monies returned to consumers form licensed lenders.							
1100 \$ momes returned to consumers form needsed lenders.  1101 # complaints closed.							
1101 # compraints closed.  1102 # business applications processed.							
1102 # outsiness appreciations processed.  1103 # consumers receiving in-person services.							
1103 # consumers receiving in-person services.							
Insurance Commission							
Administration & General							
1104 Administrative costs as a percent of total costs.		•					
1105 Administrative FTE as a percent of total FTE.		•					
1106 # of domestic insurers becoming insolvent.	•						
1107 % insurance interventions conducted with insurance companies when risk-based capital < 200%.				•	•		
1108 % of alleged violations investigated.	•						
1109 % of market shared by top five insurers.	•						
1110 # resident agents meeting continuing education requirements.		•					
1111 # resident and non-resident agents with active licenses.		•					

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Insurance Commission (continued)		⋖		7	ž			
	# company applications for administration processes within XXX days.		•			•			
	% domestic companies examined according to statute.		•		•				
1114	% domestic companies analyzed (financial).				•				
1115	% non-domestic companies analyzed.				•				
1116	% surplus lines brokers examined.				•				
1117	Examinations performed as a % of domestic companies.		•						
1118	% domestic companies on which financial analysis reviews were performed.		•						
1119	Avg time to process agent licenses.		•						
1120	Maintain full accreditation.		•		•				
1121	\$ consumer awards resulting from complaint investigation.		•						
1122	\$ additional taxes and penalties assessed as a result of examinations/audit				•				
1123	# consumer complaints filed.		•						
1124	# inquiries answered.							•	
1125	% consumer complaints closed.		•						
	# consumer calls received.			•					
1127	# repeat audit findings.				•				
	# Medical Necessity Review Organizations examined.				•				
	% internal and external insurance related grievances closed within 180 days.					•			
	% form and rate filings processed within 90 days.					•			
	% premium tax collected from authorized insurers.					•			
	% domestic insurer examination reports adopted within 18 months after examination.								
	% companies rehabilitated after agency intervention.								
	# days form "at risk" identification to solvency action.								
	# contested cases closed.								
1136	\$ savings to consumers as a result of rate hearings.								
Fraud									
1137	Review and assign investigator within 48 hours of receipt.		•						
	Investigation closed and referred to local prosecutor before statute of limitations.		•	•					
1139	% referred cases accepted by prosecuting attorneys.		•	•					
1140	Conviction rate on arraigned cases.		•						
	% investigative actions resulting in administrative action against agents or agencies.			•					
	# investigations completed.			•					
	# worker's compensation insurance fraud investigations completed.			•					
	\$ amount of court ordered restitution.			•					
	% of court ordered restitution as a percent of department recommended amount.			•					
	\$ amount of court ordered restitution per capita.			•					
	% initial claims investigations completed within XX days.				•				
	% background checks completed within 15 working days.				•				
	% complaints recommended for further admin action or closure in 60 days.					•			
	sing & Oversight								
	# companies entering rehabilitation or liquidation.			•					
	% appraised value of assets liquidated for real property.			•					
	% appraised value of assets liquidated for personal property.			•					
	% insurance representatives requiring discipline or oversight.			•					
	# new producer/agent licenses.			•	•				
	% producer application appointments and renewals processed within 10 days.					•			
	# new companies licensed.				•				
	# applicants and licensees required to comply with education requirements.			•					
	# examinations administered and licenses authorized.			•					

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Insurance Commission (continued)	A	Ark	Ē	Lou	ew	Ö	-	<b> </b>
1159	# agent and agency investigations completed.			•	•	_			
	# agent and agency investigations completed: # agent and agency investigations opened.								
	Avg days from application to denial or issuance for certificate of authority.				•				
	# rate and forms reviews.			•					
	# financial review and examinations completed.			•					
	# market conduct examinations.			•					
	% market conduct examinations performed as a result of complaints.								
	# regulated or licensed agencies.			•					
	% companies meeting required financial standards.			•					
	Residential market premium as a percent of total premium for homeowner's (total),			•					
1100	mobile home, dwelling fire insurance.								
1169	Residential market premium as a percent of total premium for workers' comp insurance.			•					
	Residential market premium as a percent of total premium for automobile insurance.			•					
	Average risk based capital percentage.			•					
	% company filing and applications processed timely.				•				
	imer Assistance								
	% consumer activities resulting in quality service and consumer satisfaction.			•					
	# consumers assisted through court-ordered outreach.			•					
	# consumer educational materials created and distributed.			•					
	# telephone calls answered through the consumer helpline.			•					
	# consumer requests and information inquiries.			•					
	% of written complaints processed timely.			•					
	# complaints resolved, referred, or closed.			•			•		
	Estimated savings to counseled senior health clients.			•					
	# seniors receiving services through telephone, home visits, airs, group presentations.			•					
	ers' Compensation								
	% injured workers returning to work at 80% or more wages.			•					
	# claims handlers audited annually.			•					
	# employer investigations.			•					
	# early case interventions.			•					
	# reimbursement requests audited.			•					
	# reimbursement requests paid.			•					
	\$ assessment collected.			•					
	Forms Review								
	Avg days to process Property & Casualty contract or policy forms.				•				
	% of Property & Casualty contracts or policy forms approved.				•				
	% of health contracts or policy forms advertising and rates approved.				•				
	Avg days to process health contract or policy forms, advertising and rates.				•				
	# days to process Life & Annuity contract/policy forms.				•				
	h Insurance								
1194	# avg days to investigate to conclusion a consumer health complaint.				•				
	\$ claim payments and premium refunds recovered for health insurance complainants.				•				
	k Annuity								
	# days to investigate to conclusion a Life & Annuity complaint.				•				
	% of Life & Annuity contract/policy forms approved.				•				
	rty & Casualty								
	# days to investigate to conclusion a Property & Casualty complaint.				•				
	\$ claim payments and premium refunds recovered for Prop & Casualty complainants.				•				

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	I exas Virginia
Insurance Commission (continued)	Ala	Arka	Flo	Loui	ew ]		Virg
Receivership					_		
1200 # companies brought to final closure.							
1200 # companies brought to final closure.  1201 \$ assets recovered form liquidated companies.				•			
Comprehensive Health Insurance (insurer of the uninsurable)				Ě			
1202 Administrative costs as a percent of total costs.							
1203 # participants.				•		•	
1204 % eligible that are enrolled.						•	
1205 % without health insurance						•	
1206 # referrals through insurance agents involved in the agent referral program.						•	
1207 # training sessions or presentation made to insurance agents and companies.						•	
1208 # insurance agents, community partners and stakeholders trained.						•	
Public Service Commission							
Administration & General							
1209 # proceedings relating to wholesale competition or electric reliability.			•				
1210 # electric and gas safety inspections.			•				
1211 # communications service evaluations.			•				
1212 % orders issued within XX days.				•			
1213 Avg days to issue orders.				•			
1214 Avg days for rate cases to reach final order.					•		
1215 # rate cases.							•
1216 #,% cases processed in less than statutory time allowed.					•		
1217 % rate cases completed within XX months.				•			
1218 Average time to completion of rate cases. (composite or by utility)				•	•		
1219 Direct savings to rate payers.				•			
1220 Indirect savings to rate payers.				•			
1221 # docketed cases. (composite or by utility)					•		
1222 # docketed cases completed.					•		
1223 \$ credits/refunds for consumers obtained through complaint resolution.					•		
1224 % information technology projects completed on time & within budget.					•		
1225 Information systems costs as a percent of total budget.					•		
1226 % of total outstanding corporation bureau corporate revocations processed.					•		
1227 Opinion of previous fiscal year independent agency audit.					•		
1228 # prior year audit findings eliminated.					•		
1229 # corporate certificated issued within statutory deadlines.					•		
1230 % fully functional applications systems.					•		
1231 % employee files that contain performance appraisal completed and submitted.					•		
1232 # injuries related to electric operations per 100,000 customers.						•	
1233 # injuries related to natural gas operations per 100,000 customers.						•	
1234 # compliance investigations.							•
<b>Utility Cost Comparisons</b>							
1235 Commercial electric rate comparison of major State utilities & selected regional utilities.		-			•		
1236 Residential electric cost per KWH as a % of national average.					•	•	•
1237 Commercial electric cost per KWH as a % of national average.					•		
1238 Residential telephone monthly cost as a % of national average.					•		•
1239 Commercial telephone monthly cost as a % of national average.					•		
1240 % composite residential utility increases compared to Consumer Price Index.			•				
Transportation							
1241 # formal complaints processed by transportation division							

	Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
Public Service Commission (continued)	1	Ā	<u> </u>	J S		٠	>
Electric							
1242 % electric residential utility increases compared to Consumer Price Index.			•				
1243 Electric allowed return on equity (ROE) state vs national.			•				
1244 % electric utilities achieving within range and over of latest authorized ROE.			•				
1245 % electric safety variances corrected on first reinspection.			•				
1246 #/% electric companies for which rates or earnings were reveiwed/adjusted.			•				
1247 # electric proceedings, reviews, and audits examining rates, rate structure, earnings & expenditures.			•				
1248 # electric proceedings granting service authority.			•				
Gas							
1249 % gas residential utility increases compared to Consumer Price Index.			•				
1250 Gas allowed return on equity (ROE) state vs national.			•				
1251 % gas utilities achieving within range and over of latest authorized ROE.			•				
1252 % gas safety variances corrected on first reinspection.			•				
1253 #/% gas companies for which rates or earnings were reveiwed/adjusted.			•				
1254 # gas proceedings, reviews, and audits examining rates, rate structure, earnings & expenditures.			•				
1255 # gas proceedings granting service authority.			•				
Water & Waste Water							
1256 % water & wastewater residential utility increases compared to Consumer Price Index.			•				
1257 Water & wastewater allowed return on equity (ROE) state vs national.			•				
1258 % water & wastewater utilities achieving within range and over of latest authorized ROE.			•				
1259 #/% water & wastewater companies for which rates or earnings were reveiwed/adjusted.			•				
1260 # water & waste water proceedings, reviews, and audits examining rates, rate			•				
structure, earnings & expenditures.							
1261 # water & waste water proceedings granting service authority.			•				
Communications							
1262 % communications residential utility increases compared to Consumer Price Index.			•				
1263 % local exchange & alternate local exchange telephone companies communications service variances per inspection points examined.			•				
1264 % inter-exchange communications service variances per inspection points examined.			•				
1265 % pay telephone companies communications service varieances per inspection points examined.			•				
1266 # proceedings to evaluate or resolve retail and wholesale competitive issues.			•				
1267 # proceedings granting certificates to operate as a telecommunication company.			•				
1268 % of total switched access lines provided by competitive local exchange carriers.					•		
Consumer Calls							
1269 % answered.			•				
1270 Average waiting time.			•				
1271 Complaints handled within 60 days.			•				
1272 Complaints handled within 30 days.			•	•			
Conservation							
1273 # programs reviewed and proceedings undertaken.			•				
1274 Per capita kWh energy savings through conservation programs.			•				
1275 % combined conservation goals achieved by utility companies.			•				
S							

Public Service Commission (continued)	Alaska	Arkansas	Florida	Louisiana	New Mexico	Texas	Virginia
Telecommunications Do Not Call List							
1276 # registered subscribers.				•			
1277 % of total registered.				•			
1278 # registered solicitors (telemarketers)				•			
1279 Collections from registrations.				•			
1280 Collections from violations.				•			
Motor Carrier Registration							
1281 % registrations processed within XX days.				•			
1282 % inspections resulting in violations.				•			
1283 # inspections.				•			
1284 # successful legal challenges.				•			
Deaf & Hard of Hearing							
1285 # clients served.					•	•	
1286 # workshops and training sessions.					•		
1287 # outreach events.					•		
1288 \$ reviews and audits of state telephone relay service.					•		
1289 # relay calls.					•		•
1290 Persons served by telecommunications access program.		•					
1291 Relay services customer rating.							•
1292 # contact hours of communications access.						•	
1293 % clients 65 and older.					•	•	
1294 # vouchers issued for specialized telecommunications equipment or service.						•	
1295 % increase of TAP applicants certified by AAA representatives.							•
1296 # new TAP devices, relay technology and features.							•
1297 # enhancements implemented in agency programs as a result of customer feedback.							•
1298 # voice initiated relay calls.							•

Administration & General		Faanomia Dovolonment	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
10st Jobs created or retained	Admi	•					Z			
Jobs created or retained per FTE  1301 % jobs created or retained at above county average wage. 1302 # of (category) jobs created by agency funds. 1303 # jobs created through business start-ups. 1304 # jobs created through business start-ups. 1305 # jobs created through business start-ups. 1306 # jobs created through business start-ups. 1306 # jobs created through business start-ups. 1307 # export-related jobs created. 1308 % satisfaction with state economic development efforts. 1309 # funded projects and initiatives. 1310 # new companies canabled. 1311 # companies assisted. 1312 #,\$ contracts and grants administered. 1313 \$ ceonomic development brought into state through competitive grants. 1314 \$ expenditures per job created/retained by (?) program. 1315 # repeat andit findings resolved. 1317 # internal performance and compliance audits. 1318 % customers rating informational assistance as excellent. 1319 % customers rating analysis and forecasting assistance as excellent. 1310 % impressions generated through web based marketing & news stories. 1311 % businesses assisted that are in-state headquartered. 1322 #,% industry capacity projects meeting objective. 1323 % department investment in rural areas. 1324 #,% of funded leadership & organizational capacity projects meeting objectives. 1325 Customer satisfaction rating. 1326 # commitments per FTE. 1327 # days from application to commitment. 1328 RO1 - return to General Fund. 1339 M organization of General Fund. 1319 RO1 - public dollars saved through Xxxxx program. 1330 RO1 - partner matching investment. 1331 % routiness problems resolved each year. 1333 % department investment in distressed areas. 1334 # communities aincive the routine development that have marketable industrial sites. 1333 % department investment in distressed areas. 1333 % department investment in distressed areas. 1333 % investments in community facilities. 1333 % investments in community facilities. 1333 % investments in community facilities. 1334 # business employees trained each year.										
1301 % jobs created or retained at above county average wage.								٠		
1302 # of (category) jobs created through business expansions.								٠		
1303 # jobs created through business expansions										
1304 # jobs created through business start-ups. 1305 # jobs created through business relocations. 1306 # trural jobs created. 1307 # export-related jobs created from non-Mexico trade. 1308 # satisfaction with state economic development efforts. 1309 # funded projects and initiatives. 1310 # new companies enabled. 1311 # companies assisted. 1312 # S contractes and grants administered. 1313 \$ economic development brought into state through competitive grants. 1314 \$ expenditures per job created/retained by (?) program. 1314 \$ expenditures per job created/retained by (?) program. 1315 # repeat audit findings. 1316 * prior year audit findings resolved. 1317 # internal performance and compliance audits. 1318 * customers rating informational assistance as excellent. 1319 * customers rating informational assistance as excellent. 1310 * impressions generated through web based marketing & news stories. 1321 * businesses assisted that are in-state headquartered. 1322 #, industry capacity projects meeting objective. 1323 * department in westment in rural areas. 1324 #, industry capacity projects meeting objective. 1325 Customer satisfaction rating. 1326 * commitments per FTF. 1327 * days from application to commitment. 1328 RO1 - return to General Fund. 1329 RO1 - public dollars saved through Xxxxx program. 1330 RO1 - public dollars saved through Xxxxx program. 1331 * invested by new or existing companies assisted by the agency. 1332 * business problems resolved each year.  **Brisiness Infrastructure** 1333 * department investment in distressed areas. 1334 * ecommunities improving their telecommunication connectivity. 1337 * diversity and the proving from the proving goal. 1338 * invested by new or existing companies assisted by the agency. 1339 * invested by new or existing companies assisted by the agency. 1331 * invested by new or existing companies assisted by the agency. 1333 * invested by new or existing companies assisted by the agency. 1333 * invested by new or existing companies assisted by the agency. 1333 * inv										
1305 # jobs created through business relocations.   •   1306 # rural jobs created.   •   1307 # export-related jobs created from non-Mexico trade.   •   1308 # satisfaction with state economic development efforts.   •   1319 # funded projects and initiatives.   •   1310 # new companies enabled.   •   1311 # companies assisted.   •   1312 #,\$ contracts and grants administered.   1313 \$ expenditures per job created/retained by (?) program.   •   1314 \$ expenditures per job created/retained by (?) program.   •   1315 # repeat audit findings.   •   1316 % prior year audit findings resolved.   •   1317 # internal performance and compliance audits.   •   1318 % customers rating informational assistance as excellent.   •   1319 % customers rating analysis and forceasting assistance as excellent.   •   1320 # impressions generated through web based marketing & news stories.   •   1322 #, % undustry capacity projects meeting objective.   1323 #, of funded leadership & organizational capacity projects meeting objectives.   1325 Customer satisfaction rating.   1326 # commitments per FTE.   1327 # days from application to commitment.   1328 ROI - return to General Fund.   1328 ROI - return to General Fund.   1329 ROI - public dollars saved through Xxxxx program.   1330 ROI - partner matching investment.   1331 \$ invested by new or existing companies assisted by the agency.   1332 # business problems resolved each year.   1333 * water/wastewater systems achieving goal.   1335 # water/wastewater systems achieving goal.   1336 # communities improving their telecommunications.   1336 # communities improving their telecommunications.   1337 # invested by new or community facilities.   1338 # investments in community facilities.   1339 * invested in support for broadband communications.   1330 # investments in community facilities.   1331 # investments in community facilities.   1333 # investments in community facilities.   1338 # investments in community facilities.   1339 # investments in community facilities.   1339 # inves							•			
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<b>Economic Development (continued)</b>	A	Ar	豆	<u> </u>	Ne		į.
Small Business							
1343 % businesses assisted that are small businesses.						•	
1344 % businesses assisted that are owned by women and minorities.						•	
1345 \$ public and private sector financing for state businesses facilitated through state							•
small business programs.							
1346 # businesses receiving financing through the small business financing authority.							•
Minerals Development							
1347 Statewide mineral exploration spending.	•						
1348 Statewide mineral development spending.	•						
1349 Statewide mineral production value.	•			_			
Minority Economic Development							
1350 # jobs created or retained as a result of franchising & capitalization program.			•				
1351 # jobs created or retained by regional councils.			•				
1352 \$,# procurement opportunities for minority businesses.			•				
1353 \$ matching dollars generated.			•				
1354 # businesses assisted.			•				
1355 # loans guaranteed.							•
Film 1256 S grass revenue from office loads							
<ul><li>1356 \$ gross revenue from office leads.</li><li>1357 \$ economic impact of media industry productions.</li></ul>							
1357 \$ economic impact of media industry productions.  1358 \$ spent by on-location filming.							
1358 \$ spent by on-location filling.  1359 \$ production budgets of film & television projects made in-state.				•			
1360 # qualified leads.							
1361 # liaison and policy development activities.			•				
1362 # production entities making on-site state visits (location scouts).							
1363 # projects.							
1364 # media industry worker days.							
Music							
1365 \$ generated for each dollar invested.					•		
Exports							
1366 \$ export sales attributable to economic development programs.			•				
Sports							
1367 Economic contributions of state sponsored regional & major sporting events.			•				
1368 Economic contributions of state sponsored senior games.			•				
1369 # out-of-state visitors to state funded events.			•				
1370 % satisfaction with state sports development efforts.			•				
1371 #,\$ major and regional sports event grants.			•				
1372 % increase, # athletes competing in senior games.			•				
Outreach							
1373 # outreach programs conducted.				•			
Site Selectors							
1374 # site selection consultants met.				•			
1375 # cluster-related trade shows participated in.				•			
1376 % prospect site visits to high unemployment areas.							•

	Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
Economic Development	A	Ark	F	Lou	Ö	Ĭ	Vir
In-State Development							
1377 % local officials reporting satisfied.				•			
1378 # small business certified.				•			
1379 # small and emerging businesses provided specific assistance.				•			
1380 % by which certified companies 2-year survival rate exceed similar companies.				•			
1381 # Small Business Bond guarantees provided.				•			
1382 \$ bond guarantees provided.				•			
1383 # business expansions assisted by the rural economic development program.				•			
1384 # business expansions assisted by the urban economic development program.				•			
Technology Transfer							
1385 # State Technology Transfer Office assistance requests processed.				•			
1386 # startup companies assisted through state office.				•			•
1387 # jobs created by the commercialization of university based research.							•
1388 # state research universities assisted by state office.				•			
1389 # companies introduced to R&D/technology development entities.				•			
1390 # technology opportunities introduced to private sector.				•			
1391 # collaborations with academic institutions & businesses to promote academia.				•			
1392 # collaborations with academic institutions to promote student awareness of job				•			
opportunities, career development & internships.							
1393 # companies linked to academic institutions to utilize existing academic resources.				•			
1394 # small businesses provided technology assistance.							•
Other High Technology							
1395 % Change in hi-tech jobs.	•						
1396 # high technology jobs created.				•			
1397 Federal R&D funding at colleges and universities		•					
1398 % state payroll in high technology NAICS codes.		•					
1399 % state jobs in high technology NAICS codes. (by code)							•
1400 \$ federal research and development awards and contracts to state businesses.							•
1401 \$ increase in support for nanotechnology, life science, & homeland security research.							•
1402 # undergraduate and graduate students in engineering and sciences.							•
Technology & Space							
1403 # companies trained in ISO 9000 by ISO 9000 quality training organization.				•			
1404 \$ investment in aerospace-related testing, research and development.				•			
Military Bases							
1405 # collaborations with congressional, state, & military leaders to insure survivability.				•			
1406 # companies assisted in developing defense contract opportunities.				•			
Micro enterprise (TANF)							
1407 # individuals assessed for entrepreneurial readiness.				•			
1408 # business startups or expansions.				•			
Financial Assistance & Capital Programs							
1409 # contracts approved (by program).				•			
1410 # jobs created (by program).				•			
1411 # workshops and briefings.				•			
1412 # on-line applications implemented.				•			
1413 \$ amount of venture capital funds invested in-state.		•					•
Clustering							
1414 # entities with ongoing collaborative processes.				•			
1415 # events for cluster organizations (trade shows, cluster meetings, presentations, etc.)				•			

	Alaska	Arkansas	Florida	Louisiana	Oregon	Texas	Virginia
Economic Development (continued)	A	Ark	Ē	Lou	ě Č	Ē	Vii.
Bringing Outside Business In-State					4		
1416 # qualified marketing leads generated.			•				
1417 # companies introduced to investment opportunities.							
1417 # companies introduced to investment opportunities.  1418 # business to business linkages and introductions for value added relationships.				•			
1410 \$\psi\$ value of petrochemical & environmental tech. industries business to business efforts				•			
				•			
1420 # business to government linkages impacting startup, competitiveness, expansion.				•			
1421 \$ value of petrochemical & environmental tech. Indus. business to government efforts.				•	4	_	
Border Development							
1422 Annual trade share of state ports within the region.					•		
1423 # coordination meetings with border community leaders, congressional office,					•		
Mexican federal agencies, federal, state and/or international funding resources to							
maintain integrity of the international border.							
1424 Commercial and noncommercial vehicular port traffic at state ports.					•	_	
International							
1425 # in-state companies assisted.			•	•			•
1426 # international companies contacted and assisted with investment opportunities.				•			
1427 # projects.			•				
1428 # leads referred to local economic development organizations.			•	•			
1429 # successful incentive projects worked with local organizations.			•				
1430 # times information services are accessed.			•				
1431 # export opportunities for cluster companies.				•			
1432 \$ value of state exports to Mexico as a result of state efforts.					•		
1433 # export to Mexico related jobs impacted by state efforts.					•		
1434 New sales of assisted exporters.					•		
1435 # companies actively counseled in exporting or that have participated in a trade event.							•
Advocating International Business Partnerships							
1436 % clients indicating assistance is very responsive.			•				
1437 % overseas clients indicating assistance is very responsive.			•				
1438 % volunteer-consultants who would volunteer again.			•				
1439 Ratio of donated services & contributions to state funding.			•				
1440 # trade or cultural missions.			•				
1441 # consular corps credentials issued.			•				
1442 # sister cities/sister state grants approved.			•				
1443 # volunteer technical assistance missions to Central America & Caribbean.			•				
1444 # international and domestic development missions.			•				
Rural Development							
1445 # communities and regions assisted with their strategic assessments and action							•
plans to increase readiness for economic development.							
Incubators							
1446 # startup companies entering incubators within distress or underserved areas.							•
1440 # startup companies entering incubators within distress of underserved areas.							
Travel Development							
Administration & General							
1447 Website hits.					•		
1448 # site inspections.							
1449 # audit exceptions.					•		
1450 % audit exceptions resolved.							
Visitor Data							
1451 # visitors per year.	•		•	•			
- · · · · · · · · · · · · · · · · · · ·							

	Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
Travel Development (continued)		7		<b>–</b> z			
1452 # visitors per year from selected countries.	•						
1453 # visitors during off-season.							
1454 # visitors by (travel mode). 1455 # in-state tourists.							
1456 % state tourists participating in nature or heritage bases activities.			٠				
1457 # inquiring about nature or heritage activities while visiting web site.  1458 % market share of domestic tourism.			•				
1459 % awareness of state as a visitor destination.							
Tax & Economic Data							
1460 \$ total direct tourist spending.				•			
1461 Lodging taxes.	•						
1462 Rental car surcharge.			•				
1463 Tourism related employment.			•	•			
1464 Taxable tourism related sales.			•				
1465 Local option tax.			•				
1466 Sales tax collections vs cost of producing and airing advertisements.			•				
Publications							
1467 # of brochures distributed.	•						
1468 # page views.	•						
1469 # reached by printed advertising.			•				
1470 Average time to provide requested information.				•			
1471 Magazine circulation rate.				•			
1472 Ancillary product revenue.				•			
Advertising							
1473 # leads from advertising.			•				
1474 #,\$ value of industry and advertising site visits (familiarization tours).			•				
1475 # total mail, telephone & internet inquiries.				•			
1476 Print advertising conversion rate.				•			
1477 Broadcast advertising conversion rate.				•			
Private Sector Partnerships							
1478 # private sector partners.			•				
1479 \$ private sector direct donations.			•				
1480 \$ private sector matching programs.			•				
1481 Private sector contributions.			•				
1482 Satisfaction rate of partners and representative industry members.			•				
1483 # community outreach activities.				•			
1484 # partnered cooperative advertising applications received.	_			•			
Welcome Centers							
1486 Average length of steel				•			
1486 Average length of stay.							
State Beautification							
1487 # pounds of litter removed.							
1488 # state clean and beautiful community participants and volunteers in spring cleanup-great American cleanup.				•			
1489 # state clean and beautiful community participants and volunteers in fall cleanup-trek							
for trash.							
101 114311.							

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Community	<b>⋖</b>	Ar	屋	Fo	New	0	L	N N
Administration & General								
1490 # of volunteers.	•							
1491 # days pending for LIHEAP applications.		•						
1492 # participants in CSBG program.		•						
1493 % Community Development Block Grant allocation obligated within 12 months.				•				
1494 # findings received by HUD or Legislative Auditor				•				
1495 % cost reports processed within 3-5 days.				•				
1496 % compliance with Civil Service rules.				•				
1497 % capital outlay projects closed within the original reversion date.					•			
1498 % acceptable payment requests processed by each bureau.					•			
1499 % interim budget, final budgets and budget resolutions approved by statutory deadlines.					•			
1500 # communities certified through the community certification initiative.					•			
1501 % 21 year olds volunteering for national service.						•		
1502 # new or sustained jobs attributable to department programs.								•
1503 \$ private investment in targeted areas due to community development programs.								•
1504 # customers receiving technical service and assistance.								•
1505 # households benefiting from community service block grant program, Low Income.			•					
Home Energy Assistance Program, Weatherization.								
Urban Development								
1506 # on-site evaluations.				•				
1507 # desktop audit evaluations.				•				
Homeless								
1508 # avg. of beds available.			•					
1509 # shelters provided funding.				•				
1510 \$ amount allocated to homeless programs.				•				
Low Income Housing								
1511 % individuals served with transitional housing assistance who gain permanent						•		
housing within a two year period from the date of first assistance.								
1512 % transitional shelter households placed in permanent housing.								•
1513 % housing units developed through the issuance of tax exempt bonds that provide						•		
affordable rental opportunities for individuals at 60% or below area median income.								
1514 % housing units developed for individuals at 51-60% area median income.						•		
1515 % housing units developed for individuals at 41-50% area median income.						•		
1516 % housing units developed for individuals at 31-40% area median income.						•		
1517 % housing units developed for individuals at 30% or less area median income.						•		
1518 % housing units developed for individuals with special needs.						•		
1519 % households/individuals of very low/low & moderate income needing affordable housing.							•	
1520 % low and very low income households benefiting from state programs.							•	
1521 # of moderate income households that received loans through the mortgage revenue bond program.							•	
1522 # housing units improved to a defined standard.								•
1523 % buildings brought into fire code compliance within one year of inspection.								•
1524 # neighborhoods assisted and improved through community development block grant programs, empowerment zone programs, and affordable housing programs.								
1525 % of low to moderate income individuals served.								
1526 # jobs created/retained.								
1527 # housing units rehabilitated or replaced.								
1528 # people trained/served.								
1529 # public facilities built or improved.								

	Alaska	Arkansas	Florida	Louisiana	Oregon	Texas	Virginia
Community	A	Ark	Flo	Lou	New Or	Ĭ	Vir
Rural Development							
1530 # on-site evaluations				•			
1531 # desktop audit evaluations				•			
1532 % small communities population benefiting from public facility, economic						•	
development, housing assistance, and planning projects.							
1533 # new community and economic development contracts awarded annually.						•	
1534 # projected beneficiaries form new community and economic development contracts						•	
awarded.							
1535 ## primary care practitioners recruited to rural areas.						•	
Family Violence							
1536 # women sheltered.				•			
1537 # children sheltered.				•			
1538 # non-residential women served.				•			
1539 # non-residential children served.				•			
Community Development Block Grant							
1540 % cases opened and closed in the same fiscal year.				•			
1541 % reports issued within 45 days of completion of field work.				•			
1542 % Community Development Block Grant reviews completed within 4 weeks.				•			
1543 % closeout letters issued within 45 days of review of final report.					•		
Community Services Block Grant							
1544 % low-income individuals receiving some reportable direct or indirect supported service.				•			
1545 % participants, with training goals completing or attending training for at least six				•			
months due to direct or indirect supported services.							
1546 # reportable services for low income households.				•			
1547 % sub-grant monitoring reviews with no repeat findings.				•			
Weatherization							
1548 % energy savings generated from department investments.					•		
History							
Administration & General							
1549 Total local funds leveraged by historical resources program.			•				
1550 % customers satisfied with quality/timeliness of technical assistance.			•				
1551 # grants awarded.			•			•	
1552 \$ awarded through grants.			•				
1553 # attendees at produced and sponsored events.			•				
1554 # participants in targeted historic preservation training programs or classes							•
conducted, sponsored or cosponsored by the department.							
1555 # participants in department environmental education programs.							•
1556 # publications and multimedia products available for general public.			•				
1557 # public presentations and workshops given.						•	
1558 # new records on historic properties entered into the department's automated database.							•
1559 # participants in diversity in history educational programs.							•
1560 # historical highway markers placed on state highways that address diversity themes.							•
1561 % cultural resources review responses issued timely.							•
1562 # agency-specific operating protocols, and programmatic/categorical agreements							•
established to streamline the environmental review process.							

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	History (continued)	A	Ark	Ē	Lon	New	ō	Ĺ	Vii.
Histor	ric Preservation								
1563	# properties protected or preserved.			•	•	•			
1564	# preservation services applications reviewed.			•					
1565	# copies or viewings of publications, including internet website hits.			•					
1566	# citizens served.			•					
	# buildings recorded.				•				
1568	# businesses recruited to historic districts.				•				
1569	# historic properties participating in federal and state tax incentive programs.						•		
1570	# historic properties provided technical assistance, monitoring, and mandated reviews to encourage preservation.							•	
1571	\$ private & local investment in historic rehabilitation & other heritage stewardship activities due to department assistance.								•
1572	# historic properties protected or documented by their owners or managers.								
	# historic properties registered or marked for their historic significance.								
	# state-owned properties placed under treatment or management plans for which								
13/4	historic preservation issues are appropriately considered in-long range planning or								
1575	maintenance processes.								
	# state-owned historic properties added to the state landmarks register.								
	# state-owned historic properties assessed for condition.								
15//	# historic properties listed as state historic landmarks that recognize persons or								
Archs	events associated with diversity themes.								
	# historic and archaeological sites recorded in master site file.			•					
	# historic and archaeological objects maintained for public use.			•					
	# citizens served.			•					
	# sites identified or evaluated.				•				
	# sites jeopardized due to insufficient information system.				•				
	# landowners contacted.				•				
	% proposed projects reviewed.				•				
	# persons provided educational materials.				•				
	# interpretive projects conducted.				•				
	% archaeological fieldwork requested by the state highway and transportation								
100,	department that met or surpassed budget and schedule requirements.								
	Library								
	Library								
	# agencies using (service).	•							
	% change in service usage.	•		•					
	% increase in research collections usage at state library.			•					
	# of documents and photos accessed.	•							
	# exhibits circulated and venues served.	•							
	# items loaned.			•					
	Patron satisfaction survey results.	•							
	# of local librarians using services.	•							
	# of patrons served.	•	•	•					•
	# of patrons served by (special service).	•			•				
	Cost per library customer served.		•						
	Cost per special service library customer served.				•				
1600	# new users.			•	•				

	Library (continued)	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
1601	# reference requests.			•					•
1602	# research assistance transactions for state employees.								•
	# press releases.				•				
1604	% state agency customers rating service "very good" or "excellent".						•		
1605	% state employees registered to use restricted state database system.						•		
1606	# visits to state database system.						•		
1607	# hours training per FTE.						•		
1608	# FTE below affirmative action parity goal for women, disabled persons, and persons of color.						•		
1609	# volunteer hours worked.						•		
	# personal with disabilities served by direct library service by mail.								
	# cubic feet stored or maintained.								
	# circulation of archival, library, & microfilm materials.								•
	# requests for technical assistance from local and private libraries.								•
	c Library								
	# public library registered borrowers.			•		T			
	# reference requests.			•					
	# of patrons served.			•					
	# volumes in public library collections.			•					
	% increase in services to children.						•		
	# public libraries making improvements to achieve minimum service criteria.						•		
	# schools making improvements to achieve model school libraries standards.						•		
	ry for the Blind								
	# blind vending food service facilities supported.		•						
	# existing food service facilities renovated.		•						
	# new food service facilities constructed.		•						
1624	# registered to use library for the blind.						•		
	% eligible population registered for talking book program services.							•	
1626	# library items, Braille and recorded, loaned.		•				•		
1627	% customers rating services as "very good" or "excellent".						•		
1628	\$ donations to recorded book program.						•		
Comn	nunity Library Outreach								
1629	# workshops for state library & local library staff.				•				•
Interr	net								
1630	# internet workstations at all libraries				•				
Datab	ases								
1631	# database searches conducted.				•		•		
1632	# database log-ons.				•				•
	# library materials catalogued in online databases and available on the internet.					•			
	# persons provided project-sponsored services by shared resources.							•	
	# electronic applications.								•
	Library Lending								
	% increase in interlibrary lending.								

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Museums	Als	Ark	Flo	Loui	Vew	Orc	Le	Virg
Admi	nistration & General								
	# repeat audit findings.				•				
	% citizens living within 50 miles of a hands-on science center.								•
	Museums								
1639	% museum visitors rating the experience "good" or "excellent."		•						•
1640	# museum exhibits.		•						
1641	# new museum exhibits.								•
1642	# visitors.		•		•	•			•
1643	# paid visitors.								•
1644	# school children visitors.								•
1645	# citizens served.		•						
1646	Collection size.	•							
1647	State cost per visitor to museums.				•				
1648	% of American Association of Museums requirements met by XX museum.				•				
1649	# attendees at all other museum presentations.				•				
1650	% museum collections excluding archaeological collections, housed in areas that					•			
	meet museum standards for adequate environmental and storage conditions.								
1651	% of museum "bulk" collections (archaeological, paleontological and archival)					•			
	protected in adequate storage environments.								
1652	% visitors experiencing "enhanced" cultural appreciation and awareness form their visits to agency exhibitions and public programs.					•			
1653	\$ revenue generated per visitor.								•
1654	\$ revenue generated.								•
1655	\$ revenue generated per advertising and marketing dollar.								•
1656	\$ non-general funds from annual paid visitations.								•
1657	% membership renewal rate.								•
1658	# traveling exhibits at each museum.								•
1659	% gallery space exhibitions renovated annually.								•
1660	% increase in the number of donors.								•
1661	% full-time staff turnover.								•
1662	% specimens organized physically according to standard practice, easily located,								•
	and easily used by appropriate researchers.								
1663	# publications from the research program.								•
Priva	te & Local Museum Technical Services								
	# of local museums using services.	•							
	% museums accredited.								•
	# customers served by outreach services and products.								•
Outre									
	# teachers trained.								•
1668	Customer satisfaction rating.								•
	Arts Council								
	nistration & General								
	% increase in arts organization revenues over expenses.	•							
	# attendance at programs partially funded by state subsidy.					•			
	% grant funds distributed to rural areas.					•			
	% payment vouchers accurately processed within seventy-two hours of receipt.					•			
	# marketing & public relations activities, conferences, seminars promoting tourism.							•	
1674	\$ private and local government financial support for the arts.								•

		Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
	Arts Council (continued)	A	Arl	Ē	Lou	ō	H	N. N
1675	Average grant amount awarded.						•	
	# arts events for the public.							•
	Public attendance at commission-assisted arts events.							•
	# employed by nonprofit organizations.							•
	ral Support & Development Grants							
	Attendance at supported cultural events.			•				
1680	# individuals served by professional associations.			•				
1681	\$ match to state funds.			•				
1682	# children attending school-based, organized cultural events.			•				
1683	# program grants awarded.			•				
1684	\$ awarded through program grants.			•				
1685	% total assistance provided to applications from minority organizations.						•	
1686	% counties funded.			•				
1687	% large counties funded. (Greater than 75,000 population)			•				
1688	% small counties funded. (Less than 75,000 population)			•				
	% total assistance dollars provided to rural and geographically isolated communities.						•	
1690	# state-supported performances & exhibits.			•				
1691	# individuals attending cultural events or served by professional associations.			•				
	Arts & Local Culture							
	# audience for sponsored events.				•			
	# traditions documented.				•			
	# organizations assisted to use folk heritage.				•			
	Education							
1695	# students participating in arts activities in elementary and secondary schools that							•
	supplement the arts education curriculum.							
	# students served.							•
1697	# artists in schools residencies	•						
_	Human Resources							
	nistration & General							
	# recurring prior year audit findings.				•			
	% contracts settled before expiration voluntarily or by arbitration.	•						
	% disputes resolved that secure state's interest.	•						
	% employees who successfully complete probationary periods.	•						
	% of state agencies using recruitment system.	•						
	% of filed complaints that escalate to formal compliance agencies.	•						
	% of job class specifications updated within the last five years.	•						
	% of position descriptions updated	•						
	Total state cost per position in state agencies.			•				
	# state agencies with established training plans.			•				
	% contracted performance standards met (outsourced HR).			•				
	Overall customer satisfaction rating.			•				
	% agencies at or above EEO minority parity with available labor market.			•				
	% agencies at or above EEO gender parity with available labor market.			•				
	# state agency positions supported by HR automated system.			•				
	# responses to technical assistance requests.			•				
	\$ saved by eliminating or reducing expenses.			•				
	% employees rated.				•			
1716	Time to issue hiring authority for jobs requiring special announcement.				•			

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Human Resources (continued)	A	Ark	Flo		lew	Ö	Ĕ	Vir
		`			_			
1717 # vacancies announced on the internet.				•				
1718 # job fairs.				•				
1719 % targeted agencies audited for merit system compliance.				•				
1720 % transactions processed timely and accurately in compliance with department of					•			
finance and administration and state personnel board rules and regulations on the								
first attempt.								
1721 # days to process governor exempt employee transactions.					•			
1722 % agency specific human resource audit exemptions corrected within 6 months.					•			
1723 # days to produce employment lists.					•			
1724 % classified service FTE represented in agencies having a quality assurance review					•			
(audit) conducted by the state personnel office in accordance with the quality								
assurance program.								
1725 State workforce turnover rate.						•		
1726 Racial/ethnic diversity in the state workforce as a % of total civilian labor force.						•		
1727 % state managers meeting baseline management competencies and expectations.						•		
1728 % respondents ranking services as very good to excellent.						•		
1729 Customer satisfaction ranking of workers' compensation								•
Insurance Benefits Administration								
1730 % contracted performance standards met.			•					
1731 State employees' preferred provider organization plan per member annual cost vs			•					
national costs.								
1732 Administrative cost per insurance enrollee.			•					
1733 Preferred provider vendor's administrative cost per enrollee.			•					
1734 % customers satisfied.			•		•			
1735 # enrollees.			•					
1736 % change in medical premium compared with industry averages.					•			
1737 % change in dental premium compared with industry averages.					•			
<b>Educational Employees Benefits</b>								
1738 Average days to resolve customer service claims, related inquiries, and appeals.					•			
1739 % participants receiving recommended preventive care.					•			
1740 # participants covered by dual option point-of-service plan.					•			
1741 # participants covered by health maintenance organization plan.					•			
1742 # participants covered by triple option point-of-service plan.					•			
1743 # participants covered by health plans.					•			
1744 % employees expressing satisfaction with group health benefits.					•			
1745 % variance of medical premium change between the public school insurance					•			
authority and industry average.								
1746 % variance of dental premium change between the public school insurance					•			
authority and industry average.								
<b>Educational Employees Retirement</b>								
1747 # days to process refund requests.					•			
1748 % members satisfied with seminars and trainings.					•			
1749 Avg 5-year cumulative rate of return.					•			
1750 Funding period of unfunded actuarial accrued liability in years.					•			
1751 Avg days to respond to request for benefit estimates & purchase of service request.					•			
1752 % retirement applications processed within sixty days.					•			
1753 # benefit estimates and purchase of service requests computed annually.					•			
1754 # member workshops conducted.					•			
1755 % accurately computed retirements.					•			

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Texas	Virginia
Human Resources (continued)	Alŝ	Ark	FIO	Loui	ew	Te	Vir
Public Employees Relations					_		
1756 % timely labor dispositions.			•				
1757 % timely employment dispositions.			•				
1758 % dispositions not appealed.			•				
1759 # labor dispositions.			•				
1760 # employment dispositions.			•				
1761 % employees who feel that their accomplishment is recognized by supervisors and							
senior management.							
Human Relations							
1762 % civil rights cases resolved within 180 days of filing.			•				
1763 # inquiries & investigations.			•				
Appeals							
1764 # discipline and removal cases not scheduled in 90 days.				•			
1765 % decisions rendered within XX days.				•			
1766 % decisions taking more than 90 days.				•			
Training							
1767 # of students instructed.				•			
1768 % managers and supervisors completing board-required training as a % of total					•		
managers & supervisors.							
1769 Customer satisfaction rating with training.							•
1770 Customer satisfaction rating with consulting services and technical assistance.							•
Compensation							
1771 % classified positions reviewed.				•			
1772 % jobs reviewed.				•			
1773 Average processing time for job studies.				•			
1774 # salary surveys.				•			
1775 \$ avg employee pay as a percent of board approved comparator market surveys.					•		
Testing							
1776 # exams validated.				•			
Ethics							
1777 # investigations completed.				•			
1778 #,% investigations completed timely.				•			
1779 % reports in registrations filed electronically.				•			
1780 % reports and registrations filed late.				•			
1781 Time to seek board action.				•			
Retirement System Administration							
1782 5-year average annualized investment returns to exceed internal benchmark, in basis points.					•		
1783 % 5-year annualized performance ranking in a national survey of 50-60 similar large public pension plans in the US.					•		
1784 % accurately computed retirements.							
1785 Avg days to respond to request for benefit estimates, military buy backs and service credit verifications.					•		
1786 # years needed to finance the unfunded actuarial accrued liability for the public					•		
employees retirement fund with current statutory contribution rates.							
1787 \$ direct cost per retirement established.					•		
1788 Customer satisfaction rating with service retirement established.					•		
1789 % increase in deferred comp dollars deferred annually.					•		
1790 % increase in total deferred comp dollars deferred.					•		

	Alaska	Arkansas	Florida	Louisiana	New Mexico Oregon	Texas	Virginia
Human Resources (continued)		7		Т ;	Z		
1791 \$ cost per deferred comp participant for meeting and counseling.					•		
1792 Deferred comp customer satisfaction rating.					•		
State Housing Finance Corporation							
Administration & General							
1793 Number of loans purchased.	•						
1794 Public Housing Assessment System (PHAS) score	•						
1795 SEMAP (Section Eight Management Assessment Program) score.	•						
1796 Bond ratings	•						
1797 % of targeted dollars allocated to target population.			•				
1798 Ratio of non-state funding to state appropriated dollars.			•				
1799 % units exceeding statutory set-asides.			•				
1800 # applications processed.			•				
<ul> <li>1801 # affordable housing loans funded.</li> <li>1802 % individuals at 91-100% of applicable median income closing residential loans.</li> </ul>			Ť				
1802 % individuals at 91-100% of applicable median income closing residential loans.							
1804 % individuals at 80% and less of applicable median income closing residential loans.							
1804 76 murviduals at 8076 and less of applicable median medial medial residential loans.							
Career Service Review Board							
Administration & General							
1805 % cases scheduled for hearing within 90 days after filing.			•				
1806 # cases closed.			•				
Minority Offices							
American Indian							
1807 # youth camps sponsored.			•				
1808 % capital outlay projects closed.					•		
1809 % employee files that contain performance appraisals.					•		
1810 # tribal nations surveyed.					•		
1811 # tribal issues identified.  African Americans							
1812 # regional educational conferences.					•		
1813 # state African Americans recognized statewide for achievement.					•		
1814 # African American organizations or churches statewide included in database.					•		
1815 # churches, organizations, and counties receiving information.					•		
1816 # forums within state to mobilize citizens to address issues identified in prior year					•		
town hall meetings.							
Martin Luther King, Jr.							
1817 # annual statewide youth conferences suing Dr. King's principles of non-violence.					•		
1818 # statewide holiday commemorative programs supported.					•		
1819 # youth anti-violence workshops.					•		

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Governor's Office	A	Ark	Ē	Lon	New	Ö	Ĕ	Vir
Gove	rnor								
1820	% website re-development project completed.					•			
	# days to appoint individuals to board and commission positions.					•			
	# days to answer or refer to the proper entity constituent requests for information.					•			
	# days to respond to requests for pardons.					•			
	et Office								
	% agencies reaching performance targets.	•							
	% self-supporting agencies that are fully self-supporting.	•							
	General Fund reserve levels as a percent of recurring appropriations in the executive					•			
	budget recommendation.								
1827	% state budget division's Accountability in Government Act statutory deadlines met.					•			
	Error rate for eighteen-month general fund revenue forecast.								
	Average days to approve or disapprove budget adjustment requests.								
	% bond proceed balances older than four years for inactive projects reverted by June 30.								
	Date that written budget request guidelines will be provided to agencies.								
	Budget document preparation schedule provides adequate time for governor's office								
1032	input and agency input through analyst interaction and selected budget meetings.								
1833	% compliance with budget monitoring and control system plan for all cabinet								
1033	agencies for implementation in next budget cycle.								
1924	% agencies with budgeting and corrective action plans in place.								
	% department of finance and administration and legislative finance committee								
	collaboration plan implemented.					Ĭ			
	% office of education accountability's statutory responsibilities met.					•			
	# group or individual budget training sessions provided to state agencies.					•			
	% state employee payroll direct deposits.					•			
	% agency satisfaction survey ranking services as very good to excellent.						•		
1840	% state agencies submitting annual performance reports consistent with						•		
	performance measure guidelines.								
1841	% citizens familiar with state benchmarks.						•		
1842	State proportionate share of federal funding.							•	
1843	% of responses within two business days.							•	
1844	One-time savings as a percent of total general fund spending.								•
1845	% of general fund that is one-time.								•
1846	% projected federal grants in budget to actual.								•
1847	Per capital federal grants.								•
1848	Debt service as a percent of tax revenue.								•
Comr	nunity Planning								
1849	% local comprehensive plan amendments determined in compliance with Growth Management Act.			•					
1850	%,# local governments receiving technical assistance to promote innovative			•					
1020	planning strategies and encourage optional planning provisions.								
1851	# inter-local agreements executed by local governments/school boards.				•				
	# plan amendment packages reviewed.				•				
	# local govt. evaluations and appraisal reports reviewed.				•				
	# technical assistance initiatives.				•				
	# plans that adequately address disaster mitigation.				•				
					•				
	# developments of regional impact managed.  # areas of critical state concern development orders reviewed and final orders issued.				_				
	# areas of critical state concern development orders reviewed and final orders issued. # statewide or county planning efforts that incorporate state benchmarks				•				
1838	# statewide or county planning efforts that incorporate state benchmarks.								

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Governor's Office	A	Arl	Ē	Lor	New	Ō		V.
1859	Customer ranking on a scale of 1-5.						•		
	% urban areas that have sufficient supply of commercial and industrial land to						•		
	implement their local economic development strategy.								
1861	% estuarine areas designated as "development management units in 2000 that retain						•		
	that designation.								
1862	% urban areas that have sufficient supply of buildable residential land inventories to						•		
40.5	meet housing needs.								
1863	% urban areas that have updated buildable land inventories to account for natural resource and hazard areas.						•		
1864	% urban areas that have updated the local plan to include reasonable cost estimates						•		
	and funding plans for sewer, water.								
1865	% local jurisdictions that have a sufficient supply of shovel-ready commercially zoned						•		
	land to implement their local development strategy.								
1866	% local jurisdictions that have a sufficient supply of shovel-ready industrially zoned						•		
	land to implement their local development strategy.								
1867	% local jurisdictions that have a sufficient supply of shovel-ready residentially zoned						•		
	land to implement their local development strategy.								
1868	% urban areas with a population greater than 25,000 that have adopted						•		
1060	transit-supportive land use regulations.								
1869	% urban areas that have updated the local plan to include reasonable cost estimates						•		
1970	and funding plans for transportation facilities.								
	% rural farm land zoned for exclusive farm use that retains that zoning. % rural forest land zoned in 1987 for forest or mixed farm/forest use that remains								
16/1	zoned for those uses.								
1872	% land added to urban growth boundaries that is not farm or forest land.						•		
	% plan amendments reviewed that meet statutory deadline.						•		
	% policy reports written in "plain English".						•		
	% of periodic review work tasks for no longer than 6 months.						•		
	% local grants awarded within 1 month after receiving application.						•		
	% local land use decisions that are appealed by the agency and upheld.						•		
1878	% local land use decisions that are returned to local jurisdictions for further action.						•		
Econo	omic Research								
1879	% respondents ranking services as very good to excellent.						•		
1880	% Governor's Council of Economic Advisors' who rank the reliability of economic						•		
	forecasts as very good to excellent.								
	Lieutenant Governor's Office								
Admi	nistration & General								
	# repeat audit findings.				•				
Electi									
	% survey respondents satisfied with quality & timeliness.			•					
	% campaign treasurer report detail information released on the internet with 7 days.			•					
	# campaign reports received and processed.			•					
	# internet website hits.			•					
	# candidates, committees and members of the public requesting service.  # hellet reprints due to program error			•	_				
	# ballot reprints due to program error. % elections with three or fewer errors per election.				•				
	% elections with three or fewer errors per election. % election challenges won.				•				
	Avg response time to provide voter registration forms (in days).								
1070	Avg response time to provide voter registration forms (in days).				_				

Lieutenant Governor's Office	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
		,		•	_			
1891 # registered voters.  1892 % administrative errors.				•				
1893 # new registered voters.								
1894 # users filing electronically or receiving educational materials over the internet.								
1895 # educated/advised on issues such as voting rights, electronic filing, ethics law, etc.								
1896 # Spanish/English constitutional voter guides distributed to county clerks & voters.								
1897 Percentage of campaign disclosure reports published within five days of election.								
1898 Percent reports submitted timely and complete.	•							
1899 Percent lobbyists registered and in compliance.								
1900 \$ cost per election authority assisted or advised.								
1901 % on-site audits of polling places.								•
1902 # accessible polling places.								•
1903 % candidates filing electronic campaign finance disclosure reports.								•
1904 % active duty military deployed overseas receiving emailed ballot.								•
Voting Machines								
1905 % voting machines available on election days.				•				
1906 # voting machines receiving semi-annual preventive maintenance.				•				
1907 % voting machines needing election day service call.				•				
1908 # elections held as a result of lawsuits alleging machine malfunction.				•				
1909 # voting machines available for county use.				•				
1910 Complete replacement of punch card and lever voting equipment.								•
Elections Outreach								
1911 # schools visited.				•				
<b>Elections Training</b>								
1912 % training session/workshop attendees satisfied.			•					
1913 # annual training presentation to public officials & lobbyists.						•		
1914 # attendees at training, workshops, and assistance events.			•					
Customer Complaints & Investigations								
1915 Response time for user requests or complaints relating to registered voters, voting					•			
rights, financial disclosures, campaign finance, financial institution loans and								
general code of conduct issues, in hours.								
1916 # days to issue written opinion to requests by public officials and lobbyists.						•		
1917 # voter fraud allegations investigated.				•				
1918 # days from complaint filing to completion of preliminary review.						•		
1919 # days from finding of cause to completion of investigation.						•		
State Treasurer's Office								
Administration & General	_							
1920 % time the unaudited data is not available by the 4th business day.								
1920 % time the unaudited data is not available by the 4th business day.  1921 State funds available daily for investment or expenditure.								
1921 State funds available daily for investment of expenditure.  1922 # repeat audit findings.				•				
1922 # responses to debt information requests.				-				
1924 # local government financings analyzed.								
1924 # focal government manerings analyzed.  1925 # financing approved.								
1926 # applications reviewed.								
1920 # applications reviewed.  1927 # financial transactions including debt service payments.								
1928 % checks distributed timely.								
1929 % debt payments paid on time.								
1727 / v deot payments paid on time.								

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
State Treasurer's Office	Al	Ark	E	Lou	New New	Ö	ĭ	Vir.
1930 % bank accounts reconciled within 45 days of the end of the month.								•
1931 % bank account reconciling items cleared within 60 days.								•
Deposit Security								
1932 Maximum admin unit cost per \$100,000 securities placed for deposit security service			•					
purposes.								
1933 # analyses performed on the financial condition of qualified public depositories and			•					
custodians and securities held for regulatory collateral deposit.								
1934 # account actions taken on regulatory collateral deposit accounts.  Supplemental Retirement Plan								
1935 Minimum % state employees participating in state deferred compensation plan.			•					
1936 # participant account actions processed by state deferred compensation office.			•					
1937 # educational materials distributed by the state deferred compensation office.			•					
State Funds Management & Investment								
1938 Actual returns compared to targets as reported by consultant or custodian bank.	•							
1939 % time bonds are issued a no more than 30 basis points over benchmark.	•							
1940 Ratio of net rate of return to est. national benchmarks for internal liquidity investments.			•					
1941 Ratio of net rate of return to est. national benchmarks for internal bridge investments.			•					
1942 Ratio of net rate of return to est. national benchmarks for medium term external portfolio.			•					
1943 Ratio of net rate of return to est. national benchmarks for investment grade			•					
convertible bonds.								
1944 # financial management/accounting transactions processed and reports produced.			•					
1945 # cash management consultation services.			•					
1946 \$ value of funds invested.			•					
1947 General Fund investment income.				•				
1948 School trust investment income.				•				
1949 5-year annualized percentile performance ranking in investment consultants					•			
cooperative endowment fund universe.  1950 # basis points that the annual investment performance of the state's permanent								
funds will outperform benchmarks established by the state investment council.								
1951 # new companies invested in by the New Mexico private equity fund.								
1952 5-year annualized investment returns to exceed internal benchmarks in basis points.								
1953 Annual cost of administrative fund as a percent of funds under management.								
1954 % investments with a return rate that exceeds the overnight rate.						•		
1955 % interest allocation amounts for interest account balances provided to state						•		
agencies within 30 days of closing from the department of finance & administration.								
1956 % of state agency depository accounts authorized in financial institutions.						•		
1957 % Cash Management Improvement Act audits performed to maximize cash flow.						•		
1958 % cash to books reconciliation items processed and adjusted to the agency fund						•		
balance within 30 days of closing from the department of finance and admin.								
1959 # state bond issues and lease purchase projects reviewed.							•	
1960 # basis points by which general fund investment earnings for the primary liquidity								•
portfolio exceeds the one-year constant maturity treasury yield target of 15 basis								
points over a five-year period.								

Attorney General's Office	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Administration & General								
1961 % challenges to agency decisions.	•							
1962 # repeat legislative audit findings.				•				
1963 % initial responses for opinions made within 3 days of request.					•			
1964 % inquiries resolved within sixty days of complaint or referral receipt.					•			
1965 % investigations of Open Meetings Act, Inspection of Public Records Act, Governmental Conduct Act, and Campaign Reporting Act, what complaints or					•			
referral initiated within thirty days of referral.								
1966 # outreach presentations.					•			
1967 # crime victims receiving information and advocacy.					•			
1968 % payment vouchers sent to finance within two working days.					•			
1969 \$ delinquent revenue collected.						•		
1970 \$ Title IV-D child support collected.						•		
1971 # days to analyze a claim and make an award.						•		
1972 \$ Medicaid overpayments identified.						•		
1973 # hours training per prosecutor.								•
1974 % prosecutors given the opportunity to meet CLE requirements.								•
1975 Prosecutor quality rating of training.								•
1976 # prosecutors trained in domestic violence prosecution.								•
1977 # jurisdictions collecting data form standardized computerized case management program.								•
1978 # court of appeals case reversals attributable to procedural errors by prosecutors.								•
1979 # eligible attorneys who have attained AV rating, BV rating, or board certification.								
Criminal Justice								
1980 % offenders qualifying for enhanced sentencing for whom attorneys recommend it.			•					
1981 #,% of dispositions by trial verdicts.			•					
1982 #,% of dispositions by pleas.			•					
1983 #,% of dispositions by non trial.			•					
1984 #,% of dispositions by otherwise			•					
1985 # substantiated Bar Grievances filed annually.			•					
1986 # misdemeanor criminal case referrals.			•					
1987 # felony criminal case referrals.			•					
1988 # juvenile criminal case referrals.			•					
1989 # misdemeanor criminal case filings.			•					
1990 # felony criminal case filings.			•					
1991 # juvenile criminal case filings.			•					
1992 # avg misdemeanor referrals per attorney.			•					
1993 # avg felony referrals per attorney.			•					
1994 # avg juvenile referrals per attorney.			•					
1995 # avg misdemeanor filings per attorney.			•					
1996 # avg felony filings per attorney.			•					
1997 # avg juvenile filings per attorney.			•					
1998 # post conviction relief responses or Habeas Corpus responses.			•					
1999 # sexual predator civil commitment proceedings.			•					
2000 # citizen dispute mediations.			•					
2001 # worthless check diversions.			•					
2002 # domestic violence diversions.			•					
2003 # statutory pretrial interventions.			•					
2004 # cases referred to drug court.			•					

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Attorney General's Office	Alg	Ark	Flo	Lou	lew	Ö	Te	Vir
2005 # Baker Act hearings.					_			
2006 # cases opened.				•				
2007 # cases closed.				•				
2008 # recusals.				•				
2009 # requests for assistance.				•				
2010 # extraditions processed.				•				
2011 # requests for opinions.				•				
2012 # criminal investigations initiated.				•				
2013 # criminal investigations closed.				•				
2014 # task force & joint investigations conducted.				•				
2015 # arrests.				•				
2016 # citizen complaints handled or resolved.				•				
2017 % mediation processes initiated within 72 hours of receipt of completed complaint.								
2018 # petitions for discretionary review granted by the court of criminal appeals.							•	
Medicaid Fraud								
2019 # investigations pending from previous fiscal year.				•				
2020 # investigations initiated.				•				
2021 # investigations closed.				•				
2022 % investigations completed within 120 days of receipt.					•			
2023 # prosecutions instituted.				•				
2024 # prosecutions referred to a district attorney.				•				
2025 # convictions.				•				
2026 # prosecutions pending at year's end.				•				
2027 Collections from all sources.				•				
2028 \$ total Medicaid recoveries.					•			
2029 Three year projected savings resulting from fraud investigations.					•			
2030 \$ total judgments.				•				
2031 \$ amount of administrative restitution ordered.				•				
2032 Avg working days to begin coordination between investigator & prosecutor.				•				
2033 Avg working days for initial contact with victim & witnesses from initial consultation.				•				
2034 # program improvement recommendations.					•			
Medicaid Fraud Prevention					_			
2035 # training programs for state agency personnel & health care providers.				•				
2036 # proactive projects to detect abuse of the infirm & Medicaid fraud.				•				
Public Defender								
2037 % clients in custody contacted within 72 hours of appointment.			•					
2038 % felony and misdemeanor cases resolved within speedy trial rule unless dismissed.			•					
2039 # substantiated Bar grievances filed annually.			•					
2040 # appointed cases.			•					
2041 # criminal cases closed.			•					
2042 # civil cases closed.			•					
2043 # cases nolle dismissed.			•					
2044 # pleas.			•					
2045 # trials.			•					
2046 # clients represented.			•					
2047 # juveniles represented.				•				
2048 # violation of probation hearings.			•					
2049 # conflict hearings.			•					
2050 # initial interviews for assigned cases held for initial appointment.			0					

	Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
Attorney General's Office	<b>A</b>	Arl	Ē	Lou	ō	Τ	N N
2051 % non-capital indigents represented.				•	1		
2052 % indigents sentenced to death represented in post-conviction state proceedings.				•			
2053 % death sentenced indigents represented in state and US supreme court appeals.				•			
2054 % felony cases resulting in a reduction of original formally filed charges.				•			
2055 Avg contacts with felony clients, on a monthly basis by designated team members.				•			
2056 # alternative sentencing treatment placements for felony and juvenile clients.				•			
2057 # expert witness service requests approved by the department.				•			
2058 % cases in which application fees were collected.				•			
Public Defender Appellate							
2059 % appeals resolved			•				
2060 # appointed cases.			•				
2061 # clients represented.			•				
2062 # briefs filed.			•				
2063 # writs filed.			•				
2064 # cases closed.			•				
2065 # final appellate court holdings that found department attorneys provided ineffective				•	٠		
assistance of counsel in felony cases.							
Public Defender Mentally Disabled							
2066 % commitment cases where patient is discharged, diverted to less restrictive setting,				•			
or committed short term.				•			
2067 % commitment cases resulting in conversion to voluntary status.				•			
2068 % commitment cases settled before trial.				•			
2069 # interdiction cases litigated.				•			
2070 # interdictions in which interdiction is denied or limited.				•			
2071 # medication review hearings.				•			
2072 # medication review hearings resulting in change in medication.				•	_		
Capital Collateral Regional Counsels							
2073 % cases with post conviction motion, post conviction appeal, federal habeas corpus motion or federal appeal is timely filed, without extension.							
2074 # death row cases investigated.							
2074 # death fow cases investigated. 2075 # witnesses and experts interviewed.			٠				
2075 # witnesses and experts interviewed.  2076 # evidentiary hearings.			•				
2077 # appellate actions.			•				
2077 # appenate actions.  2078 # factual issues raised that were granted an evidentiary hearing.			•				
2079 % factual issues raised that were granted an evidentiary hearing.			•				
2080 % of requested extensions of time granted following court considerations.			•				
2081 # of requested extensions of time granted following court considerations.			•				
2082 # post-conviction actions which contain a request for the court to grant leave to			•				
amend a post-conviction action.							
Civil Enforcement							
2083 % mediated open government cases resolved in 3 weeks or less.			•				
2084 % lemon law cases resolved in less than one year.			•				
2085 % clients expressing satisfaction with civil enforcement legal services.			•				
2086 # open government cases handled.			•				
2087 % open government disputes resolved through mediation.			•				
2088 # repurchase disclosure/enforcement cases.			•				
2089 # active lemon law cases.			•				
2090 # active antitrust cases.			•				
2091 # active economic crime cases, including consumer and RICO cases.			•				

		Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
	Attorney General's Office	Al	Ark	FIO	Lou	Ö	Te	Vir
2002	# active Medicaid Fraud cases.		Ţ			1		
	# hearings held before the court.							
	# active ethics cases.							
	# active child support enforcement cases.							
	# active civil rights cases.			Ů	_			
	# of opinions released.				•			
	# pending cases in Collections Section # cases closed in Collections Section.				•			
	# cases closed in Collections Section.  \$ total collections.				•			
	# student loan collection cases.				•			
					•			
	\$ collected from outstanding student loan cases.				•			
	% insurance & securities cases claims, and proceedings involving receivership handled in-house.				•			
	% equal opportunity cases closed within X days.				•			
	Average time to respond to a consumer complaint.				•			
2106	Average # days to initiate auto fraud investigation.				•			
2107	# duty calls.				•			
2108	Average response time for attorney to research and write opinions (in days).				•			
2109	Average total time form receipt to release of an opinion (in days).				•			
2110	% cases handled in-house.				•			
2111	# cases.				•			
2112	# cases contracted to outside firms.				•			
Const	titutional Legal Services							
2112								
	# days for opinion release.			•				
2114	% clients expressing satisfaction with constitutional legal services.			•				
2114 2115	% clients expressing satisfaction with constitutional legal services. # opinions issued.			•				
2114 2115 2116	% clients expressing satisfaction with constitutional legal services.  # opinions issued.  # active Solicitor General cases.			•				
2114 2115 2116 Crim	% clients expressing satisfaction with constitutional legal services.  # opinions issued.  # active Solicitor General cases.  inal and Civil Litigation Defense			•				
2114 2115 2116 Crim 2117	% clients expressing satisfaction with constitutional legal services.  # opinions issued.  # active Solicitor General cases.  inal and Civil Litigation Defense  % clients expressing satisfaction with criminal and civil legal defense services.			•				
2114 2115 2116 Crim 2117 2118	% clients expressing satisfaction with constitutional legal services.  # opinions issued.  # active Solicitor General cases.  inal and Civil Litigation Defense  % clients expressing satisfaction with criminal and civil legal defense services.  \$ total fees and costs expended for legal services with private outside counsel.			•	_			
2114 2115 2116 Crim 2117 2118 2119	% clients expressing satisfaction with constitutional legal services.  # opinions issued.  # active Solicitor General cases.  inal and Civil Litigation Defense  % clients expressing satisfaction with criminal and civil legal defense services.  \$ total fees and costs expended for legal services with private outside counsel.  % state legal services conducted by private entities.			•				
2114 2115 2116 Crim 2117 2118 2119 2120	% clients expressing satisfaction with constitutional legal services.  # opinions issued.  # active Solicitor General cases.  inal and Civil Litigation Defense  % clients expressing satisfaction with criminal and civil legal defense services.  \$ total fees and costs expended for legal services with private outside counsel.  % state legal services conducted by private entities.  # capital cases - briefs/state & federal responses/oral arguments.			•				
2114 2115 2116 Crim 2117 2118 2119 2120 2121	% clients expressing satisfaction with constitutional legal services.  # opinions issued.  # active Solicitor General cases.  inal and Civil Litigation Defense  % clients expressing satisfaction with criminal and civil legal defense services.  \$ total fees and costs expended for legal services with private outside counsel.  % state legal services conducted by private entities.  # capital cases - briefs/state & federal responses/oral arguments.  # non-capital cases - briefs/state & federal responses/oral arguments.			•	_			
2114 2115 2116 Crim 2117 2118 2119 2120 2121 2122	% clients expressing satisfaction with constitutional legal services.  # opinions issued.  # active Solicitor General cases.  inal and Civil Litigation Defense  % clients expressing satisfaction with criminal and civil legal defense services.  \$ total fees and costs expended for legal services with private outside counsel.  % state legal services conducted by private entities.  # capital cases - briefs/state & federal responses/oral arguments.  # non-capital cases - briefs/state & federal responses/oral arguments.  # active sexual predator commitment appeals.			•				
2114 2115 2116 Crim 2117 2118 2119 2120 2121 2122 2123	% clients expressing satisfaction with constitutional legal services.  # opinions issued.  # active Solicitor General cases.  inal and Civil Litigation Defense  % clients expressing satisfaction with criminal and civil legal defense services.  \$ total fees and costs expended for legal services with private outside counsel.  % state legal services conducted by private entities.  # capital cases - briefs/state & federal responses/oral arguments.  # non-capital cases - briefs/state & federal responses/oral arguments.  # active sexual predator commitment appeals.  # active eminent domain cases.			•				
2114 2115 2116 Crim 2117 2118 2119 2120 2121 2122 2123 2124	% clients expressing satisfaction with constitutional legal services.  # opinions issued.  # active Solicitor General cases.  inal and Civil Litigation Defense  % clients expressing satisfaction with criminal and civil legal defense services.  \$ total fees and costs expended for legal services with private outside counsel.  % state legal services conducted by private entities.  # capital cases - briefs/state & federal responses/oral arguments.  # non-capital cases - briefs/state & federal responses/oral arguments.  # active sexual predator commitment appeals.  # active eminent domain cases.  # active tax cases.			•				
2114 2115 2116 Crim 2117 2118 2119 2120 2121 2122 2123 2124 2125	% clients expressing satisfaction with constitutional legal services.  # opinions issued.  # active Solicitor General cases.  inal and Civil Litigation Defense  % clients expressing satisfaction with criminal and civil legal defense services.  \$ total fees and costs expended for legal services with private outside counsel.  % state legal services conducted by private entities.  # capital cases - briefs/state & federal responses/oral arguments.  # non-capital cases - briefs/state & federal responses/oral arguments.  # active sexual predator commitment appeals.  # active eminent domain cases.  # active tax cases.  # active civil appellate cases.			•				
2114 2115 2116 Crim 2117 2118 2119 2120 2121 2122 2123 2124 2125 2126	% clients expressing satisfaction with constitutional legal services.  # opinions issued.  # active Solicitor General cases.  inal and Civil Litigation Defense  % clients expressing satisfaction with criminal and civil legal defense services.  \$ total fees and costs expended for legal services with private outside counsel.  % state legal services conducted by private entities.  # capital cases - briefs/state & federal responses/oral arguments.  # non-capital cases - briefs/state & federal responses/oral arguments.  # active sexual predator commitment appeals.  # active eminent domain cases.  # active tax cases.  # active civil appellate cases.  # active inmate cases.			•				
2114 2115 2116 Crim 2117 2118 2119 2120 2121 2122 2123 2124 2125 2126 2127	% clients expressing satisfaction with constitutional legal services.  # opinions issued.  # active Solicitor General cases.  inal and Civil Litigation Defense  % clients expressing satisfaction with criminal and civil legal defense services.  \$ total fees and costs expended for legal services with private outside counsel.  % state legal services conducted by private entities.  # capital cases - briefs/state & federal responses/oral arguments.  # non-capital cases - briefs/state & federal responses/oral arguments.  # active sexual predator commitment appeals.  # active eminent domain cases.  # active tax cases.  # active civil appellate cases.  # active inmate cases.  # active state employment cases.			•				
2114 2115 2116 Crim 2117 2118 2119 2120 2121 2122 2123 2124 2125 2126 2127 2128	% clients expressing satisfaction with constitutional legal services.  # opinions issued.  # active Solicitor General cases.  inal and Civil Litigation Defense  % clients expressing satisfaction with criminal and civil legal defense services.  \$ total fees and costs expended for legal services with private outside counsel.  % state legal services conducted by private entities.  # capital cases - briefs/state & federal responses/oral arguments.  # non-capital cases - briefs/state & federal responses/oral arguments.  # active sexual predator commitment appeals.  # active eminent domain cases.  # active tax cases.  # active inmate cases.  # active inmate cases.  # active state employment cases.  # active tort cases.			•				
2114 2115 2116 Crim 2117 2118 2119 2120 2121 2122 2123 2124 2125 2126 2127 2128 Victin	% clients expressing satisfaction with constitutional legal services.  # opinions issued.  # active Solicitor General cases.  inal and Civil Litigation Defense  % clients expressing satisfaction with criminal and civil legal defense services.  \$ total fees and costs expended for legal services with private outside counsel.  % state legal services conducted by private entities.  # capital cases - briefs/state & federal responses/oral arguments.  # non-capital cases - briefs/state & federal responses/oral arguments.  # active sexual predator commitment appeals.  # active eminent domain cases.  # active tax cases.  # active civil appellate cases.  # active inmate cases.  # active state employment cases.  # active tort cases.  # active tort cases.			•				
2114 2115 2116 Crim 2117 2118 2119 2120 2121 2122 2123 2124 2125 2126 2127 2128 Victin 2129	% clients expressing satisfaction with constitutional legal services. # opinions issued. # active Solicitor General cases. inal and Civil Litigation Defense % clients expressing satisfaction with criminal and civil legal defense services. \$ total fees and costs expended for legal services with private outside counsel. % state legal services conducted by private entities. # capital cases - briefs/state & federal responses/oral arguments. # non-capital cases - briefs/state & federal responses/oral arguments. # active sexual predator commitment appeals. # active eminent domain cases. # active tax cases. # active civil appellate cases. # active inmate cases. # active state employment cases. # active state employment cases. # active tort cases.			•				
2114 2115 2116 Crim 2117 2118 2119 2120 2121 2122 2123 2124 2125 2126 2127 2128 Victir 2129 2130	% clients expressing satisfaction with constitutional legal services. # opinions issued. # active Solicitor General cases. inal and Civil Litigation Defense % clients expressing satisfaction with criminal and civil legal defense services. \$ total fees and costs expended for legal services with private outside counsel. % state legal services conducted by private entities. # capital cases - briefs/state & federal responses/oral arguments. # non-capital cases - briefs/state & federal responses/oral arguments. # active sexual predator commitment appeals. # active eminent domain cases. # active tax cases. # active tivil appellate cases. # active inmate cases. # active state employment cases. # active tort cases.			•				
2114 2115 2116 Crim 2117 2118 2119 2120 2121 2122 2123 2124 2125 2126 2127 2128 Victin 2130 2131	% clients expressing satisfaction with constitutional legal services. # opinions issued. # active Solicitor General cases. inal and Civil Litigation Defense % clients expressing satisfaction with criminal and civil legal defense services. \$ total fees and costs expended for legal services with private outside counsel. % state legal services conducted by private entities. # capital cases - briefs/state & federal responses/oral arguments. # non-capital cases - briefs/state & federal responses/oral arguments. # active sexual predator commitment appeals. # active eminent domain cases. # active tax cases. # active civil appellate cases. # active inmate cases. # active state employment cases. # active state employment cases. # active tort cases. # services # victim compensation claims received. # days from application to payment of victim compensation claims. # victims service through grants.		_	•	_			
2114 2115 2116 Crim 2117 2118 2119 2120 2121 2122 2123 2124 2125 2126 2127 2128 Victin 2129 2130 2131 2132	% clients expressing satisfaction with constitutional legal services. # opinions issued. # active Solicitor General cases. iinal and Civil Litigation Defense % clients expressing satisfaction with criminal and civil legal defense services. \$ total fees and costs expended for legal services with private outside counsel. % state legal services conducted by private entities. # capital cases - briefs/state & federal responses/oral arguments. # non-capital cases - briefs/state & federal responses/oral arguments. # active sexual predator commitment appeals. # active eminent domain cases. # active tax cases. # active tive tax cases. # active inmate cases. # active inmate cases. # active state employment cases. # active tort cases.  n Services  # victim compensation claims received. # days from application to payment of victim compensation claims. # victims service through grants. # attending victims and crime prevention training.			•				
2114 2115 2116 Crim 2117 2118 2119 2120 2121 2122 2123 2124 2125 2126 2127 2128 Victin 2139 2131 2132 2133	% clients expressing satisfaction with constitutional legal services. # opinions issued. # active Solicitor General cases. inal and Civil Litigation Defense % clients expressing satisfaction with criminal and civil legal defense services. \$ total fees and costs expended for legal services with private outside counsel. % state legal services conducted by private entities. # capital cases - briefs/state & federal responses/oral arguments. # non-capital cases - briefs/state & federal responses/oral arguments. # active sexual predator commitment appeals. # active eminent domain cases. # active tax cases. # active inmate cases. # active inmate cases. # active inmate cases. # active tort cases. # active tort cases. # active tort cases. # victim compensation claims received. # days from application to payment of victim compensation claims. # victims service through grants. # attending victims and crime prevention training. % increase in number of reparation applications received.			•				
2114 2115 2116 Crim 2117 2118 2119 2120 2121 2122 2123 2124 2125 2126 2127 2128 Victin 2130 2131 2132 2133 2134	% clients expressing satisfaction with constitutional legal services. # opinions issued. # active Solicitor General cases. iinal and Civil Litigation Defense % clients expressing satisfaction with criminal and civil legal defense services. \$ total fees and costs expended for legal services with private outside counsel. % state legal services conducted by private entities. # capital cases - briefs/state & federal responses/oral arguments. # non-capital cases - briefs/state & federal responses/oral arguments. # active sexual predator commitment appeals. # active eminent domain cases. # active tax cases. # active tive tax cases. # active inmate cases. # active inmate cases. # active state employment cases. # active tort cases.  n Services  # victim compensation claims received. # days from application to payment of victim compensation claims. # victims service through grants. # attending victims and crime prevention training.			•				

	Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
Attorney General's Office	V	Ā	<u> </u>	J Z			>
Crime Victim Federal Grant Administration							
2136 % increase crime victim services by grant sub recipients				•	•		
2137 % increase crime victim service units by grant sub recipients				•	•		
2138 # training workshops conducted for sub recipients.				•			
2139 # training workshops conducted for service providers and victim advocates.				•			
2140 % sub recipients that receive compliance monitoring via desk audits.				•			
2141 % sub recipients that receive site visits.				•			
2142 # working days to complete payment voucher after completion of drawdown.				•			
2143 % site visits.				_	'		
Prosecution of Multi-Circuit Organized Crime							
2144 Conviction rate for defendants who reach final disposition.			•				
2145 # convictions for defendants who reach final disposition.							
2146 # active cases, excluding drug cases.							
2147 # law enforcement agencies assisted.							
2148 # active drug related multi-circuit organized criminal cases.				-			
Campaign Finance and Election Fraud Enforcement 2149 Ratio of active cases to attorneys.							
2150 Conviction rate where the Commission has found probable cause.							
2151 % cases closed within one year.			•				
2151 % cases closed within one year. 2152 % advisory opinion requests answered within 90 working days.							
2152 % advisory opinion requests answered within 90 working days.  2153 # days to answer advisory opinion requests.						•	
2154 # reports logged within two working days of receipt.							
2155 # days to respond to sworn complaints.						•	
Risk Litigation							
2156 % new cases assigned to in-house attorneys.				•			
2157 % total cases handled in-house.				•			
2158 # cases handled in-house.				•			
2159 Avg cost per in-house case.				•			
2160 # contract cases.				•			
2161 Avg cost per contracted case.				•			
Auditor							
Administration & General							
2162 % audits completed by regulatory due date.				•			
2163 % of statutory reviews of audit reports completed within ten days.				•	•		
2164 % of agency auditor selection requests processed within five days of receipt.				•			
2165 Total audit fees generated.				•			
2166 # or training sessions.				•	•		
2167 # working paper reviews of independent public accountants.				•			
Corrections							
Administration & General							
Administrative costs as a percent of total costs.			•				
2169 Administrative FTE as a percent of total FTE.			•				
2170 \$ saved as a direct result of Commission's recommendations			•				
2171 IT costs as a percent of total costs.			•				
2172 % victim notifications that meet statutory time period requirements.			•				
2173 Per diem cost of correctional facilities maintenance and repair.			•				
2174 % institutions and functions with American Correctional Association accreditation.				•			
21/T /v montations and functions with American Correctional Association acciditation.						I I	

	Corrections	Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
2175	% budget units with repeat audit findings.				•			
	State's national rank in incarceration rate.				•			
	State's national rank in inmate cost per day .				•			
	\$ daily cost per adult inmate.				•			
	Recidivism rate (X-year follow-up).				•			
	Corrections debt service outstanding balance.				•			
	# Walk away prisoners.	•						
	# Offenders convicted on new offenses while in custody.	•						
	# Offenders receiving a GED while in custody.	•						
	# Substance abuse enrollees completing treatment.	•						
	% inmates with corrections plan.					•		
	% inmates corrections plan completed while incarcerated.					•		
	% plan completers reintegrated into the community who did not recidivate.					•		
	# inmates classified into facilities based on their individual and program needs.					_		
	# victim contacts or notifications.							•
	# offenders in transition programs.							•
	utional Operations							
	# escapes from the secure perimeter of major institutions			•				
	# batteries committed by inmates on one or more persons per 1,000 inmates.			•				
	# inmates receiving major disciplinary reports per 1,000 inmates.			•				
	% random drug tests that are negative.			•				
	% of reported criminal incidents investigated by the Inspector General's Office			•				
	# escapes from the secure perimeter of major institutions			•				
	# score sheets processed.			•				
	% completing drug treatment without subsequent recommitment within 2 years			•				
	% needing drug treatment that successfully complete treatment.			•				
	# inmates receiving substance abuse services.			•				
	% adult institutions accredited by American Correctional Association.			•				
	# total beds for all adult institutions.			•				
2203	Inmate population as a percent of maximum design capacity.			•				
	# inmates per corrections security officer.				•			
	# Class I assaults on staff per month per 1000 inmates.					•		
	% placed in a facility providing at least one of the inmate's primary program needs.			•				
	% inmates who did not escape when assigned outside secure perimeter.			•		•		
2208	# escapes.				•			
2209	Rate of workers' compensation time loss claims per 100 employees.					•		
2210	Department electrical consumption per month.					•		
2211	Turnover rate for correctional officers.						•	
2212	# high-risk offenders with increased monitoring contacts.							•
	e Service Work squads and Work Release Transition							
2213	% of available inmates who work.			•				
	# available work assignments.			•				
	# inmates available for work assignments.			•				
	% of those available for work who are not assigned.			•				
	% work center utilization.							•
	nunity Corrections							
	% court-ordered amounts collected from community supervised for restitution.			•				
2219	% court-ordered amounts collected from community supervised for other court			•				
	ordered costs.							

		Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
	Corrections	⋖	Ar	至	Z S	0		>
2220	% court-ordered amounts collected from community supervised for supervision costs.			•				
	# substance abuse tests administered to community supervised.			•				
	# substance abuse tests administered to community supervised with negative results.			•				
	% programs ACA accredited.				•			
	Average daily number of persons in program.				•			
	\$ average daily cost per offender.				•			
	% total inmate population in community-based programs.				•			
	% diversion center utilization.							•
	% day reporting center utilization.							•
	% detention center utilization.							•
	re Health							
	#,% health care grievance upheld.			•				
	# suicides per 100,000 inmates compared to national average for inmates.			•				
	# telemedicine contacts.				•			
	\$ system wide average daily health services cost per inmate.				•			
	% inmates on regular duty.				•			
	% health care cost per inmate as compared to average OMAP cost per capita.					•		
	Recidivism rate for inmates completing substance abuse therapeutic programs.							•
	te Education							
	% completing mandatory literacy program scoring above 9th grade TABE.							
	% completing mandatory literacy program.			•				
	%,# successfully completing GED programs.				•			
	% needing special ed programs that participate in special ed. Programs.			•				
	%,# successfully completing vocational education programs.				•			
	Avg. grade level increase by inmates participating in education programs (3 mo).							
	# avg monthly enrollment in adult vocational technical education.							
	# avg monthly enrollment in adult vocational technical education.				•			
	% eligible population participating in educational activities.				•			
	% eligible population on waiting list for educational activities.				•			
	# student educational gains per one month of instruction, as measured by				•			
2247	standardized pre and post-tests (in months).							
2248	% aggregate completion rate for functional literacy program.							
	% completers with more than 85% of established tasks completed for each program.							
	Time to complete a program.							
	% time spent on educational activities.							
	% passing GED.							
	Employee turnover rate.							
	der Transition, Rehabilitation and Support							
	*							
	% completing transition without recommitment within 2 years.							
	# transition plans completed.							
	% transition plans completed.							
	# releases provided faith-based housing assistance.  # participating in faith based darm programs							
	# participating in faith-based dorm programs.							
	% participating in religious programming.							
	te Prison Operations							
	Per diem cost.							
	# contracts monitored.							
	r Training							
2262	# courses conducted.				•			

	Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas Virginia
Corrections	A	Ar	豆	Leg New New Year	Ō	Z
County Jail Contracting						
2263 # offenders housed per day.				•		•
2264 # adults housed per day.				•		
2265 # adults housed per day in work release.				•		
2266 # juveniles housed per day.				•		
2267 % adult inmate population in local jails.				•		
2268 % juvenile inmate population housed in local jails.				•		
Correctional Industries						
2269 \$ revenue earned by agriculture operations.						•
2270 # hours worked per week per work center inmate.						•
Juvenile Justice						
Administration & General						
2271 Re-offense rate. (By type of offense, or race, or with & without treatment.)	•			•		
2272 % convicted of a new misdemeanor or felony within one year.						•
2273 % ordered restitution collected at time of case closure.	•					
2274 % of community work service hours performed.	•					
2275 Avg. cost per juvenile served through community based programs.			•			
2276 % youth receiving crime prevention services whose risk factors decrease.					•	
2277 # youth receiving crime prevention services.					•	
2278 % youth receiving treatment still free one year after case is closed.			•			
2279 % juveniles released from custody who receive aftercare services.			•			
2280 Total collections of statutorily mandated maintenance fees.			•			
2281 Time in seconds of processing information requests for juvenile offender criminal history reports.			•			
2282 % juvenile facilities ACA accredited.				•		
2283 % juvenile regional offices ACA accredited.				•		
2284 % juvenile community residential centers and day treatment ACA accredited.				•		
2285 % employee files that contain completed performance appraisals development plans.				•		
2286 # recommendations in long-range public safety plan that are adopted or implemented.					•	
2287 % surveyed customers rating agency assistance good or excellent.					•	
2288 # website hits.					•	
2289 % detain or release decisions guided by detention assessment instrument.						•
2290 # travel-related meetings replaced or enhanced by videoconferencing.						•
2291 % key management reports added to an automated reporting system.						•
Secure Residential & Detention Centers						
2292 Average daily population in residential programs.						•
2293 % who remain crime free while in secure detention.			•			
2294 # escapes.			•		•	•
2295 # escapes per 100 person days.					•	
2296 # youth-on-youth batteries per 1,000 youth served daily in secure detention.			•			
2297 # youth-on-staff batteries per 1,000 youth served daily in secure detention.			•			
2298 Avg daily population for secure detention by type: High or Maximum.			•			
2299 Avg Daily population in secure substance abuse treatment by level by month.			•			
2300 % residential commitment program reviews conducted with "satisfactory" or higher.			•			
2301 # beds available.			•			
2302 Avg. cost per juvenile served through residential programs. (sometimes by facility)			•	•		

		Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
	Juvenile Justice	Ā	Ark	Fig	Lou	Or	Ľ	Vir
2303	% youth still crime free one year after release.			•	_			•
	\$ average daily cost per bed.				•			
	% youth confined over 90 days showing an increase in reading, math, or language arts.				•			
	% clients recommitted to a department facility.				•			
	% clients recommitted to a state juvenile or adult correctional facility in-state.				•			
	% clients earning education credits while in facility schools.				•			
	Average improvement in educational grade level of clients.				•			
2310	% eligible clients receiving a high school diploma in agency facility.				•			
2311	Turnover rate for correctional officers.				•			
2312	# youth injuries per 100 person days of youth confinement.					•		
2313	# suicidal behavior incidents per 100 person days of youth confinement.					•		
2314	% youth receiving complete intake screening.					•		
2315	% youth detained for more than 30 days whose records include a written individual treatment plan.					•		
2316	% youth confined over 60 who have a finalized written aftercare treatment plan 30 days prior to release.					•		
2317	% youth referred to at least one community-based service, as outlined in their					•		
	aftercare treatment plan.							
2318	# individual counseling sessions per month per youth.							•
	Detention							
2319	% successful completions without committing a new violation.			•				
2320	Avg daily population for home detention.			•				
	care Services - Conditional Release							
	% remaining crime free during conditional release supervision.			•				
	% remaining crime free one year after release from conditional release.			•				
	ile Parole							
	% residents paroled that successfully complete the conditions of their parole.				•			
	% increase in the number of parole hearings.				•			
	% total residents placed on the hearing agenda by juvenile parole board staff.				•			
	% of facilities' populations paroled.				•			
	% offenders enrolled in school or employed within 60 days prior to release from parole. % parolees assigned to supervision levels that meet or exceed the risk determined level.							
	ile Probation							
	% remaining crime free one year after release from probation.			•				
	Avg daily population carried on supervision caseloads of juvenile probation officers			•				
2221	by type: Intake and assessment.  And deily population carried on supervision asseled a figurapile probation officers							
	Avg daily population carried on supervision caseloads of juvenile probation officers by type: Direct probation supervision.							
2332	Avg daily population carried on supervision caseloads of juvenile probation officers by type: Direct conditional release supervision			•				
2333	Avg daily population carried on supervision caseloads of juvenile probation officers by type: Contracted probation or conditional release supervision.			•				
2334	Avg daily population carried on supervision caseloads of juvenile probation officers by type: Residential commitment program or supervision in another state.			•				
2335	Avg daily ratio of officers to cases by type: Intake and assessment.			•				
	Avg daily ratio of officers to cases by type: Direct probation supervision.			•				
	5 5 5 T T T T T T T T T T T T T T T T T							

	Juvenile Justice	Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
2337	Avg daily ratio of officers to cases by type: Direct conditional release supervision			•				
	Avg daily ratio of officers to cases by type: Contracted probation or conditional release supervision.			•				
2339	Avg daily ration of officers to cases by type: Residential commitment program or			•				
	supervision in another state.							
2340	# youth court ordered to probation supervision.			•				
	# youth received at intake.			•				
2342	% clients completing formal probation.				•		•	
2343	# average daily population of youth supervised under court-ordered probation.						•	
2344	# average daily population of youth supervised under intensive supervision probation.						•	
Non-H	Residential							
2345	% youths remaining crime free one year after release.			•				
	\$ average cost per case.				•			
Educa								
	Average daily school attendance.						•	
	# average enrolled in GED program.				•			
	# receiving GED.				•			
	# average enrolled in vo-tech program.				•			
	# receiving vo-tech certificate.				•			
	5-year recidivism rate.				•			
	% eligible juveniles improved two grades or more in reading and arithmetic.			•				
	% youth confined for more than 60 days receiving prescribed education programming.					•		
	# mandatory students in juvenile justice alternative education programs.  Diploma or GED rate.							
	% completers with more than 85% of established tasks completed, by program.						Ĭ	
	% increase in technical knowledge, related math skills, employability skills, all							
2336	aspects of the industry being studied, and workplace readiness skills.							
2359	% composite score for students taking the Standards of Learning Grade Level 8 and							
2337	End-of-Course tests.							
2360	% passing GED.							
	Services							
	\$ cost per day per offender supervised.				•			
	# average youth under supervision.				•			
	# juvenile service officers.				•			
2364	# investigations per month.				•			
2365	Average workload hours per month.				•			
2366	Average workload hours per agent.				•			
	# transports per month.				•			
2368	Average hours transporting per month.				•			
	act Services							
	# residential contract services.				•			
	\$ cost per day per youth in residential programs.				•			
	Average daily population in residential programs.				•		•	
	# nonresidential programs.				•			
2373	\$ cost per day per youth in nonresidential programs.				•			

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Juvenile Justice	A	Arl	Ē	Loi	New	Ō	I	N N
2374 Average daily census, nonresidential programs.				•				
2375 # clients served in nonresidential programs.				•				
Probation & Parole								
Administration & General								
2376 % offenders under supervision that commit new felony or misdemeanor crimes.	•							
2377 % convictions for sexual offenses committed by offenders under supervision.	•							
2378 % of paroled offenders convicted of a new felony within 3 years of release.						•		
2379 % offenders making payments on restitution or fines.	•							
2380 % offenders participating in community work service.	•							
2381 \$ expenditures per offender supervised.				•				
<ul><li>2382 State rank among states in expenditure per offender.</li><li>2383 % ACA accreditation maintained.</li></ul>				•				
2384 # caseload per agent.				•				
2385 % board orders of supervision received by corrections office on or before the								
offender's release date form prison.						Ū		
2386 % requests for board appointments satisfied.								•
Pardons								
2387 # case hearings.				•				
2388 # cases recommended to the governor.				•				
2389 # cases approved by governor.				•				
Parole								
2390 # parole hearings.				•				
2391 % initial parole hearings held at least 30 days prior to an inmate's projected release date.					•			
2392 % parole decisions made on time.								•
2393 # paroles granted.				•				
2394 # parole revocation hearings.				•				
2395 % of revocation hearing held within thirty days of a parolee's return.					•			
2396 # paroles revoked with hearings.				•				
2397 # paroles revoked without hearings.				•				
2398 # medical paroles.				•				
2399 % offenders completing their sentence or still under supervision after 2 years.			•					
2400 Status of offenders 2 years after period supervision imposed: # revoked			•					
2401 Status of offenders 2 years after period supervision imposed: % revoked			•					
2402 Status of offenders 2 years after period supervision imposed: # absconded.			•					
2403 Status of offenders 2 years after period supervision imposed: % absconded.			•					
2404 % completing supervision not recommitted within 2 years to prison or supervision.			•					
<ul><li>2405 # monthly personal contacts with supervised offenders by administrative.</li><li>2406 # monthly personal contacts with supervised minimum offenders.</li></ul>			٠					
2400 # monthly personal contacts with supervised medium offenders.								
2407 # monthly personal contacts with supervised maximum offenders.			•					
2409 # monthly personal contacts with supervised sex offenders.			•					
2410 # monthly personal contacts with community control offenders.			•					
2411 % probationers completing sentence or still under supervision after 2 years.			•					
2412 % drug offender probationers completing sentence or still under supervision after 2			•					
years.								
2413 % pre-trial intervention offenders completing sentence or still under supervision after 2 years.			•					

		Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
	Probation & Parole	A	Ark	Ĕ	Lou	Ö	Ĭ	Vir
2414	% community control offenders completing sentence or still under supervision after			•				
2415	<ul><li>2 years.</li><li>% post prison release offenders completing sentence or still under supervision after 2</li></ul>			•				
	years.							
2416	% community supervised completing drug treatment without recommitment within 2 years.			•				
2417	# comprehensive resource guides produced and updated.				•			
2418	# meeting held with individuals advocacy groups, and local, state, federal, or county governments to educate and provide information regarding the parole board and its role and mission.				•			
2419	% active registered victims where the board has accurate contact information.					•		
2420	% warrants received by the board in which the warrant is issued within 5 days.					•		
2421	% revocations for offenders who violate their conditions of parole or post prison supervision.					•		
2422	% of expiration orders that have been completed and mailed within 5 days of an					•		
	offenders discharge or post prison supervision.							
2423	% of administrative review responses completed and mailed within 60 days of receipt of an inmate/offenders administrative review request.					•		
2424	% parolees reoffending within X years.							
	% crime victims requesting and getting a meeting with a parole board member.							•
	% timely grant decision notices to attorney general.							•
	% discretionary grant cases with crime victim input.							•
	Incarceration Enforcement and Victims Rights							
	#,% parolees successfully completing supervision without revocation within 2 years.			•				
2429	% revocation cases completed within 90 days after final hearing.			•				
2430	% cases placed before board containing no factual errors.			•				
2431	#,% conditional release cases			•				
2432	#,% revocation determinations			•				
2433	#,% clemency cases			•				
	#,% parole release decisions			•				
	#,% victims assisted			•				
	Services							
	# caseload per agent.				•			
	# total investigations.				•			
	# offenders under supervision.				•			
2439	# offenders under electronic surveillance.				•			
	Courts							
Admi	nistration & General							
2440	Administrative costs as a percent of total costs.			•				
2441	Administrative FTE as a percent of total FTE.			•				
2442	# judicial and court staff education contact hours.			•				
2443	# public education contact hours.			•				
2444	# professionals certified.			•				
2445	# major court services, research and evaluation initiatives completed.			•				
	# of audit findings.			•				
	% invoices processed within statutory time frames.			•				
	# budget amendments and agency transfers processed.			•				
2449	# accounting transactions.			•				

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Courts	A	Ar	压	$\Gamma_0$	Zev	0		N N
2450	# financial reports produced.			•					
	# human resource reports prepared.			•					
	# employee and position transactions processed.			•					
	# staff directly supported.			•					
	# public record requests.			•					
	% jury summons successfully executed.					•			
	\$ average cost per juror.					•			
	# required events attended by attorneys in abuse and neglect cases.					•			
	# monthly supervised child visitations.					•			
2459	# cases to which court-appointed special advocate volunteers are assigned.					•			
2460	% children represented in court by guardian ad litem.	•							
Data 1	Processing Services								
2461	# computer devices directly supported.			•					
2462	# help desk calls for assistance provided to the judiciary.					•			
2463	% accurate driving while intoxicated court reports.					•			
2464	% calls reduced for help from judicial agencies for case mgt database and network.					•			
2465	Average time to respond to automation calls for assistance.					•			
Supre	eme Court								
2466	Clearance rate for all case types.			•		•		•	
2467	# cases disposed			•					
2468	% initial death penalty appeal cases disposed within 2 years.			•					
2469	% initial death penalty appeal cases disposed within 365 days of perfection.			•					
2470	Clearance rate for death penalty appeals.			•					
2471	# of initial death penalty appeal cases disposed.			•					
2472	% post-conviction death penalty appeal cases disposed within 365 days of filing.			•					
2473	Clearance rate for post-conviction death penalty appeals.			•					
2474	# post-conviction death penalty appeal cases disposed.			•					
2475	% mandatory review justification cases disposed within 365 days of filing.			•					
2476	Clearance rate for other mandatory review justification cases.			•					
2477	# mandatory review justification cases disposed.			•					
2478	Clearance rate for discretionary review jurisdiction cases.			•					
2479	# discretionary review jurisdiction cases disposed.			•					
2480	% discretionary review jurisdiction cases disposed within 365 days of filing.			•					
2481	% non-death penalty original writ petition cases disposed within 365 days of filing.			•					
2482	Clearance rate for non-death penalty original writ petition cases.			•					
	# non-death penalty original writ petition cases disposed.			•					
	% state bar cases disposed within 365 days of filing.			•					
	Clearance rate for state bar cases.			•					
	# state bar cases disposed.			•					
	% of other original jurisdiction cases disposed within 365 days of filing.			•					
	Clearance rate for other original jurisdiction cases.			•					
	# other original jurisdiction cases disposed.			•					
	# cases supported.			•					
	# records maintained.			•					
	Square footage maintained.			•					
	# requests for maintenance services from building employees.					•			
	Square footage secured.			•					
	Accuracy of fixed assets inventory records.					•			
2496	# average days since filing of all matters pending.							•	

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Courts	7	<u>A</u>	<u> </u>	<u> </u>	Se			>
	Library								
	% titles updated.					•			
	# website hits.					•			
	# research requests.					•			
	% staff time spend on shelving and updating library materials.					•			
	% positive evaluations of library service by library patrons.							•	
	llate Courts Operations								
	Clearance rate for all case types.			•		•		•	
	# cases disposed.			•					
	Median days from filing of criminal appeals to disposition.			•					
	Median days from filing of criminal petitions to disposition.			•					
	Clearance rate for criminal appeals and petitions.			•					
2507	% criminal appeals & petitions cases disposed within 180 days of oral argument or conference.			•					
2508	Median days for non-criminal appeals from filing to dispositions for notices of appeal.			•					
2509	Median days for non-criminal appeals from filing to dispositions.			•					
2510	Clearance rate for non-criminal appeals and petitions.			•					
2511	% non-criminal appeals & petitions cases disposed within 180 days of oral argument or conference.			•					
2512	# records maintained.			•					
2513	# employees administered.			•					
	Square footage secured.			•					
	Square footage maintained.			•					
	# legal opinions written.					•			
	Average # credited training hours for appellate court attorneys annually.					•			
	Average time from time filed to disposition in death penalty cases.							•	
	Dispositions rate for death penalty cases.							•	
2520	Disposition rate for petitions for discretionary review which are granted.							•	
2521	Average time from the time petitions for discretionary review are granted until disposition.							•	
2522	% cases under submission for more than 12 months.							•	
2523	Average % cases filed but not yet disposed for more than 24 months.							•	
Circu	it Court Operations								
2524	Clearance rate for all case types.			•		•			
2525	# cases disposed.			•					
2526	Clearance rate for criminal cases.			•					
2527	# criminal cases disposed.			•					
2528	Clearance rate for general civil cases.			•					
2529	# general civil cases disposed.			•					
2530	Clearance rate for domestic relations cases.			•					
2531	# domestic relations cases disposed.			•					
2532	Clearance rate for probate and guardianship cases.			•					
2533	# probate and guardianship cases disposed.			•					
	Clearance rate for juvenile delinquency cases.			•					
	# juvenile delinquency cases disposed.			•					
	Clearance rate for juvenile dependency cases.			•					
	# juvenile dependency cases disposed.			•					
	# employees administered.			•					
	# juvenile programs coordinated, monitored, managed, or supervised.			•					
	# children served relating to truancy alternatives.			•					

		Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
	Courts		V		- Z			
	# jurors served.			•				
	# children served in the Children's Advocacy Center.			•				
	# cases processed by quasi-judicial officers.			•				
	# cases maintained.			•				
	# drug court cases maintained.			•				
	# court interpreting events.			•				
	# proceedings reported or recorded.			•				
	# adult drug court graduates				•			
	# juvenile drug court graduates.				•			
	# days to process referrals to drug court.				•			
	Median days to process vendor payment vouchers.				•			
	# days to process juror payment vouchers.				•			
	Recidivism of adult drug court graduates.				•			
	Recidivism of juvenile drug court graduates.				•			
	% automated drug court records that must meet minimum data set.				•			
	Daily docketing currency				•			
	% change in case filings by case type.				•			
2558	\$ cost per client per day for adult drug court participants.				•			
	\$ cost per client per day for juvenile drug court participants.				•			
	Recidivism rate for drug court graduates.				•			
	Graduation rate.				•			
	it Court Services to Most Vulnerable							
	# cases processed by quasi-judicial officers.			•				
	# cases mediated.			•				
	# GAL, family and dependency cases maintained.			•				
	# custody evaluations completed.			•				
	# cases assigned to guardians ad litem.			•				
	# crime victims served.			•				
	# guardians monitored.			•				
	strates Court							
	\$ bench warrant revenue collected annually.				•			
	% of error free automated DUI records.				•			
	\$ criminal case fees & fines collected.				•			
	% courts showing balanced outstanding cash bond reports.				•			
	Cases disposed as a percent of cases filed.				•			
	% courts submitting monthly financial reports timely.				•			
	nistrative Law							
	# cases docketed.				•			
	% cases docketed that are properly filed and received.				•			
	# hearings.				•			
2578	# decisions or orders.				•			
	Dublia Safaty							
A 3 -4	Public Safety							
	nistration & General							
	% key performance measures met.		•					
	Administrative costs as a percent of total budget.		•	•				
	Administrative FTE as a percent of total FTE			•				
	# prior years audit findings repeated in subsequent audits.		•		•			
2583	% personnel audit findings resolved.				•			

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Public Safety	A	Ar	至	Ę	New	0	I	V.
2584	% minority applicants.		•						
	# grants disbursed.			•					
2586	# agencies accredited.			•					
2587	# cases awarded emergency violent crime funds.			•					
2588	# internal and compliance audits.				•				
2589	# deficiencies identified.				•				
2590	% deficiencies corrected.				•				
2591	% employee performance appraisal development plans that were completed on time.					•			
2592	Satisfaction rating of administrative services provided to all programs.					•			
2593	% operability for mission-critical software applications on agency servers.					•			
2594	% operability for mission-critical hardware applications on agency servers.					•			
	% computer servers with anti-virus software installed and up to date.					•			
2596	% up-time for web server.					•			
	% state served by 911.						•		
	% grants awarded timely.								•
2599	% crime victims & individuals involved in traffic accidents rating their experience as "very good" or "excellent".								•
2600	# field division implementing statewide agencies radio system.								•
	% of underage tobacco sales by retailers.								•
State	· · ·								
2602	# patrol strength.				•				
2603	# miles patrolled per regular duty contact.				•				
2604	Major Crime Team Annual Resolution Rate.						•		
2605	Average trooper response time.								•
2606	# founded complaints of racial profiling or driving while black.								•
2607	# sworn employees hired to fill vacancies.								•
	Turnover rate for sworn employees.								•
	e - Crime								
	% reported violent crimes per 100,000 population.	•							
	Crime rate (murder, robbery, rape, child sexual abuse, domestic violence, etc.)	•	•						
	Search & rescue success rate.	•							
	Reported crime index offenses rate.	•							
	# criminal investigations opened.		•						
	# meth labs identified and cleaned up.		•						
	# call received by child abuse hot line.		•						
	% child abuse calls requiring further investigation.		•						
	\$ fraudulent benefits withheld due to public assistance fraud investigations.			•					
	# public assistance fraud investigations conducted.			•					
	# detective section criminal investigations initiated.				•				
	# narcotics section criminal investigations initiated.				•				
	# insurance fraud section criminal investigations initiated.				•				
	# fugitives apprehended.				•				
	% arrests verses total reported crimes on rural state and interstate highways.						•		
_	ol Police								
	# criminal incidents per 1,000 employees.								
	# officer patrol hours.								
	# calls for service. # dispitation provided with protective cornings			•					
	# dignitaries provided with protective services.								
2628	# vehicle miles patrolled.				•				

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Public Safety	<b>A</b>	Arl	Ē	Lou	Vew	ō	1	Vii
2629	# bicycle miles patrolled.								
	# contacts, arrests, citations, etc.				•				
	Marshall								
	# of structural fires.	•							
2632	\$ value of property loss due to fire.	•							
	Fire fatalities.	•							
	Administrative FTE as a percent of total FTE			•					
	Administrative costs as a percent of total costs.			•					
	# fire related deaths occurring in state owned properties requiring inspection.			•					
	\$ direct losses from fires in state owned buildings.			•					
	% mandated regulatory inspections completed.			•	•				
	# inspections required.				•				
	# recurring inspections.			•					
	# high hazard inspections.			•					
	# construction inspections.			•					
	# regulatory inspections.			•					
2644	% fire code inspections completed timely.			•					
2645	# boiler inspections.			•					
2646	# requests for licenses, permits & certifications processed timely.			•	•				
2647	Average plan review time per project.				•				
2648	Arson clearance rate.				•				
2649	% statewide fire districts with Insurance Services Office ratings of 8 or better.					•			
2650	% local fire fund expenditure audits performed.					•			
2651	% ISO class 9 & 10 fire department reviewed by survey or audit.					•			
2652	# inspection audit hours.					•			
2653	# training contact hours delivered.					•			
2654	% homes fires occurring in homes without smoke alarm.						•		
2655	# hazardous materials outreach presentations.						•		
2656	# local fire authorities fire and life safety inspections.						•		
2657	% total requested awarded as grants.							•	
2658	% inspected fire certificate holders with no recent violations.							•	
2659	% increase in the number of research requests made to the fire protection information							•	
	resource center.								
2660	# eligible localities receiving entitled disbursement.								•
2661	# reached through public fire and life safety education.								•
2662	# website fire information hits.								•
2663	Response time to disasters and emergencies.								•
2664	# stakeholder coordination meetings.								•
	& Arson Investigations								
	% closed fire investigations successfully concluded.			•					
	% arson arrests resulting in conviction.			•					
	% closed arson investigations resulting in arrest.			•					
	# closed fire investigations involving economic or physical loss.			•					
	# evidence sample analyses/examinations processed.			•					
	# evidence photographic services.			•					
	# reported fire incidents.			•					
	rofessional Training & Standards								
	% above satisfactory rating by supervisors for recent graduates.			•					
2673	# students trained.			•		•		•	

Public Safety  2674 # contact hours.  2675 # examinations administered.  2676 % students passing certification exam on first attempt.  2677 # direct raining courses delivered.  Motor Vehicle  2678 % of weight compliant commercial motor vehicles.  2679 # Commercial and regular driver license tests performed.	Texas Virginia
2675 # examinations administered. 2676 % students passing certification exam on first attempt. 2677 # direct raining courses delivered.  Motor Vehicle 2678 % of weight compliant commercial motor vehicles.	
2676 % students passing certification exam on first attempt.  2677 # direct raining courses delivered.  Motor Vehicle  2678 % of weight compliant commercial motor vehicles.	
2677 # direct raining courses delivered.  Motor Vehicle  2678 % of weight compliant commercial motor vehicles.	
Motor Vehicle 2678 % of weight compliant commercial motor vehicles.	
2678 % of weight compliant commercial motor vehicles.	•
2679 # Commercial and regular driver license tests performed.	
2680 # hours spent investigating traffic homicides.	
2681 #,% duty hours spent law enforcement officer assistance to motorists.	
2682 # motorists assisted by law enforcement officers.	
2683 # training courses offered to highway patrol personnel.	
2684 # successfully completing training.	
Traffic Safety	
2685 # crashes investigated by Highway Patrol.	•
2686 % change in number of crashes investigated by Highway Patrol.	
2687 Traffic fatality rate per 100 million vehicle miles traveled.	
2688 # commercial related crashes.	
2689 Ratio of state traffic fatality rates vs. national rates.	
2690 Traffic injury rate per 100 million vehicle miles traveled.	
2691 Crash rate per 100 million vehicle miles traveled.	
2692 Crash rate per million vehicle miles traveled on rural roads.	
2693 Crash rate per million vehicle miles traveled on interstate highways.	
2694 # fatal and injury crashes.	
2695 # highway safety projects implemented	
2696 # motor carrier safety compliance reviews.	
2697 # commercial motor vehicle moving violations.	
2698 % Adult safety belt compliance rate.	
2699 % Child restraint rate.	
2700 Alcohol-related death rate per 100 million vehicle miles.	
2701 Illegal drug-related death rate per 100 million vehicle miles.	
2702 # head-on crashes per 100 million vehicle miles traveled.	
2703 % fatal & injury crashes with alcohol involved.	
2704 % traffic fatalities with alcohol involved.	
2705 Alcohol involved fatal & injury crash rate per 100,000 licensed drivers.	
2706 Decrease in alcohol-related crashes.	•
2707 Decrease in alcohol-related deaths.	•
2708 Decrease in alcohol-related injuries.	•
2709 Avg response time in minutes to calls for crashes or assistance.	
2710 #,% of duty hours spent on preventive patrol.	
2711 #,% spend on aerial traffic enforcement.	
2712 #,% duty hours spent on crash investigations by Law Enforcement Officers.	
2713 #,% duty hours spend on crash investigation by community service officers.	
2714 #,% time spent on non-patrol support activities.	
2715 Average time to investigate crashes (long form).	
2716 Average time to investigate crashes (short form).	
2717 Average time to investigate non-reportable crashes.	
2718 # rail grade crossing crashes.	
2719 # fatalities from rail grade crossing crashes.	
2720 % front occupant seat belt use by the public.	

	Alaska	Arkansas	Florida	Louisiana Now Movico	Oregon	Texas	Virginia
Public Safety	A	Ark	Ĕ	Lou	Ö	Ĭ	Vir
2721 % statewide seatbelt usage.					7		•
2721 // statewide scatteri usage.  2722 # traffic law violator contacts.							
2723 Annual state index crime rate.							
2724 # emergency incidents coordinated.							
Motor Vehicle Weights & Standards							
2725 # commercial carriers checked for overweight violations				•			
2726 # overweight violations cited.				•			
Explosives & Hazardous Materials Control							
2727 % explosive licenses in compliance.				•			
2728 # explosive license inspections.				•			
2729 # mandated inspections.				•			
Drugs - Alcohol							
2730 % compliance with underage drinking laws by licensees.	•						
2731 % state population using illegal drugs.			•				
Crime Lab							
2732 Fingerprints identified through AFIS.	•				Т		
2733 #,% criminal booking processed on AFIS.				•			
2734 # fingerprint cards processed.				•			
2735 # convicted offender DNA samples collected.				•			
2736 # arrestee DNA samples collected.				•			
2737 # unprocessed DNA samples				•			
2738 % crimes solved by DNA matches.	•						
2739 # CODIS samples uploaded to National DNA Indexing System			•	•			
2740 # CODIS (arrestee and convicted offender DNA samples) accessioned.				•			
2741 % duplicate DNA samples submitted.							•
2742 # BCI requests to add criminal history.				•			
2743 # BCI arrest dispositions processed.				•			
2744 # BCI expungements processed.				•			
2745 # BCI civil applicant requests.				•			
2746 # BCI civil applicant requests processed in 15 days or less.				•			
2747 # BCI child protection act requests processed through FBI.				•			
2748 % reduction in time required to provide customers accurate criminal history records.				•			
2749 # requests for analysis.				•			
2750 %,# requests completed.			•	•			
2751 Avg. days to complete lab service requests by lab discipline: Toxicology			•				
2752 Avg. days to complete lab service requests by lab discipline: Chemistry			•				
2753 Avg. days to complete lab service requests by lab discipline: Crime Scene			•				
2754 Avg. days to complete lab service requests by lab discipline: Firearms			•				
2755 Avg. days to complete lab service requests by lab discipline: Documents			•				
2756 Avg. days to complete lab service requests by lab discipline: AFIS			•				
2757 Avg. days to complete lab service requests by lab discipline: Latents			•				
2758 Avg. days to complete lab service requests by lab discipline: Serology/DNA			•				
2759 Avg. days to complete lab service requests by lab discipline: Computer evidence recovery.			•				
2760 # days from request to report delivered.					•		
2761 # computers forensically analyzed.				•			
2762 % increase in the number of computes analyzed.				•			
2763 Avg. days to complete lab service requests by lab discipline: Microanalysis.			•				
2764 # crime scene service requests completed.			•				

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Public Safety	A	Ark	F	Lou	lew	Ö	Ĕ	Vir
2765 % ASCLD/LAB essential criteria met.				•	~			
2766 % ASCLD/LAB important criteria met.				•				
2767 % ASCLD/LAB important criteria met.				•				
2768 % complaince with ASCLD/LAB standards								
2769 # unprocessed firearms cases.								
2770 Customer satisfaction rating.								
2770 Customer satisfaction rating.  2771 # drug cases submitted for analysis.								
Training								
2772 Officers retained X years after graduation.	•		•					
2773 # officers trained.	•		•					
2774 \$ cost per officer trained.								
2775 %,# passing basic professional certification examination.			•					
2776 # course curricula and examinations developed or revised.			•	•				
2777 # exams administered.			•					
2778 # officers trained by DARE.			•					
2779 # professional law enforcement certificates issued.			•					
2780 # domestic security training courses delivered.			•					
2781 % officers trained in domestic violence.					•			
2782 % officers trained in crimes against children.					•			
2783 # law enforcement & public safety telecommunication academies held.					•			
2784 Advanced training attendees satisfaction rating.					•			
2785 Level of officer performance as determined by their agency after basic training.						•		
2786 Constituent satisfaction with access and availability of records.						•		
2787 % attendees who ranked the usefulness of regional training at "6" or higher (of 7).						•		
2788 Customer satisfaction rating on criminal justice training.								•
2789 % private security managers/instructors ranking overall industry professionalism at						•		
or above "4" on a scale of 1-5.								
2790 # complaints resolved.							•	
2791 \$ cost per complaint resolved.							•	
2792 % female recruits taking training.								•
2793 % minority recruits taking training.								•
Outreach - Prevention								
2794 # training and educational workshops.	•							
2795 Seat belt complaince rate.			•					
2796 % change in complaince rate.			•					
2797 # public traffic safety presentations.			•					
2798 # attending traffic safety presentations.			•					
2799 Average size of audience at traffic safety presentation.			•					
2800 # drug prevention elementary grades classes presented.				•				
2801 # drug prevention junior high grades classes presented.				•				
Crime Databases - DP								
2802 % of criminal history records supported by positive fingerprint identification.	•							
2803 % arrest/charge info received by repository within 5 days.	•							
2804 % of registered sex offender registrations that are not available on-line.	•							
2805 # working days from receipt to delivery of state and national criminal justice info.	•							
2806 # users of criminal justice information system.	•							
2807 % time LAN is fully operational.	•		•					
<ul><li>2808 # criminal background checks.</li><li>2809 % responses received timely.</li></ul>		•						
2007 /0 responses received uniery.								

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Public Safety	A	Ark	FIG	Lou	Vew	Ö	Ĭ	Vir
2810	# responses.			•		-			
	% criminal arrest information received electronically (through AFIS) for entry into the criminal history system.			•					
2812	% criminal history information records compiled accurately.			•					
	# sex offenders identified to the public.			•					
	# missing children cases worked through MCIC			•					
	# arrest records created and maintained.			•					
	# criminal history errors corrected.			•					
	# disposition records added to the criminal history file.			•					
	# law enforcement agencies having access to statewide data collection & sharing network.								•
	tigative Services								
2819	%,# closed criminal investigations resolved.			•					
	%,# criminal investigations closed resulting in an arrest.			•					
	# criminal investigations worked.			•					
	#,% criminal investigations closed.			•					
	# short-term investigative assists worked.			•					
	# domestic security concerns reported and responded to.			•					
	# requests for investigative analytical support responded to.			•					
	#,% duty hours spent on criminal investigations.			•					
	#,% duty hours spent on professional compliance investigations.			•					
	#,% duty hours spent on non-investigative support activities.			•					
	#,% duty hours spent on polygraph examinations.			•					
Stand	ards & Compliance								
2830	% schools in compliance with standards.			•					
2831	# breath-testing instruments inspected.			•					
2832	# records audited to validate accuracy & completeness of ATMS2 records.			•					
2833	# program and financial compliance audits.			•					
2834	# criminal justice officer disciplinary actions.			•					
Conce	ealed Carry Permits								
2835	%,# concealed carry licenses issued within 90 statutory limit without fingerprints.			•					
2836	# default concealed weapon/firearm licensees with prior criminal histories.			•					
2837	\$ avg cost of concealed weapon/firearm application processed.			•					
Drive	r Licensure								
	# customers.				•				
	% customers waiting 15 minutes or less for driver license service.			•					
2840	% customers waiting 30 minutes or more for driver license service.			•					
	Customer waiting time.					•			
	% class D & E drivers licenses returned and processed by mail.				•	•			
	% class D & E drivers licenses returned and processed by via internet.				•	•			
	% class D & E drivers licenses returned and processed in person.				•				
	% identification cards returned and processed by mail.				•				
	Average number of corrections per 1,000 driver records maintained.			•					
	# licenses issued.			•		•			
	# ID cards issued.			•					
	# written driver license examinations conducted.			•					
	# road tests conducted.			•					
2851	#,% drivers' licenses & ID cards suspended, cancelled, or invalidated as a result of			•					
	fraudulent activity.								

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	l exas Virginia
Public Safety	Ā	Ark	FIG	Lou	Zew C	j [	Vir
2852 Average number of days to post a DUI citation to drivers' records upon receipt.					•		
2853 % customers using alternative services to renew.							•
Motorist Financial Responsibility Compliance							
2854 % motorists complying with financial responsibility.			•		•		
2855 # insured motorists.			•				
Identification and Control of Problem Drivers							
2856 % "Driving Under the Influence" course graduates not recidivating within 3 years.			•				
2857 # problem drivers identified.			•				
Motor Carrier Compliance							
2858 Ratio of taxes collected as a result of International Registration Program and			•				
2859 International Fuel Tax Agreement audits to the cost of audits.							
2860 # International Fuel Use Tax and International Registration Plans accounts audited.			•				
2861 # Motor Carrier audited per auditor.			•				
Crime Victims Reparations							
2862 # reparations claims processed.				•			
2863 # crime victims compensated.				•			
Gaming Enforcement							
2864 # enforcement inspections - riverboats.				•			
2865 # enforcement inspections - land based.				•			
2866 # enforcement inspections - racetrack slots.				•			
2867 Average processing time for video poker license for bars, restaurants				•			
Community Programs							
2868 % communities with cooperative policing agreements.				_		•	
Legal Services							
2869 #,% driver's license suits defended.				•			
2870 % appeals resulting in affirmation of driver's license suspensions.				•			
2871 % Civil Service and State Police Commission appeals defended.				•			
2872 # disciplinary actions defended.				•			
2873 % Civil Service and State Police Commission appeals affirmed.				•			
2874 %,# of denial of SDT & public records requests defended.				•			
2875 % of denial of SDT & public records requests defended affirmed.				•			
2876 %,# fire marshal administrative actions defended.				•			
2877 % fire marshal administrative actions defended affirmed.				•			

	Health	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Admi	nistration & General					_			
	# providers enrolled.	•							
	Average Medicaid waiver cost.	•							
	# "not met" scores by National Center for Health Statistics for vital statistics.		•						
	% agency key performance measures met.		•						
	Administration costs as a % of total program costs.		•	•					
	Administration FTE as a % of total program FTE.			•					
	Information technology costs as a percent of total costs.			•					
	# prior year audit findings repeated in subsequent audits.		•						
	# HIPPAA compliance audits of work units		•						
	% satisfied families.		•						
2888	% hospitalizations for conditions preventable by good ambulatory care.			•					
	# avg monthly WIC participants				•				
	# women needing family planning services served.				•				
	# clients HIV tested and counseled.				•				
	# disease prevention educational encounters with people at high risk for HIV and					•			
	hepatitis, including injection drug users.								
2893	% primary care centers reporting performance data on clinical indicators.					•			
	# task forces.					•			
	% bills analyzed and returned to the legislature within 24 hours.					•			
	% purchasing documents and vouchers processed within one week.					•			
	# health related bills analyzed during the legislative session.					•			
2898	# formal collaborative partnerships, forums or workgroups that analyze the need for health professionals in the state to assist in identifying the gaps and options for reducing the shortages; determine feasible solutions for financing health care to meet the needs of citizens of the state; review the state's health policy and develop methods for monitoring its development and implementation.								
2899	# customized or specialized health data analyses.					•			
2900	# women provided services.							•	
2901	# WIC participants provided nutritious food supplements monthly.							•	
<ul><li>2902</li><li>2903</li></ul>	# areas analyzed, reviewed, or designated as primary care, mental and dental health medically underserved areas.								•
2904	# time to investigate nursing home care complaints.								•
2905	# emergency preparedness and response staff hired and trained.								•
2906	# tests of emergency plans and readiness.								•
2907	# long term care and acute care facilities complaint investigations completed timely.								•
2908	# duplicate databases.								•
2909	# practitioners placed in underserved areas through recruitment programs.								•
2910	% EMS providers who successfully obtain initial certification.								•
Outre	ach								
2911	\$ amount of grants awarded for public health facilities.		•						
	\$ amount of grants awarded for rural communities.		•						
2913	% adults who smoke.		•						
2914	% middle and high school students smoke-free for the past 30 days.		•	•					
2915	# middle and high school students receiving comprehensive tobacco prevention ed.			•					
2916	# anti-tobacco impressions. (marketing)			•					
2917	# emergency medical service providers, local health department staff and other public and private partners receiving comprehensive public health preparedness training.								•

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Hoolth	Ala	Ark	Flo	_0ui	ew	Or	Te	Virg
2010	Health  # stable balder arraying time and injuries in modifical and doots inspection assumes.		7		_	Z			
	# stakeholder organizations participating in medicolegal death investigation seminars.  # medico-legal death investigation seminars.								
	h Protection								
	% retail food establishments operating under food safety system.	•							
	%,# food, beverage and dairy establishments inspected.				•				
	# monthly web visits to department site containing results of restaurant inspections.								•
	# food & waterborne disease outbreaks per 10,000 dept. regulated facilities.			•					
	% food, drug, cosmetic processors, packers & repackers, wholesalers &				•				
2)21	warehousers, and tanning facilities with sanitation standards.								
2925	% state's permitted seafood processors in compliance.				•				
2926	% restaurant inspections conducted on-schedule.								•
2927	% engineering plans reviewed timely		•						
2928	% public water systems compliant with National Primary Drinking Water Regulations.		•						
2929	% facilities surveyed as required by state for federal requirements.		•						
2930	Sanitation & Safety score in dept. regulated facilities.			•					
2931	Septic tank failure rate per 1,000 within 2 years of system installation.			•					
2932	# regulated radiation facilities, devices and users.			•					
2933	% inquiries and incidents regarding urgent threats to public health that result in					•			
	initiation of follow-up investigation and if warranted, control activities within 30								
	minutes of notification.								
	\$ value of returned or wasted drugs and vaccines.					•			
Lab									
	% tests requested that receive results.	•							
	% lab results successfully validated as required by CLIA								
	% blood alcohol tests from driving analyzed and reported within 3 days.					•			
	# work time units produced. nunity Health								
	# women 40-64 at or below 200% of Federal Poverty Level breast cancer screened.								
	% breast cancer identified in Stages 1 and 2 among program women.		•						
	% average monthly WIC caseload goal met.		•						
	# avg monthly maternity visits to local health units.		•						
	% fed. Defined HHS Critical Benchmarks for Bioterrorism Preparedness Planning met.		•						
	# avg. home health visits per nurse, per day.		•						
	# school health services provided.			•					
	# healthy Start clients.			•					
	# family planning clients.			•					
	# adolescents ages 14 - 17 receiving agency-funded family planning services.					•			
	% pregnancies that were unintended or terminated.						•		
	% low-income women beginning prenatal care in first 4 months of pregnancy.						•		
	# immunizations.			•					
2953	# community hygiene services.			•					
2954	# vital events recorded.			•					
	# health care practitioners recruited & supported to work in rural & underserved areas.				•				
2956	% rural population served by comprehensive emergency medical services within 15 min.					•			
2957	% clients completing alcohol and other drug abuse treatment not abusing.						•		
2958	% 8th graders at high risk for alcohol and other drug use.						•		
	% tobacco use among adults.						•		
2960	% tobacco use among youth.						•		

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Texas	Virginia
Health	Ä	Ark	F	Lou	e C	Ę	Vir
2961 % tobacco use among pregnant women.				•	-		
2962 # cigarette packs sold per capita.							
Water & Sewage							
2963 # onsite sewage disposal systems inspected.			•				
2964 % applications issued that resulting in installed approved sewage disposal systems.				•			
2965 # water system/storage tank inspections/plans reviewed.			•				
2966 % public water systems meeting bacteriological compliance.				•			
Permits							
2967 % application reviewed and processed within required time frames.		•					
2968 # of industries regulated by POA process for which annual reports are processed.		•					
Prenatal							
2969 # pregnancy related visits for low income women.				•			
2970 # women and children served by the families first prenatal case mgt. program.							
Infants							
2971 % newborns receiving at least one screening for genetic risk factors.		•					
2972 Infant mortality rate per 1,000 live births.			•				
2973 % low birth weight births among prenatal WIC clients			•				
2974 % newborns screened for metabolic disorders.							•
2975 % newborns screened for hearing loss receiving follow-up services by 3 months.							•
2976 % newborns identified with a "critical result" genetic disease receiving follow-up							•
within 6 months.							
Children							
2977 % served families giving a positive care evaluation.			•				
2978 % compliance with Guidelines for Health Supervision of Children & Youth developed			•				
by American Academy of Pediatrics for eligible children.							
2979 #,% children enrolled in SCHIP, State Healthy Kids, Kidcare, Children's Medical			•	•			
Services Network							
2980 % licensed child care facilities & homes with no serious violations (annual).			•				
2981 # facilities and homes licensed.			•				
2982 # instructor hours provided to child care staff.			•				
2983 # live births to mothers 15-19 per 1,000 females 15-19.			•				
2984 Teenage birth rate per 1,000 compared with the national average.							
2985 # daily child care food participants.			•				
2986 % hospitalizations for conditions preventable by food ambulatory care.			•				
2987 # children enrolled in CMS Program Network (Medicaid & Non-Medicaid)			•				
2988 # provided early intervention services.			•	•			
2989 # receiving Child Protection Team assessments.			•				
2990 \$ average annual cost per Title XXI enrollee .				•			
2991 \$ average annual cost per Title XIX enrollee .				•			
2992 # adolescent school based health centers.				•			
2993 Average CHIP children months per month.							
2994 # clients certified as eligible for WIC services through computer aided assessment.							•
2995 # children participating in the fluoride rinse program.							•
2996 # protective sealants placed on children's teeth at public health clinics.							•
2997 # Medicaid-eligible children identified as having been screened for elevated blood							•
lead levels, with notification and follow-up.							
2998 # children screened for elevated blood lead levels.							•

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Texas	Virginia
	Health	A	Arl	Ē	Lou	Ne C	5 -	V.
Child	Immunizations							
2999	% 2 year old children properly immunized.		•	•				•
3000	% enrolled children with up-to-date immunizations.			•				
3001	% children fully immunized at kindergarten entry (public & private).				•			
3002	% children ages 19 - 35 months fully immunized.					•	•	
3003	% immunizations recorded in state system within 72 hours of provision of service.							•
	% vaccines for children providers receiving annual quality assurance reviews and							•
	immunization updates.							
Healt	ch Care Regulation							
3005	% nursing homes with deficiencies posing serious threat to health, safety, public welfare.			•				
3006	% investigations of alleged unlicensed facilities & programs that have previously been issued cease and desist orders.			•				
3007	% high priority consumer complaints about licensed facilities investigated in 48 hrs.			•				
	% accredited hospital and ambulatory surgical centers cited for noncompliance with life safety, licensure or emergency access standards.			•				
3009	% validation surveys consistent with accreditation surveys.			•				
	% assisted living facilities with health, safety or public welfare deficiencies.			•				
	% clinical labs with life safety, licensure, or emergency access deficiencies.			•				
	% ambulatory surgical centers with health, safety or public welfare deficiencies.			•				
	% hospitals with health, safety or public welfare deficiencies.			•				
	% hospitals failing to report serious incidents.			•				
	tious Disease Prevention and Control							
3015	AIDS case rate per 100,000 population.	•		•				
	AIDS case rate per 100,000 population. HIV/AIDS death rate per 100,000 population.	•		•	Т			
3016		•		•				
3016 3017	HIV/AIDS death rate per 100,000 population.	•		•		•		
3016 3017 3018	HIV/AIDS death rate per 100,000 population. Chlamydia case rate per 100,000 population.	•		•		•		•
3016 3017 3018 3019	HIV/AIDS death rate per 100,000 population. Chlamydia case rate per 100,000 population. Tuberculosis case rate per 100,000 population.	•		•				
3016 3017 3018 3019 3020	HIV/AIDS death rate per 100,000 population. Chlamydia case rate per 100,000 population. Tuberculosis case rate per 100,000 population. % culture positive TB cases for which drug susceptibility testing is performed.	•		•		•		•
3016 3017 3018 3019 3020 3021	HIV/AIDS death rate per 100,000 population. Chlamydia case rate per 100,000 population. Tuberculosis case rate per 100,000 population. % culture positive TB cases for which drug susceptibility testing is performed. % active TB cases completing therapy timely.	•		•		•		•
3016 3017 3018 3019 3020 3021 3022	HIV/AIDS death rate per 100,000 population. Chlamydia case rate per 100,000 population. Tuberculosis case rate per 100,000 population. % culture positive TB cases for which drug susceptibility testing is performed. % active TB cases completing therapy timely. % active TB cases receiving Directly Observed Therapy.	•		•				•
3016 3017 3018 3019 3020 3021 3022 3023	HIV/AIDS death rate per 100,000 population. Chlamydia case rate per 100,000 population. Tuberculosis case rate per 100,000 population. % culture positive TB cases for which drug susceptibility testing is performed. % active TB cases completing therapy timely. % active TB cases receiving Directly Observed Therapy. Vaccine preventable disease rate per 100,000 population.	•		•				•
3016 3017 3018 3019 3020 3021 3022 3023 3024	HIV/AIDS death rate per 100,000 population. Chlamydia case rate per 100,000 population. Tuberculosis case rate per 100,000 population. % culture positive TB cases for which drug susceptibility testing is performed. % active TB cases completing therapy timely. % active TB cases receiving Directly Observed Therapy. Vaccine preventable disease rate per 100,000 population. Adolescent suicides per 100,000.	•		•	•	•		•
3016 3017 3018 3019 3020 3021 3022 3023 3024 3025	HIV/AIDS death rate per 100,000 population. Chlamydia case rate per 100,000 population. Tuberculosis case rate per 100,000 population. % culture positive TB cases for which drug susceptibility testing is performed. % active TB cases completing therapy timely. % active TB cases receiving Directly Observed Therapy. Vaccine preventable disease rate per 100,000 population. Adolescent suicides per 100,000. # sexually transmitted disease clients.	•		•	•			•
3016 3017 3018 3019 3020 3021 3022 3023 3024 3025 3026	HIV/AIDS death rate per 100,000 population. Chlamydia case rate per 100,000 population. Tuberculosis case rate per 100,000 population. % culture positive TB cases for which drug susceptibility testing is performed. % active TB cases completing therapy timely. % active TB cases receiving Directly Observed Therapy. Vaccine preventable disease rate per 100,000 population. Adolescent suicides per 100,000. # sexually transmitted disease clients. % early syphilis cases followed.	•		•	•			• • •
3016 3017 3018 3019 3020 3021 3022 3023 3024 3025 3026 3027	HIV/AIDS death rate per 100,000 population. Chlamydia case rate per 100,000 population. Tuberculosis case rate per 100,000 population. % culture positive TB cases for which drug susceptibility testing is performed. % active TB cases completing therapy timely. % active TB cases receiving Directly Observed Therapy. Vaccine preventable disease rate per 100,000 population. Adolescent suicides per 100,000. # sexually transmitted disease clients. % early syphilis cases followed. # syphilis clients provided services and treatment.	•		•	•			
3016 3017 3018 3019 3020 3021 3022 3023 3024 3025 3026 3027 3028	HIV/AIDS death rate per 100,000 population. Chlamydia case rate per 100,000 population. Tuberculosis case rate per 100,000 population. % culture positive TB cases for which drug susceptibility testing is performed. % active TB cases completing therapy timely. % active TB cases receiving Directly Observed Therapy. Vaccine preventable disease rate per 100,000 population. Adolescent suicides per 100,000. # sexually transmitted disease clients. % early syphilis cases followed. # syphilis clients provided services and treatment. # new syphilis cases. # gonorrhea clients provided services and treatment.	•		•	•			
3016 3017 3018 3019 3020 3021 3022 3023 3024 3025 3026 3027 3028 3029	HIV/AIDS death rate per 100,000 population. Chlamydia case rate per 100,000 population. Tuberculosis case rate per 100,000 population. % culture positive TB cases for which drug susceptibility testing is performed. % active TB cases completing therapy timely. % active TB cases receiving Directly Observed Therapy. Vaccine preventable disease rate per 100,000 population. Adolescent suicides per 100,000. # sexually transmitted disease clients. % early syphilis cases followed. # syphilis clients provided services and treatment. # new syphilis cases.	•		•	•			• • •
3016 3017 3018 3019 3020 3021 3022 3023 3024 3025 3026 3027 3028 3029 3030	HIV/AIDS death rate per 100,000 population. Chlamydia case rate per 100,000 population. Tuberculosis case rate per 100,000 population. % culture positive TB cases for which drug susceptibility testing is performed. % active TB cases completing therapy timely. % active TB cases receiving Directly Observed Therapy. Vaccine preventable disease rate per 100,000 population. Adolescent suicides per 100,000. # sexually transmitted disease clients. % early syphilis cases followed. # syphilis clients provided services and treatment. # new syphilis cases. # gonorrhea clients provided services and treatment. # Chlamydia clients provided services and treatment.	•		•	•			•
3016 3017 3018 3019 3020 3021 3022 3023 3024 3025 3026 3027 3028 3029 3030 3031	HIV/AIDS death rate per 100,000 population. Chlamydia case rate per 100,000 population. Tuberculosis case rate per 100,000 population. % culture positive TB cases for which drug susceptibility testing is performed. % active TB cases completing therapy timely. % active TB cases receiving Directly Observed Therapy. Vaccine preventable disease rate per 100,000 population. Adolescent suicides per 100,000. # sexually transmitted disease clients. % early syphilis cases followed. # syphilis clients provided services and treatment. # new syphilis cases. # gonorrhea clients provided services and treatment. # Chlamydia clients provided services and treatment. # receiving HIV patient care from county health departments.	•		•	•			• • •
3016 3017 3018 3019 3020 3021 3022 3023 3024 3025 3026 3027 3028 3029 3030 3031 3032	HIV/AIDS death rate per 100,000 population. Chlamydia case rate per 100,000 population. Tuberculosis case rate per 100,000 population. % culture positive TB cases for which drug susceptibility testing is performed. % active TB cases completing therapy timely. % active TB cases receiving Directly Observed Therapy. Vaccine preventable disease rate per 100,000 population. Adolescent suicides per 100,000. # sexually transmitted disease clients. % early syphilis cases followed. # syphilis clients provided services and treatment. # new syphilis cases. # gonorrhea clients provided services and treatment. # Chlamydia clients provided services and treatment. # receiving HIV patient care from county health departments. # tuberculosis medical, screening, tests, test read services.	•		•	•			• • •
3016 3017 3018 3019 3020 3021 3022 3023 3024 3025 3026 3027 3028 3029 3030 3031 3032 3033	HIV/AIDS death rate per 100,000 population.  Chlamydia case rate per 100,000 population.  Tuberculosis case rate per 100,000 population.  % culture positive TB cases for which drug susceptibility testing is performed.  % active TB cases completing therapy timely.  % active TB cases receiving Directly Observed Therapy.  Vaccine preventable disease rate per 100,000 population.  Adolescent suicides per 100,000.  # sexually transmitted disease clients.  % early syphilis cases followed.  # syphilis clients provided services and treatment.  # new syphilis cases.  # gonorrhea clients provided services and treatment.  # Chlamydia clients provided services and treatment.  # receiving HIV patient care from county health departments.  # tuberculosis medical, screening, tests, test read services.  # people reached through cancer prevention activities.  # healthcare and education professionals receiving cancer prevention training or materials.	•		•	•			• • •
3016 3017 3018 3019 3020 3021 3022 3023 3024 3025 3026 3027 3028 3030 3031 3032 3033	HIV/AIDS death rate per 100,000 population. Chlamydia case rate per 100,000 population. Tuberculosis case rate per 100,000 population. % culture positive TB cases for which drug susceptibility testing is performed. % active TB cases completing therapy timely. % active TB cases receiving Directly Observed Therapy. Vaccine preventable disease rate per 100,000 population. Adolescent suicides per 100,000. # sexually transmitted disease clients. % early syphilis cases followed. # syphilis clients provided services and treatment. # new syphilis cases. # gonorrhea clients provided services and treatment. # Chlamydia clients provided services and treatment. # receiving HIV patient care from county health departments. # tuberculosis medical, screening, tests, test read services. # people reached through cancer prevention activities. # healthcare and education professionals receiving cancer prevention training or	•		•	•			• • •

Alaska Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas Virginia
Health	•		Z		
Statewide Health Support Services					
3037 % saved on prescription drugs compared to market price.	•				
3038 % laboratory test samples passing routine proficiency testing.	_				
Vital Records					
3039 # birth, death, fetal death, marriage & divorce records processed.	ľ	•			
3040 % birth certificates issued within three weeks after request.			•		
3041 # time to respond to mailed-in request for a vital record.					•
3042 # anti-fraud training sessions held for vital records employees in collaboration with					
law enforcement.					
Violent Sexual Predator Program					
3043 # in detention or treatment.					
3044 # harmful events per 100 residents.	•				
3045 # assessed.	•				
Health Care Benefits Administration					
Administration & General					
3046 # recurring prior year's audit findings			•		
3047 % employee performance appraisal development plans completed timely.			•		
3048 Customer satisfaction rating.			•		
Benefits Administration					
3049 % participants satisfied with healthcare benefits program.			•		
3050 \$ revenue generated.			•		
3051 Monthly per participant claim cost, Medicare eligible.			•		
3052 # years of long-term actuarial solvency.			•		
3053 \$ revenue credited to the reserve fund.					
3054 Healthcare benefits program claims paid.					
3055 Monthly per participant claim cost, non-Medicare eligible.			•		
3056 % medical plan premium subsidy.					
3057 % variance of medical premium change between retiree health care authority and					
industry average.					
3058 % dental plan premium subsidy.					
3059 % variance of dental premium change between retiree health care authority and					
industry average.					
3060 % change in medical premium to participants.					
3061 Avg days to resolve customer service claims related to inquiries and appeals.					
3062 # retiree health care participants.			•		
3063 # participants in senior prescription drug program participants.			•		
program participants					
Medicaid					
Administration & General					
3064 Medicaid enrollment rates.					
3065 Number of prior year audit findings repeated in subsequent audit.					
3066 Continued federal approval.					
3067 % program savings including overpayment discovered and cost avoidance.					
3068 % key performance measures met.					
3069 % finance department adjusting journal entries submitted fifteen days or less after			•		
completion of reconciliation.					
3070 % federal financial reporting completed on time and accurately.			•		
3071 % difference between the official Medicaid forecast and actual.					•

	Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
Medicaid	H	Ā	<u> </u>	i j			>
3072 % error-free payment request transactions for provider claims processing are							•
adjudicated within 20 days of receipt by fiscal agent.							
3073 % time Medicaid client eligibility verification operational 7/24.							•
3074 # people receiving Medicaid.							•
3075 Customer satisfaction rating.							•
Prescription Drugs							
3076 % recipients receiving medically necessary prescriptions.		•					
3077 % drug rebates compared to total drug expenditures.		•					
3078 % prescription drugs filled with generic drugs.		•					
3079 \$ savings from prior authorization/preferred drug list & obtaining rebates.			•				
3080 \$ annual Medicaid prescriptions incurred.					4	·	
Long Term Care 3081 % long term care facilities surveyed annually.		•					
3081 % long term care ractifities surveyed annually.  3082 % long term care complaints investigated timely.		•					
3082 % long term care complaints investigated timery.  3083 # case months (home and community-based services)		·					
3084 Avg. monthly recipient Caseload - public nursing homes.			٠				
3085 Avg. monthly cost per Medicaid eligible client - public nursing homes.		•	•				
3086 Avg. monthly recipient Caseload - private nursing homes.							
3087 Avg. monthly cost per Medicaid eligible client - private nursing homes.							
3088 Avg. monthly recipient caseload - ICF/MR		•					
3089 Avg. monthly cost per Medicaid eligible client - ICF/MR		•					
3090 % hospitalizations for conditions preventable with good ambulatory care.			•				
Medicaid Prepaid Health Plans							
3091 % women & children hospitalizations for conditions preventable with good			•				
ambulatory care.							
3092 % hospitalizations for conditions preventable with good ambulatory care.			•				
3093 # case months services purchased (elderly, disabled)			•				
3094 # case months services purchased (families)			•				
Hospital/Medical Services							
3095 % Medicaid eligible enrolled in state managed care program.		•					
3096 % access to state managed care providers enrolled in Medicaid program.		•					
3097 % rates set according to fed approved Medicaid state plan.		•					
3098 # recipients served by home and community based waivers.		•					
3099 % SCHIP program eligibles receiving services.		•					
3100 # Medicaid claims.			•				
3101 # avg. days between receipt of clean Medicaid claim and payment.			•				
3102 % hospitalizations for conditions preventable by good ambulatory care.			•				
3103 % women receiving adequate prenatal care.			•				
3104 Neonatal mortality rate per 1,000			•				
3105 # avg. months between pregnancies for those receiving family planning services.			•				
3106 % eligible children receiving all required components of EPSDT screen.			•				
3107 # children 1-20 enrolled in Medicaid.			•				
3108 # children receiving EPSDT services.			•				
3109 # hospital inpatient services for children.			•				
3110 # physician services to children.							
3111 # prescribed drugs to children.							

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Medicaid	A	Ark	Ē	Lou	Zew	Ō		Vii
3112	# hospital impatient services to elders.			•					
	# prescribed drugs to elders.			•					
	% new Medicaid recipients voluntarily selecting managed care plan.			•					
	% HMO patient dumping complaints investigated.			•					
	%,# patient dumping complaints investigated.			•					
	% facility patient dumping complaints confirmed.			•					
	# practitioner licensure and disciplinary information calls.			•					
	# facility emergency actions taken.			•					
	# full facility quality-of-care surveys conducted.			•					
	Avg. processing time (in days) for statewide provider and Subscriber Assistance Panel cases.			•					
3122	# construction reviews performed (plans and constructions)			•					
	# new enrollees provided choice counseling.			•					
	% eligibles enrolled in Community CARE program.				•				
	Ratio of Community CARE enrollees per Community CARE physician.				•				
	Adolescent psychiatric hospital enrollment.				•				
	Mental health rehabilitation enrollment from the hospital admissions review process.				•				
	% recidivism in psychiatric hospitalization.				•				
3129	\$ federal funds collected to reimburse hospital for indigent care.				•				
3130	Acute care recipient months per month.							•	
3131	Supplemental medical insurance part B recipient months per month.							•	
Medio	caid Management Information System								
3132	% of claims processed within XX days.				•				
3133	# third party liability claims processed.				•				
3134	% third party liability claims processed through edits.				•				
3135	% applications processed timely.				•				
Healt	h Standards								
3136	% complaint investigations conducted within XX days.				•				
3137	% abuse complaints conducted within X days.				•				
	% annual licensing surveys conducted.				•				
·	ns and Supplements								
	# buy-in eligibles.				•				
	\$savings (care costs less Medicaid premium costs).				•				
	al Retardation (MR) & Developmentally Disabled (DD)								
	# of MR/DD waiver slots.				•				
	% of slots filled.				•				
	# individuals waiting for waiver services.				•				
	# served in waiver slots.				•				
	# Children's Choice waiver slots.				•				
	% Children's Choice waiver slots filled.				•				
	cal Assistance								
	% children enrolled in Medicaid managed care receiving annual dental exams.					•			
	% children in Medicaid receiving early and periodic screening, diagnosis and treatment.					•			
	% adolescents in Medicaid managed care receiving well-care visits.					•			
3150	% of women enrolled in Medicaid and in the age-appropriate group receiving breast cancer screens.					•			
3151	% of women enrolled in Medicaid and in the age-appropriate group receiving cervical					•			

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	v irginia
Medicaid	V	A	1	ļ	Ne	0		>
cancer screens.								
3152 Readmission rate at the same level of clinical care or higher for individuals discharged from residential treatment centers.					•			
3153 % individuals discharged from residential treatment centers who receive follow-up care within seven days.					•			
3154 % individuals discharged from residential treatment centers who receive follow-up					•			
care within thirty days.								
Children								
3155 % Medicaid children fully immunized by the age of two.								•
3156 # children enrolled in CHIP.								•
3157 Utilization rate of dental services provided to children ages 3-20 who are enrolled in Medicaid.								•
Health Licensing								
Medical Quality Assurance								
3158 % health care practitioners' licensure applications processes within 90 days.			•					
3159 # days to issue nursing license.			•					
3160 # licensees found practicing on a delinquent license			•					
3161 \$ revenue collected from delinquent license fines.			•					
3162 # cease & desist orders issued.			•					
3163 # licenses turning null and void.			•					
3164 % Cease & desist orderees with subsequent complaints.			•					
3165 # unlicensed individuals investigated.			•					
3166 # licenses and renewals.			•					
3167 # inquiries to practitioner profile website.			•					
3168 % Priority I practitioner investigations resulting in emergency action.			•					
3169 # avg. days to take emergency action on Priority I practitioner investigations.			•					
3170 % initial investigations of probable cause completed within 180 days of receipt.			•					
3171 # practitioner complaints determined legally sufficient.			•					
3172 # legally sufficient practitioner complaints resolved by findings of no probable cause Nolle Prosse.			•					
3173 # legally sufficient practitioner complaints resolved by findings of no probable cause			•					
letters of guidance.								
3174 # legally sufficient practitioner complaints resolved by findings of no probable cause Notice of noncompliance.			•					
3175 # legally sufficient practitioner complaints resolved by findings of no probable cause issuance of citation for minor			•					
3176 # legally sufficient practitioner complaints resolved by findings of no probable cause stipulations or informal hearings.			•					
3177 # legally sufficient practitioner complaints resolved by findings of no probable cause formal hearings			•					
3178 # avg. practitioner complaint investigations per FTE.			•					
3179 % EMTs properly licensed.			•					
3180 # medical students doing a rotation in a medically underserved area.			•					
3181 % brain and spinal cord injury victims reintegrated to the community.			•					
3182 # providers receiving continuing education.			•					
3183 # EMTs licensed annually.			•					
3184 % contested case actions resolved through alternative dispute resolution prior to						•		
formal hearing.								

3186 3187 3188 3189 3190 3191	Health Licensing % "critical" complaints investigated within one week. (unlicensed & high risk) # telephone contacts. # requests and information resources distributed. # participants in outreach activities. # stakeholders/constituents participating in meetings. % licensing areas adopting reciprocity agreements with other states. % customer survey results rating above satisfactory.  Human Services Administration	Alaska	Arkansas	Florida	Louisiana New Mexico	• • • • • Oregon	Texas	Virginia
	Ratio of Personal Service expense to total department expense.	•						
	# days to process a grant payment after receiving reports.		•					
	Avg # days from invoice date to warrant date.		•					
	% survey respondents reporting program is meeting their needs.		•					
	% of federal collections.		•					
3197	Time to respond to Legislative inquiries.		•					
3198	Time to close out service calls.		•					
3199	# internal audits performed.				•			
	Turnover rate for social workers.				•			
	% long-term care clients in community settings.						•	
	Average # clients served per month: Medicaid non-waiver community care.						•	
	Average # persons receiving Medicaid-funded nursing facility services per month.						•	
	\$ spending for state-sponsored training for local and state employees.							•
3203	Customer service rating.							
	Services to People with Disabilities							
	nistration & General							
	# participating in community activities.		•					
	# trained.		•					
	% trainees reporting they can more effectively work with people with disabilities.					•		
	Administrative costs as a percent of total costs.			•				
	% disability determinations completed accurately as determined by the SSA. # actively waiting for Medicaid waiver.			·				
	# disability determinations completed.				·			
	% employee files that contain complete performance reviews.			Ĭ				
	# project, programmatic and financial reports reviewed to assure compliance with state & federal regulations.				•			
3215	% partners reporting helpful technical assistance.					•		
	% clients rating Xxxxx services "good" or "excellent".					•		
	% people with disabilities living outside of institutions.					•		
	Time to process disability claims.							•
	# disability determination claims adjusted per employee.							•
3220	# disability policy recommendations presented to the governor and executive branch.							•
3221	# people with disabilities & family members forwarded to the governor for appointment to boards and commissions.							•
2222	# unduplicated clients receiving state-funded development disabilities				•			

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Texas	Virginia
Services to People with Disabilities	A	Arl	Ē	Lou	S C		Z
3223 # long-term services, developmental disabilities waiver, and supported-living					•		
providers receiving unannounced, on-site health and safety reviews.							
3224 \$ grant funds awarded.				•			
3225 % funds expended on plan activities.				•			
3226 # information and referral services provided.				•			
3227 % callers reporting that all their concerns were addressed.				•			
3228 % infants and toddlers with disabilities being served through Part C Early							•
Intervention System.							
Developmental Services Public Facilities							
3229 # significant reportable incidents per 100 institutionalized developmentally disabled.			•				
3230 % persons receiving dept. outcome measures.			•				
3231 # adults incompetent to proceed provided competency training and custodial care.			•				
3232 # adults receiving services in developmental services institutions.			•	•	•		
3233 # served by the agency in federally mandated areas.					•		
3234 % developmental centers meeting a minimum 90% compliance with Title XIX standard	ds.			•			
3235 % persons in public developmental centers who choose residential.				•			
3236 \$ cost per patient per day.				•			
3237 # crisis referrals.	1				•		
3238 Rate of abuse, neglect & exploitation per 100 patients in department facilities confirme	a.				•		
3239 % long-term care facilities nearing condemnation without capital investment.							
3240 % nursing facilities and intermediate care facilities for the mentally retarded surveyed.							
3241 # bed days used at state training centers per 100,000 population.  Home and Community Services	_						
3242 % persons receiving dept. outcome measures.							
			•				
			•	•			
3243 # people served in the community (not in private ICF/DDs)			•	•			
3243 # people served in the community (not in private ICF/DDs) 3244 # people served in private facilities.			•	•			
<ul> <li>3243 # people served in the community (not in private ICF/DDs)</li> <li>3244 # people served in private facilities.</li> <li>3245 # disabled served in supported living.</li> </ul>			•	•			
<ul> <li>3243 # people served in the community (not in private ICF/DDs)</li> <li>3244 # people served in private facilities.</li> <li>3245 # disabled served in supported living.</li> <li>3246 % disabled served in-home.</li> </ul>			•	•			
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<ul> <li>3243 # people served in the community (not in private ICF/DDs)</li> <li>3244 # people served in private facilities.</li> <li>3245 # disabled served in supported living.</li> <li>3246 % disabled served in-home.</li> <li>3247 # disabled served in-home.</li> <li>3248 # children receiving cash subsidy stipends.</li> <li>3249 % Assertive Community Treatment Team clients remaining in the community.</li> </ul>			•	•			
<ul> <li>3243 # people served in the community (not in private ICF/DDs)</li> <li>3244 # people served in private facilities.</li> <li>3245 # disabled served in supported living.</li> <li>3246 % disabled served in-home.</li> <li>3247 # disabled served in-home.</li> <li>3248 # children receiving cash subsidy stipends.</li> </ul>			•	•	•		
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3243 # people served in the community (not in private ICF/DDs) 3244 # people served in private facilities. 3245 # disabled served in supported living. 3246 % disabled served in-home. 3247 # disabled served in-home. 3248 # children receiving cash subsidy stipends. 3249 % Assertive Community Treatment Team clients remaining in the community. 3250 # transition support team consultations. 3251 # site visits.	ed.			•	•		
<ul> <li>3243 # people served in the community (not in private ICF/DDs)</li> <li>3244 # people served in private facilities.</li> <li>3245 # disabled served in supported living.</li> <li>3246 % disabled served in-home.</li> <li>3247 # disabled served in-home.</li> <li>3248 # children receiving cash subsidy stipends.</li> <li>3249 % Assertive Community Treatment Team clients remaining in the community.</li> <li>3250 # transition support team consultations.</li> <li>3251 # site visits.</li> <li>3252 Rate of abuse, neglect &amp; exploitation per 100 patients in community facilities confirmed</li> </ul>	d.			•	•		
<ul> <li>3243 # people served in the community (not in private ICF/DDs)</li> <li>3244 # people served in private facilities.</li> <li>3245 # disabled served in supported living.</li> <li>3246 % disabled served in-home.</li> <li>3247 # disabled served in-home.</li> <li>3248 # children receiving cash subsidy stipends.</li> <li>3249 % Assertive Community Treatment Team clients remaining in the community.</li> <li>3250 # transition support team consultations.</li> <li>3251 # site visits.</li> <li>3252 Rate of abuse, neglect &amp; exploitation per 100 patients in community facilities confirme</li> <li>3253 # crisis referrals.</li> </ul>	d.			•	•		
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3243 # people served in the community (not in private ICF/DDs) 3244 # people served in private facilities. 3245 # disabled served in supported living. 3246 % disabled served in-home. 3247 # disabled served in-home. 3248 # children receiving cash subsidy stipends. 3249 % Assertive Community Treatment Team clients remaining in the community. 3250 # transition support team consultations. 3251 # site visits. 3252 Rate of abuse, neglect & exploitation per 100 patients in community facilities confirme 3253 # crisis referrals. 3254 % long-term services community program contractors' direct care staff turnover rate. 3255 % clients reporting increased independence. 3256 % individuals living in community settings of five or fewer.  Outreach & Advocacy	d.		•	•	•		
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<ul> <li>3243 # people served in the community (not in private ICF/DDs)</li> <li>3244 # people served in private facilities.</li> <li>3245 # disabled served in supported living.</li> <li>3246 % disabled served in-home.</li> <li>3247 # disabled served in-home.</li> <li>3248 # children receiving cash subsidy stipends.</li> <li>3249 % Assertive Community Treatment Team clients remaining in the community.</li> <li>3250 # transition support team consultations.</li> <li>3251 # site visits.</li> <li>3252 Rate of abuse, neglect &amp; exploitation per 100 patients in community facilities confirme</li> <li>3253 # crisis referrals.</li> <li>3254 % long-term services community program contractors' direct care staff turnover rate.</li> <li>3255 % clients reporting increased independence.</li> <li>3256 % individuals living in community settings of five or fewer.</li> <li>Outreach &amp; Advocacy</li> <li>3257 # formal training sessions and town halls.</li> <li>3258 # seeking technical assistance on disability issues.</li> <li>3259 # architectural plans reviewed and sites inspected.</li> </ul>	d.			•	•		
<ul> <li>3243 # people served in the community (not in private ICF/DDs)</li> <li>3244 # people served in private facilities.</li> <li>3245 # disabled served in supported living.</li> <li>3246 % disabled served in-home.</li> <li>3247 # disabled served in-home.</li> <li>3248 # children receiving cash subsidy stipends.</li> <li>3249 % Assertive Community Treatment Team clients remaining in the community.</li> <li>3250 # transition support team consultations.</li> <li>3251 # site visits.</li> <li>3252 Rate of abuse, neglect &amp; exploitation per 100 patients in community facilities confirme</li> <li>3253 # crisis referrals.</li> <li>3254 % long-term services community program contractors' direct care staff turnover rate.</li> <li>3255 % clients reporting increased independence.</li> <li>3256 % individuals living in community settings of five or fewer.</li> <li>Outreach &amp; Advocacy</li> <li>3257 # formal training sessions and town halls.</li> <li>3258 # seeking technical assistance on disability issues.</li> </ul>	d.			•	• • • • • • • • • • • • • • • • • • • •		•
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<ul> <li>3243 # people served in the community (not in private ICF/DDs)</li> <li>3244 # people served in private facilities.</li> <li>3245 # disabled served in supported living.</li> <li>3246 % disabled served in-home.</li> <li>3247 # disabled served in-home.</li> <li>3248 # children receiving cash subsidy stipends.</li> <li>3249 % Assertive Community Treatment Team clients remaining in the community.</li> <li>3250 # transition support team consultations.</li> <li>3251 # site visits.</li> <li>3252 Rate of abuse, neglect &amp; exploitation per 100 patients in community facilities confirmed across the referrals.</li> <li>3254 % long-term services community program contractors' direct care staff turnover rate.</li> <li>3255 % clients reporting increased independence.</li> <li>3256 % individuals living in community settings of five or fewer.</li> <li>Outreach &amp; Advocacy</li> <li>3257 # formal training sessions and town halls.</li> <li>3258 # seeking technical assistance on disability issues.</li> <li>3259 # architectural plans reviewed and sites inspected.</li> <li>3260 % advocates reporting they significantly benefited from sponsored leadership and advocacy training.</li> <li>Brain Injury</li> </ul>	d.			•	• • • • • • • • • • • • • • • • • • • •		

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Services to People with Disabilities	<b>∀</b>	Ar	豆	$\Gamma_0$	Nev	0		N N
Early	Intervention								
3262	% families who report, as an outcome of receiving early interventions services, an increased capacity to address their child's special needs.					•			
3263	% children 0-4, receiving early intervention.					•			
Empl	oyment								
3264	% people with disabilities with a goal of employment who are employed.						•		
3265	% people employed in integrated settings			•					
3266	\$ client monthly earnings.						•		
_	Substance Abuse Program								
	nistration & General								
	Administration costs as a percent of total budget.			•					
	# field audits.							•	
	% site visits to grant-funded programs.								•
	Customer satisfaction rating of technical and operational assistance to grant programs.								•
3271	% adequate progress toward program-specific goals for all programs awarded funds								•
	under the safe and drug-free schools and communities act program and the								
A 1 1/	protect & respect intergenerational mentoring program.								
	Prevention, Evaluation & Treatment								
	# drug free 1 year after treatment.			•					
	% employed upon discharge from treatment.								
	% change in arrests 6 months before and 6 months after treatment.								
	% who complete treatment. % clients continuing treatment for 90 days or more.			Ĭ					
	# served.				•				
	Readmission rate.				•				
	% increase in positive attitude toward non-use of drugs and substances.				•				
	% adults receiving community-based substance abuse services who experience					•			
3200	diminishing severity of problems.								
3281	% high-risk youths completing agency substance abuse prevention programming					•			
	who report using marijuana in the past 30 days compared with a similar group of								
	nonparticipants who report a 28% rate.								
3282	% high-risk youths completing agency substance abuse prevention programming					•			
	who report using alcohol in the past 30 days compared with a similar group of								
	nonparticipants who report a 44% rate.								
3283	% high-risk youths completing agency substance abuse prevention programming					•			
	who report using tobacco in the past 30 days compared with a similar group of								
	nonparticipants who report a 25% rate.								
3284	# active clients provided agency substance abuse treatment services.					•			
	\$ average cost per adult served in treatment programs.							•	
3286	# community-based applicants proposing to implement evidence-based model youth substance abuse and violence prevention programs under the state federally-funded grant programs.								•
3287	# participating state agencies attending regularly scheduled meetings.								•
	# participating state and local agencies attending regularly scheduled meetings.								•
	% capabilities and practical knowledge of youth substance abuse prevention								•
	practitioners as documented on pre and post tests administered to those who								
	complete the state's ongoing series of prevention basics courses.								

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Substance Abuse Program	A	Arl	E	Lol	New	Ō	7	Ž.
3290	% scores on post event training evaluation forms from participants in prevention								•
A 1.1°	conference.								
	tive Disorder Treatment								
	% clients admitted to social detox completing the program.				•				
3292	% change in arrest rate from admission to discharge for individuals receiving non- residential treatment.				•				
Child									
	% children with substance abuse who complete treatment.			•					
	% children with substance abuse who complete treatment. % children with substance abuse who are drug free for one year after treatment.			•					
	% under state supervision receiving treatment not recommitted within one year.			•					
	% at-risk not readmitted for one year after treatment.			•					
	# substance abuse children served.			•					
	# at-risk children served with targeted prevention.			•					
	# at-risk children served in prevention services.			•					
	# youth substance abuse and violence prevention professionals using department website as clearinghouse for prevention information.								•
3301	% children admitted for substance abuse services within their county of residence.				•				
	Office of Recovery Services								
Admi	nistration & General								
3302	% finance department adjusting journal entries submitted fifteen days or less after					•			
	completion of reconciliation.								
3303	% reconciliations completed within 30-45 days after receipt of accurate monthly					•			
	reports from finance department, joint accounting system, or state treasurer's office.								
	Time to process a payment voucher.					•			
	Time to process a purchase request document.					•			
	y Support								
	\$ child support recovered.	•				•			
	% current support owed that is collected.					•			
	# cases referred for prosecution				•				
	# cases referred for recovery action.				•	•			
	% cases with orders established.				•				
	\$ collections made by fraud and recovery section.				•				
3312	\$ cash assistance case-closures who receive a transition assessment and notification and referrals regarding eligibility and availability of support services (i.e., food stamps, child care, Medicaid, CHIP)				•				
3313	% increase in collections & distributions over prior year collections.				•				
	#,% paternities established.				•				
	#,% cash assistance terminated by IV-D (child support enforcement)				•				
	# in-hospital acknowledgements.				•				
	% collection of total cases.				•				
	% collection of cash assistance cases.				•				
	% collection of non-cash assistance cases.				•				
	Support Order Establishment								
	% IV-D cases with a court order for support (federal definition).			•					
	% children with paternity established (federal definition).			•					
	# cases with newly established court order.			•					

	Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
Office of Recovery Services		V		H Z			
Child Support Remittance & Distribution							
3323 Total child support dollars collected per \$ of total expenditures (federal definition).			•				
3324 % state disbursement unit collections disbursed within 2 business days of receipt.			•				
3325 # support collections distributed.			•				
Child Support Compliance Enforcement							
3326 % current support collected (federal definition). 3327 % cases with arrears due that are paying toward arrears (federal definition)							
3328 # cases receiving a payment during the year.			٠				
Child Support Customer Service							
3329 % calls answered.			•				
3330 # calls answered.			•				
3331 \$ collected.							•
3332 Undistributed collections as a percent of total collections.							•
2222 2							
Child & Family							
Administration & General							
3333 % administration budget compared to total budget.		•	•				
3334 Information Technology cost as a percent of total agency costs.			•				
3335 District administrative cost as a percent of total agency costs.			•				
3336 % child mistreatment for children under supervision.	•						
3337 % children in foster care.	•						
3338 IV-E eligibility processing time for recording eligibility authorizations.		•					
3339 # prior year audit findings repeated in subsequent audit.		•					
3340 % agency key performance targets met.		•					
3341 % assessments initiated within 24/72 hours.		•					
3342 % children remaining safe one year after initiation of protective services.		•					
3343 % children receiving Protective Services not entering foster care within one year.		•					
3344 Information Technology cost as a percent of total agency costs.			•				
3345 % cost reports processed within 3-5 days.				•			
3346 % compliance with Civil Service rules.				•			
3347 # pregnant females ages 15-17.					•		
Foster Care 3348 # times children moved while in foster care.							
		•					
3349 % children given comp. medical exam within 60 days of entering foster care. 3350 % children in foster care one year or less.		•					
3351 % children in foster care one to two years.		•					
3352 % children in foster care more than two years.		•					
3353 # children in foster care for 12 months with no more than two placements.		-					
3354 % children reunified with their parents/guardians when discharged from foster care.							•
3355 # children in out-of-home care.			•				
3356 # children with adoption goal remaining in out-of-home care after 24 months.			•				
3357 First timers median length of stay.				•			
3358 % children in care less than 12 months with no more than 2 placements.				•			
3359 % foster care population at end of year with zero placements.				•			
3360 % foster care population at end of year with 1-2 placements.				•			
3361 % foster care population at end of year with 3 or more placements.				•			
3362 %,# foster children subjected to verified maltreatment.			•	•			
3363 % foster homes exceeding capacity without a waiver.			•				
3364 # children available for adoption at end of year.				•			
						1	

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas Virginia
	Child & Family	A	Ar	压	Lo	Nev	0	
3365	#,% adoptive placements.				•			
	# foster care days per month.							•
	Protection							
3367	% protective supervision cases in which no report alleging abuse, neglect, or exploitation is received while the case is open.		•					
3368	% adult & child victims in shelter more than 72 hours having a family safety plan							
3300	when they leave.							
3369	# investigations.		•					
	# receiving protective services and protective intervention services.		•					
	% women subjected to domestic violence.						•	
	Abuse & Intervention							
3372	% children in families completing intensive child abuse prevention programs of 3		•		•			
	months or more who are not abused or neglected within 12 months of program							
	completion.							
3373	Per capita child abuse rate. (per/1000)		•					
3374	# children in families served.		•					
Child	Protection							
3375	% victims subject of verified subsequent reports of maltreatment within 6 months.			•			•	
3376	% children with Termination of Parental Rights and goal of adoption.		•					
3377	% children reunified who were reunified within 12 months of latest removal.			•				
3378	# children remaining out-of-home care more than one year.			•				
3379	% children entering out-of-home care who re-entered within 1 year of a prior episode.			•				
3380	% cases reviewed by supervisors according to dept. timeframes for early warning.			•				
3381	% case plans completed within 60 days after the child is removed from the home.			•				
3382	% adoptions finalized within 24 months of latest removal			•	•			
3383	# new cases per worker per month.			•				
	# children receiving adoptive services			•				
	# children receiving adoptive subsidies			•				
	# children under protective supervision.			•				
	% children with repeat maltreatment.					•		
	% children in care for 12 months with no more than two placements.					•		
	% children adopted in less than 24 months from entry into foster care.					•		
	# months from date of latest removal from home to finalized adoption.						•	
	% re-abused within 12 months of first substantiated abuse.						•	
	# confirmed cases.						•	
	Protection and Permanency - Investigations							
	% investigations commenced within 24 hours.			•				
	% investigations completed within 60 days.			•	•			
	# investigations.			•				
	% alleged victims seen in child protection investigations.				•			
	% alleged victims seen in assigned priority in child protection investigations.				•			
	# valid protective services investigations of children in foster care.				•			
	Hotline							
	% abandoned calls.			•				
	# calls answered.			•				
3401	# hotline calls.							

	Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
Child & Family	Alƙ	Ark	Flo	Loui	Ore	Te	Vir
Child Care Licensing							
3402 # child class "A" day care programs licensed.				•			
3403 # child class "B" day care programs licensed.				•			
3404 # other facilities licensed.				•			
At-Risk Youth							
3405 \$ cost per youth served in comprehensive services act program.							•
Aging Program							
Administration & General							
3406 Administration as a percent of total costs.			•				
3407 % contractors assessed with no significant findings.				•			
3408 # attendees at annual conference on aging.				•			
3409 # contractors monitored or assessed.				•			
3410 # program performance and financial expenditure reports analyzed and processed.				•			
3411 # requests for assistance and consultations from consumers, the public, facility staff					•		
and agencies.							
3412 # information requests.							•
3413 # legislative, regulatory and policy issues in which program had significant input.					•		
3414 % seniors with a goal of employment who are employed.					•		
3415 % seniors receiving influenza vaccine.					•		
3416 # repeat audit finding.							•
Eligibility							
3417 % eligible for nursing home placement diverted into the community. 3418 # assessments.			•				
			·				
3419 % most at risk elderly served.  Home & Community				-			
3420 # aged able to remain in their communities due to home care.							
3421 % eligible seniors living outside of institutions.							
3422 % of most frail remaining at home or in community rather than nursing home.							
3423 \$ avg monthly savings of home or community vs. nursing home care.			•				
3424 % elders in high or moderate risk environments with improved environmental scores.			•				
3425 % new service recipients with high-risk nutrition scores with improved scores.			•				
3426 % new service recipients with stable or improved IADL scores.			•				
3427 % new service recipients with stable or improved IADL scores.			•				
3428 % family and family-assisted caregivers who self-report "very likely" to provide care.			•				
3429 % caregivers with stable or improved ability to provide care.			•				
3430 Avg community care time for Elderly program for Medicaid Waiver probable.			•				
3431 % Assisted Living Facility & Adult Family Care Home participants passing the competency test.			•				
3432 % customers at imminent risk of nursing home placement served with community-based services.			•				
3433 # served with registered long-term care services.			•				
3434 # ALF & Adult Family Care Home Staff Trained			•				
3435 # served through caregiver support.			•				
3436 # served through early intervention/prevention.			•				
3437 # served through home & community services diversion.			•	•			
3438 # served through LTC initiatives.			•				
3439 # served through meals, nutrition education & nutrition counseling.			•				
3440 # served through residential assisted living support and elder housing issues.			•				

		Alaska	Arkansas	Florida	Louisiana	Oregon	Texas	Virginia
	Aging Program	A	Ar	豆	Lo		L	×.
3441	# served through self care.			•				
	% state elderly population served.				•			
	# served through supported community care.			•				
	% individuals aged 60 and over served through community services.					•		
3445	# adult day care service hours provided.					•		
	# respite care provided.					•		
3447	# one-way trips provided.					•	•	•
3448	# homemaker hours provided.					•		
3449	# hours legal representation provided including legal advice and education.					•		
	# participants in local and national senior Olympic games.					•		
3451	# children served through the foster grandparent program.					•		
3452	# volunteer hours provided by retired and senior volunteers.					•		
3453	# home-bound clients served through senior companion program.					•		
3454	% nursing facilities visited per quarter.					•		
3455	% assisted living & residential care facilities visited per quarter.					•		
3456	% adult foster care homes visited per quarter.					•		
3457	% nursing homes with a certified ombudsman.						•	
3458	# given respite care.							•
Meals	on Wheels							
	# persons served home-delivered meals.					•	•	•
	# persons receiving congregate meals.			•		•	•	
	# congregate & home delivered meals.					•		•
	# senior centers providing meals.					•		
	umer Advocate Services							
	% complaint investigations initiated by the ombudsman within 5 working days.			•				
	% service activity for frail or incapacitated initiated by public guardianship orders.			•				
	# judicially approved guardianship orders.			•				
	# complaint investigations completed.			•				
	% long-term care complaints resolved.							
	% abuse complaints that are referred appropriately.							
	# long-term care complaints identified and investigated.							
	Initial response time to non-referred cases.							
	Initial response time to abuse cases.  Time to close non-referred cases.							
	# client contacts on health, insurance, prescriptions and others.							
	# clients receiving assistance to access lower or no-cost prescription drugs through							
דודנ	MEDBANK and brownbag events.							
3475	# volunteers trained to provide health insurance and benefits assistance.							
	# outreach events providing prescription education.							
	% ombudsmen trainees reporting satisfaction with the certification program.							
	# certified ombudsmen.					•		•
	# RAP/CHAT (friendly visitor) volunteers.					•		
	# ombudsman programs.							•
	# clients served.							•
	# collaborative efforts.							•
	oyee Training							
3483	# hours training provided to agency and other staff.				•			

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gated within X hours.  • • • • • • • • • • • • • • • • • • •
gated within X hours.  • • • • • • • • • • • • • • • • • • •
gated within X hours.  • • • • • • • • • • • • • • • • • • •
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months of first substantiated acuse.
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no filent.
ansportation, nutrition, information & referral,
and health.
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ty days from date of acceptance of goods or services.  •  •  •  •  •  •  •  •  •  •  •  •  •
ty days from date of acceptance of goods or services.  aid waiver services.  oly with licensing regulations from the initial to the
ty days from date of acceptance of goods or services.  eaid waiver services.  oly with licensing regulations from the initial to the providers who have experienced a reduction in the
ty days from date of acceptance of goods or services.  and waiver services.  bly with licensing regulations from the initial to the providers who have experienced a reduction in the esult of multiple citations or received a provisional license.
ty days from date of acceptance of goods or services.  add waiver services.  bly with licensing regulations from the initial to the providers who have experienced a reduction in the esult of multiple citations or received a provisional license. cent of total costs.
ty days from date of acceptance of goods or services.  add waiver services.  bly with licensing regulations from the initial to the providers who have experienced a reduction in the esult of multiple citations or received a provisional license. cent of total costs.
ty days from date of acceptance of goods or services.  add waiver services.  by the days from date of acceptance of goods or services.  by the days from date of goods or services.  by the days from date of goods or services.  by the days from date of goods or services.  by the days from date of goods or services.  by the days from date of goods or services.  by the days from date of goods or services.  by the days from date of goods or services.  by
ty days from date of acceptance of goods or services.  add waiver services.  bly with licensing regulations from the initial to the providers who have experienced a reduction in the esult of multiple citations or received a provisional license. cent of total costs.  brity service criteria.  ty for adults with severe and persistent mental illness.
ty days from date of acceptance of goods or services.  aid waiver services.  bly with licensing regulations from the initial to the providers who have experienced a reduction in the esult of multiple citations or received a provisional license. cent of total costs.  brity service criteria.  ty for adults with severe and persistent mental illness.  adults with serious and persistent mental illness.
ty days from date of acceptance of goods or services.  eaid waiver services.  bly with licensing regulations from the initial to the providers who have experienced a reduction in the esult of multiple citations or received a provisional license. cent of total costs.  ority service criteria.  ty for adults with severe and persistent mental illness.  or adults with serious and persistent mental illness.  or adults with services for adults in mental health crisis.
ty days from date of acceptance of goods or services.  add waiver services.  bly with licensing regulations from the initial to the providers who have experienced a reduction in the esult of multiple citations or received a provisional license. Cent of total costs.  brity service criteria.  ty for adults with severe and persistent mental illness.  adults with serious and persistent mental illness.  apatient services for adults in mental health crisis.  ion of their conditional release and recommitted.
ty days from date of acceptance of goods or services.  add waiver services.  by with licensing regulations from the initial to the providers who have experienced a reduction in the esult of multiple citations or received a provisional license. Cent of total costs.  by ty for adults with severe and persistent mental illness.  adults with serious and persistent mental illness.  adults with serious and persistent mental illness.  apatient services for adults in mental health crisis.  aion of their conditional release and recommitted.  aistent mental illness in the community.
ty days from date of acceptance of goods or services.  add waiver services.  by with licensing regulations from the initial to the providers who have experienced a reduction in the esult of multiple citations or received a provisional license.  cent of total costs.  by adults with severe and persistent mental illness.  can adults with serious and persistent mental illness.  capatient services for adults in mental health crisis.  citation of their conditional release and recommitted.  citation mental illness in the community.  capatient services for adults in the community.  capatient services in the community.  capatient services for adults in mental health crisis.
ty days from date of acceptance of goods or services.  ead waiver services.  oly with licensing regulations from the initial to the providers who have experienced a reduction in the esult of multiple citations or received a provisional license. cent of total costs.  ority service criteria.  ty for adults with severe and persistent mental illness.  or adults with serious and persistent mental illness.  or adults with serious and persistent mental illness.  or adults ervices for adults in mental health crisis.  ion of their conditional release and recommitted.  istent mental illness in the community.  t program discharge to community clinic.  or to three months or more.
ty days from date of acceptance of goods or services.  add waiver services.  by with licensing regulations from the initial to the providers who have experienced a reduction in the esult of multiple citations or received a provisional license.  cent of total costs.  by for adults with severe and persistent mental illness.  adults with serious and persistent mental illness.  appatient services for adults in mental health crisis.  ion of their conditional release and recommitted.  istent mental illness in the community.  t program discharge to community clinic.  at for three months or more.  neration medication.
ty days from date of acceptance of goods or services.  add waiver services.  by with licensing regulations from the initial to the providers who have experienced a reduction in the esult of multiple citations or received a provisional license.  cent of total costs.  by ty for adults with severe and persistent mental illness.  adults with serious and persistent mental illness.  adults with serious and persistent mental illness.  apatient services for adults in mental health crisis.  and of their conditional release and recommitted.  at program discharge to community.  at program discharge to community clinic.  at for three months or more.  are ation medication.  and individual and family support services.
ty days from date of acceptance of goods or services.  add waiver services.  bly with licensing regulations from the initial to the providers who have experienced a reduction in the esult of multiple citations or received a provisional license. cent of total costs.  brity for adults with severe and persistent mental illness.  adults with serious and persistent mental illness.  apatient services for adults in mental health crisis.  ion of their conditional release and recommitted.  istent mental illness in the community.  ty program discharge to community clinic.  at for three months or more.  neration medication.  ng individual and family support services.  budget allocated to community-based services.
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	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Mental Health Program	A	Ark	E	Lou	New	Ö	Ĕ	Vir.
3519 % newly registered adults with urgent behavioral health treatment needs who have					•			
first face-to-face meeting with a community-based behavioral health professional within 24 hours.								
3520 # reviews of behavioral health services regional care coordinators.					•			
3521 % community-based program incident investigations completed within 45 days.					•			
3522 % mental health clients with improved level of functioning following treatment.						•		
Forensic & Criminal								
3523 # avg days spent in community for adults with criminal violations.			•					
3524 # adults with criminal involvement served.			•					
3525 #,% adults in forensic commitment served.			•	•				
3526 % mentally ill restored to competency and recommended for judicial hearing.			•					
3527 % mentally disabled restored to competency and recommended for judicial hearing.		_	•					
Children's Services								
3528 # days serious disturbed (SED) children spend in the community.			•					
3529 % with serious emotional disturbances who improve their level of functioning.			•					
3530 # days emotionally disturbed children spend in the community.			•					
3531 # children served who are incompetent to proceed.			•					
3532 # children served in the community.							•	
3533 # seriously emotional disturbed children.			•					
3534 # emotionally disturbed children served.			•					
3535 # at-risk served.			•					
3536 % children admitted for mental health services within their county of residence.				•				
3537 % children in families receiving behavioral health services who experience an					•			
improved level of functioning at discharge								
3538 % medically fragile children receiving early intervention services.				-	4			
Adult Treatment Facilities 3539 # civil statutory commitment patients experiencing symptom relief.								
3540 # civil statutory commitment patients experiencing symptom rener.								
3541 Avg days to restore competency for adults in forensic commitment.			٠					
3542 % adults who are not guilty by reason of insanity who experience symptom relief.			•					
3543 # days from discharge from state hospital to first aftercare visit.				•				
3544 % adults registered in regional care coordination plans discharged from psychiatric								
inpatient care who receive follow-up care within 7 days.								
3545 % total mental health agency budget allocated to inpatient hospital services.				•				
3546 % readmission to inpatient program within 30 days of discharge.				•				
3547 \$ average cost per inpatient day.				•				
3548 # receiving new generation medications.							•	
3549 # monthly resident enrollment in state schools							•	
3550 % state hospital discharges seen for a non-emergent, scheduled appointment within 7 days.								•
3551 % state hospital discharges readmitted within 30 days.								•
3552 # bed days used at state hospital per 100,000 population.								•
3553 % use of mechanical, behavioral restraints in state facilities.								•
3554 % state hospital discharges followed by a scheduled face-to-face outpatient visit								•
within 7 days.								

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Higher Education	A	Arl	臣	Loı	New	Ō	Η	N. N.
Admir	nistration & General								
3555	# new programs or organizational changes proposed.		•						
3556	# prior year audit findings repeated in subsequent audit.		•						
	# budget requests submitted in timely fashion.		•						
3558	Annual report produced on time.		•						
	# of state high school grads completing college core curriculum.		•						
3560	State college going rate.		•						
	# state students scoring 32 or higher on ACT and attending college in-state.		•						
3562	# students & teachers supported by federal funds.		•						
	# last years graduates remaining in-state.			•					
	% change in fall headcount enrollment from baseline year.				•				
	# fall headcount enrollment.				•				
	% change in fall minority headcount enrollment from baseline year.				•				
	Student satisfaction rating.				•				
	Difference between state and national student satisfaction levels.				•				
3569	% commission's funding recommendations explicitly targeted for incentives aimed at prompting a stronger connection between higher education and the public					•			
3570	agenda. % formula funding inequities addressed by the commission's finance committee.								
	% of commission and committee meeting agendas devoted to discussion and actions that focus on the public agenda.					•			
3572	# outreach services and events provided to students.					•			
	% capital infrastructure draws released to the state board of finance within 30 days.					•			
	Letter grade awarded based on % of 18-24 year olds who are enrolled in college						•		
	full-time and percent of working adults enrolled part-time.								
3575	Overall quality rating of engineering/computer science graduates by state employers.						•		
	Overall quality rating of state bachelor's graduates on a 5 point scale.						•		
	% graduates who would consider the state system in the future.						•		
	\$ total gifts from philanthropic sources.						•		
	Student to faculty ratio.						•		
	\$ sponsored R&D from external sources.						•		
	\$ sponsored research dollars per faculty at research/doctoral universities.						•		
	% recent graduates employed in-state.						•		
	External funds generated per state dollar invested in state public services (forest research laboratory, agriculture experiment station, extension service.)						•		
3584	Revenues per student as a % of average revenues per student at peer universities.  (Manage programs to provide above average quality at average cost.)						•		
3585	\$ general fund per in-state student FTE.								•
3586	Ensure the effective coordination of accountability reporting.								•
3587	Promote access to higher education for all eligible citizens to ensure that system goals for higher education are met.								•
	Regents								
Enroll	ment								
3588	% change from fall headcount enrollment baseline year.				•				
3589	# fall headcount enrollment.				•				•
3590	% change from fall minority headcount enrollment baseline year.				•				
3591	# first-time freshmen.						•		
	# transfers from state community colleges.						•		
3593	Fall undergraduate enrollment in credit courses.						•		

		Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
	Regents	V	Ar	<b>=</b>	Se L	0	_	>
3594	Fall graduate/professional enrollment in credit courses.					•		
	# full-time enrollment.							•
3596	# part-time enrollment.							•
3597	# under 17 enrolled.							•
3598	# 17-21 enrolled.							•
3599	# 22-24 enrolled.							•
3600	# 25-34 enrolled.							•
3601	# 35-44 enrolled.							•
3602	# 45-59 enrolled.							•
3603	# 60 and above enrolled.							•
3604	# in-state enrolled.							•
3605	# out-of-state enrolled.							•
3606	% of state's 19 year olds in college.	•						
Reten	tion & Advancement							
3607	% point difference in retention of first-time full-time entering freshman to second year.				•			
3608	#,% first-time, full-time freshmen retained to second year.				•	•		
3609	% community college transfers completing a bachelor's degree at a state university.					•		
Grad	uation Rates							
3610	% point difference in 3/6 year student graduation rate from base year.				•		•	
3611	Three/six-year graduation rate.				•	•		
3612	% difference in the number of students earning baccalaureate degrees in xxxxx.				•			
3613	# students earning baccalaureate degrees in xxxxx.				•	•		
3614	# graduates.				•	•		
3615	# advanced degrees.					•		
3616	African American first-time, full-time six year graduation rate.							•
Place	ment							
	% previous year's graduates placed.				•			
	% bachelor's graduates completing a state approved internship.					•		
	% graduates either employed or pursuing an advanced degree within 6-12 months of					•		
3620	graduation.							
	arships							
	# scholarships, grants, loans awarded by type (needs, merit, etc.).		•				•	
	\$ grants or scholarships awarded.						•	
	Retention rate of needs-based, merit-based, & special scholarship students.		•	•	•			
	6 year graduation rate by scholarship program.		•	•	•			
	First year retention rate by scholarship program.		•	•				
	# degrees granted to scholarship/award recipients.			•	•			
	# special need graduates employed at \$22,000 or more one year after graduation.			•				
	# special need graduates employed at \$22,000 or more five years after graduation.			•				
	Licensure/certification rates of graduates (where applicable).			•				
	#,% baccalaureate degree recipients found in high wage/high skill list.			•				
	% high school graduates entering with 19 core credits.			•				
	dized Special State Need							
	# in-state college grads licensed to teach in-state.		•					
	# minority in-state college grads licensed to teach in-state.		•					
	# in-state college grads licensed to teach in-state in critical need areas.		•	•				
3635	# students pursuing grad. health care fields not available in-state through contract		•					
	program.							

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Virginia
	Regents	Ā	Ark	FIC	Lou	Zew	בֿ כֿ	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
Accre	ditation							
	%,# mandatory programs accredited.				•			
	rch Centers							
3637	funding as a percentage of state General Fund.				•			
3638	% increase in gift, grants, or contracts funding.				•			
3639	# gift, grants, or contracts.				•			
Comr	nercializing Research							
3640	# inventions disclosed.						•	
3641	# patent applications.						•	
3642	\$ license income per \$100 million research.						•	
3643	# new start-up/spin-off companies.						•	
Stude	nt Financial Assistance							
3644	%,# audits.				•			
3645	Reserve ratio - reserve balance/loans outstanding				•			
3646	Reserve fund cash balance.				•			
3647	Loans outstanding.				•			
3648	Annual default rate.				•			
3649	Cumulative default recovery rate.				•			
3650	X,\$ amount awarded for XXX program.				•			
3651	% applicants meeting minimal requirements, processed and notified within 60 days.				•			
3652	% billing requests processed within 10 days of receipt.				•			
3653	interest assessments by feds to state for cash mgt improvement act violations.				•			
3654	% students eligible for state loans still enrolled at sixth semester.					•		
3655	% students eligible for work-study still enrolled at sixth semester.					•		
3656	% students eligible for merit based programs still enrolled at sixth semester.					•		
3657	% students eligible for need based programs still enrolled at sixth semester.					•		
3658	# lottery success recipients enrolled in or graduated form college after ninth semester.					•		
3659	% eligible students awarded a state opportunity grant.						•	
3660	\$ college grant dollars awarded per FTE. (NASSGAP national ranking).						•	
3661	# scholarships awarded by private sources.						•	
3662	# student loans guaranteed.						•	
3663	% student loan defaults prevented.						•	
	\$ dollars collected form average receivables.						•	
	Time to complete a degree program review.						•	
	% undergraduates receiving federal Pell grants.						•	
	State & federal grant assistance to undergraduates as a % of tuition & fees & total costs.						•	
Diver	·							
	# fall minority headcount enrollment.				•			
	% college students who are African American or Hispanic.						•	'
	# fall minority headcount enrollment.				•			
	# students of color enrolled as undergraduates.						•	
	# foreign/international enrollment.							•
	# African American enrollment.							•
	# American Indian enrollment.							•
	# Asian, Pacific Islander enrollment.							•
	# Hispanic enrollment.							•
	# white/Caucasian enrollment.							•
3678	# unknown race enrollment.							•

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas
Graduate School		Ala	Arka	Flo	Loui	New	Ore	Le
Administration & General								
3679 Cost per degree.		•						
3680 Interest rates on education loans.		•						
3681 Institutions in compliance with state standards.		•						
3682 # student hours attempted.		•	•					
3683 % graduates from previous year placed.					•			
University								
Administration & General								
3684 # graduates in high demand job degree and certificate programs.		•						
3685 \$ grant funded research expenditures.		•						
3686 Retention rates for first-time full-time cohorts in undergrad. degree & cert. programs	S.	•						
3687 # student hours attempted.		•	•					
3688 \$ externally generated research & training grant funds per ranked faculty FTE.				•				
3689 \$ external dollars for research and public service.						•		
3690 Avg # articles in Institute for Scientific Info. Publication Count per ranked faculty.				•				
3691 Satisfaction rate for beneficiaries of extension assistance.				•				
3692 % faculty instructional effort for lower level classes.				•				
3693 % faculty instructional effort for upper level classes.				•				
3694 % faculty instructional effort for graduate level classes.				•				
3695 % of undergraduate students at each university classified as out-of-state.				•				
3696 % of out-of-state students admitted who do not meet state admission standards.				•				
3697 % of total faculty effort allocated for public service devoted to public schools.				•				
3698 % undergraduate transfer students form two-year colleges.						•		
3699 # first-time in-state students who are Native American.						•		
3700 % Hispanic students enrolled.						•		
3701 # students enrolled in adult basic education.						•		
3702 # students enrolled in area vocational schools program.						•		
3703 % lower division courses taught by tenured or tenure-track faculty.								•
3704 # degree programs.								
3705 Moody's bond rating.								
3706 NSF federally funded research expenditures ranking.								
3707 % housing beds with internet port.								
3708 Association of research libraries index - volumes held.								
3709 Association of research libraries index - Web page access.								
3710 Association of research libraries index - index ranking.								
3711 US News & World Report ranking.								
3712 Kiplingers' Ranking of State Colleges & Universities.								
3713 National Research Council Rankings of Research-Doctorate Programs.								
3714 Jobs created by research.								
3715 Standards of competency ranking for Xxxx college/school/program.								
3716 # students registered for graduate and undergraduate courses leading to degrees								
desired by regional employers.  3717 # meetings with regional employers to determine education and training needs.								
Graduation & Advancement								
3718 # baccalaureate degrees granted.				•				
3719 # post-baccalaureate degrees awarded.								
3720 # masters degrees granted.				•				
3720 # masters degrees granted.				•				

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
University	A	Ark	F	Lou	\ew	Ö	Ĕ	Vir
3722 # professional degrees granted.			•		_			
3722 # professional degrees granted. 3723 # degrees awarded utilizing extended services.								
3724 Hispanic % of graduates.								
3725 % full-time, degree-seeking, first-time freshmen retained to second year.							•	
3726 % full-time, degree-seeking, first-time freshmen completing in 6 years.							•	
3727 % new students taking nine or more credit hours successful after 3 years.								
3728 % graduates placed in in-state jobs.								
Customized Training								
3729 # individuals receiving customized training for new high skill/wage jobs.			•					
3730 # individuals receiving customized training for new high skill/wage jobs in rural areas.			•					
3731 # individuals receiving customized training for new high skill/wage jobs in enterprise			•					
zones or distressed inner city areas.								
3732 # individuals receiving customized training for new high skill/wage jobs in			•					
brownfield areas.								
3733 Ratio of private fund match to state funds for training.			•					
Agricultural Research & Extension Center								
3734 % entrepreneurs adoption rate for cultural and best practices recommendations.				•				
3735 # volunteers.				•				
3736 # participants in youth development programs and activities.				•				
3737 # youth participants in community services and activities.				•				
3738 # educational contacts.				•				
3739 # educational programs.				•				
3740 % change in number of patents, disclosures, licenses, and publications.							•	
3741 # refereed publications in agriculture or life sciences research.							•	
3742 # apiaries inspected (regulatory services).							•	
3743 \$ external sponsor support for agriculture or life sciences research.							•	
3744 Direct teaching exposures-economic competitiveness.							•	
3745 Direct teaching exposures-environmental education.							•	
3746 Direct teaching exposures-health and safety education.							•	
3747 \$ impact per dollar spent - economic competitiveness.							•	
Engineering Experiment Station								
3748 \$ leverage ratio of general revenue appropriations to total funds (excluding infrastructure).							•	
3749 \$ volume of research by research divisions.							•	
3750 # collaborative initiatives (multi-institutional outreach).							•	
3751 # minority students participating in agency activities (educational programs).							•	
Engineering Extension Service								
3752 # clients.							•	
3753 \$ leverage ratio of general revenue appropriations to total funds (excluding infrastructure).							•	
3754 # student contact hours per full-time industrial trainer.							•	
3755 # technology transfer initiatives with communities and businesses.							٠	
Transportation Institute								
3756 \$ volume of research studies.							•	
3757 \$ leverage ratio of general revenue appropriations to total funds (excluding infrastructure).							•	
3758 # patented safety devices installed - sponsored research.							•	
3759 # students involved in education and research activities.							•	

Four Year College	Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas Virginia
Administration & General						
3760 # graduates in high demand job degree and certificate programs.						
3760 # graduates in high demand for degree and certificate programs.  3761 Retention rates for first-time full-time cohorts in undergraduate degree and certificate						
programs.				•		
3762 # student hours attempted						
3763 Graduation rates for first time in college students using 6-year rate.			•	•		
3764 Graduation rates for AA transfer students using 4-year rate.			•			
3765 % students graduation with 115% or less of degree hour requirements.			•			
3766 Licensure/certificate pass rate for the first sitting.			•			
3767 % in-state prior year graduates earning \$22,000 or more one year after graduation.			•			
3768 % in-state prior year graduates earning \$22,000 or more five years after graduation.			•			
3769 % graduates enrolling in graduate school.			•			
3770 # Native American first-time freshmen enrolled.						
3771 \$ external dollars for research and creative activity.						
3772 # undergraduate transfer students two year colleges.				•		
3772 # undergraduate transfer students two year coneges.  3773 # teacher preparation programs.				•		
3774 % academic departments/programs using the results of student learning outcomes for improvement.				•		
3775 % graduating seniors indicating "satisfied" or "very satisfied" with the university.						
3776 # students enrolled in extended services.				•		
3777 Maintain a year-end instruction and general balance of a least 3 % of instruction and				•		
general expenditures.						
3778 # courses available through instructional television and online via www.				•		
3779 # students enrolled in distance education.				•		
Community & Technical College						
Administration & General						
3780 % of state's 19 year olds in college.	•					
3781 Cost per degree.	•					
•						
3782 Interest rates on education loans.	•					
<ul><li>3782 Interest rates on education loans.</li><li>3783 Institutions in compliance with state standards.</li></ul>	•					
3782 Interest rates on education loans.	•					
<ul><li>3782 Interest rates on education loans.</li><li>3783 Institutions in compliance with state standards.</li><li>3784 Retention rates for first-time full-time cohorts in undergraduate degree and certificate</li></ul>	•	•				
<ul> <li>3782 Interest rates on education loans.</li> <li>3783 Institutions in compliance with state standards.</li> <li>3784 Retention rates for first-time full-time cohorts in undergraduate degree and certificate programs.</li> </ul>	•	•	•			
<ul> <li>3782 Interest rates on education loans.</li> <li>3783 Institutions in compliance with state standards.</li> <li>3784 Retention rates for first-time full-time cohorts in undergraduate degree and certificate programs.</li> <li>3785 # student hours attempted</li> </ul>	•	•	•			
<ul> <li>3782 Interest rates on education loans.</li> <li>3783 Institutions in compliance with state standards.</li> <li>3784 Retention rates for first-time full-time cohorts in undergraduate degree and certificate programs.</li> <li>3785 # student hours attempted</li> <li>3786 Students completing a program by skill level.</li> </ul>	•	•	•			
<ul> <li>3782 Interest rates on education loans.</li> <li>3783 Institutions in compliance with state standards.</li> <li>3784 Retention rates for first-time full-time cohorts in undergraduate degree and certificate programs.</li> <li>3785 # student hours attempted</li> <li>3786 Students completing a program by skill level.</li> <li>3787 #,%, FTEs students not completing 18 credit hours in four years.</li> </ul>	•	•	•	•		
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		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Community & Technical College	A	Arl	Ē	Lou	Vew	ō		V.
2900	SBDC clients who have start-ups as a % of national average.						•		
	% or participants ranking WIA funded workforce trainings good or better.								
	% companies ranking training they received as good or better.								
	# professional-technical degrees and certificates awarded.  State's rank for community college tuition and fees among all western states.								
	# high school students enrolled in community college credit programs.								
	# degrees or certificates.								
	% developmental education students who pass state success initiative allowable examinations.							Ĭ	
	3-year graduation rate.							•	
	# FTE students.							•	
	# minority graduates.							•	
	% classes with less than 20 students.								•
	% courses with 50 or more students.								•
	% classes taught by full-time faculty.								•
	% E&G spending on instruction and academic support.								•
	Debt service to expenditures ratio.								•
	# credit hours taught per FTE faculty.				_				•
	rity Students								
	% males enrolled.					•			
	Males % of graduates.					•			
	Asian % of graduates.					•			
	% Asians enrolled as a % of state average.						•		
	Hispanic % of graduates.					•			
	% Hispanics enrolled as a % of state average.						•		
	Native American % of graduates.					•			
	% Native Americans enrolled as a % of state average.						•		
	African American % of graduates.					•			
	% African Americans enrolled as a % of state average.						•		
	% non-minority students enrolled.					•			
	Disabled earning 18 credit hours who graduate with AA in four years.			•					
	Black students earning 18 credit hours who graduate with AA in four years.			•					
	Econ. Disadvantaged earning 18 credit hours who graduate with AA in four years.			•					
	ESL or Eng. nonspeaker earning 18 credit hours who graduate with AA in four years.			•					
	% minority students.							٠	
	Completion								
	% graduates placed in in-state jobs.					•			
	#,% partial completers with 40 credit hours transferring to state system.			•					
	% AA degree graduates transferring to a state university within two years.			•					
	% AA degree graduates transferring to a state university with a 2.5 or better GPA.			•					
	% AA graduates employed full-time at jobs earning more than \$9/hr.			•					
	% AA students completing 18 credit hours who graduate in 4 years.			•					
	% students graduating with total accumulated hours less than 120 hours.			•					
	% AA college prep students degree transfers to university system w/ 2.5 GPA.			•					
	# graduates in high demand job degree and certificate programs.	•		•					
	# transferring to a university.							٠	•
	ncement								
	Student advancement rate.								•
3844	% first-time, full-time 3 year graduation rate.								•

Community & Technical College	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Classroom & Laboratory Space Utilization								
3845 # weekly hours of room use.								•
3846 % occupancy for classrooms.								•
3847 # weekly hours of lab use.								•
3848 % occupancy for labs.								•
Medical School								
Administration & General								
3849 % of graduates practicing in-state.	•							
3850 % of medical school graduates practicing in-state.							•	
3851 % of nursing bachelor of science graduates licensed in-state.							•	
3852 Clinical trial grant proposals funded.				•				
3853 # community participants.				•				
3854 Administrative operating budget as a percentage of the total operating budget.				•				
3855 \$ expenditures for conduct of research and development.							•	
3856 % students passing U. W. Medical Licensing Exam (part 2) compared to national.								•
3857 % medical school graduates entering generalist medicine residencies.								•
Hospital Services								
3858 # inpatient days.				•				
3859 Average daily census.				•				
3860 # outpatient clinic visits.				•				
3861 # emergency department visits.				•				
3862 # bed available (excluding nursery).				•				
3863 % occupancy (excluding nursery).				•				
3864 \$ cost per adjusted patient day (including nursery).				•				
3865 \$ adjusted cost per discharge (including nursery).				•				
3866 % increase in screenings.				•				
3867 FTE staff per patient				•				
3868 % readmissions.				•				
3869 Patient satisfaction survey rating.				•				
3870 Hospitalization related to congestive heart failure.				•				
3871 ER visits for congestive heart failure patients.				•				
3872 Hospitalization related to asthma.				•				
3873 ER visits for asthma patients.				•				
3874 % diabetic patients with long -term glycemic control.				•				
3875 Hospitalization rate related to HIV patients.				•				
3876 % women 40 or older receiving mammogram testing in the past year.				•				
3877 % women 18 or older receiving a pap smear test in the past year.				•				
3878 \$ gross charges for unsponsored charity care provided in state-owned facilities.							•	
3879 # case mix adjusted average length of stay.								•
3880 \$ case mix adjusted non-salary cost per adjusted discharge.								•
Vocational Education								
Administration & General								
3881 Administration as a % of total budget.		•						
3882 # prior year audit findings repeated in subsequent audit.		•						
3883 # graduates in high demand job degree and certificate programs.	•							
3884 Retention rates for first-time full-time cohorts in certificate programs.	•							
3885 # student hours attempted	•	•						

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	1exas Viroinia	ıı gımı
	Vocational Education	A	Ar	<u> </u>	P.	Se	0 5		
3886	Student attainment of academic and technical skill proficiency		•						
	% students placed in jobs.		•						
3888	Business/industry training (clock hours)		•						
3889	% point change in number of students enrolled in alternative certification program.				•				
3890	% point change in number of students earning alternative certification.				•				
	Distance Education								
Admi	nistration & General								
3891	% production revenue generated as compared to comparable state networks.				•				
3892	% grant revenue to state General Fund.				•				
3893	% digital conversion completed.				•				
3894	% clients rating service as good or very good.				•				
3895	% educational institutions, state agencies, and general public rating service as good				•				
	or very good.								
	% positive viewer responses.				•				
3897	# broadcast channels.				•				
	Miners Hospital								
Admi	nistration & General								
3898	Accreditation.					•			
3899	% billed revenue collected.					•			
3900	% budgeted revenue collected.					•			
	Average patient length of stay in acute care.					•			
3902	# outpatient visits.					•			
	# outreach clinics conducted.					•			
	# emergency room visits.					•			
	# patient days at the acute care facility.					•			
	# patient days at the long care facility.					•			
	# admissions to the acute care facility					•			
	# discharges from the acute care facility.					•			
	# visits to the black lung clinic.					•			
	# admissions to the long-term care facility.					•			
	# visits to the outreach clinic.					•			
	# specialty clinic visits.					•			
3913	# surgeries.					•			

	Alaska	Arkansas	Florida	Louisiana	New Mexico Oregon	Texas	Virginia
Natural Resources Management		⋖		<u> </u>	Ž		
Administration & General							
3914 # audit findings.	•						
3915 # repeat audit findings.				•			
3916 % compliance to OMB & Legislative deadlines.		•					
3917 % time networked devices fully operational.		•					
3918 Web site usage.		•					
3919 # sections surveyed for customer satisfaction.				•			
Fish & Wildlife							
Administration & General							
3920 Administrative costs as a percent of total costs.			•				
3921 Administrative FTE as a percent of total FTE.			•				
3922 Administrative costs per division.			•				
3923 Administrative FTE per division.			•				
3924 # rural counties counseled regarding use of nature-based recreation as an economic development tool.			•				
3925 Economic impact of fishing, hunting, and wildlife viewing in dollars.			•				
3926 Economic impact of fishing, hunting, and wildlife viewing in jobs.			•				
3927 # repeat audit findings.				•			
3928 # consultations provided to public and private entities to determine potential impacts					•		
of habitat and wildlife resources.							
3929 # citizens participating in hunting, fishing, boating, & wildlife related recreation.							•
Outreach & Education							
3930 # people reached with information materials			•				
3931 # students graduating hunter education courses.			•				
3932 # people reached with education materials			•				
3933 # audio and video features distributed for use by media and educators.				•			
3934 # outdoor education programs conducted.							•
3935 # hunter education courses delivered.							•
3936 # students reached through outdoor education, hunter safety education, angler							•
education and wildlife education.  Fishing							
3937 \$ commercial fisheries harvest value.	•						
3938 \$ value of commercial fishing licenses.	•			-			
3939 # angler days.	•						
3940 Fishing satisfaction survey.	•		•				
3941 % change in licensed anglers.			•				
3942 % major fish stocks not over fished.				•			
3943 # water acres where habitat rehabilitation projects have been completed.			•				
3944 # fish stocked.			•				
3945 % real growth in economic impact to the state from commercial fishing.				•			
3946 % demand for seed oysters met.				•			
3947 # areas available for harvest of sack oysters on public seed grounds.				•			
3948 % leases with no legal challenges.				•			
3949 # natural fish populations monitored annually per FTE.					•		
3950 # hatchery fish populations monitored annually per FTE.					•		
Fish Habitat							
3951 % of fish population that is stable or increasing.			•				
3952 % of lakes where fish populations are stable or increasing.			•	•			
1 1							

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	V irginia
	Fish & Wildlife	A	Arl	Ē	Lou	Zew	Ō	L	<b>=</b>
3953	# water acres managed to improve fishing.			•		_			
	# urban water acres managed to improve fishing.			•					
	# water acres treated to control undesirable aquatic vegetation.				•				
	% acre feet water conserved through restoration.					•			
	# unscreened priority water diversions.						•		
Fish	Hatcheries								
3958	Hatchery fish as a % of fish recommended for stocking public water bodies.				•				
3959	Annual fish output in pounds.					•			
3960	# fingerlings stocked.							•	
	# fish stocked.								•
	ne Fisheries Management								
	# artificial reefs created or monitored.			•					
	% fisheries stocks that are stable or increasing.			•					
	# educational & outreach contacts.			•					
	# fishery management plans reviewed with analysis completed.			•	_				
	ne Assessment/Restoration/Technical Support								
	# fisheries assessments and data summaries.			•					
	# requests for status of endangered and threatened species complete.			•					
	# red tide requests completed.  # manatees rehabilitated.			٠					
	# requests for status of sea grass, salt marsh, or mangrove.  # requests for vessel grounding damage assessments and monitoring.								
Wild									
	% big game populations reaching target levels.								
		•							
		•							
3973	% species for which recovery strategies are being implemented.	•							
3973 3974	% species for which recovery strategies are being implemented.  # new and threatened species designations.	•		•					
3973 3974 3975	% species for which recovery strategies are being implemented. # new and threatened species designations. % change in licensed hunters.	•		•		•			
3973 3974 3975 3976	% species for which recovery strategies are being implemented. # new and threatened species designations. % change in licensed hunters. % error rate in processing special hunt applications.	•		•		•			
3973 3974 3975 3976 3977	% species for which recovery strategies are being implemented. # new and threatened species designations. % change in licensed hunters.	•		•		•			
3973 3974 3975 3976 3977 3978	% species for which recovery strategies are being implemented. # new and threatened species designations. % change in licensed hunters. % error rate in processing special hunt applications. % of wildlife population that is stable or increasing.	•				•			
3973 3974 3975 3976 3977 3978 3979	% species for which recovery strategies are being implemented. # new and threatened species designations. % change in licensed hunters. % error rate in processing special hunt applications. % of wildlife population that is stable or increasing. # of hunting accidents.	•		•		•			
3973 3974 3975 3976 3977 3978 3979 3980	% species for which recovery strategies are being implemented. # new and threatened species designations. % change in licensed hunters. % error rate in processing special hunt applications. % of wildlife population that is stable or increasing. # of hunting accidents. % satisfied hunters.	•				•			
3973 3974 3975 3976 3977 3978 3979 3980 3981	% species for which recovery strategies are being implemented. # new and threatened species designations. % change in licensed hunters. % error rate in processing special hunt applications. % of wildlife population that is stable or increasing. # of hunting accidents. % satisfied hunters. # acres managed for wildlife.	•				•			
3973 3974 3975 3976 3977 3978 3979 3980 3981 3982	% species for which recovery strategies are being implemented. # new and threatened species designations. % change in licensed hunters. % error rate in processing special hunt applications. % of wildlife population that is stable or increasing. # of hunting accidents. % satisfied hunters. # acres managed for wildlife. # written technical assists provided.	•				•			
3973 3974 3975 3976 3977 3978 3979 3980 3981 3982 3983	% species for which recovery strategies are being implemented. # new and threatened species designations. % change in licensed hunters. % error rate in processing special hunt applications. % of wildlife population that is stable or increasing. # of hunting accidents. % satisfied hunters. # acres managed for wildlife. # written technical assists provided. # survey and monitoring projects.	•		•	•	•			
3973 3974 3975 3976 3977 3978 3980 3981 3982 3983 3984 3985	% species for which recovery strategies are being implemented.  # new and threatened species designations. % change in licensed hunters. % error rate in processing special hunt applications. % of wildlife population that is stable or increasing. # of hunting accidents. % satisfied hunters. # acres managed for wildlife. # written technical assists provided. # survey and monitoring projects. # land management services. Wild alligators harvested. Farmed alligators harvested (tags issued).	•		•	•	•			
3973 3974 3975 3976 3977 3978 3979 3980 3981 3982 3983 3984 3985 3986	% species for which recovery strategies are being implemented. # new and threatened species designations. % change in licensed hunters. % error rate in processing special hunt applications. % of wildlife population that is stable or increasing. # of hunting accidents. % satisfied hunters. # acres managed for wildlife. # written technical assists provided. # survey and monitoring projects. # land management services. Wild alligators harvested. Farmed alligators harvested (tags issued). # furbearers harvested.	•		•	•	•			
3973 3974 3975 3976 3977 3978 3980 3981 3982 3983 3984 3985 3986 3987	% species for which recovery strategies are being implemented.  # new and threatened species designations. % change in licensed hunters. % error rate in processing special hunt applications. % of wildlife population that is stable or increasing. # of hunting accidents. % satisfied hunters. # acres managed for wildlife. # written technical assists provided. # survey and monitoring projects. # land management services. Wild alligators harvested. Farmed alligators harvested (tags issued). # furbearers harvested. Nutria harvested.	•			•	•			
3973 3974 3975 3976 3977 3978 3980 3981 3982 3983 3984 3985 3986 3987 3988	% species for which recovery strategies are being implemented.  # new and threatened species designations. % change in licensed hunters. % error rate in processing special hunt applications. % of wildlife population that is stable or increasing. # of hunting accidents. % satisfied hunters. # acres managed for wildlife. # written technical assists provided. # survey and monitoring projects. # land management services. Wild alligators harvested. Farmed alligators harvested (tags issued). # furbearers harvested. Nutria harvested. # acres impacted by nutria herbivory.	•			•	•			
3973 3974 3975 3976 3977 3978 3980 3981 3982 3983 3984 3985 3986 3987 3988 3988	% species for which recovery strategies are being implemented.  # new and threatened species designations. % change in licensed hunters. % error rate in processing special hunt applications. % of wildlife population that is stable or increasing. # of hunting accidents. % satisfied hunters. # acres managed for wildlife. # written technical assists provided. # survey and monitoring projects. # land management services. Wild alligators harvested. Farmed alligators harvested (tags issued). # furbearers harvested. Nutria harvested. # acres impacted by nutria herbivory. Hunter accident rate per 100,000.	•		•		•			
3973 3974 3975 3976 3977 3978 3980 3981 3982 3983 3984 3985 3986 3987 3988 3989 3990	% species for which recovery strategies are being implemented.  # new and threatened species designations. % change in licensed hunters. % error rate in processing special hunt applications. % of wildlife population that is stable or increasing. # of hunting accidents. % satisfied hunters. # acres managed for wildlife. # written technical assists provided. # survey and monitoring projects. # land management services. Wild alligators harvested. Farmed alligators harvested (tags issued). # furbearers harvested. Nutria harvested. # acres impacted by nutria herbivory. Hunter accident rate per 100,000. Hunter education courses taught.	•		•	• • • • • • • • • • • • • • • • • • • •	•			
3973 3974 3975 3976 3977 3978 3980 3981 3982 3983 3984 3985 3986 3987 3988 3989 3990 3991	% species for which recovery strategies are being implemented.  # new and threatened species designations. % change in licensed hunters. % error rate in processing special hunt applications. % of wildlife population that is stable or increasing. # of hunting accidents. % satisfied hunters. # acres managed for wildlife. # written technical assists provided. # survey and monitoring projects. # land management services. Wild alligators harvested. Farmed alligators harvested (tags issued). # furbearers harvested. Nutria harvested. # acres impacted by nutria herbivory. Hunter accident rate per 100,000. Hunter education courses taught. # person days of elk hunting.	•		•	• • • • • • • • • • • • • • • • • • • •	•			
3973 3974 3975 3976 3977 3978 3980 3981 3982 3983 3984 3985 3986 3987 3988 3989 3990 3991	% species for which recovery strategies are being implemented. # new and threatened species designations. % change in licensed hunters. % error rate in processing special hunt applications. % of wildlife population that is stable or increasing. # of hunting accidents. % satisfied hunters. # acres managed for wildlife. # written technical assists provided. # survey and monitoring projects. # land management services. Wild alligators harvested. Farmed alligators harvested (tags issued). # furbearers harvested. Nutria harvested. # acres impacted by nutria herbivory. Hunter accident rate per 100,000. Hunter education courses taught. # person days of elk hunting. % public hunting licenses drawn by in-state hunters.	•			• • • • • • • • • • • • • • • • • • • •	•			
3973 3974 3975 3976 3977 3978 3980 3981 3982 3983 3984 3985 3986 3987 3988 3989 3990 3991 3992 3993	% species for which recovery strategies are being implemented. # new and threatened species designations. % change in licensed hunters. % error rate in processing special hunt applications. % of wildlife population that is stable or increasing. # of hunting accidents. % satisfied hunters. # acres managed for wildlife. # written technical assists provided. # survey and monitoring projects. # land management services. Wild alligators harvested. Farmed alligators harvested (tags issued). # furbearers harvested. Nutria harvested. # acres impacted by nutria herbivory. Hunter accident rate per 100,000. Hunter education courses taught. # person days of elk hunting. % public hunting licenses drawn by in-state hunters. # wildlife species monitored annually per FTE.				• • • • • • • • • • • • • • • • • • • •	•	•		
3973 3974 3975 3976 3977 3978 3980 3981 3982 3983 3984 3985 3986 3987 3988 3990 3991 3992 3993 3994	% species for which recovery strategies are being implemented. # new and threatened species designations. % change in licensed hunters. % error rate in processing special hunt applications. % of wildlife population that is stable or increasing. # of hunting accidents. % satisfied hunters. # acres managed for wildlife. # written technical assists provided. # survey and monitoring projects. # land management services. Wild alligators harvested. Farmed alligators harvested (tags issued). # furbearers harvested. Nutria harvested. # acres impacted by nutria herbivory. Hunter accident rate per 100,000. Hunter education courses taught. # person days of elk hunting. % public hunting licenses drawn by in-state hunters. # wildlife species monitored annually per FTE. # turkeys harvested.			•	• • • • • • • • • • • • • • • • • • • •	•	•		•
3973 3974 3975 3976 3977 3978 3980 3981 3982 3983 3984 3985 3986 3987 3988 3990 3991 3992 3993 3994 3995	% species for which recovery strategies are being implemented. # new and threatened species designations. % change in licensed hunters. % error rate in processing special hunt applications. % of wildlife population that is stable or increasing. # of hunting accidents. % satisfied hunters. # acres managed for wildlife. # written technical assists provided. # survey and monitoring projects. # land management services. Wild alligators harvested. Farmed alligators harvested (tags issued). # furbearers harvested. Nutria harvested. # acres impacted by nutria herbivory. Hunter accident rate per 100,000. Hunter education courses taught. # person days of elk hunting. % public hunting licenses drawn by in-state hunters. # wildlife species monitored annually per FTE. # turkeys harvested. # deer harvested.				• • • • • • • • • • • • • • • • • • • •	•	•		• •
3973 3974 3975 3976 3977 3978 3980 3981 3982 3983 3984 3985 3986 3987 3988 3989 3991 3992 3993 3994 3995 3996	% species for which recovery strategies are being implemented. # new and threatened species designations. % change in licensed hunters. % error rate in processing special hunt applications. % of wildlife population that is stable or increasing. # of hunting accidents. % satisfied hunters. # acres managed for wildlife. # written technical assists provided. # survey and monitoring projects. # land management services. Wild alligators harvested. Farmed alligators harvested (tags issued). # furbearers harvested. Nutria harvested. # acres impacted by nutria herbivory. Hunter accident rate per 100,000. Hunter education courses taught. # person days of elk hunting. % public hunting licenses drawn by in-state hunters. # wildlife species monitored annually per FTE. # turkeys harvested.				• • • • • • • • • • • • • • • • • • • •	•	•		• • •

	Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
Fish & Wildlife		V		H Z	,		
Habitat Conservation							
3998 % of critical habitat protected through land acquisition, lease, or contract.			•				
3999 # acres fish and wildlife habitat purchased.			•				
4000 # recovery plan actions implemented.			٠				
4001 # habitat impact assessments and GIS requests.			Ů	_			
4002 Ratio of area of mitigation or compensation to area of unavoidable impact.				•			
4003 # studies or recreational/agricultural/environmental/educational facilities completed.				•			
4004 % time wildlife management areas open for public use during available days.				•			
4005 # local government cooperative agreements.				•			
4006 # water management projects implemented. 4007 # areas conserved.				•			
				•			
4008 # acres actively managed.				•			
4009 # days of recreation.				•			
4010 # miles of access roads/trails maintained.				•			
4011 # acres enhanced.				•			
4012 # acres restored.				•			
4013 # habitat improvement projects completed in cooperation with private, state, & feds.				•			
4014 % habitat restoration implemented.				•			
4015 % sites with assessments in progress or completed.				•			
4016 # sites to be assessed for natural resource damages.				•			
4017 % cases in settlement or settled, and restorations planned, in progress or completed.							
Law Enforcement							
4018 # wildlife violations as a percent of total contacts. 4019 % cases closed.							
	Ĭ						
4020 % compliance with fish and wildlife rules. 4021 # man hours.			·				
				-			
Licensing 4022 Commercial turnaround time.							
4022 Commercial turnaround time.  4023 % license buying population with hunting licenses or tags.				•			
4024 % license buying population with fishing licenses or tags.							
Non-Game							
4025 # new or updated element occurrence records in non-game, rare, threatened &							•
endangered species database.							
4026 # threatened & endangered species monitored, studied, or involved in, the recovery							
plan process.							
Wildlife Depredation & Nuisance Abatement							
4027 % depredation complaints resolved within one year.					,		
4028 # wildlife damage complaints responded to per FTE.							
4029 # "Avoiding Dangerous Wildlife Interaction" brochures, articles, personal contacts,							
television spots produced or distributed.							
Forestry							
Administration & General							
4030 # entities provided forestry through federal cooperative programs.	•						
4031 % performance targets met.		•					
4032 % administration budget to total agency budget.		•					
4032 # prior years audit findings repeated in subsequent audit.		•					
4034 # state forest acres managed.		•					
4035 % forest under best management practices.				•	•		
1000 / 101000 and 01 0000 management practices.							

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Forestry	Alg	Ark	Flo	Lou	lew	Ö	Ĕ	Vir
4036 # operations contracts per program FTE.					~	•		
4037 % harvest acres (not federal and state forests) requiring compliance determinations						•		
that were in compliance with Forest Practices Act reforestation standards.								
4038 # miles of riparian forest buffer established statewide.								•
Outreach								
4039 # workshops, field days, presentations to organizations and school groups.		•						
4040 # hours spent providing forest-related technical assists to public land mgt agencies.		•						
4041 # hours spent providing forest-related technical assists to non-industrial private land mgt agencies.		•						
4042 # state forest visitors.		•						
4043 # educators trained in the value of trees and forestry.				•				
Nursery Operations								
4044 # seedlings delivered for conservation.					•			
4045 # seed zones/elevations/stock types from which seedlings are available.						•		
4046 % non-contract seedling demand met by speculation stock.						•		
Harvesting								
4047 \$ timber sales.	•							
4048 % state forests timber sale plan objectives met.						•		
Reforestation								
4049 # acres improved.		•						
4050 # acres improved per FTE.						•		
4051 # acres restored.								
4052 # acres replanted.						•		
4053 % state reforestation plan objectives met.						•		
Forest Health								
4054 % state forest timber producing acres adequately stocked and growing.		•						
4055 % acres planned for insect and disease survey that are surveyed.						•		
4056 % forest health assists accomplished compared to planned objective.						•		
4057 Forest health assists per FTE.						•		
4058 # acres surveyed per FTE.						•		
<b>Urban Forestry</b>					_			
4059 % local fund match leveraged by urban forestry grant programs.						•		
4060 % XXX cities and XXX organizations receiving Urban Forestry Program assistance.						•		
4061 # urban forestry technical assists per FTE.						•		
Prescribed Burns								
4062 # prescribed burn impacts on Class I wilderness areas.						•		
4063 # restricted area units burned per intrusion.						•		
4064 % units burned versus registered in restricted area.						•		
4065 Efficiency index of smoke management program.						•		
4066 # acres burned through prescribed burning.			•					
Fire Suppression								
Administration & General								
4067 # lives lost to wildland fire.	•							
4068 \$ lost to wildland fire.	•							
4069 Loss of cultural resources to wildland fire.	•							
4070 \$ fire suppression costs.	•							
4071 # firefighter certification programs.	•							
4072 Average size of wildland fires (acres)		•		•		•		

		Alaska	Arkansas	Florida	Louisiana Now Mories	Oregon	Texas	Virginia
	Fire Suppression	7	₹	_	i i			
4073	% protected forest and wildland acres not burned by wildfires.			•				
4074	% threatened structures not burned by wildfires.			•				
4075	# forest acres burned each year per 1,000 protected acres of forest.							•
	#,% of wildfires caused by humans.	•		•				
4077	# wildfires detected and suppressed.			•				
4078	# acres forest lands protected from wildfires.			•				
4079	# person-hours spent responding to emergency incidents other than wildfires.			•				
4080	% wildland forest fires controlled at 10 acres or less.					•		
4081	# man-caused wildland forest fires per 1,000 state residents.					•		
4082	Saved-to-loss ratio of resources and property values from wildfires.						•	
4083	# contact hours of firefighter training (wildlife and emergency program).						•	
4084	# new forestland acres under conservation easement or state acquisition.							•
4085	# new miles of riparian buffers.							•
4086	% forestry operations inspected within 10 working days of notification.							•
4087	# fire hazard mitigation projects in woodland home communities.							•
4088	\$ annual phone bill cost.							•
Outro	each							
4089	# assists to rural communities and fire departments.	•						
4090	# local volunteer fire department personnel trained in wildland fire suppression.		•					
4091	# local volunteer fire departments trained in wildland fire suppression.							•
Fire I	Remediation							
4092	% pine seedling demand met.				•			
4093	% hardwood seedling demand met.				•			
4094	# acres of tree planting assisted.				•			
4095	# acres prescribed burning assisted.				•			
4096	# reforestation acres.						•	•
	Oil, Gas, & Mining Regulation							
Mino	ral & Coal Mining							
	# inspections conducted annually to ensure mining is being conducted in compliance							
4077	with approved permits and regulations.							
4008	% mined acres returned to secondary environmentally compatible beneficial use.							
	# active mining acres under regulation and review or secured financially.					•		
	% safety violations issued to mineral extraction operators that have been successfully							
7100	eliminated by the violations' abatement due dates.							•
4101	% miners who rate training as "very helpful " or "very effective".							•
	# environmentally significant violations.							
	% environmental protection violations issued to mineral extraction operators that				-			
4103	have been successfully eliminated by the violations' abatement due dates.							
Епон	·							
	Appual fossil fivel savings from state programs							
	Annual fossil fuel savings from state programs.							
4103	Customer satisfaction rating.							

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	lexas Virginia	
State Parks			⋖		<u> </u>	Ž			
Administration & General									
4106 # park units open and available to the public.		•							
4107 # of parks meeting health and safety standards.		•							
4108 % federal Land & Water Conservation Fund projects meeting grant requirement	its.				•				
4109 # park management plans completed annually.						•			
4110 % General Fund to park operation and maintenance funds.						•	•		
4111 \$ investment in preserving state cultural resources through grant awards.							•		
4112 # acres added to state parks system using prioritized criteria.							•		
4113 # new beach and river access sites added to the state parks system.							•		
4114 Miles of trail added to the state parks system.							•		
4115 % alternative camping opportunities per total campsites available.									
4116 % reduction in facilities backlog since 1999.	_								
4117 % park management units with natural and cultural resource management plans	S.								
4118 % change in opportunities provided for target user groups.									
4119 # grant assisted projects completed.									
4120 % customer satisfaction ratings "unacceptable".									
4121 % customer satisfaction ratings "excellent" or "good".						-			
Recreational Assistance to Local Governments									
4122 # of technical assists provided to local governments.									
4123 \$ investment in outdoor recreation leveraged through grant awards.									
4124 \$ investment grants awarded for construction & improvement of trails & water Operations	ways.					-			
4125 # parks.									
4123 # parks. 4126 # state park acres.									
4120 # state park acres restored or maintained in native state.									
4127 # state park acres restored or maintained in native state. 4128 # visitors.					•				
4128 # visitors. 4129 \$ self-generated revenue per visitor.					•				
4129 \$ sen-generated revenue per visitor. 4130 # visitors satisfied with their visit.									
4131 # visitors participating in active & passive visitor center interpretive programs.									
4132 % visitor rating recreational opportunities offered by state parks good or excell									
4133 # interpretive programs.	Ciit.								
4134 Criminal incidences per 100,000 visitors.									
4135 Kilowatt-hours consumed on per camper basis.									
4136 % parks achieving master plan designated level of service.									
Boating									
4137 % compliance with state law and rules.				•					
4138 Boating fatality rate per 100,000 boats.		•							
4139 Emergency response time.				•					
4140 # recreational boating injuries.				•					
4141 # warnings, citations, arrests, and convictions.				•					
4142 # public contacts.					•				
4143 #,% vessel safety inspections.				•					
4144 % boats passing boating safety inspections.							•		
4145 % inspected boaters carrying a mandatory boater education card.							•		
4146 Communication equipment down time. (days/year/radio)				•					
4147 % law enforcement contract patrol hours spent on the water.							•		
4147 % law emolectment contract patrol notifs spent on the water.  4148 #,% hours spent in preventative patrol on investigations				•					
4149 # boating accidents investigated.				•					
4150 # underwater obstruction removed.					•				
125 " under nater coolingtion rent red.									

	Alaska	Arkansas	Florida	Louisiana Now Merico	Oregon	Texas	Virginia
State Parks	1	Ā	<u> </u>	J S			>
4151 # boating accidents per 100,000 registrations.				•			
4152 # boating accidents per 1,000 visitors.				•	•		
4153 # boating accidents per 1,500 registered recreational watercraft (boats).							
4154 # boating accidents per 200 personal watercraft (jet skis).							•
4155 State boating fatalities as a percentage of the national average.					•		
4156 # boating incident fatalities.							•
4157 # new or improved boating access facilities.				•			
4158 % facilities brought up to standard.					•		
4159 % citizens who believe that drinking alcohol while boating is unacceptable by operator.					•		
4160 % citizens who believe that drinking alcohol while boating is unacceptable by passenger.					•		
4161 # gallons of human waste not deposited in state waters as a result of state facilities.					•		
4162 % boaters rating service as good to excellent.					•		
4163 % boaters that rate agency publications as good to excellent.					•		
Youth Conservation Corps							
4164 % projects completed during the year.				•	•		
4165 % grant awards used toward wages for corps members.				•	•		
4166 % training hours to total hours provided to corps members.				•	•		
4167 # projects funded in a year that improve the state's natural and community resources.				•	•		
4168 # youth employed.				•	•		
4169 # cash bonuses and tuition vouchers.				•	•		
State Geologic Survey							
Administration & General							
4170 # requests for hard copy publications.	•						
4171 # requests for web supplied information.		•					
4172 Average response time to request for information.		•					
4173 Customer satisfaction survey rating.		•					
4174 Age of oldest plat update request.		•					
		•					
4175 # geologic software & database trained.							
<ul><li>4175 # geologic software &amp; database trained.</li><li>4176 % cities &amp; towns meeting community preparedness standards for geologic natural hazards.</li></ul>					•		
4176 % cities & towns meeting community preparedness standards for geologic natural hazards.					•		
4176 % cities & towns meeting community preparedness standards for geologic natural					•		
<ul> <li>4176 % cities &amp; towns meeting community preparedness standards for geologic natural hazards.</li> <li>4177 % target coastal communities with tsunami hazard maps and mitigation plans.</li> <li>4178 % target coastal communities with landslide hazard maps and mitigation plans.</li> </ul>					•		
<ul> <li>4176 % cities &amp; towns meeting community preparedness standards for geologic natural hazards.</li> <li>4177 % target coastal communities with tsunami hazard maps and mitigation plans.</li> <li>4178 % target coastal communities with landslide hazard maps and mitigation plans.</li> <li>4179 % target coastal communities with ground response hazard maps and mitigation plans.</li> </ul>					•		
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	Water Rights & Development	Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
4190	# unprotested new and pending application processed per month				_			
	# protested and aggrieved applications processed per month.							
	# unprotested and unaggrieved water right applications backlogged.					,		
	# protested and aggrieved applications backlogged.							
	# offers to defendants in adjudications.					,		
	% of all water rights that have judicial determinations.							
	% total regulatory actions that found water right holders in compliance with water rights and regulations.					•		
4197	Ratio of streams regulated to protect instream water rights to all streams regulated.					•		
	% change from 2001 in the number of department operated or assisted gauging stations.					•		
	% change from 2001 in the number of wells routinely monitored to assess ground water resources.					•		
4200	% water management related datasets available to the public on the internet.					•		
4201	# water management data was accessed through the internet.					•		
	% protested water use applications that were resolved informally.					•		
4203	# water rights administered per state FTE.					•		
4204	# water right permits, certificates, and transfer final orders issued per FTE.					•		
4205	# places where water is legally taken out of stream and used (points of diversion) per field staff FTE.					•		
Water	r Development							
4206	% Dams in compliance with inspections and emergency action plans.	•						
4207	% watersheds that need flow restoration for fish that have had a significant quantity of water put instream through department administered programs.					•		
4208	Time from submittal of water management and conservation plans to issuance of preliminary review of plan.					•		
4209	% communities and other entities receiving technical and financial assistance for water planning and conservation.						•	
4210	# bay and estuary instream study elements completed.							
	# active grants for regional water, wastewater, flood, and research studies funded							
	from the research and planning fund.				_			
	state Stream Compacts  Diver compact accumulated delivery credit or deficit in core feet (by river)							
	River compact accumulated delivery credit or deficit, in acre feet. (by river)				•			
	% received of state's share of quality water as apportioned by compact.						ľ	
4214	# cumulative regional water plans completed & accepted by interstate stream commission.				•			
Water	rshed Enhancement				-	-		
	% funding from other sources resulting from grant awards. % watershed restoration investments that address established basin priorities.							
	•							
	% complete grant payment requests paid within 30 days.							
	Trend in monitored native fish populations in investment areas.							
	Trend in monitored native riparian plant communities in investment areas.					•		
	% monitored stream miles in key investment areas showing improved water quality.					•		
	% work plans accomplish by watershed councils.					•		
4222	% reporting areas containing native fish listed under the federal or state endangered					•		
	species act where monitoring information about listed fish species is considered							
	adequate to meet the goals of the state strategy.							

	Alaska	Arkansas	Florida	Louisiana	New Mexico Oregon	Texas	Virginia
Water Rights & Development	A	Ark	F	. Po	o é	Ĕ	Vir
4223 % state threatened or endangered species delisted.				_	_		
4224 % federal threatened or endangered species delisted.							
Dam Safety							
4225 # high and significant hazard dams certified annually.							•
1220 Wingh and organization nazara dams continue annually.							
Energy Program							
Administration & General							
4226 \$ saved through public service energy initiatives.			•				
4227 # households served			•				
Agriculture							
Administration & General							
4228 \$ value of agricultural products sold.	•						
4229 Loan to equity ratio of revolving loan fund.		•					
4230 Administration costs as a percent of total agency costs.			•				
4231 Administration FTE as a percent of total agency costs.			•				
4232 Administrative costs as a percent of food commodities distributed.				•			
4233 # annual audit findings.							
4234 # prior year audit findings resolved.							
4235 # payment vouchers processed.							
4236 # vouchers processed within 5 days.					•		
4237 % communities assisted.						•	
4238 # jobs retained and attributable to new or expanded agribusinesses as a result of							•
departmental assistance.							
4239 \$ new capital investments in agriculture sector.							•
4240 # days to process acknowledgment of consumer complaints.							•
4241 # days to process notification of complaints to affected businesses.							•
Agricultural Law Enforcement							
4242 Criminal investigations closure rate.			•				
4243 # law enforcement investigations initiated.			•				
Agricultural Water Policy Coordination							
4244 % agricultural producers implementing BMP's in priority basins or watersheds.			•				
4245 # water policy assists provided to agricultural interests.			•				
4246 % of agricultural lands covered under a conservation or nutrient management plan.			•				
4247 Billions of gallons of water conserved through improved irrigation management.  Dairy Facilities Compliance & Enforcement			•				
4248 % milk and milk products analyzed that meet standards.							
4249 % dairy establishments meeting food safety and sanitation requirements			•				
4250 # milk and milk products analyzed.							
4251 # dairy establishments inspected.			•				
4252 % dairy plants in compliance with pasteurized milk ordinance.					•		
Food Safety Inspection & Enforcement							
4253 % food establishments meeting food safety and sanitation requirements.			•				
4254 % food products analyzed that meet standards.			•				
4255 % produce or other food samples analyzed that meet pesticide residue standards.			•				
4256 # inspections of food establishments and water vending machines.			•				
4257 # food analyses conducted.			•				
4258 # chemical residue analyses conducted.			•				
						_	

	Alaska	Arkansas	Florida	Louisiana	Oregon	Texas	Virginia
Agriculture	Ala	Ark	Flo	Loui	or or	Te	Virg
4259 % retail operations in compliance with 80% of CDC risk factors.		,			4		
4260 # food safety inspections per FTE.							
Food & Fiber Research							
4261 # research and development projects.							
4262 # formal published research reports.							
4263 Leverage ratio of general revenue to other research funds.							
Agricultural Environmental Services							
4264 % feed, seed, & fertilizer products inspected.			•				
4265 % registered pesticide products evaluated or managed that are in compliance.			•				
4266 % licenses pest control applicators inspected and found in compliance.			•				
4267 # reported human/equine disease cases caused by mosquitoes.			•				
4268 # pest control, feed, seed, fertilizer, and pesticide inspections.			•				
4269 # people served by mosquito control activities.			•				
4270 # pesticide products registered.			•				
4271 # pesticide sample determinations made in the pesticide lab.			•				
4272 # pest control businesses and applicators licensed.			•				
4273 # fertilizer sample determinations.			•				
4274 # official seed sample determinations performed.			•			•	
Standards and Petroleum Quality							
4275 % compliant weighing & measuring devices, packages, & businesses with scanners.			•		•		
4276 % compliant LP gas facilities on first inspection.			•				
4277 % petroleum products meeting quality standards			•		•		
4278 #LP gas facility inspections and reinspections.			•				
4279 # petroleum field inspections.			•				
4280 # petroleum samples analyzed.			•				
4281 # farmers not fully compensated for losses from bonded warehouses.				•			
4282 # verified complaints of deceptive commercial transactions under regulation.				•			
4283 # legal challenges to program enforcement efforts.				•			
4284 % audited packaged product compliant with label net content statements.					•		
4285 % inspected animal feed found with label violation.					•		
4286 % total weights and measures inspections resulting in compliance with standards.						•	
Fruit & Vegetables Inspection & Enforcement							
4287 \$ value of fruits & vegetables shipped to other states or countries.			•				
4288 Tons of fruits and vegetables inspected.			•				
Organic Farming & Marketing							
4289 % increase in state organic market as measured by client gross sales.					•		
4290 # residue tests performed.					•		
4291 # certified organic businesses.					•		
4292 # spot checks.					•		
4293 # attendees to annual organic farming conference.							
4294 # client requests for assistance.					•		
Amusement Ride Inspections							
4295 % compliant amusement attractions on first inspection.							
4296 # amusement ride safety inspections.			•				
Agricultural Products Marketing							
4297 State products as a percent of national market.							
<ul><li>4298 \$ sales value of agricultural and seafood products sold at state farmers markets.</li><li>4299 % state farmer's markets leased.</li></ul>							
4300 # leased square feet at state farmers' markets.							
4300 # leased square reet at state farmers markets.							

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Agriculture	V	Ark	Ē	Lou	Vew	ō	Ĕ	Vir
4301	# buyers reached with agricultural promotion campaign messages.			•		-			
	# marketing assists provided to producers and businesses.			•					
	Pounds of federal food distributed.			•					
	# jobs created or sustained.				•				
	Cost per copy of market bulletin.				•				
	# accredited market reporters.				•				
	# companies participating in supermarket promotions & trade shows.				•				
	# stop sales or re-labels required for seed not attaining labeled quality.				•				
	% exported seed lots rejected at destination.						•		
	% exported nursery stock and Christmas tree lots rejected at destination.						•		
	% market rejections for produce certified to grade.						•		
	# producers and packers requesting audits for good agricultural and good handling						•		
	practices certification.								
4313	\$ additional revenue generated by expanded agricultural production or processing capacity.						•		
4314	\$ revenue to local registered farm stand from low-income senior coupon redemption programs.						•		
4315	\$ sales as a result of trade activities.						•		
	# marketing assistance contacts.								•
	# potential customers reached through Xxxx promotion.								•
	# sales leads in Latin America.								•
	\$ value of agricultural exports to Latin America.								•
	# sales leads in Asia								•
	\$ value of forest products exports to China.								•
	# new agricultural products introduced into Pacific Rim country markets.								•
	# stores/direct marketers participating in the Xxxx program.								•
	# potential consumers reached through the Xxxx program.								•
	# buyers exposed to the Xxxx program.								•
	% eggs in commerce not fit for human consumption.				•				
4327	# consumer complaints relative to meat grading.				•				
Aqua	culture								
4328	Shellfish illness reported from state products per 100,000 meals served.			•					
4329	% shellfish facilities compliant with permit food safety regulations.			•					
4330	# shellfish processing plant inspections.			•					
4331	# shellfish processing plants inspected.			•					
4332	# acres tested.			•					
4333	# leases verified for compliance.			•					
4334	# bushels of processed shell and live oysters deposited to restore habitat.			•					
Agric	ultural Inspection Stations								
4335	% vehicles carrying agricultural related products inspected and found compliant.			•					
4336	\$ revenue generated by bills of lading from inspection stations.			•					
4337	# bills of lading transmitted to Tax Commission.			•					
4338	# vehicles inspected at inspection stations.			•					
Anim	al Pest and Disease Control								
4339	% livestock and poultry infected with specific transmissible diseases for which			•					
	monitoring, controlling and eradicating activities are established.								
4340	# animal site inspections performed.			•					
4341	# animals tested or vaccinated.			•					
4342	% animals testing drug-free.							•	

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	v irgilla
Agriculture	$\blacksquare$	Arl	豆	Fo.	Ze (	Ō		>
4343 % livestock theft cases solved.				•				
4344 % prosecuted rustlers convicted.				•				
4345 # beavers captured.								
4346 # coyote captured.				•				
4347 # other nuisance animals captured.				•				
4348 # livestock disease reports.				•				
4349 % emergency animal disease outbreaks that are successfully eradicated.				•				
4350 % change in known prevalence of Bovine Brucellosis from the 1994 level.								
4351 # livestock shipments inspected.								
4352 # specimens processed through the state/federal cooperative laboratory.								
4353 # compliance actions.								
Plant Pest & Disease Control								
4354 % newly introduced pests and diseases prevented from infesting state plants to a			•					
level where eradication is biologically economically unfeasible.								
4355 % commercial citrus acres free of citrus canker.								
4356 # plant, fruit fly trap and honeybee inspections.			٠					
4357 # commercial citrus acres surveyed for citrus canker.			•					
4358 Billions of sterile med flies released.								
4359 # acres where plant pest and disease eradication or control efforts undertaken.								
4360 # plant, soil, insect, other organism samples processed for identification or diagnosis.			٠					
4361 # cartons of citrus certified as fly-free for export.			٠					
4362 # businesses regulated.								
4363 # incidences of verified environmental contamination by improper pesticide application.				•				
4364 % feed, fertilizers & agricultural lime sold that meets or standards.				•				
4365 % fruits and vegetables properly labeled.				•				
4366 # of the ten most threatening plant pest, disease, or weed species successfully excluded.				-				
4367 % counties with target pests and weeds present where biological control agents are								
established.								
4368 # plant species listed as threatened and endangered.						•		
4369 # plants delisted or down-listed as result of species recovery work.						•		
4370 % pesticide investigations resulting in enforcement actions.						•		
4371 % commercial pesticide operators complying with pesticide use reporting system.						•		
4372 # complaints per approved field burning day.						•		
4373 # pesticide complaint investigations conducted.							٠	
Soil & Water Conservation								
4374 Cumulative percent reduction in soil erosion.				•				
4375 % agricultural waste utilized for beneficial use.				•				
4376 # acres agricultural wetlands restored during year.				•				
4377 Miles of shoreline treated for erosion control (cumulative).				•				
4378 # acres wetland habitat managed.				•				
4379 Miles of streamside vegetative buffers (cumulative).				•				
4380 Miles of riparian habitat restored (cumulative).				•				
4381 Acres of nutrient management systems implemented (cumulative).				•				
4382 Number of animal waste management systems implemented (cumulative).				•				
4383 Rate of soil and rill erosion on cultivated cropland in tons per acre.						•		
4384 % decrease in soil erosion by water (sheet or rill erosion).						•		
4385 % district financial needs met by soil and water conservation board grants.							•	
4386 % agricultural & silvicultural operations with pollution potential having certified							•	
water quality management plans.								

A grigultura	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Virginia
Agriculture 4387 # acres of brush treated.		Ì		_	_		
4388 # pollution abatement plans certified.							
4389 # of farm acres with improved nutrient management practices.							
Livestock Inspection							
4390 % investigation findings completed within one month.							
4391 # livestock thefts reported per 1,000 head inspected.							
4392 # monthly road stops.							
4393 # questionable livestock ownerships detected via brand reports and estray animals.					-		
Meat Inspection							
4394 % inspections where violations are found. 4395 # violations resolved within one day.							
•							
4396 # establishments checked.							
Laboratory Services							
4397 # diagnostic services. 4398 # cases submitted and examined.							
4399 # animals tested.							
4399 # animais testeu.							
State Lands							
Administration & General							
4400 \$ mineral resource collections.	•						
4401 \$ claim, permit, and lease revenue.		•					
4402 \$ trust revenue generated.							
4403 Ratio of applications to permits issued.							
4404 \$ revenue from land sold.							
4405 Acres classified through land use plans for agriculture, sales, or housing.							
4406 Acres transferred to local governments.							
4407 % state lands and buildings data input into database within 2 months of receipt.				•			
4408 Current royalties paid in prior fiscal years by payers who were audited.				•			
4409 % total revenue generated that is allocated to beneficiaries.							
4410 \$ generated through oil, natural gas, and mineral audit activities.							
4411 # acres treated for watershed improvements.							
4412 # remediation acres for contaminated sites and dumps.							
4413 Average income per acre from oil, natural gas and mineral activities.							
4414 Average income per acre from agricultural leasing.							
4415 Average income per acre from commercial leasing.							
4416 % annual increase in revenues form all sources.						•	
4417 % annual increase in # of unclaimed property holders who report and remit annually.						•	
4418 % of users who pay appropriate user fees.						•	
4419 % rangeland/grazing revenue stream used to cover administrative and operations costs.						•	
4420 % timber revenue used to cover administrative and operations costs of program.						•	
4421 % waterway revenue used to cover administrative and operations costs of program.						•	
4422 % agricultural revenue used to cover administrative and operations costs of program.						•	
4423 % special interest revenue used to cover administrative and operations costs of program.						•	
4424 % mineral revenue used to cover administrative and operations costs of program.						•	
4425 % escheated estates revenue used to cover administrative and operations costs of program.						•	
4426 % industrial, commercial, and residential revenue used to cover administrative and						•	
operations costs of program.							
4427 % removal-fill permit fee and enforcement revenue used to cover administrative and						•	
operations costs of program.							

	State Lands	Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
4428	% state lands and waterways with completed resource inventories.					•		
	% state lands and waterways with completed area management plans or policies.					•		
	Gain/loss in acres of freshwater wetlands.					•		
4431	# estuarine wetlands acres increased.					•		
4432	% removal-fill violations resolved.					•		
4433	% cities with approved and adopted local wetland inventories.					•		
4434	Rate of full compliance with removal-fill permit conditions (wetlands).					•		
4435	Rate of full compliance with removal-fill permit conditions (non-wetlands).					•		
4436	# wetland mitigation banks in operation.					•		
4437	# wetland mitigation bank credits available.					•		
4438	# credits purchased by the state in wetland mitigation banks.					•		
4439	% permits issued within 90 days.					•		
	# days to issue complete permits.					•		
4441	% permit application accepted after being returned one or fewer times as					•		
	unacceptable before processing.							
	# industrial land sites with completed site planning and wetland mitigation.					•		
	% customers or stakeholders who rate their satisfaction as good to excellent.					•		
	\$ audit revenue.						•	
	cted Lands							
	# cultural resource sites and natural resource sites identified and protected.					•		
	% new residential development in National Scenic Area occurring in urban areas.					•		
	% developments approved that occur on agricultural land with agricultural restrictions.					•		
	% developments approved that occur on forest land with forest restrictions.					•		
	% appeals resolved through alternative dispute resolution.					•		
	# participants in outreach events that gain a better understanding after presentations.					•		
	% citizens that felt treated fairly by the commission.					•		
	# planning meetings.					•		
	# training sessions for planners regarding the management plan.					•		
	% development reviews issued within XX days.					•		
	% state agricultural land in 1970 still preserved for agricultural use.					•		
4456	% forest land in 1970 still preserved for forest use.					•		
	State Fair				_			
	nistration & General							
	% attendees at annual state fair rating their experience as satisfactory or better.				•			
4458	# counties represented by Future Farmers of America, Future Homemakers of				•			
1150	America, or 4-H member entries.				_			
4439	# attendees.				•			

	Public Education	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Admi	nistration & General								
4460	Administration as a % of total budget.			•					
	% policies set toward key education initiatives.				•				
4462	# education initiatives.				•				
4463	% K-8 growth target achieved.				•				
4464	% 9-12 growth target achieved.				•				
	% total budget allocated directly to schools or systems.				•				
	# students.				•				
4467	# FTE classroom teachers.				•				
4468	# public schools				•				
	\$ instruction related expenditures per pupil (elementary & secondary).				•				
	\$ classroom teacher average salary.				•				
	Student attendance rate.				•				
4472	Pupil: Teacher ratio.				•				
	# districts collecting local tax revenues sufficient to meet Level I requirements.				•				
	# districts not meeting the 70% instructional expenditure mandate.				•				
	% time spent on technical assistance, leadership, support, and coordination of					•			
	education reform initiatives, with a focus on improving our quality of services.								
4476	% staff meeting professional development goals in their assigned positions.					•			
	% education reform requirements and timelines met to address student success.					•			
	% effective & timely communications with internal and external customers.					•			
	% previous year's audit findings and deficiencies corrected.					•			
	% financial improvement measures in compliance with the financial standards					•			
	specified by Finance Dept.					•			
	% accurate and timely accountability data collected to address NCLB.					•			
	% staff with technology expertise and skills to perform their jobs.					•			
	% funded vacancy rates.					•			
	% general operating fund resources spent on instruction.					•			
	% teachers, principals or staff rating training as good or excellent.						•		
	# articles and news stories about the department.						•		
	#,% of Superintendent's recommendations adopted by the department.						•		
	% stakeholders rating the department's services as good or excellent.						•		
	% payments to schools, vendors & contractors that are timely and accurate.						•		
	# ad hoc committees appointed by commission representing broad range of stakeholders.						•		
	% applications submitted through the web.						•		
	# public service representatives answering phones.						•		
	% completed applications processed in X days.						•		
	% of higher education institutional annual reports responded to in XX days.						•		
	% investigated cases resolved in XXX days.								
	% administrative rules reviewed for clarity.								
	# discipline related workshops provided to educators.						•		
	# newsletters/articles related to discipline published on the web.						•		
	# complaints resolved within 6 months.								
	# students in fully accredited schools.							-	
	# adults receiving GED certificate.								
	# hard-to-staff schools.								•
4 1115	# Haru-w-Staff Schools.								

State Office of Education	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	V irginia
Student Assessment								
4505 % students scoring at "approaching Basic" or above for grade 4 math.				•				
4506 % students scoring at "approaching Basic" or above for grade 4 English.				•				
4507 % students scoring at "approaching Basic" or above for grade 8 math. 4508 % students scoring at "approaching Basic" or above for grade 8 English.				•				
4509 % students scoring at approaching basic of above for grade 8 English.  4509 % students reading below second grade level.				•				
4510 % students reading below second grade level.				•				
4511 % fourth graders passing language arts test.				•				
4512 % eighth graders passing language arts test.				•				
4513 Average percentile rank for grade 3.				•				
4514 Average percentile rank for grade 5.				•				
4515 Average percentile rank for grade 6.				•				
4516 Average percentile rank for grade 7.				•				
4517 Average percentile rank for grade 9.				•				
4518 Average ACT score.				•				
4519 # high school graduates.				•				
4520 # high school dropouts.				•				
4521 # students graduating with a GED.				•				
4522 % participating 2nf & 3rd grade students reading on or above grade level.				•				
4523 # students assessed statewide.				•				
4524 % students meeting or exceeding basic performance levels on the Criterion-Referenced Tests in English language arts.				•				
4525 % students meeting or exceeding basic performance levels on the Criterion-Referenced Tests in math.				•				
4526 % students meeting or exceeding the 50th percentile on the Norm-Referenced Tests.				•				
4527 % students who achieve proficiency on the criterion referenced assessments in reading/language arts at each grade tested.					•			
4528 % students achieving proficiency on criterion referenced assessments in mathematics.					•			
4529 % students achieving proficiency on criterion referenced assessments in language arts.					•			
4530 % kindergarten students meeting language arts performance standards for reading readiness.					•			
4531 % students with documented truancy.						•		
4532 % student assessment reports meeting department standards for timeliness.						•		
Parental Assessment								
4533 % parents who rate their involvement with public schools as positive.					•			
Special Program Assessment								
4534 % K-3 students in Reading first schools scoring on grade level on Reading First assessments.				•				
4535 Completion rate of Home Instruction Program for Preschool Youngsters.				•				
4536 % Home Instruction Program for Preschool Youngsters children who successfully complete kindergarten.				•				
4537 Church based tutorial sites monitored for compliance.				•				
4538 # students participating in 21st Century Community Learning Center Program.				•				
4539 # students served by the After School Education activity.				•				

State Office of Education	Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
Teacher Assessment							
4540 # of educators sanctioned.	•						
4541 % paraprofessionals in Title I schools meeting the highly qualified paraprofessional				•			
requirements in No Child Left Behind.							
4542 % certified classroom teachers employed, teaching within area of certification.				•			
4543 % classes taught by misassigned teachers.					•		
4544 % of teachers who are highly qualified.					•		
4545 % teachers teaching on conditional assignment permits.					•		
School Assessment							
4546 State school performance score, K-8 grades.				•	•		
4547 State school performance score, elementary middle schools.				•	•		
4548 State school performance score, high schools & combo schools.				•	•		
4549 # schools of academic excellence.				•			
4550 # schools of academic distinction.				•			
4551 # schools of academic achievement.				•			
4552 # schools above state average.				•			
4553 # schools below state average.				•			
4554 # schools academically unacceptable.				•			
4555 # schools receiving accountability rewards.				•			
4556 # schools in accountability corrective Action I.				•			
4557 # schools in accountability corrective Action II.				•			
4558 % eligible students tested by norm-referenced test.				•			
4559 % eligible students tested by criterion-referenced test.				•			
4560 % eligible students tested by graduation exit exam test.				•			
4561 % schools receiving school analysis model services each year.				•			
<ul><li>4562 # distinguished educators assigned to corrective action II &amp; III schools.</li><li>4563 % schools receiving distinguished educators achieving growth goals.</li></ul>				•			
4564 USDA determined application/agreement error rate percentage for state school food and nutrition activity.				•			
4565 USDA determined application/agreement error rate percentage for state day care food and nutrition activity.				•			
4566 % schools achieving progress requirement on criterion referenced assessments in mathematics.				•			
4567 % schools with grades seven & eight with a dropout rate of 4.8 % or less.				•			
4568 % schools with grades 9-12 with a dropout rate of 4.8 % or less.				•			
4569 % schools where 90% of kindergarteners meet language arts performance standards for reading readiness.				•			
4570 % classes being taught by "highly qualified" teachers in high-poverty schools.				•			
4571 % schools that are not rated as persistently dangerous school as defined by state and federal definitions.				•	•		
4572 % school facilities attaining a facility-condition index equal to greater than the level established by the public school capital outlay council.				•			
4573 % of schools where eighty percent of the teachers express confidence in the use of new classroom technologies.				•			
4574 % classes being taught by "highly qualified" teachers.				•			
4575 % low-performing schools that meet department goals within 2 years.					•		
4576 % schools integrating technology into instruction.					•		

	Alaska	Arkansas	Florida	Louisiana Now Movies	Oregon	Texas	Virginia
State Office of Education		4		<b>–</b> 2	4	_	
District Assessment							
<ul> <li>4577 # districts implementing a high-quality professional development system.</li> <li>4578 % districts with corrective action I or II schools participating in regional education service centers accountability professional development/technical assistance activities.</li> </ul>				•			
4579 % districts with corrective action I or II schools.				•			
4580 % regional ed service centers external performance assessments indicating a satisfactory or above rating.				•			
4581 % districts with alternative education programs that meet department standards.					•		
Grants							
4582 # competitive grants disbursed by August 15th.			•				
4583 % technical assistance contracts focused on the use of federal NCLB funds to increase the qualifications of paraprofessionals necessary to reach goals outlined in NCLB.				•			
4584 % individualized education programs monitored that provide a free and appropriate public education, including needed transition services.				•			
4585 # schools in Corrective Action receiving grants.				•			
4586 % schools identified in Corrective Action I receiving grants.				•			
4587 # students receiving targeted assistance.				•			
4588 # schools receiving Reading First funding through the state sub grant to the eligible LEAs.				•			
4589 # students receiving services through Reading First funding.				•			
Support Services							
4590 % communications office users rating informational services as good or excellent.				•			
4591 % superintendent's memorandums to public school systems posted on website.				•			
4592 \$ saved as a result of audits.				•			
4593 \$ cumulative savings as a result of audits.				•			
4594 % of IT personnel to total FTE.				•			
4595 # bus accidents annually.					•		
Charter Schools							
4596 % type 2 charter schools pre/post testing students.				•			
4597 % type 2 charter schools meeting 75% student expected growth.				•			
Disadvantaged Children							
4598 % students in Title I schools who are at or above the proficient level in English/language arts on the LEAP or GEE 21 test.				•			
4599 % students in Title I schools who are at or above the proficient level in mathematics on the LEAP or GEE 21 test.				•			
4600 % local ed agencies and Type 2 Charter Schools having approvable local ed agencies applications.				•			
4601 # children served, IDEA B (3-21).				•			
4602 # children served (ESYP).				•			
4603 % IDEA population ages 3-21 served in ESYP.				•			
At-Risk							
4604 %,# of at-risk preschool children served though Preschool/Starting Points/Inter				•			
4605 Agency Transfer- Dept of Social Services.				•			
Classroom Technology							
4606 % teachers qualified to use technology in instruction.				•			
4607 # students to each multimedia computer.				•			
4608 % schools having access to the Internet.				•			

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	l exas Virginia
State Office of Education		7			Z,	_	
Professional Development							
4609 # professional development projects funded.				•			
4610 # XXX program mathematics content leaders.				•			
4611 # XXX program science content leaders.				•			
4612 # XXX program language arts content leaders.				•			
4613 # XXX program and other leadership team members receiving professional develop.				•			
4614 # teachers receiving professional development.				•			
4615 # guidance counselors receiving professional development.				•			
4616 \$ total Professional Improvement Program costs.				•			
4617 \$ Professional Improvement Program average salary increment.				•			
4618 # remaining Professional Improvement Program participants.				•			
4619 # innovative programs funded to support state and local school improvement programs.				•			
4620 Public/Nonpublic students participating.				•			
4621 % districts providing professional development with Title II funds.				•			
4622 # teachers and principals provided professional development with Title II funds.				•			
4623 % participating agencies providing professional development with Local Teacher				•			
Quality Block Grant 8(g) funds.							
4624 # teachers provided professional development with Local Teacher Quality Block				•			
Grant 8(g) funds.							
4625 % participating agencies providing tuition assistance to teachers with Local Teacher Quality Block Grant 9(g) funds.				•			
4626 # teachers provided tuition assistance with Local Teacher Quality Block Grant 8(g)				•			
funds.				•			
Quality of Educators							
4627 % teacher certificates issued within XX\ days of receipt of complete application.			•	•	П		
4628 # certificate applications processed.			•				
4629 # certification exams administered.							
4630 # certificates issued.							•
4631 % professional development activity participants rating activity satisfactory or higher.				•			
4632 % teachers successfully completing the teacher assistance and assessment program.				•			
4633 % corrective action I schools accepting sustained, intensive, high quality professional development assistance.				•			
4634 % corrective action II schools accepting sustained, intensive, high quality professional development assistance.				•			
4635 % corrective action III schools accepting sustained, intensive, high quality professional development assistance.				•			
4636 % districts with corrective action I, II, III schools accepting technical assistance.				•			
4637 # practitioner teacher program candidates issued a current professional level certificate.				•			
4638 % classes being taught by "highly qualified" teachers (as the term is defined in Section 9101 (23) of the ESEA, in the aggregate).				•			
4639 % classes being taught by "highly qualified" teachers (as the term is defined in Section 9101 (23) of the ESEA) in high poverty schools (as the term is defined in Section 1111(h)(1)C(viii) of the ESEA).				•			
4640 % educator preparation programs rated "accredited".							D
4641 % teaching force fully licensed.							•

		Alaska	Arkansas	Florida	Louisiana New Mexico	Oregon	Texas	Virginia
	State Office of Education	A	Ark	E	Lou New	O	Ě	VII.
Adult	Education							
4642	% participants rating adult education services as satisfactory.				•			
	# literacy resource center workshop participants.				•			
4644	# admin reviews of reimbursement to eligible school food & nutrition sponsors for meals served.				•			
4645	# admin reviews of reimbursement to eligible child and adult care food & nutrition sponsors for meals.				•			
4646	# nutrition assistance technical assistance visits.				•			
4647	# nutrition assistance training sessions and workshops.				•			
4648	# state center for educational technology school improvement/assistance programs.				•			
4649	% adults functioning below the 8.9 grade level served by local literacy councils.		•					
4650	% adults enrolled in adult ed programs demonstrating improvement in literacy.		•					
4651	% adults exiting literacy program entering postsecondary education.		•					
4652	% adults exiting literacy program with GED.		•					
4653	% eligible population enrolled.				•			
4654	% of full-time/part-time teachers certified in adult education.				•			
4655	% enrollees to complete an educational functioning level.				•			
4656	% entered other academic or vocational-education programs, gained employment,				•			
	secured employment retention, or obtained job advancement, individual/project							
	learner gains.							
	Intervention - Remediation							
4657	% students scoring acceptable on state or local level assessments in English or				•			
	mathematics after participating in early intervention and remedial alternative							
T	programs.				_			
	te Education							
	% requested expenditures reimbursed.				•			
	\$ eligible full-time school lunch employees' reimbursement.				•			
	\$ eligible part-time school lunch employees' reimbursement.				•			
	# full-time school lunch employees.				•			
	# part-time school lunch employees. # private students transported				•			
	# private students transported.				•			
	Per student amount for transportation. # private students.				•			
	% of textbook funding reimbursed for administration.				•			
	Per student amount for textbooks.				•			
	\$ total textbook reimbursement.				•			
	K-12 Education							
	nistration & General							
	# of schools showing adequate annual progress.	•						
	% of students passing state qualifying exam.	•						
	#,% teachers with National Teacher's Certification, by district.		•					
	#,% "A" schools.		•					
	#,% "D" or "F" schools.		•					
	#,% schools declining one or more letter grade, by district.		•					
	Students completing an occupational completion point by skill level.			•				
	% college prep graduates entering AA, AS, Vocational Certificate programs.			•				
46 / /	% students mastering kindergarten readiness skills.				•			

		Alaska	Arkansas	Florida	Louisiana	Oregon	Texas	Virginia
	K-12 Education	A	Ā	Ŧ	2 2	ב ב		
4678	% elementary/secondary projects reporting improved academic achievement or skills proficiency.				•	•		
4679	%,# ready to learn.					•		
	%,# 3rd grade reading & math levels.					•		
	%,# 8th grade reading & math levels.					•		
	% improvement against Standards of Learning in grades 3, 5, 8, and in high school.							•
	% improvement on Standards of Learning tests for subgroups of low-performing students .							•
	% improvement on Standards of Learning pass rates in PASS priority schools.							•
	# certificates of initial mastery.					•		
	High school dropout rate.					•		
	Statewide dropout rate for all students.						•	
4688	High school completion rate.					•		
	#,% working disabled.					•		
	# juvenile arrests.					•		
4691	#,% students carrying weapons.					•		
4692	Juvenile recidivism rate.					•		
4693	#,% school staff misconduct.					•		
	School services ranking.					•		
	% students passing all tests taken.						•	
	% students included in the accountability system.						•	
	% special ed students included in the accountability system.							
	# on-line tests.							•
4699	% students with computer access.							•
	% public schools fully accredited.							•
	Secondary Preparation							
4701	% of students going onto post secondary education.	•						
4702	% fall first-time freshmen at 4-year institutions not enrolled in developmental courses.				•			
4703	% first-time freshmen in state higher ed system coming directly from graduation.					•		
4704	%,# Going on to complete some college.					•		
4705	%,# Going on to postsecondary credentials.					•		
4706	%,# going on to college completion.					•		
4707	% 9-12 students taking Advanced Placement courses.							•
4708	% 9-12 students taking college credit courses.							•
4709	% high school graduates earning advanced studies diploma.							•
Pre-K	indergarten							
4710	% eligible children enrolled in Head Start.					•		
4711	% enrolled in Head Start that complete the program.					•		
4712	% Head Start children entering school ready to learn.					•		
4713	# at-risk four year olds served in state-supported pre-school programs.							•
Grade	es 1-12							
4714	% 8th graders with a completed education plan and profile.					•		
4715	% 10th graders with a certificate of initial mastery.					•		
4716	Graduation rate.							•
Specia	al Groups (disabled, detained, migrant, non-English speaking, African Am., Native Am., A	sian	Aı	m., :	Hispa	anic	Am.	
4717	% students in key subgroups achieving state standards for reading & math.					•		
4718	% students in key subgroups dropping out.					•		

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	ı exas Virginia
Deaf & Blind Education	Ä	Ark	Flo	Lou	New	o E	Vir
Administration & General							
4719 Administrative support services percent of total expenditures.				•			
4720 % disabled students with a completed transition plan for after high school.						•	
4721 # students, parents, and professionals assisted through outreach and local							•
assistance services.							
4722 % students completing annual goals of individualized education program.  Blind							
4723 Student to administrative support staff ratio.							
4724 % students on campus more than six hours daily.				•			
4725 \$ cost per student.				•			
4726 Administrative support services expenditures.				•			
4727 # students.				•			
4728 # classroom teachers.				•			
4729 Student per classroom teacher ratio.				•			
4730 Graduations with diploma.				•			
4731 Graduations with certificate.				•			
4732 Assessment center percentage of total instruction program budget.				•			
4733 Instructional service program percentage of total budget.				•			
4734 %,# students achieving XX% of individualized education program objectives.				•		•	
4735 # students having an individualized education program.				•			
4736 % extended school year program students that achieve at least 1 of their objectives.				•			
4737 %,# eligible students entering workforce internships post-secondary/vocational programs, sheltered workshops, group homes or working towards the				•			
requirement for a state diploma.							
4738 # students exiting high school through graduation.				•			
4739 % students grades 4 & 8 scoring "approaching basic" or above on all components.				•			
4740 % students grades 4 & 8 scoring "approaching basic" or above on 1-3 components.				•			
4741 % students grades 3-12 advancing at least 3 points on scoring rubric in 10 of 20 target areas.				•			
4742 % exiting seniors passing all components.				•			
4743 % exiting seniors passing 1-4 components.				•			
4744 % high school students passing all components.				•			
4745 % high school students passing 1-3 components.				•			
4746 % students whose ISDs rated summer school very satisfactory.							•
4747 # on-site visits.							•
4748 # students enrolled in day programming.							•
4749 # students enrolled with multiple disabilities.							•
4750 % students graduating with a diploma.							•
4751 % increase in multi-disabled graduates successfully transitioning to employment or activity centers.							•
4752 % students with visual disabilities transitioning to work and post-secondary programs.							•
Residential Blind Services							
4753 Student/dorm staff ratio (day shift).				•			
4754 Student/dorm staff ratio (night shift).				•			
4755 Residential services program percentage of total budget.				•			
4756 %,# students showing improvement in at least one of six life domains.				•			
4757 # students served.				•			

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Deaf & Blind Education	<b>▼</b>	Ar	<b>=</b>	Po	Nev	0		<u> </u>
Deaf									
	Student to administrative support staff ratio.				•				
	% students on campus more than six hours daily.				•				
	\$ cost per student.				•				
	Administrative support services percent of total expenditures.				٠				
	Administrative/support services cost per student. # FTE students.				٠				
	# FTE students. # students.				٠				
	# students. # classroom teachers.				٠			٠	
	Student per classroom teacher ratio.				•				
	Graduations with diploma.				٠				
	Graduations with diploma.  Graduations with certificate.				•				
	Parent/pupil education program % of total instruction program budget (outreach).				•				
	Assessment center (outreach) 5 of total instructional services program budget.				•				
	Instructional service program percentage of total budget.								
	%,# students achieving 70% of individualized education program objectives.				•				
	# students having an individualized education program.				•				
	%,# eligible students entering workforce internships post-secondary/vocational				•				
.,,.	programs, sheltered workshops, group homes or working towards the requirement for a state diploma.								
4775	# students exiting high school through graduation.				•				
	% students participating in Extended School Year Program that achieved at least one of their objectives.				•				
4777	% students grades 4 & 8 scoring "approaching basic" or above on all components.				•				
	% students grades 4 & 8 scoring "approaching basic" or above on 1-3 components.				•				
4779	% exiting seniors passing all components.				•				
4780	% exiting seniors passing 1-4 components.				•				
4781	% high school students passing all components.				•				
4782	% high school students passing 1-3 components.				•				
4783	% students grades 3-12 advancing at least 3 points on scoring rubric in 10 of 20 target areas.				•				
4784	# special needs students enrolled.							•	
4785	# residential students.							•	
4786	# students enrolled in summer programs.							•	
	% students graduating with a diploma.								•
4788	% deaf students with disabilities transitioning to work and post-secondary programs.								•
4789	# initial interpreter services contacts from public entities who have not used this								•
	Special Education								
	nistration & General								
	Student to administrative support staff ratio.				•				
	% students on campus more than six hours daily.				•				
	\$ cost per student.				•				
	Administrative support services percent of total expenditures.				•				
	% evaluations for students ages 3-21 completed timely.				•				
	% eligible special education students tested by CRT and NRT tests.				•				
4796	% students with disabilities ages 14-21 exiting with a diploma.				•				

;	Special Education	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
4797	% children served, IDEA B scoring approaching basic or above on statewide assessments in 4th grade ELA.				•				
4798	% disabled students with a completed transition plan for after high school.						•		
Instruc									
4799 #	# classroom teachers.				•				
4800 \$	Student per classroom teacher ratio.				•				
	Graduations with diploma.				•				
	Graduations with certificate.				•				
	%,# students achieving 70% of individualized education program objectives.				•				
	# students having an individualized education program.				•				
	%,# eligible students entering workforce internships post-secondary/vocational				•				
1005	programs, sheltered workshops, group homes or working towards the								
	requirement for a state diploma.								
1806 +	# students exiting high school through graduation.								
	ntial Services								
	Student/dorm staff ratio (day shift).				•				
	Residential services program percentage of total budget.								
	# title XIX licensed beds.				•				
	%,# students achieving success on Individual Program Plan objectives.				•				
	Childhood Development				Ť				
•	•								
	%,# of at-risk children served (Inter-Agency Transfer-Dept Social Services).  I School Districts				Ť				
_	% properly certified professional staff.								
	# professional staff.								
	# Para educators.				•				
_	% administrative staff to total staff.				•				
					•				
	# school-level and central office administrative positions.  Customer satisfaction rating of district administration.				•				
	# students served.				•				
					•				
	# students per instructional staff in XX facilities.				•				
	# students per teacher in XX facilities.				•				
	% instructional staff who are teachers in XX facilities.				•				
	%\students in XX facilities achieving 70% or more of Individual Ed Program objectives.				•				
	% student evaluations conducted timely.				•				
	% students participating in state Educational Assessment Program tests.				•				
	# students per teacher - regular education.				•				
	# students per teacher - special education with par educator.				•				
	# students per teacher - special education.				•				
4828 #	# students per teacher - vocational education.				•				
	Vocation Rehabilitation								
	:								
4829 #	istration & General						_		
	# repeat compliance audit exceptions to federal regulations.		•						
	# repeat compliance audit exceptions to federal regulations. % annual agency key performance measures met.		•						
	# repeat compliance audit exceptions to federal regulations.		•						
4831	# repeat compliance audit exceptions to federal regulations. % annual agency key performance measures met.		•						
4831 4 4832 #	# repeat compliance audit exceptions to federal regulations. % annual agency key performance measures met. Administration as a % of total budget.		•						•
4831 4 4832 # 4833 1	# repeat compliance audit exceptions to federal regulations. % annual agency key performance measures met. Administration as a % of total budget. # fed indicator req. for exiting clients within current performance period.		•						•

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Vocation Rehabilitation	A	Ar	豆	Fo	New	Ō	H	N N
4836	# persons served in Social Services Block Grant and Title VII programs.		•						
	% case costs paid by third-party payers.			•					
	Avg cost of case life (to agency) for all other customers.			•					
	Avg cost of case life (to agency) for significantly disabled customers.			•					
	# customers reviewed for eligibility.			•	•				
	\$ average cost to determine eligibility.				•				
	# individualized written plans for services.			•	•				
	% completing programs.				•				
	# active cases.			•					
	\$ cost per client rehabilitated and employed.							•	
	\$ cost per comprehensive rehabilitation services client.							•	
	# served.						•	•	•
	Caseload per counselor.			•					
	%, eligibility determinations completed in compliance with federal law.			•		•			
	# days to complete an initial disability claim.					•			
	# successfully rehabilitated.				•				
	# whose supported training and education extend past two years.							•	
	Consumer satisfaction rating.								•
	byment Measures								
_	#,% clients exiting program that are employed.	•	•	•		•			
	#,% significantly disabled exiting program that are employed			•					
	Average annual wage of employed individuals exiting program.	•		•					
	Average weekly earnings at acceptance.				•				
	Average weekly earnings at closure.				•				
	# federal indicator requirements for employment outcomes at or above min. wage.		•						
	# fed. indicator require. for employ outcomes at or above min. wage for sig. disabled.		•						
	#,% customers placed in competitive employment.			•					
	#,% retained in employment after 1 year.			•					•
	# served in summer work experience.						•		
	Workers earning 150% or more of poverty level for a family of 4.						•		
4865	% adults with lasting, significant disabilities capable of work who are employed.						•		
4866	% clients with a goal of employment who are employed.						•		
	% from the business enterprise program of all employed								•
	Ratio between the average hourly earning of all individuals who exit the vocational								•
	rehabilitation program in employment to the state's average hourly earning for all								
	individuals in the state who are employed.								
Blind									
4869	#,% clients exiting program that are employed.			•					•
4870	#,% customers placed in competitive employment.			•					
4871	% customers with individualized plans placed in competitive employment.						•		
4872	\$ projected average annual earnings of customers at placement.			•					
4873	\$ employment wage for the blind or visually handicapped.						•		
4874	#,% successfully rehabilitated older customers (non-voc. Rehab.)			•					
4875	#,% children successfully rehabilitated/transitioned from pre-school to school.			•					
	#,% children successfully rehabilitated/transitioned from school to work.			•					
	# customers reviewed for eligibility.			•					
	#,% individualized written plans for services.			•		•			
	# customers served.			•				•	
	Avg time between application and eligibility determination.			•					

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Vocation Rehabilitation	A	Ark	FIC	Lou	\ew	Ö	Ĭ	Vir
4881	Customer caseload per consoling/case management team member.			•		_			
	# quality employment opportunities for blind or visually impaired consumers of state								
1002	program to generate jobs for the blind.								
4883	# trained for independent living.					•	•		
	# employment opportunities for blind entrepreneurs in food & venting facilities in					•			
	the business enterprise program.								
4885	# seniors served.						•		
	# children served.							•	
4887	\$ cost per senior customer.						•		
	\$ cost per child customer.							•	
	\$ administrative cost per business enterprise consumer							•	
	Vending Stand Program								
4890	# facilities.				•				
4891	\$ facility manager's average annual wage.				•				
4892	% locations monitored monthly.				•				
Comn	nunity Rehabilitation Services								
4893	% programs meeting contract objectives.				•				
4894	% of all contracts meeting objectives.				•				
4895	# community programs.				•				
4896	# served.				•				
4897	\$ average cost per client.				•				
Indep	endent Living								
4898	# served.				•	•			
	# cases successfully closed.				•				
	# blind aged 55 or over provided independent living services.				•				
4901	# newsletter circulation.				•				
	# independent living plans.					•			
	# moved from nursing homes to community settings.								•
	# seniors successfully completing individualized programs in independent living skills.								•
_	alized Services								
	# traumatic head and spinal cord injured clients served.				•				
	# clients provided personal care attendant services.				•				
	ees for the Deaf								
	# deaf clients receiving interpreter services.				•				
	% deaf clients rating interpreter services "good or excellent".				•				
	# deaf interpreters enrolled in the certification program.				•				
	# deaf interpreters receiving training.				•				
	# clients receiving telecommunications devices.				•				
	# clients benefiting from outreach.				•				
	# clients served.				•			•	
4914	# clients receiving assistive hearing devices.				•				
	School for Math, Science, Art								
Admi	nistration & General								
	Administration cost as a percentage of total school budget.				•				
	# students.				•				
	Program cost as percent of total school cost.				•				
	Program cost per student.				•				
	\$ grants & scholarships.				•				

School for Math, Science, Art	Alaska	Arkansas	Florida Louisiana	New Mexico	Oregon	Texas Virginia	
4920 # National Merit semifinalists.			•				
4921 College matriculation: in-state college/universities.			•				
4922 College matriculation: out-of-state college/universities.			•				
4923 #,% sections with enrollments above 15:1.			•				
4924 # classes scheduled.			•				
4925 Instructional cost per student.			•				
4926 Instructional cost as a percent of total instructional costs.			•				
Residential							
4927 # students per life advisor.			•				
4928 Residential percentage of school total.			•				
4929 Residential program cost per student.			•				
Virtual High School - Tele-learning							
4930 # students.			•				
Instruction							
4931 \$ cost per student.			•				
4932 Instructional costs as a percent of total school costs.			•				
4933 % students enrolling in college or gaining entry into related field.			•				

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas Virginia
National Guard	A	Ark	Ĕ	Lou	New	Ö	, vi
Administration & General							
4934 Ratio of recruits to those leaving.	•						
4935 Attrition rate.					•		
4936 Administrative costs as a % of total budget.			•				
4937 Administrative FTE as a % of total FTE.			•				
4938 # major environmental compliance findings from inspections.					•		
Facilities Maintenance							
4939 \$ maintenance cost per square foot for all buildings.							•
4940 \$ utilities cost per square foot for all buildings.							•
4941 % of needed routine or preventive maintenance completed.							•
4942 % facilities that comply with state accessibility standards.							•
4943 # facilities maintained.							•
Drug Interdiction & Prevention							
4944 % law enforcement officers trained that rate the training as relevant and valuable.			•				
4945 # staff days devoted to counter drug tasks.			•				
4946 # high school students attending drug awareness presentations.			•				
4947 # law enforcement personnel counter drug trained.			•				
4948 # law enforcement personnel counter drug multi-jurisdictional trained.			•				
4949 # missions supporting federal, state, and local drug law enforcement agencies.							•
Readiness							
4950 % funded positions available for state deployment.			•			•	•
4951 #,% armories rated adequate.			•			•	
4952 % federal readiness in personnel, training, and equipment.							•
4953 % satisfaction with training facilities at Camp X.			•				
4954 # training days.			•				
4955 # new recruits using state education assistance program.			•				
4956 # crisis response exercises conducted annually.			•				
4957 # soldiers assigned to state national guard.			•				
4958 # armories under maintenance and repair.			•				
4959 # guard personnel using Camp X training area.			•				
4960 Assigned strength as a % of authorized strength.				•			
4961 % strength.					•		
4962 # training visits to local government by weapons of mass destruction, civil support team.							•
Military Response							
4963 % supported agencies satisfied with departments support for specific missions.			•				
4964 # liaison teams trained.			•				
4965 # agencies supported.			•				
4966 Response time to emergency missions from department of emergency management.							•
Federal/State Cooperative Agreements							
4967 % federal funds executed to assist in administration & operations of community outreach programs.			•				
4968 Dept of Defense contracts state administered.			•				
Community Service							
4969 % of unit participation and completion of approved volunteer community projects.				•			
1202 70 of and participation and completion of approved volunteer community projects.							

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	l exas Virginia
Veterans Affairs	ŀ	₹	<u> </u>	٦ ;	Z S	ا	
Administration & General					_		
4970 Customer satisfaction rating.	•						
4971 # audit findings.	•						
4972 % federal contract requirements achieved.				•			
4973 # procurement violations.	•						
4974 % veterans represented.	•						
4975 # previous audit finding reported in subsequent audits.		•					
4976 Administration budget as a percent of total budget.		•					
4977 # veterans assisted.		•	•				
4978 # veterans assisted at field offices.					•		
4979 # services to veterans.			•				
4980 #,% claims processed.			•	•			
4981 # veterans using veterans cemetery.		•					
4982 # referrals from veteran service officers to contract veterans organizations.					•		
4983 # fiduciary financial transactions form trustee banks to meet clients living expenses.					•		
4984 # educational programs reviewed, approved and audited.					•		
4985 # homeless veterans provided shelter for a period of two weeks or more.					•		
4986 % grant approval rate on initial claims submitted to USDVA.							•
4987 # benefit claims submitted to USDVA.							•
4988 % back-award appeal claims approved.							•
4989 # burials in state-run veterans cemeteries.							•
Veteran's Home							
4990 Administration budget as a percent of total budget.			•				
4991 Administrative FTE as a percent of agency FTE.			•				
4992 # health and safety infractions.		•					
4993 % compliance with quality health care regulations.			•				
4994 Average daily cost per resident by type of service (domiciliary, intermediate)		•		•			
4995 Average daily state cost per resident by type of service (domiciliary, intermediate)				•			
4996 Client satisfaction rating.		•					
4997 % occupancy rate for homes open more than 2 years.			•	•			
4998 # occupants.				•			
4999 # beds available.			•				
5000 Veterans' home trust fund balance						•	
Benefits and Assistance							
5001 \$ value of cost avoidance because of issue resolution.			•				
5002 \$ value of cost avoidance because of retroactive compensation.			•				
5003 Average state cost per claim processed.				•			
5004 \$ avg state disability compensation vs national average.						•	
5005 % federal denials successfully appealed compared to national average.						•	
5006 % average US Dept of Veterans Affairs pension and Social Security income needed						•	
for resident cost.							
5007 \$ awards paid because of advocacy in veterans service disabilities claims.							•
5008 # disabilities claims processed.							•
5009 # benefit cases for veterans, widows & orphan children.							
5010 # appeals.							
Outreach							
5011 # contacts made.				•			
5012 Average state cost per veteran.				•			
5013 # newsletter circulation.						•	

		Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
	Veterans Affairs	Ā	Ark	Fig	Lou	Vew	Ö	Ĕ	Vir
5014	# website hits.					~	•		
	% veterans reached.								
	# education outreach programs and activities.								•
0010									
	Environmental Quality								
	nistration & General								
	Administrative costs as a percent of total costs.								
	Administrative FTE as a percent of total FTE.								
	% contacts resolved (answered or appropriately referred).				_				
	% customer service requests resolved within X days.				•				
	% annual federal grant submissions timely and complete.								
	% requests for site visits satisfied.			•					
	% mentors participating over one year. % department assisted or proposed amendments attached to legislative hills								
	% department assisted or proposed amendments attached to legislative bills. % legislative bills filed per session requiring lobby team intervention.								
	% auditor recommendations implemented or closed. % press requests completed by reporter deadline.								
	% cabinet agenda items passed.								
	% proposed agenda items that reach Legislative agenda.								
	% invoices paid timely.								
	% employee relations issues successfully handled.								
	% single sources processed within 3 workdays of receipt of complete single source								
3032	justification from program area.								
5033	% property inventories received from divisions that are reconciled by year end.			•					
	# companies participating in voluntary efforts to reduce pollutants.				•				
	% criminal cases referred to investigations that are properly forwarded to district atty.				•				
	% referrals for which an initial legal opinion is prepared within 30 working days.				•				
	% enforcement actions addressed timely.				•				
	# repeat audit findings.				•				
	% reduction in injury and illness rate in selected industries.					•			
	% permits issued timely.					•			
	% increase in significant compliance rate among regulated entities.					•			
5042	% regulated entities taking compliance actions to mitigate violations discovered by inspection.					•			
5043	% reduction of inspected aggregate facilities with repeat emissions violations.					•			
	% allowed construction permit decisions within 90 days.					•			
	% portable source relocation applications processed within 15 days.					•			
5046	% prior year audit findings resolved.					•			
	% enforcement actions brought within one year of inspection or documented violation.					•			
5048	% favorable customer satisfaction survey result.					•			
5049	% air & water quality permitted sources that rate the Department's performance as meeting or exceeding expectations.						•		
5050	# web page views per month.						•		
	ive Plants								
	% of state's public water bodies with invasive aquatic plants are under maint control			•					
Labor	ratory Services								
5052	Average cost per analysis.			•					
5053	Average hours expended per FTE analyzing or interpreting environmental data.			•					
5054	% analyses processed meeting quality and timeliness standards.				•				

Environmental Quality	Alaska	Arkansas	Florida	Louisiana	Oregon	Texas	Virginia
Environmental Quality Hazardous Waste		ì			4		
5055 # reports and publications with scientific findings and management options for reducing exposure of humans and wildlife to ingested mercury.			•	Т		Г	
5056 # reports and publications with scientific findings as to the amounts, sources and deposition of fixed nitrogen compounds as may influence water quality.			•				
5057 % top-rated asbestos projects inspected.				•			
5058 % top-rated lead projects inspected.				•			
5059 % verified mercury fish sampling results posted within XX days on website.				•			
5060 % official fish consumption advisories posted within XX days on website. 5061 % toxic release inventory data available on website.				•			
5062 % hazardous waste notifiers, generators & transporters undergoing 1st-time inspections.				•			
5062 % hazardous waste nothers, generators & transporters undergoing 1st-time hispections.  5063 % hazardous waste generators inspections completed.							
5064 # pounds mercury removed from the environment.							
5065 % identified state hazardous waste sites cleaned up.							
Information Technology							
5066 # terabytes transported/bureau of information systems budget expended.			•				
Beaches							
5067 % providing upland protection, wildlife or recreation.			•				
Air							
5068 % population living in areas monitored for air quality.			•				
5069 % counties monitored meeting toxic air pollutant ambient air standards.				•			
5070 # counties meeting air standards for 6 criteria pollutants.				•			
5071 # pounds of annual emissions of nitrous oxides per capita.			•				
5072 # pounds of annual emissions of sulfur dioxide per capita.			•				
5073 # pounds of annual emissions of carbon monoxide per capita.			•				
5074 # pounds of annual emissions of volatile organic compounds per capita.			•				
5075 % time population breathes good or moderate quality air.			•				
5076 # days exceeding air quality health standards from human sources of pollution.	•						
5077 # days exceeding air quality health standards from natural sources of pollution.	•						
5078 % Title V facilities in significant compliance.			•				
5079 % air quality facilities inspected.				•			
5080 # human-caused violations of the health-based national ambient air quality standards monitored throughout the state.					•		
5081 % change of the ambient air concentration in relation to the state and federal ambient air quality standards.					•		
5082 CO2 emissions per capita from homes, businesses and public buildings.					•		
5083 % air contaminant discharge permits issued within the target period.					•		
5084 Annual % of stationary and mobile source pollution reductions in non-attainment areas.						•	
5085 \$ cost per ton of nitrous oxides reduced through state emission reduction plan.						•	
5086 # days on a 3 year rolling average when ozone concentration exceed the 8-hour standard.		_					•
Utility Siting and Coordination							
5087 % improvement in electric generation capacity, electric transmission capacity, and			•				
natural gas capacity.							
Environmental Investigations							
5088 # environmental law violations per 100,000 population.			•				
5089 % soil & ground water investigation work plans reviewed.				•			
5090 % soil & ground water corrective action work plans reviewed.				•			
5091 % corrective actions initiated within 60 days of plan approval.				•			

	Alaska	Arkansas	Florida	Louisiana	Oregon	Texas	Virginia
Environmental Quality	Ala	Arka	Flo	Louis	Ore	Te	Virg
Water Resources Protection and Restoration							
5092 % reclaimed water capacity relative to total domestic wastewater capacity.			•				
5093 % facilities/sites in compliance.			•				
5094 % surface waters meeting designated uses.			•				
5095 % surface water meeting or exceeding water quality standards.						•	
5096 % ground waters meeting designated uses.			•				
5097 % phosphate mined lands reclaimed and released from reclamation obligations.			•				
5098 % public water systems with no significant health drinking water quality problems.			•				
5099 % change in gross per capita water use.			•				
5100 # polluted waters	•						
5101 % cumulative water body sub segments monitored and sampled.				•			
5102 % major water facilities inspected.				•			
5103 % minor water facilities inspected.				•			
5104 % impaired total stream miles restored to beneficial uses.					•		
5105 Reduction in % of impaired stream miles.					•		
5106 % impaired total surface water watersheds restored to beneficial uses.					•		
5107 % permitted facilities that have not polluted ground water.					•		
5108 % permitted facilities field inspected.					•		
5109 % permitted facilities receiving compliance evaluations.					•		
5110 % permits issued timely.					•		
5111 % groundwater pollution prevention permits renewed that have been expired for at					•		
least one year.							
5112 # stream miles assessed for surface water quality impairments.					•		
5113 % new septic tanks inspections completed.					•		
5114 % wastewater discharge permits issued within the target period.					•		
5115 % water body segments with approved Total Maximum Daily Load.					•		
5116 % impaired water body miles for which a Total Maximum Daily Load has been approved.					•		
5117 % individual permits developed on a watershed basis.					•		
5118 % permits that are expired (backlogged).					•		
5119 % permitted facilities that produce reclaimed water for use.					•		
5120 # waters removed from the state list of impaired waters.							•
5121 # pounds per year of nitrogen nutrients delivered to the Xxxx waters.							
5122 # non-tidal wetland acres lost through permitted activities & replaced by acres mitigated.							
Drinking Water 5123 % of safe drinking water plans approved within 30 days.							
5124 % population served by safe public water systems.							
5124 % population served by safe public water systems. 5125 % public drinking water systems inspected within one week of notification of system	_						
problems that may impact public health.							
5126 % drinking water chemical sampling within regulatory timeframes.							
5127 # new households with safe drinking water.							•
5127 # new households with safe drinking water. 5128 # citizens provided an adequate quality and quantity of drinking water as a result of							•
loan and grants from the drinking water state revolving fund.							
Waste Cleanup							
5129 Cumulative % petroleum contaminated sites with cleanup completed.			•			•	
5130 Cumulative % of dry cleaning contaminated sites with cleanup completed.			•				
5131 Cumulative % of other contaminated sites with cleanup completed.			•				
Land Management							
5132 % managed acres with invasive or undesirable species controlled.			•				
5133 % change in # acres designated as part of the statewide system of greenways & trails.			•				

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Environmental Quality	Ala	Arka	Flo	Loui	New ]	Ore	Te	Virg
Emergency Response								
5134 # incidences of pollutant discharges to 100,000 population				•				
Solid Waste								
5135 % solid waste facilities authorized or permitted.	•							
5136 % solid waste facilities inspected.				•				
5137 % treatment, storage, or disposal hazardous waste facilities inspected.				•	•			
5138 # contaminated sites remediated.	•							
5139 % Class I & II municipal landfills, industrial landfills properly authorized & permitted.	•							
5140 % communities with safe sanitation facilities.	•							
5141 % regulated solid and hazardous waste facilities in significant compliance.			•					
5142 % inspected facilities generating, treating, storing or disposing hazardous waste in compliance.			•					
5143 % regulated petroleum storage tank facilities in compliance.			•					
5144 % non-government funded contaminated sites with cleanup completed.			•					
5145 % municipal solid waste managed by recycling.			•					
5146 % municipal solid waste managed by waste to energy.			•					
5147 % municipal solid waste managed by land filling.			•					
5148 % of communities with safe sanitary facilities.	•							
5149 % cumulative high-priority facilities with controls in place to prevent human exposure problems.				•				
5150 % cumulative high-priority facilities with controls in place to prevent migration of contaminated ground water releases.				•				
5151 % landfills meeting groundwater monitoring requirements.					•			
Waste Tires								
5152 # tire dealer facilities inspected.				•				
5153 % waste tires going to recycling.				•				
Regulated Facilities								
5154 # regulated facilities with food borne outbreaks.	•							
5155 # regulated facilities with public illness outbreaks.	•							
5156 % establishments determined to pose high risk to public health that receive additional inspections.					•			
Underground Storage Tanks								
5157 % registered underground storage tank sites inspected.				•				
5158 % confirmed underground storage tank release sites undergoing assessment or corrective action.					•			
Radiation								
5159 % radiation licenses inspected.				•				
5160 % x-ray registrations inspected.				•				
5161 # mammography facilities inspected.				•				
5162 % radioactive material applications for registration, licensing, & certification				•				
processed timely.								
5163 % FDA compliance inspections conducted.				•				
Brownfields								
5164 # hazardous substance contaminated acres cleaned up.								•

	Alaska	Arkansas	Florida	Louisiana	Oregon	Texas	Virginia
Aviation	A	Ar	国	Ę,			N N
Administration & General							
5165 \$ private investment in rural airports.	•						
5166 # passenger enplanements.	•						
5167 # major safety violations.				•			
5168 # airports with Pavement Condition Index of 70 or higher.				•			
5169 Area-weighted pavement condition index of the state airport system.							•
5170 % runways in good or better condition.					•		
5171 % runways meeting length and width standards.					•		
5172 # lighting systems meeting state standards.				•			
5173 % airports meeting lighting and navigational aid standards.					•		
5174 # additional upgraded radio/electronic pilot aids.				•			
5175 \$ airport projects completed.					•		
5176 5-year capital improvement funding compared with needs.					•		
5177 # airport improvement projects throughout the state.							
5178 # people contacted through public meetings, public presentations, and web hits.					•		
5179 % time department-owned electronic navigational aids are not available for service.							•
5180 % utilization of available grant dollars.							•
5181 % airplanes registered in automated database.							•
5182 # hours flight training for state pilots.							•
Aircraft Management							
5183 Cost per flight hour - state vs. private provider.			•				
5184 # flight hours.			•				
5185 % aircraft revenues to expenditures.							
5186 % of individual aircraft lease services that break even, including sixty days of							
operating reserve.							
Transportation				_			
Administration & General							
5187 # workers' compensation claims.					•		
5188 # repeat material audit findings.					•		
5189 % prior year audit findings resolved.					•		
5190 % payments made in less than 30 days.					•		
5191 # hours of travel delay per capita per year in urban areas.					•		
5192 # vehicle miles traveled per capita for non-commercial travel.					•		
5193 % urban state highways miles with bike lanes and sidewalks					•		
5194 % customers satisfied with services.					•		
Executive Direction and Support Services							
5195 Administrative costs as a percent of total costs.			•	•			
5196 Administrative FTE as a percent of total FTE.			•				
5197 department FTE vacancy rate.				•			
5198 Ratio of total administrative overhead funding compared to total department costs.	•						
5199 Customer survey rating.	•						
5200 % customers surveyed indicating that DOT meet or exceeds expectations.				•			
5201 % programmed projects let.					•		
Highway & Bridge Construction							
5202 # days difference between target date and STIP transmittal for federal approval.		•					
5203 \$ average cost per lane mile.		•	•				
		•	•				

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Texas	Virginia
Transportation	•	Ā	<u> </u>	<u>ئ</u> د	S C	, .	<b>&gt;</b>
5206 # right-of-way parcels acquired.			•				
5207 # projects certified ready for construction.			•				
5208 % deficient bridge deck area.				•			
5209 Ride quality index for new construction.					•		
5210 # statewide improved pavement surface miles.					•		
5211 % bridges that are not deficient.					•	•	
5212 % bridges rated in good condition or higher.							
5213 # jobs sustained as a result of annual construction expenditures.					•	•	
5214 % projects completed on time.						•	•
5215 % projects completed on budget.						•	•
Contract Supervision							
5216 # occurrences of contractor non-compliance items.	•						
5217 Comparison of proposed rates by firms to audited overhead rates for consultants.	•						
5218 Comparison of proposed rates by firms to audited overhead rates for utilities.	•						
5219 % administration and engineering costs to total project costs.	•						
5220 % difference between contractor bids and final payments.	•		•				
5221 Average days contracted vs. actual contracted days. (less weather days).			•				
5222 # lane miles let to contract for resurfacing.			•				
5223 # lane miles let to contract for highway capacity improvements.			•				
5224 % construction contracts planned that were actually let.			•				
5225 # bridges let to contract for replacement.			•				
5226 # bridges let to contract for repair.			•				
5227 % final cost over bid amount.					•		
5228 # days between a projects date of physical completion and final payment notificatio	n.				•		
Safety	_						
5229 # of fatalities in large truck crashes.		•					
5230 # persons with fatal injuries and major injuries.		•					
5231 # motor vehicle fatalities per 100 million miles traveled.			•		•	•	
5232 # motor vehicle injuries per 100 million miles traveled.					•	•	
5233 % traffic fatalities that involve alcohol.					•	•	
5234 % reduction in highway fatal & non-fatal crash rate.				•			
5235 % reduction in crash rates at improved sits.				•			
5236 % licensed drivers who drove safely during the prior three years.					•	•	
5237 % drivers using safety belts.					•	•	
5238 # large truck at fault accidents.					•	•	
5239 # of highway-railroad at-grade incidents.					•	•	
5240 # train derailments cause by human error, track, or equipment.					•	•	
5241 % public satisfied with transportation safety.					_	_	
Public Transportation.							
5242 Ratio of transit ridership growth to population growth.			•				
5243 Average \$ per requested one-way trip for transportation disadvantaged.			•				
5244 # one-way trips provided (transportation disadvantaged).			•				
5245 # of one-way public transit passenger trips.			•				
5246 # cruise embarkations and disembarkations.			•				
5247 # counties with full or partial coverage.				•			
5248 % communities of 2,5000 or more with intercity bus or rail passenger service.					•		
5249 # rural pubic ridership				•			
5250 # low-income riders				•			

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon Texas	Virginia
Transportation		4		<u> </u>	Ž		
Highway Operations							
5251 Maintenance condition of state highway system vs. department standards.			•				
5252 % commercial vehicles weighed that were overweight. (Fixed scales)			•				
5253 % commercial vehicles weighed that were overweight. (Portable scales)			•				
5254 # commercial vehicles weighed.			•				
5255 # commercial vehicle safety inspections performed.			•				
5256 # portable scale weighings.							
5257 # lane miles maintained (state highway system).							
5258 % interstate system miles congested.				•			
5259 % national highway system miles congested. 5260 % state highway system miles congested.				•			
5261 % national highway system miles with pavement in less than fair condition.				•			
5262 # non-interstate miles rated good.				•			
5263 % interstate highway system miles with pavement in less than fair condition.							
5264 # interstate miles rated good.							
5265 % state highway system miles with pavement in less than fair condition.				•			
5266 # improved or closed highway-railroad crossings.				•			
5267 # combined system wide miles in deficient condition.							
5268 % commuting to work during peak hours by means other than single occupancy vehicles.						•	
5269 % pavement lane miles rates fair or better.						•	
Toll operations							
5270 Operational cost per transactions.			•				
5271 Operational cost per dollar collected.			•				
5272 # toll transactions.			•				
5273 % accuracy of toll collectors.				•			
5274 Bridge operating costs per vehicle.				•			
5275 % toll tag usage.				•			
Ferries							
5276 % time not operating during scheduled hours.				•			
5277 \$ operating costs per passenger.				•			
Field Operations							
5278 % reduction in travel time variability.				•			
5279 # rest area upgrades completed.				•			
5280 Customer satisfaction rating at rest areas.				•			
5281 % freeway signs that meet or exceed current retro-reflectivity specification limits.				•			
5282 % outstanding traffic signal orders older than two months.				•			
5283 Maintenance expenditures per lane mile of combined system wide miles.  Railroads					•		
5284 # rail units inspected.							
5284 # rail passengers.							
5285 # truck load equivalents shipped by rail.							•
5287 # manufacturing and industrial jobs retained or created.							•
5288 # passenger trips taken in urbanized areas.							•
3200 π passenger trips taken in urbanized areas.							

	Alaska	nsas	Florida	Louisiana New Mexico	Oregon	Texas Virginia
Legislature	Ala	Arkansa	Flo	Loui New ]	Ore	Virg
Administration & General						
5289 % agencies reaching performance targets.	•					
Fiscal						
5290 # legislative requests for assistance, information or documents requiring 2 or more				•		
hours to complete.						
5291 % variance of six-month general fund revenue forecast.				•		
5292 % variance of eighteen-month general fund revenue forecast.				•		
5293 # substantive errors identified in the final General Appropriation Act.				•		
5294 Committee member satisfaction level with support services by financial staff.				•		
5295 % fiscal notes completed before scheduled hearing.				•		
5296 Passage rate of legislative finance committee sponsored bills.				•		
5297 % agency budget adjustment requests reviewed and processed timely.				•		
Bill Drafting & Legal						
5298 # legislative requests for assistance, information or documents requiring 2 or more				•		
hours to complete.						
Auditor						
5299 % audit recommendations implemented by agencies according to corrective action plan.				•		
5300 # legislative requests for assistance, information or documents requiring 2 or more				•		
hours to complete.						
5301 % performance audits completed within scheduled hours.				•		
Printing						
5302 % orders fulfilled timely.				•		
5303 \$ revenue collected.				•		