

## 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 an administrative support manager, a business operations specialist, a management assistant, a hearing appeals coordinator, a complaint coordinator, nine technical records specialists, a supervising investigator, ten investigators, one customer service representative, three 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, and as the Legislature has created new boards, additional licensees, complaints, and additional responsibilities with assigned boards and commissions, have placed steadily increasing workloads on Bureau staff and facilities.

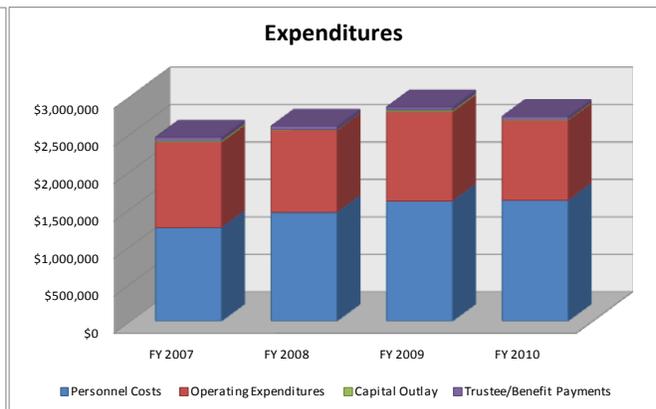
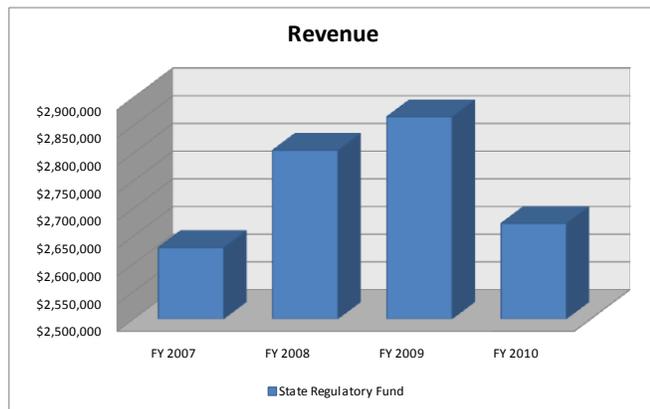
### Core Functions/Idaho Code

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;
- Driving Businesses Licensure Board;
- Board of Registration for Professional Geologists;
- Board of Landscape Architects;
- Liquefied Petroleum Gas Safety Board;
- Board of Midwifery;
- Board of Morticians;
- Board of Examiners of Nursing Home Administrators;
- Occupational Therapy Licensure Board;
- 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
- Board of Drinking Water and Wastewater Professionals

### Revenue and Expenditures

Revenue	FY 2007	FY 2008	FY 2009	FY 2010
State Regulatory Fund	\$2,628,700	\$2,804,300	\$2,864,700	\$2,672,199.33
<b>Total</b>	<b>\$2,628,700</b>	<b>\$2,804,300</b>	<b>\$2,864,700</b>	<b>\$2,672,199.33</b>
Expenditure	FY 2007	FY 2008	FY 2009	FY 2010
Personnel Costs	\$1,244,700	\$1,448,000	\$1,599,900	\$1,611,382.87
Operating Expenditures	\$1,144,400	\$1,098,500	\$1,193,300	\$1,068,563.20
Capital Outlay	\$8,000	\$4,100	\$18,900	0.00
Trustee/Benefit Payments	\$55,700	\$50,200	\$43,600	\$49,681.80
<b>Total</b>	<b>\$2,452,800</b>	<b>\$2,600,800</b>	<b>\$2,855,700</b>	<b>\$2,729,627.87</b>



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

Cases Managed and/or Key Services Provided	FY 2007	FY 2008	FY 2009	FY 2010
Current Licensees	50,709	52,052	57,212	52,845
Applications Received	10,785	9,059	6,793	7,325
New Licenses Issued	9,816	7,128	6,488	6,638
Facility Inspections	1,040	2,174	1,636	3,003
Complaints Received	1,175	874	869	1,046
Complaints Resolved	442	884	892	846
Disciplinary Actions	75	162	308	470
<b>Total Records Maintained</b>	<b>159,734</b>	<b>170,933</b>	<b>188,449</b>	<b>200,284</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 FY2005 to 28 in July of 2009.
- The number of investigations went from 261 in FY2005 to 1,046 in FY2010.
- The number of inspections conducted was 1,288 in FY2005 and 3,003 in FY2010.
- The number of licensees went from 29,800 in FY2005 to 52,845 in FY2010.
- The Bureau held 107 board meetings in FY2005 and 213 in FY2010.

The Bureau has been working to improve efficiency and effectiveness over the past several years. 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. 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. Additionally, several new processes have been put into place to improve customer service. The Bureau took on two additional boards and one FTE in FY2009. In FY2010, the Bureau added three additional boards with no additional staff.

The Bureau had the following accomplishments in the last year:

1. The Board Manual was updated.
2. The website was updated and the online renewal process was made more user-friendly.
3. An office move created the opportunity to complete the following goals:
  - a. Reducing costs to boards by saving in rental payments
  - b. Improving access to customers by moving to a first-floor location
  - c. Providing a private place for staff to meet with applicants and others regarding confidential information.
4. An electronic database of past laws and rules is in progress.
5. The licensing staff was reorganized to ensure backup to all boards as well as to provide opportunities for advancement and succession planning within the staff.
6. Through cooperation with another state agency, the Bureau provided two training sessions to all staff on customer service.
7. The Bureau moved to an in-house full-time Deputy Attorney General to save the boards money and provide full-time service.

## Part II – Performance Measures

Performance Measure	2007	2008	2009	2010	Benchmark
1. Complaint Acknowledgement letters sent within thirty days.	87%	97%	98%	100%	No less than 95%
2. The rate of online renewals continues to increase.	24.34%	33.20%	38.77%	40.65%	At least 50% renewals done online.
3. All minutes completed within two weeks of board meeting.	NA	78% since Feb. 2008 when started tracking	80%	68%	100%

**For More Information Contact**

Tana Cory  
Occupational Licenses, Bureau of  
700 West State  
PO Box 83720  
Boise, ID 83720-0063  
Phone: (208) 334-3233  
E-mail: [tcory@ibol.idaho.gov](mailto:tcory@ibol.idaho.gov)