

Agency 5-Year Plan

Issue 1 Digitization of Board documents/records

Description: Prior Board administration did little to centralize and maintain registrant records for easy access. All records are stored in paper form in multiple locations. The Board intends to organize the records and digitize them for storage and retrieval purposes

Solutions:

The Board is centralizing current records and destroying archaic records in preparation for the transfer to digital files. The Board sought appropriation for FY2022 to engage the services of a company on contract with the State to digitize and organize the records for registrants and enforcement case records. The Board is currently working with vendors to obtain costs and a detailed analysis of the scope of work. The Board is also working with procurement on the RFP process.

The cost of digitization is approximately 150,000.00.

Issue 2 IT Analyst, E-licensing and data management system

Description: The Board currently utilizes a CRM 365 database to track licensees, complaints, renewals and applications. The current database does not allow online submission of renewals, applications, complaints or service requests. It also does not have an online payment portal.

Solutions:

The Board will submit an appropriation request for FY23 for an eLicense platform.

The Board has consulted with ASET and it is recommended that the Board determine when the current CRM 365 data system is at an optimum for data transfer. ASET will provide guidance for an RFP and represent the agency during the project development phase.

In addition, the Board has consulted with three vendors for an eLicense platform. The first step necessitates research of system development options and cost. The Board will consider strategies and structure for approaching a new system, consider financial and human resource needs to implement and maintain such a system and determine timelines for implementation and completion.

The next step will be to develop a RFP and go through the procurement process to determine the project cost and timeframes. Based on the Board's experience this is anticipated to be a one year process due to the Board's small staff and limited ability to commit human resources to the project while continuing full agency operations.

The cost of this project is anticipated to be approximately \$200,000.00

Issue 3 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, adapt to changes in licensing and improve clarity.

Description: The Board's statutes and rules are outdated and have not been updated as new occupations have been placed under the Board's jurisdiction. The statutes can be difficult to interpret. Additionally, some sections of statute are contradictory. Furthermore, new rules need to be promulgated for occupations that have been added to the Board's practice act.

Solutions:

Revised rules have been submitted to the Governor's Office requesting an exemption from the rule-making moratorium. The Board has reviewed statutes to identify outdated and contradictory language. The Board has engaged in stakeholder outreach to identify statutes that require attention.

Issue 4 Sound system

Description: Recent legislation changed the Board composition from a nine member Board to an eleven member Board. The Boardroom the Board utilizes is equipped with a minimal sound system and is not large enough to accommodate eleven Board members, Board staff, constituents, complainants and legal counsel. Due to the size increase of the Board and changes in meeting protocols due to the COVID-19 pandemic, the Board needs to meet in a larger space.

Solutions:

The Board will utilize a larger, shared, Boardroom within the Board's building. The shared Boardroom is not equipped with any technology of any kind. The Board has been researching vendors and has consulted with one vendor. Updating the shared Boardroom with technology will streamline the meeting process, will offer better audio files, will mitigate electronic disruption, will offer more options for the visually and hearing impaired and will allow for a safe meeting space to accommodate all individuals who wish to appear in-person at the meetings.

The cost of this project will be approximately \$60,000.00

Resource Assumptions

	FY2024 Estimate	FY2025 Estimate	FY2026 Estimate
Full-Time Equivalent Positions	25.0	25.0	25.0
General Fund	0.0	0.0	0.0
Other Appropriated Funds			
Non-Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0