

PB² Performance Report

No. 98-48

February 1999

Workers' Compensation Measures Do Not Provide a Comprehensive Assessment of Program Performance

This report assesses the performance of the Department of Labor and Employment Security (DLES) Safety and Workers' Compensation Program based on 1997-98 measures and comments on measures proposed for 1999-2000 under performance-based program budgeting (PB²).

Summary

- The Safety and Workers' Compensation Program's Fiscal Year 1997-98 performance measures do not provide a comprehensive assessment of program performance due to problems with measure validity and reliability of reported data. The limited number of measures that can be used to assess the program's performance generally showed increased program workload and lower program effectiveness from the prior year.
- The program performance accountability system needs improvement to more completely report program performance to the Legislature and public. For example, the program performance measures lack cost measures to report on program efficiency efforts.
- Although the department's proposed Fiscal Year 1999-2000 Legislative Budget Request provides improved performance measures, further changes are needed. For example, some performance measures have data timeliness problems and some performance standards proposed by the department for this year appear to need adjustment upward based on past performance information. While most of the measures represent major program activities, one activity is over-represented relative to its resources.
- The Secretary of DLES generally agreed with OPPAGA's recommendations. However the Secretary did not agree to delete as an output measure "number of services provided (hazard identification, safety program assistance and training)" or to delete the outcome measure "percentage of injured workers returning to work at 80% or more of previous average quarterly wage for at least one quarter of the year following injury."

Background

The purpose of the Safety and Workers' Compensation Program is to assist employers in reducing the incidence of occupational injuries and illnesses and, when injuries do occur, to ensure that injured workers receive prompt, accurate benefit payments and appropriate and timely services to facilitate their gainful re-employment.

The program delivers its services through four major functional areas plus support services. The major functional areas are:

- prevention of Workplace Injuries (safety);
- regulation of Employers (investigation for compliance with the law, other than fraud);
- regulation of Insurers (accuracy and timeliness of delivery of benefits by insurers and regulation of self-insurers); and
- assistance to Employees (education, informal dispute resolution, provision of medical services, and re-employment assistance).

Support services include administrative services, such as personnel and financial services, as well as statistical research, annual report publication, data entry and processing, and staff training.

Performance

The limited combination of usable outcome and output measures reveals that overall program effectiveness declined for Fiscal Year 1997-98, despite increased efforts by program staff. That is, a comparison with prior year performance among usable performance indicates an overall decline in program outcomes, although the majority of the program's usable outputs increased. This evaluation is limited because the program's Fiscal Year 1997-98 PB² measures and standards do not provide a comprehensive or clear assessment of program performance. Due to problems with measure validity, absence of approved outcome measures, and reliability of reported data for some measures, remaining usable measures can assess performance for only two of the program's four functional areas: Regulation of Employers and Regulation of Insurers.¹ However, even these measures present an unclear evaluation of program performance since all standards associated with usable measures reflect a decline in performance from the previous year. The measures that can not be used to assess

performance cover two functional areas: Prevention of Workplace Injuries and Assistance

¹ Due to validity and data reliability problems with some of the measures, only 5 of the 14 outcome measures and 12 of the 18 output measures should be used to assess performance. Program performance declined from the previous year for all 5 of the usable outcome measures. In contrast, performance increased for 8 of the 11 output measures, but declined for 3 of the measures.

to Employees. See Appendix A for detailed comments on the program's past performance measures.

Proposed Performance Measures

The department has proposed several changes to its performance measures for Fiscal Year 1999-2000. In most cases, the proposed output measures relate well to program outcomes. Although proposed measures for Fiscal Year 1999-2000 represent all major program activities, we recommend several changes. Measures that have data timeliness problems should be corrected or considered for deletion until the problems are resolved. Some of the proposed standards should be adjusted upward so that they challenge the department to exceed past performance. In addition, some measures are not needed and should be deleted since other measures adequately assess those program functions. See Appendix B for detailed comments on the program's proposed performance.

Rating of Program Accountability

A key factor in PB² is that agencies need to develop strong accountability systems that enable the Legislature and the public to assess program performance. An accountability system consists of these key elements: program purpose or goals, performance measures, a process for valid and reliable data, and credible reports of performance that can be used to manage the program. Our rating tells decision-makers whether they can rely on the program's performance information. We compare the components of the Safety and Workers' Compensation accountability system against our established criteria to determine the rating.

Accountability System Component	Meets Expectations	Needs Some Modifications	Needs Major Modifications
Program Purpose and Goals		X	
Performance Measures		X	
Data Reliability		X	
Reporting Information and Use by Management		X	

Source: OPPAGA analysis

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Although the program purpose and goals are generally clear and comply with most aspects of the legislative intent, minor improvements are needed. The comprehensiveness of program purposes should be improved and adjusted to better align purposes to legislative intent. That is, the Division of Safety's mission statement is too broad and does not limit its efforts to "reduce the incidence of employee accidents, occupational diseases, and fatalities compensable under chapter 440," as provided in s. 442.003, F. S. Narrowing the mission should help focus limited program resources.

Program performance measures that reflect program costs and efficiencies should be added since none are currently included in the program's set of PB² performance measures.

The reliability of collected and reported data needs to be improved, especially in the area of documentation of reported performance. A set of well-designed performance measures loses their value when reported performance can not be validated through documentation.

Reporting of information and use by management is generally performed well by the program. However, reporting could be improved by including an adequate and improved set of PB² performance measures, along with results, in the program's annual reports and in the agency's website.

For More Information

See FGAR profile <http://www.oppaga.state.fl.us/profiles/4097/> or call Don Wolf at (850) 487-9237, Sandra Lipner (850) 487-9229, Kathryn Bishop (850) 487-9166, or Kira Honse (850) 487-9238. The department's website at <http://www.dos.state.fl.us.dles> contains information about the divisions.

Appendix A

Analysis of Program Performance for Each of its Performance Measures

Outcome Measures That Should Be Used to Assess Performance

Performance		1997-98 Standard	Met Standard?	Comments
1996-97	1997-98			
Estimated amount of insurance premium dollars newly generated due to compliance (Regulation of Employers)				
\$12,562,847	\$11,921,220	\$9,740,524	Yes	Generally, a change in this measure indicates that the program has been more, or less, effective in its efforts to bring employers into compliance with the law. Although the standard was exceeded, performance declined because staff performed fewer investigations than during the previous year.
Number of workers newly protected by workers' compensation coverage per fiscal year as a result of compliance efforts (Regulation of Employers)				
15,948	13,143	13,897	No	Fewer workers were brought under coverage by program compliance staff than in the previous year because fewer investigations were conducted. The standard for Fiscal Year 1997-98 was set based on Fiscal Year 1995-96 performance.
Number of employers brought into compliance through investigations (Regulation of Employers)				
3,565	3,087	2,995	Yes	Program staff identified and investigated fewer employers to be brought into compliance than in the previous year. The standard for Fiscal Year 1997-98 was set based on Fiscal Year 1995-96 performance.
Percent of non-complying carriers in compliance after division intervention (Regulation of Insurers)				
79.7%	77%	78%	Yes, Substantially	About the same percentage of insurance carriers were found in compliance upon re-audit than in the previous year.

Outcome Measures That Should Be Used to Assess Performance

Performance		1997-98	Met	Comments
1996-97	1997-98	Standard	Standard?	
Percent of initial payments made on time by insurance carriers (Regulation of Insurers)				
92.6%	90.9%	91.8%	Yes, Substantially	The program's monitoring of initial indemnity payments found that about the same percentage of employers made payments to injured employees in a timely manner than in the previous year.

Outcome Measures That Should Not Be Used to Assess Performance

Performance		1997-98	Met	Comments
1996-97	1997-98	Standard	Standard?	
Actual vs. projected premium rates in Florida (Overall Program Measure)				
-131.4	-149.3	321	No	Program management proposed and the Legislature approved deleting this measure for Fiscal Year 1998-99. This now obsolete measure attempted to compare the difference in premium rates between the current rate and the 1983 to 1993 rate trend, a period when significant program legislation was passed.
Percentage of injured workers returning to work at 80% or more of previous average quarterly wage for at least one quarter the year following injury (Overall Program Measure)				
Only partial year data	No data	60%	Unknown	Due to recurring problems with timeliness and accuracy of data availability, the agency has been unable to provide this information in a manner timely enough to report performance to the Legislature within the budgeting process schedule. If the agency is able to solve these problems the measure should be reconsidered for use in the future.
Average total cost per four-year old case (Overall Program Measure)				
\$17,075	\$17,597	\$18,946	Yes	This measures the average cost of a worker's compensation claim to insurers. The measure is an indicator of industry costs, beyond the direct influence of this program. Therefore, the measure is not a good indicator of program efficiency or effectiveness. In addition, although included here, program staff have been unable to provide this performance information in time for inclusion in the agency's budget request. However, program management should provide this information to the Legislature for informational purposes.

Outcome Measures That Should Not Be Used to Assess Performance

Performance		1997-98	Met	Comments
1996-97	1997-98	Standard	Standard?	
Percent of total supplemental benefits paid to injured workers timely and accurately (Assistance to Employees)				
100%	100%	99%	Yes	This activity is too minor to contribute to the comprehensive evaluation of the program. Only 5 of 780 program FTEs perform this function.
Number of investigated disputes totally resolved by the Employee Assistance Office (Assistance to Employees)				
25,235	33,733	23,622	No	The program recognized that this measure, as stated, is misleading and revised it to measure <u>issues</u> rather than <u>disputes</u> . Some disputes filed with the unit involve multiple issues, including issues outside the purview of the office. An example of an issue outside the purview of the office is attorney fees. Attorney fees are the jurisdiction of the Judges of Compensation Claims. In the future the revised measure should be meaningful because it will report the number of investigated issues resolved by the office.
Percent of investigated disputes totally resolved by the Employee Assistance Office (Assistance to Employees)				
26.6%	11.5%	30.2%	No	The program recognized that this measure, as stated, is misleading and has revised it to measure the percentage of <u>issues resolved</u> rather than the percentage of <u>disputes totally resolved</u> . Some dispute cases filed with the office involve multiple issues, including issues outside the purview of the office. An example of an issue outside the purview of the office is attorney fees. Attorney fees are the jurisdiction of the Judges of Compensation Claims. The revised measure should be meaningful.

Outcome Measures That Should Not Be Used to Assess Performance

Performance		1997-98 Standard	Met Standard?	Comments
1996-97	1997-98			
Average closure time for disputed issues through efforts of EAO (in days) (Assistance to Employees)				
18	18	24	Yes	The agency inspector general reviewed this measure's system for reporting performance and found it to be unreliable. Besides not being adequately documented, data collected did not match the measurement statement or definition.
Estimated cost avoidance to worker compensation system from EAO resolution of disputes (Assistance to Employees)				
\$57,411,721	\$50,946,024	\$54,082,261	No	The program recognized that this measure is not a valid indicator of performance and has revised it. The methods available for estimating cost avoidance are considered too arbitrary by program staff and OPPAGA.
Percent of cases closed during fiscal year in which a worker returns to work (Assistance to Employees)				
66%	78%	60%	Yes	During Fiscal Year 1997-98, the method of data collection changed significantly to improve reliability of information, thus limiting any performance evaluation using this measure for this period.

Output Measures That Should Be Used to Assess Performance

Performance		1997-98 Standard	Met Standard?	Comments
1996-97	1997-98			
Number of private sector employers directly receiving services (Prevention of Workplace Injuries)				
1,547	1,681	1,571	Yes	More private sector job sites received safety consultations than in the previous year and the standard was surpassed with no significant change in staffing. Program management attribute this improved performance to greater focus on the measure and increased accountability.

Output Measures That Should Be Used to Assess Performance

Performance		1997-98 Standard	Met Standard?	Comments
1996-97	1997-98			
Number of public sector employers directly receiving services (Prevention of Workplace Injuries)				
2,663	2,954	2,836	Yes	More public sector job sites received safety consultations than in the previous year and the standard was surpassed with no significant change in staffing. Program management attribute this improved performance to greater focus on the measure and increased accountability.
Number of employer coverage documents processed, including exemptions from coverage filed by construction employers (Regulation of Employers)				
421,291	618,574	621,694	Yes, Substantially	Significantly more documents were processed than in the previous year, but slightly less than the forecasted standard. Efforts were being made to reduce a backlog of received documents.
Number of notices and penalty assessments served on non-complying employers (Regulation of Employers)				
2,862	934	3,014	No	Performance declined significantly from the prior year due to a shift in program policy for penalty assessment as a result of grand jury action. Program management proposed and the Legislature approved deleting this measure for Fiscal Year 1998-99.
Number of stop work orders served to employers who have failed to comply after penalty (Regulation of Employers)				
94	402	21	Yes	Performance increased significantly from the prior year due to a shift in program policy that encouraged the use of stop work orders as a result of a grand jury action.

Output Measures That Should Be Used to Assess Performance

Performance		1997-98 Standard	Met Standard?	Comments
1996-97	1997-98			
Number of employer investigations conducted for compliance with workers' compensation law (Regulation of Employers)				
26,185	24,042	22,758	Yes	Fewer employers were investigated due to a decline in investigator productivity from the previous year. The standard for Fiscal Year 1997-98 was set based on Fiscal Year 1995-96 performance.
Number of cases created from the DWC-1 form (EDI & Paper) (Regulation of Insurers)				
85,919	88,329	80,000	Yes	New claim cases created from submitted information increased over the previous year because of an increase in filed workers' compensation claims. The standard for Fiscal Year 1997-98 was set based on Fiscal Year 1995-96 performance.
Number of carriers audited annually (Regulation of Insurers)				
97	95	95	Yes	As planned, about the same number of insurance carriers were audited during the period as in the previous year.
Percentage of carriers found in compliance on initial audit (Regulation of Insurers)				
46.8%	50.8%	30%	Yes	Slightly more carriers were found in substantial compliance with the law upon initial audit than during the previous year. The last two years have been substantial improvements.
Number of applicants screened for re-employment services (Assistance to Employees)				
1,778	2,309	1,921	Yes	An increase in the number of employees screened for re-employment services occurred because the agency changed its screening process from the prior year.
Number of program applicants provided re-employment services (Assistance to Employees)				
1,178	2,339	1,164	Yes	Participation in the re-employment services program has increased significantly because the agency changed its procedures from the previous year.

Output Measures That Should Not Be Used to Assess Performance

Performance		1997-98 Standard	Met Standard?	Comments
1996-97	1997-98			
Number of services provided (hazard identification, safety program assistance and training) (Prevention of Workplace Injuries)				
35,172	38,543	15,540	Yes	This is not a valid measure as it collectively reports activities that vary significantly in effort and cost. Examples of these activities are telephone assistance calls, library services, training sessions, and site visits.
Number of individual self-insured's documents processed (Regulation of Insurers)				
3,912	4,802	1,658	Yes	This activity is too minor to contribute to the comprehensive evaluation of the program. Only 8 of 780 program FTEs perform this function.
Number of individual self-insured's applications reviewed (Regulation of Insurers)				
17	12	15	No	This activity is too minor to contribute to the comprehensive evaluation of the program. Only 8 of 780 program FTEs perform this function.
Number of individual self-insured's applications approved (Regulation of Insurers)				
16	11	6	Yes	This activity is too minor to contribute to the comprehensive evaluation of the program. Only 8 of 780 program FTEs perform this function.
Percentage of program applicants provided re-employment services (Assistance to Employees)				
66%	101%	62%	Yes	Program management has changed this measure to report the number of applicants provided services, thereby expressing performance in an output measurement format. Using the current measure as an output was misleading.

Output Measures That Should Not Be Used to Assess Performance

Performance		1997-98	Met	Comments
1996-97	1997-98	Standard	Standard?	
Number of permanent total supplemental benefits mailed or electronically processed by the program (Assistance to Employees)				
47,396	46,017	42,240	Yes	This activity is too minor to contribute to the comprehensive evaluation of the program. Only 5 of 780 program FTEs perform this function.
Number of requests for assistance within the jurisdiction of the Employee Assistance Office that were investigated (Assistance to Employees)				
94,861	103,656	78,135	Yes	Data is unreliable since, according to the agency inspector general, it lacks adequate documentation.

Source: DLES Legislative Budget Request and agency staff; comments by OPPAGA

Appendix B

OPPAGA Recommendations for the Safety and Workers Compensation Program's Fiscal Year 1999-2000 Measures

Fiscal Year 1999-2000 Outcome Measures

Measures Proposed by Agency	Proposed Standards	OPPAGA Recommendations/Comments
Average total cost per four-year old case (Overall Program Measure)	\$17,597	We recommend adopting this measure. This measure is not an indicator of program performance, but is useful to the Legislature for informational purposes. This measure reflects the average cost of a case to insurers, not the program. It is an indicator of industry costs and does not directly measure program efficiency or effectiveness.
Percent reduction in disabling compensable claims rate for employers served	-3%	We recommend modifying these three measures. Program staff should develop accurate baseline data and improve the current reporting system. The methodology used by program staff to collect information to this detail level is still unproven. Therefore, use of this measure to evaluate performance should be limited until data has been collected and the reporting system can be evaluated by the agency inspector general. In addition, it is confusing for these measures to express a percent reduction as a minus standard, a double negative. We recommend changing each measure to read, "percentage change in...". Therefore, if a rate declines it would be calculated as a negative percentage.
Percent reduction in lost workday case incidence rate for employers served	-3%	
Percent reduction in total case incidence rate for employers served (Prevention of Workplace Injuries)	-3%	
Percent of employers surveyed who view services as adequately effective or above (Prevention of Workplace Injuries)	90%	We recommend adopting this measure.

Fiscal Year 1999-2000 Outcome Measures

Measures Proposed by Agency	Proposed Standards	OPPAGA Recommendations/Comments
Number of workers newly protected by workers' compensation coverage per fiscal year as a result of compliance efforts (Regulation of Employers)	14,105	We recommend adopting this measure. The program should consider developing a companion measure that reports on the program cost per newly protected worker as a result of compliance efforts.
Number of employers brought into compliance through investigations (Regulation of Employers)	2,995	We recommend adopting this measure. The program should consider developing a companion measure that reports on the program cost per employer brought into compliance as a result of investigative efforts.
Estimated amount of insurance premium dollars newly generated due to compliance efforts (Regulation of Employers)	\$12,562,847	We recommend adopting this measure.
Percent of non-complying carriers in compliance after division intervention (Regulation of Insurers)	78%	We recommend adopting this measure. However, the measure needs modification to more clearly represent performance by changing wording to "percent of non-complying carriers in compliance upon re-audit."
Percentage of initial payments made on time by insurance carriers (Regulation of Insurers)	91.8%	We recommend adopting this measure.
Percentage of lost time cases with no petition for benefits filed 18 months after the date of accident (Assistance to Employees)	77%	We recommend adopting this measure. The department amended this standard after submission of the LBR because of a subsequent change in data reporting methodology.
Percent of investigated issues resolved by the Employee Assistance Office. (Assistance to Employees)	10%	We recommend adopting this measure. The program should consider developing a companion measure that reports on the program cost per resolved issue by the Employee Assistance Office.

Fiscal Year 1999-2000 Outcome Measures

Measures Proposed by Agency	Proposed Standards	OPPAGA Recommendations/Comments
Average closure time for disputed issues through efforts of Employee Assistance Office	19	We recommend adopting this measure. However, the standard is not based on reliable data. Staff collected historical data based on a definition that varied from the way the measure is stated. In order to use the measure, the department should solve its data collection problems to better align its with the measure and its definition. The agency inspector general will need to validate this measure once this problem is resolved.
(Assistance to Employees)		
Number of investigated issues resolved by the Employee Assistance Office	25,000	We recommend adopting this measure. However, this measure is an output and should be moved to that category.
(Assistance to Employees)		
Percent of cases closed during fiscal year in which a worker returned to work	63%	We recommend adopting this measure. However, based on historical performance, we recommend adjusting the standard upward.
(Assistance to Employees)		
Percentage of indemnity claims with attorney involvement 18 months after the injury	12.2%	We recommend deleting this measure. Since requesting this measure the agency reports that the private source of this information is no longer available.
(Overall Program Measure)		
Percentage of injured workers returning to work at 80% or more of previous average quarterly wage for at least one quarter of the year following injury	Pending	We recommend deleting this measure. This measure should not be used until the department has demonstrated its ability to collect this information timely. Significant database accuracy and timeliness problems exist.
(Overall Program Measure)		
Occupational Injury and Total Case Incidence Rate (per 100 workers)	8.1	We recommend deleting this measure. This measure is a macro indicator of conditions in all of the private sector, not just employers served by the program. However, program management may want to retain and internally use this measure for informational purposes.
(Prevention of Workplace Injuries)		

Fiscal Year 1999-2000 Outcome Measures

Measures Proposed by Agency	Proposed Standards	OPPAGA Recommendations/Comments
Percent reduction in lost workday case incidence rate for SIC groups with high incidence rate (Prevention of Workplace Injuries)	-5%	We recommend deleting this measure. This measure is a macro indicator of conditions in a group of private sector employers, not necessarily those served by the program. However, program management may want to retain this measure for informational purposes.
Percent of self-insured applications reviewed timely (within 90 days) (Regulation of Employers)	100	We recommend deleting this measure. This activity is too minor to contribute to the comprehensive evaluation of the program. Only 8 of 780 program FTEs perform this function.
Number of self-insured applications reviewed timely (within 90 days) (Regulation of Employers)	6	We recommend deleting this measure. This activity is too minor to contribute to the comprehensive evaluation of the program. Only 8 of 780 program FTEs perform this function.
Percent of permanent total supplemental benefits paid timely and accurately (Assistance to Employees)	100%	We recommend deleting this measure. This activity is too minor to contribute to the comprehensive evaluation of the program. Only 5 of 780 program FTEs perform this function.

Fiscal Year 1999-2000 Output Measures

Measures Proposed by Agency	Proposed Standards	OPPAGA Recommendations/Comments
Number of private sector employers provided consultation services (Prevention of Workplace Injuries)	549	We recommend adopting this measure. The program should consider developing a companion outcome measure that reports on the program cost per private sector consultation.

Fiscal Year 1999-2000 Output Measures

Measures Proposed by Agency	Proposed Standards	OPPAGA Recommendations/Comments
Number of public sector employers provided consultation services (Prevention of Workplace Injuries)	3,000	We recommend adopting this measure. The program should consider developing a companion outcome measure that reports on the program cost per public sector consultation.
Number of employer coverage documents processed including exemptions for coverage filed by construction employers (Regulation of Employers)	621,694	We recommend adopting this measure. The program should consider developing a companion outcome measure that reports on the program cost per document of this type processed.
Number of stop work orders served to employers who have failed to comply with coverage requirements (Regulation of Employers)	1,368	We recommend adopting this measure.
Number of employer investigations conducted for compliance with workers' compensation law (Regulation of Employers)	22,758	We recommend adopting this measure. However, based on historical performance, we suggest adjusting the standard upward. In addition, the program should consider developing a companion outcome measure that reports on the program cost per investigation.
Number of carriers audited annually (Regulation of Insurers)	95	We recommend adopting this measure. The program should consider developing a companion outcome measure that reports on the program cost per carrier audit.
Number applicants screened for reemployment services (Assistance to Employees)	1,921	We recommend adopting this measure. However, based on historical performance, we suggest adjusting standard upward.

Fiscal Year 1999-2000 Output Measures

Measures Proposed by Agency	Proposed Standards	OPPAGA Recommendations/Comments
Number of program applicants provided reemployment services (Assistance to Employees)	1,750	We recommend adopting this measure. However, based on historical performance, we suggest adjusting standard upward. The program should consider developing a companion outcome measure that reports on the program cost per reemployment service or success.
Number of services provided (hazard identification, safety program assistance, and training) (Prevention of Workplace Injuries)	31,784	We recommend deleting this measure. This is not a valid measure since it collectively reports activities that vary significantly in effort or cost. Examples of the activities included in this measure are telephone assistance calls, library services, training sessions, and site visits. Due to the potential change in the mix of activities, a reported increase in total activities may not necessarily indicate an increase in total effort or cost output.
Number of individual self-insureds' applications reviewed (Regulation of Insurers)	6	We recommend deleting this measure. This activity is too minor to contribute to the comprehensive evaluation of the program. Only 8 of nearly 780 program FTEs perform this function.
Number of individual self-insureds' documents processed (Regulation of Insurers)	1,658	We recommend deleting this measure. This activity is too minor to contribute to the comprehensive evaluation of the program. Only 8 of nearly 780 program FTEs perform this function.
Number of individual self-insureds' applications approved (Regulation of Insurers)	8	We recommend deleting this measure. This activity is too minor to contribute to the comprehensive evaluation of the program. Only 8 of nearly 780 program FTEs perform this function.
Percentage of carriers found in compliance on initial audit (Regulation of Insurers)	40%	We recommend deleting this measure. This measures performance of insurers, not the program. If the intent is to measure the results of educational efforts of the program it is an outcome, not an output. Because results due to educational efforts may be too difficult of isolate from other factors, program management may want to retain this measure for informational purposes.

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Fiscal Year 1999-2000 Output Measures

Measures Proposed by Agency	Proposed Standards	OPPAGA Recommendations/Comments
Number of cases created from the DWC-1(EDI & Paper) (Regulation of Insurers)	87,000	We recommend deleting this measure. This is an input to this function.
Number of permanent total supplemental benefits mailed or electronically deposited by the division (Assistance to Employees)	42,240	We recommend deleting this measure. This activity is too minor to contribute to the comprehensive evaluation of the program. Only 5 of nearly 780 program FTEs perform this function.

Source: DLES Legislative Budget Request and agency staff; comments by OPPAGA

OPPAGA provides objective, independent, professional analyses of state policies and services to assist the Florida Legislature in decision making, to ensure government accountability, and to recommend the best use of public resources. This project was conducted in accordance with applicable evaluation standards. Copies of this report in print or alternate accessible format may be obtained by telephone (850/488-0021 or 800/531-2477), by FAX (850/487-3804), in person (Claude Pepper Building, Room 312, 111 W. Madison St.), or by mail (OPPAGA Report Production, P.O. Box 1735, Tallahassee, FL 32302).

The Florida Monitor: <http://www.oppaga.state.fl.us>

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