Oklahoma Accountancy Board
Performance Measures
Fiscal Years 2018-2022

Goal 1: Enforcement
To pursue an active, fair, timely, effective and efficient Enforcement Program.

Performance Measure 1: Desired percentage of administrative complaints/referrals resolved within four months to be 50% or more
Measurement: Number of administrative complaints/referrals processed and the length of time it took to process each referral

Actual		Budget	Estimate				
FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22
70%	35%	50%	50%	50%	50%	50%	50%

Performance Measure 2: Desired percentage of outside complaints/referrals resolved within six months to be 20% or more
Measurement: Number of outside complaints/referrals processed and the length of time it took to process each complaint/referral

Actual		Budget	Estimate				
FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22
50%	37%	20%	20%	20%	20%	20%	20%

Performance Measure 3: Desired percentage of complaints/referrals resolved with voluntary compliance to be 80% or more
Measurement: Number of complaints/referrals resolved via disciplinary action

Actual		Budget	Estimate				
FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22
96%	96%	80%	80%	80%	80%	80%	80%

Performance Measure 4: Maintain a level of 80% for complaints reviewed by the Enforcement Committee or special prosecutor within 90 days of having been filed with the OAB
Measurement: Number of complaints reviewed by the Enforcement Committee and special prosecutor and the length of time it took for the complaint to be reviewed

Actual		Budget	Estimate				
FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22
92%	68%	80%	80%	80%	80%	80%	80%

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Performance Measure 5: Maintain a level of five percent or less for people whose certificates lapsed after their renewal period
Measurement: Number of certificates that lapsed during the fiscal year against the total number of registrants

	Actual		Budget			Estimate		
FY15	FY16		FY17	FY18	FY19	FY20	FY21	FY22
3%	4%		5%	5%	5%	5%	5%	5%

Goal 2: Customer Service
Focus resources to deliver the highest standards of public protection and customer service.

Performance Measure 1: Retain at least 90% customer satisfaction with OAB online registration services
Measurement: Percentage of surveyed customer respondents expressing overall satisfaction with OAB online registration services

	Actual		Budget			Estimate		
FY15	FY16		FY17	FY18	FY19	FY20	FY21	FY22
92%	91%		90%	90%	90%	90%	90%	90%

Performance Measure 2: Attain 90% customer satisfaction with OAB online candidate services
Measurement: Percentage of surveyed customer respondents expressing overall satisfaction with OAB online candidate services

	Actual		Budget			Estimate		
FY15	FY16		FY17	FY18	FY19	FY20	FY21	FY22
80%	79%		82%	84%	86%	88%	90%	90%

Performance Measure 3: Retain at least 95% customer satisfaction with OAB new CPA Recognition Ceremony
Measurement: Percentage of surveyed customer respondents expressing overall satisfaction with OAB's new CPA Recognition Ceremony

	Actual		Budget			Estimate		
FY15	FY16		FY17	FY18	FY19	FY20	FY21	FY22
98%	99%		95%	95%	95%	95%	95%	95%

Goal 3: Outreach

Provide effective and timely outreach to all OAB stakeholders in order to achieve enhanced understanding between the OAB, the regulated community and the public through effective communications, interactions and service.

Performance Measure 1: Measure the amount of visitors to the OAB website beginning in FY17.
      Measurement: Number of visitors to OAB website

Actual		Budget	Estimate				
FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22

Performance Measure 2: Increase readership by 10% of the OAB bulletin based on FY14's level of 5,845 individuals
      Measurement: Number of individuals who opened email to read bulletin

Actual		Budget	Estimate				
FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22
5,716	5,920	6,005	6,090	6,175	6,260	6,345	6,430

Performance Measure 3: Increase social media participation by 20% based on FY15's levels
      Measurement: Number of visitors to OAB Facebook page

Actual		Budget	Estimate				
FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22
737	796	810	825	839	854	868	884

Goal 4: Organizational Structure

Develop an organizational structure that delivers responsive, effective, and innovative services.

Performance Measure 1: Number of forms processed systemically is greater than prior year until 95% is reached
      Measurement: Number of forms with fees attached processed online against total number of forms with fees attached

Actual		Budget	Estimate				
FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22
86%	87%	88%	89%	90%	91%	92%	93%

Performance Measure 2: 100% of OAB processes and procedures documented

Measurement: Number of procedures and processes updated and documented against total number of procedures and processes

	Actual		Budget			Estimate		
	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22
	100%	100%	100%	100%	100%	100%	100%	100%

Goal 5: Technology

Improve efficiency, information security, and cost-effectiveness through the use of existing and emerging technologies and information services.

Performance Measure 1: 100% of OAB services and applications available online

Measurement: Number of applications available online against total number of applications

	Actual		Budget			Estimate		
	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22
	100%	100%	100%	100%	100%	100%	100%	100%

Performance Measure 2: 100% of current enforcement disciplinary actions posted online starting from 2010 going forward

Measurement: Number of enforcement files available to the general public on website against total number of enforcement files

	Actual		Budget			Estimate		
	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22
	92%	100%	100%	100%	100%	100%	100%	100%

Performance Measure 3: Eliminate need for document storage

Measurement: Number of square feet used for document storage

	Actual		Budget			Estimate		
	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22
	633	573	513	453	393	333	273	213