

**STATE OF ARIZONA**  
**BOARD OF CHIROPRACTIC EXAMINERS**  
**FY 2022 BUDGET REQUEST**



Douglas A. Ducey  
Governor



Martin W. Kollasch, DC, MBA  
Executive Director

**State of Arizona**  
**Board of Chiropractic Examiners**

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1740 West Adams Street, Suite 2430 • Phoenix, Arizona 85007  
Voice: (602) 864-5088 | TTY (800) 367-8939 (AZ Relay Service)  
[www.chiroboard.az.gov](http://www.chiroboard.az.gov)

August 31, 2020

The Honorable Douglas Ducey  
Office of the Governor  
1700 W. Washington Street – 9<sup>th</sup> Floor  
Phoenix, AZ 85007

RE: FY 2022 Budget Proposal

Dear Governor Ducey:

On behalf of the Board of Chiropractic Examiners, thank you for the opportunity to submit the enclosed budget proposal for Fiscal Year 2022.

The Board is pleased to present a proposal that reflects our continuing service to the citizens of Arizona with particular emphasis on the health and safety of the patients our licensees have the privilege to treat. The Board strives to continually improve service and increase efficiencies while being excellent stewards of the funds received from licensing fees. Accordingly, you will notice a funding request related to implementing e-licensing.

Please, never hesitate to contact me for any reason.

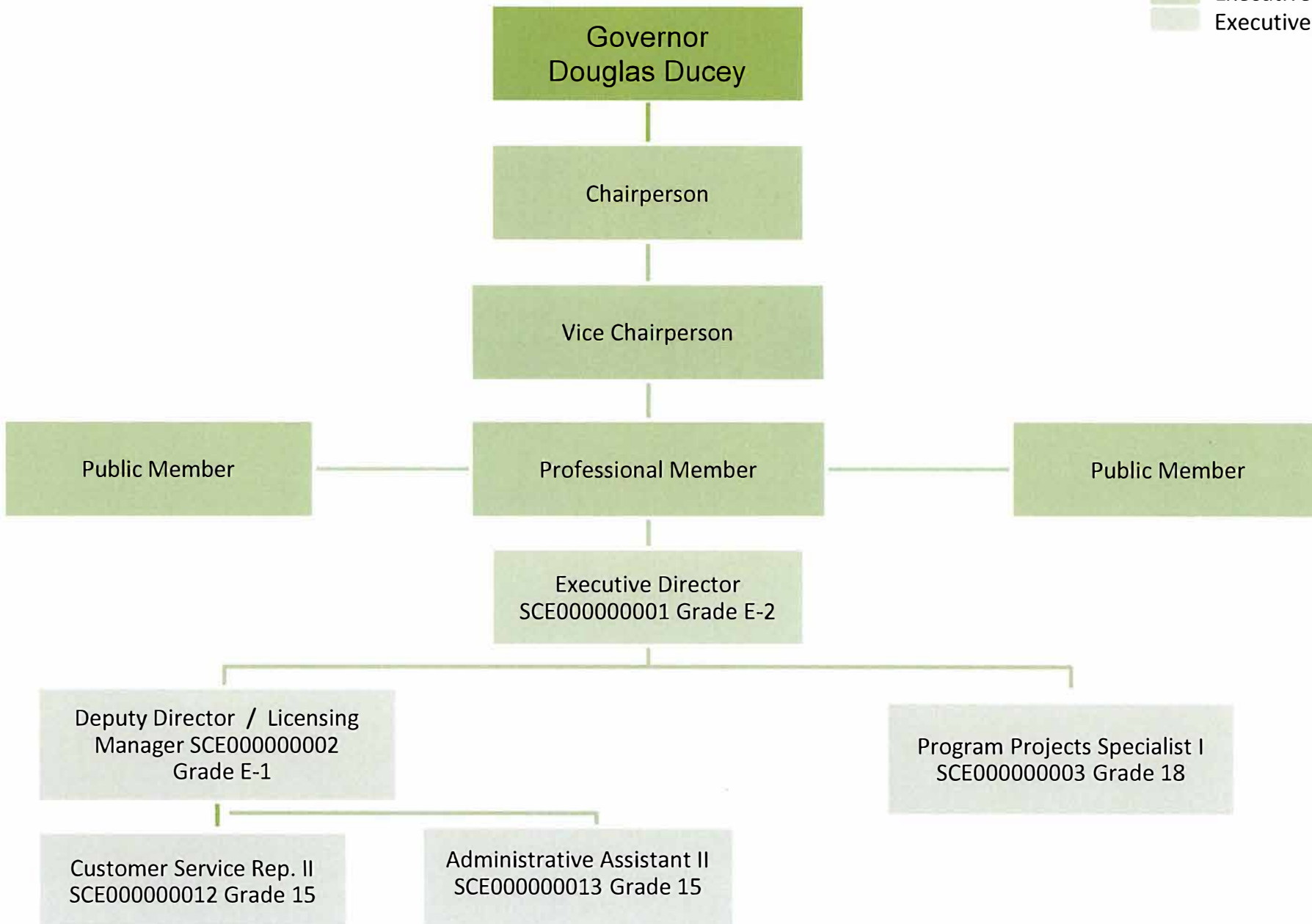
Sincerely,

A handwritten signature in black ink, appearing to read "Martin W. Kollasch, DC, MBA". The signature is fluid and cursive.

Executive Director

State of Arizona  
Board of Chiropractic Examiners  
Organizational Chart

- Governor
- Board Members
- Executive Director
- Executive Staff





# State of Arizona Budget Request

State Agency

State Board of Chiropractic Examiners

A.R.S. Citation: 32-900

**Appropriated Funds**

	FY 2021 Approp	FY 2022 Fund. Issue	FY 2022 Total Budget
Total Amount Requested:	450.6	55.0	505.6
General Fund	0.0	55.0	55.0
Chiropractic Examiners Board	450.6	0.0	450.6

**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: **Martin Kollasch, D.C.**

Title: **Executive Director**

Martin Kollasch, D.C. 8/31/2020  
(signature)

Phone: **(602) 542-9101**

Prepared By: **Martin Kollasch, D.C.**

Email Address: **MKollasch@chiroboard.az.gov**

Date Prepared: **Monday, August 31, 2020**

Total:	450.6	55.0	505.6
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# Revenue Schedule

**Agency:** State Board of Chiropractic Examiners

**Fund:** AA1000 General Fund

AFIS Code	Category of Receipt and Description	FY 2020	FY 2021	FY 2022
4312	EXAMINATION FEES	5.3	5.3	5.3
4372	PUBLICATIONS AND REPRODUCTIONS	0.3	0.3	0.3
4415	OCCUPATIONAL AND PROFESSIONAL LICENSES	43.8	43.8	43.8
4419	OTHER LICENSES	2.9	2.9	2.9
<b>Fund Total:</b>		52.3	52.3	52.3

# Revenue Schedule

**Agency:** State Board of Chiropractic Examiners

**Fund:** CE2010 Chiropractic Examiners Board

AFIS Code	Category of Receipt and Description	FY 2020	FY 2021	FY 2022
4312	EXAMINATION FEES	47.3	47.8	47.8
4372	PUBLICATIONS AND REPRODUCTIONS	2.9	3.0	3.0
4415	OCCUPATIONAL AND PROFESSIONAL LICENSES	393.6	397.5	397.5
4419	OTHER LICENSES	2.9	3.0	3.0
4512	RESTITUTION	2.7	3.0	3.0
4519	OTHER FINES OR FORFEITURES OR PENALTIES	25.7	27.0	27.0
4649	CREDIT CARD CONVENIENCE FEES REVENUE	9.5	9.5	9.5
<b>Fund Total:</b>		484.6	490.8	490.8

State of Arizona Board of Chiropractic Examiners  
 Revenue Schedule and Methodology

AFIS Code	Category Description	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
4312	Examinatin Fees	42.3	48.3	47.3	47.8	47.8
4372	Publications and Reproductions	4.1	3.3	2.9	3	3
4415	Occupational and Professional Licenses	383.7	390	393.6	397.5	397.5
4419	Other Licenses	28.8	32	28.6	30	30
4512	Restitution	0.1	5.7	2.7	3	3
4647	Credit CardProcessingFees Paid	0	-0.4	-0.4	-0.4	-0.4
4649	Credit Card Convenience Fees Revenue	0	9.4	9.5	9.5	9.5
	<b>Fund Total</b>	<b>459</b>	<b>488.3</b>	<b>484.2</b>	<b>490.4</b>	<b>490.4</b>
	<b>Number of Licensees</b>	<b>2580</b>	<b>2,676</b>	<b>2,715</b>	<b>2740</b>	<b>2740</b>

**Methodology:** Historically, the number of licensees during the past 10 years has remained relatively stable with both up and down years. FY 2020 actual revenue declined from 2019 by about one percent, perhaps due to COVID 19. I estimated a one percent increase in revenue for FY 2021 and no change for 2022.

## Sources and Uses of Funds

Agency: State Board of Chiropractic Examiners

Fund: CE2010 Chiropractic Examiners Board

<b>Cash Flow Summary</b>	Actual FY 2020	Estimate FY 2021	Estimate FY 2022
Balance Forward from Prior Year	383.5	478.1	518.3
Revenue (From Revenue Schedule)	484.6	490.8	490.8
Total Available	868.1	968.9	1,009.1
Total Appropriated Disbursements	390.0	450.6	450.6
Total Non-Appropriated Disbursements	0.0	0.0	0.0
Balance Forward to Next Year	478.1	518.3	558.5

<b>Appropriated Expenditure</b>	Actual FY 2020	Estimate FY 2021	Estimate FY 2022
<b>Expenditure Categories</b>			
Personal Services	214.1	225.0	225.0
Employee Related Expenses	81.7	86.6	86.6
Prof. And Outside Services	28.7	35.0	35.0
Travel - In State	0.4	2.0	2.0
Travel - Out of State	2.2	15.0	15.0
Food	0.0	0.0	0.0
Aid to Organizations and Individuals	0.0	0.0	0.0
Other Operating Expenses	60.9	75.0	75.0
Equipment	0.0	10.0	10.0
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	2.0	2.0	2.0
<b>Expenditure Categories Total:</b>	<b>390.0</b>	<b>450.6</b>	<b>450.6</b>
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
<b>Appropriated Expenditure Total:</b>	<b>390.0</b>	<b>450.6</b>	<b>450.6</b>
<b>Appropriated FTE:</b>	<b>5.0</b>	<b>5.0</b>	<b>5.0</b>

### Fund Description

OSPB: Revenues are from fees, fines, and other revenues received by the Board and are used to license, investigate, and conduct examinations of chiropractors.



# Funding Issues List

Agency: State Board of Chiropractic Examiners

FY 2022

Priority	Funding Issue Title	Total FTE	Total Amount	General Fund	Other Apropr. Funds	Non-App Funds
1	E-Licensing Consultant	0.0	55.0	55.0	0.0	0.0
	<b>Total:</b>	0.0	55.0	55.0	0.0	0.0
	<b>Decision Package Total:</b>	0.0	55.0	55.0	0.0	0.0

## Funding Issue Detail

Agency: State Board of Chiropractic Examiners

Issue: 1 E-Licensing Consultant

Program:	Licensing and Regulation	Calculated ERE:	\$0.00
Fund:	AA1000-A General Fund (Appropriated)	Uniform Allowance:	\$0.00

Expenditure Categories	FY 2022
FTE	0.0
Personal Services	0.0
Employee Related Expenses	0.0
<b>Subtotal Personal Services and ERE:</b>	<b>0.0</b>
Professional & Outside Services	55.0
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
<b>Program / Fund Total:</b>	<b>55.0</b>



**State of Arizona**  
**Board of Chiropractic Examiners**

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**Douglas A. Ducey**  
Governor

•••

**Martin W. Kollasch, D.C.**  
Executive Director

E-licensing Consultant Priority 1

August 31, 2020

**MEMO**

To: The Honorable Douglas Ducey, Governor  
From: Martin Kollasch, D.C. Executive Director  
Re: FY 2022 Funding Issue – E-licensing Consultant Priority 1

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The Board's mission is to protect the health, welfare and safety of the public through the enforcement of Arizona's laws governing the practice of chiropractic; accordingly, the board licenses, investigates, and regulates doctors of chiropractic licensed in Arizona.

**Description:**

The Board is in need of quickly transitioning to an online, cloud-based, stake-holder friendly, database/e-licensing solution; and, is hopeful that a solution utilizing Salesforce will be practical and affordable. The Board currently utilizes an MS-Access based database for its licensing functions. However, MS-Access is not supported by ASET and is imminently scheduled to be unsupported by MS; and perhaps more importantly, MS-Access is often unstable. In the meantime, the board has and is taking measures to ensure that its current Access database remains reliable and functional. But, the fact remains, the Board needs to transition to a secure, sustainable, e-licensing solution. As an interim measure, the Board has moved its previously paper-based application to an online form utilizing Adobe Sign; yet, the agency side of processing the application still requires the manual input of information.

**Goal:**

Implement a robust, user-friendly, sustainable, affordable e-licensing solution as soon as practicable.

**Desired Outcome:**

A properly designed and implemented e-licensing solution will provide the board and its stakeholders with, among other things, self-service, integrated, 24-hour access to licensing information, the elimination of paper processing, the ability to submit license applications and payments online, a guided application process facilitating faster approvals, and the ability to track the progress of submitted applications, complaints, disciplinary orders and other board actions, and continuing education documentation.

**Objective:**

Engage an appropriate requirement gathering consultant to map the functionality our e-licensing solution requires. The consultant will deliver a project requirements document to inform the scope of work for our e-licensing solution.

**Cost:**

Similar consultant engagements have cost \$50,000 - \$65,000. The Board requests \$55,000.

## Summary of Expenditure and Budget Request for All Funds

Agency: **State Board of Chiropractic Examiners**

Appropriated	FY 2020 Actual	FY 2021 Expd. Plan	FY 2022 Fund. Issue	FY 2022 Total Request
Cost Center/Program:				
1    Licensing and Regulation	390.0	450.6	55.0	505.6
	390.0	450.6	55.0	505.6
<b>Expenditure Categories</b>				
FTE	5.0	5.0	0.0	5.0
Personal Services	214.1	225.0	0.0	225.0
Employee Related Expenses	81.7	86.6	0.0	86.6
Professional and Outside Services	28.7	35.0	55.0	90.0
Travel In-State	0.4	2.0	0.0	2.0
Travel Out of State	2.2	15.0	0.0	15.0
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	60.9	75.0	0.0	75.0
Equipment	0.0	10.0	0.0	10.0
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	2.0	2.0	0.0	2.0
<b>Expenditure Categories Total:</b>	390.0	450.6	55.0	505.6

## Summary of Expenditure and Budget Request for All Funds

Agency: State Board of Chiropractic Examiners

Agency Total for All Funds:	390.0	450.6	55.0	505.6				
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## Program Summary of Expenditures and Budget Request

<b>Agency:</b>	<b>State Board of Chiropractic Examiners</b>
<b>Program:</b>	<b>Licensing and Regulation</b>

	FY 2020 Actual	FY 2021 Expd. Plan	FY 2022 Fund. Issue	FY 2022 Total Request
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### Program Summary

1-1 Licensing and Regulation	390.0	450.6	55.0	505.6
<b>Program Summary Total:</b>	390.0	450.6	55.0	505.6

### Expenditure Categories

0000 FTE Positions	5.0	5.0	0.0	5.0
6000 Personal Services	214.1	225.0	0.0	225.0
6100 Employee Related Expenses	81.7	86.6	0.0	86.6
6200 Professional and Outside Services	28.7	35.0	55.0	90.0
6500 Travel In-State	0.4	2.0	0.0	2.0
6600 Travel Out of State	2.2	15.0	0.0	15.0
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	60.9	75.0	0.0	75.0
8000 Equipment	0.0	10.0	0.0	10.0
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	2.0	2.0	0.0	2.0
<b>Expenditure Categories Total:</b>	390.0	450.6	55.0	505.6

### Fund Source

#### Appropriated Funds

AA1000-A General Fund (Appropriated)	0.0	0.0	55.0	55.0
CE2010-A Chiropractic Examiners Board (Appropriated)	390.0	450.6	0.0	450.6
	390.0	450.6	55.0	505.6
<b>Fund Source Total:</b>	390.0	450.6	55.0	505.6

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

<b>Agency:</b>	State Board of Chiropractic Examiners
<b>Program:</b>	Licensing and Regulation

Expenditure Categories	FY 2020 Actual	FY 2021 Expd. Plan	FY 2022 Fund. Issue	FY 2022 Total Request
0000 FTE	5.0	5.0	0.0	5.0
6000 Personal Services	214.1	225.0	0.0	225.0
6100 Employee Related Expenses	81.7	86.6	0.0	86.6
6200 Professional and Outside Services	28.7	35.0	55.0	90.0
6500 Travel In-State	0.4	2.0	0.0	2.0
6600 Travel Out of State	2.2	15.0	0.0	15.0
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	60.9	75.0	0.0	75.0
8000 Equipment	0.0	10.0	0.0	10.0
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	2.0	2.0	0.0	2.0
<b>Expenditure Categories Total:</b>	390.0	450.6	55.0	505.6
<b>Fund Source</b>				
<b>Appropriated Funds</b>				
AA1000-A General Fund (Appropriated)	0.0	0.0	55.0	55.0
CE2010-A Chiropractic Examiners Board (Appropriated)	390.0	450.6	0.0	450.6
	390.0	450.6	55.0	505.6
<b>Fund Source Total:</b>	390.0	450.6	55.0	505.6

## Program Expenditure Schedule

Agency:	State Board of Chiropractic Examiners	
Program:	Licensing and Regulation	
	FY 2020 Actual	FY 2021 Expd. Plan
FTE	5.0	5.0
<b>Expenditure Category Total</b>	<b>5.0</b>	<b>5.0</b>
<b>Appropriated</b>		
CE2010-A Chiropractic Examiners Board (Appropriated)	5.0	5.0
<b>Fund Source Total</b>	<b>5.0</b>	<b>5.0</b>
<hr/>		
Personal Services	206.5	215.0
Boards and Commissions	7.6	10.0
<b>Expenditure Category Total</b>	<b>214.1</b>	<b>225.0</b>
<b>Appropriated</b>		
CE2010-A Chiropractic Examiners Board (Appropriated)	214.1	225.0
<b>Fund Source Total</b>	<b>214.1</b>	<b>225.0</b>
<hr/>		
Employee Related Expenses	81.7	86.6
<b>Expenditure Category Total</b>	<b>81.7</b>	<b>86.6</b>
<b>Appropriated</b>		
CE2010-A Chiropractic Examiners Board (Appropriated)	81.7	86.6
<b>Fund Source Total</b>	<b>81.7</b>	<b>86.6</b>
<hr/>		
Professional and Outside Services		35.0
External Prof/Outside Serv Budg And Appn	0.0	
External Investment Services	0.0	
Other External Financial Services	0.0	
Attorney General Legal Services	28.7	
External Legal Services	0.0	
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	0.0	
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	0.0	



## Program Expenditure Schedule

Agency:	State Board of Chiropractic Examiners	
Program:	Licensing and Regulation	
	FY 2020 Actual	FY 2021 Expd. Plan
<b>Expenditure Category Total</b>	<b>28.7</b>	<b>35.0</b>
<b>Appropriated</b>		
CE2010-A Chiropractic Examiners Board (Appropriated)	28.7	35.0
<b>Fund Source Total</b>	<b>28.7</b>	<b>35.0</b>
<hr/>		
Travel In-State	0.4	2.0
<b>Expenditure Category Total</b>	<b>0.4</b>	<b>2.0</b>
<b>Appropriated</b>		
CE2010-A Chiropractic Examiners Board (Appropriated)	0.4	2.0
<b>Fund Source Total</b>	<b>0.4</b>	<b>2.0</b>
<hr/>		
Travel Out of State	2.2	15.0
<b>Expenditure Category Total</b>	<b>2.2</b>	<b>15.0</b>
<b>Appropriated</b>		
CE2010-A Chiropractic Examiners Board (Appropriated)	2.2	15.0
<b>Fund Source Total</b>	<b>2.2</b>	<b>15.0</b>
<hr/>		
Food	0.0	0.0
<b>Expenditure Category Total</b>	<b>0.0</b>	<b>0.0</b>
<hr/>		
Aid to Organizations and Individuals	0.0	0.0
<b>Expenditure Category Total</b>	<b>0.0</b>	<b>0.0</b>
<hr/>		
Other Operating Expenses		75.0
Other Operating Expenditures Budg Approp	0.0	
Other Operating Expenditures Excluded from Cost Allocati	0.0	
Risk Management Charges To State Agency	4.0	
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

<b>Agency:</b>	State Board of Chiropractic Examiners
<b>Program:</b>	Licensing and Regulation

	FY 2020 Actual	FY 2021 Expd. Plan
Other Insurance-Related Charges	0.0	
Internal Service Data Processing	2.2	
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	0.4	
Pmt for AFIS Development & Usage	0.6	
Internal Service Telecommunications	0.0	
External Telecom Long Distance-In-State	4.8	
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	27.2	
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	0.7	
Interest On Overdue Payments	0.0	
All Other Interest Payments	0.0	
Internal Acct/Budg/Financial Svcs	8.8	
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	0.5	
Other Repair And Maintenance	0.0	
Software Support And Maintenance	0.0	
Uniforms	0.0	
Inmate Clothing	0.0	
Security Supplies	0.0	
Office Supplies	1.5	
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

<b>Agency:</b>	State Board of Chiropractic Examiners		
<b>Program:</b>	Licensing and Regulation		
		<b>FY 2020</b>	<b>FY 2021</b>
		<b>Actual</b>	<b>Expd. Plan</b>
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		0.7	
Other Education And Training Costs		0.0	
Advertising		0.0	
Sponsorships		0.0	
Internal Printing		0.1	
External Printing		0.1	
Photography		0.0	
Postage And Delivery		4.0	
Document shredding and Destruction Services		0.3	
Translation and Sign Language Services		0.0	
Distribution To State Universities		0.0	
Other Intrastate Distributions		0.0	
Awards		0.0	
Entertainment And Promotional Items		0.0	
Dues		2.4	
Books- Subscriptions And Publications		0.0	
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		2.5	
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		0.1	

## Program Expenditure Schedule

<b>Agency:</b>	<b>State Board of Chiropractic Examiners</b>
<b>Program:</b>	<b>Licensing and Regulation</b>

	FY 2020 Actual	FY 2021 Expd_Plan
<b>Expenditure Category Total</b>	<b>60.9</b>	<b>75.0</b>
<b>Appropriated</b>		
CE2010-A Chiropractic Examiners Board (Appropriated)	60.9	75.0
<b>Fund Source Total</b>	<b>60.9</b>	<b>75.0</b>
<hr/>		
Current Year Expenditures		10.0
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	0.0	
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	0.0	
Weapons Non-Capital Purchase	0.0	
Other Equipment Non-Capital Lease	0.0	
Purchased Or Licensed Software/Website	0.0	
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

<b>Agency:</b>	State Board of Chiropractic Examiners
<b>Program:</b>	Licensing and Regulation

	FY 2020 Actual	FY 2021 Expd. Plan
<b>Expenditure Category Total</b>	0.0	10.0
<b>Appropriated</b>		
CE2010-A Chiropractic Examiners Board (Appropriated)	0.0	10.0
<b>Fund Source Total</b>	0.0	10.0
<hr/>		
Capital Outlay	0.0	0.0
<b>Expenditure Category Total</b>	0.0	0.0
<b>Appropriated</b>		
CE2010-A Chiropractic Examiners Board (Appropriated)	0.0	0.0
<b>Fund Source Total</b>	0.0	0.0
<hr/>		
Debt Service	0.0	0.0
<b>Expenditure Category Total</b>	0.0	0.0
<b>Appropriated</b>		
CE2010-A Chiropractic Examiners Board (Appropriated)	0.0	0.0
<b>Fund Source Total</b>	0.0	0.0
<hr/>		
Cost Allocation	0.0	0.0
<b>Expenditure Category Total</b>	0.0	0.0
<b>Appropriated</b>		
CE2010-A Chiropractic Examiners Board (Appropriated)	0.0	0.0
<b>Fund Source Total</b>	0.0	0.0
<hr/>		
Transfers	2.0	2.0
<b>Expenditure Category Total</b>	2.0	2.0
<b>Appropriated</b>		
CE2010-A Chiropractic Examiners Board (Appropriated)	2.0	2.0
<b>Fund Source Total</b>	2.0	2.0

<b>Employee Retirement Coverage</b>
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<b>Retirement System</b>	FTE	Personal Services	Fund#
Arizona State Retirement System	5.0	215.0	CE2010-A

<b>Combined Regular &amp; Elected Positions At/Above FICA Maximum of \$142,800</b>
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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 Chiropractic Examiners

### Administrative Costs Summary

Common Administrative Area	FY 2021
Personal Services	32.0
ERE	0.0
All Other	0.0
<b>Administrative Costs Total:</b>	<b>32.0</b>

### Administrative Cost / Total Expenditure Ratio

	Request	Admin %
FY 2021	505.6	6.3%

# Agency 5-Year Plan

**Issue 1** Update information technology to ensure capable management of practitioner licensure, consumer complaints, and other board responsibilities and activities.

**Description:** The Board's Access database has been in use for over 10 years and does not possess adequate capabilities for the capture, processing, integration, tracking, and reporting of all the above-referenced duties and tasks. Importantly, Microsoft Corp. has announced that it will discontinue support for Access 2010 effective October 13, 2020. Consequently, there is concern the system might become unstable, corrupt, or lose critical data, and it is not compatible with a modern E-Licensing platform.

**Solutions:**

The Board has identified an appropriate Access expert to perform necessary fixes to ensure data integrity and database functionality during the transition to a modern and robust system. The Board is also planning to conduct an "IT Modernization Assessment". The study's purpose is to inform an RFP and help plan the eventual transition.

**Issue 2** Improve the timelines to complete investigations, formal interviews and formal hearings.

**Description:** The Auditor General's Office recommends that cases be concluded within 180 days. The Board's ability to increase the percentage of complaints resolved within 180 days of receipt when no hearing is required, as well as the average number of months to resolve cases in which administrative hearings continues to improve.

**Solutions:**

The Board made changes to the personnel structure, separating the duties of the Deputy Director from that of the Investigator, allowing the Investigator to focus his/her full attention to the receipt, analysis, presentation and processing of all complaints through final adjudication.

The Board approved the establishment of an Interagency Service Agreement with the Attorney General's office to provide for the appointment of a dedicated Assistant Attorney General to represent the Board, prevent the risk of interrupted services, and enhance the timely completion of Formal Interviews and Formal Hearings.

The Board is continuing to reduce the amount of time involved in a case by streamlining the complaint process and having a qualified and trained investigator review and process complaints.

The Board has conducted a AZLEAN process on the complaint process and through the use of new tools like Google Suite has streamlined the initial complaints process.

**Issue 3** Cross-train all staff in routine office, business, and customer service policies, operations, procedures and, processes to the extent appropriate.

**Description:** The board staff consists of 4.5 FTEs and recently experienced the turn over of three of them: the Deputy Director, the Licensing Manager, and the Administrative Asst. Although customer service and Board business affairs were uninterrupted, other staff were taxed with not simply picking up the duties of the absent staff member but with also learning an efficient manner to complete those duties while also attending to their primary responsibilities.

**Solutions:**

The Board entered into an ISA with another licensing agency to provide training for the new staff members. Board staff, in consultation with their ADOA HR team, updated Position Descriptions (PD) and shared the PDs among staff. As time permits, staff members learn and then perform those tasks that are appropriate for them to be cross-trained in.

**Issue 4** Establish the capability of accepting Continuing Education applications and fees in electronic formats.

**Description:** The Board currently only accepts hard copy applications and payments in the form of check or money order.

**Solutions:**

Board Staff is developing the applications in an electronic format. The Board will work with ADOA ASET and Dept. of Treasury to implement an online credit card payment portal for fees.

## Resource Assumptions

	FY2023 Estimate	FY2024 Estimate	FY2025 Estimate
<b>Full-Time Equivalent Positions</b>	5.0	5.0	5.0
<b>General Fund</b>	100.0	0.0	0.0
<b>Other Appropriated Funds</b>	490.0	505.0	520.0
<b>Non-Appropriated Funds</b>	0.0	0.0	0.0
<b>Federal Funds</b>	0.0	0.0	0.0

2020 - 2022 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

CEA 0.0	<b>Agency Summary</b>
	BOARD OF CHIROPRACTIC EXAMINERS
	Martin Kollasch, D.C., Executive Director
	Board of Chiropractic Examiners (602) 542-9101
	A.R.S. §§ 32-900 et seq.

**Mission:**

To protect the health, welfare, and safety of Arizona citizens through the enforcement of laws governing chiropractic care.

**Description:**

The Board of Chiropractic Examiners conducts examinations and evaluates applications from chiropractors seeking original licensure and renewal of licensure, and from persons seeking participation in Board-approved preceptorship or chiropractic assistant programs. The Board investigates complaints made against chiropractors and conducts administrative hearings as required. The Board provides information to the public concerning applicants, licensees, and regulatory actions.

- ◆ **Goal 1** To issue and renew licenses promptly to those applicants determined to be eligible based on their accurate and complete application and demonstration of the required standards of education, knowledge, and competency while ensuring that the health, safety, and welfare of the public is protected.

- Objective: 1** FY2020: Investigate and process license applications within licensing timeframe law parameters.  
FY2021: Investigate and process license applications within licensing timeframe law parameters.  
FY2022: Investigate and process license applications within licensing timeframe law parameters.

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Number of applications for licensure received	131	125	125
This measure is used to assess future revenues.			
Average number of days between receipt of complete application and licensure decision	10	10	10
This performance measure determines if the Board is meeting the licensing time frames required in law.			
Number of new licenses issued	106	100	100
This measure identifies a trend that impacts revenue, staffing and resources planning			
Number of licenses issued prior to undisclosed conviction being identified	0	0	0
This performance measure is related to the Board's mission to protect the health, welfare and safety of the public.			
Number of licenses eligible for	2626	2650	2650
Percent of license renewal applications processed within 15 business days	98	95	95
Percent of licenses renewed each year	91	90	90

- ◆ **Goal 2** To investigate promptly complaints filed against licensees throughout the state and to proactively identify risks to the consumer public. To timely and knowledgeably determine if a matter should be dismissed or proceed to hearing, to conduct formal interviews and hearings in a timely manner, and to impose appropriate sanctions on those found to have violated the public trust.

- Objective: 1** FY2020: Investigate complaints thoroughly and conclude hearings and formal interviews timely within the timeframe recommended by the Office of the Auditor General.  
FY2021: Investigate complaints thoroughly and conclude hearings and formal interviews timely within the timeframe recommended by the Office of the Auditor General.  
FY2022: Investigate complaints thoroughly and conclude hearings and formal interviews timely within the timeframe recommended by the Office of the Auditor General.

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Number of new complaints filed	36	50	55
Percent of complaints resolved within 180 days of receipt with no hearing required	56	50	50
Average number of months to resolve an administrative hearing	5	3	3
Number of licenses revoked, surrendered, or suspended	2	5	5
Total number of investigations conducted	61	70	70

- ◆ **Goal 3** To ensure Board and staff competence and knowledge.

- Objective: 1** FY2020: Measure staff performance for knowledge and customer service.  
FY2021: Measure staff performance for knowledge and customer service.  
FY2022: Measure staff performance for knowledge and customer service.

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Percent of survey responses which indicate that staff was knowledgeable and courteous in public communications or that the measure was not applicable.	99	98	98
Administration as a percent of total cost	9	12	12

- ◆ **Goal 4** To increase public awareness of agency functions, resources, and public records accessibility.

- Objective: 1** FY2020: Expand resources to maintain public education and access to public information.  
FY2021: Expand resources to maintain public education and access to public information.  
FY2022: Expand resources to maintain public education and access to public information.

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Self assessment surveys returned.	3	8	10
Percent of complaint investigations that the Board found to be outside of its jurisdiction.	0	0	0

- ◆ **Goal 5** To modernize the Board's IT infrastructure. The Board's current database platform is Microsoft Access, this is unsustainable and therefore it must be upgraded and/or replaced.

- Objective: 1** FY2020: None  
FY2021: Document current state of IT infrastructure and identify required v. not-required elements of modernized infrastructure.  
FY2022: Develop PJI and APF documentation for a FY 2022 Funding Issue.

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Develop and distribute an RFP for IT assessment and road map to modernization.	0	1	1

- Objective: 2** FY2020:  
FY2021: Ensure continued functionality of current IT infrastructure during Assessment, Development, and Implementation phases.  
FY2022: Ensure continued functionality of current IT infrastructure during Assessment, Development, and Implementation phases.

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Loss of data	0	0	0