

**Department of Administration and Information
Annual Report 2006**

Wyoming Quality of Life Result:

The Department of Administration and Information (A&I) contributes, both directly and indirectly, to all of the Quality of Life Results as agreed upon by the agencies. There are two Results Statements that A&I most directly impact:

- Wyoming state government is a responsible steward of State assets and effectively responds to the needs of residents and guests
- Advanced technologies and quality workforce allow Wyoming business and communities to adapt and thrive

Contribution to Wyoming Quality of Life:

A&I contributes to Wyoming quality of life by providing leadership, stimulus, and infrastructure to empower state agencies in providing citizens greater access to government services while reducing service delivery costs.

Performance:

Each of the above divisions and sections provide services to their customers that are unique enough in nature that one set of performance measures cannot be logistically applied to all. Each division has written a separate strategic plan that is presented below.

**Department of Administration and Information
Director's Office/Accounting Office**

Contribution to Wyoming Quality of Life:

The Accounting Office contributes to Wyoming quality of life by producing billings to state agencies from A&I's internal service fund activities and by processing payments from these billings. Revenues generated from billings allow the internal service divisions to continue to provide services to the rest of state government.

Basic Facts:

Total staff: 13 full-time employees (includes Director, Deputy Director and Administrative Assistant)

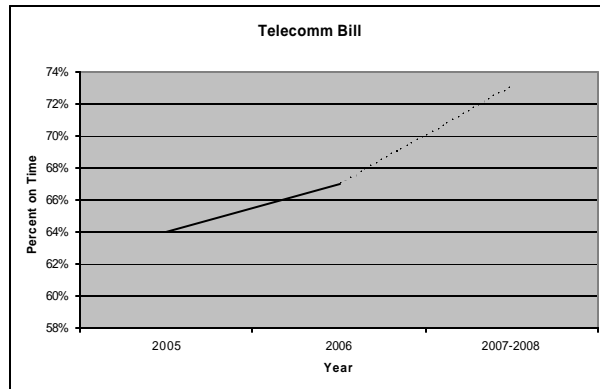
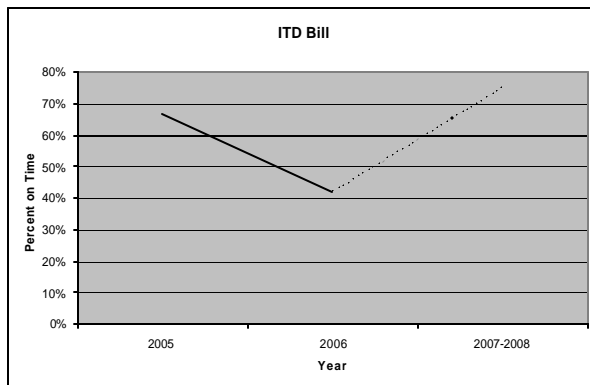
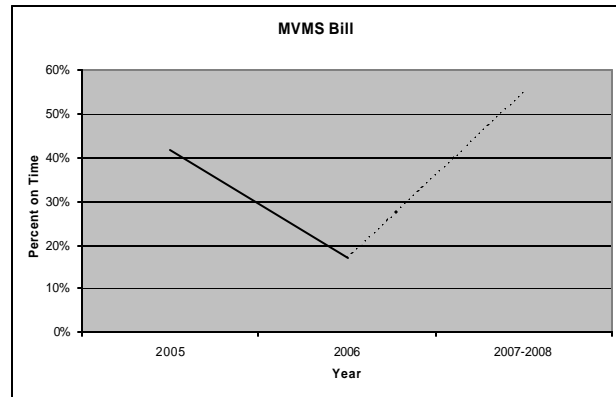
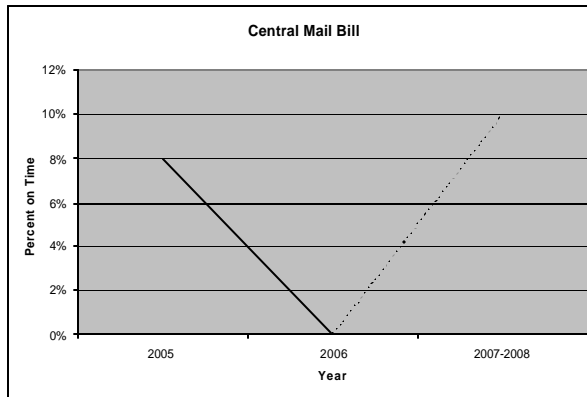
General Fund: \$588,519.81 (FY '06 expenditures)

Total budget: \$1,086,980.25 (FY '06 expenditures)

The most important function is the billing process, which includes generating the billing as well as processing payments from the billings. Total number of customers served is 160 and is comprised of state agencies as well as external entities.

Performance:

Timeliness of Mailings



Story Behind the Last Year of Performance:

Several partners are involved in the billing process, including the internal service divisions and external vendors. (Examples – cell phone companies, long distance phone companies.) Input from all partners is necessary for the completion of the billing process. Analysis of the processes had not occurred in prior years to identify possible areas of inefficiency. Until that analysis occurs, it is not known if the inability to meet the mailing deadline lies within the process, the deadline, employee inefficiency or a combination of the above.

What has been Accomplished?

The Accounting Office has begun the evaluation of the process behind the billings to determine inefficiencies and other areas of needed improvement/change. The evaluation includes the partners involved with each particular billing. After each billing's evaluation, the mailing deadline can then be analyzed to determine if it is a feasible date. The Accounting Office, in conjunction with the Information Technology Division of A&I, is preparing a RFP to solicit bids for a new billing system. It is expected that an updated system would expedite the availability of the billing detail as well as the payments made by the customers.

**Department of Administration and Information
Budget Division**

Contribution to Wyoming Quality of Life:

The Budget Division (BD) contributes to Wyoming's quality of life by providing assistance to the Governor, the Legislature and all state agencies with respect to biennial and supplemental budget preparation, submission and administration.

Basic Facts:

Total Staff: 8 full time employees

General Fund: \$739,153 (FY '06 expenditures)

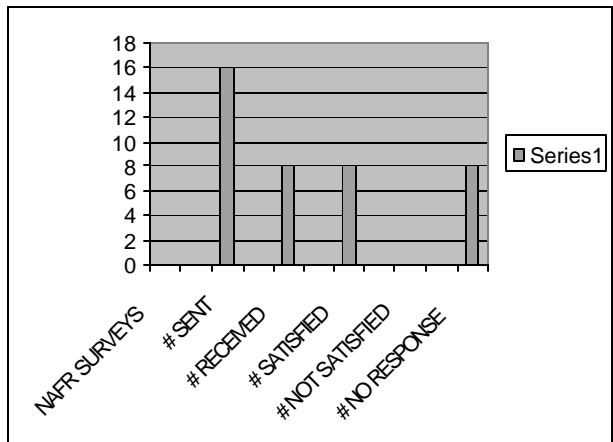
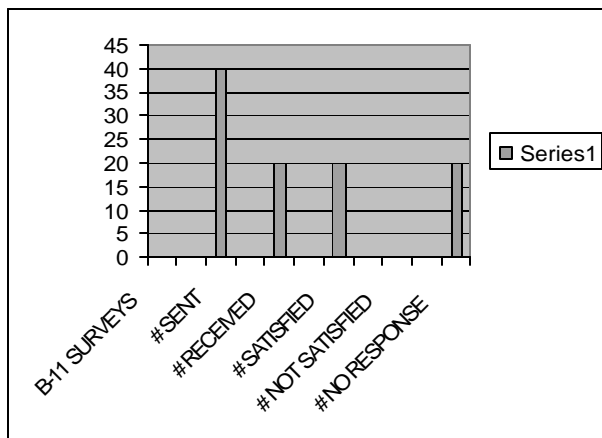
Total Budget: \$739,153 (FY '06 expenditures)

The tangible products the BD is responsible for include:

- State and individual agency biennial and supplemental budget documents (including recommendations)
- The statewide indirect cost allocation plan (SWICAP)
- The federal cash management improvement act plan (CMIA)

Each of these products has legal requirements with respect to content, submission dates, etc. Over the last year and without exception, those requirements have been met. It is expected that that level of performance will continue in the future.

Performance:



Story Behind the Last Year of Performance:

BD measured the percent of customers that were satisfied with the timeliness and accuracy of BD services in terms of response, system accessibility and utility.

BD processed 394 Request to Revise Approved Budgets/Authorized Employee (B-11) documents and 124 New/Adjusted Funds Request (NAFR) documents during fiscal year 2006. Customer Satisfaction Surveys were received for 20 B-11 documents and 8 NAFR documents. The policy is to survey every tenth B-11 request submitted and every eighth NAFR request submitted. The survey questions ask for responses (and comments) with respect to: (1) accuracy; and (2) timeliness. In every case, the responses received indicated that the documents were processed accurately and in a timely manner.

No baseline data is currently available with respect to system accessibility and utility.

What has been Accomplished?

While the technical issues with respect to legal requirements (content, submission dates) have been met, questions regarding quality – how well does the division do in terms of customer satisfaction measures (timeliness and accuracy in terms of response, system accessibility and utility – have not. Other than minimal survey and anecdotal information, no effective, formal performance measurement tool has been developed. BD intends to establish a customer-based focus group to participate in the development of a meaningful survey instrument that will measure customer satisfaction. Once developed and engaged, the survey instrument can provide baseline information to chart progress (or lack thereof).

**Department of Administration and Information
Economic Analysis Division**

Contribution to Wyoming Quality of Life:

The Economic Analysis Division (EAD) coordinates, develops, and disseminates economic and demographic research and information. It provides quality information and customer service to its clients with its comprehensive website, data forecasting and analysis, published reports, presentations and customized information responses.

Basic Facts:

Total staff: 6 full-time employees

General Fund: \$488,157 (FY '06 expenditures)

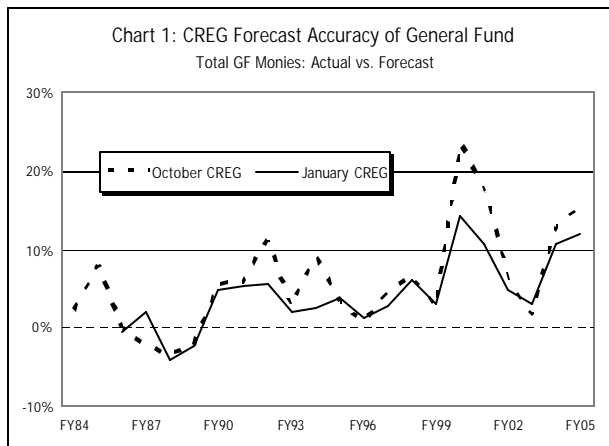
Five integral program areas exist within the EAD:

- **Wyoming Cost of Living Index (WCLI)** – biannually produced (1st and 4th quarters), published reports, site specific comparative cost of living, state and regional inflation measurement
- **Consensus Revenue Estimating Group (CREG)** – revenue forecasting, monitoring, and reporting. Published reports in October and January, Governor's Profile report, monthly reports and news releases
- **Wyoming State Data Center**– State Demographer, Governor's Liaison to the U.S. Census Bureau, lead agency and central repository for U. S. Census Bureau information; official population estimates and forecasts produced, and published reports

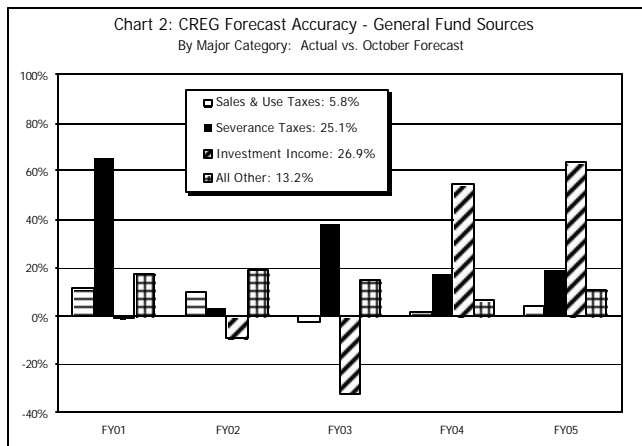
- **Economic forecasting and special reports** – state economic forecast, sales tax econometric forecasting model, mineral tax incentives econometric model, multi-sector policy insight model (REMI); consulting, variety of analyses and reports on State’s economy, and economic impacts of specific events/situations
- **Equality State Almanac** – statistical compendium published every two years

Performance:

On both of the charts below, the Y axis denotes percentage deviation in forecasted revenue versus actual revenue. Ultimately, the perfect actual to forecast accuracy percentage is zero, so the lower the percentage, the better.



During FY05, the accuracy level of the October and revised January CREG forecast was +15.6% and +12.0%, respectively; compared to the 5-yr. averages of +6.9% and +5.3%, respectively.



Average forecast accuracy over 5-year period using absolute values.

Story Behind the Last Year of Performance:

The EAD conducted an evaluation of the CREG revenue process from its inception to present, to determine its forecast accuracy and to identify areas needing improvement. Because fiscal year total revenue is not finalized and available until September of each year, the current performance measure for this report is through FY05. The two charts above reveal the results of the evaluation.

Chart 1 presents the average accuracy percentage for total General Fund revenue between the October and January forecasts, for the period FY 84 to FY05. The CREG meets twice a year for the purpose of creating one consensually agreed upon revenue forecast for both the Executive and Legislative branches. The primary forecast is produced in October, and is revised, as necessary, in January of the following year.

As a result of higher than anticipated price and production levels for energy commodities, and substantially higher than anticipated investment income, actual General Fund revenues during FY05 exceeded the CREG forecast by 12%. This resulted in a higher than average accuracy deviation of +15.6% for the October 2004 forecast and +12.0% for the January 2005 forecast.

Chart 2 presents the average accuracy percentage for the October forecast, by major revenue source, for the period FY01 to FY05. During the past five years, the State has realized significant revenue activity spawned by natural gas pricing and development. The heightened activity in the natural gas arena has not only caused dramatic increases in the mineral income portion of the forecast, but in the other major sources as well. While the CREG has maintained a relatively high level of accuracy on an overall basis, forecasting

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within these major revenue categories has been very challenging, as evidenced by the deviation averages (absolute values) realized over the past 5-year period.

CREG General Fund Forecast Accuracy by Major Category

	October		January	
	Actual vs. Forecast FY05	Avg. FY01-FY05	Actual vs. Forecast FY05	Avg. FY01-FY05
Sales and Use Taxes	4.3%	5.8%	3.7%	4.3%
Severance Taxes	19.1%	25.1%	15.7%	16.8%
Investment Income	63.8%	26.9%	36.8%	17.9%
All Other	11.0%	13.2%	11.0%	13.8%

What has been Accomplished?

Despite the radical revenue fluctuations Wyoming has experienced since 1984, the CREG forecast has maintained an average accuracy deviation of +6.9% for its October forecast, and +5.3% for its January forecast. The average accuracy percentages, or percent of deviation, over the past five years, has increased due to extreme price volatility and increased production levels of natural gas, along with substantial variances in interest rates and the continued movement of permanent investment funds from fixed accounts over to equities.

The CREG examines, forecasts, and monitors all revenue sources that flow into the General Fund. It is continually striving to improve upon its forecast accuracy. As indicated earlier in this report, a perfect accuracy level is most desirable, however, highly unlikely. Improvement in the CREG forecast will, therefore, be measured by the lowering of the actual to forecast deviation percentage. This will involve data and program improvements in the major revenue categories.

Sales & use taxes: The EAD produces a forecast for the CREG to evaluate and discuss. The data are reported by the Department of Revenue (DOR). The accuracy level attained for this revenue source for the FY05 forecasts improved from the five-year accuracy average by +1.5% in October and +0.6% in January. The EAD has been working with the DOR to provide more accurate data. In order to maintain and improve upon the forecasting performance for this revenue source, all data must be reported in a timely and consistent manner and format, and thoroughly checked for anomalies and overall quality.

Severance taxes: The data are reported by the DOR. The accuracy level attained for this revenue source for the FY05 forecasts improved from the five-year accuracy average by +6.0% in October and +1.1% in January. This revenue source, due to price volatility and market fundamentals is very difficult to forecast. The CREG and the EAD are constantly researching data sources (local, regional, and national), economic models, and key personnel to help tighten the margin of error in this portion of the forecast.

Investment income: The forecast for this revenue source is provided solely by the State Treasurer’s Office. The accuracy level attained for this revenue source for the FY05 forecasts deviated substantially from the five-year accuracy average by +36.9% in October and +18.9% in January. The EAD has suggested that the State Treasurer utilize a forecast methodology that provides performance scenarios (worst, best, and most likely) for the CREG to evaluate and discuss. The forecast would be determined through the same consensual process the other sources undergo. This would utilize the diverse education and knowledge of the membership.

All other: The General Fund Survey is used by EAD to forecast all other sources of General Fund revenues including charges for sales and services, franchise taxes, and cigarette taxes. The accuracy level attained for this revenue source for the FY05 forecasts improved from the five-year accuracy average by +2.2% in October and +2.8% in January. The EAD will continue working with state agencies to provide more accurate data.

**Department of Administration and Information
General Services Division**

Basic Facts:

Total Staff: 132 Full-Time Employees and (4) AWECs

General Fund: \$10,878,197 (FY '06 expenditures)

Total Funds: \$17,766,962 (FY '06 expenditures)

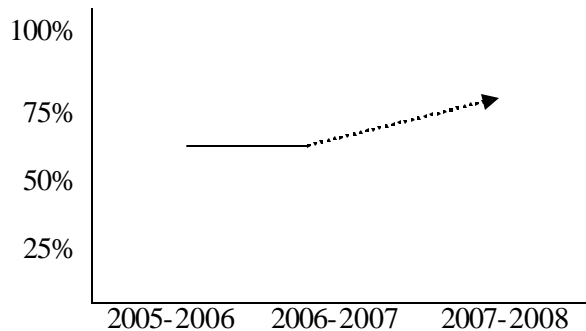
The General Services Division (GSD) is organized into six (6) operating sections that manage its most important functions:

- Trades (i.e. heating, cooling, plumbing, construction/remodels)
- Custodial services and grounds maintenance
- Mail services
- Motor vehicle management (MVMS)
- Procurement services and Surplus Property
- Insurance liability

Performance:

The percent of repaired work orders completed within 48 hours.

Percentage of Work Orders closed within 48 hours



Story Behind the Last Year of Performance:

GSD's most important performance measure is the timeliness in processing and completing work orders. The mission of GSD is to provide the best possible services to its customers in a timely and efficient manner. Since December 2005 until June 30, 2006, GSD tracked the number of work orders completed within 48 hours (from work order call-in to satisfactory work order completion) using the Facility Focus computer management tool. Using six months of data, 62% of work orders submitted were satisfactorily completed within 48 hours. Until December 2005, GSD has not accurately measured the time from when a work order was called into GSD until it was completed.

What has been Accomplished?

Due diligence by GSD's sections to monitor and track timeliness is the key to improved performance. GSD owns and operates a computer management program (Facility Focus) that enables managers to track the time it takes to complete work orders—from the time the work order is called to GSD until its completion. This tool will be the key to tracking work order processing for GSD's managers so baselines can be established. GSD has used the tool from December 2005 until June 30, 2006 to show the percentage of work orders completed within 48 hours. GSD's goal is to refine the baseline to develop and analyze trends for calculating work order processing timelines. From the trends, GSD will be able to inform their customers when to expect work orders to be completed.

Supplemental Budget Implications:

GSD will submit two supplemental budget requests: 1) MVMS (Eorg 3051): \$600,000 from the General Fund to cover the increased costs of fossil fuel (gasoline/petroleum products). 2) Utilities (Eorg 3056): \$750,000 from the General Fund to cover the anticipated increase in cost of natural gas and electricity. Both of the supplemental budget requests are not the result of any performance measure shortfall(s), but directly due to the market and worldwide demand for fossil fuel products.

**Department of Administration and Information
Human Resources Division**

Contribution to Wyoming Quality of Life:

The Human Resource Division contributes to Wyoming quality of life by ensuring that the individual agencies which comprise state government have the ability to hire, retain and develop the most qualified staff to perform the services offered to their constituents.

Basic Facts:

Total staff: 31 full-time employees and one part-time employee

General Fund: \$2,123,706 (FY '06 expenditures)

Total Funds: \$111,336,815 (FY '06 expenditures)

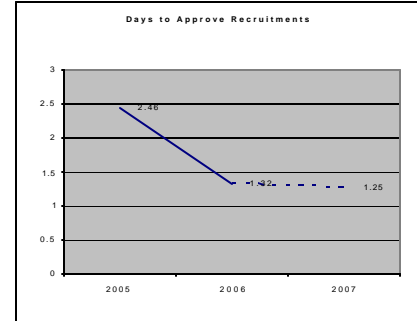
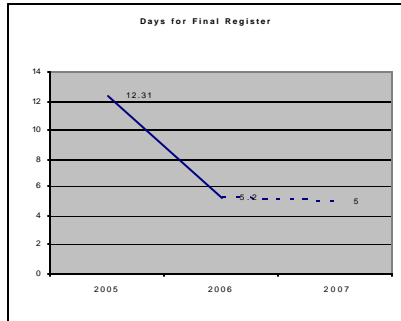
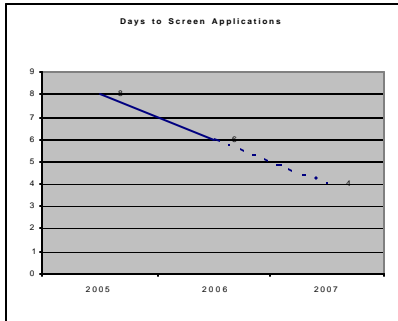
Programs:

- Grievance & Appeals 7,500+ employees
- Classification & Compensation 7,500+ employees
- Selection, Recruitment & Training 7,500+ employees
- Employees Group Insurance 11,000+ employees and retirees

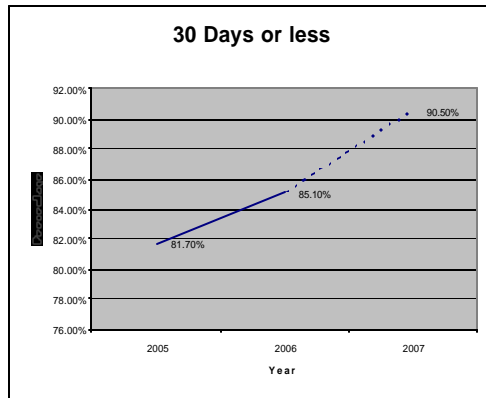
Performance:

Decrease the amount of time it takes to process actions/requests submitted by our customers.

Selection Recruitment and Training – Number of days to approve vacancy/screen applications/send register.



Classification and Compensation – Number of days to complete a reclassification



Story Behind the Last Year of Performance:

The turnaround time to approve agency recruitments has decreased from 2.46 days to 1.32 days. FY06 saw an increase of approximately 15 percent in applications received for state recruitments over FY05 (50,286 in FY06 compared to 43,856 in FY05). The average number of days for applications to be processed, screened for minimum qualifications and forwarded to agencies for consideration was reduced from 8 days to 6 days. The turnaround time to forward the final list of qualified applicants to agencies was reduced from 12.31 days to 5.20 days.

The Classification and Compensation Section maintains an appropriate turnaround time of 30 days or less, for classification reviews while ensuring the quality analysis necessary to make sound decisions. The tracking log now includes a year of data. In FY06, 1,082 Position Description Questionnaire’s were reviewed for proper classification (with 85.1% completed within 30 days of receipt, and another 11.9% completed within 31-60 days of receipt). Of these reviews, 7.3% included a desk audit. The pending implementation of a workflow tracking program will assist with turnaround time of qualifying reclassified employees providing another tool supporting a consultative response to agency questions concerning HR practices and legal issues.

What has been Accomplished?

The Selection, Recruitment and Training Section’s turnaround time for processing transactions continues to improve with the use of technology by making process improvement changes and by internally adjusting workload distribution. The section is taking the lead in developing and implementing the State of Wyoming Online Application and Recruitment systems by working with computer programmers to design, test and approve the systems. The section works with agency HR representatives by providing training, technical assistance and guidance in using the online systems as new functionality is added. The Selection & Recruitment Section continues to refine internal processes and utilize technology to improve turnaround time and customer service. Twenty-six new agency users were added to the Online Recruitment System in FY06, which allows agencies to create and post agency position vacancies online.

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The Classification and Compensation Section completed a statewide study of 358 positions in the Information Technology field. An additional 155 positions were reviewed from the occupational study covering Business Systems Specialist and Paralegals. The new class series Computer Technology has been developed. A monthly Human Resources Bulletin was developed in September 2005 providing agencies with new and developing human resources issues. Ninety individuals attended the HRD sponsored Annual Wyoming Personnel Conference in October 2005. New market rates were established and funded for July 2006 enabling 4,110 State employees to receive market increases.

**Department of Administration and Information
Information Technology Division**

Basic Facts:

Total Staff: 129 full time positions

General Fund: \$1,935 (FY '06 expenditures)

Internal Service Fund: \$25,665,931 (FY '06 expenditures)

Trust & Agency: \$1,330,959 (FY '06 expenditures)

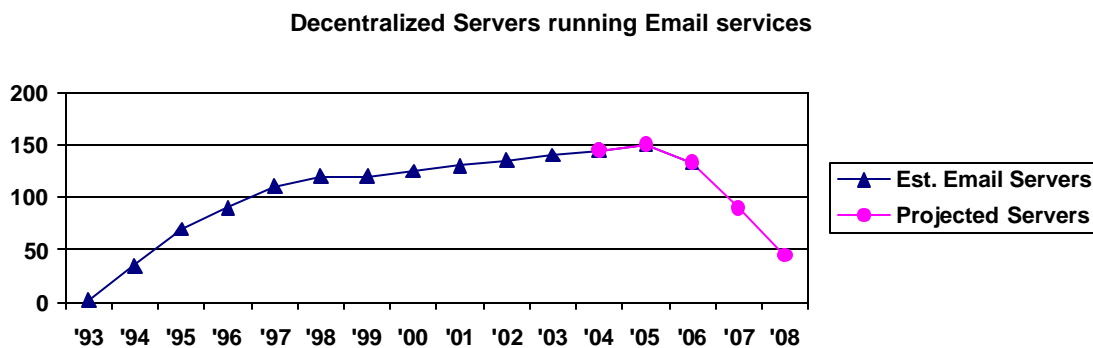
Total Budget: \$26,998,825 (FY '06 expenditures)

Five Most Important Functions of the Information Technology Division (ITD):

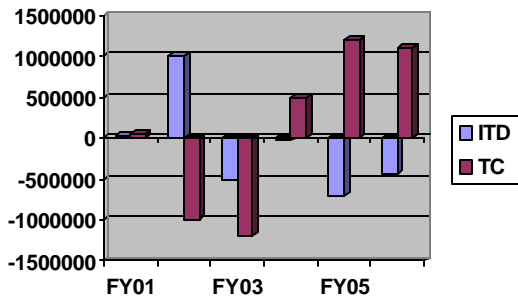
- Telecommunications infrastructure (voice, data and video networks)
- Information security (firewalls, intrusion detection, antivirus, etc)
- Application Development, Maintenance and Web Hosting services
- End user support for desktop hardware and software
- Enterprise email, virtual server and consolidated storage provisioning

Performance:

Delivery of Enterprise Email Services - Percent reduction in the number of decentralized email servers.



Financial Services and Accountability - Profit/Loss for Each Service Area



Story behind the Last Year of Performance

Email: The policy establishing a statewide enterprise email system became effective on July 1, 2006. Some preparations for the project were undertaken by ITD in FY06 to the extent that startup costs could be covered within its existing spending authority. As of July 1, 2006, a service rate was established for email services and incorporated in the standard budget for all agencies. Revenue from this service rate provides the cash flow needed for ITD to complete the enterprise email infrastructure, migrate user accounts into the centralized environment and support the daily operations of the system.

Financial Services and Accountability

ITD does not receive direct appropriation for its cost of operation. Instead, it receives spending authority and provides services on a cost-recovery basis. Rates are established for each service with the intention of achieving as close to 'zero profit' as possible. Regular cost reconciliations occur to measure the profit/loss of each service area, which are in turn used as a basis for rate adjustments. In the past, ITD has tended to over-correct on its rates, resulting in large shifts from profit to loss and vice versa between biennium periods. ITD's focus this past biennium has been to change this pattern to one of moderate adjustments designed to more gradually move ITD closer to a profit-neutral position without the need for mid-biennium rate increases or credits.

For FY06, ITD reduced its losses on the computing services side by 50% compared to the previous fiscal year, with no appreciable changes in its rate structure. This was done through cost control and improved performance in the Application Development group on billable projects. Telecommunications reduced its profit somewhat during FY06, in part due to increased cost of operations in the security and infrastructure areas. ITD recognized that this program required some rate adjustment to further reduce the profit level, and effected a 16% rate reduction in its network rate as of July 1, 2006.

What has been Accomplished?

Email: As of July 1, 2006, a consolidated GroupWise email system has been created using existing ITD infrastructure, and 700 user accounts from various departments were consolidated. This resulted in the elimination of 17 decentralized GroupWise post offices (servers) from the State's email network in FY06. In addition, planning was completed for an enterprise Microsoft Active Directory and Exchange system, and a connector tool had been selected to provide a 'bridge' between the Microsoft and Novell systems. The connector provides the capability of a single, enterprise wide address book and calendar capability, one of the major reasons for centralizing email. A formal email policy and standards document was created within ITCC and ITPC to provide governance and operational parameters for the system.

In FY07, the remaining build-out will occur to bring up the enterprise Microsoft Exchange silo and connect it to the Novell Groupwise system. Software license consolidation for Microsoft and Novell email products will be completed, and the bulk of user migrations should be done.

Financial Services and Accountability

ITD continues to perform cost reconciliation on each service that carries a rate. ITD aggregates services into two categories, computing services/support and telecommunications, because the Federal Government distinguishes these two basic areas in their annual audits. Further rate adjustments will be considered for the 07/08 biennium. However, ITD also projects significant expenses in the 07/08 biennium to address security needs and infrastructure renewal (see next section), which will also tend to reduce profit on the Telecommunications side. ITD's objective is to continue to move both categories toward the profit-neutral line while avoiding an over correction in the rates that would result in losses for the program.

Supplemental Budget Implications:

The Telecommunications program has submitted a supplemental budget request for FY08 to upgrade its Enterprise Voice Switch (G3r) and Enterprise Voice Network. The main State of Wyoming enterprise phone switch (G3r) was installed in 1992 and will not be supported by the vendor after July 1, 2006. The telephony industry is moving from analog/digital voice exclusively, to Voice over Internet Protocol (VoIP) as the mode of service delivery. In order to leverage the State of Wyoming's investment in voice switches, both hardware and software, and desktop phones, the state needs to begin the conversion and upgrade to maintain compatibility with its vendor over the next several years as new telephony architecture is deployed. Funding for the upgrades will be a combination of depreciation reserve (savings) and new spending authority (revenue recovered through service rates), as shown below.

1.	0242 Hardware	\$2,586,067	100% Depreciation Reserve Fund
2.	0292 Maintenance	\$ 967,777	100% Internal Service Fund

Department of Administration and Information Wyoming State Library

Contribution to Wyoming Quality of Life:

The Wyoming State Library (WSL) contributes to the Wyoming quality of life by promoting statewide library development, fostering library cooperation and providing reliable information to our customers.

Basic Facts:

Total staff: 28 full time employees; 1 part-time employee

State Fund: \$1,896,295.70 (FY '06 expenditures)

Federal Fund: \$ 820,167.79 (FY '06 expenditures)

Trust & Agency Fund: \$1,938,635.77 (FY '06 expenditures)

Total Funds: \$4,655,099.26 (FY '06 expenditures)

Five of the most important programs/services of the State Library are:

- Maintaining the state publications depository system
- Providing reference and research assistance
- Assisting in the development and improvement of library services throughout the state
- Licensing commercial electronic resources (databases) and creating information products
- Supporting and promoting effective technology solutions for libraries, particularly through management of the integrated library systems known as WYLD

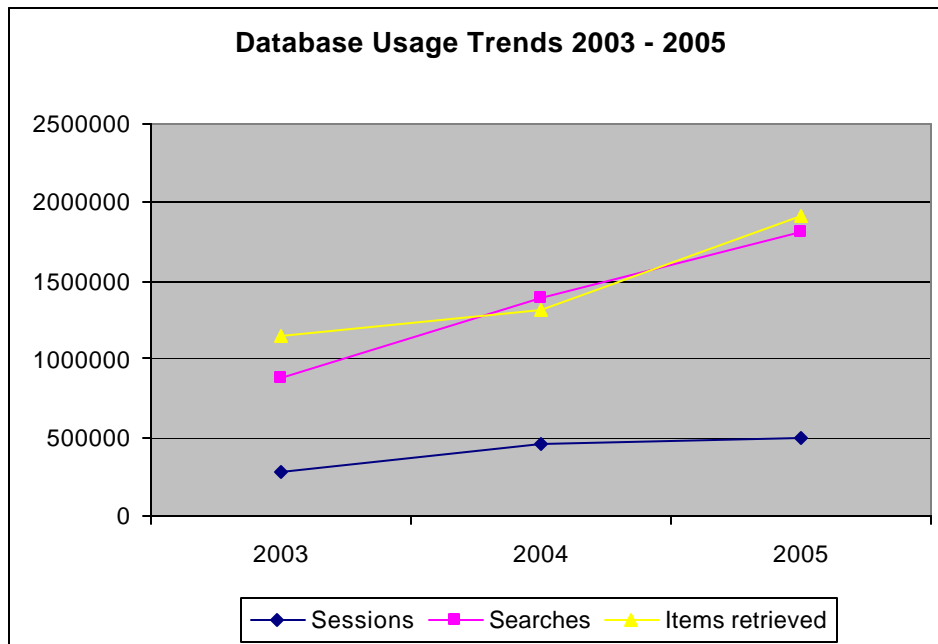
Performance:

Two specific measures were identified as priorities in the strategic plan:

- Percent of increase in remote users of online databases
- Percent of increase in new users of online databases

However, WSL was able to collect and report on aggregate use only.

	2003	2004	2005
Additional Databases, sessions	276528	452497	498222
Additional Databases Searches	879677	1396096	1818986
Additional Databases, items retrieved	1149092	1325177	1918423



Story Behind the Last Year of Performance:

An important goal for FY06 was to increase the use of electronic resources licensed by WSL for use by Wyoming residents. State library staff was particularly interested in the percent of increase in remote users and the percent of increase in new users. Unfortunately, no software exists which can separate remote use. Users log in from remote locations using their library ID and pin number, which are associated with a specific library location.

The above data is collected on an annual basis (Jan-Dec) so the most current information is for 2005.

What has been accomplished?

The charts above clearly indicate that marketing and education efforts have been successful since growth in use of databases and retrieved information has doubled from 2003. WSL staff will continue to explore more effective methods to separate and measure remote usage from in-library usage.

A marketing campaign, 'Bringing the World to Wyoming,' intended to increase awareness of the databases, was introduced in February and piloted in Laramie County. Increased use of online databases was identified as a measure of success of the campaign. Use of licensed resources in Laramie County libraries increased from 34,598 sessions to 70,084 sessions during FY06. This campaign will be rolled out statewide in September, 2006.

Department of Administration and Information Construction Management

Contribution to Wyoming Quality of Life:

Construction Management (CM) contributes to the Wyoming quality of life by ensuring that state money allocated for construction, major maintenance and leasing is spent effectively and efficiently so that the value for each dollar spent is maximized.

Basic Facts:

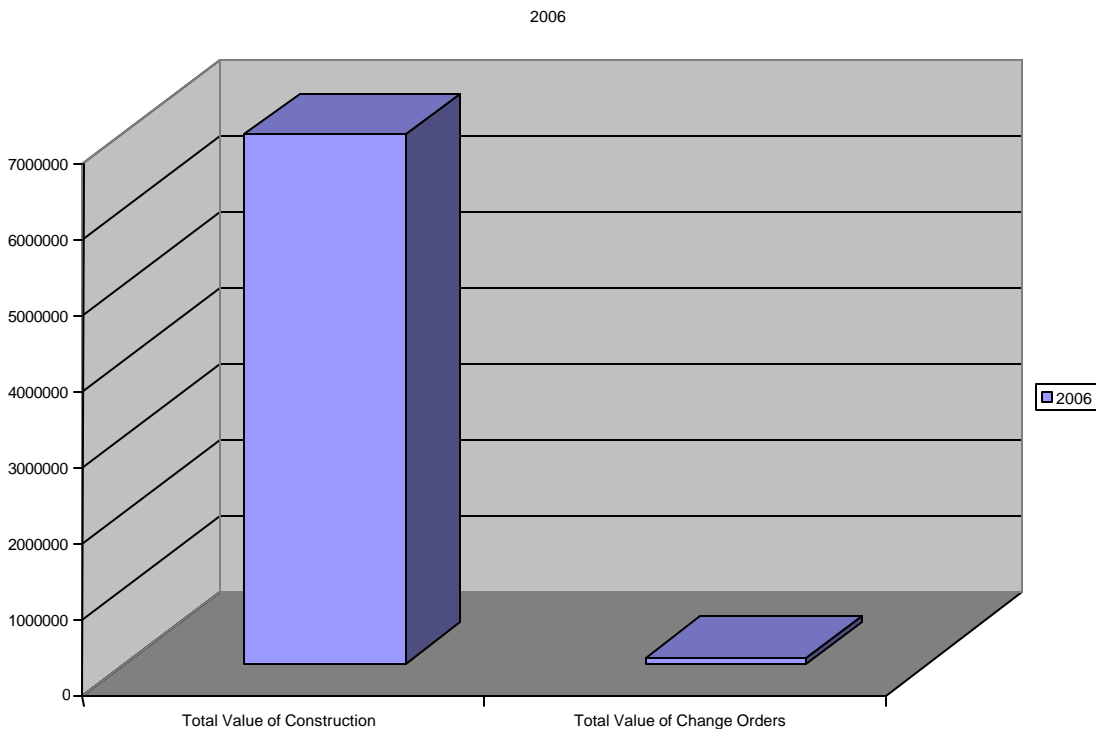
Total staff: 11 full-time employees and 1 part-time AWEC

General Fund: \$ 3,693,676 (FY '06 expenditures)

Leasing Budget \$ 7,894,459 all General Fund (FY '06 expenditures)

The most important function is monitoring construction projects to ensure that funds are spent appropriately.

Performance:



Story Behind the Last Year of Performance:

CM cut down substantially on unnecessary change orders in FY06. On four separate projects totaling \$7.1 million there was a total of 16 change orders with a cost increase of just under \$118,000. The value of the change orders as a percentage of the cost of the projects was about 1.7%. Anything less than two percent is considered to be well under industry average. This was accomplished by extensive division involvement on all projects. CM is constantly monitoring all projects with a long term goal of change orders that are 1% of project value.

What has been Accomplished?

The decrease in change orders has been accomplished by taking a proactive approach to all construction projects oversight. At least one project manager and/or the division architect maintain constant contact to insure that state construction stays in front of the construction cost curve. This has allowed CM to keep cost overruns and change orders down compared to where they were previously. CM will use the above measures as the benchmark for future improvement.

**Department of Administration and Information
Professional Licensing Board Administration**

Contribution to Wyoming Quality of Life:

The Professional Licensing Board Administration Office (PLB) contributes to the Wyoming quality of life by assisting regulatory boards in determining if applicants meet minimum qualifications to practice certain professions in Wyoming for the protection of the public. This office also assists the boards in enforcement of the law and rules, and prosecution of offenders.

Basic Facts:

Total Staff: 6 full-time employees

General Fund: \$367,540 (FY '06 expenditures)

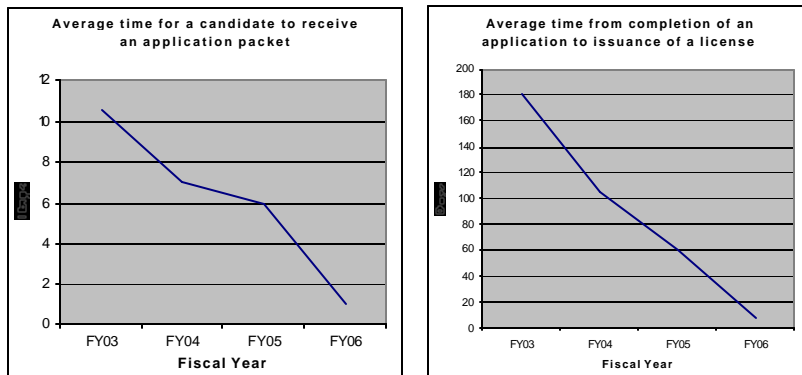
Matching Earmarked Fund: \$367,540 (FY '06 expenditures)

Expenditures from the general fund 2301 org budget are reimbursed back to the PLB from each Board's earmarked funds. In effect there is little to no cost to the general fund for providing administrative services through A&I. The most important function is providing complete administrative services to fifteen independent licensing Boards regulating thirty-six professions including:

- Licensing
- Disciplinary
- Public Information
- Meetings and Conferences
- Statutes, Rules and Regulations
- Record Keeping

PLB also processes all fiscal transactions through the WOLFS accounting system for the Miners' Hospital Board.

Performance:



Story Behind the Last Year of Performance:

The average time it takes for a candidate to receive an application packet has been decreased from 6 to 1 business day during FY06. This is a decrease of 83.33% from June 2005 to June 2006.

The average time from the point when an application is complete to the time a license can be issued or renewed has been decreased from 60 to 8 business days. This is a decrease of 86.67% from June 2005 thru June 2006. In total 745 new licenses were issued in FY06.

There is no measurable decrease in the average time from the receipt of a complaint to its dismissal or the initiation of disciplinary action. Each complaint received has a unique set of circumstances. Complaint resolution is not a process that lends itself to meaningful quantitative measurement. Investigation of a complaint may be a simple matter of reviewing the issue presented and the licensee’s response, or it may involve a very time consuming and thorough investigation. Recommended action on complaints, whether it is a dismissal or a directive to proceed with disciplinary action, must take place at public meetings and therefore are subject to each board’s meeting timeframe. Should a complaint result in a disciplinary proceeding, it may take months for a hearing to be scheduled, held, and a final decision and order to be entered. If the decision is disputed, it may then be appealed to the District Court and ultimately appealed to the Supreme Court.

What has been Accomplished?

Most documents have been converted to PDF file format. This allows for documents to be sent via e-mail. If the requester has an e-mail address they receive the information necessary to apply for licensure within a few minutes rather than a few days. If a requester does not have an e-mail address, they can request a CD with the required information or printed copies.

Of the fifteen Boards administered, six (6) are required by statute to give a state exam. These exams are given during regularly scheduled board meetings. The issuance of a license is delayed by this process depending on how often each of these boards convenes.

Six (6) of the Boards have delegated staff with the authority to issue licenses based on established criteria. In these cases many licenses may be issued on the day the application is complete. Although the Dental Board must examine candidates for Dentist licensure, staff is authorized to issue licenses to Dental Hygienists.

Three (3) of the Boards administered grant license approvals by an assigned committee of the board. For two of these application materials are scanned into PDF files and e-mailed to the committee member(s). Approvals are granted via return e-mail. The remaining board also utilizes a committee, but processes review and approval via mail ballots.

Department of Administration & Information

During this last year, the Board of Psychology modified their review process to allow application approval via committee as opposed to approval by the Board at a regularly scheduled meeting. The Mental Health Professions Licensing Board has delegated the authority for renewal application approval to staff.

In March 2006, The Board of Optometry was the first board to participate in online renewal application. Renewal applications were processed in one business day. Comparison figures between paper renewals and online renewals will be available as more boards make this service available to their licensees.

Databases have been developed to closely monitor the complaint process. A professional investigator has been retained on contract to conduct complaint investigations. Three (3) boards utilized the contractor last year to investigate ten (10) complaints.