



Douglas A. Ducey,
Governor

Arizona State Board of Dental Examiners

“Caring for the Public’s Dental
Health and Professional Standards”

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August 25, 2020

The Honorable Douglas A. Ducey
Governor of the State of Arizona
1700 W. Washington Street, 9th Floor
Phoenix, Arizona 85007

Dear Governor Ducey,

Enclosed for your consideration is the FY2022 budget request for the Arizona State Board of Dental Examiners (“Board”).

Pursuant to your Executive Order 2020-17, the Board voted to waive all licensing fees, due to the COVID-19 pandemic, from March 2020 and continuing for the remainder of the 2020 calendar year. In fact, and with the exception of public records requests, duplicate licenses or license verifications for an out-of-state request, the Board will not generate any revenue of any kind. Therefore, the agency’s revenue has decreased dramatically, and will continue to decrease through December 31, 2020. Additionally, the triennial renewal expiration date has been extended to the end of December 2020, which is also pursuant to the same aforementioned Executive Order, and therefore, no late fees will be sought or collected by the Board. It’s worth noting that the Board worked closely with the local dental association to raise \$200,000 worth of free PPE in effort to give back to the dental profession what they so generously donated early on in the pandemic to the other front line medical workers.

Regarding the Board’s 2022 fiscal year budget, the Board is requesting an additional appropriation for two full-time employees – one will be assigned to the compliance division and the other will be assigned to the licensing division. As you likely know, the Board has seen a substantial increase in complaints and now averages over 350 complaints per year, which is administered by only three full-time staff. Additionally, the Board has experienced a 30% growth in new licensees over the past 10 years. Therefore, it’s essential to fill one of the other two vacancies to help with this increased number of new applicants. We anticipate that both positions will be filled at a grade 17 with annual salaries around \$40,524. In order to keep up with the demands in both the compliance and license divisions, it is essential to receive the requested appropriation to not only fulfill the mission of the Board, but also your mission to ultimately of protecting the public’s health, safety and welfare.

Based on the number of complaints and the number one priority, of the Board, to protect the public, the Board is also looking at revamping its compliance division to more efficiently and properly adjudicate complaints received. To that end, the Board is looking to contract with three dental investigators, as opposed to the single contract with one investigator who works less than 10 hours per week. The Board currently has between 40 and 50 volunteer consultants who help in the investigations, but needs to appropriately fund the compliance division to protect the public more efficiently and properly. Although dental investigators are worth so much more, the Board is looking at contracting with these investigators at \$60.00 per hour, for up to 29 hours per week. It is paramount that the Board receives the additional appropriation to properly investigate complaints, which ultimately protects the public in the long run. If not appropriated, the Board will continue to struggle to keep up with the influx of complaints received.

Additionally, the Board continues its commitment to improve its technology to enhance operational effectiveness and to provide timely and accurate information to both licensees and the public. The Board is requesting a one-time increase to continue their scanning of documents to help save storage fee costs. The estimated cost to scan the remaining documents is \$58,851.25. Currently, all application and licensing documents were scanned as part of a large scanning project from the Board’s previous administration, but did *not* include the compliance

The Americans with Disabilities Act: Persons with disabilities may request reasonable accommodations, such as sign language interpreters. Requests should be made as early as possible to allow time to arrange the accommodation. This document is available in alternative format upon request.

documents. This has left the staff working in a bifurcated environment with several additional tasks. Receiving this one-time appropriation will alleviate the additional staff workload, create more efficiencies and catapult the Board into the current century with mostly electronic documents.

Also, the Board is requesting a one-time increase for an employee who may retire in fiscal year 2022. Each year this employee has a carryover of annual leave in excess of 320 hours. Therefore, the estimated cost to cash out the annual leave is \$9,664.83.

The requested appropriations will assist the Board's commitment to seamless business practices while providing excellent customer service to the public. The Board maintains its commitment to protect the oral health, safety and welfare of Arizona citizens.

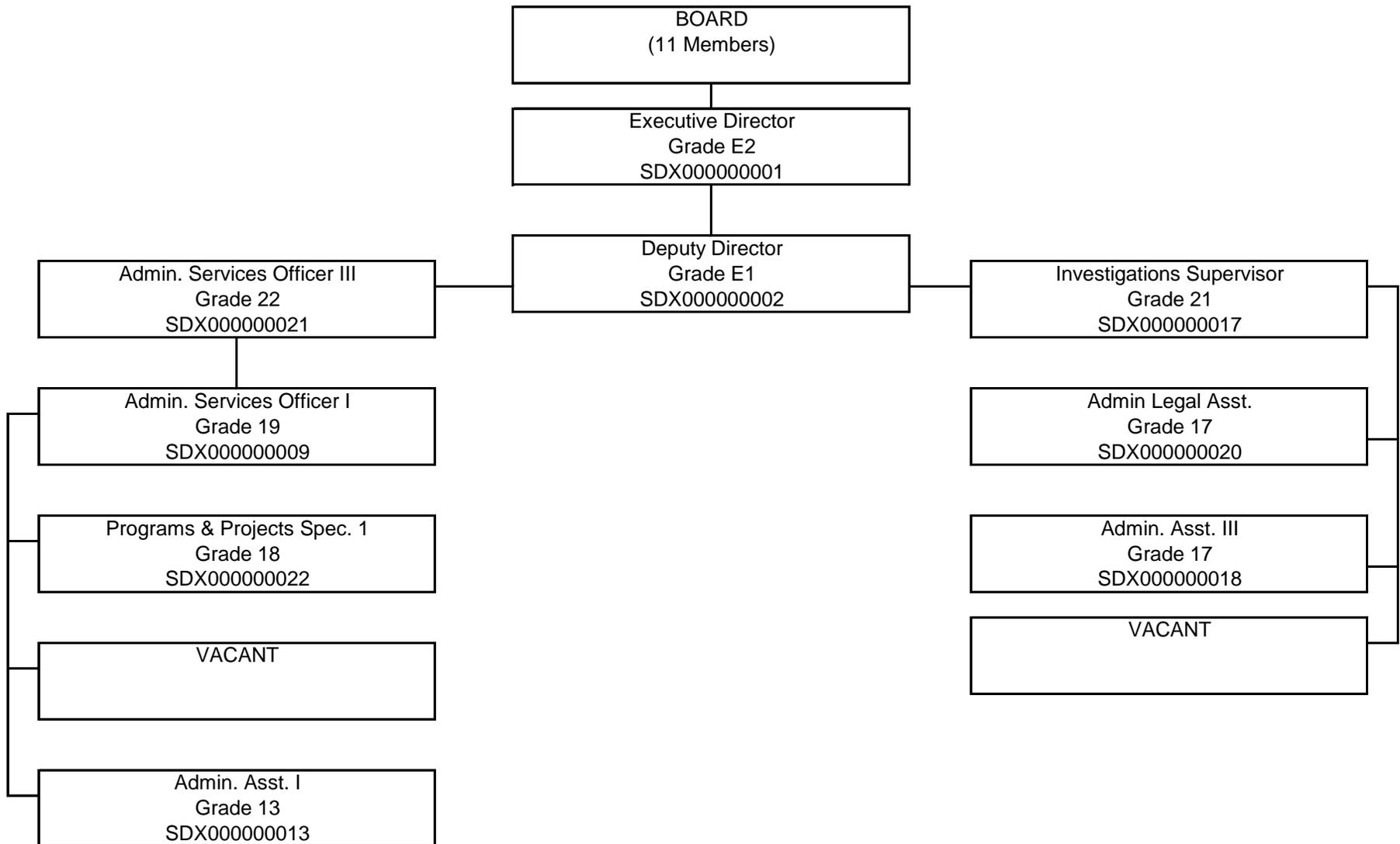
Thank you for the opportunity to provide you information regarding our the Board and for your consideration of the Board's budget proposal. Please let us know what questions we can answer. We are always happy to respond.

Respectfully,



Ryan P. Edmonson
Executive Director

ARIZONA STATE BOARD OF DENTAL EXAMINERS
ORGANIZATIONAL CHART
FY22





State of Arizona Budget Request

State Agency

State Board of Dental Examiners

A.R.S. Citation: **32-1201**

Appropriated Funds

	FY 2021 Approp	FY 2022 Fund. Issue	FY 2022 Total Budget
Total Amount Requested:	1,261.2	592.7	1,853.9
Dental Board Fund	1,261.2	592.7	1,853.9

Governor DUCEY:

This and the accompanying budget schedules, statements and explanatory information constitute the operating budget request for this agency for Fiscal Year 2022.

To the best of my knowledge all statements and explanations contained in the estimates submitted are true and correct.

Agency Head: **Ryan Edmonson**

Title: **Executive Director**

Ryan Edmonson 8/25/2020

(signature)

Phone: **(602) 542-4451**

Prepared By: **Kristina Gomez**

Email Address: **kristina.gomez@dentalboard.az.gov**

Date Prepared: **Friday, October 25, 2019**

Total:	1,261.2	592.7	1,853.9
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Revenue Schedule

Agency: State Board of Dental Examiners

Fund: AA1000 General Fund

AFIS Code	Category of Receipt and Description	FY 2020	FY 2021	FY 2022
4312	EXAMINATION FEES	10.1	10.1	10.1
4339	OTHER FEES AND CHARGES FOR SERVICES	0.7	0.7	0.7
4372	PUBLICATIONS AND REPRODUCTIONS	0.9	0.9	0.9
4415	OCCUPATIONAL AND PROFESSIONAL LICENSES	35.4	35.4	35.4
4419	OTHER LICENSES	2.3	2.3	2.3
4519	OTHER FINES OR FORFEITURES OR PENALTIES	6.2	6.2	6.2
Fund Total:		55.6	55.6	55.6

Revenue Schedule

Agency:	State Board of Dental Examiners
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Fund:	DX2020 Dental Board Fund
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AFIS Code	Category of Receipt and Description	FY 2020	FY 2021	FY 2022
4312	EXAMINATION FEES	91.5	91.5	91.5
4339	OTHER FEES AND CHARGES FOR SERVICES	7.0	7.0	7.0
4372	PUBLICATIONS AND REPRODUCTIONS	7.8	7.8	7.8
4415	OCCUPATIONAL AND PROFESSIONAL LICENSES	318.4	318.4	318.4
4419	OTHER LICENSES	20.3	20.3	20.3
4519	OTHER FINES OR FORFEITURES OR PENALTIES	22.7	22.7	22.7
4649	CREDIT CARD CONVENIENCE FEES REVENUE	2.6	2.6	2.6
4699	MISCELLANEOUS RECEIPTS	0.8	0.8	0.8
Fund Total:		471.1	471.1	471.1

PURPOSE - A.R.S. § 32-1212

Funds are used to license, investigate and conduct examinations for dentists, dental hygienists, denturists, dental assistants, business entities and mobile dental facilities.

For FY21 and FY22 the Board is projecting revenues to decrease.

4312 – EXAMINATION FEES

Each applicant must successfully pass a Jurisprudence Exam. The fees are \$300 for a dentist exam and \$100 for a dental hygienist exam. The Board voted to waive these fees due to the COVID-19 pandemic and pursuant to Governor Ducey's Executive Order 2020-17. There is a fee that is still being collected by the administrator of the exam because the Board cannot grant a fee waiver for a fee it does not collect. The computer based exam is administered by a third party vendor.

4339 – OTHER FEES AND CHARGES FOR SERVICES

The fee for a license verification is \$25.00 if requested by the individual and \$5.00 if requested for commercial use. All license verification fees will be deposited into this account and the projection is based on historical data.

4372 – PUBLICATIONS & REPRODUCTIONS

The Board receives requests for CD, labels or lists of licensees from both individuals and corporations. The fee for this service along with fees for reproduction of public documents are deposited into this account. Historical trends are used in determining this projection.

4415 – OCCUPATIONAL & PROFESSIONAL LICENSES

New Licensees – A.R.S. §§ 32-1236 and 1287 require that the first year's license fee be prorated, which is \$110 for dentists and \$55 for dental hygienists. The Agency accepts licensure by examination and licensure by credential applications. The license by credential fee is \$2,000 for dentists and \$1,000 for dental hygienists. Statute was enacted August 9, 2017 allowing dentists who completed their clinical examination within the five years from submitting their application to license by examination. Additionally, legislation (A.R.S. § 41-1080.01) was passed that allows an applicant to obtain a fee waiver for initial license fees if their family income is less than 200% of the federal poverty guidelines. It is unknown how the Board will be affected. The Board has waived the collection of all these fees due to the COVID-19 pandemic and pursuant to Governor Ducey's Executive Order 2020-17.

Renewals – Following the first year prorated license fee, individuals fall into triennial licensure per statute. In order to spend-down the Board's fund, session law was enacted in 2017 to grant renewal fee holidays for all license renewals for calendar years 2018, 2019 and 2020. Therefore, the Board has not collected any license renewal fees for any licensee who was licensed before January 1, 2018. Additionally, the

Board waived has waived the collection of all these fees due to the COVID-19 pandemic and pursuant to Governor Ducey's Executive Order 2020-17.

4419 – OTHER LICENSES

This category reflects the historical trend for revenue received through issuing triennial certificates for additional practice locations. The Board waived has waived the collection of all these fees due to the COVID-19 pandemic and pursuant to Governor Ducey's Executive Order 2020-17.

4519 – OTHER FINES, FORFEITURES & PENALTIES

Items deposited into this category include penalties for failure to inform the Board of a change of address, in a timely manner, fees for submitting a late renewal application. These projections are also based on historical data.

Administrative and Civil Penalties – As a disciplinary action, the Board may invoke an administrative penalty for up to \$2,000.00 per violation of the Dental Practice Act. The Board may also invoke a non-disciplinary civil penalty of up to \$500.00 for failure to comply with a subpoena. Funds collected are not split 90/10, the total penalty amount is deposited into the State's General Fund. Projections for this category are based on historical averages.

4645 – CREDIT CARD DISCOUNT FEES

Credit card discount fees are the cost of accepting credit cards, and therefore, are a reduction of revenue.

4649 – CREDIT CARD CONVENIENCE FEES

The convenience fee is \$2.00 per online transaction.

Sources and Uses of Funds

Agency:	State Board of Dental Examiners
Fund:	DB2500 IGA and ISA Fund

Cash Flow Summary	Actual FY 2020	Estimate FY 2021	Estimate FY 2022
Balance Forward from Prior Year	0.0	0.0	0.0
Total Available	0.0	0.0	0.0
Total Appropriated Disbursements	0.0	0.0	0.0
Total Non-Appropriated Disbursements	0.0	0.0	0.0
Balance Forward to Next Year	0.0	0.0	0.0
Appropriated Expenditure	Actual FY 2020	Estimate FY 2021	Estimate FY 2022
Expenditure Categories			
Personal Services	0.0	0.0	0.0
Employee Related Expenses	0.0	0.0	0.0
Prof. And Outside Services	0.0	0.0	0.0
Travel - In State	0.0	0.0	0.0
Travel - Out of State	0.0	0.0	0.0
Food	0.0	0.0	0.0
Aid to Organizations and Individuals	0.0	0.0	0.0
Other Operating Expenses	0.0	0.0	0.0
Equipment	0.0	0.0	0.0
Capital Outlay	0.0	0.0	0.0
Debt Service	0.0	0.0	0.0
Cost Allocation	0.0	0.0	0.0
Transfers	0.0	0.0	0.0
Expenditure Categories Total:	0.0	0.0	0.0
Non-Lapsing Authority from Prior Years	0.0	0.0	0.0
Administrative Adjustments	0.0	0.0	0.0
Capital Projects (Land, Buildings,Improvements)	0.0	0.0	0.0
Appropriated 27th Pay Roll	0.0	0.0	0.0
Legislative Fund Transfers	0.0	0.0	0.0
IT Project Transfers	0.0	0.0	0.0
Appropriated Expenditure Total:	0.0	0.0	0.0
Appropriated FTE:	0.0	0.0	0.0

Fund Description

OSP: This fund was established for state agencies as a clearing account to properly account for, control, and report receipts and disbursements associated with intergovernmental and interagency service agreements, which are not reported in other funds.

Sources and Uses of Funds

Agency:	State Board of Dental Examiners
Fund:	DX2020 Dental Board Fund

Cash Flow Summary	Actual FY 2020	Estimate FY 2021	Estimate FY 2022
Balance Forward from Prior Year	5,196.0	4,497.8	3,707.7
Revenue (From Revenue Schedule)	471.1	471.1	471.1
Total Available	5,667.1	4,968.9	4,178.8
Total Appropriated Disbursements	1,169.3	1,261.2	1,853.9
Total Non-Appropriated Disbursements	0.0	0.0	0.0
Balance Forward to Next Year	4,497.8	3,707.7	2,324.9

Appropriated Expenditure	Actual FY 2020	Estimate FY 2021	Estimate FY 2022
Expenditure Categories			
Personal Services	548.0	573.0	739.0
Employee Related Expenses	245.9	206.4	287.8
Prof. And Outside Services	133.8	211.4	541.7
Travel - In State	1.6	3.2	3.2
Travel - Out of State	4.2	5.5	5.5
Food	0.0	0.0	0.0
Aid to Organizations and Individuals	0.0	0.0	0.0
Other Operating Expenses	183.0	238.0	253.0
Equipment	24.6	23.7	23.7
Capital Outlay	0.0	0.0	0.0
Debt Service	0.0	0.0	0.0
Cost Allocation	0.0	0.0	0.0
Transfers	1.7	0.0	0.0
Expenditure Categories Total:	1,142.8	1,261.2	1,853.9
Non-Lapsing Authority from Prior Years	0.0	0.0	0.0
Administrative Adjustments	26.5	0.0	0.0
Capital Projects (Land, Buildings,Improvements)	0.0	0.0	0.0
Appropriated 27th Pay Roll	0.0	0.0	0.0
Legislative Fund Transfers	0.0	0.0	0.0
IT Project Transfers	0.0	0.0	0.0
Appropriated Expenditure Total:	1,169.3	1,261.2	1,853.9
Appropriated FTE:	11.0	11.0	12.0

Fund Description

OSP: Revenues are the fees, fines, and other revenue received by the Board. Funds are used to license, investigate, and conduct examinations of dentists, denturists, dental hygienists, and dental assistants.

Funding Issues List

Agency: State Board of Dental Examiners

FY 2022

Priority	Funding Issue Title	Total FTE	Total Amount	General Fund	Other Apropr. Funds	Non-App Funds
1	Dental Investigator Contractors	0.0	271.4	0.0	271.4	0.0
2	Compensation of Board Necessary Work Review	0.0	26.8	0.0	26.8	0.0
3	Annual Leave Payout	0.0	11.8	0.0	11.8	0.0
4	Licensing Position Funding - Vacant	0.0	64.4	0.0	64.4	0.0
5	Compliance Position Funding - Vacant	0.0	64.4	0.0	64.4	0.0
6	FTE - Admin Assistant III	1.0	64.4	0.0	64.4	0.0
7	IT Services	0.0	8.2	0.0	8.2	0.0
8	Dental Committees Compensation	0.0	15.6	0.0	15.6	0.0
9	ICM File Imaging	0.0	58.9	0.0	58.9	0.0
10	ICM Document Solution - Storage	0.0	5.0	0.0	5.0	0.0
11	ICM Date Import Tool	0.0	1.8	0.0	1.8	0.0
Total:		1.0	592.7	0.0	592.7	0.0
Decision Package Total:		1.0	592.7	0.0	592.7	0.0

Funding Issue Detail

Agency: State Board of Dental Examiners

Issue: 1 Dental Investigator Contractors

Program:	Licensing and Regulation	Calculated ERE:	\$0.00
Fund:	DX2020-A Dental Board Fund (Appropriated)	Uniform Allowance:	\$0.00

Expenditure Categories	FY 2022
FTE	0.0
Personal Services	0.0
Employee Related Expenses	0.0
Subtotal Personal Services and ERE:	0.0
Professional & Outside Services	271.4
Travel In-State	0.0
Travel Out-of-State	0.0
Food	0.0
Aid to Organizations & Individuals	0.0
Other Operating Expenditures	0.0
Equipment	0.0
Capital Outlay	0.0
Debt Services	0.0
Cost Allocation	0.0
Transfers	0.0
Program / Fund Total:	271.4

Issue: 2 Compensation of Board Necessary Work Review

Program:	Licensing and Regulation	Calculated ERE:	\$0.00
Fund:	DX2020-A Dental Board Fund (Appropriated)	Uniform Allowance:	\$0.00

Expenditure Categories	FY 2022
FTE	0.0
Personal Services	22.0
Employee Related Expenses	4.8
Subtotal Personal Services and ERE:	26.8
Professional & Outside Services	0.0
Travel In-State	0.0
Travel Out-of-State	0.0
Food	0.0
Aid to Organizations & Individuals	0.0
Other Operating Expenditures	0.0
Equipment	0.0
Capital Outlay	0.0
Debt Services	0.0
Cost Allocation	0.0
Transfers	0.0
Program / Fund Total:	26.8



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Dental Investigator Contractors

Summary:

The Arizona State Board of Dental Examiners (“Board”) is requesting an appropriation increase to properly fund and investigate complaints received by the citizens of Arizona. The number one goal of a health board is to protect the health, safety and welfare of the citizens of Arizona, which was also memorialized in Governor Ducey’s Executive Order 2017-03, *Internal Review of Training Requirements, Continuing Education, Fees, and Processes*, which reads in part, “WHEREAS, regulatory Boards serve one purpose and one purpose only – to protect the public from harm”. To that end, and without an appropriation increase, complaints will not be adjudicated, or adjudicated efficiently. Currently, the Board operates with three full-time staff, one part-time investigator and approximately 40 volunteer consultants to investigate—on average—350 complaints received annually. For perspective, the accountancy board receives—on average—130 complaints per year and operates with the same number of full-time staff (3), but they have approximately five paid investigators who are contracted through SPO and paid \$200/hour at a minimum. To properly “protect the public from harm” the Dental Board must see an increase in its appropriation to be applied towards bolstering its compliance division. Based on the executive orders of 2020, I would conclude that people’s health is far more important than most anything.

Description of the issue and how recommending the agency’s request furthers the agency’s mandates:

The funding is necessary to help with complaints submitted to the board for investigation. The Board currently has over **350** open investigations being reviewed by one dental investigator who works up to ten (10) hours per week and started in June 2020. It is with great urgency that the Board contract with at least two additional, independent investigators to help with the significant number of complaints in order to continue to strive toward protecting the public’s health, safety and welfare. Board staff has started to revamp the compliance/investigation division with new procedures, which has not been adequately staffed to investigate complaints with any form of efficiency.

The two independent contract investigators will receive \$60.00 per hour for his/her services with the Board at 29 hours per week. The goal is to have the three independent contract investigators conduct thorough investigations with the assistance of the volunteer consultants. The total cost of this appropriation will be approximately \$90,480 per contractor for a total of \$271,440 for all three. If the Board were to hire three employees versus contract employees, then the employee investigators would be paid an additional 37.55% in employee related expenses (“ERE”) which equates to an additional \$101,925 per year. We are respectfully requesting the additional funds to hire independent contractors rather than employees to assist with this important piece of agency compliance and still avoid paying the additional ERE.

Proposal:

The agency is requesting funding for two Dental Investigator independent contractors.

Alternatives considered and reason for rejection and impact of not funding:

If the agency does not receive funding for the two contract Dental Investigator positions, then we may not be able to complete investigations submitted to the Board for their review. The Board is concerned about possible legal action against the state based on the backlog of open complaints.

Annualization:

P&O: \$271,440.00



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Compensation of Board Necessary Work Review

Summary:

The Arizona State Board of Dental Examiners (BODEX) is requesting an additional appropriation for compensation of the board pursuant to A.R.S. § 32-1206.

Description of the issue and how recommending the agency’s request furthers the agency’s mandates:

Pursuant A.R.S. § 32-1206, *members of the board are entitled to receive compensation in the amount of two hundred fifty dollars for each day actually spent in performing necessary work authorized by the board and all expenses necessarily and properly incurred while performing this work.* The Board has never been compensated for each day actually spent in performing necessary work duties, such as reviewing the over 5,000 to 11,000 plus pages of information to review in preparation for board meetings. Each member is responsible for reviewing all documents submitted by board staff in preparation of the meeting in order to make decisions on cases and administrative issues before the Board. The Board receives \$250.00 each for attending the meetings, but they have not received reimbursement for their review / preparation time. The Auditor General’s office instructed the board to create a compensation and expense policy & procedures document. This document includes the compensation for board members attendance and time spent reviewing documents. The total cost for time spent reviewing documents is \$250.00 per board member for each meeting. In FY 21 the Board approved eight (8) board meetings. The total compensation for review time in FY 21 based on the Auditor General’s recommendations will be \$22,000.00, plus employee related expenses of \$4,800 with a total of \$26,800. The time spent in performing the necessary work will result in an increased cost for the agency.

Proposal:

The agency is requesting an increase to the appropriation to pay for the board’s time spent in performing the necessary work of reviewing documents for board meetings.

Alternatives considered and reason for rejection and impact of not funding:

The agency has not allocated the additional costs; therefore, an increase is necessary to cover the time spent reviewing documents.

Impact of not funding this fiscal year:

The Board is not fully complying with the A.R.S. § 32-1206.

Annualization:

\$26,800

Funding Issue Detail

Agency: State Board of Dental Examiners

Issue: 3 Annual Leave Payout

Program:	Licensing and Regulation	Calculated ERE:	\$0.00
Fund:	DX2020-A Dental Board Fund (Appropriated)	Uniform Allowance:	\$0.00

Expenditure Categories	FY 2022
FTE	0.0
Personal Services	9.7
Employee Related Expenses	<u>2.1</u>
Subtotal Personal Services and ERE:	11.8
Professional & Outside Services	0.0
Travel In-State	0.0
Travel Out-of-State	0.0
Food	0.0
Aid to Organizations & Individuals	0.0
Other Operating Expenditures	0.0
Equipment	0.0
Capital Outlay	0.0
Debt Services	0.0
Cost Allocation	0.0
Transfers	<u>0.0</u>
Program / Fund Total:	11.8

Issue: 4 Licensing Position Funding - Vacant

Program:	Licensing and Regulation	Calculated ERE:	\$0.00
Fund:	DX2020-A Dental Board Fund (Appropriated)	Uniform Allowance:	\$0.00

Expenditure Categories	FY 2022
FTE	0.0
Personal Services	40.5
Employee Related Expenses	<u>23.9</u>
Subtotal Personal Services and ERE:	64.4
Professional & Outside Services	0.0
Travel In-State	0.0
Travel Out-of-State	0.0
Food	0.0
Aid to Organizations & Individuals	0.0
Other Operating Expenditures	0.0
Equipment	0.0
Capital Outlay	0.0
Debt Services	0.0
Cost Allocation	0.0
Transfers	<u>0.0</u>
Program / Fund Total:	64.4



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Annual Leave Payout

Summary:

The agency has one FTE scheduled to retire in FY22.

Description of the issue and how recommending the agency’s request furthers the agency’s mandates:

Based on the employee’s current level of leave, the agency will payout approximately \$11,800 in annual leave.

Annualization:

One-time funding:
PS \$9,700
ERE \$2,100
Total \$11,800



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Vacant Position – Licensing

Summary:

The Arizona State Board of Dental Examiners (BODEX) is requesting an appropriation increase for an established FTE position. The position is full-time with benefits in the area of licensing.

Description of the issue and how recommending the agency’s request furthers the agency’s mandates:

The funding is necessary to help with the increase number of licenses. Staff receives roughly sixty (60) volunteer applications per month. The average turnaround time for a volunteer application is five calendar days. Typically, the applicant will submit the volunteer applications five (5) days prior to their weekend volunteer course or seminar. We have ten (10) days to contact applicants if there are deficiencies with their volunteer application. Staff reviews volunteer applications during work hours and after work hours so that these applicants can participate in the course or seminar. The agency does not charge a fee for volunteer applications. The issuing of sixty (60) volunteer applications is a large volume for a five (5) day turnaround time. We are requesting additional funds to help with the large volume of volunteer applications, so we may meet our statute and rule requirements. Staff also conducts the following reviews pursuant to *R4-11-303: Application Processing Procedures: Issuance, Denial, and Renewal of Dental Licenses, Restricted Permits, Dental Hygiene Licenses, Dental Consultant Licenses, Denturist Certificates, Drug or Devices Dispensing Registrations, Business Entity Registration and Mobile Dental Facility and Portable Dental Unit Permits*. We need the additional funds to continue to help license Arizona’s dental community.

Proposal:

The agency is requesting funding to fill the existing FTE to assist with all licenses.

Alternatives considered and reason for rejection and impact of not funding:

If the agency does not receive funding for the additional FTE, then we may not be able to issue volunteer applications within the average five days. We usually receive a batch of volunteer applications twice per month, during the same week of the course or seminar. The applicants will call continuously and demand to have their applications the day prior to their course or seminar. One staff member will work in the evening on all volunteer applications to review for satisfactory requirements and documentation. This staff member is completing volunteer applications prior to the ten (10) day deadline. We have another staff member assisting with volunteer applications by entering all the data information into the system. My concern is losing staff because of the heavy workload.

Statutory Reference:

A.R.S. §32.3217

Classification of new position:

Administrative Assistant III position, AUN01152, grade 17

Annualization:

PS - \$40,524
ERE - \$23,900
Total - \$64,424

Funding Issue Detail

Agency: State Board of Dental Examiners

Issue: 5 Compliance Position Funding - Vacant

Program:	Licensing and Regulation	Calculated ERE:	\$0.00
Fund:	DX2020-A Dental Board Fund (Appropriated)	Uniform Allowance:	\$0.00

Expenditure Categories	FY 2022
FTE	0.0
Personal Services	40.5
Employee Related Expenses	23.9
Subtotal Personal Services and ERE:	64.4
Professional & Outside Services	0.0
Travel In-State	0.0
Travel Out-of-State	0.0
Food	0.0
Aid to Organizations & Individuals	0.0
Other Operating Expenditures	0.0
Equipment	0.0
Capital Outlay	0.0
Debt Services	0.0
Cost Allocation	0.0
Transfers	0.0
Program / Fund Total:	64.4

Issue: 6 FTE - Admin Assistant III

Program:	Licensing and Regulation	Calculated ERE:	\$0.00
Fund:	DX2020-A Dental Board Fund (Appropriated)	Uniform Allowance:	\$0.00

Expenditure Categories	FY 2022
FTE	1.0
Personal Services	40.5
Employee Related Expenses	23.9
Subtotal Personal Services and ERE:	64.4
Professional & Outside Services	0.0
Travel In-State	0.0
Travel Out-of-State	0.0
Food	0.0
Aid to Organizations & Individuals	0.0
Other Operating Expenditures	0.0
Equipment	0.0
Capital Outlay	0.0
Debt Services	0.0
Cost Allocation	0.0
Transfers	0.0
Program / Fund Total:	64.4



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Vacant Position – Compliance

Summary:

The Arizona State Board of Dental Examiners (“Board”) is requesting an appropriation increase for an already established FTE position. The position is full-time with benefits in the area of compliance.

Description of the issue and how recommending the agency’s request furthers the agency’s mandate:

The funding is necessary to help with the increased number of complaints. The current total number of open complaints is 393. It has been impossible for staff to keep up with the volume of cases that are open for a thorough investigation. The Board cannot continue to operate with reduced staff for the most vital area of the Board’s responsibilities to protect the public. The lack of adequate staff, for compliance, is an injustice for the dental licensing community who funds the agency and the citizens who expect to be protected. The Board is charged with protecting the health, safety and welfare of the public. It has been well documented, in the media, that the Board has struggled for years with compliance. The Board knows that the driving issue is the lack of adequate funding to process complaints and complete thorough investigations within a timely manner.

Proposal:

The agency is requesting funding to fill the existing FTE to assist with compliance.

Alternatives considered and reason for rejection and impact of not funding:

If the agency does not receive funding for the additional FTE, then the Board will continue to struggle with opening complaints and investigating them in a timely manner. The number one goal of a health board is to protect the health, safety and welfare of the citizens of Arizona, which was also memorialized in Governor Ducey’s Executive Order 2017-03, *Internal Review of Training Requirements, Continuing Education, Fees, and Processes*, which reads in part, “WHEREAS, regulatory Boards serve one purpose and one purpose only – to protect the public from harm”. To that end, and without an appropriation increase, complaints will not be adjudicated, or adjudicated timely.

Statutory Reference:

A.R.S. §32-3217

Classification of new position:

Administrative Assistant III position, AUN01152, grade 17

Annualization:

PS - \$40,524

ERE - \$23,900

Total - \$64,424

The Americans with Disabilities Act: Persons with disabilities may request reasonable accommodations, such as sign language interpreters. Requests should be made as early as possible to allow time to arrange the accommodation. This document is available in alternative format upon request.



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FTE – Admin Assistant III

Summary:

The Arizona State Board of Dental Examiners (BODEX) is requesting an additional full-time equivalent position and appropriation increase for an Administrative Assistant III, HB2235 added a new definition to A.R.S. §32.1276 for Dental Therapy and Universal Licensing.

Description of the issue and how recommending the agency’s request furthers the agency’s mandates:

HB2235 added a new definition for Dental Therapists, this is a new licensure for the board. The Dental Therapist can under direct supervision of a Dentist, or pursuant to a written collaborative practice agreement work in Arizona after being licensed by the board. The agency anticipates people from across the country will seek a license to work as a Dental Therapist in Arizona. The Board is currently working with GRRC to create/implement rules correlating with this new mandate. The board hopes to begin accepting applications for this new licensure late in FY 20.

Proposal:

The agency will create and fill a new Administrative Assistant III position to assist in the licensing of the Dental Therapists and Universal Licensing.

Alternatives considered and reason for rejection and impact of not funding:

If an additional FTE is not hired, the agency will not be able to process applications in a timely manner with the addition of this new license, while processing the current licenses already in statue. This would slow down the application process not only for the Dental Therapists and Universal Licensing, but continue with the overtime hours that staff works on a weekly basis in order to meet the ten (10) day statutory requirement of opening license files.

Statutory Reference:

A.R.S. §32.1276

Classification of new positions:

Administrative Assistant III position, AUN01152, grade 17

Annualization:

PS - \$40,524

ERE - \$23,900

Total - \$64,424

Funding Issue Detail

Agency: State Board of Dental Examiners

Issue: 7 IT Services

Program:	Licensing and Regulation	Calculated ERE:	\$0.00
Fund:	DX2020-A Dental Board Fund (Appropriated)	Uniform Allowance:	\$0.00

Expenditure Categories	FY 2022
FTE	0.0
Personal Services	0.0
Employee Related Expenses	0.0
Subtotal Personal Services and ERE:	<u>0.0</u>
Professional & Outside Services	0.0
Travel In-State	0.0
Travel Out-of-State	0.0
Food	0.0
Aid to Organizations & Individuals	0.0
Other Operating Expenditures	8.2
Equipment	0.0
Capital Outlay	0.0
Debt Services	0.0
Cost Allocation	0.0
Transfers	<u>0.0</u>
Program / Fund Total:	<u>8.2</u>

Issue: 8 Dental Committees Compensation

Program:	Licensing and Regulation	Calculated ERE:	\$0.00
Fund:	DX2020-A Dental Board Fund (Appropriated)	Uniform Allowance:	\$0.00

Expenditure Categories	FY 2022
FTE	0.0
Personal Services	12.8
Employee Related Expenses	2.8
Subtotal Personal Services and ERE:	<u>15.6</u>
Professional & Outside Services	0.0
Travel In-State	0.0
Travel Out-of-State	0.0
Food	0.0
Aid to Organizations & Individuals	0.0
Other Operating Expenditures	0.0
Equipment	0.0
Capital Outlay	0.0
Debt Services	0.0
Cost Allocation	0.0
Transfers	<u>0.0</u>
Program / Fund Total:	<u>15.6</u>



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IT Services

Summary:

The Arizona State Board of Dental Examiners (BODEX) is requesting an appropriation increase for IT services with the Arizona Department of Administration Technology to maintain the server and assist with day-to-day technology issues.

Description of the issue and how recommending the agency’s request furthers the agency’s mandates:

The former administration had a volunteer IT specialist for years to help with the IT needs for the agency, such as troubleshooting computers, maintaining the board’s server and setting up the electronic equipment for board meetings. The IT specialist’s responsibilities were reduced to troubleshooting of computers and setting up for board meetings once the agency moved into the 1740 building. The IT specialist relinquished all services in January 2019. We now pay ADOA ASET for all IT services and for maintaining the agency server. Currently, we have paid ADOA ASET on average \$677.20 for FY 20. The projection for the entire fiscal year is roughly **\$8,200**. We would rather pay ADOA ASET to maintain our server for security purposes and help with the agency’s technology needs.

Proposal:

The agency is requesting an increase to the appropriation to pay for the Arizona Department of Administration Technology.

Alternatives considered and reason for rejection and impact of not funding:

If the agency does not receive funding, then we may not be able to pay for IT services. IT services for our agency is a main component for the day-to-day functionality of our agency. We do not have a backup plan if we are not allowed the additional funding for IT services.

Impact of not funding this fiscal year:

Organizational effectiveness will be hindered.



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Dental Committees Compensation

Summary:

The Arizona State Board of Dental Examiners (BODEX) is requesting an additional appropriation for compensation of committee members for the attendance of committee meetings and reviewing of documents.

Description of the issue and how recommending the agency’s request furthers the agency’s mandates:

The Board has two standing committees, the Dental Hygiene Committee with seven (7) members and the Dental Audit Committee with three (3) members. Each committee meets twice a year to review continuing education extensions and evaluates the continuing education audits. The Board created a new committee to review and discuss information that was brought to the Board’s attention. The new committee is Anesthesia and Sedation with eleven (11) members. The committee will meet ten (10) times each year. Committee members have not been compensated for their meeting attendance, review time or for travel reimbursement. The Auditor General’s Office ordered the agency to create a board and committee member compensation and expense policy & procedures document, which was approved by the Board on October 4, 2019. The Agency does not have the funding to pay the committee members at this time. In the document, committee members will be compensated for their attendance of committee meetings at \$50.00 for each meeting and \$25.00 for time spent reviewing documents for the meeting. This is a total cost to the agency of \$12,750 in Personnel Services and \$2,800 in Employee Related Expenses, totaling **\$15,550**. It is our goal to begin paying committee members in FY 2022.

Proposal:

The agency is requesting an increase to the appropriation to pay for the committee members’ meeting attendance and time spent in performing the necessary work of reviewing documents for committee meetings.

Alternatives considered and reason for rejection and impact of not funding:

The agency has not allocated the additional costs; therefore, an increase is necessary to cover the additional costs.

Impact of not funding this fiscal year:

Organizational effectiveness will be hindered.

Funding Issue Detail

Agency: State Board of Dental Examiners

Issue: 9 ICM File Imaging

Program:	Licensing and Regulation	Calculated ERE:	\$0.00
Fund:	DX2020-A Dental Board Fund (Appropriated)	Uniform Allowance:	\$0.00

Expenditure Categories	FY 2022
FTE	0.0
Personal Services	0.0
Employee Related Expenses	0.0
Subtotal Personal Services and ERE:	<u>0.0</u>
Professional & Outside Services	58.9
Travel In-State	0.0
Travel Out-of-State	0.0
Food	0.0
Aid to Organizations & Individuals	0.0
Other Operating Expenditures	0.0
Equipment	0.0
Capital Outlay	0.0
Debt Services	0.0
Cost Allocation	0.0
Transfers	0.0
Program / Fund Total:	<u>58.9</u>

Issue: 10 ICM Document Solution - Storage

Program:	Licensing and Regulation	Calculated ERE:	\$0.00
Fund:	DX2020-A Dental Board Fund (Appropriated)	Uniform Allowance:	\$0.00

Expenditure Categories	FY 2022
FTE	0.0
Personal Services	0.0
Employee Related Expenses	0.0
Subtotal Personal Services and ERE:	<u>0.0</u>
Professional & Outside Services	0.0
Travel In-State	0.0
Travel Out-of-State	0.0
Food	0.0
Aid to Organizations & Individuals	0.0
Other Operating Expenditures	5.0
Equipment	0.0
Capital Outlay	0.0
Debt Services	0.0
Cost Allocation	0.0
Transfers	0.0
Program / Fund Total:	<u>5.0</u>



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ICM File Imaging

Summary:

The agency must improve operations by digitizing its compliance files. Not only will this improve operations, it may decrease rental costs and significantly improve timely access of information necessary for staff and licensees.

Description of the issue and how recommending the agency’s request furthers the agency’s mandates:

The agency began a digitalization project in FY 19 and was given one-time funding of \$87,800 in that year to scan all administrative licenses. This initial part of the digitization project has been completed. The agency would like to continue the project by scanning all investigation files currently being stored with the Secretary of State’s Library and Archives division. The agency received a quote from ICM (the state’s current on-contract vendor for this type of service) of \$58,851.25.

Alternatives considered and reason for rejection and impact of not funding:

The agency has found the use of digitized files to be an effective and efficient way to organize and maintain records. It also provides instant access to important documents, which benefits the agency, its constituents, and other stakeholders. The 1740 Building has limited space to house these types of records required to be kept via retention schedules. Organizational effectiveness will be hindered if not funded.

Annualization:

One-time funding of \$58,851.25



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ICM Document Solution - Storage

Summary:

The Arizona State Board of Dental Examiners (BODEX) is requesting an appropriation increase for the ICM Document Solution monthly storage fee. This fee was agreed upon by the previous administration for the agency.

Description of the issue and how recommending the agency’s request furthers the agency’s mandates:

The former administration agreed to enter into a contract with ICM Document Solutions to move forward with the state’s goal of going paperless. The previous Executive Director entered into a contract with ICM to scan and store all licensee folders. They also agreed on a monthly cost of \$420.00 for storage, which is now the responsibility of the current administration to pay. The total cost in FY 21 for storage space is **\$5,040.00**. We are requesting the funds to pay for the storage cost.

Proposal:

The agency is requesting an increase to the appropriation to pay for the ICM Document Solution storage cost.

Alternatives considered and reason for rejection and impact of not funding:

If the agency does not receive funding, then we may not be able to pay for the monthly storage fee. We would like to follow the established guidelines between the vendor and the former administration.

Impact of not funding this fiscal year:

This will hinder our ability to maintain records and pay the required storage fee.

Funding Issue Detail

Agency: State Board of Dental Examiners

Issue: 11 ICM Date Import Tool

Program:	Licensing and Regulation	Calculated ERE:	\$0.00
Fund:	DX2020-A Dental Board Fund (Appropriated)	Uniform Allowance:	\$0.00

Expenditure Categories	FY 2022
FTE	0.0
Personal Services	0.0
Employee Related Expenses	<u>0.0</u>
Subtotal Personal Services and ERE:	0.0
Professional & Outside Services	0.0
Travel In-State	0.0
Travel Out-of-State	0.0
Food	0.0
Aid to Organizations & Individuals	0.0
Other Operating Expenditures	1.8
Equipment	0.0
Capital Outlay	0.0
Debt Services	0.0
Cost Allocation	0.0
Transfers	<u>0.0</u>
Program / Fund Total:	1.8



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ICM Date Import Tool

Summary:

The agency must improve operations by continuing to digitizing its administrative license files. Not only will this improve operations, it will decrease data entry error and significantly improve timely access of information necessary for staff and licensees.

Description of the issue and how recommending the agency’s request furthers the agency’s mandates:

The agency began a digitalization project in FY 19 and was given one-time funding of \$87,800 in that year to scan all administrative licenses. This initial part of the digitization project has been completed. The agency would like to install a tool to import administrative license files and auto-index, which would help reduce processing time. The agency received a quote from ICM (the state’s current on-contract vendor for this type of service) of \$1,760.00.

Alternatives considered and reason for rejection and impact of not funding:

The agency has found the use of digitized files to be an effective and efficient way to organize and maintain records. It also provides instant access to important documents, which benefits the agency, its constituents, and other stakeholders. Organizational effectiveness will be hindered if not funded.

Annualization:

One-time funding of \$1,760.00.

Summary of Expenditure and Budget Request for All Funds

Agency: State Board of Dental Examiners

Appropriated		FY 2020 Actual	FY 2021 Expd. Plan	FY 2022 Fund. Issue	FY 2022 Total Request
Cost Center/Program:					
1	Licensing and Regulation	1,142.8	1,261.2	592.7	1,853.9
		1,142.8	1,261.2	592.7	1,853.9
Expenditure Categories					
	FTE	11.0	11.0	1.0	12.0
	Personal Services	548.0	573.0	166.0	739.0
	Employee Related Expenses	245.9	206.4	81.4	287.8
	Professional and Outside Services	133.8	211.4	330.3	541.7
	Travel In-State	1.6	3.2	0.0	3.2
	Travel Out of State	4.2	5.5	0.0	5.5
	Food	0.0	0.0	0.0	0.0
	Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
	Other Operating Expenses	183.0	238.0	15.0	253.0
	Equipment	24.6	23.7	0.0	23.7
	Capital Outlay	0.0	0.0	0.0	0.0
	Debt Service	0.0	0.0	0.0	0.0
	Cost Allocation	0.0	0.0	0.0	0.0
	Transfers	1.7	0.0	0.0	0.0
	Expenditure Categories Total:	1,142.8	1,261.2	592.7	1,853.9

Summary of Expenditure and Budget Request for All Funds

Agency: State Board of Dental Examiners

Agency Total for All Funds:	1,142.8	1,261.2	592.7	1,853.9			
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Summary of Expenditure and Budget Request for Selected Funds

Agency:	State Board of Dental Examiners
Fund:	DX2020 Dental Board Fund (Appropriated)

	FY 2020 Actual	FY 2021 Expd. Plan	FY 2022 Fund. Issue	FY 2022 Total Request
Cost Center/Program:				
1 Licensing and Regulation	1,142.8	1,261.2	592.7	1,853.9
	1,142.8	1,261.2	592.7	1,853.9
Expenditure Categories				
FTE	11.0	11.0	1.0	12.0
Personal Services	548.0	573.0	166.0	739.0
Employee Related Expenses	245.9	206.4	81.4	287.8
Professional and Outside Services	133.8	211.4	330.3	541.7
Travel In-State	1.6	3.2	0.0	3.2
Travel Out of State	4.2	5.5	0.0	5.5
Food	0.0	0.0	0.0	0.0
Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
Other Operating Expenses	183.0	238.0	15.0	253.0
Equipment	24.6	23.7	0.0	23.7
Capital Outlay	0.0	0.0	0.0	0.0
Debt Service	0.0	0.0	0.0	0.0
Cost Allocation	0.0	0.0	0.0	0.0
Transfers	1.7	0.0	0.0	0.0
Expenditure Categories Total:	1,142.8	1,261.2	592.7	1,853.9
Fund Total:	1,142.8	1,261.2	592.7	1,853.9

Summary of Expenditure and Budget Request for Selected Funds

Agency:	State Board of Dental Examiners
Fund:	DX2020 Dental Board Fund (Appropriated)

	FY 2020 Actual	FY 2021 Expd. Plan	FY 2022 Fund. Issue	FY 2022 Total Request
Agency Total for Selected Funds	1,142.8	1,261.2	592.7	1,853.9

Program Summary of Expenditures and Budget Request

Agency:	State Board of Dental Examiners
Program:	Licensing and Regulation

		FY 2020 Actual	FY 2021 Expd. Plan	FY 2022 Fund. Issue	FY 2022 Total Request
Program Summary					
1-1	Licensing and Regulation	1,142.8	1,261.2	592.7	1,853.9
	Program Summary Total:	1,142.8	1,261.2	592.7	1,853.9
Expenditure Categories					
0000	FTE Positions	11.0	11.0	1.0	12.0
6000	Personal Services	548.0	573.0	166.0	739.0
6100	Employee Related Expenses	245.9	206.4	81.4	287.8
6200	Professional and Outside Services	133.8	211.4	330.3	541.7
6500	Travel In-State	1.6	3.2	0.0	3.2
6600	Travel Out of State	4.2	5.5	0.0	5.5
6700	Food	0.0	0.0	0.0	0.0
6800	Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
7000	Other Operating Expenses	183.0	238.0	15.0	253.0
8000	Equipment	24.6	23.7	0.0	23.7
8100	Capital Outlay	0.0	0.0	0.0	0.0
8600	Debt Service	0.0	0.0	0.0	0.0
9000	Cost Allocation	0.0	0.0	0.0	0.0
9100	Transfers	1.7	0.0	0.0	0.0
	Expenditure Categories Total:	1,142.8	1,261.2	592.7	1,853.9
Fund Source					
Appropriated Funds					
	DX2020-A Dental Board Fund (Appropriated)	1,142.8	1,261.2	592.7	1,853.9
	Fund Source Total:	1,142.8	1,261.2	592.7	1,853.9

Program Group Summary of Expenditures and Budget Request for Selected Funds

Agency:	State Board of Dental Examiners
Program:	Licensing and Regulation

	FY 2020 Actual	FY 2021 Expd. Plan	FY 2022 Fund. Issue	FY 2022 Total Request
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Fund:	DX2020-A Dental Board Fund (Appropriated)
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Program Expenditures

COST CENTER/PROGRAM BUDGET UNIT					
1-1	Licensing and Regulation	1,142.8	1,261.2	592.7	1,853.9
	Total	1,142.8	1,261.2	592.7	1,853.9

Appropriated Funding

Expenditure Categories

FTE Positions	11.0	11.0	1.0	12.0
Personal Services	548.0	573.0	166.0	739.0
Employee Related Expenses	245.9	206.4	81.4	287.8
Professional and Outside Services	133.8	211.4	330.3	541.7
Travel In-State	1.6	3.2	0.0	3.2
Travel Out of State	4.2	5.5	0.0	5.5
Food	0.0	0.0	0.0	0.0
Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
Other Operating Expenses	183.0	238.0	15.0	253.0
Equipment	24.6	23.7	0.0	23.7
Capital Outlay	0.0	0.0	0.0	0.0
Debt Service	0.0	0.0	0.0	0.0
Cost Allocation	0.0	0.0	0.0	0.0
Transfers	1.7	0.0	0.0	0.0
Expenditure Categories Total:	1,142.8	1,261.2	592.7	1,853.9
Fund DX2020-A Total:	1,142.8	1,261.2	592.7	1,853.9
Program 1 Total:	1,142.8	1,261.2	592.7	1,853.9

Program Budget Unit Summary of Expenditures and Budget Request for All Funds

Agency:	State Board of Dental Examiners
Program:	Licensing and Regulation

Expenditure Categories	FY 2020 Actual	FY 2021 Expd. Plan	FY 2022 Fund. Issue	FY 2022 Total Request
0000 FTE	11.0	11.0	1.0	12.0
6000 Personal Services	548.0	573.0	166.0	739.0
6100 Employee Related Expenses	245.9	206.4	81.4	287.8
6200 Professional and Outside Services	133.8	211.4	330.3	541.7
6500 Travel In-State	1.6	3.2	0.0	3.2
6600 Travel Out of State	4.2	5.5	0.0	5.5
6700 Food	0.0	0.0	0.0	0.0
6800 Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
7000 Other Operating Expenses	183.0	238.0	15.0	253.0
8000 Equipment	24.6	23.7	0.0	23.7
8100 Capital Outlay	0.0	0.0	0.0	0.0
8600 Debt Service	0.0	0.0	0.0	0.0
9000 Cost Allocation	0.0	0.0	0.0	0.0
9100 Transfers	1.7	0.0	0.0	0.0
Expenditure Categories Total:	1,142.8	1,261.2	592.7	1,853.9
Fund Source				
Appropriated Funds				
DX2020-A Dental Board Fund (Appropriated)	1,142.8	1,261.2	592.7	1,853.9
Fund Source Total:	1,142.8	1,261.2	592.7	1,853.9

Program Budget Unit Summary of Expenditures and Budget Request for Selected Funds

Agency: State Board of Dental Examiners					
		FY 2020	FY 2021	FY 2022	FY 2022
		Actual	Expd. Plan	Fund. Issue	Total Request
Program: Licensing and Regulation					
Fund: DX2020-A Dental Board Fund					
Appropriated					
0000	FTE	11.0	11.0	1.0	12.0
6000	Personal Services	548.0	573.0	166.0	739.0
6100	Employee Related Expenses	245.9	206.4	81.4	287.8
6200	Professional and Outside Services	133.8	211.4	330.3	541.7
6500	Travel In-State	1.6	3.2	0.0	3.2
6600	Travel Out of State	4.2	5.5	0.0	5.5
6700	Food	0.0	0.0	0.0	0.0
6800	Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
7000	Other Operating Expenses	183.0	238.0	15.0	253.0
8000	Equipment	24.6	23.7	0.0	23.7
8100	Capital Outlay	0.0	0.0	0.0	0.0
8600	Debt Service	0.0	0.0	0.0	0.0
9000	Cost Allocation	0.0	0.0	0.0	0.0
9100	Transfers	1.7	0.0	0.0	0.0
Appropriated Total:		1,142.8	1,261.2	592.7	1,853.9
Fund Total:		1,142.8	1,261.2	592.7	1,853.9
Program Total For Selected Funds:		1,142.8	1,261.2	592.7	1,853.9

Program Expenditure Schedule

Agency:	State Board of Dental Examiners
Program:	Licensing and Regulation

	FY 2020 Actual	FY 2021 Expd. Plan
FTE	11.0	11.0
Expenditure Category Total	11.0	11.0
Appropriated		
DX2020-A Dental Board Fund (Appropriated)	11.0	11.0
Fund Source Total	11.0	11.0
<hr/>		
Personal Services	548.0	573.0
Boards and Commissions	0.0	0.0
Expenditure Category Total	548.0	573.0
Appropriated		
DX2020-A Dental Board Fund (Appropriated)	548.0	573.0
Fund Source Total	548.0	573.0
<hr/>		
Employee Related Expenses	245.9	206.4
Expenditure Category Total	245.9	206.4
Appropriated		
DX2020-A Dental Board Fund (Appropriated)	245.9	206.4
Fund Source Total	245.9	206.4
<hr/>		
Professional and Outside Services		211.4
External Prof/Outside Serv Budg And Appn	0.0	
External Investment Services	0.0	
Other External Financial Services	0.0	
Attorney General Legal Services	97.6	
External Legal Services	1.4	
External Engineer/Architect Cost - Exp	0.0	
External Engineer/Architect Cost- Cap	0.0	
Other Design	0.0	
Temporary Agency Services	0.0	
Hospital Services	0.0	
Other Medical Services	31.7	
Institutional Care	0.0	
Education And Training	0.0	
Vendor Travel	0.0	
Professional & Outside Services Excluded from Cost Alloca	0.0	
Vendor Travel - Non Reportable	0.0	
External Telecom Consulting Services	0.0	
Costs related to those in custody of the State	0.0	
Non - Confidential Specialist Fees	0.0	
Confidential Specialist Fees	0.0	
Outside Actuarial Costs	0.0	
Other Professional And Outside Services	3.1	

Program Expenditure Schedule

Agency:	State Board of Dental Examiners
Program:	Licensing and Regulation

	FY 2020 Actual	FY 2021 Expd. Plan
Expenditure Category Total	133.8	211.4
Appropriated		
DX2020-A Dental Board Fund (Appropriated)	133.8	211.4
Fund Source Total	133.8	211.4
<hr/>		
Travel In-State	1.6	3.2
Expenditure Category Total	1.6	3.2
Appropriated		
DX2020-A Dental Board Fund (Appropriated)	1.6	3.2
Fund Source Total	1.6	3.2
<hr/>		
Travel Out of State	4.2	5.5
Expenditure Category Total	4.2	5.5
Appropriated		
DX2020-A Dental Board Fund (Appropriated)	4.2	5.5
Fund Source Total	4.2	5.5
<hr/>		
Food	0.0	0.0
Expenditure Category Total	0.0	0.0
<hr/>		
Aid to Organizations and Individuals	0.0	0.0
Expenditure Category Total	0.0	0.0
<hr/>		
Other Operating Expenses		238.0
Other Operating Expenditures Budg Approp	0.0	
Other Operating Expenditures Excluded from Cost Allocati	0.0	
Risk Management Charges To State Agency	13.2	
Risk Management Deductible - Indemnity	0.0	
Risk Management Deductible - Legal	0.0	
Risk Management Deductible - Medical	0.0	
Risk Management Deductible - Other	0.0	
Gen Liab- Non Physical-Taxable- Self Ins	0.0	
Gross Proceeds Payments To Attorneys	0.0	
General Liability- Non-Taxable- Self Ins	0.0	
Medical Malpractice - Self-Insured	0.0	
Automobile Liability - Self Insured	0.0	
General Property Damage - Self- Insured	0.0	
Automobile Physical Damage-Self Insured	0.0	
Liability Insurance Premiums	0.0	
Property Insurance Premiums	0.0	
Workers Compensation Benefit Payments	0.0	
Self Insurance - Administrative Fees	0.0	
Self Insurance - Premiums	0.0	
Self Insurance - Claim Payments	0.0	
Self Insurance - Pharmacy Claims	0.0	
Premium Tax On Altcs	0.0	

Program Expenditure Schedule

Agency:	State Board of Dental Examiners
Program:	Licensing and Regulation

	FY 2020 Actual	FY 2021 Expd. Plan
Other Insurance-Related Charges	0.0	
Internal Service Data Processing	6.7	
Internal Service Data Proc- Pc/Lan	0.0	
External Programming-Mainframe/Legacy	0.0	
External Programming- Pc/Lan/Serv/Web	0.0	
External Data Entry	0.0	
Othr External Data Proc-Mainframe/Legacy	0.0	
Othr External Data Proc-Pc/Lan/Serv/Web	3.1	
Pmt for AFIS Development & Usage	1.7	
Internal Service Telecommunications	0.0	
External Telecom Long Distance-In-State	9.4	
External Telecom Long Distance-Out-State	0.0	
Other External Telecommunication Service	0.0	
Electricity	0.0	
Sanitation Waste Disposal	0.0	
Water	0.0	
Gas And Fuel Oil For Buildings	0.0	
Other Utilities	0.0	
Building Rent Charges To State Agencies	46.9	
Priv Lease To Own Bld Rent Chrgs To Agy	0.0	
Cert Of Part Bld Rent Chrgs To Agy	0.0	
Rental Of Land And Buildings	0.0	
Rental Of Computer Equipment	0.0	
Rental Of Other Machinery And Equipment	0.0	
Miscellaneous Rent	5.8	
Interest On Overdue Payments	0.0	
All Other Interest Payments	0.0	
Internal Acct/Budg/Financial Svcs	12.7	
Other Internal Services	0.0	
Repair And Maintenance - Buildings	0.0	
Repair And Maintenance - Vehicles	0.0	
Repair And Maint - Mainframe And Legacy	0.0	
Repair And Maint-Pc/Lan/Serv/Web	0.0	
Repair And Maintenance - Other Equipment	0.9	
Other Repair And Maintenance	0.0	
Software Support And Maintenance	23.1	
Uniforms	0.0	
Inmate Clothing	0.0	
Security Supplies	0.0	
Office Supplies	22.7	
Computer Supplies	0.0	
Housekeeping Supplies	0.0	
Bedding And Bath Supplies	0.0	
Drugs And Medicine Supplies	0.0	
Medical Supplies	0.0	
Dental Supplies	0.0	
Automotive And Transportation Fuels	0.0	
Automotive Lubricants And Supplies	0.0	
Rpr And Maint Supplies-Not Auto Or Build	0.0	
Repair And Maintenance Supplies-Building	0.0	
Other Operating Supplies	0.0	

Program Expenditure Schedule

Agency:	State Board of Dental Examiners
Program:	Licensing and Regulation

	FY 2020 Actual	FY 2021 Expd. Plan
Publications	0.0	
Aggregate Withheld Or Paid Commissions	0.0	
Lottery Prizes	0.0	
Lottery Distribution Costs	0.0	
Material for Further Processing	0.0	
Other Resale Supplies	0.0	
Loss On Sales Of Capital Assets	0.0	
Loss on Sales of Investments	0.0	
Employee Tuition Reimbursement-Graduate	0.0	
Employee Tuition Reimb Under-Grad/Other	0.0	
Conference Registration-Attendance Fees	2.5	
Other Education And Training Costs	0.0	
Advertising	0.0	
Sponsorships	0.0	
Internal Printing	1.8	
External Printing	4.5	
Photography	0.0	
Postage And Delivery	16.9	
Document shredding and Destruction Services	0.5	
Translation and Sign Language Services	0.0	
Distribution To State Universities	0.0	
Other Intrastate Distributions	0.0	
Awards	0.2	
Entertainment And Promotional Items	0.0	
Dues	3.7	
Books- Subscriptions And Publications	0.2	
Costs For Digital Image Or Microfilm	0.0	
Revolving Fund Advances	0.0	
Credit Card Fees Over Approved Limit	0.0	
Relief Bill Expenditures	0.0	
Surplus Property Distr To State Agencies	0.0	
Security Services	6.5	
Judgments - Damages	0.0	
ICA Payments to Claimants Confidential	0.0	
Jdgmnt-Confidential Restitution To Indiv	0.0	
Judgments - Non-Confidential Restitution	0.0	
Judgments - Punitive And Compensatory	0.0	
Pmts Made to Resolve/Disputes/Avoid Costs of Litigation	0.0	
Pmts For Contracted State Inmate Labor	0.0	
Payments To State Inmates	0.0	
Bad Debt Expense	0.0	
Interview Expense	0.0	
Employee Relocations-Nontaxable	0.0	
Employee Relocations-Taxable	0.0	
Non-Confidential Invest/Legal/Law Enf	0.0	
Conf/Sensitive Invest/Legal/Undercover	0.0	
Fingerprinting, Background Checks, Etc.	0.0	
Other Miscellaneous Operating	0.0	

Program Expenditure Schedule

Agency:	State Board of Dental Examiners
Program:	Licensing and Regulation

	FY 2020 Actual	FY 2021 Expd. Plan
Expenditure Category Total	183.0	238.0
Appropriated		
DX2020-A Dental Board Fund (Appropriated)	183.0	238.0
Fund Source Total	183.0	238.0

Current Year Expenditures		23.7
Capital Equipment Budget And Approp	0.0	
Vehicles Capital Purchase	0.0	
Vehicles Capital Leases	0.0	
Furniture Capital Purchase	0.0	
Depreciable Works Of Art & Hist Treas/Coll Capital Purcha	0.0	
Non Depr Works Of Art & Hist Treas/Coll Cap Purchase	0.0	
Furniture Capital Leases	0.0	
Computer Equipment Capital Purchase	0.0	
Computer Equipment Capital Lease	0.0	
Telecommunication Equip-Capital Purchase	0.0	
Telecommunication Equip-Capital Lease	0.0	
Other Equipment Capital Purchase	0.0	
Other Equipment Capital Leases	0.0	
Purchased Or Licensed Software-Website	0.0	
Internally Generated Software-Website	0.0	
Development in Progress	0.0	
Right-Of-Way/Easement/Extraction Rights	0.0	
Oth Int Assets purchased, licensed or internally generate	0.0	
Other intangible assets acquired by capital lease	0.0	
Other Capital Asset Purchases	0.0	
Leasehold Improvement-Capital Purchase	0.0	
Other Capital Asset Leases	0.0	
Non-Capital Equip Budget And Approp	0.0	
Vehicles Non-Capital Purchase	0.0	
Vehicles Non-Capital Leases	0.0	
Furniture Non-Capital Purchase	1.9	
Works Of Art And Hist Treas-Non Capital	0.0	
Furniture Non-Capital Leases	0.0	
Computer Equipment Non-Capital Purchase	0.0	
Computer Equipment Non-Capital Lease	0.0	
Telecomm Equip Non-Capital Purchase	0.0	
Telecomm Equip Non-Capital Leases	0.0	
Other Equipment Non-Capital Purchase	1.7	
Weapons Non-Capital Purchase	0.0	
Other Equipment Non-Capital Lease	0.0	
Purchased Or Licensed Software/Website	21.0	
Internally Generated Software/Website	0.0	
LICENSES AND PERMITS	0.0	
Right-Of-Way/Easement/Extraction Exp	0.0	
Other Intangible Assets - Purchased, Licensed or Internall	0.0	
Noncapital Software/Web By Capital Lease	0.0	
Other Intangible Assets Acquired by Capital Lease	0.0	
Other Long Lived Tangible Assets to be Expenses	0.0	
Non-Capital Equipment Excluded from Cost Allocation	0.0	

Program Expenditure Schedule

Agency:	State Board of Dental Examiners
Program:	Licensing and Regulation

	FY 2020 Actual	FY 2021 Expd. Plan
Expenditure Category Total	24.6	23.7
Appropriated		
DX2020-A Dental Board Fund (Appropriated)	24.6	23.7
Fund Source Total	24.6	23.7
<hr/>		
Capital Outlay	0.0	0.0
Expenditure Category Total	0.0	0.0
<hr/>		
Debt Service	0.0	0.0
Expenditure Category Total	0.0	0.0
<hr/>		
Cost Allocation	0.0	0.0
Expenditure Category Total	0.0	0.0
<hr/>		
Transfers	1.7	0.0
Expenditure Category Total	1.7	0.0
Appropriated		
DX2020-A Dental Board Fund (Appropriated)	1.7	0.0
Fund Source Total	1.7	0.0

Employee Retirement Coverage

	FTE	Personal Services	Fund#
Arizona State Retirement System	11.0	573.0	DX2020-A

Combined Regular & Elected Positions At/Above FICA Maximum of \$142,800
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Total FTE	Personal Services	FTE's not eligible for Health, Dental & Life
0.0	0.0	0.0

Administrative Costs

Agency: State Board of Dental Examiners

Administrative Costs Summary

Common Administrative Area	FY 2021
Personal Services	4.2
ERE	2.2
All Other	51.0
Administrative Costs Total:	57.4

Administrative Cost / Total Expenditure Ratio

	Request	Admin %
FY 2021	1,853.9	3.1%

2020 - 2022 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

DXA 0.0	Agency Summary
	BOARD OF DENTAL EXAMINERS
	Ryan Edmonson, Executive Director
	Board of Dental Examiners (602) 542-4493
	A.R.S. §§ 32-1201 and 32-1299

Objective: 1 FY2020: Make fillable forms available to constituents through the Agency website
 FY2021: Make fillable forms available to constituents through the Agency website
 FY2022: Make fillable forms available to constituents through the Agency website

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Percentage of forms on the Agency website that are in a fillable format.	75	100	100

Mission:

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

Description:

The Board of Dental Examiners examines, licenses, and certifies professionals to practice in the field of dentistry; registers business entities providing dental services; and permits mobile dental facilities. The Board also accepts complaints against licensees, certificate holders, business entities, and mobile dental facilities; investigates allegations; and administratively adjudicates complaints. The Board regulates approximately 9,900 business entities and professionals that are licensed or certified to practice in the state, and serves all Arizona citizens who receive their professional services.

◆ **Goal 1** To ensure public safety through improved efficiencies in regulating the dental profession.

Objective: 1 FY2020: To maintain the average number of days from receipt of a completed application to issuance of a license at under 10 days
 FY2021: To maintain the average number of days from receipt of a completed application to issuance of a license at under 10 days
 FY2022: To maintain the average number of days from receipt of a completed application to issuance of a license at under 10 days

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Total number of applications received	650	700	750
Total number of individuals or facilities licensed	11533	12000	12000
Total number of licenses/renewals issued	1851	1900	1900
Average calendar days to renew a license (from receipt of application to issuance)	20	15	10

Objective: 2 FY2020: To continue to conduct timely complaint adjudication
 FY2021: To continue to conduct timely complaint adjudication
 FY2022: To continue to conduct timely complaint adjudication

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Percent of cases adjudicated each fiscal year (ratio of complaints resolved to complaints received)	7	25	50
Average number of calendar days from receipt of complaint to resolution of complaint	200	190	180
Percent of investigations resulting in disciplinary or enforcement action	60	60	60
Number of licenses revoked or suspended	0	1	1
Total number of investigations conducted	371	375	375
Total number of complaints received annually	434	440	440
Number of licensees with disciplinary action	12	10	10

◆ **Goal 2** To become more efficient with online submissions.

AGENCY SUMMARY

Program: DXA 0 . 0 BOARD OF DENTAL EXAMINERS
Director: Ryan Edmonson, Executive Director
Phone: Board of Dental Examiners (602) 542-4493
Statute: A.R.S. §§ 32-1201 and 32-1299

Mission:

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

Description:

The Board of Dental Examiners examines, licenses, and certifies professionals to practice in the field of dentistry; registers business entities providing dental services; and permits mobile dental facilities. The Board also accepts complaints against licensees, certificate holders, business entities, and mobile dental facilities; investigates allegations; and administratively adjudicates complaints. The Board regulates approximately 9,900 business entities and professionals that are licensed or certified to practice in the state, and serves all Arizona citizens who receive their professional services.

◆ **Goal:** 1 To ensure public safety through improved efficiencies in regulating the dental profession.

Objectives: 1 2020 Obj: To maintain the average number of days from receipt of a completed application to issuance of a license at under 10 days
 2021 Obj: To maintain the average number of days from receipt of a completed application to issuance of a license at under 10 days
 2022 Obj: To maintain the average number of days from receipt of a completed application to issuance of a license at under 10 days

Performance Measures:

ML	Budget	Type		FY 2019 Actual	FY 2020 Estimate	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Total number of applications received	622	950	650	700	750
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Total number of individuals or facilities licensed	9961	10000	11533	12000	12000
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Total number of licenses/renewals issued	3316	3350	1851	1900	1900
				Persuant to EO 2020-17 all licensing fees for renewals have been waived and the renewal date has been extended to Dec 31, 2020.					
4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Average calendar days to renew a license (from receipt of application to issuance)	10	10	20	15	10
				There have been issues with GL Suites reporting, the agency is estimating the average day to renew since the data is not currently available. Also, COVID-19 has created a greater backlog than last year.					

Objectives: 2 2020 Obj: To continue to conduct timely complaint adjudication
 2021 Obj: To continue to conduct timely complaint adjudication
 2022 Obj: To continue to conduct timely complaint adjudication

Performance Measures:

ML	Budget	Type		FY 2019 Actual	FY 2020 Estimate	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Percent of cases adjudicated each fiscal year (ratio of complaints resolved to complaints received)	88	90	7	25	50
				Again in this year's budget submittal, the Board is requesting additional monies to assist with investigative compliance.					
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	QL	Average number of calendar days from receipt of complaint to resolution of complaint	145	150	200	190	180
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Percent of investigations resulting in disciplinary or enforcement action	20	15	60	60	60
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Number of licenses revoked or suspended	1	2	0	1	1
5	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Total number of investigations conducted	263	250	371	375	375
6	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP	Total number of complaints received annually	263	250	434	440	440
7	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Number of licensees with disciplinary action	18	10	12	10	10

◆ **Goal:** 2 To become more efficient with online submissions.

Objectives: 1 2020 Obj: Make fillable forms available to constituents through the Agency website
 2021 Obj: Make fillable forms available to constituents through the Agency website
 2022 Obj: Make fillable forms available to constituents through the Agency website

Performance Measures:

ML	Budget	Type		FY 2019 Actual	FY 2020 Estimate	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Percentage of forms on the Agency website that are in a fillable format.	50	100	75	100	100

Budget Related Performance Measures

State Board of Dental Examiners

Agency: 0.0 BOARD OF DENTAL EXAMINERS
Contact: Ryan Edmonson, Executive Director (602) 542-4493
2nd Contact: Ryan Edmonson, Executive Director (602) 542-4493
Statute: A.R.S. §§ 32-1201 and 32-1299

ML	Budget	Type	Performance Measure	FY 2019 Actual	FY 2020 Estimate	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
✓	✓	QL	Average number of calendar days from receipt of complaint to resolution of complaint	145	150	200	190	180
✓	✓	EF	Average calendar days to renew a license (from receipt of application to issuance)	10	10	20	15	10
✓	✓	OP	Total number of investigations conducted	263	250	371	375	375
✓	✓	IP	Total number of complaints received annually	263	250	434	440	440

Agency 5-Year Plan

Issue 1 Improve employee efficiencies with technology

Description: When employees can be more efficient by having access to relevant and up-to-date technology, it is beneficial to both licensees and the public. The impact of the online renewal application, which allows dentists, dental consultants, dental hygienists and denturists to renew their license online, continues to be a convenience to the licensees using the online renewal application and in reducing the manpower required to move a paper renewal through the process. The Agency will continue to enhance the online renewal application to increase the number of licensees using the application.

With the success of online renewals, the Agency sees opportunity for other online functionality with the same result of convenience to the licensees/applicants, decreasing manpower and real time information available to the public.

As the Dental Practice Act is amended, the Agency is challenged to maintain a database, which supports new processes and allows for consistency and increases employee efficiency. Looking to the future, the Agency acknowledges new levels of dental providers are emerging whose regulation will be added to the Dental Practice Act.

Staying current with technology is important. The Agency is challenged to maintain, upgrade and secure the database to prevent frustration and lack of confidence in the Agency's technology by the public using the online directory of licensees, the licensee using an online function and staff maintaining the data.

Using technology to improve employee efficiencies includes the challenge of eliminating the flow of paper through the office.

Solutions:

Strategy 1

The Agency plans to build on the realized efficiencies by developing an online renewal component for business entities, online initial license application submission, and online address changes to include the ability to order and pay for additional licenses.

Strategy 2

The Agency will ensure database enhancements will be ongoing to support the complaint process. Knowing that the Dental Practice Act may be amended at any legislative session, the Agency must be prepared to make database modifications as they are legislated. The Agency has budgeted funds and allocated manpower to continue the relationship with the database vendor.

Strategy 3

The database is web-based which requires the Agency to stay current with technology to include hardware, software and internet services. The Agency plans to consult with state IT professionals for their expertise in what hardware, software and internet services are best practices for the Agency to follow. Replacement equipment will be budgeted for as needed.

Strategy 4

In FY22, the Agency hopes to continue to use the Enterprise Imaging Solution from the State Procurement Office assuming a one-time appropriation is granted.

Issue 2 Agency website has no fillable forms.

Description: The Agency would like to continue to be paperless and more efficient through fillable forms.

Solutions:

Strategy 1

The agency will transition from paper forms to online fillable forms for all required documents by FY2022. This will not require any addition allocation of resources. The agency will use current staff knowledge to build the required forms.

Resource Assumptions

	FY2023 Estimate	FY2024 Estimate	FY2025 Estimate
Full-Time Equivalent Positions	0.0	0.0	0.0
General Fund	0.0	0.0	0.0
Other Appropriated Funds	0.0	0.0	0.0
Non-Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0