

**FY 2018 GOVERNOR'S BUDGET RECOMMENDATIONS - PROGRAM PERFORMANCE MEASURES**

AGENCY NAME:		
DEPARTMENT NAME:	OFFICE OF THE ATTORNEY GENERAL	
DIVISION NAME:	PUBLIC PROTECTION	
PRIMARY APPROPRIATION #	2100001000	
PROGRAM NAME	CONSUMER ASSISTANCE PROGRAM	
PROGRAM NUMBER (if used)	17131	
FY 2018 Appropriation \$\$	\$ 10,790,592.00	
Budget Amounts in Primary appropriation not related to this program:	\$ 10,433,651.00	
		SECONDARY APPROPRIATION #
Program Budget Amounts from other appropriation:	\$ 88,016.00	UVM cost share per MOU
Program Budget Amounts from other appropriation:	\$ -	(Does not include inkind value of
Program Budget Amounts from other appropriation:	\$ -	space, utilities, or phones)
Program Budget Amounts from other appropriation:	\$ -	
Program Budget Amounts from other appropriation:	\$ -	
TOTAL PROGRAM BUDGET FY 2018	\$ 444,957.00	n/a

POPULATION-LEVEL OUTCOME:	(1) Vermont has a prosperous economy.
---------------------------	---------------------------------------

POPULATION-LEVEL INDICATOR:	Constituents find the marketplace to be free, fair and equitable, as
-----------------------------	--

		Performance Measure Data				
		FY 2015	FY 2016	FY 2017 Budget	FY 2017 BAA	FY 2018 Budget
Performance Measure A:	Constituent initial contacts (intakes and complaints filed)	25	11,075	13,299	13,000	13,000
Type of PM A:	3. Is anyone better off? (a.k.a. effectiveness or result/outcome) (Best PM)					
		FY 2015	FY 2016	FY 2017 Budget	FY 2017 BAA	FY 2018 Budget
Performance Measure B:	Percentage of closed complaints resolved	26	46%	47%	50%	50%
Type of PM B:	2. How well did we do it? (a.k.a. quality or efficiency) (Better PM)					
		FY 2015	FY 2016	FY 2017 Budget	FY 2017 BAA	FY 2018 Budget
Performance Measure C:	Average constituent recovery per resolved complaint	27	\$ 110	\$ 323	\$ 300	\$ 300
Type of PM C:	3. Is anyone better off? (a.k.a. effectiveness or result/outcome) (Best PM)					

**NARRATIVE/COMMENTS/STORY:** Describe the program. Who/what does it serve? Are there any data limitations or caveats? Explain trend or recent changes. Speak to new initiatives expected to have future impact.

The Office of the Attorney General's Consumer Assistance Program (CAP) is located on the University of Vermont campus in Burlington. It is staffed by an assistant attorney general, three coordinators and rotating student volunteers. They receive and respond to over 13,000 complaints and inquiries per year from consumers and businesses.

**Small Business Initiative** - The Office is planning a small business initiative that will pro-actively reduce complaints and problems in the marketplace, improve resolution rates and results for consumers and businesses, and make it easier for businesses to thrive in the Vermont economy. In FY15, CAP fielded 48 complaints from businesses seeking assistance. In FY16, that number more than doubled, to 102. Businesses are increasingly seeking support in the marketplace, and CAP is responding to meet this demand. If funding becomes available during the Legislative Session we plan to launch a new small business initiative and establish a new Business Services Outreach Professional position. The new initiative would actively assist businesses in navigating and understanding how to comply with Vermont law, assist them in resolving complaints with other businesses and state agencies, and provide critical information and referral services.

**Technology and Communications** - The Office plans to develop a new website that is mobile-friendly, consumer-driven and optimized by analytics. Integrating with the new site, CAP will roll out information services across multiple social media platforms to expand access to useful information for Vermont consumers and businesses. We are also reviewing how we might use a more purpose-built Customer Relationship Management (CRM) system to enhance service and reduce response time.

**Good Neighbor Program** - There is a clear need for alternative resolution options for consumer complaints that do not rely on small claims court for adjudication. We are exploring a CAP-supported complaint arbitration program (modeled on existing sector-specific programs, such as VADA's AutoCAP arbitration program) where businesses that opt-in would commit to best practices and agree to arbitration of unresolved complaints before a volunteer panel. We may also develop an advisory council composed of program participants to provide ongoing feedback for program and other services improvement.