

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 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.

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.

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
Total	\$4,059,533.39	\$4,336,888.68	\$4,592,190.21	\$4,736,129.10
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
Total	\$3,777,191.10	\$4,081,143.37	\$4,287,286.80	\$4,876,365.61

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
IDAHO UNIFORM ATHLETE AGENTS REGISTRATION				
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
IDAHO BOARD OF ACUPUNCTURE				
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

	FY 2017	FY 2018	FY 2019	FY 2020
Number of Final Disciplinary Actions Against Licensees	1	1	0	0
IDAHO BOARD OF ARCHITECTURAL EXAMINERS				
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
IDAHO ATHLETIC COMMISSION				
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
IDAHO BARBER AND COSMETOLOGY SERVICES LICENSING BOARD				
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
IDAHO BOARD OF CHIROPRACTIC PHYSICIANS				
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
IDAHO CONTRACTORS BOARD				
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
IDAHO LICENSING BOARD OF PROFESSIONAL COUNSELORS AND MARRIAGE AND FAMILY THERAPISTS				
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
IDAHO BOARD OF DENTURITY				
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

	FY 2017	FY 2018	FY 2019	FY 2020
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
STATE DRIVING BUSINESSES LICENSURE BOARD				
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
GENETIC COUNSELORS LICENSING BOARD				
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
IDAHO BOARD OF REGISTRATION FOR PROFESSIONAL GEOLOGISTS				
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
IDAHO BOARD OF LANDSCAPE ARCHITECTS				
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
IDAHO LIQUEFIED PETROLEUM GAS SAFETY BOARD				
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
IDAHO BOARD OF MASSAGE THERAPY				
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
STATE BOARD OF MIDWIFERY				
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

	FY 2017	FY 2018	FY 2019	FY 2020
Number of Final Disciplinary Actions Against Licensees	1	2	0	1
IDAHO BOARD OF MORTICIANS				
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
IDAHO BOARD OF EXAMINERS OF NURSING HOME ADMINISTRATORS				
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
STATE OCCUPATIONAL THERAPY LICENSURE BOARD				
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
IDAHO BOARD OF OPTOMETRY				
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
PHYSICAL THERAPY LICENSURE BOARD				
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
IDAHO BOARD OF PODIATRY				
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
IDAHO BOARD OF PSYCHOLOGIST EXAMINERS				
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
IDAHO BOARD OF EXAMINERS OF RESIDENTIAL CARE FACILITY ADMINISTRATORS				
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
IDAHO REAL ESTATE APPRAISER BOARD				
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
IDAHO SPEECH, HEARING, AND COMMUNICATION SERVICES LICENSURE BOARD				
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
IDAHO CERTIFIED SHORTHAND REPORTERS BOARD				
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
SOCIAL WORKERS				
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
WATER AND WASTEWATER PROFESSIONALS				
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

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	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
Goal 1						
<i>To provide continued improvement in the service provided to the boards</i>						
1. 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%	100%
2. Investigative cases are complete within one fiscal year of the receipt of the complaint	actual	92%	89%	71%	61%	-----
	target	100%	100%	100%	100%	100%
3. All Cosmetology and Barber requiring inspection have completed/attempted inspection annually	actual	--	--	--	72%*	-----
	target	100%	100%	100%	100%	100%
Goal 2						
<i>To provide quality service on behalf of the boards to the public</i>						
4. 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%	100%

* Inspections were suspended 3/19/2020 to 5/16/2020 due to COVID-19.

For More Information Contact

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