

## Part I – Agency Profile

### Agency Overview

A major state government reorganization in 1974 resulted in the creation of the Department of Self-Governing Agencies, which incorporates professional and occupational licensing boards. For a list of all agencies within the Department, see [Idaho Code § 67-2601](#). The Bureau of Occupational Licenses (Bureau) was also created within the Department of Self-Governing Agencies to serve the needs of many of the small regulatory Boards within the Department since they could not afford to operate on their own. Over time, because it is more efficient to share resources, other existing Boards and new Boards created by the Legislature have chosen to contract with the Bureau for services.

Governor C. L. “Butch” Otter appointed Tana Cory as Chief of the Bureau on January 2, 2007. The Bureau serves 28 Boards and one Commission with a staff of 40 (1.38 staff per Board) that consists of two administrative attorneys, a business support manager, an administrative support manager, a program supervisor, two management assistants, a hearings/appeals coordinator, a complaint coordinator, ten technical records specialists, a supervising investigator, nine investigators, four inspectors, three customer service representatives, 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](http://www.ibol.idaho.gov).

Those 28 Boards and one Commission that contract for services with the Bureau are subject to economic changes, population trends, and other factors that directly affect the number of new applicants, the number of licenses renewed annually, and the number of complaints. These, in turn, impact each Board’s revenues and expenses.

### Core Functions/Idaho Code

[Idaho Code § 67-2601\(2\)\(b\)](#) lists all of the professional and occupational licensing Boards. There is no difference in how the Boards are created or where they are located in state government. The Boards can either contract with the Bureau or hire their own staff.

Twenty-eight (28) Boards and one Commission within the Department of Self-Governing Agencies contract with the Bureau to provide their administrative, fiscal, legal, and investigative services. While each profession is different, all Boards have the same charge: to protect the public. They do this by ensuring that those entering the practice meet minimum standards of competency before issuing a license, and by responding to complaints from the public.

Each Board operates independently under its own laws and rules, and each one contracts with the Bureau for its day-to-day services. This arrangement allows Boards to maintain an office; to have staff; and to provide services to the public and licensees at a greatly reduced cost to applicants and licensees.

Of the self-governing Boards listed in [Idaho Code § 67-2601\(2\)\(b\)](#), the following currently contract with the Bureau:

- Idaho State Board of Acupuncture;
- Board of Architectural Examiners;
- Uniform Athlete Agents Registration;
- Athletic Commission;
- Barber and Cosmetology Services Licensing Board;
- Board of Chiropractic Physicians;
- Contractors Board;
- Licensing Board of Professional Counselors and Marriage and 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 2015	FY 2016	FY 2017	FY 2018
State Regulatory Fund	\$3,398,087.35	\$3,793,886.08	\$4,059,533.39	\$4,336,888.68
<b>Total</b>	<b>\$3,398,087.35</b>	<b>\$3,793,886.08</b>	<b>\$4,059,533.39</b>	<b>\$4,336,888.68</b>
Expenditures	FY 2015	FY 2016	FY 2017	FY 2018
Personnel Costs	\$2,001,995.73	\$2,136,911.27	\$2,461,200.28	\$2,251,352.20
Operating Expenditures	\$1,260,892.49	\$1,292,717.75	\$1,269,311.80	\$1,525,163.17
Capital Outlay	\$4,885.00	\$0.00	\$11,449.27	\$0.00
Trustee/Benefit Payments	\$39,974.40	\$50,126.50	\$32,229.75	\$34,628.00
<b>Total</b>	<b>\$3,307,747.62</b>	<b>\$3,479,755.52</b>	<b>\$3,777,191.10</b>	<b>\$4,081,143.37</b>

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

Cases Managed and/or Key Services Provided	FY 2015	FY 2016	FY 2017	FY 2018
Current Licensees	61,896	64,112	66,184	69,255
Applications Received	9,067	9,385	9,640	10,931
New Licenses Issued	8,924	8,201	8,443	9,285
Facility Inspections	3,996	4,837	7,225	8,667
Complaints Received	730	864	911	1,010
Complaints Resolved	869	944	827	976
Disciplinary Actions	368	409	346	535
Total Records Maintained	307,932	320,191	323,898	345,026

### FY 2018 Performance Highlights

In 2017 the Lt. Governor issued Executive Order 2017-06, which required state agencies to submit a report to the Office of the Governor no later than July 1, 2018. Each report was to assess whether licensure requirements are necessary and in the public interest while providing recommendations for improvement, modification or elimination of requirements. The Bureau assisted 29 Boards and one Commission in preparing reports, which were all submitted prior to the July 1 deadline. Each Board's report provides recommendations and summarizes all of the major accomplishments to reduce, eliminate and modernize licensure requirements.

Please note, Executive Order Reports were prepared for 29 Boards and one Commission. As of July 1, 2018, Senate Bill 1324 created the Barber and Cosmetology Services Licensing Board, which combined the former Board of Barber Examiners and Board of Cosmetology.

**Part II – Performance Measures**

Performance Measure		FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
<b>Goal 1</b>						
<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	46.97%	49.17%	51.30%	54.47%	-----
	target	At least 50% renewals done online.				
3. All minutes completed within two weeks of board meeting.	actual	91%	90%	85%	92%	-----
	target	100%	100%	100%	100%	100%
4. Routine investigative cases are complete within one fiscal year of the receipt of the complaint.	actual	NA	99%	100%	99%	-----
	target	100%	100%	100%	100%	100%

**For More Information Contact**

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