

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 (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 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 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. 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.

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.

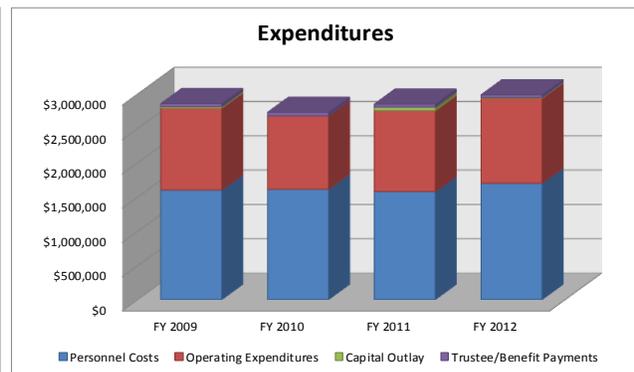
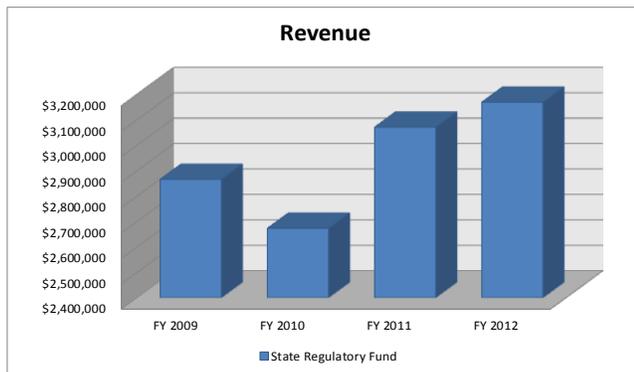
Core Functions/Idaho Code

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;
- 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

Revenue	FY 2009	FY 2010	FY 2011	FY 2012
State Regulatory Fund	\$2,864,700	\$2,672,199.33	\$3,069,965.96	\$3,168,212.68
Total	\$2,864,700	\$2,672,199.33	\$3,069,965.96	\$3,168,212.69
Expenditure	FY 2009	FY 2010	FY 2011	FY 2012
Personnel Costs	\$1,599,900	\$1,611,382.87	\$1,575,749.52	\$1,697,531.14
Operating Expenditures	\$1,193,300	\$1,068,563.20	\$1,180,935.60	\$1,239,101.27
Capital Outlay	\$18,900	0.00	\$49,905.83	\$9,789.00
Trustee/Benefit Payments	\$43,600	\$49,681.80	\$43,063.00	\$39,069.00
Total	\$2,855,700	\$2,729,627.87	\$2,849,653.95	\$2,985,490.41



Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2009	FY 2010	FY 2011	FY 2012
Current Licensees	57,212	52,845	53,445	54,094
Applications Received	6,793	7,325	7,494	7,424
New Licenses Issued	6,488	6,638	6,573	6,320
Facility Inspections	1,636	3,003	3,400	3,776
Complaints Received	869	1,046	899	653
Complaints Resolved	892	846	1,107	884
Disciplinary Actions	308	470	459	384
Total Records Maintained	188,449	200,284	217,614	230,042

Performance Highlights

- The Bureau served 19 boards and commissions in 2005 and serves 29 currently.
- The Bureau has averaged 400-600 calls per day since 2006 when we began tracking call volume.
- The number of complaints was 653 in FY2012.
- The number of inspections conducted was 1,288 in FY2005 and 3,776 in FY2012.
- The number of licensees went from 29,800 in FY2005 to 54,045 in FY2012.
- The Bureau held 107 board meetings in FY2005 and 172 in FY2012.

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 is working with several other self-governing agencies on implementing a new licensing and regulatory computer system.

Part II – Performance Measures

Performance Measure	2009	2010	2011	2012	Benchmark
1. Complaint Acknowledgement letters sent within thirty days.	98%	100%	100%	100%	No less than 95%
2. The rate of online renewals continues to increase.	38.77%	40.65%	38.52%	40.17%	At least 50% renewals done online.
3. All minutes completed within two weeks of board meeting.	80%	68%	90%	87%	100%

For More Information Contact

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