

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 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 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 Dentistry
- 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 2019	FY 2020	FY 2021	FY 2022
Dedicated State Regulatory Fund	\$28,829,600	\$26,825,300	\$31,989,800	34,500,800
Federal Grant Fund	\$84,700	\$717,200	\$3,173,900	181,700
General Fund	\$5,500	\$1,300	\$2,500	0
Logging/Industrial Safety Misc. Rev Fund	\$1,119,900	\$1,596,000	\$942,500	1,284,300
Total	\$30,233,600	\$29,327,700	\$36,255,800	35,966,800
Expenditures	FY 2019	FY 2020	FY 2021	FY 2022
Personnel Costs	\$18,671,700	\$19,632,400	\$19,842,900	19,323,100
Operating Expenditures	\$7,490,300	\$10,109,900	\$10,598,200	14,640,300
Capital Outlay	\$962,600	\$545,800	\$1,720,000	218,200
Trustee/Benefit Payments	\$33,400	\$30,800	\$35,400	8,400
Total	\$27,158,000	\$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 2019	FY 2020	FY 2021	FY 2022
Active Licensees on June 30	178,036	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 Actions ⁴	267	510	359	1,156
Facility Inspections ¹	-	-	-	14,069
Building Permits Issued ²	-	-	-	73,933
Building Permits Inspections Completed ²	-	-	-	158,657
Building Plan Reviews Completed ³	800	900	1,400	8,044
Damage Prevention Education Participants	-	-	-	1,140
Manufactured Housing HUD Labels Issued	-	-	-	2,874
Controlled Substance Prescriptions Reported	2,885,781	2,831,513	2,622,418	2,994,666
Patient Profiles Provided	1,848	2,300	1,006	957
PDMP 24/7 Online Request	21,004,238	55,651,815	96,603,632	107,210,493
Pre-Litigation Screening Panels	110	103	86	90
Real Estate Office Audits Completed	183	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 2019	FY 2020	FY 2021	FY 2022
BOARD OF ACCOUNTANCY				
Total Number of Licenses	3,370	3,410	3,485	2949
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	8	10	10	6
Number of Final Disciplinary Actions Against Licensees	7	6	8	0
IDAHO BOARD OF ACUPUNCTURE				
Total Number of Licenses	185	206	214	222
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	3	0	0
Number of Final Disciplinary Actions Against Licensees	0	0	1	0
IDAHO BOARD OF ARCHITECTURAL EXAMINERS				
Total Number of Licenses	1,927	1,962	2,117	2,214
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	12	6	5	6
Number of Final Disciplinary Actions Against Licensees	2	1	0	0
IDAHO ATHLETIC COMMISSION				
Total Number of Licenses	311	210	112	118
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	1
Number of Final Disciplinary Actions Against Licensees	0	0	0	1
IDAHO BARBER AND COSMETOLOGY SERVICES LICENSING BOARD				
Total Number of Licenses	25,784	26,355	26,658	27,441
Number of New Applicants Denied Licensure	8	0	3	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	262	322	268	353
Number of Final Disciplinary Actions Against Licensees	129	210	201	249
IDAHO BOARD OF CHIROPRACTIC PHYSICIANS				
Total Number of Licenses	788	817	864	915
Number of New Applicants Denied Licensure	3	1	3	3
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	21	9	5	5
Number of Final Disciplinary Actions Against Licensees	2	3	2	2
IDAHO CONTRACTORS BOARD				

	FY 2019	FY 2020	FY 2021	FY 2022
Total Number of Licenses	18,923	19,751	20,440	20,788
Number of New Applicants Denied Licensure	11	1	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	351	256	162	206
Number of Final Disciplinary Actions Against Licensees	23	114	75	68
IDAHO LICENSING BOARD OF PROFESSIONAL COUNSELORS AND MARRIAGE AND FAMILY THERAPISTS				
Total Number of Licenses	2,564	2,673	2,835	3,208
Number of New Applicants Denied Licensure	2	1	1	2
Number of Applicants Refused Renewal of a License		0	0	0
Number of Complaints Against Licensees	41	37	43	22
Number of Final Disciplinary Actions Against Licensees	1	8	1	7
BOARD OF DENTISTRY				
Total Number of Licenses	3,400	3,787	3,758	4,099
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	34	26	33	9
Number of Final Disciplinary Actions Against Licensees	1	4	0	0
IDAHO BOARD OF DENTURITY				
Total Number of Licenses	29	32	28	32
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	222	224	202	201
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	4	0	2	1
Number of Final Disciplinary Actions Against Licensees	2	0	0	2
ELECTRICAL BOARD				
Total Number of Licenses	16,119	16,210	16,054	18,658
Number of New Applicants Denied Licensure	114	74	279	0
Number of Applicants Refused Renewal of a License *	0	0	0	0
Number of Complaints Against Licensees	8	9	9	211
Number of Final Disciplinary Actions Against Licensee	0	0	0	183
BOARD OF PROFESSIONAL ENGINEERS AND LAND SURVEYORS				
Total Number of Licenses	11324	11286	12273	12,165
Number of New Applicants Denied Licensure	2	5	5	5
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	26	19	12	13
Number of Final Disciplinary Actions Against Licensees	5	7	0	7
FACTORY BUILT STRUCTURES BOARD				

	FY 2019	FY 2020	FY 2021	FY 2022
Total Number of Licenses	154	154	95	104
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	0	0	0	1
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
GENETIC COUNSELORS LICENSING BOARD				
Total Number of Licenses	145	188	255	344
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
IDAHO BOARD OF REGISTRATION FOR PROFESSIONAL GEOLOGISTS				
Total Number of Licenses	602	597	544	514
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	1	0
HVAC BOARD				
Total Number of Licenses	7,406	7,492	7,828	9,039
Number of New Applicants Denied Licensure **	36	42	63	0
Number of Applicants Refused Renewal of a License *	0	0	0	0
Number of Complaints Against Licensees	1	1	0	436
Number of Final Disciplinary Actions Against Licensees	0	0	0	424
IDAHO BOARD OF LANDSCAPE ARCHITECTS				
Total Number of Licenses	278	300	297	322
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	1	0	0
Number of Final Disciplinary Actions Against Licensees	1	0	0	0
IDAHO LIQUEFIED PETROLEUM GAS SAFETY BOARD				
Total Number of Licenses	648	634	553	447
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	33	27	41	7
Number of Final Disciplinary Actions Against Licensees	0	1	0	0
IDAHO BOARD OF MASSAGE THERAPY				
Total Number of Licenses	2,371	2,420	2,445	2,538
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	11	17	11	9
Number of Final Disciplinary Actions Against Licensees	0	9	4	4
BOARD OF MEDICINE				

	FY 2019	FY 2020	FY 2021	FY 2022
Total Number of Licenses	9,537	10,581	11,176	10,288
Number of New Applicants Denied Licensure	2	3	3	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	169	184	165	336
Number of Final Disciplinary Actions Against Licensees	11	15	8	10
BOARD OF ATHLETIC TRAINERS				
Total Number of Licenses	302	304	308	344
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	1
Number of Final Disciplinary Actions Against Licensees	0	0	0	1
DIETETIC LICENSURE BOARD				
Total Number of Licenses	693	690	727	817
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	3	0	0
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
RESPIRATORY THERAPY LICENSURE BOARD				
Total Number of Licenses	1,130	1,166	1,193	1,380
Number of New Applicants Denied Licensure	0	1	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	1	8	11	7
Number of Final Disciplinary Actions Against Licensees	0	1	0	0
NATUROPATHIC MEDICAL BOARD (established 7/2020)				
Total Number of Licenses	0	0	24	64
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	8
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
STATE BOARD OF MIDWIFERY				
Total Number of Licenses	59	57	60	76
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	2	2	11	0
Number of Final Disciplinary Actions Against Licensees	0	1	2	1
IDAHO BOARD OF MORTICIANS				
Total Number of Licenses	479	494	415	372
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	10	8	3	7
Number of Final Disciplinary Actions Against Licensees	0	4	0	6
BOARD OF NURSING				

	FY 2019	FY 2020	FY 2021	FY 2022
Total Number of Licenses	31,431	31,039	34,498	35,721
Number of New Applicants Denied Licensure	1	1	1	0
Number of Applicants Refused Renewal of a License	3	11	1	0
Number of Complaints Against Licensees	173	386	612	331
Number of Final Disciplinary Actions Against Licensees	11	12	15	7
IDAHO BOARD OF EXAMINERS OF NURSING HOME ADMINISTRATORS				
Total Number of Licenses	206	213	199	201
Number of New Applicants Denied Licensure	2	1	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	0	1	1	0
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
STATE OCCUPATIONAL THERAPY LICENSURE BOARD				
Total Number of Licenses	1,130	1,167	1,237	1,329
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	4	2	0	0
Number of Final Disciplinary Actions Against Licensees	0	0	1	0
IDAHO BOARD OF OPTOMETRY				
Total Number of Licenses	487	487	481	498
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	6	5	6	3
Number of Final Disciplinary Actions Against Licensees	3	3	0	0
OUTFITTERS AND GUIDES LICENSING BOARD				
Total Number of Licenses	3,512	3,238	4,041	3,846
Number of New Applicants Denied Licensure	6	1	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	20	29	20	15
Number of Final Disciplinary Actions Against Licensees	9	23	10	2
BOARD OF PHARMACY				
Total Number of Licenses	18,922	17,448	22,160	24,446
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	139	232	398	197
Number of Final Disciplinary Actions Against Licensees	60	82	26	26
PHYSICAL THERAPY LICENSURE BOARD				
Total Number of Licenses	3,245	3,335	3,440	3,891
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	9	9	2	4
Number of Final Disciplinary Actions Against Licensees	0	2	2	0
PLUMBING BOARD				

	FY 2019	FY 2020	FY 2021	FY 2022
Total Number of Licenses	6,542	7,306	7,699	8,190
Number of New Applicants Denied Licensure **	38	58	87	0
Number of Applicants Refused Renewal of a License *	0	0	0	0
Number of Complaints Against Licensees	22	4	10	150
Number of Final Disciplinary Actions Against Licensees	0	0	0	135
IDAHO BOARD OF PODIATRY				
Total Number of Licenses	72	72	80	91
Number of New Applicants Denied Licensure	0	2	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	2	5	2	4
Number of Final Disciplinary Actions Against Licensees	0	1	0	1
IDAHO BOARD OF PSYCHOLOGIST EXAMINERS				
Total Number of Licenses	495	556	556	655
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	10	8	3	5
Number of Final Disciplinary Actions Against Licensees	0	3	2	0
PUBLIC WORKS CONTRACTORS LICENSE BOARD				
Total Number of Licenses	3,244	3,092	3,021	3,467
Number of New Applicants Denied Licensure	10	6	17	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	0	0	2	3
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
IDAHO BOARD OF EXAMINERS OF RESIDENTIAL CARE FACILITY ADMINISTRATORS				
Total Number of Licenses	482	468	466	460
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	21	16	5	2
Number of Final Disciplinary Actions Against Licensees	2	7	3	4
IDAHO REAL ESTATE APPRAISER BOARD				
Total Number of Licenses	958	962	869	909
Number of New Applicants Denied Licensure	0	2	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	26	34	34	13
Number of Final Disciplinary Actions Against Licensees	3	12	5	2
IDAHO REAL ESTATE COMMISSION				
Total Number of Licenses	14,325	15,018	17,294	18,411
Number of New Applicants Denied Licensure	3	1	3	5
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	703	568	489	387
Number of Final Disciplinary Actions Against Licensees	631	528	403	329
IDAHO CERTIFIED SHORTHAND REPORTERS BOARD				

	FY 2019	FY 2020	FY 2021	FY 2022
Total Number of Licenses	163	165	172	165
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	2	0	0	0
Number of Final Disciplinary Actions Against Licensees	1	0	0	0
SOCIAL WORKERS				
Total Number of Licenses	4,164	4,236	4,436	4,696
Number of New Applicants Denied Licensure	1	4	2	2
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	53	48	52	36
Number of Final Disciplinary Actions Against Licensees	3	12	3	10
SPEECH, HEARING & COMMUNICATION SERVICES LICENSURE BOARD				
Total Number of Licenses	1529	1679	1849	2,142
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	16	6	7
Number of Final Disciplinary Actions Against Licensees	2	2	4	0
BOARD OF VETERINARY MEDICINE				
Total Number of Licenses	1,598	1,623	1,771	1,743
Number of New Applicants Denied Licensure	0	3	3	0
Number of Applicants Refused Renewal of a License	1	0	0	0
Number of Complaints Against Licensees	25	25	23	14
Number of Final Disciplinary Actions Against Licensees	10	6	7	1
WATER AND WASTEWATER PROFESSIONALS				
Total Number of Licenses	3,915	3,845	3,735	3,613
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	6	9	4	3
Number of Final Disciplinary Actions Against Licensees	0	1	5	3

Part II – Performance Measures

Performance Measure		FY 2019	FY 2020	FY 2021	FY 2022	FY 2023*
Goal 1						
<i>Central office location for the Division</i>						
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						
<i>Optimize licensure technology and align and streamline application processes for simple and fast licensing for Idaho professionals</i>						
2. By May 2022, issue an RFP for a new licensing system	actual	-	-	-	100%	N/A

Performance Measure		FY 2019	FY 2020	FY 2021	FY 2022	FY 2023*
	<i>target</i>	-	-	-	100%	N/A
Goal 3 <i>Deliver timely resolution of complaints and investigations</i>						
3. 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	<i>actual</i>	-	-	-	100%	N/A
	<i>target</i>	-	-	-	100%	N/A
Goal 4 <i>Strengthen online opportunity and accessibility for our customers to interact with us by developing a plan for redesigning DOPL's external website</i>						
4. 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.	<i>actual</i>				90%	N/A
	<i>target</i>				100%	N/A
Goal 5 <i>Effective enforcement through accountability measures</i>						
5. 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.	<i>actual</i>				80%	N/A
	<i>target</i>	-	-	-	100%	N/A
Goal 6 <i>Organize legal services to provide consistent advice and timely enforcement</i>						
6. 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	<i>actual</i>				100%	N/A
	<i>target</i>	-	-	-	100%	N/A
Goal 7 <i>Deliver timely resolution of complaints and investigations</i>						
7. By 2025, 90% of board and commission investigations resolved within 120 days	<i>actual</i>				55%	
	<i>target</i>	-	-	-	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.**

For More Information Contact

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