



ARIZONA STATE
BOARD OF DENTAL EXAMINERS

ANNUAL REPORT
TO THE GOVERNOR
FY16

MISSION STATEMENT

To provide professional, courteous service and information to the dental profession and the general public through the examination, licensure, complaint adjudication and enforcement process; to protect the health, safety and welfare of Arizona citizens through a fair and impartial system.

**ARIZONA STATE BOARD OF DENTAL EXAMINERS
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FY16**

On behalf of the Arizona State Board of Dental Examiners, the following information reflecting the fiscal year beginning July 1, 2015 and ending June 30, 2016 (FY16) may be found in this report:

I. Licensure, Certification, Registration and Permits

Licenses, Certifications, Registrations and Permits Issued	1
Licensee Population.....	3
Historical Growth by Fiscal Year.....	4

II. Examinations

Arizona Dental Jurisprudence Examination	5
Western Regional Examining Board	5
Licensure by Credential	5
Dental Assisting National Board	6

III. Complaints and Investigations

Executive Director Termination.....	7
Dismissal & Termination	7
Clinical Evaluation	8
Formal Interview.....	8
Consent Agreements	8
Board Meeting.....	8
Petition to Rehear	8
Investigation Statistics	8
Adjudication Statistics	9
Petition to Rehear Statistics.....	9
Complaint Statistics	10

IV. License Suspension or Revocation

Voluntary Surrender.....	10
License Suspension.....	10
License Revocation.....	10

V. Financial Transactions

Appropriations	10
Revenues	11
Expenditures	11

VI. Legislative Issues

Statute Changes	12
Arizona Administrative Code Changes.....	13

VII. Board and Staff Members

Board Members	14
Staff Members.....	15

I. LICENSURE, CERTIFICATION, REGISTRATION and PERMITS

LICENSURE BY EXAMINATION

Arizona is a member state of the Western Regional Examination Board (WREB). Graduates of accredited dental schools who have successfully completed the WREB examination within the last five years and graduates of accredited dental hygiene schools who have successfully completed a Board approved clinical examination within the last five years may apply for licensure by examination.

Dental licenses issued by examination	113
Dental Hygiene licenses issued by examination	224

LICENSURE BY CREDENTIAL:

Applicants for licensure by credential may qualify in two ways:

- Successful completion of a Board approved clinical examination (other than WREB) within the last five years.
- Successful completion of a Board approved clinical examination taken more than five years ago and possession of a valid license in another state.

In either case, licensure by credential does not apply to graduates of non-accredited dental or dental hygiene schools.

Dental licenses issued by credential	127
Dental Hygiene licenses issued by credential	44

CERTIFICATION

Denturist

Graduates from recognized denturist schools may apply for certification to practice denture technology in Arizona. During FY16, there was one applicant, who graduated from a recognized program; passed a Board approved examination and received certification.

Dental Assistants

Radiography certification for dental assistants allows dental assistants to expose dental x-rays under the supervision of a dentist. Certification by examination is accomplished by successfully completing the Dental Assisting National Board's national written Radiation Health & Safety Examination. Certification by credential is accomplished by providing documentation of current certification in another state which required completion of a written examination.

Dental Assistant X-ray certification issued by examination	873
Dental Assistant X-ray certifications issued by credential	47

Coronal polishing certification for dental assistants allows dental assistants to polish teeth under the supervision of a dentist. Certification is accomplished by successfully completing the Dental Assisting National Board's national written Coronal Polish Examination and submitting proof of clinical experience.

Dental Assistant Coronal Polish certifications issued	254
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BUSINESS ENTITY REGISTRATION

Dental practices offering dental services which are owned by individuals who are not Arizona licensed dentists are required to register. Registrations must be renewed on a triennial basis for a fee of \$100 per year.

New Business Entity registrations issued	28
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PERMITS

The following permits are also issued by the Board:

Dental Hygienists may administer local anesthesia or nitrous oxide upon submission of evidence that they have completed Board approved course. Once the permit is issued by the Board it does not expire until the dental hygiene license lapses.

New permits issued	251
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General Anesthesia & Deep Sedation: Dentists may administer general anesthesia or deep sedation by any means, in a dental office or dental clinic by obtaining a Section 1301 Permit. These permits must be renewed every five years.

New permits issued	8
Total number of renewals issued	26

Parenteral Sedation: Without a Section 1301 Permit, a dentist may induce parenteral sedation in a dental office or dental clinic by obtaining a Section 1302 permit which also expires every five years.

New permits issued	7
Total number of renewals issued	28

Oral Sedation: Unless a dentist holds a Section 1301 or 1302 permit they must obtain a Section 1303 permit before inducing oral sedation in a dental office or dental clinic and renew the permit every five years.

New permits issued	34
Total number of renewals issued	66

Permit to Employ or Work With a Physician Anesthesiologist or Certified Nurse Anesthetist (CRNA): Unless a dentist holds a Section 1301, 1302 or 1303 permit they must obtain a Section 1304 permit before employing or working with a Physician Anesthesiologist or CRNA in a dental office or dental clinic. This permit level was added in Arizona Administrative Code R4-11-1304 in April 2013. Prior to adding AAC R4-11-1304, a dentist was required to obtain a Section 1301 Permit to employ or work with a physician anesthesiologist or CRNA.

New permits issued	0
Total number of renewals issued	1

Mobile Dental Facilities & Mobile Dental Units: Every mobile dental facility and every mobile provider, program or entity using portable dental units must obtain a permit. At this time, there is no fee for a permit.

New permits issued	6
Total number of renewals issued	27

FY16 LICENSEE POPULATION				
License/Certificate/ Registration	TOTAL	In State	Out of State	% Out of State
Dental	4643	3887	756	16%
Dental Hygiene	4288	3852	436	11%
Denturist	12	11	1	9%
Business Entity	337	N/A	N/A	N/A

LICENSEE POPULATION By Fiscal Year			
FISCAL YEAR	DENTISTS	DENTAL HYGIENISTS	TOTAL
2007	4156	3224	7380
2008	4163	3329	7492
2009	4254	3431	7685
2010	4305	3561	7866
2011	4364	3690	8054
2012	4410	3806	8216
2013	4493	3898	8391
2014	4520	4031	8551
2015	4620	4150	8770
2016	4643	4288	8931

HISTORICAL GROWTH BY FISCAL YEAR

DENTAL			
FISCAL YEAR	LICENSES ISSUED	LICENSES EXPIRED	ACTUAL GROWTH
2007	370	190	261
2008	251	244	7
2009	234	195	39
2010	213	191	22
2011	234	208	26
2012	230	185	45
2013	288	207	81
2014	235	210	25
2015	277	203	74
2016	240	221	19

DENTAL HYGIENE			
FISCAL YEAR	LICENSES ISSUED	LICENSES EXPIRED	ACTUAL GROWTH
2007	225	109	116
2008	238	133	105
2009	241	129	112
2010	222	120	102
2011	237	149	88
2012	268	144	124
2013	220	149	71
2014	273	155	118
2015	272	173	99
2016	268	147	121

DENTURIST			
FISCAL YEAR	CERTIFICATES ISSUED	CERTIFICATES EXPIRED	ACTUAL GROWTH
2007	0	2	(2)
2008	1	0	1
2009	1	0	1
2010	1	0	1
2011	4	1	3
2012	0	0	0
2013	1	2	(1)
2014	1	2	(1)
2015	0	0	0
2016	1	0	1

BUSINESS ENTITY			
FISCAL YEAR	REGISTRATIONS ISSUED	REGISTRATIONS EXPIRED	ACTUAL GROWTH
2007	45	18	27
2008	39	29	10
2009	40	26	14
2010	48	11	37
2011	32	0	32
2012	62	35	27
2013	41	27	14
2014	24	6	18
2015	39	38	1
2016	29	20	9

II. EXAMINATIONS

ARIZONA DENTAL JURISPRUDENCE EXAMINATION

Dental, Dental Hygiene and Denturist applicants must take and pass the Arizona Jurisprudence Examination which is held at the Board offices once a month. The following examination dates were conducted for FY16:

July 13, 2015	January 11, 2016
August 10, 2015	February 8, 2016
September 14, 2015	March 14, 2016
October 19, 2015	April 11, 2016
November 16, 2015	May 16, 2016
December 14, 2015	June 6, 2016

Applicants may take the examination online for a \$35.00 fee.

WESTERN REGIONAL EXAMINING BOARD (WREB)

The Board discontinued conducting clinical examinations for Dentistry and Dental Hygiene in 1978. Since that time, applicants for dental licensure by examination have been required to successfully complete the WREB examination within the last five years. In September 2013, legislation was enacted to allow dental hygiene licensure by examination applicants to successfully complete any Board approved clinical examination within the last five years.

WREB offers clinical examinations for dental, dental hygiene and dental hygiene local anesthesia throughout the country at dental and dental hygiene schools. Members of the Arizona State Board may serve as WREB examiners along with representatives of other state dental boards.

LICENSURE BY CREDENTIAL

Applicants for licensure by credential must submit evidence of successful completion of the clinical examination of another state or testing agency. In addition to WREB, clinical examinations are offered by the Central Regional Dental Testing Service (CRDTS), Southern Regional Testing Agency (SRTA); North East Regional Examining Board (NERB) aka CDCA, and the Council of Interstate Testing Agencies (CITA). As with WREB, members of dental boards from throughout the country may serve as examiners for these agencies.

DENTAL ASSISTING NATIONAL BOARD (DANB)

RADIOGRAPHY: The written RHA examination is offered at computerized testing services throughout the United States.

DANB EXAMINATION RESULTS

RADIATION HEALTH AND SAFETY (RHS) EXAMINATION:

As of January 1, 2011 the Board's approved examination became written only. *The numbers for FY14 are those completing the examination with a current Arizona address and those indicating they work in Arizona but have an out-of-state address.

	FY 10	FY 11	FY 12	FY 13	FY 14	FY 15	FY 16
Total administered	1,033	1,223	1,323	1,346	1,246	1,296	1,383
Number passing	720	821	843	907	819	825	871
Number failing	313	402	480	439	427	471	512

TOTAL RADIOLOGY CERTIFICATIONS ISSUED:

	FY 10	FY 11	FY 12	FY 13	FY 14	FY 15	FY16
Total certified by written & clinical examinations	415	295	N/A	N/A	N/A	N/A	N/A
Total certified by RHS written examination	N/A	1,224*	851	907	819	817	873
Total certified by credential	64	71	51	42	57	40	47
TOTAL	479	1590	902	949	876	857	920

ARIZONA CORONAL POLISHING EXAMINATION (AZCP): Prior to June 1, 2011, Dental Assistants received certification in coronal polishing by passing the AZCP examination conducted on behalf of the Board by DANB.

	FY 10	FY 11	FY 12	FY 13	FY 14	FY 15	FY 16
Total administered	252	305	N/A	N/A	N/A	N/A	N/A
Number failing	44	57	N/A	N/A	N/A	N/A	N/A

NATIONAL CORONAL POLISHING EXAMINATION: Beginning June 1 2011, Dental Assistants receive certification in coronal polishing by passing the National AZCP examination conducted by DANB.

	FY 10	FY 11	FY 12	FY 13	FY 14	FY 15	FY 16
Total administered	N/A	35	385	491	453	441	462
Number Failing	N/A	12	146	130	157	146	142

TOTAL CORONAL POLISH CERTIFICATIONS ISSUED:

	FY 10	FY 11	FY 12	FY 13	FY 14	FY 15	FY 16
Total certified by AZCP	208	248	N/A	N/A	N/A	N/A	N/A
Total certified by National CP Exam	N/A	4	233	317	238	252	254
TOTAL	208	585	233	317	238	252	254

III. COMPLAINTS and INVESTIGATIONS

The Board is charged with investigating written complaints received as well as those filed by the Board on its own motion. Upon receipt of the complaint, the Investigative Team reviews the information provided, determines the appropriate allegations to be investigated, identifies to whom subpoenas should be issued and recommends which of the following investigation processes should be applied:

EXECUTIVE DIRECTOR TERMINATION

The Executive Director, with concurrence of the Internal Investigative Review Committee (IIRC) may terminate a complaint if the Staff's review indicates the complaint is without merit and that termination is appropriate. The Executive Director provides a list of each complaint terminated at each regularly scheduled Board Meeting. If a termination is appealed by the complainant, the Board will review the investigative materials and shall approve, modify or reject the termination.

DISMISSAL AND TERMINATION

After an investigation is complete, the IIRC may recommend dismissal of a complaint which does not rise to the level of unprofessional conduct. Complaints may be terminated upon request of the complainant.

CLINICAL EVALUATION

Some cases involving quality of care may require an independent evaluation of the dental work in question by a Board approved Clinical Evaluator. The results of this evaluation are reviewed by IIRC and may be forwarded to a Dental Consultant for review and, if applicable, to the Board for consideration.

FORMAL INTERVIEW

Upon recommendation from IIRC, the Executive Director may invite the respondent to participate in a Formal Interview at a regularly scheduled Board Meeting.

CONSENT AGREEMENTS

A disciplinary or non-disciplinary consent agreement may be offered to the respondent in lieu of a Formal Interview. All consent agreements are reviewed and voted on by the Board.

BOARD MEETING

Recommendations for complaint resolution are forwarded to the Board for final adjudication. Following an opportunity for additional testimony from the complainant or licensee, Board Members vote at an open meeting with all findings, investigative reports, x-rays, records, and materials available for review. The complainant and licensee as well as their representatives receive a copy of the Board final decision.

PETITION TO REHEAR

Licensees who are disciplined and receive a Board Order have the right to file a Petition to Rehear if they believe their rights were affected by the Board's decision or process. Upon review of the petition, the Board may vote to deny, grant or remand the case for further investigation. In the event the petition is denied, the licensee may file a Judicial Review Action in Superior Court.

FY16 INVESTIGATION STATISTICS		
TYPE OF INVESTIGATION	NUMBER COMPLETED	% OF TOTAL
Executive Director Termination with IIRC	120	46%
Internal Investigative Review Committee	119	46%
Terminations	21	8%
TOTAL	260	100%

FY16 ADJUDICATION STATISTICS		
	NUMBER OF ACTIONS	% OF TOTAL CASES HEARD
BOARD ACTION		
Non-Disciplinary	137	75%
Advance to Formal Hearing	0	0%
Advance to Formal Interview	6	3%
Remanded	2	1%
Accepted Board Order	7	4%
Tabled	3	2%
Vacated, Administratively Adjusted	1	1%
Sanctions	27	15%
NON-DISCIPLINARY		
	Number of Actions	% of Total Non-Disciplinary
Dismissed	6	4%
Letter of Concern	32	23%
Terminated	18	13%
Non-Disciplinary Continuing Education	44	32%
Executive Director Appeals	36	26%
Non-Disciplinary Civil Penalty	1	1%
DISCIPLINARY*		
	Number of Sanctions	% of Total Sanctions
Administrative Penalty	5	19%
Censure	0	0%
Consent/Stipulation Agreements	20	74%
Continuing Education	23	85%
Practice Assessment/Monitoring	1	4%
Probation	1	4%
Restitution	5	19%
Restriction of DEA Privileges	0	0%
Restriction of Practice	0	0%
Revocation	0	0%
Suspension/Summary Suspension	1	4%
Voluntary Suspension/Surrender	1	4%

*The Board may impose more than one sanction in response to an upheld case.

ACTION ON PETITIONS FOR REHEARING

		FY16
Board Action	Number of Cases	% of Total
Denied	1	50%
Granted/Remanded	0	0%
Granted/Immediate Review	1	50%
Tabled	0	0%

HISTORICAL DATA ON COMPLAINTS FILED

	FY 07	FY 08	FY 09	FY 10	FY 11	FY 12	FY 13	FY 14	FY 15	FY 16
Total No. of Complaints Filed	468	529	457	370	276	260	262	327	327	237
Total Number of Executive Director Terminations	N/A	N/A	N/A	N/A	94	134	129	129	116	120
Total No. Cases Heard by the Board	616	639	645	562	278	158	158	210	187	276
Average No. of Cases Heard Per Board Meeting	103	107	108	94	46	26	26	26	31	46

IV. LICENSE SUSPENSION or REVOCATION

VOLUNTARY SURRENDER

Statute provides that a licensee may voluntarily surrender their license in lieu of further disciplinary action by the Board. The surrender is reported to the National Practitioner Databank (NPDB) as a disciplinary action to be considered by other jurisdictions prior to issuing a new license or by the Arizona Board before reinstating the license. During FY16, one dentist voluntarily surrendered and two dentists voluntarily surrendered in lieu of disciplinary action.

LICENSE SUSPENSION

One license was suspended in FY16. The Board vacated the vote to suspend and reinstated the license at a subsequent Board meeting.

LICENSE REVOCATION

Between July 1, 2015 and June 30, 2016 no licenses were revoked.

V. FINANCIAL TRANSACTIONS

Licensure, permit and penalty fees assessed to licensees are collected by the Dental Board. 90% of the funds collected are deposited into the Dental Board Fund and 10% are deposited into the State's General Fund.

APPROPRIATIONS:

	FY12	FY13	FY14	FY15	FY16
Lump Sum Appropriations	\$1,218,600*	\$1,209,100**	\$1,214,800	\$1,215,100	\$1,215,500

*Includes 27 pay periods **Includes Critical Retention Pay

REVENUES BY SOURCE:

	REVENUES BY FISCAL YEAR				
	FY12	FY13	FY14	FY15	FY16
Licensure ^a	\$1,921,590	\$1,702,534	\$1,824,850	\$1,967,160	\$1,748,080
Fines/Late Fees ^b	\$21,100	\$17,700	\$41,675	\$34,110	\$31,870
Misc. Revenues ^c	\$125,068	\$125,401	\$122,672	\$139,596	\$119,557
Credit Card ^d	\$788	(\$5,240)	(\$4,802)	(\$5,199)	(\$4,510)
Prior Year Refunds	N/A	N/A	(\$2,700)	N/A	N/A
Misc. Receipts	N/A	N/A	N/A	(\$600.00)	N/A
TOTAL	\$2,068,546	\$1,840,395	\$1,981,695	\$2,135,066	\$1,894,997
Less 10% to the General Fund	(\$213,155)	(\$186,552)	(\$217,742)	(\$224,744)	(\$203,251)
NET REVENUES	\$1,855,391	\$1,653,843	\$1,763,953	\$1,910,323	\$1,691,746

^aIncludes new licenses and renewals.

^bIncludes Administrative and Civil Penalties - 100% of which are deposited into the General Fund

^cIncludes revenues from examination fees, lists, labels, and reproduction costs.

^dIncludes convenience fee revenue and credit card fees (a decrease to revenue)

EXPENDITURES BY CATEGORY:

	FY12	FY13	FY14	FY15	FY16
Personnel Services	\$462,300	\$464,000	\$478,664	\$494,919	\$500,249
Employee Related Expenses	\$212,300	\$194,500	\$217,515	\$229,061	\$226,016
Professional & Outside Services	\$174,800	\$170,300	\$176,219	\$168,560	\$164,684
Travel - In-State	\$2,300	\$2,900	\$2,169	\$3,186	\$3,376
Travel - Out-of-State	\$4,400	\$3,700	\$4,060	\$4,574	\$6,423
Other Operating Expenses ^a	\$176,100	\$166,500	\$208,778	\$184,889	\$193,356
Equipment	\$77,800	\$27,100	\$27,399	\$30,832	\$40,079
Transfer to General Fund	\$5,000				
TOTAL EXPENDITURES	\$1,115,000	\$1,029,100	\$1,114,804	\$1,116,021	\$1,134,183

^aIncludes supplies, rent, telephones, maintenance on equipment, postage, express delivery services, printing, insurance, transfers-out, and other miscellaneous items.

VI. LEGISLATIVE ISSUES

STATUTES Effective July 3, 2016

HB 2496 (Dental Board's Omnibus Bill): Makes the following substantive amendments to the Dental Practice Act:

§32-1205(B): requires the Board to post audio recordings of Board meetings on the Board's website;

§32-1232(B): adds the requirement that applicants for a dental license shall obtain a valid fingerprint clearance card;

§32-1240: provides that the Board, by rule, shall require applicants for a dental license by credential to provide proof of a minimum number of active practice hours in another jurisdiction and an affirmation that the applicant has completed the continuing education requirements of the other jurisdiction where the applicant is licensed;

§32-1263.01(D): beginning September 1, 2015, requires the Board to post all disciplinary and non-disciplinary actions to licensees' and certificate holders' profiles on the Board's website;

§32-1264(D): removes the requirement that the Board adopt a rule that sets the fee a dentist may charge for reproducing a patient's treatment records;

§32-1284(A): adds the requirement that applicants for a dental hygiene license shall obtain a valid fingerprint clearance card;

§32-1292.01(A): provides that the Board, by rule, shall require applicants for a dental hygiene license by credential to provide proof of a minimum number of active practice hours in another jurisdiction and an affirmation that the applicant has completed the continuing education requirements of the other jurisdiction where the applicant is licensed;

§32-1297.01(A): adds the requirement that applicants for a denturist certificate shall obtain a valid fingerprint clearance card;

§32-1299: adds a new provision (subsection E) relating to the Board's substance abuse and rehabilitation program. The amendment addresses the Board's options for licensees and certificate holders who relapse after completing a second confidential monitoring program. The Board shall determine whether to: 1) refer the matter to a formal hearing for license suspension or revocation; 2) place the licensee/certificate holder on probation for a minimum of one year with necessary restrictions (this would be a public probation order); 3) allow the licensee/certificate holder to enter into another confidential rehabilitation agreement.

SB 1282: amends the Dental Practice Act as it relates to the scope of practice of dental hygienists and dental assistants; also amends A.R.S. § 36-3611 (under the Department of Health Services) to authorize tele-dentistry:

§32-1281: amends the scope of practice for dental hygienists and allowing qualified hygienists to perform the restorative functions that an expanded function dental assistant may perform after completing educational and examination requirements;

§32-1289: allows hygienists employed by public health agencies to perform screenings or assessments and apply sealants and topical fluoride before an examination by a dentist;

§32-1289.01: relocates and amends the provisions governing affiliated practice relationships (formerly in § 32-1289);

§32-1291.01: allows dental assistants to perform expanded functions if they complete Board-approved training and successfully completes a Board approved examination; delineates the authorized expanded functions;

STATUTES OUTSIDE THE DENTAL PRACTICE ACT AFFECTING THE DENTAL BOARD

HB 2297: adds § 41-1038 to prohibit state agencies from adopting any new rule that would increase regulatory burdens or restraints, unless an exception applies;

HB 2212: § 41-1030 currently provides that an agency may not base a licensing decision on a requirement or condition that is not specifically authorized by a statute or rule. The amendment to the statute provides that a person may file a civil action against the state if an agency violates the statute.

It also requires an agency to print the new statutory provisions on all license applications;

SB 1370: adds a new section in title 32, relating to health regulatory boards, effective on December 31, 2015:

§ 32-3219: requires health regulatory boards to collect information from applicants and licensees and submit the information to the Pharmacy Board to facilitate registration for the controlled substances prescription monitoring program;

SB 2213: amends § 41-1001.01 and -1009 relating to the small business regulatory bill of rights and agency inspection of regulated businesses; places additional requirements on state agencies when conducting inspections.

ARIZONA ADMINISTRATIVE CODE

Effective January 2, 2016

Amendments to Title 4, Chapter 11, Article 17

The Five-Year rule review identified necessary amends to delete language which is inconsistent with statute and change language to be more definitive.

Effective April 3, 2016

Amendments to Title 4, Chapter 11, Articles 2 and 3:

Repealed the requirement for license applicants to obtain a detailed report assessing whether a clinical examination submitted maintains all the elements in Arizona's Standard of Licensure; Added accepting a verified third-part transcript; Amended language regarding dental hygiene clinical examination taken within the last five years to match the dental language; Amended to require Healthcare Provider CPR for applications; Amended to allow license verifications from other states to be accepted without being sent directly to the Board; And amended to clarify that denturist applicants need a Health Integrity and Protection Data Bank report.

Effective August 2, 2015

Amendments to Title 4, Chapter 11, Article 12:

In response to the Auditor General's Performance Report and Sunset Review, amended the continuing education affidavit requirements to include the total number of continuing education hours in AAC R4-11-1209(A)(4); And updated language emphasizing compliance with continuing dental education requirements.

VII. BOARD and STAFF MEMBERS

The Arizona Board of Dental Examiners consists of eleven members appointed by the Governor. Each member serves for a term of four years. The members include six dentists, two dental hygienists, one business entity, and two public members.

Board Members as of June 30, 2016	Outgoing Board Members
Michael R. Hauer, DDS, President Dentist Scottsdale Term: 1/2010 - 1/2018 (Reappointed)	*No Outgoing Board Members
Carole A. Crevier Public Member Phoenix Term: 1/2010 - 1/2018 (Reappointed)	
Darren L. Flowers Dentist Anthem Term: 1/2013 – 1/2017	
Robert H. Foster, DDS, Vice President Dentist Phoenix Term 1/2010 – 1/2018 (Reappointed)	
Joshua Greer, Esq. Public Member Phoenix Term: 1/2009 – 1/2017 (Reappointed)	
Heather N. Hardy, RDH Dental Hygienist Peoria Term: 1/2013 – 1/2017	
Charles E. Jackson Business Entity Member Phoenix Term: 1/2011 -1/2019 (Reappointed)	
Marilyn J. McClain, RDH Dental Hygienist Flagstaff Term: 1/2010 – 1/2018 (Reappointed)	
Howard J. Sorensen, DDS Dentist Yuma Term: 1/2014 – 1/2018	
Robert H. Taylor, DDS Dentist Mesa Term: 1/2013 – 1/2017	
Gregory A. Waite, DDS Dentist Casa Grande Term: 1/2015 - 1/2019	

The Board has eleven funded full-time positions and utilizes the services of volunteer Board approved consultants to investigate complaints, complete clinical evaluations and on-site anesthesia evaluations. As of June 30, 2015 the staff is as follows:

- **Elaine Hugunin**, *Executive Director*
- **Nancy Chambers**, *Deputy Director*
- **Sherrie Biggs**, *ASO III*
- **Terry Bialostosky**, *Investigations Supervisor*
- Vacant, *ASO I*
- **Yubeka Riddick**, *Programs & Projects Specialist*
- **Dee Woodard**, *Administrative Legal Assistant*
- **Susie Adams**, *Legal Assistant*
- **Nancy Elia**, *Licensing Administrator*
- **Jill Barenbaum**, *Information Processing Specialist*
- Vacant, *Clerical Assistant*
- *Contract Personnel:* **Sam D. Palmer**, *DMD Investigator*