

Agency 5-Year Plan

Issue 1 The agency has replaced its database and web services with the assistance of a vendor, GL Solutions. Environments are going through the stabilization phase, but there are areas requiring improvement in order to provide the best online experience for our stakeholders.

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 being stabilized in the new system.

In addition, the agency is not yet able to provide on-line licensing or accommodate credit card payments. Access to on-line licensing, renewals and credit card payment has been mandated by the Office of the Governor. Registrants also continue to request access to on-line payment, licensing and renewals and note that this agency is unable to provide those services that are standard to other agencies and states. We continue to work with GL to ensure that these services, for which we contracted, will "go live" in the coming year.

Solutions:

The agency's "Go-Live" date with the new system was August 14, 2017. As with most IT projects, there are areas requiring further work. Agency continues to engage the vendor in discussions whether issues should be considered defects or enhancements. Online capabilities are planned to rollout in phases as they are ready for the public. It is our goal to be fully functional by June 30, 2018.

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, 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:

Revised Rules have been submitted for GRRC review and approval. In addition, the Board has engaged in strategic planning and stakeholder outreach to identify statutes that require amendment.

Resource Assumptions

	FY2020 Estimate	FY2021 Estimate	FY2022 Estimate
Full-Time Equivalent Positions	25.0	25.0	25.0
General Fund	0.0	0.0	0.0
Other Appropriated Funds	2,238.5	2,238.5	2,238.5
Non-Appropriated Funds	20.0	20.0	20.0
Federal Funds	0.0	0.0	0.0

2017 - 2019 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) 364-4933
	A.R.S. §§ 32-101, 32-106, 32-107
	Plan Contact: Alicia Gonzales, Assistant Director
	Board of Technical Registration (602) 364-4946

information (public records requests) relating to the Board's regulated population.

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

FY2018: Maintain developed information programs to 99% customer survey score of satisfied or better before June 30, 2014.

FY2019: Maintain developed information programs to 99% customer survey score of satisfied or better before June 30, 2015.

Performance Measures	FY 2017 Actual	FY 2018 Estimate	FY 2019 Estimate
Percent of persons grading response to request for information as good or better	100	100	100
Number of Public Information requests received	49	55	55

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, 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 FY2017: To process applications in compliance with timeframe laws.

FY2018: To process applications in compliance with timeframe laws.

FY2019: To process applications in compliance with timeframe laws.

Performance Measures	FY 2017 Actual	FY 2018 Estimate	FY 2019 Estimate
Total number of professional licensees	50,121	52,000	53,000
Explanation: Total number of professional and occupational licensees			
Total number of applications received	3,096	3,000	3,500
Total number of applications processed	3,263	3,300	3,500
Percent of applications processed within agency timeframes	100	99	99
Total number of license renewal applications processed	10,495	11,000	11,000
Number of application denials	1	5	5
Number of application denials reversed through appeal	0	0	0

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

Objective: 1 FY2017: To achieve the average number of days between complaint receipt and complaint resolution to 225 by June 30, 2017

FY2018: To achieve the average number of days between complaint receipt and complaint resolution to 210 by June 30, 2018

FY2019: To achieve the average number of days between complaint receipt and complaint resolution to 190 by June 30, 2019

Performance Measures	FY 2017 Actual	FY 2018 Estimate	FY 2019 Estimate
Percent of complaints resolved by informal methods	87	92	92
Number of investigations closed	136	140	140
Number of complaints received	156	155	155
Number of non-registrant complaints	41	45	45
Average number of days open per complaint	226	210	190
Complaints against registrants resulting in disciplinary action	63	65	65

◆ **Goal 3** To rapidly and accurately respond to requests for