

# Agency 5-Year Plan

**Issue 1** The agency database and web services are archaic and limited in scope and functionality necessary for both public and administrative oversight.

**Description:** The agency's ability to track in-office processes and procedure compliance, track licensing and enforcement progress, maintain an accessible record for applicants and registrants and produce reports to support planning and efficiency goals is substantially limited by the capacity of the current data system. In addition, the agency's ability to respond to changing data or public access needs is hampered by a cumbersome system that restricts agency personnel from updating programs.

In addition, the agency is not able to provide on-line licensing or accommodate credit card payments. Access to on-line licensing and credit card payment has been mandated by the Office of the Governor. Registrants also continue to request access to on-line payment and licensing and note that this agency is unable to provide those services that are standard to other agencies and states.

Finally, the public access to registrant public records on-line is hampered by the limited capabilities of the current system.

**Solutions:**

It is the intent of the agency to purchase a new system capable of meeting the above criteria. An RFP has been issued and bids are under review. It is the agency's intent to begin the process of conversion to an updated system in FY2016, to be completed in FY2017.

**Issue 2** The Board's statutes and rules need to be updated to be consistent with current practices, meet national trends in the professions for licensure and regulation, address inadequacy in regulatory response, adapt to changes in licensing and improve clarity.

**Description:** The Board statutes and rules have been essentially "cobbled" together over the years as the regulatory requirements for the professions have changed and new occupation populations have been placed under the jurisdiction of the Board. As a result, the law can be difficult for the average person to follow and understand. Some sections of statute have become archaic or contradictory and new rules must be developed for additional licensing groups that have been added to the Practice Act.

**Solutions:**

The Board completed a five-year rule review in 2015 to identify rules that need to be repealed, amended and added. The Board began the process of requesting a waiver of the rules moratorium in 2015 in order to proceed with the rule review plan. In addition, the Board has engaged in strategic planning and stakeholder outreach to identify statutes that require amendment. The Board will complete its Sunset Review in 2015 and will identify targets for updates to statute and rule in its report. The Board will seek legislative support over the next two years to achieve the changes identified as necessary for the efficient and effective performance of the Board.

## Resource Assumptions

	FY2018 Estimate	FY2019 Estimate	FY2020 Estimate
<b>Full-Time Equivalent Positions</b>	25.0	25.0	25.0
<b>General Fund</b>	0.0	0.0	0.0
<b>Other Appropriated Funds</b>	2,922.6	2,212.6	2,212.6
<b>Non-Appropriated Funds</b>	180.0	20.0	20.0
<b>Federal Funds</b>	0.0	0.0	0.0

**2015 - 2017 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS**

TEA 0.0	<b>Agency Summary</b>
<b>BOARD OF TECHNICAL REGISTRATION</b>	
Melissa Cornelius, Executive Director	
Board of Technical Registration (602) 364-4930	
A.R.S. §§ 32-101, 32-106, 32-107	
Plan Contact: Alicia Guerra, Assistant Director	
Board of Technical Registration (602) 364-4946	

**Mission:**

*To protect the health, safety and welfare of the public by establishing appropriate registration qualifications and efficiently and fairly enforcing the statutes and rules governing the practice of the professions and occupations under the jurisdiction of the Board*

**Description:**

The Board regulates the firms and individual practice of alarms services, architects, assayers, certified remediation specialists, drug laboratory remediation, engineers, geologists, home inspectors, landscape architects, and land surveyors. The Board also has jurisdiction to investigation and discipline the unregistered practice of professions and occupations under its Practice Act.

◆ **Goal 1** To rapidly and accurately process applications for registration and certification.

**Objective: 1** FY2015: To process applications in compliance with timeframe laws.  
 FY2016: To process applications in compliance with timeframe laws.  
 FY2017: To process applications in compliance with timeframe laws.

Performance Measures	FY 2015 Actual	FY 2016 Estimate	FY 2017 Estimate
Total number of professional licensees	51965	52700	53300
Explanation: Total number of licensees			
Total number of applications received	2401	2450	2500
Explanation:			
Total number of applications processed	3606	3,800	3800
Explanation:			
Percent of applications processed within agency timeframes	98	98	99
Explanation: New PM reported starting with FY15 Actuals			
Total number of license renewal applications processed	10427	10600	10700
Explanation:			
Number of application denials	5	5	5
Explanation: New PM reported starting FY15			
Number of application denials reversed through appeal	0	0	0
Explanation: New PM reported starting FY15			

◆ **Goal 2** To timely investigate all complaints of violations of the Board's Practice Act

**Objective: 1** FY2015: To achieve the average number of days between complaint receipt and complaint resolution to 250 by June 30, 2015  
 FY2016: To achieve the average number of days between complaint receipt and complaint resolution to 225 by June 30, 2016  
 FY2017: To achieve the average number of days between complaint receipt and complaint resolution to 200 by June 30, 2017

Performance Measures	FY 2015 Actual	FY 2016 Estimate	FY 2017 Estimate
Percent of complaints resolved by informal methods	98	98	98
Explanation: Percent of complaints resolved informally			
Number of investigations closed	140	150	150
Explanation:			
Number of complaints received	140	150	150
Explanation:			
Number of non-registrant complaints	29	35	40
Explanation:			
Average number of days open per complaint	256	225	200
Explanation:			
Complaints against registrants resulting in disciplinary action	67	65	65
Explanation:			

◆ **Goal 3** To rapidly and accurately respond to requests for information (public records requests) relating to the Board's regulated population.

**Objective: 1** FY2015: Maintain developed information programs to 99% customer survey score of satisfied or better before June 30, 2013.  
 FY2016: Maintain developed information programs to 99% customer survey score of satisfied or better before June 30, 2014.  
 FY2017: Maintain developed information programs to 99% customer survey score of satisfied or better before June 30, 2015.

Performance Measures	FY 2015 Actual	FY 2016 Estimate	FY 2017 Estimate
Percent of persons grading response to request for information as good or better	100	100	100
Explanation:			
Number of information requests received	54	60	60
Explanation: Prior years reported all contact			