

4th QUARTER PERFORMANCE REPORTS

FY 2013

STATE AND NON-STATE AGENCIES

**Department of Finance
Executive Budget Office**

Fiscal Year 2013 Quarterly Performance Report

Agency:	001 AGRICULTURE & INDUSTRIES
Mission:	The goal of the Department of Agriculture and Industries is to serve the farmers and consumers of this state to the best of our ability. Farmers work hard every day to provide our nation with the safest, most abundant and affordable food supply in the world.
Vision:	To provide timely, fair and expert regulatory control over product, business entities, movement, and application of goods and services for which applicable state and federal law exists and strive to protect and provide service to Alabama consumers. Department personnel will actively work to initiate and support economic development activities and promote domestic and international consumption of Alabama products. It is the Department's goal to be recognized for its employee's integrity and professional performance.
Annual Goals	
1	Shipping Point-Peanuts, fruits, vegetables & tree nut inspections
2	Shipping Point-Grain Inspection
3	Shipping Point-Aflatoxin analyses
4	Shipping Point- DPSC receiving market inspections
5	Shipping Point Commercial Market Inspections
6	Weights & Measures- Weights & test measures calibrated
7	Weights & Measures- Scales & Measuring devices inspected
8	Weights & Measures- Packages Inspected
9	Weights & Measures- Pumps and Meters Inspected
10	Weights & Measures- Petroleum Products Tested
11	Weights & Measures- Device registrations issued
12	Weights & Measures- Serviceman registrations issued
13	Weights & Measures- Brand Registrations Issued
14	Weights & Measures-Weighmasters certificates issued
15	Food Safety Inspections
16	Food Safety Samples
17	Food Safety Permits
18	Food and Drug Lab analysis
19	Food and Drug Lab Meat Inspection
20	Food and Drug Lab Al Seafood Testing

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21	Livestock Market News Visually graded and recorded by weight and grade of slaughter and feeder cattle as animals are sold through auctions
22	Livestock Market News Recorded Prices by grade and volume of hay sold by producers
23	Livestock Market News Visually graded and recorded by weight and grade of slaughter and feeder goats as animals are sold through auctions
24	Pesticide Residue Lab Food Safety-Meat, Milk & Fish
25	Pesticide Residue Lab Other
26	Pesticide Residue Lab Environmental/miscellaneous
27	Pesticide Residue Lab Ala Seafood Tissue Testing
28	Gins & Warehouses Inspections
29	Gins & Warehouses Permits & Licenses
30	Seed Laboratory- Official Seed Samples
31	Seed Laboratory Service Seed Samples
32	Audits & Reports/Stockyards & Brands Permits/licenses issued
33	Audits & Reports/Stockyards & Brands Tonage Fees Collectd
34	Agriculture Compliance Seed Samples Collected
35	Agriculture Compliance Feed Samples Collected
36	Agriculture Compliance Fertilizer Samples Collected
37	Agriculture Compliance Lime Samples Collected
38	Agriculture Compliance Seed Permits
39	Thompson Bishop Sparks State Diagnostic Lab # accessions
40	Pesticide Management Programs
41	Pesticide Management Administrative Activities
42	Petroleum Commodities Inspection Fee Reports to be received
44	Petroleum Commodities Desk audits to be made
45	Petroleum Commodities Audits and Field Contacts to be made
46	Petroleum Commodities Letters written enforcing inspection fee law
47	Boaz Lab # accessions
48	Plant Quarantine Programs
49	Plant Certification Programs

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50	Apiary Protection Programs
51	Plant Program Administrative Activities
51	Meat and poultry Inspections of Establishments
52	Meat and Poultry Inspections of animals & poultry slaughtered
53	Meat & Poultry Inspection LBS of product processed under inspection
54	Meat & Poultry Inspection LBS of carcasses & product condemned
55	Meat & Poultry Inspection No. of samples of product
56	Hanceville Lab # of Accessions
57	Elba Diagnostic Lab Microbiology
58	Elba Diagnostic Lab parasitology
59	Elba Diagnostic Lab Serology & Hematology
60	Elba Diagnostic Lab Number of Cases
61	Elba Diagnostic Lab Necropsies

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Shipping Pt Peanuts, fruits, vegetables & tree nut inspections	1	lbs	654,062,700	1,103,386,900	196,730,000	155,143,300	136,890,700	128,257,600	189,666,000		1,177,349,400	
2 - Shipping Pt Number of Grain Inspections	2	# of inspections	6,779	3,864	5,879	137	3,768	3197	5,324		21,750	
3 - Shipping Pt Aflatoxin analyses	3	# of tests	602	715	719	11151	785	1007	720		3,541	
4 - Shipping Pt DPSC receiving market inspections	4	lbs	12,967,500	8,376,700	7,500,000	103,201,000	7,600,000	117,634,000	6,000,000		34,944,200	
5 - Shipping Pt Commercial Market Inspections	5	# of inspections	142	135	167	134	159	139	151		619	
6 - Weights & Measures-Weights & test measures calibrated	6	# calibrated	600	579	600	1725	600	880	600		2400	
7 - Weights & Measures-Scales & Measuring devices inspected	7	# of devices inspected	400	398	400	1102	400	330	400		1600	
8 - Weights & Measures Packages inspected	8	# of Packages	10,000	10,000	10,000	16,504	10,000	5,785	10,000		40,000	
9 - Weights & Measures- Pumps and Meters Inspected	9	# of pumps & meters	1500	1300	3000	1113	3000	9922	3000		10500	
10 - Weights & Measures- Petroleum Products Tested	10	# of products tested	50	30	1000	510	1000	850	1000		3050	

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11 - Weights & Measures- Device registrations issued	11	# of registrations	600	585	100	100	100	78	3400		4200	
12 - Weights & Measures- Serviceman registrations issued	12	# of registrations	60	50	650	154	650	193	650		2010	
13 - Weights & Measures- Brand Registrations Issued	13	# of registrations	450	436	200	31	200	1	3500		4350	
14 - Weights & Measures-Weighmasters certificates issued	14	# of Certificates Issued	1050	1031	1000	899	1000	843	2000		5050	
15 - Food Safety Inspections	15	# of inspections	700	897	1000	505	1000	873	1000		3700	
16 - Food Safety Samples	16	# of Samples	950	961	1000	1081	1000	952	1000		3950	
17 - Food Safety Permits	17	# of permits	700	706	1000	224	3000	3525	2500		7200	
18 - Food & Drug Lab Analysis	18	# analyzed	910	1159	910	1081	910	950	910		3640	
19 - Food and Drug Lab Meat Inspection	19	# of inspections	3	0	3	0	3	0	3		12	
20 - Food and Drug Lag Al Seafood Testing	20	# tested	50	0	50	40	50	103	50		200	
21 - Livestock Market News Visually graded and recorded by weight and grade of slaughter and feeder cattle as animals are sold through auctions	21	# head	160000	158738	150000	117866	150000	138636	130000		590000	
22 - Livestock Market News Recorded Prices by grade and volume of hay sold by producers	22	Tons	6000	4703	5000	5603	5000	4190	5000		21000	
23 - Livestock Market News Visually graded and recorded by weight and grade of slaughter and feeder goats as animals are sold through auctions	23	head	5000	2862	4000	2115	4000	3070	3000		16000	
24 - Pesticide Residue Lab Food Safety-Meat, Milk & Fish Edit Delete Add Objective	24	# test	25	23	25	4	25	24	25		100	
25 - Pesticide Residue Lab Other	25	# test	0	0	0	0	0	6	0		0	
26 - Pesticide Residue Lab Environmental/miscellaneous	26	# test	10	14	10	108	10	64	10		40	
27 - Pesticide Residue Lab Ala Seafood Tissue Testing	27	# tests	75	83	75	130	75	0	75		300	
28 - Gins & Warehouses Inspections	28	# of inspections	200	192	225	215	225	205	225		875	
29 - Gins & Warehouses Permits & Licenses	29	# issued	20	13	5	3	20	28	175		220	
30 - Seed Laboratory Official Seed Samples	30	# samples	600	704	1160	923	500	372	800		3060	
31 - Seed Laboratory Service Seed Samples	31	# samples	70	125	100	198	200	234	300		670	
32 - Audits & Reports/Stockyards & Brands Permits/licenses issued	32	# issued	1500	1419	8200	8029	900	868	700		11300	
33 - Audits & Reports/Stockyards & Brands Tonnage Fees Collectd	33	\$ collected	1000000	\$1,223,416.09	1100000	1855502	450000	510183	450000		3000000	

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34 - Agriculture Compliance Seed Samples Collected	34	# samples	670	832	1260	1121	700	372	1100		3730
35 - Agriculture Compliance Feed Samples Collected	35	# samples	800	816	800	849	800	605	800		3200
36 - Agriculture Compliance Fertilizer Samples Collected	36	# Samples	40	50	100	140	80	472	40		260
37 - Agriculture Compliance Lime Samples Collected	37	# samples	5	10	20	4	10	41	5		40
38 - Agriculture Compliance Seed Permits	38	# of Permits	250	270	800	903	50	568	20		1120
39 - Thompson Bishop Sparks State Diagnostic Lab # accessions	39	# accessions	6250	6078	6250	6796	6250	6664	6250		25000
40 - Pesticide Management Programs	40	# of activities	3900	13165	11500	13541	3600	13666	4000		13000
41 - Pesticide Management Administrative Activities	41	# of activities	330	351	330	351	330	349	330		1320
42 - Petroleum Commodities Inspection Fee Reports to be received	42	# of reports	1450	1456	1450	1453	1450	1455	1450		5800
43 - Petroleum Commodities Desk audits to be made	44	# of audits	1050	1068	1050	1065	1050	1067	1050		4200
44 - Petroleum Commodities Audits and Field Contacts to be made	45	# audits and field contacts	10	6	10	9	10	10	10		40
45 - Petroleum Commodities Letters written enforcing inspection fee law	46	# of letters	250	278	250	282	250	250	250		1000
46 - Boaz Lab # accessions	47	# accessions	625	625	625	525	625	508	575		2450
47 - Plant Quarantine Programs	48	# activities	40	60	385	439	2000	3370	3000		5425
48 - Plant Certification Programs	49	# activities	2000	3643	2000	497	2500	425	1500		8000
49 - Apiary Protection Programs	50	# of activities	7000	9031	7224	2288	6000	1443	7000		92224
50 - Plant Program Administrative Activities	51	# activities	310	386	310	227	310	457	310		1240
51 - Meat and poultry Inspections of Establishments	51	# inspected	76	76	81	77	81	83	81		319
52 - Meat and Poultry Inspections of animals & poultry slaughtered	52	# inspected	7574	7574	7800	5802	8100	6700	8500		31974
53 - Meat & Poultry Inspection LBS of product processed under inspection	53	Lbs	20532371	20532371	21000000	22010943	21000000	31872276	21000000		83532371
54 - Meat & Poultry Inspection LBS of carcasses & product condemned	54	LBS	6486	6486	5000	17700	11000	12716	64000		18986
55 - Meat & Poultry Inspection No. of samples of product	55	# of samples	104	104	104	147	104	137	104		416
56 - Hanceville Lab # of Accessions	56	# of accessions	600	544	600	558	600	592	600		2400
57 - Elba Diagnostic Lab Microbiology	57	# of tests	3000	3212	3500	3588	2600	4278	2200		11300
58 - Elba Diagnostic Lab parasitology	58	# of test	1000	571	700	551	1000	763	450		3150

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59 - Elba Diagnostic Lab Serology & Hematology	59	# of test	32000	27687	29000	28937	31000	29189	27000		119000	
60 - Elba Diagnostic Lab Number of Cases	60	# of Cases	1350	1236	1300	1256	1200	1286	1100		4950	
61 - Elba Diagnostic Lab Necropsies	61	# Necropsies	2600	2207	2200	2423	2200	2435	1500		8500	

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Agency:	002 ALCOHOLIC BEVERAGE CONTROL BD
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
Vision:	To provide an efficient, controlled, and reliable system for the purchase, distribution, and sale of alcoholic beverages. To maintain control of alcoholic beverages and tobacco and sales to minors

Annual Goals	
1	Increase by 5% the average gross dollar sales per store employee by FY 2015
2	Increase by 5% the average number of contacts per sworn officer within the Law Enforcement Division by FY 2015
3	Maintain the total number of internal and external audits performed by the Audit staff

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Average of Gross Dollar Sales per Store Employee	1	\$/employee ratio	169,448	173,375	145,382	104,781	149,381	157,354	144,631		608,841	
2 - Average contact activity per sworn officer	2	Annual Total Contacts/# of sworn Officers	244	257	113	85	121	81	99		576	
3 - Total number of internal and external audits performed	3	Total Audits Performed	29	25	42	60	55	50	52		179	

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Agency:	003 BANKING
Mission:	To charter, license, and regulate Alabama banks and other financial services providers in an efficient and effective manner that will foster stability, instill public confidence, and promote economic development in a competitive environment.
Vision:	To ensure a financial services environment that is stable, safe, and growing by consistently providing quality regulation which protects the interests of depositors, customers, shareholders, consumers, and the public
Annual Goals	
1	To attempt to prevent bank failures by examining banks within the legally required timeframe.
2	Maintain adequate reserves to continue operations in the event of a substantial(more than 15%) loss of revenue
3	Address consumer issues within 30 days

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
3 - To examine banks	1	Number of banks examined	14	14	15	18	15	16	20	21	60	69
1 - Maintain fund balance	2	Fund Balance/Total Expenses	0%	0%	0%	0%	0%	0	0%	5.77	25%	5.77
2 - To address consumer complaints within 30 days	3	Response Time	30 days	30.76 days	30 days	25.47	30 days	20.86	30 days	23.27	30 days	23.27

Notes

3	First Quarter target number banks to examine should have been 10 instead of 14.
How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?	
N/A	
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.	
N/A	

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Agency:	004 CONSERVATION & NAT RESOURCES
Mission:	To promote the statewide stewardship and enjoyment of Alabama's natural resources and state parks and ensure that current and future generations will be able to enjoy these resources.
Vision:	To promote and provide for the responsible use of Alabama's natural resources ensuring recreational opportunities, jobs, and economic growth for our state.
Annual Goals	
1	Generate revenue for state beneficiaries.
2	To provide exceptional visitor services that consistently garner at least a 90% visitor approval rating.
3	Ensure that at least 98.75% of operational expenditures, on an annual basis, are funded by generated revenues. Revenues and expenditures measured are for Park operations only and do not include the Montgomery office.
4	Maintain or increase the number of paying Park guests.
5	Increase the annual number of Marine Police boat patrol hours expended by 13,500 from the FY06 baseline of 33,749 to 47,249 hours expended annually by the end of FY16.
6	Decrease the annual 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.
7	Improve the safety of waterways by increasing the number of hours expended annually on navigational/hazard marker system maintenance by 46.5 hours from the FY07 baseline of 502 hours to 548 hours by the end of FY14.
8	To provide Legal, Personnel, Accounting, Engineering, and Management Services in an effective and affordable manner.
9	Provide hunting, fishing and wildlife watching opportunities in Alabama annually.
10	Obtain ownership of land for wildlife management, hunting and wildlife recreation through Department and Forever Wild.
11	Maintain marine fisheries assessment samples at levels equivalent to average of FY11 and FY12.
12	Maintain an average of 50% of Marine Resources officers' annual state work hours are spent patrolling marine areas to ensure compliance with laws and regulations.

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Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase property leases/revenues	1	\$ Amt.	150,000	211,383	150,000	550,034	150,000	189,512	150,000	975,257	600,000	1,926,186
2 - Approval Rating	2	%	94.00%	93.34%	94.00%	93.58%	94.00%	94.87%	94.00%	95.27%	94.00%	94.27%
3 - Self Sufficiency	3	%	85.00%	88.93%	80.00%	78.52%	119.00%	123.18%	111.00%	108.00%	98.75%	99.66%
4 - Number of paying park visitors	4	Each	615,000	557,822	570,000	498,820	1,770,000	2,402,161	1,045,000	772,539	4,000,000	4,231,342
5 - Number of overnight park guests	4	Each	210,000	203,865	215,000	191,062	330,000	306,027	270,000	275,553	1,025,000	976,507
6 - Increase the number of Marine Police boat patrol hours expended by 3,936 hours annually through FY16 (Factored in FY 11 shortage)	5	# of patrol hours expended by field officers	4,666	4,200	6,500	5,125	12,437	7,892	11,837	7,645	35,440	24,862
7 - Decrease by 2 the number of boating accidents that result in fatalities or injuries as compared to FY06	6	# of accidents resulting in fatalities or injuries	3	1	11	5	15	19	16	16	45	41
8 - Increase the number of hours expended on navigational/hazard marker system maintenance by an average of 75 hours annually	7	# hrs. spend on navig/hazard marker maintenance	20	13	100	124	154	132	200	98	474	367
9 - Maintain Administrative percentage of agency budget below 7% annually	8	% of budget	6.17%	5.90%	6.17%	6.35%	6.17%	6.55%	6.17%	6.44%	6.17%	6.44%
10 - # of Man-Days of deer hunting on WMAs	9	Man-Day	54,000	53,058	32,000	32,150	0	0	0	0	86,000	85,208
11 - # of fish stocked in public waters	9	# of fish	1,400,000	1,382,634	500,000	1,124,808	1,500,000	1,817,171	1,500	1,002	3,401,500	4,325,615
12 - # of arrests made by WFF officers	9	# of arrests	2,000	1,886	2,000	1,934	2,200	2,352	1,300	1,158	7,500	7,330
13 - # of acres owned by Dept and Forever Wild for hunting and wildlife recreation	10	# of acres	239,000	238,515	239,500	238,828	240,000	250,402	240,250	253,219	240,250	253,219
14 - Collect fishery-independent assessment samples.	11	# of fisheries assessments	167	162	153	151	171	159	169	169	660	641
15 - Maintain an average of 50% of Marine Resources officers' annual state work hours are spent patrolling marine areas	12	% of officers hours spent patrolling	45.00%	43.00%	45.00%	44.00%	55.00%	62%	55.00%	53.00%	50.00%	50.5%

Notes

1 Target does not include mineral leases due to volatility of market in connection with long term leases.

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4	(+26.1% variance) - Overnight guest counts and day use guest counts were down, but not the actual guest occurrences.
6	(-35% variance) - Vessel hours were lower than projected because this quarter, due in part to officers participating as instructors in a new employee training school which resulted in less time to accrue vessel hours this quarter.
8	(-51% variance) - Hours expended on regulatory bouys were lower than projected due to the quarter typically being more enforcement and less time being allotted for navigational markers.
11	Due to more stockings in Q2 and Q3, there were less to stock in Q4.
12	Variance attributable to increased compliance from the public.
13	During the 4th Qtr, Forever Wild acquired two properties totaling 2,187 acres which were not anticipated.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

The Department of Conservation and Natural Resources is receiving \$5,000,000 and \$1,000,000 In FY 2014 from the Sales and Use Tax discount to fund the State Parks Division and the Coastal program of the State Lands Division. We hope the funding will continue in future years so we can improve for the benefit of the people in Alabama

Senate Bill 108 will consolidate law enforcement personnel from several state agencies into one Department called the Alabama Law Enforcement Agency Effective Jan 1, 2015. The Marine Police Division will be included in this consolidation.

Two hunting licenses for disabled veterans have been passed which should provide reduced license fees for Wounded Warrior events.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Department of Conservation has developed on-line License and Boat Registration web sites. The Web addresses are <http://www.outdooralabama.com/licenses/> and <http://www.outdooralabama.com/boating/registration/>.

We have no suggested changes to Legislation at this time.

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Agency:	005 CORRECTIONS
Mission:	The mission of the Alabama Department of Corrections (ADOC) is to confine, manage, and provide rehabilitative programs for convicted felons in a safe, secure and humane environment, utilizing professionals who are committed to public safety and to the positive re-entry of offenders into society.
Vision:	The ADOC is an adequately funded, professionally staffed, innovative agency that administers rehabilitative programs for convicted felons in a safe, secure and humane environment, while achieving the mission of the Department.
Annual Goals	
1	Optimize inmate healthcare spending to limit annual increases to less than 5% through 2015.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Annual inmate health services cost will not exceed \$90.5 million for FY13.	1	Dollars	22625000	321	45250000	43235485	67875000	65917769	90500000	89217890	90500000	89217890

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
Limited funding restricts the Agency's ability to make infrastructure improvements and to improve our inmate to officer ratio.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
For FY14, the Agency intends to increase spending on Community Corrections Programs and hire additional correctional officers.

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Agency:	007 DEPARTMENT OF COMMERCE
Mission:	To coordinate economic development resources leading to quality job creation and retention throughout Alabama.
Vision:	We envision a comprehensive economic development effort where state and local partners work cooperatively to create quality job opportunities for Alabama citizens.
Annual Goals	
1	Coordinate with strategic partners the recruitment of new/expanding businesses and consultant contacts resulting in 120 new projects worked annually by 2014.
2	To achieve \$14.1 billion in export sales of Alabama products and services annually by 2014 with the goal of a 6% increase each year.
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 140 follow-up visits by 2014.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase the number of projects worked	1	New/existing projects worked	35/40	28/65	30/35	21/29	30/35	35/43	25/25	83/39	120/135	
2 - Maintain the current staffing requirement while increasing the number of projects worked	1	Project to staff ratio	11:1	13:1	10:1	8:1	10:1	13:1	8:1	20:1	39:1	
3 - Increase the number of trade partners linked	2	Trade partners linked	131	263	132	312	131	306	131	206	525	
4 - Increase the ratio of trade partners linked to Trade Specialists on staff	2	partners linked to staff ratio	44:1	87:1	44:1	104:1	44:1	102:1	43:1	68:1	175:1	
5 - Increase export sales of Alabama products and services	2	Total export sales/percentage increase	0	0	0	0	\$14.1 Billion/6%	\$19.5 Billion	0		\$14.1 Billion/6%	
6 - Increase the number of follow-up visits made to existing industries	3	Number of visits made	40	29	20	40	40	64	40	26	140	

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Agency:	008 EDUCATION
Mission:	To provide a state system of education which is committed to academic excellence and which provides education of the highest quality to all Alabama students, preparing them for the 21st century.
Vision:	Every child a graduate and every graduate prepared for College/Work/Adulthood in the 21st century
Annual Goals	
1	By 2020 increase the percentage of students scoring at Level 4 on the ARMT in reading and math to 70%.
2	By 2020 increase the percentage of students who are high school graduates to 85%.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase the number of students in grades 3-8 scoring at Level 4 on the ARMT+ in Math	1	% of students	0	0	0	0	0	0	0		50.1%	
2 - Increase the number of students in grades 3-8 scoring at Level 4 on the ARMT+ in Reading	1	% of students	0	0	0	0	0	0	0		57.2%	
3 - Increase number of high school graduates	2	% of students	0	0	0	0	0	0	0		74%	

Notes

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Agency:	009 FORESTRY COMMISSION
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.
Vision:	Protect, sustain and educate.

Annual Goals	
1	To reduce loss to timberlands and structures from wildfires by decreasing the ten year rolling average (baseline 1999-2008) of total acres burned by 25%.
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.
3	Increase number of landowners assisted from 5250 (baseline) to 7750.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - (01-Efficiency) Maintain an average response time of 40 minutes or less to wildfires.	1	Minutes	40	48	40	46	40	46	40	30	160	42.50
2 - (02-Quality) Maintain an average fire size of 10 acres or less.	1	Acres	10	14.1	10	20	10	10.6	10	6	40	12.7
3 - (03-Quality) Decrease the ten year rolling average of 48,000 total acres burned per year to 36,000 total acres burned per year.	1	Acres	9,000	5015	9,000	16798	9,000	3,038	9,000	471	36,000	25,322
4 - (01-Efficiency) Increase the number of workshops/tours by 20 per years.	2	Workshops/Tours	20	17	20	15	20	57	20	73	80	162
5 - (02-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.	2	Training Sessions	100	35	100	25	100	9	100	9	400	78
6 - (01-Efficiency) Number of Landowner Assists	3	Assists	1,937	830	1,937	1813	1,937	1,724	1,938	3,455	7750	7822

Fiscal Year 2013 Quarterly Performance Report

Notes

1 This decreased time is because of a low number of fires due to all the rain during the fourth quarter.

3 The decreased acres are because there were a low number of fires due to all the rain during the fourth quarter.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Inability to obtain an increase in General Funds has caused us to be unable to replace out of date firefighting equipment, which has increased maintenance costs and subjects employees to increased safety issues. Additionally, the agency has been unable to maintain fire fighting staff necessary to meet response objectives.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The agency continues to consolidate State Office functions by eliminating the Director position as well as other administrative staff. The agency plans to provide more training to employees and look into streamlining other functions. The agency would like to see legislation streamlining more operations in the State and the reduction of multiple approvals and processes for construction of buildings, which end up increasing costs.

Fiscal Year 2013 Quarterly Performance Report

Agency:	010 FINANCE
Mission:	Provide innovative, resourceful leadership and service in financial management and operational support in order to advance the Governor's mission of restoring trust in state government.
Vision:	Protect the financial interests of Alabama and effectively administer and support the financial and administrative needs among all divisions of the Department of Finance.
Annual Goals	
1	Reduce the Number of State Vehicles
2	Track the Number of Buying Events in the Purchasing Division
3	Provide quality IT service to agencies, boards and commissions

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of Vehicles Insured	1	#	8107	8107	8000	8118	7900	8264	7850	8208	7800	8264
2 - Number of buying events	2	#	6125	6386	6125	3262	6125	3262	6125	2826	6125	15736
3 - Number of Agencies, Boards and Commissions Served	3	#	200	194	200	193	200	267	200	274	200	274

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
The Department of Finance was able to meet the desired accomplishments within the budgeted guidelines.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
The Department of Finance in FY 13 continued to operate within the current administrative guidelines.

Fiscal Year 2013 Quarterly Performance Report

Agency:	011 PUBLIC HEALTH
Mission:	To serve the people of Alabama by assuring conditions in which they can be healthy (Section 22-2-2 of the Code of Alabama).
Vision:	Through the continued pursuit of excellence and a positive presence in the community, the ADPH provides leadership in assuring access of appropriate health services to all Alabamians and is viewed as integral to the prevention, detection, and response to all hazards affecting Alabama.
Annual Goals	
1	To prevent significant and irreparable harm, including death, to Alabama's newborns by early detection, treatment and management of otherwise undetectable newborn disorders.
2	To continue to maintain through FY 2013 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.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of newborns screened for metabolic disorders	1	Number of newborns screened	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	58,000	56,779
2 - Number of Grants Issued	2	Number of Grants Issued	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	14	18

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

During the beginning of the fiscal year, the Health department was faced with an operating deficit. A plan was developed that involved cost reductions. The Health department ended its participation in the ED Waiver program completely by the end of FY 2013. This required a reduction of approximately 800 FTEs during FY 2013.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

With severely limited financial resources, close management of those resources has become even more critical. To that end, the Department developed "Ensemble" in fiscal year 2012, which is an enhanced production management and cost accounting reporting system. This decision support system combines data from financial, production, cost accounting, time keeping, and clinical management systems in a simple tool for management analysis and decisions.

Fiscal Year 2013 Quarterly Performance Report

Agency:	012 TRANSPORTATION
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.
Vision:	
Annual Goals	
1	Program: 832 (Surface Transportation Improvement) 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.
2	Program: 832 (Surface Transportation Improvement) 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.
3	Program: 833 (General Administration) Maintain Administration expenditures at no more than 10% of total budget.
4	Program 834(General Aviation & Aeronautic Administration)Efficiently manage the improvement and preservation of Alabama's publicly owned airport infrastructure system.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - (O1-Quality) Average IRI for the state's roadway system.	1	Inches per mile	-		-		-		-	79.40	<95	79.40
2 - (O2-Efficiency) % of roadway miles with an IRI of 120 or greater.	1	% of miles	-		-		-		-	9.04	5%	9.04
3 - (O1-Quality) Average bridge condition for the state's bridge system.	2	Weighted average rating	-		-		-		-	6.58	6.00	6.58
4 - (O2-Efficiency) % of bridges with a condition rating of 4.99 or worse.	2	% of bridges	-		-		-		-	1.48	5%	1.48
5 - (O1-Efficiency) Maintain Administration expenditures at no more than 10% of total budget.	3	% of Administration exp. to total exp.	.10	.08	.10	.09	.10	.09	.10	.073	.10	.073
6 - (O2-Efficiency) Maintain FTE's in Administration program at no more than 1/3 of total FTE's.	3	% of FTE's in Administration on to total FTE's.	.30	.16	.30	.18	.30	.18	.30	.14	.30	.14
7 - (O1-Efficiency) Recommend approval of state matching funds or 100% of commercial service and general aviation airport projects that receive FAA/AIP funds and are consistent with the state airport system plan.	4	% of projects recommended for state matching funds.	-		-		-		-	100	100%	100
8 - (O2-Efficiency) Maintain FTE's at 10 or less to efficiently accomplish program goals at minimal cost.	4	Number of FTEs	-		-		-		-	10	10	10

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Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Funding transfers to other agencies impact ALDOT's ability to meet the agency's primary mission of constructing, maintaining, and managing the roads and bridges of the state. Continued transfers only worsen the strain on stagnant/declining departmental revenues in this time of escalating costs. As funding transfers are included in the General Administration Program, any additional mandated increases in the level of these transfers impacts ALDOT's ability to maintain the program expenditures at no more than 10%.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

ALDOT has managed to maintain administrative costs around 10% despite funding decreases in General Administration. It has also managed to maintain a satisfactory conditioning level of the state's roadway system and bridges as well as providing a uniform mechanism for overseeing and regulating aeronautics within the state. One critical issue is to pursue increased and or alternative revenue measures to address funding issues. This includes monitoring cost increases to identify a rise of potential savings and pursue innovative methods to deliver projects at a more competitive cost. ALDOT is challenged with continuing to identify and attempt to fund the most critical bridge and road projects that have the most impact on the condition level of the state's bridge and road system. Lowering or eliminating funding transfers to other agencies would allow ALDOT to perform and fund additional projects such as these to provide the greatest benefit to the public.

Fiscal Year 2013 Quarterly Performance Report

Agency:	013 LABOR DEPARTMENT
Mission:	To administer workforce protection programs for workers and employers such as unemployment compensation, state employment service, labor market information, workers' compensation, and mine safety and reclamation services.
Vision:	To offer demand-driven services for workers and employers that creates a more positive economic environment.
Annual Goals	
1	Unemployment Compensation Division: Collect taxes, pay benefits, meet quality standards within the federal guidelines while providing services to protect Alabama minors in the workplace.
2	Employment Security Division: Transform, with workforce development partners, 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 2013.
3	Workers' Compensation Division: Coordinate internal computer programming to improve the efficiency of the workers' compensation screens and create a means to provide employers the ability to file 100% of workers' compensation forms online by the end of FY 2013.
4	Inspection Division: 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 2013.
5	Inspection Division: 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 FY 2013.
6	Inspection Division: Identify all boilers, pressure vessels, and elevators that are past due its certificate of operation date by 60 days or more and have owners with past due safety inspections in compliance within an additional 30 days.
7	Labor Market Division: Continue to efficiently and effectively complete deliverables to meet contractual obligations as required by the Bureau of Labor Statistics Cooperative Programs(BLS), Occupational Employment Statistics (OES), Current Employment Statistics (CES), Local Area Unemployment Statistics (LAUS), Quarterly Census of Employment and Wages (QCEW), Mass Layoff Statistics (MLS), and Occupational Safety and Health Administration (OSHA).
8	Labor Market Division: Continue efficiently and effectively complete deliverables to meet contractual obligations to Employment and Training Administration (ETA) Workforce Grant providing quality information that customers can easlity access and use to make informed choices.
9	Labor Market Division: Continue to submit weekly, monthly, and quarterly reports to the U.S. Department of Labor Employment and Training Administration (ETA) concerning unemployment benefits. Provide legislative cost estimates as needed.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase the percentage of Ben-241's (Requests for Separation Information) returned electronically.	1	Number of Ben-241's returned electronically as %.	--	6.3%	--	4.45%	--	6.79%	--	7.28%	2.5%	6.20%
2 - Increase the percentage of individuals filing their unemployment claims via the internet.	1	Number of internet filings as %.	--	50.29%	--	48.48%	--	47.45%	--	50.91%	40%	49.28%
3 - Increase the timeliness of first payments on unemployment claims beyond the 87% federal mandate.	1	Time Lapse %	--	92.74%	--	89.64%	--	92.56%	--	87.29%	93%	90.55%

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4 - Increase the percentage of employers paying their unemployment taxes via the internet.	1	% of employers paying taxes using EFT.	--	93%	--	93%	--	95%	--	89.0%	90%	92.50%
5 - Increase the number of businesses inspected that employ minors.	1	Number of inspections.	450	460	250	469	250	463	250	287	1210	1,679
6 - (O2a) 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. (INA - Information not available at this time.)	2	%ERR	.806	.803	.806	.785	.806	.771	.806	.798	.806	.798
7 - (O2b) Increase the number of individuals receiving services per FTE.	2	Individuals per FTE.	502	544	530	553	545	570	664	559	2241	2,226
8 - (O2c) Increase the number of promotional contacts with employers per FTE.	2	Promotional contacts per FTE.	28	27	33	36	32	34	30	32	123	129
9 - (O2d) Increase the number of AJL website hits.	2	Number of visits to website.	27,931,000	27,761,000	31,333,000	27481000	33,180,000	27,494,763	32,556,000	32,276,148	125,000,000	115,012,911
21 - (O2e) Increase the effectiveness of services rendered to customers through the Entered Employment Rate (EER). Note: This benchmark is negotiated within the U.S. Department of Labor on a yearly basis. (INA - Information not available at this time.)	2	% EER	.540	.508	.540	.513	.540	.547	.540	.562	.540	.562
10 - Update computer screens used by the Workers' Compensation (WC) Division to ensure employers' compliance with the WC Law.	3	Percentage of updates made.	75%	50%	75%	60%	85%	65%	100%	70%	100%	70%
11 - Create online web applications for employers to fill out forms online.	3	Percentage of completion of online applications.	50%	25%	50%	30%	75%	35%	100%	40%	100%	40%
12 - Utilize overall mine safety inspector experience to provide more efficient and effective inspections with required corresponding documentation at mine sites.	4	Number of site inspections completed.	600	250	600	205	600	254	600	227	2400	936
13 - Perform 10% of required mine safety inspections on evening and night shifts.	4	Percentage of evening inspections to total.	--	.04	--	.01	--	.027	--	.04	10%	11.70%
14 - Maintain the number of mine sites reclaimed by operators, AML (Abandoned Mine Lands Reclamation) and forfeited bond funds.	5	Number of sites reclaimed.	10	3	10	1	10	7	10	7	40	18
15 - Increase acreage reclaimed annually.	5	Acres reclaimed annually.	--	90	--	15	--	118	--	105	650	328
16 - Identify expired certificates over 60 days, contact owner and plan a corrective action.	6	Total expired certificates.	100%	42%	100%	91%	100%	86%	100%	92%	100%	78%
17 - Maintain 100% compliance with contractual obligations of Bureau of Labor Statistics Cooperative Program.	7	Percentage completion of all requirements.	--	N/A	--	N/A	--	N/A	--	N/A	100%	100%

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18 - Maintain 85% response rate needed to satisfy grant requirements and provide useful data for the USDOL-BLS and OSHA.	7	Percentage completion of all requirements.	--	N/A	--	N/A	--	N/A	--	N/A	85%	89%
19 - Maintain 100% compliance with contractual obligations to Employment and Training Administration (ETA) Workforce Information Grant.	8	Percentage completion of all requirements.	--	N/A	--	N/A	--	N/A	--	N/A	100%	100%
20 - Submit Unemployment reports timely 95% of the time.	9	Percentage completion of all requirements.	--	N/A	--	N/A	--	N/A	--	N/A	95%	95%

Notes

Fiscal Year 2013 Quarterly Performance Report

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Passage of the Enhancement Bill by the legislature in 2013 provides stability in maintaining current points of service and levels of services to job seekers and employers served by the Alabama Career Center System. This bill made the special assessment permanent by removing the end date on the enhancement language. Funding from enhancement supports approximately twenty-five percent (25%) of the 230 staff providing services in 45 Career Centers statewide.

Another legislation action requires employers to respond adequately and timely to all information requests by the Alabama Department of Labor (ADOL). If an employer fails to respond to a request and a claimant receives unemployment compensation because of the failure to respond, the employer could be subject to benefit charges. The company must also show a pattern of failure to comply before the penalty is assessed. With the employer responses to the claim information more timely available, it will help to reduce erroneous overpayments being set up that the department will have to recover from jobless individuals. This legislation helped Alabama to conform to the policies and requirements by the U.S. Department of Labor.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Unemployment Compensation Division continues to automate functions within the Benefit and Tax Operations to promote more efficient and timely services to Alabamians. For example, enhancements are being made to the web base application for future unemployment claims filed by federal employees.

The ADOL's Administrative Rules are being amended to be consistent with current case law. This should aid in instructing and training department staff to follow current procedures; resulting in better and more accurate information to the employer community and decisions on unemployment benefits being issued to claimants.

Revisions are being made to an Employer Handbook that will be available on the department's website. This handbook will provide helpful information on unemployment claims, sections of the Alabama Unemployment Compensation (UC) Law and current forms offered online.

A proposed change in legislation will be suggested to Section 25-4-8 of the Alabama UC Law that would codify language to stop businesses from trying to avoid unemployment taxes by shuttering one business and creating a new entity. The proposal would require a company that acquires 65% of the organization, trade, employees, or business would inherit the experience rating of the original business. The experience rating is the factor in determining the level of unemployment taxes paid by an employer. The unemployment taxes are used to fund the benefits paid to qualified jobless individuals. Passage of this bill would enhance the efforts by ADOL to collect the taxes due by employers.

Selective cross training has been implemented in order to efficiently improve everyday operations. Suggested changes include determining the cost effectiveness of using a lost cost multiplier to set rates for the group funds.

Potential legislation will be made under Section 25-5-50 to remove Workers' Compensation exemption language. This bill would delete language from the workers' compensation statute requiring corporate officers to send exemption notification to ADOL regarding their coverage. Currently, the information is filed with the ADOL and an employer's insurance carrier. Deleting the requirement to file with ADOL limits duplicative filings for each employer that selects coverage under this act. This should save time for ADOL staff.

Fiscal Year 2013 Quarterly Performance Report

Agency:	016 HUMAN RESOURCES
Mission:	To provide for the protection, well being, and self-sufficiency of children and adults.
Vision:	Help Change lives for the better by providing the premier social welfare programs in the southeastern United States.
Annual Goals	
1	Achieve timely permanency for foster children.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Reduce the number of children waiting for adoption	1	Percent change in total waiting children	-5%	-5%	-5%	-2.8%	-5%	-7.6	-5%	2.14%	-2%	-13.2%

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
Policy decisions and budget determinations made by the governor and legislature in the fiscal year 2013-2013 resulted in no adverse effect for DHR.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
DHR made numerous administrative improvements in prior years and we continue to build on those improvements.

Fiscal Year 2013 Quarterly Performance Report

Agency:	017 PUBLIC SAFETY
Mission:	To protect and serve Alabama's residents equally and objectively, Enforce laws and uphold the constitution of the United States and the State of Alabama. The Department derives its statutory authority from Title 32 of the code of Alabama.
Vision:	To be the most progressive and effective law enforcement agency in the state.
Annual Goals	
1	To effectively regulate the flow of traffic; thereby, decreasing traffic fatalities on Alabama's Highways.
2	To efficiently and effectively issue driver licenses in compliance with all 30 benchmarks of the Real ID Act.
3	To provide professional investigative and identification services to criminal justice agencies and the citizens of the State of Alabama.
4	To provide effective support services to the department and the citizens of the State of Alabama in an effort to enhance efficiency and the effectiveness of departmental services.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
10 - To minimize traffic fatalities on state roads	1	Number of fatalities	145	130	145	111	145	130	145	129	580	500
11 - To minimize traffic injuries on state roads	1	Number of injuries added for each month minus fatalities	3156	2867	3156	2587	3157	2988	3157	2903	12627	11345
12 - Number of DUI Details	1	Number of details	84	86	84	71	85	59	85	58	338	274
13 - Number of DUI arrests made	1	Number of arrests	1412	981	1412	757	1412	849	1413	786	5649	3373
14 - Provide public information and education of highway traffic safety initiatives and programs through professional presentations to targeted groups and special interest groups	1	Number of presentations	175	197	175	201	175	179	175	65	700	642
20 - Number of Commerical Vehicles Inspected	1	# of Commerical Vehicles Inspected by CVE & MCSU Troopers	8750	9374	8750	7833	8750	8672	8750	9914	35000	35793
15 - Increase number of criminal arrests through progressive and focused examination of identification documents	2	Number of arrests made	850	781	850	780	850	800	850	664	3400	2963
16 - Maintain the efficiency of administering driver license exams with limited manpower	2	Number of driver license exams administered	50000	40721	50000	50310	50000	52801	50000	52423	50000	196255
17 - Maintain the efficiency of issuing driver licenses with limited manpower	2	Number of driver licenses issued	215000	217268	215000	239554	215000	246018	215000	270405	860000	973245

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18 - Number of driver licenses suspended, cancelled, revoked	2	Number of licenses suspended, cancelled, revoked	35000	30595	35000	36670	35000	45779	35000	44216	140000	157260
19 - The efficiency and effectiveness of driver license issuance with reduced wait times	2	Hours of wait time to take an exam times	1	.75	1	1.25	1	1	1	1	1	1
6 - The number of narcotic and violent crime arrests	3	Number of arrests made	100	65	100	105	100	87	100	82	400	339
7 - To decrease the number of missing persons cases	3	Number of missing persons cases	200	198	200	278	200	233	200	271	200	271
8 - To decrease the number of records to be transitioned from the AFIS21 to the upgraded AFIS System from 750,000 to 716,400 by FY end.	3	Number of fingerprint cards transitioned	8400	7574	8400	16566	8400	11617	8400	11333	33600	47090
9 - To increase the number of cases investigated through the assistance of other agencies	3	Number of cases assisted by other agencies	650	522	650	500	650	497	650	401	2600	1920
1 - Reduce the number of vehicles within the fleet with excessive milage (over 85,000); thereby, increasing officer and public safety.	4	Mileage of vehicles in fleet	555	862	555	916	555	896	555	785	555	785
2 - Increase Aviation services to outside agencies throughout the state.	4	No of agency requests	100	65	100	101	100	106	96	91	396	363
3 - Increase the number of counties participating in Project Lifesaver.	4	Number of counties participating	67	40	67	42	67	43	67	47	67	47
4 - Maintain administrative division expenses under 8% of agency total budget	4	% of Budget committed by Admin Div to Dept Wide Commitments	8	8.05%	8	10.20	8	10.05	8	11.54%	8	9.66
5 - Provide protection and assistance to citizens and other agencies during civil and ntura emergencies	4	Overtime hrs provided during natural and civil emergencies declared by Governor	0	0	0	0	0	0	0	0	0	0

Fiscal Year 2013 Quarterly Performance Report

Notes

9	Changing unit of measure from "Number of cases assisted by other agencies" to "Number of assists provided to other agencies".
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14	During 4th Qtr, the number of PIO officers decreased from 4 to 3, with one of the three remaining being on military leave.
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15	Correction to 3rd Qtr results, Actual Target totaled 738 instead of 800
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How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

No response

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
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DPS is introducing a bill to revise the law as related to vehicle purchases to allow for a wider range of purchase/lease options to address the continuing issue of high mileage patrol vehicles.

Fiscal Year 2013 Quarterly Performance Report

Agency:	018 PUBLIC SERVICE COMMISSION
Mission:	To ensure a regulatory balance between regulated companies and consumers in order to provide consumers with safe, adequate and reliable services at rates that are equitable and economical.
Vision:	A regulatory environment that addresses the needs of consumers in a timely manner while providing a fair rate of return for regulated companies.
Annual Goals	
1	To promote safe operations within natural gas and hazardous liquid facilities by maintaining adequate inspection ratio of person-days/total program person-days of atleast 38% per year.
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 100 construction sites for adherence to Alabama One Call protocols; conducting and attending at least 20 classes and seminars on One Call protocols and excavation safety.
3	Energy Division will assist the Commission with maintaining just and reasonable utility rates and services by presenting 91% of the cases for action within 45 days of filing.
4	Energy Division will make timely recommendations to the Commission by issuing 96% of recommendations within 30 days of final analysis, investigations and receipt of information.
5	Energy Division will ensure compliance with PSC-approved rates by randomly auditing a 5% sample of water utility's residential customers' bills on an annual basis.
6	Telecom Division will perform on-site service compliance inspections on 25% of facilities-based carriers per year.
7	Telecom Division will perform on-site quality inspections for 75% of planned Universal Service Fund projects per year.
8	Telecom Division will achieve closure on 90% of all telephone utility internal/external inquiries related to telephone policies, service, prices or billing within 30 days of receipt.
9	Transportation Division will timely and accurately process 96% of 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.
10	Transportation Division will 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.
11	Transportation Division will respond to 96% of all consumer complaints regarding compliance with the applicable state laws and PSC rules and regulations in order to ensure carriers followed applicable procedures pertaining to their tariff.
12	Electricity Policy Division will assist the Commission with its responsibility for balancing the interests of our regulated utilities with those of the consuming public, with the ultimate goal being the provision of reliable service at rates that are fair and reasonable.
13	Increase public awareness of PSC regulations and services by posting all public information to agency website within 48 hours of availability.

Fiscal Year 2013 Quarterly Performance Report

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Maintain inspection ratio person-days/total program person days (acceptable above or equal to .38)	1	ratio	.40	.42	.50	.42	.50	.49	.40	.56	.45	.47
2 - Prioritize and inspect 100% of jurisdictional operators each calendar year.	2	% inspected	20	22	30	11	30	28	20	19	100	80
3 - Investigate all incidents	2	% investigated	100	100	100	100	100	100	100	100	100	100
4 - Check sites for adherence to Alabama One Call protocol	2	# investigated	20	33	30	24	30	18	20	34	100	109
5 - Conduct and attend at least 20 classes related to excavation safety	2	# classes attended	10	10	4	4	4	4	2	18	20	36
6 - Present 91% of cases to the Commission for action within 45 days of filing.	3	% of cases	91	88	91	51	91	100	91	100	91	85
7 - Issue 96% of recommendations within 30 days of completion of analyses, investigations and receipt of all information.	4	% of recommendations	96	100	96	100	96	100	96	100	96	100
8 - Randomly audit 5% of residential water customers' bills at least once per year.	5	% cust. bills inspected	5	17	5	0	5	0	5	0	5	4.25
9 - Inspect 25% of all facilities-based carriers per year	6	% facilities inspected	7.5	2.8	7.5	13.9	5	8.3	5	11.1	25	36.1
10 - Perform on-site USF inspections for 75% of planned projects per year.	7	% carriers inspected	0	0	0	0	37.5	20.5	37.5	32	75	52.5
11 - Maintain closure on 90% of all requests/inquiries within 30 days of receipt	8	% closed	90	100	90	99	90	99	90	100	90	99
12 - Receive, review, process all applications to register authority and receive registration numbers, responding to 96% of applicants within 5 business days.	9	% processed	96	100	96	100	96	100	96	100	96	100
13 - Inspect tracks, structures and rolling stock of railroads in a timely manner and respond to 96% of reported accidents within 24 hours.	10	% of accidents responded to within 24 hrs	96	100	96	100	96	100	96	100	96	100
14 - Investigate 96% of consumer complaints within 30 days.	11	% investigated within 30 days	96	100	96	100	96	100	96	100	96	100
15 - Present 90% of cases to the Commission for action within 45 days of public filing.	12	% of cases	90	100	90	100	90	100	90	100	90	100
16 - Issue 95% of recommendations within 30 days of completion of analyses, investigations and receipt of all information.	12	% of cases	95	100	95	100	95	100	95	100	95	100
17 - Maintain 100% posting of public information to agency website within 48 hours of availability.	13	% posted	100	100	100	100	100	100	100	100	100	100

Fiscal Year 2013 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

As a result of mandatory transfers to the State General Fund (GF) each quarter, the Commission must restrict expenditures to ensure funds are available for the transfer. The current policy by this administration, as it relates to mandatory transfers, establishes a priority on making the transfer regardless of the impact on normal operations.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Commission continues to make enhancements, improvements, and upgrades to an agency wide database and electronic filing system to enable us to reduce costs and improve efficiencies. The Commission continues to work with the Federal Motor Carrier Safety Administration (FMCSA) in ensuring an appropriate Unified Carrier Registration (UCR) fee structure. In addition, we continue to monitor the FMCSA's database to ensure motor carrier compliance with UCR registration requirements as well as identifying those new carriers subject to the fees.

Fiscal Year 2013 Quarterly Performance Report

Agency:	019 REVENUE
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.
Vision:	To provide the highest quality services in administering and enforcing the revenue laws of the state of Alabama.
Annual Goals	
1	Develop statistical sampling auditing program to increase audit coverage by 10% by Fiscal Year 2013.
2	By 2015, increase the number of individual taxpayers who voluntarily report Use Tax on income tax returns by 50%.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase the number of completed audits by 10% by Fiscal Year 2013.	1	Audits Conducted	607	496	607	499	607	479	608	496	2429	1970
2 - Increase voluntary use tax filings on individual income tax returns.	2	Income tax returns that include use tax.	3336	839	3337	12091	3336	8369	3337	457	13346	21756

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
The hiring freeze in years past has kept the Department from hiring sufficient staff.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
The Department plans to upgrade the accounting system thereby allowing for more efficient processing of daily routines.

Fiscal Year 2013 Quarterly Performance Report

Agency:	020 RETIREMENT SYSTEMS
Mission:	To provide retirement benefits to help attract and retain public education employees, state employees, and judges at the least expense to the taxpayers of Alabama and economically improve Alabama where possible.
Vision:	To improve operational efficiency and accountability in administering the retirement benefit plans by finding ways to better deliver services.
Annual Goals	
1	Maintain a ratio of less than 2.0% of administrative costs in relation to retirement benefits
2	Better educate members by increasing the number of members counseled.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Maintain a low ratio of administrative cost in relation to retirement benefits	1	Percent of retirement benefits	1.59%	1.12%	1.59%	1.04	1.59%	1.05%	1.59%		1.59%	
2 - Increase the number of members counseled by 250 by the year 2014	2	Number of members counseled per year	-	2,466	-	3,814	-	3,252	-		6,600	

Notes

Fiscal Year 2013 Quarterly Performance Report

Agency:	021 YOUTH SERVICES
Mission:	To enhance public safety by holding juvenile offenders accountable through the use of institutional, educational and community services that balance the rights and needs of victims, communities, courts and offenders.
Vision:	DYS believes that communities will be safer and youth will be more likely to succeed if services designed to meet the needs and strengths of youth and their families are provided locally, in non institutional settings.

Annual Goals	
1	To provide continued financial support to local community diversion programs to effectively prevent youth from remaining in or returning to the juvenile justice system.
2	To provide therapeutic strengths based services for 100% of serious offenders.
3	DYS will strengthen its capacity to conduct quality assurance analysis on the programs it funds.
4	To provide a comprehensive educational program that meets the individual needs of DYS students.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Percentage of juvenile courts utilizing diversion programs.	1	% of courts	70	70	70	70	70	70	70	70	70	70
2 - Number of youth served by community diversion programs.	1	# of youth enrolled	1,100	2,142	1,100	2,295	1,100	2,793	1,100	2,798	4,400	4,927
5 - Maintain adequate # of residential placements for committed youth.	2	# of admissions	375	351	375	384	375	384	375	365	1,500	1,484
3 - Maintain database (GIMS) for tracking results of all diversion programs.	3	# of diversion programs reporting in GIMS	46	42	57	55	57	55	57	56	57	56
4 - Provide annual analysis of all diversion programs.	3	# of programs analyzed	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	57	56
6 - Increase student reading level (based on Test of Adult Basic Education - pre and post) by one month for each month in DYS long term schools.	4	% of students meeting objective	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75	98

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Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

The relative stabilization of funding levels for the Department has allowed juvenile justice reforms to successfully continue. Impending Medicaid reform efforts and the creation of Regional Care Organizations create a great deal of uncertainty for future Medicaid services for DYS youth.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The new improvements in the State Accounting System and the automated time and attendance module will be of great benefit to DYS.

Fiscal Year 2013 Quarterly Performance Report

Agency:	023 ARCHIVES AND HISTORY
Mission:	To ensure the preservation of Alabama's historical records and artifacts and to promote a better understanding of Alabama history.
Vision:	To be recognized by the people of Alabama for excellence in preserving the state's historical records and artifacts and in providing educational programs and information about Alabama history.

Annual Goals	
1	Decrease the cost per user session at agency Web site to \$0.50 by FY 2015.
2	Complete installation of Phase II of the new Museum of Alabama by December 2013.
3	Maintain public access to the museum on six days per week.
4	Increase the number of permanent electronic agency records collections available through the ADAH web site each year by 10%.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Decrease cost per user session annually.	1	Dollar amount	0	0	0		0	0	0	0	.05	.08
2 - Advance implementation of Phase II of project to completion by December 2013	2	Percentage of Completion of Phase II	0	0	0		0	0	0	0	100%	90%
3 - Maintain Saturday hours of 8:30 a.m. to 4:30 p.m. on at least 50 weeks per year	3	Number of Saturdays open to public	0	0	0		0	0	0	0	40	39
4 - Increase public access through the ADAH web site to permanent electronic records data sets each year by 10%.	4	TB of data	0	0	0		0	0	0	0	37.5	38

Fiscal Year 2013 Quarterly Performance Report

Notes

1	The annual costs for providing services increased in FY 2013 because the Archives upgraded our Contentdm license which resulted in additional costs, increasing our costs per user session.
2	90% was completed by September 2013. We are on schedule to complete Phase II by end of December 2013.
3	We were closed for several months due to construction.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Budget increases for our agency in FY 2013 made it possible for us to regain a portion of the critical positions that we lost during the recession. This growth will allow us to staff adequately the museum expansion that will open in early 2014. The funding also allowed us to resume professional development and training for our staff, which had been nearly completely suspended since 2008. We were also able to make long-overdue upgrades to computer equipment and implement a mandatory upgrade in software.

Governor Bentley's appointment of a cabinet-level Secretary of Information Technology created a heightened priority for appropriate electronic records management in state government. This development facilitates our efforts ensure proper, long-term preservation of public records in the digital realm.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Despite some improvements in our staffing levels, our agency remains very lightly staffed for the scope of services performed, and well below the staff size we had in 2008. This has reduced our capacity for quality control and careful management, leading to increased error rates, response failures, and incomplete or delayed task fulfillment. The net result is a greater cost-efficiency on paper for the provision of services, but also a persistent sense that the agency is overstretched.

Our suggestions for changes to administrative procedures include:

- We applaud the pending implementation of state purchasing cards. Increasing numbers of vendors provide products and services online only.
- Implementing a comprehensive review of rent schedules in ABRFA-owned buildings and tenant agencies' ability to absorb significantly increased fixed costs.

Fiscal Year 2013 Quarterly Performance Report

Agency:	025 CRIMINAL JUSTICE INFO CENTER
Mission:	TO ESTABLISH, DEVELOP, AND OPERATE A CENTER AND SYSTEM FOR THE INTERSTATE AND INTRASTATE ACCUMULATION, STORAGE, RETRIEVAL, ANALYSIS, AND DISSEMINATION OF VITAL INFORMATION RELATING TO CRIMES, CRIMINALS, AND CRIMINAL ACTIVITY FOR THE CRIMINAL JUSTICE COMMUNITY (ALABAMA CODE SEC. 41-5-590 TO 41-9-648)
Vision:	ACJIC WILL ALWAYS PROVIDE MEMBERS OF THE CRIMINAL JUSTICE COMMUNITY WITH AROUND -THE-CLOCK ACCESS TO TIMELY AND ACCURATE INFORMATION TO ASSIST IN THE IDENTIFICATION, APPREHENSION, AND PROSECUTION OF CRIMINAL OFFENDERS.

Annual Goals	
1	TO PROVIDE ACCESS TO INFORMATION AND SUPPORT INFORMATION TECHNOLOGY SOLUTIONS FOR THE CRIMINAL JUSTICE COMMUNITY

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - TO PROVIDE ALL AVAILABLE DATA RESOURCES TO THE CRIMINAL JUSTICE COMMUNITY 24/7/365	1	NUMBER OF MESSAGE SWITCH TRASACTIONS	51,000,000	46947539	51,000,000	36064613	51,000,000	54,157,544	51,000,000	54,871,512	204,000,000	192,041,208
2 - TO ENSURE ALL RECORDS ENTERED INTO THE ALABAMA CRIMINAL JUSTICE INFORMATION CENTER SYSTEMS ARE ACCURATE, TIMELY, AND COMPLETE	1	NUMBER OF HOT FILE RECORDS VALIDATED	65,000	71151	65,000	66077	65,000	67,472	65,000	69,638	260,000	274,338
3 - TO ENFORCE THE LAW PERTAINING TO THE OPERATION AND ADMINISTRATION OF ALABAMA CRIMINAL JUSTICE INFORMATION CENTER SYSTEMS	1	NUMBER OF AGENCY AUDITS PERFORMED	75	90	75	27	75	9	75	36	300	162
4 - TO PROVIDE TRAINING FOR THE UNIFORM REPORTING OF CRIME AND THE USE OF ALABAMA CRIMINAL JUSTICE INFORMATION CENTER SYSTEMS	1	NUMBER OF TRAINING CLASSES CONDUCTED	20	20	20	19	20	26	20	45	80	110
5 - TO COMPILE STATISTICS ON THE NATURE AND EXTENT OF CRIME IN ALABAMA AND COMPILE DATA FOR PLANNING AND OPERATING CRIMINAL JUSTICE AGENCIES	1	NUMBER OF UNIFORM CRIME REPORTS PROCESSED	100,000	106947	100,000	97652	100,000	100,526	100,000	99,821	100,000	404,946

Fiscal Year 2013 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

During FY 2013, ACJIC was able to perform its mission under the constraints of a reduced budget. Agency staffing was below the minimum necessary to perform at adequate levels.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

During FY2013, ACJIC streamlined its operations. Agency management staff was also reduced. ACJIC will continue to streamline its operations as attrition continues.

Fiscal Year 2013 Quarterly Performance Report

Agency:	026 EXAMINERS OF PUBLIC ACCOUNTS
Mission:	The Department of Examiners of Public Accounts exists to serve 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 governments.
Vision:	Annual financial and compliance audits for all agencies.
Annual Goals	
1	To audit \$68 Billion of state and local revenue and expenditures.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Maintain the number of audit years completed by staff.	1	Audit Years	154	131	173	224	161	177	176	213	664	746

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
The appropriation reductions have threatened our ability to meet the statutory requirements as enumerated by the Code of Alabama.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
The department evaluates the function and responsibility of administration on a regular basis.

Fiscal Year 2013 Quarterly Performance Report

Agency:	027 ATTORNEY GENERAL
Mission:	To provide exemplary legal representation and counsel of the highest quality
Vision:	To be accessible and responsive to our clients
Annual Goals	
1	To make all legal decisions based on the law, without any outside influence
2	To measure success by ensuring outcomes that are consistent with justice

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of indictments	1	total per quarter	10	8	10	2	10	22	10	8	40	40
2 - Number of cases worked/presented	1	annual average	2000	1977	2000	2,019	2000	1,797	2000	1,642	2000	1,859
3 - Number of Victims Assisted	1	calls and emails	600	674	600	571	600	755	600	627	2400	2,647
4 - To sustain criminal appeals' affirmance rate	1	% of cases affirmed	95	94.82%	95	98.42%	95	97.01%	95	96.82%	95	96.77%
5 - Address consumer complaints	2	# complaints	1000	1265	1000	1,161	1000	1070	1000	1,334	4000	4,830
6 - Amount of savings to consumers due to office mediation	2	amount saved	100000	\$145,446	100000	\$156,153	100000	\$132,353	100000	\$91,307	400000	\$525,259
7 - Provide consumer education opportunities	2	# programs	10	5	10	4	10	13	10	6	40	28

Fiscal Year 2013 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Our office was able to maintain operations.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We formed a technology committee to identify areas where use of technology could improve office operations and efficiency.

Fiscal Year 2013 Quarterly Performance Report

Agency:	029 BUILDING COMMISSION
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. To license home inspectors and eliminate the illegal practice of home inspections.
Vision:	To safeguard the life, safety and welfare of the public by ensuring that state buildings are constructed to current building code standards. To protect homebuyers from damages caused by lack of proper home inspection.
Annual Goals	
1	To increase effective communication to users and the public by updating the Building Commission website.
2	To increase the efficiency of processing license by reducing the time required to process a license.
3	To increase efficiency of processing contracts and other documents.
4	To increase efficiency by reducing the average time required to communicate with users.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - (01-Efficiency) To electronically distribute review comments to all recipients within one day of review	1	% of PCL's distributed electronically	.90	NA	.90	NA	.90	1.00	.90		90%	
2 - (02-Efficiency) To electronically distribute inspection reports to all recipients within 1 day of filing report.	1	% of Inspection reports distributed electronically.	.90	NA	.90	NA	.90	.88	.90		90%	
3 - (01-Efficiency) To process at least 50% of Home Inspector License applications online.	2	% of Licenses processed on-line	.50	NA	.50	NA	.50	NA	.50		250	
4 - (01-Quality) To process invoices within 10 calendar days	3	% of invoices processed within 10 days	.90	0.87	.90	0.98	.90	.92	.90		.90	
5 - (02-Efficiency) To return invoices that cannot be processed within 14 Days.	3	% of invoices returned within 14 days	.90	0.61	.90	0.54	.90	.80	.90		.90	
6 - (01-Quality)- Provide online database to allow registered users to check status of plan review.	4	% registered users	.50	NA	.50	NA	.50	NA	.50		50%	

Fiscal Year 2013 Quarterly Performance Report

Notes

3 Funds have not been available to implement.

6 Funds have not been available to implement.

Fiscal Year 2013 Quarterly Performance Report

Agency:	030 BOARD OF ADJUSTMENT
Mission:	To 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 36-30-1, et seq.
Vision:	To have well-trained employees who can advise the public of rules, policies and procedures of the Board of Adjustment; to have sufficient technology too serve the public; to keep no more than a 6 month waiting period for Board of Adjustment hearings.

Annual Goals	
1	To maintain the backlog of claims to be heard to no more than six months.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Hear denied claims promptly.	1	claims to be heard	150	153	150	165	150	140	150	206	600	664

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

We were unable to fund a proposed online filing system.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We updated forms and instructions in anticipation of future funding.

Fiscal Year 2013 Quarterly Performance Report

Agency:	031 EMERGENCY MANAGEMENT AGENCY
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 manmade hazards.
Vision:	AEMA will ensure maximum protecton of lives and property of Alabama citizens by building strong emergency management capability at the state and local levels.
Annual Goals	
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.
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.
3	To manage disasters or emergency events open or recurring and report number of active eligible applicants for Public Assistance and for the Hazard Mitigation Program.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase percentage of population protected by warning devices by 7%	1	Percentage	0	0	0	0	0	0	0	0	0	0
2 - Conduct 154 exercises per year testing plans and responses for emergency scenarios including weather events, technical hazards, and homeland security-related events.	2	Number	38	33	38	38	39	28	39	15	154	114
3 - Provide 35 training opportunities including classroom, web-based, or recorded instruction for local EMAs, state agencies having emergency response roles, and others as appropriate.	2	Number	8	3	9	6	9	6	9	6	35	21
4 - Track participation in exercises and training to ensure that all 67 counties participate.	2	Number of counties	67	56	67	28	67	60	67	46	67	64
5 - Number of disasters or emergency events open or occurring	3	Number	0	12	0	13	0	13	0	13	0	13
6 - Number of Active eligible applicants for Public Assistance and for the Hazard Mitigation Grant	3	Number	0	1181	0	1089	0	1004	0	987	0	1065

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Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Budget recommendations of less than the requested amount has resulted in a dependence on federal grants that are appropriated on an annual bases. Future budget requests seek to fund agency operational cost from the state appropriation. Reduction in federal dollars have caused required services to be provided by existing staff.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The agency continues to distribute job duties of separated agency staff where possible. There has also been a reclassification of some employees to allow for expanded job duties. The agency continues to seek funding for Energy improvements to lower current utility cost for the SEOC.

Fiscal Year 2013 Quarterly Performance Report

Agency:	032 OIL & GAS BOARD
Mission:	To promote conservation and prevent waste of Alabama's oil and gas resources while ensuring the protection of the State's groundwater and environment.
Vision:	To guide the orderly development of Alabama's hydrocarbon resources to the benefit of Alabama and it's citizens while contributing to the energy independence.
Annual Goals	
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.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - (Efficiency) Maintain a cost per well serviced in range of \$500-650.	1	Cost per well.	-		-		-	0	-	343	395	343
2 - (Efficiency) Maintain "wells serviced per staff member" within range of 125-175.	1	Number of wells per staff member.	-		-		-	0	-	275	221	275
3 - (Efficiency) Complete reviews of 80% of drilling permit applications within two weeks of receipt.	1	Percent of applications approved within two weeks.	80	94	80	87	80	100	80	100	80	96
4 - (Efficiency) Complete reviews of 90% of hydraulic fracturing applications within two weeks of receipt.	1	Percent of applications approved within two weeks.	90	100	90	100	90	100	90	100	90	100

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Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

The budget cuts over the past few years have had consequences for agency programs and resources. Like others, we had to do more with less and, certainly, our desired program accomplishments and outcomes have been affected. Owing to the budget cuts, we have been generally unable to refill positions where we have lost staff due to retirements and other attrition and, optimally, we would like to be in position to hire into certain key and strategic area of needs that would, in turn, allow us to provide significantly more benefit to the state and its citizens. We also have ongoing facility maintenance and equipment needs that are unmet owing to the fiscal situation.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We continuously strive to be as efficient and effectiveness as we can be within available funding and resources. During FY 13, we had several retirements from classifications that we no longer need and these positions have been effectively eliminated. However, we have a number of staffing needs that would benefit from conversion of these "obsolete" positions to other classifications. From a standpoint of management and administration, we will continue to work toward a workforce demographic that best positions us to serve the needs of the State of Alabama.

Fiscal Year 2013 Quarterly Performance Report

Agency:	033 COURT OF CIVIL APPEALS
Mission:	To fulfill the Constitutional requirement of this Court, (Section 12-3-10, Code of Alabama 1975) Governor's Priorities 5.
Vision:	Be a court that: (a) is current in its case load, and (b) issues legally sound and reasoned decisions.
Annual Goals	
1	To meet or exceed Appellate Court Time Standards

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To dispose of 75% of cases within 290 days	1	Number and percent	221	246 - 81.5%	220	235 - 81.3%	220	257 - 87.7%	220	264-91.3%	881	999-85.4%
2 - To dispose of 95 % of cases within 365 days	1	Number and percent	279	290 - 96.0%	279	280 - 96.9%	279	283 - 96.6%	279	285-98.6%	1116	1135-96.7%
3 - Total number of cases filed	1	Number	299	258	299	268	299	298	299	262	1195	1086
4 - Total number of cases disposed	1	Number	294	314	294	289	294	293	293	289	1175	1173

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
Adequate funding is essential for this Court to fulfil its constitutional duties. Inadequate funding is taking its toll. New legislation that allows direct appeal to this court without trial court review will increase the caseload.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
The Supreme Court has expanded electronic filing of appeals to district courts and probate courts. The result is that nearly all records will be e-filed in this court, a labor saving help.

Fiscal Year 2013 Quarterly Performance Report

Agency:	034 COURT OF CRIMINAL APPEALS
Mission:	The prompt and correct disposition of all matters coming before the Court
Vision:	Render all decisions impartially and in accordance with the rule of law; promote public confidence in the process and outcome
Annual Goals	
1	Provide timely, just, impartial, clear and well reasoned decisions

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - The Court Caseloads filings	1	Number	500	493	500	517	500	660	500	651	2000	2321
2 - The Court Caseload dispositions	1	Number	500	563	500	466	500	656	500	699	2000	2384
3 - Efficiency(To dispose of 75% of the cases within 290 days	1	# of cases filed	.75	.92	.75	.84	.75	.86	.75	.84	.75	.87
4 - Efficiency(To dispose of 95% of the cases within 365 days	1	# of cases filed	.95	.94	.95	.93	.95	.91	.95	.93	.95	.93

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
Our Court has received sufficient funds to be adequately staffed so that cases are disposed of in a timely and prudent manner.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
Our Court continues to be current, through education and training, on all information that would assist us to perform the tasks at hand.

Fiscal Year 2013 Quarterly Performance Report

Agency:	035 GEOLOGICAL SURVEY
Mission:	To explore for, collect samples of, examine, and report on Alabama's minerals, energy (fossil fuel), water, and biological resources in support of economic development, conservaion, management, and public policy for the betterment of Alabama Citizens, communities and businesses.
Vision:	To be an active science-based agency that provides timely relevant information and expertise concerning mineral, energy, and water availability and development, geologic and other natural hazards and environmental issues and concerns that contribute significantly to the future success of the State of Alabama.

Annual Goals	
1	To provide information within two working days regarding Alabama's energy, mineral, water, and aquatic biological resources in response to visitor, e-mail, and telephone request and to maintain a 100% rate of answering informaion requests within two working days while the volume of requests increases.
2	To completely upgrade and enhance ground water monitoring network (21wells) in FY 2013 to provide critical information on Alabama's water resources in near real time.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - (01-Efficiency) Increase the percentage for information processed within two working days while the volume of request increases.	1	% of requests processed within two working days	100	99.7	100	98.2	100	98.08	100	99	100	98.75
2 - (01-Efficiency) Wells online.	2	# of water wells	4	1	4	0	4	0	2	1	14	2

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

The budget cuts over the past few years have had consequences for agency programs and resources. Like others, we had to do more with less and, certainly, our desired program accomplishments and outcomes have been affected. Owing to the budget cuts, we have been generally unable to refill positions where we have lost staff due to retirements and other attrition and, optimally, we would like to be in position to hire into certain key and strategic area of needs that would, in turn, allow us to provide significantly more benefit to the state and its citizens. We also have ongoing facility maintenance and equipment needs that are unmet owing to the fiscal situation.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We continuously strive to be as efficient and effectiveness as we can be within available funding and resources. During FY 13, we had several retirements from classifications that we no longer need and these positions have been effectively eliminated. However, we have a number of staffing needs that would benefit from conversion of these "obsolete" positions to other classifications. From a standpoint of management and administration, we will continue to work toward a workforce demographic that best positions us to serve the needs of the State of Alabama.

Fiscal Year 2013 Quarterly Performance Report

Agency:	037 CREDIT UNION ADMINISTRATION
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 to provide the citizens of Alabama with access to safe, convenient, and competitive financial products and services that ultimately enhance economic development and commerce for the State. (Code of Alabama, 1975, 5-17-1 to 5-17-59)
Vision:	To play a fundamental regulatory and supervisory oversight role for the state chartered credit unions in Alabama so that eligible Alabama citizens have a choice to be both a member and an owner in a dynamic, self-sustaining, cooperative credit union system that offers financial services to all eligible consumers and to be recognized nationally amongst our peers as a model agency for creating a regulatory environment that fosters a safe and sound state credit union system.

Annual Goals	
1	The number (#) of state chartered credit unions requiring administrative actions including LUA's/MOU's, Cease & Desist orders, Conservatorship, Removal or Suspension of Employees or Officials, Mergers, Liquidations does not exceed 25% of total credit unions under supervision.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Reduce the number (#) of credit unions with a CAMEL Composite rating of 3, 4 or 5 to avoid any administrative action(s) so that the percentage (%) of problem credit unions does exceed the annual target which is (< 25% of total credit unions under supervision)	1	percentage (%)	25%	20.90%	25%	20.59%	25%	19.40	25%	22.39	25%	22.39

Notes

1	13 credit unions with a CAMEL Composite rating of Code 3 at June 30, 2013.
1	15 credit unions with a CAMEL Composite rating of Code 3 or Code 4 at September 30, 2013.
How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?	
Budget constraints placed on travel costs has impeded the agency's ability to do effective onsite follow-up examinations in Code 3, 4 & 5 credit unions.	
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.	
Agency does plan to amend Title 5, Chapter 17 of the Code of Alabama has it has old and outdated information.	

Fiscal Year 2013 Quarterly Performance Report

Agency:	038 INSURANCE
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.
Vision:	To be the recognized benchmark for departments of insurance throughout the nation in meeting the challenges of regulating a dynamic, diverse, and global industry and ensuring our citizens' protection from fire, fraud, and unfair business practices.
Annual Goals	
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.
2	To efficiently ensure that insurers and other regulated entities doing business in Alabama are financially sound and in compliance with applicable law.
3	Protect the public from loss of life and property due to fire or explosion

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Complete the licensing process in prompt fashion	1	Licenses processed in 3 days	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2 - To respond in a timely fashion to consumer inquiries and complaints	1	Percentage of cases resolved within 60 days	90%	95%	90%	97.5%	90%	99%	90%	98%	90%	97.38%
3 - Provide access to markets for the newest insurance products through timely rate/policy approval process	1	Percentage of rates/forms reviewed within 30 days	99%	99.9%	99%	99.7%	99%	99.6%	99%	99.8%	99%	99.75%
4 - Timely complete examinations of insurance companies	2	Examinations completed within 18 mos. of "as of" date	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
5 - Timely and accurate collection of insurance premium tax (only available annually)	2	Audits/refunds completed by March 1	100%	n/a	100%	n/a	100%	n/a	100%	N/A	100%	100%
6 - Respond to citizen complaints or requests in a timely fashion	3	Percentage of cases responded within 24 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
7 - Rapidly respond to requests for arson investigations	3	Percentage responded within 2 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Fiscal Year 2013 Quarterly Performance Report

Notes

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How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Both the Governor's office and the Legislature continued to recognize this agency's needs in the fiscal year 2012-13 by approving the budget requests for this agency.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Insurance Department continued to make administrative and technological improvements in the 2012-13 fiscal year. Most license-types issued can use an on-line renewal process and print their license from their home computer. The implementation of biennial licensing has resulted in a more efficient licensing process.

Fiscal Year 2013 Quarterly Performance Report

Agency:	040 LEGISLATIVE FISCAL OFFICE
Mission:	To serve the Alabama Legislature by providing timely, accurate and impartial fiscal information and analysis and related information.
Vision:	A Legislative Fiscal Office with an established reputation for excellence, integrity and service.
Annual Goals	
1	To provide the Alabama Legislature with timely, accurate and impartial fiscal data and analysis and related information.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Bills for which fiscal notes required	1	# of fiscal notes	0	0	450	533	400	253	0	0	850	786
2 - Committee and Special Reports required to be prepared	1	# of Committee and Special Reports	5	1	10	9	5	1	5	0	25	11
3 - Special projects requested by legislators	1	# of special projects	35	53	100	83	75	24	20	30	230	190
4 - Budgets to be analyzed	1	# of budgets	160	155	0	5	0	0	0	0	160	160

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
Our office has been able to meet its desired accomplishments and services for FY 2013.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
The Legislative Fiscal Office will continue to improve its efficiency in providing requested information to members of the Legislature. The Office is also reviewing its various publications to ensure that those documents are designed to continue to meet the needs of the Legislature and others.

Fiscal Year 2013 Quarterly Performance Report

Agency:	043 PARDONS AND PAROLES
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, and other criminal justice agencies, victims, and the community by providing investigation, supervision, and surveillance services in a holistic approach to rehabilitating adult offenders.
Vision:	We will protect the public by providing effective supervision and rehabilitation to adult offenders.
Annual Goals	
1	Reduce recidivism rate to 15.54%, which is 30% of national average, by 2015.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Reduce ratio of offenders to officers in order to reach the American Probation and Parole Association's standard of 60:1	1	# supervised divided by # caseload supervising officers	170:1	184:1	170:1	187:1	170:1	190:1	170:1	192:1	170:1	
2 - Maintain daily cost of supervision of offenders.	1	Total cost divided by # offenders supervised	\$2.15	\$2.47	\$2.15	\$2.27	\$2.15	\$2.14	\$2.15	\$1.79	\$2.15	
3 - Reduce recidivism rate.	1	Total # revoked divided by total number supervised	5%	1.56%	5%	1.6%	5%	2.15%	5%	1.78%	20%	
4 - Success rate of graduates of the transition center program.	1	100% less recidivism rate at program	90%	88.5%	90%	87%	90%	88.7%	90%	89.56%	90%	

Notes

Fiscal Year 2013 Quarterly Performance Report

Agency:	044 PERSONNEL
Mission:	To assure equitable competition for State jobs, retain capable employees, and improve State Personnel administration.
Vision:	To provide leadership and services in personnel administration so that State agencies' needs are met and there is no personnel administration related litigation.
Annual Goals	
1	Board Meetings
2	Examinations
3	Maintenance of Classification and Pay Plan
4	Certifications Division
5	Personnel/Payroll Audit
6	Hearings
7	Training

Fiscal Year 2013 Quarterly Performance Report

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Board Meetings	1	Number	3	3	3	3	3	3	3	3	12	12
2 - Applications for examination received	2	Number	15000	15415	15000	16523	15000	18210	15000	20114	60000	70262
3 - Applicants tested	2	Number	1000	702	1000	598	1000	629	1000	480	4000	2409
4 - Eligible registers established/updated	2	Number	525	572	525	582	525	548	525	643	2100	2345
5 - Eligibles placed on registers	2	Number	3500	3653	3500	3208	3500	2972	3500	3141	14000	12974
6 - New classifications established	3	Number	2	1	2	1	2	7	2	2	8	11
7 - Classifications Abolished	3	Number	2	1	2	1	2	1	2	1	8	4
8 - Revision of class specifications	3	Number	2	3	2	1	2	8	2	5	8	17
9 - Salary range changes	3	Number	2	0	2	0	2	1	2	8	8	9
10 - Eligibles certified from registers	4	Number	20000	19242	20000	21792	20000	28432	20000	27582	80000	97048
11 - Appointments Processed	4	Number	850	935	850	1342	850	1162	850	1436	3400	4875
12 - Personnel transactions audited	5	Number	8500	8446	8500	7768	8500	7008	8500	9096	34000	32318
13 - Dismissal appeals received	6	Number	15	24	15	12	15	12	15	8	60	56
14 - Hearings held	6	Number	10	9	10	12	10	20	10	29	40	70
15 - Training sessions held	7	Number	20	24	20	28	20	19	20	33	80	104
16 - Employees trained	7	Number	1200	1532	1200	1367	1200	1060	1200	1533	4800	5492

Fiscal Year 2013 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

The State Personnel Department met or exceeded its goals in most areas. It was anticipated that more applicants would be tested in the fourth quarter, primarily in the law enforcement area. However, with the passage of the law consolidating a large number of law enforcement agencies in the year 2015, these plans were, for the most part, put on hold until decisions affecting the new agency can be made.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

A large scale imaging project for all personnel files was completed. This change allows for more administrative efficiency in the viewing, reviewing, processing, and filing of records necessary to transact personnel matters. This change will eventually allow for certifications, performance appraisals, and transfer of applications to take place electronically.

Another change is a proposed implementation of a time and attendance system for all agencies. Administrative changes would allow for a uniform implementation for all employees.

Fiscal Year 2013 Quarterly Performance Report

Agency:	045 PUBLIC LIBRARY SERVICES
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 services for the various municipalities and counties of the state.
Vision:	To provide library services to all Alabama residents either directly or through their local public libraries.
Annual Goals	
1	To serve the public libraries throughout the state of Alabama with professional support related to library operations and information systems.
2	To serve the patrons who are blind or physically handicapped throughout the state of Alabama.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Track the number of consultations made by professional staff to the various libraries located through out the state of Alabama.	1	Contacts W/ Libraries	75	83	75	138	75	136	75		300	
2 - Percentage increase in circulation of digital reading materials used by patrons who are blind or physically handicapped.	2	Digital reading material circulated	60.0%	60.8%	65.0%	63.6	70.0%	66.3	75.0%		75.0%	

Notes

Fiscal Year 2013 Quarterly Performance Report

Agency:	046 SECRETARY OF STATE
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 filings and official documents and records.
Vision:	The vision of the Secretary of State is to perform the duties of the office in compliance with laws and regulations while serving the public with courtesy and efficiency.
Annual Goals	
1	Administration of elections, including printing of 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.
2	Certification and recording of public documents, including notarizing official documents, recordings legislative acts, bills and resolutions, authenticating documents by apostille or certification.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To operate within the General Fund legislative appropriation	1	Dollars	553447	307511	501446	560676	501446	264561	467874	299684	2024213	1432431
2 - To operate within the legislative appropriation for the Distribution of Public Documents	2	Dollars	55508	40435	48507	30630	48007	30162	43242	33801	195264	135028

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
None noted.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
None noted.

Fiscal Year 2013 Quarterly Performance Report

Agency:	047 SUPREME COURT
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
Vision:	We render all decisions timely, impartially, correctly and with high standards of conduct in a manner to promote public confidence
Annual Goals	
1	Maintain 90% of cases are decided within 365 days

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Have 90% of the cases filed disposed with 365 days	1	Disposed cases	410		405		392		401		1608	

Notes

Fiscal Year 2013 Quarterly Performance Report

Agency:	048 FORENSIC SCIENCES
Mission:	The application of science and medicine to the purposes of justice.
Vision:	To provide timely, competent and unbiased analysis of evidence generated during criminal investigations to the criminal and civil justice system and to the citizens of the State of Alabama.

Annual Goals	
1	To attain accreditation from the National Association of Medical Examiner's (NAME) in our Montgomery morgue facilities by FY 2014.
2	To prevent Toxicology turn-around time from increasing to greater than 120 days. A less than 60 day turn-around time is a standard set by NAME standards for case reporting.
3	To begin to replace 300 breath alcohol testing units with newer and more technologically advanced breath testing equipment by FY 2015.
4	Prevent a 10% increase in case backlogs by providing analysis of 4,500 Chemistry activities per quarter.
5	Report 1,200 Firearms cases per year.
6	Prevent 20% increase in DNA backlogs and expand the arrestee program.
7	To attain ISO 17025 accreditation for all seven laboratories and Implied Consent in 2013.
8	Provide new research and development procedures to improve forensic analysis and methodologies.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Report 95% of all death cases within 60 days.	1	% reported in 60 days	20%	50%	20%	27%	20%	37%	20%	30%	20%	35%
2 - Accreditation of Montgomery morgue facilities.	1	% of completion	5%	5%	5%	5%	5%	5%	5%	5%	20%	20%
3 - Prevent cost per case increases in Death Investigation.	1	cost/case	2,000	2,581	2,000	2,248	2,000	1,461	2,000	1,385	2,000	1,845
4 - Prevent an increase in Toxicology case turn-around time.	2	average # of days	200	179	180	192	150	184	150	165	170	178
5 - Decrease dependency on "private vendor" laboratories.	2	dollars spent	3,750	1,064	3,750	20,891	3,750	11,418	3,750	9,193	15,000	42,566
6 - Prevent increases in Toxicology testing costs.	2	cost/case	525	373	525	517	525	376	525	285	525	373
7 - Ensure adequate number of law enforcement officers are certified to operate breath alcohol testing equipment.	3	# of officers certified	1,250	859	1,250	1,150	1,250	1,576	1,250	1,353	5,000	4,938
8 - Ensure that malfunctions with breath testing equipment throughout the State are corrected within 24 hours or less.	3	% of malfunctions corrected	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Fiscal Year 2013 Quarterly Performance Report

9 - Prevent cost increase per activity in breath testing.	3	cost/activity	345	352	345	275	345	143	345	113	345	205
10 - Begin replacing breath testing equipment by FY 2015.	3	# of instruments replaced	0	0	0	0	0	0	0	0	0	0
11 - Prevent an increase in Chemistry case turn-around time.	4	average # of days	200	211	200	253	200	294	200	321	200	271
12 - Prevent cost per case increases in Chemistry.	4	cost/case	200	240	200	257	200	157	200	167	200	203
13 - Provide 4,500 Chemistry cases analysis per quarter.	4	cases reported	4,500	4,703	4,500	4,115	4,500	4,687	4,500	4,895	18,000	18,400
14 - Reduce turn-around time on all Firearms cases to 120 days.	5	average # of days	120	73	120	70	120	66	120	62	120	68
15 - Prevent cost per case increases in Firearms.	5	cost/case	1,000	1,071	1,000	987	1,000	1,119	1,000	968	1,000	1,035
16 - Report 1,200 Firearms cases.	5	cases reported	300	268	300	263	300	217	300	228	1,200	976
17 - Prevent a 20% increase in DNA cases backlogs.	6	# of case backlog	2,000	874	1,800	843	1,600	1,025	1,400	791	1,700	791
18 - Sufficient trained staff in place to implement post conviction/arrestee programs.	6	FTEs	35	33	35	33	35	31	35	33	35	33
19 - Prevent DNA case turn-around time from increasing to over 250 days.	6	average # of days	250	139	250	152	250	151	250	128	250	140
20 - Prevent cost per case increases in DNA.	6	cost/case	1,250	1,743	1,250	1,535	1,250	2,120	1,250	896	1,250	1,494
21 - Policies and procedures in place by FY 2013 to convert from ASCLD/LAB accreditation standards to ISO 17025 accreditation standards.	7	% of completion	95%	95%	100%	95%	100%	100%	100%	100%	98%	100%
22 - Obtain ISO 17025 accreditation by FY 2013.	7	% of completion	0%	0%	0%	0%	0%	100%	100%	100%	100%	100%
23 - Research, develop and implement a new analytical method every two months.	8	# of new methods developed	1	1	1	1	1	1	1	1	4	4

Notes

Fiscal Year 2013 Quarterly Performance Report

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Due to reduced General Fund budget and lack of merit raises it has been difficult for ADFS to hire and retain experienced Forensic Scientists. This has had a direct impact of increasing the case backlogs in Toxicology and Drug Chemistry sections. The increase in turn around time in Toxicology cases impacts the turn around time for Pathology case backlog. The number of experienced Forensic Scientists in FY 14 is about 15% lower than FY 12.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

In FY 13 ADFS received permission from the State Personnel Board to reclassify the Forensic Scientist and Forensic Pathology job classification. This administrative change is designed to give mid-level case working staff another promotional job classification that does not involve management or supervision. This change will better allow ADFS to retain experience scientific staff, as well as, be in position to recruit trained scientists from other states.

Fiscal Year 2013 Quarterly Performance Report

Agency:	049 TREASURER
Mission:	To serve Alabama as the State's principal Bank and Trust agency.
Vision:	To lead State Government in delivering innovative banking, investment, and custodial services that contribute to a sound fiscal future for Alabama
Annual Goals	
1	To invest Treasury monies with the objectives, in priority order, of safety, liquidity and yield.
2	To assist citizens in attending eligible institutions of higher education by providing and administering a college savings program.
3	To receive, manage and reunite abandoned property with legal owners.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
3 - SAFE collateral transactions processed	1	# of transactions	1,275	982	1,275	1,163	1,275	1115	1,275	1059	5,100	
4 - Bank demand account transactions processed/reconciled	1	# of transactions	999999	343,534	999999	404,504	999999	468807	999999	346321	3999996	
2 - Maintain college savings accounts	2	# of alabama accounts	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	90,000	27461
1 - # of unclaimed property transactions	3	# of transactions	100,000	224,756	100,000	200,786	100,000	50207	100,000	70165	400,000	

Fiscal Year 2013 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

The opportunity to carryover unused spending authority from the previous fiscal year allowed us to continue to provide Treasury services at an acceptable level.

During the 2013 legislative session, the Legislature passed revisions to the unclaimed property law to streamline processes, to assist and protect consumers in the claims process, and to fund treasury operations.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We are finalizing rules for the unclaimed property program to incorporate recent legislative changes and to update current rules. These will be filed in accordance with the Administrative Procedure Act.

The PACT settlement was approved by the Supreme Court and successfully implemented. The settlement is dependent on the monies appropriated by the Legislature to be distributed beginning in FY15.

The Penny Trust Fund distributed \$179 thousand during FY13. Potential legislative changes to the Penny Trust Fund could streamline the distribution process and make available additional monies for distribution.

Fiscal Year 2013 Quarterly Performance Report

Agency:	050 VETERANS AFFAIRS
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 be enacted.
Vision:	To ensure that all veterans and their families understand and receive all benefits, support, care and recognition they have earned and are entitled to, by carefully administering all current programs, anticipating future needs and taking appropriate action to meet these needs.

Annual Goals	
1	To increase the number of claims submitted resulting in an increase of monetary awards for veterans and their dependents.
2	To provide financial assistance for qualified dependents attending approved institutions of higher education.
3	To provide long-term quality nursing home care at an affordable price to qualified veterans.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - The number of benefit claims filed by veterans and their dependents	1	Number of claims submitted	10,970	7,261	20,670	10,320	11,930	8,905	11,430	8657	55,000	35143
2 - The number of claims awarded to veterans and their dependents	1	Number of claims awarded	5,494	3,789	7,868	3,851	6,848	2,228	2,790	2818	23,000	12686
3 - The number of claims returned with errors	1	Number of claims with errors	110	16	207	14	119	9	114	12	550	51
4 - The number of original applications approved to receive education benefits	2	Number of applications approved	353	281	398	397	640	668	709	648	2,100	1994
5 - The number of supplemental certificates processed	2	Number of supplementals processed	186	209	201	192	352	267	461	507	1,200	1175
6 - The number of original applications submitted with missing documentation or any other error	2	Number of original applications submitted with errors	35	21	40	36	64	64	71	54	210	175
7 - Number of applications received	3	Number of applications received	200	237	225	249	225	229	200	229	850	944
8 - Maintain 97% occupancy rate or greater at the state veterans homes.	3	Average census for homes	437	447	437	445	437	447	437	446	437	446
9 - Maintain an 85% rating on quality care measures for residents in the homes.	3	My Innerview Quality Profile	85	91	85	89	85	88	85	88	85	89

Fiscal Year 2013 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Limited resources have prevented hiring necessary personnel and purchasing equipment to perform required tasks.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Requested additional funds to procure needed personnel and equipment.

Fiscal Year 2013 Quarterly Performance Report

Agency:	055 GOV OFF/FAITH BASED/COMM INIT
Mission:	To expand the capacity and partnerships of those who serve and transform Alabama's communities.
Vision:	Serve Alabama, The Governor's Office of Faith Based and Volunteer Service works to increase an ethic of service and volunteerism in the State of Alabama, strengthen the capacity of Alabama's faith and community-based organizations, and promote collaboration among individuals and organizations striving to meet some of the greatest needs in our state.

Annual Goals	
1	Strengthen Serve Alabama operations and sustain a more prepared and informed organization.
2	Strengthen the impact of AmeriCorps service in Alabama communities.
3	Promote volunteerism in Alabama
4	Promote disaster preparedness in Alabama.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Continue to make the Board of Commissioners aware of both the work of Serve Alabama and the importance of the work of Serve Alabama through the Serve Alabama newsletters, board meetings and the Loop e-newsletters.	1	12 newsletters, 6 Loop e-newsletters, 4 board meetings	5	5	6	6	5	7	6	5	22	23
2 - Identify additional funding sources for the State Commission's growth and sustainability.	1	Identify at least 2 to 3 funding sources.	0	1	1	0	1	2	1	5	3	8
3 - The Serve Alabama Staff, programs and Commissioners will commit to a greater statewide presence.	1	Staff will participate in at least 4 volunteer opportunities with 75% participation.	1	1	1	0	1	2	1	0	4	3
4 - Identify and connect with at least 3-4 potential organizations with the capacity to host AmeriCorps programs.	2	3-4 organizations will be identified and connections will be made over the year.	0		1	1	1	7	1	0	3	8
5 - Enhance resources for prospective and current AmeriCorps sub-grantees.	2	5 resources from each program will be shared to the online repository on annual basis.	0	2	2	10	2	30	1	1	5	43

Fiscal Year 2013 Quarterly Performance Report

6 - Increase the number of persons with disabilities serving as AmeriCorps members.	2	Increase the number of disabled persons serving as members to 4% by the end of 2013.	0		3	3	3	3	3	2	9	8
7 - Increase the number of veterans serving as AmeriCorps members.	2	Increase the number of veterans serving to 10% by the end of 2013.	0		8	6	8	7	8	6	24	19
8 - Create a statewide volunteerism campaign utilizing various media channels, radio, television, PSA's, events, days of service, AmeriCorps events and proclamations.	3	Develop 3 communication messages; connect with 2 volunteer organizations; use 4 digital billboard	2	2	2	2	3	3	2	2	9	9
9 - Build awareness of Serve Alabama as a volunteer resource by changing name to Serve Alabama, create section on website for volunteer resources and opportunities, partner with other organizations to increase awareness, highlight 6 volunteer organizations on ServeAlabama.gov each year.	3	Change name, partner w/4 org., create repository, link 5 statewide organizations to increase awareness, highlight 6 org.	1	1	3	4	4	2	3	3	11	10
10 - Explore creative ways to increase volunteerism in Alabama by creating a State Employee Volunteer Day, hold volunteer contest and have AmeriCorps members promote volunteerism through a Serve Alabama Day.	3	Launch at least 2 contest, create 1 statewide volunteer day, create AmeriCorps/Serve Alabama Day	0		1	0	2	0	1	0	4	0
11 - Create a statewide volunteer recognition program, presenting volunteers who have reached a set number of hours of service with a certificate of recognition, a pen and letter of congratulations.	3	Delivery of certificate program to at least 5 volunteers over the year.	0		1	0	2	0	2	0	5	0
12 - Create a statewide disaster preparedness campaign, utilizing various media channels to increase volunteerism, promote local disaster preparedness volunteer leader training, CERT training, VOAD's and VOAD training, website post of disaster toolkits on ReadyAlabama.gov, increase awareness of weather safety/preparedness prior to and during severe weather observed months, and promote disaster preparedness through the use of at least 12 digital billboard throughout Alabama.	4	5 communications, promotion of 5 trainings and VOAD, post toolkit, 4 social media post, 12 billboard	4	7	12	6	12	8	12	9	40	30
13 - Build awareness of Ready Alabama by promoting related initiatives through promotion and attendance/partnerships for Ready Alabama Day, Be Ready Camp, National Days of Service, Ready Initiatives, community Be Ready Days, and National Severe Weather observances.	4	Promotion of at least 6 events each year and participation in at least 6 events per year.	0	2	4	1	4	2	4	4	12	9

Fiscal Year 2013 Quarterly Performance Report

Notes

1	This quarter we have distributed 3 newsletters, 2 Loops, and had 2 Commission Meetings.
2	We were able to secure a grant from Verizon in the amount of \$10,000 for Be Ready Camp.
2	5 potential funding sources were identified for Be Ready Camp.
3	88% of Serve AL staff participate in 1 community/volunteer events (Nat'l Vol. Wk)
4	Organizations identified include: TEARS, Hope for Families and Community Services, Inc.; UW of Central AL; Red Cross; Habitat for Humanity; Andrea Simmons; UAB, Dept of Optometry.
5	30 resources per AmeriCorps program will be shared/uploaded to the online repository for AmeriCorps.

9	Partnered with JSU and Troy University to promote volunteerism.
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How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Policy decisions and budget determinations have had a neutral effect on Serve Alabama. Our state funding remained unchanged for the FY13 fiscal year. As a result, we have been able to continue providing services and meeting desired accomplishments throughout the fiscal year.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Serve Alabama did not make any substantial administrative adjustments/improvements in fiscal year 2012-2013. We do continue to work to maximize budget and talents to improve our administrative output. We do not have any suggested changes in legislation or administrative procedures in this area.

Fiscal Year 2013 Quarterly Performance Report

Agency:	056 DISTRICT ATTORNEYS
Mission:	To provide services to the people of Alabama according to section 12-17-184.
Vision:	District Attorneys are the representative not of an ordinary party to a controversy, but of a sovereignty whose obligation to govern impartially is as compelling as their obligation to govern at all; and whose interest, therefore, in a criminal prosecution is not that they shall win a case, but that justice shall be done.

Annual Goals	
1	Annual assessment and review of number of criminal cases maintained.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Criminal cases filed	1	number filed	192498	192498	244998	244998	236248	236248	201248		874993	

Notes

Fiscal Year 2013 Quarterly Performance Report

Agency:	059 ENVIRONMENTAL MANAGEMENT
Mission:	Assure for all citizens of the State a safe, healthful and productive environment.
Vision:	To achieve the most meaningful results for a safe, healthful and productive environment.
Annual Goals	
1	Continued commitment to providing expanded web based access to public files by both interanal and external persons.
2	Increased efficiency and productivity by developing an E-permit application for NPDES general permits.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Continued expansion of e-files being made available of both current and historical data/documents to both internal and external parties by end of FY13	1	Documents added	62500	45670	62500	67739	62500	57023	62500	53692	250000	224124
2 - Software developed that will allow NPDES general permits to be applied for electronically	2	Applications Completed	0	0	0	0	4	4	5	19	9	23

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

The hiring freeze and Department of Finance approval on hiring slowed down and in some cases stopped the addition of personnel needed to complete the mission. Funding was/is available with Federal and Department funds. In addition, the continued merit raise freeze, lack of any COLA, increase in health insurance & employee retirement contribution along with the loss of benefits has lead to the departure of many employees. Also, the continued reduction of State General Funds (-68% from FY13 to FY14) required the Department to increase permit fees by 50% in order to restore minimal funding for operations.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Continued development of e-government applications/services enabled us to increase efficiencies.

Fiscal Year 2013 Quarterly Performance Report

Agency:	060 SENIOR SERVICES
Mission:	The mission of the Alabama Department of Senior Services is to promote the independence and dignity of those we serve through a comprehensive and coordinated system of quality services.
Vision:	Our vision is to help society and state government prepare for the changing aging demographics through effective leadership, advocacy, and stewardship.
Annual Goals	
1	Maintain the number of Elderly and Disabled Waiver clients served at 9,205 in Fiscal Year 2013
2	Increase the number of meals served to 4.5 million targeting low-income, socially-isolated seniors by Fiscal Year 2016
3	Increase the annual prescription cost savings from SenioRx to \$23 million by Fiscal Year 2016

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Fill 9,205 slots for Elderly and Disabled Waiver services	1	Number of slots filled	6500	7082	7500	7617	8500	8347	9205	8060	9205	8060
2 - Increase the number of meals served to 4.2 million or above	2	Number of meals served (millions)	.990	.990	1.000	1.027	1.100	1.117	1.110	1.093	4.200	4.226
3 - Increase the number of homebound meals served to 2.012 million or above	2	Number of homebound meals served (millions)	.485	.487	.496	.504	.510	.564	.521	.568	2.012	2.123
4 - Increase the number of SenioRx prescriptions processed to 60,000 or above	3	Number of SenioRx prescriptions processed	10500	10572	16500	9813	16500	10863	16500	12506	60000	44319
5 - Maintain the total prescription cost savings at \$20 million or above	3	Prescription cost savings (\$ millions)	5.000	5.075	5.000	5.180	5.000	5.617	5.000	6.594	20.000	23.203

Fiscal Year 2013 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Legislation approved in the 2013 regular session changed the Intrastate funding formula and impacts how Older Americans Act Title III funds are allocated throughout the State. Also, Legislation approved in the 2013 regular session created the Buskey Senior Meals program which should generate approximately \$250,000 annually for senior meals.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

ADSS has continued to streamline internal operations to work more efficiently. Positions have been combined due to agency retirements and/or separations. ADSS has relocated to a new office space, saving the department approximately \$250,000 per year. We are working towards improving our information management system to allow for better data collection and reporting, which has the potential to increase the inflow of Federal dollars.

Fiscal Year 2013 Quarterly Performance Report

Agency:	061 MENTAL HEALTH
Mission:	Leading Alabama's efforts to enhance the health and well-being of individuals, families and communities impacted by mental illnesses, developmental disabilities, substance abuse and addiction.
Vision:	The AL Dept of Mental Health envisions a future when everyone with a mental health need at any stage of life has access to effective care and supports essential for living, working, learning and participating fully in the community with dignity, respect and hope.

Annual Goals	
1	To improve the efficiency and effectiveness of the AL Dept of Mental Health.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To serve a minimum of 70,000 individuals per quarter	1	Total # served per quarter	70,000	81849	70,000	77837	70,000	76913	70,000	78881	70000	78870

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Although we received level funding from the State General Fund, we continued to provide the same level of services to those we serve. We did so by downsizing through the closure of two of our inpatient facilities and replacing these with additional and enhanced resources in our community programs. While this required reinvestment of a portion of the dollars formally dedicated to these facilities, the transition netted us millions of dollars in savings.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We continue to engage in our efforts to complete a strategic plan for the ADMH. Downsizing in the Central Office allowed us to vacate nearly 10,000 sq feet of our occupied RSA leased space saving in excess of \$100,000 per year.

Fiscal Year 2013 Quarterly Performance Report

Agency:	062 MEDICAID AGENCY
Mission:	To serve eligible, low income Alabamians by efficiently and effectively financing health care services to ensure patient-centered, quality-focused care.
Vision:	To be a leader through innovation and creativity, focusing on quality and transforming Alabama's health care system.
Annual Goals	
1	Process Elderly and Disabled applications to meet the Federal Standard of Promptness requirement of 45 days and increase the number of Family Certification applications by 20% each year through FY 2015.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Process all Elderly and Disabled applications within 45 days.	1	Average number of days	45	31	45	31	45	29	45	28	45	30
2 - Increase the number of Family Certification web applications by 20% for FY 2013.	1	Number of web applications	10,218	10,488	11,070	14,231	10,644	12,755	10,644	13,839	42,576	51,313

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Having the support of the Governor and the Legislature enables us to operate our program in the most efficient manner possible.

The extension of Hospital and Nursing Home provider tax assessments has been critical to enabling the Agency to operate with level funding from the General Fund in FY 2014.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Fiscal Year 2013 Quarterly Performance Report

As a result of the Affordable Care Act, eligible primary care physicians received increased reimbursement beginning January 2013 if attested. The increase was 100% funded by the Federal government.

Medicaid updated its State Supplemental Rebate agreement through CMS to accept generic drug rebates. To date, no generic company has offered a supplemental rebate. The submission form for drug manufacturers is posted on the Medicaid Agency website and can be submitted 24 hours a day/7 days a week.

Medicaid was approved for access to the State Prescription Drug Monitoring Program. Coding has been completed, and during FY 2014 the Agency will utilize PDMP access to assist in addressing potential fraud and abuse.

For Durable Medical Equipment (DME), Medicaid provided separate recognition for the individually configured complex rehabilitation technology products and services for complex needs patients under the age of 21.

Medicaid applied for the federal Money Follows the Person Rebalancing Grant and was awarded \$28 million for the program through 2016. The funding assists in expanding the Home and Community Based Services infrastructure and programs. This funding opportunity will support 625 people to transition from institutions to a community setting and will provide the State with significant cost savings.

Legislation passed by the 2013 Alabama Legislature calls for the state to be divided into regions and that a community-led network coordinate the health care of Medicaid patients in each region, with networks ultimately bearing the risks of contracting with the State of Alabama to provide that care. The Alabama Medicaid Agency met the first milestone by establishing districts effective October 1, 2013. The Regional Care Organizations (RCO) Collaboration Portal was also developed.

An Online Nursing Home Application Web Portal was developed. It is used by Nursing Home administrators, admissions representatives, Medicaid eligibility staff and recipients. It streamlines the process of entering and tracking a Nursing Home application and assures the supporting documentation is received in a timely manner.

A new Contract Management System was developed. The Medicaid Automated Contract Management System (MACS) provides a way for the Alabama Medicaid Agency to easily create, route, store, and access contracts electronically in a central location. MACS is designed to provide many advantages to the Agency including faster and easier contract preparation and approval, reduction of paperwork and printing costs, improved accessibility to contracts, and improved management of contracts.

A new financial system was integrated with the current state-wide system.

A new Integrated Eligibility System is being developed which replaces an outdated, less efficient, 30 year old system and will ultimately determine eligibility for all Medicaid, CHIP, TANF, SNAP, and Child Care recipients.

Medicaid was awarded the Adult Health Quality Measures Grant of \$1 million and is eligible to receive up to \$2 million over a two-year period from CMS to build a quality unit in the Data Analytics Division with the capacity to collect, analyze and report on data from claims, electronic health records (EHR), One Health Record®, the state's health information exchange (HIE), the Real Time Medical Electronic Data Exchange (RMEDE), and other sources. This will increase the Agency's capacity for standardized data collection and reporting of the data on the quality of health care provided to the approximately 452,644 adults currently eligible for Alabama Medicaid.

Fiscal Year 2013 Quarterly Performance Report

Agency:	063 MANUFACTURED HOUSING COMM
Mission:	To protect the physical safety and financial interest of consumers of the manufactured home and building industry.
Vision:	To be the most effective and efficient state agency in promoting safe and economical manufactured homes and buildings in the nation.
Annual Goals	
1	To expedite the resolution of consumer complaints

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Complaints closed within 90 days of reception.	1	%	60	11.7	60	9.3	60	0	60	11	60	8

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

There has been no material effect upon our desired accomplishments or services by policy decisions or budget determinations made by the governor or legislature for the 2012-2013 fiscal year.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We have begun the process of having our inspectors be able to submit there reports electronically. We are in the process of having more of our transactions conducted via the internet.

FY 13 Quarterly Performance Report

Agency: 064 - State Health Planning and Development Agency

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.

Vision: Gather and provide adequate information in the determination of need for additional/improved healthcare facilities, services, and equipment.

- Annual Goals**
- 1 To complete processing and data entry of healthcare utilization, as reported by healthcare facilities via annual reporting forms, within 270 days of submission by FY2015, thereby continuously strengthening the Certificate of Need process through accurate and timely publication of data.
 - 2 To collect and process for release Patient Origin Survey data within 270 days of submission deadline by FY2015.
 - 3
 - 4

Quarterly Objectives and Targets:

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 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.	1510	# of reports in database	148	148	248	0	240	0	874	0	1510	148
2 The number of Patient Origin Surveys completed by healthcare facilities, and published through SHPDA for use by healthcare facilities, trade organizations, and agency staff.	480	# of Surveys in datasets	120	240	120	0	120	0	120	0	480	240
3												
4												
5												

Notes
Publications are being delayed due to staff shortages. New staff hires beginning May 1st will allow the agency to catch up on previous projections.

Fiscal Year 2013 Quarterly Performance Report

Agency:	066 ECONOMIC & COMMUNITY AFFAIRS
Mission:	To strengthen the capacity of communities to develop economically, improving the quality of life of Alabama citizens, and Building Better Alabama Communities pursuant to Code of Alabama 1975, Sections 41-23-1 through 41-23-102.
Vision:	ADECA strives to become an agency build on accountability and integrity with a focus on obtaining and providing resources needed to improve the lives of our citizens.
Annual Goals	
1	To procure and administer 275 training agreements for adults, dislocated workers, and older youth, which lead to employment in high growth, high demand, and high paying jobs.
2	To conduct meetings and trainings in the Upper Chipola Watersheds to identify and communicate flood risk to communities to help them identify ways to reduce flood risk in those watersheds.
3	Monitor a minimum of 80 recreation sites/trails through FY 2013.
4	To reduce energy consumption costs and increase energy efficiency for Alabama consumers. {Increase # of ENERGY STAR products purchased by 25% by 2013 relative to FY 2007; increase # of local governments adopting the International Energy Conservation Code 2000 (IECC) by 10% by 2013 relative to FY 2007; increase # of teachers trained in energy education by 40% by FY 2013 relative to FY 2007}.
5	Reduce the number of highway related fatalities to 550 by providing subgrant programs designed to improve key aspects of highway traffic safety in FY 2013.
6	Increase the number of entities visiting both Surplus Warehouses.
7	Provide emergency shelter, victim advocacy, protection services, and counseling services to victims of domestic violence, sexual assault, and child abuse.
8	Enhance Alabama's criminal justice system by funding State and local programs designed to reduce the juvenile and adult offender population so that juvenile and adult inmates are provided services.
9	To prevent and reduce illegal narcotics activity through the use of multijurisdictional task forces in conjunction with collaborative evidence-based and promising practices.

Fiscal Year 2013 Quarterly Performance Report
Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To increase the Adult Entered Employment Rate for Adults.	1	Entered Employment rate for Adults	53.6%	66.50%	53.6%	72.8%	53.6%	61.5%	53.6%	67.3%	53.6%	67.3%
2 - To increase the Adult Entered Employment Rate for Dislocated Workers.	1	Entered Employment rate for Dislocated Workers	60%	67.80%	60%	76.7%	60%	69%	60%	71.6%	60%	71.6%
3 - To increase the Placement of Youth in Employment or Education.	1	Placement Rate for Youth	44.80%	47.20%	44.80%	61.1%	44.80%	51.9%	44.80%	56.0%	44.80%	56.0%
4 - Conduct meetings and trainings in Upper Alabama Watershed and Houston County to identify and communicate flood risk to communities.	2	Number of meetings/and or trainings	1	1	7	6	6	5	3	4	17	16
5 - LWCF/RTP staff will monitor an average of 80 sites per year.	3	Number of sites	20	53	20	39	20	22	20	26	80	140
6 - Increase the number of energy outreach events per outreach staff by 5% by FY2015 relative to 153 in FY2012.	4	Number of energy outreach events	40	38	40	96	40	131	40	88	160	353
7 - Reduce highway related fatalities.	5	Number of highway related fatalities	132	132	139	111	125	137	154	119	550	499
8 - Number of entities.	6	Number of entities visiting the warehouses	132	145	132	172	132	369	132	285	528	971
9 - To provide services to victims in FY 2013.	7	Number of Victims Served	8,000	7,176	8,000	7757	8,000	10680	8,000	8,517	32,000	34130
10 - To provide services to juvenile and adult offenders in Alabama's criminal justice system.	8	Number of Offenders served	2,890	3,229	2,890	1701	2,890	1712	2,890	1,963	11,560	8605
11 - Number of arrests made by multijurisdictional task force operations.	9	Number of arrests	3,000	2,466	3,000	2684	3,000	3255	3,000	3,376	12,000	11781

Fiscal Year 2013 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Policy decisions made by the Governor and the Legislature for FY 2012-2013 have allowed the department to meet many departmental objectives. Budget determinations have allowed us to meet matching requirements for federal grants.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

ADECA continues its paperless initiative by improving on-line grant applications and dissemination of technical information. We have also worked to provide better communication and information to our subgrantees through social media.

Fiscal Year 2013 Quarterly Performance Report

Agency:	067 JUDICIAL INQUIRY COMMISSION
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 8, Rules of Procedure of Judicial Inquiry Commission).
Vision:	Members of the judiciary will consistently observe high ethical standards, and the public will have confidence in the integrity and impartiality of the judiciary.
Annual Goals	
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 FY13

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To consider, investigate, and resolve or prosecute 100% of all complaints	1	%	100	100	100	100	100	100%	100		100	

Notes

Fiscal Year 2013 Quarterly Performance Report

Agency:	069 POSTSECONDARY EDUCATION
Mission:	The Department of Postsecondary Education has direct responsibility to the State Board of Education for the direction and supervision of educational programs and services provided by the Alabama community College System. The Department provides leadership, service, and regulatory functions for the member institutions of the Alabama community College System to ensure educational accessibility, excellence and equity for all citizens of Alabama.
Vision:	To develop an educated, prosperous population by providing an affordable pathway to help citizens of any walk or stage of life to succeed through quality education and training; a community college system where education works for all.
Annual Goals	
1	Provide a skilled workforce for Alabama's existing industries in targeted occupational sectors.
2	Increase literacy throughout the state.
3	Ensure the programs of the Alabama Community College System meet the current and future needs of Alabama.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase number of students who earn a short-term or long-term certificate, a degree, or an industry recognized credential by 5%	1	%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3%	5%	3%
2 - Increase the number of individuals served in Adult Education programs by 5%.	2	%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4	5%	4%
3 - Conduct peer reviews at two ACCS institutions will identify best practices, efficiencies and opportunities for improvement.	3	#	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2	2	2

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Funding is always an issue in accomplishing goals. Level funding hinders progress.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

With the new Chancellor on board, we have begun a new departmental organizational structure to better serve our colleges and students. Common administrative software for all colleges is the most imminent improvement. Additional funding for this project would be very helpful.

Fiscal Year 2013 Quarterly Performance Report

Agency:	071 LEGISLATIVE BUILDING AUTHORITY
Mission:	To provide a cost-effecient facility and function-friendly environment for the Legislative process for the State of Alabama and its citizens.
Vision:	Being ever mindful of budget constraints , to provide for a functional space for the Alabama Legislature and access for the public to interact with the legislative process in a fair , productive and transparent manner.

Annual Goals	
1	To Increase Public "access" by providing more committee space , more public space , and more space for the proper transactionary functions of the ever increasing legislative volume of issues.
2	To address the ever increasing issues of maintenance associated with a 54 year-old building which has not been histrically addressed .
3	To bid and seek the most cost-effecient services and components

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To improve public access and long term value of the physical State House structure itself.	1	RFP, biding	Increase Public access	New public access complete	Committee Space	New space completed	more public access	access has been expanded	increase 54 yr old building maintenance	Completed roofing structure	Cost efficient	Objectives met at a minimal cost

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
 It has required the Legislative Building Authority to re-evaluate our priorities and accomplish more of our goals using in-house labor.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
 The agency currently operates as a permanent committee of the Alabama Legislature. The committee employees one clerk which coordinats between the two chambers. No admistrative improvements need to be made at this time because the committee continues to function properly with the structure in place.

Fiscal Year 2013 Quarterly Performance Report

Agency:	073 CHILD ABUSE PREVENTION
Mission:	The Department of Child Abuse Prevention (DCAP) secures resources to fund evidence-based community programs committed to the prevention of maltreatment.
Vision:	We advocate for children and given them the opportunity to be in safe environments with strong healthy families.

Annual Goals	
1	To reduce at least 10% in the number of substantiated child abuse and neglect cases by 2014.
2	To 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 30%.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase # children served	1	# of children	1500	9863	2000	5947	2500	5361	3000	3977	9000	25148
2 - Increase # fatherhood participants	2	# participants	50	689	60	1271	70	5863	80	5770	260	13593

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

In the fiscal year 2012-2013, the appropriation for the Alabama Department of Child Abuse and Neglect Prevention (The Children's Trust Fund) were cut drastically which resulted in fewer grants being awarded than were requested. Fewer grantees equated to a large reduction in the number of vulnerable children and families served. The budget cuts also resulted in the agency not being replacing staff that left or retired.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Alabama Department of Child Abuse and Neglect Prevention reviewed and streamlined staff roles and responsibilities for 2012-2013. The agency will seek to increase the levels of funding from the Governor's recommended budget and the legislative appropriation, as well as to continue seeking additional funding from Federal sources.

Fiscal Year 2013 Quarterly Performance Report

Agency:	074 CRIME VICTIMS COMPENSATN COMM
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.
Vision:	The Commission is committed to providing timely reimbursement to victims for expenses incurred as a result of violent crime, to the extent allowed by law.
Annual Goals	
1	To increase the awareness of the number of citizens by 10% over 2012 figures concerning the Crime Victims Compensation Commission and the services it provides by FY 15.
2	To provide timely compensation to victims of violent crime within nineteen weeks by 2014.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - • (O1-Efficiency)Increase the number of individuals applying for compensation and educate them regarding available services.	1	Productivity	300	808	300	165	300	182	300	280	1200	1435
2 - • (O1-Efficiency) Increase in the number of claims processed to twenty-one per month for each specialist.	2	Productivity	19	20	19	18.98	19	17	19	21.70	19	19.42
3 - • (O2-Quality) To help alleviate some of the victim's/claimant's concerns regarding expenses due to the victimization.	2	A reduction of frantic telephone calls	n/a	n/a	n/a		n/a	n/a	n/a	n/a	n/a	n/a

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Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

The Commission is intent upon achieving its mission while being mindful of new laws, policies and procedures mandated by the legislature and/or governor. There is no hesitancy when such actions are necessary. There is only a sincere desire to perform to the letter of the requirement. Knowing that the Commission exists to serve innocent victims of violent crime, the Commission will endeavor to achieve each and every task requested and required by the governor and/or legislature.

The freeze on personnel and specifically the inability to create two new positions needed to affect the agency's mission and outcomes was hampered. The Commission is small and each staff member has specific tasks. As in most agencies, staff pool together to take care of activities where there is no staff. Often the same individuals are called upon to take on more responsibility while maintaining and exceeding standards specific to their individual task and responsibilities.

The Commission was recently approved to use the Systematic Alien Verification for Entitlements (SAVE) Program. The tutorials were initially ineffective and confusing. The cost of \$25.00 per query paid to Homeland Security is not cost prohibitive, but could be if more illegal/undocumented individuals applied to the Commission for compensation.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Commission is always mindful of burgeoning social trends and realities that will require adoption of administrative rules or clarification of procedures. The Commission passed rules that will compensate eligible victims and/or their survivors for costs related to proof of legal presence documents, additional lost wages due to victimization from 26 weeks to 52 weeks, increased medical payments, more counseling payments set aside for child victims, and special assistance for victims of human/sexual trafficking for tattoo/branding removal.

The Commission also continues to review its standard operating procedures and policies to provide timely service to victims of violent crime. Additionally, internal policies and procedures are continuously reviewed to insure best practices are codified for the well-being of the staff and the victims we serve.

Fiscal Year 2013 Quarterly Performance Report

Agency:	075 INDIAN AFFAIRS COMMISSION
Mission:	The mission of the Alabama Indian Affairs Commission is to recognize the unique cultural and sociological needs of Alabama's "invisible minority" and, as specifically charged by the Legislature to deal fairly and effectively with Indian affairs; to bring local, state, and federal resources into focus for Indian citizens of the State of Alabama; to provide aid and assist Indian Communities; promote recognition of the right of Indians to pursue cultural and religious traditions by serving in a liaison/advocacy role between the various departments of governments and the Indian people of our tribal communities.
Vision:	Alabama's Native American citizens will have the resources necessary to improve their quality of life and maintain their cultures and languages through collaborative, productive and lasting government-to-government relationships between the State of Alabama and its Indian tribes as well as through effective participation of Native Americans in all aspects of state government.

Annual Goals	
1	Increase and maximize educational opportunities for Indians in Alabama
2	Increase the economic self-sufficiency of Indians in Alabama and maximize Indian economic development initiatives
3	Make progress in achieving parity in employment for Indians of Alabama
4	Work to improve the health status of Indians in Alabama through education
5	Increase the public awareness of Indians and the Indian culture and heritage of Alabama
6	Provide for the state and/or federal recognition of Alabama Indian tribes
7	Promote recognition of and the right of Indians to pursue cultural and religious traditions considered by them to be sacred and meaningful and to promote public understanding and appreciation of Indian culture

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Solicit contributions for the Alabama Indian Scholarship Fund	1	Communication Event	10	22	10	132	10	87	10	6	40	247
2 - Support the Inter-Tribal Councils Efforts to attain and sustain federal funding for classroom training initiatives through partnering in outreach activities	1	Scheduled Activity	0	1	2	1	4	0	2	2	8	4
3 - Facilitate the qualification and distribution process for the education scholarship funds	1	Communication Event, Formal Meeting, and/or Formal Notification	1	5	100	197	10	172	1	13	112	387
4 - Participate in education fairs and events where promoting continuing education is facilitated	1	Outreach/technical assistance visit	0	1	8	5	8	3	8	3	24	12
5 - Advertise programs designed to facilitate self-sufficiency	2	Communication Event	0	0	5	5	5	27	5	5	15	37

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6 - Attend meetings where programs affecting this area are discussed, and discriminate applicable information	2	Formal Meeting, Outreach/technical assistance visit, and/or Communication Event	0	0	5	14	5	8	5	31	15	53
11 - Answer public inquires on matters concerning Indian affairs/issues	2	Inquires received	1000	2172	1000	2172	1000	373	1000	361	10000	5078
7 - Support the Inter-Tribal Councils Efforts to attain and sustain federal funding for classroom training initiatives through partnering in outreach activities	3	Scheduled Activity and Telephonic Referrals	0	0	4	1	4	0	4	2	12	3
8 - Attend "Train-the-Trainer" type events to improve the AIACs ability to provide assistance	4	Scheduled Event	0	0	2	2	2	2	2	0	6	4
9 - Secure and distribute educational material on health related issues to Alabama's Indian population	4	Physical Item or Electronic Link	0	0	500	500+	500	500+	500	1000	1500	2000+
10 - Facilitate requests for information or access to health related programs	4	Outreach/technical assistance visit, Communication event	1	15	1	4	1	27	1	14	4	60
12 - Meet with key Alabama Legislators and state/federal governmental agencies concerning Indian related issues and tribal concerns	5	Meetings attended	0	7	5	12	5	7	5	7	15	33
13 - Make public presentations designed to educate the audience on historical, cultural, and current events concerning Alabama Indian related issues and tribal concerns	5	Presentations given	1	1	2	3	2	4	2	2	7	10
14 - Answer public inquires on matters concerning Indian affairs/issues	5	Inquires received	2000	2172	2000	1047	2000	373	2000	3670	8000	7262
15 - Support Alabama's state recognized tribes in their efforts to attain federal recognition as required	6	Communication Event	0	0	1	0	0	0	1	72	2	72
16 - Receive, review, and present applications for state recognition to the AIAC for consideration during regularly scheduled council meetings, as required	6	submitted application	0	0	0	0	1	0	0	0	1	0
17 - Attend key public and tribal activities including general tribal meetings, tribal leadership meetings, tribal festivals, school presentations, multi-cultural activities, business related functions, and Native student group activities	7	Scheduled event	0	1	8	18	8	22	8	10	24	51

Notes

2	The Inter-Tribal Council scheduled no events during this quarter, thus AIAC could not participate in any events with them.
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2	The Inter-Tribal Council of Alabama scheduled fewer events during this FY than we had originally projected, thus the Alabama Indian Affairs Commission was unable to meet the projected number of events.
3	Scholarship packet evaluation, qualification assistance, and scholarship awards occurred during this QTR.
4	Availability of funds prohibited a more active participation in this area.
4	Number of events attended reduced due to budget
5	A developing partnership with SBA, USDA, and ASAN are enhancing our ability to provide services in this area.

8	Participation was restricted to local events due to funding.
8	No events scheduled during this 4th QTR
9	Distributed all 1000 remaining health related flyers at Festivals and Pow Wows scheduled during this 4th QTR

11	This number represents only telephonic and office visit contact. For some reason, our internet tracking service was discontinued without our knowledge. This problem has been resolved, but data will not begin to be tracked again until August 2013.
11	Annual projections per QTR were 1000 each for a total of 4000. This final sheet shows an annual total of 10000. There may be a glitch in the system.

14	This number represents only telephonic and office visit contact. For some reason, our internet tracking service was discontinued without our knowledge. This problem has been resolved, but data will not begin to be tracked again until August 2013.
15	None of Alabama's Tribes moved forward in their efforts to attain Federal Recognition this QTR. This is more a result of gridlock in D.C. than any efforts being made by the Tribes.
15	The 4th QTR activity is a result of BIA in D.C. opening a dialogue on adjusting the federal recognition standards for Tribes. Heavy activity is projected for next year in this area.
16	Nothing in this category was submitted during this QTR.
17	This number includes a new initiative to partner with local chambers of commerce to leverage Native heritage and celebrations with commerce and tourism in the areas interested in welcoming Native events.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

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Despite the opinion of the State Attorney General dated March 16, 2004 that states "The Governor may not recommend funding the Indian Affairs Commission at a level less than that prescribed in section 41-9-715(a) of the Code of Alabama when preparing and approving operating budgets", the budget recommendations have been reduced from the \$200,000.00 prescribed by the Code of Alabama to the \$40,000.00 that the Governor recommended for FY 13. Due to this gradual decrement, the Commission has reduced its numbers from five, to three, and now one full time employee. These reductions in personnel have been accompanied by reductions in output and the lowering of goal objectives to facilitate that which can be realistically accomplished by a single full time employee. As a result of the lowering output expectations, the Commission has met the majority of its specified goals and objectives, which are vastly different than past performance or desired accomplishments and services this office would provide for Alabama's invisible minority. Other than the severely constricted annual budget of \$40,000.00 for the operation of this state wide office, one other policy decision has negatively eff

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

AIAC saw the retirement of its Executive Director after 28 years of service to the State. The new Executive Director is retired military, in his third year of service to the State, and his first year with the Commission. Although it is hard to tell what administrative changes will be considered improvements due to the steep learning curve, an effort is being made to upgrade automation equipment that is over 10 years old so that records can be better maintained electronically. I am currently in the process of conducting a market analysis to determine the greatest needs of the community, and how much of the budget can be allocated to these critical areas. Programs that focus on education, nutrition and health, job skills development, and business development including enhanced tourism are all high priorities. In previous years, this office employed one person who's focus was on business development and another who's focus was on federal grant writing, netting in excess of 18 Million in new funds coming into the State through federal funds, tourism, and taxes. I would like to see the budget restored so these positions can be filled again and we can get back to producing that kin

Fiscal Year 2013 Quarterly Performance Report

Agency:	077 GOVERNORS OFFICE ON DISABILITY
Mission:	To work with government on the effective education and inclusion of consumers with significant disabilities and families in the process of developing policies and services that impact their quality of life.
Vision:	Citizens with disabilities and families are routinely informed about and are participating in the planning and development of legislation, state plans, policies, and programs affecting their quality of life.

Annual Goals	
1	To respond to 100% of inquiries within 72 hours in FY 2013

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Respond to 100% of inquiries within 72 hours	1	%	25	25	25	25	25	100	25	100	100	100
2 - Number of inquiries via e-mail, telephone, walk-in, mail and Governor's Constituent Services referrals	1	number	275	192	275	154	275	179	275	266	1100	791

Notes

<p>How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?</p> <p>We agree with the Governor and the legislature with the policy decisions made and understand the reasons for the budget determinations. Our budget has been greatly reduced from our original funding level and if continued, it may impact our ability to meet our goals. Although we have had sufficient funding due to carry over, we are concerned that we will eventually run out of carry over funds. We would like to see our budget restored to original levels prior to budget cuts in order to continue to not only meet our goals, but to exceed them. We want to improve the agency's visibility to show the agency's and the Governor's commitment to our constituents with disabilities. We appreciate all past support.</p> <p>What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.</p> <p>We enhanced our website as a means of information disseminating and increasing our efficiency. We placed our Annual Reports on the website, and this year we are looking into the possibility of eliminating printing the annual report and only making it available through the website. We plan to publish a GOOD agency newsletter, and again, make it only available electronically to conserve funds. We plan to expand our use of social media.</p>

Fiscal Year 2013 Quarterly Performance Report

Agency:	079 CHILDREN'S AFFAIRS
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.
Vision:	Children are healthy, children are safe, children are ready for school, children are successful in school, children transition successfully to adulthood, and children stay out of trouble. Families are strong and stable. Families are hopeful and positively engaged in their children's development, communities are safe, engaged, and supportive, and communities are thriving.
Annual Goals	
1	Provide high quality home visiting services and increase participation in thirteen most at-risk counties.
2	Provide professional development opportunities to home visitors to increase skills and core competencies.
3	To develop an annual needs assessment with Head Start/Early Head Start grantees that identifies needed resources for low income children and families.
4	Coordinate training with state and local agencies on resources.
5	Measure impact of OSR pre-k program on school readiness and school success.
6	Grow access to high quality pre-k through professional development and shared standards.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase participation in home visitation in counties served.	1	% increase	3%	3%	2%	0%	1%	1%	N/A	N/A	6%	7%
2 - Schedule professional development activities for home visiting staff.	2	# of trainings provided	2	2	2	2	2	3	1	4	7	11
3 - Increase in services to Head Start children and families.	3	% increase	0%	0%	1%	0%	1%	1%	1%	3%	3%	4%
4 - Schedule trainings with Head Start Directors and state agencies.	4	# of trainings provided	0	0%	1	3	1	2	1	11	3	16
5 - Select and implement comprehensive assessment for pre-k children in OSR classrooms.	5	% of children assessed with GOLD Assessment	0%	0%	50%	70%	75%	100%	90%	100%	90%	100%
6 - Schedule professional development for assessment and standards.	6	% of OSR lead teachers attending PD on assessment and standards	0%	0%	75%	90%	85%	95%	95%	100%	95%	100%

Fiscal Year 2013 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Policy decisions and budget determination made by the governor and legislature in the 2012-2013 fiscal year allowed our agency to expand up to 100 new sites and additional 1,700 children.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Administration improvements included streamlining clerical staff by redefining duties and responsibilities while reducing full time clerical from 5 to 3. Future improvements will include consideration of retired state employees with experience and expertise to work as needed for seasonal or project based work. Suggested changes to aid DCA in these improvements were addressed in September when the State Personnel Board noted to allow retired teachers to be added to the state retiree hiring list.

Fiscal Year 2013 Quarterly Performance Report

Agency:	085 SUPREME CT LAW LIBRARY
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.
Vision:	To be the most efficient, effective, accurate, current and cost-effective state court legal information center in the nation
Annual Goals	
1	Number of users served
2	Amount of legal materials processed
3	Westlaw users
4	Alalinc users
5	Provide access to subscription based online legal database
6	Increase online access to legal information to Alabama citizens
7	Provide information about AL's judicial and legal systems
8	Increase library tax

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of Users Served	1	Number	12500	8823	12500	12133	12500	10875	12500		50000	
2 - Amount of legal materials processed	1	Number	2500	1071	2500	5437	2500	1828	2500		10000	
3 - Westlaw users	1	Number	150	205	150	205	150	205	100		550	
4 - Alalinc users	1	Number	35	33	35	33	35	33	30		130	
5 - Obtain access to 100% of established subscription based online legal database	1	customer satisfaction rating	.95	.95	.95	.95	.95	.95	.95		.95	
6 - Increase citizen's increase to legal information to 80%	1	Customer satisfaction rating	.75	.75	.75	.75	.75	.75	.75		.75	
7 - Provide judicial and legal education to public	1	Number of visitors	N/A	N/A	N/A	N/A	N/A	N/A	N/A		N/A	
8 - To increase tax to provide additional funding to library to offset some needs from General Fund	1	Passage of Amendment to 12-2-159	N/A	N/A	N/A	N/A	N/A	N/A	N/A		N/A	

Fiscal Year 2013 Quarterly Performance Report

Notes

Fiscal Year 2013 Quarterly Performance Report

Agency:	087 REHABILITATION SERVICES
Mission:	To enable Alabama's children and adults with disabilities to achieve their maximum potential.
Vision:	Rehabilitation that works to improve the quality of life, independence and contribution of people with disabilities.
Annual Goals	
1	The Vocational Rehabilitation Program will provide employment, educational and training services necessary to assist Alabamians with significant disabilities to obtain or maintain employment.
2	Children's Rehabilitation Service (CRS) will enable children/youth with disabilities and serious chronic health conditions to live, learn and work in their communities. CRS also administers the Alabama Hemophilia Program which will enable children and adults with hemophilia to achieve increased quality of life.
3	The Homebound Program will 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.
4	The Early Intervention Program will provide services to Alabama's babies under three years of age who experience delays in hearing, seeing, walking, talking & learning and provide support to their families in their local communities.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Maintain the number of individuals with disabilities receiving a high quality of employment services.	1	# of consumers served	24,252	24,252	26,100	26,839	27,900	29,066	30,000	31,245	30,000	31,245
2 - The number of children and youth with special health care needs and adults with hemophilia receiving quality, family centered services will be retained at current levels.	2	# of consumers served	6,468	6,468	7,899	8,998	9,305	9,707	10,820	10,236	10,820	10,236
3 - Continue providing quality services to people with catastrophic disabilities with available resources and funds.	3	# of consumers served	1,191	1,191	1,290	1,264	1,395	1,338	1,500	1,417	1,500	1,417
4 - Serve all babies identified with developmental delays and their families.	4	# of consumers served	3,729	3,729	4,406	4,436	5,111	5,127	5,875	5,893	5,875	5,893

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Fiscal Year 2013 Quarterly Performance Report

Vocational Rehabilitation Program (VR)

- Lack of matching/state funding caused the inability to procure available federal dollars.

Children's Rehabilitation Program (CRS)

- The in-state travel budget has continued to be limited which impacts home, school and community visits.
- Participation in discipline specific training opportunities within the state and out-of-state continued to be limited for field staff and state office personnel except for mandated federal events.
- The inability for financial contributions to support additional maternal & child health partnership initiatives continued, therefore delaying infrastructure building efforts for children with special health care needs.
- Delays continued in replacing and/or hiring qualified field staff which impacted CRS's direct service (clinical medical, clinical evaluation and care coordination programs) delivery system.
- The number of new clients enrolled has continued to decrease due to limited community visits and public relations efforts by staff. Subsequently, information and referral calls have decreased.
- Current CRS vendor rates are not competitive with the private sector and budget constraints would not allow for an increase in hourly rates. As a result, non-medical providers refused to apply as clinic and therapy vendors. The same issues prevented an increase in per patient rates for medical (doctor) vendors and requests for increases could not be considered due to level funding.
- SB 340 which created Medicaid Regional Care Organization districts will likely have a significant impact on CRS service provision in the future.

Homebound Program

- Staff vacancies remained unfilled since FY 2008, including one at the State Office level.
- Responses for technical assistance from the state office were delayed due to the personnel shortage and the lack of funding to fill positions.
- Addition of new clients was restricted due to lack of additional funding.
- Changes to travel reimbursement delay staff payments.
- Discussions of higher premiums and co-pays by SEIB, lack of merit and cost of living raises in conjunction with discussions by the legislature of consolidation of state agencies impact staff morale, hiring and retention.
- Lack of additional funding allocated to the program affect ability to serve more persons which increase cost to taxpayers.

Alabama's Early Intervention System (AEIS)

- Due to the Early Intervention Program (EI) FY 2013 funding request not being met, funding to EI providers continue to fall far short of their average cost in providing services to infants, toddlers and their families, as mandated under IDEA (Individuals with Disabilities Education Act). The annual average cost for providing services to these eligible infants and toddlers with disabilities is \$5,034 as compared to the provider rate of payment of \$3,636 which is a difference of \$1,398.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Fiscal Year 2013 Quarterly Performance Report

Vocational Rehabilitation Program (VR)

- Refined Dashboards that provide field staff with current data to more effectively manage caseloads.
- Developed a unique employment site and opportunity with Office Max.
- Implemented monthly accomplishment calls with field supervisors to track progress on goals.

Children's Rehabilitation Program (CRS)

- A new Rehabilitation Specialist position was established for a CRS/EI Program Specialist who is responsible for all CRS/EI contracts and coordination of performance appraisal reviews & technical assistance. Previously, these duties had been spread out over multiple positions. This new position has assumed more responsibility for ongoing local office personnel issues needing intervention from state office, allowing the CRS Director and State Office Administrators more time for program leadership.
- The results of the new CRS client satisfaction survey (implemented in FY 2012) were compiled and released. CRS State Office staff is now providing leadership for local offices to follow-up on data revealing issues that families perceived as needing improvement and/or change.
- The HRSA Systems Implementation grant award in FY 2011 continued to be instrumental in assisting in statewide infrastructure building initiatives for children and youth with special health care needs (CYSHCN), in the areas of transition and medical home improvement. CRS is in the final year of receiving grant funding; therefore, additional funding from the Legislature will be needed in FY 2015 to continue building on grant initiatives such as the placement of care coordinators in medical homes and other infrastructure building initiatives. It would be prudent for CRS (the state) to continue utilizing these trained professionals as the grant ends and Regional Care Organizations begin.

Homebound Program

- All existing resources (Medicare, Medicaid, private insurance, community resources and foundations) are utilized prior to spending state funds.
- Continued involvement with Personal Choices to maximize expenditures and provide self-direction at a cost saving rate to the program & state. The decision to expand Personal Choices state wide has been made and is pending approval from Centers for Medicare & Medicaid Services (CMS).
- Continued to explore opportunities to utilize technology to reduce overall administrative costs.

Alabama's Early Intervention System (AEIS)

- Developed and submitted an Annual Performance Report based on indicators and goals outlined in Alabama's six year State Performance Plan per the U.S. Department of Education/Office of Special Education Programs requirements. AEIS has once again received the highest rating, "Meets Requirements" of the Individuals with Disabilities with Disabilities Education Act (IDEA). The intent of this process is to improve the quality of service to infants/toddlers & their families; to improve service delivery and to make this information available to the public. Additional state funding would aid AEIS to continue meeting the highest requirements of the Individuals with Disabilities Education Act (IDEA) as cited above.
- Continued new or existing legislative initiatives (e.g. autism & the focus in the pediatric medical community to administer developmental screenings) are resulting in the increased responsibility for services from AEIS while state funding continues to fall short. These funding challenges impact our ability to meet these growing needs. It is impossible to plan for future improvements when direct services will be severely affected without an increase in state funding.

Fiscal Year 2013 Quarterly Performance Report

Agency:	091 SUPERCOMPUTER AUTHORITY
Mission:	To provide a professional portfolio of information technology resources and services for the advancement of education, research, and economic development in Alabama.
Vision:	We will provide a statewide information transport infrastructure funded by the State of Alabama to connect all of Alabama's public education entities.
Annual Goals	
1	To increase bandwidth for 75% of the 138 public local education agencies (LEA) to 100 megabytes per second (Mbps) by 9/30/2013 to enable continued quality participation in the Governor's ACCESS Distance Learning Initiative.
2	Increase base level of service to 100 megabytes per second (Mbps) of bandwidth for 100% of Postsecondary and Higher Education by 9/30/2014.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To increase bandwidth for 75% of all LEA's by 9/30/2013	1	% of LEA's Completed	0	0	0	0	0	0	0	0	75%	
2 - Upgrade 50% of Postsecondary and Higher Education clients' bandwidth capacity to 100Mbps by 9/30/2013.	2	% of Clients Upgraded	0	0	0	0	0	0	0	0	50%	

Notes

Fiscal Year 2013 Quarterly Performance Report

Agency:	092 HIGH SCHOOL OF MATH & SCIENCE
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.
Vision:	The Alabama School of Mathematics and Science is a residential high school for high school sophomores, juniors, and seniors pursuing advanced studies in mathematics, science, and the humanities.
Annual Goals	
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%
2	To increase the number of scholarship offerings to colleges and universities across the United States.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase ACT Composite Score	1	ACT Score	28.0	28.4	28.0	28.4	28.0	28.4	28.4		28.4	
2 - Increase Scholarship Offerings	2	\$	n/a		n/a		12,000,000	7,700,000	n/a		12,000,000.	

Notes

Fiscal Year 2013 Quarterly Performance Report

Agency:	098 SICKLE CELL OVERSIGHT COMMISSN
Mission:	To ensure the delivery of sickle cell services to affected persons in all counties in Alabama.
Vision:	To spread sickle cell awareness and knowledge to every household in Alabama.
Annual Goals	
1	The seven community based organizations will develop, implement, and conduct a formal education forum, within each of its assigned counties, by the end of each fiscal year.
2	The Comprehensive Sickle Cell Centers (University of South Alabama and University of Alabama at Birmingham) will develop, implement, and conduct annually two regional educational forums each for physicians and healthcare professionals.
3	Establish a counseling rate of at least 70% for parents of infants identified with sickle cell trait, and maintain a counseling referral rate of 100% for infants identified with disease by the monthly Alabama Newborn Screening reports.
4	Comprehensive Sickle Cell centers will provide sub-specialty clinical care to 100% of all babies identified by Alabama Newborn Screening report as having sickle cell disease, and schedule appointments for sickle cell disease infants within the first 72 hours of birth.
5	The seven community based organizations will provide education and counseling services to individuals in each of their assigned counties.
6	The seven community based organizations will provide sickle cell screenings to individuals in each of their assigned counties.
7	The seven community based organizations will provide a variety of client support services to those men, women, and children identified as having sickle cell disease.
8	The two comprehensive sickle cell centers will provide care to those patients identified with sickle cell disease.

Fiscal Year 2013 Quarterly Performance Report

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - # of counties served	1	#	18	10	16	10	17	12	16	10	67	42
2 - # of forums conducted	2	#	2	5	2	20	3	33	2	38	9	96
3 - # of lectures given for medical students, residents and faculty	2	#	4	5	4	2	4	2	4	12	16	21
4 - Counseling rate for parents of newborns identified with sickle cell trait	3	%	18	44.6	17	32.6 %	18	47.1 %	17	36.59	70	40.22
5 - Counseling referral rate for infants identified with sickle cell disease	3	%	100	33.0	100	100%	100	100 %	100	100	100	83.25
6 - % of babies receiving sub-specialty clinical care within 72 hours of referral	4	%	100	83	100	100%	100	100%	100	0	100	70.75
16 - % of infant appointments scheduled within first 72 hours of birth	4	%	100	33	100	100%	100	100%	100	100	100	100
15 - # of counseling and education encounters	5	#	913	36321	897	1552	880	928	915	1778	3605	40579
14 - # of screening tests collected/analyzed	6	#	272	196	315	310	330	373	420	662	1337	1541
13 - # of client support services	7	#	1084	1298	1052	959	1103	875	996	775	4235	3887
7 - # of clinic visits	8	#	926	866	926	273	926	932	926	785	3704	2856
8 - # of patients taking prophylactic antibiotics	8	#	401	447	401	82	401	488	401	476	1604	1493
9 - # of immunizations	8	#	83	369	73	33	53	51	53	165	262	618
10 - # of patients receiving hydroxyurea	8	#	405	458	405	129	405	514	405	511	1620	1612
11 - # of cardiac/lung/renal monitoring	8	#	557	516	557	174	557	371	557	261	2228	1322
12 - # of subspecialty referrals	8	#	148	360	148	125	148	162	148	205	592	852

Fiscal Year 2013 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

There were none.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Funding and the ability to allocated funds to chapters and centers.

Fiscal Year 2013 Quarterly Performance Report

Agency:	300 ACCOUNTANCY BOARD
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.
Vision:	To regulate the practice of public accounting in order to protect the public interest.
Annual Goals	
1	To increase on-line individual and firm registrations to 75% by 2014.
2	To resolve 75% of valid complaints within 12 months through 2014.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - (01-Efficiency) Individual and Firm Registrations	1	percentage	0		0		0		0	0	60%	33%
2 - (02 - Efficiency) To maintain costs per licensee with no more than 10% increase per licensee.	1	%	0		0		0		0	0	10%	4.5%
3 - (01 - Quality) Complaints Resolved	2	% Resolved	0		0		0		0	0	75%	100%

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
The Board has spent an inordinate amount of time and money on enforcement of the Alabama Immigration Law. A "Compliance Requirements" document was mailed to all licensees, who are subject to annual renewals of their licenses. Licensees who are not citizens are verified through the U.S. Department of Homeland Security, Citizenship and Immigration services-CIS.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
1. The Board made several changes to the website, including a re-design of the existing website. In addition, the Board added a new web application; whereby the Board Members can now access board packets on-line prior to the board meetings. 2. The Board continued CPE audits of licensees on a random basis.

Fiscal Year 2013 Quarterly Performance Report

Agency:	301 EDUCATIONAL TELEVISION COMM
Mission:	Alabama Public Television (APT) 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.
Vision:	APT, through our unique programs, services and technologies, will empower people to discover their world, broaden their horizons, and become active participants in shaping the future.

Annual Goals	
1	Produce a digital educational media library for use by teachers and students that contains 1,000 key concepts in APTPlus by FY 15 that APT either owns or has the right to use.
2	Reduce # of uncontrollable 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.
3	Produce and air 125 hours of original programming for the APT viewing audience by FY 14.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Produce/acquire educational media content to add learning (key) concepts to APTPlus	1	Number of key concepts uploaded into APTPlus	40	119	30	174	30	3969	20	64	120	4326
2 - Decrease unscheduled transmitter hours off the air	2	Unscheduled hours off the air	50	23	50	20	50	3	50	20	200	66
3 - Produce more programming each year tailored to topics of interest by Alabama citizens	3	Locally produced original program hours	15	24	25	28	25	29	20	21	85	102

Notes

1	We were able to add a large volume of Khan Academy content during the third quarter. This information is normally not available to schools.
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How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
We were not able to fill vacant positions and we had to reduce certain services due to budget restrictions.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
While we have become more streamlined due to budget restrictions, we are hopeful that future budgets will allow us to fill vacant positions and restore services in order to fulfill our mission.

Fiscal Year 2013 Quarterly Performance Report

Agency:	302 ALABAMA LAW INSTITUTE
Mission:	To clarify and simplify the laws of Alabama to revise those laws that are obsolete. Code of Alabama Section 29-8-1 through 29-8-5. (Governor's Priority #1)
Vision:	To have a modern Code of Alabama.
Annual Goals	
1	To promote and encourage clarification and simplification of the laws of the state through introducing new laws and reviewing and updating current laws.
2	Continue to maintain small paid staff while extensively utilizing professionals who donate approximately 2.5 million dollars of legal time per year.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Prepare Bills for Introduction	1	Number of Committees studying Bills for Introduction	14	14	14	14	14	14	15	13	15	14
2 - Utilizing Volunteer Lawyers	2	Number of Hours Donated	1000	1134	1000	1080	800	816	800	852	3600	3882

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
Adequate funding is essential in obtaining our office goals.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
We have updated our computer system to meet the standards set by the State.

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Agency:	303 ARCHITECTS REGISTRATION BOARD
Mission:	To examine, register, and regulate architects in the state of Alabama.
Vision:	The public will understand the necessity for and value of an architect.
Annual Goals	
1	To provide educational contact with stakeholders regarding the practice of architecture.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Visits per quarter	1	Number	5	0	5	0	5	1	5	1	20	2

Notes

1	E. Alabama Code Officials Meeting - 9/5/13
How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?	
This agency was fully funded for FY 2013.	
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.	
This agency plans to introduce legislation in the 2014 session to change our renewal deadline from September 30 to December 31. This change would sync with the earning cycle for continuing education and will be supported by our registrants.	

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Agency:	304 COUNCIL ON THE ARTS
Mission:	The mission of the Alabama State Council on the Arts is to enhance the quality of life in Alabama by providing access to and support for the state's diverse and rich artistic resources.
Vision:	To provide an environment where all the citizens of Alabama can participate in and appreciate the arts. To support excellence and professionalism in all art forms, to ensure that the arts are accessible to every sector of our population and to support the inclusion of the arts in the education process of Alabama's public school students.

Annual Goals	
1	To support excellence and professionalism in all art forms
2	Incorporate the arts as an essential element in the educational experience of all Alabamians
3	Provide opportunities for all Alabamians to participate in and appreciate the arts
4	Identify, preserve and present folk traditions
5	Support economic vitality in communities through the arts
6	Increase public recognition and appreciation for the arts, arts organizations and individual artists

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Sustain a solid operating base through support for Alabama's professional institutions.	1	% of budget allocation	30%		0%		0%		0%	41%	30%	41%
2 - Support the creation of arts spaces and appropriate other venues where excellence in the arts can be enhanced and practiced.	1	# of grants awarded	3		2		0		0	1	5	1
3 - Provide support to smaller and medium sized groups displaying an ongoing commitment to quality and achieving higher degrees of professionalism both artistically and administratively.	1	% of budget allocation	60%		0		0		0	59%	60%	59%
4 - Work closely with the State Department of Education to form and implement a comprehensive plan for arts education in Alabama public schools.	2	# of action meetings	2		2		2		2	20	8	20
5 - Fund and initiate touring programs in schools and communities	2	# of grants awarded	25		0		0		0	20	25	20
6 - Provide professional development opportunities to artists, arts specialists and classroom teachers on arts integration.	2	# of opportunities	5		4		3		0	21 full days	15	21 full days
7 - Provide training to organizations about how to partner with K-12 schools	2	# of sessions	2		3		0		0	10	5	10

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8 - Provide opportunities for students to have quality arts experiences in the school setting.	2	# of grants awarded	20		10		0		0	43	30	43
9 - Work in partnership with arts organizations and various public agencies to reach at-risk children and institutionalized populations with initiatives that demonstrate how the arts can positively impact lives.	3	# of partnerships	3		0		0		0	3	3	3
10 - Provide financial support for projects undertaken by communities focused on presenting and documenting folk culture.	4	# of grants awarded	9		0		0		0	16	9	16
11 - Help perpetuate the state's rich cultural traditions through apprenticeship activities and educational projects.	4	# of grants awarded	15		0		0		0	17	15	17
12 - Develop working partnerships with design professionals and service organizations to offer communities technical assistance with specific planning.	5	# of partnerships	2		0		0		0	1	2	1
13 - Develop and publish a creative industries report on building a better Alabama through the arts.	5	# of reports	0		0		0		1	1	1	1
14 - Plan yearly exhibitions of Alabama artists' work	6	# of exhibitions	1		1		1		1	4	4	4
15 - Present the Celebration of the Arts Awards Program every two years	6	# of awardees recognized	0		0		9		0	9	9	9
16 - Expand the Council's website and computer network among artists, arts organizations and appropriate partners interested in arts activities and to promote the arts in the state	6	# of social media activities	3		0		0		0	0	3	0
17 - Present a weekly public radio program.	6	# of radio programs	13		13		13		13	52	52	52

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Notes

1	Annual percentage will be reported
2	Annual number of grants will be reported
3	Annual percentage will be reported
4	Annual number of committee and subcommittee meetings will be reported
5	Annual number of grants will be reported
6	Annual number of opportunities will be reported
7	Annual number of workshops will be reported
8	Annual of grants will be reported
9	Annual number of partnerships will be reported
10	Annual number of grants will be reported
11	Annual number of grants will be reported
12	Annual number of partnerships will be reported
13	Annual number of reports will be reported
14	Annual number of exhibitions reported
15	Annual number of awardees will reported every two years
16	Annual number of social media activities will be reported
16	
17	Annual number of radio programs produced
How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?	
Our biggest challenge this fiscal year was providing adequate support to the many worthy arts projects and artistic activities in the state. With limited funds we were only able to fund 45% of the requested amount for grants this year. Our goal each year is to fund projects and arts activities at least 65-70% of the requested amount.	
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.	
We are continuing to work on our website. Hopefully, the site will go live by the end of this calendar year.	

Fiscal Year 2013 Quarterly Performance Report

Agency:	305 STATE BAR ASSOCIATION
Mission:	The 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.
Vision:	The Alabama State Bar is dedicated to promoting the professional responsibility, competence and satisfaction of its members; Improving the administration of justice; Increasing the public understanding of and respect for the law

Annual Goals	
1	To continue an efficient and responsive professional responsibility program.
2	To increase on-line posting of attendance reports.
3	Improve the overall efficiency of the license renewal process through increased on-line renewals.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
3 - Increase throughput of complaints	1	#complaints disposed/#new complaints	80.0	48.7	95.0	44.3	92.0	40.9	94.0	55.0	90.0	47.23
1 - To increase the number of attendance reports posted on-line	2	%attendance reports filed on-line	40	56	20	45	8	44.6	8	48.2	76	48.45
2 - Improve the overall efficiency of the license renewal process through increased on-line renewals	3	#on-line license sm/#license/sm	30	25	25	0	0	0	0	0	30	0

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

The budget approved by the Alabama State Bar Board of Commissioners submitted to the legislature by the Governor in his General Fund Bill and approved by the legislature as Act 2013-263, allowed the state bar to carry out its assigned regulatory responsibilities for the fiscal year

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

There were no significant administrative improvements made during this fiscal year. For the future, it is anticipated that a uniform billing statement for licensed attorneys will be utilized that will incorporate invoicing for state and non-state fees as well as annual mandatory compliance certifications. A consolidated statement will combine at least five separate mailings to more than 17,000 attorneys to a single annual mailing thereby saving considerable mailing costs and processing there.

Fiscal Year 2013 Quarterly Performance Report

Agency:	306 CHIROPRACTIC EXAMINERS BOARD
Mission:	Regulation and Licensure of Doctors of Chiropractic and non licensed clinic owners t protect the people of Alabama
Vision:	For the citizens of Alabama to receive professional, ethical and quality care in utilizing chiropractic services to maximize health benefits.
Annual Goals	
1	To receive, catalog, process and investigate complaints and determine if probable cause exists in 100% of th complaints received by 2015.
2	To increase the number of licensees to 2 per 10,000 citizens while ensuring only qualified people enter the profession.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - to determine if PC exists in 100% of complaints within 60 days of receipt	1	Percent with PC determined within 60 days	80	66.6	82	90	84	100	85	70	85	81.65
2 - to increase the number of licensees to 2 per 10K	2	number of licenses per 10K	1.8	1.778	1.85	1.79	1.86	1.82	1.88	1.83	1.9	1.83
3 - Maintain cost per license at or below \$290	2	290.00	290	96.53	290	88.43	290	95.17	290	69	290	348.93

Notes

1	Qtr 4 --7 of 10 complaints received had a PC determination within 60 days
2	Qtr 4 -- licensees per 10,000 Citizens in Alabama

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Changes in legislation and policies in our agency being charged for interagency services has increased our expenses and make it difficult to stay within our budget.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We continue to work to automate as many applications as possible, to reduce errors and to maintain cost to operate. Legislation to allow for email scanned documents to be considered as originals would help reduce our cost and help our efficiency.

Fiscal Year 2013 Quarterly Performance Report

Agency:	307 SPEECH PATH & AUDIO EXAM BOARD
Mission:	To insure that Speech-Language Pathology and Audiology services are provided by qualified individuals.
Vision:	Licensure of all persons providing Speech-Language Pathology and Audiology services within our state.
Annual Goals	
1	To issue 95% of licenses within 45 days of applying by 2016.
2	Ensure 12 approved continuing education hours are provided in the state by 2016.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To issue 95% of licensees within 45 days of receipt of completed application	1	percentage	.95	.78	.95	.50	.95	1.0	.95	0	.95	063
2 - To create a system to ensure that 12 continuing education hours are offered in the state.	2	number of CEUs offered	0	0	5	3	5	1	5	3	15	7
3 - Licensees to maintain licenses by attending board approved CEUs.	2	number of attendees	0	0	600	809	25	373	25	816	650	1998

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
No
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
None

Fiscal Year 2013 Quarterly Performance Report

Agency:	308 COSMETOLOGY BOARD
Mission:	To protect the health of the public by licensing and regulating the practice of cosmetology.
Vision:	To license efficiently, inspect regularly, and continue the growth of the cosmetology profession.
Annual Goals	
1	To maintain adequate staffing and monitor the number of licenses being issued.
2	Perform routine investigations and re-investigations and have necessary hearings.
3	Provide adequate examination facilities.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of licenses issued.	1	Actual licenses issued	2000	1750	4500	4941	6000	5339	8000	6990	20500	19020
2 - Number of Investigations.	2	Actual number of investigations	1500	1472	1500	1575	1500	1214	1500	1290	6000	5551
3 - Number of fines collected from Investigations.	2	Actual number of fines received	40	31	60	27	65	54	70	41	235	153
4 - Number of examinations given.	3	Actual number of exams	450	457	450	433	450	431	450	472	1800	1793

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
Act 2013-371 Added considerable workload.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
Upgraded records system to accept remote input by field inspectors.

Fiscal Year 2013 Quarterly Performance Report

Agency:	309 PLUMBERS & GAS FITTERS EXAM BD
Mission:	To serve the people of Alabama by fair regulation of the plumbing and gas fitting industries, and provide consumer protection.
Vision:	To ensure quality work is performed by certified individuals within the plumbing and gas fitting industries within the State of Alabama.
Annual Goals	
1	To conduct 75% of jurisdictional on-site Consumer Complaint inspections within 60 days from the date opened by FY 2013
2	Ensure compliance within the industries by contacting 900 certified individuals through on-site inspections by FY 2013
3	Attend and participate at two venues to promote consumer awarness by FY 2013

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To conduct 75% of jurisdictional on-site Consumer Complaint inspections within 60 days from the date opened by FY 2013	1	%	0		0		0		0	0	75	100
2 - Contact 900 individuals through on-site inspections by FY 2013	2	#	0		0		0		0	0	900	3412
3 - Attend two venues by FY 2013	3	#	0		0		0		0	0	2	5

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Our agency's total operational funds are generated by the board and we do not receive any assistance from the State General Fund, however the Red Tape Reduction bill has affected our agency. The Red Tape Reduction bill has made it more difficult for our agency to change rules.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We started at the end of fiscal year 2013 making improvements to our telephone system. We will be changing over to an VOIP phone system that will improve productivity. The system should be in place the 1st quarter of FY 2014. We are also looking to update our database in FY 2014. In the future, we are planning to go paperless.

Fiscal Year 2013 Quarterly Performance Report

Agency:	310 STATE EMPLOYEES INSURANCE BD
Mission:	To establish a health insurance plan for employees of the State of Alabama and other plan members providing reasonable benefits and plan stability.
Vision:	To develop programs to foster a quality health care plan, improve the overall health of plan members, and control the cost of providing services for employers and plan members.
Annual Goals	
1	Operate an effective, efficient health insurance plan for active and retired State employees maintaining active employees and dependent payouts at not more than 80% through 2013
2	Operate an effective, efficient health insurance plan for active and retired local government employees maintaining active employees and dependent payouts at not more than 80% through 2013
3	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.
4	Increase to \$1,500,000 participation in Dependent Care Reimbursement Accounts and thereby reducing FICA costs to the State and FICA and income taxes to the employee by 2013.

Fiscal Year 2013 Quarterly Performance Report
Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Maintain active employee and family payouts at no greater than 80% of claims cost.	1	% of claims paid for actives and dependents	80%	81.57	80%	82.8	80%	78.09	80%	76.91	80%	79.84
2 - Increase participation in health care alternatives	1	% of enrollees in alternative plans	4%	4.74	4%	4.86	4%	4.96	4%	5.09	4%	4.91
3 - Increase participation in wellness screenings	1	% of active employees screened	10%	19	20%	25	20%	23.95	30%	21.01	80%	89
4 - Limit increases in State funding rate per active employee to no more than 10% per year.	1	% increase in State funding rate	10%	0	10%	0	10%	0	10%	0	10%	0
5 - Maintain active employee and dependent payouts at no greater than 80% of claims cost	2	% of claims paid for active and dependents	80%	83.63	80%	82.67	80%	80.4	80%	82.58	80%	82.32
6 - Increase participation in optional health care benefit programs	2	% of enrollees in optional plans	5%	5.86	5%	5.84	5%	5.84	5%	5.79	5%	5.83
7 - Increase participation in wellness screenings	2	% of active employees screened	10%	19	10%	23	10%	23.18	10%	9.57	40%	75
8 - Limit increases in single active rate to no more than 10% per year	2	% of single active employee rate	10%	0	10%	0	10%	0	10%	0	10%	0
9 - Increase participation in Health Care Reimbursement Accounts (HCRA) resulting in fringe benefit savings for the State	3	\$ of wages contributed to HCRA accounts	3,000,000	3125532	3,000,000	2424961	3,000,000	2389512	3,000,000	2358637	12,000,000	10298642
10 - Increase participation in Dependent Care Reimbursement Account (DCRA) resulting in fringe benefit savings for the State	4	\$ of wages contributed to DCRA accounts	375,000	355825	375,000	296658	375,000	300887	375,000	296596	1,500,000	1249966

Fiscal Year 2013 Quarterly Performance Report

Notes

1	Data is for quarter ending March 31, 2013, the latest available data
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1	Data is for quarter ending June 30, 2013, the latest available
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5	Data is for quarter ending March 31, 2013, the latest available data
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5	Data is for the quarter ending June 30, 2013, the latest available.
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How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Budget determinations for the employer funding rate have presented a challenge for providing adequate benefits at an affordable premium for the employee as well as the State. Legislative changes allowing for further flexibility in health care alternatives will allow us to explore other areas of potential cost savings.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We have been striving to streamline enrollment operations by implemented web-based automated enrollment. We are continuing to implement enrollment efficiencies as well as work with the comptroller's office to reduce processing for refunds and supplemental billings. Upgrades to statewide computer systems which integrate with our enrollment system would benefit us considerably.

Fiscal Year 2013 Quarterly Performance Report

Agency:	311 PROF ENGINEERS REGIST BOARD
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)
Vision:	An agency that regulates the engineering and surveying professions fairly (equitably) while fore mostly serving the Alabama population.
Annual Goals	
1	Resolve 75% of complaints within 6 months of receipt.
2	Continue processing verification of licensure within 5 business days of receipt without additional personnel.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Quality-% of investigations completed within 6 months	1	%	75	62	75	62	75	38	75	50	75	
2 - Efficiency - Increase the number of complaints handled without increasing the number of investigators/enforcement personnel.	1	#	25	5	25	4	25	6	25	7	25	
3 - Quality - % completed within 5 business days	2	%	90	95.7	90	98.5	90	99.5	90	93	90	

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
The decision to fund the agency at 100% of the requested budget has allowed us to continue with the transition to being a proactive agency instead of reactive. We have been able to participate in community events and have made presentations at many state engineering/surveying society meetings. The funding also allowed us to upgrade all IT equipment including our licensure database system from Windows XP systems prior to Windows XP becoming unsupported.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
The agency continues to seek ways to reach our licensees via electronic means instead of using printed materials. The agency continues to review its administrative procedures to determine how processes can be streamlined. Legislation failed in 2012-2013 which would have streamlined reporting requirements and application procedures. Legislation will be reintroduced that will seek to simplify the reporting requirements.

Fiscal Year 2013 Quarterly Performance Report

Agency:	312 ETHICS COMMISSION
Mission:	To ensure that public officials are independent and impartial; that decisions and policies are made in the proper government 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).
Vision:	To ensure that no public official or public employee uses his/her political position for private gain whether monetary or otherwise.
Annual Goals	
1	Obtain 90% of required filings for Statements of Economic Interests Forms through online web application.
2	Obtain 92% of Lobbyists Registrations through online web application.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase percentage of online submissions	1	% of online submissions	n/a	--	n/a	--	n/a	--	n/a	n/a	90%	88.48%
2 - Increase percentage of online registrations	2	% of online registrations	n/a	--	n/a	--	n/a	--	n/a	n/a	92%	91.06%

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
Act 2012-509 increased the monetary threshold for filing Statement of Economic Interests (SEI) forms to \$75K. Although all Supervisors must file a SEI form, the Ethics Commission received 17,876 less forms in FY 13 than FY 12.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
Clerical Staff spent less time processing paper form submissions of the SEI form.

Fiscal Year 2013 Quarterly Performance Report

Agency:	313 FARMERS' MARKET AUTHORITY
Mission:	To advocate for the interest farmers and educate them about the benefits of direct marketing and educate consumers about the importance of supporting local agriculture
Vision:	Our vision is for people to know that their food is grown and produced by farmers not made in grocery stores and that through the food we eat we will share common interests.

Annual Goals	
1	Continue to increase the number of farmers markets in the state at the current growth rate of 3.0% annually.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase # of farmers markets by 4	1	4	0	0	1	4	3	5	0	0	4	9
2 - Increase opportunity for farmers to increase sells	1	20,000	0	0	0	26500	8000	38000	12000	18000	20000	\$82,500

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
Due to continual reduction in General Fund funding since 2009 the FMA has experienced laying off more 1/3 of its employees, lost 80% of its funding and been forced to drop services and programs. However, with the remaining employees and with some federal funding we have been able to do some amazing things as the report above reflects.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
Because of the aforementioned circumstances, we asked the Legislature to merge the FMA with the Dept of Ag & Ind. and they did so with ACT # 2013-286. We still need your financial support to fund our section for full staffing in order that we can perform the programs and services that we are mandated to perform as well as those additional duties that are certain to come with becoming part of the larger Agency. We are up to 152 farmers markets in Alabama now. This has become a very intense job just keeping up with them and managing them from a food safety perspective and regulations. We need assistance!

Fiscal Year 2013 Quarterly Performance Report

Agency:	315 FORESTERS REGISTRATION BOARD
Mission:	To administer a licensing and regulatory program for the practice of forestry in order to benefit and protect the public. (Ala. Code 34-12)
Vision:	A premier board, recognized for overall excellence and for providing balanced service to both the public and the regulated community.
Annual Goals	
1	Maintain cost per licensee at or below \$200 through 2013.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Cost per licensee	1	\$	\$50	\$25	\$50	\$21	\$50	\$21	\$50	\$18	\$200	\$91

Notes

1	Total expenditures for FY 2013 (P441)/Total number of registered foresters on 9/30/2013.
How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?	
No affect.	
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.	
The Board reviewed all administrative rules and made changes as necessary.	

Fiscal Year 2013 Quarterly Performance Report

Agency:	316 FUNERAL SERVICES BOARD
Mission:	The Board seeks to promulgate and enforce rules and regulations for the betterment and promotion of the standards of service and practice to be followed in the funeral service profession in the State of Alabama as it may deem expedient and consistent with the laws of this state and for the public good.
Vision:	To raise the standard of transparency dealing with the public and licensees within the profession of funeral service.
Annual Goals	
1	Webcast of quarterly Board meetings on the Board's website.
2	To have the Alabama Funeral Law Exam at testing centers nation wide.
3	Online renewals for establishments and licensees.
4	Public license verification.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
4 - Video of Board meetings uploaded to website	1	May 1, 2013	0	0	0	0	100%	100%	0	100	0	100
1 - Test bank completed	2	June 1, 2013	0	0	0	0	100%	0	0	0	0	0
2 - Test bank reviewed for consistency and clarity.	2	August 1, 2013	0	0	0	0	0	0	100%	0	0	0
3 - Online testing	2	September 30, 2013	0	0	0	0	0	0	100%	0	0	0
7 - Contract Approval by LEGISLATIVE OVERSIGHT COMMITTEE	2	April 4, 2013	0	0	0	0	100%	100%	0	100	0	100
8 - Contract Approval by Gov. Bentley	2	May 1, 2013	0	0	0	0	100%	100%	0	100	0	100
5 - Online renewals through Alabama Interactive	3	FY 2015	0	0	0	0	0	0	0	0	100%	0
6 - Online License verification	4	FY 2015	0	0	0	0	0	25%	0	0	100%	0

Fiscal Year 2013 Quarterly Performance Report

Notes

1	HB273 failed to make it onto the Senate Calendar for the third reading and final vote.
2	HB273 failed to make it onto the Senate Calendar for the third reading and final vote.
3	HB273 failed to make it onto the Senate Calendar for the third reading and final vote.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
The Senates failure to pass HB273 did not allow the agency to achieve its goal of adminstering the state law exam at testing site nation wide.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
The board hired a new executive director and associate, who has the vision to move the board into the technical age. The website is being updated regularly and information is being share with the board and licensees in the state. The funeral service laws are being enforced acrossed the state. Within in the next year, the board plans to start accepting credit card payments through online renewal, update out dated office equipment and start using mobile inspection to better regulate. Changes in legislations - the board plan to have HB273 re-introduced in the 2014 session and proposed changes to lanuage allowing for more technology based applications moving towards paperless. Also a bill will be introduced to allow for continuing education.

Fiscal Year 2013 Quarterly Performance Report

Agency:	317 SOCIAL WORK EXAMINERS BOARD
Mission:	The mission of the Board of Social Work Examiners is to ensure social work practices offered to Alabama citizens are utilizing the highest standards possible.
Vision:	To assist social workers in providing necessary services to Alabama citizens.
Annual Goals	
1	Increase use of online submission for exam and re-exam application filing to reduce processing costs.
2	Increase use of online submission for license renewals to reduce processing costs.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of applications for exam & re-exam received	1	# of online applications	90	87	140	190	170	239	135		535	
2 - Number of license renewals received	1	# of online renewals	476	470	493	467	631	418	864		2464	

Notes

Fiscal Year 2013 Quarterly Performance Report

Agency:	318 INTERIOR DESIGN REGIST BOARD
Mission:	Regulate and license individual's practice of Interior Design and the use of the title "Registered Interior Designer"
Vision:	Dedicated to strengthening the profession of interior design and providing support to Registered Interior Designers in the state of Alabama
Annual Goals	
1	Keep administrative costs below \$150 per year per registrant.
2	Improve communications with college campuses with CIDA accredited interior design programs to introduce students to the process of registration in Alabama.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Maintain annual administrative cost per license	1	expenditures divided by number of registrants	38	30.5	38		38	33.62	36	32.49	150	108.10
2 - Campus visits - visit all 4 CIDA accredited programs by end of 2013	2	board member visits to state interior design programs	1	0	1		1	1	1	2	4	2

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

NA

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We have promoted our administrative assistant and added responsibilities to this position so that work flow organization is improved with our agency.

Fiscal Year 2013 Quarterly Performance Report

Agency:	319 COMMISSION ON HIGHER 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.
Vision:	To maximize the quality of life and economic earning potential of all citizens by providing access to highly diversified, affordable postsecondary educational opportunities.

Annual Goals	
1	To provide the citizens of Alabama with access to quality postsecondary education opportunities.
2	To continue to enhance and expand data gathering and dissemination mechanisms.
3	To prepare a single unified budget report containing budget recommendations for separate appropriations to each of the public institutions.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Public Institutions: To ensure quality instruction for the citizens of Alabama by reviewing instructional items per Commission adopted criteria	1	Number of instructional items reviewed	30	51	30	53	30	54	30	48	120	206
2 - Non-Resident Institutions: To provide Alabama students with access to quality postsecondary offerings from non-resident institutions	1	Number of institutions reviewed	25	27	25	42	25	56	25	60	100	185
3 - To collect and process student database submissions	2	Number of database submittals	40	40	40	46	40	0	40	92	160	178
4 - To submit a Consolidated Budget Recommendation for consideration by the Governor and the Legislature	3	Completed Consolidated Budget Recommendation	1	1	0	0	0	0	0	0	1	1

Fiscal Year 2013 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

The changes in employee benefits and no salary increases since October 1, 2008 have changed the retirement plans of many of our employees. By the middle of calendar year 2014, 14 of 27 employees will either be retirement eligible (60 years of age with at least 10 years of service) or have more than 25 years of service. Without incentives to stay this will have a very significant effect on the operations of the Commission because many of these retirements will be at the director level.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

In the future, ACHE will continue to move toward more web based surveys and data submissions in order to improve efficiency and provide more timely responses to requests for information. One of the first of these applications will be a revision to how student credit hours will be reported and processed. Also, the agency is updating its leave approval and reporting system. ACHE is not on the state's system since we are a non-merit agency.

Fiscal Year 2013 Quarterly Performance Report

Agency:	320 HISTORICAL COMMISSION
Mission:	Foster the protection, preservation and interpretation of Alabama's historic places (Code of Alabama 41-9-240 et. seq; National Historic Preservation Act of 1966, as amended).
Vision:	Lead in the protection, preservation and interpretation of Alabama's historic places.
Annual Goals	
1	Increase by 5% number of times constituents, general public and school students are served by through the following AHC administered programs: National and Alabama registers, Cemetery, Survey, Environmental Review, Preservation Tax Credit, Technical Preservation, Grants, Main Street, Certified Local Government, Archaeology, Historic Marker, Public Programs, Rosenwald Schools, Media and Publications, Public Information, Endangered Properties, Easements, Architectural History, and Historic Site Programs during fy 2013 (101,825 to 106,835).
2	Increase by 1% number of historic structures and archaeological sites affected by AHC administered programs during fy 2013 (34,987 - 35,365).
3	Increase by 7.5% number of visitors at AHC-owned historic sites during fy 2013 (350,695 to 376,975).
4	Preserve, maintain and interpret AHC-owned historic sites and structures including support structures at historic sites.

Fiscal Year 2013 Quarterly Performance Report
Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Requests for Information, Draft Nominations Reviewed, Participants in Programs, Workshops, Annual Conference, Black Heritage Forum, Site Visits/Meetings, Certificates Issued, Permits Issued, Preservation Report Recipients, Positive Media Stories, Technical Assistance, and Historic Marker Applications Reviewed.	1	Number of Times Constituents and Public are Served	26,195	26,173	14,700	20,230	26,710	19,754	39,230	45,009	106,835	111,166
2 - Number of Buildings Surveyed, Records Digitized, Properties Included in National and Alabama Register Nominations, National Register Determinations of Eligibility, Cemeteries Surveyed/Registered and Permits Issued, Preservation Tax Credit Applications Forwarded to National Park Service, Rehabilitation Plans Reviewed, Federal Grant Applications Reviewed, Buildings Locally Protected through Certified Local Governments, Archaeology Assistance, Historic Markers Erected, Rosenwald Schools Identified, Additions/Deletions to Preservation Watch List and Places in Peril, New Easements and Inspections, and Architectural History On-Site Field Work. Number of buildings locally protected are reported in quarterly numbers but are counted once in annual target total.	2	Number of Historic Structures and Archaeological Sites Affected	16,364	15,753	25,627	16,518	20,824	15,397	17,585	15,363	35,365	18126
3 - Increase Number of Visitors at AHC-Owned Historic Sites.	3	Number of Visitors	101,975	102,159	74,600	98,579	118,800	100,199	81,600	92,624	376,975	393,561
4 - Maintain and Improve AHC-Owned Structures.	4	Square Feet	468,335	468,335	468,335	468,335	468,335	468,335	468,335	464,028	468,335	464,028
5 - Manage and Improve AHC-Owned Land.	4	Acres	1619.3	1619.3	1619.3	1619.3	1619.3	1619.3	1619.3	1619.3	1619.3	1619.3

Fiscal Year 2013 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

The discontinuation of the SMART program was excellent. This resulted in staff time being allocated to fiscal management. The RFP database has improved the agency's efficiency in providing a uniform method to obtain the best consultants and price. The appropriation in Fiscal Year 2013 included a \$1,250,000 grant distribution for state and local historical sites and parks or non-profit entities. The agency opted to spread the funds widely to 39 organizations and to the agency historic sites. A lot of these sites were zeroed out of the General Fund budget. This helped preserve historic sites across Alabama. Act 2013-241 Historic Tax Credit program pulled from existing staff in order to create the program. A consultant was hired to design the program and upon start up a permanent merit system employee was hired. This program offered Alabamians an economic incentive to restore historic properties while lowering the tax burden of Alabamians.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The RFP database has increased uniformity for the agency's procurement of professional services and helped the staff improve their solicitations as all agencies share their RFPs with each other viewing the database on line. It would be helpful for revisions to be made to: Legislative Reference Service manual for rule publication; Comptroller manual of procedures; Building Commission manual for public works project. It is understood this can be an expensive undertaking, but hopefully a web-based manual revision system will make this possible. It is recommended that when an appropriation is made for grant programs that a 5% administrative overhead be added to the agency's appropriation in order to manage program and to, if needed, to hire a program manager temporarily to conduct the program. Grant administration required the agency to reallocate its personnel from other programs. Because our Commission Board meets only quarterly due to the expense of travel costs to bring commissioners to a meeting from across the State, if our enabling legislation had a provision for allowing business to be conducted by smaller committees of the board, subject to the approval of the commission, efficiency and lower costs should be possible.

Fiscal Year 2013 Quarterly Performance Report

Agency:	323 LIQUEFIED PETROLEUM GAS BOARD
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.
Vision:	Performance of compliance inspections to ensure the safety of wholesalers, retailers and the general public in the use, handling, and installation of LP-gas systems.
Annual Goals	
1	Inspections, investigations, reports and condemnations
2	Reinspections of reported corrections increases

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of inspections, investigations, reports and condemnations	1	Number	480	571	490	573	690	1031	740	750	2400	2925
2 - Number of reinspections	2	Number	62	80	62	67	62	78	62	24	248	249

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
The policy decisions and budget determinations made by the governor and legislature were adequate for the Liquefied Petroleum Gas Board to meet its objectives.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
Our agency has improved revenue collections by identifying new sources and clearly communicating our procedures. We anticipate continued revenue growth as we work with out-of-state product suppliers.

Fiscal Year 2013 Quarterly Performance Report

Agency:	324 GENERAL CONTRACTORS LIC BOARD
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.
Vision:	To be an agency that assures that general contractors possess the financial ability, knowledge, skills and abilities needed to provide the general public with professional services and products.
Annual Goals	
1	To verify and process renewals and new applications so that our agency meets our Mission and Vision.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of renewal forms processed	1	# of renewal forms	2305	2309	1028	941	2721	2938	2910	2612	8964	
2 - Number of new applications processed	1	# of new application forms	295	287	278	228	298	298	312	244	1183	

Notes

Fiscal Year 2013 Quarterly Performance Report

Agency:	325 NURSING BOARD
Mission:	To safeguard and promote the health, safety and welfare of the public through licensing and approval of qualified individuals and adopting and enforcing legal standards for nursing education and nursing practice.
Vision:	The ABN will be nationally recognized as a leader in achieving regulation of nursing education and practice.
Annual Goals	
1	To have more efficient and effective licensing processes so that 95% of all licensing functions can occur electronically by 2014.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To have 95% of all licensing transactions occur electronically by 2014	1	Percentage	95	97.35	95	97.35	95	88.9	95	85.63	95	92.31
2 - 100% of random sample of newly licensed individuals meet ABN requirements	1	Percentage	100	99.04	100	98	100	100	100	100	100	99.26

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Effectiveness and efficiency are made more difficult by rules instituted by those with the ability to make such decisions that increase the workload while decreasing the funding.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Many of our processes are streamlined to the point we cannot streamline them any further. If the Legislature actually understood the purpose of each agency, maybe they would understand things like Revenue cycles. We are often forced to use State Services such as the mailroom, ISD, and the Finance Department, for which we pay dearly, but we could obtain the same services for a better price elsewhere.

Fiscal Year 2013 Quarterly Performance Report

Agency:	326 NURSING HOME ADMIN EXAM BOARD
Mission:	To examine and license nurisng home administrators and to enforce the rules against illegal practice of nurisng home administration in Alabama.
Vision:	We envision a nursing home administration profession that serves the people of Alabama with great skill and without abuse of its position.
Annual Goals	
1	To be an efficient and effective Board and be responsive to the licensees and public.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Process Renewals on a timely basis (within 30 days of receipt)	1	#renewals processed/# renewals received	98%	98%	98%	100%	98%	99%	98%	96%	98%	98%

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
The budget has allowed our Agency to continue to operate efficiently and effectively.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
The Board went through Sunset this year and was granted another four years of operation. No changes are anticipated in the coming years.

Fiscal Year 2013 Quarterly Performance Report

Agency:	327 SURFACE MINING COMMISSION
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
Vision:	Coal mining in Alabama will not result in adverse impacts to the enviroment, property or the public.

Annual Goals	
1	Have the permitting and licensing processes on-line processing completed by FY2013. 100% of applications submitted electronically.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To have permit and license applications submitted electronically	1	applications	50	47	100	70	40	31	40	11	230	157

Notes

1	
1	Number applications submitted is down due to market conditions.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Policy decisions and budget determinations made by the governor and legislature during the fiscal year had no direct impact on the Commission meeting its desired accomplishments and services.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Continued use of electronic applications and use of GPS and GIS technology in field applications.

Fiscal Year 2013 Quarterly Performance Report

Agency:	328 PEACE OFFICER ANNUITY & BENEFIT
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)
Vision:	The Board of Commissioners project a program which is adequately funded and able to pay the expected member benefits.
Annual Goals	
1	Increase Administrative Spending (0554) by a total of no more than 35% through fy 2015 (7% per fiscal year)

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To not have an increase of more than 7% in the Fund's Administrative Expenses (0554) on a fiscal year basis.	1	%	1.75	1.40%	1.75	2.85	1.75	-2.09%	1.75	-13.77	7.0	-4.29%

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
By granting the Fund's inclusion in the budget it has allowed the Fund to meet its obligations to members of the fund.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
The Fund asked for and participated in legislation to extend funding sources and will continue to do so in the future. We will continue to seek additional revenue in an attempt to continue current level retiree benefits.

Fiscal Year 2013 Quarterly Performance Report

Agency:	329 PHYSICAL FITNESS COMMISSION
Mission:	To administer the functions and programs which are to promote, improve and provide the physical fitness and health of the residents of Alabama.
Vision:	Increase the number of participants in all of our programs by providing free education materials and training additional volunteers to work with all existing programs and new ones we are hoping to start.
Annual Goals	
1	Promote and co-sponsor growth of sports program participants by 2% by FY 15 and to create awareness of the importance of daily physical activity for all Alabamians. These programs include AL. Special Olympics, AL. Sports Festival, AL. Sports Foundation, AL. Sports Hall of Fame, AL. Senior Games, AL. Masters Games and Co-Sponsor of 3 Health and Physical Education Conferences to train physical education & health teachers and aides.
2	Being that the State Board of Education has approved the Alabama Physical Fitness Assessment test, this agency distributes manuals to all public and private schools as well as certificates for completion. Training is also offered to physical education teachers. This is done in conjunction with the Alabama Department of Education.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To get more people physically active by involving them in our existing programs by atleast 3% of our goal.	1	Number of additional participants	0	0	0	0	0	0	0	0	150	
2 - 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.	2	Numbers of students tested	0	0	0	0	0	0	0	0	2-12 grade students	

Notes

Fiscal Year 2013 Quarterly Performance Report

Agency:	330 OFFICE OF PROSECUTION SERVICES
Mission:	To provide professional services to District Attorneys according to Section 12-17-230.
Vision:	Enable OPS to streamline all services to the District Attorneys by utilizing future technological equipment upgrades.
Annual Goals	
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.
2	To provide professional services and money management to District Attorneys.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Respond to crime scenes involving computers and digital evidence.	1	number of cases	27	27	31	31	25	25	24		107	
2 - Train law enforcement to enhance response to computer/digital crime scenes as well as other legal issues.	1	number of personnel trained	956	956	30	30	0	0	30		1016	
3 - Conferences/Training/Education	2	number of events	5	5	15	15	6	6	4		30	
4 - Payrolls Processed	2	number of payrolls	306	306	264	264	264	264	222		1056	
5 - "The Prosecutor" Publication	2	number of issues	1	1	1	1	1	1	1		4	
6 - Number of cases in which attorneys assisted	2	number of cases	125	125	125	125	125	125	125		500	

Fiscal Year 2013 Quarterly Performance Report

Notes

Fiscal Year 2013 Quarterly Performance Report

Agency:	331 PSYCHOLOGY EXAMINERS BOARD
Mission:	To provide an efficient and effective system of regulating the practice of psychology. Governor's Priority #1
Vision:	We plan to increase the efficiency of the agency by utilizing electronic opportunities for communication with licensees instead of paper mail whenever possible

Annual Goals	
1	To process 1035 renewals
2	To process an average of 76 applications
3	To review an average of 76 applications
4	To issue an average of 76 new licenses
5	To investigate an average of 16 complaints against licensees
6	To investigate an average of 4 complaints against unlicensed individuals

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Process License Renewals	1	License	1000	1030	35	3	0	0	0	0	1035	1033
2 - Process applications for licensure	2	application	19	27	19	19	19	16	19	27	76	89
3 - Review completed applications for licensure	3	application	19	13	19	32	19	20	19	23	76	88
4 - Perform investigations of consumer complaints filed against licensees	5	complaint	4	4	4	3	4	4	4	1	16	12
5 - Perform investigations of consumer complaints filed against unlicensed individuals	6	complaint	1	0	1	1	1	0	1	0	4	1

Fiscal Year 2013 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Beginning July 1, 2013, Alabama Code Section 41-22-5.1(g) required this agency to notify applicants that any agency or department shall fulfill any requests for license or permit within 28 calendar days after receiving the application or notify the applicant of the reason for non-issuance of request.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Act 2013-386 signed into law on May 23, 2013, to be effective January 1, 2014 that includes the following: provide further for the privileged communications between psychologists and their clients, provide further for the membership of the Board, provide further for renewal and licensing fees, provide further for continuing education, provide further for licensing mobility and temporary and emergency disaster licensing, increase fines for unauthorized practice of psychology, provide civil remedies for enjoining violations of the licensing act, provide further for hearings of alleged violations.

Fiscal Year 2013 Quarterly Performance Report

Agency:	333 REAL ESTATE COMMISSION
Mission:	To serve the public through the licensing and regulating of real estate licensees.
Vision:	To ensure excellence in the real estate profession.
Annual Goals	
1	To protect the public by auditing 575 real estate companies per year by 2018.
2	To protect the public by auditing 100 schools per year offering non-college credit courses and instructors actively teaching by 2018.
3	To enhance communication with stakeholders (licensees, education providers, and consumers) by making at least 55 points of contact on average with targeted groups per year by 2018.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - (O1 - Quality) Auditors will complete 575 audits.	1	Number of Audits	150	153	153	139	140	176	147	139	585	607
2 - (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.	1	Percentage of Complaints Investigated Within 90 Days	90%	95%	90%	94%	90%	100	90%	98	90%	96.75%
3 - (O1 - Quality) Auditors will have completed 85 education audits.	2	Number of Audits	10	10	20	23	25	23	30	30	85	86
4 - (O1 - Efficiency) Make at least 55 points of contact on average with targeted groups per year.	3	Number of Points of Contact	13	14	12	11	12	10	13	18	50	53

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Fiscal Year 2013 Quarterly Performance Report

1. The ability to do online out of state travel is a huge plus. Kudos to Governor Bentley's office, programmers and Cheryl Fondon for this program. Cheryl's patient and consistent knowledgeable assistance is much appreciated. Cheryl always has a cheerful, helpful attitude.
2. Regarding the Red Tape Reduction Act, we view it is a positive that we maintain an "interested party contacts list" for the distribution of proposed administrative rules. We have for years sent proposed rules out to many real estate organizations, real estate educators and posted them on our website. If others are interested, we are happy to distribute to them as well. All stakeholders should have the opportunity to present input on all rules and we welcome that. We are also appreciative of the option for boards to opt out of filing the economic impact statement when filing changes in administrative rules.
3. AlWifi is definitely one of the best options added to the communications field. It has been important for our employees to do their jobs in a more efficient manner. Our hope is that more state buildings will become equipped with it.
4. The development of the position of Secretary of Information Technology and the appointment of Brunson White has been good. As we look to update our imaging system, ISD under Mr. White's leadership, has developed an RFP for an imaging system that can be used by several agencies. We have been participating in that process with the intention to use it. That has saved us time and dollars that would have been spent to go out on our own and develop an RFP, award a bid and pay all the upfront costs.
5. Kudos to the Governor for the appointment of Mr. Bradley and the development of Fleet Management as part of DOT. Whereas we have purchased vehicles in the past and kept them on the road longer than the suggested 3 years, we now see the benefit of turning them over every 3 years. Fleet Management has also presented options to engage in leasing and we believe that part of our fleet would benefit from this approach and save us money in the long run. If they can get a price reduction in gasoline from Wright Express, that is another savings.
6. Lifting the freeze on merit raises is very much appreciated. We have many deserving employees and to be able to reward them for keeping the ship steady and accomplishing all that they have throughout these years when pay checks have been shrinking, is indeed welcome.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

1. In FY 13 the Commission introduced Sharepoint to our office operations. We are in the early stage of use and are moving our files to this program that will enable us to work on documents simultaneously, share ideas, develop programs as a team, and allow our various departments to have their own sites within Sharepoint where they can post all of their work. We are just beginning to learn its uses and we believe this will be a huge component of enhancing internal and external communication to share information and combine our talents. This should eliminate any redundancy in work and also make for better work products as ideas and documents are shared.
2. We have been enhancing our Website in order to provide better service for both the licensees we regulate and the public we protect. In the future, we have plans to add additional educational information for licensees along with additional consumer information. The Commission envisions a portal site that we will do in conjunction with the Alabama Association of REALTORS and ACRE (Alabama Center for Real Estate). Consumers sometimes do not know where to seek the information they need and this portal site can send them to the correct place.
3. Online services – The Real Estate Commission now has several applications for online services including transferring a license, renewing a license, changing personal information, renewing instructors, school administrators, schools and courses. For the future we are working toward adding many other options such as original licensing, mandatory license renewals, opening companies and several others.
4. Requested legislation: We need a change to Section 34-27-35(h) that currently requires us to "mail the renewal forms" to licensees. We need a change that allows us to notice licensees regarding the renewal deadlines and then require them to renew online. Presently 78-80% of licensees choose online renewal but the rest need to renew online as well.
5. Requested legislation: We would like to see Legislation that would allow us (and likely other boards and commissions) to conduct national background searches on applicants for a real estate license. Not having this ability means that a person with a criminal record in another state could get a clean ABI search and therefore be licensed to conduct real estate in Alabama. This is something we need to do to properly protect the public.

Fiscal Year 2013 Quarterly Performance Report

Agency:	334 VET MEDICAL EXAMINERS BOARD
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 ert. seq.)
Vision:	We envision a veterinary profession that serves the people of Alabama with excellence in ethics and medical accountability.
Annual Goals	
1	Maintain cost per veterinary license through FY 2015

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Cost per veterinary licensee issued	1	\$	1500	1406	300	113	200	58	200	51	2200	1628
2 - Cost per licensed veterinary technicians issued	1	\$	250	196	50	15	25	1	25	7	350	219
3 - Cost per Premise Permits Issued	1	\$	550	533	25	27	15	0	10	6	600	566

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

We have not been affected by it at this time.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

No changes have been made at this time.

Fiscal Year 2013 Quarterly Performance Report

Agency:	336 SECURITIES COMMISSION
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.
Vision:	To promote an investment community that serves the people of Alabama without fraud or abuse and preserves Alabama's capital markets.
Annual Goals	
1	Complete all securities registration filings within statutory time frame by 2014.
2	Annual conduct a total of no less than 47 routine and for-cause audits of investment advisers, broker dealers and sale of checks registrants.
3	Resolve enforcement cases within an average of 18 months of receipt by 2014.
4	Maintain the average number of investor education and fraud prevention outreach events provided in a fiscal year to citizens of Alabama through FY 2014.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Issue securities registrations where appropriate for complete applications or issue deficiency letters within five business days of receipt.	1	% of applications processed within time frame	90%	93%	90%	88%	90%	100%	90%	100%	90%	95%
2 - Number of audits conducted	2	number of audits conducted	12	13	12	13	12	13	11	14	47	53
3 - Maintain average time to resolve cases	3	Average months in which enforcement cases are resolved	na	na	na	na	na	na	na	na	18	15.9
4 - Main the number of educational activities (i.e. meetings, workshops, events, website upgrades) per year.	4	Number of events that ASC provides or participates in	na	na	na	na	na	na	na	na	71	75

Fiscal Year 2013 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Two areas may have impact with regard to the Alabama Securities Commission.

1. The Alabama Securities Commission is not a General Fund agency and in FY 2012-13 generated revenue in excess of \$11.3 million to the General Fund. The \$11.3 million included \$8,316,842.03, deposited directly into the General Fund from fines and fees collected and a \$3 million legislatively mandated transfer from the Securities Commission earmarked funds. FY 2012-13 was again a difficult economic year for the State and the legislature faced significant fiscal shortfalls for which the ASC agreed, at the Governor and Legislature's request, to a substantial 4.5 million dollar additional transfer from reserved funds on a one time basis for FY 2014.

FY 2013-14 revenue is expected to remain stable based on the current economic conditions. Additional transfers from agency funds in the amount similar to the FY 2012-13 will be unsustainable going forward and could jeopardize the agency's ability to continue to produce consistent results in the areas of licensing, auditing, exams and prosecutions, including large fund generating cases, in the future. Since the ASC was reorganized in 1975 and became an

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Over the past two years, as a result of an unfunded Federal Mandate increasing the number of advisers subject to the registration provisions of the Alabama Securities Act*, we have added three additional auditors to the staff and completed their training. Even though the agency's regulatory responsibilities have significantly increased, the audit cycle for all investment advisors has not changed and the Alabama Securities Commission continues to be a national model for securities regulation.

While 70% of all filings with the Agency are electronic, the Commission is currently looking into going, as completely as possible, "paperless". We are currently meeting with potential vendors and other related parties to determine our exact needs and anticipated cost. We believe that an electronic filing system will benefit our registrants, increase our efficiency and save valuable resources. We anticipate moving forward with this project in the coming year and will likely produce an RFP as early as the second quarter of 2014. Such a project will require significant monetary and personnel resources and will be of an ongoing nature over the coming fiscal years.

*Previous federal law m

Fiscal Year 2013 Quarterly Performance Report

Agency:	338 SOIL & WATER CONSERVATION COMM
Mission:	To conserve, protect, and enhance Alabama's natural resources in a manner that encourages a sustainable & healthy environment which promotes responsible stewardship of those resources. AL Code 1975-8-21
Vision:	To become a recognized leader in natural resource management resulting in a quality environment and an improved quality of life for the citizens of Alabama.
Annual Goals	
1	Assist local councils to identify, address, and solve challenges to sustain and improve quality of life in their communities
2	Administer in an effective and timely manner federal grants and programs for natural resource protection
3	Provide effective personnel and administrative support for the Soil Classifiers Program

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Assit local councils with grants	1	\$\$	730,377	697,162	730,377	710038	730,377	703,413	730,377	707,159	2,921,508	2,817,772
2 - Provide effective administrative support with grants from ADEM, NRCS, US Fish & Wildlife, Ala. Forestry Commission, USDA Forest Service & ACHE	2	\$\$	392,500	286,642	392,500	287781	392,500	323,028	392,500	275,514	1,570,000	1,172,965
4 - The number of contacts per quarter	2	Number	200	275	25	0	200	256	25	0	450	531
3 - Number of registered Professional Soil Classifier renewals	3	Number	10	12	10	3	50	1	40	1	110	17

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
The current policy decisions/budget determinations made by the governor and the legislature in FY 13 did not hinder the agency in meeting the desired accomplishments and services.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
No administrative changes were made during FY 13.

Fiscal Year 2013 Quarterly Performance Report

Agency:	339 SPORTS HALL OF FAME BOARD
Mission:	It shall be the mission of the State of Alabama Sports Hall of Fame to honor those, living or dead, who by achievement or service, have made outstanding and lasting contributions to sports in Alabama or elsewhere.
Vision:	To have the finest Sports Hall of Fame in the country.
Annual Goals	
1	To reach a funding level with the State of Alabama of \$500,000 annually.
2	To have 15,000 visitors annually into the Sports Hall of Fame and related events.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Funding	1	Dollars	125000	35000	125000		125000	35000	125000		500000	
2 - Visitors	1	Number	3750	2156	3750		3750	4225	3750		15000	

Notes

Fiscal Year 2013 Quarterly Performance Report

Agency:	340 PHYSICAL THERAPY BOARD
Mission:	To assure the public access to competent practice of physical therapy services (Code of AL, 34-24-190)
Vision:	People needing physical therapy will have some form of direct access to excellent services from PTs and PTAs in Alabama.
Annual Goals	
1	To increase licensing of applicants to 99% in 2013 within 3 days once file is complete.
2	To process 99% of requests for license verification within 24 hours in 2013.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To increase the percentage of licenses issued within 3 days of completed requirements to 99% in 2013	1	% licenses issued within 3 days	99%	99%	99%	100%	99%	99%	99%	99%	99%	99%
2 - To provide license verifications 99% of the time within 24 hours	2	% verifications processed w/n 24 hours	99%	99%	99%	100%	99%	99%	99%	100%	99%	99%

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
N/A
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
N/A

Fiscal Year 2013 Quarterly Performance Report

Agency:	343 COUNSELING EXAMINERS BOARD
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.
Vision:	We will serve the people of Alabama by promoting a high standard of mental health services through required continuing education in ethical studies.

Annual Goals	
1	Resolve 45% complaints within 180 days of receipt by FY14

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - (O1-Efficiency) Percent complaints resolved	1	Percent	10	0	15	0	20	30	25	0	30	30

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
Not affected
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
No changes made or anticipated at this time.

Fiscal Year 2013 Quarterly Performance Report

Agency:	344 POLYGRAPH EXAMINERS
Mission:	Examine and regulate polygraph examiners and enforce the code of Alabama to protect the citizens of Alabama.
Vision:	Maintain the highest standards for polygraph and polygraph examiners
Annual Goals	
1	Number of polygraph licenses issued (New, Intern, Renewal)
2	Number of polygraph licensing examinations administered
3	Maintain cost per licensee with no more than a 5% increase

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - polygraph licenses issued	1	each	25	34	2	6	3	4	70	68	115	112
2 - Number of polygraph licensing examination administered	2	each	4	7	2	3	2	1	2	0	10	11

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Our agency has been unaffected by policy decisions and budget determinations made by the governor and legislature. If HB580 had been passed it would have effectively put the Polygraph Board out of business since 3/4 of our polygraph examiners are law enforcement and this bill would have exempted them from paying fees. Thankfully it was defeated.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We made no administrative improvements this year. We foresee increasing our licensing fees so the Board will be able to continue to operate and this will require legislation passing the legislature.

Fiscal Year 2013 Quarterly Performance Report

Agency:	345 HEATING, AC, REFRIG CONTRAC BD
Mission:	To protect the public by certifying and regulating qualified contractors and enforcing the rules and regulations.
Vision:	Becoming the leader in establishing industry standards to insure the safeguard of the general public to all types of health, safety and welfare conditions.
Annual Goals	
1	To provide services on-line so that 80 percent of license renewals are processed via the web by 2013
2	To conduct 90% of jurisdictional on-site Consumer Complaint inspections within 60 days from the date opened by FY 2013

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To increase the number of renewal applications processed on-line	1	percent of applications	0	0	0	0	0	0	0	0	80	77.3
2 - To conduct 90% of jurisdictional on-site Consumer Complaint inspections within 60 days from the date opened by FY 2013	2	percentage conducted	0	0	0	0	0	0	0	0	90	90

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Changes in administrative procedures were requested during the Legislative Session but were not enacted. During the next Legislative Session administrative procedure changes will be requested that will enable this Board to implement new procedures.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

This Board is in the process of implementing a new software database to handle all facets of licensing contractors. An additional investigator was hired to assist in investigative procedures. Advertising the need to hire licensed contractors and establishing an identity with the general public remains a key goal for this Board. The Board does not license or certify business entities that engage in heating and air conditioning contracting. The Board license/certifies only individuals as heating and air conditioning contractors. Administrative procedures changing the Code to "legal entity" rather than "individual" is needed.

Fiscal Year 2013 Quarterly Performance Report

Agency:	346 PUBLIC EDUC EMP HEALTH INS BD
Mission:	To provide health insurance benefits in accordance with Code of Alabama 16-25A-1 et. Seq. that help attract and retain public education employees
Vision:	To provide health insurance benefits in the most cost-effective manner
Annual Goals	
1	Provide benefits eligibility management for PEEHIP benefits

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To maintain eligibility for Active PEEHIP members	1	Number of Active Members	97,000	97,311	97,000	97,495	97,000	97,033	97,000	95,821	97,000	95,821
2 - To maintain eligibility for Retired PEEHIP members	1	Number of TRS Retired Members with Hospital Medical Coverage	58,000	58,642	58,000	58,552	58,000	59,703	58,000	60,234	58,000	60,234

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

The PEEHIP law continues to provide us an opportunity to counsel more members (especially potential retirees) about the effect that these changes in law will have on them.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

In FY2013, the PEEHIP began its coordination of benefits audit which will result in cost savings. The PEEHIP will also continue to perform in-house claim auditing in order to identify ineligible members, etc. thus reducing claims expenses. Effective January 1, 2013, the PEEHIP implemented an Employer Group Waiver Plan (EGWP) to replace the existing Retiree Drug Subsidy (RDS) plan. The EGWP is providing significant cost savings and a reduction in the unfunded actuarial liability.

Fiscal Year 2013 Quarterly Performance Report

Agency:	347 AGRICUL & CONSERV DEVELOP COMM
Mission:	To provide for the restoration & conservation of Alabama's soil & water resources
Vision:	To provide timely, accurate eligibility determinations, technical assistance and payments for completed practices
Annual Goals	
1	Provide annually atleast \$2,000,000.00 in cost share grants to landowners(Agency was not adequately funded in FY13; thus, the only amount available is \$1,000,000.00)

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Process cost share grants accurately and in a timely manner.	1	\$	250,000	0.00	250,000	0	250,000	0.00	250,000	0.00	1,000,000	0.00

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

The inadequate funding of the AACDC Cost Share Program for FY13 resulted in no cost share grants during FY13.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

No administrative improvements were implemented during FY 13 because of the inadequate funding.

Fiscal Year 2013 Quarterly Performance Report

Agency:	348 ELECTRICAL CONTRACTORS BOARD
Mission:	To protect and safeguard the public by licensing qualified electrical contractors who have the knowledge and ability to install or repair electrical equipment.
Vision:	Our vision is to strive to offer the best service to the public and licensees, hand in hand.
Annual Goals	
1	To provide services online such as online license verification forms and paperless applications.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of New Licenses Issued	1	# of licenses	500	197	500	73	500	158	500	32	2000	460
2 - Number of exams administered	1	# of exams	50	42	50	50	50	46	50	37	50	175

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
The Board has not been affected.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
The Board will now be requiring continuing education for licensees.

Fiscal Year 2013 Quarterly Performance Report

Agency:	350 DIETETICS/NUTRITION EXAM BD
Mission:	To protect the health,safety and welfare of the public by providing for Dietetic licensure and regulations of licensed dietitians
Vision:	We envision a profession that serves and cares for the consumers in Alabama with great leadership and expertise
Annual Goals	
1	To process 100% of license applications withing 30 days of the receipt of completed application

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Licensee is expected to be approximately 1100 by 2014	1	Cost per licensee	50.00	22.00	40.00	23.00	40.00	23	50.00	22.00	150.00	92.00
2 - To issue 100% of licensee within 30 days of receipt of completed application by 2014	1	% process in time frame	95	100	95	100	95	100	95	100	95	100

Notes

1	3rd quarter -- 1153 licensee expenses 26417 22.91 price per licensee
1	4th quarter -- 1189 licensees, expenses 26,613.84 cost per licensee 22.38
1	Annual expenditures 106,951 + 2300 FY13 encumber. reserve + 109,251 cost per licensee 91.88

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
No effect
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
The Dietetic/Nutrition Board plans to make improvements to the online renewal to make it more user friendly for its licensees.

Fiscal Year 2013 Quarterly Performance Report

Agency:	353 AUCTIONEERS BOARD
Mission:	To protect the public by licensing and regulating qualified auctioneers who have the knowledge and training to conduct ethical and professional auctions.
Vision:	To reduce the number of complaints by educating the public.
Annual Goals	
1	To provide more online services to the public and licensees, such as license verification.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of New Licensed auctioneer & apprentices	1	# of licensees	20	16	20	19	20	12	20	17	80	64
2 - Number of exams administered	1	# of exams taken	10	9	10	9	10	8	10	13	40	39
3 - Numbers of new company licenses	1	# of licensees	8	7	8	7	8	3	8	7	32	24

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
The Board has not been affected.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
The Board has continued to educate the public, as well as licensed auctioneers about the auction company license. The Board will be introducing legislation in 2014. The State Board of Auctioneers, on its own motion and upon receiving a verified complaint, may investigate a complaint and hold a hearing. The board may suspend or revoke a license for certain actions and circumstances. This bill would provide further for licensing, would allow a state license to be purchased every two years, would provide further for reciprocity, and would establish an inactive license status. This bill would further empower the board to investigate actions of an auctioneer, issue a complaint, and hold a hearing. This bill would also allow the board to suspend or revoke a license for frivolous or unfounded complaints by a licensed auctioneer.

Fiscal Year 2013 Quarterly Performance Report

Agency:	354 OCCUPATIONAL THERAPY BOARD
Mission:	To safeguard the public health, safety, and welfare, and to assure the availability of occupational therapy services.
Vision:	To continue to provide same day services to the licensees and consumers, and to be technology efficient.
Annual Goals	
1	To enforce our vision statement.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of licensees	1	numbers	0	1889	0	1940	0	1930	0	1972	1950	
2 - Cost per licensee	1	dollars	0	17.23	0	14.29	0	14.01	0	14.19	147000.00	

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
All goals were met without hardship.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
None at this time.

Fiscal Year 2013 Quarterly Performance Report

Agency:	355 PUBLIC LIVESTOCK MARKET BOARD
Mission:	To promote marketing of livestock
Vision:	To encourage the development and productive operations by public livestock marketing business through the issue of livestock market charters
Annual Goals	
1	Number of applications for livestock marketing charters reviewed

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of applications for livestock marketing charters reviewed	1	# charters reviewed	1	0	2	0	1	0	1		5	

Notes

Fiscal Year 2013 Quarterly Performance Report

Agency:	356 CHOCTAWHTCHE-PEA-YELLOW WSHED
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.
Vision:	To ensure water resources are wisely developed, properly used and enhanced for present and future generations.
Annual Goals	
1	To address water supply needs and droughts in southeast Alabama by locating production well sites and monitoring drought effects on ground water by 2018.
2	To educate public by conducting eight informational presentations including flood warning system information and by co-sponsoring five Ground Water Festivals by 2014.
3	Operate and maintain basin-wide Flood Warning System (FWS).
4	To complete eight projects addressing water quality, water quantity, flood control and education by 2014.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Investigate well sites.	1	Number of sites	--	2	1	0	--	1	1	2	2	5
2 - Monitor ground water wells.	1	Number of wells	2	2	2	2	2	2	2	2	8	8
3 - Conduct public presentations.	2	Number of presentations	2	3	2	2	2	1	2	2	8	8
4 - Provide funding for Ground Water Festivals (GWF).	2	Number of GWF funded	--	--	2	0	3	4	--	0	5	4
5 - Perform maintenance on FWS gauges.	3	Number of gauges	20	20	20	20	20	20	20	20	80	80
6 - Operate FWS data collection system.	3	Number of operations	8	8	8	8	8	24	8	8	24	48
7 - Co-sponsor watershed projects.	4	Number of projects	--	--	--	0	4	5	4	6	8	11

Fiscal Year 2013 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Because of continued funding provided to our agency we were able to address many water-related issues in the ten southeastern Alabama counties. Work included the expansion of the Groundwater Monitoring System and development of a comprehensive Watershed Management Plan and a Recommended Water Conservation Plan for this area of the state.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Despite a reduced staff we remain active in the development of a statewide water policy and management plan including serving on legislative advisory water policy subcommittees. We feel the state would benefit by developing the position of a "Water Policy Advisor" as part of the Governor's cabinet. The person would be charged with the responsibility of providing technical and legal advice regarding the management and protection of Alabama's water resources and serve as a liaison for the Governor to the Legislature.

Fiscal Year 2013 Quarterly Performance Report

Agency:	357 HOME BUILDERS LICENSURE BOARD
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.
Vision:	Optional
Annual Goals	
1	Provide consumer protection through the regulation of the residential construction and remodeling industries.
2	Increase the user rate for electronic license renewal service to 73% by 2013.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - The number of licensees.	1	# of licenses issued	7000	5668	2500	2572	250	216	250	121	10000	8577
2 - The number of consumer complaints.	1	# of consumer complaints received.	40	31	40	31	35	31	35	29	150	122
3 - Maintain costs per licensee.	2	\$	175	76	175	99	175	142	175	208	175	208
4 - Increase the user rate for the electronic renewals process to reduce errors with renewal applications.	2	% of total renewals	69	70	2	2	1	0	1	0	73	72

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

The agency began its twenty-first operational year in 2012-2013. Due to previous difficulties in starting a new agency, we considered this 2012-2013 year to be our nineteenth full operational year. Therefore, we have established a realistic picture of our administrative operation. The agency had a successful year due to the Governor and Legislature.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Our permanent staff leveled at 17 full-time employees in fiscal year 2012-2013. The agency is organized into three divisions--administrative, licensure, and compliance and consumer affairs. Due to shifting an attorney to chief of the licensure division, our overall performance in licensure has increased. The agency continues to operate as a state-of-the-art agency, utilizing the latest technology and methods in our work.

Fiscal Year 2013 Quarterly Performance Report

Agency:	358 ATHLETIC TRAINERS BOARD
Mission:	To provide for only qualified athletic trainers to practice in the State of Alabama, thus protecting the public from inferior services of unqualified workers.
Vision:	To maintain the integrity of the profession through consistent application of high professional standards.
Annual Goals	
1	Maintain an efficient and effective system of licensing athletic trainers and regulating the practice of athletic training.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of Applications for Licensure Processed	1	Applications Processed	30	39	15	23	15	8	30	74	90	144
2 - Number of Renewal Applications Processed	1	Renewal Processed	425	593	75	19	0	0	0	0	500	612

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
We were funded at the requested level and were, therefore, able to meet our desired accomplishments and services.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
We have been able to be more efficient with notifying athletic trainers of important information through the use of our web site and the ISD to send mass email notices. We hope to continue to refine our services in the future.

Fiscal Year 2013 Quarterly Performance Report

Agency:	359 CHILDREN SERVICES FACILITATION
Mission:	To provide services to children and adolescents identified as Multiple Needs Children and whose needs exceed the resources available in the local community.
Vision:	Serving Multiple Needs Children in the least restrictive, family focused, community based setting possible to address their special needs.
Annual Goals	
1	To ensure all County Children's Service Facilitation Team members are trained on Multiple Needs Child process.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Review of Policy and Procedure manual by County CSFT Chairs and Co-Chairs	1	% of Chairs report reviewing policy	25%	20%	25%	25	25%	22%	25%		100%	
2 - Offer 2 training sessions to CSFTs regarding Policy and Procedure manual	1	training session	0	0	1	0	1	1	0		2	

Notes

Fiscal Year 2013 Quarterly Performance Report

Agency:	360 HEARING INSTRUMENT DEALERS BD
Mission:	To protect the health, safety and welfare of the public by providing for Hearing Instrument apprentice permits, fitter's license, and dispensers license.
Vision:	We envision a profession that serves and cares for consumers in Alabama with great leadership and expertise.
Annual Goals	
1	To insure that applicants receive all documentation needed to complete their applications in a timely manner. Information to be provided by phone, mail, or web site.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To issue 95% of licenscs within 20 days of receipt of completed application.	1	% process of time frame	95	100	95	100	95	100	95	100	95	100
2 - Licensee's are expected to be approximately 165 by 2014.	1	Cost per licensee	80	58	85	57	75	54	80	63	320	231

Notes

2	Number of Licensees 3rd Quarter 150 Expenditures 8083.38 Cost Per Licensee \$54 Information was collected off database and licensee log.
2	Number of Licensees 4th Quarter 154 Expenditures 9751.17 includes \$300 encumbrance total commitment. Cost per license \$63.31.
2	Expenditures including Encumbrances 35,879.00 - 154 Annual Licensees. Cost per Licensee \$231.03.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

No affect at this time.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Potential improvement would be to introduce a bill to make changes to the Hearing Instrument Dealers Law. The license fees need to be increased. The board has no flexibility at this time in setting fees without changing the law. A bill was introduced in the last legislative session but did not pass. The board will attempt to submit the bill again during the next session.

Fiscal Year 2013 Quarterly Performance Report

Agency:	363 ATHLETE AGENT REGULATORY COMM
Mission:	The mission of the Athlete Agent Regulatory Commission is to license and regulate athlete agents conducting business in the State of Alabama.
Vision:	To maintain an accurate database of athlete agents registered to conduct business in Alabama.
Annual Goals	
1	To keep the athlete agent database current and accurate.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of agent applications received and limited background checks performed	1	# of Applications Processed	20	14	20	23	20	27	20	15	80	79
2 - To maintain a current database on the Secretary of State website	1	N/M	-	-	-	-	-	-	-	-	-	-
3 - Perform the administrative functions of the agency with no more than one full time employee	1	# of Employees	.50	.50	.50	.50	.50	.5	.50	.5	.50	.50

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
None noted.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
None noted.

Fiscal Year 2013 Quarterly Performance Report

Agency:	364 PROFESSIONAL GEOLOGISTS LIC BD
Mission:	To protect life, health, public welfare and the environment throught the regulation of the practice of geology in the State of Alabama.
Vision:	To better educate the public about the importance of hiring a Licensed Geologist and to encourage the public to inform the Board of any unlicensed activity, by filing a Consumer Complaint Form.
Annual Goals	
1	To provide more online services to the public and licensees, such as license verification and renewals.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To increase the number of online renewals processed by 50%	1	Percentage of online renewals	12.5%	13%	12.5%	40%	12.5%	20%	12.5%	37%	50%	37%
2 - Increase number of new licenses Issued	1	Number of New Licenses	5	3	5	1	5	6	5	7	20	17

Notes

1	The annual total % of licensees that renewed online was 27%. The total eligible licensees for FY13 was 424 and 115 renewed online.
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<p>How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?</p> <p>The Board has not been affected.</p> <p>What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.</p> <p>The Board continues to offer a free Continuing Education Class on a yearly basis, to assist the licensees in obtaining hours to renew their license. At this time, based on the economy licensees are having a difficult time obtaining the required 30 professional development hours to renew. The Board hopes to continue this in the future. Also, the Board implemented online renewals and the feedback from the licensees has been positive.</p>

Fiscal Year 2013 Quarterly Performance Report

Agency:	365 MASSAGE THERAPY BOARD
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.
Vision:	To reduce the number of complaints by the public being educated on the proper techniques to be performed by a licensed massage therapist.
Annual Goals	
1	To provide services online such as online renewals, that will decrease the cost of printing and postage.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of New Licensees Issued	1	# of licenses issued	30	71	30	49	30	67	30	69	120	256
2 - To increase the number of renewals processed online by 20%	1	% of licenses renewed online	5%	0	5%	0	5%	0	5%	0%	20%	0%

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
 The Board has not been affected.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
 The Board recently updated its website to be more user friendly and it continues to work with Alabama Interactive to implement online licensee renewals. In addition, the Board has approved the acceptance of examinations offered by the National Certification Board for Therapeutic Massage and Bodywork and the Federation of Association of Massage Therapy Boards. At this time, the Board does not have any proposed legislation.

Fiscal Year 2013 Quarterly Performance Report

Agency:	366 ELECTRONIC SECURITY BOARD
Mission:	To regulate alarm system installers and locksmiths.
Vision:	To ensure competency and integrity in the locksmith and alarm system business.
Annual Goals	
1	Process/issue new and renewal licenses in an expeditious manner.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of companies licensed.	1	Count of companies.	200	217	350	277	75	148	25	41	650	683
2 - Number of individuals licensed.	1	Count of individuals.	1700	1674	2300	2241	700	1124	200	399	4900	5438

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

The AESBL law was amended to allow for a two-year license term and to allow for staggered renewals rather than having all licenses expiring at the same time. This will be implemented for new and renewal licenses beginning January 1, 2014. By staggering the renewals, it is expected that the workload on the office staff will be lessened beginning in FY2015 and will result in licenses being processed and issued in a more timely manner.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

None for 2012-2013. In 2013-2014, plan to revisit implementing an online renewal system to accept renewal applications and credit card payment of fees for those applications.

Fiscal Year 2013 Quarterly Performance Report

Agency:	367 MARRIAGE & FAMILY THERAPY BD
Mission:	to establish a regulatory agency, structure, and procedures which will ensure that the public is protected from unauthorized and unqualified Marriage and Family Therapy. (Section34-17A-2)
Vision:	Licensed Marriage and Family Therapist provide quality therapy to Alabama, promoting their mental health.
Annual Goals	
1	The Boards Annual Goal is to provide efficient service to all Licensees.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - The Boards objective is to Process all applications within 10 business days of receipt.	1	number	10	1	10	1	10	1	10	1	10	1

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
 The Board met their goals.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
 If the Administrative Procedures process did not require so much paper when we certify Rules and Regulations the Board would save on paper costs.

Fiscal Year 2013 Quarterly Performance Report

Agency:	370 INTERPRETERS & TRANSLITERATORS
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 interpreters and transliterating services, and establishing and monitoring interpreting and transliterating standards in the State of Alabama. [Section 34-16-2]
Vision:	Our vision is to make the service of well qualified interpreters accessible to each deaf Alabamian who desires interpreting services.
Annual Goals	
1	The Boards Annual Goal is to provide efficient service to all Licensees.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - The Boards objective is to Process all applications within 10 business days of receipt.	1	number	10	1	10	1	10	1	10	1	10	1

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
The Board met their goals.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
If the Administrative Procedures process did not require so much paper when we certify Rules and Regulations the Board would save on paper costs.

Fiscal Year 2013 Quarterly Performance Report

Agency:	371 ONSITE WASTEWATER BOARD
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.
Vision:	To ensure that all licensees in the State of Alabama that install, pump or manufacture septic tanks are adequately educated in their field of expertise.
Annual Goals	
1	To ensure that licenses are issued and renewed annually.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - New Licensees	1	quarterly	20	15	20	15	20	19	20	19	80	69
2 - Renewed Licensees	1	quarterly	500	1414	100	246	100	32	100	25	800	1706

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
Our agency has not been affected.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
The renewal process and issuance of licenses were revamped to ensure better record keeping

Fiscal Year 2013 Quarterly Performance Report

Agency:	372 DRYCLEANING ENVIRN ADVISORY BD
Mission:	To ensure the collection of funds from Drycleaners to assist in the clean up of abandoned or existing drycleaning facilities.
Vision:	To be recognize as the most efficient Board that assists in the clean up of abandoned sites more quickly to ensure the health of the public and environment.
Annual Goals	
1	Review and approve reimbursement requests within a 90 day period once the reimbursement request applications are submitted and completed.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To promote the request application process be completed within a 90 day period.	1	# of Days to Process	45	45	45	45	45	45	45	45	180	180

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
The Board has not been affected.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
The Board continues to strive, working with ADEM to ensure that cleanup sites claims are processed in a timely manner.

Fiscal Year 2013 Quarterly Performance Report

Agency:	373 HOME MED EQUIP SERV PROVID BD
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)).
Vision:	Home medical equipment services in Alabama are delivered by licensed home medical equipment providers deemed qualified, professional, and ethical, ensuring maximum public protection.
Annual Goals	
1	The Boards Annual Goal is to provide efficient service to all Licensees.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - The Boards objective is to Process all applications within 10 business days of receipt.	1	number	10	1	10	1	10	1	10	2	10	1

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
The Board met their goals.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
If the Administrative Procedures process did not require so much paper when we certify Rules and Regulations the Board would save on paper costs.

Fiscal Year 2013 Quarterly Performance Report

Agency:	374 ASSISTED LIVING EXAMINERS BD
Mission:	1) ensuring that all assisted living and specialty care assisted living facilities in the state are administered by a licensed administrator; 2) establishing and enforcing standards that are pre-requisite to licensure and licensure renewal; 3) administering appropriate examinations; 4) issuing licenses license renewals to qualified persons; 5) investigating and determining appropriate actions with regard to any charge or complaint lodged against a licensed administrator; 6) conducting a continuing study of assisted living facilities and specialty care assisted living facilities and administrators with a view to the improvement of the standards imposed for the licensing of such administrators; 7) approving various educational programs for continuing education credits for all assisted living administrators.
Vision:	License and regulate assisted living administrators in the state of Alabama. Through this program, the Board examines persons seeking a license to engage in assisted living administration and establishes and enforces standards for the licensing and practicing of assisted living administration.

Annual Goals	
1	TO decrease the cost per licensee by 10% by 2015.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - TO decrease the cost per licensee by 10% by 2015.	1	dollars	N/a		N/a		N/a	n/a	N/a	N/A	172.80	202.81
2 - Number of Licensees	1	Licensees	125		125	84	125	117	125	133	500	377

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
NA
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
NA

Fiscal Year 2013 Quarterly Performance Report

Agency:	375 HOMELAND SECURITY OFFICE
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.
Vision:	The citizens of Alabama be provided a safe environment free of terrorist activity
Annual Goals	
1	Accomplish statewide Homeland Security Planning including at least 3 investment justifications for the period FY 13-FY 15 in FY 13
2	Process 80% of grant reimbursements within 18 days of receipt of completed grant package by 2014

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Notify Legislators of grant awards within their districts 5 days prior to grant award	1	% notified on time	-		-	-	-	-	-	-	100%	100%
2 - Maintain staff at no more than 23 full time employees	1	number of employees	23	23	23	24	23	25	23	27	23	24.75
3 - Investment Justifications	1	number	-		-	-	-	-	-	-	3	4
4 - Percent of grant reimbursement packages completed within 18 days of receipt of completed package	2	%	-		-	-	-	-	-	-	72%	40%
5 - Number of grant reimbursements	2	number	-		-	-	-	-	-	-	700	377

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

Federal funding and State funding has continued to decrease during these tough economic times and the Alabama Law Enforcement Agency has been able to grant less funds to emergency response agencies. As funds decrease, administrative requirements not eligible to be paid with federal funds must be curtailed. Also, increased statutory requirements place additional funding obligations on the department.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Alabama Law Enforcement Agency continues to upgrade and enhance our overall management system to improve efficiencies in staff time and space requirements.

Fiscal Year 2013 Quarterly Performance Report

Agency:	377 BOARD OF RESPIRATORY THERAPY
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)
Vision:	Licensed Respiratory Therapists provide quality respiratory healthcare to Alabama citizens, promoting their health and self-sufficiency.

Annual Goals	
1	The Boards Annual Goal is to provide efficient service to all Licensees.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - The Boards objective is to Process all applications within 10 business days of receipt.	1	number	10	1	10	1	10	1	10	1	10	1

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

The Board met their goals.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

If the Administrative Procedures process did not require so much paper when we certify Rules and Regulations the Board would save on paper costs.

Fiscal Year 2013 Quarterly Performance Report

Agency:	378 AL BOARD OF COURT REPORTING
Mission:	Mission is 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 (Section 34-8B-1). The ABCR has also defined it's Vision, Values, and Goals .
Vision:	Court reporting services in Alabama are delivered by licensed court reporters deemed qualified, professional, and ethical, ensuring maximum public protection.
Annual Goals	
1	The Boards Annual Goal is to provide efficient service to all Licensees.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - The Boards objective is to Process all applications within 10 business days of receipt.	1	number	10	1	10	1	10	1	10	1	10	1

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
We met our goals.
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
If the Administrative Procedures process did not require so much paper the Board would save on paper costs.

Fiscal Year 2013 Quarterly Performance Report

Agency:	379 ALABAMA SECURITY REGULATORY BD
Mission:	To protect the health, safety and welfare of the citizens of Alabama by licensing and regulating the contract security professional to include individual security guards, companies and trainers.
Vision:	To ensure that all contract security companies and guards have met all requirements for licensure and have passed a criminal background check to ensure the safety and welfare of all citizens in the State of Alabama.

Annual Goals	
1	To ensure that contract security guards are aware of the licensure law and the proper procedures to obtain a license to provide services in the State.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Individual Security Guard Licenses Issued	1	# of Licenses Issued	625	845	625	638	625	571	625	1104	2500	3158

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

The Board has not been affected.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Board is now processing and issuing licenses in a more timely manner. Also, the Board's Investigator will be doing site inspections in FY14.

Fiscal Year 2013 Quarterly Performance Report

Agency:	380 AL CONSTRUCTION RECRUITMENT
Mission:	To recruit a new generation of skilled craftpersons for commercial and industrial construction.
Vision:	To close the projected skills gap in the skilled trades in Alabama
Annual Goals	
1	To recruit a new generation of skilled craftpersons for commercial and industrial construction
2	To close the projected skills gap in the skilled trades in Alabama
3	To conceptualize and implement a marketing campaign that improves the image of the skilled trades as a career.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To secure at least 1000 hits on the GoBuild website	1	WIN recorded hits	250		250		250	5000	250	5000	1000	
2 - To show through a third party evaluation at least a 10% change in positive attitudes toward skilled crafts careers	1	% increase on AUM evaluation	N/A		N/A		N/A	20%	N/A	20%	105	

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
 The governor's and the legislature's economic development and workforce development initiatives have positively supported our agency's mission.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
 We foresee possible legislation in the future to expand our board to include greater diversity.

Fiscal Year 2013 Quarterly Performance Report

Agency:	520 ALABAMA TRUST FUND
Mission:	To manage funds to maintain, protect, operate, enhance and manage properties acquired through the Forever Wild Program, in an efficient, accountable and ethical manner.
Vision:	To play a key fiscal role in the protection, enhancement, availability, access to, and stewardship of quality public conservation lands.
Annual Goals	
1	To fund prioritized restoration/maintenance needs associated with maintaining, protecting, promoting, operating, enhancing or managing properties in an efficient manner.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To keep average cost below \$4.32 spent per acre	1	\$ per acre	<4.32	0.30	<4.32	0.91	<4.32	0.41	<4.32	1.67	<4.32	3.20

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

The Forever Wild funding from the Alabama Trust Fund was approved by Constitutional Amendment in November 2012 for an additional 20 years. We appreciate the support shown by the Alabama Legislature, The Governor, and Citizens of Alabama for the Forever Wild Program.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We continue to manage the Forever Wild properties for the benefit of the People in Alabama. We encourage you to visit www.alabamaforeverwild.com to learn more about your Forever Wild Properties. We have no suggested Legislative changes at this time.

Fiscal Year 2013 Quarterly Performance Report

Agency:	526 REAL ESTATE APPRAISERS BOARD
Mission:	To provide protection for all users of real property appraisal and appraisal management 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 63)(Gov. Priority #1 and #5)
Vision:	To improve the quality of education courses and instructors to better educate our licensees. Accomplishing this will lead to a decrease in complaints filed.
Annual Goals	
1	To provide services on-line so that 85% of license renewals are processed via on-line services. (Renewal period is August 1 - September 30 each year.
2	To complete 95% of appraiser complaint investigations within 90 days of assignment to investigator.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To increase the number of renewal transactions electronically	1	Percent of renewals	0	N/A	0	N/A	0	N/A	80%	84%	80%	84%
2 - To complete 95% of appraiser complaint investigations within 90 days of assignment by 2013.	2	Percent of cases	90	100	90	100	90	100%	95	100%	95	100%

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?
No
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
None

Fiscal Year 2013 Quarterly Performance Report

Agency:	529 FOREVER WILD LAND TRUST
Mission:	To identify, acquire, manage, protect and improve the vitality and quality of natural lands and waters that are environmental and/or recreational significance and provide for the maintenance thereof through the administration of the Stewardship Fund.
Vision:	To maintain Alabama's public land trust program for the acquisition of unique, biologically diverse lands for public access and recreation.
Annual Goals	
1	To acquire land for a variety of stated public recreational uses and resource conservation, as reflected under the four categories for evaluation and purchase each year.
2	To record biological records in a database.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To acquire 7,500 acres	1	# of acres	1,875	6,586	1,875	35	1,875	1,975	1,875	842	7,500	9,438
2 - To enter 30,000 biological records	2	# of records	7,500	22,766	7,500	162,006	7,500	1,364	7,500	35,096	30,000	221,232

Notes

2	The entering of biological records fluctuates during the year due to field work and availability of other data sources.
How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?	
The Forever Wild funding from the Alabama Trust Fund was approved by Constitutional Amendment in November 2012 for an additional 20 years. We appreciate the support shown by the Alabama Legislature, The Governor, and Citizens of Alabama for the Forever Wild Program.	
What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.	
We continue to manage the Forever Wild properties for the benefit of the People in Alabama. We encourage you to visit www.alabamaforeverwild.com to learn more about your Forever Wild Properties. We have no suggested Legislative changes at this time.	

FY 13 Quarterly Performance Report

Agency: 549 - Historic Chattahoochee Commission

Mission: To promote heritage tourism, history education and historic preservation in the Chattahoochee Trace region of Alabama and Georgia

Vision: To generate economic growth and improve the quality of life in the region we serve through our unique program of work

- Annual Goals**
- 1 Promote heritage tourism, education, and historic preservation to the widest possible audience
 - 2 Organize and help guide worthwhile initiatives throughout the region
 - 3 Develop education programs and encourage better understanding of regional history
 - 4 Provide interpretation of important people, places, and events from the past

Quarterly Objectives and Targets:													
Performance Objectives		Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
				Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1	News releases, radio spots, calendar & newsletter distribution, and brochure distribution	1	#	7,500	7,776	6,500	13,544	7,500	9,284	7,500	6,836	29,000	37,440
2	Consultations & presentations	2	#	20	24	20	27	20	27	20	19	80	97
3	Stage education programs	3	#	2	2	2	1	1	2	2	2	7	7
4	Distribute scholarship	3	#	40	45	30	56	30	38	30	105	130	244
5	Place Interpretive signage	4	#	1	1	1	5	4	3	1	0	7	9

Notes
 I mistakenly included an interpretive sign in the second quarter that should have been counted in the fourth -- so there were actually 4 in the second quarter and 4 in the third.

Fiscal Year 2013 Quarterly Performance Report

Agency:	552 MOTOR SPORTS HALL OF FAME
Mission:	Our mission is to preserve and display the history of motorsports.
Vision:	Our vision is to have a first-class facility that will provide our guests with a positive impression of our museum and our State.
Annual Goals	
1	Our goal is to increase attendance.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Distribute brochures to potential visitors to the Motorsports Hall of Fame	1	Number of brochures distributed	5000		5000	3000	5000		5000		20000	

Notes

Fiscal Year 2013 Quarterly Performance Report

Agency:	559 MEDICAL SCHOLARSHIPS AWARDS BD
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.
Vision:	To create an incentive to increase the supply of primary care physicians and encourage their practice in the state's rural medically underserved communities.
Annual Goals	
1	Maintain awarding scholarships and loans through correspondence at 100% by 2016.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Loans Awarded	1	Number of Loans	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	14	14

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2012-2013 affected your agency in meeting its desired accomplishments and services?

During the beginning of the fiscal year, the Health department was faced with an operating deficit. A plan was developed that involved cost reductions. The Health department ended its participation in the ED Waiver program completely by the end of FY 2013. This required a reduction of approximately 800 FTEs during FY 2013.

What administrative improvements did your agency make in fiscal year 2012-2013 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

With severely limited financial resources, close management of those resources has become even more critical. To that end, the Department developed "Ensemble" in fiscal year 2012, which is an enhanced production management and cost accounting reporting system. This decision support system combines data from financial, production, cost accounting, time keeping, and clinical management systems in a simple tool for management analysis and decisions.

Fiscal Year 2013 Quarterly Performance Report

Agency:	561 WOMEN'S COMMISSION
Mission:	The purpose of the Commission, as provided in 41-9-413, Code of Alabama 1975, is to improve and advance the lives of women in the State of Alabama.
Vision:	The Commission may study, make recommendations, educate, and promote constructive action on issues related to women which should include, but are not limited to, the following: economic development, education, employment, health, legal rights, political participation, and the quality of individual and family life.
Annual Goals	
1	The Women's Commission will host 4 meetings each year.
2	The Women's Commission will hosts one annual fundraising event.
3	The Women's Commission will contract with an organiation to conduct research on women's issues in the State bi-annually (2013,2015, etc.)

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Mectings	1	Mecting	1	1	1	1	1	1	1		4	
2 - Fundraising Event	2	Dollars	0	0	\$10,000	0	0	\$8,000	0		\$10,000	
3 - Research	3	Contracts	0	0	0	0	0	0	1		1	

Notes

Fiscal Year 2013 Quarterly Performance Report

Agency:	562 SPACE SCIENCE EXHIBIT COMM/FA
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)
Vision:	To educate, inspire, and motivate Alabama students to become explorers, scientists, teachers, and leaders of the Twenty- First century.
Annual Goals	
1	To continue to reduce the outstanding balance on the operating line of credit and meet required bank step downs.
2	To achieve operational equilibrium for FY 2013.

Fiscal Year 2013 Quarterly Performance Report

Agency:	570 SCHOOL OF FINE ARTS
Mission:	The mission of the Alabama School of Fine Arts, a diverse community of explorers, is 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 society.
Vision:	Every teacher shall inspire. Every student shall create. Every student shall achieve fulfillment through the process and product of learning. All learners shall acquire and use advancing technology skills that apply to their specialties. All impassioned students shall graduate. All graduates shall gain admission to a program related to their ASFA specialty.

Annual Goals	
1	Ensure a diverse learning community of faculty, staff, and students who embody our mission and beliefs.
2	Optimize student learning by routinely examining and developing dynamic curricula and instruction.
3	Analyze, acquire and integrate advancing information technology to optimize creative learning.
4	Engage the community and cultivate appreciation and support for the arts and sciences.

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase the representation of Asian-Americans in the governance and faculty.	1	2	0		0		2	0	0		2	
2 - Implement a comprehensive curriculum review of specialty departments and core.	2	1	0		0		1	1	0		1	
3 - Develop and implement a comprehensive technology plan for integration in the classroom.	3	1	0		0		1	1	0		1	
4 - Select and implement effective student management tools to provide stable platforms for information.	3	1	1	1	0		0		0		1	
5 - Optimize the use of the internet as a communication medium between ASFA and its internal and external communities - first step organize a Facebook presence.	4	1	1	1	0		0		0		1	

Fiscal Year 2013 Quarterly Performance Report
Notes

FY 13 Quarterly Performance Report

Agency: 589 - Prosthetists and Orthotists, Alabama State Board of

Mission: To safeguard the public's health, safety and welfare by adopting and enforcing legal standards for licensing practitioners, mastectomy fitters, and assistants; accrediting facilities; and, registering suppliers.

Vision: To achieve excellence in prosthetics and orthotics regulation through proactive, innovative, and responsive actions.

- Annual Goals 1 All applications meeting licensing and/or registration requirements shall be processed within thirty working days.
- 2 The Board's compliance standards shall be enforced through administrative and regulatory review.
- 3 The Board shall resolve within a timely manner all non-compliance issues, violations and complaints.
- 4

Quarterly Objectives and Targets:													
			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual		
Performance Objectives			Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	
1	Process applicants meeting licensing and/or registration requirements within 30 working days.		100%	% applications meeting objectives each quarter	100%	100%	100%	100%	100%	100%	100%	100%	100%
2	Active licenses meeting Continuing Education Requirements.		100%	% Renewed licenses meeting objectives	100%	100%	100%	100%	100%	100%	100%	100%	100%
3	Accredited Facilities surveyed annually with on-site visit.		100%	Annual % of Facilities Surveyed	(Annual)	(Annual)	(Annual)	(Annual)	(Annual)	(Annual)	(Annual)	100% Annually	50%
4	Number of New Licenses/Accreditations Issued in 2013		50	#	0	4	20	13	20	9	10	8	50
5	Number of Violations and/or Complaints		5	#	1	1	1	1	2	0	1	0	5

NOTES

Fiscal Year 2013 Quarterly Performance Report

Agency:	594 ALABAMA ATHLETIC COMMISSION
Mission:	To ensure combat sports in Alabama are safe and fair. We also seek to protect the spectators financially and physically.
Vision:	The Commission works to comply with all Federal and State laws concerning combat sporting events in Alabama and set up a healthy environment where Alabama is a destination for both small and large shows.
Annual Goals	
2	To bring larger events in to Alabama

Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Hold 3 large event per year	2	number of large events	0	0	1	0	1	1	1		3	

Notes