

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 two administrative attorneys, an administrative support manager, a program supervisor, two management assistants, a hearings/appeals coordinator, a complaint coordinator, eleven technical records specialists, a supervising investigator, thirteen investigators/inspectors, one customer service representative, two office specialists, and three financial technicians. This organizational structure allows the Bureau to provide efficient service to regulatory Boards, 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 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 provides administrative, investigative, fiscal, and legal services to 30 Boards and a Commission within the Department of Self-Governing Agencies. 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
- 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 & Communication Services Licensure Board; and
- Board of Drinking Water and Wastewater Professionals

Revenue and Expenditures

Revenue	FY 2014	FY 2015	FY 2016	FY 2017
State Regulatory Fund	\$3,348,828.98	\$3,398,087.35	\$3,793,886.08	\$4,059,533.39
Total	\$3,348,828.98	\$3,398,087.35	\$3,793,886.08	\$4,059,533.39
Expenditures	FY 2014	FY 2015	FY 2016	FY 2017
Personnel Costs	\$1,910,236.38	\$2,001,995.73	\$2,136,911.27	\$2,461,200.28
Operating Expenditures	\$1,318,347.57	\$1,260,892.49	\$1,292,717.75	\$1,269,311.80
Capital Outlay	\$26,572.20	\$4,885.00	\$0.00	\$11,449.27
Trustee/Benefit Payments	\$49,092.50	\$39,974.40	\$50,126.50	\$32,229.75
Total	\$3,304,248.65	\$3,307,747.62	\$3,479,755.52	\$3,777,191.10

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2014	FY 2015	FY 2016	FY 2017
Current Licensees	59,388	61,896	64,112	66,184
Applications Received	9,400	9,067	9,385	9,640
New Licenses Issued	8,303	8,924	8,201	8,443
Facility Inspections	4,413	3,996	4,837	7,225
Complaints Received	887	730	864	911
Complaints Resolved	795	869	944	827
Disciplinary Actions	412	368	409	346
Total Records Maintained	290,103	307,932	320,191	323,898

Part II – Performance Measures

Performance Measure		FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
Goal 1						
<i>To provide continued improvement in the service provided to the boards</i>						
1. Complaint Acknowledgement letters sent within thirty days.	actual	100%	100%	100%	100%	-----
	target	No less than 95%				
2. The rate of online renewals continues to increase.	actual	44.16%	46.97%	49.17%	51.30%	-----
	target	At least 50% renewals done online.				
3. All minutes completed within two weeks of board meeting.	actual	85%	91%	90%	85%	-----
	target	100%	100%	100%	100%	100%
4. Routine investigative cases are complete within one fiscal year of the receipt of the complaint.	actual	NA	NA	99%	100%	-----
	target	100%	100%	100%	100%	100%

For More Information Contact

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