

## Part I – 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 (Bureau) 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 Bureau on January 2, 2007. The Bureau administrative staff consists of a two administrative attorneys, an administrative support manager, a business operations specialist, two management assistants, a hearing/appeals coordinator, a complaint coordinator, eight technical records specialists, a supervising investigator, eleven investigators/inspectors, one customer service representative, two office specialists, two financial technicians, and an IT support technician. This organizational structure allows the Bureau to provide efficient 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. Each Board is self-supporting and the Bureau's annual appropriation is distributed among the boards based on historical needs, new programs, and requests. Monthly financial status reports for the Bureau 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 Bureau 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;
- 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;
- Genetic Counselors Licensing Board (7-1-2015)
- Board of Registration for Professional Geologists;
- Board of Landscape Architects;
- Liquefied Petroleum Gas Safety Board;
- Board of Massage Therapy;
- 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**

<b>Revenue</b>	<b>FY 2012</b>	<b>FY 2013</b>	<b>FY 2014</b>	<b>FY 2015</b>
State Regulatory Fund	\$3,168,212.69	\$3,343,683.98	\$3,348,828.98	\$3,398,087.35
<b>Total</b>	<b>\$3,168,212.69</b>	<b>\$3,343,683.98</b>	<b>\$3,348,828.98</b>	<b>\$3,398,087.35</b>
<b>Expenditure</b>	<b>FY 2012</b>	<b>FY 2013</b>	<b>FY 2014</b>	<b>FY 2015</b>
Personnel Costs	\$1,697,531.14	\$1,883,343.09	\$1,910,236.38	\$2,001,995.73
Operating Expenditures	\$1,239,101.27	\$1,201,921.30	\$1,318,347.57	\$1,260,892.49
Capital Outlay	\$9,789.00	\$4,561.31	\$26,572.20	\$4,885.00
Trustee/Benefit Payments	\$39,069.00	\$48,277.50	\$49,092.50	\$39,974.40
<b>Total</b>	<b>\$2,985,490.41</b>	<b>\$3,138,103.20</b>	<b>\$3,304,248.65</b>	<b>\$3,307,747.62</b>

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

<b>Cases Managed and/or Key Services Provided</b>	<b>FY 2012</b>	<b>FY 2013</b>	<b>FY 2014</b>	<b>FY 2015</b>
Current Licensees	54,094	56,962	58,821	61,376
Applications Received	7,424	9,102	9,400	9,067
New Licenses Issued	6,320	7,673	8,303	8,924
Facility Inspections	3,776	3,666	4,413	3,996
Complaints Received	653	690	887	730
Complaints Resolved	884	882	795	<b>869</b>
Disciplinary Actions	384	351	412	<b>368</b>
Total Records Maintained	230,042	250,101	290,103	<b>307,932</b>

**Performance Highlights**

- The Bureau served 29 Boards and Commissions in FY2015.
- There were 3,996 inspections conducted FY2015.
- The number of licensees was 61,376 in FY2015.
- The Bureau held 194 board meetings in FY2015.

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.

**Part II – Performance Measures**

<b>Performance Measure</b>	<b>FY 2012</b>	<b>FY 2013</b>	<b>FY 2014</b>	<b>FY 2015</b>	<b>Benchmark</b>
1. Complaint Acknowledgement letters sent within thirty days.	100%	100%	100%	100%	No less than 95%
2. The rate of online renewals continues to increase.	40.17%	41.88%	44.16%	46.97%	At least 50% renewals done online.
3. All minutes completed within two weeks of board meeting.	87%	93%	85%	91%	100%

**For More Information Contact**

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