

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 IBOL administrative staff consists of two Deputy Bureau Chiefs, and a Management Assistant. The IBOL also employs one administrative assistant, one appeals/hearing technician, one investigative unit complaint manager, eight technical records specialists, one lead investigator and 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 IBOL operation depends solely on dedicated funds generated from fees for applications, original licenses and registrations, renewals, examinations, and from disciplinary fines. Neither tax dollars nor other funds from Idaho's general fund are used for the operation of the IBOL. The IBOL provides each Board with an annual budget based on the IBOL's annual appropriation. That appropriation is distributed among the Boards based on historical needs and new programs & requests. Monthly financial status reports are available at all times throughout the year for IBOL and the individual Boards.

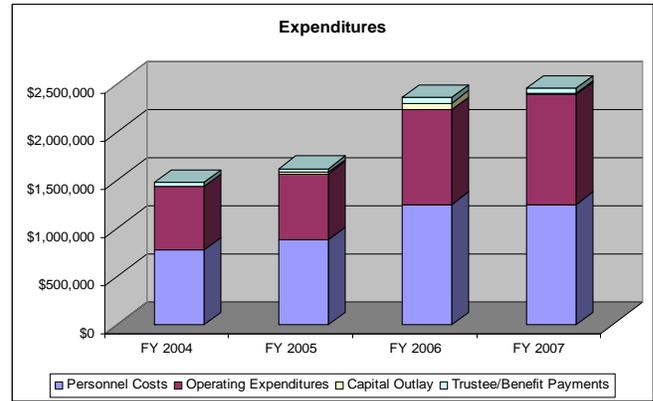
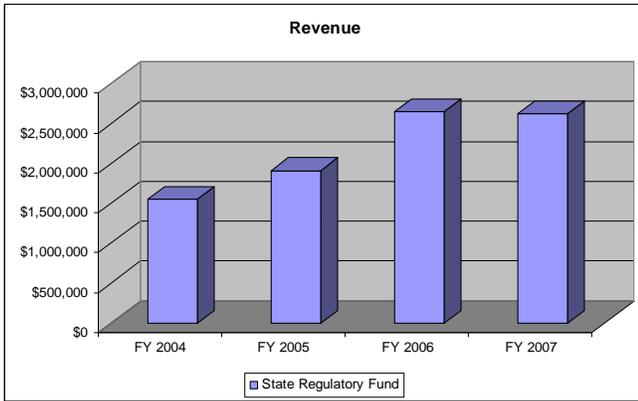
Those regulatory bodies that contract for services with the IBOL are subject to economic changes, population trends, and other factors that directly affect entry into a particular profession. These trends influence the number of new applicants and the number of licenses renewed annually, which in turn, impacts the amount of revenue collected by a board for its operations. As the state's population has increased, additional licensees and complaints, and additional responsibilities with assigned Boards and Commission, 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.

Core Functions/Idaho Code

The IBOL is empowered by Chapter 26, Title 67, Idaho Code to enter into written agreements with the 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 Landscape Architects; Liquefied Petroleum Gas Safety Board; Board of Morticians; Board of Naturopathic Medical Examiners; 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; Speech & Hearing Services Licensure Board; and the Board of Drinking Water and Wastewater Professionals to provide administrative, investigative, fiscal, and legal services. This arrangement, often referred to as an "umbrella", allows several boards to share resources and the costs of operation while maintaining the independence of each entity.

Revenue and Expenditures

Revenue	FY 2004	FY 2005	FY 2006	FY 2007
State Regulatory Fund	\$1,550,100	\$1,911,500	\$2,644,800	\$2,628,700
Total	\$1,550,100	\$1,911,500	\$2,644,800	\$2,628,700
Expenditure	FY 2004	FY 2005	FY 2006	FY 2007
Personnel Costs	\$773,200	\$877,900	\$1,244,600	\$1,244,700
Operating Expenditures	\$655,500	\$685,500	\$982,000	\$1,144,400
Capital Outlay	\$6,000	\$12,200	\$69,100	\$8,000
Trustee/Benefit Payments	\$38,600	\$40,800	\$58,500	\$55,700
Total	\$1,473,300	\$1,616,400	\$2,354,200	\$2,452,800



Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2004	FY 2005	FY 2006	FY 2007
Current Licensees	25,884	27,156	44,361	50,709
Applications received	3,880	4,279	24,105	10,785
New Licenses Issued	5,320	3,019	20,622	9,816
Facility Inspections	1,788	1,274	1049	1040
Complaints received	294	259	282	1175
Complaints Resolved	181	142	173	442
Disciplinary Actions	53	45	39	75
Total Records Maintained	72,749	81,119	146,451	159,734

Performance Highlights

The expansion of two Boards, the addition of six (6) new Boards and one Commission during the last few years resulted in the need to add staff and revise the organizational structure of the Bureau. A new database, increased web exposure and electronic correspondence, together with additional investigative and administrative personnel have all contributed to the Bureau's efforts to keep pace with the increased workload. A review of the Profile of Cases Managed and/or Key Services Provided table shown on page 2 reveals the dramatic increase in Licensees, Applications, New Issued Licenses, Complaints Received and Total Records Maintained from FY 2003 to FY 2006. As examples, the number of licensees doubled and the number of records maintained increased by 135.9%. In FY 2007, the numbers seem to indicate that the registration numbers for the Contractor's Board has started to level off. The IBOL continues to receive complaints alleging violations against an average 2.3% of licensees / registrants.

The Bureau's internal accounting system allows a more equitable and accurate distribution of both direct and indirect costs to the Boards. This is reflected in the financial reports that are available on the web site 24/7 and are updated monthly. By sharing facility, equipment, personnel and other operating costs among all of the Boards, each Board is better able to operate in a fiscally self-supporting manner.

Part II – Performance Measures

Performance Measure	2004	2005	2006	2007	Benchmark
1. Develop & Maintain a Bureau Web Site with links to Individual Board pages, which provides licensure information, forms and information links, including licensees and registrants names and contact information. The information available Includes Laws and Rules both current and proposed; calendar showing each Boards meeting dates; minutes and financial reports. Links to sites interstate and nationally which are of interest and assistance to applicants, licensees, Board members, members of the public, and staff; have been developed and are improving as needed and are maintained.	N/A	N/A	August 2006 there were 12,243 hits on the web site with those hits accessing 138,653 pages. The average number of hits per day were 4,472 with the average user session length 12 minutes.	For FY 2007 there were 161,465 hits on the web site with those hits accessing 1,175,121 pages. The average number of hits per day were 8,192 with the average user session length 13 $\frac{3}{4}$ minutes.	The Web site for IBOL is accessed by staff, state agencies, members of the public, auditors, legislators, etc., daily; with positive feedback and expressions of appreciation for ease of use and technological information obtained thereon.
2. Maintain and update license database system to improve efficiency, maintenance, and accuracy of licensure information, reports and the renewal process.	N/A	N/A	N/A	N/A	<p>The current database provides efficient, timely accurate licensure information and statistical information as requested.</p> <p>The database system has been developed in a cooperative manner through administration and staff suggestions and provides the basis upon which IBOL can provide efficient, timely, cost effective service. Including automatic renewal notices, financial reports and budgeting needs as well as licensee information inclusion.</p> <p>With the additional responsibilities assigned by the Legislature additional upgrades and improvements to the data base will be needed.</p>

<p>3. Enhance the level of employee satisfaction and effectiveness</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>IBOL administration has provided an open door policy regarding access to administrators; with an emphasis on continuing education in their respective Board assignment and computer and database operations; as well as updating equipment. Suggestions for improvement to operations and the database system are reviewed upon receipt and if approved are implemented quickly. Recognition is given to staff that provide suggestions and the implementation of the suggestions assists staff members in maintaining an efficient, timely level of service to the Boards, licensees and members of the public.</p>
<p>4. Provide Efficient Service on behalf of the Boards to the public.</p>	<p>N/A</p>	<p>N/A</p>	<p>The large number of information requests received during the initial Contractor Registration affected responses to all administered professions</p>	<p>N/A</p>	<p>Requests for information are responded to in a timely manner; Laws and Rules are posted on the web site as proposed and upon acceptance by the Legislature included in existing statutes and rules. Upon request Law and Rule booklets are prepared and distributed. The Web Site structure provides public access to Board Membership, licensee lists with names and addresses, minutes, financial reports, license or registration applications, renewal applications, instructions for each application and contact information at no charge to the public on a 24/7 basis.</p>

Performance Measure Explanatory Note:

- 1) The website IBOL has developed, maintains and is continually improving, provides information to the licensees, the Board members, as well as members of the public. The goal of IBOL is to provide easily understood, accessible information and ultimately enable electronic license and registration applications and renewals online. The positive reports from those who utilize this resource indicate that part of the goal has been achieved. Numbers indicate that over 30 percent of individuals registered or licensed by IBOL renew online. While this is a significant number, the bureau will continue to work toward the goal of increasing the on-line licensures, registrations and renewals by continuing to improve and provide ease of access and clarity of information.
- 2) The IBOL's licensure and financial database, as developed, provides the base upon which IBOL functions. With nearly 51,000 current licensees in 25 professions, the increasing demands for information and services, including the comprehensive legal process that is required to complete complaints, could not be met without this resource. Ongoing improvements and innovations provide assistance to the staff in meeting the requirements of the various professions. With the additional assigned responsibilities, additions and upgrades to the database will be necessary.
- 3) Employee satisfaction and effectiveness is an ongoing effort. Allowing staff to participate in operations by accepting and implementing suggestions for improvement to the process by which they discharge their responsibilities has resulted in a positive sense of involvement and ownership that is resulting in timesaving, cost reduction and improved efficiencies.
- 4) The basis of this agency's service to the public is the information contained on the web site and within the database. The information on the web site is immediately available to anyone accessing that resource. Additional information that may be requested is available through our staff members who are able to respond in a timely and pleasant manner by utilizing the web site or the database. Currently, the IBOL receives an average of 592 phone calls per day in addition to the daily mail and walk-in visits.

For More Information Contact

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