4th QUARTER PERFORMANCE REPORTS

FY 2011

STATE AND NON-STATE AGENCIES

Department of Finance
Executive Budget Office

FY 11 SMART Quarterly Performance Report

Agency:	**001 - Agriculture and Industries, Department of**	**Program:**	**011 - AGRICULTURAL DEVELOPMENT SERVI**
Organization:	**-**	**Activity:**	**0002 - MARKET & PROMOTIONAL SERVICES**
Mission:	To provide promotional assistance and services to producers and agriculture related industries.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The Number of Market and Promotion Services Activity actions units.	196,500	167800	155,000		167,000		193,500		712,000	

FY 11 SMART Quarterly Performance Report

Agency: 001 - Agriculture and Industries, Department of	**Program: 011 - AGRICULTURAL DEVELOPMENT SERVI**
Organization: -	**Activity: 0002 - MARKET & PROMOTIONAL SERVICES**

Key Goal:			
Goal 1	**To provide: assistance and services to producers and other agriculture related industries in order to promote Alabama agricultural products; unbiased Livestock Market Information for farmers, interested parties and industries.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Market and Promotion Services Activity action unit cost.	Spending divided by # of regulatory action units.	4.072	2.962	4.658		4.319		3.462		4.092	
(O2-Quality) Visually grade and record slaughter and feeder cattle sold through auctions by weight and grade.	The standard grading scale.	177,000	161600	139,000		147,000		176,000		639,000	

FY 11 SMART Quarterly Performance Report

Agency:	**001 - Agriculture and Industries, Department of**	**Program:**	**651 - AGRICULTURAL INSPECTION SERVIC**
Organization:	**-**	**Activity:**	**0430 - PLANT INDUSTRY/AGRIC CHEMISTRY**
Mission:	To control and eradicate pests affecting the agricultural and horticultural interests in the State.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Plant Industries and Inspection Services Activity regulatory action units.	741350747	634434386	356278353		177898212		176686138		1452213450	

FY 11 SMART Quarterly Performance Report

Agency: 001 - Agriculture and Industries, Department of	**Program: 651 - AGRICULTURAL INSPECTION SERVIC**
Organization: -	**Activity: 0430 - PLANT INDUSTRY/AGRIC CHEMISTRY**

Key Goal:			
Goal 1	**To provide: early detection, control/eradication of harmful exotic plant pest & disease introductions; monitoring of audits and the collection of fees for cooperative marketing associations, commodity check-off programs, manufacturers of feed, fertilizer, and liming materials; enforcement and inspection work for feed, fertilizer, lime, and seed; shipping point inspection of peanuts, grains, fruits, vegetables, and tree nuts in cooperation with USDA.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Plant Industries and Inspection Services Activity regulatory action unit cost.	Spending divided by # of regulatory action units.	.006	.005	.007		.013		.011		.008	
(O2-Quality) Peanut, fruit, vegetable, and tree nut inspection poundage	Number of regulatory action units.	727,479,700	621033700	343,309,100		163,118,000		163,438,700		1,397,345,500	

FY 11 SMART Quarterly Performance Report

Agency:	**001 - Agriculture and Industries, Department of**	**Program:**	**651 - AGRICULTURAL INSPECTION SERVIC**
Organization:	**-**	**Activity:**	**0433 - MEAT INSPECTION**
Mission:	To assure safe food, ethical pest control practices, quality petroleum products, accurate weighing and measuring devices.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The Number of Food Safety and Consumer Services Activity regulatory action units.	32,749,075	25272352	33,081,681		32,768,698		32,639,340		131,238,794	

FY 11 SMART Quarterly Performance Report

Agency: 001 - Agriculture and Industries, Department of	**Program: 651 - AGRICULTURAL INSPECTION SERVIC**
Organization: -	**Activity: 0433 - MEAT INSPECTION**

Key Goal:			
Goal 1	**To provide; enforcement of food, drug, cosmetic, egg, and dairy products rules and laws; assurance that all meat,& meat food products, poultry & poultry products sold have undergone inspection prior to slaughter, during slaughter, & during processing for human consumption; inspection & certification of weighing & measuring devices utilized in commerce to ensure their accuracy, & testing of petroleum products to ensure the quality of those sold; regulation for individuals or companies that: sell, use, or supervise the use of restricted use pesticides, engage in the commercial application of pesticides, structural pest control or horticultural activities.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Food Safety and Consumer Services Activity regulatory action unit cost.	Spending divided by # of regulatory action units.	.077	.095	.064		.065		.056		.066	
(O2-Quality) Pounds of Meat, and Poultry processed under inspection.	Number of regulatory action units.	32,000,000	24874303	32,000,000		32,000,000		32,000,000		128,000,000	

FY 11 SMART Quarterly Performance Report

Agency:	**001 - Agriculture and Industries, Department of**	**Program:**	**652 - LAB ANALYSIS AND DISEASE CONTR**
Organization:	**-**	**Activity:**	**0440 - ANIMAL HEALTH**
Mission:	To perform food, drug, feed, fertilizer and pesticide contamination laboratory analysis to assure the safety of products sold statewide and to provide administration of programs to prevent, control, and eradicate diseases of livestock and poultry in cooperation with the State Veterinarian.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The number of Animal Protection and Laboratory Services Activity regulatory action units.	358,559	369633	365,209		372,019		418,059		1,513,846	

FY 11 SMART Quarterly Performance Report

Agency: 001 - Agriculture and Industries, Department of	**Program: 652 - LAB ANALYSIS AND DISEASE CONTR**
Organization: -	**Activity: 0440 - ANIMAL HEALTH**

Key Goal:			
Goal 1	**To provide: protection for the health of livestock and poultry through eradication programs and the operation of four Veterinary Diagnostic Laboratories that investigate and identify diseases of livestock, poultry, wildlife, & companion animals; analysis of foods and over the counter drugs to ensure a safe and wholesome food supply; monitoring for pesticide residues to include eggs, milk, poultry, beef, fish, fruits, vegetables, water, soil and value added foods; analytical determinations on feeds, fertilizers, liming materials, and pesticides marketed in Alabama for product compliance with the manufacturer's analysis.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Animal Protection and Laboratory Services Activity regulatory action unit cost.	Spending divided by # of regulatory action units.	7.964	7.087	6.293		6.142		4.826		6.246	
(O2-Quality) Number of animal tests for regulatory diseases.	Number of regulatory action units.	168,000	154379	170,000		164,000		170,000		672,000	

FY 11 SMART Quarterly Performance Report

Agency:	**001 - Agriculture and Industries, Department of**	**Program:**	**656 - ADMINISTRATIVE SERVICES**
Organization:	**-**	**Activity:**	**0441 - EXECUTIVE ADMINISTRATION**
Mission:	To provide executive support for both divisions and all other sections that handle special projects under the direction of the commissioner.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The number of Executive Administration Activity regulatory action units.	2,735	2773	2,735		2,735		2,735		10,940	

FY 11 SMART Quarterly Performance Report

Agency: 001 - Agriculture and Industries, Department of	**Program: 656 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: 0441 - EXECUTIVE ADMINISTRATION**

Key Goal:

Goal 1	**To provide: supervisory, personnel, legal, information technology, financial, public relations, and general services to all departmental programs and personnel; for the collection of petroleum commodities inspections fees on petroleum products sold, stored, used, or offered for sale.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) The number of Executive Administration Activity regulatory action units.	Spending divided by # of regulatory action units.	666.896	610.255	560.974		560.015		485.621		568.376	
(O2-Quality) Petroleum commodities inspection fee reports to be received.	Number of regulatory action units.	1,440	1436	1,440		1,440		1,440		5,760	

FY 11 SMART Quarterly Performance Report

Agency:	**002 - Alcoholic Beverage Control Board**	**Program:**	**671 - ALCOHOLIC BEVERAGE MANAGEMENT**
Organization:	-	**Activity:**	-
Mission:	To provide a method of controlling and distributing alcoholic beverages, issuing licenses, promoting temperance, enforcing the laws of Alabama, and collecting tax dollars for distribution to the General Fund, state agencies, counties, and cities.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Gross dollar sales volume at ABC Stores.	100727629	100934255	84645585	85515158	86441801	88989301	83317376	87309361	355132390	362748075

FY 11 SMART Quarterly Performance Report

Agency: 002 - Alcoholic Beverage Control Board	**Program: 671 - ALCOHOLIC BEVERAGE MANAGEMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Increase by 5% the average gross dollar sales per store employee by FY 2015.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Average of Gross Dollar Sales per Store employee. (Gross $ Sales/Total # Stores employees.)	$/employee ratio	183000	167665	151000	141973	145000	147171	145000	142740	156000	149887

FY 11 SMART Quarterly Performance Report

Agency:	**002 - Alcoholic Beverage Control Board**	**Program:**	**672 - LICENSING, REGULATION & ENFORCEMENT**
Organization:	-	**Activity:**	-
Mission:	Provide effective administration, regulation and law enforcement to the citizens of Alabama		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Alcoholic Beverage Licenses Issued	11299	11754	703	585	644	825	718	643	13364	13807
W2: Tobacco Permits Issued	7225	7642	380	331	337	273	404	264	8346	8510
W3: Administrative Cases filed	598	766	912	1009	757	536	783	702	3049	3013
W4: Alcohol Licensed Premises Inspections	3033	4142	3826	3915	3517	3100	4006	3108	14381	14265

FY 11 SMART Quarterly Performance Report

Agency: 002 - Alcoholic Beverage Control Board	**Program: 672 - LICENSING, REGULATION & ENFORCEMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Increase by 5% the average number of contacts per sworn officer within the Law Enforcement Division by FY 2015.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Average contact activity per sworn officer.	Annual Total Contacts/# of Sworn Officers	250	263	160	128	160	108	160	120	183	155

FY 11 SMART Quarterly Performance Report

Agency:	**002 - Alcoholic Beverage Control Board**	**Program:**	**673 - ADMINISTRATIVE SERVICES**
Organization:	-	**Activity:**	-
Mission:	Provide day-to-day operations of the ABC Board under the direction of the appointed Board members within Title 28 of The Code of Alabama, 1975		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Maintain accurate files and records for ABC Board personnel.	899	901	898	907	888	904	896	911	894	906
W2: Audit of beer & wine wholesalers and ABC stores annually	25	21	46	37	56	68	41	54	167	180
W3: Provide computer / networking / phone services for stores and other ABC Board locations	190	190	190	192	190	188	190	188	190	190

FY 11 SMART Quarterly Performance Report

Agency: 002 - Alcoholic Beverage Control Board	**Program: 673 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Maintain the total number of internal and external audits performed by Auditing staff through FY 2011.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Total number of internal and external audit performed.	Total Audits Performed.	25	21	46	37	56	68	41	54	167	180

FY 11 SMART Quarterly Performance Report

Agency:	**003 - Banking Department, State**	**Program:**	**655 - CHARTER LIC AND REG FINANCIAL**
Organization:	**-**	**Activity:**	**0485 - CHARTERING & REGULATING BANKS**
Mission:	To charter, license, and regulate banks and trust companies thru on-site examinations to insure compliance with all laws, regulations, standards, and opinions.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Total number of banks to be examined	17	17	17	20	17	17	17	18	68	72
W2: Total number of Trust Companies to be examined	1	2	1	0	0	1	0	0	2	2
W3: Number of problem institutions	45	38	45	42	45	40	45	40	45	40

FY 11 SMART Quarterly Performance Report

Agency: 003 - Banking Department, State	**Program: 655 - CHARTER LIC AND REG FINANCIAL**
Organization: -	**Activity: 0485 - CHARTERING & REGULATING BANKS**

Key Goal:			
Goal 1	**To attempt to prevent future bank failures by examining banks within the legally required timeframe.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To examine banks	Number of banks examined	17	17	17	20	17	17	17	18	68	72

FY 11 SMART Quarterly Performance Report

Agency: 003 - Banking Department, State	**Program: 655 - CHARTER LIC AND REG FINANCIAL**
Organization: -	**Activity: 0485 - CHARTERING & REGULATING BANKS**

Key Goal:			
Goal 2	**Maintain adequate reserves to continue operations in the event of a substantial (more than 15%) loss of revenue**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain fund balance	Fund Balance/Total Expenses	--	--	--	--	--	--	--	--	25%	42%

FY 11 SMART Quarterly Performance Report

Agency:	**003 - Banking Department, State**	**Program:**	**655 - CHARTER LIC AND REG FINANCIAL**
Organization:	**-**	**Activity:**	**0487 - LICENSING & REG FINANCE COMPS**
Mission:	To support the mission of the department through the administration, implementation, and enforcement of various consumer finance laws and regulations.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of company/branch licenses issued subject to examination	2600	3290	1820	1001	260	177	520	209	5200	4677
W2: Number of licensees examined	720	799	720	875	720	778	720	736	2880	3188
W3: Number of individual loan originator licenses issues	2100	2031	400	816	200	256	100	260	2800	3363

FY 11 SMART Quarterly Performance Report

Agency: 003 - Banking Department, State	**Program: 655 - CHARTER LIC AND REG FINANCIAL**
Organization: -	**Activity: 0487 - LICENSING & REG FINANCE COMPS**

Key Goal:			
Goal 1	**Maintain fund balance reserve of 25% to continue operations in the event of a substantial loss(more than 15%) of revenue.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain fund balance	Fund Balance/Total Expenses	--	--	--	--	--	--	--	--	25%	12%

FY 11 SMART Quarterly Performance Report

Agency: 003 - Banking Department, State	**Program: 655 - CHARTER LIC AND REG FINANCIAL**
Organization: -	**Activity: 0487 - LICENSING & REG FINANCE COMPS**

Key Goal:			
Goal 2	**Address consumer issues within 30 days**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To address consumer complaints within 30 days.	Response time	30	14	30	21	30	22	30	20	30	19.25

FY 11 SMART Quarterly Performance Report

Agency:	**004 - Conservation and Natural Resources, Department of**	**Program:**	**311 - STATE LAND MANAGEMENT**
Organization:	**-**	**Activity:**	**0158 - STATE LAND MANAGEMENT**
Mission:	To protect, manage, and enhance public trust resources for the State of Alabama, including administrating the Forever Wild Trust, generating revenue for state beneficiaries, and promoting natural resource stewardship through comprehensive and cooperative programs.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # of acres of land managed	90879	289329	90879	289489	90879	293559	90880	293559	363517	293559
W2: # of subgrant contracts managed	40	43	40	44	41	44	41	37	162	168
W3: # of lease and sale transactions	10	48	10	13	10	51	10	36	40	138
W4: # of workshops and presentations	122	135	122	143	122	198	122	38	488	514

Item #	Notes
WL1-	# of acres should be a cumulative total.
WL1-	# of acres should be a cumulative total.
WL1-	Quarterly and annual growth in acres of managed land reflects additions of land associated with Forever Wild and tracts acquired by Lands through Federal grants. This workload is best reported as an annual figure, rather than quarterly.
WL1-	Quarterly and annual growth in acres of managed land reflects additions of land associated with Forever Wild and tracts acquired by Lands through Federal grants. This workload is best reported as an annual figure, rather than quarterly.
WL3-	3rd quarter: 23 past due submerged pipeline leases were renewed. These type of leases are usually only renewed every 10 years and were not factored into the projected number when targets were first set up.

FY 11 SMART Quarterly Performance Report

Agency: 004 - Conservation and Natural Resources, Department	**Program: 311 - STATE LAND MANAGEMENT**
Organization: -	**Activity: 0158 - STATE LAND MANAGEMENT**

Key Goal:			
Goal 1	**Maintain 20% increase of total revenues for state beneficiaries over FY06 baseline of 15% through the end of FY15.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain total revenues for state beneficiaries of 20% over FY06 baseline of 15%.	% increase in total revenue for state benefit	.05	N/A	.05	3.94	.05	2.01	.05	1.06	.20	2.40

Item #	Notes
O1-	Data was unavailable for this objective.
O1-	Actual percentage of revenues has been consistently higher than projected due to increased timber sales.
O1-	First Quarter amount was 2.59
O1-	Actual percentage of revenues has been consistently higher than projected due to increased timber sales.

FY 11 SMART Quarterly Performance Report

Agency: 004 - Conservation and Natural Resources, Department	**Program: 311 - STATE LAND MANAGEMENT**
Organization: -	**Activity: 0158 - STATE LAND MANAGEMENT**

Key Goal:			
Goal 2	**Increase the number of Coastal educational activities (i.e., workshops, presentations and programs) to 150 over FY09 baselines of 114 by the end of FY12.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Increase the number of Coastal educational activities (i.e., workshops, presentations and programs) to 140 over FY09 baseline of 114.	Total number of educational activities	35	67	35	127	35	88	35	87	140	369

Item #	Notes
O1-	Other non-public educational activities were included in this number. Actual number for 1st quarter should have been 36.
O1-	Other non-public educational activities were included in this number. Actual number for 2nd quarter should have been 39.
O1-	3rd quarter: Educational activities increased greatly during the spring/summer months due to warmer weather and school field trips that are scheduled at the end of the school year. The annual projected number will be adjusted in the future to take these type of activities into consideration.

FY 11 SMART Quarterly Performance Report

Agency: 004 - Conservation and Natural Resources, Department	**Program: 311 - STATE LAND MANAGEMENT**
Organization: -	**Activity: 0158 - STATE LAND MANAGEMENT**

Key Goal:			
Goal 3	**Complete at least ten major land management projects per year to enhance quality recreation opportunities and natural community ecology through FY12.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Coordinate projects on tracts larger than 1,500 acres and/or projects requiring at leat 100 man hours and/or contractual effort in excess of $7,499.	# of projects completed	2	3	3	12	2	5	3	3	10	23

Item #	Notes
O1-	2nd quarter: There were more coordinated projects started than originally acticipated.
O1-	3rd quarter: There were more coordinated projects started than originally acticipated.

FY 11 SMART Quarterly Performance Report

Agency:	**004 - Conservation and Natural Resources, Department of**	**Program:**	**312 - OUTDOOR RECREATION SITES/SERV**
Organization:	**-**	**Activity:**	**0159 - OUTDOOR RECREATION SITES/SER**
Mission:	To acquire and preserve natural areas; to develop, furnish, operate, and maintain recreational facilities; and to extend the public's knowledge of the state's natural environment.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # of paying park visitors	562500	641961	500000	667629	1500000	1727556	1437500	862548	4000000	3,899,694
W2: # of overnight guests	230000	287299	220000	229293	385000	341163	415000	234976	1250000	1,092,731
W3: # of facilities and buildings maintained	860	860	860	860	860	860	860	860	860	860
W4: # of park acres maintained	45000	45000	45000	45000	45000	45000	45000	45000	45000	45,000

Item #	Notes
WL1-	2nd quarter projections were not ambitious enough. The park system had a great amount of day use guest. However, day use guests do not generate the revenue as much as overnight guests. Estimate will be refined on future year projections.
WL1-	3rd quarter objective was not ambitious enough, the park system had a great amount of day use guest which generally does not generate as much revenue as overnight guests. Estimate will be refined on next year's budget.
WL1-	4th Quarter numbers were hampered by the landfall of Tropical Storm Irene on Labor Day weekend causing a huge amount of visitors not coming to the Parks.
WL2-	3rd quarter overnight guest count is down due to April Tornado in Guntersville.

FY 11 SMART Quarterly Performance Report

Agency: 004 - Conservation and Natural Resources, Department	**Program: 312 - OUTDOOR RECREATION SITES/SERV**
Organization: -	**Activity: 0159 - OUTDOOR RECREATION SITES/SER**

Key Goal:

Goal 1	**To provide exceptional visitor services that consistently garner at least a 90% visitor approval rating by the end of FY13. Base year of 2006 garnered a 94.44% approval rating.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Garner at least a 90% visitor approval rating in annual customer surveys.	% of above average visitor approval ratings	.90	0.9342	.90	0.9573	.90	0.9473	.90	0.94	.90	.9447

FY 11 SMART Quarterly Performance Report

Agency: 004 - Conservation and Natural Resources, Department	**Program: 312 - OUTDOOR RECREATION SITES/SERV**
Organization: -	**Activity: 0159 - OUTDOOR RECREATION SITES/SER**

Key Goal:

Goal 2	**Ensure that at least 88% of operational expenditures, on an annual basis, are funded by generated revenues. Revenues and expenditures measured are for Park Operation only and do not include Montgomery Administrative Office expenditures.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Ensure that 88% of operational expenditures, on an annual basis, are funded by generated revenues.	% of Revenue to Expenditures	.80	0.7928	.82	0.7132	.98	1.06	.90	1.07	.88	0.909

Item # **Notes**

O1- 2nd quarter projection was too ambitious although percentage is up 5% from FY09. 70% operational self sufficiency would be more accurate and adjustment to FY12 projections will be made to reflect a more realistic goal.

O1- 3rd quarter objective was not ambitious enough. Although percentage is up, revenues are down 2% from FY10, due to April tornado damage at Guntersville State Park.

FY 11 SMART Quarterly Performance Report

Agency:	**004 - Conservation and Natural Resources, Department of**	**Program:**	**313 - MARINE POLICE**
Organization:	**-**	**Activity:**	**0161 - MARINE POLICE**
Mission:	To enhance safety and promote responsible use of resources on Alabama's waterways through law enforcement, education, and community-oriented activities.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # of vessel contacts	2000	1378	3000	2035	7100	5704	8100	4888	20200	14005
W2: # of patrol hours	4500	4039	5400	5401	11524	9680	13627	8448	35051	27568
W3: # of boats registered	28005	27077	66275	59371	95509	82777	80211	81177	270000	250402
W4: # of boating/water safety education hours	1100	1837	1600	1447	1300	1155	1000	775	5000	5214

FY 11 SMART Quarterly Performance Report

Item #	Notes
WL1-	(-31% variance) - Vessel contacts were lower than projected because this quarter typically, due to time of year and weather, has a smaller percentage of vessels on the water. This quarter is also the only quarter, due to lighter vessel traffic, that many Marine Police Officers can take annual leave.
WL1-	3rd quarter: (-20% variance) Officers statewide were tasked with working search, recovery, and security details related to the Tordado Disaster that occurred in April. These details ran from the last week of April through most of May resulting in lower than anticipated vessel contacts.
WL1-	(-32% variance) - Although vessel contacts began to pick up in March, for the 2nd quarter, overall vessel contacts were lower than projected because this quarter typically has a smaller percentage of vessels on the water due to cold and stormy weather. This quarter is also the quarter, due to lighter vessel traffic, that many Marine Police Officers take annual leave.
WL1-	4th quarter: (-40% variance) Because of the reduced number of Marine Police Officers due to transfers, early retirement, and illness/surgery, vessel contacts were lower than projected.
WL2-	4th quarter: (-38% variance) Because of the reduced number of Marine Police Officers due to transfers, early retirement, and illness/surgery, patrol hours were lower than projected.
WL2-	3rd quarter: (-16% variance) Officers statewide were tasked with working search, recovery, and security details related to the Tordado Disaster that occurred in April. These details ran from the last week of April through most of May resulting in lower than anticipated patrol hours.
WL2-	(-10% variance) - Vessel hours were lower than projected because this quarter typically, due to time of year and weather, has a smaller percentage of vessels on the water. This quarter is also the only quarter, due to lighter vessel traffic, that many Marine Police Officers can take annual leave.
WL3-	(-3% variance) - Number of boats registered was lower than projected because a small number of December registration totals have not been submitted by the counties or entered into the system.
WL3-	3rd quarter: (-13% variance) Number of boats registered was lower than projected because a small number of June registration totals have not been submitted by the counties or entered into the system.
WL3-	(-10% variance) - Number of boats registered was lower than projected because a small number of March registration totals have not been submitted by the counties or entered into the system.
WL4-	(-10% variance) - Hours for educational activities were less than projected due to increased boating traffinc in March and officers using annual leave time during the first two months of the 2nd quarter.
WL4-	4th quarter: (-22% variance) Because of the reduced number of Marine Police Officers due to transfers, early retirement, and illness/surgery, education hours were lower than projected.
WL4-	3rd quarter: (-11% variance) Officers statewide were tasked with working search, recovery, and security details related to the Tordado Disaster that occurred in April. These details ran from the last week of April through most of May resulting in lower than anticipated education hours.
WL4-	(+67% variance) Because the time of year and cold weather kept boaters from the water, officers participated in more educational activities, causing the number of hours projected for educational activites to be higher than projected.

FY 11 SMART Quarterly Performance Report

Agency: 004 - Conservation and Natural Resources, Department	**Program: 313 - MARINE POLICE**
Organization: -	**Activity: 0161 - MARINE POLICE**

Key Goal:			
Goal 1	**Increase the annual number of boat patrol hours expended by 13,500 hours from the FY06 baseline of 33,749 hours to 47,249 hours expended annually by the end of FY16.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase the number of boat patrol hours expended by 2,440 hours annually through FY16. (Factored in FY09 shortage)	# of patrol hours expended by field officers	4500	4039	5400	5401	11524	9680	13627	8448	35051	27568

Item # **Notes**

O1- (-10% variance) - Vessel hours were lower than projected because this quarter typically, due to time of year and weather, has a smaller percentage of vessels on the water. This quarter is also the only quarter, due to lighter vessel traffic, that many Marine Police Officers can take annual leave.

O1- 3rd quarter: (-16% variance) Officers statewide were tasked with working search, recovery, and security details related to the Tordado Disaster that occurred in April. These details ran from the last week of April through most of May resulting in lower than anticipated patrol hours.

O1- 4th quarter: (-40% variance) Because of the reduced number of Marine Police Officers due to transfers, early retirement, and illness/surgery, patrol hours were lower than projected.

FY 11 SMART Quarterly Performance Report

Agency: 004 - Conservation and Natural Resources, Department	**Program: 313 - MARINE POLICE**
Organization: -	**Activity: 0161 - MARINE POLICE**

Key Goal:			
Goal 2	**Decrease by the number of boating accidents that result in fatalities or injuries by 2 from the FY06 baseline of 47 accidents to 45 by the end of FY14.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Decrease by 2 the number of boating accidents that result in fatalities or injuries as compared to FY06.	# of accidents resulting in fatalities or injuries	3	5	11	6	15	20	16	15	45	46

Item # **Notes**

O1- (+67% variance) Due to good weather and more boating/vacation traffic, more boaters were on inland waterways, resulting in higher than normal numbers of boating accidents, injuries, and fatalities.

O1- (-45% variance) - Due to cold weather and less boating traffic during the first two months of the 2nd quarter, fewer boaters were on the waterways, resulting in lower than projected boating accidents, injuries, and fatalities. Officers also increased patrol hours during the periods of better weather.

O1- 3rd quarter: (+33% variance) Officers statewide were tasked with working search, recovery, and security details related to the Tordado Disaster that occurred in April. These details ran from the last week of April through most of May resulting in higher than anticipated accidents.

O1- 4th quarter: (-6% variance) Because of the recent disaster and early start of the school year, there were fewer boaters on the waterways, resulting in lower than projected boating accidents, injuries, and fatalities.

FY 11 SMART Quarterly Performance Report

Agency: 004 - Conservation and Natural Resources, Department	**Program: 313 - MARINE POLICE**
Organization: -	**Activity: 0161 - MARINE POLICE**

Key Goal:			
Goal 3	**Improve the safety of waterways by increasing the number of hours expended annually on navigational/hazard marker system maintenance by 46 hours from the FY07 baseline of 502 hours to 548 hours by the end of FY14.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Increase the number of hours expended on navigational/hazard marker system maintenance by an average of 46.5 hours annually. (Factored in FY09 shortage)	# of hrs spent on navig/hazard marker maintenance	102	157	102	95	102	218	102	77	409	547

Item #	Notes
O1-	(+54% variance) - Due to good weather, lower lake levels, and a grasslands marking project in south Alabama, officers spent more time marking navigation/hazard areas.
O1-	(-8% variance) - Officers spent less time marking navigation/hazard areas during 2nd quarter; instead, they increased patrol hours during periods of good weather.
O1-	3rd quarter: (+114% variance) Officers were tasked in the early part of April with completing a visual survey and inspection of all the aids to navigation on the waterways resulting in a higher number of hours expended on this task.
O1-	4th quarter: (-25% variance) Because of the reduced number of Marine Police Officers due to transfers, early retirement, and illness/surgery, hours expended on navigational/hazard marker maintenance were lower than projected.

FY 11 SMART Quarterly Performance Report

Agency:	**004 - Conservation and Natural Resources, Department of**	**Program:**	**314 - ADMINISTRATIVE SERVICES**
Organization:	**-**	**Activity:**	**0162 - ADMINISTRATIVE SERVICES**
Mission:	To provide administrative services to support departmental functions and activities that promote the wise use and enjoyment of Alabama's natural resources for current and future generations.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # of people reached through diversity programs and activities	425	463	775	696	250	188	200	306	1650	1653
W2: # informational and educational programs and activities	76	80	85	96	85	111	80	102	326	389
W3: # of computer system work orders processed	450	149	450	375	450	705	450	477	1800	1706
W4: # of legal transactions processed	2200	3337	2200	0	2200	2808	2200	1822	8800	11142

Item # **Notes**

WL1- 2nd Quarter - Due to severe weather and one job fair cancellation, projected number of people reached was 10% less than projected.

WL4- 2nd Quarter number of transactions was 6,219 but somehow was not saved prior to submission and close of application. Also, Legislature was in session this quarter with many Bills closely associated to DCNR Operations. This created a significant amount of legal transactions not anticipated at the time projections were made.

FY 11 SMART Quarterly Performance Report

Agency: 004 - Conservation and Natural Resources, Department	**Program: 314 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: 0162 - ADMINISTRATIVE SERVICES**

Key Goal:			
Goal 1	**Increase diversity within the Department to reflect the demographic profile of the State of Alabama by increasing the percentage of minorities hired to a minimum of 20% of new hires through the end of FY15.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Ensure that minority hires constitute a minimum of at least 20% of overall new hires in the Department.	% of new hire Department Diversity	.20	0	.20	0	.20	0.25	.20	0	.20	.0625

FY 11 SMART Quarterly Performance Report

Agency: 004 - Conservation and Natural Resources, Department	**Program: 314 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: 0162 - ADMINISTRATIVE SERVICES**

Key Goal:			
Goal 2	**Implement an electronic boat registration system by the end of FY15.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Ensure 50 identified agents have implemented the boat registration system, that remaining agents implement the system, and a home internet boat registration system is introduced by FY15.	# of agts with boat registration sys. implemented	9	7	11	8	13	8	15	8	15	8
(O2-Efficiency) Reduce by 30,000 annually from FY11 through FY15 the number of Boat Registration certificates that have to be manually keyed into the Boat Registration system. FY09 baseline is 261,326.	# of documents manually keyed	76338	122279	62458	108569	53205	70603	39325	90717	231326	392168

FY 11 SMART Quarterly Performance Report

Agency:	**004 - Conservation and Natural Resources, Department of**	**Program:**	**316 - GAME & FISH**
Organization:	**-**	**Activity:**	**0164 - GAME & FISH**
Mission:	To manage, protect, conserve, and enhance the wildlife and aquatic resources of Alabama for the sustainable benefit of the people of Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # of customer contacts, organizations, and agencies directly served.	25500	20938	35000	37305	95000	67621	59500	31828	215000	157692
W2: # of licensed hunters and freshwater anglers	450000	467081	100000	110499	180000	147053	45000	49102	775000	773735
W3: # of public access sites managed including hunting, fishing, viewing and shooting sites and boating access lanes.	385	387	440	593	470	520	465	534	440	508.5

FY 11 SMART Quarterly Performance Report

Item #	Notes
WL1-	# of State Lake anglers is down due to several lakes closed for renovations. # of wildlife technical assistance contacts has decreased due to better information available on website.
WL1-	2nd Qtr - # of landowners assisted through the Landowner Incentive Program increased dramatically due to increased funding and the ability to process additional applications for longleaf restoration.
WL1-	3rd quarter: # of State Lake anglers is down by over 19,000 due to several lakes closed for renovation and lakes that were temporarily affected by tornado damage that required debris cleanup.
WL1-	4th quarter: # of State Lake anglers is down by over 19,000 due to several lakes closed for renovation and lakes that were temporarily affected by tornado damage and required debris cleanup.
WL2-	4th quarter: More licenses sold due to favorable wether conditions, for the year sales were off by less than 1%.
WL2-	3rd quarter: More licenses were sold in the 1st & 2nd quarter due to favorable weather conditions. Year to date figures are off by less than 1%.
WL2-	2nd Qtr - # of fishing licenses sold during the quarter has increased due to the early warm weather this year.
WL3-	2nd Qtr - # of sites managed increased due to an increase in fishery enhancement sites. The number of these sites is unpredictable and can vary due to weather conditions.
WL3-	3rd quarter: # of sites managed is increased due to an increase in reservoirs/rivers sampled.
WL3-	4th quarter: # of sites managed is increased due to an increase in fishery enhancement sites. The number of these sites is unpredictable and can vary due to weather conditions.

FY 11 SMART Quarterly Performance Report

Agency: 004 - Conservation and Natural Resources, Department	**Program: 316 - GAME & FISH**
Organization: -	**Activity: 0164 - GAME & FISH**

Key Goal:			
Goal 1	**Maintain 25.6M man-days of hunting, fishing and wildlife watching per year in Alabama through FY20.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Maintain the number of man days of hunting from the FY07 baseline of 6,452,100.	Sum of the number of man days	--	--	--	--	--	--	--	--	6700000	6690792
(O2-Quality) Sample at least 160 public bodies of water for aquatic wildlife populations annually.	Sum of the # of fish populations sampled	--	--	--	--	--	--	--	--	160	533
(O3-Efficiency) Maintain the ratio of the number of public access sites managed including hunting, fishing, viewing and shooting sites and boating access lanes to the total number of employees from FY07 baseline of .85 to 1.	# of emp's divided by public access sites managed	.85/1	.85/1	.85/1	.55/1	.85/1	.63/1	.85/1	.60/1	.85/1	.60/1
(O4-Quality) Maintain 25.6M man-days of hunting, fishing, and wildlife watching as reported by the latest US Fish and Wildlife Service National Survey.	sum of the # of man days	--	--	--	--	--	--	--	--	25600000	25600000

Item # **Notes**

O3- 2nd Qtr - Ratio of sites managed to employee is decreased due to the increased number of sites managed. # of sites managed is increased due to an increase in fishery enhancement sites. The number of these sites is unpredictable and can vary due to weather conditions.

O3- 3rd quarter: Ratio of sites managed to employees is decreased due to the increased number of sites managed. # of sites managed increased due to an increase in # of reservoirs/rivers sampled.

O3- 4th quarter: Ratio of sites managed to employees is decreased due to the increased number of sites managed. # of sites managed is increased due to an increase in the # of reservoirs/rivers sampled.

FY 11 SMART Quarterly Performance Report

Agency: 004 - Conservation and Natural Resources, Department	**Program: 316 - GAME & FISH**
Organization: -	**Activity: 0164 - GAME & FISH**

Key Goal:			
Goal 2	**In conjunction with Department and Forever Wild efforts, obtain ownership of 1 million acres for wildlife management, hunting, and related wildlife recreation by the end of FY32, as identified in the Alabama Management Improvement Program Capital Planning and Budgeting Final Report dated 1988.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) In conjunction with Department and Forever Wild efforts, increase ownership to 245,000 acres owned by Forever Wild and the Department for wildlife management areas.	# of acres owned by FW & Dept for Wildlife Mgt	215000	214164	220000	214778	230000	233533	245000	233613	245000	233613

FY 11 SMART Quarterly Performance Report

Agency: 004 - Conservation and Natural Resources, Department	**Program: 316 - GAME & FISH**
Organization: -	**Activity: 0164 - GAME & FISH**

Key Goal:			
Goal 3	**Enhance our ability to meet current public demand for law enforcement services by reaching authorized FY07 sworn law enforcement staffing level of 158 officers by FY15 and maintaining this level at least through FY20.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Reach 85% of full staffing level of 158 authorized sworn officers in law enforcement section.	% of sworn law enf officers to full staffing level	.83	0.84	.84	0.83	.85	0.81	.85	0.79	.85	.79
(O2-Efficiency) Maintain the ratio of sworn law enforcement field personnel to sworn law enforcement administrative personnel in the law enforcement section from the FY10 baseline level of 33 to 1.	Ratio of field pers. to admin pers. (law enf.)	33/1	32.25/1	33/1	42.5/1	33/1	31/1	33/1	30/1	33/1	30/1

Item # Notes

O1- 4th quarter: Due to retirements and transfers, the number of law enforcement officers has dropped. WFF is currently working a register to fill 4 vacancies.

O2- 4th quarter: The ratio has dropped due to the vacancies in field Law Enforcement positions. WFF is currently working a register to fill 4 vacancies.

O2- 2nd Qtr - The ratio of Law Enforcement Field personnel to admin personnel has increased due to the vacancy of one our the four administrative postions. This position is in the process of being filled and should have someone on board in the 3rd quater.

O2- 3rd quarter: Ratio has decreased due to filling vacant Administrative position in the Montgomery office, however it has gone below the target due to the loss of field law enforcement officers. Employment registers have been pulled to hire and replace vacant field offier positions.

FY 11 SMART Quarterly Performance Report

Agency:	**004 - Conservation and Natural Resources, Department of**	**Program:**	**317 - MARINE RESOURCES**
Organization:	**-**	**Activity:**	**0165 - MARINE RESOURCES**
Mission:	To conserve, protect, and enhance Alabama's living marine resources in a manner that promotes the responsible stewardship of those resources and encourages sustainable economic development.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # of licenses issued	39400	47557	10600	11022	23400	37378	23600	43677	97000	185464
W2: # of Federal projects	28	28	28	28	28	28	28	28	28	28
W3: # of Universities with cooperative research projects	3	3	3	3	3	3	3	3	3	3
W4: # of management/regulatory activities	33	33	33	33	33	33	33	33	33	33

Item #	Notes
WL1-	Differences between the forecasted and actual sales figures may be explained by changes in renewal periods.
WL1-	3rd quarter: Differences between the forecasted and actual sales figures may be explained by changes in renewal periods.
WL1-	The license totals for quarters 1-3 are incorrect. The adjusted quarterly totals are: Q1 - 46,791, Q2 - 20,106, and Q3 - 74,890. In previous quarters the license database was unavailable to MRD staff. Staff requested data from a third party and not all license types were included in the delivery. However, annual data was available to MRD staff and quarterly totals for all applicable license types were included in this report. Note, license totals listed are unaudited and are subject to change. License totals exceeded projections because the weather was favorable during the spring and summer months and more people were interested in fishing as an activity.

FY 11 SMART Quarterly Performance Report

Agency: 004 - Conservation and Natural Resources, Department	**Program: 317 - MARINE RESOURCES**
Organization: -	**Activity: 0165 - MARINE RESOURCES**

Key Goal:			
Goal 1	**Complete and implement 100% of approved, directly actionable recommendations from the annual stock assessment completed for the five (5) species assessed during FY07-FY11.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Complete the stock assessment for the 5th of the five (5) species during FY11.	# of stock assessments completed	5	N/A	5	N/A	5	N/A	5	N/A	5	3
(O2-Quality) Implement 100% of directly actionable recommendations from the stock assessments completed for five (5) species assessed during FY07-FY11	% of implemented recommendations	--	--	--	--	--	--	--	--	100%	50%

Item #	Notes
O1-	It should have been noted during development of this report that this objective is reported on an annual basis.
O1-	It should have been noted during development of this report that this objective is reported on an annual basis.
O1-	3rd quarter: It should have been noted during development of this report that this objective is reported on an annual basis.
O1-	Staff time associated with response and Natural Resource Damage Assessment activities related to the Deepwater Horizon oil spill reduced the amount of time devoted to stock assessment development. Some of the actionable items were not achieved because of time/funding constraints.

FY 11 SMART Quarterly Performance Report

Agency: 004 - Conservation and Natural Resources, Department	**Program: 317 - MARINE RESOURCES**
Organization: -	**Activity: 0165 - MARINE RESOURCES**

Key Goal:			
Goal 2	**Maintain an average of 50% of officers' annual state work hours are spent patrolling marine areas to ensure compliance with laws and regulations through FY12.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain an average of 50% of officers' annual state work hours are spent patrolling marine areas to ensure compliance with laws and regulations.	% of officers hours spent patrolling	.50	0.50	.50	0.45	.50	0.55	.50	0.59	.50	.5225

Item #	Notes
O1-	2517 patrol hours/5033 total man hours =.500099
O1-	2nd Qtr - Patrol percentage was less than projected due to colder weather and lack of activity in the fisheries. The officers also attended in-service and required annual training. The officers also did preventative maintenance of vessels, vehicles, and other equipment to ensure all were in good working order before the boating season began in the the spring.
O1-	3rd quarter: Exceeded goal by 5% as this quarter is a peak enforcement patrol time for the Division due to increased boating and fishing activity. In addition to normal activity,there was an oyster relay operation that lasted several weeks and required dedicated patrol time to ensure safety and compliance among the boats involved and the seasonal opening for Red Snapper.
O1-	4th quarter: Patrol percentages were above the target range of 50% by a total of 9% due to peak fishing time that occurred during the period. Red Snapper season was open for a large portion of the time and there were changes in seasons for Greater Amberjack and Gag Grouper which also required directed patrols. This is a time of year when the majority of people are utilizing the fisheries.

FY 11 SMART Quarterly Performance Report

Agency: 004 - Conservation and Natural Resources, Department	**Program: 317 - MARINE RESOURCES**
Organization: -	**Activity: 0165 - MARINE RESOURCES**

Key Goal:			
Goal 3	**Maintain the number of outreach events at 20 yearly through FY12.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Maintain the number of outreach events at 20 yearly.	# of events	7	7	5	6	3	5	5	5	20	23

FY 11 SMART Quarterly Performance Report

Agency:	**005 - Corrections, Department of**	**Program:**	**050 - CAPITAL OUTLAY**
Organization:	**-**	**Activity:**	**-**
Mission:	To ensure the existence of minimal adequate inmate housing, infrastructure, and support facilities commensurate with the inmate population.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of inmates in ADOC facilities.	26000	25261	26000	25254	26000	25695	26000	25651	26000	25651

FY 11 SMART Quarterly Performance Report

Agency: 005 - Corrections, Department of	**Program: 050 - CAPITAL OUTLAY**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To upgrade facilities by completing 100% of capital outlay projects (total cost $104 million) as recommended in the 2007 Needs Assessment Report by 2020.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Complete 38% of capital outlay projects in the 2007 Needs Assessment Report by expending $48,500,000.	Dollar	12125000	215069	24250000	990719	36375000	35117246	48500000	49920865	48500000	49920865

FY 11 SMART Quarterly Performance Report

Agency:	**005 - Corrections, Department of**	**Program:**	**633 - INSTITUTIONAL SERV CORRECTIONS**
Organization:	-	**Activity:**	-
Mission:	To provide for the safety, security, custody, and control of inmates under ADOC supervision.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of inmates in ADOC facilities.	26000	25261	26000	25254	26000	25695	26000	25651	26000	25651
W2: Number of inmates committed to ADOC custody.	26500	26576	26500	26440	26500	26600	26500	26614	26500	26614

FY 11 SMART Quarterly Performance Report

Agency: 005 - Corrections, Department of	Program: 633 - INSTITUTIONAL SERV CORRECTIONS
Organization: -	Activity: -

Key Goal:			
Goal 1	**To reduce the inmate to officer ratio from 12.6:1 in FY 2006 to 9.6:1 or lower by FY 2012.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Inmate to officer ratio will be reduced to 10.6:1 in FY 2011.	Ratio	11.2:1	10.8:1	11.0:1	10.9:1	10.8:1	11.1:1	10.6:1	10.9:1	10.6:1	10.9:1
(O2-Efficiency) Overtime costs will decrease to $12.4 million in FY 2011.	Dollars	3577000	3621144	6677000	6427730	9777000	10069571	12400000	13143462	12400000	13143462
(O3-Efficiency) Average daily number of inmates diverted from ADOC facilities to the Community Corrections Program will increase to 1,700.	Number	1700	N/A	1700	1675	1700	1714	1700	1856	1700	1856
(O4-Efficiency) Number of counties participating in the Community Corrections Program will increase to 47.	Number	46	45	46	45	47	45	47	45	47	45

Item # **Notes**

O3- Number of CCP diversions unavailable at this time.

FY 11 SMART Quarterly Performance Report

Agency: 005 - Corrections, Department of	**Program: 633 - INSTITUTIONAL SERV CORRECTIONS**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Optimize inmate healthcare spending to limit annual increases to less than 6% through 2012.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Annual health services cost per inmate will increase by less than 6% to 3,841.	Dollars	960	936	960	947	960	941	961	938	3841	3783
(O2-Quality) In-patient hospital days for inmates will decrease by 2% to 3,000.	Number of days	750	876	750	789	750	685	750	682	3000	3030

Item #	Notes
O1-	Data from SEIB not available until after February 15th, would effect overall by less than 10%.
O1-	SEIB data not available until 15th of the following month, overall effect less than 10%
O1-	Data not available from SEIB until after the following month after the 15th, would effect overall by less than 10%.
O1-	Annual sum reflects updated data in 1st, 2nd, and 3rd quarters that includes SEIB data.

FY 11 SMART Quarterly Performance Report

Agency: 005 - Corrections, Department of	Program: 633 - INSTITUTIONAL SERV CORRECTIONS
Organization: -	Activity: -

Key Goal:			
Goal 3	**To fully implement new programs that increase the chances for offenders to succeed in the community after being released and reduce the recidivism rate by 2% by 2013.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) 85% of inmates successfully completing program will begin work release employment within 3 months of graduation.	Percentage	81	48.8	83	76	83	68.4	85	67.3	85	67.3
(O2-Efficiency) Number of recidivists will be reduced by 0.5% annually to 24.0%.	Percentage	24.5	25.2	24.3	25.2	24.1	24.2	24.0	25.3	24.0	25.3

FY 11 SMART Quarterly Performance Report

Agency:	**005 - Corrections, Department of**	**Program:**	**634 - CORRECTIONAL INDUSTRIES**
Organization:	-	**Activity:**	-
Mission:	To provide meaningful work and job opportunities to ADOC inmates through the provision of goods and services available for purchase by state and local governmental entities.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of inmates employed by ACI.	600	552	600	537	600	524	600	527	600	527

FY 11 SMART Quarterly Performance Report

Agency: 005 - Corrections, Department of	**Program: 634 - CORRECTIONAL INDUSTRIES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To generate $1,000,000 in annual profits by 2013 to increase funding for capital outlay projects.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Annual ACI net profit will increase to $500,000.	Dollars	125000	-432462	250000	-342019	375000	-395831	500000	-32162	500000	-32162

FY 11 SMART Quarterly Performance Report

Agency:	**005 - Corrections, Department of**	**Program:**	**640 - ADMN SERVICE AND LOGISTCAL SUP**
Organization:	-	**Activity:**	-
Mission:	To provide administrative and logistical services for agency operations.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of inmates in ADOC facilities.	26000	25261	26000	25254	26000	25695	26000	25651	26000	25651

FY 11 SMART Quarterly Performance Report

Agency: 005 - Corrections, Department of	**Program: 640 - ADMN SERVICE AND LOGISTCAL SUP**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Eliminate 100% of ADOC dependence on the mainframe legacy system and applications by the end of FY 2012.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Implement 90% of inmate trust funds application by the end of FY 2011.	Percentage	80	80	84	80	86	80.0	90	80	90	80
(O2-Efficiency) Implement 25% of inmate labor billing application and integrate with inmate management system by FY 2011.	Percentage	0	0	0	0	0	0.0	25	0	25	0

Item #	Notes
O2-	O2: Not currently an active project.
O2-	This project is not active.
O2-	This project is not active
O2-	This project is not active.

FY 11 SMART Quarterly Performance Report

Agency:	**006 - Administrative Office of the Courts**	**Program:**	**931 - COURT OPERATIONS**
Organization:	**-**	**Activity:**	**0699 - JUDICIAL OPERATIONS**
Mission:	Resolve cases in the circuit and district courts in an impartial, efficient, and timely manner.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: caseload: circuit court filings	60000	48973	60000	54705	60000	52057	60000	53992	240000	209727
W2: caselaod: circuit court dispositions	60000	52281	60000	55071	60000	56253	60000	52127	240000	215732
W3: caseload: district court filings	220000	226141	220000	224166	220000	215798	220000	237713	880000	903818
W4: caseload: district court dispositions	220000	225097	220000	246346	220000	216453	220000	231737	880000	919633

FY 11 SMART Quarterly Performance Report

Agency: 006 - Administrative Office of the Courts	**Program: 931 - COURT OPERATIONS**
Organization: -	**Activity: 0699 - JUDICIAL OPERATIONS**

Key Goal:			
Goal 1	**Maintain 99% compliance to case disposition time standards and 95% throughput ratio in all cases.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Achieve 99% compliance to case disposition time standards.	%	.99	99%	.99		.99		.99		.99	
(O2-Efficiency) Achieve 95% throughput ratio in all cases.	%	.95	95$	.95		.95		.95		.95	

FY 11 SMART Quarterly Performance Report

Agency: 006 - Administrative Office of the Courts	**Program: 931 - COURT OPERATIONS**
Organization: -	**Activity: 0699 - JUDICIAL OPERATIONS**

Key Goal:			
Goal 2	**Reduce backlog of cases in the circuit clerks' offices.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Bring the circuit clerks' offices to 80% of the manpower formula.	#	--	NA	--	NA	--	NA	--	--	114	na

FY 11 SMART Quarterly Performance Report

Agency:	**006 - Administrative Office of the Courts**	**Program:**	**932 - JUVENILE PROBATION OFFCR SVCS**
Organization:	**-**	**Activity:**	**0709 - JUVENILE PROBATION OFFICERS**
Mission:	To administer a fair and equitable juvenile justice system that respectfully serves the best interests of all children in a manner that: preserves and strengthens the family; promotes a continuum of services for children and their families; protects the community by making children accountable for their actions; and helps children acquire the skills to become productive members of society.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Children Supervised: UJS Group	31000	NA	31000		31000	10777	31000	14065	31000	na

FY 11 SMART Quarterly Performance Report

Agency: 006 - Administrative Office of the Courts	**Program: 932 - JUVENILE PROBATION OFFCR SVCS**
Organization: -	**Activity: 0709 - JUVENILE PROBATION OFFICERS**

Key Goal:

Goal 1	**Reduce the number of juveniles in detention.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Lower juvenile crime.	#	--	NA	--	NA	--	NA	--	--	8	NA

FY 11 SMART Quarterly Performance Report

Agency:	**006 - Administrative Office of the Courts**	**Program:**	**933 - ADMINISTRATIVE SERVICES**
Organization:	**-**	**Activity:**	**0739 - ADMINISTRATIVE SERVICES**
Mission:	To administer the internal operating functions of the court system through a specialized support staff thereby freeing court officials to tend to the business of the court.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of court notices.	400000	359141	400000	384067	400000	298373	400000	315588	1600000	1357169
W2: Number of child support checks issued.	160000	167192	160000	164459	160000	165650	160000	165375	640000	662676

FY 11 SMART Quarterly Performance Report

Agency: 006 - Administrative Office of the Courts	**Program: 933 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: 0739 - ADMINISTRATIVE SERVICES**

Key Goal:			
Goal 1	**Expand on-line services to 100% E-filing capability by 2015.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Establish phase 4 of ala-pay which will allow electronic fund transfers of garnishments. Establish E-Filing for criminal and juvenile cases. Currently E-Filing is just for civil cases. Establish Alacourt Plus. This will help court personnel with Case Management.	#	--	NA	--	NA	--	--	--	--	74	na

FY 11 SMART Quarterly Performance Report

Agency:	**006 - Administrative Office of the Courts**	**Program:**	**934 - ALABAMA SENTENCING COMMISSION**
Organization:	**-**	**Activity:**	**0697 - ALABAMA SENTENCING COMMISSION**
Mission:	Since its creation as a separate state agency in 2000, the Alabama Sentencing Commission has been diligently carrying out its statutory responsibilities and the Legislature's charge to suggest ways to improve our state's criminal justice system and bring about sentencing reform. In addition to proposing bills that will improve Alabama's criminal laws and procedures, the Sentencing Commission acts as a criminal justice clearinghouse, providing data and information on criminal laws and sentencing to judges, attorneys, legislators and the general public. The mission statement adopted by the Commission: "The Alabama Sentencing Commission shall work to establish and maintain an effective, fair and efficient sentencing system for Alabama that enhances public safety, provides truth-in-sentencing, avoids unwarranted disparity, retains meaningful judicial discretion, recognizes the most efficient and effective use of correctional resources, and provides a meaningful array of sentencing options."		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of sentencing standards worksheets submitted and entered into database.	3750	3287	3750	3984	3750	3951	3750	3980	15000	15202
W2: Number of Sentencing Standards workshops and instructional seminars conducted.	3	2	3	3	3	3	3	2	12	10

Item # **Notes**

WL1- Workshop in Dothan and New Judges Orientation

FY 11 SMART Quarterly Performance Report

Agency: 006 - Administrative Office of the Courts	**Program: 934 - ALABAMA SENTENCING COMMISSION**
Organization: -	**Activity: 0697 - ALABAMA SENTENCING COMMISSION**

Key Goal:			
Goal 1	**To obtain submission of worksheets from all counties for covered offenses.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Percentage of worksheets completed and sent to the Sentencing Commission by counties.	worksheets submitted	3750	3287	3750	3984	3750	3951	3750		15000	15202 worksheets
(O2-Efficiency) Improved compliance with standards recommendation - submission compliance. In-Out compliance, sentence length compliance and overall compliance (reported annually only using sentencing cohort).	completed worksheets submitted and % of compliance	--	--	--	--	--	--	--	--	75% Compliance - Overall	60%
(O3-Efficiency) More use of sentencing alternatives.	data/offenders sentenced/diverted to cc programs	--	1666	--	--	--	--	--	--	1675	1715 CC diversions

Item # **Notes**

O1- ADOC will provide list of diversions at a later date. There are 45 counties participating in an ADOC approved CCP.

FY 11 SMART Quarterly Performance Report

Agency: 006 - Administrative Office of the Courts	**Program: 934 - ALABAMA SENTENCING COMMISSION**
Organization: -	**Activity: 0697 - ALABAMA SENTENCING COMMISSION**

Key Goal:			
Goal 2	**Develop options for Truth in Sentencing Standards from "Time Served" data and establish realistic timeline for implementation.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Development of TIS standards from Time served data based on cohort of released inmates over past five years.	Options for TIS and standards developed	--	3	--	--	--	--	--	--	Options for TIS Standards	in development
(O2-Efficiency) Develop TIS Worksheets and Standards - 3 categories with each containing in-out worksheet and sentence length worksheet for categories of personal, property, drug offenses, and possible separate worksheet for sex offenses.	number of worksheet categories	--	--	--	--	--	--	--	--	3 sentencing standards worksheets devloped	in development

Item #	Notes
O1-	Options presented to Commission by Applied Research Services Inc. Data and Options on file in office.
O1-	Standards Committee Meeting February 3, 2011 to review options and data.

FY 11 SMART Quarterly Performance Report

Agency: 006 - Administrative Office of the Courts	**Program: 934 - ALABAMA SENTENCING COMMISSION**
Organization: -	**Activity: 0697 - ALABAMA SENTENCING COMMISSION**

Key Goal:			
Goal 3	**To improve existing community supervision programs and increasing diversion of nonviolent felony offenders from prison to community correction programs.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Gauge implementation of evidence based practices recommended in pilot sites and other counties of the state.	Evaluation criteria established by Eval. Committee	--	--	--	--	--	--	--	--	4 pilot sites implementing CCASP recommendations	implementing risk/need assessments

Item # **Notes**

O1- Complete Evaluation Report by Vera Institute of Justice on file in office.

FY 11 SMART Quarterly Performance Report

Agency:	**006 - Administrative Office of the Courts**	**Program:**	**935 - DRUG COURT**
Organization:	**-**	**Activity:**	**0707 - DRUG COURT**
Mission:	Reduce prison overcrowding, recidivism, and drug usage by implementing model drug courts.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Implement drug courts to all 67 counties.	--	61	--	61	--	NA	--	--	67	

FY 11 SMART Quarterly Performance Report

Agency: 006 - Administrative Office of the Courts	**Program: 935 - DRUG COURT**
Organization: -	**Activity: 0707 - DRUG COURT**

Key Goal:			
Goal 1	**Expand drug courts to the remaining 19 counties by 2015.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Reduce prison overcrowding, recidivism, and drug usage by implementing model drug courts.	#	--	NA	--	--	--	--	--	--	67	61

FY 11 SMART Quarterly Performance Report

Agency:	**007 - Development Office, Alabama**	**Program:**	**914 - INDUSTRIAL DEVELOPMENT**
Organization:	**9141 - ALABAMA DEVELOPMENT OFFICE**	**Activity:**	**0563 - INDUSTRIAL RECRUITMENT**
Mission:	To coordinate economic development resources leading to quality job creation and retention throughout Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: New/Existing Recruitment Projects Worked	20/20	15/35	20/20	50/35	25/30	38/52	25/30	39/64	90/100	142/186
W2: Trade Partners Linked	130	136	60	206	130	131	105	101	425	574
W3: Follow-up Visits to Existing Industries	25	18	30	30	40	49	35	39	130	136

FY 11 SMART Quarterly Performance Report

Agency: 007 - Development Office, Alabama	**Program: 914 - INDUSTRIAL DEVELOPMENT**
Organization: 9141 - ALABAMA DEVELOPMENT OFFICE	**Activity: 0563 - INDUSTRIAL RECRUITMENT**

Key Goal:

Goal 1	**Coordinate with strategic partners the recruitment of new/expanding businesses and consultant contacts resulting in 100 new projects worked annually by 2012.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Be as responsive as possible to project opportunities based on decreased staff size.	New/Existing Projects Worked	40	50	40	50	55	90	55	103	190	328
(O2-Efficiency) Maintain the current staffing requirement while increasing the number of projects worked.	Project to Staff Ratio	7:1	8:1	7:1	8:1	9:1	15:1	9:1	14.7:1	32:1	50.5:1

FY 11 SMART Quarterly Performance Report

Agency: 007 - Development Office, Alabama	**Program: 914 - INDUSTRIAL DEVELOPMENT**
Organization: 9141 - ALABAMA DEVELOPMENT OFFICE	**Activity: 0563 - INDUSTRIAL RECRUITMENT**

Key Goal:

Goal 2	**To achieve $12 billion in export sales of Alabama products and services annually by 2012, with the goal of a 6% increase each year.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase the number of trade partners linked	Trade Partners Linked	130	136	60	206	130	131	105	101	425	574
(O2-Efficiency) Increase the ratio of trade partners linked to Trade Specialists on staff	partners linked to staff ratio	65:1	68:1	30:1	103:1	65:1	65:1	53:1	51:1	213:1	287:1
(O3-Quality) Increase export sales of Alabama products and services	Total export sales / percent increase	--	--	--	--	--	$15.5 Billion / 25%	--	n/a	$12.1 Billion / 6%	$15.5 Billion/25 %

Item # **Notes**

O1-

FY 11 SMART Quarterly Performance Report

Agency: 007 - Development Office, Alabama	**Program: 914 - INDUSTRIAL DEVELOPMENT**
Organization: 9141 - ALABAMA DEVELOPMENT OFFICE	**Activity: 0563 - INDUSTRIAL RECRUITMENT**

Key Goal:

Goal 3	**Conduct follow-up visits (service-after-the-sale) with existing industries to determine fulfillment of state and local commitments and to discuss possible expansion plans resulting in 130 follow-up visits by 2012.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Be as responsive as possible to project opportunities based on decreased staff size.	Number of Visits Made	25	18	30	30	40	49	35	39	130	136

FY 11 SMART Quarterly Performance Report

Agency:	**008 - Education, Department of**	**Program:**	**111 - FINANCIAL ASSISTANCE**
Organization:	-	**Activity:**	-
Mission:	To provide supplemental resources to LEAs to help prepare all students to be effective learners and productive citizens		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # of LEAs Supported		n/a		N/A		n/a				
W2: # of schools supported		n/a		N/A		n/a				
W3: # of children served		n/a		N/A		n/a				

FY 11 SMART Quarterly Performance Report

Agency: 008 - Education, Department of	**Program: 111 - FINANCIAL ASSISTANCE**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To provide school systems with the resources needed to help recruit and retain a highly qualified workforce.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To provide a mentoring program for all first year teachers.	% of first year teachers mentored		n/a		N/A		N/A				

FY 11 SMART Quarterly Performance Report

Agency: 008 - Education, Department of	**Program: 111 - FINANCIAL ASSISTANCE**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**To provide school systems with the resources needed to increase the graduation rate of its high schools.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To increase the graduation rate for each school program funded.	Graduation rate increase		n/a		N/A		N/A				

FY 11 SMART Quarterly Performance Report

Agency:	**008 - Education, Department of**	**Program:**	**115 - ADMINISTRATIVE SERVICES**
Organization:	**-**	**Activity:**	**-**
Mission:	To provide the standards, support and tools LEAs need to prepare all students to be effective learners and productive citizens		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # of LEAs supported		n/a		N/A		n/a				
W2: # of schools supported		n/a		N/A		n/a				
W3: # of children served		n/a		N/A		n/a				

FY 11 SMART Quarterly Performance Report

Agency: 008 - Education, Department of	**Program: 115 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To provide support services that are focused on helping schools meet the State Board of Education approved Annual Measurable Reading Objectives.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To help all schools achieve the State Board of Education approved annual measurable reading objectives.	SBOE Reading AMOs		n/a		N/A		n/a				

FY 11 SMART Quarterly Performance Report

Agency: 008 - Education, Department of	**Program: 115 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**To provide support services that are focused on helping schools meet the State Board of Education approved Annual Measurable Math Objectives.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To help all schools achieve the State Board of Education approved annual measurable math objectives.	# of SBE Annual Measurable Math objectives		n/a		N/A		n/a				

FY 11 SMART Quarterly Performance Report

Agency: 008 - Education, Department of	**Program: 115 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**To provide support services that are focused on helping schools address academic classroom course shortages and technological challenges.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To help schools address the academic course shortages.	number of credit seats		n/a		N/A		n/a				

FY 11 SMART Quarterly Performance Report

Agency:	**008 - Education, Department of**	**Program:**	**163 - Education, Local Boards of - Foundation Program**
Organization:	**-**	**Activity:**	**-**
Mission:	To provide resources for the basic educational programs throughout the state distributed equitably on a per system or per pupil basis.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # of LEAs supported		n/a		N/A		n/a				
W2: # of schools supported		n/a		N/A		n/a				
W3: # of children served		n/a		N/A		n/a				

FY 11 SMART Quarterly Performance Report

Agency: 008 - Education, Department of	**Program: 163 - Education, Local Boards of - Foundation Program**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To ensure that LEA needs are identified, budgeted and that monthly distribution of state resources are received by LEAs in a timely manner without increasing the administrative cost to the department.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase the quality of services while insuring the ratio of staff per program does not increase over established base lines	ratio comparing dollars to staff		n/a		N/A		n/a				
(O2-Efficiency) To develop an LEA management plan to ensure 100% of route buses are in fleet renewal.	# of buses equal to or less than 10 years old		n/a		N/A		n/a				

FY 11 SMART Quarterly Performance Report

Agency:	**008 - Education, Department of**	**Program:**	**535 - DISABILITY DETER FOR SOC SEC**
Organization:	-	**Activity:**	-
Mission:	To assist Alabama citizens with disabilities in processing their claims for social security disabiity insurance and supplemental security income benefits in accordance with applicable federal statutes, regulations, and standards		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # of cases		n/a		N/A		n/a				
W2: medical cost per case		n/a		N/A		n/a				

FY 11 SMART Quarterly Performance Report

Agency: 008 - Education, Department of	**Program: 535 - DISABILITY DETER FOR SOC SEC**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To provide accurate, timely and cost-effective disability determinations.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Hold medical cost-per-case to a level of no more than 10% per year over FY 2008.	medical cost per case		n/a		N/A		n/a				

FY 11 SMART Quarterly Performance Report

Agency:	**009 - Forestry Commission, Alabama**	**Program:**	**031 - FOREST RESOURCES PROT & DEVELP**
Organization:	-	**Activity:**	-
Mission:	We will serve Alabama by protecting and sustaining our forest resources using professionally applied stewardship principles and education. We will ensure Alabama's forests contribute to abundant timber and wildlife, clean air and water, and a healthy economy.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Wild Fires	--	--	--	--	--	--	--	--	3800	3665

FY 11 SMART Quarterly Performance Report

Agency: 009 - Forestry Commission, Alabama	**Program: 031 - FOREST RESOURCES PROT & DEVELP**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To reduce loss to timberlands and structures from wildfires by decreasing the ten year rolling average (baseline 2000-2009) of total acres burned by 25% by 2012.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain an average response time of 40 minutes or less to wildfires.	Minutes	--	--	--	--	--	--	--	--	40	39
(O2-Quality) Maintain an average fire size of 10 acres or less	Acres	--	--	--	--	--	--	--	--	10	19
(O3-Quality) Decrease the ten year rolling average of 48,000 total acres burned per year to 36,000 total acres burned per year by target year 2012.	Acres	--	--	--	--	--	--	--	--	39000	69764

FY 11 SMART Quarterly Performance Report

Agency: 009 - Forestry Commission, Alabama	**Program: 031 - FOREST RESOURCES PROT & DEVELP**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Increase the number of landowner workshops and/or tours from 180 (baseline) to 280 annually and conduct 120 training sessions for cities/communities on wildland urban interface, fire prevention and environmental enhancement by 2012.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase the number of workshops/tours by 20 per year.	Workshops/ Tours	--	--	--	--	--	--	--	--	375	589
(O2-Efficiency) Provide education and training sessions to city and county governments, planning commissions, and developers on how to reduce the damage to the urban environment from wildfires and unchecked urban sprawl while sustaining greenspace in the urban environment.	Training Sessions conducted	--	--	--	--	--	--	--	--	10	3

FY 11 SMART Quarterly Performance Report

Agency: 009 - Forestry Commission, Alabama	**Program: 031 - FOREST RESOURCES PROT & DEVELP**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**Increase number of landowners assisted from 5250 (baseline) to 7750 by 2012.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Number of Assists	Number of Assists	--	--	--	--	--	--	--	--	4500	4209

FY 11 SMART Quarterly Performance Report

Agency:	**010 - Finance, Department of**	**Program:**	**917 - FISCAL MANAGEMENT**
Organization:	-	**Activity:**	-
Mission:	To provide accountability through superior fiscal management, reporting, budgeting, purchasing and support to the Executive, Legislative and Judicial branches of government, user agencies and the citizens of Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # of planning units (EPO)	--	--	--	--	--	--	--	--	300	N/A
W2: # of agencies and institutions (EPO)	--	--	--	--	--	--	--	--	184	N/A
W3: # of buying events (Purchasing)	6125	6359	6125	3685	6125	3007	6125		24500	

Item #	Notes
WL1-	The Executive Planning Office was eliminated.
WL2-	The Executive Planning Office was eliminated.

FY 11 SMART Quarterly Performance Report

Agency: 010 - Finance, Department of	**Program: 917 - FISCAL MANAGEMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Increase number of contracts to at least 600 by FY12.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Number of contracts extended	#	137	130	138	332	137	53	138		550	

FY 11 SMART Quarterly Performance Report

Agency: 010 - Finance, Department of	**Program: 917 - FISCAL MANAGEMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**To reach 100% measurable SMART goals for agencies by FY13 and for agencies following Postsecondary budgeting process by FY14.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) % of measurable goals for agencies	%	--	--	--	--	--	--	--	--	75%	N/A
(O2-Quality) % of measurable goals for agencies following Postsecondary budgeting process (institutions)	%	--	--	--	--	--	--	--	--	33%	N/A

Item # **Notes**

O1- The Executive Planning Office was eliminated.

FY 11 SMART Quarterly Performance Report

Agency: 010 - Finance, Department of	**Program: 917 - FISCAL MANAGEMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**Increase agency satisfaction with SMART Governing process and requirements as evidenced by a 10% improvement over the FY07 baseline of 66.6% in agencies' year-end evaluation of the SMART process by the end of FY12.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Agency satisfaction rate	%	--	--	--	--	--	--	--	--	75%	N/A
(O2-Efficiency) Reduce automation costs per plan by 3%	$	--	--	--	--	--	--	--	--	$153.93	N/A

Item # **Notes**

O1- The Executive Planning Office was eliminated.

FY 11 SMART Quarterly Performance Report

Agency:	**010 - Finance, Department of**	**Program:**	**918 - ADMINISTRATIVE SERVICES**
Organization:	-	**Activity:**	-
Mission:	To effectively administer and support the financial and administrative needs of the Finance Department. (Governor's Priority #2)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # of mail pieces processed on Inserter (Mail Room)	1500000	1677318	1500000	1224736	1500000	837861	1500000	1048327	6000000	4788242
W2: # of agencies, boards and commissions served (ISD)	194	190	194	191	194	191	194	191	194	191
W3: # of vehicles insured (Risk Management)	8750	8431	8750	8490	8750	8671	8750	8674	8750	8674
W4: # of Finance Department employees (Personnel)	520	504	520	494	520	478	520	467	520	467

FY 11 SMART Quarterly Performance Report

Agency: 010 - Finance, Department of	**Program: 918 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To reduce energy consumption in total kilowatts by 20% by FY12.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) % reduction in kilowatt hours	%	--	--	--	--	--	--	--	--	15%	

FY 11 SMART Quarterly Performance Report

Agency: 010 - Finance, Department of	**Program: 918 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**To maintain reported customer satisfaction with ISD services and support of 90% by FY12.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Reported customer satisfaction	%	--	--	--	--	--	--	--	--	90%	

FY 11 SMART Quarterly Performance Report

Agency: 010 - Finance, Department of	**Program: 918 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**Increase the volume of letters and packages processed over FY09 baseline of 23,516,429 by 50% to 35,274,643 by FY14 to limit the outsourcing of mail services to retail vendors, which will generate savings for the Alabama Central Mail Room and the agencies that use its services.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) # of mail pieces processed	#	7113719	4677909	7113720	6001624	7113720	4675288	7113720	3890787	28454879	19245608

FY 11 SMART Quarterly Performance Report

Agency:	**011 - Public Health, Department of**	**Program:**	**124 - Cont. Education for EMT Personnel**
Organization:	**-**	**Activity:**	**0827 - Cont. Education for EMT Personnel**
Mission:	Reduce preventable mortality and morbidity caused by trauma and other medical conditions.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of EMT's licensed.	--	--	--	--	--	--	--	--	12,769	12115

Item # **Notes**

WL1- Reporting Annually

FY 11 SMART Quarterly Performance Report

Agency: 011 - Public Health, Department of	**Program: 124 - Cont. Education for EMT Personnel**
Organization: -	**Activity: 0827 - Cont. Education for EMT Personnel**

Key Goal:			
Goal 1	**To insure that all EMT's in Alabama hold an active license and have received the required continuing and protocol education to receive a license.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Number of EMT's licensed.	Number of licenses	--	--	--	--	--	--	--	--	12,769	12115

Item # **Notes**

O1- Reporting Annually

FY 11 SMART Quarterly Performance Report

Agency:	**011 - Public Health, Department of**	**Program:**	**411 - PUBLIC HEALTH SERVICES**
Organization:	**-**	**Activity:**	**0174 - FAMILY HEALTH SERVICES**
Mission:	To protect and promote the health and safety of women, infants, children, youth, and their families in Alabama through assessment of community health status, development of health policy, and assurance that quality health services are available.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Review fetal-infant deaths.	--	--	--	--	--	--	--	--	250	239

Item # **Notes**

WL1- Reporting Annually

FY 11 SMART Quarterly Performance Report

Agency: 011 - Public Health, Department of	**Program: 411 - PUBLIC HEALTH SERVICES**
Organization: -	**Activity: 0174 - FAMILY HEALTH SERVICES**

Key Goal:			
Goal 1	**To reduce infant mortality by 10% as compared to Alabama's reported infant mortality rate for 2008.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Percentage of Fetal (20 weeks gestation or greater) and infant deaths reviewed.	Percent of Fetal and Infant Deaths Reviewed.	--	--	--	--	--	--	--	--	50%	46%

Item # **Notes**

O1- Reporting Annually

FY 11 SMART Quarterly Performance Report

Agency:	**011 - Public Health, Department of**	**Program:**	**411 - PUBLIC HEALTH SERVICES**
Organization:	**-**	**Activity:**	**0179 - DISEASE CONTROL**
Mission:	Prevent and control designated communicable diseases and illnesses in Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Total number of HIV positive individuals enrolled in Aids Drug Assistance Program at fiscal year end.	--	--	--	--	--	--	--	--	1,900	1655

Item # **Notes**

WL1- Reporting Annually

FY 11 SMART Quarterly Performance Report

Agency: 011 - Public Health, Department of	**Program: 411 - PUBLIC HEALTH SERVICES**
Organization: -	**Activity: 0179 - DISEASE CONTROL**

Key Goal:			
Goal 1	**To provide drug therapy for HIV positive individuals.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Total number of HIV positive individuals enrolled in Aids Drug Assistance Program at fiscal year end.	Number of patients	--	--	--	--	--	--	--	--	1,900	1655

Item # **Notes**

O1- Reporting Annually

FY 11 SMART Quarterly Performance Report

Agency:	**011 - Public Health, Department of**	**Program:**	**411 - PUBLIC HEALTH SERVICES**
Organization:	**-**	**Activity:**	**0192 - CLINICAL LABORATORY SUPPORT**
Mission:	To provide accurate testing procedures for conditions of public health significance; to supply diagnostic capabilities unavailable in the private sector; to compliment private laboratories with reference services for difficult procedures; to administer state and federal regulations; to institute innovative testing procedures for diseases; and to increase the general competence of laboratory science.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of tests performed at the Clinical Laboratories	462500	499236	925000	1014421	1387500	1520811	1850000	2102749	1850000	2102749

FY 11 SMART Quarterly Performance Report

Agency: 011 - Public Health, Department of	**Program: 411 - PUBLIC HEALTH SERVICES**
Organization: -	**Activity: 0192 - CLINICAL LABORATORY SUPPORT**

Key Goal:			
Goal 1	**To prevent significant and irreparable harm, including death, to Alabama's newborns by early detection, treatment and management of otherwise undetectable newborn disorders.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Number of newborns screened for metabolic disorders.	Number of newborns screened	15000	30444	30000	29020	45000	42687	60000	58321	60000	58321

Item #	Notes
O1-	First quarter actual should have been 14,853 instead of 30,444

FY 11 SMART Quarterly Performance Report

Agency:	**011 - Public Health, Department of**	**Program:**	**411 - PUBLIC HEALTH SERVICES**
Organization:	**-**	**Activity:**	**0193 - COUNTY OPERATIONS**
Mission:	To assure the provision of public health services to meet the needs of the population of the state, helping them to achieve optimal health.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Average number of WIC clients seen per month.	--	--	--	--	--	--	--	--	148,526	146251

Item #	Notes
WL1-	Reporting Annually

FY 11 SMART Quarterly Performance Report

Agency: 011 - Public Health, Department of	**Program: 411 - PUBLIC HEALTH SERVICES**
Organization: -	**Activity: 0193 - COUNTY OPERATIONS**

Key Goal:			
Goal 1	**To implement a comprehensive electronic health record for patient care, billing of services, and data exchange by end of FY 2012.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Develop and implement all modules of the electronic clinical health record	% of workload captured by modules implemente d	--	--	--	--	--	--	--	--	20%	19%

Item # **Notes**

O1- Reporting Annually

FY 11 SMART Quarterly Performance Report

Agency:	**011 - Public Health, Department of**	**Program:**	**411 - PUBLIC HEALTH SERVICES**
Organization:	**-**	**Activity:**	**0194 - HEALTH STATISTICS**
Mission:	To register, maintain, and issue vital records for the State of Alabama and to provide statistical analysis of public health data.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Vital records issued.	--	--	--	--	--	--	--	--	420000	440327

Item # **Notes**

WL1- Reporting Annually

FY 11 SMART Quarterly Performance Report

Agency: 011 - Public Health, Department of	**Program: 411 - PUBLIC HEALTH SERVICES**
Organization: -	**Activity: 0194 - HEALTH STATISTICS**

Key Goal:			
Goal 1	**To improve service to genealogists by allowing them to search for death records from 1908 – 1979 and order copies of those records over the Internet by the end of Fy 2011.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Number of searches performed using system	Number of searches	--	--	--	--	--	--	--	--	8,000	0

Item # **Notes**

O1- Reporting Annually

FY 11 SMART Quarterly Performance Report

Agency:	**011 - Public Health, Department of**	**Program:**	**411 - PUBLIC HEALTH SERVICES**
Organization:	**-**	**Activity:**	**0196 - ENVIRONMENTAL & REGULATORY**
Mission:	To identify important environmental issues;to identify problems associated with the provision of health care services; and to effect appropriate remedies.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Annual renewal license certificates issued for health care facilities.	--	--	--	--	--	--	--	--	1525	1500

Item # **Notes**

WL1- Reporting Annually

FY 11 SMART Quarterly Performance Report

Agency: 011 - Public Health, Department of	**Program: 411 - PUBLIC HEALTH SERVICES**
Organization: -	**Activity: 0196 - ENVIRONMENTAL & REGULATORY**

Key Goal:			
Goal 1	**To continue the enhanced funding for the health and safety of residents of licensed health care facilities.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Number of recertification surveys performed in nursing homes annually.	Number of recertification surveys performed	--	--	--	--	--	--	--	--	233	233

Item # **Notes**

O1- Reporting Annually

FY 11 SMART Quarterly Performance Report

Agency:	**011 - Public Health, Department of**	**Program:**	**413 - Family Practice Rural Health Board**
Organization:	**-**	**Activity:**	**0198 - FAMILY PRACTICE RURAL HLTH**
Mission:	To further the supply of family physicians to provide medical services to the people of Alabama, especially in the rural underserved areas. (Governor's priority #4) (Alabama Act No. 90-714)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Grants to medical schools, family practice residency programs and obstetrical fellowships.	--	--	--	--	--	--	--	--	14	24

Item # **Notes**

WL1- Reporting Annually

FY 11 SMART Quarterly Performance Report

Agency: 011 - Public Health, Department of	**Program: 413 - Family Practice Rural Health Board**
Organization: -	**Activity: 0198 - FAMILY PRACTICE RURAL HLTH**

Key Goal:			
Goal 1	**To continue to maintain through FY 2011 the number of grants awarded to family practice residency programs, medical schools, and other healthcare organizations to further the supply of potential family physicians in rural, underserved communities**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Number of grants issued	Number of Grants Issued	--	--	--	--	--	--	--	--	14	24

Item # **Notes**

O1- Reporting Annually

FY 11 SMART Quarterly Performance Report

Agency:	**011 - Public Health, Department of**	**Program:**	**414 - CHILDREN'S HEALTH INSURANCE**
Organization:	**-**	**Activity:**	**0294 - CHILDREN'S HEALTH INSURANCE**
Mission:	To provide affordable and comprehensive health care coverage to Alabama children living in families whose income is between 100 and 300% in a family friendly and administratively simple manner.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of children enrolled	--	--	--	--	--	--	--	--	82000	82758

Item #	Notes
WL1-	Reporting Annually

FY 11 SMART Quarterly Performance Report

Agency: 011 - Public Health, Department of	**Program: 414 - CHILDREN'S HEALTH INSURANCE**
Organization: -	**Activity: 0294 - CHILDREN'S HEALTH INSURANCE**

Key Goal:			
Goal 1	**To enroll 82,000 children by the end of FY 2011 and maintain that number thereafter.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain enrollment at a minimum of 82,000	Number enrolled	--	--	--	--	--	--	--	--	82,000	82758

Item # **Notes**

O1- Reporting Annually

FY 11 SMART Quarterly Performance Report

Agency:	**011 - Public Health, Department of**	**Program:**	**417 - ADMINISTRATIVE SERVICES**
Organization:	**-**	**Activity:**	**0214 - AGENCY ADMINISTRATION**
Mission:	To provide finance and administrative systems that assure effective and efficient acquisition and use of public health resources.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of APHCA projects completed.	--	--	--	--	--	--	--	--	1	1

Item #	Notes
WL1-	Reporting Annually

FY 11 SMART Quarterly Performance Report

Agency: 011 - Public Health, Department of	**Program: 417 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: 0214 - AGENCY ADMINISTRATION**

Key Goal:

Goal 1	**Number of APHCA projects completed.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Number of APHCA projects completed.	Number	--	--	--	--	--	--	--	--	1	1

Item # **Notes**

O1- Reporting Annually

FY 11 SMART Quarterly Performance Report

Agency:	**012 - Transportation, Alabama Department of**	**Program:**	**832 - SURFACE TRANSPORTATION IMPROVE**
Organization:	-	**Activity:**	-
Mission:	The Department of Transportation is responsible for constructing, maintaining, and managing the roads and bridges of the state as well as facilitating the development and promoting safety in aeronautics and providing a uniform mechanism for overseeing and regulating aeronautics within the state.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Miles of State Highway	--	--	--	--	--	--	--	10849	10876	10876
W2: Numbers of Bridge Structures	--	--	--	--	--	--	--	5395	5368	5395

Item #	Notes
WL1-	Annual Assessment
WL2-	Annual Assessment

FY 11 SMART Quarterly Performance Report

Agency: 012 - Transportation, Alabama Department of	**Program: 832 - SURFACE TRANSPORTATION IMPROVE**
Organization: -	**Activity: -**

Key Goal:

Goal 1	**ALDOT's roadway goal is to maintain the state's highway system at a system average International Roughness Index (IRI) of less than 95 inches/mile or "Good" condition with no more than 5% of the state's highway miles at an IRI of 120 inches/mile or greater.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Average IRI for the state's roadway system.	Inches per Mile	--	--	--	--	--	----	--	--	<95	82.03
(O2-Efficiency) % of roadway miles with an IRI of 120 or greater.	% of miles	--	--	--	--	--	----	--	--	5%	8.9%

Item #	Notes
O1-	Annual Measure
O2-	Annual Measure

FY 11 SMART Quarterly Performance Report

Agency: 012 - Transportation, Alabama Department of	**Program: 832 - SURFACE TRANSPORTATION IMPROVE**
Organization: -	**Activity: -**

Key Goal:

Goal 2	**ALDOT's bridge goal is to maintain the bridges on the state's highway system at a system average condition 6.00 or better or "Satisfactory" condition with no more than 5% of the state's bridges at a condition rating of 4.99 or worse or "Marginal" condition.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Average bridge condition for the state's bridge system.	Weighted Average Rating	--	--	--	--	--	--	--	--	6.00	6.049
(O2-Efficiency) % of bridges with a condition rating of 4.99 or worse.	% of bridges	--	--	--	--	--	--	--	--	5%	5%

Item #	Notes
O1-	Annual Measure
O2-	Annual Measure

FY 11 SMART Quarterly Performance Report

Agency:	**012 - Transportation, Alabama Department of**	**Program:**	**833 - GENERAL ADMINISTRATION**
Organization:	-	**Activity:**	-
Mission:	The Department of Transportation is responsible for constructing, maintaining, and managing the roads and bridges of the state as well as facilitating the development and promoting safety in aeronautics and providing a uniform mechanism for overseeing and regulating aeronautics within the state.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Level of funding for Surface Transportation Improvement and Preservation Program	--	--	--	--	--	----	--	--	1046811135	1046811135
W2: Number of departmental employees	--	--	--	--	--	----	--	--	4869	4418

Item #	Notes
WL1-	Annual Measure
WL2-	Annual Measure

FY 11 SMART Quarterly Performance Report

Agency: 012 - Transportation, Alabama Department of	Program: 833 - GENERAL ADMINISTRATION
Organization: -	Activity: -

Key Goal:			
Goal 1	Maintain Administration expenditures at no more than 10% of total budget	Governor's Priority:	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
(O1-Efficiency) Maintain Administration expenditures at no more than 10% of total budget	% of Administration Exp. to Total Exp.	.1	0.0928	.1	0.0952	.1	0.087	.1		.1	0.088
(O2-Efficiency) Maintain FTE's in Administration program at no more than 1/3 of total FTE's	% of FTE's in Administration to total FTE's	.3	0.2530	.3	0.2440	.3	0.227	.3		.3	0.17

FY 11 SMART Quarterly Performance Report

Agency:	**012 - Transportation, Alabama Department of**	**Program:**	**834 - GENERAL AVIATION & AERONAUTIC**
Organization:	-	**Activity:**	-
Mission:	The Department of Transportation is responsible for constructing, maintaining, and managing the roads and bridges of the state as well as facilitating the development and promoting safety in aeronautics and providing a uniform mechanism for overseeing and regulating aeronautics within the state.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of publicly owned airports	--	--	--	--	--	--	--	--	84	84

Item # **Notes**

WL1- Annual Measure

FY 11 SMART Quarterly Performance Report

Agency: 012 - Transportation, Alabama Department of	Program: 834 - GENERAL AVIATION & AERONAUTIC
Organization: -	Activity: -

Key Goal:			
Goal 1	Efficiently manage the improvement and preservation of Alabama's publicly owned airport infrastructure system.	Governor's Priority:	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
(O1-Efficiency) Recommend approval of state matching funds for 100% of commercial service and general aviation airport projects that receive FAA/AIP funds and are consistent with the state airport system plan.	% of projects recommended for state matching funds	--	--	--	--	--	--	--	--	1	1
(O2-Efficiency) Maintain FTE's at 10 or less to effiently accomplish program goals at minimal cost	Number of FTE's	--	--	--	--	--	--	--	--	10	10

Item #	Notes
O1-	Annual Measure
O2-	Annual Measure

FY 11 SMART Quarterly Performance Report

Agency:	**013 - Industrial Relations, Department of**	**Program:**	**561 - EMPLOYMENT SECURITY**
Organization:	**-**	**Activity:**	**0279 - UNEMPLOYMENT COMPENSATION ADMINISTRATION**
Mission:	To serve employers and workers ethically and efficiently through the fair and prudent administration of federal and state Unemployment Compensation law.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Initial Claims	52005	90303	31203	90177	60673	85235	29469	80305	173350	346020

FY 11 SMART Quarterly Performance Report

Agency: 013 - Industrial Relations, Department of	**Program: 561 - EMPLOYMENT SECURITY**
Organization: -	**Activity: 0279 - UNEMPLOYMENT COMPENSATION ADMINIST**

Key Goal:			
Goal 1	**Continue to collect taxes and pay benefits within federal guidelines and quality standards even with a shrinking 100% federally funded administration budget while continuing to improve cost saving measures through FY 2012.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Increase the percentage of Ben 241's (Requests for Separation Information)returned electronically.	Number of BEN 241's returned electronicall y as %	--	7.5%	--	8.4%	--	7.0%	--	7.9%	2.5%	7.7%
(O2-Efficiency) Increase the percentage of individuals filing their unemployment claims via the internet.	Number of internet filings as %	--	30.3%	--	35.6%	--	40.8%	--	39.7%	40%	37%
(O3-Efficiency) Increase the timeliness of first payments on unemployment claims beyond the 87% federal mandate.	Time Lapse %	--	93.9%	--	95.8%	--	90%	--	94.7%	.93	93%
(O4-Quality) Increase the percentage of employers paying their unemployment taxes via the internet.	% of employers paying taxes using EFT	--	95%	--	91%	--	93%	--	87%	90%	91.5%

FY 11 SMART Quarterly Performance Report

Agency:	**013 - Industrial Relations, Department of**	**Program:**	**561 - EMPLOYMENT SECURITY**
Organization:	**-**	**Activity:**	**0283 - LABOR MARKET INFORMATION**
Mission:	To fulfill the contractual obligations and data collection/analysis required by the Labor Market Information programs.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Deliverables completed	--	N/A	--	N/A	--	N/A	--	N/A	100%	100%

FY 11 SMART Quarterly Performance Report

Agency: 013 - Industrial Relations, Department of	**Program: 561 - EMPLOYMENT SECURITY**
Organization: -	**Activity: 0283 - LABOR MARKET INFORMATION**

Key Goal:			
Goal 1	**Continue to efficiently and effectively complete deliverables to meet contractual obligations as required by the Bureau of Labor Statistics Cooperative Programs. (Occupational Employment Statistics (OES), Current Employment Statistics (CES), Local Area Unemployment Statistics (LAUS), Quarterly Census of Employment and Wages (QCEW), and Mass Layoff Statistics (MLS))**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain 100% compliance with contractual obligations of Bureau of Labor Statistics Cooperative Program.	Percentage completion of all requirements.	--	N/A	--	N/A	--	N/A	--	--	100%	100%

FY 11 SMART Quarterly Performance Report

Agency:	**013 - Industrial Relations, Department of**	**Program:**	**561 - EMPLOYMENT SECURITY**
Organization:	**-**	**Activity:**	**0284 - EMPLOYMENT SECURITY**
Mission:	To serve employers and workers ethically and efficiently through the delivery of Workforce Development (Employment) services.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The number of individuals receiving services per FTE.	601	585	642	579	643	685	825	818	2711	2667

FY 11 SMART Quarterly Performance Report

Agency: 013 - Industrial Relations, Department of	**Program: 561 - EMPLOYMENT SECURITY**
Organization: -	**Activity: 0284 - EMPLOYMENT SECURITY**

Key Goal:			
Goal 1	**Employment Services Division: Transform, with workforce development partners, 100% of the workforce delivery system model, enhancing performance, improving productivity and customer satisfaction, despite funding reductions, through leveraging resources to accelerate and improve integration of one-stop services with partner agencies by end of FY 2012.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase the effectiveness of services rendered to customers through the Employment Retention Rate (ERR). Note: This benchmark is negotiated with the U.S. Department of Labor on a yearly basis.	% ERR	.760	0.767	.780	0.775	.800	INA	.831	INA	.831	INA
(O2-Efficiency) Increase the number of individuals receiving services per FTE.	Individuals per FTE.	601	585	642	579	643	685	825	818	2711	2667
(O3-Efficiency) Increase the number of promotional contacts with employers per FTE.	Promotional contacts per FTE	22	22	26	28	24	29	24	27	96	106
(O4-Quality) Increase the number of AJL website hits.	Number of visits to website	27016872	25882944	30139009	29491149	32729243	29422967	30114877	31440833	120000000	116237893

Item #	Notes
O1-	4th quarter - INA-Information not available until after November 15, 2011.
O1-	3rd quarter: 0.794
O1-	Annual - INA-Information not available until after November 15, 2011.

FY 11 SMART Quarterly Performance Report

Agency:	**013 - Industrial Relations, Department of**	**Program:**	**562 - ADMINISTRATIVE SERVICES**
Organization:	**-**	**Activity:**	**0285 - AGENCY ADMINISTRATION**
Mission:	To provide effective and efficient administrative support for the workforce protection programs administered by the department.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Program Divisions Supported	--	N/A	--	N/A	--	N/A	--	N/A	5	5

FY 11 SMART Quarterly Performance Report

Agency: 013 - Industrial Relations, Department of	**Program: 562 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: 0285 - AGENCY ADMINISTRATION**

Key Goal:

Goal 1	**All agency support divisions working together to improve response to program divisions, receiving a 100% satisfaction rating by FY 2012.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Maintain high customer satisfaction rating through feedback from program divisions.	Percentage of satisfaction to total feedback.	--	N/A	--	N/A	--	N/A	--	--	97%	93%
(O2-Efficiency) Provide administrative support within the boundaries of approved cost allocation plan for current FY. This plan is approved by the Department of Labor Rate Negotiator assigned to our Department. (Indirect Rate)	Indirect as a % of direct ps/pb dollars.	--	N/A	--	N/A	--	N/A	--	--	13.0	11.79%

FY 11 SMART Quarterly Performance Report

Agency:	**013 - Industrial Relations, Department of**	**Program:**	**615 - INDUSTRIAL SAFETY & ACCIDENT P**
Organization:	**-**	**Activity:**	**0332 - MINE SAFETY INSPECTION**
Mission:	To ensure compliance with mine safety and non-fuel mining requirements.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Mine Safety Inspections Completed	--	746	--	706	--	648	--	697	2400	2797

FY 11 SMART Quarterly Performance Report

Agency: 013 - Industrial Relations, Department of	**Program: 615 - INDUSTRIAL SAFETY & ACCIDENT P**
Organization: -	**Activity: 0332 - MINE SAFETY INSPECTION**

Key Goal:

Goal 1	**Maintain sufficient safety inspector staffing and equipment enabling the completion of approximately 2,400 timely and thorough safety inspections of mine sites while maintaining two (2) state mine rescue teams and providing safety training as required in order to administer the Code of Alabama, 1975, and the Open Pit and Quarry Safety Rules of the State of Alabama by the end of FY 2011.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Utilize overall mine safety inspector experience to provide more efficient and effective inspections with required corresponding documentation at mine sites.	Number of site inspections completed.	--	746	--	706	--	648	--	697	2400	2797
(O2-Quality) Perform 10% of required mine safety inspections on evening and night shifts.	Percentage of evening inspections to total.	--	0.021	--	0.033	--	0.02	--	0.027	10%	10.1%

FY 11 SMART Quarterly Performance Report

Agency:	**013 - Industrial Relations, Department of**	**Program:**	**615 - INDUSTRIAL SAFETY & ACCIDENT P**
Organization:	**-**	**Activity:**	**0333 - ABANDONED MINES LAND RECLAMATION**
Mission:	To restore land and water resources which have been adversely affected by past coal mining practices and the mining of non-fuel minerals.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Sites Reclaimed (Abandoned Mines and Non-Coal)	10	7	10	5	10	8	10	6	40	26

FY 11 SMART Quarterly Performance Report

Agency: 013 - Industrial Relations, Department of	**Program: 615 - INDUSTRIAL SAFETY & ACCIDENT P**
Organization: -	**Activity: 0333 - ABANDONED MINES LAND RECLAMATION**

Key Goal:

Goal 1	**Abandoned Mines Land Reclamation: Utilize federal and state funding efficiently to restore land and water resources to approximately 120 sites which have been adversely affected by past coal mining practices and the mining of non-fuel minerals by the end of 2013.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Maintain the number of mine sites reclaimed by operators, AML and forfeited bond funds.	Number of Sites Reclaimed	10	7	10	5	10	8	10	6	40	26
(O2-Efficiency) Increase acreage reclaimed annually.	Acres reclaimed annually.	--	56	--	72	--	81	--	125	600	334

FY 11 SMART Quarterly Performance Report

Agency:	**013 - Industrial Relations, Department of**	**Program:**	**615 - INDUSTRIAL SAFETY & ACCIDENT P**
Organization:	**-**	**Activity:**	**0335 - GENERAL FUND ADMINISTRATION**
Mission:	To ensure compliance with mine safety and non-fuel mining requirements.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: General Fund activity supported	--	N/A	--	N/A	--	N/A	--	N/A	2	2

FY 11 SMART Quarterly Performance Report

Agency: 013 - Industrial Relations, Department of	**Program: 615 - INDUSTRIAL SAFETY & ACCIDENT P**
Organization: -	**Activity: 0335 - GENERAL FUND ADMINISTRATION**

Key Goal:			
Goal 1	**Provide staff and resources to adequately and efficiently support 2 functions as required by the Code of Alabama, 1975, Open Pit and Quarry Safety Rules of the State of Alabama and the Alabama Surface Mining Act of 1969 by the end of FY 2011.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Provide administrative support within the boundaries of approved General Fund appropriation.	Dollars	--	N/A	--	N/A	--	N/A	--	--	287,627	301022

FY 11 SMART Quarterly Performance Report

Agency:	**013 - Industrial Relations, Department of**	**Program:**	**618 - REGULATION WORKERS COMPENSATN**
Organization:	**-**	**Activity:**	**0350 - REGULATION WORKERS COMPENSATION**
Mission:	To serve the people of Alabama through fair regulation of the workers'compensation insurance industry.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Claims Reports Received	14175	9073	14175	10291	14174	9930	14174	10393	56698	39687
W2: Mediations-Court Ordered and Voluntary	750	479	750	450	750	497	749	473	2999	1899
W3: Lost Time Claims Reported	4706	3281	4706	3931	4706	3820	4707	3994	18825	15026

FY 11 SMART Quarterly Performance Report

Agency: 013 - Industrial Relations, Department of	**Program: 618 - REGULATION WORKERS COMPENSATN**
Organization: -	**Activity: 0350 - REGULATION WORKERS COMPENSATION**

Key Goal:			
Goal 1	**Create a means to provide employers the ability to file 100% of workers' compensation forms online by end of FY 2012.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Eliminate phone service complaints received from the general public.	Percent of satisfied customer calls received.	--	n/a	--	N/A	--	N/A	--	N/A	95%	95%
(O2-Efficiency) Annual WC assessment payments to be made via online payment system.	Percentage of total payments made elecronically.	--	n/a	--	N/A	--	N/A	--	N/A	50%	40%
(O3-Efficiency) Create online web application for employers to fill out forms online.	Percentage of completion of online application	--	n/a	--	N/A	--	N/A	--	N/A	90%	50%

FY 11 SMART Quarterly Performance Report

Agency:	**015 - Military Department**	**Program:**	**622 - MILITARY OPERATIONS**
Organization:	-	**Activity:**	-
Mission:	The Alabama National Guard will provide properly trained and equipped units and personnel in response to national and state emergencies as ordered by proper authority.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Completion of facility maintenance requests	15	200	15		15	150	20	134	65	614
W2: Process payments for goods and services within 30 days of receipt	.85	0.85	.85		.85	0.85	.85	0.85	.85	.85
W3: Process federal reimbursement vouchers within 30 days of end of report period.	.95	0.85	.95		.95	0.75	.95	0.75	.95	.785

FY 11 SMART Quarterly Performance Report

Agency: 015 - Military Department	**Program: 622 - MILITARY OPERATIONS**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Operate 80 Alabama National Guard Armories through FY 2015 in order to effectively accomplish both Federal and State missions.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Operate within approved funding levels to maximize resources.	Total $ of Budget	9625000	6811983	9625000		96250000	16936163	9625000	6874073	38500000	37434210
(O2-Efficiency) Reduce the total $ amount of back logged maintenance requirements at AL NG facilities through modernization, maintenance or closure.	$ Amount of Facility Maintenance Backlog	10000000	32379100	10000000		10000000	32379100	10000000	33577900	10000000	33577900
(O3-Efficiency) Reduce energy consumption at AL NG facilities	% of reduction in energy consumption	.025	0.025	.025		.025	0.03	.025	0.025	.10	.025
(O4-Efficiency) Operate 80 National Guard Armories	# of National Guard Armories	81	96	81		81	91	81	93	81	93

Item # **Notes**

O1- Increased Exp-due to Apr 11 Tornado Incident

FY 11 SMART Quarterly Performance Report

Agency: 015 - Military Department	**Program: 622 - MILITARY OPERATIONS**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Modernize 20% of National Guard Armories that are over 15 years old by FY2015.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Identify facilities with shortfalls in IT capabilities, HVAC capabilities, energy conservation and space requirements.	Number of facilities	--	Yes	--	--	--	--	--	--	15	15
(O2-Efficiency) Prioritize facilities to modernize in accordance with Strategic Plan.	Number of facilities	--	Yes	--	--	--	--	--	--	15	15
(O3-Efficiency) Program and execute funds to modernize facilities.	Number of facilities	--	Yes	--	--	--	--	--	--	15	15
(O4-Efficiency) Modernize 20% of Alabama National Guard Armories.	% of National Guard Armories	.20	Yes	.20		.20	0.20	.20	0.20	.20	0.20

FY 11 SMART Quarterly Performance Report

Agency: 015 - Military Department	**Program: 622 - MILITARY OPERATIONS**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**Maintain Alabama National Guard troop strength at 100% of National Guard Bureau directed Force Structure Allowance levels through FY2015.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Utilize the One for One Program to recruit for the AL NG.	Number of recruits.	125	167	125		125	0	125	0	500	167
(O2-Quality) Utilize ESAR and GRAP to recruit for the AL NG.	Number of recruits	425	167	425		425	282	425	224	1500	855
(O3-Quality) Utilize RSP to prepare soldiers for Basic Training..	No. of recruits entering Basic Tng	425	137	425		425	412	425	274	1500	823
(O4-Quality) Maintain 100% of Troop Strength.	% of troop strength.	.100	0.09891	.100		.100	99.3%	.100	0.9930	.100	.9910

Item #	Notes
O1-	
O1-	
O1-	
O1-	

FY 11 SMART Quarterly Performance Report

Agency:	**016 - Human Resources, Department of**	**Program:**	**527 - HUMAN SERVICES**
Organization:	**-**	**Activity:**	**0246 - STATE ADMINISTRATION**
Mission:	To provide effective and efficient administrative support functions for the Alabama Department of Human Resources		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Percentage of total Department budget allocated to State Administration	2.7	2.2	2.7	2.5	2.7	1.5	2.7	1.8	2.7	2.0

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0246 - STATE ADMINISTRATION**

Key Goal:

Goal 1	**To develop and implement ten quality improvement processes for the administrative support functions by the end of FY2014**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Implement monitoring schedule that reviews 100% of all out of home placement contracts	# of contracts reviewed	40	43	20	24	45	32	60	66	165	165
(O2-Quality) To complete pilot testing of the In-house MAT Monitoring Project for social services developed in FY2009	% of completion	50	50	25	25	10	10	15	15	100	100
(O3-Quality) To completely develop and implement six of the identified ten quality improvement processes	Cumulative total of processes completed	0	0	0	0	0	0	0	1	6	5
(O4-Quality) Redesign the DHR Intranet site to improve department communications, and provide a central location for standard employee processes	% of completion	0	0	0	0	0	0	0	0	0	0

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0246 - STATE ADMINISTRATION**

Key Goal:			
Goal 2	**To establish a cycle by which 30% of all network components are replaced on an annual basis by the end of FY2014**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Replace 20% of all network components based on ISD Schedule	% of all network components replaced	2	<1	2	<1	8	0	8	9.5	20	10.6

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0246 - STATE ADMINISTRATION**

Key Goal:			
Goal 3	**Design and implement a Management Dashboard System that links agency plans to budget and performance measures by FY2013**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		**First Quarter**		**Second Quarter**		**Third Quarter**		**Fourth Quarter**		**Annual**	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) The design and implementation of the Management Dashboard System	% of completion	0	0	0	0	0	0	0	0	0	0

FY 11 SMART Quarterly Performance Report

Agency:	**016 - Human Resources, Department of**	**Program:**	**527 - HUMAN SERVICES**
Organization:	**-**	**Activity:**	**0247 - COUNTY ADMINISTRATION**
Mission:	To provide executive management, leadership, and clerical support to all programs administered by the 67 county offices		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of counties served per District Administrative Specialist	13	13	13	12	13	12	13	12	13	12
W2: Number of employees served by Training Unit (NOTE: Individual employees may participate in multiple training events)	1250	1934	1250	3550	1250	2750	1250	1690	5000	9924

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0247 - COUNTY ADMINISTRATION**

Key Goal:

Goal 1	**To implement a four step plan for all 67 counties to increase the availability of quality, consistent, on-going employee training, educational development opportunities, and management development opportunities by the end of FY2012 in order to maximize the skills and efficiency of county staff**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Complete initial training program assessments and first program revisions for twelve of DHRs major training programs	# of training programs	0	4	0	2	0	0	6	6	6	6
(O2-Quality) Coordinate continuing education opportunities for 300 employees	# of employees participating	0	0	150	0	0	0	150	409	300	409
(O3-Quality) To implement step three of the four step plan for all 67 counties to increase the availability of quality, consistent, on-going employee training, educational development opportunities, and management development opportunities	Cumulative total of project completed	0	2	0	2	0	2	3	3	3	3

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0247 - COUNTY ADMINISTRATION**

Key Goal:

Goal 2	**To develop and implement three projects to enhance and support County Director management and leadership skills to ensure efficient and effective implementation of Departmental programs through FY2012**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Prepare at least thirty (35) County Quarterly Reports for each quarter using Departmental program reports	# of County Qtrly Reports completed	35	48	35	24	35	43	35	27	140	142
(O2-Quality) To develop and implement one of the three projects to enhance and support County Director management and leadership skills	Cumulative total of project completed	0	0	0	0	0	0	1	1	1	1

FY 11 SMART Quarterly Performance Report

Agency:	**016 - Human Resources, Department of**	**Program:**	**527 - HUMAN SERVICES**
Organization:	**-**	**Activity:**	**0255 - ADULT PROTECTIVE SERVICES**
Mission:	To provide protective services to vulnerable adults.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Monthly average number of adults receiving protective services	2950	2953	3050	3016	3150	2982	3250	2998	3100	2987

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0255 - ADULT PROTECTIVE SERVICES**

Key Goal:			
Goal 1	**To increase/assist in the protection of adults at risk of abuse, neglect, and exploitation by achieving the national recommended average caseload of 25 by FY2012**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Reduce the average caseload to 25	Avg # cases divided by # adult prot svc workers	33	32	32	32	31	32	30	33	32	32
(O2-Quality) Increase monthly foster care rates by 25%	Avg % of monthly rate increase	0	0	0	0	0	0	0	0	0	0

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0255 - ADULT PROTECTIVE SERVICES**

Key Goal:			
Goal 2	**To initiate all investigations of alleged abuse, neglect, and exploitation within 7 days of contact by the end FY2011**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Increase percentage of investigations initiated within 7 days to 100%	% of investigations initiated w/in 7 days	92	89	93	88	94	88	95	88	94	88

FY 11 SMART Quarterly Performance Report

Agency:	**016 - Human Resources, Department of**	**Program:**	**527 - HUMAN SERVICES**
Organization:	**-**	**Activity:**	**0256 - TEMP ASST NEEDY FAMILIES**
Mission:	To provide assistance to needy families with children and to provide parents with job preparation, work, and support services to help them become self sufficient		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Family Assistance Cases	22795	24236	23439	23836	24084	22825	24729	23291	23762	23547
W2: Number of JOBS Cases	11625	15835	11954	14992	12283	14445	12612	14871	12119	15009

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0256 - TEMP ASST NEEDY FAMILIES**

Key Goal:			
Goal 1	**To plan and implement TANF program operations in order to increase the work participation rate to 50% by the end of FY2012**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase the work rate by 3 percentage points annually	% of adult recipients countable or sanctioned	44.33	40	44.66	38	45.00	40	45.34	42	45.34	40

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0256 - TEMP ASST NEEDY FAMILIES**

Key Goal:			
Goal 2	**To increase payment accuracy to 98% by the end of FY2012**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) To increase payment accuracy by .5 percentage points	Avg % of payments made accurately	97	95	98	96	98	96	98	96	98	96

FY 11 SMART Quarterly Performance Report

Agency:	**016 - Human Resources, Department of**	**Program:**	**527 - HUMAN SERVICES**
Organization:	**-**	**Activity:**	**0260 - CHILD WELFARE SERVICES**
Mission:	To provide for the safety, permanency, and well-being of children being served by the child welfare system.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Child Abuse and Neglect Assessments	7275	4372	7275	4878	7275	4714	7275	5178	21900	19538
W2: Average number of protective service families served monthly	5300	Approx. 5300	5300	Approx. 5,000	5300	Approx. 5000	5300	5479	5300	5964
W3: Number of foster care children	7000	Approx. 6300	6900	Approx. 6,300	6700	Approx. 6300	6400	Approx 6200	6400	Approx 6200
W4: Number of children waiting for finalized adoptions each year	591	600	582	600	573	588	565	591	565	591

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0260 - CHILD WELFARE SERVICES**

Key Goal:

Goal 1	**To reduce the number of open protective service (PS) children entering foster care (FS) from open protective service cases by 15 percentage points by the end of FY2013**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Decrease the number of children entering foster care (FC) who come from open protective service (PS) cases by 2 percentage points	Avg % of children entering FC from open PS cases	.23	na	.23	Data Not Available	.23	Data Not Available	.23	Data Not Available	.23	Data Not Available

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0260 - CHILD WELFARE SERVICES**

Key Goal:			
Goal 2	**To achieve timely permanency by reducing the average number of months children remain in foster care from 32.49 by 15% by the end of FY2012**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Of all children discharged from foster care (FC), increase the percentage of foster care children reunited with their family and/or relative(s) by 4% each year	% of FC children reunited w/ family &/or relatives	61	na	62	Data Not Available	62	Data Not Available	63	Data Not Available	63	Data Not Available
(O2-Quality) Of all children, reduce the percentage of foster care children with the goal of Another Permanency Planned Living Arrangement (APPLA) by 5% each year	% of children w/ the goal of APPLA	21	Appox. 18	21	Approx. 18	20	Approx. 17	19	Approx 16.9	19	Approx 16.9
(O3-Efficiency) Reduce the average number of foster care placements by 1% each year	Avg # of foster care placements	3.47	Approx. 3.89	3.46	Approx. 3.93	3.43	Approx 3.93	3.42	Approx 4.2	3.42	Approx 4.2
(O4-Quality) Reduce the average number of months children remain in foster care by 3% each year	# of months	29.49	Approx. 31.85	29.25	Approx. 31.14	28.75	Approx. 30.72	28.60	Approx 30.59	28.60	Approx 30.59

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0260 - CHILD WELFARE SERVICES**

Key Goal:

Goal 3	**Reduce the average number of months from entry into care to adoption finalization to less than 24 months by the end of FY2013**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Reduce the length of time between termination of parental rights and finalization of foster parent adoptions by 3% each year	Number of months	19.28	na	19.00	Data Not Available	18.80	Data Not Available	18.20	Data Not Available	18.20	Data Not Available
(O2-Efficiency) Reduce the number of waiting children who are legally free for adoption by 3% each year	# of waiting children legally free for adoption	600	600	587	600	580	588	565	591	565	591
(O3-Quality) Increase the total number of foster and adoptive homes approved by 3% each year	# of approved resources	2357	Approx. 1900	2380	Approx. 1,900	2400	Approx. 1900	2428	Approx 1900	2428	Approx 1900
(O4-Quality) Reduce the average number of months from entry into care to adoption finalization by 3 months each year	# of months	31.44	na	31.00	Data Not Available	29.00	Data Not Available	27.40	Data Not Available	27.40	Data Not Available

FY 11 SMART Quarterly Performance Report

Agency:	**016 - Human Resources, Department of**	**Program:**	**527 - HUMAN SERVICES**
Organization:	**-**	**Activity:**	**0261 - CHILD DAY CARE**
Mission:	To improve the health and safety of children in child care facilities through subsidy, training and licensing		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of children served on September 30th by the Child Care Subsidy Program	28000	30277	28000	27839	28000	31179	28000	31257	28000	31257
W2: Number of visits to licensed child care centers	787	820	787	787	787	779	787	817	3148	3203

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0261 - CHILD DAY CARE**

Key Goal:			
Goal 1	**Serve 100% of eligible children applying for subsidized day care by the end of 2015**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Maintain the number of children receiving subsidized child care	# of children receiving subsidized child care	28000	30277	28000	27839	28000	31179	28000	31257	28000	31257
(O2-Quality) Serve no less than 72% of eligible children who have applied for subsidized daycare	% of eligible children served	76	78	76	79	76	80	76	79	76	79

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0261 - CHILD DAY CARE**

Key Goal:

Goal 2	**To improve compliance with the child care licensing regulations by increasing the number of visits from 3,652 by 10% by the end of FY2011**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase number of visits by 1.5%	# of visits to licensed child care centers	787	820	787	787	787	779	787	817	3148	3203

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0261 - CHILD DAY CARE**

Key Goal:			
Goal 3	**To increase the number of child care providers and County DHR Staff trained in minimum standards by 90% through FY2012**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) To increase the number of child care providers and county staff trained in minimum standards by 5%	# of people trained	107	19	107	158	108	145	107	106	429	428

FY 11 SMART Quarterly Performance Report

Agency:	**016 - Human Resources, Department of**	**Program:**	**527 - HUMAN SERVICES**
Organization:	**-**	**Activity:**	**0262 - CHILD SUPPORT**
Mission:	To provide economic security for families by collecting and enforcing Child Support obligations and to strengthen family structure through the establishment of paternity and the encouragement of parental involvement in the lives of children		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Child Support cases per year	231000	234342	229000	230000	230000	234000	231000	235000	229000	234000
W2: Number of cases per Financial Support Worker	714	707	647	709	654	711	654	732	654	716

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0262 - CHILD SUPPORT**

Key Goal:			
Goal 1	**Increase Child Support Collections to the Federal Goal of 65% by the end for FY2012**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase the percent of collections statewide by two percentage points	% point increase in total collections	49	51	50	50	50	51	51	51	51	50

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0262 - CHILD SUPPORT**

Key Goal:			
Goal 2	**To meet Federal standards of 90% in regard to establishment of paternity and the establishment of support obligations by the end of FY2011**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase paternity obligations by 1 percentage point	% of paternity orders established	85	86	88	86	88	87	88	84	88	85
(O2-Efficiency) Increase support obligations by 1 percentage point	% of obligation orders established	85	83	88	86	88	87	88	84	88	85

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0262 - CHILD SUPPORT**

Key Goal:			
Goal 3	**To ensure at least 9,463 of Alabama Child Support caseloads will include medical coverage for children by the end of FY2012**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Increase children within the Child Support Caseload with access to health coverage by 2%	# of cases with medical coverage for children	22761	21908	22761	24124	22762	26597	22764	28877	23216	25036

FY 11 SMART Quarterly Performance Report

Agency:	**016 - Human Resources, Department of**	**Program:**	**527 - HUMAN SERVICES**
Organization:	**-**	**Activity:**	**0263 - FOOD ASSISTANCE**
Mission:	To alleviate hunger and malnutrition among Alabama's low income households		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Average number of participating households	368000	377259	377000	384071	387000	388190	396000	401817	382000	387214

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0263 - FOOD ASSISTANCE**

Key Goal:			
Goal 1	**To deliver accurate and timely Food Stamp benefits by achieving an annual Payment Accuracy Rate (PAR) of 96.5% or higher and a timeliness standard of 95% or higher by the end of FY2012**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Achieve timeliness of program performance in county offices at no less than 92%	% of cases meeting timeliness standards	86	80.2	88	84.2	90	81.9	92	83.2	92	82.4
(O2-Quality) Achieve Payment Accuracy Rate (PAR) of 96%	Payment Accuracy Rate	94.5	96.2	95	97.2	95.5	95.9	96	95.7	96	96.3

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0263 - FOOD ASSISTANCE**

Key Goal:			
Goal 2	**To increase participation in the Food Stamp Program to 70% of the eligible population by the end of FY2011**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Increase the percentage of eligible population served by 3 percentage points	% of participants	67	81.8	68	82	69	82.0	70	85.0	70	83.2

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0263 - FOOD ASSISTANCE**

Key Goal:			
Goal 3	**To implement an automated system enhancement (OACIS) to improve efficiency and quality of service, and benefit delivery by FY2011**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain number of applications processed per Food Stamp (FS) worker	# of cases divided by number of FS workers	554	597	536	591.5	518	606.0	500	634.2	500	606.8
(O2-Quality) The process of implementing an automated system enhancement	% of process completed	99	99.5	99.5	99.8	100	99.9	100	100.0	100	100.0

FY 11 SMART Quarterly Performance Report

Agency:	**016 - Human Resources, Department of**	**Program:**	**527 - HUMAN SERVICES**
Organization:	**-**	**Activity:**	**0264 - COMBINATION SERVICE**
Mission:	This activity is a cost pool.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Not Applicable. This is a cost pool.		N/A		N/A		N/A		N/A		N/A

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0264 - COMBINATION SERVICE**

Key Goal:			
Goal 1	**Not applicable. This is a cost pool.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) No objectives related directly to this cost pool.	Not applicable		N/A		N/A		N/A		N/A		N/A

FY 11 SMART Quarterly Performance Report

Agency:	**016 - Human Resources, Department of**	**Program:**	**527 - HUMAN SERVICES**
Organization:	**-**	**Activity:**	**0265 - COMBINATION ELIGIBILITY**
Mission:	This activity is a cost pool.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Not applicable. This is a cost pool.		N/A		N/A		N/A		N/A		N/A

FY 11 SMART Quarterly Performance Report

Agency: 016 - Human Resources, Department of	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: 0265 - COMBINATION ELIGIBILITY**

Key Goal:			
Goal 1	**Not applicable. This is a cost pool.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) No objectives related directly to this cost pool.	Not applicable		N/A		N/A		N/A		N/A		N/A

FY 11 SMART Quarterly Performance Report

Agency:	**017 - Public Safety, Department of**	**Program:**	**611 - POLICE SERVICES**
Organization:	**-**	**Activity:**	**0291 - HIGHWAY PATROL**
Mission:	To provide for the safety and well-being of the citizens of Alabama by regulating the movement of traffic on the highways of the state, detecting and apprehending traveling criminals, and rendering aid and assistance to those citizens in need.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Arrest Tickets Issued	135000	120182	135000	102210	135000	98311	135000	116099	540000	436802
W2: Accidents Investigated	7500	7620	7500	7021	7500	7478	7500	8108	30000	30227
W3: Commercial Vehicles Inspected	9000	6883	9000	6638	9000	10085	9000	12228	36000	40385

Item #	Notes
WL3-	The correct number is 7,640 Comm Vehicles inspected, Source document for gathering information changed in 4th Qtr
WL3-	The correct number is 9,801 Comm Vehicles inspected, Source document for gathering information changed in 4th Qtr
WL3-	The correct number is 10,716 Comm Vehicles inspected, Source document for gathering information changed in 4th Qtr

FY 11 SMART Quarterly Performance Report

Agency: 017 - Public Safety, Department of	**Program: 611 - POLICE SERVICES**
Organization: -	**Activity: 0291 - HIGHWAY PATROL**

Key Goal:

Goal 1	**To effectively regulate the flow of traffic and thereby decrease traffic fatalities on state roads from 829 people in 2006, 728 people in 2008 to fewer than 580 by the year 2013.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Number of tickets per Trooper.	Traffic Ticket per Trooper	300	315	300	273	300	265	3000	310	1200	1163
(O2-Efficiency) To provide sufficient accident investigation coverage for Alabama.	number of accidents per trooper.	12	20	12	19	12	20	12	22	48	81
(O3-Quality) To minimize traffic fatalities on state roads.	Traffic Fatalities	145	123	145	132	145	147	145	128	580	530
(O4-Efficiency) to minimize the number of traffic injuries on state roads.	Traffic Injuries	3155	3136	3155	2801	3155	3305	3155	3310	12620	12552

Item # **Notes**

O1- The Target amount for 4th Qtr should be 300 not 3000.

FY 11 SMART Quarterly Performance Report

Agency:	**017 - Public Safety, Department of**	**Program:**	**611 - POLICE SERVICES**
Organization:	**-**	**Activity:**	**0292 - AL BUREAU OF INVESTIGATION**
Mission:	Provide dedicated professional investigative and identification services to criminal justice agencies and the citizens of the State of Alabama		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Narcotics and violent crime arrests.	100	68	100	112	100	90	100	99	400	369
W2: Fingerprints processed.	20000	15849	20000	18515	20000	19450	20000	16605	80000	70419
W3: Missing Person Cases Investigated.	175	212	175	255	175	274	175	190	700	931
W4: Assist to law enforcement angencies.	750	691	750	807	750	772	750	744	3000	3014

FY 11 SMART Quarterly Performance Report

Agency: 017 - Public Safety, Department of	**Program: 611 - POLICE SERVICES**
Organization: -	**Activity: 0292 - AL BUREAU OF INVESTIGATION**

Key Goal:			
Goal 1	**Provide investigative support to law enforcement agencies by increasing capacity to handle more open cases from 1,026 in 2007 to 1500 by 2012 and assisted cases from 2,070 in 2007 to 2500 by 2012.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To maintain 16 open cases per investigator	open cases per investigator	16	12	16	12	16	11	16	13	16	48
(O2-Quality) Provide quality assistance to requesting agencies with feedback rating of 100%.	Feedback rating	--	n/a	--	--	--	--	--	--	90	0
(O3-Efficiency) To minimise the number of pending cases under investigation.	criminal case.	N/A	n/a	N/A	N/A	N/A	N/A	N/A	N/A	0	0

FY 11 SMART Quarterly Performance Report

Agency:	**017 - Public Safety, Department of**	**Program:**	**611 - POLICE SERVICES**
Organization:	**-**	**Activity:**	**0293 - PROTECTIVE SERVICES**
Mission:	To provide personal security for designated government officials, dignitaries, and visitors of the state of Alabama. To provide protection from harm, invasion, and criminal activity to designated properties and those who occupy and visit such properties.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of building security checks performed.	5750	5985	5750	4827	5750	4425	5750	4848	23000	20085
W2: Number of assistance calls.	500	465	500	415	500	377	500	344	2000	1601

Item # **Notes**

WL1- Several unexpected Dignitary Details were required throughout the entire year. Capitol Police Officers were operating outside of Montgomery County because of threats made on Dignitaries.

FY 11 SMART Quarterly Performance Report

Agency: 017 - Public Safety, Department of	**Program: 611 - POLICE SERVICES**
Organization: -	**Activity: 0293 - PROTECTIVE SERVICES**

Key Goal:			
Goal 1	**To provide security and law enforcement services to the capital complex and state facilities located in Montgomery with an average response time of 10 minutes for assistance calls**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Provide a 10 minute response time to motorist assist calls.	minute	10	10	10	10	10	10	10	10	10	10

FY 11 SMART Quarterly Performance Report

Agency:	**017 - Public Safety, Department of**	**Program:**	**614 - PUBLIC SAFETY SUPPORT SERVICES**
Organization:	**-**	**Activity:**	**0323 - UNIT SERVICES**
Mission:	To provide support and logistics for all divisions to achieve the mission of the Department of Public Safety		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of vehicles in fleet.	1400	1442	1400	1455	1400	1455	1400	1458	1400	1458

FY 11 SMART Quarterly Performance Report

Agency: 017 - Public Safety, Department of	**Program: 614 - PUBLIC SAFETY SUPPORT SERVICES**
Organization: -	**Activity: 0323 - UNIT SERVICES**

Key Goal:			
Goal 1	**To maintain an average fleet age/mileage of 4years/85,000 miles.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To reduce the number of vehicles with mileage exceeding 85,000 miles	Number of vehicles	550	913	550	993	550	1050	550	1090	550	1090
(O2-Quality) reduce the number of vehicles over four years old.	number of vehicles	600	675	600	675	600	675	600	675	600	675

Item #	Notes
O1-	Target not met due to budget constraints
O2-	Target not met due to budget constraints

FY 11 SMART Quarterly Performance Report

Agency:	**017 - Public Safety, Department of**	**Program:**	**616 - ADMINISTRATIVE SERVICES**
Organization:	**-**	**Activity:**	**0336 - DEPT/DIVISION ADMINISTRATION**
Mission:	To support the agency by providing responsible financial management, efficient use of human resources, and timely and accurate information.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of recruit contacts.	400	340	400	286	400	335	400	97	1600	1058

Item # **Notes**

WL1- Number of recruit contacts are going down due to the inability to attend job fairs and the current hiring freeze.

FY 11 SMART Quarterly Performance Report

Agency: 017 - Public Safety, Department of	**Program: 616 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: 0336 - DEPT/DIVISION ADMINISTRATION**

Key Goal:			
Goal 1	**to keep administrative expenses under 8% of agency total budget**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) to keep administrative cost to less than 8% of department overall budget.	Percent of budget used by Admin.	8	8.03	8	7.99	8	7.70	8	7.59	8	7.59

FY 11 SMART Quarterly Performance Report

Agency:	**017 - Public Safety, Department of**	**Program:**	**616 - ADMINISTRATIVE SERVICES**
Organization:	**-**	**Activity:**	**0337 - LICENSES**
Mission:	To administer and deliver graduated learner, unrestricted, and commercial licensing services in various languages, in a timely and efficient manner.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Licenses issued.	200000	251006	200000	285538	200000	301291	200000	339440	800000	1177275
W2: Administer driver license exams.	60000	40578	60000	51613	60000	52357	60000	54771	240000	199319
W3: Number of criminal arrest.	1000	717	1000	1091	1000	832	1000	890	4000	3530
W4: Driver licenses suspended, cancelled, revoked.	34000	40930	34000	37916	34000	36760	34000	36799	136000	152405

Item # **Notes**

WL2- Not enough applicants taking exams to meet projection

FY 11 SMART Quarterly Performance Report

Agency: 017 - Public Safety, Department of	**Program: 616 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: 0337 - LICENSES**

Key Goal:			
Goal 1	**To Issue 850,000 licenses and Administer 220,000 Exams with a wait time of less than 1 hour by 2010**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To reduce the wait time to an average of one hour to receive driver license exam services.	hours of wait time to take an exam	1	1	1	1	1	1	1	1	1	1

FY 11 SMART Quarterly Performance Report

Agency: 017 - Public Safety, Department of	**Program: 616 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: 0337 - LICENSES**

Key Goal:			
Goal 2	**To issue driver licenses that comply with all 30 benchmarks of the Real Id Act by 05/11/2011**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) To comply with all 30 benchmarks of the Real Id Act.	Benchmarks complied with	18	18	18	18	18	18	18	18	18	18

FY 11 SMART Quarterly Performance Report

Agency:	**017 - Public Safety, Department of**	**Program:**	**621 - READINESS AND RECOVERY**
Organization:	**-**	**Activity:**	**0351 - CIVIL & NATURAL PROTECTION**
Mission:	To provide protection and assistance during natural and civil emergencies during a governor declared state of emergency.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Hours of assistance provided during natural and civil emergencies.	N/A		N/A	6419	N/A	36647.75	N/A	196	0	43262.75

Item #	Notes
WL1-	Overtime Hours only reported.
WL1-	Overtime hours only reported.
WL1-	Overtime Hours only reported.
WL1-	Overtime Hours only reported.

FY 11 SMART Quarterly Performance Report

Agency: 017 - Public Safety, Department of	**Program: 621 - READINESS AND RECOVERY**
Organization: -	**Activity: 0351 - CIVIL & NATURAL PROTECTION**

Key Goal:			
Goal 1	**To assist the citizens of Alabama during natural and civil emergencies.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Provide manpower and equipment as requested.	Hour of Assistance	1		1	6419	1	36647.75	1	196	1	43262.75

Item #	Notes
O1-	Overtime Hours only reported for governor declared state of emergency. These OT hours represent total amt hrs worked on the disaster and not those charged to 621-0351.
O1-	Overtime Hours only reported for governor declared state of emergency. These OT hours represent total amt hrs worked on the disaster and not those charged to 621-0351.
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FY 11 SMART Quarterly Performance Report

Agency:	**018 - Public Service Commission**	**Program:**	**041 - REGULATORY SERVICES**
Organization:	**-**	**Activity:**	**0024 - ENERGY**
Mission:	To serve the people of Alabama through consumer protection and fair regulation of jurisdictional utilities.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of inquiries and information requests addressed.	230	252	230	292	230	281	230	131	920	956
W2: Number of filings evaluated and orders composed.	48	74	47	55	48	69	49	28	192	226
W3: Number of monitoring reports completed	144	143	144	135	144	119	144	21	576	418
W4: Number of audits completed	20	19	15	15	17	14	14	9	66	57

Item # **Notes**

WL1- Quarter 4 does not include Electricity, as the reorganization moved them into the newly created Electricity Policy Division.

FY 11 SMART Quarterly Performance Report

Agency: 018 - Public Service Commission	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: 0024 - ENERGY**

Key Goal:

Goal 1	**To assist the Commission with maintaining just and reasonable utility rates, tariffs and services by presenting at least 90% of cases for action within 45 days of filing.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Present 90% of cases to the Commission for action within 45 days of filing.	% of cases	93	100	93	100	93	100	93	73	93	93

FY 11 SMART Quarterly Performance Report

Agency: 018 - Public Service Commission	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: 0024 - ENERGY**

Key Goal:			
Goal 2	**To make timely recommendations to the Commission by issuing at least 95% of recommendations within 30 days of final analysis, investigations and receipt of information.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Issue 95% of recommendations within 30 days of the completion of analyses, investigations and receipt of all necessary information.	% of recommendations	95	100	95	100	95	100	95	100	95	100

FY 11 SMART Quarterly Performance Report

Agency: 018 - Public Service Commission	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: 0024 - ENERGY**

Key Goal:			
Goal 3	**To ensure compliance with PSC-approved rates by randomly auditing a sample of at least 1,250 water utility residential customer bills on an annual basis.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Randomly audit at least 1,250 residential water customer bills at least once per year.	# of customer bills inspected	805	200	288	0	215	0	N/A	0	1308	200

FY 11 SMART Quarterly Performance Report

Agency:	**018 - Public Service Commission**	**Program:**	**041 - REGULATORY SERVICES**
Organization:	**-**	**Activity:**	**0026 - TELECOMMUNICATIONS**
Mission:	To ensure telephone utility compliance with Title 37, Code of Alabama, including all Commission rules and orders related thereto and respond to all consumer, other external, and all internal inquiries related to telephone utility policy, pricing, services, and billing.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of telephone utility certification requests (or amendments thereto) analyzed by staff but included on Legal Division agenda and number of hearings participated in by staff. Number of telephone utility related items analyzed by staff for inclusion on Telecom Division Monthly Agenda and number of Commission Orders prepared.	65	62	77	85	75	58	75	54	292	259
W2: Number of telephone service requests, plans and updates analyzed (including number resources); number of service quality reports analyzed; number of written service inspection/analysis reports prepared.	117	71	155	54	184	42	117	122	573	289
W3: Number of responses to internal and external inquiries (consumer complaints, Commissioner requests, and requests for assistance/INFO)	80	99	114	180	114	134	114	162	422	575
W4: Man-hours of traveling to and participating in training and/or conferences. Man-hours of participation in on-site conference calls and meetings. Man-hours for traveling to and participating in off-site visits, meetings and inspections.	1165	385	885	467	957	349	1053	505	4060	1706

FY 11 SMART Quarterly Performance Report

Item #	Notes
WL2-	Number of employees available for analysis & inspections is being reduced as a result of retirements with no plans to rehire. Projections should be 51, 31, and 31 for the second, third, and fourth quarters, respectively. That would mean an estimated 230 for the year.
WL4-	Projections need to be adjusted as a result of enlarged estimates and a loss of personnel through retirements. New estimates should be 425 for all four quarters, with an annual estimate of 1300.
WL4-	Projections need to be adjusted as a result of budget constraints and a loss of personnel via retirements. Revised estimates should show 425 for all four quarters, with an annual estimate of 1700.

FY 11 SMART Quarterly Performance Report

Agency: 018 - Public Service Commission	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: 0026 - TELECOMMUNICATIONS**

Key Goal:			
Goal 1	**Achieve closure on 90% of all internal/external inquiries related to telephone policies, service, prices, or billing within 30 days of receipt.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain closure on 90% of all requests/inquiries within 30 days of receipt	% closed	90	99	90	98	90	99	90	98	90	99

FY 11 SMART Quarterly Performance Report

Agency: 018 - Public Service Commission	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: 0026 - TELECOMMUNICATIONS**

Key Goal:			
Goal 2	**Perform Universal Service Fund (USF) quality inspections for 75% of all high cost fund planned projects per annum.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Perform on-site quality inspections for 75% of planned USF projects per annum	% of projects inspected	0	0	0	0	37.5	100	37.5	0	75	100

FY 11 SMART Quarterly Performance Report

Agency: 018 - Public Service Commission	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: 0026 - TELECOMMUNICATIONS**

Key Goal:			
Goal 3	**Perform telephone service quality compliance inspections for 25% of facilities-based Local Exchange Carriers per annum.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Perform on-site service quality inspections for 25% of facilities-based carriers per annum	% facilities inspected	7.5	11	7.5	11	5	11	5	16.7	25	49.7

FY 11 SMART Quarterly Performance Report

Agency:	**018 - Public Service Commission**	**Program:**	**041 - REGULATORY SERVICES**
Organization:	**-**	**Activity:**	**0033 - TRANSPORTATION**
Mission:	To provide regulatory oversight for transportation companies and railroad operations within Alabama pertaining to rates, registration, insurance and safety and to ensure compliance with all applicable state and federal regulations.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of railroad inspections (miles of track, # of locomotives and rolling stock)	2800	1831	2200	2117	2800	2145	1200	1728	9000	7821
W2: Number of applications processed	1500	2273	2500	1524	1000	515	500	361	5500	4673
W3: Number of filings processed	2000	1711	2000	1717	2500	2269	2000	1590	8500	7287
W4: Number of compliance reviews	50	36	50	40	50	36	50	72	200	184

FY 11 SMART Quarterly Performance Report

Agency: 018 - Public Service Commission	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: 0033 - TRANSPORTATION**

Key Goal:

Goal 1	**By the end of FY-2015, timely and accurate process all documents within 5 business days that are related to registrations, filings, and monies received or distributed in order to ensure the carriers are provided documentation to operate and funds are properly accounted for.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Receive, review and process all applications to register authority and receive registration numbers, responding to 96% of applicants within 5 business days.	% of total appl. processed within 5 business days	96	100	96	100	96	100	96	100	96	100

FY 11 SMART Quarterly Performance Report

Agency: 018 - Public Service Commission	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: 0033 - TRANSPORTATION**

Key Goal:			
Goal 2	**Accurately measure, assess and report the conditions of railroad track, structure and rolling stock to ensure safe and efficient operations of trains in order to promote public safety for the citizens of Alabama, responding to 96% of all incidents within 24 hours of notification.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Inspect tracks, structures and rolling stock of railroads in a timely manner and respond to 96% of reported accidents within 24 hours	% of total accidents responded to within 24 hours	96	100	96	100	96	100	96	100	96	100

FY 11 SMART Quarterly Performance Report

Agency: 018 - Public Service Commission	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: 0033 - TRANSPORTATION**

Key Goal:			
Goal 3	**By the end of FY-2015, respond to 100% of all consumer complaints regarding compliance with the applicable state laws and PSC rules and regulations in order to insure carriers followed applicable procedures pertaining to their tariff**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Investigate 95% of consumer complaints within 30 days.	% of complaints investigated within 30 days	95	100	95	100	95	100	95	100	95	100

FY 11 SMART Quarterly Performance Report

Agency:	**018 - Public Service Commission**	**Program:**	**041 - REGULATORY SERVICES**
Organization:	**-**	**Activity:**	**0036 - GAS PIPELINE SAFETY**
Mission:	To provide for the safe and efficient operation of natural gas and hazardous liquid systems throughout Alabama for the rate payers and the general public.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of inspections (person-days)	250	222	300	267.5	350	350	300	250	1200	1089.5
W2: Number of incidents	1	2	1	1	2	0	1	0	5	3
W3: Number of companies regulated	135	140	135	140	137	140	138	140	137	560

FY 11 SMART Quarterly Performance Report

Agency: 018 - Public Service Commission	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: 0036 - GAS PIPELINE SAFETY**

Key Goal:			
Goal 1	**To promote safe operations within natural gas and hazardous liquid facilities by maintaining an inspection ratio person-days/total program person-days of at least 38% per annum.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain adequate inspection ratio, person-days/total program person-days (acceptable above or equal to .38)	Inspection ratio	40	34	40	41	40	58	40	41	40	44

FY 11 SMART Quarterly Performance Report

Agency: 018 - Public Service Commission	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: 0036 - GAS PIPELINE SAFETY**

Key Goal:

Goal 2	**To minimize incidents due to operator error by conducting inspections on 100% of jurisdictional operators each calendar year; investigating all incidents to provide positive feedback to prevent future incidents; randomly checking at least 40 construction job sites for adherence to Alabama One Call protocols; conducting and attending at least 20 classes & seminars on One Call protocols and excavation safety.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Prioritize and inspect 100% of jurisdictional operators each calendar year.	% inspected	20	22	25	29	30	29	25	19	100	98
(O2-Quality) Investigate all incidents	% investigated	100	100	100	100	100	100	100	100	100	100
(O3-Quality) Check sites for adherence to Alabama One Call protocol (inspecting at least 40/yr).	# investigated	10	38	10	35	10	38	10	20	40	131
(O4-Quality) Conduct and attend at least 20 classes per year	# classes attended	10	8	4	14	4	3	2	7	20	32

FY 11 SMART Quarterly Performance Report

Agency:	**018 - Public Service Commission**	**Program:**	**041 - REGULATORY SERVICES**
Organization:	**-**	**Activity:**	**0037 - LICENSES**
Mission:	To provide management and legal oversight, guidance, consultation and administrative services for the Commission and its personnel, the entities subject to the jurisdiction of the Commission and the Alabama consumers who are customers of those entities.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of consumer complaints and inquiries received	2410	2051	2330	2616	2115	2261	2620	2342	9475	9270
W2: Number of vouchers processed	600	517	500	359	500	369	400	274	2000	1519
W3: Number of filings, registrations, hearings and orders issued	950	565	800	671	750	843	700	762	3200	2841

FY 11 SMART Quarterly Performance Report

Agency: 018 - Public Service Commission	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: 0037 - LICENSES**

Key Goal:			
Goal 1	**Respond to 85% of complaints within 30 business days each year.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Respond to 85% of complaints within 30 business days	% of complaint responses within 30 business days	85	70	85	72	85	68.2	85	71	85	70

FY 11 SMART Quarterly Performance Report

Agency: 018 - Public Service Commission	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: 0037 - LICENSES**

Key Goal:			
Goal 2	**Keep the percentage of green slipped vouchers to 5% or less each year.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Keep the percentage of green slipped vouchers to 5% or less	% of green slipped vouchers	5	1	5	2.5	5	1.9	5	1	5	1.6

FY 11 SMART Quarterly Performance Report

Agency: 018 - Public Service Commission	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: 0037 - LICENSES**

Key Goal:			
Goal 3	**Increase public awareness of PSC regulations and services by posting all public information to agency website within 48 hours of availability each year.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain 100% posting of public information to agency website within 48 hours of availability.	% posted	100	100	100	100	100	100	100	100	100	100

FY 11 SMART Quarterly Performance Report

Agency:	**019 - Revenue, Department of**	**Program:**	**913 - STATE REVENUE ADMINISTRATION**
Organization:	-	**Activity:**	-
Mission:	The Alabama Department of Revenue will efficiently and effectively administer the revenue laws in an equitable, courteous and professional manner and fund government services for the citizens of Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of manual payments received.	200000	158869	375000	295767	375000	452403	200000	172113	1150000	2096929
W2: Number of electronic payments received.	500000	528916	600000	637202	500000	562631	500000	542680	2100000	2271429

FY 11 SMART Quarterly Performance Report

Agency: 019 - Revenue, Department of	**Program: 913 - STATE REVENUE ADMINISTRATION**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Fully develop the Discovery Module of RITS by 2012.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase compliance.	new filers	50	7237	50	8883	50	86590	50	25377	200	128087
(O2-Efficiency) Increase amended returns.	amended returns	250	37951	250	52669	250	50667	250	26487	1000	167774

Item # **Notes**

O1- The numbers are higher than expected due to the efficiency of the RITS Discovery Module being greater than expected.

FY 11 SMART Quarterly Performance Report

Agency: 019 - Revenue, Department of	**Program: 913 - STATE REVENUE ADMINISTRATION**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Increase the number of notifications sent to taxpayers with outstanding liability and thereby increasing the recoveries/revenue collected on these outstanding liabilities.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase the number of annual notifications sent to taxpayers who have an outstanding liability for business, sales, and withholding taxes.	Notices sent to taxpayers	90000	299639	90000	341343	90000	266551	90000	276017	360000	1183550

Item # **Notes**

O1- The numbers are higher than expected due to the efficiency of the RITS Discovery Module being greater than expected.

FY 11 SMART Quarterly Performance Report

Agency:	**020 - Retirement Systems**	**Program:**	**912 - RETIREMENT SYSTEMS**
Organization:	**-**	**Activity:**	**0543 - TEACHERS RETIREMENT SYSTEM**
Mission:	Provide retirement benefits under Code 16-25-1 et. Seq that help attract and retain public education employees at the least expense to the taxpayers of Alabama and where possible improve Alabama. economically. (Governor's Priorities 1,2,3)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of members at the period end date	--	137215	--	136990	--	134925	--	134471	135500	134471
W2: Number of retirees receiving benefits at the period end date	--	70658	--	71035	--	72511	--	73384	71000	73384
W3: Member withdrawals during the period	--	1636	--	1116	--	1255	--	1825	5900	6209
W4: New retirements during the period	--	423	--	121	--	1366	--	882	3000	3304

Item #	Notes
WL3-	This number should be 1,696 instead of 1,636.
WL3-	This number should be 1,219 instead of 1,116.
WL3-	This number should be 1,469 instead of 1,255.
WL4-	This number should be 633 instead of 121.

FY 11 SMART Quarterly Performance Report

Agency: 020 - Retirement Systems	**Program: 912 - RETIREMENT SYSTEMS**
Organization: -	**Activity: 0543 - TEACHERS RETIREMENT SYSTEM**

Key Goal:			
Goal 1	**Maintain a ratio less than 1.5% of administrative cost in relation to retirement benefits.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain a low ratio of administrative cost in relation to retirement benefits.	Percent of retirement benefits.	1.00	1.29	1.00	1.08	1.00	0.79	1.00	0.73%	1.00	0.97%

Item # **Notes**

O1- For fiscal year 2011, expenses as a percentage of benefits were 0.97% and the ratio of expenses to benefits was 0.0097.

FY 11 SMART Quarterly Performance Report

Agency:	**020 - Retirement Systems**	**Program:**	**912 - RETIREMENT SYSTEMS**
Organization:	**-**	**Activity:**	**0544 - EMPLOYEES RETIREMENT SYSTEM**
Mission:	Provide retirement benefits under Code of Alabama 36-27-1 et. Seq. that help attract and retain State employees at the least expense to the taxpayers of Alabama and where possible improve Alabama economically. (Governors's Priorities 1,2,3)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of members at the period end date	--	86096	--	87076	--	86298	--	85792	86600	85792
W2: Number of retirees receiving benefits at the period end date	--	37280	--	37723	--	38211	--	38582	37140	38582
W3: Member withdrawals during the period	--	1640	--	1231	--	1258	--	1238	5250	5792
W4: New retirements during the period	--	427	--	586	--	571	--	540	1800	2124

Item #	Notes
WL3-	This number should be 1,734 instead of 1,640.
WL3-	This number should be 1,310 instead of 1,231.
WL3-	This number should be 1,510 instead of 1,258.

FY 11 SMART Quarterly Performance Report

Agency: 020 - Retirement Systems	**Program: 912 - RETIREMENT SYSTEMS**
Organization: -	**Activity: 0544 - EMPLOYEES RETIREMENT SYSTEM**

Key Goal:			
Goal 1	**Maintain a ratio less than 2% of administrative cost in relation to retirement benefits.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain a low ratio of administrative cost in relation to retirement bendfits.	Percent of retirement benefits.	1.50	1.93	1.50	1.61	1.50	1.12	1.50	1.33%	1.50	1.52%

Item # **Notes**

O1- For fiscal year 2011, expenses as a percentage of benefits were 1.52% and the ratio of expenses to benefits was 0.0152.

FY 11 SMART Quarterly Performance Report

Agency:	**020 - Retirement Systems**	**Program:**	**912 - RETIREMENT SYSTEMS**
Organization:	**-**	**Activity:**	**0545 - JUDICIAL RETIREMENT SYSTEM**
Mission:	Provide retirement benefits under Code of Alabama 12-18-1 et. Seq. that help attract and retain Judges at the least expense to the taxpayers of Alabama and where possible improve Alabama economically. (Governor's Priorities 1,2,3)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of members at the period end date	--	335	--	339	--	319	--	336	375	336
W2: Number of retirees receiving benefits at the period end date.	--	326	--	339	--	340	--	343	330	343
W3: New retirements during the period	--	2	--	15	--	7	--	4	16	28

Item # **Notes**

WL1- Original Projection Should Have Been Based on Active JRF Members which would have resulted in a lower projection for FY 2011.

FY 11 SMART Quarterly Performance Report

Agency: 020 - Retirement Systems	**Program: 912 - RETIREMENT SYSTEMS**
Organization: -	**Activity: 0545 - JUDICIAL RETIREMENT SYSTEM**

Key Goal:			
Goal 1	**Maintain a ratio less than 2.5% of administrative cost in relation to retirement benefits.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain a low ratio of administrative cost in relation to retirement benefits.	% of administrative cost to benefits.	2.33	0.88	2.33	0.93	2.33	0.99	2.33	0.92%	2.33	0.93%

Item # **Notes**

O1- For fiscal year 2011, expenses as a percentage of benefits were 0.93% and the ratio of expenses to benefits was 0.0093.

FY 11 SMART Quarterly Performance Report

Agency:	**021 - Youth Services, Department of**	**Program:**	**111 - FINANCIAL ASSISTANCE**
Organization:	**-**	**Activity:**	**0063 - DYS School District**
Mission:	To provide a comprehensive educational program that will meet the individual students' needs while preparing them to function and make positive contributions in today's rapidly changing society.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Average daily student enrollment	372	347	372	336	372	344	372	356	372	345

FY 11 SMART Quarterly Performance Report

Agency: 021 - Youth Services, Department of	**Program: 111 - FINANCIAL ASSISTANCE**
Organization: -	**Activity: 0063 - DYS School District**

Key Goal:

Goal 1	**DYS will provide students opportunities to pursue their educational goals in the Alabama First Choice Diploma program, Career Technical Education and Post-Secondary Education. The academic programs will be aligned with state standards and meet the individual needs of all students.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase percentage of GED participants receiving certificates as recorded by each school.	% passing exam	--	--	--	--	--	--	--	--	68	60
(O2-Quality) Increase reading level (based on Test of Adult Basic Education - pre and post) by one month for each month in DYS long term schools.	% of students meeting objective	--	--	--	--	--	--	--	--	75	45

FY 11 SMART Quarterly Performance Report

Agency:	**021 - Youth Services, Department of**	**Program:**	**111 - FINANCIAL ASSISTANCE**
Organization:	**-**	**Activity:**	**0064 - S/D COMMUNITY EDUCATION**
Mission:	To provide financial assistance to community based education programs designed for delinquent youth.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # of youth enrolled in community education programs	85	68	25	35	25	25	25	10	160	138

FY 11 SMART Quarterly Performance Report

Agency: 021 - Youth Services, Department of	**Program: 111 - FINANCIAL ASSISTANCE**
Organization: -	**Activity: 0064 - S/D COMMUNITY EDUCATION**

Key Goal:			
Goal 1	**To provide alternative academic programs for students with behavior and/or academic problems in order to divert 70% of participants from commitment to DYS by 2013.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Youth complete community education programs structured according to individual needs.	% of eligible youth completing program	55	59	55	12	56	76	56	48	56	52

FY 11 SMART Quarterly Performance Report

Agency:	**021 - Youth Services, Department of**	**Program:**	**636 - YOUTH SERVICES**
Organization:	**-**	**Activity:**	**0382 - ADMINISTRATION**
Mission:	To provide support and administrative activities for the Department of Youth Services.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of employees provided support.	669	649	669	636	669	626	669	604	669	649
W2: Number of committed youth provided support.	--	--	--	--	--	--	--	--	1,900	1,741

FY 11 SMART Quarterly Performance Report

Agency: 021 - Youth Services, Department of	**Program: 636 - YOUTH SERVICES**
Organization: -	**Activity: 0382 - ADMINISTRATION**

Key Goal:

Goal 1	**Select and implement additional features of Student Information Management System (SIMS) to allow data sharing between DYS, the juvenile court system (AOC), and the State Medicaid agency by 2013.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To implement an automated USDA Child Nutrition meal count system.	% of campuses utilizing meal count system	--	--	--	--	--	--	--	--	88	94
(O2-Quality) To implement SIMS usage by AOC and Medicaid.	# of other agencies using SIMS database	0	0	0	0	0	0	1	0	1	0

FY 11 SMART Quarterly Performance Report

Agency:	**021 - Youth Services, Department of**	**Program:**	**636 - YOUTH SERVICES**
Organization:	**-**	**Activity:**	**0383 - DYS Treatment Services**
Mission:	To serve youth in the least restrictive setting possible, with DYS residential programs reserved for serious offenders who pose a danger to their communities.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Annual number of youth commited to DYS.	--	--	--	--	--	--	--	--	1,900	1741
W2: Total number of bed spaces.	863	889	863	905	863	905	863	905	863	905

FY 11 SMART Quarterly Performance Report

Agency: 021 - Youth Services, Department of	**Program: 636 - YOUTH SERVICES**
Organization: -	**Activity: 0383 - DYS Treatment Services**

Key Goal:			
Goal 1	**To transition services for 100% of serious offenders to a therapeutic strengths based model by 2014.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Case managers will utilize new protocols.	# of hours of training provided	--	--	--	--	--	--	--	--	40	32

FY 11 SMART Quarterly Performance Report

Agency:	**021 - Youth Services, Department of**	**Program:**	**636 - YOUTH SERVICES**
Organization:	**-**	**Activity:**	**0386 - COMMUNITY SUBSIDY**
Mission:	To provide continued financial support to local juvenile detention centers and community diversion programs to effectively prevent youth from remaining in or returning to the juvenile justice system.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Juvenile Detention Center bed spaces subsidized.	--	--	--	--	--	--	--	--	569	569
W2: Number of community diversion programs subsidized.	30	32	32	31	32	32	34	36	34	40

FY 11 SMART Quarterly Performance Report

Agency: 021 - Youth Services, Department of	**Program: 636 - YOUTH SERVICES**
Organization: -	**Activity: 0386 - COMMUNITY SUBSIDY**

Key Goal:			
Goal 1	**Restore detention center subsidy per diem rate at the FY2009 funding level through 2014.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain number of detention center beds subsidized.	# of bed spaces	--	--	--	--	--	--	--	--	569	569
(O2-Efficiency) Maintain the number of detention centers receiving subsidies.	# of detention centers	10	7	12	12	12	12	12	12	12	12

FY 11 SMART Quarterly Performance Report

Agency: 021 - Youth Services, Department of	**Program: 636 - YOUTH SERVICES**
Organization: -	**Activity: 0386 - COMMUNITY SUBSIDY**

Key Goal:			
Goal 2	**Increase the number of courts having community diversion programs available by 30% by 2013.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase number of courts utilizing diversion programs.	# of courts	--	--	--	--	--	--	--	--	32	44
(O2-Efficiency) Maintain reduction in # of commitments to state custody.	# of commitments to DYS	--	--	--	--	--	--	--	--	1,900	1741

FY 11 SMART Quarterly Performance Report

Agency: 021 - Youth Services, Department of	**Program: 636 - YOUTH SERVICES**
Organization: -	**Activity: 0386 - COMMUNITY SUBSIDY**

Key Goal:			
Goal 3	**DYS will strengthen its capacity to conduct quality assurance analysis on the programs it funds.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Expand the database for tracking diversion program results to include more programs.	# of diversion programs providing data	30	29	34	32	36	35	37	29	37	36

FY 11 SMART Quarterly Performance Report

Agency:	**021 - Youth Services, Department of**	**Program:**	**681 - COMMUNITY EDUCATIONAL PROGRAMS**
Organization:	**-**	**Activity:**	**0081 - S.P.A.N. - Special Programming for Achievement Network**
Mission:	To provide efficient and effective community based alternative programs.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of S.P.A.N. Programs subsidized.	11	11	11	11	11	11	11	11	11	11

FY 11 SMART Quarterly Performance Report

Agency: 021 - Youth Services, Department of	**Program: 681 - COMMUNITY EDUCATIONAL PROGRAMS**
Organization: -	**Activity: 0081 - S.P.A.N. - Special Programming for Achievement Net**

Key Goal:			
Goal 1	**To provide financial assistance and support to the S.P.A.N. Programs.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) The S.P.A.N. Programs report monthly to DYS.	# of programs reporting	11	11	11	11	11	11	11	11	11	11
(O2-Efficiency) S.P.A.N. Programs are utilized by juvenile courts for at-risk youth.	# of you enrolled	150	157	150	244	150	251	150	249	600	438
(O3-Quality) Students complete programs structured according to their individual needs.	% of eligible youth completing program	60	39	60	65	60	60	60	69	60	60

FY 11 SMART Quarterly Performance Report

Agency:	**022 - Legislature**	**Program:**	**943 - SPEAKER OF HOUSE**
Organization:	-	**Activity:**	-
Mission:	To exercise the law-making power of the State as required by the Constitution and Code of Alabama (Section 44)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Effectively staff the number of legislative days (Special Sessions) held										

FY 11 SMART Quarterly Performance Report

Agency: 022 - Legislature	**Program: 943 - SPEAKER OF HOUSE**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	--	**Governor's Priority:**	

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) --	--										

FY 11 SMART Quarterly Performance Report

Agency:	**023 - Archives and History, Department of**	**Program:**	**161 - HISTORICAL RESOURCES MANAGEMENT**
Organization:	-	**Activity:**	-
Mission:	To ensure the preservation of Alabama's historical records and artifacts and to promote a better understanding of Alabama history.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of services provided through Research and Governmental Assistance.	3500	3503	3500	4986	3500	4427	3500	4234	14000	17150
W2: Number of individuals served through educational programs for the general public and teachers.	2000	4685	2000	1094	2000	2435	2000	1004	8000	9218
W3: Number of Web site user sessions.	500000	504586	500000	608955	500000	476020	500000	477559	2000000	2067120
W4: Number of Museum visitors.	8000	7261	7000	6276	9000	13477	3500	3684	27500	30698

Item # **Notes**

WL2- We took advantage of new outreach opportunities outside of ADAH to partner with other organizations at large public events for students, teachers, and the general public. We provided educational programs and activities at the Central Alabama Fair and the Ft. Toulouse Frontier Days.

FY 11 SMART Quarterly Performance Report

Agency: 023 - Archives and History, Department of	**Program: 161 - HISTORICAL RESOURCES MANAGEMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Complete Phase I of the new Museum of Alabama by September 2011.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Advance Phase I of project to completion by Sepember 2011.	Percentage of Completion of Phase I of Project	--	--	--	--	--	--	--	--	100%	100%

FY 11 SMART Quarterly Performance Report

Agency: 023 - Archives and History, Department of	**Program: 161 - HISTORICAL RESOURCES MANAGEMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Improve history education in Alabama through the development of new curricular materials and the professional development training of teachers by the end of FY 2013.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Develop 200 new lesson plans based on primary sources by the end of FY 2013.	Cumulative number of published lesson plans.	--	--	--	--	--	--	--	--	100	51
(O2-Quality) Provide professional development training on new curricular resources to 600 classroom teachers by the end of FY 2013.	Cumulative number of teachers receiving training.	--	--	--	--	--	--	--	--	400	608

Item # **Notes**

O1- The project to have teachers produce lesson plans for us was not as successful as we hoped. Many of the lessons produced were sub-standard and we have not had adequate staff to edit the lessons to an acceptable level for publication.

O2- Social studies teachers are offered very few opportunities for professional development and have responded very positively to our workshop offerings. We were also able to partner this year with a number of unforeseen Teaching American History grants to provide professional development training to teachers participating in those grants.

FY 11 SMART Quarterly Performance Report

Agency: 023 - Archives and History, Department of	**Program: 161 - HISTORICAL RESOURCES MANAGEMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**Increase the number of ADAH items available in digital format to 18,000 by the end of FY 2012.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Increase the number of digital items available to researchers.	Total # of digital items accessible in CONTENT dm.	--	--	--	--	--	--	--	--	17000	22250

FY 11 SMART Quarterly Performance Report

Agency: 023 - Archives and History, Department of	**Program: 161 - HISTORICAL RESOURCES MANAGEMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 4	**Decrease the cost per user session at agency Web site to $0.050 by FY 2015.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Decrease cost per user session annually.	Dollar amount	--	--	--	--	--	--	--	--	.08	0.08

FY 11 SMART Quarterly Performance Report

Agency:	**025 - Criminal Justice Information Center, Alabama**	**Program:**	**638 - CRIMINAL JUSTICE INFO SERVICES**
Organization:	**-**	**Activity:**	**0411 - Training**
Mission:	TO PROVIDE TRAINING FOR THE UNIFORM REPORTING OF CRIME AND THE USE OF INFORMATION SYSTEMS		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of training classes conducted	--	--28	--	--23	--	--34	--	--32	305	117

FY 11 SMART Quarterly Performance Report

Agency: 025 - Criminal Justice Information Center, Alabama	**Program: 638 - CRIMINAL JUSTICE INFO SERVICES**
Organization: -	**Activity: 0411 - Training**

Key Goal:			
Goal 1	**Increase the number of training classes offered to criminal justice agencies by 10 training classes each fiscal year. Baseline FY 2008 (275 training classes).**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase number of training classes by 10 each fiscal year.	Training classes	--	--28	--	--23	--	--34	--	--32	305	117

FY 11 SMART Quarterly Performance Report

Agency:	**025 - Criminal Justice Information Center, Alabama**	**Program:**	**638 - CRIMINAL JUSTICE INFO SERVICES**
Organization:	**-**	**Activity:**	**0412 - Information Technology**
Mission:	TO PROVIDE AND SUPPORT INFORMATION TECHNOLOGY SOLUTIONS FOR THE ALABAMA CRIMINAL JUSTICE INFORMATION CENTER.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: MESSAGE SWITCH TRANSACTIONS	53250000	47084852	53250000	50818731	53250000	54789952	53250000	53825254	213000000	206518789
W2: HOT FILE RECORDS VALIDATED	64750	69248	64750	63912	64750	66936	64750	69515	259000	269611

FY 11 SMART Quarterly Performance Report

Agency: 025 - Criminal Justice Information Center, Alabama	**Program: 638 - CRIMINAL JUSTICE INFO SERVICES**
Organization: -	**Activity: 0412 - Information Technology**

Key Goal:			
Goal 1	**Increase available data sources for criminal justice agencies with access to ACJIC systems by one additional data source each fiscal. Baseline FY 2008 (24 data sources).**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase access to data sources through ACJIC systems by one (1) additional source each year.	Data Sources	--	--2	--	--2	--	--1	--	--2	1	7

FY 11 SMART Quarterly Performance Report

Agency:	**025 - Criminal Justice Information Center, Alabama**	**Program:**	**638 - CRIMINAL JUSTICE INFO SERVICES**
Organization:	**-**	**Activity:**	**0413 - Enforcement**
Mission:	TO ENFORCE THE LAW PERTAINING TO THE OPERATION AND ADMINISTRATION OF ALABAMA CRIMINAL JUSTICE INFORMATION CENTER INFORMATION SYSTEMS		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: NUMBER OF AGENCY AUDITS PERFORMED	45	25	45	29	46	24	46	33	182	111

FY 11 SMART Quarterly Performance Report

Agency: 025 - Criminal Justice Information Center, Alabama	**Program: 638 - CRIMINAL JUSTICE INFO SERVICES**
Organization: -	**Activity: 0413 - Enforcement**

Key Goal:			
Goal 1	**Increase the number of audits of criminal justice agencies that access data sources through ACJIC by 10 agency audits each fiscal year. Baseline FY 2008 (152 audits).**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase number of agency audits by 10 audits each fiscal year.	Audits	45	25	45	29	46	24	46	33	182	111

FY 11 SMART Quarterly Performance Report

Agency:	**025 - Criminal Justice Information Center, Alabama**	**Program:**	**638 - CRIMINAL JUSTICE INFO SERVICES**
Organization:	**-**	**Activity:**	**0414 - Uniform Crime Reporting**
Mission:	TO COMPILE STATISTICS ON THE NATURE AND EXTENT OF CRIME IN ALABAMA AND COMPILE DATA FOR PLANNING AND OPERATING CRIMINAL JUSTICE AGENCIES.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of uniform crime reports entered.	100000	78449	100000	73879	100000	80210	100000	77316	400000	309854

FY 11 SMART Quarterly Performance Report

Agency: 025 - Criminal Justice Information Center, Alabama	**Program: 638 - CRIMINAL JUSTICE INFO SERVICES**
Organization: -	**Activity: 0414 - Uniform Crime Reporting**

Key Goal:			
Goal 1	**To continue to process incident/offense and arrest reports in no longer than 30 days of their receipt by the Alabama Criminal Justice Information Center through the end of FY 2011.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To process UCR submissions to ACJIC within 30 days of receipt.	Processing Time	30	30	30	1	30	1	30	1	30	1

FY 11 SMART Quarterly Performance Report

Agency:	**026 - Examiners of Public Accounts**	**Program:**	**942 - LEG SUPPORT - AUDIT SERVICE**
Organization:	-	**Activity:**	-
Mission:	The Department of Examiners of Public Accounts exists to serve the State Legislature and the citizens of Alabama by providing high quality, professional and independent financial and compliance audits to enhance public accountability, improve reporting capability and strengthen operational controls of state and local government.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Revenues and expenditures audited	4.90	4.15	11.70	7.6	55.20	47.19	20.20	6.5	92.00	65.5
W2: Percentage of audits performed with statutory requirement.	--	--	--	--	--	--	--	--	93.00	79.00
W3: Number of audits released during the fiscal year	150	129	130	229	140	124	200	114	620	467

FY 11 SMART Quarterly Performance Report

Agency: 026 - Examiners of Public Accounts	**Program: 942 - LEG SUPPORT - AUDIT SERVICE**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To maintain the Department's hourly audit cost such that it does not increase more than 10% per year for FY 11, 12 & and FY 13**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increased reliance on automated audit procedures	na	250	0	200	0	170	0	270	na	890	na

FY 11 SMART Quarterly Performance Report

Agency:	**027 - Attorney General, Office of**	**Program:**	**635 - LEGAL ADVICE AND LEGAL SERVICE**
Organization:	**0372 - AG-OPERATIONS**	**Activity:**	**0372 - PROFESSIONAL SERVICES**
Mission:	To provide exemplary legal representation and counsel of the highest quality		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of indictments	20	7	20	9	20	11	20		80	
W2: Number of cases worked/presented* * (1) FY 09 changed to an annual average, because in prior years it was determined the same cases are reported each quarter.	--	--	--	--	--	--	--	--	1675	
W3: Number of victims assisted	1000	439	1000	655	1000	799	1000		4000	
W4: Amount of restitution/penalties recovered for the state	150000.00	5673176.72	150000.00	1593611.72	150000.00	956963.58	150000.00		600000.00	

Item #	Notes
WL1-	Projected amount for quareter should have been 5 with an annual total of 20
WL1-	Projected amount for quareter should have been 5 with an annual total of 20
WL1-	Projected amount for quareter should have been 5 with an annual total of 20

FY 11 SMART Quarterly Performance Report

Agency: 027 - Attorney General, Office of	**Program: 635 - LEGAL ADVICE AND LEGAL SERVICE**
Organization: 0372 - AG-OPERATIONS	**Activity: 0372 - PROFESSIONAL SERVICES**

Key Goal:			
Goal 1	**Protect the rights of crime victims and assist them in moving through the processes of the criminal justice system**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Update information on our website regarding services	Number of updates	22	10	22	29	22	33	22		88	
(O2-Quality) Put recorded messages regarding services on office phones, so that individuals on hold are told of the various services available	Number of messages	0	0	2	0	2	0	2		6	

FY 11 SMART Quarterly Performance Report

Agency: 027 - Attorney General, Office of	**Program: 635 - LEGAL ADVICE AND LEGAL SERVICE**
Organization: 0372 - AG-OPERATIONS	**Activity: 0372 - PROFESSIONAL SERVICES**

Key Goal:			
Goal 2	**Effectively represent the interests of the state in all matters for which the Attorney General has jurisdicition**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To sustain criminal appeals' affirmance rate for cases before the Alabama Supreme Court	% of cases affirmed	.95	0.9821	.95	0.9560	.95	.9787	.95		.95	
(O2-Efficiency) To sustain criminal appeals' affirmance rate for cases before the Alabama Court of Criminal Appeals	% of cases affirmed	.95	0.9238	.95	0.9751	.95	.9673	.95		.95	

FY 11 SMART Quarterly Performance Report

Agency:	**027 - Attorney General, Office of**	**Program:**	**635 - LEGAL ADVICE AND LEGAL SERVICE**
Organization:	**0372 - AG-OPERATIONS**	**Activity:**	**0373 - Cold Case Unit**
Mission:	To assist with cold cases throughout Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Open cold case investigations										
W2: Indictments										
W3: Convictions										

Item #	Notes
WL1-	Activity code not utilized
WL1-	Activity code not utilized
WL1-	Activity code not utilized
WL2-	Activity code not utilized
WL2-	Activity code not utilized
WL2-	Activity code not utilized
WL3-	Activity code not utilized
WL3-	Activity code not utilized
WL3-	Activity code not utilized

FY 11 SMART Quarterly Performance Report

Agency: 027 - Attorney General, Office of	**Program: 635 - LEGAL ADVICE AND LEGAL SERVICE**
Organization: 0372 - AG-OPERATIONS	**Activity: 0373 - Cold Case Unit**

Key Goal:			
Goal 1	**To assist with cold case investigations on a statewide basis.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Number of cold case referrals	Numer of Referrals										

Item # **Notes**

O1- Activity code not utilized

FY 11 SMART Quarterly Performance Report

Agency:	**027 - Attorney General, Office of**	**Program:**	**635 - LEGAL ADVICE AND LEGAL SERVICE**
Organization:	**0374 - CONSUMER UTILITY FUND**	**Activity:**	**0374 - CURHF**
Mission:	To protect consumers' interests in utility matters		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Administrative utility matters will remain steady	15	26	15	26	15	30	15		60	
W2: Litigation and potential litigation matters will remain constant	1	0	1	0	1	1	1		4	
W3: PSC dockets and related matters will remain constant	5	7	5	7	5	6	5		20	
W4: Non-regulated utility matters will continue to increase	110	166	110	196	110	112	110		440	

FY 11 SMART Quarterly Performance Report

Agency: 027 - Attorney General, Office of	**Program: 635 - LEGAL ADVICE AND LEGAL SERVICE**
Organization: 0374 - CONSUMER UTILITY FUND	**Activity: 0374 - CURHF**

Key Goal:			
Goal 1	**To intervene in all utility matters that negatively affect consumers of utility services**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Ensure all PSC notices received are docketed	Percentage of notices	1.00	1.00	1.00	1	1.00	1	1.00		1.00	
(O2-Quality) Review materials and information regarding non-regulated utilities	publications /items reviewed	2	8	2	8	2	3	2		8	
(O3-Efficiency) Initiate investigations for consumers	Number of Investigations	5	8	5	4	5	6	5		20	

FY 11 SMART Quarterly Performance Report

Agency:	**027 - Attorney General, Office of**	**Program:**	**654 - FAIR MARKETING PRACTICES**
Organization:	**0483 - CONSUMER PROTECTION**	**Activity:**	**0483 - CONSUMER PROTECTION**
Mission:	To protect consumers and businesses from fraud, deceptive trade practices, price gouging, unfair competition, and/or identity theft		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Consumer complaints* *FY 09, FY 10, FY 11 numbers do not include complaints on unregulated utilities. These are included in Activity 0374.	940	1295	940	994	940	1291	940		3760	
W2: Savings to consumers resulting from office mediation.	100000.00	106930	100000.00	73116	100000.00	158114	100000.00		400000.00	

FY 11 SMART Quarterly Performance Report

Agency: 027 - Attorney General, Office of	**Program: 654 - FAIR MARKETING PRACTICES**
Organization: 0483 - CONSUMER PROTECTION	**Activity: 0483 - CONSUMER PROTECTION**

Key Goal:

Goal 1	**To increase public awareness of consumer-related issues**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Provide additional public information opportunities	Number of Workshops/ PSAs/Speeches	15	19	15	7	15	14	15		60	
(O2-Efficiency) Scan and electronically store consumer complaints	Number of Complaints Entered	940	1295	940	994	940	1291	940		3760	

FY 11 SMART Quarterly Performance Report

Agency:	**028 - Auditor, State**	**Program:**	**917 - FISCAL MANAGEMENT**
Organization:	-	**Activity:**	-
Mission:	-To post audit the State Treasury and the Department of Finance/Comptroller's Office to ensure the fund balances and outstanding warrants are reconciled. -Provide accountability to AL taxpayers for state owned property.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of locations audited.	--	33	--	--	--	9	--	--	3526	
W2: Provide monthly reconciliation of the State Treasury and The Department of Finance/Comptroller's Office.	--	3	--	--	--	3	--	--	12	
W3: Produce monthly outstanding warrant report for the Treasuer and Comptroller offices.	--	3	--	--	--	3	--	--	12	

FY 11 SMART Quarterly Performance Report

Agency: 028 - Auditor, State	**Program: 917 - FISCAL MANAGEMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Establish a baseline of customer satifaction to be compared to in the future.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Increase quality of work.	%	--	--	--	--	--	--	--	--	90%	

FY 11 SMART Quarterly Performance Report

Agency: 028 - Auditor, State	**Program: 917 - FISCAL MANAGEMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Establish a baseline of the percentage perfect audits achieved during the year.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Research historical data from previously generated quarterly reports.	Percentage of perfect audits.	--	--	--	--	--	--	--	--	85%	

FY 11 SMART Quarterly Performance Report

Agency: 028 - Auditor, State	**Program: 917 - FISCAL MANAGEMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**Discover and report to the Treasurer and Comptroller's office any descrepancies in the reconciliation process in a timely manner.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Increase accountability.	#	--	--	--	--	--	3	--	--	12	

FY 11 SMART Quarterly Performance Report

Agency:	**029 - Building Commission, State**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**0449 - HOME INSPECTOR REGULATION**
Mission:	To examine and license home inspectors and to eliminate the illegal practice of home inspection.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Home Inspections Licenses processed	--	--	--	--	--	--	--	--	280	258

FY 11 SMART Quarterly Performance Report

Agency: 029 - Building Commission, State	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: 0449 - HOME INSPECTOR REGULATION**

Key Goal:			
Goal 1	**To increase the efficiency of processing licenses by reducing the time required to process a license**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To process 90% of Home Inspector License Applications within 7 working days.	% of Licenses processed within 7 working days	--	--	--	--	--	--	--	--	90%	99%

FY 11 SMART Quarterly Performance Report

Agency:	**029 - Building Commission, State**	**Program:**	**916 - SPECIAL SERVICES**
Organization:	**-**	**Activity:**	**0572 - REG OF STATE CONSTRUCTION**
Mission:	To promulgate and enforce a state building code, including an energy code for the construction and renovation of state buildings, schools, movie theaters and hotels/motels.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Inspections	550	593	600	679	750	630	600	743	2500	2645
W2: Number of Plan Reviews	300	303	300	377	300	429	300	349	900	1458
W3: Number of Contract Documents processed	325	278	325	210	325	246	325	279	1300	1013
W4: Number of Invoices processed	600	1134	600	1170	600	871	600	790	2400	3965

FY 11 SMART Quarterly Performance Report

Agency: 029 - Building Commission, State	**Program: 916 - SPECIAL SERVICES**
Organization: -	**Activity: 0572 - REG OF STATE CONSTRUCTION**

Key Goal:			
Goal 1	**To increase the efficiency for plan review by reducing the average time required to review plan submittals to less than 30 days in FY 2011.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) To review 90% of revised final plans within 14 days.	% of RF Plans reviewed in 14 days	.90	0.94	.90	0.97	.90	0.99	.90	0.98	.90	.97
(O2-Efficiency) To review 90% of final plans within 21 days	90% of Final Plans reviewed in 21 days	.90	0.98	.90	0.96	.90	0.99	.90	0.97	.90	.98
(O3-Efficiency) To review 90% of schematic and preliminary plans within 14 days	90% of schematic & preliminary plans in 14 days	.90	0.99	.90	1.00	.90	1.00	.90	1.00	.90	1.00

FY 11 SMART Quarterly Performance Report

Agency: 029 - Building Commission, State	**Program: 916 - SPECIAL SERVICES**
Organization: -	**Activity: 0572 - REG OF STATE CONSTRUCTION**

Key Goal:			
Goal 2	**Update the website for the Building Commission to increase effective communication to users and the public by updating the Building Commission website in FY 2011.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Achieve 80% user satisfaction with updated Building Commission Website by 2011	% satisfied users per survey response	--	--	--	--	--	--	--	--	.80	0

Item #	Notes
O1-	No funding at this time to start this process
O1-	Due to FY11 Funding the Building Commission did not update the website.

FY 11 SMART Quarterly Performance Report

Agency:	**030 - Adjustment, Board of**	**Program:**	**916 - SPECIAL SERVICES**
Organization:	**0301 - DAMAGE CLAIMS-BD OF ADJ**	**Activity:**	**0570 - DAMAGE CLAIMS**
Mission:	The Board of Adjustment shall hear and consider all claims for personal injury or property damage as provided by Section 41-9-60 and all claims filed for benefits due pursuant to Section 36-30-01 et seq.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of previous fiscal invoice claims filed and processed by BOA staff.	--	194	--	317	--	140	--	87	1500	738
W2: Number of hearings held	--	1	--	1	--	1	--	1	4	4

FY 11 SMART Quarterly Performance Report

Agency: 030 - Adjustment, Board of	**Program: 916 - SPECIAL SERVICES**
Organization: 0301 - DAMAGE CLAIMS-BD OF ADJ	**Activity: 0570 - DAMAGE CLAIMS**

Key Goal:			
Goal 1	**To decrease the number of unnecessary previous fiscal year invoice claims processed by 10% by the end of FY11.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Decrease unnecessary claims by 2.5% in FY11, allowing time to be spent for legitimate claims, claimants and an expedited hearing process.	previous fiscal year claims	--	--	--	--	--	--	--	--	1055	738

FY 11 SMART Quarterly Performance Report

Agency: 030 - Adjustment, Board of	**Program: 916 - SPECIAL SERVICES**
Organization: 0301 - DAMAGE CLAIMS-BD OF ADJ	**Activity: 0570 - DAMAGE CLAIMS**

Key Goal:			
Goal 2	**Decrease the number of claims to be heard by 100% by the end of FY11.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Decrease the backlog of claims to be heardby 50% by the end of FY10	number of hearings held	--	--	--	--	--	--	--	--	4	4

FY 11 SMART Quarterly Performance Report

Agency:	**031 - Emergency Management Agency, Alabama**	**Program:**	**621 - READINESS AND RECOVERY**
Organization:	-	**Activity:**	-
Mission:	The mission of the Alabama Emergency Management Agency (AEMA) is to carry out the program for emergency management within the state, working with city/county governments to create and operate local emergency management organizations to plan and coordinate statewide disaster mitigation, preparedness, and response/recovery actions for both natural and man-made hazards.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of disasters or emergency events open or occurring	--	14	--	14	--	--13	--	--13	10	13
W2: Number of active eligible applicants for Public Assistance and for the Hazard Mitigation Grant Program.	--	361	--	341	--	--704	--	--1289	500	1255

FY 11 SMART Quarterly Performance Report

Agency: 031 - Emergency Management Agency, Alabama	**Program: 621 - READINESS AND RECOVERY**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Install/provide alert/warning devices or systems such as sirens, radios, or other equipment such that 80% of the population is protected by warning devices by the end of FY 2013.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase percentage of population protected by warning devices by 10%.	Percentage	--	0	--	--	--	--0	--	--0	7	0

Item # **Notes**

O1- Funding not yet distributed; no sirens installed.

FY 11 SMART Quarterly Performance Report

Agency: 031 - Emergency Management Agency, Alabama	Program: 621 - READINESS AND RECOVERY
Organization: -	Activity: -

Key Goal:			
Goal 2	**Provide opportunities each fiscal year for training and exercises such that all 67 counties participate in a minimum of three such events by the end of the fiscal year.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Conduct 10 exercises per year testing plans and responses for emergency scenarios including weather events, technical hazards, and homeland security-related events.	Number	2	7	2	6	3	8	3	8	10	29
(O2-Efficiency) Provide 25 training opportunities including classroom, web-based, or recorded instruction for local EMAs, state agencies having emergency response roles, and others as appropriate.	Number	5	6	7	6	7	1	6	6	25	13
(O3-Efficiency) Track participation in exercises and training to ensure that all 67 counties participate.	Number of counties	--	22	--	32	--	--29	--	--61	67	61

FY 11 SMART Quarterly Performance Report

Agency:	**032 - Oil and Gas Board**	**Program:**	**033 - MGT/REG OF OIL/GAS EXPLOR/DEV**
Organization:	-	**Activity:**	-
Mission:	To promote conservation and prevent waste of Alabama's oil and gas resources while insuring the protection of the State's ground-water and environment.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of active wells regulated.	7950	7933	8000	7971	8050	8023	8100	8038	8100	8038
W2: Number of applications for permit to drill.	50	41	80	85	50	79	70	47	250	252

FY 11 SMART Quarterly Performance Report

Agency: 032 - Oil and Gas Board	**Program: 033 - MGT/REG OF OIL/GAS EXPLOR/DEV**
Organization: -	**Activity: -**

Key Goal:

Goal 1	**To effectively and efficiently provide technical (engineering and geological) and legal expertise and support to the Oil and Gas Board in order to promote conservation of state oil and gas resources and to provide for regulation and compliance of the oil and gas industry in Alabama.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain a cost per well serviced in range of $475-600.	Cost per well.	--	--	--	--	--	--	--	403	480	403
(O2-Efficiency) Maintain "wells serviced per staff member" within range of 125-175.	Number of wells per staff member.	--	--	--	--	--	--	--	217	204	217
(O3-Efficiency) Complete reviews of 90% of drilling permit applications within two weeks of receipt.	Percent of applications approved within two weeks.	90	87.8	90	65.9	90	74.7	90	70.2	90	73
(O4-Efficiency) Complete reviews of 90% of hydraulic fracturing applications within two weeks of receipt.	Percent of applications approved within two weeks.	90	100	90	100	90	100	90	100	90	100

FY 11 SMART Quarterly Performance Report

Agency:	**033 - Court of Civil Appeals**	**Program:**	**931 - COURT OPERATIONS**
Organization:	-	**Activity:**	-
Mission:	To fulfill the Constitutional requirement of this Court, (Section 12-3-10, Code of Alabama 1975) Governor's Priorities 5.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Total number of cases filed.	312	277	311	313	311	325	311	311	1245	1226
W2: Total number of cases disposed.	300	323	300	304	300	323	300	315	1200	1265

FY 11 SMART Quarterly Performance Report

Agency: 033 - Court of Civil Appeals	**Program: 931 - COURT OPERATIONS**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To meet or exceed Appellate Court Time Standards.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To dispose of 75% of cases within 290 days.	number and percent	--	272 -- 84.7%	--	267-- 93.4%	--	268-- 83.0%	--	278-- 88.3%	900	1085-- 85.8%
(O2-Efficiency) To dispose of 95% of cases within 365 days.	Number and percent	--	294 -- 91.6%	--	277-- 96.9%	--	301-- 93.2%	--	299-- 94.9%	1140	1171-- 92.6%

FY 11 SMART Quarterly Performance Report

Agency:	**034 - Court of Criminal Appeals**	**Program:**	**931 - COURT OPERATIONS**
Organization:	-	**Activity:**	-
Mission:	The prompt and correct disposition of all matters coming before the Court(section 12-3-9, Code of Alabama, 1975(Governor's Priorities 1 & 5		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The Court Caseloads filings	525	452	525	473	525	553	525	484	2100	1954
W2: The Court Caseload dispositions	500	464	500	423	500	436	500	574	2000	1873

FY 11 SMART Quarterly Performance Report

Agency: 034 - Court of Criminal Appeals	**Program: 931 - COURT OPERATIONS**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Provide timely, just, impartial, clear and well reasoned decisions**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To dispose of 75% of cases within 290 days	# of cases filed	.75	0.91	.75	0.94	.75	0.89	.75	0.84	.75	0.90
(O2-Efficiency) To dispose of 95% of the cases within 365 days	# of cases filed	.95	0.94	.95	0.98	.95	0.95	.95	0.91	.95	0.95

FY 11 SMART Quarterly Performance Report

Agency:	**035 - Geological Survey**	**Program:**	**051 - MINERAL/ENERGY/WATER RESOURCES**
Organization:	-	**Activity:**	-
Mission:	To explore for, collect samples of, examine, and report on Alabama's minerals, energy (fossil fuel), water, and bilolgical resources in support of economic development, conservation, management, and public policy for the betterment of Alabama Citizens, communities and businesses.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of active projects.	40	39	40	38	40	42	40	44	40	41
W2: Number of information requests.	1200	745	1200	788	1200	654	1200	677	4800	2864

FY 11 SMART Quarterly Performance Report

Agency: 035 - Geological Survey	**Program: 051 - MINERAL/ENERGY/WATER RESOURCES**
Organization: -	**Activity: -**

Key Goal:

Goal 1	**To provide information within two working days regarding Alabama's energy, mineral, water, and aquatic biolgical resources in response to visitor, e-mail, and telephone request and to maintain a 98% rate of answering information requests within two working days while the volume of requests increases.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase the percentage for information processed within two working days while the volume of request increases.	% of requests processed within two working days.	--	0.98	--	0.98	--	98	--	0.99	.98	0.98

FY 11 SMART Quarterly Performance Report

Agency: 035 - Geological Survey	**Program: 051 - MINERAL/ENERGY/WATER RESOURCES**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**To expand online services to provide accessible (user friendly) data regarding Alabama's energy, mineral, water, and aquatic biological resources by converting 94,000 hardcopy water well records to digital format by 2011.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Convert 30,000 hardcopy water well records to digital format during FY 2011.	# of water well record sets converted per year.	7500	3659	7500	300	7500	210	7500	0	30000	4169

Item # **Notes**

O1- Production declined due to limited student help in scanning records.

FY 11 SMART Quarterly Performance Report

Agency: 035 - Geological Survey	**Program: 051 - MINERAL/ENERGY/WATER RESOURCES**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**To completely upgrade and enhance ground water monitoring network (30 wells) by 2011 to provide critical information on Alabama's water resources in near real time.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Wells online.	# of water wells	3	8	2	4	3	3	2	0	10	15

FY 11 SMART Quarterly Performance Report

Agency:	**036 - Governor**	**Program:**	**911 - EXECUTIVE DIRECTION**
Organization:	**3006 - GOVERNOR'S OFFICE**	**Activity:**	**0542 - EXECUTIVE ADMINISTRATION**
Mission:	To assist the Governor in the performance of his duties and responsibilities as chief executive of the state, and to facilitate the implementation of the Governor's priorities, goals and objectives.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Official appointments made by the Governor										
W2: Number of press releases and video releases										
W3: Pieces of legislation reviewed and acted upon by the Governor will remain steady										
W4: Incoming constituent correspondence will continue to trend upward by at least 10% per year and casework will trend upward by at least 8%.										

FY 11 SMART Quarterly Performance Report

Agency: 036 - Governor	**Program: 911 - EXECUTIVE DIRECTION**
Organization: 3006 - GOVERNOR'S OFFICE	**Activity: 0542 - EXECUTIVE ADMINISTRATION**

Key Goal:			
Goal 1	**By 2010, our education system will be able to prepare Alabama students for the challenge of a new global economy by implementing nine key strategies for education reform.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Acheive education success in 6 of 8 strategies by the end of 2009	# of strategies implemente d										
(O2-Efficiency) Improve the high school graduation rate	Graduation Rate										
(O3-Quality) Increase the number of AMSTI and ACCESS Schools	# of AMSTI / ACCESS Schools										
(O4-Quality) Maintain percent schools making AYP as standards become more difficult to meet.	% of schools making AYP										

FY 11 SMART Quarterly Performance Report

Agency: 036 - Governor	**Program: 911 - EXECUTIVE DIRECTION**
Organization: 3006 - GOVERNOR'S OFFICE	**Activity: 0542 - EXECUTIVE ADMINISTRATION**

Key Goal:			
Goal 2	**By 2010, Alabama will be recognized as the most open, honest, and accountable state in the nation by implementing six key strategies that will reform state government.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Acheive success in 3 of 6 strategies by 2009	# of strategies implemente d										

FY 11 SMART Quarterly Performance Report

Agency: 036 - Governor	**Program: 911 - EXECUTIVE DIRECTION**
Organization: 3006 - GOVERNOR'S OFFICE	**Activity: 0542 - EXECUTIVE ADMINISTRATION**

Key Goal:			
Goal 3	**By 2010, create an additional 100,000 new jobs and increase exports by $2.5 billion.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Success in 4 of 11 economic development strategies by 2009	Stategies completed										
(O2-Efficiency) Create 75,000 new Jobs by the end of 2009	new jobs created (starting in FY '07)										
(O3-Efficiency) Expand exports by 2.5 billion by the end of FY 11	New exports since 2007										

FY 11 SMART Quarterly Performance Report

Agency:	**037 - Credit Union Administration**	**Program:**	**655 - CHARTER LIC AND REG FINANCIAL**
Organization:	-	**Activity:**	-
Mission:	To examine, regulate and supervise state chartered credit unions in Alabama; enforce the specific state and federal statutes and regulations applicable to credit unions; and, to provide the citizens of Alabama who are eligible for membership with access to safe, convenient, and competitive financial products and services that ultimately enhance economic development and commerce for the State.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number (#) of state chartered credit union examinations. (Licensing)	--	67	--	66	--	66	--	66	67	66
W2: Number (#) of state chartered credit unions with a CAMEL Composite rating of 3, 4 or 5 that require on-site supervisory follow-up examinations.	15	17	16	18	16	16	16	11	16	11
W3: Number (#) of state chartered credit unions requiring administrative action(s) including LUA's, MOU's, Cease & Desist Order' s, Conservatorship, Removal or Suspension of Employees and/or officials of a credit union, merger, liquidation, and/or charter revocation. (Enforcement)	4	3	4	4	4	3	4	5	6	5

Item #	Notes
WL1-	No change in number of credit unions chartered, licensed, regulated and supervised by the Alabama Credit Union Administration.
WL1-	Number of credit unions declined by 1 from 1st quarter to 2nd quarter due to Comala CU and Guardian CU merger effective 10-01-2010.
WL2-	See attached spreadsheet for credit union listing.
WL3-	The following 4, not 3, credit unions (by Charter #) remain under a LUA/MOU:59092, 50039, 54063, 89135.
WL3-	CACU had LUA in place for prior 3 quarters as well.

FY 11 SMART Quarterly Performance Report

Agency: 037 - Credit Union Administration	**Program: 655 - CHARTER LIC AND REG FINANCIAL**
Organization: -	**Activity: -**

Key Goal:

Goal 1	**ENFORCEMENT -- Minimize/reduce the percentage (%) of problem-code credit unions with a composite CAMEL rating of either 4 or 5 to no more than 7% of the total credit unions supervised annually.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Reduce the number (#) of credit unions with a CAMEL 4 or 5 Composite rating so that the percentage (%) of actual problem code 4 or 5 credit unions in this category does not exceed the target.	percentage (%)	3	1	3	1	3	0	3	1	4	1
(O2-Efficiency) EFFICIENCY -- Reduce the additional In-State Travel costs/expenses associated with supervising problem code credit unions as a percentage of Total Expenditures in the Fiscal Year Budget.	percentage (%)	--	1	--	1	--	1	--	1%	14%	1%

Item #	Notes
O1-	At the end of the 1st quarter, 2 credit unions (Charter #'s 89135 & 36018) are coded a 4 or 5. This is less than 1% of total credit unions (67) the agency currently supervise, charter, license and regulate.
O1-	At 09-30-11, 1 FISCU rated CAMEL 4.
O2-	For the problem code credit unions requiring a follow-up examination/contact in the 1st quarter, the agency spent less than 1% of actual travel costs associated with these examinations/contacts as a percentage of total expenditures for the current FY budget.
O2-	Efficiency Unit of Measure (percentage) should equal 14%, cumulative.

FY 11 SMART Quarterly Performance Report

Agency:	**038 - Insurance Department**	**Program:**	**041 - REGULATORY SERVICES**
Organization:	-	**Activity:**	-
Mission:	To serve the people of Alabama by regulating the insurance industry, providing consumer protection, promoting market stability, and enforcing fire safety standards and laws.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of licenses	12598	8553	12499	6708	12988	7803	12431	9958	50516	33022
W2: Number of rate and form filings	8750	8026	8750	9774	8720	6953	8750	8549	35000	33302
W3: Number of consumer inquiries and complaints	1525	1328	1525	1485	1525	1932	1525	1917	6100	6662
W4: Number of other regulated activities (fire inspections, examinations, audits, etc.)	2379	2394	1921	2210	2664	2590	2328	2626	9292	9820

FY 11 SMART Quarterly Performance Report

Agency: 038 - Insurance Department	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: -**

Key Goal:

Goal 1	**Protect the public from unfair and illegal practices involving insurance by regulating persons engaged in the sale of insurance by providing counseling and assistance to the public and by monitoring compliance with state laws and through competent regulation of rates and policies for insurance and pre-need markets.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Complete the licensing process in prompt fashion.	Licenses processed in 3 days	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
(O2-Quality) To respond in a timely fashion to consumer inquiries and complaints	Percentage of cases resolved within 60 days	90.00	91.87	90.00	92.70	90.00	96.24	90.00	93.12	90.00	93.12
(O3-Quality) Provide access to markets for the newest insurance products through timely rate/policy approval process	Percentage of rates/forms reviewed within 30 days	99.00	99.90	99.00	99.77	99.00	99.70	99.00	99.77	99.00	99.77

FY 11 SMART Quarterly Performance Report

Agency: 038 - Insurance Department	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**To efficiently ensure that insurers and other regulated entities doing business in Alabama are financially sound and in compliance with applicable law.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Timely complete examinations of insurance companies.	Examinations completed w/i 18 mos. of "as of" date	100.00	100.00	100.00	100.00	100.00	100.00	100.00	50.00	100.00	87.50
(O2-Quality) Timely and accurate collection of insurance premium tax.	Audits/refunds completed by March 1	100.00	N/A	100.00	N/A	100.00	N/A	100.00	N/A	100.00	100.00

Item #	Notes
O1-	Two completed within 18 months from "as of" date.
O1-	Two exams completed. One completed within 18 months, and the other completed 19 months.
O2-	Since the unit of measure is audits/refunds completed by March 1, this can only be furnished annually.

FY 11 SMART Quarterly Performance Report

Agency: 038 - Insurance Department	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**Protect the public from loss of life and property due to fire or explosion**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Respond to citizen complaints or requests in a timely fashion	Percentage of cases responded w/in 24 hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
(O2-Efficiency) Rapidly respond to requests for arson investigations	Percentage responded within 2 hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

FY 11 SMART Quarterly Performance Report

Agency:	**039 - Labor, Department**	**Program:**	**021 - REGULATORY SERVICES**
Organization:	-	**Activity:**	-
Mission:	Provide services to protect the citizens and minors in Alabama (Code Section 25-7-1 thru 54; Boiler & Pressure Vessel Board 25-12-1 thru 22; Elevator Safety Review Board 25-13-1 thru 25 and Child Labor 25-8-1 thru 61)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of businesses inspected that employ minors	450	412	450	306	450	407	450	489	1800	1614
W2: Number of inspections done on boiler and pressure vessels	2000	1874	2000	1894	2000	2698	2000	2195	8000	8661
W3: Number of elevators inspected	2250	2544	2250	2442	2250	2451	2250	2555	9000	9992

FY 11 SMART Quarterly Performance Report

Agency: 039 - Labor, Department	**Program: 021 - REGULATORY SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Child Labor with additional inspectors will increase the number of inspections of businesses hiring minors to 2240 by the end of FY12.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) # of Inspections	#	450	412	450	306	450	407	450	489	1800	1614

FY 11 SMART Quarterly Performance Report

Agency: 039 - Labor, Department	**Program: 021 - REGULATORY SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Give at least 5 training seminars for elevator/boiler inspectors, contractors and users with help from professional training organizations by FY10**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) # of training seminars	#	1	1	1	0	1	0	1	0	4	1

FY 11 SMART Quarterly Performance Report

Agency: 039 - Labor, Department	**Program: 021 - REGULATORY SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**Maintain 85% response rate to satisfy grant requirements and provide useful data for the U. S. Department of Labor-Bureau of Labor Statistics and the Occupational Safety & Health Administration.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Response Rate	%	--	--	--	--	--	--	--	86	90%	86

FY 11 SMART Quarterly Performance Report

Agency: 039 - Labor, Department	**Program: 021 - REGULATORY SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 4	**Assist the working public with labor disputes**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) # of Labor Disputes	#	35	48	35	46	35	42	35	50	140	186

FY 11 SMART Quarterly Performance Report

Agency:	**040 - Legislative Fiscal Office**	**Program:**	**941 - LEGISLATIVE OPERATIONS AND SUP**
Organization:	-	**Activity:**	-
Mission:	To serve the Alabama Legislature by providing timely, accurate and impartial fiscal information and analysis and related information.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Bills for which fiscal notes required	0	14	400	458	400	403	0	0	800	875
W2: Committee and Special Reports required to be prepared	7	7	3	12	5	0	5	0	20	19
W3: Special projects requested by legislators	40	23	70	102	70	43	45	55	225	223
W4: Budgets to be analyzed	149	154	0	0	0	0	0	0	149	154

FY 11 SMART Quarterly Performance Report

Agency: 040 - Legislative Fiscal Office	**Program: 941 - LEGISLATIVE OPERATIONS AND SUP**
Organization: -	**Activity: -**

Key Goal:

Goal 1	**To provide the Alabama Legislature with timely, accurate and impartial fiscal data and analysis and related information.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Prepare fiscal notes for bills within time frame required by Legislative Rules.	Fiscal notes completed divided by number required.	100	100	100	100	100	100	100	N/A	100	100
(O2-Efficiency) Analyze budget requests within the time frame established by legislative budget committees.	Analyses completed divided by number requested.	100	100	N/A	N/A	N/A	N/A	N/A	N/A	100	100
(O3-Efficiency) Prepare and present special reports within the designated time frame.	Reports prepared divided by number requested.	100	100	100	100	100	100	100	N/A	100	100
(O4-Efficiency) Complete special projects requested by legislators within the time frame established by the supervisor who assigns the project.	Projects on-time divided by number assigned.	100	100	100	100	100	100	100	100	100	100

FY 11 SMART Quarterly Performance Report

Agency:	**041 - Legislative Reference Service**	**Program:**	**941 - LEGISLATIVE OPERATIONS AND SUP**
Organization:	-	**Activity:**	-
Mission:	To serve the Legislature and other officials by delivering bill drafts to the Legislature in a timely manner; to serve state agencies by publishing Administrative Monthly and quarterly publishing Administrative Code; to serve as Code Commissioner and to prepare Local Laws Index. (AL Code 29-7-1 et seq.) **DOES NOT REPORT PERFORMANCE TO EXECUTIVE BRANCH		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: --										

FY 11 SMART Quarterly Performance Report

Agency: 041 - Legislative Reference Service	**Program: 941 - LEGISLATIVE OPERATIONS AND SUP**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	--	**Governor's Priority:**	

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) --	-										

FY 11 SMART Quarterly Performance Report

Agency:	**043 - Pardons and Paroles, Board of**	**Program:**	**637 - ADMINISTRATION OF PARDONS & PA**
Organization:	-	**Activity:**	-
Mission:	It is the mission of this agency to promote and enhance public safety through cooperation and collaboration with the Legislature, the Courts, the Department of Corrections, other criminal justice agencies, victims, and the community by providing investigation, supervision, and surveillance services in a holistic approach to rehabilitating adult offenders.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of offenders supervised/diverted on probation and parole	62000	51859	62000	51670	62000	51143	62000	50762	75000	75132
W2: Number of completed investigations	20000	14178	20000	20263	20000	18640	20000	16791	80000	69872
W3: Number of Board decisions	2600	2976	2600	2686	2600	2944	2600	2491	10400	11097

FY 11 SMART Quarterly Performance Report

Agency: 043 - Pardons and Paroles, Board of	Program: 637 - ADMINISTRATION OF PARDONS & PA
Organization: -	Activity: -

Key Goal:			
Goal 1	**Reduce recidivism rate to 15.54%, which i s 30% of national average, by 2013.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Reduce ratio of offenders to officers so we reach the APPA (Am Probation & Parole Assn) standard of 60:1.	# Supervised/ # Caseload Supervising Officers	200:1	190:1	205:1	192:1	210:1	197:1	215:1	190:1	215:1	190:1
(O2-Efficiency) Maintain daily cost of supervision of offenders.	Total cost/#Offenders Supervised	2.00	2.47	2.00	2.43	2.00	2.36	2.00	2.25	2.00	$1.52
(O3-Quality) Reduce recidivism rate.	Total # Revoked/Total # Supervised	5.5	4.71%	5.5	4.92%	5.5	4.98%	5.5	4.41%	22	19.02%
(O4-Quality) Success rate of graduates of Transition Center program.	100% less Recidivism Rate at Program	90	88.4%	90	88.92%	90	89.35%	90	88.38%	90	88.38%

FY 11 SMART Quarterly Performance Report

Agency:	**044 - Personnel Department, State**	**Program:**	**918 - ADMINISTRATIVE SERVICES**
Organization:	-	**Activity:**	-
Mission:	To assure equitable competition for State jobs, retain capable employees, and improve State personnel administration		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of State employees	35000	32447	35000	32385	35000	31703	35000	31222	35000	32067
W2: Number of applications received for State jobs	23706	19167	23706	21179	23706	15839	23706	19752	94823	75937
W3: State turnover rate	2.75	2.06	2.75	1.99	2.75	2.74	2.75	2.85	11.00	9.64

Item # **Notes**

WL1- Numbers have decreased as a result of the Governor-mandated hiring freeze

FY 11 SMART Quarterly Performance Report

Agency: 044 - Personnel Department, State	**Program: 918 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: -**

Key Goal:

Goal 1	**To increase employee satisfaction in the State Personnel Department's training programs to 85% by 2013.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain ratio of personnel transactions audited per staff member	number transactions to number audit staff	15000	9309	15000	6869	15000	10968	15000	9444	60000	36590
(O2-Efficiency) Complete appeals received within an average of 6 months	average of time taken to complete appeals	6	4.4	6	5.6	6	3.2	6	2.94	6	4.2
(O3-Quality) Conduct training for State employees at a rate of at least 40 per session	average # employees per training session	45	54	45	52	45	53	45	63	45	55.5
(O4-Quality) Satisfaction/relevance of training is at least 80% positive	survey ratings/number surveys	83	93	83	92	83	93	83	91	83	92.25

Item #	Notes
O2-	2.3 with no continuance; 7.3 when continuance requested
O2-	4.1 with no continuance; 6.8 when continuance requested
O2-	1.6 months when no continuance requested; 5.0 months when continuance requested
O2-	1.9 months with no continuance requested; 5.61 months when continuance requested
O2-	2.9 months with no continuance requested; 5.72 months when continuance requested

FY 11 SMART Quarterly Performance Report

Agency: 044 - Personnel Department, State	**Program: 918 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: -**

Key Goal:

Goal 2	**To increase the number of applications for examination reviewed and processed per staff member to 1750 by 2013.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Hold cost of examination development and administration to 7.5% increase	Exam budget/no. exams	12196	22088	12196	15224	12196	22185	12196	10136	12196	17408
(O2-Efficiency) Increase level of applications for examination reviewed/processed per staff member	applications received/exam staff	430	599	430	683	430	510	430	637	1720	2429
(O3-Quality) Develop exams in less than 9 months on average	assign date to register date averaged	8	2.9	8	2.25	8	2.26	8	1.77	8	2.3
(O4-Quality) Issue certifications to fill vacant positions within 8 hours	average of issue date - receipt date	8	6.65	8	5	8	4.6	8	5.07	8	5.33

Item # **Notes**

O1- Currently, state agencies must obtain approval from the Finance Director before requesting the announcement of open-competitive job classifications. Therefore, the number of requests for exams submitted by agencies has decreased, causing the cost per examination and administration to rise.

FY 11 SMART Quarterly Performance Report

Agency: 044 - Personnel Department, State	**Program: 918 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: -**

Key Goal:

Goal 3	**To maintain a competitive classification and pay structure by decreasing the amount of time to complete position reviews to 10 days by 2013.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain/Update positions in State classification system per analyst	number received/number analysts	62	60	62	57.4	62	44	62	46	250	207.4
(O2-Efficiency) Complete review of Board actions from Class & Pay within an average time frame of 3 months	average of time requests take to Board	3	2	3	1.5	3	1.5	3	1	3	1.5
(O3-Efficiency) Complete position reviews in an average of 12 business days	average number of positions by review time	11	7.3	11	7.8	11	9.1	11	7.8	11	8

FY 11 SMART Quarterly Performance Report

Agency: 044 - Personnel Department, State	**Program: 918 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 4	**To reduce spending on State mainframe systems 20% by 2013.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Reduce spending on State mainframe systems by 5% yearly	% reduction in mainframe spending	--	--	--	--	--	--	--	--	5	0

Item # **Notes**

O1- Spending did not decrease as a result of an ISD rate increase and an increase in storage needs

FY 11 SMART Quarterly Performance Report

Agency:	**045 - Library Service, Alabama Public**	**Program:**	**173 - PUBLIC LIBRARY SERVICES**
Organization:	-	**Activity:**	-
Mission:	In order to aid in the development of higher ideals of citizenship and the enlargement of opportunity for culture and recreation and in order to afford an additional means for the further upbuilding of the educational facilities of the state, there shall be a Public Library Service, which shall be known as the Alabama Public Library Service and shall have as its chief objective the development of a cooperative system of providing books and library service for the various municipalities and counties of the state.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The public libraries served by the Alabama Public Library Service throughout the state.	30	77	25	71	35	124	30	123	120	395

FY 11 SMART Quarterly Performance Report

Agency: 045 - Library Service, Alabama Public	**Program: 173 - PUBLIC LIBRARY SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Continue to maintain the technical and professional services to state public libraries and expand these services to on -site professional and technical support visits.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain assignments where professional and technical staff support functional customers in geographic regions of the state and on statewide projects	Productivity	65	45	50	52	75	80	70	80	260	257

Item # **Notes**

O1-

FY 11 SMART Quarterly Performance Report

Agency: 045 - Library Service, Alabama Public	**Program: 173 - PUBLIC LIBRARY SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Modify services to the blind and physically handicapped as directed by Federal (National Library Services) mandates.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain contact with state public libraries.	Completeness of Service		50%		60%		80%		80%		67.5%

FY 11 SMART Quarterly Performance Report

Agency:	**046 - Secretary of State**	**Program:**	**918 - ADMINISTRATIVE SERVICES**
Organization:	-	**Activity:**	-
Mission:	The mission of the Office of the Secretary of State is to perform the legal duties of coordinating elections, and processing and maintaining various records and filings.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Administration of elections, including the printing of publications such as the Poll Worker's Guide, Voter's Guide, Candidate's Filing Guide; processing Campaign Finance Reports; certifying ballots and election results; maintaining a statewide voter registration database.	416000	410528	379500	345970	388000	412754	350873	299201.36	1534373	1468453
W2: Certification and recording of public documents,including notarizing official documents, recording acts, bills and resolutions; authentication of documents by apostille or certification.	92538	86508.72	75650	66264	79650	72538	70650	56874.16	318488	282185

FY 11 SMART Quarterly Performance Report

Agency: 046 - Secretary of State	**Program: 918 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Successfully implement the federal and state legal requirements for elections in Alabama.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Maintain a statewide voter registration system in compliance with federal HAVA regulations while continuing to comply with state regulations.	Compliance	--	--	--	--	--	--	--	--	Yes	Yes

FY 11 SMART Quarterly Performance Report

Agency: 046 - Secretary of State	**Program: 918 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**To ensure that voter registration data is complete and accurate; and that polling places are accessible to all individuals.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Maintain coordination and synchronization of all systems within the counties in order to utilize the tools of the new voter registration system.	Number of counties' systems synchronized	--	--	--	--	--	--	--	--	67	67
(O2-Quality) Ensure that all registrars continue to receive training to use the new voter registration system and software.	Number of counties for which training is provided	--	--	--	--	--	--	--	--	67	67

FY 11 SMART Quarterly Performance Report

Agency: 046 - Secretary of State	**Program: 918 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**Complete the implementation of a new online system for corporate filings under the newly established Business Services Division.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To implement a new on-line system for corporate filings which is convenient and efficient for the users as well as economical to the State.	n/a	--	--	--	--	--	--	--	--	Complete	Complete

FY 11 SMART Quarterly Performance Report

Agency:	**047 - Supreme Court of Alabama**	**Program:**	**931 - COURT OPERATIONS**
Organization:	-	**Activity:**	-
Mission:	The Supreme Court exercises the judicial power of the state by rendering all decisions timely and impartially while conducting all actions in accordance with the Canons of Judicial Ethics.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of case filings	455	397	450	353	435		445		1785	
W2: Number of cases disposed	475	394	470	390	480		450		1875	

FY 11 SMART Quarterly Performance Report

Agency: 047 - Supreme Court of Alabama	**Program: 931 - COURT OPERATIONS**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Maintain 90% of cases decided within 365 days through 2015.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Have 80% of the cases decided within 290 days (National Court Time Standard)	Disposed cases	364	331	360	331	348		356		1428	
(O2-Efficiency) Have 90% of the cases decided within 365 days	Disposed cases	410	333	405	337	392		401		1608	

FY 11 SMART Quarterly Performance Report

Agency:	**048 - Forensic Sciences, Department of**	**Program:**	**632 - FORENSIC SCIENCE SERVICES**
Organization:	**-**	**Activity:**	**0363 - PATHOLOGY**
Mission:	Provide timely, competent and unbiased medicolegal autopsies to determine cause of death as required by statute (Title 36-18-2, Code of Alabama 1975),Acts 87-525 and 86-373 Code of Alabama 1975.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of decedants received.	575	616	575	641	575	642	575	577	2300	2476
W2: Number of homicide cases received.	100	90	100	79	100	84	100	75	400	328

FY 11 SMART Quarterly Performance Report

Agency: 048 - Forensic Sciences, Department of	**Program: 632 - FORENSIC SCIENCE SERVICES**
Organization: -	**Activity: 0363 - PATHOLOGY**

Key Goal:

Goal 1	**To obtain accreditation from the National Association of Medical Examiner' s (NAME) in our three morgue facilities by FY 2014.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Accreditation of morgue facilities.	Facilities accredited	0	0	0	0	1	0	1	0	1	0
(O2-Efficiency) Maintain the increase in cost per case analysis in Death Investigation at or below the national rate of inflation as measured by the CPI.	Cost per case analysis	1950	2923	1950	2025	1950	1594	1950	1458	1950	1740
(O3-Efficiency) Report 90% of all homicide cases within 60 days in compliance with NAME standards	Percentage completed in 60 days	0.90	0.47	0.90	0.16	0.90	0.01	0.90	0.14	0.90	0.35
(O4-Efficiency) Report 90% of all non-homicide cases in 90 days.	Percentage completed in 90 days	0.90	0.78	0.90	0.53	0.90	0.39	0.90	0.22	0.90	0.49

Item #	Notes
O3-	Administrative change to the unit of measure for Obj 3. Per agency's request, EPO changed unit of measure from "Percentage completed in 90 days" (as originally submitted in FY11 SMART Operations Plan to "Percentage completed in 60 days" due to a data entry error.
O3-	Due to staff attrition for Pathology and Toxicology it has been difficult to reach the goals in a timely manner.
O3-	Category of death (homicide or non-homicide) can change based on additional investigation causing a fluxation in the percentage totals.
O4-	Category of death (homicide or non-homicide) can change based on additional investigation causing a fluxation in the percentage totals.
O4-	Due to staff attrition for Pathology and Toxicology it has been difficult to reach the goals in a timely manner.

FY 11 SMART Quarterly Performance Report

Agency:	**048 - Forensic Sciences, Department of**	**Program:**	**632 - FORENSIC SCIENCE SERVICES**
Organization:	**-**	**Activity:**	**0364 - TOXICOLOGY**
Mission:	Provide timely and accurate analysis of biological specimens for the presence of alcohol, drugs and poisons (Title 36-18-2, Code of Alabama 1975),and administer a quality chemical testing program for breath alcohol and controlled substances (Title 36-18-50 thru 55,Code of Alabama 1975).		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of toxicology cases received.	1038	1057	1037	1142	1037	1126	1038	1024	4150	4349
W2: Number of Law Enforcement officers certified and re-certified by Implied Consent Division	1000	840	1000	1572	1000	1580	1000	1518	4000	5510

FY 11 SMART Quarterly Performance Report

Agency: 048 - Forensic Sciences, Department of	**Program: 632 - FORENSIC SCIENCE SERVICES**
Organization: -	**Activity: 0364 - TOXICOLOGY**

Key Goal:			
Goal 1	**To prevent Toxicology turn-around time from increasing to greater than 60 days: a less than 60 day turn-around time is required to maintain NAME standards in case reporting.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) To prevent an increase in toxicology case turn around times to over 60 days in 2011.	Number of days	60	64	60	76	60	96	60	122	60	90
(O2-Efficiency) Decrease dependency on "outside " laboratories.	Dollars spent	6250.00	4798	6250.00	1702	6250.00	1332	6250.00	1597	25000.00	9429
(O3-Efficiency) Maintain Toxicology testing costs increases at or below the national inflation rate as measured by the CPI	Cost per case	701	575	701	420	701	497	701	368	701	386

FY 11 SMART Quarterly Performance Report

Agency: 048 - Forensic Sciences, Department of	**Program: 632 - FORENSIC SCIENCE SERVICES**
Organization: -	**Activity: 0364 - TOXICOLOGY**

Key Goal:

Goal 2	**To replace 300 breath testing units with newer and more technologically advanced breath testing equipment by FY 2015.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Ensure adequate numbers of Law Enforcement officers are certified to operate breath testing equipment	Number of officers certified and re-certified	1000	840	1000	1572	1000	1580	1000	1518	4000	5510
(O2-Efficiency) Ensure that malfunctions with breath testing equipment throughout the state are corrected in 24 hours or less.	% of malfuntctions corrected in 24 hours.	100	100	100	100	100	100	100	100	100	100
(O3-Efficiency) Maintain cost increases per activity to at or below national inflation rate.	Cost per activity	327	383	327	299	327	302	327	265	327	321
(O4-Quality) To begin replacing breath testing instruments by FY 2012.	Number of instruments replaced	0	0	0	0	25	0	25	10	50	10

FY 11 SMART Quarterly Performance Report

Agency:	**048 - Forensic Sciences, Department of**	**Program:**	**632 - FORENSIC SCIENCE SERVICES**
Organization:	**-**	**Activity:**	**0365 - CRIMINALISTICS**
Mission:	Provide timely and accurate analysis of suspected controlled substances, fire debris, firearms and toolmarks evidence, DNA analysis, comparison and entry into the national data base as required by statute (Title 36-18-2 and 20thru 39, Code of Alabama 1975).		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Chemistry/Clandestine drug laboratory cases received.	7750	7284	7750	8512	7750	7595	7750	7785	31000	31176
W2: Number of Firearms and Toolmark/NIBIN cases received.	275	225	275	279	275	252	275	268	1100	1024
W3: Number of DNA cases received.	657	608	656	524	656	658	656	827	2625	2617
W4: Number of DNA databank samples received	5000	4323	5000	3545	8000	4686	10000	4080	28000	16634

Item # **Notes**

WL4- The decrease in the actual number of DNA samples being received compared to the projected number of DNA collections expanded by the Alabama Legislation in 2009, is because there was no historical data to base the projection.

FY 11 SMART Quarterly Performance Report

Agency: 048 - Forensic Sciences, Department of	**Program: 632 - FORENSIC SCIENCE SERVICES**
Organization: -	**Activity: 0365 - CRIMINALISTICS**

Key Goal:			
Goal 1	**Prevent a 20% increase in case backlogs by providing analysis of 5,400 chemistry cases quarterly in FY 2011.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Prevent average chemistry turn-around time from rising above 90 days in FY 2011.	Case turnaround time	90	78	90	81	90	93	90	129	90	94
(O2-Efficiency) Maintain cost per case increase in Chemistry at or below national inflation rate as measured by the CPI.	Cost per case	220	219	220	195	220	153	220	116	220	151
(O3-Efficiency) Provide 5,400 cases analysis per quarter by FY 2011.	cases reported	5400	6425	5400	6386	5400	7595	5400	7785	21600	31176

Item #	Notes
O3-	Objective 3-Provide 7,750 case analysis per quarter by FY 2011. 1st quarter Target should be 7,750 cases. 1st quarter Actual should be 7,284. 2nd quarter Target should be 7,750. 2nd quarter actual should be 8,512. 3rd quarter Target should be 7,750 cases. 4th quarter Target should be 7,750 cases. The wrong report was used for the 1st and 2nd quarters.
O3-	Annual Target should be 31,000 cases. Annual Actual is 31,176. Goal 1-Drug Chemistry to provide analysis of 7,750 chemistry cases quarterly in FY 2011, change is due to administrative error.

FY 11 SMART Quarterly Performance Report

Agency: 048 - Forensic Sciences, Department of	**Program: 632 - FORENSIC SCIENCE SERVICES**
Organization: -	**Activity: 0365 - CRIMINALISTICS**

Key Goal:			
Goal 2	**Report 740 Firearms cases per year by FY 2011**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) To prevent increase case turn around time on all fire-arms cases to 200 days by FY 2012.	Turn around time	220	161	220	223	210	195	200	132	200	176
(O2-Efficiency) Maintain cost per case increases in Firearms at or below the national inflation rate as measured by the CPI.	Cost per case	1416	1678	1416	1142	1416	971	1416	827	1416	1052
(O3-Efficiency) To report 740 firearms cases in FY 2011.	Cases reported	180	192	180	253	180	252	200	268	740	1024

Item # **Notes**

O3- Report 1,100 firearms cases in FY 2011. 1st quarter Target should be 275 cases. 1st quarter Actual should be 225. 2nd quarter Target should be 275 cases. 2nd quarter Actual should be 279. 3rd quarter Target should be 275 cases. 4th quarter Target should be 275 cases. The wrong report was used in for the 1st and 2nd quarters.

O3- Annual Target should be 1,100 cases. Annual Actual is 1,024. Goal 2-Firearms to report 1,100 cases in FY 2011, change is due to administrative error.

FY 11 SMART Quarterly Performance Report

Agency: 048 - Forensic Sciences, Department of	**Program: 632 - FORENSIC SCIENCE SERVICES**
Organization: -	**Activity: 0365 - CRIMINALISTICS**

Key Goal:			
Goal 3	**Prevent a 20% increase in DNA backlogs and continue to implement and expand arrestee program.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Prevent a 20% increase in DNA case backlogs	DNA case backlog.	1700	1263	1725	1281	1750	1301	1800	1237	1800	1237
(O2-Efficiency) Have sufficient trained staff in place to implement post conviction and arrestee programs.	FTE's	36	34	36	33	36	37	36	36	36	36
(O3-Quality) Prevent DNA case turn around times from increasing to over 230 days by FY 2011	Turn around time	210	200	215	215	220	194	230	189	230	198
(O4-Efficiency) Maintain cost per case increases at or below national inflation rate, as measured by the CPI.	Cost per case	2144	1770	2144	1318	2144	1408	2144	1908	2144	1898

FY 11 SMART Quarterly Performance Report

Agency:	**048 - Forensic Sciences, Department of**	**Program:**	**632 - FORENSIC SCIENCE SERVICES**
Organization:	**-**	**Activity:**	**0366 - ADMINISTRATIVE SERVICE**
Mission:	Provide support services to scientific and medical staff of the Department of Forensic Sciences as required by statute (Title 36-18-2, Code of Alabama 1975).		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of scientists and medical staff supported.	155	145	156	143	158	162	160	158	160	158

FY 11 SMART Quarterly Performance Report

Agency: 048 - Forensic Sciences, Department of	**Program: 632 - FORENSIC SCIENCE SERVICES**
Organization: -	**Activity: 0366 - ADMINISTRATIVE SERVICE**

Key Goal:			
Goal 1	**Prevent the loss of accreditation status in our laboratory facilities.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Prevent the loss of ASCLD/LAB accreditation status in our laboratory facilities.	yes/no	--	--	--	--	--	--	--	--	yes	yes

FY 11 SMART Quarterly Performance Report

Agency: 048 - Forensic Sciences, Department of	**Program: 632 - FORENSIC SCIENCE SERVICES**
Organization: -	**Activity: 0366 - ADMINISTRATIVE SERVICE**

Key Goal:			
Goal 2	**Provide new research and development techniques to improve forensic analysis and methodologies by 2012.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Research, develop and validate a new analytical method every two months.	Number of analytical methods developed.	0	2	0	0	1	1	1	3	2	6
(O2-Quality) Quality Control surveillance of forensic cases: 50 cases per month.	Number of cases analyzed.	50	267	50	259	50	81	50	63	200	306

Item # **Notes**

O2- Objective - Quality Control surveillance of forensic cases should be 50 cases per quarter. The wrong report was used for the 1st and 2nd quarters. The actual number of forensic cases was 81 for the 1st quarter and 81 for the 2nd quarter.

O2- Quality Control surveillance of forensic cases were 81 in the 1st quarter, 81 in the 2nd quarter, 81 in the 3rd quarter, and 63 in the 4th quarter. The Annual Actual is 306 forensic cases reviewed.

FY 11 SMART Quarterly Performance Report

Agency:	**049 - Treasurer, State**	**Program:**	**917 - FISCAL MANAGEMENT**
Organization:	-	**Activity:**	-
Mission:	To serve Alabama as the State's principal Bank and Trust agency.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: W1: # of Bank demand account transactions processed and reconciled annually	807200	892701	1210800	1750576	1210800	1168064	807200	878604	4036000	4689945
W2: W2: # of unclaimed property transactions	100000	214352	100000	150968	100000	96658	100000	52820	400000	514798
W3: W3: # of Alabama college savings accounts	--	--	--	--	--	--	--	--	89377	57070
W4: W4: # of collateral transactions	1275	1017	1275	1420	1275	1300	1275	1315	5100	5052

FY 11 SMART Quarterly Performance Report

Agency: 049 - Treasurer, State	**Program: 917 - FISCAL MANAGEMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Maintain 20% diversification of the State's existing investment portfolio through the end of FY11.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain 20% diversification of the State's existing investment portfolio.	% of State's investment portfolio diversified	0.2	0.20	0.2	0.15	0.2	0.15	0.2	0.15	0.20	.15

FY 11 SMART Quarterly Performance Report

Agency: 049 - Treasurer, State	**Program: 917 - FISCAL MANAGEMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Work Culture - to create a high performing work culture by maintaining at least an 80% employee satisfaction with the work place by the end of FY 11.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Achieve 80% employee satisfaction with the work culture.	% of respondents moderately or more satisfied	--	--	--	--	--	--	--	n/a	.80	n/a

FY 11 SMART Quarterly Performance Report

Agency: 049 - Treasurer, State	**Program: 917 - FISCAL MANAGEMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**Stakeholder Satisfaction - to achieve a 90% stakeholder satisfaction rating by the end of FY 13.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Achieve at least 80% stakeholder satisfaction by the end of FY 10.	% of stakeholders moderately satisfied or higher	--	--	--	--	--	--	--	n/a	.80	n/a

FY 11 SMART Quarterly Performance Report

Agency:	**050 - Veterans Affairs, Department of**	**Program:**	**153 - STUDENT FINANCIAL AID**
Organization:	**-**	**Activity:**	**0145 - VETERANS' EDUCATION BENEFITS**
Mission:	To administer payment of tuition, books, and instructional fees to state-supported institutions of higher education for qualified dependents of disabled veterans.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The number of original applications approved to receive the G I Bill Education Benefits	295	323	595	339	575	587	704	589	2,169	1838
W2: The number of supplemental certificates processed	280	191	265	205	295	306	350	441	1190	1143

FY 11 SMART Quarterly Performance Report

Agency: 050 - Veterans Affairs, Department of	**Program: 153 - STUDENT FINANCIAL AID**
Organization: -	**Activity: 0145 - VETERANS' EDUCATION BENEFITS**

Key Goal:			
Goal 1	**Provide financial assistance in the amount of $17,205,339 for 100% of Alabama's qualified dependents currently attending approved institutions of higher education in fiscal year 2011.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Disburse 97% of appropriated scholarship funds to educational institutions.	Amount of funds paid to schools	2,503,376	570	5,841,213	13171268	4,172,295	9427819	4,172,295	13283153	16,689,179	35882810
(O2-Quality) Decrease error rate to less than 10% of all original applications submitted with missing documentation or any other error.	Number of original applications submitted	29	35	60	43	58	52	70	38	217	168

Item #	Notes
O1-	As of 12/31/10, vouchers pending payment by the Comptroller's office totalled $1,971,577.
O1-	2/9/11 Received supplemental appropriation of $6,045,119 and transferred funds of $1,372,413 from the 4th qtr to the 2nd qtr
O1-	5/16/11 Received supplemental appropriation of $8,122,998
O1-	9/27/11 Received supplmental appropriation of $3,804,340
O1-	4th qtr includes amount paid in October for FY 2011 invoices

FY 11 SMART Quarterly Performance Report

Agency:	**050 - Veterans Affairs, Department of**	**Program:**	**512 - ADMIN OF VETERANS AFFAIRS**
Organization:	**-**	**Activity:**	**0237 - AGENCY ADMINISTRATION**
Mission:	To promote awareness, assist eligible veterans, their families, and survivors to receive from Federal and State Governments any and all benefits to which they may be entitled under existing laws or those to be enacted.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The number of benefit claims filed by veterans and their dependents	10,000	10349	18,000	17895	11,500	21921	8,500	12710	48,000	62875

FY 11 SMART Quarterly Performance Report

Agency: 050 - Veterans Affairs, Department of	**Program: 512 - ADMIN OF VETERANS AFFAIRS**
Organization: -	**Activity: 0237 - AGENCY ADMINISTRATION**

Key Goal:			
Goal 1	**To increase the number of claims submitted from 36,252 during fiscal year 2008 to 48,000 during fiscal year 2011 resulting in an increase of monetary awards for veterans and their dependents.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase the number of claims awarded to veterans and their dependents.	Number of claims awarded	5,500	5489	6,000	6152	5,500	7287	5,000	7047	22,000	25975
(O2-Quality) Maintain an error rate of less than 2% of all claims submitted with missing documentation or any other error.	Number of claims with errors	200	23	360	19	230	37	170	26	960	105

FY 11 SMART Quarterly Performance Report

Agency:	**050 - Veterans Affairs, Department of**	**Program:**	**513 - VETERANS HOMES**
Organization:	-	**Activity:**	-
Mission:	To provide long-term quality nursing home care at an affordable price to qualified veterans.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of applications received	150	140	150	164	150	173	150	223	600	700

FY 11 SMART Quarterly Performance Report

Agency: 050 - Veterans Affairs, Department of	Program: 513 - VETERANS HOMES
Organization: -	Activity: -

Key Goal:			
Goal 1	**To provide long-term quality nursing home care at an affordable price to the maximum number of qualified veterans with a minimum occupancy rate of 437.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain 97% occupancy rate or greater at the state veterans homes.	Average census for all three homes	437	445	437	446	437	447	437	447	437	446
(O2-Quality) Maintain an 85% rating on quality care measures for residents in the homes.	My Innerview Quality Profile	85	91	85	92	85	92	85	92	85	92

FY 11 SMART Quarterly Performance Report

Agency:	**051 - General Fund-Direct Disbursements**	**Program:**	**161 - HISTORICAL RESOURCES MANAGEMENT**
Organization:	**0019 - Citizenship Trust- American Village**	**Activity:**	**-**
Mission:	The Citizenship Trust at The American Village is a national citizenship education center, chartered by Code of Alabama sect. 16-44A-30 et.seq., whose mission is to provide teaching, outreach, service, and advocacy to help build good citizens on the cornerstone of American liberty and self-government.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Total number of visitors served	20000	17883	18500	16809	20000	20449	16000	16081	74500	71222
W2: Total number of visits to the American Village website	12250	14041	12250	13356	12250	13435	12250	13216	49000	54048

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 161 - HISTORICAL RESOURCES MANAGEMENT**
Organization: 0019 - Citizenship Trust- American Village	**Activity: -**

Key Goal:			
Goal 1	**Increase visitor participation 135% from a FY 2009 level of 58,575 on-site visitors to 137,650 on-site visitors by the close of FY 2013**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Utilize potential for increased visitation by distribution of printed media throughout Alabama and other southeastern states.	Number of brochures distributed	625	0	625	0	625	14000	625	0	3000	14000
(O2-Efficiency) Increase the number of on-site visitors.	number of on-site visitors	20000	17883	18500	16809	20000	20449	16000	16081	74500	71222

FY 11 SMART Quarterly Performance Report

Agency:	**051 - General Fund-Direct Disbursements**	**Program:**	**161 - HISTORICAL RESOURCES MANAGEMENT**
Organization:	**0012 - HISTORIC IRONWORKS COMMISSION**	**Activity:**	**0127 - HISTORICAL SITE DEV & PRESERV**
Mission:	The agency's mission is to preserve and promote the Tannehill Furnaces site and other cultural and historical information related to the state's coal, iron and steel industries in a recreational park setting.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Day-use visitor income	--	101700	--	56898	--	97127	--	86585	327,409	342310
W2: Camping nights	7196	8243	3855	4551	6939	8130	7710	7531	25700	25700

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 161 - HISTORICAL RESOURCES MANAGEMENT**
Organization: 0012 - HISTORIC IRONWORKS COMMISSIO	**Activity: 0127 - HISTORICAL SITE DEV & PRESERV**

Key Goal:

Goal 1	**To increase day-use income and camping nights by 5% over the preceding year.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Weather the current economic situation for FY10. Increase park day use income by 2% in FY11.	Income	--	101700	--	56898	--	97127	--	86585	327400	342310
(O2-Efficiency) Increase camping nights by 2%.	Occupied site per night	7196	8243	3855	4551	6939	8130	7710	7531	25700	25700

FY 11 SMART Quarterly Performance Report

Agency:	**051 - General Fund-Direct Disbursements**	**Program:**	**161 - HISTORICAL RESOURCES MANAGEMENT**
Organization:	**0018 - ST. STEPHENS HISTORICAL COMMIS**	**Activity:**	**0127 - HISTORICAL SITE DEV & PRESERV**
Mission:	The mission of the St. Stephens Historical Commission is to preserve, protect and develop for public use the historical site of Alabama's Territorial Capital as directed in the 1988 Act 88-335 establishing this State Agency (Alabama Code 41-9-335 to 41-9-337).		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of visitors to Old St. Stephens historical sites, recreational park and historic museum.	2000	2381	3000	2933	12000	11047	9000	10200	27000	26561
W2: Number of educational opportunities	150	162	50	5	150	200	50	75	400	442
W3: Number of maintenance hours needed to maintain the 600 acre recreation park including the 44 acre historical town site, 50 RV sites, horseback riding trails, swimming and fishing areas.	1875	1875	1875	1952	1875	1880	1875	1275	7500	6905

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 161 - HISTORICAL RESOURCES MANAGEMENT**
Organization: 0018 - ST. STEPHENS HISTORICAL COMMIS	**Activity: 0127 - HISTORICAL SITE DEV & PRESERV**

Key Goal:

Goal 1	**Increase by 20% new educational programs by FY 2011**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase by 20 % number of educational programs to general public, K-12 and college students while using current staffing levels in the program department.	Number of sessions	150	152	50	55	150	200	50	75	350	482
(O2-Efficiency) Increase by 10% the number of informational sessions for groups using current staff.	Number of sessions	--	8	--	7	--	120	--	80	50	215

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 161 - HISTORICAL RESOURCES MANAGEMENT**
Organization: 0018 - ST. STEPHENS HISTORICAL COMMIS	**Activity: 0127 - HISTORICAL SITE DEV & PRESERV**

Key Goal:			
Goal 2	**Increase by 20% the number of recreational visitors for camping, hiking and horseback riding facilities by 2011.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Host a minimum of four planning meetings with representatives from riding clubs and other concerned groups for input on developing new recreational trail and improvements at the park.	Number of meetings	--	--	--	3	--	--	--	5	4	8
(O2-Quality) Increase % of camping and horseback riding visitors by FY 2011	Number of Campers & Riders	--	--	--	877	--	--	--	20800	14000	21677

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 161 - HISTORICAL RESOURCES MANAGEMENT**
Organization: 0018 - ST. STEPHENS HISTORICAL COMMIS	**Activity: 0127 - HISTORICAL SITE DEV & PRESERV**

Key Goal:			
Goal 3	**Increase by 5% visitors to the park from the Mobile County market by 2012**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase new visitors to the recreational park and historic sites.	new visitors to park	200	400	200	455	400	520	400	1200	1200	2575

FY 11 SMART Quarterly Performance Report

Agency:	**051 - General Fund-Direct Disbursements**	**Program:**	**161 - HISTORICAL RESOURCES MANAGEMENT**
Organization:	**0020 - Brierfield Ironworks**	**Activity:**	**0127 - HISTORICAL SITE DEV & PRESERV**
Mission:	Brierfield Ironworks Historical State Park's mission is to preserve and promote for the benefit of Alabama residents and visitors, historical and cultural sites and information pertaining to Alabama's coal and iron history in a recreational park setting.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Park Day Visitors	9760	10100	9150	10252	19520	19250	22570	23900	61000	63502
W2: Overnight Park Visitors	288	365	270	315	576	552	666	754	1800	1986

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 161 - HISTORICAL RESOURCES MANAGEMENT**
Organization: 0020 - Brierfield Ironworks	**Activity: 0127 - HISTORICAL SITE DEV & PRESERV**

Key Goal:			
Goal 1	**To increase day use visitation and overnight visitation by 5% over the preceding fisical year.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase park Day use by 5%.	Number of visitors	9760	10100	9150	10252	19520	19250	22570	23900	61000	63502
(O2-Efficiency) Increase park overnight visitation by 5%	Night camping or rental.	288	365	270	315	576	552	666	754	1800	1986
(O3-Quality) Maintain Satisfaction Quota Index at 4.7 for participants in educational programs.	Satisfaction Quota Index (SQI)	--	--	--	4.85	--	N/A	--	4.75	4.7	4.75

FY 11 SMART Quarterly Performance Report

Agency:	**051 - General Fund-Direct Disbursements**	**Program:**	**161 - HISTORICAL RESOURCES MANAGEMENT**
Organization:	**0006 - HISTORIC CHATTAHOOCHEE COMM**	**Activity:**	**0127 - HISTORICAL SITE DEV & PRESERV**
Mission:	Promotion of tourism and historic preservation throughout the lower Chattahoochee Valley in order to increase the number of tourists who visit this area while preserving the unique heritage found here.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Promotional Literature Distributed	8000	5507	8000	4875	8000	6574	8000	8626	32000	25582
W2: Media and Membership Information Dissemination	4250	4142	4250	3569	4250	3014	4250	8098	17000	18823
W3: Publication Distribution & Sales	37	33	38	70	37	24	38	70	150	197
W4: Historical Marker Placement	1	0	2	0	2	0	1	1	7	1

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 161 - HISTORICAL RESOURCES MANAGEMENT**
Organization: 0006 - HISTORIC CHATTAHOOCHEE COMM	**Activity: 0127 - HISTORICAL SITE DEV & PRESERV**

Key Goal:

Goal 1	**The Historic Chattahoochee Commission will expand its membership base by a total of 75 members by FY 2015. This will be done in increments of 15 members per year.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Expand membership base by an average of 15 new members a year.	Total Members	3	17	10	2	1	0	1	2	300	395

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 161 - HISTORICAL RESOURCES MANAGEMENT**
Organization: 0006 - HISTORIC CHATTAHOOCHEE COMM	**Activity: 0127 - HISTORICAL SITE DEV & PRESERV**

Key Goal:			
Goal 2	**The Historic Chattahoochee Commission will generate at least $100,000 in private sector funding by FY 2015. This will be done in increments of $25,000 per year.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Generate at least $25,000 a year in private sector funding.	Dollars	10000	17594.72	11000	8664	3000	7225.49	1000	11991.84	25000	45476.05

FY 11 SMART Quarterly Performance Report

Agency:	**051 - General Fund-Direct Disbursements**	**Program:**	**161 - HISTORICAL RESOURCES MANAGEMENT**
Organization:	**0021 - Men's Hall of Fame**	**Activity:**	**0128 - HISTORICAL APPRECIATION**
Mission:	The AMHOF exists to recognize those men native to or identified most closely with the State of Alabama who have made significant contributions on a state, national or international scale within their professional fields or activity and concern.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # of AMHOF Board Meetings and Events	0	0	0	0	1	1	2	2	3	3

Item #	Notes
WL1-	No board meetings were scheduled and no committees met during the 2nd quarter. Board solicited nominees for induction from public via press release and website.
WL1-	Members of the board met April 8, 2011.
WL1-	The annual Induction Luncheon & Ceremony was held and 2 men were inducted (Howell T. Heflin and Thomas Goode Jones.) Following the luncheon and ceremony, the board of directors held their fall meeting and elected officers for the coming year.

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 161 - HISTORICAL RESOURCES MANAGEMENT**
Organization: 0021 - Men's Hall of Fame	**Activity: 0128 - HISTORICAL APPRECIATION**

Key Goal:

Goal 1	**Increase the number of responses to the annual luncheon by 25% over the FY08 baseline of 185 to 230 by FY13.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) # of responses	#	--	--	--	--	--	N/A	--	165	213	165
(O2-Efficiency) Maintain cost per luncheon attendee.	$	--	--	--	--	--	N/A	--	93.33	$100.52	93.33

Item # **Notes**

O1- The attendance at the annual induction luncheon and ceremony was not what we had hoped, but it was to be expected because we inducted one Alabamian who had been deceased since 1914. While Thomas Goode Jones was a worthy inductee, we could not locate any living descendants, so obviously there were not the usual number of family and friends to attend a luncheon honoring his memory. We had good response from family, friends, and business associates from the second inductee, Howell Heflin, because he had only been deceased since 2005, and many still remember him.

FY 11 SMART Quarterly Performance Report

Agency:	**051 - General Fund-Direct Disbursements**	**Program:**	**161 - HISTORICAL RESOURCES MANAGEMENT**
Organization:	**0339 - SPORTS HALL OF FAME**	**Activity:**	**0128 - HISTORICAL APPRECIATION**
Mission:	To honor those sport heroes, living or dead, who have brought honor and glory to the State of Alabama by their athletic achievements.(Alabama Code Sections 41-9-450 to 41-9-454).		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of visitors at the museum annually.	--	2100	--	2680	--	2596	--	2165	12000	9541
W2: Number of visitors attending various event annually.	--	125	--	0	--	2750	--	0	4000	2875
W3: Number of visits to website.	--	58178	--	151024	--	63429	--	0	170000	272631

Item # **Notes**

WL3- Web site statistics unavailable

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 161 - HISTORICAL RESOURCES MANAGEMENT**
Organization: 0339 - SPORTS HALL OF FAME	**Activity: 0128 - HISTORICAL APPRECIATION**

Key Goal:

Goal 1	**To increase exposure to the Hall of Fame and promote involvement in ALL Hall of Fame projects.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Involve more corporations in buying tables at our induction week activities, solicit corporations as sponsors of various events.	#	0	0	0	0	20	6	0	0	20	6
(O2-Quality) Plan a golf event to benefit the Hall of Fame.	$	--	56909.00	--	0	--	--	--	0	100000	56909
(O3-Efficiency) Increased state support, increased supports from local governments, find a major sponsor, seek available grants, utilize fundraising events.	$	--	51060.00	--	51060	--	--	--	0	300000	205120

FY 11 SMART Quarterly Performance Report

Agency:	**051 - General Fund-Direct Disbursements**	**Program:**	**161 - HISTORICAL RESOURCES MANAGEMENT**
Organization:	**0002 - CAHAWBA ADVISORY COMMITTEE**	**Activity:**	**0130 - CAHAWBA ADVISORY COMMITTEE**
Mission:	To advise the Alabama Historical Commission on development, fund raising to purchase land in the park, education and publicity of Old Cahawba State Park.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: To conduct four meetings a year.	1	1	1	1	1	1	1	1	4	4
W2: To provide up to $150,000 a year in grants to The Alabama Historical Commission to purchase land in The Old Cahawba Park.	--	-50,000-	--	20396.75	--	67000	--	--60,000	150,000	197396
W3: To provide financial reports,quarterly smart reports and budgets to Cahawba Advisory Members.	3	4	3	3	3	3	3	3	12	13

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 161 - HISTORICAL RESOURCES MANAGEMENT**
Organization: 0002 - CAHAWBA ADVISORY COMMITTEE	**Activity: 0130 - CAHAWBA ADVISORY COMMITTEE**

Key Goal:

Goal 1	**To purchase 153 of the original lots inside the original boundary of Old Cahawba that is not owned by the State of Alabama by 2025.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase the number of lots owned by the State of Alabama within the original boundries of Old Cahawba.	lots purchased	3	4	3	3	3	6	1	10	10	13

Item # **Notes**

O1- been a good year in purchasing lots

FY 11 SMART Quarterly Performance Report

Agency:	**051 - General Fund-Direct Disbursements**	**Program:**	**162 - FINE ARTS**
Organization:	**0008 - MUSIC HALL OF FAME**	**Activity:**	**0132 - COMMUNITY ARTS DEVELOPMENT**
Mission:	The Alabama Music Hall Fame Board was created by the Legislature to honor all notable music achievers from our state. The Alabama Music Hall of Fame Authority was created by a vote of the people that authorized the construction of the Alabama Music Hall of Fame museum and facility where we honor these many talented music achievers. We offer a one of a kind educational, entertaining and tourist facility that enhances the cultrial richness of our state and offers education programs and sources that coincide with our school curriculum that can not be taught or found in the classroom.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Visitors touring the facility.		2574		1426		4644		3735		12379
W2: Educational programs with School groups		1723		730		3228		2113		7794

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 162 - FINE ARTS**
Organization: 0008 - MUSIC HALL OF FAME	**Activity: 0132 - COMMUNITY ARTS DEVELOPMENT**

Key Goal:

Goal 1	**Get phase II of facility built by 2015.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Creating more visitation to our state and facility.	Growth in attendance				-129		856		3735		12379

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 162 - FINE ARTS**
Organization: 0008 - MUSIC HALL OF FAME	**Activity: 0132 - COMMUNITY ARTS DEVELOPMENT**

Key Goal:			
Goal 2	**Increase number of school groups by 25% by fy 2012**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase number of visitations by 10%	Growth in tour groups				-56		850		2113		7794

FY 11 SMART Quarterly Performance Report

Agency:	**051 - General Fund-Direct Disbursements**	**Program:**	**321 - TOURISM AND TRAVEL PROMOTION**
Organization:	**0005 - HISTORIC BLAKELEY AUTHORITY**	**Activity:**	**0127 - HISTORICAL SITE DEV & PRESERV**
Mission:	To preserve and make accessible to Alabama citizens and visitors the historical and natural resources of Blakeley State Park as described in the 1981 Act establishing this State Agency. (Code 41-10-170)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Days in the year open to the public for camping and land use										
W2: Boat tours into the Mobile-Tensaw River Delta for school children, adults and groups										
W3: Group land tours, guided and self guided										

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 321 - TOURISM AND TRAVEL PROMOTION**
Organization: 0005 - HISTORIC BLAKELEY AUTHORITY	**Activity: 0127 - HISTORICAL SITE DEV & PRESERV**

Key Goal:			
Goal 1	**Maintain services in face of economic crisis and state funding situation**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		**First Quarter**		**Second Quarter**		**Third Quarter**		**Fourth Quarter**		**Annual**	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase number of boat tours over 2010	numbers										
(O2-Efficiency) increase number of group land tours over 2010	# of planned field trips										

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 321 - TOURISM AND TRAVEL PROMOTION**
Organization: 0005 - HISTORIC BLAKELEY AUTHORITY	**Activity: 0127 - HISTORICAL SITE DEV & PRESERV**

Key Goal:			
Goal 2	**Increase non-state revenues**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase revenue from boat tours and camping	percentage increase in dollars over previous years										

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 321 - TOURISM AND TRAVEL PROMOTION**
Organization: 0005 - HISTORIC BLAKELEY AUTHORITY	**Activity: 0127 - HISTORICAL SITE DEV & PRESERV**

Key Goal:			
Goal 3	**Restore and maintain 150 acres damaged areas of battlefield and park by 2012**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Maintain natural and historic integrity of the battlefield and park	# of acres of park										

FY 11 SMART Quarterly Performance Report

Agency:	**051 - General Fund-Direct Disbursements**	**Program:**	**321 - TOURISM AND TRAVEL PROMOTION**
Organization:	**0007 - MOTOR SPORTS HALL OF FAME**	**Activity:**	**0128 - HISTORICAL APPRECIATION**
Mission:	is to provide for and participate in the management and control facilities to house and display visual exhibits relating to the automobile racing industry and the automobile industry.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: visitors to Motor Sports Hall of Fame	6700	4598	3000	2327	7100	5474	4700	3325	21500	15724
W2: dome rentals	6	--	2	--	8	--	2	--	18	--
W3: Induction ceremony attendees	--	--	--	--	--	300	--	--	550	300

Item # **Notes**

WL2- Will no longer track Dome Rentals

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 321 - TOURISM AND TRAVEL PROMOTION**
Organization: 0007 - MOTOR SPORTS HALL OF FAME	**Activity: 0128 - HISTORICAL APPRECIATION**

Key Goal:

Goal 1	**to increase attendance**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) billboards purchased	billboards	--	3	--	3	--	3	--	3	3	3
(O2-Efficiency) the number of fans/others reach to market the motor sports hall of fame	number of brochures disseminated	2100	3050	4000	12000	7500	14000	5500	15000	19100	44050

FY 11 SMART Quarterly Performance Report

Agency:	**051 - General Fund-Direct Disbursements**	**Program:**	**323 - WATER RESOURCE DEVELOPMENT**
Organization:	**0001 - BEAR CREEK DEVELOPMENT AUTHORI**	**Activity:**	**0171 - WATERWAY DEVELOPMENT**
Mission:	BCDA's purpose is to engage in a cooperative program of comprehensive, unified resource development for the purpose of fostering the orderly physical, economic, and social development of the Bear Creek watershed and surrounding areas.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: In state and out of state permit holders	1850	2167	2250	2659	15250	14184	13850	11281	33200	30291
W2: Camper nights at campgrounds	1500	2055	2700	3032	13300	12980	1850	10017	19350	28084
W3: Cabin Rental Nights	400	331	550	212	700	595	350	669	2000	1807
W4: Camper Nights at Bear Creek Education Center	1700	1835	200	217	2650	2560	1300	1364	5850	5976

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 323 - WATER RESOURCE DEVELOPMENT**
Organization: 0001 - BEAR CREEK DEVELOPMENT AUTH	**Activity: 0171 - WATERWAY DEVELOPMENT**

Key Goal:			
Goal 1	**Increase revenue from cabin rentals by offering wireless internet for business stays.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Maintain a 53% average monthly occupancy rate.	Average monthly 52% occupancy	45	33	40	21.33	75	59	53	66	53	45

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 323 - WATER RESOURCE DEVELOPMENT**
Organization: 0001 - BEAR CREEK DEVELOPMENT AUTH	**Activity: 0171 - WATERWAY DEVELOPMENT**

Key Goal:			
Goal 2	**Create a better networking environment to increase economic potential of our area with government, state, county and municipalities by hosting 1 meeeting per year with area development committee.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Host 1 meeting per year with the area development committee.	1 meeting per year	0	0	1	1	0	1	0	0	1	2

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 323 - WATER RESOURCE DEVELOPMENT**
Organization: 0001 - BEAR CREEK DEVELOPMENT AUTH	**Activity: 0171 - WATERWAY DEVELOPMENT**

Key Goal:			
Goal 3	**Explore more opportunities to provide additional revenue in a fee based recreation field by adding 25 additional campsites by FY 11.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To create new campsites at the Slickrock campground.	number of campsites	--	--	--	--	--	--	--	--	25	0

FY 11 SMART Quarterly Performance Report

Agency:	**051 - General Fund-Direct Disbursements**	**Program:**	**323 - WATER RESOURCE DEVELOPMENT**
Organization:	**0016 - CHOCCOLOCCO CRK WATERSHED**	**Activity:**	**0171 - WATERWAY DEVELOPMENT**
Mission:	The Choccolocco Creek Watershed manages and removes creek blockages to help maintain water flow and prevent flooding in the watershed area		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Provide debris removal for creek (cost)										
W2: Education and public awareness(number of people reached)										

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 323 - WATER RESOURCE DEVELOPMENT**
Organization: 0016 - CHOCCOLOCCO CRK WATERSHED	**Activity: 0171 - WATERWAY DEVELOPMENT**

Key Goal:			
Goal 1	**Maintain flood reduction practices throughout the creek - including removal of trees and other debris**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Improve water flow	miles of work										

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 323 - WATER RESOURCE DEVELOPMENT**
Organization: 0016 - CHOCCOLOCCO CRK WATERSHED	**Activity: 0171 - WATERWAY DEVELOPMENT**

Key Goal:			
Goal 2	**Increase public awareness of watershed issues**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Educate the public (with presentations and handout brochures) throughout the watershed area	Number of people contacted										

FY 11 SMART Quarterly Performance Report

Agency:	**051 - General Fund-Direct Disbursements**	**Program:**	**323 - WATER RESOURCE DEVELOPMENT**
Organization:	**0013 - TENNESSEE-TOMBIGBEE WATERWAY**	**Activity:**	**0171 - WATERWAY DEVELOPMENT**
Mission:	To realize the full economic impact of the Tennessee-Tombigbee Waterway on Alabama and the region.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Increase tonnage on Waterway to 8 million tons by 2012	--	--1.3 million	--	--1.3	--	--1.25	--	--1.5 Million tons	8 Million	5.5
W2: Attract 2.5 million visitors days or recreation & tourims use by 2011	--	--196,318	--	--.25	--	627000	--	--450000	2.5 million	1.5
W3: Create 1,000 new jobs by 2011	--	--0	--	--0	--	--500	--	--250	1000	750

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 323 - WATER RESOURCE DEVELOPMENT**
Organization: 0013 - TENNESSEE-TOMBIGBEE WATERWA	**Activity: 0171 - WATERWAY DEVELOPMENT**

Key Goal:			
Goal 1	**Increase annual commerce to 8 million tons by 2011**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase tonnage to 8.0 million by 2011.	4 years	--	--1.3 M	--	--1.3	--	1.435	--	--1.5 Million tons	8 Million	5.5
(O2-Quality) To increase tonnage to 8.0 million tons by 2011	4 years	--	--1.3 M	--	--1.3	--	1.435	--	--1.5	8 million	5.5

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 323 - WATER RESOURCE DEVELOPMENT**
Organization: 0013 - TENNESSEE-TOMBIGBEE WATERWA	**Activity: 0171 - WATERWAY DEVELOPMENT**

Key Goal:			
Goal 2	**Attract 3.0 million visitor days of recreation & tourism use by 2011**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) To increase visitation on Tenn-Tom Waterway to 2.5 million.	4 years	--	--196,318	--	0.25	--	626904	--	--450000	3 million	1.5
(O2-Efficiency) To increase marketing budget to recreation industry	4 years	--	--196,318	--	--0	--	0	--	--0	3 million	0

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 323 - WATER RESOURCE DEVELOPMENT**
Organization: 0013 - TENNESSEE-TOMBIGBEE WATERWA	**Activity: 0171 - WATERWAY DEVELOPMENT**

Key Goal:			
Goal 3	**To create additonal jobs & investments in the waterway corridor**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To increase jobs in waterway industry to 25000 by 2010	3 years	--	--0	--	--0	--	500	--	--250	2500	750
(O2-Quality) To work with local economic developers to increase job creation	3 years	--	--0	--	--0	--	500	--	--0	2500	0

FY 11 SMART Quarterly Performance Report

Agency:	**051 - General Fund-Direct Disbursements**	**Program:**	**552 - EMPLOYMENT AND SOCIAL OPPORTUNITY**
Organization:	**0015 - WOMEN'S HALL OF FAME**	**Activity:**	**-**
Mission:	The purpose of the Alabama Women's Hall of Fame shall be to recognize those women native to or identified most closely with the State of Alabama who have made significant contributions on a state, national, or international scale within their professional or personal fields of activity and concern.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Nominations processed each year	0	1	0	1	0	4	10	12	10	12

FY 11 SMART Quarterly Performance Report

Agency: 051 - General Fund-Direct Disbursements	**Program: 552 - EMPLOYMENT AND SOCIAL OPPORTUNITY**
Organization: 0015 - WOMEN'S HALL OF FAME	**Activity: -**

Key Goal:			
Goal 1	**Process at least 8 nominations each year**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To process at least 10 nominations each year and obtain at least $2,000 in donations to the Hall of Fame each year.	number of nominations processed each year.	--	--	--	--	--	--	--	12	8	12

Item # **Notes**

O1- We received more than $2,000 in contributions.

FY 11 SMART Quarterly Performance Report

Agency:	**052 - ETF-Direct Disbursements**	**Program:**	**111 - FINANCIAL ASSISTANCE**
Organization:	**5011 - ALABAMA SCHOOL OF FINE ARTS**	**Activity:**	**0056 - OTHER FINANCIAL ASSISTANCE**
Mission:	To nurture impassioned students by guiding and inspiring them to discover and fulfill their individual creative abilities in an atmosphere distinguished by the fusion of fact and feeling, risk and reward, art and science, school and community.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: 360 students served	--	--	--	--	--	--	--	--	360	340

FY 11 SMART Quarterly Performance Report

Agency: 052 - ETF-Direct Disbursements	**Program: 111 - FINANCIAL ASSISTANCE**
Organization: 5011 - ALABAMA SCHOOL OF FINE ARTS	**Activity: 0056 - OTHER FINANCIAL ASSISTANCE**

Key Goal:

Goal 1	**By May 2014, all members (100 percent) of each graduating class shall gain acceptance to a program (conservatory, college, university, performing company) related to their ASFA specialty (i.e., creative writing, dance, math/science, music, theatre, visual arts).**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Eighty-five (85) percent of ASFA's graduating seniors in May, 2011, shall document acceptances in post-ASFA programs related to their ASFA specialties.	Documented student acceptances	--	--	--	--	--	--	--	--	85%	86%

FY 11 SMART Quarterly Performance Report

Agency: 052 - ETF-Direct Disbursements	**Program: 111 - FINANCIAL ASSISTANCE**
Organization: 5011 - ALABAMA SCHOOL OF FINE ARTS	**Activity: 0056 - OTHER FINANCIAL ASSISTANCE**

Key Goal:

Goal 2	**By September, 2014, 25 percent of student enrollment shall be African-American.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) By September, 2011, 20 percent of student enrollment shall be African-American.	Percentage of African-American student enrollment	--	--	--	--	--	--	--	--	20%	22%
(O2-Efficiency) Identify 3 more African-American community leaders for a minimum of 6 who will serve as volunteer advisors to help identify qualified African-American applicants.	African-American community leaders	--	--	--	--	--	--	--	--	3	4

FY 11 SMART Quarterly Performance Report

Agency:	**052 - ETF-Direct Disbursements**	**Program:**	**152 - SUPPORT - OTHER ED ACTIVITIES**
Organization:	**5005 - Dental Scholarships**	**Activity:**	**0120 - Scholarships and Fellowships**
Mission:	To select recipients of scholarships and loans to provide for the Dental education of qualified Alabama Residents studying Dentistry at the School of Dentistry at the University of Alabama at Birmingham		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Scholarships	--	--	--	--	--	--	--	--	12	12
W2: Loans	--	--	--	--	--	--	--	--	50	48

FY 11 SMART Quarterly Performance Report

Agency: 052 - ETF-Direct Disbursements	**Program: 152 - SUPPORT - OTHER ED ACTIVITIES**
Organization: 5005 - Dental Scholarships	**Activity: 0120 - Scholarships and Fellowships**

Key Goal:			
Goal 1	**To ensure 100% of payment posting of loan payments made in the moth payment is received.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Ensure 100% posting of payments before end of month received	%	--	--	--	--	--	--	--	--	100%	100

FY 11 SMART Quarterly Performance Report

Agency:	**052 - ETF-Direct Disbursements**	**Program:**	**152 - SUPPORT - OTHER ED ACTIVITIES**
Organization:	**5010 - Optometric Scholarships**	**Activity:**	**0120 - Scholarships and Fellowships**
Mission:	To select recipients of scholarships and loans to provide for the Optometric education of qualified Alabama Residents studying Optometry at the School of Optometry at the University of Alabama at Birmingham		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Scholarships	--	--	--	--	--	--	--	--	10	10
W2: Loans	--	--	--	--	--	--	--	--	16	15

FY 11 SMART Quarterly Performance Report

Agency: 052 - ETF-Direct Disbursements	**Program: 152 - SUPPORT - OTHER ED ACTIVITIES**
Organization: 5010 - Optometric Scholarships	**Activity: 0120 - Scholarships and Fellowships**

Key Goal:			
Goal 1	**To ensure 100% of payment posting of loan payments made in the month they are received.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Ensure 100% posting of payments before end of month received	%	--	--	--	--	--	--	--	--	100%	100

FY 11 SMART Quarterly Performance Report

Agency:	**055 - Faith Based and Community Initiatives, Office of**	**Program:**	**911 - EXECUTIVE DIRECTION**
Organization:	**-**	**Activity:**	**-**
Mission:	To increase an ethic of service and volunteerism in individuals, communities and faith and community-based organizations as directed in Governor Riley's Executive Order 21 in accordance with the Governor's Priorities #2, #4, and #5.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of AmeriCorps State Programs and Citizen Corps Councils in Alabama	--	39	--	39	--	39	--	9	49	9
W2: Number of State AmeriCorps members serving in Alabama	--	169	--	162	--	191	--	179	225	179
W3: Number of contacts with faith based and community organizations through outreach,training,conferences and the bi-weekly e-newsletter "the Loop"	12000	14000	12000	0	12000	0	12000	0	48000	0
W4: Staff support of State AmeriCorps, Citizen Corps, Volunteer and Donations Management (Support Annex G) and Statewide Inter-Agency Council on Homelessness.	--	9	--	4	--	8	--	9.5	10	9.5

FY 11 SMART Quarterly Performance Report

Agency: 055 - Faith Based and Community Initiatives, Office of	Program: 911 - EXECUTIVE DIRECTION
Organization: -	Activity: -

Key Goal:			
Goal 1	**Promote and expand the number of volunteers/members participating in AmeriCorps (members and community volunteers)and Citizen Corps Council volunteers to 2,000 by FY 2011**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Provide technical assistance and training to existing AmeriCorps programs	Number of AmeriCorps programs	--	9	--	9	--	10	--	9	9	9
(O2-Quality) Actively recruit quality programs and increase in federal funds (pre-funding workshops and individual technical assistance sessions).	# of participants in pre-funding workshops	--	0	--	0	--	0	--	0	50	0
(O3-Efficiency) Partner Senior Corps, Learn and Serve, ALVOAD and other service organizations with AmeriCorps, Citizen Corps and the GFBCI (cross stream training activities and state wide conferences coordinated by the GFBCI)	participants at GFBCI training events	--	0	--	0	--	0	--	25	350	0

Item #	Notes
O1-	Loop is being revised and will be relaunched in FY2012
O1-	in FY2011 the GFBCI did not host the annual Volunteer Leadership Conference
O2-	Pre-funding workshops (if applicable) occue during Q1 and Q2
O3-	No statewide trainings occured during Q3 - the GFBCI has been heavily involved in tornado recovery efforts

FY 11 SMART Quarterly Performance Report

Agency: 055 - Faith Based and Community Initiatives, Office of	**Program: 911 - EXECUTIVE DIRECTION**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Assist a minimum of 75 jurisdictions in disaster preparedness and response (participation in the GVLC conference, the Citizen Corps Conference or Be Ready events).**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Host 3 Be Ready Alabama statewide events - Be Ready Camp, Be Ready Day and one additional initiative	implementation of Be Ready Alabama initiatives	--	--	--	0	--	0	--	2	3	3
(O2-Quality) Train all Citizen Corps Councils to better prepare them to assist their communities for disasters (Citizen Corps Conference)	# of Councils attending annual CC training	--	--	--	0	--	0	--	0	40	0

Item #	Notes
O1-	None of these activites occur during 1st Qtr
O1-	None of the Ready Initiatives fall within Q3 - planning for events in Q4 occur during this time
O1-	County Level Citizen Corps Councils are no longer funded through DHS
O2-	CC training does not occur during Q3

FY 11 SMART Quarterly Performance Report

Agency: 055 - Faith Based and Community Initiatives, Office of	Program: 911 - EXECUTIVE DIRECTION
Organization: -	Activity: -

Key Goal:			
Goal 3	**Partner with government agencies, private and non-profit organizations to provide capacity building, low and no cost training and education to assist 1600 faith (# of recipients for the Loop) and community-based organizations. Outreach includes web based resources.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Provides resources and training to strengthen service provision in the State.	number trained with PDAT grant	--	--	--	18	--	20	--	25	100	63
(O2-Efficiency) Provides rapid notification of low or no cost training and funding opportunities (through the Loop)	Number of recipients of "the Loop"	--	--	--	0	--	0	--	0	3000	0

Item #	Notes
O1-	recipients of Loop are unduplicated for this objective
O1-	The Loop was temporarily halted during the transition but will be re-activated in QTR 3
O1-	AmeriCorps State Start Up Training
O1-	PDAT training # cumulative
O1-	the Loop is being redesigned for FY2012
O2-	The Loop is currently being redone and will be "relaunched" in Q4

FY 11 SMART Quarterly Performance Report

Agency: 055 - Faith Based and Community Initiatives, Office of	Program: 911 - EXECUTIVE DIRECTION
Organization: -	Activity: -

Key Goal:			
Goal 4	**Provide monitoring, technical assistance, support and expansion of AmeriCorps State and Citizen Corps programs in Alabama.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) To improve the number and quality of volunteer programs in the state	# of AmeriCorps State prgms and Cit Corps Councils	--	39	--	39	--	39	--	9	49	9

FY 11 SMART Quarterly Performance Report

Agency:	**056 - District Attorneys**	**Program:**	**931 - COURT OPERATIONS**
Organization:	-	**Activity:**	-
Mission:	To provide services to the people of Alabama according to section 12-17-184.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Annual assessment and review of number of criminal cases maintained.	253007	253007	322009	322009	310509	310509	264507	264507	1150032	1150032

FY 11 SMART Quarterly Performance Report

Agency: 056 - District Attorneys	**Program: 931 - COURT OPERATIONS**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**With our lost revenue from worthless check funding we must replace worthless check funding incrementally with state funding.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Reduce DAs' reliance on worthless check revenues.	dollars	--	--0	--	--0	--	--	--	--0	0	0

FY 11 SMART Quarterly Performance Report

Agency: 056 - District Attorneys	**Program: 931 - COURT OPERATIONS**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Increase manpower to handle increase in case load caused by the escalation of drug and violent crimes, as well as property and white collar crime as a result of the national economic downturn.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Add personnel to combat the increase in case loads.	# additional employees	--	--0	--	--0	--	--	--	--	0	0

FY 11 SMART Quarterly Performance Report

Agency: 056 - District Attorneys	**Program: 931 - COURT OPERATIONS**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**Obtain resources to enable District Attorneys to accurately and expeditiously complete sentencing guideline worksheets requirement.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase staff and resources in order to provide Sentencing Commission, Department of Corrections and other state agencies with the necessary accurate information needed to assess sentencing in Alabama.	number of additional staff needed	--	--0	--	--0	--	--	--	--0	0	0

FY 11 SMART Quarterly Performance Report

Agency: 056 - District Attorneys	**Program: 931 - COURT OPERATIONS**
Organization: -	**Activity: -**

Key Goal:			
Goal 4	**Reduce prison population of nonviolent offenders by the administration of new and existing drug courts, thus allowing for effective incarceration of violent offenders.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase the number of deferred prosecutions of nonviolent offenders by 10%.	percent	--	--0	--	--2%	--	--	--	--3%	10	5%

FY 11 SMART Quarterly Performance Report

Agency:	**059 - Environmental Management, Department of**	**Program:**	**418 - ENVIRONMENTAL MANAGEMENT**
Organization:	-	**Activity:**	-
Mission:	To assure for all citizens of the State a safe, healthful and productive environment.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of regulated facilities inspected	6250	7198	6250	8098	6250	7496	6250	7476	25000	30268
W2: Number of environmental permits issued.	1625	1350	1625	1553	1625	1646	1625	829	6500	5378
W3: Number of enforcement orders issued.	40	36	40	35	40	27	40	38	160	136

FY 11 SMART Quarterly Performance Report

Agency: 059 - Environmental Management, Department of	Program: 418 - ENVIRONMENTAL MANAGEMENT
Organization: -	Activity: -

Key Goal:			
Goal 1	**Maintain primacy(sole command)of 30 EPA programs through 2011 by meeting grant commitments and continuing state programs that protect the environment and health and human safety of Alabama citizens, and provide the level of service to the citizens of Alabama as required in Code of Alabama 22.22A.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Continued primacy of 30 EPA programs	Environmental Programs	--	--	--	--	--	--	--	--	30	30

FY 11 SMART Quarterly Performance Report

Agency: 059 - Environmental Management, Department of	**Program: 418 - ENVIRONMENTAL MANAGEMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Increased efficiency and productivity by implementing ePermiting for NPDES General Permits.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To replace manual process of issuing NPDES General Permits with web based application capable of collecting data input by applicants that will minimize the amount of staff time required in the permitting approval process. This application will also allow for electronic payments to be made.	NPDES GP software application functionable	--	--	--	--	--	--	--	--	1	1

FY 11 SMART Quarterly Performance Report

Agency: 059 - Environmental Management, Department of	**Program: 418 - ENVIRONMENTAL MANAGEMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**Continued commitment to providing expanded web based access to public files by both internal and external persons.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Continued expansion of e-files being made available of both current and historical data/documents to both internal and external parties by end of FY11.	additional documents added	50000	47485	50000	60249	50000	87987	50000	76186	200000	271907

FY 11 SMART Quarterly Performance Report

Agency:	**060 - Senior Services, Department of**	**Program:**	**525 - PLANNING/ADVOCACY FOR ELDERLY**
Organization:	-	**Activity:**	-
Mission:	To facilitate seamless access to an array of programs promoting health, independence, nutrition, and active engagement of Alabama's older population.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Alabama's age 60+ population	--	NA	--	NA	--	NA	--	NA	940,871	940871
W2: Alabama's age 85+ population	--	NA	--	NA	--	NA	--	NA	90,198	90198
W3: Alabama's age 60+ below poverty population	--	NA	--	NA	--	NA	--	NA	134,496	134580
W4: Alabama's age 60+ population with any disabilities	--	NA	--	NA	--	NA	--	NA	346,095	346145

FY 11 SMART Quarterly Performance Report

Agency: 060 - Senior Services, Department of	Program: 525 - PLANNING/ADVOCACY FOR ELDERLY
Organization: -	Activity: -

Key Goal:			
Goal 1	**Provide the general public with information on community-based and long-term care resources via future ADRC staff and Information and Assistance staff at the 13 Area Agencies on Aging by Fiscal Year 2014**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Increase the number of visits to Alabama Connect at 31,815 or above	Number of Alabama Connect visits	7954	7691	7954	9917	7954	10295	7954	11065	31815	38968
(O2-Quality) Coordinate with all 13 Area Agencies on Aging (AAA) to incorporate "Single Point of Entry" philosophy through Aging and Disability Resource Centers (ADRC)	Number of AAAs with operational ADRCs	--	NA	--	NA	--	NA	--	NA	4	4

FY 11 SMART Quarterly Performance Report

Agency: 060 - Senior Services, Department of	Program: 525 - PLANNING/ADVOCACY FOR ELDERLY
Organization: -	Activity: -

Key Goal:			
Goal 2	Increase the number of meals served to socially-isolated seniors to 4.4 million by Fiscal Year 2014	Governor's Priority:	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
(O1-Quality) Maintain the number of meals served at 4.4 million or above	Number of meals served (millions)	1.1	1.025	1.1	1.051	1.1	1.079	1.1	1.049	4.4	4.203
(O2-Quality) Maintain the number of meal clients served through the congregate and home-delivered meals program at 40,852 or above	Number of meal clients served	25700	27482	25700	28316	25700	28511	25700	27933	40852	37963
(O3-Quality) Maintain the number of homebound meals served at 2.063 million or above	Number of homebound meals served (millions)	.516	0.523	.516	0.511	.516	0.523	.516	0.518	2.063	2.075
(O4-Efficiency) Increase percent of completed Nutrition Risk Assessments on client enrollment forms to 94.8% or above to more accurately identify target population to be served	Percent of completed Nutrition Risk Assessments	94.6	99.59	94.67	98.19	94.73	98.64	94.8	99.79	94.8	97.765

FY 11 SMART Quarterly Performance Report

Agency: 060 - Senior Services, Department of	**Program: 525 - PLANNING/ADVOCACY FOR ELDERLY**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**Expand the United We Ride project statewide to 12 Regional Planning Commissions by Fiscal Year 2016**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Twelve Regional Planning Commissions (RPC) will implement the United We Ride (UWR) project	Number of RPCs with operational UWR projects	--	NA	--	NA	--	NA	--	NA	12	2

FY 11 SMART Quarterly Performance Report

Agency:	**060 - Senior Services, Department of**	**Program:**	**526 - ECONOMIC ASSISTANCE PROGRAM**
Organization:	-	**Activity:**	-
Mission:	To provide effective personnel and administrative support for the long-term care program		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Monthly cost of waiver service	--	NA	--	NA	--	NA	--	NA	846	819.41
W2: Number of available waiver slots	--	NA	--	NA	--	NA	--	NA	4780	4650

FY 11 SMART Quarterly Performance Report

Agency: 060 - Senior Services, Department of	Program: 526 - ECONOMIC ASSISTANCE PROGRAM
Organization: -	Activity: -

Key Goal:			
Goal 1	Increase the number of Medicaid Waiver clients served to 5,280 by Fiscal Year 2014	Governor's Priority:	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
(O1-Efficiency) At least 87 percent of Medicaid Waiver non-deeming initial client applications will be processed within 30 days	% of non-deeming applications processed in 30 days	70	89.83	75	98.37	81	88.4	87	93.75	87	95.57
(O2-Quality) Fill 4,780 slots for Medicaid Waiver services	Number of slots filled	4120	4056	4340	4288	4560	4443	4780	4650	4780	4650

FY 11 SMART Quarterly Performance Report

Agency: 060 - Senior Services, Department of	**Program: 526 - ECONOMIC ASSISTANCE PROGRAM**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Implement the new Personal Choices Program statewide to 13 Area Agencies on Aging by Fiscal Year 2016**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) At least 83 percent of Personal Choices Program clients will have budget approval within 90 days of enrollment	Percent of clients' budgets approved in 90 days	70	100	75	100	80	100	83	100	83	100
(O2-Quality) At least 56 percent of clients who start using budget amount within 90 days of program enrollment will express satisfaction with services	Percent of active clients satisfied with services	--	NA	--	NA	--	NA	--	NA	56	100
(O3-Quality) Personal Choices Program is operational in at least three regions	Number of AAAs with Personal Choices Program	--	NA	--	NA	--	NA	--	NA	3	2

FY 11 SMART Quarterly Performance Report

Agency:	**060 - Senior Services, Department of**	**Program:**	**528 - ELDERLY MEDICATION PROGRAM**
Organization:	-	**Activity:**	-
Mission:	To provide for effective personnel and administrative support for the SenioRx Prescription Assistance Program		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Average SenioRx prescription cost savings per client	--	NA	--	NA	--	NA	--	NA	3077	2583
W2: Number of potentially eligible age 55-64 persons	--	NA	--	NA	--	NA	--	NA	160397	160449

FY 11 SMART Quarterly Performance Report

Agency: 060 - Senior Services, Department of	Program: 528 - ELDERLY MEDICATION PROGRAM
Organization: -	Activity: -

Key Goal:			
Goal 1	Increase the annual prescription cost savings from SenioRx to $23.64 million by Fiscal Year 2014	Governor's Priority:	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
(O1-Quality) Increase the number of new SenioRx clients to 4,130 or above	Number of new SenioRx clients	1025	960	1025	1144	1025	982	1025	1108	4130	4184
(O2-Quality) Increase the number of SenioRx prescriptions processed at 49,435 or above	Number of SenioRx prescriptions processed	12359	12044	12359	12166	12359	12084	12359	13248	49435	49552
(O3-Efficiency) Increase the total prescription cost savings at $22.944 million or above	Prescription cost savings ($ millions)	5.736	5.243	5.736	8.629	5.736	5.752	5.736	6.448	22.944	23.093

FY 11 SMART Quarterly Performance Report

Agency: 060 - Senior Services, Department of	Program: 528 - ELDERLY MEDICATION PROGRAM
Organization: -	Activity: -

Key Goal:			
Goal 2	Increase the number of SenioRx clients under age 55 to 904 or above by Fiscal Year 2014	Governor's Priority:	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
(O1-Quality) Increase the number of SenioRx clients under age 55 to 877 or above	Number of SenioRx clients under age 55	350	344	375	452	400	462	425	517	877	1078

FY 11 SMART Quarterly Performance Report

Agency:	061 - Mental Health, Department of	Program:	421 - INSTITUT TREAT & CARE MEN ILL
Organization:	-	Activity:	-
Mission:	To provide mental illness services for the people of Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual
W1: State-operated psychiatric hospital utilization rate per 1,000 population (2008 National Rate - .59)	--	--	--	--	--	--	--	--	.74	0.69
W2: Community services utilization rate per 1,000 population (2008 National Rate - 19.15)	--	--	--	--	--	--	--	--	21	20.91
W3: Acute Care Unit capacity at state-operated psychiatric hospitals (Does Not Include Specialty Units)	416	416	416	416	416	416	416	416	416	416
W4: Extended Care Unit capacity at state-operated psychiatric hospitals (Does Not Include Specialty Units)	357	357	357	357	357	262	357	262	357	262

FY 11 SMART Quarterly Performance Report

Agency: 061 - Mental Health, Department of	Program: 421 - INSTITUT TREAT & CARE MEN ILL
Organization: -	Activity: -

Key Goal:

Goal 1	**By 2016, 25% of state-operated psychiatric hospital acute care services (the first 90 days of involuntary commitment - not including specialty units) will be transitioned to community-based services, reducing the acute care average daily census by 25% from the FY 08 baseline of 468.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) The number of probate admissions to state hospitals for individuals with involuntary commitment will be maintained or reduced from the FY 08 baseline of 2,141.	Number of probate admissions to state hospitals	536	448	535	495	535	518	535	548	2141	2009
(O2-Quality) The 30 day state psychiatric hospital readmission rate will be maintained or reduced from the FY 07 baseline of 3.5% (2007 National Rate - 9.4%)	30 day readmission rate to state psychiatric hosp	--	--	--	--	--	--	--	--	3.5%	2.99%
(O3-Efficiency) The average daily census of acute care units will be maintained or reduced from FY 08 baseline of 468.	Average daily census of acute care beds	468	453	468	437	468	444	468	456.6	468	477.8

FY 11 SMART Quarterly Performance Report

Agency: 061 - Mental Health, Department of	Program: 421 - INSTITUT TREAT & CARE MEN ILL
Organization: -	Activity: -

Key Goal:			
Goal 2	**By 2012, state-operated psychiatric hospital extended care units (units providing care over 180 days - not including specialty units) will increase the number of patients discharged by 40% from FY 08 baseline of 156 and decrease the number of in house patient days by 40% from FY 08 baseline of 131,989.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) The number of patients discharged from extended care into local services will increase by 30% from FY 08 baseline of 156.	# of patients discharged from extended care	51	31	51	22	51	38	50	12	203	103
(O2-Efficiency) The number of patient days (days spent receiving care in an extended care unit)will decrease by 30% from FY 08 baseline of 131,989.	# of exended care patient days (in house days)	23099	24113	23098	21614	23098	18605	23098	17198	92393	81530

FY 11 SMART Quarterly Performance Report

Agency: 061 - Mental Health, Department of	Program: 421 - INSTITUT TREAT & CARE MEN ILL
Organization: -	Activity: -

Key Goal:			
Goal 3	**By 2012, the number of children and adolescents served will increase by 10% over the FY 2008 baseline of 25,000 by expanding the continuum of care.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) The number of children/adolescents served will increase by 5% from FY 07 baseline of 25,000.	Number of children and adolescents served	15000	14798	3750	5214	3750	2429	3750	3676	26250	26117
(O2-Efficiency) The number of days of residential and in-home service for children/adolescents will increase by 5% over FY 08 baseline of 65,000.	Number of days residential and in-home service	20000	22022	16250	41659	16000	25107	16000	47676	68250	130929
(O3-Efficiency) The number of hourly units in outpatient and case management for children and adolescents will increase by 5% over FY 08 baseline of 293,000.	# of hours child outpatient and case management	76912	56423	76912	111288	76912	76063	76914	120900	307650	358674

Item #	Notes
O2-	The baseline year should read '2007' instead of '2008'
O3-	The baseline year should read '2007' instead of '2008'

FY 11 SMART Quarterly Performance Report

Agency:	**061 - Mental Health, Department of**	**Program:**	**422 - INSTITUT TREAT & CARE INT DIS**
Organization:	-	**Activity:**	-
Mission:	To provide services for the people of Alabama who have intellectual disabilities.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Average Daily Census at Partlow	175	160	150	154	125	135	100	92	100	92
W2: People waiting for services	2450	2502	2500	2599	2550	2715	2600	2785	2600	2785
W3: Number of people added to the waiting list	200	204	200	215	200	220	200	207	800	846

FY 11 SMART Quarterly Performance Report

Agency: 061 - Mental Health, Department of	Program: 422 - INSTITUT TREAT & CARE INT DIS
Organization: -	Activity: -

Key Goal:			
Goal 1	**By 2012, the number of individuals receiving waiver services for competitive employment (at or above minimum wage) will maintain or increase from the FY 2010 baseline.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) The number of individuals receiving employment supports through the Personal Care on Worksite, Job Coach, or Job Developer waiver codes will be maintained or increased from the FY 10 baseline of 2.	# indiv using personal care on w/site, job coach, job developer code	2	5	2	5	2	6	2	7	2	7
(O2-Efficiency) The number of individuals receiving any employment supports through medicaid waivers (including Personal Care on worksite, Job Coach, Job Developer, and Supported Employment codes) will be maintained or increased from the FY 10 baseline of 294.	# individuals using employment waiver codes	294	304	294	306	294	308	294	310	294	310
(O3-Efficiency) The number of individuals employed with supports at minimum wage or above through the pilot sites will maintain or increase from the FY 10 baseline of 8.	number of individuals employed through pilot sites	8	2	8	3	8	1	8	3	8	9

Item #	Notes
O3-	The quarterly targets should each read '2' instead of '8'. This would be 2 per quarter for a total of 8 targeted for the year (this would be maintaining results from the previous FY.) ~MV

FY 11 SMART Quarterly Performance Report

Agency: 061 - Mental Health, Department of	**Program: 422 - INSTITUT TREAT & CARE INT DIS**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**By 2012, 600 people per year on waiting list will receive one new service.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) 600 individuals on the waiting list will receive one new service during the year.	# of people on waiting list receiving new service	150	58	150	44	150	52	150	222	600	222
(O2-Quality) Number of information referrals provided through the call center.	number of referrals	400	434	400	432	400	394	400	0	1600	0
(O3-Quality) Number of initial contact forms completed through call center system navigation process.	number of contact forms complete	200	168	200	195	200	186	200	0	800	0
(O4-Quality) Number of individuals requesting system navigation through the call center.	Number of calls to the call center	625	622	625	656	625	598	625	0	2500	0

Item # **Notes**

O1- The budget does not cover the amount necessary to implement new services for individuals on the waiting list at the rate proposed.

FY 11 SMART Quarterly Performance Report

Agency: 061 - Mental Health, Department of	Program: 422 - INSTITUT TREAT & CARE INT DIS
Organization: -	Activity: -

Key Goal:			
Goal 3	**By 2012, individuals with intellectual diasabilities will report 15% greater access to transportation supports from the National Core Indicator FY 2008 baseline rate of 49%.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Individuals with intellectual disabilities will report 7% greater access to transportation supports from the National Core Indicator FY 2008 baseline rate of 49%.	% of waiver clients reporting adequate transport	--	--	--	--	--	--	--	--	56%	58%

FY 11 SMART Quarterly Performance Report

Agency:	**061 - Mental Health, Department of**	**Program:**	**424 - ADMINISTRATIVE SERVICES**
Organization:	-	**Activity:**	-
Mission:	To provide administrative and support services for mental illness, intellectual disabilities, and substance abuse services for the people of Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # total budgeted staff	2963	2915	2963	2915	2963	2882	2963	2877	2963	2877

FY 11 SMART Quarterly Performance Report

Agency: 061 - Mental Health, Department of	Program: 424 - ADMINISTRATIVE SERVICES
Organization: -	Activity: -

Key Goal:			
Goal 1	**By 2012, a systemic methodology consistent with industry standards will be established and implementation begun regarding governance, infrastructure, and staffing in order to support the development and maintenance of departmental information technology applications and systems.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) A design model for ALDMH electronic health record will be developed.	phase of electronic health record design model completed	Complete IAPD for CMS 90/10 Funding	Medicaid IAPD 10/6/2011, ADMH under developme nt	Release RFP for software	will be released in May 2013.	Select software vendor	funding unavailable	Complete detail system design specificatio ns	funding unavailable	Design specificatio ns	funding unavailabl e

FY 11 SMART Quarterly Performance Report

Agency: 061 - Mental Health, Department of	Program: 424 - ADMINISTRATIVE SERVICES
Organization: -	Activity: -

Key Goal:			
Goal 2	**By 2012, the controllable turnover rate for the job classifications Mental Health Worker I (FY 08 baseline – 15%), Mental Health RN I (FY 08 baseline – 27%), Mental Health RN II (FY 08 baseline – 14%), and Mental Health LPN I (FY 08 baseline – 27%) will be reduced by 5% from the FY 2008 baseline rates.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) The turnover rate for the job classification Mental Health Worker I will reduce by 3.5% from the FY 08 baseline of 15%.	Controllable turnover rate of MHW I	.02875	0.02	.02875	0.02	.02875	0.04	.02875	0.06	.115	0.18
(O2-Quality) The turnover rate for the job classification MH RN I will reduce by 3.5% from the FY 08 baseline of 27%.	Controllable turnover rate of MH RN I	.05875	0.04	.05875	0.02	.05875	0.05	.05875	0.07	.235	0.18
(O3-Quality) The turnover rate for the job classification MH RN II will reduce by 3.5% from the FY 08 baseline of 14%	controllable turnover rate of MH RN II	.02625	0.01	.02625	0.01	.02625	0.02	.02625	0.01	.105	0.06
(O4-Quality) The turnover rate for the job classification MH LPN I will reduce by 3.5% from the FY 08 baseline of 27%.	controllable turnover rate of MH LPN I	.05875	0.01	.05875	0	.05875	0.01	.05875	0.07	.235	0.1

Item # **Notes**

O4- There was a higher rate of resignation in 4th quarter due to necessary layoffs.

FY 11 SMART Quarterly Performance Report

Agency:	**061 - Mental Health, Department of**	**Program:**	**425 - SUBSTANCE ABUSE PROGRAM**
Organization:	-	**Activity:**	-
Mission:	To provide substance abuse services for the people of Alabama		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of unduplicated people receiving substance abuse treatment services	8700	9336	5100	5349	5100	4919	5100	4654	24000	24258
W2: Number of participants receiving substance abuse prevention services	25000	29002	25000	8518	25000	18314	25000	16353	100000	71695
W3: Number of adolescents at residential treatment facilities who go to school on-site	135	102	105	152	105	79	105	143	450	500
W4: The number of SA residential female bed days paid through state funds.	16400	15397	16400	15483	16400	14746	16400	16540	65600	62190

Item # **Notes**

WL4- The actual measure for first quarter should read 15, 421 (not 15,397) based on updated documentation.

FY 11 SMART Quarterly Performance Report

Agency: 061 - Mental Health, Department of	Program: 425 - SUBSTANCE ABUSE PROGRAM
Organization: -	Activity: -

Key Goal:			
Goal 1	**By 2015, a continuum of outcome supported prevention, treatment, and recovery substance abuse support services for adults will be available in all 67 counties.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) The number of counties offering Intensive Outpatient Treatment will increase by 5 counties each year over FY 2010 baseline of 47.	# of counties with adult IOP services	47	47	47	47	50	47	52	47	52	47
(O2-Quality) At least 50% of all ASAM levels of care service codes for adults will be utilized for contract billed services during FY 2011.	percent of all standard codes that are billed for in the state	.20	41%	.30	0.5	.40	0.5	.50	0.5	.50	.5
(O3-Efficiency) The number of substance abuse service delivery regions that have an available residential detoxification and outpatient detoxification program will increase by 1 region from the FY 2010 baseline of 1 region. (4 regions expected by 2015)	Number of regions with detox program	--	--	--	--	--	--	--	--	2	1
(O4-Efficiency) The number of certified residential treatment beds for females with substance related disorders (through publicly funded providers) will be increased by 25% above the FY 2010 level of 284.	number of certified women's beds.	284	284	305	284	330	284	355	300	355	300

Item # **Notes**

O2- First quarter actual measure should read 50% (not 41%) based on updated documentation.

FY 11 SMART Quarterly Performance Report

Agency: 061 - Mental Health, Department of	Program: 425 - SUBSTANCE ABUSE PROGRAM
Organization: -	Activity: -

Key Goal:			
Goal 2	**By 2012, a continuum of outcome supported prevention, treatment, and recovery substance abuse support services for children and adolescents will be available in all 67 counties.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) The number of counties with community based prevention programs will increase by 9 each year from FY 2010 baseline of 31 counties.	# of counties with publicly funded prevention prog	31	31	33	31	37	31	40	31	40	31
(O2-Efficiency) At least 50% of all ASAM levels of care service codes for children and adolescents will be utilized for contract billed services during FY 2011.	percent of adolescent billing codes used	.20	0.71	.30	0.43	.40	0.43	.50	.5	.5	0.43
(O3-Efficiency) The number of counties offering publicly funded adolescent outpatient services will increase by 9 each year over the FY 2010 baseline of 25.	number of c&a outpatient counties	25	25	27	25	31	25	34	25	34	25
(O4-Efficiency) One child and adolescent non-detention residential program with continuing care services will be added to the FY 2010 baseline of 2 child and adolescent non-detention residential programs. (total of 4 by the end of 2015)	Number of C&A residential group homes	--	--	--	--	--	--	--	--	3	2

Item # **Notes**

O2- First quarter actual measure should read 43% (not 71%) based on updated documentation.

FY 11 SMART Quarterly Performance Report

Agency: 061 - Mental Health, Department of	Program: 425 - SUBSTANCE ABUSE PROGRAM
Organization: -	Activity: -

Key Goal:			
Goal 3	**By 2012, prevention and treatment outcomes will be measured using the ten national outcome measures for substance abuse.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) The percentage of clients reporting employment from admission to discharge will increase by 6% from FY 07 baseline of 12.66%.	% of clients employed from admission to discharge	--	--	--	--	--	--	--	--	18.66%	7.04%
(O2-Efficiency) The percentage of clients arrested from admission to discharge will decrease by 18% from FY 07 baseline of (-.41%).	% clients arrested from admission to discharge	--	--	--	--	--	--	--	--	-18.41%	-11.48%
(O3-Efficiency) The percentage of clients reporting abstinence from alcohol from admission to discharge will increase by 16% from the FY 07 baseline of 30%.	% client report alcohol abstinence; admit-dischrg	--	--	--	--	--	--	--	--	46%	32%
(O4-Efficiency) The percentage of clients reporting abstinence from illegal drugs from admission to discharge will increase by 9% from FY 07 baseline of 62%.	% client report illeg. drug abstain; admit-dischrg	--	--	--	--	--	--	--	--	71%	60%

FY 11 SMART Quarterly Performance Report

Agency:	**061 - Mental Health, Department of**	**Program:**	**916 - SPECIAL SERVICES**
Organization:	-	**Activity:**	-
Mission:	To provide direct and specialized services to families and consumers throughout the ALDMH.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Department projects/programs supporting children and adolescents.	--	--	--	--	--	--	--	--	14	16
W2: Number of people receiving mental health recommendations upon evaluation for nursing home placement.	56	53	57	67	56	63	57	47	226	230

FY 11 SMART Quarterly Performance Report

Agency: 061 - Mental Health, Department of	**Program: 916 - SPECIAL SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**By 2012, 450 individuals (MI, ID, and SA consumers) will be trained on transportation resource identification.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Transportation resource identification training will be provided to 200 individuals receiving Department services.	# of individuals receiving training	50	140	50	0	50	0	50	76	200	216

FY 11 SMART Quarterly Performance Report

Agency: 061 - Mental Health, Department of	**Program: 916 - SPECIAL SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**By 2012, the number of projects/programs serving ALDMH children and adolescents funded with state/federal grants and/or collaborative funding initiatives will increase by four projects/programs from the FY 08 baseline of 11 projects/programs.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) The number of projects/programs supporting children and adolescents across the Department will increase by 3 from FY 08 baseline of 11 projects/programs.	# of projects/programs for children and adolescent	--	--	--	--	--	--	--	--	14	16

FY 11 SMART Quarterly Performance Report

Agency: 061 - Mental Health, Department of	Program: 916 - SPECIAL SERVICES
Organization: -	Activity: -

Key Goal:			
Goal 3	**By 2012, 100% of mental health services recommended by OBRA-PASRR (Pre-Admission Screening / Resident Review) for clients residing in a Medicaid certified nursing home will be monitored in compliance with federal determination and regulation.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Will collect 50% of monitoring forms from site surveyors through Public Health collaboration.	# monitor forms collected / # of monitoring visit	.50	see note	.50	not available from public health	.50	see note	.50	see note	.50	see note

Item # **Notes**

O1- The current measure is contingent on follow through by public health. To ensure that the OBRA / PASRR office has the capacity to measure the outcome sufficiently in house, they are reviewing mechanisms for measuring whether those referred for services are receiving mental health services.

O1- The current measure is contingent on follow through by public health. To ensure that the OBRA / PASRR office has the capacity to measure the outcome sufficiently in house, they are reviewing mechanisms for measuring whether those referred for services are receiving mental health services.

FY 11 SMART Quarterly Performance Report

Agency:	062 - Medicaid Agency, Alabama	Program:	416 - MEDICAL ASSIST THRU MEDICAID
Organization:	-	Activity:	-
Mission:	To serve eligible, low income Alabamians by efficiently and effectively financing health care services to ensure patient-centered, quality-focused care.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual
W1: Average # of renewals processed per month	15484	17968	15600	20256	15716	20175	15830	22992	15830	22992
W2: # of Medicaid claims processed per month	2934660	2798723	3020136	2872678	3105612	2820586	3191086	2670589	3191086	2670589
W3: # of monthly eligibles utilizing Medicaid services	830436	718326	848824	729513	867212	718192	885600	722439	885600	722439
W4: Average # of applications processed per month	17599	18819	17730	20407	17861	19174	17992	18646	17992	18646

FY 11 SMART Quarterly Performance Report

Agency: 062 - Medicaid Agency, Alabama	Program: 416 - MEDICAL ASSIST THRU MEDICAID
Organization: -	Activity: -

Key Goal:			
Goal 1	**For 2012, maintain the annual cost per person for Long Term Care (LTC) recipients at the 2008 level, adjusted for inflation ($32,196 FY08 annual cost per person.)**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Average annual cost per recipient	average annual cost per recipient	34465	38976	34773	36264	35081	40872	35387	40200	35387	40200

FY 11 SMART Quarterly Performance Report

Agency: 062 - Medicaid Agency, Alabama	Program: 416 - MEDICAL ASSIST THRU MEDICAID
Organization: -	Activity: -

Key Goal:			
Goal 2	**Use systems and technology to reduce the number of days to process an application, increase the number of web applications by 30% each year through FY 12, and increase the percentage of Electronic Health Record (EHR)use in the TFQ pilot counties.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Process all applications within 45 days.	# of days	45	30	45	30	45	31	45	31	45	31
(O2-Efficiency) Increase the number of web applications to 7,605 for FY11.	# of web applications	1860	4826	1895	6197	1915	6131	1935	5571	7605	22725
(O3-Efficiency) Increase the percentage of EHR use in the pilot counties to 25% for FY11.	# of recipients	14	34	18	38	22	29	25	43	25	43

FY 11 SMART Quarterly Performance Report

Agency: 062 - Medicaid Agency, Alabama	Program: 416 - MEDICAL ASSIST THRU MEDICAID
Organization: -	Activity: -

Key Goal:			
Goal 3	**For 2012, maintain the average annual cost per person for Patient 1st members at the 2008 level, adjusted for inflation ($181.00 FY08 average annual cost per Patients 1st member.)**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Average annual cost per person	Cost per person	225.00	259.46	235.00	184.55	240.00	174.87	248.00	155.59	237.00	193.62

FY 11 SMART Quarterly Performance Report

Agency:	**063 - Manufactured Housing Commission, Alabama**	**Program:**	**021 - REGULATORY SERVICES**
Organization:	**-**	**Activity:**	**-**
Mission:	To protect the physical safety and financial interest of consumer; Examining, Licensing, Enforcement of safe/affordable manufactured homes and buildings.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Licenses issued.	500	406	500	353	100	106	100	52	1200	917
W2: Number of Complaints processed	25	12	25	16	25	14	25	14	100	80
W3: Number of inspections performed	1250	1123	1250	1181	1250	1598	1250	1410	5000	5439

FY 11 SMART Quarterly Performance Report

Agency: 063 - Manufactured Housing Commission, Alabama	Program: 021 - REGULATORY SERVICES
Organization: -	Activity: -

Key Goal:			
Goal 1	**To minimize the number of manufactured homes improperly installed(including installation by unlicensed installer) to 75% by 2013.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Ensure that all manufactured homes installed by an uncertified installer are corrected by a certified installer within 30 days of discovery.	%	100	6	100	8	100	6	100	11	100	8
(O2-Efficiency) Reduce complaints associated with the improper installation of manufactured homes.	% of complaints with majority installation problem	50	46	50	80	50	50	50	57	50	58
(O3-Efficiency) Monitor inspection reports to calculate the ratio of improperly installed homes to total installations.	%	85	71	85	41	85	26	85	34	85	43

FY 11 SMART Quarterly Performance Report

Agency: 063 - Manufactured Housing Commission, Alabama	Program: 021 - REGULATORY SERVICES
Organization: -	Activity: -

Key Goal:			
Goal 2	**Ensure that 100% of consumer complaints are processed(starting with reception of completed complaint form and ending with initial inspection) within 30 days.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Ensure that 90% of consumer complaints are processed(from date of reception to date that all parties are notified) within 30 days.	%	100	100	100	100	100	100	100	100	100	100

FY 11 SMART Quarterly Performance Report

Agency:	**064 - Health Planning and Development Agency, State**	**Program:**	**415 - HEALTH PLANNING DEVL AND REGUL**
Organization:	**-**	**Activity:**	**-**
Mission:	To administer a Certificate of Need program to assure that healthcare services and facilities offered and developed are in the public's interest, and to prevent the construction of unnecessary and inappropriate healthcare facilities and services.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The number of healthcare facilities surveyed to publish statistical updates to the State Health Plan, and/or provide information required to complete and analyze certificate of need applications.	118	127	89	183	229	228	315	315	751	853
W2: The number of annual reports verified, entered, corrected, and published in accordance with the Alabama State Health Plan. i.e. after publishing data and subsequent release, statistical updates are generated as required by the Alabama State Health Plan and the Certificate of Need Rules & Regulations.	355	0	907	465	146	0	351	0	1759	465
W3: The number of Patient Origin Surveys completed by healthcare facilities, and published through SHPDA for use by healthcare facilities, trade organizations, and agency staff.	122	0	122	119	122	0	122	238	488	357

FY 11 SMART Quarterly Performance Report

Agency: 064 - Health Planning and Development Agency, State	Program: 415 - HEALTH PLANNING DEVL AND REGUL
Organization: -	Activity: -

Key Goal:			
Goal 1	**To complete processing and data entry of healthcare utilization, as reported by healthcare facilities via annual reporting forms, within 180 days of submission by FY 2013, thereby continuously strengthening the Certificate of Need process through accurate and timely publication of data.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To reduce the amount of time from submission to completion of individual reports received from prior years.	# of reports processed from prior fiscal years	355	0	907	465	146	0	351	0	1759	465

FY 11 SMART Quarterly Performance Report

Agency: 064 - Health Planning and Development Agency, State	Program: 415 - HEALTH PLANNING DEVL AND REGUL
Organization: -	Activity: -

Key Goal:			
Goal 2	**To collect and process for release Patient Origin Survey data within 120 days of submission deadline by FY 2013.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To increase the percentage of healthcare facilities submitting Patient Origin Surveys by the established deadlines.	% of facilities reporting by deadline quarterly	.70	37.8%	.70	29.4%	.70	59.2%	.70	59.3%	.70	46.4%

FY 11 SMART Quarterly Performance Report

Agency:	**066 - Economic and Community Affairs, Department of**	**Program:**	**551 - SKILLS ENHANCE/EMPLOYMENT OPP**
Organization:	**-**	**Activity:**	**0275 - WORKFORCE INVESTMENT ACT PROG**
Mission:	To provide a market driven system that delivers services to customers using an innovative and comprehensive approach, which will provide employers with a prepared workforce to enhance the state's economic development and quality of life.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Training Grants Administered.	--	--	--	--	--	--	--	--	240	373

FY 11 SMART Quarterly Performance Report

Agency: 066 - Economic and Community Affairs, Department of	**Program: 551 - SKILLS ENHANCE/EMPLOYMENT OPP**
Organization: -	**Activity: 0275 - WORKFORCE INVESTMENT ACT PROG**

Key Goal:

Goal 1	**To procure and administer 240 training agreements for adults, dislocated workers, and older youth, which lead to employment in high growth, high demand, and high paying jobs by June 30, 2011.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) To increase the Entered Employment Rate for Adults to 74.50%.	Entered Employment rate for Adults	--	--	--	--	--	--	--	--	74.50%	64.30%
(O2-Quality) To increase the Entered Employment Rate for Dislocated workers to 80.50%.	Entered Employment Rate for Dislocated Workers	--	--	--	--	--	--	--	--	80.50%	71.30%
(O3-Quality) To increase the Placement of Youth in Employment or Education to 57.0%.	Placement in Employment or Education	--	--	--	--	--	--	--	--	57.00%	50.60%

FY 11 SMART Quarterly Performance Report

Agency: 066 - Economic and Community Affairs, Department of	**Program: 551 - SKILLS ENHANCE/EMPLOYMENT OPP**
Organization: -	**Activity: 0275 - WORKFORCE INVESTMENT ACT PROG**

Key Goal:			
Goal 2	**To maintain program administrative costs below the 15% threshold allowed by Federal Regulations for the program year ending 6/30/11.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To spend less on administrative costs than is allowed for Federal Workforce programs.	Percentage	--	--	--	--	--	--	--	--	13.50	12.83%

FY 11 SMART Quarterly Performance Report

Agency:	**066 - Economic and Community Affairs, Department of**	**Program:**	**631 - LAW ENFORCEMENT PLANNING & DEV**
Organization:	**-**	**Activity:**	**0362 - ADMINISTRATION**
Mission:	To strengthen the ability of our communities to improve the quality of life through enhancement of highway safety, domestic violence, victims' assistance, juvenile attention and detention, and drug/violent crime prevention programs.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Administrative management of highway traffic safety sub-grants awarded to subgrantees.	--	--	--	--	--	--	--	--	50	58
W2: Administer drug and violent crime task force subgrants to awarded subgrantees.	--	--	--	--	--	--	--	--	30	46
W3: Administer domestic violence, child abuse, and sexual assault subgrants awarded to subgrantees.	--	--	--	--	--	--	--	--	133	158
W4: Administer juvenile, adult corrections, and forensic science subgrants to awarded subgrantees.	--	--	--	--	--	--	--	--	20	25

FY 11 SMART Quarterly Performance Report

Agency: 066 - Economic and Community Affairs, Department of	**Program: 631 - LAW ENFORCEMENT PLANNING & DEV**
Organization: -	**Activity: 0362 - ADMINISTRATION**

Key Goal:			
Goal 1	**Reduce the number of traffic-related fatalities to 950 by providing subgrant programs designed to improve key aspects of highway and traffic safety by FY11.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Reduce highway related fatalities.	number of traffic-related fatalities	--	--	--	--	--	--	--	--	950	N/A

Item # **Notes**

O1- The actual number is unknown at this time. The actual number should be available in February 2012.

FY 11 SMART Quarterly Performance Report

Agency: 066 - Economic and Community Affairs, Department of	Program: 631 - LAW ENFORCEMENT PLANNING & DEV
Organization: -	Activity: 0362 - ADMINISTRATION

Key Goal:			
Goal 2	**Provide emergency shelter, victim advocacy, protection services, and counseling services to 154,000 victims of domestic violence, sexual assault, and child abuse by FY 2012.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To provide services to 38,500 victims in FY 2011.	Number of victims served	--	--	--	--	--	--	--	--	38500	N/A

Item # **Notes**

O1- The actual number is unknown at this time. The number should be available February 2012.

FY 11 SMART Quarterly Performance Report

Agency: 066 - Economic and Community Affairs, Department of	**Program: 631 - LAW ENFORCEMENT PLANNING & DEV**
Organization: -	**Activity: 0362 - ADMINISTRATION**

Key Goal:			
Goal 3	**Enhance Alabama's criminal justice system by funding state and local programs designed to reduce the juvenile and adult offender population so that 50,000 juvenile and adult inmates are provided services in FY2011.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Provide services to juvenile and adult offenders in Alabama's criminal system.	Number of offenders served	--	--	--	--	--	--	--	--	50,000	N/A

Item # **Notes**

O1- The actual number is unknown at this time. The number should be available February 2012.

FY 11 SMART Quarterly Performance Report

Agency:	**066 - Economic and Community Affairs, Department of**	**Program:**	**915 - PLANNING**
Organization:	**-**	**Activity:**	**0564 - STATE PLANNING**
Mission:	To distribute block grant funds through an effective and efficient means to promote the development of economically viable communities and a suitable living environment by creating sound and adequate public facilities, utilities, infrastructure, housing, and job opportunities.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of grants funded.	--	--	--	--	--	--	--	--	75	68
W2: Number of grants administered.	--	--	--	--	--	--	--	--	150	173
W3: Number of grant project sites monitored.	20	28	20	20	20	20	20	30	80	90
W4: Number of Appalachian Regional Commission (ARC) projects awarded.	6	4	10	10	14	16	10	14	40	44

FY 11 SMART Quarterly Performance Report

Agency: 066 - Economic and Community Affairs, Department of	**Program: 915 - PLANNING**
Organization: -	**Activity: 0564 - STATE PLANNING**

Key Goal:			
Goal 1	**Provide service to grant writing practitioners by offering a minimum of 3 workshops annually through FY 2011.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Provide at least 3 application workshops annually to assist practitioners in the grant process.	Number of workshops scheduled	--	--	--	--	--	--	--	--	3	3

FY 11 SMART Quarterly Performance Report

Agency: 066 - Economic and Community Affairs, Department of	**Program: 915 - PLANNING**
Organization: -	**Activity: 0564 - STATE PLANNING**

Key Goal:			
Goal 2	**Monitor a minimum of 80 trails per year through FY 2011.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) LWCF/RTP staff will monitor an average of 80 sites per year.	Number of sites	20	28	20	20	20	20	20	30	80	90

FY 11 SMART Quarterly Performance Report

Agency: 066 - Economic and Community Affairs, Department of	**Program: 915 - PLANNING**
Organization: -	**Activity: 0564 - STATE PLANNING**

Key Goal:			
Goal 3	**Increase the number of approved opportunities for successful economic development and quality of life in Appalachian Alabama to 13 by 2011.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Increase the number of projects approved in FY11 to 13.	Number of projects approved.	2	1	3	3	4	4	3	5	13	13

FY 11 SMART Quarterly Performance Report

Agency:	**066 - Economic and Community Affairs, Department of**	**Program:**	**915 - PLANNING**
Organization:	**-**	**Activity:**	**0580 - COMMUNITY SERVICES**
Mission:	To provide resources, leadership, training, and technical assistance to Community Action Agencies to empower Alabama citizens to achieve economic self-sufficiency and improve their quality of life.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Administer the Community Services Block Grant (CSBG) Program for the State of Alabama.	--	--	--	--	--	--	--	--	22	17
W2: Homes inspected.	--	--	--	--	--	--	--	--	264	285

FY 11 SMART Quarterly Performance Report

Agency: 066 - Economic and Community Affairs, Department of	**Program: 915 - PLANNING**
Organization: -	**Activity: 0580 - COMMUNITY SERVICES**

Key Goal:			
Goal 1	**Ensure that in FY 2011 the State's twenty-two Community Action Agencies operate in compliance with all Federal, State, and local laws, rules, and regulations.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Monitor each agency for fiscal and programmatic compliance.	number of agencies monitored	--	--	--	--	--	--	--	--	22	17

FY 11 SMART Quarterly Performance Report

Agency: 066 - Economic and Community Affairs, Department of	**Program: 915 - PLANNING**
Organization: -	**Activity: 0580 - COMMUNITY SERVICES**

Key Goal:			
Goal 2	**To assist limited income citizens with energy costs. {Increase number of homes inspected by 30% by FY2011 relative to FY2008}**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase number of homes inspected per weatherization staff by 30% by FY2011 relative to 51 in FY2008.	number of homes inspected per weatherization staff	--	--	--	--	--	--	--	--	66	71

FY 11 SMART Quarterly Performance Report

Agency:	**066 - Economic and Community Affairs, Department of**	**Program:**	**918 - ADMINISTRATIVE SERVICES**
Organization:	**-**	**Activity:**	**0738 - ADMINISTRATIVE SUPPORT SERVICE**
Mission:	To provide exceptional financial support and accountability to the department through accounting, budgeting, procurement, and property management, public information, and information services.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of service requests.	486	552	486	630	486	436	487	538	1945	2156
W2: Number of Deployed Technologies.	7	7	7	8	8	8	8	8	30	31
W3: Number of clients served.	2350	2757	2350	2577	2350	2444	2350	2610	9400	10388

FY 11 SMART Quarterly Performance Report

Agency: 066 - Economic and Community Affairs, Department of	**Program: 918 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: 0738 - ADMINISTRATIVE SUPPORT SERVICE**

Key Goal:

Goal 1	**Eliminate 95% of the backlog of user requests for application development identified for FY99-FY06 by the end of FY12.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Reduce the backlog of user requests for application development identified for FY99-FY06 by 64%.	% of reduction in FY99-FY06 backlog	.02	0.02	.01	0.01	.01	0.01	.01	0.01	.05	.05

FY 11 SMART Quarterly Performance Report

Agency: 066 - Economic and Community Affairs, Department of	**Program: 918 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: 0738 - ADMINISTRATIVE SUPPORT SERVICE**

Key Goal:			
Goal 2	**Complete initial deployment of new technology interface and train 99% of ADECA employees in its use by the end of FY 2013.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Have new interface in place being used by all users by the end of FY 2011.	% of users trained and using new interface	N/A	N/A	N/A	N/A	.16	N/A	.17	N/A	.33	N/A

Item # **Notes**

O1- Due to changes in the ADECA administration since this goal was first reported, priority has been shifted to other projects. This goal remains worthwhile and work will continue at a later date. However, available resources are focused on other projects deemed of greater importance for the immediate future.

FY 11 SMART Quarterly Performance Report

Agency:	**066 - Economic and Community Affairs, Department of**	**Program:**	**920 - ENERGY MANAGEMENT**
Organization:	**-**	**Activity:**	**0627 - ENERGY MANAGEMENT**
Mission:	To increase energy efficiency, promote renewable energy, educate and assist limited income households with energy costs, and encourage access to advanced telecommunications services for Alabama citizens.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Workshops, energy audits, technical assistance, outreach events, and etc provided.	428	1062	428	118	428	115	428	82	1712	1377
W2: Grants administered.	--	--	--	--	--	--	--	--	97	111

Item # **Notes**

WL1- The decrease is due to the programs closing.

FY 11 SMART Quarterly Performance Report

Agency: 066 - Economic and Community Affairs, Department of	**Program: 920 - ENERGY MANAGEMENT**
Organization: -	**Activity: 0627 - ENERGY MANAGEMENT**

Key Goal:

Goal 1	**To reduce energy consumption costs and increase energy efficiency for Alabama consumers. {Increase # of ENERGY STAR products purchased by 25% by 2011 relative to FY 2006; increase # of local governments adopting the International Energy Conservation Code 2000 (IECC) 10% by FY 2011 relative to FY 2006; increase # of teachers trained in energy education 40% by FY 2011 relative to FY 2006}.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase number of energy outreach events by 5% by FY2011 relative to 72 in FY2008.	Number of energy outreach events	--	--	--	--	--	--	--	--	214	172.13
(O2-Efficiency) Increase dollars saved per grant dollar by 5% by FY2011 relative to $3.10 in FY2008.	Energy $ saved per total grant $	--	--	--	--	--	--	--	--	6.45	N/A
(O3-Quality) Maintain a 100% compliance rate through FY 2011 as achieved in FY 2008.	# of compliant projects/ # of projects reviewed	--	--	--	--	--	--	--	--	100%	100%

Item # **Notes**

O2- Will be determined after final reports are submitted.

FY 11 SMART Quarterly Performance Report

Agency:	**066 - Economic and Community Affairs, Department of**	**Program:**	**923 - SURPLUS PROPERTY**
Organization:	**-**	**Activity:**	**0629 - SURPLUS PROPERTY**
Mission:	To acquire property declared surplus by the State of Alabama and the United States Government to be reutilized by eligible entities.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of entities visiting both warehouses.	--	--	--	--	--	--	--	--	550	396
W2: Number of public auctions.	--	--	--	--	--	--	--	--	35	305

FY 11 SMART Quarterly Performance Report

Agency: 066 - Economic and Community Affairs, Department of	**Program: 923 - SURPLUS PROPERTY**
Organization: -	**Activity: 0629 - SURPLUS PROPERTY**

Key Goal:

Goal 1	**Increase the number of entities visiting both warehouses to 550 by FY 2011.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Number of entities.	number of entities visiting the warehouse.	--	--	--	--	--	--	--	--	550	396

FY 11 SMART Quarterly Performance Report

Agency: 066 - Economic and Community Affairs, Department of	**Program: 923 - SURPLUS PROPERTY**
Organization: -	**Activity: 0629 - SURPLUS PROPERTY**

Key Goal:			
Goal 2	**To increase the revenue generated by public and online auctions to $767,605 by FY2011.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Increase revenue from state property.	Amount of revenue generated	--	--	--	--	--	--	--	--	$767,605	1,301,570

FY 11 SMART Quarterly Performance Report

Agency:	**066 - Economic and Community Affairs, Department of**	**Program:**	**925 - WATER RESOURCES**
Organization:	**-**	**Activity:**	**0970 - OFFICE OF WATER RESOURCES**
Mission:	To plan, coordinate, develop, and manage Alabama water resources, both ground and surface, within the statutory authorities and in a manner that is in the best interest of the State of Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Certificate of Use (COU) holders.	--	--	--	--	--	--	--	--	1100	1011
W2: Number of FEMA Mapping Projects.	--	--	--	--	--	--	--	--	21	28
W3: Number of Community Assistance Visits (CAVs) in support of the National Flood Insurance Program (NFIP).	--	--	--	--	--	--	--	--	10	10

FY 11 SMART Quarterly Performance Report

Agency: 066 - Economic and Community Affairs, Department of	**Program: 925 - WATER RESOURCES**
Organization: -	**Activity: 0970 - OFFICE OF WATER RESOURCES**

Key Goal:			
Goal 1	**To conduct water use and water availability assessments for 100% of the major river basins in the state by 2011.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Conduct water availability assessments of Alabama's major river basin.	Percentage of State completed	--	--	--	--	--	--	--	--	100%	75%

FY 11 SMART Quarterly Performance Report

Agency: 066 - Economic and Community Affairs, Department of	**Program: 925 - WATER RESOURCES**
Organization: -	**Activity: 0970 - OFFICE OF WATER RESOURCES**

Key Goal:			
Goal 2	**To update Flood Insurance Rate Maps (FIRMS) for 100% of the counties in the state by 2011.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Increase the availability of updated Flood Insurance Rate Maps(FIRMs).	Percent of AL population with updated FIRMs	--	--	--	--	--	--	--	--	100%	100%

FY 11 SMART Quarterly Performance Report

Agency:	**067 - Judicial Inquiry Commission**	**Program:**	**933 - ADMINISTRATIVE SERVICES**
Organization:	-	**Activity:**	-
Mission:	To determine reasonable basis to file public charges of ethical misconduct or disability against Alabama judges from confidential consideration of received or initiated complaints, and to prosecute such charges in the Court of the Judiciary and to advise judges on compliance with the Canons of Judicial Ethics (Rule 17, Rules of Procedure of Judicial Inquiry Commission).		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of complaints and complaint inquiries.	--	--	--	--	--	--	--	--	1000	1035
W2: Number of requests for advisory opinions and informal advice.	--	--	--	--	--	--	--	--	100	119
W3: Number of prosecutions in the Court of the Judiciary	--	--	--	--	--	--	--	--	2	2

FY 11 SMART Quarterly Performance Report

Agency: 067 - Judicial Inquiry Commission	**Program: 933 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To consider, investigate, and resolve or prosecute 100% of all complaints of judicial misconduct or disability within time limits set by the Alabama Supreme Court by the end of FY 11**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To consider, investigate, and resolve, or prosecute 100% of all complaints.	%	--	--	--	--	--	--	--	--	100	

FY 11 SMART Quarterly Performance Report

Agency:	**069 - Postsecondary Education, Department**	**Program:**	**121 - ADULT EDUCATION**
Organization:	**1319 - ADULT BASIC EDUCATION**	**Activity:**	**0108 - ADULT BASIC EDUCATION**
Mission:	Prepare Clients to enter the workforce through improved literacy skills.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Adult Education clients served annually.	--	--	--	--	--	--	--	--	25,876	24339

FY 11 SMART Quarterly Performance Report

Agency: 069 - Postsecondary Education, Department	**Program: 121 - ADULT EDUCATION**
Organization: 1319 - ADULT BASIC EDUCATION	**Activity: 0108 - ADULT BASIC EDUCATION**

Key Goal:			
Goal 1	**Increase access to workforce training and postsecondary educational programs for Adult Education clients.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Reduce by 100% the GED exam fee for 100% of Adult Education program clients.	% of fee waived	--	--	--	--	--	--	--	--	100%	100%
(O2-Efficiency) Increase the number of clients who earn a GED credential by 12%.	% increase in GED's earned	--	--	--	--	--	--	--	--	12%	-2.46%

FY 11 SMART Quarterly Performance Report

Agency: 069 - Postsecondary Education, Department	**Program: 121 - ADULT EDUCATION**
Organization: 1319 - ADULT BASIC EDUCATION	**Activity: 0108 - ADULT BASIC EDUCATION**

Key Goal:			
Goal 2	**Improve the literacy rate of clients enrolled in Adult Education programs and ensure that local programs are funded using a fair and equitable formula.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Increase the total number of clients served by 5% each year.	# of students enrolled in AE	--	--	--	--	--	--	--	--	25,876	24339

Item # **Notes**

O1- Decrease of 3.23%

FY 11 SMART Quarterly Performance Report

Agency:	**069 - Postsecondary Education, Department**	**Program:**	**131 - POST SECONDARY ADMINISTRATION**
Organization:	**1311 - POSTSECONDARY/CHANCELLOR'S**	**Activity:**	**0113 - POST/SEC STATE ADMINISTRATION**
Mission:	To provide direction and supervision of educational, adult education, and workforce development programs and services provided by the entities of the Alabama Community College System.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of career technical programs in the Academic Inventory.	--	--	--	--	--	--	--	--	172	149
W2: Annual Credit Hour Production for all colleges	937147	1044322	902154	N/A	467064	983663	375116	488802	2306365	2516787

Item #	Notes
WL1-	Difference in the total is due to counting method. Previous method was to count CTE CIP codes. There are CIP codes we do not have in the inventory. The new count is based on current listing of department codes.
WL2-	Fall 2010 Semester
WL2-	Should reflect N/A for 2nd qtr
WL2-	Should reflect 902,154 for Spring Semester
WL2-	Should reflect 467,064 for Summer Semester
WL2-	Total projection should be 2,306,365

FY 11 SMART Quarterly Performance Report

Agency: 069 - Postsecondary Education, Department	**Program: 131 - POST SECONDARY ADMINISTRATION**
Organization: 1311 - POSTSECONDARY/CHANCELLOR'S	**Activity: 0113 - POST/SEC STATE ADMINISTRATION**

Key Goal:

Goal 1	**Strengthen the articulation and academic transfer programs for community and technical college students who desire to earn a baccalaureate degree.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Standardize 60% of the core courses in all career technical programs.	% of core courses standardized	--	--	--	--	--	--	--	--	60%	88%
(O2-Quality) Establish four program discipline committees at the system level that recommend improvements to courses offered and professional development opportunities.	# of dicipline committees established	--	--	--	--	--	--	--	--	4	2
(O3-Quality) Increase the number of students transferring to baccalaureate programs by 10%.	# of students transferring	--	--	--	--	--	--	--	--	16463	N/A

Item # **Notes**

O3- Information not available from ACHE

FY 11 SMART Quarterly Performance Report

Agency: 069 - Postsecondary Education, Department	**Program: 131 - POST SECONDARY ADMINISTRATION**
Organization: 1311 - POSTSECONDARY/CHANCELLOR'S	**Activity: 0113 - POST/SEC STATE ADMINISTRATION**

Key Goal:			
Goal 2	**Obtain and implement an integrated common comprehensive administrative software system throughout the Alabama Community College institutions by 2014.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Obtain and implement a common administrative software system throughout 15% of the Alabama Community College System	% of colleges using new software	--	--	--	--	--	--	--	--	15%	29.6%

FY 11 SMART Quarterly Performance Report

Agency:	**069 - Postsecondary Education, Department**	**Program:**	**132 - POSTSECONDARY/2YR COLLEGES**
Organization:	**132S - Workforce Development**	**Activity:**	**0114 - Postsecondary/2yr Colleges**
Mission:	The mission of the Governor's Office of Workforce Development is to help individuals prosper by obtaining and retaining successful employment and help employers prosper by obtaining and retaining skilled employees.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of programs, projects and activities supported by state Workforce Development funds.	--	--	--	--	--	--	--	--	100	97

FY 11 SMART Quarterly Performance Report

Agency: 069 - Postsecondary Education, Department	**Program: 132 - POSTSECONDARY/2YR COLLEGES**
Organization: 132S - Workforce Development	**Activity: 0114 - Postsecondary/2yr Colleges**

Key Goal:			
Goal 1	**Expand the quality and quantity of workforce training instruction provided by the Alabama Communtiy College System.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Update strategic plans of 100% of Regional Workforce Development Councils to include identificaiton of priority needs.	% of plans	--	--	--	--	--	--	--	--	100%	100%
(O2-Efficiency) Establish Proposal Review Committees at 100% of Regional Workforce Development Councils to review and prioritize funding proposals from eligible entities.	% of Committees established	--	--	--	--	--	--	--	--	100%	100%

FY 11 SMART Quarterly Performance Report

Agency:	**069 - Postsecondary Education, Department**	**Program:**	**136 - POSTSECONDARY/SPEC LINE ITEMS**
Organization:	**1363 - Special Populations Training**	**Activity:**	**-**
Mission:	The mission is to prepare the inmate population, parolees and other special populations for entry into the workforce through adult education, pre-employment skills training, and short-term intensive career technical training.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Ready to Work and inmate Special Population students in programs supported by Special Populations funds.	--	--	--	--	--	--	--	--	3310	1724

FY 11 SMART Quarterly Performance Report

Agency: 069 - Postsecondary Education, Department	**Program: 136 - POSTSECONDARY/SPEC LINE ITEMS**
Organization: 1363 - Special Populations Training	**Activity: -**

Key Goal:			
Goal 1	**Prepare special populations for entry into the workforce.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase the average number of students served in Ready to Work and inmate programs by special populations funds by 5% in 2011.	# of special pops served	--	--	--	--	--	--	--	--	3310	1724

FY 11 SMART Quarterly Performance Report

Agency:	**070 - Clerk of the House**	**Program:**	**917 - FISCAL MANAGEMENT**
Organization:	-	**Activity:**	-
Mission:	test		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: test	--	--	--	--	--	--	--	--	test	

FY 11 SMART Quarterly Performance Report

Agency: 070 - Clerk of the House	**Program: 917 - FISCAL MANAGEMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**test**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) test 2	test	2		4		4		2		8	

FY 11 SMART Quarterly Performance Report

Agency:	**073 - Child Abuse and Neglect Prevention, Department of**	**Program:**	**522 - SOCIAL SERVICES**
Organization:	**-**	**Activity:**	**-**
Mission:	The Department of Child Abuse Prevention, (DCAP) secures resources to fund evidence-based community programs committed to the prevention of child maltreatment. We advocate for children and the strengthening of families. (Per Alabama Code (26-16-3) the Department was created as an autonomous agency of the state government in 1983.)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Increase number of fully funded, evidence-based prevention programs/projects (grantees) as evaluated by University of Alabama, School of Social Work.	--	178/ $7,520,828	--	178/ $7,286,416	--	178/ $6,652,552	--	-- 178/6,652, 552	175 Programs/$ 6,373,628	178/6652 552
W2: Increase number of children served by DCAP programs.	--	17546	--	18114	--	16206	--	5069	50,400	56935
W3: Reduction in number of indicated cases of child abuse and neglect.	--	2050	--	1850	--	1689	--	1957	4,557	7546
W4: Increase number of adults served by DCAP programs.	--	6464	--	6574	--	6671	--	5409	22,000	25118

Item #	Notes
WL2-	These numbers are lower than the actual numbers as one October report, two November reports, and seven December reports had not been submitted or were incomplete at the time these data were generated. Also, it contains some error as data cleaning for all three months is still underway. Source: Debra Nelson-Gardell, Ph.D and M. Felicia Woerner, MA - University of Alabama
WL2-	The number of individuals served through community awareness activities (or receiving indirect services) = 2,022,924 in October 2010; 1,368,708 in November 2010; and 1,348,796 in December 2010. NOTE: For some activities such as radio spots, television shows, community fairs, etc., the number of participants was estimated by the programs since it was not feasible to obtain the exact number. These numbers are lower than the actual numbers as one October report, two November reports, and seven December reports had not been submitted or were incomplete at the time these data were generated. Also, these numbers contain some error as data cleaning for all three months is still underway. Source: Debra Nelson-Gardell, Ph.D and M. Felicia Woerner, MA - University of Alabama

WL2- NOTE: These numbers are lower than the actual numbers as one January report, one February report, and ten March reports had not been submitted or were incomplete at the time these data were generated. Also, it contains some error as data cleaning for all three months is still underway. Source: Debra Nelson-Gardell, Ph.D and M. Felicia Woerner, MA - University of Alabama.

WL2- NOTE: These numbers are lower than the actual numbers as one May report and four June reports had not been submitted or were incomplete at the time these data were generated. Also, it contains some error as data cleaning for all three months is still underway. Source: Debra Nelson-Gardell, Ph.D and M. Felicia Woerner, MA - University of Alabama

WL2- These numbers are lower than the actual numbers as six July reports and five September reports had not been submitted or were incomplete at the time these data were generated. Also, it contains some error as data cleaning for all three months is still underway. Source: Debra Nelson Gardell Ph. D. and M. Felicia Woerner, MA - University of Alabama

WL2- The number of individuals served through community awareness activities (or receiving indirect services) = 2,506,296 in July 2011; 192,871 in August 2011; and 235,609 in September 2011. NOTE: For some activities such as radio spots, television shows, community fairs, etc., the number of participants was estimated by the programs since it was not feasible to obtain the exact number. These numbers are lower than the actual numbers as six July reports and five September reports had not been submitted or were incomplete at the time these data were generated. Also, these numbers contain some error as data cleaning for all three months is still underway. Source: Debra Nelson-Gardell, Ph. D. and M. Felicia Woerner, MA - University of Alabama

WL3- Source: Alabama Dept. of Human Resources, Office of Data Analysis (Approximately 4,878 CAN reports received; Approximately 1,850 disposed as indicated.)

WL3- Approximately 4,714 CAN reports received;Approximately 1,689 disposed of as indicated. Source: Office of Data Analysis, SDHR

WL4- NOTE: These numbers are lower than the actual numbers as one January report, one February report, and ten March reports had not been submitted or were incomplete at the time these data were generated. Also, it contains some error as data cleaning for all three months is still underway. Source: Debra Nelson-Gardell, Ph.D and M. Felicia Woerner, MA - University of Alabama.

WL4- The number of individuals served through community awareness activities (or receiving indirect services) = 1,469,568 in January 2011; 4,287,968 in February 2011; and 3,901,396 in March 2011. NOTE: For some activities such as radio spots, television shows, community fairs, etc., the number of participants was estimated by the programs since it was not feasible to obtain the exact number. These numbers are lower than the actual numbers as one January report, one February report, and ten March reports had not been submitted or were incomplete at the time these data were generated. Also, these numbers contain some error as data cleaning for all three months is still underway. Source: Debra Nelson-Gardell, Ph.D and M. Felicia Woerner, MA - University of Alabama.

WL4- The number of individuals served through community awareness activities (or receiving indirect services) = 2,022,924 in October 2010; 1,368,708 in November 2010; and 1,348,796 in December 2010. NOTE: For some activities such as radio spots, television shows, community fairs, etc., the number of participants was estimated by the programs since it was not feasible to obtain the exact number. These numbers are lower than the actual numbers as one October report, two November reports, and seven December reports had not been submitted or were incomplete at the time these data were generated. Also, these numbers contain some error as data cleaning for all three months is still underway. Source: Debra Nelson-Gardell, Ph.D and M. Felicia Woerner, MA - University of Alabama

WL4- NOTE: These numbers are lower than the actual numbers as one October report, two November reports, and seven December reports had not been submitted or were incomplete at the time these data were generated. Also, it contains some error as data cleaning for all three months is still underway. Source: Debra Nelson-Gardell, Ph.D and M. Felicia Woerner, MA - University of Alabama

WL4- The number of individuals served through community awareness activities (or receiving indirect services) = 2,506,296 in July 2011; 192,871 in August 2011; and 235,609 in September 2011. NOTE: For some activities such as radio spots, television shows, community fairs, etc., the number of participants was estimated by the programs since it was not feasible to obtain the exact number. These numbers are lower than the actual numbers as six July reports and five September reports had not been submitted or were incomplete at the time these data were generated. Also, these numbers contain some error as data cleaning for all three months is still underway. Source: Debra Nelson-Gardell, Ph. D. and M. Felicia Woerner, MA - University of Alabama

WL4- These numbers are lower than the actual numbers as six July reports and five September reports had not been submitted or were incomplete at the time these data were generated. Also, it contains some error as data cleaning for all three months is still underway. Source: Debra Nelson Gardell Ph. D. and M. Felicia Woerner, MA - University of Alabama

WL4- NOTE: These numbers are lower than the actual numbers as one May report and four June reports had not been submitted or were incomplete at the time these data were generated. Also, it contains some error as data cleaning for all three months is still underway. Source: Debra Nelson-Gardell, Ph.D and M. Felicia Woerner, MA - University of Alabama

WL4- The number of individuals served through community awareness activities (or receiving indirect services) = 6,109,815 in April 2011; 1,584,774in May 2011; and 711,744 in June 2011. NOTE: For some activities such as radio spots, television shows, community fairs, etc., the number of participants was estimated by the programs since it was not feasible to obtain the exact number. These numbers are lower than the actual numbers as one May report and four June reports had not been submitted or were incomplete at the time these data were generated. Also, these numbers contain some error as data cleaning for all three months is still underway. Source: Debra Nelson-Gardell, Ph.D and M. Felicia Woerner, MA - University of Alabama.

FY 11 SMART Quarterly Performance Report

Agency: 073 - Child Abuse and Neglect Prevention, Department	Program: 522 - SOCIAL SERVICES
Organization: -	Activity: -

Key Goal:			
Goal 1	**10% reduction in the number of substantiated (indicated) child abuse and neglect cases by 2011 (FY 2007 baseline). Data Source: DHR - National Child Abuse & Neglect Data System (NCANDS).**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Maintain ISD counter (Whos On Client) to track web site visits (hits).	# of hits (visits)	--	7637	--	10787	--	12541	--	--14071	41,000	45036
(O2-Efficiency) Increase number of news articles published and OPEDs wtitten in support of CTF initiatives and programs in all seven US Congressional Districts.	# of news articles published	--	58	--	39	--	155	--	--42	270	294
(O3-Quality) Decrease the number of substantiated (indicated) cases of child abuse and neglect by 2% per year for 5 years (based on DHR-NCANDS data).	# of indicated CAN Reports	--	2050	--	1850	--	1689	--	--1957	4,557	7546
(O4-Quality) Increase the number of Fatherhood participants.	#	--	492	--	1148	--	1416	--	--2152	1,900	5208

Item #	Notes
O1-	Source: WhosOn Client - ISD
O1-	Source: WhosOn Client - ISD
O1-	Source: WhosOn, ISD
O2-	Source: Magnolia Clipping and Broadcast Monitoring
O2-	Source: Magnolia Clipping and Broadcast Monitoring
O2-	Source: Magnolia Clipping and Broadcast Monitoring
O3-	Source: Alabama Dept. of Human Resources, Office of Data Analysis
O3-	Source: Office of Data Analysis - SDHR
O4-	Number of Fatherhood clients YTD (Program Year 2010-2011: August 1, 2010 - July 31, 2011)
O4-	$719,109 collected by participants for child support payments in 3rd Quarter. $2,479,835 collected August 2010 - June 2011. Current YTD: 743 participants currently employed, 45 completed an educational program, 110 enrolled in educational program, 63 completed short-term skills training, and 32 enrolled in short-term skills training.
O4-	Total number of Fatherhood participants YTD for Program Year 2010-2011.

FY 11 SMART Quarterly Performance Report

Agency: 073 - Child Abuse and Neglect Prevention, Department	**Program: 522 - SOCIAL SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**By 2012, 80% of Department's budget will be to organizations (non-profit and public) utilizing prevention programs based on research evidence to ensure that families are strengthened and children are protected.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Reduce backlog of quarterly financial reports by 20%.	% Backlog of financial reports	--	0	--	1%	--	1%	--	--1%	20%	1%
(O2-Efficiency) 100% of all contracts awarded will be to child abuse and neglect prevention programs in all seven Congressional Districts.	% of Department's budget.	--	79%	--	78%	--	78%	--	85%	85%	85%
(O3-Quality) 75% of clients will demonstrate an increase in their scores on measures of program goal attainment as provided by the University of Alabama/DCAP.	80% successful pre-post tests	75	n/a	75	82.2	75	83.4%	75	82.2%	75	82.2%
(O4-Quality) Increase the number of Fatherhood participants who can recognize when they are at risk of harming their children and stop themselves from doing so by 35%	%	--	n/a	--	84.9	--	84.1%	--	86.3%	35	86.3%

Item # **Notes**

O3- Specifically, of the 82.2%, 49.3% clients had an increase in scores, and 32.9% of clients had no change in scores. For purposes of this report, no change was categorized as a positive; that decision was based how the outcome was conceptualized.

O3- There are many circumstances that contribute to program outcomes. Program services are one circumstance, but child well-being, psychosocial stressors (e.g., family financial hardship), etc. also contribute. Readers are advised to use caution interpreting presence or absence of positive changes in outcome instrument scores."

O3- Of the 84.9%, 19.3% clients had an increase in scores, and 68.1% of clients had no change in scores. For purposes of this report, no change was categorized as positive if the client reported he rarely, very rarely, or never lost control when disciplining his child; and no change was considered negative if the client reported he always, very frequently, frequently, or about half the time lost control.

O3- Grantees began to collect and report outcome data to the University of Alabama during the 1st Quarter of FY 11. Not enough clients have had an opportunity to complete post-tests to determine this information.

O3- 75% of clients will demonstrate an increase in their scores on measures of program goal attainment as provided by the University of Alabama/DCAP. "There are many circumstances that contribute to program outcomes. Program services are one circumstance, but child well-being, psychosocial stressors (e.g., family financial hardship), etc. also contribute. Readers are advised to use caution interpreting presence or absence of positive changes in outcome instrument scores."

O3- Specifically, of the 83.4%, 50.1% clients had an increase in scores, and 33.3% of clients had no change in scores. For purposes of this report, no change was categorized as a positive; that decision was based how the outcome was conceptualized.

O3- Of the 84.1%, 20.0% clients had an increase in scores, and 64.1% of clients had no change in scores. For purposes of this report, no change was categorized as positive if the client reported he rarely, very rarely, or never lost control when disciplining his child; and no change was considered negative if the client reported he always, very frequently, frequently, or about half the time lost control."

O3- Specifically, of the 82.2%, 51% clients had an increase in scores, 31.2 % of clients had no change in scores. For purposes of this report, no change was categorized as a positive; that decision was based how the outcome was conceptualized.

O3- There are many circumstances that contribute to program outcomes. Program services are one circumstance, but child well-being, psychosocial stressors (e.g., family financial hardship), etc. also contribute. Readers are advised to use caution interpreting presence or absence of positive changes in outcome instrument scores.

O4- Of the 86.3%, 23.1% clients had an increase in scores, and 63.2% of clients had no change in scores. For purposes of this report, no change was categorized as positive if the client reported the rarely, very rarely, or never lost control when disciplining his child; and no change was considered negative if the client reported he always, very frequently, frequently or about half the time lost control.

O4- There are many circumstances that contribute to program outcomes. Program services are one circumstance, but child well-being, psychosocial stressors (e.g., family financial hardship), etc. also contribute. Readers are advised to use caution interpreting presence or absence of positive change in outcome instrument scores.

O4- Increase the number of Fatherhood participants who can recognize when they are at risk of harming their children and stop themselves from doing so by 35% = 84.1% (n = 134) "There are many circumstances that contribute to program outcomes. Program services are one circumstance, but child well-being, psychosocial stressors (e.g., family financial hardship), etc. also contribute. Readers are advised to use caution interpreting presence or absence of positive changes in outcome instrument scores."

O4- Grantees began to collect and report outcome data to the University of Alabama during the 1st Quarter of FY 11. Not enough clients have had an opportunity to complete post-tests to determine this information.

O4- $705,940 collected by participants for child support payments in 2nd Quarter. $1,662,388 collected August 2010 - March 2011. Current YTD: 650 participants currently employed, 30 completed an educational program, 98 enrolled in educational program, 48 completed short-term skills training, and 25 enrolled in short-term skills training.

O4- There are many circumstances that contribute to program outcomes. Program services are one circumstance, but child well-being, psychosocial stressors (e.g., family financial hardship), etc. also contribute. Readers are advised to use caution interpreting presence or absence of positive changes in outcome instrument scores.

O4- $719,109 collected by participants for child support payments in 3rd Quarter. $2,479,835 collected August 2010 - June 2011. Current YTD: 743 participants currently employed, 45 completed an educational program, 110 enrolled in educational program, 63 completed short-term skills training, and 32 enrolled in short-term skills training.

O4- 1416 Fatherhood participants YTD. Outcome data will be available from UA-SW after data is provided by sub-grantees at the end of Program Year 2010-2011.

FY 11 SMART Quarterly Performance Report

Agency:	**074 - Crime Victims Compensation Commission, Alabama**	**Program:**	**916 - SPECIAL SERVICES**
Organization:	**-**	**Activity:**	**-**
Mission:	It is the mission of the Alabama Crime Victims Compensation Commission to provide timely and efficient assistance to innocent victims of violent crime in a confidential manner. The Commission primarily offers this assistance by providing eligible victims of violent crime with financial assistance for qualified expenses, while always being mindful that crime victims have the right to be treated with fairness, compassion and respect. The Commission also works in conjunction with others in the victim service community to advocate for victims' rights and other related issues.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Total claims received to determine victim eligibility for compensation.	625	588	625	574	625	651	625	666	2500	2480
W2: Total claims reviewed to determine victim eligibility for compendation.	625	444	625	492	625	460	625	461	2500	2397

FY 11 SMART Quarterly Performance Report

Agency: 074 - Crime Victims Compensation Commission, Alaba	**Program: 916 - SPECIAL SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To increase the awareness of the number of citizens by 10% over the 1700 informed in 2009 concerning the Crime Victims' Compensation Commission and the services it provides by 2012.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase the number of individuals applying for compensation, and to educate them regarding available services.	Productivity	157	70	156	181	156	99	156	360	625	710

FY 11 SMART Quarterly Performance Report

Agency: 074 - Crime Victims Compensation Commission, Alaba	Program: 916 - SPECIAL SERVICES
Organization: -	Activity: -

Key Goal:			
Goal 2	To provide timely compensation to victims of violent crime within nineteen weeks by 2012.	Governor's Priority:	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
(O1-Efficiency) Increase in the number of claims processed to twenty-one per month for each specialist.	Productivity	19	25.5	19	26.2	19	18.3	19	17.7	19	21.9
(O2-Quality) To help alleviate some of the victm's/claimant's concerns regarding expenses due to the victimization.	A Reduction of frantic telephone calls	--	NA	--	NA	--	--	--	n/a	N/A	n/a

FY 11 SMART Quarterly Performance Report

Agency:	**075 - Indian Affairs Commission**	**Program:**	**522 - SOCIAL SERVICES**
Organization:	-	**Activity:**	-
Mission:	To focus on and ensure resources for provision of programs for Indian citizens of Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of outreach/technical assistance visits to the tribes.	5	3	10	7	15	0	15	4	45	14
W2: Number of public inquiries concerning Indian affairs.	2500	5413	9000	7329	2500	7903	1000	9608	15000	30253
W3: Number of meetings attended with key stakeholders concerning Indian related issues and concerns.	6	5	10	12	12	15	12	11	40	43

Item #	Notes
WL2-	Website Hits:6247; Postage:236; Fax:80; Telephone Calls:343; Emails:423
WL2-	Website Hits:6,521; Emails:867; Telephone Calls:301; Walk-Ins:2; Fax:63 and Mail:149
WL2-	Website Hits: 8912; Telephone Calls: 321; Mail: 278; Fax: 97

FY 11 SMART Quarterly Performance Report

Agency: 075 - Indian Affairs Commission	**Program: 522 - SOCIAL SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To assist recognized tribal governments to become economically and socially self-sufficient.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Attend key tribal activities.	Number of meetings and events attended	5	3	10	7	15	0	15	4	45	14
(O2-Efficiency) Answer public inquiries on matters concerning Indian affairs/issues.	Number of inquiries received	2500	5413	9000	7329	2500	7903	1000	9608	15000	30253
(O3-Quality) Meet with key Alabama Legislators and state/Federal governmental agencies concerning Indian related issues and tribal concerns.	Number of meetings attended	6	5	10	12	12	15	12	11	40	43

FY 11 SMART Quarterly Performance Report

Item #	Notes
O1-	Diabetes Workshops with two tribes; AIAC Special Call Meeting on FY2012 General Fund
O1-	Meeting with ADPH representative on Diabetes;
O1-	Participation in the Trail of Tear Motorcycle Pow Wow @ Waterloo, AL
O1-	AIAC Board meeting
O1-	Attended Cherokee Tribe of NE Alabama Annual Pow Wow
O1-	Conducted Miss Indian Alabama 2011 Competition
O3-	Attended National Congress of American Indians Annual Conference
O3-	Rosa Parks Museum Presentation
O3-	Two meetings with Business Consortiums wanting to assist Indians with housing and jobs
O3-	Meeting with representatives of Auburn University and ACES
O3-	DAR Presentation; Meetings with key Legislators and Executive Branch representatives
O3-	Coordination meetings with representatives of Rosa Parks and Alabama Natural History Museums
O3-	Meetings with Legislative Committees on SB364.
O3-	Meetings with key Executive Branch and Legislators on Kawita Group.
O3-	Meetings with Rosa Parks Museum representatives.
O3-	Meetings with Trail of Tears Motorcycle Ride Association.
O3-	Meetings with ADPH representative on Diabetes.

FY 11 SMART Quarterly Performance Report

Agency:	**077 - Governor's Office on Disability**	**Program:**	**911 - EXECUTIVE DIRECTION**
Organization:	-	**Activity:**	-
Mission:	To work with government on the effective education and inclusion of consumers with significant disabilities and families in the processes of developing policies and services that impact their quality of life.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of inquires via e-mail, telephone, walk-in, mail and Governor's Constituent Services referrals.	275	209	275	282	275	222	275	305	1100	1018

FY 11 SMART Quarterly Performance Report

Agency: 077 - Governor's Office on Disability	**Program: 911 - EXECUTIVE DIRECTION**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Respond to 100% of inquires within 72 hours by 2012.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To respond to 80% of inquiries from constituents within 72 hours.	%	80	100	80	100	80	100	80	90	80	98

FY 11 SMART Quarterly Performance Report

Agency:	**079 - Children's Affairs, Department of**	**Program:**	**522 - SOCIAL SERVICES**
Organization:	-	**Activity:**	-
Mission:	The mission of the Department of Children's Affairs is to effectively and efficiently coordinate and develop efforts and programs to serve children (0-19) and families in Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # of state agencies that provide services to children and families in Alabama.	--	11	--	--	--	--	--	11	12	11
W2: Percentage of four-year-old children with access to high quality pre-kindergarten services.	.12	6.5%	.12		.12		.12	6.5%	.12	6.5%

FY 11 SMART Quarterly Performance Report

Agency: 079 - Children's Affairs, Department of	**Program: 522 - SOCIAL SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**By 2015, identify and decrease by 20% gaps in services for children and families in Alabama.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Decrease gaps in services.	# of established partnerships /collaborations/MoA	5	10	5		5		5	10	20	10

FY 11 SMART Quarterly Performance Report

Agency: 079 - Children's Affairs, Department of	**Program: 522 - SOCIAL SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**By 2015, 40% of four-year-old children in Alabama will have access to high quality pre-kindergarten services.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase funding for high-quality pre-k/early childhood initiatives.	# of new funding sources identified	--	2	--	--	--	--	--	2	2	2

FY 11 SMART Quarterly Performance Report

Agency:	**079 - Children's Affairs, Department of**	**Program:**	**523 - CHILDREN'S POLICY COUNCIL**
Organization:	**-**	**Activity:**	**-**
Mission:	The mission of the Department of Children's Affairs is to effectively and efficiently coordinate and develop efforts and programs to serve children (0-19) and families of Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Percentage of County Children's Policy Councils that identify gaps and increase services.	--	100%	--	--	--	--	--	100%	10%	100%

FY 11 SMART Quarterly Performance Report

Agency: 079 - Children's Affairs, Department of	**Program: 523 - CHILDREN'S POLICY COUNCIL**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**By 2015, identify and implement strategies to address child outcomes for 30% of County Children's Policy Councils.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase funding to County CPCs to implement strategies	# of identifies funding opportunties	--	1	--	--	--	--	--	1	10	1
(O2-Quality) Increase strategies that address child outcomes.	Percentage of County CPCs that develop strategies	--	90%	--	--	--	--	--	90%	88%	90%

FY 11 SMART Quarterly Performance Report

Agency:	**080 - Lieutenant Governor**	**Program:**	**941 - LEGISLATIVE OPERATIONS AND SUP**
Organization:	-	**Activity:**	-
Mission:	To preside over the Senate; to serve on boards and commissions; to make appointments of Senators and citizens to boards and commissions created by legislative act; to communicate with the general public and participate in a leadership role in the administration of state government. (Ala. Const., Article IV, Section 112-118; Article VII, Section 173; amend. 282; and 1975 Ala. Code Section 17-2-1 to 17-2-2, Section 36-3-1)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The number of Constituent Inquiries										
W2: The number of Senate/Legislative Requests										
W3: The number of appointments to Boards and Commissions										

FY 11 SMART Quarterly Performance Report

Agency: 080 - Lieutenant Governor	**Program: 941 - LEGISLATIVE OPERATIONS AND SUP**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Continue to communicate and serve the public in a timely and efficient manner.**	**Governor's Priority:**	

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Continue to provide information to constituents across the state.	% of responses										
(O2-Efficiency) Maintain Administrative Spending.	% of increase/decrease in spending										

FY 11 SMART Quarterly Performance Report

Agency:	**081 - Industrial Development Authority, State**	**Program:**	**914 - INDUSTRIAL DEVELOPMENT**
Organization:	-	**Activity:**	-
Mission:	To effectively and efficiently administer industrial development programs for State Site Grants and the state ceiling on Volume Cap (Alabama Code 41-10-20 through 41-10-43) Governor Priority #1,3		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of applications received for vol cap.	3	3	4	1	3	1	2	2	12	7
W2: Number of applications received for site grant.	5	4	4	0	5	0	6	3	20	7

FY 11 SMART Quarterly Performance Report

Agency: 081 - Industrial Development Authority, State	**Program: 914 - INDUSTRIAL DEVELOPMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To fund 100% site grants as applications are perfected by FY 11.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) To fund site grants annually.	# of site grants	--	--4	--	--4	--	--0	--	--2	20	10

FY 11 SMART Quarterly Performance Report

Agency: 081 - Industrial Development Authority, State	**Program: 914 - INDUSTRIAL DEVELOPMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**To provide 12 monthly program reports to the Board of Directors in FY 11.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) The Board will receive 12 reports.	# of reports	3	3	3	3	3	3	3	3	12	12

FY 11 SMART Quarterly Performance Report

Agency:	**085 - Supreme Court Library**	**Program:**	**931 - COURT OPERATIONS**
Organization:	-	**Activity:**	-
Mission:	To provide legal information, resources, and programs to assist the appellate and trial courts and the people of Alabama in carrying out the administration of justice.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Users Served	13000	7033	14000	6809	16000	6237	700	4670	50000	24749
W2: Amount of legal materials processed	2500	2275	2500	1964	2500	1813	2500	2498	10000	8550
W3: Westlaw users (judicial department only)	150	150	150	137	125	139	125	129	550	555
W4: Alalinc users	35	33	35	33	35	33	30	33	135	132

FY 11 SMART Quarterly Performance Report

Agency: 085 - Supreme Court Library	**Program: 931 - COURT OPERATIONS**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Provide complete access to established, subscription-based, online legal databases to AL's appellate courts and the Administrative Office of Courts, increasing to 100% by 2012.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Obtain access to 100% of established, subscription-based online legal databases by 2012.	customer satisfaction rating	.95	0.95	.95	0.95	.95	0.95	.95	0.95	.95	0.95

FY 11 SMART Quarterly Performance Report

Agency: 085 - Supreme Court Library	Program: 931 - COURT OPERATIONS
Organization: -	Activity: -

Key Goal:			
Goal 2	**Increase online (website) access to legal information to AL's citizens by providing free access to AL Supreme Court & AL Courts of Appeals cases, & by collecting and digitizing other types of legal information currently unavailable to AL's citizens (such as earlier Alabama statutes, & historical & biographical information about the AL Judicial System) to 80% by 2012.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Increase citizen's access to legal information to 80% by 2012.	customer satisfaction rating	.75	0.75	.75	0.75	.75	0.75	.75	0.75	.75	.075

FY 11 SMART Quarterly Performance Report

Agency: 085 - Supreme Court Library	**Program: 931 - COURT OPERATIONS**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**Provide information about AL's judicial and legal systems by creating a hands-on, interactive, interpretive Judicial Learning Center by 2012.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Provide judicial and legal education to public.	Number of visitors	0	0	0	0	0	0	0	0	0	0

FY 11 SMART Quarterly Performance Report

Agency: 085 - Supreme Court Library	**Program: 931 - COURT OPERATIONS**
Organization: -	**Activity: -**

Key Goal:			
Goal 4	**Increase library tax by 1000% (to $50.00) from current (since 1896) $5.00 fee, by 2012.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To increase tax established 113 years ago more in keeping with inflationary rate, and to provide additional funding to Library to offset some needs from General Fund.	Passage of amendment to 12-2-159	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A

FY 11 SMART Quarterly Performance Report

Agency:	**087 - Rehabilitation Services, Department of**	**Program:**	**531 - DIRECT CLIENT SVCS-HANDICAP**
Organization:	**-**	**Activity:**	**0102 - AGENCY ADMINISTRATION-O&M**
Mission:	To provide quality, effective support to the Alabama Department of Rehabilitation Services		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Total dollars managed by the department	45632750	30267242	91265500	65859954	136898250	101746039	182531000	156756534	182531000	156756534

FY 11 SMART Quarterly Performance Report

Agency: 087 - Rehabilitation Services, Department of	**Program: 531 - DIRECT CLIENT SVCS-HANDICAP**
Organization: -	**Activity: 0102 - AGENCY ADMINISTRATION-O&M**

Key Goal:			
Goal 1	**By 2014 increase the diversity of staff (minorities and individuals with disabilities) by 2%**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Staff diversity will increase.	Number of diverse staff	--	--	--	--	--	--	--	--	278	243

FY 11 SMART Quarterly Performance Report

Agency:	**087 - Rehabilitation Services, Department of**	**Program:**	**531 - DIRECT CLIENT SVCS-HANDICAP**
Organization:	**-**	**Activity:**	**0266 - REHABILITATION SVCS PROGRAM**
Mission:	To provide employment, educational, and training services necessary to assist Alabamians with significant disabilities to obtain or maintain employment		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The number of individuals with disabilities receiving services	22200	24529	27750	27220	33300	29413	37000	31743	37000	31743

FY 11 SMART Quarterly Performance Report

Agency: 087 - Rehabilitation Services, Department of	**Program: 531 - DIRECT CLIENT SVCS-HANDICAP**
Organization: -	**Activity: 0266 - REHABILITATION SVCS PROGRAM**

Key Goal:			
Goal 1	**By 2014 the % of consumers who retain employment after one year will increase from 30% to 60% as a result of better quality rehabilitation services.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) The % of consumers who retain employment after 1 year will increase.	% employed after 1 year	--	--	--	--	--	--	--	--	50%	32%

FY 11 SMART Quarterly Performance Report

Agency:	**087 - Rehabilitation Services, Department of**	**Program:**	**531 - DIRECT CLIENT SVCS-HANDICAP**
Organization:	**-**	**Activity:**	**0271 - CHILDREN'S REHAB SERVICES**
Mission:	To enable children/youth with disabilities and serious chronic health conditions to live, learn, and work in their communities		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The number of children served	7430	6757	9907	9826	11146	10434	12384	11436	12384	11436

FY 11 SMART Quarterly Performance Report

Agency: 087 - Rehabilitation Services, Department of	**Program: 531 - DIRECT CLIENT SVCS-HANDICAP**
Organization: -	**Activity: 0271 - CHILDREN'S REHAB SERVICES**

Key Goal:

Goal 1	**By 2013 improve the quality of care children with special health care needs receive through a 11% increase in service contacts from 103,834 to 115,255 service encounters.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) The number of service encounters will increase by 11% from 103,834 to 115,255.	The number of service encounters.	26910	22339	53821	49404	80731	75212	107641	103968	107641	103968
(O2-Quality) Maintain high % of consumer satisfactin.	Percent of satisfied clients.	--	--	--	--	--	--	--	--	95%	98%

FY 11 SMART Quarterly Performance Report

Agency:	**087 - Rehabilitation Services, Department of**	**Program:**	**531 - DIRECT CLIENT SVCS-HANDICAP**
Organization:	**-**	**Activity:**	**0272 - HEMOPHILIA PROGRAM**
Mission:	To enable Alabama's children and adults with hemophilia to achieve increased quality of life		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The number of children and adults served	--	--	--	--	--	--	--	--	324	327

FY 11 SMART Quarterly Performance Report

Agency: 087 - Rehabilitation Services, Department of	**Program: 531 - DIRECT CLIENT SVCS-HANDICAP**
Organization: -	**Activity: 0272 - HEMOPHILIA PROGRAM**

Key Goal:			
Goal 1	**By 2013 improve the quality of care children and adults with hemophilia receive through a 9% increase in service contacts from 2,868 to 3,126 service encounters.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Maintain a high % of consumer/family satisfaction.	Percent of consumer/ family satisfac-tion	--	--	--	--	--	--	--	--	96%	99%
(O2-Efficiency) The number of service encounters will increase by 9% from 2,868 to 3,126.	The number of service encounters	739	716	1477	1516	2216	2507	2954	3288	2954	3288

FY 11 SMART Quarterly Performance Report

Agency:	**087 - Rehabilitation Services, Department of**	**Program:**	**531 - DIRECT CLIENT SVCS-HANDICAP**
Organization:	**-**	**Activity:**	**0273 - HOMEBOUND PROGRAM**
Mission:	To enhance the quality of life for individuals with catastrophic disabilities, many of whom may not be able to work because of the severity of their disabilities by providing services that enable them to achieve and maintain maximum independence in the home		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The number of consumers receiving services.	1590	1422	1802	1526	1908	1648	2120	1775	2120	1775

FY 11 SMART Quarterly Performance Report

Agency: 087 - Rehabilitation Services, Department of	**Program: 531 - DIRECT CLIENT SVCS-HANDICAP**
Organization: -	**Activity: 0273 - HOMEBOUND PROGRAM**

Key Goal:			
Goal 1	**By 2014 the number of personal care hours provided to consumers with severe disabilities will increase by 20% from 586,360 hours to 703,632 hours of personal care.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) The number of personal care hours will increase by 4% each year.	# of personal care hours	--	--	--	--	--	--	--	--	633268	434612
(O2-Efficiency) The number of consumers served through Homebound and Medicaid Waiver services will increase.	# of consumers served	1035	942	1070	971	1104	981	1150	992	1150	992
(O3-Quality) The cost avoidance for serving medicaid eligible clients in their home will increase.	Dollars saved	--	--	--	--	--	--	--	--	$21.9 million	$23.3 million
(O4-Quality) The % of Homebound consumers satisfied with services will be maintained.	Avg consumer satisfac-tion responses	--	--	--	--	--	--	--	--	95%	98%

FY 11 SMART Quarterly Performance Report

Agency:	**087 - Rehabilitation Services, Department of**	**Program:**	**531 - DIRECT CLIENT SVCS-HANDICAP**
Organization:	**-**	**Activity:**	**0301 - OASIS**
Mission:	To provide a comprehensive array of services to Alabamians who are age 55 or older who have age related vision loss to assist them in gaining or maintaining independence		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The number of individuals with age related vision loss receiving services	613	644	796	813	980	984	1225	1129	1225	1129

FY 11 SMART Quarterly Performance Report

Agency: 087 - Rehabilitation Services, Department of	**Program: 531 - DIRECT CLIENT SVCS-HANDICAP**
Organization: -	**Activity: 0301 - OASIS**

Key Goal:			
Goal 1	**By 2015 increase the number of Alabamians 55 and older with vision loss that receive services to 1,325**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain the % of consumers who can function independently.	% of consumers who can function independ-ently	--	--	--	--	--	--	--	--	92%	91%
(O2-Quality) Maintain level of consumer satisfaction	% of consumers satisfied with services	--	--	--	--	--	--	--	--	100%	99%
(O3-Efficiency) The number of individuals served will increase	# served	613	644	796	813	980	984	1225	1129	1225	1129

FY 11 SMART Quarterly Performance Report

Agency:	**087 - Rehabilitation Services, Department of**	**Program:**	**531 - DIRECT CLIENT SVCS-HANDICAP**
Organization:	**-**	**Activity:**	**0302 - RESPITE SERVICES/TRAINING**
Mission:	Helping families with special needs optimize life long care for parents or siblings		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of contacts for information and referral service	327	560	458	1338	589	2716	654	3601	654	3601

FY 11 SMART Quarterly Performance Report

Agency: 087 - Rehabilitation Services, Department of	**Program: 531 - DIRECT CLIENT SVCS-HANDICAP**
Organization: -	**Activity: 0302 - RESPITE SERVICES/TRAINING**

Key Goal:			
Goal 1	**By 2014 increase from 240 to 700 the number of families benefiting from respite care services**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) The number of families benefitting from respite care service will increase	# of families benefitting from respite service	170	206	340	340	510	533	680	679	680	679

FY 11 SMART Quarterly Performance Report

Agency:	**087 - Rehabilitation Services, Department of**	**Program:**	**531 - DIRECT CLIENT SVCS-HANDICAP**
Organization:	**-**	**Activity:**	**0735 - EDUC/DEPENDENTS/BLIND PARENT**
Mission:	To certify eligibility for the Dependents of Blind Parents Act educational benefits		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The number of eligible individuals served	--	--	--	--	--	--	--	--	30	21

FY 11 SMART Quarterly Performance Report

Agency: 087 - Rehabilitation Services, Department of	**Program: 531 - DIRECT CLIENT SVCS-HANDICAP**
Organization: -	**Activity: 0735 - EDUC/DEPENDENTS/BLIND PARENT**

Key Goal:			
Goal 1	**To determine eligibility for educational benefits and distribute all funds to eligible individuals**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) All funds will be distributed for text books	$ amount distributed	--	--	--	--	--	--	--	--	10635	10316

FY 11 SMART Quarterly Performance Report

Agency:	**087 - Rehabilitation Services, Department of**	**Program:**	**531 - DIRECT CLIENT SVCS-HANDICAP**
Organization:	**-**	**Activity:**	**0736 - PROJECTS-VOC REHAB/CCS**
Mission:	To provide unique grant services for systemic change for individuals with disabilities in a community setting for a limited time		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The number of grants awarded	--	--	--	--	--	--	--	--	7	11

FY 11 SMART Quarterly Performance Report

Agency: 087 - Rehabilitation Services, Department of	**Program: 531 - DIRECT CLIENT SVCS-HANDICAP**
Organization: -	**Activity: 0736 - PROJECTS-VOC REHAB/CCS**

Key Goal:			
Goal 1	**To provide grant funds to local community programs to serve people with disabilities**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) All projects are monitored to ensure service provision and accountability	# of projects monitored	--	--	--	--	--	--	--	--	7	11
(O2-Efficiency) Federal funds are maximized to ensure assistive technology is available to all eligible people with disabilities	Federal $ expended for assistive technology	143387	13645	286773	128428	430160	248369	573546	459313	573546	459313

FY 11 SMART Quarterly Performance Report

Agency:	**087 - Rehabilitation Services, Department of**	**Program:**	**531 - DIRECT CLIENT SVCS-HANDICAP**
Organization:	**-**	**Activity:**	**0844 - EARLY INTERVENTION PROGRAM**
Mission:	To provide services to Alabama's babies under three years of age who experience delays in hearing, seeing, walking, talking and learning and provide supports to their families in their local communities.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The number of children served by Alabama's Early Intervention System.	3863	3868	4507	4614	5473	5376	6439	6032	6439	6032

FY 11 SMART Quarterly Performance Report

Agency: 087 - Rehabilitation Services, Department of	**Program: 531 - DIRECT CLIENT SVCS-HANDICAP**
Organization: -	**Activity: 0844 - EARLY INTERVENTION PROGRAM**

Key Goal:			
Goal 1	**By 2012 increase the number of babies and their families under the age of three with developmental delays served through AEIS from 5,620 to 6,589.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) The number of babies served will increase.	# of babies served	3863	3868	4507	4614	5473	5376	6439	6032	6439	6032
(O2-Quality) Maintain family satisfaction with E/I services.	Avg consumer satisfac-tion responses	--	--	--	--	--	--	--	--	90%	81%

FY 11 SMART Quarterly Performance Report

Agency:	**087 - Rehabilitation Services, Department of**	**Program:**	**531 - DIRECT CLIENT SVCS-HANDICAP**
Organization:	**-**	**Activity:**	**0846 - IMPAIRED DRIVERS PROGRAM**
Mission:	To create a better future for Alabamans with traumatic brain injury and/or spinal cord injury and their families by development and maintenance of the ideal service delivery system.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The number of consumers served	760	877	950	1020	1425	1202	1900	1440	1900	1440

FY 11 SMART Quarterly Performance Report

Agency: 087 - Rehabilitation Services, Department of	**Program: 531 - DIRECT CLIENT SVCS-HANDICAP**
Organization: -	**Activity: 0846 - IMPAIRED DRIVERS PROGRAM**

Key Goal:			
Goal 1	**By 2012 increase contacts to individuals with recently acquired traumatic brain and/or spinal cord injuries to 852**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) The # of contacts will increase	# of contacts	200	116	400	232	600	356	800	556	800	556

FY 11 SMART Quarterly Performance Report

Agency:	**091 - Supercomputer Authority**	**Program:**	**185 - INFORMATION TECHNOLOGY SVCS**
Organization:	-	**Activity:**	-
Mission:	To provide a professional portfolio of information technology resources and services for the advancement of education, research, and economic development in Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Total bandwidth for backbone, Internet access and clients.	--	--	--	--	--	--	--	--	51.5 Gbps	103.10 Gbps
W2: Number of client connections.	--	--	--	--	--	--	--	--	900	911
W3: Number of Service Agreements	--	--	--	--	--	--	--	--	353	277

FY 11 SMART Quarterly Performance Report

Agency: 091 - Supercomputer Authority	**Program: 185 - INFORMATION TECHNOLOGY SVCS**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To increase bandwidth for 100% of the 136 public local education agencies (LEA) to 50 megabytes per second (Mbps) by 9/30/2012 to enable continued quality participation in the Governor's ACCESS Distance Learning Initiative.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To increase bandwidth for 50% of all LEAs by 9/30/2011.	% of LEAs Completed	--	--	--	--	--	--	--	--	50%	66.18%

FY 11 SMART Quarterly Performance Report

Agency: 091 - Supercomputer Authority	**Program: 185 - INFORMATION TECHNOLOGY SVCS**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Increase base level of service to 50 megabytes per second (Mbps) of bandwidth for 100% of Postsecondary and Higher Education by September 30, 2012.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Upgrade 50% of Postsecondary and Higher Education clients' bandwidth capacity to 50Mbps by 9/30/2011.	% of Clients Upgraded	--	--	--	--	--	--	--	--	50%	31.3%

FY 11 SMART Quarterly Performance Report

Agency:	**092 - Mathematics and Science, Alabama School of**	**Program:**	**111 - FINANCIAL ASSISTANCE**
Organization:	-	**Activity:**	-
Mission:	Founded in a rigorous math and science curriculum with emphasis on responsible leadership, the Alabama School of Mathematics and Science will develop the full potential of exceptional students from across the State of Alabama, first serving the needs of those without local access to challenging educational opportunities.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Student Enrollment	--	--234	--	--212	--	--212	--	--212	242	212

FY 11 SMART Quarterly Performance Report

Agency: 092 - Mathematics and Science, Alabama School of	**Program: 111 - FINANCIAL ASSISTANCE**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To increase the level of academic performance of students enrolled at the Alabama School of Mathematics and Science as measured by ACT composite scores by an additional 1.0 % by 2012.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Cost per student	$	--	--13457.24	--	-- 14,102.31	--	--14364.42	--	--13868.24	12,309.26	13868.24
(O2-Quality) Increase ACT Composite Score	ACT Score	--	--	--	--	--	--27.6	--	--27.6	29.7	27.6
(O3-Quality) Percentage increasing ACT score by more than 5 points from entry to graduation.	percentage	--	--	--	--	--	--4.3	--	--4.3	.50	4.3
(O4-Quality) Increase scholarship offerings	$	--	--	--	--	--	--6200000	--	--6200000	13,500,000	6200000

FY 11 SMART Quarterly Performance Report

Agency:	**098 - Sickle Cell Oversight/Regulatory Commission**	**Program:**	**152 - SUPPORT - OTHER ED ACTIVITIES**
Organization:	-	**Activity:**	-
Mission:	To ensure the delivery of sickle cell services to affected persons in all counties in Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: 1. # of counseling and education encounters	830	739	830	908	830	3871	830	736	3320	6254
W2: # of test - collected/analyzed	430	183	430	278	430	356	430	658	1720	1475
W3: # of client support services	680	1165	680	1266	680	1044	680	1088	2720	4563
W4: # of Clinic Visits a. # of Sub-specialty referrals(e.g. pulmonary, cardiology, opthalmology, audiology,etc) b. # of patients on prophylactic antibiotics c. # immunizations administered d. # of patients receiving hydroxyurea e. # of cardiac/lung/renal monitoring	650	2608	650	1402	650	2543	650	2563	2600	9116

FY 11 SMART Quarterly Performance Report

Item #	Notes
WL1-	Change 1st qtr Workload Measures "projected" from 830 to 555.
WL1-	Change 2nd QTR Workload Measures "Projected" from 830 to 449.
WL1-	Change projected number to 455; West Alabama Chapter did not submit "projected" and "actual" numbers.
WL2-	Change projected number to 276; West Alabama Chapter did not submit "projected" and "actual" numbers.
WL2-	Change 2nd QTR Workload Measures "Projected" from 430 to 328.
WL2-	Change 1st qtr Workload Measures "projected" from 430 to 286.
WL3-	Change 1st qtr Workload Measures "projected" from 680 to 585.
WL3-	Change 2nd QTR Workload Measures "Projected" from 680 to 627.
WL4-	Change 2nd QTR Workload Measures "Projected" from 650 to 1176.
WL4-	Change 1st qtr Workload Measures "projected" from 650 to 2552.

FY 11 SMART Quarterly Performance Report

Agency: 098 - Sickle Cell Oversight/Regulatory Commission	**Program: 152 - SUPPORT - OTHER ED ACTIVITIES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**By 2012, the seven (7) community-based sickle cell organizations will develop, implement and conduct a formal education forum, within each of the 67 counties.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) # of counties served	#	16	16	16	5	16	15	16	20	64	56

Item #	Notes
O1-	Change1st qtr Key Goal 1 "target" from 16 to 10.
O1-	Change Key Goal 1 Objectives "Target" from 16 to 10. Information was not provided by North Alabama Sickle Cell Foundation.

FY 11 SMART Quarterly Performance Report

Agency: 098 - Sickle Cell Oversight/Regulatory Commission	**Program: 152 - SUPPORT - OTHER ED ACTIVITIES**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**By 2012, the Sickle Cell Comprehensive Centers (University of South Alabama and University of Alabama at Birmingham) will annually, develop, implement, and conduct two (2)educational regional forums for physicians and healthcare professionals.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) # of forums conducted	#	1	9	1	5	1	5	1	1	4	20
(O2-Quality) Provide two lectures per quarter (8) for medical students, residents, and faculty.	#	3	8	3	12	3	5	3	9	12	34

Item #	Notes
O2-	Change 1st qtr Key Goal 2 (# of forums conducted) "target" from 1 to 2.
O2-	Change 1st qtr Key Goal 2 (# of lectures given) "target" from 3 to 4.
O2-	Change Key Goal 2 Objectives (# of forums conducted) "Target" from 1 to 2.
O2-	Change Key Goal 2 Objectives (two lectures per quarter) "Target" from 3 to 4.

FY 11 SMART Quarterly Performance Report

Agency: 098 - Sickle Cell Oversight/Regulatory Commission	Program: 152 - SUPPORT - OTHER ED ACTIVITIES
Organization: -	Activity: -

Key Goal:			
Goal 3	**By 2012, establish a counseling rate of 80% for parents of infants identified with sickle cell trait and maintain a counseling referral rate of 100% for infants identified with disease on the Alabama department of Public Health Newborn Screening report.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Establish a counseling rate of 70% for parents of infants identified with sickle cell trait.	%	70	72	70	50.2	70	54.3	70	50	70	57
(O2-Efficiency) Maintain a 100% counseling referral rate for infants identified with disease.	%	100	100	100	100	100	100	100	100	100	100

Item # **Notes**

O1- Counseling rate was not provided by North Alabama Sickle Cell Foundation.

FY 11 SMART Quarterly Performance Report

Agency: 098 - Sickle Cell Oversight/Regulatory Commission	Program: 152 - SUPPORT - OTHER ED ACTIVITIES
Organization: -	Activity: -

Key Goal:			
Goal 4	**By 2012, comprehensive sickle cell centers' clinics will provide sub-speciality clinical care to 100% of all babies identified on the ADPH Newborn Screening Report with sickle cell disease.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) % of babies receiving sub-specialty clinical care.	%	100	100	100	100	100	100	100	100	100	100
(O2-Efficiency) Schedule 100% of appointments within 72 hours of referral.	%	100	100	100	100	100	100	100	100	100	100

FY 11 SMART Quarterly Performance Report

Agency:	**300 - Accountancy, Alabama State Board of Public**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	To establish a system for overseeing and regulating the profession of Certified Public Accountancy in accordance with Code Sec. 34-1-1 et seq.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: CPAs, PAs, NLOs, Firms registered.	7200	6655	2665	3187	420	299	215	94	10500	10235
W2: CPA Exam candidates tested	425	369	425	210	300	202	350	240	1500	1021
W3: CPE Audits	15	2	0	0	200	237	110	76	325	315
W4: Investigations Completed.	3	4	3	2	2	2	2	2	10	10

FY 11 SMART Quarterly Performance Report

Agency: 300 - Accountancy, Alabama State Board of Public	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To increase on-line individual and firm registrations to 75% by 2014.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Individual and Firm Registrations.	percentage	--	--	--	--	--	--	--	--	60%	28%
(O2-Efficiency) to maintain costs per licensee with no more than 10% increase per licensee.	%	--	--	--	--	--	--	--	--	10%	8%

FY 11 SMART Quarterly Performance Report

Agency: 300 - Accountancy, Alabama State Board of Public	Program: 653 - PRO AND OCCU LICENSING AND REG
Organization: -	Activity: -

Key Goal:			
Goal 2	**To resolve 75% of valid complaints within 12 months through 2014.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Complaints Resolved.	% Resolved	--	--	--	--	--	--	--	--	60%	75%

FY 11 SMART Quarterly Performance Report

Agency:	**301 - Educational Television Commission**	**Program:**	**174 - EDUCATIONAL TELEVISION**
Organization:	-	**Activity:**	-
Mission:	Alabama Public Television is a center of discovery for people of all ages. We motivate children to learn, empower students and teachers to succeed, and provide a lifelong path to knowledge. Governor's priories #1 and #2.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of system wide TV transmitter hours on the air per year	2208	2208	2160	2160	2184	2184	2208	2208	8760	8760
W2: The number of TV and radio transmitter and microwave sites state-wide that must be maintained, serviced, monitored and inspected.	30	31	30	30	30	30	31	30	31	30
W3: The number of over-the-air TV and radio channels that must be programmed and scheduled 24 hours per day, seven days per week, year round.	4	4	4	4	4	5	4	5	4	5
W4: The number of APTPlus accounts held by educators, including home school educators, parents, child care providers, university faculty and students, museums and community organizations that are managed and supported by APT's Education staff.	39000	59570	40400	54613	40700	50254	41200	49081	41200	49081

Item # **Notes**

WL3- WLRH-FM Public radio began offering a second HD 24 hour per day classical music channel.

FY 11 SMART Quarterly Performance Report

Agency: 301 - Educational Television Commission	Program: 174 - EDUCATIONAL TELEVISION
Organization: -	Activity: -

Key Goal:			
Goal 1	**Decrease dependency on purchasing educational media content for APTPlus from third party providers by creating a library of 1,000 key concepts that we either own or have the rights to use.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Produce/acquire educational media content to add learning (key) concepts to APTPlus	# of key concepts uploaded into APTPlus	30	36	30	21	30	84	30	99	120	240

FY 11 SMART Quarterly Performance Report

Agency: 301 - Educational Television Commission	**Program: 174 - EDUCATIONAL TELEVISION**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Reduce # of controllable unscheduled hours off the air (not including acts of God, terrorism or other outages not within APT's control)to no more than 2% of scheduled broadcast hours by FY 16.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Decrease unscheduled transmitter hours off the air	Unscheduled hours off the air	45	6.48	50	21.05	80	53.3	50	11.3	225	168.85
(O2-Efficiency) Minimize engineering cost increases per systemwide television transmitter hour excluding equipment purchases/upgrades.	Engineering operating costs per transmitter hour	334.25	285.97	426.85	445.61	311.47	241.91	218.48	278.95	322.22	312.33

FY 11 SMART Quarterly Performance Report

Agency: 301 - Educational Television Commission	**Program: 174 - EDUCATIONAL TELEVISION**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**Produce and air 125 hours of original programming for the APT viewing audience by FY 14**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Produce more programming each year tailored to topics of interest by Alabama citizens	Locally produced original program hours	16	19.5	47	32.5	22	30	15	5	100	87

FY 11 SMART Quarterly Performance Report

Agency:	**302 - Law Institute, Alabama**	**Program:**	**152 - SUPPORT - OTHER ED ACTIVITIES**
Organization:	-	**Activity:**	-
Mission:	To clarify and simplify the laws of Alabama to revise those laws that are obsolete. Code of Alabama §§ 29-8-1 through 29-8-5. (Governor's Priority #1)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Revising the Code and the Constitution increases during legislative session.	75	85	425	440	350	425	110	105	960	

FY 11 SMART Quarterly Performance Report

Agency: 302 - Law Institute, Alabama	**Program: 152 - SUPPORT - OTHER ED ACTIVITIES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To promote and encourage clarification and simplification of the laws of the state through introducing new laws and reviewing and updating current laws.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Continue to maintain small paid staff while extensively utilizing professionals who donate approximately 2.5 million dollars of legal time per year.	Projects	--	--	--	--	--	--	--	--	29	

FY 11 SMART Quarterly Performance Report

Agency:	**303 - Architects, Board of Registration for**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	To examine, register, and regulate architects in the state of Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of licensees	--	2400	--	75	--	45	--	32	2550	2552
W2: Number of complaints	--	3	--	7	--	3	--	5	25	18
W3: New exam applicants	--	10	--	8	--	2	--	8	50	28

FY 11 SMART Quarterly Performance Report

Agency: 303 - Architects, Board of Registration for	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:

Goal 1	**That 75 percent of complaints are resolved in 120 days by FY 2011.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Resolve at least 75 percent of complaints within 120 days of receipt.	Percentage of Complaints Resolved in 120 Days	--	--	--	--	--	--	--	--	75	46
(O2-Efficiency) Cost per licensee will increase no more than 5% per FY.	Dollars per licensee	--	--	--	--	--	--	--	--	185.39	180.43

FY 11 SMART Quarterly Performance Report

Agency: 303 - Architects, Board of Registration for	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**To enhance communication with primary stakeholders (registrants, consumers, building/municipal officials, insurance and financial industries) by making at least 18 points of contact on average with targeted groups per year by 2012.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) In the implementation year (FY 2010), make 10 points of contact with targeted groups per year.	# points of contact	--	1	--	3	--	1	--	4	15	9

Item #	Notes
O1-	IDP Presentation - 12/2/2010
O1-	1/31-NAAB Reception (Tuskegee); 3/21-NCARB/IDP@Tuskegee; 3/23-NCARB/IDP@Auburn
O1-	COAA Meeting 5/3/11
O1-	8/11--Auburn CE Seminar; 8/31--N. Ala. Code Ofcls; 9/15--Informational brochures to (a) mayors and (b) building officials

FY 11 SMART Quarterly Performance Report

Agency:	**304 - Arts, Alabama State Council on the**	**Program:**	**162 - FINE ARTS**
Organization:	**-**	**Activity:**	**-**
Mission:	To enhance the quality of life in Alabama culturally, economically and educationally by supporting the state's diverse and rich artistic resources		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Students/Teachers Served	--	--	--	--	--	--	--	--	600,000	1,081,275 /87,279
W2: Number of Total Participants Served/Benfitted and Reached	--	--	--	--	--	--	--	--	4,000,000	5,804,360
W3: Number of Applications Processed/Number of Grants Awarded	--	--	--	--	--	--	--	--	700/450	615/421
W4: Number of Counties/Cities served	--	--	--	--	--	--	--	--	65/125	63/114

Item #	Notes
WL1-	We will provide annual performance data.
WL1-	We will provide annual performance data
WL1-	We will provide annual performance data for these workload measures
WL1-	This annual data is current as of 10/27/11.

FY 11 SMART Quarterly Performance Report

Agency: 304 - Arts, Alabama State Council on the	**Program: 162 - FINE ARTS**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Develop at least 15 new public/private partnerships by FY2013 that will broaden involvement in and support for the arts.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase the number of public/private partnerships	# of partnerships	--	--	--	--	--	--	--	--	15	13
(O2-Efficiency) Produce 1 documentary film.	# of films produced through APT partnership	--	--	--	--	--	--	--	--	1	1
(O3-Efficiency) Increase the number of programs supported through the blackbelt partnership.	# of programs supported through the partnership	--	--	--	--	--	--	--	--	Agency data base	64

Item #	Notes
O1-	We will provide annual performance data.
O1-	We will provide annual performance data
O1-	We will provide annual performance data for this objective.

FY 11 SMART Quarterly Performance Report

Agency: 304 - Arts, Alabama State Council on the	**Program: 162 - FINE ARTS**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**To provide opportunities for at least 30% of Alabama public school students to learn in, through and about the arts and to ensure the arts as an integral and essential component of education in the State of Alabama by 2015**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Provide an opportunity for students in school systems to participate in or be exposed to at least one arts activity during the FY2011 year.	% of students reached	--	--	--	--	--	--	--	--	30	87,152
(O2-Quality) Support the professional development of teachers and artists through the Summit, Imaginative Learning Institute and the Alabama Institute for Education in the Arts.	# of professional developmen t opportunitie s	--	--	--	--	--	--	--	--	6	18
(O3-Quality) Provide performance opportunities for students in rural areas of the state.	# of Rural School Performance s	--	--	--	--	--	--	--	--	35	35

Item #	Notes
O1-	We will provide annual performance data.
O1-	We will provide annual performance data
O1-	We will provide annual performance data for this objective.

FY 11 SMART Quarterly Performance Report

Agency: 304 - Arts, Alabama State Council on the	**Program: 162 - FINE ARTS**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**Provide greater support to arts groups displaying an ongoing commitment to quality and achieving higher degrees of professionalism by funding at least 80% of the requested amount in Project and Presenting support and 5% of the requested amount in Operating Support.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Fund Project Support requests at a higher percentage	% of the request	--	46%	--	--46%	--	46%	--	--	50	43
(O2-Efficiency) Fund Operating Support Organzations at 5% of their three year income average	% of the request	--	2.73%	--	--2.73%	--	2.73%	--	--	2.73	2.73%

FY 11 SMART Quarterly Performance Report

Agency: 304 - Arts, Alabama State Council on the	**Program: 162 - FINE ARTS**
Organization: -	**Activity: -**

Key Goal:			
Goal 4	**Present and document the folk culture in Alabama through site visits, funded projects, radio programs, special projects and field work by FY2013. The following objectives measure this goal.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Plan and execute at least 30 field work visits	# of Field work visits	--	--	--	--	--	--	--	--	30	65
(O2-Efficiency) Develop at least 5 educational programs related to research and field work.	# of Educational Documents	--	--	--	--	--	--	--	--	10	13
(O3-Efficiency) Produce at least 52 radio programs during FY2011.	# of radio programs	--	--	--	--	--	--	--	--	52	38

Item #	Notes
O1-	We will provide annual performance data.
O1-	We will provide annual performance data
O1-	We will provide annual performance data for this objective.

FY 11 SMART Quarterly Performance Report

Agency:	**305 - Bar Association, Alabama State**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	To promote effective and efficient licensure and regulation of the professional conduct of members of the legal profession. Section 34-3-1 et seq. Code of Alabama (1975).		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Discipline - number of complaints filed.	426	427	425	502	426	506	426	484	1702	1919
W2: MCLE - number of attendance posted.	17806	19969	7962	9295	7334	6515	2898	3409	36000	39188
W3: Membership - total number of licenses and special memberships	10000	16305	1200	277	336	75	6000	38	17536	16695

Item # **Notes**

WL3- 38 represents licenses and special memberships purchased in July and August for 2010-2011. Fees for 2011-2012 are started in September of 4th quarter.

FY 11 SMART Quarterly Performance Report

Agency: 305 - Bar Association, Alabama State	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To continue an efficient and responsive professional responsibility program.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase throughput of complaints.	#complaints disposed/#new complaints	96.0	50.8	82.0	46.0	81.0	50.8	80.0	54.7	80.0	50.5

FY 11 SMART Quarterly Performance Report

Agency: 305 - Bar Association, Alabama State	Program: 653 - PRO AND OCCU LICENSING AND REG
Organization: -	Activity: -

Key Goal:			
Goal 2	To increase online posting of attendance reports.	Governor's Priority:	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
(O1-Efficiency) To increase the number of attendance reports posted online.	%attendance reports filed online	69.0	66.2	63.0	51.0	58.0	52.0	48.0	44.0	63.0	53.3

FY 11 SMART Quarterly Performance Report

Agency: 305 - Bar Association, Alabama State	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**Improve the overall efficiency of the license renewal process through increased on-line renewals.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Improve overall efficiency of the license renewal process through increased on-line renewals.	#online license sm/#license sm	19.0	19.5	0	0	0	0	6.0	0	25.0	19.5

FY 11 SMART Quarterly Performance Report

Agency:	**306 - Chiropractic Examiners, Alabama State Board of**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**-**
Mission:	Regulation and Licensure of doctors of chiropractic and non licensed clinic owners to protect the people of Alabama		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of licensees (Doctors and Non Licensed Clinic Permit Holders)	--	852	--	854	--	858	--	868	875	868
W2: Number of Complaints	6	9	5	4	5	9	6	2	22	25

Item #	Notes
WL1-	Total DC and permits 2010-11 Current / Suspended / Surrendered / Pending
WL1-	Total DC and Permit Holders 2010-11 Current
WL2-	4 complaints received and PC determined in 60 days 100% this quarter
WL2-	10 complaints received / 9 with PC determination within 60 days 90% this quarter

FY 11 SMART Quarterly Performance Report

Agency: 306 - Chiropractic Examiners, Alabama State Board of	Program: 653 - PRO AND OCCU LICENSING AND REG
Organization: -	Activity: -

Key Goal:			
Goal 1	To determine if probable cause exists in 100 % of the complaints received by 2013.	Governor's Priority:	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
(O1-Quality) To determine if probable cause exists in 100% of complaints within 60 days of receipt of complaint.	number with PC determination in less than 60 days	--	9	--	--	--	7	--	2	75	22

Item #	Notes
O1-	goal not met 90% this quarter
O1-	9 complaints received / 7 with PC determination within 60 days 78% this quarter
O1-	2 complaints received / 2 with PC determination within 60 days 100% this quarter
O1-	Total complaints received dropped from 75 to 25 overall 88% with pc within 60 days

FY 11 SMART Quarterly Performance Report

Agency: 306 - Chiropractic Examiners, Alabama State Board of	Program: 653 - PRO AND OCCU LICENSING AND REG
Organization: -	Activity: -

Key Goal:			
Goal 2	**To increase the number of licensees to 2 per 10,000 persons while ensuring only qualified people enter the profession.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) To increase the number of licensees to 2 per 10,000 citizens by 2013.	number of licensees per 10,000	--	1.6	--	--	--	856	--	1.80	1.80	868
(O2-Efficiency) Maintain the cost per licensee at or below $290.00	290.00	--	104	--	--	--	87	--	64.03	290	343

Item #	Notes
O1-	expense per license/permit based on 856 total
O1-	Currently 1 per 5,584 persons based on population in 2000
O1-	Based on goal of 2 per 10k agency has 1.79 per 10k increased slightly
O1-	Based on goal of 2 per 10k agency has 1.80 per 10k increased slightly
O1-	Currently 1 per 5,507 persons based on population in 2000
O1-	Currently 1 per 5,183 persons based on population in 2000
O2-	expense per license/permit based on 854 total
O2-	Annual cost exceeded goal to maintain at 290.00

FY 11 SMART Quarterly Performance Report

Agency:	**307 - Speech Pathology and Audiology, Alabama Board of Examiners for**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**-**
Mission:	To insure that Speech-Language Pathology and Audiology services are provided by qualified individuals.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The Board currently serves 1,662 licensees.	900	1149	600	400	100	65	0	0	1600	1614

FY 11 SMART Quarterly Performance Report

Agency: 307 - Speech Pathology and Audiology, Alabama Board	Program: 653 - PRO AND OCCU LICENSING AND REG
Organization: -	Activity: -

Key Goal:			
Goal 1	**To issue 95% of licenses within 45 day of appying by 2015.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To issue 95% of licenses within 45 days of receipt of completed application.	Percentage	--	60%	--	50%	--	35%	--	94%	95%	60%

FY 11 SMART Quarterly Performance Report

Agency: 307 - Speech Pathology and Audiology, Alabama Board	Program: 653 - PRO AND OCCU LICENSING AND REG
Organization: -	Activity: -

Key Goal:			
Goal 2	To conduct routine audit of licensees so that all are audited by 2015.	Governor's Priority:	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
(O1-Efficiency) 25% of total number of licensees audited annually.	number/percentage	--	321	--	72	--	84	--	0	387	477
(O2-Efficiency) Complete audit analysis with 30 days of receiving completed documentation.	percentage	--	80%	--	18%	--	22%	--	0	25%	40%

FY 11 SMART Quarterly Performance Report

Agency: 307 - Speech Pathology and Audiology, Alabama Board	Program: 653 - PRO AND OCCU LICENSING AND REG
Organization: -	Activity: -

Key Goal:			
Goal 3	Ensure twelve (12) approved CEU hours are provided in the state in a twelve month period by 2015.	Governor's Priority:	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
(O1-Efficiency) To create a system to ensure taht 20 CEUs are offered in the state within 12 months.	number of CEUS offered	--	0	--	21.5%	--	10	--	16	20	26
(O2-Efficiency) Licensees to maintain licenses by attending board approved CEUs.	number of attendees	--	0	--	650	--	150	--	85	775	885

FY 11 SMART Quarterly Performance Report

Agency:	**308 - Cosmetology, Alabama Board**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	To protect the health of the public by licensing and regulating the practice of cosmetology.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of inspections.	1750	1546	1750	1687	1750	1443	1750	1408	7000	6084
W2: Number of licenses issued.	8700	2971	5700	5716	3000	5694	2600	8465	20000	22846
W3: Number of fines collected from investigations.	50	66	50	63	50	52	50	48	200	229
W4: Number of examinations given to students.	375	408	375	464	375	410	375	755	1500	2037

FY 11 SMART Quarterly Performance Report

Agency: 308 - Cosmetology, Alabama Board	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Increase the percentage of renewals completed online.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Percentage of renewals online.	%	--	31	--	--93	--	--93	--	--83%	60%	75%

FY 11 SMART Quarterly Performance Report

Agency: 308 - Cosmetology, Alabama Board	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Decrease percentage of applications returned.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Decrease percentage of returns to reduce cost.	%	--	15	--	--14	--	--19	--	13%	14.50%	15%

FY 11 SMART Quarterly Performance Report

Agency:	**309 - Plumbers and Gas Fitters Examining Board, Alabama**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**-**
Mission:	To serve the people of Alabama by fair regulation of the plumbing and gas fitting industries, and provide consumer protection (Alabama Code Sec. 34-31-1).		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The number of contacts made.	3500	1138	2825	1420	2798	1933	2797	1754	11920	6245
W2: The number of violations written.	57	25	53	43	50	83	49	47	209	198
W3: The number of active certified plumbers and gas fitters in Alabama.	9975	10894	4100	2618	1312	762	1313	626	16700	14900

Item # **Notes**

WL1- Number of contacts was lower than expected due to loss of employee, and sickness.

FY 11 SMART Quarterly Performance Report

Agency: 309 - Plumbers and Gas Fitters Examining Board, Alab	Program: 653 - PRO AND OCCU LICENSING AND REG
Organization: -	Activity: -

Key Goal:			
Goal 1	**Increase the number of contacts by 10% over the 2007 number of 263 by 2011. This will ensure that licensees are in compliance.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Number of contacts.	%	--	--	--	--	--	--	--	--	289	-758
(O2-Quality) Decrease the number of violations written each year by 7% of the prior year number.	#	--	--	--	--	--	--	--	--	15.5	27
(O3-Efficiency) Maintain cost per investigator. Total budget divided by the total number of sites visited.	#	--	--	--	--	--	--	--	--	192.94	367.47

Item # **Notes**

O1- Number of contacts decreased due to loss of employee and sickness of other employees.

FY 11 SMART Quarterly Performance Report

Agency:	**310 - Employees' Insurance Board, State**	**Program:**	**918 - ADMINISTRATIVE SERVICES**
Organization:	**-**	**Activity:**	**0599 - ADM HEALTH INS FUND FOR ST EMP**
Mission:	To establish a health insurance plan for employees and retirees of the State of Alabama and other plan members providing reasonable benefits and plan stability.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: State Employee Active Employees	37265	37281	37265	37273	37265	36809	37265	36155	37265	36881
W2: State Employee Retired Employees	19280	19381	19280	19576	19280	19746	19280	19966	19280	19667
W3: Local Government Health Insurance Plan Active Employees	21464	22021	21464	22262	21464	22303	21464	22325	21464	22228
W4: Local Government Health Insurance Plan Retired Employees	1442	1516	1442	1519	1442	1533	1442	1550	1442	1529

FY 11 SMART Quarterly Performance Report

Agency: 310 - Employees' Insurance Board, State	**Program: 918 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: 0599 - ADM HEALTH INS FUND FOR ST EMP**

Key Goal:

Goal 1	**Operate an effective, efficient health insurance plan for active and retired State employees maintaining active employee and dependent payouts at not more than 80% through 2013.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain active employee and family payouts at no greater than 80% of claims cost.	% of claims paid for actives and dependents.	80.00	82.16	80.00	82.18	80.00	78.5	80.00	81	80.00	80.96
(O2-Efficiency) Increase participation in health care alternatives.	% of enrollees in alternative plans	3.0	3.62	3.0	3.8	3.0	3.8	3.0	4.04	3.0	3.86
(O3-Quality) Increase participation in wellness screenings.	% of active employees screened	40	9	20	34	20	17	10	23	90	83
(O4-Efficiency) Limit increases in State funding rate per active employee to no more than 10% per year.	% increase in State funding rate	--	0	--	0.00	--	0.00	--	0	10	0

FY 11 SMART Quarterly Performance Report

Agency: 310 - Employees' Insurance Board, State	**Program: 918 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: 0599 - ADM HEALTH INS FUND FOR ST EMP**

Key Goal:

Goal 2	**Operate an effective, efficient health insurance plan for active and retired local government employees maintaining active employee and dependent payouts at not more than 80% through 2013.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain active employee and dependent payouts at no greater than 80% of claims cost.	% of claims paid for active and dependents.	80.00	84.27	80.00	82.93	80.00	80.1	80.00	83	80.00	82.56
(O2-Efficiency) Increase participation in optional health care benefit programs	% of enrollees in optional plans	5	4.69	5	5.16	5	5.2	5	5.21	5	5.07
(O3-Quality) Increase participation in wellness screenings	% of active employees screened	10	14	10	16	5	19	5	11	30	60
(O4-Efficiency) Limit increases in single active employee rate to no more than 10% per year.	% of increase in single active employee rate	--	3.2	--	3.2	--	3.2	--	0	10	0

Item # **Notes**

O2- Actual should be 5.2% instead of 4.26%

FY 11 SMART Quarterly Performance Report

Agency:	**310 - Employees' Insurance Board, State**	**Program:**	**993 - FRINGE BENEFITS**
Organization:	**-**	**Activity:**	**0732 - FRINGE BENEFITS**
Mission:	To provide a flexible benefits program to state employees resulting in savings to the State and the employee.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Health Care Reimbursement Account participants.	9000	8991	9000	9371	9000	9456	9000	9494	9000	9328
W2: Number of Dependent Care Reimbursement Account participants.	375	366	375	370	375	367	375	360	375	366
W3: Number of Cafeteria Plan participants	36000	34629	36000	34507	36000	33962	36000	33163	36000	34065

FY 11 SMART Quarterly Performance Report

Agency: 310 - Employees' Insurance Board, State	**Program: 993 - FRINGE BENEFITS**
Organization: -	**Activity: 0732 - FRINGE BENEFITS**

Key Goal:			
Goal 1	**Increase to $12,000,000 participation in Health Care Reimbursement Accounts and thereby reducing FICA costs to the State and FICA and income taxes to the employee by 2013.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase participation in Health Care Reimbursement Accounts(HCRA) resulting in fringe benefit savings for the State.	$ of wages contributed to HCRA accounts.	2750000	2597925	2750000	2782403	2750000	2790529	2750000	2747663	11000000	10918519

FY 11 SMART Quarterly Performance Report

Agency: 310 - Employees' Insurance Board, State	**Program: 993 - FRINGE BENEFITS**
Organization: -	**Activity: 0732 - FRINGE BENEFITS**

Key Goal:			
Goal 2	**Increase to 1,500,000 participation in Dependent Care Reimbursement Accounts thereby reducing FICA costs to the State and FICA costs to the employee by 2013.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase participation in Dependent Care Reimbursement Accounts (DCRA) resulting in fringe benefit savings for the State.	$ of wages contributed to DCRA accounts.	325000	317300	325000	318607	325000	314965	325000	309482	1300000	1260355

FY 11 SMART Quarterly Performance Report

Agency:	**311 - Engineers and Land Surveyors, State Board of Licensure for Professional**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**-**
Mission:	To protect the public by helping to safeguard life, health and property, and to promote the public welfare by providing for the licensing and regulation of persons in the practices of engineering and surveying. (Code Sec 34-11-30 et seq) (Governor's Priorities 1., 5.)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of licensees will increase.	14700	14633	15100	14896	15500	14919	16000	14927	16000	14927
W2: Number of complaints will increase.	25	15	20	9	23	14	27	14	95	52

FY 11 SMART Quarterly Performance Report

Agency: 311 - Engineers and Land Surveyors, State Board of Li	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Resolve 75% of complaints within 6 months of receipt by 2011**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) % resolved within 6 months	%	70	50	70	94	72	67	75	73	75	75
(O2-Efficiency) Increase the numbers of complaints handled without increasing the number of investigators/enforcement personnel	# of complaints/ # of enforcement personnel	25	7.5	25	4.5	25	7	25	7	25	26

FY 11 SMART Quarterly Performance Report

Agency: 311 - Engineers and Land Surveyors, State Board of Li	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**continue processing verification of licensure and examination forms within 5 days of receipt without additional personnel**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) % completed within 5 days	%	95	80	95	54	98	60	100	75	100	70

FY 11 SMART Quarterly Performance Report

Agency:	**312 - Ethics Commission**	**Program:**	**661 - REG OF PUBLIC OFF AND EMPLOYEE**
Organization:	-	**Activity:**	-
Mission:	The mission of the Alabama Ethics Commission is to ensure that public officials are independent and impartial; that decisions and policies are made in the proper governmental channels; that public office is not used for private gain; and that there is public confidence in the integrity of government. (Code of Alabama, 1975, Section 36-25-4, 5, and 7).		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Complaints filed with Ethics Commission	60	43	60	62	60	72	60	49	240	226
W2: Number of Statement of Economic Interests forms filed with Ethics Commission	100	65	24000	25631	28500	30670	400	346	53000	56712
W3: Number of Lobbyists registered with Ethics Commission	10	10	625	519	25	19	15	24	675	572
W4: Number of Advisory Opinions rendered by Ethics Commission	11	15	12	49	11	41	11	52	45	157

Item #	Notes
WL1-	As of 4/28/11 51 complaints have been logged into the system. The additional 11 cases were complaints that were logged in after the first quarter report had been submitted. Until the back log is caught up, the preceeding quarter may be adjusted in the current quarter to reflect the actual number of complaints that were received.
WL1-	The actual number for 3rd Quarter was increased by 5 to include the 5 additional cases that were entered into the database after the second quarter information was submitted. The correct number for 2nd quarter should have been 56. The actual number for 3rd quarter is 67, but 72 is being reported.
WL3-	The correct number of Lobbyist Registrations for the 2nd quarter was 520. A lobbyist registered during the 2nd quarter, but did not complete his Principals until the 3rd quarter. The database counts it on the day of registration, not completion. The number of completed registrations for the 3rd quarter is 18. 19 is being reported to reflect the 2nd quarter addition.
WL3-	The Ethics Law was changed during the 2010 Special Session and Agency Heads or Representatives were not longer required to register as a Lobbyist.
WL3-	Actual count for 4th quarter was 21, but 3 additional were added for an registering error in the 3rd quarter.

FY 11 SMART Quarterly Performance Report

Agency: 312 - Ethics Commission	**Program: 661 - REG OF PUBLIC OFF AND EMPLOYEE**
Organization: -	**Activity: -**

Key Goal:

Goal 1	**Obtain 90% of required filings on-line for Statement of Economic Interests and Lobbyist Registrations by the end of FY 2012.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Increase percentage of on-line submissions.	Percentage	--	--	--	--	--	--	--	--	80%	87.2%
(O2-Efficiency) Maintain costs of each Statement of Economic Interests Form filed at no more than 10% increase (calculated by dividing the budget appropriation by the number of SEI forms received).	Percentage	--	--	--	--	--	--	--	--	=<10%	31.46%

Item #	Notes
O2-	Original FY 11 Appropriation was $1,784,401

FY 11 SMART Quarterly Performance Report

Agency:	**313 - Farmers' Market Authority**	**Program:**	**011 - AGRICULTURAL DEVELOPMENT SERVI**
Organization:	**-**	**Activity:**	**0004 - AGRICULTURAL PROMOTIONAL SERVS**
Mission:	To serve Alabama farmers and consumers through efficient administration of FMNP's and other promotional activities		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: NUMBER OF FARMER PARTICIPANTS	0	N/A	425		450		100		975	
W2: NUMBER OF WIC AND LOW-INCOME SENIOR PARTICIPANTS	N/A	N/A	N/A		59000		7700		66700	
W3: NUMBER OF PROMOTIONAL ACTIVITIES INCLUDING BILLBOARDS	N/A	N/A	N/A		3		2		5	

Item # **Notes**

WL1- actual workload data is not available for this quarter

FY 11 SMART Quarterly Performance Report

Agency: 313 - Farmers' Market Authority	**Program: 011 - AGRICULTURAL DEVELOPMENT SERVI**
Organization: -	**Activity: 0004 - AGRICULTURAL PROMOTIONAL SERVS**

Key Goal:			
Goal 1	**TO INCREASE CONSUMER AWARENESS OF AL. PRODUCTS 10-15% FROM FY07 DAILY EFFECTIVE CIRCULATION AVERAGE OF 2,931,370 BY THE YEAR 2012.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) INCREASE THE NUMBER OF BILLBOARDS OCCUPIED FOR BUY FRESH BUY LOCAL CAMPAIGN.	# OF BILLBOARDS OCCUPIED FOR BFBL	N/A	N/A	N/A		N/A		N/A		0	
(O2-Quality) TO INCREASE THE NUMBER OF PROMOTIONAL ACTIVITIES.	# OF PROMOTIAL ACTIVITIES EXCLUDING BILLBOARDS	N/A	N/A	N/A		N/A		N/A		0	
(O3-Efficiency) INCREASE STAFF PRODUCTIVITY.	NUMBER OF PARTICIPANTS DIVIDED BY STAFF	--	--	--	--	--	--	--	--	8459	

Item # **Notes**

O1- This is an annual number and will be reported in the 4th quarter.

FY 11 SMART Quarterly Performance Report

Agency:	**313 - Farmers' Market Authority**	**Program:**	**011 - AGRICULTURAL DEVELOPMENT SERVI**
Organization:	**-**	**Activity:**	**0019 - FEDERAL GRANT MONEY**
Mission:	To improve the health of recipients by increasing consumption of AL grown fruits and vegetables		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: NUMBER OF WIC AND LOW-INCOME SENIOR PARTICIPANTS	N/A	n/a	N/A		59000		7700		66700	
W2: NUMBER OF FARM AND MARKET INSPECTIONS	N/A	n/a	N/A		150		175		325	
W3: NUMBER OF FARMERS CERTIFIED	N/A	n/a	425		450		100		975	

Item # **Notes**

WL1- actual workload data not complete for this quarter

FY 11 SMART Quarterly Performance Report

Agency: 313 - Farmers' Market Authority	**Program: 011 - AGRICULTURAL DEVELOPMENT SERVI**
Organization: -	**Activity: 0019 - FEDERAL GRANT MONEY**

Key Goal:

Goal 1	**TO INCREASE THE NUMBER OF PARTICIPANTS(FARMER, WIC, AND LOW-INCOME SENIORS) TO 111,043 BY THE YEAR 2013.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) REQUEST ADDITIONAL FUNDS IN THE STATE PLAN AND ENCOURAGE CONGRESS TO INCREASE FUNDING FOR THE FARMERS MARKET NUTRITION PROGRAMS.	FEDERAL FUNDS	--	n/a	--	--	--	--	--	--	1732673	
(O2-Efficiency) DECREASE UNIT COST FROM $23.41.	FEDERAL FUNDS DIVIDED BY NUMBER OF PARTICIPANTS	--	n/a	--	--	--	--	--	--	25.61	

Item # **Notes**

O1- Actual performance data not available for this quarter

FY 11 SMART Quarterly Performance Report

Agency:	**315 - Foresters, Alabama State Board of Registration for**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**-**
Mission:	To administer a licensing and regulatory program for the practice of forestry in order to benefit and protect the public.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Licensed foresters and affiliates serviced (number on 30 Sep)	--	--	--	--	--	--	--	--	1100	1018
W2: Applicants applying for licensing (1 Oct - 30 Sep)	7	7	8	3	7	10	8	2	30	22
W3: Complaints filed with the Board against Registered Foresters & Non-Registered Foresters	2	0	1	1	1	0	1	0	5	1
W4: PUBLICATIONS: Newsletter quarterly/Roster biennially (even years)	1	0	1	0	1	1	1	0	4	1

FY 11 SMART Quarterly Performance Report

Agency: 315 - Foresters, Alabama State Board of Registration fo	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Resolve 95% of complaints within 90 days by year 2011.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) % resolved within 90 days	%	100	100	100	0	100	100	100	100	100	0

FY 11 SMART Quarterly Performance Report

Agency: 315 - Foresters, Alabama State Board of Registration fo	Program: 653 - PRO AND OCCU LICENSING AND REG
Organization: -	Activity: -

Key Goal:			
Goal 2	Maintain cost per licensee at or below $200 through 2013.	Governor's Priority:	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
(O1-Efficiency) Cost per licensee	$	--	--	--	--	--	--	--	--	200	82

Item # **Notes**

O1- Total expenditures for FY 2011 (P441)/Total number of registered foresters and affiliates on 9/30/2011

FY 11 SMART Quarterly Performance Report

Agency:	**317 - Social Work Examiners, Alabama State Board of**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**-**
Mission:	The mission of the Alabama State Board of Social Work Examiners is to license only qualified social workers and protect the public from incompetent and unethical social work practice.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of initial license applications	150	160	185	244	260	214	255	242	850	863
W2: Number of license renewal applications	670	698	650	646	600	514	830	814	2750	2639

Item #	Notes
WL1-	Actual # of Initial license applications should be 163 instead of 160
WL2-	Actual # of license renewal applications should be 665 instead of 698

FY 11 SMART Quarterly Performance Report

Agency: 317 - Social Work Examiners, Alabama State Board of	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Obtain 90% of license renewals through the online renewal application by FY14**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Obtain 75% of total number of license renewal applications through the on-line application.	%	--	--	--	--	--	--	--	--	75%	73 %
(O2-Efficiency) Maintain cost of each licensee at 65.00 with no more than 15% increase.	$	--	--	--	--	--	--	--	--	$65.00	50.00

FY 11 SMART Quarterly Performance Report

Agency:	**318 - Interior Design, Alabama State Board of Registration for**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**-**
Mission:	Regulate and license individuals' practice of Interior Design and the use of title "Registered Interior Designer"		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Registered Interior Designers Served	--	--	--	--	--	--	--	--	278	239
W2: Number of Violations Reports received per year	--	--	--	--	--	--	--	--	3	0

FY 11 SMART Quarterly Performance Report

Agency: 318 - Interior Design, Alabama State Board of Registra	Program: 653 - PRO AND OCCU LICENSING AND REG
Organization: -	Activity: -

Key Goal:			
Goal 1	**Keep administrative costs below $160 per registrant per year through 2012**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain annual administrative cost per licensee.	expenditures divided by number of registrants	--	--	--	--	--	--	--	--	160	91.98

FY 11 SMART Quarterly Performance Report

Agency:	**319 - Higher Education, Alabama Commission on**	**Program:**	**151 - SUPPORT OF STATE UNIVERSITIES**
Organization:	**-**	**Activity:**	**0115 - SUPPORT OF STATE UNIVERSITIES**
Mission:	To ensure compliance with the dictates of the settlement agreement between the Knight/Sims Plaintiffs and the State Defendants in Knight v. Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Should disputes arise concerning the settlement agreements in the Knight v. Alabama case, the Commission is charged with paying a court appointed mediator (Number of payments per year).	0	0	0	0	0	0	0	0	0	0

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 151 - SUPPORT OF STATE UNIVERSITIES**
Organization: -	**Activity: 0115 - SUPPORT OF STATE UNIVERSITIES**

Key Goal:

Goal 1	**Knight v. Alabama - To have no disputes among the parties in Knight v. Alabama which would require the involvement of a mediator.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To not require the services of the mediator.	Mediator's services required.	0	0	0	0	0	0	0	0	0	0

FY 11 SMART Quarterly Performance Report

Agency:	**319 - Higher Education, Alabama Commission on**	**Program:**	**151 - SUPPORT OF STATE UNIVERSITIES**
Organization:	**-**	**Activity:**	**0800 - ALA AGRI LAND GRANT ALLIANCE**
Mission:	To encourage the establishment and development of formal consortia for the advancement of higher education comprised of institutions of higher education in the state.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: To serve as the fiscal agent for all AALGA designated funds appropriated to the three member institutions involved in the AALA consortium.	--	--	--	--	--	--	--	--	3	3

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 151 - SUPPORT OF STATE UNIVERSITIES**
Organization: -	**Activity: 0800 - ALA AGRI LAND GRANT ALLIANCE**

Key Goal:			
Goal 1	**Alabama Agricultural Land Grant Alliance - To assist AALGA by helping to promote its activities and budgetary requirements during legislative budget meetings and with state media outlets.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To make 4 quarterly payments to each of the three member institutions.	Number of payments	3	1	3	5	3	1	3	5	12	12

FY 11 SMART Quarterly Performance Report

Agency:	**319 - Higher Education, Alabama Commission on**	**Program:**	**152 - SUPPORT - OTHER ED ACTIVITIES**
Organization:	**-**	**Activity:**	**0107 - COMPUTER-BASED ARTICULATION**
Mission:	To encourage the establishment and development of formal consortia for the advancement of higher education comprised of institutions of higher education in the state.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: To promote the initiatives of and provide staff support to the AGSC/STARS by supporting partnership activities among the public two-year and four-year institutions of higher education. (Number of Institutions)	--	--	--	--	--	--	--	--	40	40

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 152 - SUPPORT - OTHER ED ACTIVITIES**
Organization: -	**Activity: 0107 - COMPUTER-BASED ARTICULATION**

Key Goal:			
Goal 1	**Statewide Transfer and Articulation Reporting System - to heighten public awareness of the program.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Continue to develop STARS by making it an even more transparent, user-friendly system of service.	Number of users obtaining transfer guides	--	3597	--	6943	--	9633	--	21749	128322	41922

Item # **Notes**

O1- The stated target objective figure was too high. The outreach actvities of the STARS program have been reduced due to budget reductions.

FY 11 SMART Quarterly Performance Report

Agency:	**319 - Higher Education, Alabama Commission on**	**Program:**	**152 - SUPPORT - OTHER ED ACTIVITIES**
Organization:	**-**	**Activity:**	**0109 - SOUTHERN REGIONAL ED BOARD**
Mission:	To provide effective administration for the various SREB programs which include: the SREB Data Exchange Program, the Academic Common Market, the Electronic Campus, the Minority Doctoral Scholars Program, the Go Alliance, and Regional Contract Programs.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: To fully participate in the six (6) SREB programs listed in the SREB mission statement.	--	--	--	--	--	--	--	--	6	6

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 152 - SUPPORT - OTHER ED ACTIVITIES**
Organization: -	**Activity: 0109 - SOUTHERN REGIONAL ED BOARD**

Key Goal:			
Goal 1	**Southern Regional Education Board - To ensure continued participation in SREB initiatives and data collection.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Administer the Minority Doctoral Scholars Program.	Number of recipients	--	--	--	--	--	--	--	--	14	15
(O2-Quality) Participate in the SREB Data Exchange.	Number of surveys completed.	0	0	5	0	5	8	1	3	11	11

FY 11 SMART Quarterly Performance Report

Agency:	**319 - Higher Education, Alabama Commission on**	**Program:**	**152 - SUPPORT - OTHER ED ACTIVITIES**
Organization:	**-**	**Activity:**	**0116 - RESEARCH**
Mission:	To encourage the establishment and development of formal consortia for the advancement of higher education comprised of institutions of higher education in the state.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: To promote initiatives of EPSCoR by supporting partnership activities among the seven, public and private, Ph.D. research institutions, several government agencies, and numerous industrial enterprises. (Number of Participating Research Institutions)	--	--	--	--	--	--	--	--	7	7

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 152 - SUPPORT - OTHER ED ACTIVITIES**
Organization: -	**Activity: 0116 - RESEARCH**

Key Goal:			
Goal 1	**Experimental Program to Stimulate Competitive Research (EPSCoR) - Maintain the current number of Graduate Research Scholars Awards.**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain the current number of Graduate Research Scholars Awards.	Number of Graduate Research Scholars	--	--	--	--	--	--	--	--	41	43

FY 11 SMART Quarterly Performance Report

Agency:	**319 - Higher Education, Alabama Commission on**	**Program:**	**152 - SUPPORT - OTHER ED ACTIVITIES**
Organization:	**-**	**Activity:**	**0118 - LIBRARIES**
Mission:	To encourage the establishment and development of formal consortia for the advancement of higher education comprised of institutions of higher education in the state.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: To assist NAAL in coordinating sharing of academic library resources; to expand access to global information; to ensure access to historical Alabama resources; to develop partnerships; to expand access to information; and to improve library accountability and performance for the participating institutions in NAAL (Number of participating institutions).	--	--	--	--	--	--	--	--	40	40

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 152 - SUPPORT - OTHER ED ACTIVITIES**
Organization: -	**Activity: 0118 - LIBRARIES**

Key Goal:			
Goal 1	**Network of Alabama Academic Libraries (NAAL) seeks to provide online scholarly journals and research reports in support of statewide economic development and advanced scientific, medical, and technical research in higher education institutions. These materials are very expensive.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To provide information necessary for a successful education by securing additional databases. The number of which will depend on the amount of funds received and the content of the databases selected by the NAAL Advisory Board. The objective is to negotiate with vendors to receive discounts and obtain as many licensed databases as possible.	Number licenses negotiated	--	37	--	4	--	32	--	24	80	97

Item # **Notes**

O1- NAAL was able to secure several database licenses at lower than anticipated cost, which allowed them to purchase a larger number of licenses than projected.

FY 11 SMART Quarterly Performance Report

Agency:	**319 - Higher Education, Alabama Commission on**	**Program:**	**152 - SUPPORT - OTHER ED ACTIVITIES**
Organization:	**-**	**Activity:**	**0144 - POST-SECONDARY EDUCATION**
Mission:	To administer the USDE No Child Left Behind (NCLB), Title II higher education competitive grant program, the largest federal program that supports professional development activities to improve K-12 teaching and learning.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Monitor projects and provide technical assistance (Number of projects).	--	--	--	--	--	--	--	--	20	20

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 152 - SUPPORT - OTHER ED ACTIVITIES**
Organization: -	**Activity: 0144 - POST-SECONDARY EDUCATION**

Key Goal:			
Goal 1	**No Child Left Behind Activities - Award grants and monitor activities of the recipients.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To ensure that grant recipients are meeting objectives outlined in award letters.	Number of site visits.	--	16	--	11	--	12	--	4	40	43

FY 11 SMART Quarterly Performance Report

Agency:	**319 - Higher Education, Alabama Commission on**	**Program:**	**152 - SUPPORT - OTHER ED ACTIVITIES**
Organization:	**-**	**Activity:**	**0807 - SUPER**
Mission:	SUPER provides graduate-level, content-rich, professional development of the highest quality to outstanding 3rd-12th grade public and private school teachers, school librarians and administrators who wish to expand and deepen their knowledge of a particular subject or theme within the humanities.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: To serve as the fiscal agent for SUPER and make quarterly allotments to the Humanities Foundation. (Number of allotments)	1	1	1	1	1	2	1	1	4	4

Item # **Notes**

WL1- There was an error in the 2nd Quarter report. No allotment was made during that quarter.

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 152 - SUPPORT - OTHER ED ACTIVITIES**
Organization: -	**Activity: 0807 - SUPER**

Key Goal:			
Goal 1	**School and University Partnership Education Renewal Program (SUPER)- To provide training to as many teachers as possible and to expose future college students to Humanities fields.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To provide more professional development opportunties for teachers in the Humanities field.	Number of teachers and students served	--	--	--	--	--	--	--	--	275	52 teachers

Item # **Notes**

O1- 52 teachers participated in AHF activities. These teachers reached approximately 6,600 students.

FY 11 SMART Quarterly Performance Report

Agency:	**319 - Higher Education, Alabama Commission on**	**Program:**	**152 - SUPPORT - OTHER ED ACTIVITIES**
Organization:	**-**	**Activity:**	**TO02 - PK-20 Initiative**
Mission:	Note: The PK-20 Initative was not funded for FY 2010-11. To recommend to the Legislature of Alabama the enactment of such legislation as it deems necessary or desirable to insure the highest quality of higher education in this state taking into consideration the orderly development and maintenance of the state system of public higher education to meet trends in population and the change in social and technical requirements of the economy.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Create through Executive Order a P-20 Council of stakeholders in education and support for state-wide economic development.	--	--	--	--	--	--	--	--	0	
W2: Establish a student data system support mechanism by utilizing an electronic transcript delivery system.	--	--	--	--	--	--	--	--	0	

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 152 - SUPPORT - OTHER ED ACTIVITIES**
Organization: -	**Activity: TO02 - PK-20 Initiative**

Key Goal:			
Goal 1	**PK-20 Initiative - Even though this initiative was not funded in FY 2010-11, it is still a priority goal for the Commission. Our goal is to facilitate the development of a PK-20 Initiative, a key component of which will be the development of a new state initiative for all educational sectors that will emphasize regional planning, greater inter-agency cooperation, and the creation of an electronic transcript mechanism.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Develop and subsequently monitor a new state initiative for all educational sectors that will emphasize regional planning.	Develop initiative	--	--	--	--	--	--	--	--	0	
(O2-Efficiency) Create avenues for greater inter-agency cooperation by working with the Chancellor of the Alabama College System and the State Superintendent of Education to hold quarterly meetings with other state agencies to discuss issues and implement plans.	Number of meetings	--	--	--	--	--	--	--	--	0	
(O3-Quality) Create and maintain an electronic student transcript mechanism for a student's entire academic career.	Develop electronic transcript mechanism	--	--	--	--	--	--	--	--	0	

FY 11 SMART Quarterly Performance Report

Agency:	**319 - Higher Education, Alabama Commission on**	**Program:**	**153 - STUDENT FINANCIAL AID**
Organization:	**-**	**Activity:**	**0121 - STUDENT ASSISTANCE**
Mission:	To provide Alabama residents financial assistance based on financial need in order to enable them to attend an Alabama higher education institution.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: To disburse allotments to participating institutions (Number of Institutions)	--	--	--	--	--	--	--	--	55	54

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 153 - STUDENT FINANCIAL AID**
Organization: -	**Activity: 0121 - STUDENT ASSISTANCE**

Key Goal:			
Goal 1	**Alabama Student Assistance Program (ASAP) - to increase the amount of need-based student financial aid in Alabama.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To make disbursements to the participating institutions in a timely fashion, as funding allows.	Number disbursements (4) per institution	--	69	--	40	--	66	--	42	220	217

FY 11 SMART Quarterly Performance Report

Agency:	**319 - Higher Education, Alabama Commission on**	**Program:**	**153 - STUDENT FINANCIAL AID**
Organization:	**-**	**Activity:**	**0122 - ALA STUDENT GRANT PROGRAM**
Mission:	To provide Alabama residents with financial assistance to enable them to attend an Alabama private, non-profit higher education institutions and other legislatively identified private institutions.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: To disburse allotments to participating institutions (Number of Institutions).	--	--	--	--	--	--	--	--	14	14

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 153 - STUDENT FINANCIAL AID**
Organization: -	**Activity: 0122 - ALA STUDENT GRANT PROGRAM**

Key Goal:			
Goal 1	**Alabama Student Grant Program (ASGP) To increase student financial aid opportunities for Alabama students attending private, non-profit colleges and universities and other legislatively identified private institutions.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To make disbursements to the participating institutions in a timely fashion, as funding allows.	Number of disbursements (2 per institution)	--	10	--	7	--	7	--	7	28	31

FY 11 SMART Quarterly Performance Report

Agency:	**319 - Higher Education, Alabama Commission on**	**Program:**	**153 - STUDENT FINANCIAL AID**
Organization:	**-**	**Activity:**	**0124 - ALA NAT GUARD SCHOLARSHIPS**
Mission:	To provide members of the Alabama National Guard financial assistance to enable them to attend an Alabama higher education institution.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: To disburse allotments to participating institutions (Number of institutions).	--	--	--	--	--	--	--	--	55	46

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 153 - STUDENT FINANCIAL AID**
Organization: -	**Activity: 0124 - ALA NAT GUARD SCHOLARSHIPS**

Key Goal:			
Goal 1	**Alabama National Guard Educational Assistance Program - To increase student financial aid opportunities for Alabama citizens who are in the Alabama National Guard.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To administer maximum number of grants within appropriated funding level (Number of grants). The number of recipients awarded is dependent on the number of qualified students who apply; therefore, it is difficult to project the number of grants that may be awarded in future years.	Number of Awards	--	415	--	279	--	165	--	56	800	915

FY 11 SMART Quarterly Performance Report

Agency:	**319 - Higher Education, Alabama Commission on**	**Program:**	**153 - STUDENT FINANCIAL AID**
Organization:	**-**	**Activity:**	**0125 - EMERGENCY SEC ED SCHOLARSHIPS**
Mission:	To provide loans to qualifying Alabama teachers to enable them to attend an Alabama higher education institution in order to improve their computer skills		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: This program is being phased out.	--	--	--	--	--	--	--	--	0	0

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 153 - STUDENT FINANCIAL AID**
Organization: -	**Activity: 0125 - EMERGENCY SEC ED SCHOLARSHIPS**

Key Goal:			
Goal 1	**Teacher Education Scholarship Loan Program - To increase the computer skills of K-12 teachers in order to bring today's technology into the classroom.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To phase out the program.	Number of awards.	--	--	--	--	--	--	--	--	0	0

FY 11 SMART Quarterly Performance Report

Agency:	**319 - Higher Education, Alabama Commission on**	**Program:**	**153 - STUDENT FINANCIAL AID**
Organization:	**-**	**Activity:**	**0126 - CHIROPRACTIC SCHOLARSHIPS**
Mission:	To provide financial aid to qualifying Alabama students to attend an accredited chiropractic school and to enroll in post-doctoral advanced health education courses.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: To disburse allotments to participating institutions.	--	--	--	--	--	--	--	--	2	2

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 153 - STUDENT FINANCIAL AID**
Organization: -	**Activity: 0126 - CHIROPRACTIC SCHOLARSHIPS**

Key Goal:			
Goal 1	**Chiropractic Scholarship Program - To provide educational opportunities to eligible students.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To make the maximum number of awards possible within the appropriated funding levels (Number of awards).	Number of disbursements	--	1	--	1	--	2	--	2	8	6

FY 11 SMART Quarterly Performance Report

Agency:	**319 - Higher Education, Alabama Commission on**	**Program:**	**153 - STUDENT FINANCIAL AID**
Organization:	**-**	**Activity:**	**0794 - POLICEMEN'S SURVIVOR SCH**
Mission:	To provide tuition assistance to the children and spouses of policemen and firefighters who lost their lives in the line of duty.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: To disburse allotments to participating institutions (Number of Institutions).	--	--	--	--	--	--	--	--	9	10

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 153 - STUDENT FINANCIAL AID**
Organization: -	**Activity: 0794 - POLICEMEN'S SURVIVOR SCH**

Key Goal:			
Goal 1	**Police and Firefighter' s Survivors Tuition Program - to ensure that all eligible recipients receive awards.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To administer maximum number of grants within appropriated funding level. This is an open-ended appropriation.	Number of awards	--	14	--	2	--	11	--	2	18	29

FY 11 SMART Quarterly Performance Report

Agency:	**319 - Higher Education, Alabama Commission on**	**Program:**	**153 - STUDENT FINANCIAL AID**
Organization:	**-**	**Activity:**	**TO03 - Washington Center Internship Program**
Mission:	To provide internship opportunities for Alabama students.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Work with participating institutions to promote the internship program.	--	--	--	--	--	--	--	0	14	14

Item # **Notes**

WL1- The participating institutions are the 14 public universities.

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 153 - STUDENT FINANCIAL AID**
Organization: -	**Activity: TO03 - Washington Center Internship Program**

Key Goal:			
Goal 1	**Washington Internship Program - to provide selected students challenging opportunities to work and learn in Washington, D.C. for academic credit.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To make payments to the Washington Center based on the number of students participating.	Number of awards	--	--	--	1	--	--	--	8	8	9

Item # **Notes**

O1- The number of awards represents the number of students that participated in the program, not the total number of universities from which those students came.

FY 11 SMART Quarterly Performance Report

Agency:	**319 - Higher Education, Alabama Commission on**	**Program:**	**172 - PLANNING AND COORDINATION SERV**
Organization:	**-**	**Activity:**	**0144 - POST-SECONDARY EDUCATION**
Mission:	To analyze and evaluate on a continuing basis the present and future needs for instruction, research and public service in postsecondary education in the state, including facilities, and assess the present and future capabilities.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Instructional Activities - Coordinate the instructional activities for public colleges and universities, private non-profit institutions, and private non-resident institutions seeking to operate in the State of Alabama. (Number of Institutions)	--	--	--	--	--	--	--	--	112	161
W2: Data Collection and Dissemination - Coordinate the collection and dissemination of data for public and private, non-profit two and four year institutions. (Number of Institutions filing Integrated Postsecondary Education Data Systen (IPEDS) surveys)	--	--	--	--	--	--	--	--	54	54
W3: Financial Affairs - Coordinate the development of budget and capital budgeting requests for public two-year and four-year institutions. (Number of Institutions)	--	--	--	--	--	--	--	--	40	40

Item # **Notes**

WL1- Changes in federal law increased the number of programmatic reviews of private, non-resident institutions

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 172 - PLANNING AND COORDINATION SERV**
Organization: -	**Activity: 0144 - POST-SECONDARY EDUCATION**

Key Goal:			
Goal 1	**Planning and Coordination Services: Instructional - to provide the citizens of Alabama with access to quality postsecondary education opportunities.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) All institutions - To ensure quality instruction in high demand fields of study for the citizens of Alabama by reviewing instructional items per Commission adopted criteria.	Number of instructional items reviewed by staff.	25	37	25	48	25	41	25	34	100	160
(O2-Quality) Non-resident Institutions - secure sufficient resources to conduct thorough and timely reviews of instructional proposals.	Number of institutions reviewed.	--	20	--	19	--	24	--	41	55	104

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 172 - PLANNING AND COORDINATION SERV**
Organization: -	**Activity: 0144 - POST-SECONDARY EDUCATION**

Key Goal:			
Goal 2	**Planning and Coordination Services: Data Collection - to continue to enhance and expand data gathering and dissemination mechanisms.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Develop an electronic transcript that can track a student's progress throughout their academic career. This will allow policy makers to indentify areas of strength and weaknesses.	Development of an electronic transcript mechanism	--	--	--	--	--	--	--	--	outline parameters	Postponed
(O2-Efficiency) Collect and processs student data base submissions.	Number of submittals (4 submittals times 40 institutions)	--	40	--	--	--	40	--	80	160	160
(O3-Efficiency) Coordiante the collection of Integrated Postsecondary Education Data System (IPEDS)surveys for 54 public and private non-profit institutions.	Number of surveys collected (9 surveys times 54 institutions).	--	162	--	54	--	270	--	--	488	486

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 172 - PLANNING AND COORDINATION SERV**
Organization: -	**Activity: 0144 - POST-SECONDARY EDUCATION**

Key Goal:			
Goal 3	**Planning and Coordination Services: Institutional Finance - to develop a consolidated budget recommendation for public higher education institutions and to provide timely analysis of the various versions of the Education Trust Fund budget for higher education and government decision-makers**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Analize various versions of the Education Trust Fund budget.	Number of budgets reviewed.	--	--	--	3	--	4	--	--	5	7
(O2-Quality) Develop a consolidated budget recommendation for public higher education.	Consolidated budget recommendation	--	1	--	--	--	--	--	--	1	1

FY 11 SMART Quarterly Performance Report

Agency:	**319 - Higher Education, Alabama Commission on**	**Program:**	**176 - ALA GUARANTEED STUDENT LOAN**
Organization:	-	**Activity:**	-
Mission:	The Commission is no longer involved in this activity.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: None										

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 176 - ALA GUARANTEED STUDENT LOAN**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**None**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) None	N/A										

FY 11 SMART Quarterly Performance Report

Agency:	**319 - Higher Education, Alabama Commission on**	**Program:**	**188 - Teacher Recruitment Incentive Program**
Organization:	**-**	**Activity:**	**0821 - Teacher Recruitment Incentive Program**
Mission:	The mission of the Alabama Teacher Recruitment Incentive Program (ATRIP) is to provide a scholarship/loan program to attract qualified students into the teaching profession in designated critical need areas.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: To work with the public and private four year colleges in distributing ATRIP awards to the recipients. (Number of Institutions)	--	--	--	--	--	--	--	--	16	14

FY 11 SMART Quarterly Performance Report

Agency: 319 - Higher Education, Alabama Commission on	**Program: 188 - Teacher Recruitment Incentive Program**
Organization: -	**Activity: 0821 - Teacher Recruitment Incentive Program**

Key Goal:			
Goal 1	**Alabama Teacher Recruitment Incentive program (ATRIP) - to distribute awards and monitor the academic progress of the recipients.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Distribute funds or begin loan collection.	Number of recipients.	--	--	--	--	--	--	--	--	122	122

FY 11 SMART Quarterly Performance Report

Agency:	**320 - Historical Commission, Alabama**	**Program:**	**050 - CAPITAL OUTLAY**
Organization:	**0100 - ALABAMA HISTORICAL COMM**	**Activity:**	**0127 - HISTORICAL SITE DEV & PRESERV**
Mission:	Foster the protection, preservation and interpretation of Alabama's historic places (Code of Alabama 41-9-42 et. seq; National Historic Preservation Act of 1966, as amended).		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of acres to maintain at state-owned historic sites.	1574	1574	1574	1574	1574	1574	1574	1611	1574	1611
W2: Number of square feet of structures at state-owned historic sites requiring restoration.	--	359780	--	360828	--	337972	--	326213	296939	326213
W3: Number of capital outlay projects completed at state-owned historic sites.	2	1	3	2	3	5	1	5	9	13

FY 11 SMART Quarterly Performance Report

Agency: 320 - Historical Commission, Alabama	**Program: 050 - CAPITAL OUTLAY**
Organization: 0100 - ALABAMA HISTORICAL COMM	**Activity: 0127 - HISTORICAL SITE DEV & PRESERV**

Key Goal:			
Goal 1	**Reduce square footage requiring restoration at historic sites by 20% by 2012 (367,515 to 294,012 square feet). FY 2007 baseline is 367,515 square feet requiring restoration out of 400,936 square feet total.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Reduce square footage requiring restoration by 5.0% (310,856 square feet to 296,939 square feet).	Total square footage requiring restoration.	--	359780	--	360828	--	337972	--	326213	269,939	326213

FY 11 SMART Quarterly Performance Report

Agency:	**320 - Historical Commission, Alabama**	**Program:**	**161 - HISTORICAL RESOURCES MANAGEMENT**
Organization:	**0100 - ALABAMA HISTORICAL COMM**	**Activity:**	**0127 - HISTORICAL SITE DEV & PRESERV**
Mission:	Foster the protection, preservation and interpretation of Alabama's historic places (Code of Alabama 41-9-42 et seq; National Historic Preservation Act of 1966 as amended)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of times constituents, general public, and school students receive agency's services. Workload includes number of visitors to historic sites; web site visits; participants in workshops, presentations and annual conference; staff responses to public's request for information; and responses to constituents with projects under federal review.	140331	146327	118543	122139	154573	163222	101115	126896	514562	558584
W2: Number of acres at state-owned historic sites to maintain.	1574	1574	1574	1574	1574	1574	1574	1611	1574	1611
W3: Number of square feet of structures at state-owned historic sites to maintain.	470590	470579	470590	470579	470590	468179	470590	470880	470590	470880
W4: Number of buildings and sites affected. Workload represents actions taken by AHC staff to preserve, promote, protect and record historic places in Alabama.	13799	15744	13781	14991	14691	13812	13924	15389	14953	517677

FY 11 SMART Quarterly Performance Report

Agency: 320 - Historical Commission, Alabama	**Program: 161 - HISTORICAL RESOURCES MANAGEMENT**
Organization: 0100 - ALABAMA HISTORICAL COMM	**Activity: 0127 - HISTORICAL SITE DEV & PRESERV**

Key Goal:			
Goal 1	**Preserve AHC-owned historic places and artifacts by establishing cyclical maintenance programs at all (ten) sites by 2014 to reduce the deferred backlog and expense of costly restoration and capital outlay projects.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Add two complete cyclical maintenance programs.	Number of sites with programs in place.	--	0	--	0	--	0	--	--0	2	0

FY 11 SMART Quarterly Performance Report

Agency: 320 - Historical Commission, Alabama	**Program: 161 - HISTORICAL RESOURCES MANAGEMENT**
Organization: 0100 - ALABAMA HISTORICAL COMM	**Activity: 0127 - HISTORICAL SITE DEV & PRESERV**

Key Goal:

Goal 2	**Increase number of school aged visitors at AHC-owned historic sites by 5% by 2012 (83,085 school aged visitors to 87,240 school aged visitors). Baseline established in FY 2008.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase number of school-aged visitors at AHC-owned historic sites by 1.25%. Baseline established in 2008.	Number of school-aged visitors at historic sites	--	25448	--	15251	--	32799	--	10073	86,155	83571

FY 11 SMART Quarterly Performance Report

Agency: 320 - Historical Commission, Alabama	**Program: 161 - HISTORICAL RESOURCES MANAGEMENT**
Organization: 0100 - ALABAMA HISTORICAL COMM	**Activity: 0127 - HISTORICAL SITE DEV & PRESERV**

Key Goal:			
Goal 3	**Increase AHC generated retail and admissions revenues by 40% by 2012 (from $475,150 annually to $665,210 annually). Baseline established in FY 2007.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase AHC's retail revenue by 10% annually ($299,258 to $325,520). Baseline established in FY 2007.	dollars of retail revenue generated	--	53455	--	55471	--	85249	--	74605	325520	268780
(O2-Efficiency) Increase AHC's admission revenue by 10% annually ($312,283 t0 $339,688). Baseline established in FY 2007.	dollars of admission revenue generated	--	110582	--	39704	--	72606	--	102911	339688	325803

FY 11 SMART Quarterly Performance Report

Agency:	**322 - Landscape Architects, Board of Examiners for**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**-**
Mission:	To examine and register landscape architects and enforce rules		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # of licensed Landscape Architects										

FY 11 SMART Quarterly Performance Report

Agency: 322 - Landscape Architects, Board of Examiners for	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Increase efficiency within the licensing process by issuing and/or renewing 80 percent of applications within 8 weeks by 2011.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain current cost per licensee	Cost per licensee										
(O2-Quality) Maintain less than two complaints against licensees	# of complaints against licensees										

FY 11 SMART Quarterly Performance Report

Agency:	**323 - Liquefied Petroleum Gas Board**	**Program:**	**041 - REGULATORY SERVICES**
Organization:	-	**Activity:**	-
Mission:	To regulate and enforce the LP-gas safety codes and regulations in the handling, distribution, transportation, storage and installations of LP gas for the protection of health and safety of the public and users of LP gas.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Inspections, investigations, reports and condemnations	480	727	490	597	690	833	740	437	2400	2927
W2: Reinspections of reported corrections increases.	40	68	57	45	62	50	45	74	204	237

Item # **Notes**

WL2- The Chief Inspector was appointed Administrator effective April 27, 2011. Prior to his appointment he was the Acting Administrator and assumed day-to-day operations of the office. Another Licensing regulatory field officer spent 1/3 of the quarter assisting in the April 27, 2011 tornado devastation.

FY 11 SMART Quarterly Performance Report

Agency: 323 - Liquefied Petroleum Gas Board	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To increase reinspections of reported corrections of discrepancies by 10% per year through 2012 with base of 168.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Number of reinspections	Number	40	68	57	45	62	50	45	74	204	237

Item # **Notes**

O1- The Board Administrator retired February 1, 2011. The Chief Inspector was appointed Acting Administrator February 2011 and assumed all day-to-day operations of the office. After the appointment as Acting Administrator, the Chief Inspector was unable to cover his territory, make visits, or inspections.

FY 11 SMART Quarterly Performance Report

Agency:	**324 - Contractors, State Licensing Board for General**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**-**
Mission:	To safeguard life, health, and property and to promote the general public welfare by requiring that only properly qualified persons be permitted to engage in general contracting.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of renewal forms processed.	2646	2238	967	1028	3294	2582	3185	3090	10092	8938
W2: Number of new applications received.	419	297	449	236	392	262	429	289	1689	1084

Item #	Notes
WL1-	Lower actual amounts due to current economic conditions.
WL2-	Due to economic conditions - fewer applications are being received.

FY 11 SMART Quarterly Performance Report

Agency: 324 - Contractors, State Licensing Board for General	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To reduce the amount of renewal forms returned due to wrong or incomplete information to 5% by the year 2011.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Decrease the percentage of renewal forms returned.	% of renewals returned	--	--	--	--	--	--	--	--	5%	6%

Item # **Notes**

O1- annual measurement

FY 11 SMART Quarterly Performance Report

Agency: 324 - Contractors, State Licensing Board for General	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Maintain expenditures per licensee at or below $165 through the FY11.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain expenditures per licensee at or below $165 through FY 11	$ Expenditure per licensee (expend/ #of licensees)	--	--	--	--	--	--	--	--	$165	$142

Item # **Notes**

O1- annual measurement

FY 11 SMART Quarterly Performance Report

Agency:	**325 - Nursing, Alabama Board of**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	To safeguard and promote the health, safety & welfare of the public through licensing & approval of qualified individuals & adopting & enforcing legal standards for nursing education & nursing practice.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of complaints received	350	250	350	350	350	297	350	332	1400	1297
W2: Number of active licensees	--	--	--	--	--	--	--	--	70,000	80689

Item # **Notes**

WL2- Annual not quarterly measure

FY 11 SMART Quarterly Performance Report

Agency: 325 - Nursing, Alabama Board of	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:

Goal 1	**To have more efficient and effective licensing processes so that 95% of all licensing functions can occur electronically by 2013.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To have 90% of all licensing transactions occur electronically by 2011	Percentage	90.00	96.9%	90.00	91.33	90.00	92.29	90.00	94.16	90.00	93.74
(O2-Quality) 100% of random sample of newly licensed individuals meet ABN requirements.	Percentage	100.00	99.06%	100	100	100	94.00	100	99.53	100	99.1

FY 11 SMART Quarterly Performance Report

Agency: 325 - Nursing, Alabama Board of	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**To conclude 75% of disciplinary cases within 6 months of receiving the complaint by 2011.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Disciplinary cases resolved within six month period after receipt of complaint.	Percentage	--	--	--	--	--	--	--	--	75	71.3

Item # **Notes**

O1- Annual measure

FY 11 SMART Quarterly Performance Report

Agency: 325 - Nursing, Alabama Board of	Program: 653 - PRO AND OCCU LICENSING AND REG
Organization: -	Activity: -

Key Goal:			
Goal 3	To ensure nursing education programs are preparing graduates for safe and effective practice by having NCLEX pass rates of at least 80% for first time takers by FY 2011.	Governor's Priority:	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
(O1-Quality) Review annual reports of 100% of nursing education programs for compliance with Board rules.	Percentage	--	--	--	--	--	--	--	--	100	100
(O2-Quality) Average LPN NCLEX pass rates of first-time takers exceeds 80% for nursing programs in Alabama.	Percentage	80	94.7%	80	96.4	80	95.00	80	94.2	80	94.3
(O3-Quality) Average RN NCLEX pass rates of first-time takers exceeds 80% for nursing programs in Alabama.	Percentage	80	74.5%	80	90.4	80	90.10	80	83.7	80	85.7

Item #	Notes
O1-	Annual Measure

FY 11 SMART Quarterly Performance Report

Agency:	**326 - Nursing Home Administrators, Board of Examiners of**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**-**
Mission:	To examine and license nursing home administrators and to enforce the rules against illegal practice of nursing home administration in Alabama (Code of Alabama 34-20-1 through 34-20-16)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Renew Licenses of current and active administrators	110	100	135	125	128	141	120	96	493	463
W2: License new applicants	10	7	10	3	10	7	10	5	40	22
W3: Enroll applicants in the administrator-in-training program	5	2	5	9	5	2	5	9	20	22

FY 11 SMART Quarterly Performance Report

Agency: 326 - Nursing Home Administrators, Board of Examine	Program: 653 - PRO AND OCCU LICENSING AND REG
Organization: -	Activity: -

Key Goal:			
Goal 1	**Process all renewals within 30 days of receipt.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Process 99% of renewals within 30 days of receipt.	# renewals processed/#renewals received	.99	0.98	.99	0.99	.99	1.00	.99	0.97	.99	0.99

FY 11 SMART Quarterly Performance Report

Agency:	**327 - Surface Mining Commission, Alabama**	**Program:**	**615 - INDUSTRIAL SAFETY & ACCIDENT P**
Organization:	-	**Activity:**	-
Mission:	To encourage the production of coal in the State of Alabama and to ensure the reclamation of all surface coal mined lands in accordance with AL Code 9-16-70 through 9-16-107.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Licensing and permit activities	35	29	95	95	35	26	35	38	200	196
W2: Inspection activities	900	900	900	853	900	820	900	858	3600	3400
W3: Reclamation of bond forfeiture sites.	3	3	3	1	2	0	2	0	10	4

FY 11 SMART Quarterly Performance Report

Agency: 327 - Surface Mining Commission, Alabama	**Program: 615 - INDUSTRIAL SAFETY & ACCIDENT P**
Organization: -	**Activity: -**

Key Goal:

Goal 1	**Have 90% of permitting and licensing processes on-line by FY2012. (50% by 2010, 80% by 2011, 90% by 2012, and 95% by 2013)**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To have permit and license applications submitted electronically	percentage of applications submitted electronicall	80	100	80	85.26	80	100	80	100	80	96

Item # **Notes**

O1- All applicants are required to submit applications electronically unless they do not have internet access.

FY 11 SMART Quarterly Performance Report

Agency:	**328 - Peace Officers' Annuity and Benefit Fund, Board**	**Program:**	**912 - RETIREMENT SYSTEMS**
Organization:	**-**	**Activity:**	**-**
Mission:	The Board of Commissioners manage a Fund established to provide retirement,disability, and death benefits to peace officers with the powers of arrest in Alabama.(Ala Code 36-21-60)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Applicant enrollment for active members joining the Annuity Fund.	44	24	43	27	44	19	44	13	175	83
W2: Service and Disability retirements of members will generally remain steady year to year.	35	18	35	42	35	34	35	35	140	129
W3: Death Benefits of members will increase gradually as the member population ages.	15	14	15	19	15	12	15	15	70	60

FY 11 SMART Quarterly Performance Report

Agency: 328 - Peace Officers' Annuity and Benefit Fund, Board	Program: 912 - RETIREMENT SYSTEMS
Organization: -	Activity: -

Key Goal:			
Goal 1	Increase Administrative Spending(0554) by a total of no more than 35% through FY 2014(7% per fiscal year)	Governor's Priority:	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
(O1-Efficiency) To not have an increase of more than 7% in the Fund's Administrative Expenses(0554) on a fiscal year basis.	%	1.75	8.51	1.75	2.65%	1.75	2.98%	1.75	-4.84%	7.0	3.17%

Item # **Notes**

O1- The reason for the marked increase is due to a large(over $10,000) change in the way a yearly expense is being encumbered in the first quarter. We actually spent a modest amount more in this quarter versus last years.

O1-

FY 11 SMART Quarterly Performance Report

Agency:	**329 - Physical Fitness, Commission on**	**Program:**	**171 - ADVISORY SERVICES**
Organization:	-	**Activity:**	-
Mission:	To administer the functions and programs which are to promote, improve and provide the physical fitness and health of the residents of Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Participants of Alabama Special Olympics - 12,100	--	0	--	0	--	--	--	0	12,150	13000
W2: Participants of the Alabama Sports Festival - 4,800	--	0	--	0	--	--	--	0	4,872	3500
W3: Participants of Senior Games & Masters Games - 1,800	--	620	--	0	--	--	--	0	1,700	680
W4: Co-sponsor of three Health & Physical Education Conferences - 1,400	--	942	--	0	--	--	--	0	1,450	1135

FY 11 SMART Quarterly Performance Report

Agency: 329 - Physical Fitness, Commission on	**Program: 171 - ADVISORY SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Promote and co-sponsor growth of sports program participants by 2% by FY 10.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To get more people physically active by involving them in our existing programs by atleast 3% of our goal.	Number of additional participants	--	25	--	0	--	--	--	--	3% of our goal	850

FY 11 SMART Quarterly Performance Report

Agency: 329 - Physical Fitness, Commission on	**Program: 171 - ADVISORY SERVICES**
Organization: -	**Activity: -**

Key Goal:

Goal 2	**Until the State Department of Education approves the change to a new fitness test, we will reprint the President's Challenge fitness test book for all physical education teachers and train any new physical education teachers in the testing procedures.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Train physical education teachers to properly give the physical fitness test so they may find any weaknesses students may have where they can institute in their program ways to improve the students overall physical fitness and health.	numbers of students tested	--	0	--	0	--	--	--	--	k-12 students	3000

FY 11 SMART Quarterly Performance Report

Agency:	**330 - Prosecution Services, Office of**	**Program:**	**639 - PROSECUTION TRAINING ED & MANA**
Organization:	-	**Activity:**	-
Mission:	To provide professional services to District Attorneys according to Section 12-17-230.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Conferences/Training/Education	--	--2	--	--1	--	8	--	1	8	12
W2: Payrolls processed	306	306	264	264	264	264	222	222	1056	1056
W3: "The Prosecutor" Publication	--	--0	--	--2	--	--1	--	0	12	3

FY 11 SMART Quarterly Performance Report

Agency: 330 - Prosecution Services, Office of	**Program: 639 - PROSECUTION TRAINING ED & MANA**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To provide logistical, investigative and prosecutorial support to DAs and other law enforcement with crimes involving computers through the continued effort of three regional computer forensics labs.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Respond to crime scenes involving computers and digital evidence.	number of cases	62	48	63	53	62	62	63	69	250	232
(O2-Efficiency) Train law enforcement to enhance response to computer/digital crime scenes as well as other legal issues.	number of personnel trained	--	--78	--	--65	--	0	--	185	500	328

FY 11 SMART Quarterly Performance Report

Agency: 330 - Prosecution Services, Office of	**Program: 639 - PROSECUTION TRAINING ED & MANA**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**To provide professional services and money management to District Attorneys.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase number of employees to provide District Attorneys with training, education and administrative support.	number of employees	--	--0	--	--0	--	0	--	--0	0	0
(O2-Quality) Zerometh Campaign - Administer public awareness campaign to target drug use in Alabama.	dollars	--	--0	--	--0	--	0	--	--0	0	0

FY 11 SMART Quarterly Performance Report

Agency:	**331 - Psychology, Alabama Board of Examiners in**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	To provide an efficient and effective system of regulating the practice of psychology. Governor's Priority #1		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: License renewals processed	900	927	10	4	0	0	0	0	910	931

FY 11 SMART Quarterly Performance Report

Agency: 331 - Psychology, Alabama Board of Examiners in	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:

Goal 1	**To process 910 renewals**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase number of renewals completed by staff	Renewal application	900	927	10	4	0	0	0	0	910	931

FY 11 SMART Quarterly Performance Report

Agency:	**332 - Tourism Department, Alabama**	**Program:**	**321 - TOURISM AND TRAVEL PROMOTION**
Organization:	-	**Activity:**	-
Mission:	The 1951 legislation gives the agency "exclusive power and authority to plan and conduct all state programs...to attract tourist to Alabama"		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Monitor web visits to alabama.travel	1000000	221022	350000	267567	1250000	447379	350000	421479	2950000	1357447
W2: Assist travelers' contacting office for travel information	4500	3098	7000	4424	5000	3587	4500	2435	21000	13544
W3: Provide assistance and information to travelers' visiting Welcome Centers	325000	276304	300000	236712	375000	353453	1400000	340029	2400000	1206498

Item # **Notes**

WL1- numbers reflect a new web tracking engine for a more qualified hit

FY 11 SMART Quarterly Performance Report

Agency: 332 - Tourism Department, Alabama	**Program: 321 - TOURISM AND TRAVEL PROMOTION**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To increase travelers' expenditures in Alabama by 30 percent during the next 5 years**	**Governor's Priority:**	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To increase State Lodgings collections	State Lodging tax	--	--	--	--	--	--	--	--	11204808	11912510
(O2-Efficiency) To increase the number of hotel night stays.	Room nights	--	--	--	--	--	--	--	--	75000	82866

FY 11 SMART Quarterly Performance Report

Agency:	**333 - Real Estate Commission**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	To serve the public through the licensing and regulating of Real Estate licensees.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # of licensees	34400	34422	34650	34740	34900	35004	35250	35213	35250	35213
W2: # of written complaints	39	35	41	50	41	39	39	45	180	169

FY 11 SMART Quarterly Performance Report

Agency: 333 - Real Estate Commission	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To protect the public by auditing 575 real estate companies per year by 2015.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Auditors will complete 575 audits.	# of audits	130	172	147	131	158	156	140	216	575	675
(O2-Efficiency) At least 90% of complaints concluded in the prior quarter will be investigated and probable cause determined within 90 days of receipt of complaint.	% of complaints investigated within 90 days	.90	100%	.90	100%	.90	0.96	.90	1.00	.90	.99

FY 11 SMART Quarterly Performance Report

Agency: 333 - Real Estate Commission	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**To protect the public by auditing 130 schools per year offering non-college credit courses and instructors actively teaching by 2015.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Auditors will have completed 85 education audits.	# of audits	10	10	20	18	25	21	30	42	85	91

FY 11 SMART Quarterly Performance Report

Agency: 333 - Real Estate Commission	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**To enhance communication with stakeholders (licensees, education providers, and consumers) by making at least 50 points of contact on average with targeted groups per year by 2015.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Make at least 45 points of contact on average with targeted groups per year.	# of points of contact	12	13	11	14	10	11	12	16	45	54

FY 11 SMART Quarterly Performance Report

Agency:	**334 - Veterinary Medical Examiners, Alabama State Board of**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**-**
Mission:	To serve & protect the people of Alabama by examining, licensing and monitoring veterinary medical professionals to insure a high standard of integrity and skill and to prosecute all illegal practices of veterinary medicine. (Code Sec. 34-29-60 et. seq.)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Veterinary Licenses Issued	1500	1454	300	54	200	39	200	18	2200	1565
W2: Veterinary Technician Licenses Issued	250	216	50	34	25	4	25	6	350	260
W3: Veterinary Premise Permits Issued	550	489	25	20	15	0	10	0	600	509
W4: Euthanasia Technician Certifications Issued	100	115	10	29	10	4	5	6	125	154

FY 11 SMART Quarterly Performance Report

Agency: 334 - Veterinary Medical Examiners, Alabama State Bo	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:

Goal 1	**Maintain cost per veterinary license through FY 2015**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Cost per veterinary licensee	$	--	--200.00	--	--200.00	--	--	--	--	364	

FY 11 SMART Quarterly Performance Report

Agency:	**335 - Peace Officers' Standards and Training Commission, Alabama**	**Program:**	**630 - CERT LAW ENFRCMNT ACADEMY PROG**
Organization:	**-**	**Activity:**	**-**
Mission:	To serve the people of Alabama by providing a certified law enforcement academy program.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Students partially supported by State appropriations (based on 3 year moving average)	213		212		213		212		850	
W2: Number of graduates (based on 3 year moving average)	169		169		169		168		675	

FY 11 SMART Quarterly Performance Report

Agency: 335 - Peace Officers' Standards and Training Commissi	**Program: 630 - CERT LAW ENFRCMNT ACADEMY PROG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Maintain the cost per graduate at no more than 10% increase by 2015.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		**First Quarter**		**Second Quarter**		**Third Quarter**		**Fourth Quarter**		**Annual**	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain the cost per graduate at no more than 10% increase.	%										

FY 11 SMART Quarterly Performance Report

Agency:	**335 - Peace Officers' Standards and Training Commission, Alabama**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**-**
Mission:	To serve the people of Alabama through professional and occupational licensing, and regulation of standards and training of Law Enforcement.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of students processed (based on 3 year moving average)	375		375		375		375		1500	
W2: Number of graduates (based on 3 year moving average)	300		300		300		300		1200	

FY 11 SMART Quarterly Performance Report

Agency: 335 - Peace Officers' Standards and Training Commissi	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Maintain the cost per graduate at no more than 10% increase by 2015.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain the cost per graduate at no more than 10% increase.	%										

FY 11 SMART Quarterly Performance Report

Agency:	**336 - Securities Commission**	**Program:**	**041 - REGULATORY SERVICES**
Organization:	-	**Activity:**	-
Mission:	The Commission is responsible for the enforcement of laws governing the registration of broker dealers, broker dealer agents, investment advisors, investment advisor representatives and the issuance, sale and other transactions relative to securities, industrial revenue bonds and the sale of checks.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of annual registration, licensing and exemption applications received by agency	8525	8638	92570	112941	13395	9560	7310	8147	121800	139286
W2: Number of audits conducted.	10	11	11	11	11	11	10	10	42	43
W3: Number of cases opened	37	33	36	33	36	29	36	27	145	122

FY 11 SMART Quarterly Performance Report

Agency: 336 - Securities Commission	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: -**

Key Goal:

Goal 1	**Complete all registrations and exemption filings within statutory time frame by 2014.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Issue securities registrations where appropriate for complete applications or issue deficiency letters within five business days of receipt.	% applications processed within time frame	90	93	90	100	90	100	90	100	90	98
(O2-Quality) Process initial applications filed through the national database for broker dealer agents, investment adviser representatives, broker dealer firms and investment adviser firms within ten days of receipt.	% of complete apps. processed within time frame	90	97	90	99	90	98	90	99	90	98

FY 11 SMART Quarterly Performance Report

Agency: 336 - Securities Commission	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Conduct a routine audit of at least 30 state registered and state domiciled investment advisers annually so that all are audited within a 4 year cycle.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Conduct on-site component of routine investment adviser audits within 2 day time frame.	Average days	2	1.8	2	2	2	2	2	1.9	2	1.9
(O2-Quality) Number of audits conducted.	Number of audits conducted	7	10	8	8	8	11	7	10	30	39
(O3-Efficiency) Complete 7.00 audits annually per full time securities analyst.	# of audits per analyst	--	--	--	--	--	--	--	--	7	7.8

FY 11 SMART Quarterly Performance Report

Agency: 336 - Securities Commission	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**Resolve enforcement cases within an average of 18 months of receipt by FY 2012.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Maintain average time to resolve cases.	avg mos. in which enforcement cases are resolved	--	--	--	--	--	--	--	--	18	12.6

FY 11 SMART Quarterly Performance Report

Agency: 336 - Securities Commission	**Program: 041 - REGULATORY SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 4	**Maintain average fiscal year number of financial education and fraud prevention activities/events to reach citizens in Alabama.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Present information and programs to help citizens make informed investment decisions and protect themselves from fraud.	# of educational activities/events	--	--	--	--	--	--	--	--	71	79

FY 11 SMART Quarterly Performance Report

Agency:	**338 - Soil and Water Conservation Committee, State**	**Program:**	**323 - WATER RESOURCE DEVELOPMENT**
Organization:	**-**	**Activity:**	**0172 - SOIL & WATER CONSERV DEVELOPM**
Mission:	To conserve, protect and enhance Alabama's natural resources in a manner that encourages a sustainable and healthy environment and promotes responsible stewardship of those resources. AL Code 1975-8-21 Governor's Priorities: 3 & 6		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # of District Employees and District Supervisors	--	n/a	--	n/A	--	n/a	--	--	402	396

Item #	Notes
WL1-	There are 6 vacant positions at 9/30/2011

FY 11 SMART Quarterly Performance Report

Agency: 338 - Soil and Water Conservation Committee, State	**Program: 323 - WATER RESOURCE DEVELOPMENT**
Organization: -	**Activity: 0172 - SOIL & WATER CONSERV DEVELOPM**

Key Goal:			
Goal 1	**Administer in an effective and timely manner federal grants and programs for natural resource protection.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Provide for proper expenditure and accountability of funds received.	$	--	--	--	--	--	n/a	--	--	1,541,000.00	1,393,750.00

Item # **Notes**

O1- Total reflects 15% proration of funds for FY 11

FY 11 SMART Quarterly Performance Report

Agency:	**338 - Soil and Water Conservation Committee, State**	**Program:**	**326 - RESOURCE CONSERVATION & DEVELOPMENT**
Organization:	**-**	**Activity:**	**0172 - SOIL & WATER CONSERV DEVELOPM**
Mission:	To license and regulate Soil Classifiers of the State.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Transmit quarterly allotments to RC&D Association to support projects in 9 RC&D areas of the state.	--	n/a	--	n/a	--	n/a	--	--	2,370,000.00	2,053,940.00

FY 11 SMART Quarterly Performance Report

Agency: 338 - Soil and Water Conservation Committee, State	**Program: 326 - RESOURCE CONSERVATION & DEVELOPMEN**
Organization: -	**Activity: 0172 - SOIL & WATER CONSERV DEVELOPM**

Key Goal:			
Goal 1	**Assist local councils to identify, address, and solve challenges to sustain and improve quality of life in their own communities.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Transmit payments to State RC&D Association within 10 days from first working day of each new quarter.	Date of Payment	--	--	--	--	--	--	--	--	1st ten (10) working days	50%

FY 11 SMART Quarterly Performance Report

Agency:	**338 - Soil and Water Conservation Committee, State**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**0478 - REG OF SOIL CLASSIFIERS**
Mission:	To license and regulate Soil Classifiers of the State.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of registered Professional Soil Classifiers	--	n/a	--	n/a	--	n/a	--	--	74	70

FY 11 SMART Quarterly Performance Report

Agency: 338 - Soil and Water Conservation Committee, State	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: 0478 - REG OF SOIL CLASSIFIERS**

Key Goal:			
Goal 1	**To provide effective personnel and administrative support for the Soil Classifiers Program.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain current and/or revise, as needed, timely application process for licensing/registration of qualified applicants and renewals of registered classifiers in accordance with PSC law.	# of Registrations and Renewals	--	--	--	--	--	--	--	--	Process applications within 10 days of receipt	Process applicatins within 10 days of receipt

Item # **Notes**

O1- All applicants were processed within the targeted time

FY 11 SMART Quarterly Performance Report

Agency:	**340 - Physical Therapy, Board of**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	To assure the public access to competent practice of physical therapy services (Code of AL, 34-24-190)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # Permanent Licenses Issued	50	40	65	66	70	66	120	132	305	304
W2: # Renewals Processed	50	70	10	6	5	8	3200	3536	3265	3620
W3: # License Verifications to Other States	50	38	40	70	65	59	50	70	205	237

FY 11 SMART Quarterly Performance Report

Item #	Notes
WL1-	# derived from list of new licenses issued
WL1-	# from new licensee list
WL1-	Counted list of licenses issued between 4/1 - 6-30
WL1-	# from list of therapists licensed from 7/1/11-9/30/11
WL2-	from deposit receipts & online records
WL2-	# renewals processed taken from deposit information
WL2-	# from certificates of deposit
WL2-	# derived from Cash Receipts total of renewals for period
WL3-	# derived from list kept for verifications requested/sent
WL3-	# from certificates of deposit
WL3-	Derived from list kept by ASAIII
WL3-	counted verifications on file from 7/1/11-9/30/11

FY 11 SMART Quarterly Performance Report

Agency: 340 - Physical Therapy, Board of	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To license 98% of applicants within 3 days once file is complete by 2013.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) To increase the percentage of licenses issued within 3 days of completed requirements to 98% by 2013	% Licenses issued within 3 days	95.0	100%	95.0	100%	95.0	93%	96.0	94%	96.0	96.8

Item #	Notes
O1-	% derived from date complete/date issued
O1-	# taken from new licensee listing of dates eligible & approved
O1-	Derived from lists of date completed & date issued
O1-	% derived from date complete/date issued
O1-	Average of qtrly %s and divided by 4 for average

FY 11 SMART Quarterly Performance Report

Agency: 340 - Physical Therapy, Board of	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:

Goal 2	**To process 98% of requests for license verification within 24 hours by 2012.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To provide license verification requests within 24 hours.	% Verifications Processed	96.0	100%	96.0	100%	97.0	100%	98.0	100	98.0	100

Item #	Notes
O1-	% derived from list requested and fulfilled
O1-	# taken from listing kept by ASAIII
O1-	List kept by ASAIII of date requested & date fulfilled
O1-	Average of qtrly % divided by 4 qtrs

FY 11 SMART Quarterly Performance Report

Agency:	**341 - Agriculture Center Board**	**Program:**	**011 - AGRICULTURAL DEVELOPMENT SERVI**
Organization:	**0379 - LIVESTOCK COLISEUM**	**Activity:**	**0004 - AGRICULTURAL PROMOTIONAL SERVS**
Mission:	To provide and efficiently manage a modern multipurpose facility competitively priced for exhibitors, promoters and spectators. (Ala Code 2-6-70 to 2-6-86) (Governor's priority #1)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Event Days	143	145	52	39	51	46	80		326	

FY 11 SMART Quarterly Performance Report

Agency: 341 - Agriculture Center Board	**Program: 011 - AGRICULTURAL DEVELOPMENT SERVI**
Organization: 0379 - LIVESTOCK COLISEUM	**Activity: 0004 - AGRICULTURAL PROMOTIONAL SERVS**

Key Goal:

Goal 1	**Increase the # of event days by 2% by FY2012.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase number of event days.	%	143		52	39	51	46	80		326	

FY 11 SMART Quarterly Performance Report

Agency:	**343 - Counseling, Alabama Board of Examiners in**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	To protect the welfare and interest of the public receiving mental health counseling services through oversight of statutes regulating licensed counselors and to investigate, review and resolve complaints.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of license renewals and number of new licenses issued.	75	98	75	80	350	274	430	738	930	1190
W2: Number of complaints received.	3	5	3	9	3	6	3	3	12	23

FY 11 SMART Quarterly Performance Report

Agency: 343 - Counseling, Alabama Board of Examiners in	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Resolve 40% complaints within 180 days of receipt by FY13.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Percent complaints resolved	Percent	5	100%	10	33%	15	0%	20	0%	20	57%

FY 11 SMART Quarterly Performance Report

Agency:	**344 - Polygraph Examiners, Board of**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	Examine and regulate Polygraph Examiners and Enforce the Code of Alabama to protect the citizens of Alabama		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of polygraph licenses issued (New, Intern, Renewal)	35	31	15	7	5	5	60	61	115	104
W2: Number of polygraph licensing examinations administered	2	0	5	0	2	0	1	1	10	1

FY 11 SMART Quarterly Performance Report

Agency: 344 - Polygraph Examiners, Board of	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Maintain cost per licensee with no more than a 5% increase by FY2012.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain cost per licensee in FY10 with no more than a 1% increase from FY09.	cost per licensee	--	--	--	--	--	--	--	--	$273.00	$170.00

FY 11 SMART Quarterly Performance Report

Agency:	**345 - Heating, Air Conditioning and Refrigeration Contractors, Board of**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**-**
Mission:	To protect the public by certifying and regulating qualified contractors and enforcing the rules and regulations.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of new certified contractors	50	36	60	56	40	43	50	29	200	164
W2: Number of technical exams	60	73	60	92	60	67	55	66	235	298

FY 11 SMART Quarterly Performance Report

Agency: 345 - Heating, Air Conditioning and Refrigeration Cont	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To provide services on-line so that 80% of licenses renewals are processed via the web by 2012**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To increase the number of renewal applications processed on-line	Percent of applications	--	--	--	--	--	--	--	--	77%	71.79%

FY 11 SMART Quarterly Performance Report

Agency: 345 - Heating, Air Conditioning and Refrigeration Cont	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**To conduct 90% of jurisdictional on-site Consumer Complaint inspections within 60 days from the date opened by FY 2012**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) To conduct 85% of jurisdictional on-site Consumer Complaint inspections within 60 days from the date opened by FY 2011	percentage conducted	--	--	--	--	--	--	--	--	85%	95%

FY 11 SMART Quarterly Performance Report

Agency:	**346 - Public Education Employees' Health Insurance Board**	**Program:**	**918 - ADMINISTRATIVE SERVICES**
Organization:	**-**	**Activity:**	**-**
Mission:	Provide health insurance benefits (in accordance with Code of Alabama 16-25A-1 et.Seq) that help attract and retain public education employees. (Governor's Priorities 1,2.3)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of active members at the period end date	--	100035	--	100235	--	99630	--	96977	99500	96977
W2: Number of retirees receiving benefits at the period end date	--	55048	--	54983	--	56269	--	56795	55000	56795
W3: Number of active or retired members with dependent coverage at the period end date	--	77305	--	77178	--	76306	--	73933	78000	73933

FY 11 SMART Quarterly Performance Report

Agency: 346 - Public Education Employees' Health Insurance B	**Program: 918 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Better educate members by increasing the number of members counseled by 500 by 2014.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase the number of members counseled by 500 by the year 2012.	Number of members counseled per year.	950	388	950	1669	950	1253	950	5410	3800	8720

FY 11 SMART Quarterly Performance Report

Agency: 346 - Public Education Employees' Health Insurance B	**Program: 918 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Maintain a ratio less than .5% of administrative cost in relation to retirement benefits.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain a low ratio of administrative cost in relation to benefits.	% of administrative cost to benefits.	0.25	0.26	0.25	0.30	0.25	0.21	0.25	0.16%	0.25	.23%

Item # **Notes**

O1- For fiscal year 2011, expenses as a percentage of benefits were 0.23% and the ratio of expenses to benefits was 0.0023

FY 11 SMART Quarterly Performance Report

Agency:	**347 - Agriculture and Conservation Development Commission**	**Program:**	**323 - WATER RESOURCE DEVELOPMENT**
Organization:	**-**	**Activity:**	**-**
Mission:	To provide for the restoration and conservation of Alabama's soil and water resources. AL Code 1975 9-8A-2		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Applications based on available funding.	--	n/a	--	n/a	--	n/a	--	--	505	571
W2: Number of Practices Completed.	--	n/a	--	n/a	--	n/a	--	--	236	533
W3: Number of Control Ledgers for Allocations, Reallocations, and Disbursements.	--	n/a	--	n/a	--	n/a	--	--	804	1138

FY 11 SMART Quarterly Performance Report

Agency: 347 - Agriculture and Conservation Development Com	**Program: 323 - WATER RESOURCE DEVELOPMENT**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To provide timely, accurate eligibility determinations, technical assistance and payment for completed practices.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) District Technicians will assist landowners with cost estimates and conservation plans according to program requirements.	# of Plans Completed, Approved, & Signed.	--	--	--	--	--	--	--	--	505	

FY 11 SMART Quarterly Performance Report

Agency:	**348 - Electrical Contractors, Board of**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**-**
Mission:	To protect and safeguard the public by licensing qualified qualified electrical contractors who have the knowledge and ability to install or repair electrical equipment.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of New Licenses Issued	500	96	500	190	500	191	500	250	2000	727
W2: Number of technical exams administered.	50	81	50	53	50	106	50	87	200	327

FY 11 SMART Quarterly Performance Report

Agency: 348 - Electrical Contractors, Board of	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To provide services on-line so that 50% of license renewals are processed via web by 2011.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To increase the number of renewal applications processed on-line by 50%.	Percentage of on-line renewals	15	87	15	95	15	92%	15	100%	60	100%

Item # **Notes**

O1- Total number of licensee eligible to renew in FY 11 was 1214 and 1137 renewed online for a total percentage of 94%.

FY 11 SMART Quarterly Performance Report

Agency:	**350 - Dietetics and Nutrition Practice, State Board of Examiners for**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**-**
Mission:	To protect the health, safety and welfare of the public by providing for Dietetic licensure and regulations of licensed dietitians.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: 900 to 1100 Licensed Dietitians by FY 11	--	--1028	--	--1050	--	--1070	--	--1111	1100	1111

Item #	Notes
WL1-	quarterly projected and targeted data did not get updated on original report so I will give actual data for each quarter and annual information
WL1-	End of qt. licensee active 1022 reg. lic. 28 temp =1050 total licensee
WL1-	quaterly projected and targeted data did not get updated on original report so I will give atual data for each quarter and annual information
WL1-	End of 3rd qt. licensee active 1041 reg and 29 temp = 1070
WL1-	Expenses for 3rd qt. $26,595.98/ 1070 licensees = 24.85 cost per licensee
WL1-	expenses w $ encumbered for FY 11 paid FY12 $29,659.00 and 1111 licensee end of 4th qt = 27.00 per licensee
WL1-	expenditure with 2,700.00 encum reserved is 110,075 fy 11 and 1111 licensees cost per license is 99.00 ACTUAL EXPENSES AFTER ENCUMBRANCES PAID WAS 109,506.71

FY 11 SMART Quarterly Performance Report

Agency: 350 - Dietetics and Nutrition Practice, State Board of E	Program: 653 - PRO AND OCCU LICENSING AND REG
Organization: -	Activity: -

Key Goal:			
Goal 1	To process 95% of license applications within 30 days of receipt of completed application. -- by 2013	Governor's Priority:	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
(O1-Efficiency) Approximately 1100 licensees. To maintain current cost of license fees without increasing fees in FY 11	cost per licensee	--	--$27.00	--	--25.00	--	--24.85	--	--27.00	150,000	99.00
(O2-Efficiency) To issue 95% of licensee within 30 days of receipt of completed application in 2011.	% process in time frame	--	--100%	--	--100	--	--100	--	--100	95%	100

Item #	Notes
O1-	2nd qt expenses 25913.25 /1050 licensees 24.67 cost per licensee

FY 11 SMART Quarterly Performance Report

Agency:	**353 - Auctioneers, Alabama State Board of**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**-**
Mission:	To protect the public by licensing and regulating qualified auctioneers who have the knowledge and training to conduct ethical and professional auctions.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of new licensed auctioneers and licensed apprentice auctioneers	--	22	--	17	--	10	--	15	85	64
W2: Number of technical exams administered	--	16	--	8	--	7	--	14	48	45

FY 11 SMART Quarterly Performance Report

Agency: 353 - Auctioneers, Alabama State Board of	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To provide services on-line so that 50% of license renewals are processed via the web by 2011**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase number of renewal applications processed by 50%.	Percentage of on-line renewals	--	0	--	0	--	--	--	--	50%	26%

FY 11 SMART Quarterly Performance Report

Agency:	**354 - Occupational Therapy, Board of**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	To safeguard the public health, safety, and welfare, and to assure the availability of occupational therapy services		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of licensees	--	1714	--	1756	--	--1762	--	1810	1710	1810

FY 11 SMART Quarterly Performance Report

Agency: 354 - Occupational Therapy, Board of	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To maintain cost with no more than a 5% increase per licensee over the next 1 year.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Cost per licensee will not increase more than 5%	Cost per licensee	--	20.32	--	15.30	--	--15.23	--	14.65	81.87	63.56

Item # **Notes**

O1- Several expenditures paid in this quarter were services rendered in prior FY (computer programing, etc). These expenditures were a one time only.

FY 11 SMART Quarterly Performance Report

Agency:	**355 - Livestock Market Board, Alabama Public**	**Program:**	**011 - AGRICULTURAL DEVELOPMENT SERVI**
Organization:	**-**	**Activity:**	**-**
Mission:	To promote marketing of livestock.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of applications for livestock marketing charters reviewed.	1	2	2		1		2		6	

FY 11 SMART Quarterly Performance Report

Agency: 355 - Livestock Market Board, Alabama Public	Program: 011 - AGRICULTURAL DEVELOPMENT SERVI
Organization: -	Activity: -

Key Goal:			
Goal 1	To encourage the development and productive operations by public livestock marketing business through the issue of livestock market charters.	Governor's Priority:	3

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
(O1-Efficiency) Public Livestock Market regulatory action unit cost.	Program Spending divided by number of applications	1750	450	438		525		175		583	

FY 11 SMART Quarterly Performance Report

Agency:	**356 - Choctawhatchee, Pea and Yellow Rivers Watershed Management Authority**	**Program:**	**323 - WATER RESOURCE DEVELOPMENT**
Organization:	**-**	**Activity:**	**0170 - WATERSHED CONSERVANCY DEVELOP**
Mission:	To protect and manage the Choctawhatchee, Pea and Yellow Rivers watersheds and to develop and execute plans and programs relating to water resource management.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: The number of acres managed in watersheds in Barbour, Bullock, Coffee, Covington, Crenshaw, Dale, Geneva, Henry, Houston, and Pike counties.	2328000	2328000	2328000	2328000	2328000	2328000	2328000	2328000	2328000	2,328,000
W2: The number of Flood Warning System gauges operated and maintained.	18	18	18	18	18	18	18	18	18	18
W3: The number of completed projects addressing agency's four management elements.	3	1	4	1	8	1	10	14	24	17
W4: The necessary actions required to address water shortages in southeast Alabama.	4	3	3	1	3	1	4	1	14	6

FY 11 SMART Quarterly Performance Report

Agency: 356 - Choctawhatchee, Pea and Yellow Rivers Watersh	**Program: 323 - WATER RESOURCE DEVELOPMENT**
Organization: -	**Activity: 0170 - WATERSHED CONSERVANCY DEVELOP**

Key Goal:			
Goal 1	**To address water supply shortages and droughts in southeast Alabama by developing dependable alternative water sources by 2018.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Begin process to obtain funding for EIS.	Number of requests for funding.	2	2	1	1	1	1	1	1	5	5
(O2-Efficiency) Contact Congressional delegation	Number of contacts	2	1	2	2	2	1	3	0	9	4

FY 11 SMART Quarterly Performance Report

Agency: 356 - Choctawhatchee, Pea and Yellow Rivers Watersh	**Program: 323 - WATER RESOURCE DEVELOPMENT**
Organization: -	**Activity: 0170 - WATERSHED CONSERVANCY DEVELOP**

Key Goal:			
Goal 2	**To complete 60 projects addressing water quality, water quantity, and flood control by 2014.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Number of completed projects.	Number	2	1	2	0	2	1	10	14	16	16

FY 11 SMART Quarterly Performance Report

Agency: 356 - Choctawhatchee, Pea and Yellow Rivers Watersh	**Program: 323 - WATER RESOURCE DEVELOPMENT**
Organization: -	**Activity: 0170 - WATERSHED CONSERVANCY DEVELOP**

Key Goal:			
Goal 3	**To educate public by conducting 30 informational presentations and county Ground Water Festivals by 2012.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Conduct public presentations.	Number of presentations	2	5	3	0	2	0	8	2	15	7
(O2-Efficiency) Provide funding for Ground Water Festivals	Number of Ground Water Festivals funded	1	1	2	0	6	4	0	4	9	9

FY 11 SMART Quarterly Performance Report

Agency: 356 - Choctawhatchee, Pea and Yellow Rivers Watersh	**Program: 323 - WATER RESOURCE DEVELOPMENT**
Organization: -	**Activity: 0170 - WATERSHED CONSERVANCY DEVELOP**

Key Goal:			
Goal 4	**Assist the Legislative Committee on Water Policy and Management in development of a statewide water management plan and implementational concept by 2014.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To create a sensible and strong water management plan.	Number of meetings	1	3	2	1	1	0	1	1	5	5
(O2-Efficiency) Conduct presentations and communications explaining the watershed organizational concept.	Number	1	2	1	0	1	0	1	1	4	3

FY 11 SMART Quarterly Performance Report

Agency:	**357 - Home Builders Licensure Board**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	To provide consumer protection by safeguarding the public's health, safety, and welfare through the regulation of the residential construction and remodeling industries while promoting industry professionalism and home building and remodeling standards in accordance with Title 34, Chapter 14A of the Code of Ala. 1975 (Governor's priority #4).		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of licensees	8600	7640	1500	1500	200	326	200	112	10500	9578
W2: Number of consumer complaints	50	41	50	28	50	23	50	42	200	134

FY 11 SMART Quarterly Performance Report

Agency: 357 - Home Builders Licensure Board	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Increase the user rate for electronic license renewal service to 80% by 2011.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain costs per licensee.	$	185	58	185	93	185	133	185	198	185	198
(O2-Quality) Increase the user rate for the electronic renewals process to reduce errors with renewal applications.	% of total renewals	77	68	1	1	1	1	1	0	80	70

FY 11 SMART Quarterly Performance Report

Agency:	**358 - Athletic Trainers, Alabama Board of**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	To provide an efficient and effective system of licensing athletic trainers and regulating the practice of athletic training, thereby maintaining the integrity of the profession through consistent application of high professional standards.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Licensed Athletic Trainers	490	521	450	569	470	579	485	641	490	641
W2: Number of new Applications for Licensure processed	30	25	25	16	20	7	15	60	90	108
W3: Number of Renewal Applications processed	305	452	90	36	0	0	0	0	395	488

FY 11 SMART Quarterly Performance Report

Agency: 358 - Athletic Trainers, Alabama Board of	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:

Goal 1	**Improve communications with applicants by the year 2011 by sending letters acknowledging receipt of applications for licensure, granting temporary status, or requesting additional information to 90% of applicants within 5 days of receipt of applications.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) % of acknowledgement letters sent within 5 days of receipt of application.	%	.90	96	.90	100	.90	0.71	.90	91.67%	.90	92.6%
(O2-Efficiency) Maintain cost per licensee at or below $115	$	--	--	--	--	--	--	--	--	$115	99.07

Item #	Notes
O1-	25 rec'd; 24 acknowledged within 5 days = 96%
O1-	16 applications received; 16 acknowledged within 5 days
O1-	Received 7; 5 acknowledged within 5 days = 71%
O1-	60 applications processed; 55 received notice within 5 days = 91.67%
O1-	108 processed; 100 notified within 5 days = 92.6%
O1-	$63,500 budget; 641 licensees = $99.07 cost per licensee

FY 11 SMART Quarterly Performance Report

Agency:	**359 - Children's Services Facilitation Team**	**Program:**	**527 - HUMAN SERVICES**
Organization:	-	**Activity:**	-
Mission:	To provide services to children and adolescents identified as Multiple Needs Children and whose needs exceed the resources available in the local community.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of referrals to State Children's Services Facilitation Team (SCSFT)and Multiple Needs Children Services (MNC) Office	206	143	206	168	207	152	206	141	825	604
W2: Number of referrals to County Children's Services Facilitation Team (CCSFT)	1062	925	1062	928	1063	859	1063	695	4250	3407

FY 11 SMART Quarterly Performance Report

Agency: 359 - Children's Services Facilitation Team	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To coordinate 4 new training projects to provide technical assistance stakeholders statewide by the end of FY2012**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) To provide 1 specialized training sessions	Cumulative total # of training sessions	0	0	0	0	1	0	0	0	3	0

FY 11 SMART Quarterly Performance Report

Agency: 359 - Children's Services Facilitation Team	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**To design and implement an accounting system to assist with budgeting, allocating funds, and tracking expenditures for County Children's Services Facilitation Teams for FY2012**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) To complete 25% of the development of reporting on standard rates for services to include a schedule for base ranges per service	% of completion	0	0	0	0	0	0	25	25	25	25
(O2-Quality) Design and implement an accounting system to track County Children's Services Facilitation Team's Expenditures	% of completion	0	0	20	20	0	0	25	30	45	50

FY 11 SMART Quarterly Performance Report

Agency: 359 - Children's Services Facilitation Team	**Program: 527 - HUMAN SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**Design and implement a system that captures the service plans of the SCSFT to the CSFT by 2012**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Design and implement a data system for recommended service plans	% of completion	0	0	10	10	0	0	15	25	25	35
(O2-Efficiency) Increase the percentage of service plans recorded by 25%	% of service plans recorded	0	0	0	0	10	0	15	25	25	25

FY 11 SMART Quarterly Performance Report

Agency:	**360 - Hearing Instruments Dealers, Alabama Board of**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**-**
Mission:	To protect the health, safety and welfare of the public by providing for Hearing Instrument permits, fitter's license and dispenser's license.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Approximately 160 licensed apprentice, fitters and dispensers FY 11.	--	156	--	170	--	155	--	--160	160	179

Item #	Notes
WL1-	Quarterly Projections and Targets Were Not Listed on Smart Plan Only Annual. Note #2 Number of Licensees lst Quarter 156 Expenditures 10,274.17 Cost Per Licensee $66.
WL1-	This number also includes licensees that expired 1/31/11 (16).
WL1-	Number of Licensees 2nd Quarter 170 Expenditures 9,598.97Cost Per Licensee $56.
WL1-	Number of Licensees 3rd Quarter 155 Expenditures 8,388.55 Cost Per Licensee $54.
WL1-	Expenditures Including Encumbrances 39,064.00--179 Annual Licensees. Cost per Licensee 218.00
WL1-	4th quarter expenditures10,802.31--160 licensees. Cost per licensees 67.51. This figure includes $500 encumbrance and $970 encumbrance total committment.

FY 11 SMART Quarterly Performance Report

Agency: 360 - Hearing Instruments Dealers, Alabama Board of	Program: 653 - PRO AND OCCU LICENSING AND REG
Organization: -	Activity: -

Key Goal:			
Goal 1	To issue 95% of license applications within 20 days of receipt of completed application 2013.	Governor's Priority:	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
(O1-Efficiency) To issue 95% of license with 20 days of receipt of completed application in 2011	% process in time frame	--	100	--	--100	--	100	--	--100	95%	100%

FY 11 SMART Quarterly Performance Report

Agency:	**363 - Athlete Agent Regulatory Commission**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	The mission of the Athlete Agent Regulatory Commission is to license and regulate athlete agents conducting business in the State of Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of agent applications received and limited background checks performed.	20	48	20	19	20	20	15	25	75	112
W2: To maintain a current registry on the Secretary of State website of agents registered in Alabama.	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
W3: Perform the administrative functions of the Commission including compliance with the laws governing the Commission with no more than one full time employee.	--	--	--	--	--	--	--	--	.50	.50

FY 11 SMART Quarterly Performance Report

Agency: 363 - Athlete Agent Regulatory Commission	Program: 653 - PRO AND OCCU LICENSING AND REG
Organization: -	Activity: -

Key Goal:			
Goal 1	To keep an accurate database of athlete agents registered to conduct business in Alabama.	Governor's Priority:	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
(O1-Quality) To make information available to the public to help ensure that all agents conducting business in Alabama are registered through the Commission.	not measurable	--	--	--	--	--	--	--	--	Not Measurable	Not measurable
(O2-Efficiency) The Commission intends to increase service levels with no more than one full time employee dedicated to administering the functions of the Commission.	No. of Full Time Employees	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	.5	0.5

FY 11 SMART Quarterly Performance Report

Agency:	**364 - Geologists, Alabama Board of Licensure for Professional**	**Program:**	**051 - MINERAL/ENERGY/WATER RESOURCES**
Organization:	**-**	**Activity:**	**-**
Mission:	To protect life, health, safety, public welfare and the environment through the regulation of the practice of geology in the State of Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of New Licenses Issued	5	5	5	7	5	8	5	4	20	24

FY 11 SMART Quarterly Performance Report

Agency: 364 - Geologists, Alabama Board of Licensure for Profe	**Program: 051 - MINERAL/ENERGY/WATER RESOURCES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To provide services on-line so that 50% of license renewals are processed via web by 2011**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To increase the number of renewal applications processed on-line by 20%.	Percentage of on-line renewals	--	0	--	--	--	--	--	0	20	0

FY 11 SMART Quarterly Performance Report

Agency:	**365 - Massage Therapy Board**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	To protect the public by licensing and regulating qualified massage therapists who have been trained to perform massage therapy services and have pledged to conduct themselves ethically and professionally.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of New Licenses Issued	30	48	30	40	30	62	30	49	120	199

FY 11 SMART Quarterly Performance Report

Agency: 365 - Massage Therapy Board	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To provide services on-line so that 50% of license renewals are processed via web by 2011.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To increase the number of renewal applications processed on-line by 25%.	Percentage of on-line renewals	5	0	5	0	5	0	5	0	20	0

FY 11 SMART Quarterly Performance Report

Agency:	**366 - Electronic Security Board of Licensure**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	To regulate alarm system installers and locksmiths		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of companies licensed	15	13	440	477	165	157	20	43	640	690
W2: Number of individuals issued photo ID cards	50	221	1300	1354	700	664	50	351	2100	2590
W3: Number of company inspections	100	162	50	61	150	187	150	133	450	543
W4: Number of individuals meeting training requirements	50	63	900	1184	400	615	50	328	1400	2190

FY 11 SMART Quarterly Performance Report

Agency: 366 - Electronic Security Board of Licensure	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To provide services on-line so that 100% of renewal licenses may be processed via the web by 2012.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To increase the number of renewal applications processed on-line by 10%	Percent of Applications processed	0	0	10	0	10	0	10	0	10	0

Item # **Notes**

O1- Unable to implement online renewal due to substantial programming required for new classifications in Act 2010-399.

FY 11 SMART Quarterly Performance Report

Agency:	**367 - Marriage and Family Therapy Board**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	To establish a regulatory agency, structure, and procedures which will ensure that the public is protected from unauthorized, and unqualified practice of marriage and family therapy (Section 34-17A-2)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Licensees	50	12	100	8	50	8	50	268	250	268
W2: Number of Complaints	1	0	1	0	N/A	0	N/A	0	2	0

FY 11 SMART Quarterly Performance Report

Agency: 367 - Marriage and Family Therapy Board	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To implement paper less records by 2014.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Transfer records to paper less.	Paperless records system	--	--Get information for paperless records.	--	-- Information on system	--	--collect information	--	--	paperless records system	100%
(O2-Efficiency) Maintain current cost per licensee.	cost per licensee.	--	--Cost is the same.	--	--yes	--	--Yes	--	--	Maintain cost per licensee	Yes

FY 11 SMART Quarterly Performance Report

Agency:	**370 - Interpreters and Transliterators, Alabama Licensure Board for**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**-**
Mission:	To regulate the practice of interpreting and transliterating on behalf of consumers who are hard of hearing, deaf, or speech disabled by licensing and permitting the providers of interpreting and transliterating services, and establishing and monitoring interpreting and transliterating standards in the State of Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of licenses and permits issued	150	1	100	2	50	1	50	213	300	213
W2: Number of complaints investigated	1	0	1	0	1	0	2	1	5	1

FY 11 SMART Quarterly Performance Report

Agency: 370 - Interpreters and Transliterators, Alabama Licens	Program: 653 - PRO AND OCCU LICENSING AND REG
Organization: -	Activity: -

Key Goal:			
Goal 1	**To implement paper less records by 2014.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Transfer records to paper less.	Paperless records system	--	--Get information for paperless records.	--	--Get information on system.	--	--collecting information	--	--100%	Paperless records system	100%
(O2-Efficiency) Maintain current cost per licensee.	cost per licensee.	1	Cost is the same.	2	Yes	1	yes	N/A	Yes	3	Yes

FY 11 SMART Quarterly Performance Report

Agency:	**371 - Onsite Wastewater Board**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	The Alabama Onsite Wastewater Board was created to examine, license and regulate persons engaged in manufacturing, installation or servicing of onsite wastewater systems, including portable toilets, in Alabama. This Board was also created to establish the qualification levels for those engaged in the manufacture, installation, servicing, cleaning or pumping of onsite wastewater systems and equipment in Alabama and promote the proper manufacture, installation and servicing of onsite wastewater systems. (Code of Alabama 34-21A). (Governor's priorities: 1)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Licensees	50	3	30	10	10	12	10	3	1350	38

FY 11 SMART Quarterly Performance Report

Agency: 371 - Onsite Wastewater Board	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To maintain cost per licensee at no more than 10% of an increase by 2012**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maintain cost per license at no more than a 10% increase per license	10	2.5	0	2.5	0.00	2.5	0.00	2.5	0.00	364	0.00

FY 11 SMART Quarterly Performance Report

Agency:	**372 - Drycleaning Environmental Response Trust Fund Advisory Board**	**Program:**	**419 - SELF INSURANCE PROGRAM**
Organization:	**-**	**Activity:**	**-**
Mission:	To ensure the collection of funds from drycleaners to assist in the clean-up of abandoned or existing drycleaning facilities.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Quarterly Board Meetings to approve reimbursement requests.	1	1	1	1	1	1	1	1	4	4

FY 11 SMART Quarterly Performance Report

Agency: 372 - Drycleaning Environmental Response Trust Fund	Program: 419 - SELF INSURANCE PROGRAM
Organization: -	Activity: -

Key Goal:			
Goal 1	**Review and approve reimbursement requests within a 90 day period once the reimbursement request applications are submitted and completed.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To promote the request application process be completed within a 90 day period.	Days to Process Application	45	45	45	45	45	45	45	45	45	180

FY 11 SMART Quarterly Performance Report

Agency:	**373 - Home Medical Equipment Services Providers Board**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**-**
Mission:	The board shall have the responsibility for creating, establishing, maintaining, and enforcing regulations governing the operation of home medical equipment services providers, including the qualifications of inspectors, the nature of inspections, and the process for appeals (Section 34-14C-2(d)).		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Licensees	200	9	200	19	100	12	100	486	600	486
W2: Number of Complaints	5	0	5	3	5	1	5	1	20	5

Item # **Notes**

WL1- Previous APC did not clarify type of licensee therefore the numbers are skewed to reflect new licensees only.

FY 11 SMART Quarterly Performance Report

Agency: 373 - Home Medical Equipment Services Providers Boa	Program: 653 - PRO AND OCCU LICENSING AND REG
Organization: -	Activity: -

Key Goal:			
Goal 1	**To implement paper less records by 2014.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Transfer records to paper less	Paperless records system	--	--	--	--Get information on system.	--	--collecting information	--	--Research	Paperless records system	Research Paperless Records System
(O2-Efficiency) Maintain current cost per licensee.	number of licensee divided by the budget.	5		5	Yes	5	Yes	2	100%	17	100%

FY 11 SMART Quarterly Performance Report

Agency:	**374 - Assisted Living Administrators, Board of Examiners of**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**-**
Mission:	Licensing and Regulation of Assisted Living Administrators		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Licensees	137	48	94	96	94	105	225	141	550	390

FY 11 SMART Quarterly Performance Report

Agency: 374 - Assisted Living Administrators, Board of Examin	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To decrease the cost per licensee by 15% by the end of FY12**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Decrease cost per licensee by 5% by end of FY11	dollars	--	NA	--	NA	--	NA	--	--	151.20	221.53

FY 11 SMART Quarterly Performance Report

Agency:	**375 - Department of Homeland Security**	**Program:**	**621 - READINESS AND RECOVERY**
Organization:	-	**Activity:**	-
Mission:	To provide oversight and coordination for all Homeland Security related matters within the State of Alabama which includes any action relating to preventing and protecting our citizens and property from terrorist activity, and if required, responding to a terrorist event.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Amount of anticipated grant allotment from Federal government	--	--	--	--	--	--	--	--	10,000,000	5137205
W2: Number of grant recipients	79	78	79	79	79	79	79	77	79	78
W3: Number of reimbursements to subgrantees	225	142	225	191	225	233	225	263	900	829
W4: Number of employees to execute & maintain the statewide Homeland Security Program	16	14	16	17	16	18	16	19	16	17

FY 11 SMART Quarterly Performance Report

Agency: 375 - Department of Homeland Security	**Program: 621 - READINESS AND RECOVERY**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Accomplish statewide Homeland Security Planning including at least 10 investment justifications for the period FY 11-FY 14 in FY 11**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Notify Legislators of grant awards within their districts 5 days prior to grant award	% notified on time	--	--	--	--	--	--	--	--	100%	100%
(O2-Efficiency) Maintain Staff at no more than 16 full time employees	number of employees	16	14	16	17	16	18	16	19	16	17
(O3-Quality) Investment Justifications	number	--	--	--	--	--	--	--	--	10	9

FY 11 SMART Quarterly Performance Report

Agency: 375 - Department of Homeland Security	**Program: 621 - READINESS AND RECOVERY**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Process 80% of grant reimbursements within 18 days of receipt of completed grant package by 2013**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Percent of grant reimbursement packages completed within 18 days of receipt of completed package	%	--	--	--	--	--	--	--	--	91%	76
(O2-Quality) Number of grant reimbursements	number	--	--	--	--	--	--	--	--	900	829

FY 11 SMART Quarterly Performance Report

Agency:	**376 - Storage Tank Trust Fund Management Board, Underground/Aboveground**	**Program:**	**003 - Administrative Services**
Organization:	**-**	**Activity:**	**-**
Mission:	To preserve the long-term financial stability of the tank trust fund through strategic leadership, oversight management, and a partnership with ADEM and those in the regulated community.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Periodic meetings of the trust management board.	--	1	--	2	--	1	--	1	6	5
W2: Monthly review of financial equity reports.	--	3	--	3	--	3	--	3	12	12

FY 11 SMART Quarterly Performance Report

Agency: 376 - Storage Tank Trust Fund Management Board, U	**Program: 003 - Administrative Services**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To preserve the financial stability of the tank trust fund by securing a positive cash balance of at least $100,000 by the year 2013.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Secure positive fund balance.	receipts less expenses	--	--	--	--	--	--	--	14704403	2,500,000.	14704403

FY 11 SMART Quarterly Performance Report

Agency:	**377 - Respiratory Therapy, Alabama State Board of**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	To protect the citizenry against the unauthorized, unqualified, and improper administration of respiratory therapy and from unprofessional or unethical conduct by persons licensed to practice respiratory therapy (Section 34-27-B-1).		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Licensees	725	38	725	29	725	36	725	2771	725	2771
W2: Number of Complaints	5	0	5	0	4	1	1	0	15	1

FY 11 SMART Quarterly Performance Report

Agency: 377 - Respiratory Therapy, Alabama State Board of	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:

Goal 1	**To implement paperless records by 2014.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Transfer records to paperless	Paperless Records System	--	--Get information for paperless records.	--	--get information on system.	--	--collect information	--	go 100%	Paperless records system	go Paperless
(O2-Efficiency) Maintain current cost per licensee.	cost per licensee.	--	--Cost is the same.	--	--yes	--	--Yes	--	--Yes	maintain cost per licensee	Yes

FY 11 SMART Quarterly Performance Report

Agency:	**378 - Court Reporting Board**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	To establish and maintain a standard of competency for individuals engaged in the practice of court reporting and for the protection of the public, in general, and for the litigants whose rights to personal freedom and property are affected by the competency of court reporters. (SB 20)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Licensees	500	3	200	7	200	1	100	415	1000	514
W2: Number of Complaints	2	0	1	0	1	0	1	2	5	2

FY 11 SMART Quarterly Performance Report

Agency: 378 - Court Reporting Board	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To implement paperless records by 2014.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Transfer records to paper less.	Paperless records system	--	Get infromatio n for paperless records.	--	--get informatio n on system	--	collecting informatio n	--	--	Paperless records system	get paperless records system
(O2-Efficiency) Maintain current cost per licensee.	cost per licensee.	--	cost is the same,	--	-Yes	--	Yes	--	--	Maintain cost per license	100%

FY 11 SMART Quarterly Performance Report

Agency:	**517 - General Fund Non-State**	**Program:**	**950 - NON-STATE**
Organization:	**1058 - Kidney Foundation, Inc.**	**Activity:**	**-**
Mission:	The Alabama Kidney Foundation (a 501-c nonprofit organization) serves Alabama's kidney patients by providing financial assistance, education, and support services. The Foundation provides public education to promote awareness of organ donation and prevention of kidney disease.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Time sensitive collection and processing of patient assistance requests each month	4	4	4	4	4	4	4	4	12	12
W2: Number of treatment related transportation assistance disbursements made annually	1100	1612	1100	1577	1100	1558	1100	979	4400	5726
W3: Dollars provided for financial assistance	64000	60232.81	64000	61972.81	64000	48672	64000	45980	256000	216856

FY 11 SMART Quarterly Performance Report

Agency: 517 - General Fund Non-State	**Program: 950 - NON-STATE**
Organization: 1058 - Kidney Foundation, Inc.	**Activity: -**

Key Goal:			
Goal 1	**To provide $1,390,000 in financial assistance to Alabama's indigent kidney patient population for treatment related transportation costs by 2012.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Provide 5,000 treatment related transportation assistance checks annually by 2012	# patient assistance checks	1150	1612	1150	1577	1150	1558	1150	979	4600	5726
(O2-Efficiency) Collect and process 98% of patient assistance requests by the 20th of each month by 2012	% processed by target date	96	98	96	98	96	97	96	97	96	97.5
(O3-Efficiency) Provide $1,390,000 in direct financial assistance to assist Alabama's indigent kidney population with treatment related by 2012	$ dollars	64000	60232.81	64000	61972.19	64000	48672	64000	45980	256000	216856

FY 11 SMART Quarterly Performance Report

Agency:	**517 - General Fund Non-State**	**Program:**	**950 - NON-STATE**
Organization:	**1055 - NETWORK OF CHILDRENS ADV CTR**	**Activity:**	**0239 - PROTECTIVE SERVICES**
Mission:	The Alabama Network of Children's Advocacy Centers, Inc. (ANCAC or the Network) is a not-for-profit organization whose mission is to promote the multi-disciplinary process in fostering an abuse-free society for Alabama's children and support the development of the children's advocacy center model through public awareness, training and collaborative partnerships.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Child Advocacy Centers to fund at the full amount per membership status; ANCAC standards for membership according to Alabama legislation		29		29		29		29		29
W2: Cumulative number of children receiving an Initial Forensic Interview at Children's Advocacy Center's in Alabama		1298		1504		1553		1733		6088
W3: Cumulative number of children receiving an Extended Forensic Evaluations at Children's Advocacy Center's in Alabama		109		75		89		107		380
W4: Cumulative number of children receiving an Initial Counseling Sessions at Children's Advocacy Center's in Alabama		659		538		402		473		2072

FY 11 SMART Quarterly Performance Report

Agency: 517 - General Fund Non-State	**Program: 950 - NON-STATE**
Organization: 1055 - NETWORK OF CHILDRENS ADV CTR	**Activity: 0239 - PROTECTIVE SERVICES**

Key Goal:			
Goal 1	**Increase funding to Child Advocacy Centers by 10 percent in order to enable the ANCAC to fulfill its mission to increase the services available to children in need by 2015.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase monies distributed to Child Advocacy Centers by 10 percent.	Money to disburse to CACs.		200720.70		200720.70		200720.70		89208.00		691370.10

FY 11 SMART Quarterly Performance Report

Agency: 517 - General Fund Non-State	**Program: 950 - NON-STATE**
Organization: 1055 - NETWORK OF CHILDRENS ADV CTR	**Activity: 0239 - PROTECTIVE SERVICES**

Key Goal:			
Goal 2	**Increase the number of specialized Child Advocacy Center services (e.g. forensic interviews; extended forensic evaluations) available to children in underserved counties effected by abuse by 2015**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) In order to increase the number of services provided by Child Advocacy Centers we must first increase the number of Child Advocacy Centers and functional Multidisciplinary Teams that are investigating alleged cases of child abuse in the underserved areas of the state.	Total number of Child Advocacy Centers		29		30		30		29		29

Item # **Notes**

O1- There is one new Child Advocacy Center in Alabama that is a "developing, non-member" program. This Center, the Limestone County Children's Advocacy Center, has been in development for two years. During the last seven months they have secured a child-friendly facility and have begun serving child abuse victims. The National Children's Advocacy Center has taken them on as a mentor. This program has not approached the ANCAC about membership and does not currently receive state funding nor do they submit service statistics to our organization.

O1- There is one new Child Advocacy Center in Alabama that is a "developing, non-member" program. This Center, the Limestone County Children's Advocacy Center, has been in development for two years. During the last 10 months they have secured a child-friendly facility and have begun serving child abuse victims. The National Children's Advocacy Center has taken them on as a mentor. This program has not approached the ANCAC about membership and does not currently receive state funding nor do they submit service statistics to our organization.

O1- This number represents the member programs of the ANCAC. However, there are some developing programs that are not yet members of the ANCAC as they are in the beginning stages of development.

FY 11 SMART Quarterly Performance Report

Agency:	**517 - General Fund Non-State**	**Program:**	**950 - NON-STATE**
Organization:	**1015 - COALITION AG DOMESTIC VIOLENCE**	**Activity:**	**0239 - PROTECTIVE SERVICES**
Mission:	Prevent domestic violence against women by exposing its root causes. Ensure the availability of services for domestic violence victims. Expand services systematically so that every victim may obtain needed services. Help victims and their families rebuild their lives through non-violent means. Empower victims. Eliminate the re-victimization of domestic violence victims by individuals, organizations, and society through education and collaboration.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: In-shelter clients	950	893	950	789	950	1260	950	1001	3800	3943
W2: Shelter bednights provided	14500	22534	14500	20362	14500	23921	14500	25345	38000	92162
W3: Crisis calls received	3500	2541	3500	3819	3500	4346	3500	3295	14000	14001
W4: Out-of-shelter clients served	3000	2166	3000	2488	3000	2645	3000	2477	12000	9776

FY 11 SMART Quarterly Performance Report

Item #	Notes
WL1-	
WL1-	
WL1-	
WL1-	
WL1-	
WL1-	
WL1-	
WL1-	
WL1-	
WL1-	

FY 11 SMART Quarterly Performance Report

Agency: 517 - General Fund Non-State	**Program: 950 - NON-STATE**
Organization: 1015 - COALITION AG DOMESTIC VIOLENC	**Activity: 0239 - PROTECTIVE SERVICES**

Key Goal:			
Goal 1	**To ensure the provision of quality services in 20 domestic violence shelters**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) To ensure that Board, Administration functioning, and services of funded programs are in compliance with mandated standards and that clients receive quality case planning and assistance.	Programs reviewed and found in compliance	0	0	0	0	5	4	4	4	9	9
(O2-Efficiency) To maximize use of satellite and outreach services and to reduce duplication of administrative costs and services	Number of SAIL specialists	--	25	--	25	--	25	--	25	20	25

Item #	Notes
O1-	
O1-	
O1-	

FY 11 SMART Quarterly Performance Report

Agency: 517 - General Fund Non-State	**Program: 950 - NON-STATE**
Organization: 1015 - COALITION AG DOMESTIC VIOLENC	**Activity: 0239 - PROTECTIVE SERVICES**

Key Goal:			
Goal 2	**To provide direct services to a minimum of 10,600 victims of domestic violence and their children**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Maximize federal funds for adequate staffing by using state General Fund dollars as leveraging and match at most desirable ratio	Funding raised for provision of direct services	--	618750	--	556875	--	389810	--	389810	1980000	1955245
(O2-Quality) Maintain around-the-clock staffing for shelter programs	# shelters with around the clock staffing	19	20	19	19	19	19	19	19	19	19
(O3-Quality) Ensure compliance with standards for service	Reviews and compliance	0	0	0	0	5	4	4	4	9	9

Item #	Notes
O1-	
O1-	
O1-	
O1-	
O1-	
O1-	
O1-	
O1-	
O1-	

FY 11 SMART Quarterly Performance Report

Agency: 517 - General Fund Non-State	**Program: 950 - NON-STATE**
Organization: 1015 - COALITION AG DOMESTIC VIOLENC	**Activity: 0239 - PROTECTIVE SERVICES**

Key Goal:			
Goal 3	**To provide training, technical assistance, and advocacy to local and state agencies serving victims of domestic violence**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To provide a minimum of 35 police seminars	# seminars	--	4	--	4	--	--	--	18	35	26
(O2-Quality) To conduct a minimum of 12 in-person and 36 electronic and telephone technical assistance contact to Jefferson County District and Juvenile Courts and Birmingham Municipal Courts	Technical assistance contacts	--	7	--	9	--	--	--	40	60	56
(O3-Quality) To develop plan for the provision of services for special need victims at two domestic violence shelters	Developed plan	--	In progress	--	In progress	--	--	--	2	2	2

Item #	Notes
O1-	
O1-	
O1-	
O1-	

FY 11 SMART Quarterly Performance Report

Agency:	**520 - Alabama Trusts**	**Program:**	**324 - Forever Wild Trust Fund/Stewardship**
Organization:	**-**	**Activity:**	**0191 - ALABAMA FOREVER WILD TRUST**
Mission:	To provide funds to maintain, protect, operate, enhance and manage properties acquired through the Forever Wild Program, in an efficient, accountable, and ethical manner.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Total amount spent on the total average per acreage for maintaining, protecting, operating, enhancing or managing properties acquired through the Forever Wild Program.	2.40	N/A	2.40	0.44	2.40	0.74	2.40	1.71	2.40	.74

Item # **Notes**

WL1- Data was unavailable for this Workload Measure prior to report due date. Actual was $0.08 for 1st quarter.

FY 11 SMART Quarterly Performance Report

Agency: 520 - Alabama Trusts	**Program: 324 - Forever Wild Trust Fund/Stewardship**
Organization: -	**Activity: 0191 - ALABAMA FOREVER WILD TRUST**

Key Goal:

Goal 1	**Total average amount spent per year on expenses associated with maintaining, protecting, operating, enhancing or managing properties not exceeding the FY08 baseline of $2.73.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Fund all approved expenses associated with maintaining, protecting, operating, enhancing or managing properties acquired through the Forever Wild.	$ amount spent per year/total acreage	2.40	N/A	2.40	0.44	2.40	0.74	2.40	1.71	2.40	0.74
(O2-Efficiency) Increase the % of expenditures leveraged by Federal Funds used to fund approved expenses associated with maintaining, protecting, operating, enhancing or managing properties acquired through the Forever Wild Program by 5%.	% of approved expenses from grants	.0125	N/A	.0125	0.0578	.0125	0.03	.0125	0.05	.05	0.0395

Item #	Notes
O1-	Data was unavailable for this Objective at the time 1st quarter report was due. Amount spent per Acre was $0.08.
O2-	Data was unavailable for this Objective at the time 1st quarter report was due. Percent of approved expenses from grants was .02 (2%).

FY 11 SMART Quarterly Performance Report

Agency:	**526 - Real Estate Appraisers Board, Alabama**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	-	**Activity:**	-
Mission:	To provide protection for all users of real property appraisal services through the licensing and regulation in accordance with state and federal law of persons who perform these services in Alabama. (Ala. Code Sec. 34-27A-1 to 29)(Gov. Priority #1 and #5)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of active licensees	363	1582	363	1625	362	1631	362	1378	1450	1378

FY 11 SMART Quarterly Performance Report

Agency: 526 - Real Estate Appraisers Board, Alabama	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:

Goal 1	**To provide services on-line so that 85% of licenses renewals are processed via on-line services by 2013. (Renewal period is August 1 - September 30 each year)**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) To increase the number of renewal transactions electronically.	Percent of renewals	--	--N/A	--	--N/A	--	--N/A	--	68%	70%	68%

Item #	Notes
O1-	Renewal period is August 1 - September 30 each year.
O1-	Renewal period is August 1 - September 30 each year.
O1-	Renewal period is August 1 - September 30 each without late fee. 64 renewed online after September 30, 2011.

FY 11 SMART Quarterly Performance Report

Agency: 526 - Real Estate Appraisers Board, Alabama	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**To complete 95% of appraiser complaint investigations within 90 days of assignment to investigator by 2012.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		**First Quarter**		**Second Quarter**		**Third Quarter**		**Fourth Quarter**		**Annual**	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) To complete 95% of appraiser complaint investigations within 90 days of assignment by 2013.	percent of cases	.90	100%	.90	100%	.90	100%	.90	100%	.90	100%

FY 11 SMART Quarterly Performance Report

Agency:	**527 - Uniform State Laws, Alabama Commission on**	**Program:**	**941 - LEGISLATIVE OPERATIONS AND SUP**
Organization:	**-**	**Activity:**	**-**
Mission:	To develop uniform legislation in cooperation with other states while respecting each state's differences: to pay annual dues to the National Conference of Commissioners on Uniform State Laws; to pay travel expenses for attendance to annual meeting; and pay costs of pri8nting commission reports. (AL Code See 41-9-370, et seq.) See 041-Legislative Reference Service.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: 0										

FY 11 SMART Quarterly Performance Report

Agency: 527 - Uniform State Laws, Alabama Commission on	**Program: 941 - LEGISLATIVE OPERATIONS AND SUP**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	--	**Governor's Priority:**	

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) --	--										

FY 11 SMART Quarterly Performance Report

Agency:	**528 - Legislative Council**	**Program:**	**941 - LEGISLATIVE OPERATIONS AND SUP**
Organization:	-	**Activity:**	-
Mission:	To Supervise Reference Service to Regulate various emplouees of the Legislature: to meet as Administrative Procedure Review Committee; to pay annual dues to national organizations; pay salary, per diem. Mileage related to council meetings and to pay expenses for out-of-state travel. (AL Code Sec.29-6-1, et seq.) See 041 Legislative Reference Service.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: --										

FY 11 SMART Quarterly Performance Report

Agency: 528 - Legislative Council	**Program: 941 - LEGISLATIVE OPERATIONS AND SUP**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	--	**Governor's Priority:**	

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) --	--										

FY 11 SMART Quarterly Performance Report

Agency:	**529 - Forever Wild Land Trust, Board of**	**Program:**	**050 - CAPITAL OUTLAY**
Organization:	**-**	**Activity:**	**0191 - ALABAMA FOREVER WILD TRUST**
Mission:	To identify, acquire, manage, protect, and improve the vitality and quality of natural lands and waters that are of environmental and/or recreational significance and provide for the maintenance thereof through the administration of the Stewardship fund.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # of acres acquired	1875	794	1875	160	1875	4070	1875	0	7500	5024

Item #	Notes
WL1-	This measure should have been annual. Projecting on a quarterly basis is not an accurate measure.
WL1-	2nd QTR - Scheduled closings for future quarters will average out to the annual projected actual number of acres acquired.
WL1-	3rd quarter: Scheduled closings for future quarters will average out to the annual projected actual number of acres acquired.
WL1-	4th quarter: Title problems and other unanticipated delays on project readiness have caused a slow down in the pace of the acres acquired.

FY 11 SMART Quarterly Performance Report

Agency: 529 - Forever Wild Land Trust, Board of	**Program: 050 - CAPITAL OUTLAY**
Organization: -	**Activity: 0191 - ALABAMA FOREVER WILD TRUST**

Key Goal:			
Goal 1	**Acquire at least 7,500 acres of land per year for a wide variety of stated public recreational uses and resource conservation, as reflected under the four categories for evaluation and purchase, throught FY12.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Acquire at least 7,500 acres of land for public use.	# of acres purchased for public use	1875	794	1875	160	1875	4070	1875	0	7500	5024

Item #	Notes
O1-	This measure should have been annual. Projecting on a quarterly basis is not an accurate measure.
O1-	This measure should have been annual. Projecting on a quarterly basis is not an accurate measure.
O1-	3rd quarter: Scheduled closings for future quarters will average out to the annual projected actual number of acres acquired.
O1-	4th quarter: Title problems and other unanticipated delays on project readiness have caused a slow down in the pace of the acres acquired.

FY 11 SMART Quarterly Performance Report

Agency:	**529 - Forever Wild Land Trust, Board of**	**Program:**	**314 - ADMINISTRATIVE SERVICES**
Organization:	**-**	**Activity:**	**0191 - ALABAMA FOREVER WILD TRUST**
Mission:	To identify, acquire, manage, protect, and improve the vitality and quality of natural lands and waters that are of environmental and/or recreational significance and provide for the maintenance thereof through the administration of the Stewardship fund.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: # of land tract nominations processed	10	1	10	5	10	15	10	19	40	40
W2: # of biological records added to the Heritage databank	87500	194893	87500	166264	87500	26648	87500	18356	350000	406161

Item #	Notes
WL1-	2nd Qtr - Nominations appear to have seasonal trends with fewer nominations in the winter months.
WL1-	3rd Qtr - Nominations appear to have seasonal trends and are cumulatively on track with annual projection.
WL1-	Did not receive anticipated number of nominations from the general public.
WL2-	# of records added is high due to having access to a number of on-line museum databases and collections.
WL2-	3rd Qtr - Goal has already been exeeded due to having access to a number of on-line museum databases and collections in the first 2 quarters. This quarter reflects only field work product records which more accuately reflect the amount of records manually entered. This will probably become the trend and future projections will be adjusted accordingly.
WL2-	2nd Qtr - # of records added is high due to having access to a number of on-line museum databases and collections.

FY 11 SMART Quarterly Performance Report

Agency: 529 - Forever Wild Land Trust, Board of	**Program: 314 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: 0191 - ALABAMA FOREVER WILD TRUST**

Key Goal:			
Goal 1	**Increase utilization of FWLT properties by the public by 15% by FY12 from the FY08 baseline of 9,278.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Increase the number of visitors to FWLT properties by 7% each year over the FY08 baseline of 9,278.	# of acres purchased for public	2841	2470	2840	2300	2842	3691	2843	3245	11366	11706

Item #	Notes
O1-	# of visitors fluctuates due to seasonal variations.
O1-	2nd Qtr - Visitors to the Foverver Wild properties seem to have seasonal trends with fewer visitors in the winter months.
O1-	3rd Qtr - Visitors to the Forever Wild properties appears to have seasonal trends. Cumulative # of visitors varies less than 1% from projections.

FY 11 SMART Quarterly Performance Report

Agency: 529 - Forever Wild Land Trust, Board of	**Program: 314 - ADMINISTRATIVE SERVICES**
Organization: -	**Activity: 0191 - ALABAMA FOREVER WILD TRUST**

Key Goal:			
Goal 2	**Apply for land acquisition grants that leverage $5M in FWLT matching funds.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Apply for land acquisition grants that leverage $5M in FWLT matching funds.	$ value of FWLT mathcing funds	1250000	2689000	1250000	0	1250000	0	1250000	0	5000000	2689000

Item #	Notes
O1-	This should be an annual goal, since various factors involve limited ability to anticipate amount and timing of grant awards.
O1-	2nd Qtr - Due to grant application cycles and there being defined application periods, quarterly figures do not have as much importance as average overall figures for the year.
O1-	3rd Qtr - Due to grant application cycles and there being defined application periods, quarterly figures do not have as much importance as average overall figures for the year.
O1-	4th quarter: Economic circumstances have caused a reduction in the funding levels for Federal grants.

FY 11 SMART Quarterly Performance Report

Agency:	**559 - Medical Scholarships Awards Board**	**Program:**	**152 - SUPPORT - OTHER ED ACTIVITIES**
Organization:	-	**Activity:**	-
Mission:	To establish scholarships and loans to provide for the medical training of qualified applicants for admission to any accredited or provisionally accredited school of medicine in Alabama.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Scholarships Awarded	--	--	--	--	--	--	--	--	13	5
W2: Loans Awarded	--	--	--	--	--	--	--	--	14	29

Item #	Notes
WL1-	Reporting Annually
WL2-	Reporting Annually

FY 11 SMART Quarterly Performance Report

Agency: 559 - Medical Scholarships Awards Board	**Program: 152 - SUPPORT - OTHER ED ACTIVITIES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Maintain awarding scholarships and loans through correspondence at 100% by 2015.**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Scholarships Awarded	#	--	--	--	--	--	--	--	--	13	5
(O2-Efficiency) Loans Awarded	#	--	--	--	--	--	--	--	--	14	29

Item #	Notes
O1-	Reporting Annually
O2-	Reporting Annually

FY 11 SMART Quarterly Performance Report

Agency:	**561 - Women's Commission**	**Program:**	**552 - EMPLOYMENT AND SOCIAL OPPORTUNITY**
Organization:	-	**Activity:**	-
Mission:	To study the status of women in the state and to make recommendations of effective policies and legislation which will affect Alabama's women to the Governor and Legislature.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of Women's Commission meetings										

FY 11 SMART Quarterly Performance Report

Agency: 561 - Women's Commission	**Program: 552 - EMPLOYMENT AND SOCIAL OPPORTUNITY**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**To host an annual event that brings together organizations in the State working toward improving the lives of women through 2012.**	**Governor's Priority:**	5

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Quality) Participants establish any new contacts and/or new potential partnerships with other organizations.	Participants self-reported yes responses to eval										
(O2-Efficiency) The minimal costs of this event will result in at least one parternship established between another women's organization in the State and the Alabama Women's Commission.	Number of partnerships										
(O3-Quality) Event will be held once a year.	1										

FY 11 SMART Quarterly Performance Report

Agency:	**562 - Space Science Exhibit Commission**	**Program:**	**916 - SPECIAL SERVICES**
Organization:	-	**Activity:**	-
Mission:	To educate the public and to house and display exhibits of space exploration, space hardware, mementos of national defense and U.S. Army weaponry and to use the excitement of the U.S. space program and military aviation to stimulate young people's interests in the study of math, science, and technology. (Alabama Code Sec. 41-9-430 and 431)		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: Number of campers served	2416	2579	3480	3219	7389	7605	5005	6150	18290	19553

FY 11 SMART Quarterly Performance Report

Agency: 562 - Space Science Exhibit Commission	**Program: 916 - SPECIAL SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 1	**Reduce short-term (line of credit) debt by $4,970,000 by end of 2014.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Annual $1,000,000 reduction in the line of credit each year through 2014.	dollars	--	--	--	--	--	--	--	--	1,000,000	0

FY 11 SMART Quarterly Performance Report

Agency: 562 - Space Science Exhibit Commission	**Program: 916 - SPECIAL SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 2	**Increase revenue from museum admission ticket sales by 6% from FY09 by end of FY11.**	**Governor's Priority:**	2

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase museum admission ticket sales by 3% annually in FY10 and FY11.	dollars	852000.00	669000	1122000.00	1039728	1907000.00	1261860	1551000.00	730650	5432000.00	3701230

FY 11 SMART Quarterly Performance Report

Agency: 562 - Space Science Exhibit Commission	**Program: 916 - SPECIAL SERVICES**
Organization: -	**Activity: -**

Key Goal:			
Goal 3	**Increase number of Alabama students attending educational programs by 3% by FY13.**	**Governor's Priority:**	1

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Increase the number of Alabama students participating in the camp and museum field-trip programs by at least 1% annually.	Number of Alabama students	14500	6179	8900	3504	22000	17500	2400	4950	47800	32133

FY 11 SMART Quarterly Performance Report

Agency:	**589 - Prosthetists and Orthotists, Alabama State Board of**	**Program:**	**653 - PRO AND OCCU LICENSING AND REG**
Organization:	**-**	**Activity:**	**0484 - LICENSING AND REGULATION-BD**
Mission:	To safeguard the public's health, safety and welfare by adopting and enforcing legal standards for licensing practitioners, accrediting facilities, and registering pedorthists, assistants, and suppliers.		

Workload Measures and Quarterly Projections

	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Workload Measure	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**	**Projected**	**Actual**
W1: WL1: Number of complaints received.	1	1	2	1	1	0	1	1	5	3
W2: WL2: Number of active licenses, accreditations, and registrations.	180	184	10	70	5	17	5	17	200	288

Item #	Notes
WL1-	
WL1-	
WL1-	
WL1-	
WL1-	
WL2-	4th Qtr: New Licenses: Mastectomy Fitter (8); Pedorthists (1); Renewals (1); (3) Previously Reported Pending; (4) Total Not Approved
WL2-	ANNUAL: Total (288): Practitioners (215); Facilities (60); Orthotic Suppliers (13)
WL2-	2011 Dual Practitioners Renewed (36)
WL2-	2011 Prosthetists Renewed (15)

WL2- 2011 Orthotists Renewed (29)

WL2- 2011 Pedorthists Renewed (29)

WL2- 2011 Assistants Renewed (15)

WL2- 2011 Accredited FacilitiesRenewed (28)

WL2- 2011 Registered Orthotic Suppliers Renewed (8)

WL2- 2011 New Licenses: Mastectomy Fiters (39)

WL2- 2011 New Licenses: Pedorthists (2)

WL2- 2011 New Accreditations Issued: Facilities (1)

WL2- 2011 Accreditations Not Approved: (2)

WL2- 2011 Licenses Not Approved: Prosthetist (1)

WL2- Applications & Renewals Processed within 30 days of Receipt: One Day or Less (181); One Week or Less (3)

WL2- 2nd Qtr:Applications & Renewals Processed within 30 days of Receipt: 100%; One day or less 95%

WL2- 2nd Qtr: 2011 Dual Practitioners Renewed (5)

WL2- 2nd Qtr: 2011 Prosthetists Renewed (3)

WL2- 2nd Qtr: 2011 Pedorthists Renewed (8)

WL2- 2nd Qtr: 2011 Assistants Renewed (1)

WL2- 2nd Qtr: 2011 Facilities Renewed (14)

WL2- 2nd Qtr: 2011 Orthotists Renewed (8)

WL2- 2nd Qtr: 2011 Orthotic Suppliers Renewed (1)

WL2- 2nd Qtr: 2011 Newly Licensed Pedorthists (2)

WL2- 2nd Qtr: 2011 Newly Licensed Assistants (3)

WL2- 2nd Qtr: 2011 Newly Accredited Facilities (1)

WL2- 2nd Qtr: 2011 Newly Registered Orthotic Suppliers (2)

WL2- 2nd Qtr: 2011 Newly Licensed Mastectomy Fitters (19)

WL2- 2nd Qtr: 2011 Applications Pending or Not Approved (3)

WL2- 3rd Qtr: Dual Licenses Renewed (1)

WL2- 3rd Qtr: Orthotist Licenses Renewed (1)

WL2- 3rd Qtr: Pedorthist Licenses Renewed (4)

WL2- 3rd Qtr: Assistant Licenses Renewed (1)

WL2- 3rd Qtr: Orthotic Suppliers Renewed (1)

WL2- 3rd Qtr: Newly Licensed Dual Practictioners (1)

WL2- 3rd Qtr: Newly Licensed Prosthotists (1)

WL2- 3rd Qtr: Newly Licensed Pedorthist (2)

WL2- 3rd Qtr: Newly Accredited Facilities (5)

WL2- 3rd Qtr: Applications & Renewals Processed 1 day or less: 6; 1 week or less: 10; Pending from Previous Qtr: 1.

FY 11 SMART Quarterly Performance Report

Agency: 589 - Prosthetists and Orthotists, Alabama State Board	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: 0484 - LICENSING AND REGULATION-BD**

Key Goal:

Goal 1	**Key Goal 1: To achieve more efficient and effective licensing processes so that 95% of all licensing, registration, and accreditation functions can occur electronically by 2015.**	**Governor's Priority:**	4

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) (01)-Efficiency) To have 10% of all transactions occur electronically by 2011.	%	85	95	5	3.5	5	1.5	5	0	100	100

Item #	Notes
O1-	Renewal Applications transmitted to applicants electronically
O1-	Renewal Applications transmitted electronically; License Applications obtained from web site.
O1-	NOTE: ANNUAL GOAL OF 100% OF APPLICATION/RENEWAL FORMS PROVIDED ELECTRONICALLY
O1-	

FY 11 SMART Quarterly Performance Report

Agency: 589 - Prosthetists and Orthotists, Alabama State Board	**Program: 653 - PRO AND OCCU LICENSING AND REG**
Organization: -	**Activity: 0484 - LICENSING AND REGULATION-BD**

Key Goal:

Goal 2	**Key Goal 2: To conclude 75% of complaint cases within six months of receiving the complaint.** **Implementation:FY10**	**Governor's Priority:**	6

Objectives and Quarterly Targets:

Performance Measures		First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Objectives	**Unit of Measure**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
(O1-Efficiency) Complaints resolved within six month period after receipt.	Percentage	75	100	75	100	75	100	75	100	75	100
(O2-Efficiency) Monitoring to determine compliance with board agreement/order.	Percentage	100	100	100	100	100	100	100	100	100	100

Item # **Notes**

O1-