

Part I – 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 is authorized for eight full-time equivalent 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. Make recommendations to agencies for program improvements
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 2019	FY 2020	FY 2021	FY 2022
General Fund	\$899,500	\$942,600	\$950,200	\$983,800
Dedicated	0	0	0	0
Total	\$899,500	\$942,600	\$950,200	\$983,800
Expenditures	FY 2019	FY 2020	FY 2021	FY 2022
Personnel Costs	\$801,529	\$822,845	\$777,612	\$846,811.39
Operating Expenditures*	\$71,426	\$87,326	\$76,228	\$126,336.74
Capital Outlay	\$4,315	\$1,879	\$7,175	0
Trustee/Benefit Payments	0	0	0	0
Total	\$877,270	\$912,050	\$861,015	\$973,148.13

* Some operating expenditures were appropriated in prior fiscal year.

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2019	FY 2020	FY 2021	FY 2022
Number of performance evaluation projects completed	4	3	6	4
Number of follow-up reviews for previous evaluations completed	2	1	0	0

OPE reports may be accessed at <https://legislature.idaho.gov/ope/reports/>.

FY 2022 Performance Highlights

OPE released the following evaluation reports:

- *Evaluation and Retention of Child Neglect Referrals*, released September 2021
- *Volunteer Providers of Emergency Medical Services*, released November 2021
- *K-12 Public School Buildings*, released January 2022
- *Medicaid Rate Setting*, released March 2022

OPE received two awards:

- 2022 Impact Award of the National Conference of State Legislatures, National Program Evaluation Society, for the report *State Response to Alzheimer's Disease and Related Dementias*
- 2022 Notable Document Award of the National Conference of State Legislatures, Legislative Research Librarians, for the report *Volunteer Providers of Emergency Medical Services*

Part II – Performance Measures

Performance Measure		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Goal 1						
Provide useful recommendations to assist the Legislature in making policy and budget decisions.						
1. Performance is measured by the number of bills and resolutions introduced or enacted in response to OPE recommendations.	actual	9	8	2	4	8
	target	n/a	n/a	n/a	n/a	n/a
Goal 2						
Respond to the Legislature's information needs.						
2. Performance is measured by the number of "24-hour" limited reviews completed.	actual	1	1	1	0	1
	target	n/a	n/a	n/a	n/a	n/a
3. Performance is measured by the number of evaluation-related presentations made to the Legislature (does not include presentations to JLOC).	actual	5	7	2	2	2
	target	n/a	n/a	n/a	n/a	n/a
Goal 3						
Promote confidence and accountability in state government through education and outreach to interested stakeholders and participation in professional associations.						
4. Performance is measured by the number of evaluation-related presentations made outside of the Legislature.	actual	19	11	11	4	5
	target	n/a	n/a	n/a	n/a	n/a

Performance Measure Explanatory Notes

Bills introduced

In our 2021 evaluation, *Volunteer Providers of Emergency Medical Services*, we found that Idaho faces EMS funding and staffing challenges that could affect patient care, especially in rural communities.

- H. 561 expanded the potential use of grant funds for emergency medical services to include training, licensing, technology, and other costs when agencies demonstrate high need and insufficient resources.
- H. 767 section 12 directed \$2.5 million in one-time federal funding for rural ambulances.
- S. 1283 established a supplemental Medicaid reimbursement for ground emergency medical transportation.

In our 2020 evaluation, *State Response to Alzheimer's Disease and Related Dementias*, we found that families faced barriers to accessing services. State agencies and other service providers had limited coordination and accountability.

- H. 687 appropriated funds to the Commission on Aging to address challenges in accessing respite care and navigation services for people with dementia.
- H. 777 directed \$46.2 million in short-term federal funding for a provider rate adjustment for people with dementia and other behavioral conditions in assisted living facilities. We also documented that Medicaid clients with behavioral symptoms had a difficult time accessing residential care in our 2018 report, *Residential Care*.
- S. 1350 adjusted the hospital assessment to create a long-term funding mechanism for the rate adjustment in H. 777.

In our 2019 report, *Southwest Idaho Treatment Center*, we found an outdated treatment model, organizational challenges, and staff responding to crisis after crisis.

- H. 773 section 10 appropriated \$13.15 million for new facilities that support an updated treatment model.

In our 2016 report, *Risk of Bias in Administrative Hearings*, we found that the state faces a risk of real or perceived bias in administrative hearings and that agencies took different approaches to mitigate this risk.

- H. 629 created an independent Office of Administrative Hearings in accordance with our recommendations and those of the Administrative Hearing Officer Interim Committee.

Highlight of agency actions in response to our reports

In fiscal year 2022, the Department of Health and Welfare regularly convened stakeholders to address coordination issues and systemic challenges identified in *Volunteer Providers of Emergency Medical Services (2021)*, *State Response to Alzheimer's Disease and Related Dementias (2020)*, and *Southwest Idaho Treatment Center (2019)*. Following the Legislature's appropriation for a dementia services coordination program in 2021, the department was also granted an award from the U.S. Department of Health and Human Services that doubled the state's investment.

Legislative presentations

- Senate Education Committee, *K-12 Public School Buildings*
- House Education Committee, *K-12 Public School Buildings*

Presentations made outside the Legislature

- Alzheimer's Association of Idaho, *State Response to Alzheimer's Disease and Related Dementias*
- American Society of Public Administration, *Power of Surveys in Performance Management*
- Certified Nursing Assistant Advisory Group, *CNA 24-Hour Review Findings*
- National Legislative Program Evaluation Society, *Creating Visually Appealing Reports*
- Emergency Medical Services Sustainability Task Force, *Volunteer Providers of Emergency Medical Services*.

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
Website: www.legislature.idaho.gov/ope