KPM Questions and Answers

Process Questions:

1. **Q: Do we have to submit an APPR for this year? If so, when is it due?**
   - **a.** Yes, the APPR must be submitted to your CFO and LFO analysts and posted on your agency website. **October 1st, is the deadline for all agencies. In the event the 1st falls on a weekend, it will be due the following Monday.**

2. **Q: We need to change our KPM Coordinator, what do we do?**
   - **a.** Do the following:
     - **i.** Email Michael Graham at Michael.Graham@oregonlegislature.gov your KPM Coordinator is changing prior to the new coordinator registering for the system.
     - **ii.** Have coordinator register for the KPM Online system: https://kpm.dasapp.oregon.gov
     - **iii.** Have coordinator sign up for the KPM Coordinator Email list. All communication regarding KPMs goes out via this mailing list. This is a self-managed list. Sign-up here: https://public.govdelivery.com/accounts/ORLEG/subscriber/new?topic_id=ORLEG_1082 .

3. **What is the process for submitting the Annual Performance Report?**
   - **a.** Once you have completed the report in the online system, email a PDF copy of the report to your LFO and CFO Analysts and copy Michael Graham in the message. Your report will also be posted to LFO's KPM website (https://www.oregonlegislature.gov/lfo/Pages/KPM.aspx).
   - **b.** Post the pdf copy of the report to your agency website or link to the document posted on LFO's KPM website.

4. **What if we do not have our report completed by due date?**
   - **a.** There is no extension allowed for reporting, however when you have data updates you may resubmit your APPR.
   - **b.** Submit your report with the data you have to date and update the ***How we are Doing?*** and ***Factors Affecting Results*** sections of the KPM detailing data timelines. Once you have your data resubmit the report to LFO and DAS as indicated above.
   - **c.** APPR's must be received by DAS and LFO no later than October 1st. After this time your agency will be identified as "Not Reported" for the year.
   - **d.** The agency may update the previous years missed or incorrectly reported data in the online system which will display it in the APPR the year you are in. Narrative may also be updated to reflect any issues causing no report the previous year.

Questions about Automated KPM System:

5. **Q: Our agency does not do the Customer Service survey every year. What should I enter for actuals?**
   - **a.** Delete the targets for the year not reported and leave the actuals blank.

6. **Q: Where do I go if I need technical assistance navigating the system and or onsite training?**
   - **a.** Michael Graham is the point of contact for all questions about the use and navigation of the system: Michael.Graham@oregonlegislature.gov or (503) 986-1838.

7. **Q: Where do I find directions/guides on how to use the system?**
   - **a.** Directions may be found in this location:
     - **i. https://www.oregonlegislature.gov/lfo/KPM/**