

## 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 attorney, 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, eleven 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 the 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.

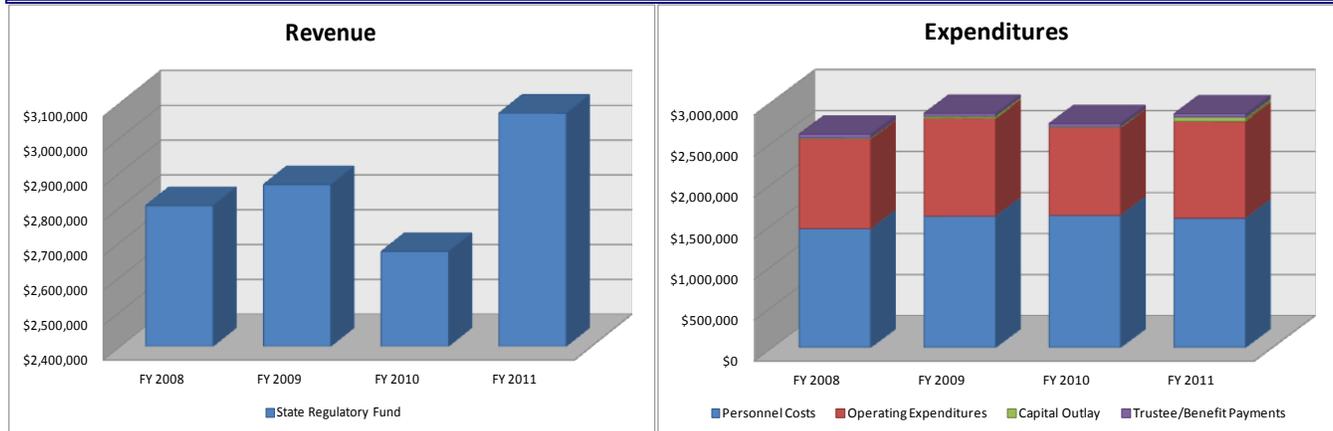
### Core Functions/Idaho Code

The IBOL is empowered by Title 67, Chapter 26, 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 IBOL currently contracts with the following boards:

- Idaho State Board of Acupuncture;
- Board of Architectural Examiners;
- Uniform Athlete Agents Registration;
- 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 2008	FY 2009	FY 2010	FY 2011
State Regulatory Fund	\$2,804,300	\$2,864,700	\$2,672,199.33	\$3,069,965.96
<b>Total</b>	<b>\$2,804,300</b>	<b>\$2,864,700</b>	<b>\$2,672,199.33</b>	<b>\$3,069,965.96</b>
Expenditure	FY 2008	FY 2009	FY 2010	FY 2011
Personnel Costs	\$1,448,000	\$1,599,900	\$1,611,382.87	\$1,575,749.52
Operating Expenditures	\$1,098,500	\$1,193,300	\$1,068,563.20	\$1,180,935.60
Capital Outlay	\$4,100	\$18,900	0.00	\$49,905.83
Trustee/Benefit Payments	\$50,200	\$43,600	\$49,681.80	\$43,063.00
<b>Total</b>	<b>\$2,600,800</b>	<b>\$2,855,700</b>	<b>\$2,729,627.87</b>	<b>\$2,849,653.95</b>



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

Cases Managed and/or Key Services Provided	FY 2008	FY 2009	FY 2010	FY 2011
Current Licensees	52,052	57,212	52,845	53,445
Applications Received	9,059	6,793	7,325	7,494
New Licenses Issued	7,128	6,488	6,638	6,573
Facility Inspections	2,174	1,636	3,003	3,400
Complaints Received	874	869	1,046	899
Complaints Resolved	884	892	846	1,107
Disciplinary Actions	162	308	470	459
<b>Total Records Maintained</b>	<b>170,933</b>	<b>188,449</b>	<b>200,284</b>	<b>217,614</b>

### Performance Highlights

- The Bureau served 19 boards and commissions in 2005 and serves 28 currently.
- The Bureau has averaged 400-600 calls per day since 2006 when we began tracking call volume.
- The number of complaints were 856 in FY2011.
- The number of inspections conducted was 1,288 in FY2005 and 3,400 in FY2011.
- The number of licensees went from 29,800 in FY2005 to 53,373 in FY2011.
- The Bureau held 107 board meetings in FY2005 and 397 in FY2011.

The Bureau has been working to improve efficiency and effectiveness over the past several years. An example is creating a process to improve timeliness and accuracy on minutes and agendas. Upgrades 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 and to reduce the time it takes to complete investigations. 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 Legislature did approve an additional investigator for FY2012 to assist with investigations and inspections in the Magic Valley area.

**Part II – Performance Measures**

Performance Measure	2008	2009	2010	2011	Benchmark
1. Complaint Acknowledgement letters sent within thirty days.	97%	98%	100%	100%	No less than 95%
2. The rate of online renewals continues to increase.	33.20%	38.77%	40.65%	38.52%	At least 50% renewals done online.
3. All minutes completed within two weeks of board meeting.	78% since Feb. 2008 when started tracking	80%	68%	90%	100%

**For More Information Contact**

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