

# 2016-18 Strategic Plan

## Department of Professional and Occupational Regulation [222]

### Mission

The Department of Professional and Occupational Regulation protects the health, safety and welfare of the public by licensing qualified individuals and businesses and enforcing standards of professional conduct for professions and occupations as designated by statute.

### Vision

The Department of Professional and Occupational Regulation will be the Commonwealth's most effective agency, discovering creative ways to integrate regulatory efficiency with consumer protection via a commitment to exceptional customer service, efficient business processes, technological proficiency, and empowered employees who are committed to public service and professional development.

### Values

### Finance

#### Financial Overview

The Department of Professional and Occupational Regulation's (DPOR's) primary source of funding is licensing fees charged to applicants and regulants, which represent 99% of revenues. Fee amounts are established for each board to provide revenues and cash reserves that are sufficient for operating expenses, but not excessive. Revenues from fees pay the expenses of each board, as well as a proportionate share of agency operations and support services. About 1% of DPOR's funds come from federal grants, which primarily support Fair Housing activities. DPOR receives only non-general funds.

#### Biennial Budget

	2017 General Fund	2017 Nongeneral Fund	2018 General Fund	2018 Nongeneral Fund
Initial Appropriation for the Biennium	0	23,393,856	0	23,396,149
Changes to Initial Appropriation	0	0	0	0

*(Changes to Initial Appropriation will be 0 when the plan is created. They will change when the plan is updated mid-biennium.)*

### Customers

#### Anticipated Changes to Customer Base

At the close of FY 2010, the Department of Professional and Occupational Regulation (DPOR) regulated approximately 310,000 individuals and businesses. Over the following two biennia, the volume of regulants decreased nearly 2%, primarily in contractor-related professions. However, decreases in the number of contractors were partially offset by increases in the engineering and real estate professions. Since 2014, the total regulant population has remained stable at approximately 304,000. The Department expects this stability to continue during the current biennium.

Prior to 2005, the Department processed large volumes of applications—particularly for the contractor, real estate, and cosmetology professions—but the number of applications DPOR receives has steadily declined since that time. In FY 2016, DPOR received the lowest number of license, certification, and registration applications in more than a dozen years, processing approximately 24,000 applications. The Department expects similar levels over the next two years.

The number of complaints processed by DPOR has remained stable for the last five years, with approximately 3,470 in FY 2016. The Department estimates that there will be no change in complaint volume for the 2016-18 Biennium, assuming approximately 3,500 to 3,800 complaints annually.

New recovery fund claims vary each year, with an annual average of 122 filed from FY 2012 to FY 2014. During the two years of the 2014-16 Biennium, the number of claims received by DPOR dropped to 78 and 55; of those, 64 (FY 2015) and 46 (FY 2016), respectively, were approved for payment. The Department estimates claims filed will be in the 50-75 per year range for the current biennium.

The Department's maximum employment level (MEL) is 203 and is expected to remain at 203 for the next two years. Similarly, the number of board members is expected to remain stable at 194 members.

Changes in the overall number or composition of regulatory programs—as determined by the General Assembly—will affect the number of potential customers in the bases of applicants, regulants, affiliated organizations, board members, and employees.

#### Current Customer List

Predefined Group	User Defined Group	Number Served Annually	Potential Number of Annual Customers	Projected Customer Trend
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Business and Finance	Regulants (individuals/businesses holding licenses, certifications, registrations and other authorizations issued by DPOR)	305,276	304,000	Stable
Applicants	Applicants (potential regulants)	24,000	24,000	Stable
Consumer	Complainants (individuals submitting complaints against regulants)	3,470	3,500	Stable
Consumer	Recovery fund claimants	122	75	Decrease
Local or Regional Government Authorities	Local, state and federal government offices and agencies	149	149	Stable
State Agency(s),	Board members (regulatory & advisory)	194	194	Stable
State Government Employee	DPOR Employees	193	203	Increase

## Partners

Name	Description
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## Agency Goals

- **Promote a positive business climate and ensure a competent workforce by issuing licenses, certifications and registrations to qualified individuals and businesses for the authorized practice of regulated professions.**

### Summary and Alignment

Professional regulation establishes entry standards to ensure that individuals and businesses engaged in activities that pose potential harm to the public are sufficiently qualified by meeting standards of competency via education, experience, and/or examination.

### Associated State Goal

Government and Citizens: Be recognized as the best-managed state in the nation.

### Associated Societal Indicator

Consumer Protection

### Objectives

- » **Issue licenses, certifications, registrations, and other authorizations to qualified individuals and businesses in an efficient manner.**

#### Description

Efficient licensure of qualified individuals and businesses ensures that those entering regulated professions and occupations receive authorization to practice their chosen profession with minimal application processing delays.

#### Objective Strategies

- Perform periodic audits of applications, forms and instructions to ensure compliance with applicable laws and regulations while maintaining clarity to improve applicant comprehension and completion rates.
- Align board statutes and regulations to ensure entry and renewal requirements for credentialed professions support Virginia's current and future workforce needs.

#### Measures

- ◆ Cost per licensee
- ◆ Cost per licensee
- ◆ Percent of licenses issued to qualified applicants within 15 days of receipt of completed application

- » **Regulate professions and occupations effectively.**

#### Description

Effective regulation requires legal standards that minimize barriers to entry into and practice of regulated professions and occupations while ensuring professional competence.

### *Objective Strategies*

- Administer examination contracts to ensure psychometrically valid, ADA-compliant and properly administered exams.
- Promulgate least burdensome, reasonably restrictive regulations, which establish minimum standards of proficiency and conduct required to ensure professional and occupational competence.

#### Measures

- ◆ Cost per licensee
- ◆ Cost per licensee

### » **Integrate support services into individual service area operations efficiently to maximize customer satisfaction.**

#### *Description*

Administrative services strives to meet customers' high performance expectations in all functional areas of responsibility by providing expert resource management, cost-effective information technology applications, innovative public relations and outreach activities, and comprehensive planning and evaluation efforts.

### *Objective Strategies*

- Extend new licensing system functionality to expand online license capability to all professions and occupations.
- Explore new electronic document management opportunities.

#### Measures

- ◆ Percent of paid renewals processed through the agency's website

### • **Protect the public and promote fair housing opportunities by resolving complaints against regulated professionals who fail to comply with standards of practice.**

#### **Summary and Alignment**

Compliance with statutory and regulatory standards of practice – including non-discrimination in residential housing transactions – protects the public from incompetent or unscrupulous practitioners in a fair, expeditious, and uniform manner.

#### **Associated State Goal**

Government and Citizens: Be recognized as the best-managed state in the nation.

#### **Associated Societal Indicator**

Consumer Protection

#### **Objectives**

### » **Investigate and resolve complaints efficiently through alternatives to the formal disciplinary process.**

#### *Description*

Enforcement receives, analyzes and, when necessary, investigates and adjudicates complaints of failure to comply with legal or regulatory professional requirements. Rather than emphasizing board-imposed sanctions against the respondent, the Department of Professional and Occupational Regulation (DPOR) will use a variety of alternatives to formal enforcement, including voluntary correction of administrative deficiencies and alternative dispute resolution. Alternatives to the formal disciplinary process often offer respondents and complainants faster resolution with flexible terms more favorable to both parties.

### *Objective Strategies*

- Increase the Department of Professional and Occupational Regulation's emphasis on bringing respondents into compliance.
- Require remedial education in addition or as an alternative to other sanctions imposed because of regulatory violations.

#### Measures

- ◆ Percent of complaints resolved through alternatives to the official disciplinary process
- ◆ Percent of disciplinary violations resolved through consent order and consent agreement

» **Investigate and resolve disciplinary complaints efficiently.**

*Description*

Enforcement receives, analyzes and, when necessary, investigates and adjudicates complaints of failure to comply with legal or regulatory professional requirements. Customer service (to the regulant, complainant and consumer customer bases) is improved by expeditious resolution of complaints.

*Objective Strategies*

- Evaluate alternative methods and develop new processes to increase the number of disciplinary cases closed within 180 days.
- Explore ways to reduce and simplify disciplinary case documentation requirements.

*Measures*

- ◆ Percent of disciplinary files closed within 180 days

• **Maximize organizational effectiveness and improve the quality of customer service in all programs through efficient delivery of administrative support.**

**Summary and Alignment**

Internal and external customers expect effective, efficient business processes that support all agency operations. Stakeholders expect competent management of resources (financial, human and material), information technology, policy and planning activities, and public information supported by a comprehensive performance measurement system.

**Associated State Goal**

Government and Citizens: Be recognized as the best-managed state in the nation.

**Associated Societal Indicator**

Government Operations

**Objectives**

» **Administer support services effectively while complying with legal, state and operational requirements.**

*Description*

Administrative services are conducted in a highly structured environment bound by numerous federal and state guidelines. The ongoing challenge to support areas is to identify process improvement opportunities that conform to the legal and operational confines in order to maximize agency effectiveness.

*Objective Strategies*

- Design and implement a Departmental Performance Management System.
- Identify and address potential internal processing weaknesses.

*Measures*

- ◆ Cost per licensee
- ◆ Cost per licensee

» **Integrate support services into individual service area operations efficiently to maximize customer satisfaction.**

*Description*

Administrative services strives to meet customers' high performance expectations in all functional areas of responsibility by providing expert resource management, cost-effective information technology applications, innovative public relations and outreach activities, and comprehensive planning and evaluation efforts.

*Objective Strategies*

- Extend new licensing system functionality to expand online license capability to all professions and occupations.
- Explore new electronic document management opportunities.

*Measures*

- ◆ Percent of paid renewals processed through the agency's website

## Major Products and Services

Products and services with a direct impact on external customers include:

- Licenses, certifications, registrations, and other authorizations
- Regulation promulgation
- Complaint (disciplinary) intake and analysis
- Investigation of regulatory, fair housing and unlicensed activity complaints
- Case (disciplinary) adjudication
- Alternative dispute resolution
- Public relations and consumer outreach
- Recovery fund claim processing
- Office of Common Interest Community Ombudsman

Other products and services include:

- Application development and form design
- Board administration
- Budget and financial planning
- Business continuity planning
- Case (disciplinary) compliance tracking and documentation
- Education curricula development
- Examination procurement and administration
- Human resource management
- Information management and record disclosure
- Information systems development and maintenance
- Legislative analysis
- Policy/procedure development
- Procurement of goods/services and supply inventory management
- Quality assurance and performance measurement
- Reports to the General Assembly
- Social media/website content management

## Performance Highlights

Of the more than 305,000 individuals and businesses holding current licenses, certifications or registrations issued by the Department of Professional and Occupational Regulation (DPOR) at the end of FY 2016, 99 percent had no disciplinary violations during the same fiscal year. Of the more than 154,000 initial, renewal and reinstatement applications and related payments processed by DPOR during FY 2016, approximately 24,000 were applications for new licenses. The Compliance and Investigations Section processed approximately 3,470 disciplinary complaints during the same fiscal year.

DPOR continues its efforts to provide secure, transparent, and user-friendly online transactions. The Department revamped the License Lookup database interface on its website and developed a completely paperless option for eligible real estate sales agents to transfer their licenses to new firms. The DPOR YouTube channel has been a valuable resource for applicants and licensees, with more than 70,000 views of video tutorials about the EAGLES/Online Services registration process and how to apply to activate or transfer real estate licenses. The Department also communicates online with nearly 2,000 Facebook followers about news affecting regulated professions, consumer tips, service interruptions or office closures, and public service announcements. Analytics indicate DPOR's social media presence results in an average of 18,000 monthly impressions and the agency engages in weekly conversations with Facebook followers (i.e., responding to private messages).

## Staffing

Authorized Maximum Employment Level (MEL)	203
Salaried Employees	172
Wage Employees	21
Contracted Employees	3

## Key Risk Factors

New and modified programs during the 2018 Fiscal Year include:

- A new specialty designation for licensed contractors engaged in remediation of property formerly used to manufacture methamphetamine,

requiring promulgation of related regulations (pursuant to Chapter 527, 2016)

- Home inspector voluntary certification program transition to mandatory licensure within the Board for Asbestos, Lead, and Home Inspectors, effective July 1, 2017 (pursuant to Chapter 161, 2016)

The addition and modification of regulatory programs assigned to the Department of Professional and Occupational Regulation (DPOR) by the legislature, as well as the potential for additional environmental and housing-related mandates (e.g., appraisers and fair housing) issued by the federal government, are among the external challenges facing DPOR.

Internally, the current regulatory review process impedes the Department's ability to provide responsive and efficient services. The various reviews, approvals and mandated timeframes required by the Administrative Process Act (APA) generally result in regulations taking an average of 24-36 months to become effective. Regulations involving fee adjustments are especially challenging. Currently, to comply with the Callahan Act (Section 54.1-113 of the Code of Virginia) while ensuring enough time for APA notice and public comment requirements, fee increases must be identified and initiated two to three years before the point that expenditures are projected to exceed revenues and cash balances. Financial position and projections can change significantly during such an extended time period, so that fees initially proposed may not be appropriate by the time they become effective – requiring the boards to initiate fee adjustments immediately.

Finally, ensuring the security and integrity of the license issuance process must be balanced with expectations for efficient and timely services. Any fraud prevention process improvement (e.g., identity verification, document authentication, tamper-resistant credentials) necessarily increases the workload, time and cost associated with license issuance. Given the inherent value of mandatory professional licenses to those unable or unwilling to procure them legally for whatever reason, the risk of potential fraudulent attempts is predictable, unavoidable, but also detectable and ultimately subject to prosecution.

## Management Discussion

### General Information About Ongoing Status of Agency

DPOR will continue its development of fully interactive business processes, including on-line licensure, address changes, case management, and reporting capabilities. Secure, user-friendly online services are essential to meeting citizen expectations, improving customer service, excelling with e-government initiatives, managing and evaluating operations effectively, and redirecting staff to higher-level workflow activities. Balancing the significant resource investments in application and employee development required for such transformation, however, requires the Department to identify other processing efficiencies.

Ongoing expansion of DPOR's innovative electronic document management capabilities will continue to improve Freedom of Information Act (FOIA) and in-house research response time through desktop retrieval of electronic records in a fraction of the time needed to retrieve paper documents. Additionally, the agency is nearing completion of its conversion of internal paper/non-interactive forms to interactive forms with digital (electronic signature) capability thereby eliminating the cost and delay associated with paper record processing.

DPOR will continue its process improvement efforts by investing in employee professional development, specifically stressing technical training for customer service skill sets and coaching for core competencies, and emphasizing the effective use of reliable data and measures to evaluate and improve performance, teamwork and employee morale.

### Information Technology

Population increases and new regulatory programs (affecting customer bases) create increased demand for agency services, particularly fully interactive business processes including on-line licensure and case management. Renewed emphasis on planning and accountability generates greater demand for automated data reporting capabilities to support planning and decision-making as well as performance evaluation.

Although relatively new, the Department's licensing system has not proven able to expand automated processing abilities as originally intended, and making necessary programming changes remains highly resource-intensive.

Changes driven by Virginia Information Technology Agency (VITA) support activities may affect DPOR's ability to serve its internal and external customers, and expenses associated with meeting VITA mandates likely will increase DPOR overhead costs.

### Estimate of Technology Funding Needs

### Workforce Development

As the operational needs of DPOR evolve to better align our mission and the expectations of our customers, professional development opportunities for our workforce are critical. DPOR is a customer service-orientated agency charged with assisting and protecting the public with regard to our regulated professions. In an effort to focus on enhancing our customer service philosophy throughout the agency, employees are encouraged to explore various online training opportunities afforded through the Commonwealth of Virginia Knowledge Center and other on-demand training providers. DPOR also continues to encourage and support specific employee development initiatives connected to individual positions, and extends a tuition reimbursement program as an additional consideration for job-related courses/programs. The Department's complex licensing system, requires continued training to allow employees to fully utilize this advanced system. DPOR partners with the Performance Management Group through Virginia Commonwealth University and identifies employees to participate in supervisory and/or management level programs to refine or establish their leadership skills. Considering all of DPOR's professional development efforts combined with our succession planning and cross-training initiatives, DPOR strives to be adequately prepared to meet our customer's needs as we move into the future.

### Physical Plant

The Department of Professional and Occupational Regulation (DPOR) is located in the Perimeter Center office building in Henrico County's Deep Run Office Park. The Department of General Services leases the building at 9960 Mayland Drive, Richmond, Virginia, 23233 and in turn has assigned that space to five state agencies. DPOR leases nearly 44,000 sq. feet of commercial office and storage space in the four-story building.

The Department employs more than 193 individuals with 24 percent of DPOR's full-time positions [many as field investigators with home offices] telecommuting at least 32 hours each month, and another 22 percent telecommuting on an occasional basis.

## Supporting Documents

Title	File Type
Department of Professional & Occupational Regulation Organization Chart	Adobe PDF

## Licensure, Certification, and Registration of Professions and Occupations [56046]

### Description of this Program / Service Area

The licensure, certification, and registration service area maintains clear licensure requirements and standards, and issues licenses, certifications, and registrations for the authorized practice of regulated professions and occupations.

### Mission Alignment

This service area aligns directly with the Department of Professional and Occupational Regulation's (DPOR's) mission to serve and protect the public through licensure of qualified individuals and businesses in professions that, if not regulated, may harm the public's health, safety and welfare.

Title 54.1, Subtitle I. General Provisions Relating to Regulatory Boards

Title 54.1, Subtitle II. Professions and Occupations Regulated by the Department of Professional and Occupational Regulation and Boards within the Department

Title 2.2, Subtitle II. Part B. Transaction of Public Business

Title 13.1, Corporations (Chapters 7 & 12-14)

Title 36, Chapter 5.1 (Virginia Fair Housing Law)

Title 55, Chapter 4.1 (Horizontal Property)

Title 55, Chapter 4.2 (Condominium Act)

Title 55, Chapter 19 (Subdivided Land Sales Act)

Title 55, Chapter 21 (Virginia Real Estate Time-Share Act)

Title 55, Chapter 24 (Virginia Real Estate Cooperative Act)

Title 55, Chapter 26 (Property Owners' Association Act)

Title 55, Chapter 27 (Virginia Residential Property Disclosure Act)

Title 55, Chapter 27.2 (Real Estate Settlements)

Title 55, Chapter 27.3 (Real Estate Settlement Agents)

Title 55, Chapter 28 (Commercial Real Estate Broker's Lien Act)

Title 55, Chapter 29 (Common Interest Community Management Information Fund)

Title VIII of the 1968 Civil Rights Act

12 USC 3301 et seq. (Financial Institutions Reform, Recovery and Enforcement Act)

15 USC 2601 et seq. (Toxic Substances Control Act)

15 USC 6300 et seq. (Professional Boxing Safety Act of 1996, amended by the Muhammad Ali Boxing Reform Act effective 6/26/00)

42 USC 3601 et seq. (Federal Fair Housing Act)

### Products and Services

#### Description of Major Products and Services

Licenses, certifications, registrations, and other authorizations

Board administration

Case (disciplinary) compliance tracking and documentation

Community outreach

Customer assistance

Education curricula development

Examination administration



Legislative analysis

Quality assurance and performance management

Records/information management

Regulation promulgation

### **Anticipated Changes**

New and modified programs

- New specialty designation for licensed contractors engaged in remediation of property formerly used to manufacture methamphetamine (2016, c. 527); regulations currently at proposed stage under review by governor.
- Home inspector voluntary certification program transition to mandatory licensure within the Board for Asbestos, Lead, and Home Inspectors, effective 7/1/2017 (2016, c.436).

Balance resource-intensive identity verification and document authentication - necessary to maintain the integrity of the licensing process - with timeliness, efficiency and effectiveness.

Respond to anti-regulatory climate and efforts to "deconstruct" the administrative state with new initiatives to enhance public participation, education, and information sharing.

### **Factors Impacting**

- Changes in state directives and reporting requirements
- Changes in state policy
- Changes in the composition of DPOR's workforce
- Changes in the frequency of board meetings
- Changes to existing regulatory programs
- Changes to the Administrative Process Act (APA)
- Delays in fee increase/regulation approvals
- Federal mandates (Environmental Protection Agency (EPA), etc.)
- Greater diversity in applicant, regulant and consumer customer bases
- Changes in the number of applications received
- Changes in the number of complaints filed (including regulatory, fair housing and unlicensed activity)
- Changes in the number of licenses issued
- Information technology opportunities and challenges
- New regulatory programs

### **Financial Overview**

The major source of funding for this service area is licensing fees charged to applicants and regulants. Fee amounts are established for each board to provide revenues and cash reserves that are sufficient for operating expenses, but not excessive. Revenues from fees pay the expenses of each board, as well as a proportionate share of agency operations and support services. In addition, this service area may receive federal grants to support environmental protection activities, generally representing less than one-half percent of the service area's total funding. This service area is funded entirely from non-general funds.

Biennial Budget

	<b>2017 General Fund</b>	<b>2017 Nongeneral Fund</b>	<b>2018 General Fund</b>	<b>2018 Nongeneral Fund</b>
Initial Appropriation for the Biennium	0	6,776,959	0	6,777,634
Changes to Initial Appropriation	0	0	0	0

### **Supporting Documents**

**Title** **File Type**

## Enforcement of Licensing, Regulating and Certifying Professions and Occupations [56047]

### Description of this Program / Service Area

The enforcement of licensing, regulating and certifying service area analyzes, investigates and adjudicates complaints of violations of statutory and regulatory requirements including possible violations of fair housing laws that prohibit discriminatory practices in residential housing. In addition, this area houses the Office of the Common Interest Community Ombudsman, which serves as an information resource for community association members and offers non-binding interpretations of laws and regulations governing associations.

### Mission Alignment

This service area aligns directly with the Department of Professional and Occupational Regulation's mission to protect the public health, safety and welfare through enforcement of laws that demand professional compliance, competence and conduct.

Title 54.1, Subtitle I. General Provisions Relating to Regulatory Boards

Title 54.1, Subtitle II. Professions and Occupations Regulated by the Department of Professional and Occupational Regulation and Boards within the Department

Title 2.2, Subtitle II. Part B. Transaction of Public Business

Title 13.1, Corporations (Chapters 7 & 12-14)

Title 36, Chapter 5.1 (Virginia Fair Housing Law)

Title 55, Chapter 4.1 (Horizontal Property)

Title 55, Chapter 4.2 (Condominium Act)

Title 55, Chapter 19 (Subdivided Land Sales Act)

Title 55, Chapter 21 (Virginia Real Estate Time-Share Act)

Title 55, Chapter 24 (Virginia Real Estate Cooperative Act)

Title 55, Chapter 26 (Property Owners' Association Act)

Title 55, Chapter 27 (Virginia Residential Property Disclosure Act)

Title 55, Chapter 27.2 (Real Estate Settlements)

Title 55, Chapter 27.3 (Real Estate Settlement Agents)

Title 55, Chapter 28 (Commercial Real Estate Broker's Lien Act)

Title 55, Chapter 29 (Common Interest Community Management Information Fund)

Title VIII of the 1968 Civil Rights Act

12 USC 3301 et seq. (Financial Institutions Reform, Recovery and Enforcement Act)

15 USC 2601 et seq. (Toxic Substances Control Act)

15 USC 6300 et seq. (Professional Boxing Safety Act of 1996, amended by the Muhammad Ali Boxing Reform Act effective 6/26/00)

42 USC 3601 et seq. (Federal Fair Housing Act)

### Products and Services

#### Description of Major Products and Services

Alternative dispute resolution

Case (disciplinary) adjudication

Common Interest Community Ombudsman determinations

Complaint intake and analysis

Customer assistance

Investigation of regulatory, fair housing and unlicensed activity complaints

Licensing Informal Fact Finding conferences  
 Quality assurance and performance measures  
 Records and information disclosure  
 Records/information management  
 Recovery fund claims processing

**Anticipated Changes**

New and modified programs

- New specialty designation for licensed contractors engaged in remediation of property formerly used to manufacture methamphetamine (2016, c. 527); regulations currently at proposed stage under review by governor.
- Home inspector voluntary certification program transition to mandatory licensure within the Board for Asbestos, Lead, and Home Inspectors, effective 7/1/2017 (2016, c.436).

Balance resource-intensive identity verification and document authentication - necessary to maintain the integrity of the licensing process - with timeliness, efficiency and effectiveness.

Respond to anti-regulatory climate and efforts to "deconstruct" the administrative state with new initiatives to enhance public participation, education, and information sharing.

**Factors Impacting**

- Changes in state directives and reporting requirements
- Changes in state policy
- Changes in the composition of DPOR's workforce
- Changes in the frequency of board meetings
- Changes to existing regulatory programs
- Changes to the Administrative Process Act (APA)
- Delays in fee increase/regulation approvals
- Federal mandates (Environmental Protection Agency (EPA), etc.)
- Greater diversity in applicant, regulant and consumer customer bases
- Changes in the number of applications received
- Changes in the number of complaints filed (including regulatory, fair housing and unlicensed activity)
- Changes in the number of Contractor and Real Estate recovery fund claims submitted
- Changes in the number of licenses issued
- Information technology opportunities and challenges
- New regulatory programs
- Reduction in federal funding used for fair housing investigations and training

**Financial Overview**

The major source of funding for this service area is licensing fees charged to applicants and regulants. Fee amounts are established for each board to provide revenues and cash reserves that are sufficient for operating expenses, but not excessive. Revenues from fees pay the expenses of each board and a proportionate share of agency operations, including enforcement activities conducted on behalf of the board. In addition, about 40% of the funding for Fair Housing enforcement activity is provided from federal grants. This service area is funded entirely from non-general funds.

Biennial Budget

	2017 General Fund	2017 Nongeneral Fund	2018 General Fund	2018 Nongeneral Fund
Initial Appropriation for the Biennium	0	8,216,672	0	8,217,399
Changes to Initial Appropriation	0	0	0	0

**Supporting Documents**

**Title** **File Type**



## Administrative Services [56048]

### Description of this Program / Service Area

The administrative services area provides efficient and effective operational support to all functional areas of the Department of Professional and Occupational Regulation.

### Mission Alignment

This service area aligns with the Department of Professional and Occupational Regulation's mission to serve and protect the public by providing efficient and effective support to all agency licensure and enforcement functions with many administrative work units collaborating to enhance overall Department efficiency. While administrative services supports primarily internal customers; the service area aligns directly with the agency mission to serve and protect the public, in sections that service a variety of external customers (e.g., customer assistance, community outreach, public relations, public records/information disclosure and employee recruitment).

Title 54.1, Subtitle I. General Provisions Relating to Regulatory Boards

Title 54.1, Subtitle II. Professions and Occupations Regulated by the Department of Professional and Occupational Regulation and Boards within the Department

Title 2.2, Subtitle II. Part B. Transaction of Public Business

### Products and Services

#### Description of Major Products and Services

Application and form design

Budget and financial planning

Business continuity planning

Community outreach

Customer assistance

Document management (scanning/importing, indexing, storing and retrieving)

Employee benefits administration

Employee development

Employee recruitment

Facilities management

Financial management

Information systems development

Legislative analysis

Mail processing and delivery

Management analysis

Media relations

Policy development

Procurement of goods and services

Project management

Public relations

Quality assurance and performance measurement

Records/information management

Records and information disclosure

Risk management

Supply inventory management

Strategic planning

Visitor access control

Website/social media content

**Anticipated Changes**

New and modified programs

- New specialty designation for licensed contractors engaged in remediation of property formerly used to manufacture methamphetamine (2016, c. 527); regulations currently at proposed stage under review by governor.
- Home inspector voluntary certification program transition to mandatory licensure within the Board for Asbestos, Lead, and Home Inspectors, effective 7/1/2017 (2016, c.436).

Balance resource-intensive identity verification and document authentication - necessary to maintain the integrity of the licensing process - with timeliness, efficiency and effectiveness.

Respond to anti-regulatory climate and efforts to "deconstruct" the administrative state with new initiatives to enhance public participation, education, and information sharing.

**Factors Impacting**

- Changes in state directives and reporting requirements
- Changes in state policy
- Changes in the composition of the DPOR's workforce
- Changes in the frequency of board meetings
- Changes to existing regulatory programs
- Changes to the Administrative Process Act (APA)
- Delays in fee increase/regulation approvals
- Federal mandates (Environmental Protection Agency (EPA), etc.)
- Greater diversity in applicant, regulant and consumer customer bases
- Changes in the number of applications received
- Changes in the number of complaints filed (including regulatory, fair housing and unlicensed activity)
- Changes in the number of Contractor and Real Estate recovery fund claims submitted
- Changes in the number of licenses issued
- Information technology opportunities and challenges
- New regulatory programs
- Reduction in federal funding used for fair housing investigations and training

**Financial Overview**

The source of funding for this service area is licensing fees charged to applicants and regulants. Fee amounts are established for each board to provide revenues and cash reserves that are sufficient for operating expenses, but not excessive. Revenues from fees pay the expenses of each board and a proportionate share of agency operations, including administrative support activities. This service area is funded entirely from non-general funds.

Biennial Budget

	2017 General Fund	2017 Nongeneral Fund	2018 General Fund	2018 Nongeneral Fund
Initial Appropriation for the Biennium	0	8,400,225	0	8,401,116
Changes to Initial Appropriation	0	0	0	0

**Supporting Documents**

Title	File Type
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