

Agency 5-Year Plan

Issue 1 Secure adequate revenues to address the Board’s declining fund balance.

Description: Current licensure and renewal fees have not been adjusted since 2002. Despite efforts to minimize expenditures; declining numbers of new applicants as well license renewals had made it impossible to collect revenues in excess of expenditures since FY 2007. The Board addressed changes and has worked to increase the licensing base by providing an easier path to licensure here in Arizona. The changes the Board made in FY14 and FY 15 has reflected and increasing trend in the licensing base. Currently, due to the expanded growth of Arizona in FY 15 and FY 16, the Board is seeing an increase in the numbers of Chiropractic Physicains returning to practice in Arizona. The Board has adjusted its fees and the change in fees will provide increased revenue in FY18.

Solutions:

The Board of Chiropractic Examiners has made several savings, both one time and ongoing, to reduce expenditures from the Chiropractic Examiners Board Fund. While the Board continues to make efficiencies everywhere possible there are costs that continue to rise outside of the control of the Board. It is for this reason that the Board submitted an Omnibus Bill in the 2015 Legislative Session which included language authorizing the Board to adjust fees on an annual basis. Through this legislation the Board obtained the ability to adjust some licensure fees in modest amounts to ensure that the Board can begin each fiscal year with a healthy fund balance. The Board is considering the first modification to its fees in nearly 20 years. As previously stated the Fee increase will occur in the current fiscal year and an increase in revenue is expected.

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

Description: While FY2014 resulted in the Board’s ability to increase the percentage of complaints resolved within 180 days of receipt with no hearing required as well as the average number of months to resolve administrative hearings; the Auditor General’s Office recommends that cases be concluded within 180 days.

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.

Issue 3 Update information technology to ensure capable tracking of licensure and complaint activities.

Description: The Board’s previous Access database had been in use for over 10 years and did not possess adequate capabilities for the integration and tracking of all the above-referenced processes. There was concern the system would have begun to disintegrate or lose critical data.

Solutions:

The Board has an established relational database provided by GL Solutions, Inc. This relational database capable of tracking all licensure, certification, registration, complaint and enforcement processes; interfacing public information to the Board’s website and ultimately enabling on-line renewals and electronic payment processing. The Board completed the first online renewal process in the winter of 2015. Over half of the Board’s licensees utilized the online system and provided very positive feedback to the Board regarding its ease of use and efficiencies. The Board hopes to have expanded use in the next renewal season. The Board has also begun to accept electronic forms of payment, reducing the processing time for the public and licensees. The Board has removed the requirement for the Board to mail the application to the individual and has now moved the application to a fillable online form for the applicant.

Issue 4 Provide access to the Board’s jurisprudence examination, completion of which is required for licensure.

Description: Previously applicants for licensure in Arizona were required to be physically present at the Board’s office in order to take the required exam. Many applicants do not reside in Arizona and must make travel arrangements in order to complete this step of the licensure process.

Solutions:

Board staff established an online exam for out of state applicants through a secure testing process. This year the Board has moved to the entirely online jurisprudence examination. Staff has received very positive feedback regarding the online exam. Staff continues to find ways to increase the access to online services for the licensees and applicants.

Issue 5 Establish the capability of accepting licensure and payment for services in electronic formats.

Description: The Board previously only accepted hard copy applications for renewal and payments in the form of check or money order.

Solutions:

The above-referenced database by GLSolutions has the capability to provide for online renewals and electronic payment processing. The Board is now accepting online renewals and electronic forms of payment. The system has reduced the amount of staff time in processing license renewal applications and in processing checks or money orders.

Resource Assumptions

	FY2020 Estimate	FY2021 Estimate	FY2022 Estimate
Full-Time Equivalent Positions	4.5	4.5	4.5
General Fund	0.0	0.0	0.0
Other Appropriated Funds	455.1	455.1	455.1
Non-Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0