

## 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, an administrative assistant, a hearing appeals coordinator, a complaint coordinator, nine technical records specialists, a supervising investigator, 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 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, additional licensees, complaints, and additional responsibilities with assigned boards and commissions, 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. This additional staff has been instrumental in getting the Bureau caught up on the investigative caseload.

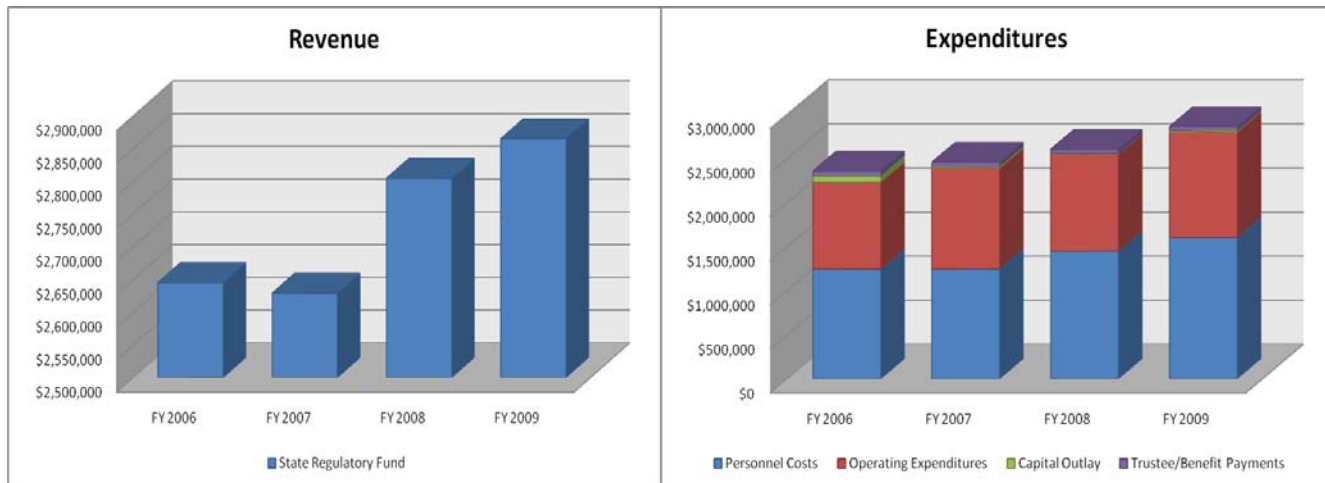
### Core Functions/Idaho Code

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 2006	FY 2007	FY 2008	FY 2009
State Regulatory Fund	\$2,644,800	\$2,628,700	\$2,804,300	\$2,864,700
<b>Total</b>	<b>\$2,644,800</b>	<b>\$2,628,700</b>	<b>\$2,804,300</b>	<b>\$2,864,700</b>
Expenditure	FY 2006	FY 2007	FY 2008	FY 2009
Personnel Costs	\$1,244,600	\$1,244,700	\$1,448,000	\$1,599,900
Operating Expenditures	\$982,000	\$1,144,400	\$1,098,500	\$1,193,300
Capital Outlay	\$69,100	\$8,000	\$4,100	\$18,900
Trustee/Benefit Payments	\$58,500	\$55,700	\$50,200	\$43,600
<b>Total</b>	<b>\$2,354,200</b>	<b>\$2,452,800</b>	<b>\$2,600,800</b>	<b>\$2,855,700</b>



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

Cases Managed and/or Key Services Provided	FY 2006	FY 2007	FY 2008	FY 2009
Current Licensees	44,361	50,709	52,052	57,212
Applications Received	24,105	10,785	9,059	6,793
New Licenses Issued	20,622	9,816	7,128	6,488
Facility Inspections	1,049	1,040	2,174	1,636
Complaints Received	282	1,175	874	869
Complaints Resolved	173	442	884	892
Disciplinary Actions	39	75	162	308
<b>Total Records Maintained</b>	<b>146,451</b>	<b>159,734</b>	<b>170,933</b>	<b>188,449</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 2005 to 28 in July of 2009.
- The Bureau has averaged 400-600 calls per day since 2006 when we began tracking call volume.
- The number of investigations went from 261 in 2005 to 869 in 2009.
- The number of inspections conducted was 1,288 in 2005 and 1,636 in 2009.
- The number of licensees went from 29,800 in 2005 to 57,212 in 2009.
- The Bureau held 107 board meetings in 2005 and 178 in 2009.

Along with managing the day-to-day workload mentioned above, 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 for licensees and the general public. The Bureau took on two additional boards and one FTE in FY2009. In FY2010, the Bureau added three additional boards with no additional staff.

## ***Part II – Performance Measures***

<b>Performance Measure</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>Benchmark</b>
1. Complaint Acknowledgement letters sent within thirty days.	94%	87%	97%	98%	No less than 95%
2. The rate of online renewals continues to increase.	17.06%	24.34%	33.20%	38.77%	At least 50% renewals done online.
3. All minutes completed within two weeks of board meeting.	NA	NA	78% since Feb. 2008 when started tracking	80%	100%

### **Performance Measure Explanatory Note:**

Over the next year, the Bureau will be adding additional performance measures related to investigations.

### **For More Information Contact**

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