

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’

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 its 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\(2\)\(h\)](#). 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 Architectural Examiners
- 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 Denturistry
- 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
- Board of Landscape Architects
- Liquefied Petroleum Gas Safety Board
- Board of Massage Therapy
- Board of Medicine
- Board of Midwifery
- Board of Morticians
- Naturopathic Medical Board
- 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 2018	FY 2019	FY 2020	FY 2021
Dedicated State Regulatory Fund	\$27,248,900	\$28,829,600	\$26,825,300	\$31,989,800
Federal Grant Fund	\$66,000	\$84,700	\$717,200	\$3,173,900
General Fund	\$0	\$5,500	\$1,300	\$2,500
Civil Penalty Real Estate Fund	\$150,600	\$193,900	\$187,900	\$147,100
Logging/Industrial Safety Misc. Rev Fund	\$1,084,500	\$1,119,900	\$1,596,000	\$942,500
Total	\$28,550,000	\$30,233,600	\$29,327,700	\$36,255,800
Expenditures	FY 2018	FY 2019	FY 2020	FY 2021

Personnel Costs	\$18,043,900	\$18,671,700	\$19,632,400	\$19,842,900
Operating Expenditures	\$7,343,000	\$7,490,300	\$10,109,900	\$10,598,200
Capital Outlay	\$1,038,300	\$962,600	\$545,800	\$1,720,000
Trustee/Benefit Payments	<u>\$34,600</u>	<u>\$33,400</u>	<u>\$30,800</u>	<u>\$35,400</u>
Total	\$26,459,800	\$27,158,000	\$30,318,900	\$32,196,500

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2018	FY 2019	FY 2020	FY 2021
Active Licensees on June 30	145,116	178,036	179,953	192,372
Applications Received ³	-	-	-	-
New Licenses Issued ³	-	-	-	-
License Renewals Issued ³	-	-	-	-
Board Meeting Held ³	-	-	-	-
Administrative Hearing Held ³	-	-	-	-
Disciplinary Actions	542	267	510	359
Facility Inspections ¹	-	-	-	-
Building Permits Issued ²	-	-	-	-
Building Permits Inspections Completed ²	-	-	-	-
Building Plan Reviews Completed	3,400	800	900	1,400
Damage Prevention Education Participants ³	-	-	-	-
Manufactured Housing HUD Labels Issued ³	-	-	-	-
Controlled Substance Prescriptions Reported	2,959,683	2,885,781	2,831,513	2,622,418
Patient Profiles Provided	3,066	1,848	2,300	1,006
PDMP 24/7 Online Request	7,150,629	21,004,238	55,651,815	96,603,632
Pre-Litigation Screening Panels	109	110	103	86
Real Estate Office Audits Completed	203	183	369	390

1 Regular facility inspections of Pharmacies, Drug outlets, Barber/Cosmetology, dental anesthesia, public buildings, logging operations, and elevators.

2 Electrical, Plumbing, & HVAC permits and permit inspections.

3 The Division will begin providing this data information in future fiscal year PMR reports.

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 2018	FY 2019	FY 2020	FY 2021
BOARD OF ACCOUNTANCY				
Total Number of Licenses	3,449	3,370	3,410	3,485
Number of New Applicants Denied Licensure	1	1	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	8	8	10	10
Number of Final Disciplinary Actions Against Licensees	4	7	6	8
IDAHO BOARD OF ACUPUNCTURE				
Total Number of Licenses	181	185	206	214
Number of New Applicants Denied Licensure	0	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0

	FY 2018	FY 2019	FY 2020	FY 2021
Number of Complaints Against Licensees	2	0	3	0
Number of Final Disciplinary Actions Against Licensees	1	0	0	1
IDAHO BOARD OF ARCHITECTURAL EXAMINERS				
Total Number of Licenses	1910	1927	1962	2117
Number of New Applicants Denied Licensure	0	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	13	12	6	5
Number of Final Disciplinary Actions Against Licensees	4	2	1	0
IDAHO ATHLETIC COMMISSION				
Total Number of Licenses	320	311	210	112
Number of New Applicants Denied Licensure	0	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	0	0
IDAHO BARBER AND COSMETOLOGY SERVICES LICENSING BOARD				
Total Number of Licenses	25693	25784	26355	26658
Number of New Applicants Denied Licensure	3	8	0	3
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	354	262	322	268
Number of Final Disciplinary Actions Against Licensees	277	129	210	201
IDAHO BOARD OF CHIROPRACTIC PHYSICIANS				
Total Number of Licenses	777	788	817	864
Number of New Applicants Denied Licensure	0	3	1	3
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	12	21	9	5
Number of Final Disciplinary Actions Against Licensees	0	2	3	2
IDAHO CONTRACTORS BOARD				
Total Number of Licenses	18538	18923	19751	20440
Number of New Applicants Denied Licensure	6	11	1	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	340	351	256	162
Number of Final Disciplinary Actions Against Licensees	62	23	114	75
IDAHO LICENSING BOARD OF PROFESSIONAL COUNSELORS AND MARRIAGE AND FAMILY THERAPISTS				
Total Number of Licenses	2535	2564	2673	2835
Number of New Applicants Denied Licensure	9	2	1	1
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	27	41	37	43
Number of Final Disciplinary Actions Against Licensees	8	1	8	1
BOARD OF DENTISTRY				
Total Number of Licenses	3,613	3,400	3,787	3,758
Number of New Applicants Denied Licensure	1	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0

	FY 2018	FY 2019	FY 2020	FY 2021
Number of Complaints Against Licensees	111	34	26	33
Number of Final Disciplinary Actions Against Licensees	7	1	4	0
IDAHO BOARD OF DENTURITY				
Total Number of Licenses	29	29	32	28
Number of New Applicants Denied Licensure	0	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
STATE DRIVING BUSINESSES LICENSURE BOARD				
Total Number of Licenses	233	222	224	202
Number of New Applicants Denied Licensure	1	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	2	4	0	2
Number of Final Disciplinary Actions Against Licensees	0	2	0	0
ELECTRICAL BOARD				
Total Number of Licenses	-	16,119	16,210	16,054
Number of New Applicants Denied Licensure **	-	114	74	279
Number of Applicants Refused Renewal of a License *	-	0	0	0
Number of Complaints Against Licensees	-	8	9	9
Number of Final Disciplinary Actions Against Licensee	-	0	0	0
BOARD OF PROFESSIONAL ENGINEERS AND LAND SURVEYORS				
Total Number of Licenses	10872	11324	11286	12273
Number of New Applicants Denied Licensure	2	2	5	5
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	11	26	19	12
Number of Final Disciplinary Actions Against Licensees	3	5	7	0
FACTORY BUILT STRUCTURES BOARD				
Total Number of Licenses	-	154	154	95
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	-	0	0	0
Number of Final Disciplinary Actions Against Licensees	-	0	0	0
GENETIC COUNSELORS LICENSING BOARD				
Total Number of Licenses	131	145	188	255
Number of New Applicants Denied Licensure	0	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	1	0	0	0
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
IDAHO BOARD OF REGISTRATION FOR PROFESSIONAL GEOLOGISTS				
Total Number of Licenses	596	602	597	544
Number of New Applicants Denied Licensure	0	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0

	FY 2018	FY 2019	FY 2020	FY 2021
Number of Complaints Against Licensees	1	0	0	0
Number of Final Disciplinary Actions Against Licensees	0	0	0	1
HVAC BOARD				
Total Number of Licenses	-	7406	7492	7828
Number of New Applicants Denied Licensure **	-	36	42	63
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
IDAHO BOARD OF LANDSCAPE ARCHITECTS				
Total Number of Licenses	285	278	300	297
Number of New Applicants Denied Licensure	2	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	1	1	1	0
Number of Final Disciplinary Actions Against Licensees	0	1	0	0
IDAHO LIQUEFIED PETROLEUM GAS SAFETY BOARD				
Total Number of Licenses	628	648	634	553
Number of New Applicants Denied Licensure	0	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	20	33	27	41
Number of Final Disciplinary Actions Against Licensees	2	0	1	0
IDAHO BOARD OF MASSAGE THERAPY				
Total Number of Licenses	2358	2371	2420	2445
Number of New Applicants Denied Licensure	0	0	0	1
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	31	11	17	11
Number of Final Disciplinary Actions Against Licensees	22	0	9	4
BOARD OF MEDICINE				
Total Number of Licenses	9029	9537	10581	11176
Number of New Applicants Denied Licensure	0	2	3	3
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	148	169	184	165
Number of Final Disciplinary Actions Against Licensees	22	11	15	8
BOARD OF ATHLETIC TRAINERS				
Total Number of Licenses	274	302	304	308
Number of New Applicants Denied Licensure	0	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	1	0	2	0
Number of Final Disciplinary Actions Against Licensees	1	0	0	0

	FY 2018	FY 2019	FY 2020	FY 2021
DIETETIC LICENSURE BOARD				
Total Number of Licenses	651	693	690	727
Number of New Applicants Denied Licensure	0	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	1	0	3	0
Number of Final Disciplinary Actions Against Licensees	1	0	0	0
RESPIRATORY THERAPY LICENSURE BOARD				
Total Number of Licenses	1081	1130	1166	1193
Number of New Applicants Denied Licensure	0	0	1	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	5	1	8	11
Number of Final Disciplinary Actions Against Licensees	0	0	1	0
NATUROPATHIC MEDICAL BOARD (established 7/2020)				
Total Number of Licenses	0	0	0	24
Number of New Applicants Denied Licensure	0	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
STATE BOARD OF MIDWIFERY				
Total Number of Licenses	58	59	57	60
Number of New Applicants Denied Licensure	0	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	14	2	2	11
Number of Final Disciplinary Actions Against Licensees	2	0	1	2
IDAHO BOARD OF MORTICIANS				
Total Number of Licenses	486	479	494	415
Number of New Applicants Denied Licensure	0	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	19	10	8	3
Number of Final Disciplinary Actions Against Licensees	7	0	4	0
BOARD OF NURSING				
Total Number of Licenses	33214	31431	31039	34498
Number of New Applicants Denied Licensure	3	1	1	1
Number of Applicants Refused Renewal of a License	0	3	11	1
Number of Complaints Against Licensees	213	173	386	612
Number of Final Disciplinary Actions Against Licensees	15	11	12	15
IDAHO BOARD OF EXAMINERS OF NURSING HOME ADMINISTRATORS				
Total Number of Licenses	198	206	213	199
Number of New Applicants Denied Licensure	1	2	1	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	6	0	1	1
Number of Final Disciplinary Actions Against Licensees	1	0	0	0

	FY 2018	FY 2019	FY 2020	FY 2021
STATE OCCUPATIONAL THERAPY LICENSURE BOARD				
Total Number of Licenses	1121	1130	1167	1237
Number of New Applicants Denied Licensure	0	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	3	4	2	0
Number of Final Disciplinary Actions Against Licensees	1	0	0	1
IDAHO BOARD OF OPTOMETRY				
Total Number of Licenses	477	487	487	481
Number of New Applicants Denied Licensure	0	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	40	6	5	6
Number of Final Disciplinary Actions Against Licensees	5	3	3	0
OUTFITTERS AND GUIDES LICENSING BOARD				
Total Number of Licenses	3371	3512	3238	4041
Number of New Applicants Denied Licensure	5	6	1	0
Number of Applicants Refused Renewal of a License	181	0	0	0
Number of Complaints Against Licensees	19	20	29	20
Number of Final Disciplinary Actions Against Licensees	17	9	23	10
BOARD OF PHARMACY				
Total Number of Licenses	19358	18922	17448	22160
Number of New Applicants Denied Licensure	0	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	0	139	232	398
Number of Final Disciplinary Actions Against Licensees	76	60	82	26
PHYSICAL THERAPY LICENSURE BOARD				
Total Number of Licenses	3087	3245	3335	3440
Number of New Applicants Denied Licensure	0	0	0	2
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	7	9	9	2
Number of Final Disciplinary Actions Against Licensees	3	0	2	2
PLUMBING BOARD				
Total Number of Licenses	-	6,542	7,306	7,699
Number of New Applicants Denied Licensure **	-	38	58	87
Number of Applicants Refused Renewal of a License *	-	0	0	0
Number of Complaints Against Licensees	-	22	4	10
Number of Final Disciplinary Actions Against Licensees	-	0	0	0
IDAHO BOARD OF PODIATRY				
Total Number of Licenses	71	72	72	80
Number of New Applicants Denied Licensure	0	0	2	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	4	2	5	2
Number of Final Disciplinary Actions Against Licensees	1	0	1	0

	FY 2018	FY 2019	FY 2020	FY 2021
IDAHO BOARD OF PSYCHOLOGIST EXAMINERS				
Total Number of Licenses	492	495	556	556
Number of New Applicants Denied Licensure	0	0	0	2
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	12	10	8	3
Number of Final Disciplinary Actions Against Licensees	0	0	3	2
PUBLIC WORKS CONTRACTORS LICENSE BOARD				
Total Number of Licenses	-	3,244	3,092	3,021
Number of New Applicants Denied Licensure **	-	10	6	17
Number of Applicants Refused Renewal of a License *	-	0	0	0
Number of Complaints Against Licensees	-	0	0	2
Number of Final Disciplinary Actions Against Licensees	-	0	0	0
IDAHO BOARD OF EXAMINERS OF RESIDENTIAL CARE FACILITY ADMINISTRATORS				
Total Number of Licenses	466	482	468	466
Number of New Applicants Denied Licensure	2	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	8	21	16	5
Number of Final Disciplinary Actions Against Licensees	2	2	7	3
IDAHO REAL ESTATE APPRAISER BOARD				
Total Number of Licenses	975	958	962	869
Number of New Applicants Denied Licensure	1	0	2	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	18	26	34	34
Number of Final Disciplinary Actions Against Licensees	7	3	12	5
IDAHO REAL ESTATE COMMISSION				
Total Number of Licenses	13416	14325	15018	17294
Number of New Applicants Denied Licensure	9	3	1	3
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	595	703	568	489
Number of Final Disciplinary Actions Against Licensees	534	631	528	403
IDAHO CERTIFIED SHORTHAND REPORTERS BOARD				
Total Number of Licenses	164	163	165	172
Number of New Applicants Denied Licensure	0	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	0	2	0	0
Number of Final Disciplinary Actions Against Licensees	0	1	0	0
SOCIAL WORKERS				
Total Number of Licenses	4100	4164	4236	4436
Number of New Applicants Denied Licensure	7	1	4	2
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	52	53	48	52
Number of Final Disciplinary Actions Against Licensees	11	3	12	3

	FY 2018	FY 2019	FY 2020	FY 2021
BOARD OF VETERINARY MEDICINE				
Total Number of Licenses	N/A	1598	1623	1771
Number of New Applicants Denied Licensure	N/A	0	3	3
Number of Applicants Refused Renewal of a License	N/A	1	0	0
Number of Complaints Against Licensees	N/A	25	25	23
Number of Final Disciplinary Actions Against Licensees	N/A	10	6	7
WATER AND WASTEWATER PROFESSIONALS				
Total Number of Licenses	3901	3915	3845	3735
Number of New Applicants Denied Licensure	8	0	0	1
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	13	6	9	4
Number of Final Disciplinary Actions Against Licensees	5	0	1	5

Part II – Performance Measures

Performance Measure OLD	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022*	
Goal 1 (Pharmacy)						
<i>Protect public safety by effectively regulating the practice of pharmacy.</i>						
1. Timely inspection of all pharmacies located in Idaho ²	actual	98% ⁴	159%	157%	107%	--
	target	100% of facilities inspected in an 18-month period	100% of facilities inspected in an 18-month period	100% of facilities inspected in an 18-month period	100% of facilities inspected in an 18-month period	--
2. Timely resolution for complaints under the Board’s jurisdiction that avoid the need for hearing. ⁸	actual	-----	-----	100%	98.17%	--
	target	New goal for FY20. No available data for this timeframe	New goal for FY20. No available data for this timeframe	Greater than 90% of cases the agency acted upon will be resolved by means other than hearing	Greater than 90% of cases the agency acted upon will be resolved by means other than hearing	--
Goal 2 (Former IBOL)						
<i>To provide continued improvement in the service provided to the boards</i>						
3. Investigative cases are complete within one fiscal year of the receipt of the complaint	actual	89%	71%	61%	78%	-----
	target	100%	100%	100%	100%	--
Goal 3 (Nursing)						
<i>License Qualified Applicants to Practice Nursing in Idaho; Enforce Standards of Nursing Practice and Conduct; Enforce Standards for Nursing Education Programs</i>						
4. Complaint cases resolved within 8 months of receipt of the complaint	actual	80%	80%	86%	53%	
	Target	90% of cases resolved within 8 months of receiving	90% of cases resolved within 8 months of receiving	90% of cases resolved within 8 months of receiving	90% of cases resolved within 8 months of receiving	--
5.						
Goal 4 (Real Estate)						
<i>Assure consistent licensee compliance with real estate license law.</i>						
	actual	90%	90%	92%	92%	--

Performance Measure OLD		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022*
6. Number of investigations completed within 6 months from opening of case	<i>target</i>	100%	100%	100%	100%	--

***FY22 Goals and measure are being determined and will be reported on the FY22 performance report. This is due to consolidation and a new strategic plan being submitted for the new Division.**

For More Information Contact

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