

# Agency Summary And Certification

**427 -- Occupational Licenses, Bureau of**

AUG 28 2020

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Original Submission  or Rev No.     

FY2022 Request

In accordance with 67-3502, Idaho Code, I certify the attached forms properly state the receipts and expenditures of the department (agency, office, or institution) for the fiscal years indicated. The summary of expenditures by major program, fund source, and standard class is indicated below.

Signature of Department Director : *Susan B. Burton* Date: 8/27/2020

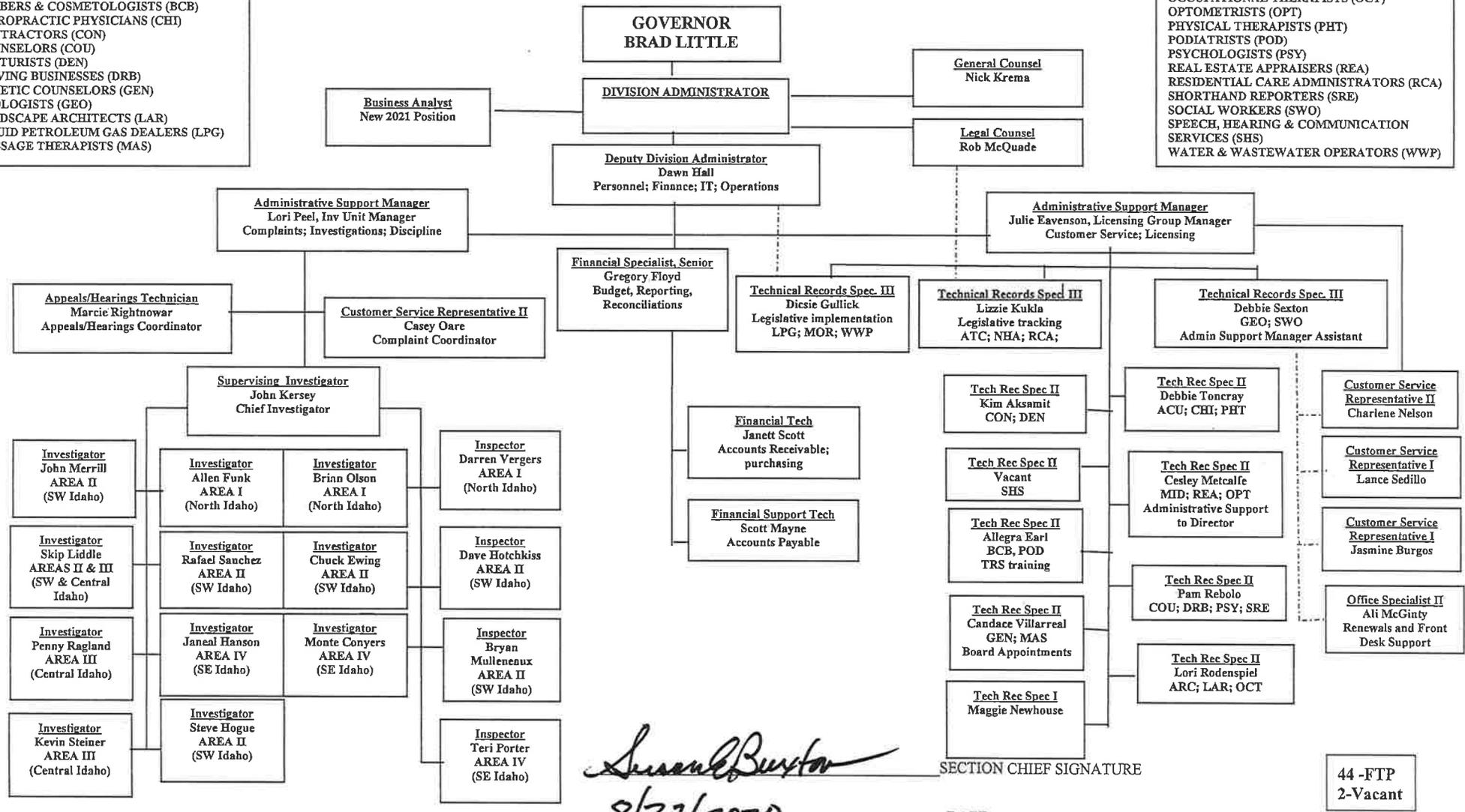
Function/Activity	FY 2020 Total Appropriation	FY 2020 Total Expenditures	FY 2021 Original Appropriation	FY 2021 Estimated Expenditures	FY 2022 Total Request
Licensing Programs	6,999,900	6,999,900	5,037,500	7,130,000	7,237,500
<b>Total</b>	6,999,900	6,999,900	5,037,500	7,130,000	7,237,500
By Fund Source	Total Appropriation	Actual Expenditures	Original Appropriation	Estimated Expenditures	Total Request
D 0229-00 State Regulatory Fund	6,999,900	6,999,900	5,037,500	7,130,000	7,237,500
<b>Total</b>	6,999,900	6,999,900	5,037,500	7,130,000	7,237,500
By Object	Total Appropriation	Actual Expenditures	Original Appropriation	Estimated Expenditures	Total Request
Personnel Costs	2,866,700	2,792,700	3,061,100	3,061,100	3,168,800
Operating Expenditures	4,071,300	4,145,300	1,880,500	3,973,000	3,973,000
Capital Outlay	6,800	6,800	40,800	40,800	40,800
Trustee And Benefit Payments	55,100	55,100	55,100	55,100	55,100
Lump Sum	0	0	0	0	0
<b>Total</b>	6,999,900	6,999,900	5,037,500	7,130,000	7,237,700
<b>FTP Total</b>	42.00	42.00	44.00	44.00	44.00

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- BOARDS:**  
 ACUPUNCTURISTS (ACU)  
 ARCHITECTS (ARC)  
 ATHLETIC COMMISSION (ATC)  
 BARBERS & COSMETOLOGISTS (BCB)  
 CHIROPRACTIC PHYSICIANS (CHI)  
 CONTRACTORS (CON)  
 COUNSELORS (COU)  
 DENTURISTS (DEN)  
 DRIVING BUSINESSES (DRB)  
 GENETIC COUNSELORS (GEN)  
 GEOLOGISTS (GEO)  
 LANDSCAPE ARCHITECTS (LAR)  
 LIQUID PETROLEUM GAS DEALERS (LPG)  
 MASSAGE THERAPISTS (MAS)

- BOARDS (cont):**  
 MIDWIFERY (MID)  
 MORTICIANS (MOR)  
 NURSING HOME ADMINISTRATORS (NHA)  
 OCCUPATIONAL THERAPISTS (OCT)  
 OPTOMETRISTS (OPT)  
 PHYSICAL THERAPISTS (PHT)  
 PODIATRISTS (POD)  
 PSYCHOLOGISTS (PSY)  
 REAL ESTATE APPRAISERS (REA)  
 RESIDENTIAL CARE ADMINISTRATORS (RCA)  
 SHORTHAND REPORTERS (SRE)  
 SOCIAL WORKERS (SWO)  
 SPEECH, HEARING & COMMUNICATION SERVICES (SHS)  
 WATER & WASTEWATER OPERATORS (WWP)

STATE OF IDAHO  
 DIVISION OF OCCUPATIONAL and PROFESSIONAL LICENSES  
 ORGANIZATIONAL CHART



*Susan Buxton*

SECTION CHIEF SIGNATURE

8/27/2020

DATE

44 -FTP  
2-Vacant

**FY 2022 Agency Budget - Request**

**Line Item Report**

**Agency: 427 Occupational Licenses, Bureau of**

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Decision Unit	Priority	Agency Request			
		FTP	General	Total	
<b>Licensing Programs</b>					
12.01	Honorariums for board members	1	0.00	0	7,400
12.91	Budget Law Exemptions/Other Adjustments	2	0.00	0	0
			<b>0.00</b>	<b>0</b>	<b>7,400</b>





**FORM B12: ANALYSIS OF FUND BALANCES**

Request for Fiscal Year : 2022

Agency/Department: Division of Occupational and Professional Licenses

Agency Number: \_\_\_\_\_

Original Request Date: August 28, 2020 or Revision Request Date: \_\_\_\_\_

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Sources and Uses:

FUND NAME:	FUND CODE:	0229	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
<b>1. Beginning Free Fund Balance</b>			4,012,000	4,267,700	3,551,700	2,344,800	4,002,033
2. Encumbrances as of July 1			0	0	0	0	0
2a. Reappropriation (Legislative Carryover)			0	0	1,021,000	2,092,500	0
<b>3. Beginning Cash Balance</b>			4,012,000	4,267,700	4,572,700	4,437,300	4,002,033
4. Revenues (from Form B-11)			4,336,900	4,592,200	4,736,100	4,600,617	4,646,624
5. Non-Revenue Receipts and Other Adjustments	Suspense, borrowing limit		40,000	11,500	10,100	20,739	20,946
6. Statutory Transfers in:	Fund or Reference:		0	0	0	0	0
7. Operating Transfers in:	Fund or Reference:		0	0	0	0	0
<b>8. Total Available for Year</b>			8,388,900	8,871,400	9,318,900	9,058,656	8,669,603
9. Statutory Transfers Out:	Fund or Reference:		0	0	0	0	0
10. Operating Transfers Out:	Fund or Reference:		0	0	0	0	0
11. Non-Expenditure Disbursements and Other Adjustments	Refunds, Clearing, P-card pymts		40,100	11,400	5,300	19,123	19,314
12. Cash Expenditures for Prior Year Encumbrances			0	0	0	0	0
13. Original Appropriation			4,615,200	5,405,800	4,632,300	5,037,500	5,087,875
14. Prior Year Reappropriations, Supplementals, Rescissions			0	0	2,367,600	0	0
15. Non-cogs, Receipts to Appropriation, etc			0	0	0	0	0
16. Reversions and Continuous Appropriations			(534,100)	(97,500)	(31,100)	0	0
17. Current Year Reappropriation			0	(1,021,000)	(2,092,500)	0	0
18. Reserve for Current Year Encumbrances			0	0	0	0	0
<b>19. Current Year Cash Expenditures</b>			4,081,100	4,287,300	4,876,300	5,037,500	5,087,875
<b>19a. Budgetary Basis Expenditures (CY Cash Exp + CY Enc)</b>			4,081,100	4,287,300	4,876,300	5,037,500	5,087,875
<b>20. Ending Cash Balance</b>			4,267,700	4,572,700	4,437,300	4,002,033	3,562,414
21. Prior Year Encumbrances as of June 30			0	0	0	0	0
22. Current Year Encumbrances as of June 30			0	0	0	0	0
22a. Current Year Reappropriation			0	1,021,000	2,092,500	0	0
23. Borrowing Limit			0	0	0	0	0
<b>24. Ending Free Fund Balance</b>			4,267,700	3,551,700	2,344,800	4,002,033	3,562,414
24a. Investments Direct by Agency (GL 1203)			0	0	0	0	0
<b>24b. Ending Free Fund Balance Including Direct Investments</b>			4,267,700	3,551,700	2,344,800	4,002,033	3,562,414
26. Outstanding Loans (if this fund is part of a loan program)							

\*Note:  
Shaded areas in matrix are calculated. Numbers are rounded to hundreds of dollars. Font set to fit to page.

**FY 2022 Agency Budget - Request**

**Detail Report**

**Agency:** 427 - Occupational Licenses, Bureau of

**Function:** 01 - Licensing Programs

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			<u>FTP</u>	<u>Personnel Cost</u>	<u>Operating Expense</u>	<u>Capital Outlay</u>	<u>Trustee/Benefit</u>	<u>Lump Sum</u>	<u>Total</u>
<b>FY 2020 Total Appropriation</b>									
1.00									
	0229-00	Dedicated	42.00	2,866,700	4,071,300	6,800	55,100	0	6,999,900
		<b>Total</b>	<b>42.00</b>	<b>2,866,700</b>	<b>4,071,300</b>	<b>6,800</b>	<b>55,100</b>	<b>0</b>	<b>6,999,900</b>
1.21	Net Object Transfers								
	PC to OE Transfer								
	0229-00	Dedicated	0.00	(74,000)	74,000	0	0	0	0
		<b>Total</b>	<b>0.00</b>	<b>(74,000)</b>	<b>74,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>FY 2020 Actual Expenditures</b>									
	0229-00	Dedicated	42.00	2,792,700	4,145,300	6,800	55,100	0	6,999,900
		<b>Total</b>	<b>42.00</b>	<b>2,792,700</b>	<b>4,145,300</b>	<b>6,800</b>	<b>55,100</b>	<b>0</b>	<b>6,999,900</b>
<b>FY 2021 Original Appropriation</b>									
3.00									
	0229-00	Dedicated	44.00	3,061,100	1,871,000	0	55,100	0	4,987,200
	OT 0229-00	Dedicated	0.00	0	9,500	40,800	0	0	50,300
		<b>Total</b>	<b>44.00</b>	<b>3,061,100</b>	<b>1,880,500</b>	<b>40,800</b>	<b>55,100</b>	<b>0</b>	<b>5,037,500</b>
<b>Expenditure Adjustments</b>									
4.11	Reappropriation								
	OE-Data and OE-Chinden								
	0229-00	Dedicated	0.00	0	2,092,500	0	0	0	2,092,500
		<b>Total</b>	<b>0.00</b>	<b>0</b>	<b>2,092,500</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,092,500</b>
<b>FY 2021 Total Appropriation</b>									
	0229-00	Dedicated	44.00	3,061,100	3,963,500	0	55,100	0	7,079,700
	OT 0229-00	Dedicated	0.00	0	9,500	40,800	0	0	50,300
		<b>Total</b>	<b>44.00</b>	<b>3,061,100</b>	<b>3,973,000</b>	<b>40,800</b>	<b>55,100</b>	<b>0</b>	<b>7,130,000</b>
<b>FY 2021 Estimated Expenditures</b>									
	0229-00	Dedicated	44.00	3,061,100	3,963,500	0	55,100	0	7,079,700
	OT 0229-00	Dedicated	0.00	0	9,500	40,800	0	0	50,300
		<b>Total</b>	<b>44.00</b>	<b>3,061,100</b>	<b>3,973,000</b>	<b>40,800</b>	<b>55,100</b>	<b>0</b>	<b>7,130,000</b>
<b>FY 2022 Base</b>									
	0229-00	Dedicated	44.00	3,061,100	3,963,500	0	55,100	0	7,079,700
	OT 0229-00	Dedicated	0.00	0	9,500	40,800	0	0	50,300
		<b>Total</b>	<b>44.00</b>	<b>3,061,100</b>	<b>3,973,000</b>	<b>40,800</b>	<b>55,100</b>	<b>0</b>	<b>7,130,000</b>

**FY 2022 Agency Budget - Request**

**Detail Report**

**Agency:** 427 - Occupational Licenses, Bureau of

**Function:** 01 - Licensing Programs

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		<u>FTP</u>	<u>Personnel Cost</u>	<u>Operating Expense</u>	<u>Capital Outlay</u>	<u>Trustee/Benefit</u>	<u>Lump Sum</u>	<u>Total</u>
<b>Program Maintenance</b>								
10.11	Change in Health Benefit Costs							
	Change in Health Benefit Costs							
	0229-00	Dedicated	0.00	56,300	0	0	0	56,300
	<b>Total</b>		<b>0.00</b>	<b>56,300</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>56,300</b>
10.12	Change in Variable Benefit Costs							
	0229-00	Dedicated	0.00	18,500	0	0	0	18,500
	<b>Total</b>		<b>0.00</b>	<b>18,500</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>18,500</b>
10.31	Repair, Replacement Items/Alterations							
	Laptop computers							
	OT 0229-00	Dedicated	0.00	0	0	0	0	0
	<b>Total</b>		<b>0.00</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
10.61	Salary Multiplier - Regular Employees							
	0229-00	Dedicated	0.00	25,300	0	0	0	25,300
	<b>Total</b>		<b>0.00</b>	<b>25,300</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>25,300</b>
10.62	Salary Multiplier - Group and Temporary							
	0229-00	Dedicated	0.00	200	0	0	0	0
	<b>Total</b>		<b>0.00</b>	<b>200</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>FY 2022 Total Maintenance</b>								
	0229-00	Dedicated	44.00	3,161,400	3,963,500	0	55,100	7,179,800
	OT 0229-00	Dedicated	0.00	0	9,500	40,800	0	50,300
	<b>Total</b>		<b>44.00</b>	<b>3,161,400</b>	<b>3,973,000</b>	<b>40,800</b>	<b>55,100</b>	<b>7,230,100</b>
<b>Line Items</b>								
12.01	Honorariums for board members							
	Honorariums for board members.							
	0229-00	Dedicated	0.00	7,400	0	0	0	7,400
	<b>Total</b>		<b>0.00</b>	<b>7,400</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7,400</b>
12.91	Budget Law Exemptions/Other Adjustments							
	Database upgrade carryover of \$1,021,000							
	0229-00	Dedicated	0.00	0	0	0	0	0
	<b>Total</b>		<b>0.00</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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**FY 2022 Agency Budget - Request****Detail Report****Agency:** 427 - Occupational Licenses, Bureau of**Function:** 01 - Licensing Programs

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	<u>FTP</u>	<u>Personnel Cost</u>	<u>Operating Expense</u>	<u>Capital Outlay</u>	<u>Trustee/ Benefit</u>	<u>Lump Sum</u>	<u>Total</u>
<b>FY 2022 Total</b>							
0229-00 Dedicated	44.00	3,168,800	3,963,500	0	55,100	0	7,187,200
OT 0229-00 Dedicated	0.00	0	9,500	40,800	0	0	50,300
<b>Total</b>	<b>44.00</b>	<b>3,168,800</b>	<b>3,973,000</b>	<b>40,800</b>	<b>55,100</b>	<b>0</b>	<b>7,237,500</b>

<b>FORM B-1: PROGRAM REQUEST BY DECISION UNIT</b>					
Agency/Department: <u>Division of Occupational and Professional License</u>		Request for Fiscal Year : <u>2022</u>			
Function/Division: _____		Agency Number: _____			
Activity/Program: _____		Function/Activity Number: _____			
		Budget Unit: _____			
Original Request Date: August 28, 2020	Revision Request Date: _____	Page: <u>10</u> of <u>29</u>			
Decision Unit Number: <u>12.01</u>		Descriptive Title: <u>Honorariums for board members</u>			
<b>Description</b>	<b>General</b>	<b>Dedicated</b>	<b>Federal</b>	<b>Other</b>	<b>Total</b>
FULL TIME POSITIONS (FTP)					
PERSONNEL COSTS:					
1. Salaries	7,400				
2. Benefits					
3. Group Position Funding					
<b>TOTAL PERSONNEL COSTS:</b>	<b>\$7,400</b>				
OPERATING EXPENDITURES by summary object:					
1. Ongoing Maintenance Costs					
2.					
3.					
<b>TOTAL OPERATING EXPENDITURES:</b>					
CAPITAL OUTLAY by summary object:					
1. Network Hardware					
2.					
3.					
<b>TOTAL CAPITAL OUTLAY:</b>					
<b>T/B PAYMENTS:</b>					
<b>LUMP SUM:</b>					
<b>GRAND TOTAL</b>	<b>\$7,400</b>				

Attach as many pages as necessary to respond to the following questions:

1. What is being requested and why? Specifically, what problem is this request trying to solve and how does this request address that problem?  
\$7,400 is an ongoing impact for streamlining honorariums across all boards from HB 318.
  - a. If a supplemental request, explain how this request arises to the level of being an emergency for the agency.
2. Indicate the specific source of authority, whether in statute or rule, that supports this request. Dedicated funds
3. What is the agency staffing level, OE, or CO for this activity currently and how much funding, by source, is in the Base? The Division currently has 146 board members. HB 318 standardized honorariums across all boards. The estimated impact was \$7,400.
4. What resources are necessary to implement this request? Fees from licensees
  - a. List by position: position titles, pay grades, full or part-time status, benefit eligibility, anticipated dates of hire and terms of service. NA
  - b. Note any existing agency human resources that will be redirected to this new effort, how existing operations will be impacted, and anticipated oversight the position would have over other employees. Please indicate any requested personnel on the organizational chart submitted with this budget request. NA
  - c. List any additional operating funds and capital items needed and note onetime versus ongoing costs. NA
  - d. What is the basis for the requested resources? How were PC, OE, or CO needs projected? Was an RFI done to project estimated costs (if so, please attach a copy of the basis for your cost estimates)? The request for honorarium standardizations was based on the number of board members and board meetings.
6. Provide additional detail about the request, including one-time versus ongoing. Include a description of major revenue assumptions, for example, whether there is a new customer base, fee structure changes, anticipated grant awards, or anticipated partnerships with other state agencies or other entities. No new revenue.
7. Who is being served by this request and what are the expected impacts of the funding requested? If this request is not funded who and what are impacted? This is a fairness issue. Some board members have received no honorarium, others between \$35-100. We standardized to \$100. Each board member essentially volunteers their time to serve and generally misses out on a day to several days of income from their profession to serve the state and help ensure the public is protected by the boards they serve.

**FORM B8.1: PROGRAM REQUEST BY DECISION UNIT**

Agency/Department: Division of Occupational Licenses  
 Function/Division: Licensing Programs  
 Activity/Program: \_\_\_\_\_

Request for Fiscal Year : 2022  
 Agency Number: 427  
 Function/Activity Number: 1  
 Budget Unit: SGBH

Original Request Date: August 28, 2020  
 Revision Request Date: \_\_\_\_\_

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Decision Unit Number: 12.91 Descriptive Title: Database Upgrade Carryover Authority

Description	General	Dedicated	Federal	Other	Total
FULL TIME POSITIONS (FTP) PERSONNEL COSTS: 1. Salaries 2. Benefits 3. Group Position Funding <b>TOTAL PERSONNEL COSTS:</b>					
OPERATING EXPENDITURES by summary object: 1. Database upgrade OT 2. 3. <b>TOTAL OPERATING EXPENDITURES:</b>		\$1,021,000			\$1,021,000
<b>TOTAL OPERATING EXPENDITURES:</b>		\$1,021,000			\$1,021,000
CAPITAL OUTLAY by summary object: 1 2 3 <b>TOTAL CAPITAL OUTLAY:</b>					
<b>T/B PAYMENTS:</b>					
<b>LUMP SUM:</b>					
<b>GRAND TOTAL</b>		\$1,021,000			\$1,021,000

Attach as many pages as necessary to respond to the following questions:

1. What is being requested and why? What is the agency staffing level for this activity and how much funding, by source, is in the base?

The Division of Occupational & Professional Licenses requested and the Legislature approved spending authority in the FY2018 and FY2019 Budget for \$1,021,000 to upgrade the Division's licensing system. The Division is requesting carryover authority for these funds. The current database houses a very large document storage system for applications, licenses, disciplinary documents and financial documents. This custom legacy system is integral to the Division's daily business operations. These funds are to upgrade the database system from an outdated Access platform to a web-based platform utilizing existing web programs and adding necessary functionality to meet increased needs, accessibility and quality. The Division will use existing staff to assist in the upgrade and testing of the upgraded platform. The funding will come from the dedicated fund of the Division. This request is for carry-over authority for the first four years of a five-year upgrade project. The total estimated cost is between \$1,250,000 and \$1,500,000.

2. What resources are necessary to implement this request?

- a. List by position: position titles, pay grades, full or part-time status, benefit eligibility, anticipated dates of hire and terms of service. No new positions are requested.
- b. Note any existing agency human resources that will be redirected to this new effort and how existing operations will be impacted.

Oversight will be provided by the existing Division staff, the requested Business Analyst and the Governor's Information Technology Services (ITS) staff. Staff will provide expertise to test the functionality of the upgraded system to assure seamless implementation and access by internal and external customers. ITS will ensure the system is meeting state standards.

- c. List any additional operating funds and capital items needed.

This request is for carry-over of operating funds for the first four years of a five-year project to upgrade the Division's database.

- d. What is the basis for the requested resources? (How were personnel and operating needs projected? Was an RFI done to project costs?)

The needs were based on the estimated cost of the system. The Division has worked closely with the Division of Purchasing and the Chief Information Officer's Office in selecting the vendor. The Division continues to work with Purchasing and the CIO on implementation. The Division has a sole source agreement with the vendors.

3. Provide additional detail about the request, including one-time versus ongoing. Include a description of major revenue assumptions, for example, whether there is a new

The Division is requesting carryover authority for the funding for the first four years of a five-year project. There will be no new customer base, fee structure changes or grants.

4. Who is being served by this request and what are the expected impacts of the funding requested? If this request is not funded who and what are impacted?

The staff, the public and licensees of the 28 Boards and one Commission that contract with the Division of Occupational Licenses will be served by this request. If this request is not funded, the Division risks operating system failure resulting in the inability to process occupational license applications, license renewals, disciplinary complaints, and financial transactions. In addition, the Division's external facing web portal, which serves both public and licensees would be impacted. Without a functional system, the Boards would not be able to carry out their charge of public protection.



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		Rounded Appropriation	44.00	2,093,200	523,100	444,700	3,061,100
4.11	Appropriation Adjustments:						
	Reappropriation		0.00	0	0	0	0
4.31	Supplemental		0.00	0	0	0	0
5.00	<b>FY 2021 TOTAL APPROPRIATION</b>		<b>44.00</b>	<b>2,093,200</b>	<b>523,100</b>	<b>444,700</b>	<b>3,061,100</b>
	Expenditure Adjustments:						
6.31	FTP or Fund Adjustment		0.00	0	0	0	0
6.51	Transfer Between Programs		0.00	0	0	0	0
7.00	<b>FY 2021 ESTIMATED EXPENDITURES</b>		<b>44.00</b>	<b>2,093,200</b>	<b>523,100</b>	<b>444,700</b>	<b>3,061,100</b>
	Base Adjustments:						
8.31	Transfer Between Programs		0.00	0	0	0	0
8.41	Removal of One-Time Expenditures		0.00	0	0	0	0
8.51	Base Reduction		0.00	0	0	0	0
9.00	<b>FY 2022 BASE</b>		<b>44.00</b>	<b>2,093,200</b>	<b>523,100</b>	<b>444,700</b>	<b>3,061,100</b>
10.11	Change in Health Benefit Costs				56,300		56,300
10.12	Change in Variable Benefits Costs					18,500	18,500
	Subtotal CEC Base:	Indicator Code	44.00	2,093,200	579,400	463,200	3,135,900
10.51	Annualization			0	0	0	0
10.61	CEC for Permanent Positions	1.00%		20,700		4,600	25,300
10.62	CEC for Group Positions	1.00%		200		0	200
10.63	CEC for Elected Officials & Commissioners			0		0	0
11.00	<b>FY 2022 PROGRAM MAINTENANCE</b>		<b>44.00</b>	<b>2,114,100</b>	<b>579,400</b>	<b>467,800</b>	<b>3,161,400</b>
	Line Items:						
12.01							0
12.02							0
12.03							0
13.00	<b>FY 2022 TOTAL REQUEST</b>		<b>44.00</b>	<b>2,114,100</b>	<b>579,400</b>	<b>467,800</b>	<b>3,161,400</b>



**FIVE-YEAR FACILITY NEEDS PLAN, pursuant to IC 67-5708B**

**AGENCY INFORMATION**

<b>AGENCY NAME:</b>	Division of Occupational and Professional Licenses	<b>Division/Bureau:</b>	
<b>Prepared By:</b>	Gregory Floyd	<b>E-mail Address:</b>	gregory.floyd@ibol.idaho.gov
<b>Telephone Number:</b>	208-577-2600	<b>Fax Number:</b>	
<b>DFM Analyst:</b>	Misty Lawrence	<b>LSO/BPA Analyst:</b>	Christine Otto
<b>Date Prepared:</b>	8/4/2020	<b>For Fiscal Year:</b>	2021

**FACILITY INFORMATION (please list each facility separately by city and street address)**

<b>Facility Name:</b>	JR Williams Building				
<b>City:</b>	Boise	<b>County:</b>	ADA		
<b>Street Address:</b>	700 W. State Street			<b>Zip Code:</b>	83702
<b>Facility Ownership (could be private or state-owned)</b>	<b>Private Lease:</b>	<input type="checkbox"/>	<b>State Owned:</b>	<input checked="" type="checkbox"/>	<b>Lease Expires:</b>

**FUNCTION/USE OF FACILITY**

Administrative

**COMMENTS**

It is anticipated in September or October, we will be moving to temporary space in building 6 on the Chinden campus. In spring of 2021 we will move into Building 4 on the Chinden campus. This is due to Executive order 2020-10 signed by the Governor in June 2020.

**WORK AREAS**

FISCAL YR:	ACTUAL 2020	ESTIMATE 2021	REQUEST 2022	REQUEST 2023	REQUEST 2024	REQUEST 2025
<b>Total Number of Work Areas:</b>	44	285	285	285	285	285
<b>Full-Time Equivalent Positions:</b>	38	285	285	285	285	285
<b>Temp. Employees, Contractors, Auditors, etc.:</b>	4	4	4	4	4	4

**SQUARE FEET**

FISCAL YR:	ACTUAL 2020	ESTIMATE 2021	REQUEST 2022	REQUEST 2023	REQUEST 2024	REQUEST 2025
<b>Square Feet:</b>	8998	40000	40000	40000	40000	40000

**FACILITY COST**

(Do NOT use your old rate per sq ft; it may not be a realistic figure)

FISCAL YR:	ACTUAL 2020	ESTIMATE 2021	REQUEST 2022	REQUEST 2023	REQUEST 2024	REQUEST 2025
<b>Total Facility Cost/Yr:</b>	\$97,629.00	\$540,000.00	\$540,000.00	\$540,000.00	\$540,000.00	\$540,000.00

**SURPLUS PROPERTY**

FISCAL YR:	ACTUAL 2020	ESTIMATE 2021	REQUEST 2022	REQUEST 2023	REQUEST 2024	REQUEST 2025
	<input type="checkbox"/>					

**IMPORTANT NOTES:**

1. Upon completion, please send to Leasing Assistant at the Division of Public Works via email to [Melissa.Broome@adm.idaho.gov](mailto:Melissa.Broome@adm.idaho.gov). Please e-mail or call 208-332-1933 with any questions.
2. If you have five or more locations, please summarize the information on the Facility Information Summary Sheet and include this summary sheet with your submittal.
3. Attach a hardcopy of this submittal, as well as the Facility Information Summary Sheet, if applicable, with your budget request. DPW LEASING DOES NOT NEED A COPY OF YOUR BUDGET REQUEST, JUST THIS FORM.

**AGENCY NOTES:**

Square footage and rent numbers are based off of estimates of 40,000 square feet by Kelly Berard of the Department of Admin. The \$13.50/sq foot comes from Misty Lawrence at DFM.

## Part I – Agency Profile

### Agency Overview

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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 Division of Occupational and Professional Licenses (Division) 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 Division for services.

The Division serves 27 Boards and one Commission with a staff of 44 that consists of a section chief, two administrative attorneys, two administrative support managers, one financial specialist senior, three technical records specialists III, a hearings/appeals coordinator, a complaint coordinator, nine technical records specialists I and II, a supervising investigator, eleven investigators, a business analyst, four inspectors, three customer service representatives, one office specialist and two financial technicians. This organizational structure allows the Division to provide efficient service to regulatory Boards, licensees, applicants, and the public.

The Division'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 Division'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 27 Boards and one Commission that contract for services with the Division 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 Division or hire their own staff.

Twenty-seven Boards and one Commission within the Department of Self-Governing Agencies contract with the Division 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 Division 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 Division:

- Idaho State Board of Acupuncture;
- Board of Architectural Examiners;
- 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.

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**Revenue and Expenditures**

Revenue	FY 2017	FY 2018	FY 2019	FY 2020
State Regulatory Fund	\$4,059,533.39	\$4,336,888.68	\$4,592,190.21	\$4,736,129.10
<b>Total</b>	<b>\$4,059,533.39</b>	<b>\$4,336,888.68</b>	<b>\$4,592,190.21</b>	<b>\$4,736,129.10</b>
Expenditures	FY 2017	FY 2018	FY 2019	FY 2020
Personnel Costs	\$2,461,200.28	\$2,251,352.20	\$2,639,408.02	\$2,792,688.27
Operating Expenditures	\$1,269,311.80	\$1,525,163.17	\$1,597,053.23	\$2,052,843.71
Capital Outlay	\$11,449.27	\$0.00	\$17,390.80	
Trustee/Benefit Payments	\$32,229.75	\$34,628.00	\$33,434.75	\$30,833.63
<b>Total</b>	<b>\$3,777,191.10</b>	<b>\$4,081,143.37</b>	<b>\$4,287,286.80</b>	<b>\$4,876,365.61</b>

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

Cases Managed and/or Key Services Provided	FY 2017	FY 2018	FY 2019	FY 2020
Current Licensees	66,184	71,331	72,192	74,131
Applications Received	9,640	10,931	11,549	10,972
New Licenses Issued	8,443	9,285	9,964	9,506
Facility Inspections	7,225	8,667	7,913	7,146
Complaints Received	911	1,010	901	843
Complaints Resolved	827	976	773	900
Disciplinary Actions	346	535	354	394
Total Records Maintained	323,898	345,026	368,416	388,686

**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 2017	FY 2018	FY 2019	FY 2020
<b>IDAHO UNIFORM ATHLETE AGENTS REGISTRATION</b>				
Total Number of Licenses	35	30	31	26
Number of New Applicants Denied Licensure	Not Tracked	0	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
<b>IDAHO BOARD OF ACUPUNCTURE</b>				
Total Number of Licenses	185	181	185	206
Number of New Applicants Denied Licensure	Not Tracked	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	3	2	0	3

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	FY 2017	FY 2018	FY 2019	FY 2020
Number of Final Disciplinary Actions Against Licensees	1	1	0	0
<b>IDAHO BOARD OF ARCHITECTURAL EXAMINERS</b>				
Total Number of Licenses	1758	1910	1927	1962
Number of New Applicants Denied Licensure	Not Tracked	0	0	
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	7	13	12	6
Number of Final Disciplinary Actions Against Licensees	0	4	2	1
<b>IDAHO ATHLETIC COMMISSION</b>				
Total Number of Licenses	185	320	311	210
Number of New Applicants Denied Licensure	Not Tracked	0	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	1	0	0	0
<b>IDAHO BARBER AND COSMETOLOGY SERVICES LICENSING BOARD</b>				
Total Number of Licenses	24144	25693	25784	26355
Number of New Applicants Denied Licensure	Not Tracked	3	8	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	338	354	262	322
Number of Final Disciplinary Actions Against Licensees	269	277	129	210
<b>IDAHO BOARD OF CHIROPRACTIC PHYSICIANS</b>				
Total Number of Licenses	729	777	788	817
Number of New Applicants Denied Licensure	Not Tracked	0	3	1
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	22	12	21	9
Number of Final Disciplinary Actions Against Licensees	17	0	2	3
<b>IDAHO CONTRACTORS BOARD</b>				
Total Number of Licenses	16731	18538	18923	19751
Number of New Applicants Denied Licensure	Not Tracked	6	11	1
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	295	340	351	256
Number of Final Disciplinary Actions Against Licensees	103	62	23	114
<b>IDAHO LICENSING BOARD OF PROFESSIONAL COUNSELORS AND MARRIAGE AND FAMILY THERAPISTS</b>				
Total Number of Licenses	2333	2535	2564	2673
Number of New Applicants Denied Licensure	Not Tracked	9	2	1
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	38	27	41	37
Number of Final Disciplinary Actions Against Licensees	13	8	1	8
<b>IDAHO BOARD OF DENTURITY</b>				
Total Number of Licenses	28	29	29	32
Number of New Applicants Denied Licensure	Not Tracked	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	0	0	0	0

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	FY 2017	FY 2018	FY 2019	FY 2020
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
<b>STATE DRIVING BUSINESSES LICENSURE BOARD</b>				
Total Number of Licenses	203	233	222	224
Number of New Applicants Denied Licensure	Not Tracked	1	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	3	2	4	0
Number of Final Disciplinary Actions Against Licensees	0	0	2	0
<b>GENETIC COUNSELORS LICENSING BOARD</b>				
Total Number of Licenses	58	131	145	188
Number of New Applicants Denied Licensure	Not Tracked	0	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	0	0	0
<b>IDAHO BOARD OF REGISTRATION FOR PROFESSIONAL GEOLOGISTS</b>				
Total Number of Licenses	606	596	602	597
Number of New Applicants Denied Licensure	Not Tracked	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	1	1	0	0
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
<b>IDAHO BOARD OF LANDSCAPE ARCHITECTS</b>				
Total Number of Licenses	270	285	278	300
Number of New Applicants Denied Licensure	Not Tracked	2	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	0	1	1	1
Number of Final Disciplinary Actions Against Licensees	0	0	1	0
<b>IDAHO LIQUEFIED PETROLEUM GAS SAFETY BOARD</b>				
Total Number of Licenses	651	628	648	634
Number of New Applicants Denied Licensure	Not Tracked	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	37	20	33	27
Number of Final Disciplinary Actions Against Licensees	0	2	0	1
<b>IDAHO BOARD OF MASSAGE THERAPY</b>				
Total Number of Licenses	2264	2358	2371	2420
Number of New Applicants Denied Licensure	Not Tracked	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	35	31	11	17
Number of Final Disciplinary Actions Against Licensees	19	22	0	9
<b>STATE BOARD OF MIDWIFERY</b>				
Total Number of Licenses	47	58	59	57
Number of New Applicants Denied Licensure	Not Tracked	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	3	14	2	2

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	FY 2017	FY 2018	FY 2019	FY 2020
Number of Final Disciplinary Actions Against Licensees	1	2	0	1
<b>IDAHO BOARD OF MORTICIANS</b>				
Total Number of Licenses	466	486	479	494
Number of New Applicants Denied Licensure	Not Tracked	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	3	19	10	8
Number of Final Disciplinary Actions Against Licensees	0	7	0	4
<b>IDAHO BOARD OF EXAMINERS OF NURSING HOME ADMINISTRATORS</b>				
Total Number of Licenses	226	198	206	213
Number of New Applicants Denied Licensure	Not Tracked	1	2	1
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	9	6	0	1
Number of Final Disciplinary Actions Against Licensees	0	1	0	0
<b>STATE OCCUPATIONAL THERAPY LICENSURE BOARD</b>				
Total Number of Licenses	992	1121	1130	1167
Number of New Applicants Denied Licensure	Not Tracked	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	0	3	4	2
Number of Final Disciplinary Actions Against Licensees	0	1	0	0
<b>IDAHO BOARD OF OPTOMETRY</b>				
Total Number of Licenses	465	477	487	487
Number of New Applicants Denied Licensure	Not Tracked	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	3	40	6	5
Number of Final Disciplinary Actions Against Licensees	0	5	3	3
<b>PHYSICAL THERAPY LICENSURE BOARD</b>				
Total Number of Licenses	2835	3087	3245	3335
Number of New Applicants Denied Licensure	Not Tracked	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	13	7	9	9
Number of Final Disciplinary Actions Against Licensees	5	3	0	2
<b>IDAHO BOARD OF PODIATRY</b>				
Total Number of Licenses	77	71	72	72
Number of New Applicants Denied Licensure	Not Tracked	0	0	2
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	1	4	2	5
Number of Final Disciplinary Actions Against Licensees	0	1	0	1
<b>IDAHO BOARD OF PSYCHOLOGIST EXAMINERS</b>				
Total Number of Licenses	435	492	495	556
Number of New Applicants Denied Licensure	Not Tracked	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	10	12	10	8

	FY 2017	FY 2018	FY 2019	FY 2020
Number of Final Disciplinary Actions Against Licensees	0	0	0	3
<b>IDAHO BOARD OF EXAMINERS OF RESIDENTIAL CARE FACILITY ADMINISTRATORS</b>				
Total Number of Licenses	478	466	482	468
Number of New Applicants Denied Licensure	Not Tracked	2	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	13	8	21	16
Number of Final Disciplinary Actions Against Licensees	3	2	2	7
<b>IDAHO REAL ESTATE APPRAISER BOARD</b>				
Total Number of Licenses	841	975	958	962
Number of New Applicants Denied Licensure	Not Tracked	1	0	2
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	25	18	26	34
Number of Final Disciplinary Actions Against Licensees	7	7	3	12
<b>IDAHO SPEECH, HEARING, AND COMMUNICATION SERVICES LICENSURE BOARD</b>				
Total Number of Licenses	1176	1491	1529	1679
Number of New Applicants Denied Licensure	Not Tracked	1	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	5	10	14	16
Number of Final Disciplinary Actions Against Licensees	3	3	2	2
<b>IDAHO CERTIFIED SHORTHAND REPORTERS BOARD</b>				
Total Number of Licenses	154	164	163	165
Number of New Applicants Denied Licensure	Not Tracked	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	0	0	2	0
Number of Final Disciplinary Actions Against Licensees	0	0	1	0
<b>SOCIAL WORKERS</b>				
Total Number of Licenses	3932	4100	4164	4236
Number of New Applicants Denied Licensure	Not Tracked	7	1	4
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	43	52	53	48
Number of Final Disciplinary Actions Against Licensees	17	11	3	12
<b>WATER AND WASTEWATER PROFESSIONALS</b>				
Total Number of Licenses	3880	3901	3915	3845
Number of New Applicants Denied Licensure	Not Tracked	8	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	3	13	6	9
Number of Final Disciplinary Actions Against Licensees	1	5	0	1

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**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.

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	As of July 1, 2019	As of July 1, 2020
Number of Chapters	29	29
Number of Words	165,529	132,646
Number of Restrictions	2,500	1,626

**Part II – Performance Measures**

Performance Measure		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
<b>Goal 1</b>						
<i>To provide continued improvement in the service provided to the boards</i>						
1. Conduct full review of laws and rules for 5 boards per year to reduce barriers to licensure	actual	--	--	--	5	-----
	target	5	5	5	5	
2. Conduct full review of application documents and the website for compliance with legislative changes annually	actual	100%	100%	100%	100%	-----
	target	100%	100%	100%	100%	
3. Investigative cases are complete within one fiscal year of the receipt of the complaint	actual	87%	60%	53%	**	-----
	target	100%	100%	100%	100%	
4. All facilities requiring inspection have completed/attempted inspection annually	actual	--	--	--	72%*	-----
	target	100%	100%	100%	100%	
<b>Goal 2</b>						
<i>To provide quality service on behalf of the boards to the public</i>						
5. Regularly review applications to ensure applications are easy to find and instructions are easy to understand	actual	100%	100%	100%	100%	-----
	target	100%	100%	100%	100%	
6. Review applications within 30 days of receiving a completed application	actual	--	--	98%	99.9%	-----
	target	100%	100%	100%	100%	
7. Issue licenses within 30 days of receiving a military application	actual	--	--	--	99.9%	-----
	target	100%	100%	100%	100%	

\* Inspections were suspended 3/19/2020 to 5/16/2020 due to COVID-19.  
 \*\* Cases opened during FY2020 will hit the one-year target during FY2021.

**For More Information Contact**

Dawn Hall, Section Chief  
 Division of Occupational and Professional Licenses  
 PO Box 83720  
 Boise, ID 83720-0063  
 Phone: (208) 334-3233  
 E-mail: [dawn.hall@ibol.idaho.gov](mailto:dawn.hall@ibol.idaho.gov)

**Director Attestation for Performance Report**

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In accordance with *Idaho Code* 67-1904, I certify the data provided in the Performance Report has been internally assessed for accuracy, and, to the best of my knowledge, is deemed to be accurate.

Department: Idaho Division of Occupational & Professional Licenses

Susan E. Buxton  
Director's Signature

August 27, 2020  
Date

Please return to:

Division of Financial Management  
304 N. 8<sup>th</sup> Street, 3<sup>rd</sup> Floor  
Boise, Idaho 83720-0032

FAX: 334-2438  
E-mail: [info@dfm.idaho.gov](mailto:info@dfm.idaho.gov)

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**DIVISION OF OCCUPATIONAL and PROFESSIONAL LICENSES  
STRATEGIC PLAN FOR FISCAL YEARS 2021 - 2026**

**Submitted  
Susan Buxton  
Interim Division Administrator**

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This document contains the Strategic Plan for the Division of Occupational and Professional Licenses. The Division was created within the Department of Self-Governing Agencies by section 67-2601, Idaho Code. By written agreement, the Division provides 27 regulatory Boards and 1 Commission with administrative, legal, fiscal, and investigative services. All costs of operating the Division are paid from fees collected by those Boards and Commission.

MISSION AND VISION..... page 3  
 KEY EXTERNAL FACTORS..... page 3  
 GOAL I..... page 4  
 GOAL II..... page 4  
 ADDENDUMS..... page 5

**MISSION STATEMENT**

Protecting the health, safety, and welfare of Idaho's citizens while reducing barriers and creating pathways to licensing for Idaho's business economy.

**VISION**

Fostering public wellness while facilitating a healthy business atmosphere.

**KEY EXTERNAL FACTORS**

**Economic and Population Trends**

In FY2020 the Division was impacted by COVID-19 as were all other state agencies. The Boards and Commission that contract with the Division of Occupational and Professional Licenses for services are subject to economic changes, population changes, advances in telehealth/telework, complaints by the public, and other factors such as national and state reviews of licensure. These factors influence the number of new applicants and the number of licenses renewed annually, which impacts the Boards and Commission.

The structure of the Division allows the Boards and Commission to share resources including office space, personnel, and other operating overhead. Using a single Division fund allows the Boards and Commission to continue to protect the health, safety and welfare of the public even when facing unexpected expenditures resulting from legal expenses, renewal downturns, investigative costs, or other factors.

**Services Provided**

Below are some examples of the workload:

- The Division currently provides administrative, legal, fiscal, and investigative support to 27 Boards and 1 Commission.
- There were 843 complaints in FY2020.
- There were 7145 inspections conducted FY2020. NOTE: Inspections were suspended from March 19, 2020 to May 16, 2020 due to COVID-19.
- The number of licensees/registrants was 74,131 in FY2020.
- The Boards served by the Division held 221 Board meetings in FY2020.

**Technology**

The need to keep abreast of technological advances is always a challenge. The Division's current licensing database has helped to automate processes and streamline the workload. Technology is expensive, but it helps ensure service delivery is keeping up with current trends such as on-line renewal. Technology is key to providing efficient and effective service to the public, licensees/registrants Boards and Commission, as well as to protect the public. The Division's goal is to upgrade to a web-based system over the next few years.

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**GOAL I. ) PROVIDE CONTINUED IMPROVEMENT IN THE SERVICE PROVIDED TO THE BOARDS.**

Objective	Performance Measures	Benchmarks	How Established	Tasks
Reduce barriers to licensure.	Number of words and barriers removed from laws and rules.	Review full laws and rules for 5 boards per year	Governor's Executive Order	Establish a schedule of full rule and law review for each board on a 5-year rotating schedule.
Review application documents and the website for compliance with legislative changes.	Full review done annually.	100%	Board direction and Division staff review	Review annually after effective date of laws and rules.
Complete investigations in a timely fashion.	Investigative cases should be complete within one year.	100%	Board direction, industry standards, and federal requirements, as applicable	1. Be sure that investigators are aware of law and rule changes. 2. Review investigation and inspection forms annually. 3. Review processes annually. 4. Send monthly caseload logs with prioritization to investigators.
Complete all required inspections annually.	All facilities requiring inspection have completed/attempted inspection annually.	100%	Board direction, industry standard	1. Train new inspectors to industry standards 2. Review inspection processes annually. 3. Streamline out-of-business shop processes.

**GOAL II. TO PROVIDE QUALITY SERVICE, ON BEHALF OF THE BOARDS, TO THE PUBLIC.**

Ensure applications are easy to find and instructions are easy to understand.	Annually review applications for ease of understanding.	Ongoing	Feedback from staff, customers, licensees/registrants and Board members	Make application instructions easy to read and follow. Goal is to move to online applications in the future.
Review applications within 30 days of receiving a completed application.	Statistics show that licenses/registrations are issued within 30 days.	100%	Board direction	Delegate the ability to approve certain licenses to DOPL or specific board members, call meetings within 30 days of receiving complete applications the board must review.
Expedite military applications.	Issue licenses within 30 days.	100%	Department of Defense and Legislative direction	Delegate the ability to approve certain licenses to DOPL or specific board members, call meetings within 30 days of receiving complete applications the board must review.

Addendum to Agency Strategic Plans: Adoption of the NIST Cybersecurity Framework and Implementation of CIS Critical Security Controls 1 – 5. As a technology customer of the Office of Information Technology Services (ITS) in the Governor’s Office, we are using the cybersecurity systems and technical expertise in ITS to fulfill requirements related to Executive Order 2017-02. Staff from ITS were briefed on the NIST Core Framework, CIS Controls 1-5, and their plan for adoption of the NIST Cybersecurity Framework. We participate in DHR and ITS administered cybersecurity training, as awareness is a critical component of an effective cybersecurity program. As briefed by ITS staff, implementation of the CIS Controls 1-5 will be their responsibility for the systems they operate and, as technological tools applied to the computer systems, largely invisible to us as a customer. ITS, working through the multi-agency Incident Response Task Force, has developed an Incident Response Program in support of our agency.

Addendum 2  
Implementation of the Red Tape Reduction Act

The Division has identified Rob McQuade as the agency’s Rules Review Officer (RRO). The agency has set up a schedule of Board rules to be reviewed, over the next 2 years. The Division will first review the rules and make recommendations for revisions and reductions to each Board. The Division will then work with each Board on any additional changes the Boards recommend. The Division will be following the Division of Financial Management’s guidance regarding asking if each rule is germane, significant, evidence-based, novel and narrowly tailored in reviewing the rules. The Division has already completed rules review for several Boards and many of the Boards had revised their rules in past years in response to the Executive Order.