

## Part 1 – Agency Profile

### Agency Overview

The Office of Performance Evaluations (OPE), created in 1994, is a nonpartisan, independent office that serves the Legislature’s information needs by conducting performance evaluations of state agencies and programs. The mission of OPE is to promote confidence and accountability in state government through these evaluations. Findings, conclusions, and recommendations from OPE evaluations are used by the Legislature to make policy and budget decisions and by agencies to improve performance.

Performance evaluations include assessing whether

- agencies or programs are complying with applicable laws and legislative intent;
- services are provided efficiently and cost-effectively; and
- programs and services are achieving intended results.

OPE works under the direction of the bipartisan Joint Legislative Oversight Committee (JLOC). The office has eight full-time authorized positions.

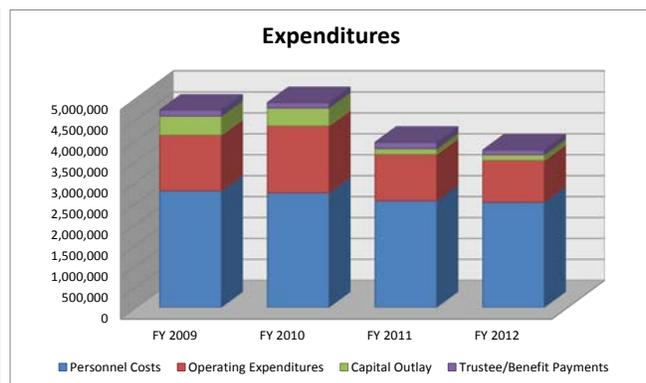
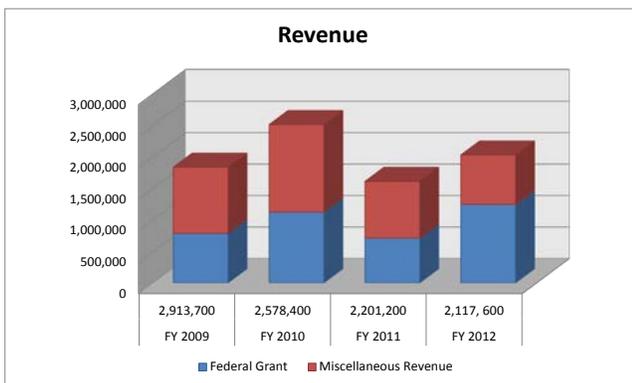
### Core Functions/Idaho Code

Authorizing statutes: Idaho Code §§ 67-457 through 67-464

1. Conduct performance evaluations and report each evaluation to JLOC
2. Identify cost savings and opportunities to avoid unnecessary future costs
3. Provide useful recommendations to assist the Legislature in making policy and budget decisions
4. Be responsive to the Legislature’s information needs

### Revenue and Expenditures

Revenue	FY 2009	FY 2010	FY 2011	FY 2012
General Fund	\$1,333,800	\$756,600	\$743,300	
Dedicated	\$0	\$14,200	\$0	
<b>Total</b>	<b>\$1,333,800</b>	<b>\$770,800</b>	<b>\$743,300</b>	
Expenditure	FY 2009	FY 2010	FY 2011	FY 2012
Personnel Costs	\$665,800	\$609,900	\$624,036	
Operating Expenditures	\$660,900	\$100,800	\$99,803	
Capital Outlay	\$6,700	\$0	\$0	
Trustee/Benefit Payments	\$0	\$0	\$0	
<b>Total</b>	<b>\$1,333,374</b>	<b>\$710,700</b>	<b>\$723,840</b>	



## Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2009	FY 2010	FY 2011	FY 2012
Number of performance evaluation projects completed	3	2	4	5
Number of follow-up reviews for previous evaluations completed	7	1	3	6

The OPE workload depends on the number and nature of projects assigned each year by JLOC.

## Performance Highlights

- OPE received two awards from the National Legislative Program Evaluation Society, a staff section of the National Conference of State Legislatures:
  - 2012 Excellence in Research Methods Award for the report *Equity in Higher Education Funding*
  - 2012 Impact Award for the report *Idaho's End-Stage Renal Disease Program*
- OPE received the 2012 Notable Document Award from the Legislative Research Librarians, a staff section of National Conference of State Legislatures, for the report *Lottery Operations and Charitable Gaming*.
- In the November 2011 report *Idaho's End Stage Renal Disease Program*, OPE found that the program may no longer be relevant because other forms of financial assistance are available. As a result, the program will be terminated no later than June 30, 2013, following the passage of Senate Bill 1326 during the 2012 session. Terminating the program will save the state approximately \$500,000 in general funds each year.
- In the November 2011 report *Equity in Higher Education Funding*, OPE acknowledged that differences exist in the funding levels among Idaho's four-year higher education institutions, and concluded that the state lacks policies that define equity and how it should be measured. The office also found that past efforts to address equity concerns using enrollment workload adjustment were not reducing differences in per student funding levels. Since the release of the report, the Board of Education has initiated a process to adopt a policy that defines equity.
- In the March 2011 report *Delays in Medicaid Claims Processing*, OPE found that a series of design defects, provider enrollment issues, and a lack of coordination to resolve issues led to months of payment delays and inaccurate processing of claims. Following the release of the report, the Department of Health and Welfare reduced its payments to Molina Healthcare, Inc. by \$2.7 million. In January 2012, OPE issued a follow-up report and found that both the department and Molina had made measureable progress in implementing recommendations, including increased communications with providers, improved customer service, and strengthened quality assurance measures.
- Following the release of its report *Reducing Barriers to Postsecondary Education* in January 2012, OPE presented report findings and recommendations to the Idaho Business Coalition for Education Excellence design team, and served as the keynote speaker at the annual TRiO Professionals Conference. In response to the report, the Office of the State Board of Education has developed a scholarship committee to evaluate how state scholarships are awarded and has developed a tracking system to better account for scholarship funds once they have been distributed to students. In addition, the Idaho Workforce Development Council has created the Educational Attainment Taskforce, which is designed in part to identify current barriers and challenges to meet workforce training needs.
- The report *Coordination and Delivery of Senior Services in Idaho* was released in February 2011 amid concerns about whether state and federal funds were being properly distributed when using subcontractors. OPE recommended that clarifying language be added to existing contracts, particularly when

subcontractors were involved. In 2012, as a result of ongoing conflict over the implementation of the recommendation, the Area III Agency on Aging terminated a contract with one of its primary subcontractors. Area III has since entered into a contract with a new provider that meets the intent of the recommendation.

## Part II – Performance Measures

Performance Measure	2009	2010	2011	2012	Benchmark
1. Provide useful recommendations to assist the Legislature in making policy and budget decisions. Performance is measured by the number of bills and resolutions introduced or enacted in response to OPE recommendations.	29	3	1	1	n/a
2. Identify cost-savings and opportunities to avoid unnecessary future costs. Performance is measured by estimated cost savings or cost avoidance as a result of OPE recommendations.	None identified	None identified	None identified	\$500,000 per year	n/a
3. Respond to the Legislature's information needs. Performance is measured by the number of "24-hour" limited reviews completed.	2	5	2	8	n/a
4. Respond to the Legislature's information needs. Performance is measured by the number of evaluation-related presentations made to the Legislature (does not include presentations to JLOC)	10	5	5	9	n/a

### Performance Measure Explanatory Note

Performance Measure #2. OPE measures cost-savings and opportunities to avoid unnecessary future costs when conducting follow-up reports of previous evaluations. The dollar amounts are based on actual agency implementation of recommendations.

Benchmarks are not applicable because OPE performance measures are subject to legislative requests, bill or resolution passage, and agency compliance.

#### For More Information Contact

Rakesh Mohan, Director  
 Office of Performance Evaluations  
 Idaho Legislature  
 PO Box 83720  
 Boise, ID 83720-0055  
 Phone: (208) 332-1470  
 E-mail: [rmohan@ope.idaho.gov](mailto:rmohan@ope.idaho.gov)