

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. There is concern the system might become unstable, corrupt, or lose critical data. The current data base is incompatible with transitioning to an E-Licensing platform.

Solutions:

The first step in guarding against a critical failure is to ensure the stability of the current data base. To this end, the Board has engaged with ASET to identify an appropriate Access expert to review the system's current configuration and recommend and perform necessary modifications to ensure integrity and 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 an extended absence of one FT employee. 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:

Board staff, in consultation with their ADOA HR team, will update Position Descriptions (PD) and share the PDs among staff. Provide time for staff members to learn and then occasionally perform those tasks that are appropriate for them to be cross-trained in.

Issue 4 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 Board has worked with ADOA ASET and Dept. of Treasury to implement an online credit card payment portal. The portal opened in August of 2018. The Board has began accepting credit card payments and expects that the number of payments will increase due to increased workflow and time saving.

Resource Assumptions

	FY2022 Estimate	FY2023 Estimate	FY2024 Estimate
Full-Time Equivalent Positions	5.0	5.0	5.0
General Fund	0.0	0.0	0.0
Other Appropriated Funds	450.0	455.0	460.0
Non-Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0