



Fiscal Year 2013 Performance Highlights

Office of Performance Evaluations

September 2013

Joint Legislative Oversight Committee

Senators

Dean Mortimer, cochair
Clifford Bayer
Elliot Werk
Les Bock

Representatives

Shirley Ringo, cochair
Maxine Bell
Gayle Batt
Elaine Smith

OPE Staff

Director
Rakesh Mohan

Administrative Coordinator
Margaret Campbell

Principal Evaluators
Maureen Brewer
Amy Lorenzo
Lance McCleve
Bryon Welch

Senior Evaluators
Hannah Crumrine
Tony Grange

The Office of Performance Evaluations, under the direction of the Joint Legislative Oversight Committee, released and presented the following reports in fiscal year 2013.

Evaluation Reports Completed

1. Guide to Comparing Business Tax Policies
2. Policy Differences Between Charter and Traditional Schools
3. State Employee Compensation and Turnover
4. Strengthening Contract Management in Idaho
5. Workforce Issues Affecting Public School Teachers

Follow-up Reports Completed

1. Lottery Operations and Charitable Gaming
2. Governance of EMS Agencies in Idaho
3. Equity in Higher Education Funding
4. Reducing Barriers to Postsecondary Education
5. Coordination and Delivery of Senior Services in Idaho
6. Delays in Medicaid Claims Processing
7. Increasing Efficiencies in Idaho's Parole Process

Presentations to Legislative Committees Other Than JLOC

1. Joint Finance-Appropriations Committee: Lance McCleve presented findings from the report *Workforce Issues Affecting Public School Teachers*
2. Joint Finance-Appropriations Committee: Bryon Welch presented findings from the report *State Employee Compensation and Turnover*
3. Senate Education Committee: Lance McCleve presented findings and recommendations from the report *Workforce Issues Affecting Public School Teachers*
4. House State Affairs Committee: Amy Lorenzo presented findings from the report *Strengthening Contract Management in Idaho*



JLOC cochairs Senator Dean Mortimer and Representative Shirley Ringo. (Photo by Betsy Z. Russell, Eye on Boise.)



“I want to express my sincere appreciation to the Legislature for acknowledging the importance of appropriate compensation for employees and for having the wisdom to study this topic.”
Gov. Butch Otter



Ada, Canyon, and Shoshone counties have created EMS systems.

Business Tax

The office’s report *Guide to Comparing Business Tax Policies* (June 2013) helps policymakers to navigate through complex tax policy issues by asking the right kinds of questions early in

the legislative process and to more thoroughly understand how nontax factors play a part in forging appropriate tax policy alternatives. Also introduced at the report’s

release was OPE’s first interactive web-based tool that helps policymakers evaluate the link between tax policy proposals and tax policy goals.

“We are very encouraged by the new OPE Tax Policy Tool!”

Rich Jackson, Chairman, Tax Commission

“This tool will be a valuable resource for our department as we assist the Governor in evaluating policy opportunities and the strategic impact [they] may have for our state and economy.”

Jeff Sayer, Director, Department of Commerce

Employee Compensation

In the report *State Employee Compensation and Turnover* (January 2013), the office presented results of a survey of more than 17,000 classified and nonclassified

state employees. The survey showed that about one-fourth of the respondents were likely to leave their current employment within the next two years. OPE

found that 90 percent of classified employees were paid below the state’s established benchmark rates for their position.

Contract Management

In the report *Strengthening Contract Management in Idaho* (January 2013), the office found that although Idaho’s framework for developing and awarding large contracts generally aligns with best practices,

the framework falls short in two key areas—statewide training and monitoring. **House Concurrent Resolution 018** directs the Department of Administration to develop a strategy to implement the

report’s recommendations. The report has several best practice checklists for both the department and other state agencies to incorporate into their contracting process.

EMS System Design

The report *Governance of EMS Agencies* (November 2010) describes attributes to include in the

development of EMS systems across the state. OPE reported in a follow-up in June 2013 that local

stakeholders have created at least three countywide systems using a design that mirrors these attributes.

“The study by OPE set the frame work. We just needed to figure out how to adapt it to serve the agencies and the citizens of Canyon County.”

Treasure Valley EMS System Board

Public School Teachers

The report *Workforce Issues Affecting Public School Teachers* (January 2013) was a first-of-its-kind effort in recent years to gather and

report the perspectives of all Idaho's K–12 educators and administrators. OPE received input on teacher workforce needs and

conditions from 2,486 teachers, 256 principals, and 84 superintendents.



Idaho public schools employ about 16,500 instructional staff who serve more than 280,000 students.

Equitable Funding of Higher Education

As noted in the report *Equity in Higher Education Funding* (November 2011), the State Board of Education had not defined in policy a standard and measure for equitable

funding levels. This lack of policy was one of the root causes driving persistent equity concerns for the past three decades. OPE's follow-up in June 2013 demonstrated that the

board and the four institutions had made progress collaborating and defining a standard for equity as recommended in the evaluation report.

Delays in Medicaid Claims Processing

In a third report on *Delays in Medicaid Claims Processing* (November 2012), the office noted that the Department of Health and Welfare had recovered all but 1 percent

of \$117 million it issued to providers as interim payments while launching a new Medicaid claims processing system. OPE also found that since the release

of its initial report, the number of pended claims had decreased significantly from 90,000 per week in June 2011 to less than 6,000 since May 2012.

“OPE’s report includes a great job of identifying factors needed to ensure every Idaho classroom has an effective teacher.”
Gov. Butch Otter

Senate Bills About OPE Work

The Legislature passed **Senate Bill 1027** to restructure Idaho's state-funded scholarship program. The catalyst for this change was a recommendation in the report *Reducing Barriers to Postsecondary Education* (January 2012) for policymakers to find ways to increase the number of need-based scholarships statewide.

Senate Bill 1085 was also introduced during the 2013 legislative session. As recommended by OPE, this bill was intended to increase the number of school counselors statewide; evaluators found that Idaho's current student-to-counselor ratio was nearly double the national standard.

The Legislature passed **Senate Bill 1127** to reduce the unnecessary regulatory burden on nonprofit organizations and the workload of the Lottery staff. The passage of this bill directly implements recommendations from the report *Lottery Operations and Charitable Gaming* (February 2012).



“The presentation delivered by OPE staff at our...meeting served as a catalyst for the establishment of an Educational Attainment Task Force.”

Roger Madsen, Director, Department of Labor

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“JLOC is a special committee in terms of membership and how it works together. It has been a good gig to have.”

Sen. Elliot Werk,
former cochair

“I have a feeling of accomplishment from the constructive, objective work that has been conducted.”

Rep. Cliff Bayer,
former cochair

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Outreach Efforts to Fulfill Mission

Rakesh explained OPE's evaluation process to the Idaho Transportation Board (March 2013).



The Joint Legislative Oversight Committee's first meeting of 2013. (Photo by Betsy Z. Russell, Eye on Boise.)

Amy and Bryon presented findings and recommendations from the report *Reducing Barriers to Postsecondary Education* to Idaho's Workforce Development Council (November 2012).

Amy participated in a panel on charter school authorization at the Charter School Forum, sponsored by the Legislative Education Staff Network, St. Louis, MO (June 2013).

Rakesh gave a plenary speech on managing the politics of evaluation at an annual conference of the Eastern Evaluation Research Society in Galloway, NJ (April 2013).

Rakesh participated in three panels at an annual conference of the American Evaluation Association in Minneapolis, MN (October 2012). The panels focused on contracting for evaluation, managing evaluation politics, and establishing trust with diverse stakeholders in complex evaluation environments.

Rakesh participated in two panels at a fall conference of the National Legislative Program Evaluation Society in Atlanta, GA (October 2012). One panel focused on research methods and the other discussed ways to ensure quality in evaluation work.

Awards

2013 Impact Award from the National Legislative Program Evaluation Society for the report *Coordination and Delivery of Senior Services in Idaho*

2013 Notable Document Award from the Legislative Research Librarians for the report *State Employee Compensation and Turnover*

Staff News

Lance McCleve graduated from Boise State University in May with a master of public administration.

Margaret Campbell certified as a copy editor through the University of California San Diego.

A research analyst for both the State of Idaho and Ada County, **Tony Grange** joined the staff in December. He has an undergraduate degree in psychology from Idaho State University and a master's and a PhD in experimental psychology from Loyola University of Chicago.

Amy Lorenzo and **Bryon Welch** were accepted into Boise State University's newly created PhD program in public policy and administration.

Promoting confidence and accountability in state government