

## Part 1 – Agency Profile

### Agency Overview

A major state government reorganization in 1974 resulted in the creation of the Department of Self-Governing Agencies. The Bureau of Occupational Licenses (IBOL) was created, within the Department of Self-Governing Agencies, to serve the needs of many of the regulatory bodies within the Department.

Governor C. L. "Butch" Otter appointed Tana Cory as Chief of the IBOL on January 2, 2007. The Bureau administrative staff consists of two administrative support managers, a management assistant, one administrative assistant, one appeals/hearing technician, one investigative unit complaint manager, nine technical records specialists, one lead investigator, ten investigators, one customer service representative, two office specialists, one financial specialist and one financial support technician. This organizational structure allows the IBOL to provide efficient and competent service to regulatory Boards, Board members, licensees, applicants, and Idaho's general public.

The Bureau's operations depend solely on dedicated funds generated from fees for applications, original licenses/registrations, renewals, examinations, and disciplinary fines. Neither tax dollars nor other funds from Idaho's general fund are used. The Bureau's annual appropriation is distributed among the boards based on historical needs, new programs, and requests. Monthly financial status reports for IBOL and the individual boards are available at all times throughout the year on the website at [www.ibol.idaho.gov](http://www.ibol.idaho.gov).

Those regulatory bodies that contract for services with the Bureau are subject to economic changes, population trends, and other factors that directly affect entry into a particular profession. These trends influence the number of new applicants and the number of licenses renewed annually, which in turn, impacts the amount of revenue collected by a board for its operations. As the state's population has increased, additional licensees, complaints, and additional responsibilities with assigned boards and commissions, have placed steadily increasing workloads on Bureau staff and facilities. Recognizing this growth, the legislature approved the Governor's FY2008 budget which included two additional investigators, an office specialist and one investigative complaint manager. This additional staff has been instrumental in getting the Bureau caught up on the investigative caseload.

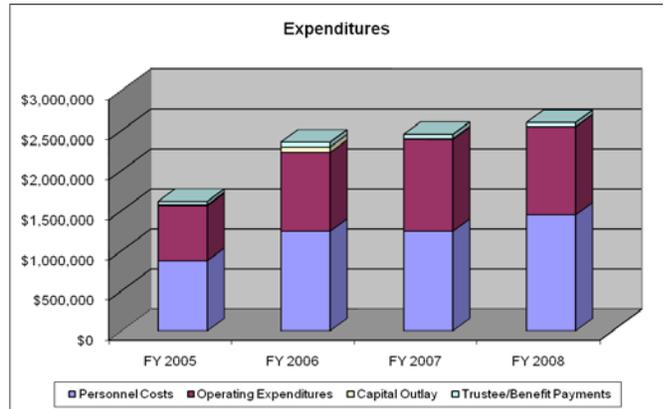
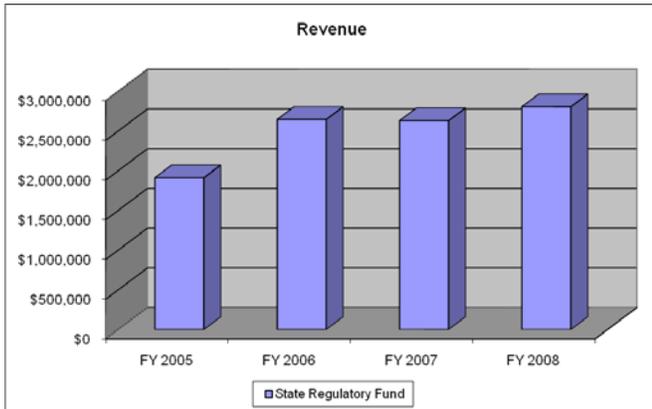
### Core Functions/Idaho Code

The IBOL is empowered by Chapter 26, Title 67, Idaho Code to enter into written agreements to provide administrative, investigative, fiscal, and legal services to contracting self-governing entities. This arrangement, often referred to as an "umbrella," allows several boards to share resources and the costs of operation while maintaining their independence. The Bureau currently contracts with the following boards:

- Idaho State Board of Acupuncture;
- Board of Architectural Examiners;
- Uniform Athlete Agents Registration Act;
- The Athletic Commission;
- Board of Barber Examiners;
- Board of Chiropractic Physicians;
- Contractors Board;
- Board of Cosmetology;
- Licensing Board of Professional Counselors and Marriage & Family Therapists;
- Board of Dentistry;
- Board of Registration for Professional Geologists;
- Board of Landscape Architects;
- Liquefied Petroleum Gas Safety Board;
- Board of Morticians;
- Board of Examiners of Nursing Home Administrators;
- Board of Optometry;
- Board of Physical Therapists;
- Board of Podiatry;
- Board of Psychologist Examiners;
- Real Estate Appraiser Board;
- Board of Examiners of Residential Care Facility Administrators;
- Board of Social Work Examiners;
- Shorthand Reporters Board;
- Speech & Hearing Services Licensure Board; and
- the Board of Drinking Water and Wastewater Professionals

**Revenue and Expenditures**

Revenue	FY 2005	FY 2006	FY 2007	FY 2008
State Regulatory Fund	\$1,911,500	\$2,644,800	\$2,628,700	\$2,804,300
<b>Total</b>	<b>\$1,911,500</b>	<b>\$2,644,800</b>	<b>\$2,628,700</b>	<b>\$2,804,300</b>
Expenditure	FY 2005	FY 2006	FY 2007	FY 2008
Personnel Costs	\$877,900	\$1,244,600	\$1,244,700	\$1,448,000
Operating Expenditures	\$685,500	\$982,000	\$1,144,400	\$1,098,500
Capital Outlay	\$12,200	\$69,100	\$8,000	\$4,100
Trustee/Benefit Payments	\$40,800	\$58,500	\$55,700	\$50,200
<b>Total</b>	<b>\$1,616,400</b>	<b>\$2,354,200</b>	<b>\$2,452,800</b>	<b>\$2,600,800</b>



**Profile of Cases Managed and/or Key Services Provided**

Cases Managed and/or Key Services Provided	FY 2005	FY 2006	FY 2007	FY 2008
Current Licensees	27,156	44,361	50,709	52,052
Applications received	4,279	24,105	10,785	9,059
New Licenses Issued	3,019	20,622	9,816	7,218
Facility Inspections	1,274	1,049	1,040	2,174
Complaints received	259	282	1,175	874
Complaints Resolved	142	173	442	884
Disciplinary Actions	45	39	75	162
<b>Total Records Maintained</b>	<b>81,119</b>	<b>146,451</b>	<b>159,734</b>	<b>170,933</b>

**Performance Highlights**

The Bureau has experienced rapid growth in the number of boards served and the workload in the past few years. Below are some examples:

- The Bureau went from 19 boards and commissions in 2005 to 25 in 2008.
- The Bureau has averaged 400-600 calls per day since 2006 when we began tracking call volume.
- The number of investigations went from 299 in 2005 to 1178 in 2007 and 850 in 2008.
- The number of inspections conducted was 1,288 in 2005 and 2,135 in 2008.
- The number of licensees went from 27,156 in 2005 to 52,052 in 2008.
- The Bureau held 107 board meetings in 2005 and 154 in 2008.

Along with managing the day-to-day workload mentioned above, the Bureau has been working to improve efficiency and effectiveness over the past year. An example of improvements includes creating a process to improve timeliness and accuracy on minutes and agendas. The Bureau had a process improvement committee look at complaint disposition. Several recommendations have been implemented to move cases through the process in a more timely fashion. In August 2007, the number of pending investigations from 2000-2006 was 290. At the end of FY 2008, all but 14 (all 2006 cases) had been closed or referred to the Attorney General's Office. Improvements have also been made to web and application processes to streamline and make information more accessible as well as to improve the online renewal system.

## Part II – Performance Measures

Performance Measure	2005	2006	2007	2008	Benchmark
1. Complaint Acknowledgement letters sent within thirty days.	89%	94%	87%	97%	No less than 95%
2. The rate of online renewals continues to increase.	13.86%	17.06%	24.34%	33.20%	At least 50% renewals done online.
3. All minutes completed within two weeks of board meeting.	NA	NA	NA	78% since Feb. 2008 when started tracking	100%

### Performance Measure Explanatory Note:

The Bureau did a complete strategic plan re-write this year and created a new set of performance measures and benchmarks. We will be tracking these going forward and may be adding some in the next few years as we put tracking in place to measure against the benchmarks.

1. Online renewals in 2008 represent 48.84 days of saved manual processing time, freeing up the staff to focus on other work.
2. The completion of minutes was first tracked beginning in February.

### For More Information Contact

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