

Part I – Agency Profile

Agency Overview

A major state government reorganization in 1974 resulted in the creation of the Department of Self-Governing Agencies. The Bureau of Occupational Licenses (Bureau) was created, within the Department of Self-Governing Agencies, to serve the needs of many of the regulatory bodies within the Department.

Governor C. L. "Butch" Otter appointed Tana Cory as Chief of the Bureau on January 2, 2007. The Bureau administrative staff consists of a two administrative attorneys, an administrative support manager, a business operations specialist, two management assistants, a hearing/appeals coordinator, a complaint coordinator, eight technical records specialists, a supervising investigator, eleven investigators/inspectors, one customer service representative, two office specialists, two financial technicians, and an IT support technician. This organizational structure allows the Bureau to provide efficient service to regulatory Boards, Board members, licensees, applicants, and the public.

The Bureau's operations depend solely on dedicated funds generated from fees for applications, original licenses/registrations, renewals, examinations, and disciplinary fines. Neither tax dollars nor other funds from Idaho's general fund are used. Each Board is self-supporting and the Bureau's annual appropriation is distributed among the boards based on historical needs, new programs, and requests. Monthly financial status reports for the boards are available at all times throughout the year on the website at www.ibol.idaho.gov.

Those regulatory bodies that contract for services with the Bureau are subject to economic changes, population trends, and other factors that directly affect entry into a particular profession. These trends influence the number of new applicants and the number of licenses renewed annually which, in turn, impacts the amount of revenue collected by a board for its operations.

Core Functions/Idaho Code

The Bureau is empowered by Title 67, Chapter 26, Idaho Code to enter into written agreements to provide administrative, investigative, fiscal, and legal services to contracting self-governing entities. This arrangement, often referred to as an "umbrella," allows several boards to share resources and the costs of operation while maintaining their independence. The IBOL currently contracts with the following boards:

- Idaho State Board of Acupuncture;
- Board of Architectural Examiners;
- Uniform Athlete Agents Registration;
- Athletic Commission;
- Board of Barber Examiners;
- Board of Chiropractic Physicians;
- Contractors Board;
- Board of Cosmetology;
- Licensing Board of Professional Counselors and Marriage & Family Therapists;
- Board of Dentistry;
- Driving Businesses Licensure Board;
- Genetic Counselors Licensing Board
- Board of Registration for Professional Geologists;
- Board of Landscape Architects;
- Liquefied Petroleum Gas Safety Board;
- Board of Massage Therapy;
- Board of Midwifery;
- Board of Morticians;
- Board of Examiners of Nursing Home Administrators;
- Occupational Therapy Licensure Board;
- Board of Optometry;
- Board of Physical Therapists;
- Board of Podiatry;
- Board of Psychologist Examiners;
- Real Estate Appraiser Board;
- Board of Examiners of Residential Care Facility Administrators;
- Board of Social Work Examiners;
- Shorthand Reporters Board;
- Speech & Hearing Services Licensure Board; and
- Board of Drinking Water and Wastewater Professionals

Revenue and Expenditures

Revenue	FY 2013	FY 2014	FY 2015	FY 2016
State Regulatory Fund	\$3,343,683.98	\$3,348,828.98	\$3,398,087.35	\$3,793,886.08
Total	\$3,343,683.98	\$3,348,828.98	\$3,398,087.35	\$3,793,886.08
Expenditures	FY 2013	FY 2014	FY 2015	FY 2016
Personnel Costs	\$1,883,343.09	\$1,910,236.38	\$2,001,995.73	\$2,136,911.27
Operating Expenditures	\$1,201,921.30	\$1,318,347.57	\$1,260,892.49	\$1,292,717.75
Capital Outlay	\$4,561.31	\$26,572.20	\$4,885.00	\$0.00
Trustee/Benefit Payments	\$48,277.50	\$49,092.50	\$39,974.40	\$50,126.50
Total	\$3,138,103.20	\$3,304,248.65	\$3,307,747.62	\$3,479,755.52

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2013	FY 2014	FY 2015	FY 2016
Current Licensees	56,962	58,821	61,376	64,112
Applications Received	9,102	9,400	9,067	9,385
New Licenses Issued	7,673	8,303	8,924	8,201
Facility Inspections	3,666	4,413	3,996	4,837
Complaints Received	690	887	730	864
Complaints Resolved	882	795	869	944
Disciplinary Actions	351	412	368	409
Total Records Maintained	250,101	290,103	307,932	320,191

Part II – Performance Measures

Performance Measure		FY 2013	FY 2014	FY 2015	FY 2016	Current Year
Goal 1						
<i>To provide continued improvement in the service provided to the boards</i>						
1. Complaint Acknowledgement letters sent within thirty days.	actual	100%	100%	100%	100%	-----
	benchmark	No less than 95%	No less than 95%	No less than 95%	No less than 95%	No less than 95%
2. The rate of online renewals continues to increase.	actual	41.88%	44.16%	46.97%	49.17%	-----
	benchmark	At least 50% renewals done online.	At least 50% renewals done online.	At least 50% renewals done online.	At least 50% renewals done online.	At least 50% renewals done online.
3. All minutes completed within two weeks of board meeting.	actual	93%	85%	91%	90%	-----
	benchmark	100%	100%	100%	100%	100%
4. Routine investigative cases are complete within one fiscal year of the receipt of the complaint.	actual	NA	NA	NA	99%	-----
	benchmark	100%	100%	100%	100%	100%

For More Information Contact

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