

**DIVISION OF OCCUPATIONAL and PROFESSIONAL LICENSES
STRATEGIC PLAN FOR FISCAL YEARS 2021 - 2026**

**Submitted
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This document contains the Strategic Plan for the Division of Occupational and Professional Licenses. The Division was created within the Department of Self-Governing Agencies by section 67-2601, Idaho Code. By written agreement, the Division provides 27 regulatory Boards and 1 Commission with administrative, legal, fiscal, and investigative services. All costs of operating the Division are paid from fees collected by those Boards and Commission.

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MISSION STATEMENT

Protecting the health, safety, and welfare of Idaho's citizens while reducing barriers and creating pathways to licensing for Idaho's business economy.

VISION

Fostering public wellness while facilitating a healthy business atmosphere.

KEY EXTERNAL FACTORS

Economic and Population Trends

In FY2020 the Division was impacted by COVID-19 as were all other state agencies. The Boards and Commission that contract with the Division of Occupational and Professional Licenses for services are subject to economic changes, population changes, advances in telehealth/telework, complaints by the public, and other factors such as national and state reviews of licensure. These factors influence the number of new applicants and the number of licenses renewed annually, which impacts the Boards and Commission.

The structure of the Division allows the Boards and Commission to share resources including office space, personnel, and other operating overhead. Using a single Division fund allows the Boards and Commission to continue to protect the health, safety and welfare of the public even when facing unexpected expenditures resulting from legal expenses, renewal downturns, investigative costs, or other factors.

Services Provided

Below are some examples of the workload:

- The Division currently provides administrative, legal, fiscal, and investigative support to 27 Boards and 1 Commission.
- There were 843 complaints in FY2020.
- There were 7145 inspections conducted FY2020. NOTE: Inspections were suspended from March 19, 2020 to May 16, 2020 due to COVID-19.
- The number of licensees/registrants was 74,131 in FY2020.
- The Boards served by the Division held 221 Board meetings in FY2020.

Technology

The need to keep abreast of technological advances is always a challenge. The Division's current licensing database has helped to automate processes and streamline the workload. Technology is expensive, but it helps ensure service delivery is keeping up with current trends such as on-line renewal. Technology is key to providing efficient and effective service to the public, licensees/registrants Boards and Commission, as well as to protect the public. The Division's goal is to upgrade to a web-based system over the next few years.

GOAL I. TO PROVIDE CONTINUED IMPROVEMENT IN THE SERVICE PROVIDED TO THE BOARDS.

Objective	Performance Measures	Benchmarks	How Established	Tasks
Reduce barriers to licensure.	Number of words and barriers removed from laws and rules.	Review full laws and rules for 5 boards per year	Governor's Executive Order	Establish a schedule of full rule and law review for each board on a 5-year rotating schedule.
Review application documents and the website for compliance with legislative changes.	Full review done annually.	100%	Board direction and Division staff review	Review annually after effective date of laws and rules.
Complete investigations in a timely fashion.	Investigative cases should be complete within one year.	100%	Board direction, industry standards, and federal requirements, as applicable	1. Be sure that investigators are aware of law and rule changes. 2. Review investigation and inspection forms annually. 3. Review processes annually. 4. Send monthly caseload logs with prioritization to investigators.
Complete all required inspections annually.	All facilities requiring inspection have completed/attempted inspection annually.	100%	Board direction, industry standard	1. Train new inspectors to industry standards 2. Review inspection processes annually. 3. Streamline out-of-business shop processes.

GOAL II. TO PROVIDE QUALITY SERVICE, ON BEHALF OF THE BOARDS, TO THE PUBLIC.

Ensure applications are easy to find and instructions are easy to understand.	Annually review applications for ease of understanding.	Ongoing	Feedback from staff, customers, licensees/registrants and Board members	Make application instructions easy to read and follow. Goal is to move to online applications in the future.
Review applications within 30 days of receiving a completed application.	Statistics show that licenses/registrations are issued within 30 days.	100%	Board direction	Delegate the ability to approve certain licenses to DOPL or specific board members, call meetings within 30 days of receiving complete applications the board must review.
Expedite military applications.	Issue licenses within 30 days.	100%	Department of Defense and Legislative direction	Delegate the ability to approve certain licenses to DOPL or specific board members, call meetings within 30 days of receiving complete applications the board must review.

Addendum 1

Addendum to Agency Strategic Plans: Adoption of the NIST Cybersecurity Framework and Implementation of CIS Critical Security Controls 1 – 5. As a technology customer of the Office of Information Technology Services (ITS) in the Governor’s Office, we are using the cybersecurity systems and technical expertise in ITS to fulfill requirements related to Executive Order 2017-02. Staff from ITS were briefed on the NIST Core Framework, CIS Controls 1-5, and their plan for adoption of the NIST Cybersecurity Framework. We participate in DHR and ITS administered cybersecurity training, as awareness is a critical component of an effective cybersecurity program. As briefed by ITS staff, implementation of the CIS Controls 1-5 will be their responsibility for the systems they operate and, as technological tools applied to the computer systems, largely invisible to us as a customer. ITS, working through the multi-agency Incident Response Task Force, has developed an Incident Response Program in support of our agency.

Addendum 2

Implementation of the Red Tape Reduction Act

The Division has identified Rob McQuade as the agency’s Rules Review Officer (RRO). The agency has set up a schedule of Board rules to be reviewed, over the next 2 years. The Division will first review the rules and make recommendations for revisions and reductions to each Board. The Division will then work with each Board on any additional changes the Boards recommend. The Division will be following the Division of Financial Management’s guidance regarding asking if each rule is germane, significant, evidence-based, novel and narrowly tailored in reviewing the rules. The Division has already completed rules review for several Boards and many of the Boards had revised their rules in past years in response to the Executive Order.