

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. 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.

Gov. Brad Little appointed Kelley Packer as Chief of the Bureau Jan. 7, 2019. The Bureau serves 28 Boards and one Commission with a staff of 42 that consists of two administrative attorneys, a business support manager, two administrative support managers, three technical records specialists III, a hearings/appeals coordinator, a complaint coordinator, nine technical records specialists II, a supervising investigator, ten investigators, four inspectors, three customer service representatives, one office specialist 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 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 2016	FY 2017	FY 2018	FY 2019
State Regulatory Fund	\$3,793,886.08	\$4,059,533.39	\$4,336,888.68	\$4,592,190.21
Total	\$3,793,886.08	\$4,059,533.39	\$4,336,888.68	\$4,592,190.21
Expenditures	FY 2016	FY 2017	FY 2018	FY 2019
Personnel Costs	\$2,136,911.27	\$2,461,200.28	\$2,251,352.20	\$2,639,408.02
Operating Expenditures	\$1,292,717.75	\$1,269,311.80	\$1,525,163.17	\$1,597,053.23
Capital Outlay	\$0.00	\$11,449.27	\$0.00	\$17,390.80
Trustee/Benefit Payments	\$50,126.50	\$32,229.75	\$34,628.00	\$33,434.75
Total	\$3,479,755.52	\$3,777,191.10	\$4,081,143.37	\$4,287,286.80

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2016	FY 2017	FY 2018	FY 2019
Current Licensees	64,112	66,184	71,331	72,192
Applications Received	9,385	9,640	10,931	11,549
New Licenses Issued	8,201	8,443	9,285	9,964
Facility Inspections	4,837	7,225	8,667	7,913
Complaints Received	864	911	1,010	901
Complaints Resolved	944	827	976	773
Disciplinary Actions	409	346	535	354
Total Records Maintained	320,191	323,898	345,026	368,416

Licensing Freedom Act

Agencies who participate in licensure must report on the number of applicants denied licensure or license renewal and the number of disciplinary actions taken against license holders. (Note: As of 7/8/2019, there were 74 2018 complaints pending investigation and 385 2019 complaints pending investigation. Also, the following number of cases were pending legal review for disciplinary action: 2016-1, 2017-13, 2018-117, 2019-83.)

	FY 2016	FY 2017	FY 2018	FY 2019
IDAHO UNIFORM ATHLETE AGENTS REGISTRATION				
Total Number of Licenses	34	35	30	31
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	0	0	0	0
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
IDAHO BOARD OF ACUPUNCTURE				
Total Number of Licenses	178	185	181	185
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0

	FY 2016	FY 2017	FY 2018	FY 2019
Number of Complaints Against Licensees	2	3	2	0
Number of Final Disciplinary Actions Against Licensees	2	1	1	0
IDAHO BOARD OF ARCHITECTURAL EXAMINERS				
Total Number of Licenses	1745	1758	1910	1927
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	14	7	13	12
Number of Final Disciplinary Actions Against Licensees	1	0	4	2
IDAHO ATHLETIC COMMISSION				
Total Number of Licenses	117	185	320	311
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	0	1	0	0
Number of Final Disciplinary Actions Against Licensees	0	1	0	0
IDAHO BARBER AND COSMETOLOGY SERVICES LICENSING BOARD				
Total Number of Licenses	23577	24144	25693	25784
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	3	8
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	285	338	354	262
Number of Final Disciplinary Actions Against Licensees	191	269	277	129
IDAHO BOARD OF CHIROPRACTIC PHYSICIANS				
Total Number of Licenses	721	729	777	788
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	0	3
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	17	22	12	21
Number of Final Disciplinary Actions Against Licensees	10	17	0	2
IDAHO CONTRACTORS BOARD				
Total Number of Licenses	16034	16731	18538	18923
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	6	11
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	259	295	340	351
Number of Final Disciplinary Actions Against Licensees	110	103	62	23
IDAHO LICENSING BOARD OF PROFESSIONAL COUNSELORS AND MARRIAGE AND FAMILY THERAPISTS				
Total Number of Licenses	2222	2333	2535	2564
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	9	2
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	61	38	27	41
Number of Final Disciplinary Actions Against Licensees	18	13	8	1
IDAHO BOARD OF DENTISTRY				
Total Number of Licenses	29	28	29	29
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0

	FY 2016	FY 2017	FY 2018	FY 2019
Number of Complaints Against Licensees	1	0	0	0
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
STATE DRIVING BUSINESSES LICENSURE BOARD				
Total Number of Licenses	216	203	233	222
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	1	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	6	3	2	4
Number of Final Disciplinary Actions Against Licensees	1	0	0	2
GENETIC COUNSELORS LICENSING BOARD				
Total Number of Licenses	15	58	131	145
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	0	0	1	0
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
IDAHO BOARD OF REGISTRATION FOR PROFESSIONAL GEOLOGISTS				
Total Number of Licenses	597	606	596	602
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	1	1	1	0
Number of Final Disciplinary Actions Against Licensees	1	0	0	0
IDAHO BOARD OF LANDSCAPE ARCHITECTS				
Total Number of Licenses	265	270	285	278
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	2	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	0	0	1	1
Number of Final Disciplinary Actions Against Licensees	0	0	0	1
IDAHO LIQUEFIED PETROLEUM GAS SAFETY BOARD				
Total Number of Licenses	667	651	628	648
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	36	37	20	33
Number of Final Disciplinary Actions Against Licensees	1	0	2	0
IDAHO BOARD OF MASSAGE THERAPY				
Total Number of Licenses	2171	2264	2358	2371
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	22	35	31	11
Number of Final Disciplinary Actions Against Licensees	10	19	22	0
STATE BOARD OF MIDWIFERY				
Total Number of Licenses	46	47	58	59
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0

	FY 2016	FY 2017	FY 2018	FY 2019
Number of Complaints Against Licensees	14	3	14	2
Number of Final Disciplinary Actions Against Licensees	9	1	2	0
IDAHO BOARD OF MORTICIANS				
Total Number of Licenses	467	466	486	479
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	8	3	19	10
Number of Final Disciplinary Actions Against Licensees	0	0	7	0
IDAHO BOARD OF EXAMINERS OF NURSING HOME ADMINISTRATORS				
Total Number of Licenses	215	226	198	206
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	1	2
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	2	9	6	0
Number of Final Disciplinary Actions Against Licensees	0	0	1	0
STATE OCCUPATIONAL THERAPY LICENSURE BOARD				
Total Number of Licenses	909	992	1121	1130
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	2	0	3	4
Number of Final Disciplinary Actions Against Licensees	2	0	1	0
IDAHO BOARD OF OPTOMETRY				
Total Number of Licenses	457	465	477	487
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	6	3	40	6
Number of Final Disciplinary Actions Against Licensees	1	0	5	3
PHYSICAL THERAPY LICENSURE BOARD				
Total Number of Licenses	2644	2835	3087	3245
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	14	13	7	9
Number of Final Disciplinary Actions Against Licensees	4	5	3	0
IDAHO BOARD OF PODIATRY				
Total Number of Licenses	80	77	71	72
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	0	1	4	2
Number of Final Disciplinary Actions Against Licensees	0	0	1	0
IDAHO BOARD OF PSYCHOLOGIST EXAMINERS				
Total Number of Licenses	425	435	492	495
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0

	FY 2016	FY 2017	FY 2018	FY 2019
Number of Complaints Against Licensees	10	10	12	10
Number of Final Disciplinary Actions Against Licensees	2	0	0	0
IDAHO BOARD OF EXAMINERS OF RESIDENTIAL CARE FACILITY ADMINISTRATORS				
Total Number of Licenses	488	478	466	482
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	2	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	16	13	8	21
Number of Final Disciplinary Actions Against Licensees	7	3	2	2
IDAHO REAL ESTATE APPRAISER BOARD				
Total Number of Licenses	819	841	975	958
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	1	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	21	25	18	26
Number of Final Disciplinary Actions Against Licensees	4	7	7	3
IDAHO SPEECH, HEARING, AND COMMUNICATION SERVICES LICENSURE BOARD				
Total Number of Licenses	1089	1176	1491	1529
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	1	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	15	5	10	14
Number of Final Disciplinary Actions Against Licensees	6	3	3	2
IDAHO CERTIFIED SHORTHAND REPORTERS BOARD				
Total Number of Licenses	155	154	164	163
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	1	0	0	2
Number of Final Disciplinary Actions Against Licensees	0	0	0	1
SOCIAL WORKERS				
Total Number of Licenses	3841	3932	4100	4164
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	7	1
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	44	43	52	53
Number of Final Disciplinary Actions Against Licensees	15	17	11	3
WATER AND WASTEWATER PROFESSIONALS				
Total Number of Licenses	3889	3880	3901	3915
Number of New Applicants Denied Licensure	Not Tracked	Not Tracked	8	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	7	3	13	6
Number of Final Disciplinary Actions Against Licensees	5	1	5	0

Red Tape Reduction Act

Each agency shall incorporate into its strategic plan a summary of how it will implement the Red Tape Reduction Act, including any associated goals, objectives, tasks, or performance targets. This information may be included as an addendum.

	As of July 1, 2019
Number of Chapters	29
Number of Words	165,529
Number of Restrictions	2,500

Part II – Performance Measures

Performance Measure		FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Goal 1						
<i>To provide continued improvement in the service provided to the boards</i>						
1. Complaint Acknowledgement letters sent within ten days.	actual	100%	100%	100%	100%	-----
	target	No less than 95%				
2. All minutes completed within two weeks of board meeting.	actual	90%	85%	92%	88.4%	-----
	target	100%	100%	100%	100%	100%
3. Routine investigative cases are complete within one fiscal year of the receipt of the complaint.*	actual	99%	100%	99%	93%	-----
	target	95%	95%	95%	100%	90%

*The Bureau is working to define "routine investigative cases."

For More Information Contact

Kelley Packer, Bureau Chief
 Bureau of Occupational Licenses
 700 West State
 PO Box 83720
 Boise, ID 83720-0063
 Phone: (208) 334-3233
 E-mail: kelley.packer@ibol.idaho.gov