

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 3 major safety programs with a leadership staff that consists of the Division administrator, and five bureau chiefs. The Division has reorganized the entire structure to allow for efficient service to regulatory Boards, licensees, applicants, and the public. 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 Damage Prevention Program generates fees based on One-Call activity, is awarded federal funds through the U.S. Department of Transportation and assesses penalties for the damage of underground utilities. The Industrial Safety and Logging Safety programs bill the Idaho Industrial Commission for the authorized appropriation associated with the operation of these programs. In addition, federal funding is received from the U.S. Department of Housing and

Urban Development (HUD) which is 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 2020	FY 2021	FY 2022	FY 2023
Dedicated State Regulatory Fund	\$26,825,300	\$31,989,800	\$34,500,800	\$33,567,400
Federal Grant Fund	\$717,200	\$3,173,900	\$181,700	\$111,500
General Fund	\$1,300	\$2,500	\$0	\$0
Logging/Industrial Safety Misc. Rev Fund	\$1,596,000	\$942,500	\$1,284,300	\$1,123,500
Total	\$29,327,700	\$36,255,800	\$35,966,800	\$34,802,400
Expenditures	FY 2020	FY 2021	FY 2022	FY 2023
Personnel Costs	\$19,632,400	\$19,842,900	\$19,323,100	\$20,827,700
Operating Expenditures	\$10,109,900	\$10,598,200	\$14,640,300	\$8,166,400
Capital Outlay	\$545,800	\$1,720,000	\$218,200	\$1,001,200
Trustee/Benefit Payments	\$30,800	\$35,400	\$8,400	\$0
Total	\$30,318,900	\$32,196,500	\$34,190,000	\$29,995,300

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	236,953
Applications Received	-	-	59,220	42,600
New Licenses Issued	-	-	46,646	39,658
License Renewals Issued	-	-	114,470	138,899
Board Meetings Held	-	-	223	269
Administrative Hearings Held	-	-	9	1
Disciplinary Actions ⁴	510	359	1,156	1,135
Facility Inspections ¹	-	-	14,069	14,067
Building Permits Issued ²	-	-	73,933	66,639
Building Permits Inspections Completed ²	-	-	158,657	145,875
Building Plan Reviews Completed ³	900	1,400	2,107	1,216
Damage Prevention Education Participants	-	-	1,140	1,546
Manufactured Housing HUD Labels Issued	-	-	2,874	318
Controlled Substance Prescriptions Reported	2,831,513	2,622,418	2,994,666	3,105,173
Patient Profiles Provided	2,300	1,006	957	2,050
PDMP 24/7 Online Request	55,651,815	96,603,632	107,210,493	131,802,861
Pre-Litigation Screening Panels	103	86	90	80
Real Estate Office Audits Completed	369	390	590	430

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. FY2022 numbers were updated in FY2023.

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	3,343
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	10	6	13
Number of Final Disciplinary Actions Against Licensees	6	8	0	0
IDAHO BOARD OF ACUPUNCTURE				
Total Number of Licenses	206	214	222	219
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	0	0	4
Number of Final Disciplinary Actions Against Licensees	0	1	0	1
IDAHO BOARD OF ARCHITECTS & LANDSCAPE ARCHITECTS				
Total Number of Licenses	2,262	2,414	2,536	2,598
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	7	5	6	7
Number of Final Disciplinary Actions Against Licensees	1	0	0	1
IDAHO ATHLETIC COMMISSION				
Total Number of Licenses	210	112	118	196
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	1	0
Number of Final Disciplinary Actions Against Licensees	0	0	1	0
IDAHO BARBER AND COSMETOLOGY SERVICES LICENSING BOARD				
Total Number of Licenses	26,355	26,658	27,441	28,537
Number of New Applicants Denied Licensure	0	3	0	1
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	322	268	353	279
Number of Final Disciplinary Actions Against Licensees	210	201	249	233
IDAHO BOARD OF CHIROPRACTIC PHYSICIANS				
Total Number of Licenses	817	864	915	905
Number of New Applicants Denied Licensure	1	3	3	2
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	9	5	5	23
Number of Final Disciplinary Actions Against Licensees	3	2	2	1
Total Number of Licenses	19,751	20,440	20,788	21,775

	FY 2020	FY 2021	FY 2022	FY 2023
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	256	162	206	217
Number of Final Disciplinary Actions Against Licensees	114	75	68	89
IDAHO LICENSING BOARD OF PROFESSIONAL COUNSELORS AND MARRIAGE AND FAMILY THERAPISTS				
Total Number of Licenses	2,673	2,835	3,208	3,544
Number of New Applicants Denied Licensure	1	1	2	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	37	43	22	81
Number of Final Disciplinary Actions Against Licensees	8	1	7	17
BOARD OF DENTISTRY				
Total Number of Licenses	3,787	3,758	4,099	3,281
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	26	33	9	17
Number of Final Disciplinary Actions Against Licensees	4	0	0	1
IDAHO BOARD OF DENTURITY				
Total Number of Licenses	32	28	32	25
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	224	202	201	221
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	1	0
Number of Final Disciplinary Actions Against Licensees	0	0	2	0
ELECTRICAL BOARD				
Total Number of Licenses	16,210	16,054	18,658	12,413
Number of New Applicants Denied Licensure	74	279	0	0
Number of Applicants Refused Renewal of a License *	0	0	0	0
Number of Complaints Against Licensees	9	9	211	95
Number of Final Disciplinary Actions Against Licensee	0	0	183	75
BOARD OF PROFESSIONAL ENGINEERS AND LAND SURVEYORS				
Total Number of Licenses	11286	12273	12,165	13,505
Number of New Applicants Denied Licensure	5	5	5	2
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	19	12	13	6
Number of Final Disciplinary Actions Against Licensees	7	0	7	1

	FY 2020	FY 2021	FY 2022	FY 2023
FACTORY BUILT STRUCTURES BOARD				
Total Number of Licenses	154	95	104	106
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	0	0	1	0
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
GENETIC COUNSELORS LICENSING BOARD				
Total Number of Licenses	188	255	344	368
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	597	544	514	511
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	1	0	0
HVAC BOARD				
Total Number of Licenses	7,492	7,828	9,039	8,846
Number of New Applicants Denied Licensure **	42	63	0	0
Number of Applicants Refused Renewal of a License *	0	0	0	0
Number of Complaints Against Licensees	1	0	436	51
Number of Final Disciplinary Actions Against Licensees	0	0	424	32
IDAHO LIQUEFIED PETROLEUM GAS SAFETY BOARD				
Total Number of Licenses	634	553	447	461
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	27	41	7	60
Number of Final Disciplinary Actions Against Licensees	1	0	0	11
IDAHO BOARD OF MASSAGE THERAPY				
Total Number of Licenses	2,420	2,445	2,538	2,605
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	17	11	9	31
Number of Final Disciplinary Actions Against Licensees	9	4	4	8
BOARD OF MEDICINE				
Total Number of Licenses	10,581	11,176	10,288	10,503
Number of New Applicants Denied Licensure	3	3	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	184	165	336	234
Number of Final Disciplinary Actions Against Licensees	15	8	10	4

	FY 2020	FY 2021	FY 2022	FY 2023
BOARD OF ATHLETIC TRAINERS				
Total Number of Licenses	304	308	344	336
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	1	2
Number of Final Disciplinary Actions Against Licensees	0	0	1	0
DIETETIC LICENSURE BOARD				
Total Number of Licenses	690	727	817	878
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	0	0	0
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
RESPIRATORY THERAPY LICENSURE BOARD				
Total Number of Licenses	1,166	1,193	1,380	1,277
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	11	7	1
Number of Final Disciplinary Actions Against Licensees	1	0	0	0
NATUROPATHIC MEDICAL BOARD (established 7/2020)				
Total Number of Licenses	0	24	64	69
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	8	2
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
STATE BOARD OF MIDWIFERY				
Total Number of Licenses	57	60	76	85
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	11	0	3
Number of Final Disciplinary Actions Against Licensees	1	2	1	3
IDAHO BOARD OF MORTICIANS				
Total Number of Licenses	494	415	372	367
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	8	3	7	16
Number of Final Disciplinary Actions Against Licensees	4	0	6	3
BOARD OF NURSING				
Total Number of Licenses	31,039	34,498	35,721	38,776
Number of New Applicants Denied Licensure	1	1	0	0
Number of Applicants Refused Renewal of a License	11	1	0	0
Number of Complaints Against Licensees	386	612	331	215
Number of Final Disciplinary Actions Against Licensees	12	15	7	4

	FY 2020	FY 2021	FY 2022	FY 2023
IDAHO BOARD OF EXAMINERS OF NURSING HOME ADMINISTRATORS				
Total Number of Licenses	213	199	201	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	1	1	0	3
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
STATE OCCUPATIONAL THERAPY LICENSURE BOARD				
Total Number of Licenses	1,167	1,237	1,329	1,336
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	0	1	0	0
IDAHO BOARD OF OPTOMETRY				
Total Number of Licenses	487	481	498	525
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	5	6	3	0
Number of Final Disciplinary Actions Against Licensees	3	0	0	0
OUTFITTERS AND GUIDES LICENSING BOARD				
Total Number of Licenses	3,238	4,041	3,846	4,482
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	29	20	15	29
Number of Final Disciplinary Actions Against Licensees	23	10	2	5
BOARD OF PHARMACY				
Total Number of Licenses	17,448	22,160	24,446	25,776
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	232	398	197	234
Number of Final Disciplinary Actions Against Licensees	82	26	26	11
PHYSICAL THERAPY LICENSURE BOARD				
Total Number of Licenses	3,335	3,440	3,891	3,963
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	9	2	4	2
Number of Final Disciplinary Actions Against Licensees	2	2	0	1
PLUMBING BOARD				
Total Number of Licenses	7,306	7,699	8,190	8,670
Number of New Applicants Denied Licensure **	58	87	0	0
Number of Applicants Refused Renewal of a License *	0	0	0	0
Number of Complaints Against Licensees	4	10	150	102
Number of Final Disciplinary Actions Against Licensees	0	0	135	78

	FY 2020	FY 2021	FY 2022	FY 2023
IDAHO BOARD OF PODIATRY				
Total Number of Licenses	72	80	91	92
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	5	2	4	0
Number of Final Disciplinary Actions Against Licensees	1	0	1	0
IDAHO BOARD OF PSYCHOLOGIST EXAMINERS				
Total Number of Licenses	556	556	655	566
Number of New Applicants Denied Licensure	0	2	0	1
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	8	3	5	4
Number of Final Disciplinary Actions Against Licensees	3	2	0	0
PUBLIC WORKS CONTRACTORS LICENSE BOARD				
Total Number of Licenses	3,092	3,021	3,467	3,641
Number of New Applicants Denied Licensure	6	17	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	0	2	3	0
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
IDAHO BOARD OF EXAMINERS OF RESIDENTIAL CARE FACILITY ADMINISTRATORS				
Total Number of Licenses	468	466	460	449
Number of New Applicants Denied Licensure	0	0	2	1
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	16	5	2	6
Number of Final Disciplinary Actions Against Licensees	7	3	4	2
IDAHO REAL ESTATE APPRAISER BOARD				
Total Number of Licenses	962	869	909	922
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	34	34	13	11
Number of Final Disciplinary Actions Against Licensees	12	5	2	4
IDAHO REAL ESTATE COMMISSION				
Total Number of Licenses	15,018	17,294	18,411	18,151
Number of New Applicants Denied Licensure	1	3	5	2
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	568	489	387	796
Number of Final Disciplinary Actions Against Licensees	528	403	329	537
IDAHO CERTIFIED SHORTHAND REPORTERS BOARD				
Total Number of Licenses	165	172	165	176
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

	FY 2020	FY 2021	FY 2022	FY 2023
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
SOCIAL WORKERS				
Total Number of Licenses	4,236	4,436	4,696	4,914
Number of New Applicants Denied Licensure	4	2	2	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	48	52	36	68
Number of Final Disciplinary Actions Against Licensees	12	3	10	13
SPEECH, HEARING & COMMUNICATION SERVICES LICENSURE BOARD				
Total Number of Licenses	1679	1849	2,142	2,039
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	16	6	7	6
Number of Final Disciplinary Actions Against Licensees	2	4	0	0
BOARD OF VETERINARY MEDICINE				
Total Number of Licenses	1,623	1,771	1,743	1,595
Number of New Applicants Denied Licensure	3	3	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	25	23	14	11
Number of Final Disciplinary Actions Against Licensees	6	7	1	0
WATER AND WASTEWATER PROFESSIONALS				
Total Number of Licenses	3,845	3,735	3,613	3,704
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	9	4	3	5
Number of Final Disciplinary Actions Against Licensees	1	5	3	0

1. FY 23 combined Architects and Landscape Architects

2. The Naturopathic Health Care Board Anticipates processing licensure application in FY25

Part II – Performance Measures

Performance Measure		FY 2020	FY 2021	FY 2022	FY 2023	FY 2024*
Goal 1						
<i>Strengthen online opportunity and accessibility for our customers to interact with us by developing a plan for redesigning DOPL’s external website</i>						
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%	100%	
	target			100%	100%	
Goal 2						
<i>Effective enforcement through accountability measures</i>						
2. Beginning in FY 2022, annually perform inspections for 100% of trade installation code compliance, elevator, drug outlets, infection control, barbers and cosmetology, and mortician inspections.	actual			80%	80%	
	target	-	-	100%	100%	
Goal 3						
<i>Deliver timely resolution of complaints and investigations</i>						
3. By 2025, 90% of board and commission investigations resolved within 120 days	actual			55%	60%	
	target	-	-	60%	70%	
Goal 4						
<i>Optimize licensure technology to streamline the application process for simple and fast licensing</i>						
4. By July 2027, 90% of applications processed within 5 business days	actual			-	?	
	target	-	-	-	90%	
Goal 5						
<i>Optimize licensure technology to streamline the process for simple and timely permitting</i>						
5. By July 2025, 90% of permits issued within 1 business day	actual			-	?	
	target	-	-	-	90%	
Goal 6						
<i>Optimize technology to streamline the inspection process</i>						
6. By July 2025, 90% of inspections completed within 2 business days	actual			-	?	
	target	-	-	-	90%	
Goal 7						
<i>Increase percentage of healthcare prescribers checking the PDMP</i>						
	actual			7.93%	26.38%	

Performance Measure		FY 2020	FY 2021	FY 2022	FY 2023	FY 2024*
7.	By July 2027, 95% of healthcare prescribers will follow the statute regarding the mandatory requirement of checking the prescription drug monitoring program before prescribing controlled substances.	-	-	95%	95%	
	<i>target</i>					

Goals 4-6 are new and do not have measurable data at this time.

For More Information Contact

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 Division Administrator
 Division of Occupational and Professional Licenses
 11341 W. Chinden Blvd.
 Boise, ID 83714
 Phone: (208) 334-3233
 Email: russell.barron@dopl.idaho.gov

Director Attestation for Performance Report

In accordance with *Idaho Code* 67-1904, I certify the data provided in the Performance Report has been internally assessed for accuracy, and, to the best of my knowledge, is deemed to be accurate.

Department: Division of Occupational and Professional Licenses

Russell S. Bann
Director's Signature

9/1/23
Date

Please return to:

Division of Financial Management
304 N. 8th Street, 3rd Floor
Boise, Idaho 83720-0032

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