# *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. In the 2020 Idaho Legislative Session, HB 318 was signed into law codifying two substantial changes:

* Creation of a new Division of Occupational and Professional Licenses from the former Bureau of Occupational Licensing.
* Providing the Governor authority to reorganize programs and boards within the Department of Self-Governing Agencies as needed to create an orderly arrangement in the administration of government.

Pursuant to title 67-2601(2)(h), Idaho Code, the Division of Occupational and Professional Licenses exists within the Department of Self-Governing Agencies. On June 3, 2020, Governor Little issued Executive Order 2020-10 reorganizing 11 agencies into one. The 48 Boards and Commissions are organized into the following three bureaus, and the fourth bureau contains administrative functions that are common across the other three bureaus that have been consolidated for efficiencies and consistency:

1. Building, Construction, and Real Estate;
2. Occupational Licenses;
3. Health Professions; and
4. Administration

Executive Order 2020-10 tasked the Division administrator to establish a plan to coordinate the move of boards assigned to DOPL to a central office location so that Idahoans may access a one-stop shop for state licenses. In addition, Executive Order 2020-10 tasked the Division administrator to establish a plan to seek efficiencies from the combined organization including, but not limited to, the consolidation of information technology systems across boards where practicable. In the 2021 Idaho Legislative Session, the restructuring of 11 agencies encompassing 48 boards and commissions into DOPL was enshrined into Idaho Code with the signature of three regulatory framework bills:

* SB 1024 – Vesting the division hiring authority in the division administrator
* SB 1026 – Changing the statute references of previous self-governing agencies to their new name, the Division of Occupational and Professional Licenses
* SB 1056 – Detailing the duties of the Division administrator and transitioning all boards and commissions to the ‘Occupational Licenses Fund’

In the 2022 Idaho Legislative Session, the legislature consolidated the Architects and Landscape Architects professions into one board through SB 1232 and created the new Board of Naturopathic Health Care to regulate and license naturopathic doctors in SB 1330a. The Division serves 48 boards and commissions and 2 major programs with a leadership staff that consists of the Division administrator, deputy administrator, and three bureau chiefs. The Division is reorganizing it’s the entire structure to allow for efficient service to regulatory Boards, licensees, applicants, and the public. The Division's annual appropriation is distributed among the boards and commissions based on historical needs and requests. The Division is subject to economic changes, population trends, and other factors that directly affect the number of new applicants, permits, plan reviews, the number of licenses renewed annually, and the number of complaints. These, in turn, impact each board’s revenues and expenses.

The Division’s operations depend almost exclusively on dedicated funds generated from fees for applications, original licenses/registrations, renewals, permits, plan reviews, examinations, and disciplinary fines.  The Division also generated fees based on One-Call activity, collected donations from utility companies, billed the Idaho Public Utilities Commission through a Memorandum of Understanding (MOU), was awarded federal funds through the U.S. Department of Transportation, and assessed penalties for the damage of underground utilities all of which were used to support the Damage Prevention Program. The Division also billed the Idaho Industrial Commission for the authorized appropriation associated with the operation of the Industrial Safety and the Logging Safety programs. In addition, federal funding was received from the U.S. Department of Housing and Urban Development (HUD) which was utilized to help defray the costs of the Division serving as the State Administrative Agency for the HUD Manufactured Housing Program.

**Core Functions/Idaho Code**

The Division of Occupational and Professional Licenses is a self-governing agency pursuant to [Idaho Code § 67-2601(2)(h)](https://legislature.idaho.gov/statutesrules/idstat/Title67/T67CH26/SECT67-2601/). The Division umbrella provides the administrative, fiscal, legal, and investigative services for each of the forty-eight boards and commissions. While each profession, occupation, and trade is different, all Boards have the same charge: consumer protection. They do this by ensuring that those entering the practice meet minimum standards of competency before issuing a license and responding to complaints from the public. Each Board operates independently under its own laws and rules, and operates in alignment with the Division structure and operations. 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.

The following boards and commissions make up three bureaus within the Division:

* Board of Accountancy
* Idaho State Board of Acupuncture
* Board of Architects and Landscape Architects
* Board of Athletic Trainers
* Athletic Commission
* Barber and Cosmetology Services Licensing Board
* Building Code Board
* Board of Chiropractic Physicians
* Contractors Board
* Licensing Board of Professional Counselors and Marriage and Family Therapists
* Damage Prevention Board
* Board of Dentistry
* Board of Denturitry
* Dietetic Licensure Board
* Driving Businesses Licensure Board
* Factory Built Structures Board
* Electrical Board
* HVAC Board
* Professional Engineers and Professional Land Surveyors Board
* Genetic Counselors Licensing Board
* Board of Registration for Professional Geologists
* Liquefied Petroleum Gas Safety Board
* Board of Massage Therapy
* Board of Medicine
* Board of Midwifery
* Board of Morticians
* Naturopathic Medical Board
* Board of Naturopathic Health Care
* Board of Nursing
* Board of Examiners of Nursing Home Administrators
* Occupational Therapy Licensure Board
* Board of Optometry
* Outfitters and Guides Licensing Board
* Board of Pharmacy
* Board of Physical Therapists
* Plumbing Board
* Board of Podiatry
* Board of Psychologist Examiners
* Public Works Contractors Licensing Board
* Real Estate Appraiser Board
* Real Estate Commission
* Board of Examiners of Residential Care Facility Administrators
* Respiratory Therapy Licensure Board
* Board of Social Work Examiners
* Shorthand Reporters Board
* Speech, Hearing & Communication Services Licensure Board; and
* Board of Veterinary Medicine
* Board of Drinking Water and Wastewater Professionals.

**Revenue and Expenditures**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Revenue** | **FY 2020** | **FY 2021** | **FY 2022** | **FY 2023** |
| Dedicated State Regulatory Fund | $26,825,300 | $31,989,800 | 34,500,800 |  |
| Federal Grant Fund | $717,200 | $3,173,900 | 181,700 |  |
| General Fund | $1,300 | $2,500 | 0 |  |
| Logging/Industrial Safety Misc. Rev Fund | $1,596,000 | $942,500 | 1,284,300 |  |
| **Total** | **$29,327,700** | **$36,255,800** | **35,966,800** |  |
| **Expenditures** | **FY 2020** | **FY 2021** | **FY 2022** | **FY 2023** |
| Personnel Costs | $19,632,400 | $19,842,900 | 19,323,100 |  |
| Operating Expenditures | $10,109,900 | $10,598,200 | 14,640,300 |  |
| Capital Outlay | $545,800 | $1,720,000 | 218,200 |  |
| Trustee/Benefit Payments | $30,800 | $35,400 | 8,400 |  |
| **Total** | **$30,318,900** | **$32,196,500** | **34,190,000** |  |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Cases Managed and/or Key Services Provided** | **FY 2020** | **FY 2021** | **FY 2022** | **FY 2023** |
| Active Licensees on June 30 | 179,953 | 192,372 | 231,201 |  |
| Applications Received | - | - | 59,220 |  |
| New Licenses Issued | - | - | 46,646 |  |
| License Renewals Issued | - | - | 114,470 |  |
| Board Meeting Held | - | - | 223 |  |
| Administrative Hearing Held | - | - | 9 |  |
| Disciplinary Actions4 | 510 | 359 | 1,156 |  |
| Facility Inspections 1 | - | - | 14,069 |  |
| Building Permits Issued2 | - | - | 73,933 |  |
| Building Permits Inspections Completed2 | - | - | 158,657 |  |
| Building Plan Reviews Completed3 | 900 | 1,400 | 8,044 |  |
| Damage Prevention Education Participants | - | - | 1,140 |  |
| Manufactured Housing HUD Labels Issued | - | - | 2,874 |  |
| Controlled Substance Prescriptions Reported | 2,831,513 | 2,622,418 | 2,994,666 |  |
| Patient Profiles Provided | 2,300 | 1,006 | 957 |  |
| PDMP 24/7 Online Request | 55,651,815 | 96,603,632 | 107,210,493 |  |
| Pre-Litigation Screening Panels | 103 | 86 | 90 |  |
| Real Estate Office Audits Completed | 369 | 390 | 590 |  |

1 Regular facility inspections of pharmacies, drug outlets, barber/cosmetology, dental sedation, public buildings, logging operations, elevators, crematories, and liquified petroleum gas storage facilities.

2 Building, modular, manufactured housing, electrical, plumbing, & HVAC permits and permit inspections.

3 Building and modular plan reviews inclusive of mechanical, electrical, plumbing and Manual S, J & D design reviews where applicable.

4 FY22 reporting expanded to include trade permit discipline and notice of violations

**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.

|  | **FY 2020** | **FY 2021** | **FY 2022** | **FY 2023** |
| --- | --- | --- | --- | --- |
| **BOARD OF ACCOUNTANCY** | | | | |
| Total Number of Licenses | 3,410 | 3,485 | 2949 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 10 | 10 | 6 |  |
| Number of Final Disciplinary Actions Against Licensees | 6 | 8 | 0 |  |
| **IDAHO BOARD OF ACUPUNCTURE** | | | | |
| Total Number of Licenses | 206 | 214 | 222 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 3 | 0 | 0 |  |
| Number of Final Disciplinary Actions Against Licensees | 0 | 1 | 0 |  |
| **IDAHO BOARD OF ARCHITECTURAL EXAMINERS** | | | | |
| Total Number of Licenses | 1,962 | 2,117 | 2,214 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 6 | 5 | 6 |  |
| Number of Final Disciplinary Actions Against Licensees | 1 | 0 | 0 |  |
| **IDAHO ATHLETIC COMMISSION** | | | | |
| Total Number of Licenses | 210 | 112 | 118 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 2 | 0 | 1 |  |
| Number of Final Disciplinary Actions Against Licensees | 0 | 0 | 1 |  |
| **IDAHO BARBER AND COSMETOLOGY SERVICES LICENSING BOARD** | | | | |
| Total Number of Licenses | 26,355 | 26,658 | 27,441 |  |
| Number of New Applicants Denied Licensure | 0 | 3 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 322 | 268 | 353 |  |
| Number of Final Disciplinary Actions Against Licensees | 210 | 201 | 249 |  |
| **IDAHO BOARD OF CHIROPRACTIC PHYSICIANS** | | | | |
| Total Number of Licenses | 817 | 864 | 915 |  |
| Number of New Applicants Denied Licensure | 1 | 3 | 3 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 9 | 5 | 5 |  |
| Number of Final Disciplinary Actions Against Licensees | 3 | 2 | 2 |  |
| **IDAHO CONTRACTORS BOARD** | | | | |
| Total Number of Licenses | 19,751 | 20,440 | 20,788 |  |
| Number of New Applicants Denied Licensure | 1 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 256 | 162 | 206 |  |
| Number of Final Disciplinary Actions Against Licensees | 114 | 75 | 68 |  |
| **IDAHO LICENSING BOARD OF PROFESSIONAL COUNSELORS  AND MARRIAGE AND FAMILY THERAPISTS** | | | | |
| Total Number of Licenses | 2,673 | 2,835 | 3,208 |  |
| Number of New Applicants Denied Licensure | 1 | 1 | 2 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 37 | 43 | 22 |  |
| Number of Final Disciplinary Actions Against Licensees | 8 | 1 | 7 |  |
| **BOARD OF DENTISTRY** | | | | |
| Total Number of Licenses | 3,787 | 3,758 | 4,099 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 26 | 33 | 9 |  |
| Number of Final Disciplinary Actions Against Licensees | 4 | 0 | 0 |  |
| **IDAHO BOARD OF DENTURITY** | | | | |
| Total Number of Licenses | 32 | 28 | 32 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 0 | 0 | 0 |  |
| Number of Final Disciplinary Actions Against Licensees | 0 | 0 | 0 |  |
| **STATE DRIVING BUSINESSES LICENSURE BOARD** | | | | |
| Total Number of Licenses | 224 | 202 | 201 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 0 | 2 | 1 |  |
| Number of Final Disciplinary Actions Against Licensees | 0 | 0 | 2 |  |
| **ELECTRICAL BOARD** | | | | |
| Total Number of Licenses | 16,210 | 16,054 | 18,658 |  |
| Number of New Applicants Denied Licensure | 74 | 279 | 0 |  |
| Number of Applicants Refused Renewal of a License \* | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 9 | 9 | 211 |  |
| Number of Final Disciplinary Actions Against Licensee | 0 | 0 | 183 |  |
| **BOARD OF PROFESSIONAL ENGINEERS AND LAND SURVEYORS** | | | | |
| Total Number of Licenses | 11286 | 12273 | 12,165 |  |
| Number of New Applicants Denied Licensure | 5 | 5 | 5 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 19 | 12 | 13 |  |
| Number of Final Disciplinary Actions Against Licensees | 7 | 0 | 7 |  |
| **FACTORY BUILT STRUCTURES BOARD** | | | | |
| Total Number of Licenses | 154 | 95 | 104 |  |
| Number of New Applicants Denied Licensure \*\* | 0 | 2 | 0 |  |
| Number of Applicants Refused Renewal of a License \* | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 0 | 0 | 1 |  |
| Number of Final Disciplinary Actions Against Licensees | 0 | 0 | 0 |  |
| **GENETIC COUNSELORS LICENSING BOARD** | | | | |
| Total Number of Licenses | 188 | 255 | 344 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 0 | 0 | 0 |  |
| Number of Final Disciplinary Actions Against Licensees | 0 | 0 | 0 |  |
| **IDAHO BOARD OF REGISTRATION FOR PROFESSIONAL GEOLOGISTS** | | | | |
| Total Number of Licenses | 597 | 544 | 514 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 0 | 0 | 0 |  |
| Number of Final Disciplinary Actions Against Licensees | 0 | 1 | 0 |  |
| **HVAC BOARD** | | | | |
| Total Number of Licenses | 7,492 | 7,828 | 9,039 |  |
| Number of New Applicants Denied Licensure \*\* | 42 | 63 | 0 |  |
| Number of Applicants Refused Renewal of a License \* | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 1 | 0 | 436 |  |
| Number of Final Disciplinary Actions Against Licensees | 0 | 0 | 424 |  |
| **IDAHO BOARD OF LANDSCAPE ARCHITECTS** | | | | |
| Total Number of Licenses | 300 | 297 | 322 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 1 | 0 | 0 |  |
| Number of Final Disciplinary Actions Against Licensees | 0 | 0 | 0 |  |
| **IDAHO LIQUEFIED PETROLEUM GAS SAFETY BOARD** | | | | |
| Total Number of Licenses | 634 | 553 | 447 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 27 | 41 | 7 |  |
| Number of Final Disciplinary Actions Against Licensees | 1 | 0 | 0 |  |
| **IDAHO BOARD OF MASSAGE THERAPY** | | | | |
| Total Number of Licenses | 2,420 | 2,445 | 2,538 |  |
| Number of New Applicants Denied Licensure | 0 | 1 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 17 | 11 | 9 |  |
| Number of Final Disciplinary Actions Against Licensees | 9 | 4 | 4 |  |
| **BOARD OF MEDICINE** | | | | |
| Total Number of Licenses | 10,581 | 11,176 | 10,288 |  |
| Number of New Applicants Denied Licensure | 3 | 3 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 184 | 165 | 336 |  |
| Number of Final Disciplinary Actions Against Licensees | 15 | 8 | 10 |  |
| **BOARD OF ATHLETIC TRAINERS** | | | | |
| Total Number of Licenses | 304 | 308 | 344 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 2 | 0 | 1 |  |
| Number of Final Disciplinary Actions Against Licensees | 0 | 0 | 1 |  |
| **DIETETIC LICENSURE BOARD** | | | | |
| Total Number of Licenses | 690 | 727 | 817 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 3 | 0 | 0 |  |
| Number of Final Disciplinary Actions Against Licensees | 0 | 0 | 0 |  |
| **RESPIRATORY THERAPY LICENSURE BOARD** | | | | |
| Total Number of Licenses | 1,166 | 1,193 | 1,380 |  |
| Number of New Applicants Denied Licensure | 1 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 8 | 11 | 7 |  |
| Number of Final Disciplinary Actions Against Licensees | 1 | 0 | 0 |  |
| **NATUROPATHIC MEDICAL BOARD (established 7/2020)** | | | | |
| Total Number of Licenses | 0 | 24 | 64 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 0 | 0 | 8 |  |
| Number of Final Disciplinary Actions Against Licensees | 0 | 0 | 0 |  |
| **STATE BOARD OF MIDWIFERY** | | | | |
| Total Number of Licenses | 57 | 60 | 76 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 2 | 11 | 0 |  |
| Number of Final Disciplinary Actions Against Licensees | 1 | 2 | 1 |  |
| **IDAHO BOARD OF MORTICIANS** | | | | |
| Total Number of Licenses | 494 | 415 | 372 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 8 | 3 | 7 |  |
| Number of Final Disciplinary Actions Against Licensees | 4 | 0 | 6 |  |
| **BOARD OF NURSING** | | | | |
| Total Number of Licenses | 31,039 | 34,498 | 35,721 |  |
| Number of New Applicants Denied Licensure | 1 | 1 | 0 |  |
| Number of Applicants Refused Renewal of a License | 11 | 1 | 0 |  |
| Number of Complaints Against Licensees | 386 | 612 | 331 |  |
| Number of Final Disciplinary Actions Against Licensees | 12 | 15 | 7 |  |
| **IDAHO BOARD OF EXAMINERS OF NURSING HOME ADMINISTRATORS** | | | | |
| Total Number of Licenses | 213 | 199 | 201 |  |
| Number of New Applicants Denied Licensure | 1 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 1 | 1 | 0 |  |
| Number of Final Disciplinary Actions Against Licensees | 0 | 0 | 0 |  |
| **STATE OCCUPATIONAL THERAPY LICENSURE BOARD** | | | | |  |
| Total Number of Licenses | 1,167 | 1,237 | 1,329 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 2 | 0 | 0 |  |
| Number of Final Disciplinary Actions Against Licensees | 0 | 1 | 0 |  |
| **IDAHO BOARD OF OPTOMETRY** | | | | |
| Total Number of Licenses | 487 | 481 | 498 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 5 | 6 | 3 |  |
| Number of Final Disciplinary Actions Against Licensees | 3 | 0 | 0 |  |
| **OUTFITTERS AND GUIDES LICENSING BOARD** | | | | |
| Total Number of Licenses | 3,238 | 4,041 | 3,846 |  |
| Number of New Applicants Denied Licensure | 1 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 29 | 20 | 15 |  |
| Number of Final Disciplinary Actions Against Licensees | 23 | 10 | 2 |  |
| **BOARD OF PHARMACY** | | | | |
| Total Number of Licenses | 17,448 | 22,160 | 24,446 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 232 | 398 | 197 |  |
| Number of Final Disciplinary Actions Against Licensees | 82 | 26 | 26 |  |
| **PHYSICAL THERAPY LICENSURE BOARD** | | | | |
| Total Number of Licenses | 3,335 | 3,440 | 3,891 |  |
| Number of New Applicants Denied Licensure | 0 | 2 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 9 | 2 | 4 |  |
| Number of Final Disciplinary Actions Against Licensees | 2 | 2 | 0 |  |
| **PLUMBING BOARD** | | | | |
| Total Number of Licenses | 7,306 | 7,699 | 8,190 |  |
| Number of New Applicants Denied Licensure \*\* | 58 | 87 | 0 |  |
| Number of Applicants Refused Renewal of a License \* | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 4 | 10 | 150 |  |
| Number of Final Disciplinary Actions Against Licensees | 0 | 0 | 135 |  |
| **IDAHO BOARD OF PODIATRY** | | | | |
| Total Number of Licenses | 72 | 80 | 91 |  |
| Number of New Applicants Denied Licensure | 2 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 5 | 2 | 4 |  |
| Number of Final Disciplinary Actions Against Licensees | 1 | 0 | 1 |  |
| **IDAHO BOARD OF PSYCHOLOGIST EXAMINERS** | | | | |
| Total Number of Licenses | 556 | 556 | 655 |  |
| Number of New Applicants Denied Licensure | 0 | 2 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 8 | 3 | 5 |  |
| Number of Final Disciplinary Actions Against Licensees | 3 | 2 | 0 |  |
| **PUBLIC WORKS CONTRACTORS LICENSE BOARD** | | | | |
| Total Number of Licenses | 3,092 | 3,021 | 3,467 |  |
| Number of New Applicants Denied Licensure | 6 | 17 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 0 | 2 | 3 |  |
| Number of Final Disciplinary Actions Against Licensees | 0 | 0 | 0 |  |
| **IDAHO BOARD OF EXAMINERS OF RESIDENTIAL CARE FACILITY ADMINISTRATORS** | | | | |
| Total Number of Licenses | 468 | 466 | 460 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 2 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 16 | 5 | 2 |  |
| Number of Final Disciplinary Actions Against Licensees | 7 | 3 | 4 |  |
| **IDAHO REAL ESTATE APPRAISER BOARD** | | | | |
| Total Number of Licenses | 962 | 869 | 909 |  |
| Number of New Applicants Denied Licensure | 2 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 34 | 34 | 13 |  |
| Number of Final Disciplinary Actions Against Licensees | 12 | 5 | 2 |  |
| **IDAHO REAL ESTATE COMMISSION** | | | | |
| Total Number of Licenses | 15,018 | 17,294 | 18,411 |  |
| Number of New Applicants Denied Licensure | 1 | 3 | 5 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 568 | 489 | 387 |  |
| Number of Final Disciplinary Actions Against Licensees | 528 | 403 | 329 |  |
| **IDAHO CERTIFIED SHORTHAND REPORTERS BOARD** | | | | |
| Total Number of Licenses | 165 | 172 | 165 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 0 | 0 | 0 |  |
| Number of Final Disciplinary Actions Against Licensees | 0 | 0 | 0 |  |
| **SOCIAL WORKERS** | | | | |
| Total Number of Licenses | 4,236 | 4,436 | 4,696 |  |
| Number of New Applicants Denied Licensure | 4 | 2 | 2 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 48 | 52 | 36 |  |
| Number of Final Disciplinary Actions Against Licensees | 12 | 3 | 10 |  |
| **SPEECH, HEARING & COMMUNICATION SERVICES LICENSURE BOARD** | | | | |
| Total Number of Licenses | 1679 | 1849 | 2,142 |  |
| Number of New Applicants Denied Licensure | 0 | 0 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 16 | 6 | 7 |  |
| Number of Final Disciplinary Actions Against Licensees | 2 | 4 | 0 |  |
| **BOARD OF VETERINARY MEDICINE** | | | | |
| Total Number of Licenses | 1,623 | 1,771 | 1,743 |  |
| Number of New Applicants Denied Licensure | 3 | 3 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 25 | 23 | 14 |  |
| Number of Final Disciplinary Actions Against Licensees | 6 | 7 | 1 |  |
| **WATER AND WASTEWATER PROFESSIONALS** | | | | |
| Total Number of Licenses | 3,845 | 3,735 | 3,613 |  |
| Number of New Applicants Denied Licensure | 0 | 1 | 0 |  |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 |  |
| Number of Complaints Against Licensees | 9 | 4 | 3 |  |
| Number of Final Disciplinary Actions Against Licensees | 1 | 5 | 3 |  |

***Part II – Performance Measures***

| **Performance Measure** | | **FY 2020** | **FY 2021** | **FY 2022** | **FY 2023** | **FY 2024\*** |
| --- | --- | --- | --- | --- | --- | --- |
| **Goal 1**  *Central office location for the Division* | | | | | | |
| 1. By July 2022, move all 11 agencies in the Treasure Valley to building 4 on the Chinden Campus | actual | - | - | 100% | N/A |  |
| *target* | *-* | *-* | *100%* | *N/A* |  |
| **Goal 2**  *Optimize licensure technology and align and streamline application processes for simple and fast licensing for Idaho professionals* | | | | | | |
| 1. By May 2022, issue an RFP for a new licensing system | actual | - | - | 100% | N/A |  |
| *target* | *-* | *100%* | *N/A* |  |  |
| **Goal 3**  *Deliver timely resolution of complaints and investigations* | | | | | | |
| 1. By July 2022, develop and implement a consistent Division investigative teams processes across all bureaus for complaint tracking, intake, processing, response, investigation, closure, or administrative action | actual | - | - | 100% | N/A |  |
| *target* | *-* | *-* | *100%* | *N/A* |  |
| **Goal 4**  *Strengthen online opportunity and accessibility for our customers to interact with us by developing a plan for redesigning DOPL’s external website* | | | | | | |
| 1. By February 2022, the Administration Section will create an online website pathway for customers to provide feedback on the Division transition to the Division administrator, engage in zero-based regulation, and provide written public comment on rulemaking. | actual |  |  | 90% | N/A |  |
| *target* |  |  | *100%* | *N/A* |  |
| **Goal 5**  *Effective enforcement through accountability measures* | | | | | | |
| 1. Beginning in FY 2022, annually perform inspections for 100% of trade installation code compliance, elevator, drug outlets, dentistry sedation, barbers and cosmetology, and mortician inspections. | actual |  |  | 80% | N/A |  |
| *target* | *-* | *-* | *100%* | *N/A* |  |
| **Goal 6**  *Organize legal services to provide consistent advice and timely enforcement* | | | | | | |
| 1. By December 2021, the Administration section will develop a plan for a legal team and create oversight for the attorneys, including assignment of work, supervision of inhouse counsel, and review of the performance and fees billed by the Attorney General’s Office or outside counsel | actual |  |  | 100% | N/A |  |
| *target* | *-* | *-* | *100%* | *N/A* |  |
| **Goal 7**  *Deliver timely resolution of complaints and investigations* | | | | | | |
| 1. By 2025, 90% of board and commission investigations resolved within 120 days | actual |  |  | 55% |  |  |
| *target* | *-* | *-* | *60%* | *70%* |  |

**\*FY22 Goals and measures are new due to consolidation and a new strategic plan being submitted for the new Division. One time goals achieved in FY 2022 will not be reported on in FY 2023.**

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