

Agency 5-Year Plan

Issue 1 National and state trends and decisions will impact Board operations.

Description: National economic trends; State economic trends, and Legislative Decisions.

Solutions:

The Board upgraded its computer system to a Structured Query Language (SQL) Server based program that will allow enhanced and less expensive communication with applicants, registrants and other stakeholders. The Board uses a software program designed for electronic newsletter distribution to send out a number of email notices of renewal to registrants in lieu of the postal service. This program alone will greatly reduce the cost of communication with applicants and registrants.

The Board is currently examining new computer systems to provide for internet application filing and fee submission, which will enhance services it provides to its stakeholders.

Resource Assumptions: The Board operations are funded by fees assessed in association with the licensing and regulation of the regulated professions and occupations and court assessments on persons convicted of crimes associated with illegal drugs and narcotics.

The Board has an active volunteer program and the volunteers are used to keep the costs of investigation down. The largest group of volunteers comprises the Enforcement Advisory Committee, a group of 125 professionals and lay persons used to assist investigators in making determinations of the validity of complaints filed alleging violations of statutes and rules. Two members of the group are asked to do independent evaluations of allegations of unprofessional conduct involving the technical aspects of professional practice; then five members are picked as a panel to sit down with the respondent and witnesses and documents to discuss and evaluate the complaint before making a recommendation to the investigative staff on possible violations and the seriousness of the allegations.

While national and state economic trends will have some impact on the number of persons applying for registration and renewing their registrations, the demand for additional engineers and architects, which represent approximately 75% of the Board's registrants, should remain strong as advances in technology open up opportunities for engineers and population growth increases the demand for architects.

The Board's fees for registration of architects and engineers are currently approximately 25% below the national average.

The \$15 court assessment the Board receives has brought in approximately \$16,000 in FY 2013. That revenue, by statute, is designated for a non-reverting, un-appropriated fund that may only be used by the Board to pay expenses for drug lab related enforcement activity and for advancement of remediation funds to cities and towns for certain unremediated drug lab cleanups.

Resource Assumptions

| | FY2016 Estimate | FY2017 Estimate | FY2018 Estimate |
|---------------------------------------|-----------------|-----------------|-----------------|
| Full-Time Equivalent Positions | 25.0 | 25.0 | 25.0 |
| General Fund | 0.0 | 0.0 | 0.0 |
| Other Appropriated Funds | 2,119.5 | 2,119.5 | 2,119.5 |
| Non-Appropriated Funds | 30.0 | 30.0 | 30.0 |
| Federal Funds | 0.0 | 0.0 | 0.0 |

2013 - 2015 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

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

Mission:

To protect the public by setting appropriate registration qualifications and efficiently and fairly enforcing all state statutes relating to the practice of Board regulated professions and occupations by registered and non-registered persons and firms.

Description:

The Board is a regulatory agency that is funded by fees charged applicants and registrants. The clandestine drug laboratory remediation program receives supplemental funds from a \$15 court assessment placed on every person convicted of a drug or narcotic violation in the state.

The Board is responsible for the licensing and regulation of the following professions and occupations:

- Alarm Company Personnel;
- Architects;
- Assayers;
- Certified Remediation Specialists;
- Drug Laboratory Remediation Personnel;
- Engineers (17 branches);
- Geologists;
- Home Inspectors;
- Landscape Architects, and
- Land Surveyors.

The Board currently consists of nine Board members, the Executive Director and 24 staff members. The nine Board members are appointed by the Governor. Eight Board members represent some of the professions regulated by the Board; one Board member is a "public" member. The Board hires the Executive Director who is responsible for the operations of the Board and represents the Board before the legislature. The Director hires staff.

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

| Performance Measures | FY 2013 Actual | FY 2014 Estimate | FY 2015 Estimate |
|---|---------------------------|-----------------------------|-----------------------------|
| Percent of denial decisions accepted without appeal by applicants as satisfactory | 50 | 50 | 50 |
| Percent of new registrants grading application processing as good or better | 70 | 75 | 80 |
| Percent of applications transmitted to Board Members for action within five days of receipt of last needed item | 100 | 100 | 100 |
| Applications processed | 1516 | 3,272 | 3,272 |
| Applications received | 1516 | 3,272 | 3,272 |
| Professional applications received | 1233 | 1250 | 1300 |
| Total number of In-Training Certificate holders | 9748 | 9,553 | 9,553 |
| In-Training applications received | 265 | 234 | 234 |
| Licensing Renewals | 9544 | 8217 | 8500 |

| | | | |
|--|--------|--------|--------|
| Average number of days to process an application | 90 | 80 | 75 |
| Total number of professional licensees | 43,505 | 44,000 | 45,000 |

◆ **Goal 2** To rapidly and accurately respond to requests for information relating to registration. To develop a comprehensive program to provide rapid and accurate responses to requests for information relating to registration.

| Performance Measures | FY 2013 Actual | FY 2014 Estimate | FY 2015 Estimate |
|--|---------------------------|-----------------------------|-----------------------------|
| Percent of persons grading response to request for information as good or better | 100 | 100 | 100 |
| Number of information requests | 53,000 | 55,000 | 57,000 |

◆ **Goal 3** To actively investigate all instances of possible illegal conduct related to professional practice.

| Performance Measures | FY 2013 Actual | FY 2014 Estimate | FY 2015 Estimate |
|--|---------------------------|-----------------------------|-----------------------------|
| Percent of complainants grading complaint processing as good or higher | 90 | 100 | 100 |
| Percent of complaints resolved by informal methods | 99 | 100 | 100 |
| Number of investigations completed | 170 | 146 | 150 |
| Number of complaints received | 98 | 154 | 160 |
| Complaints against non-registrants determined to warrant investigation | 37 | 38 | 38 |
| Complaints against non-registrants resulting in enforcement action (percent) | 51 | 50 | 50 |
| Complaints filed against licensees | 61 | 80 | 101 |
| Average time in calendar days from receipt of complaint to resolution | 709 | 250 | 180 |
| Percent of complaints against registrants resulting in disciplinary action (percent) | 29 | 25 | 20 |
| Complaints against registrants determined to warrant investigation | 61 | 50 | 50 |
| Total number of complaints closed | 170 | 108 | 108 |