



STATE OF ARIZONA  
BOARD OF BEHAVIORAL HEALTH EXAMINERS  
1740 WEST ADAMS STREET, SUITE 3600  
PHOENIX, AZ 85007  
PHONE: 602.542.1882 FAX: 602.364.0890  
Board Website: [www.azbbhe.us](http://www.azbbhe.us)  
Email Address: [information@azbbhe.us](mailto:information@azbbhe.us)

DOUGLAS A. DUCEY  
Governor

TOBI ZAVALA  
Executive Director

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September 1, 2021

The Honorable Douglas A. Ducey  
Governor, State of Arizona  
1700 West Washington  
Phoenix, AZ 85007

Dear Governor Ducey:

In accordance with guidelines from the Office of Strategic Planning and Budgeting, the Arizona Board of Behavioral Health Examiners respectfully submits its FY 2023 operating budget request.

The Board is pleased to present a plan which reflects our mission to establish and maintain standards of qualifications and performance for licensed behavioral health professionals and to regulate the practice of licensed behavioral health professionals for protection of the public.

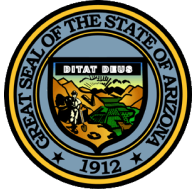
Your support of the Board's FY 2023 operating budget request is greatly appreciated as it moves through the appropriation process.

If you have any questions, please do not hesitate to contact me at 602-542-1617 or [tobi.zavala@azbbhe.us](mailto:tobi.zavala@azbbhe.us).

Sincerely,

A handwritten signature in black ink that reads "Tobi Zavala".

Tobi Zavala  
Executive Director



# State of Arizona Budget Request

State Agency

## Board of Behavioral Health Examiners

A.R.S. Citation: **32-3251**

<b>Appropriated Funds</b>	FY 2022 Approp	FY 2023 Fund. Issue	FY 2023 Total Budget
Total Amount Requested:	1,776.1	206.0	1,982.1
Behavioral Health Examiner Fund	1,776.1	206.0	1,982.1

### Governor DUCEY:

This and the accompanying budget schedules, statements and explanatory information constitute the operating budget request for this agency for Fiscal Year 2023.

To the best of my knowledge all statements and explanations contained in the estimates submitted are true and correct.

Agency Head: **Tobi Zavala**

Title: **Executive Director**

Tobi Zavala 9/1/2021

(signature)

Phone: **(602) 542-1617**

Prepared By: **Tobi Zavala**

Email Address: **Tobi.Zavala@azbbhe.us**

Date Prepared: **Friday, August 27, 2021**

Total:	1,776.1	206.0	1,982.1
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## Revenue Schedule

<b>Agency:</b>	<b>Board of Behavioral Health Examiners</b>
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<b>Fund:</b>	<b>AA1000 General Fund</b>
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AFIS Code	Category of Receipt and Description	FY 2021	FY 2022	FY 2023
4339	OTHER FEES AND CHARGES FOR SERVICES	0.8	1.1	1.2
4372	PUBLICATIONS AND REPRODUCTIONS	2.6	2.8	3.1
4415	OCCUPATIONAL AND PROFESSIONAL LICENSES	63.9	70.3	85.1
4419	OTHER LICENSES	176.9	192.3	211.5
4519	OTHER FINES OR FORFEITURES OR PENALTIES	2.6	2.9	3.2
4645	CREDIT CARD DISCOUNT FEES PAID	(5.4)	(5.0)	(5.5)
4649	CREDIT CARD CONVENIENCE FEES REVENUE	3.5	4.0	4.5
4699	MISCELLANEOUS RECEIPTS	0.4	5.5	6.0
<b>Fund Total:</b>		245.3	273.9	309.1

## Revenue Schedule

<b>Agency:</b>	<b>Board of Behavioral Health Examiners</b>
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<b>Fund:</b>	<b>BH2256 Behavioral Health Examiner Fund</b>
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AFIS Code	Category of Receipt and Description	FY 2021	FY 2022	FY 2023
4339	OTHER FEES AND CHARGES FOR SERVICES	9.1	9.7	11.3
4372	PUBLICATIONS AND REPRODUCTIONS	23.0	25.3	27.9
4415	OCCUPATIONAL AND PROFESSIONAL LICENSES	575.7	633.0	765.5
4419	OTHER LICENSES	1,568.7	1,730.9	1,903.6
4449	OTHER FEES	0.1	0.0	0.0
4519	OTHER FINES OR FORFEITURES OR PENALTIES	23.3	26.5	29.1
4645	CREDIT CARD DISCOUNT FEES PAID	(40.1)	(45.0)	(49.6)
4649	CREDIT CARD CONVENIENCE FEES REVENUE	33.3	36.4	40.1
4699	MISCELLANEOUS RECEIPTS	49.2	49.1	54.0
<b>Fund Total:</b>		2,242.3	2,465.9	2,781.9



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## Revenue Justification

### 1. Purpose of the Fund

The Board is authorized to collect fees necessary to support its functions, which include ensuring that licensed behavioral health professionals meet required minimum standards in education, experience and competency, and investigating and taking disciplinary action against incompetent and/or unprofessional licensees and applicants.

### 2. Sources of Revenues

The overwhelming majority of the Board's revenues come from three sources: licensure application fees, renewal fees, and verification fees.

The Board's current fees are as follows:

Licensure Application Fee	\$	250
Inactive License Application Fee	\$	100
Renewal Fee (biennial)	\$	325
Renewal Fee: More than One Renewal Application (biennial)	\$	163
Renewal Late Fee	\$	100
Verification Fee	\$	20

### 3. Explanation of Methodology Used

#### FY 2021 Actual Revenue<sup>1</sup>

2,649	Applications	\$ 250	\$ 639,650 <sup>2</sup>
5,594	Renewals	\$ 325	\$ 1,776,510 <sup>3</sup>
518	Verifications	\$ 20	\$ 10,360
	Miscellaneous revenue		60,922 <sup>4</sup>
	TOTAL Actual Revenue	\$	2,487,442
	Revenue for Behavioral Health Examiners Fund 90%	\$	2,242,231
	FY2021 Expenditures	\$	1,726,953
	Total Revenue Surplus over Expenditures	\$	515,278

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<sup>1</sup> All revenues include the 10% deposits into the General Fund.

<sup>2</sup> Total application revenue reflects 144 application fees waived pursuant to A.R.S. §§ 32-3272(E), 41-1080.01. and inactive license fees.

<sup>3</sup> Total renewal revenue reflects the loss of revenue resulting from the fee discount available to licensees who renew multiple licenses at the same time. Renewal revenue also includes a gain from proration of renewal fees for licensees synchronizing their expiration dates on multiple licenses and late fees.

<sup>4</sup> Miscellaneous revenue continues to increase with growth in applications/renewals as this includes funds related to credit card convenience fees, temporary licenses, and fingerprinting fees.

**Revenue Justification (continued)**

**FY 2022 Expected Revenue<sup>5</sup>**

2,914	Applications	\$ 250	\$ 703,300
6,153	Renewals	\$ 325	\$ 1,952,663
570	Verifications	\$ 20	\$ 10,800
	Miscellaneous revenue		\$ 73,150
	TOTAL Expected Revenue		<u>2,739,913</u>
	Estimated Revenue for Behavioral Health Examiners Fund 90%	\$	2,465,921
	FY2022 Appropriation	\$	<u>1,776,100</u>
	Total Revenue Surplus Over Appropriation	\$	689,822

**FY 2023 Expected Revenue**

3,526	Applications	\$ 250	\$ 850,600
6,768	Renewals	\$ 325	\$ 2,147,500
627	Verifications	\$ 20	\$ 12,540
	Miscellaneous revenue		\$ 80,465
	TOTAL Expected Revenue		<u>3,091,105</u>
	Estimated Revenue for Behavioral Health Examiners Fund 90%	\$	2,781,995
	FY2023 (requested) Appropriation	\$	<u>1,982,100</u>
	Total Revenue Surplus over Appropriation	\$	799,895

<sup>5</sup> Revenues for FY22 and FY23 are estimated at a 10% increase.

## Sources and Uses of Funds

<b>Agency:</b>	<b>Board of Behavioral Health Examiners</b>
<b>Fund:</b>	<b>BH2256 Behavioral Health Examiner Fund</b>

<b>Cash Flow Summary</b>	<b>Actual FY 2021</b>	<b>Estimate FY 2022</b>	<b>Estimate FY 2023</b>
Balance Forward from Prior Year	3,680.4	4,195.9	4,885.7
Revenue (From Revenue Schedule)	2,242.3	2,465.9	2,781.9
Total Available	5,922.7	6,661.8	7,667.6
Total Appropriated Disbursements	1,726.8	1,776.1	1,982.1
Total Non-Appropriated Disbursements	0.0	0.0	0.0
Balance Forward to Next Year	4,195.9	4,885.7	5,685.5

<b>Appropriated Expenditure</b>	<b>Actual FY 2021</b>	<b>Estimate FY 2022</b>	<b>Estimate FY 2023</b>
<b>Expenditure Categories</b>			
Personal Services	1,008.0	947.8	1,073.5
Employee Related Expenses	376.3	380.9	448.6
Prof. And Outside Services	90.9	190.0	190.0
Travel - In State	3.5	20.0	20.0
Travel - Out of State	0.6	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	175.7	212.4	216.0
Equipment	45.3	10.0	19.0
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	18.3	0.0	0.0
<b>Expenditure Categories Total:</b>	<b>1,718.6</b>	<b>1,776.1</b>	<b>1,982.1</b>
Non-Lapsing Authority from Prior Years	0.0	0.0	0.0
Administrative Adjustments	8.2	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>1,726.8</b>	<b>1,776.1</b>	<b>1,982.1</b>
<b>Appropriated FTE:</b>	<b>17.0</b>	<b>17.0</b>	<b>20.0</b>

### **Fund Description**

OSP: Revenues are from the fees, fines, and other revenue collected by the Board, and are used to certify and regulate behavioral health professionals in the fields of social work, counseling, marriage and family therapy, and substance abuse counseling.

## Funding Issues List

**Agency:** Board of Behavioral Health Examiners

FY 2023

Priority	Funding Issue Title	Total FTE	Total Amount	General Fund	Other Apro. Funds	Non-App Funds
1	Add FTE to Support Increase in Licensing	3.0	206.0	0.0	206.0	0.0
	<b>Total:</b>	3.0	206.0	0.0	206.0	0.0
	<b>Decision Package Total:</b>	3.0	206.0	0.0	206.0	0.0



## Funding Issue Detail

**Agency:** Board of Behavioral Health Examiners

**Issue:** 1 Add FTE to Support Increase in Licensing

<b>Program:</b>	Licensing and Regulation	<b>Calculated ERE:</b>	\$67.70
<b>Fund:</b>	BH2256-A Behavioral Health Examiner Fund (Appropriated)	<b>Uniform Allowance:</b>	\$0.00

Expenditure Categories	FY 2023
FTE	3.0
Personal Services	125.7
Employee Related Expenses	67.7
<b>Subtotal Personal Services and ERE:</b>	193.4
Professional & Outside Services	0.0
Travel In-State	0.0
Travel Out-of-State	0.0
Food	0.0
Aid to Organizations & Individuals	0.0
Other Operating Expenditures	3.6
Equipment	9.0
Capital Outlay	0.0
Debt Services	0.0
Cost Allocation	0.0
Transfers	0.0
<b>Program / Fund Total:</b>	<b>206.0</b>



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**Add FTE to Support Increase in Licensing  
Funding Issue Priority: 1**

### **Overview of Funding Issue**

A total of three (3) additional FTEs are necessary to assist this agency with a substantial workload increase. This increase is a result of the rise in licensure applications, which correlates directly with the number of renewal applications, complaints, and investigations. Since FY18, there has been a 55% increase in applications, and this agency has had the same staffing numbers for over a decade. In addition, the growth of the telehealth field has impacted workloads related to licensure requests. For instance, out-of-state applications and license verifications have rapidly increased. With new legislation, this agency is also required to develop and maintain a telehealth registry to track licensees outside the state who provide services to clients in Arizona. Without additional resources, this agency will be out of compliance with processing timeframes established in Board rule, forcing applicants to experience delays in issuance of licenses at a time when needs for behavioral health services are escalating. The lack of additional staff will also cause investigative timeframes to increase, which does not correspond with this agency's mission to protect the public.

### **Background & Justification of Funding Issue**

#### *Behavioral Health Field Landscape*

The 2020 U.S. Census results indicated that Arizona was third in the nation in 2019 for growth in population. With the continued population increase, the demand for behavioral health services in Arizona has also become evident. The University of Arizona published "The Arizona Behavioral Health Workforce" in November 2020, which implied that it is difficult to even begin to estimate the number of individuals needing behavioral health services. The report stated that "61% of Arizonan adults experience mental illness but do not receive treatment." One barrier to services may be the need for more behavioral health professionals. According to the U.S. Bureau of Labor Statistics (2021), "Employment of substance abuse, behavioral disorder, and mental health counselors is projected to grow 25 percent from 2019 to 2029, much faster than the average for all occupations. Employment growth is expected as people continue to seek addiction and mental health counseling services."

In addition, the increased need for behavioral health services has been exposed due to the COVID-19 pandemic. The overall impact cannot yet be determined; however, many sources anticipate a vast, emotional effect on society. The Centers for Disease Control stated that "elevated levels of adverse mental health conditions, substance use, and suicidal ideation were reported by adults in the United States in June 2020. The prevalence of symptoms of anxiety disorder was approximately three times those reported in the second quarter of 2019 (25.5% versus 8.1%), and prevalence of depressive disorder was approximately four times that reported in the second quarter of 2019 (24.3% versus 6.5%)." It is clear that behavioral health issues have been on the rise, thus the increased need for professional intervention.

#### *Increase in Licensure and Renewal Applications*

This agency provides licensure for counselors, marriage and family therapists, substance abuse counselors, and social workers for the State of Arizona. The considerable rise in workloads demonstrates the predicted growth in the field, as there has been a substantial increase in requests for licensure. Between FY18 and FY20, applications submitted to this agency have increased over 55% (ATTACHMENT A). To process a license application, a Credentialist reviews comprehensive documents to ensure the applicant meets the requirements as indicated in Board rule. This is a detailed, time-intensive process, as academic programs, examination scores, background check results, and other important criteria must be met to obtain licensure. Often, the Credentialist must follow-up with the applicant regarding deficiencies or clarification of documentation in order to move forward in the process. Wait times are extended for licensure of qualified behavioral health professionals due to the lack of resources to process

applications efficiently. The increase has had a serious impact on the agency's ability to provide customer service to applicants seeking licensure. Ultimately, this is a detriment to those who are most in need.

With a substantial rise in licensure applications, a logical consequence is an influx in renewals. Per Board rule, a licensee is required to renew a license every two years. Although the renewal process is not as lengthy, a qualified professional is required to review renewal application compliance, which includes identification of appropriate continuing education for the licensee. Without the timeliness of a license renewal, an individual would experience a lapse in providing critical services to clients.

Currently, there are only two fulltime Credentialists to process licensure for in-state applications. Applying the average rate of increase (15.7%), these employees would be processing over 1,500 applications per year, which is not sustainable. This creates a concern for the public, as applications for qualified professionals to assist with behavioral health needs are stalled due to the demands that our agency is facing. To compensate for some duties, this agency has added temporary staff. At the current rate, these costs will total over \$40,000 a year. This is intended only to be a temporary stop-gap strategy to manage the workload until the agency can implement a sustainable solution as requested in this funding issue.

### *Telehealth*

The COVID-19 pandemic necessitated restrictions to in-person services, causing the use of telehealth services to grow tremendously. Aside from the pandemic, this method of care may also be advantageous in the future for clients who live in rural areas. According to a 2020 University of Arizona's report ("The Arizona Behavioral Health Workforce"), "40% of Arizonans live in a mental health care professional shortage area." Through use of technology, more clients may have access to services. However, these telehealth services must be regulated to ensure quality of care for the public, which is a responsibility of this agency.

In addition, due to increased telehealth capacities, requests are increasing for out-of-state licensees to apply for licensure in Arizona. These applications through endorsement or universal recognition have increased 368.4% since FY18 (ATTACHMENT B). Currently, this agency only has one staff person dedicated to these out-of-state applications. In turn, requests for verification of Arizona licensure have also increased substantially, as Arizonans are applying to be licensed in other states. Just between FY20 and FY21, there was close to a 62% increase in these requests (ATTACHMENT C).

Finally, as a result of HB2454, telehealth registration requirements for behavioral health professionals were established in A.R.S. § 36-3606. This new process will be used to track professionals who are licensed outside of the state, but are providing services to a client who is in Arizona. As expected, this registry is comprehensive requiring important information to be collected, such as the licensee's contact information, verification of licensure comparable to Arizona licensure, and appropriate liability insurance coverage. In addition, a fee is also collected, which requires proper processing and maintenance. At this time, this agency does not have capacity to take on this duty with the current staff allocation.

### *Investigations and Complaints*

Currently, there are 14,608 licenses regulated by this agency. As evidenced in trendlines for the rise of licensure applications, more licensees equate to more attention to compliance. Arizona Revised Statute § 32-3281 mandates that this agency conducts proper investigations and regulatory processes in order to fulfill this responsibility to protect the public.

When an individual applies for licensure, a supplementary background investigation may take place due to any discrepancies uncovered in an application. This may lead to a denial of an application and/or other violations that can impact a license. In addition, if a complaint is filed against a licensee, it is this agency's responsibility to investigate and provide the results of the investigation to the Board for consideration. Investigations may lead to serious licensure violations as indicated in Arizona Revised Statute § 32-3251, which include felony convictions while licensed, confidential documentation errors, inappropriate relationships with clients, and impaired practicing. This responsibility assists in holding a professional accountable when ethical standards of the discipline are not followed as outlined in statute.

With that, this agency has seen an increase from FY18-FY20 in both categories: Complaints – increase by 51.3%

(ATTACHMENT D); Background investigations – increase by 29.4% (ATTACHMENT E). Investigators are required to gather extensive investigative documents and then conduct interviews with the parties associated with the complaint. This results in a lengthy process, as accuracy and completeness of an investigation are required. Currently, this agency only has four investigators to carry the workload, which bears a crucial responsibility. This process is essential to maintaining the integrity of the behavioral health field, and it can only remain effective with the appropriate staffing levels.

**Solution to Funding Issue:**

This agency requires an additional three (3) FTE to assume the increasing demands and responsibility. This will allow for sustainable caseload distribution and the ability to provide efficient, quality customer service to applicants, as well as, fulfill this agency’s duty to protect the public. Fiscal impact estimates were created by use of Human Resources’ salary schedule, ERE calculations in BUDDIES, and previous equipment quotes and operating expenses.

1) *Administrative Assistant III*

FTE will assume credentialing duties for increased initial licensure applications, including endorsement/universal recognition (out-of-state) applications.

Fiscal Impact Estimate	
Personnel Services	\$ 40,524
Equipment	\$ 3,000
Annual Operating Expenses	\$ <u>1,200</u>
<b>TOTAL</b>	<b>\$ 66,212</b>

2) *Administrative Assistant II*

FTE will assume duties related to increased renewal applications, licensure verifications, and telehealth registry development and maintenance.

Fiscal Impact Estimate	
Personnel Services	\$ 35,201
Equipment	\$ 3,000
Other Operating Expenses	\$ <u>1,200</u>
<b>TOTAL</b>	<b>\$ 58,640</b>

3) *Investigator III*

FTE will assume duties related to the increase in complaints and background investigations.

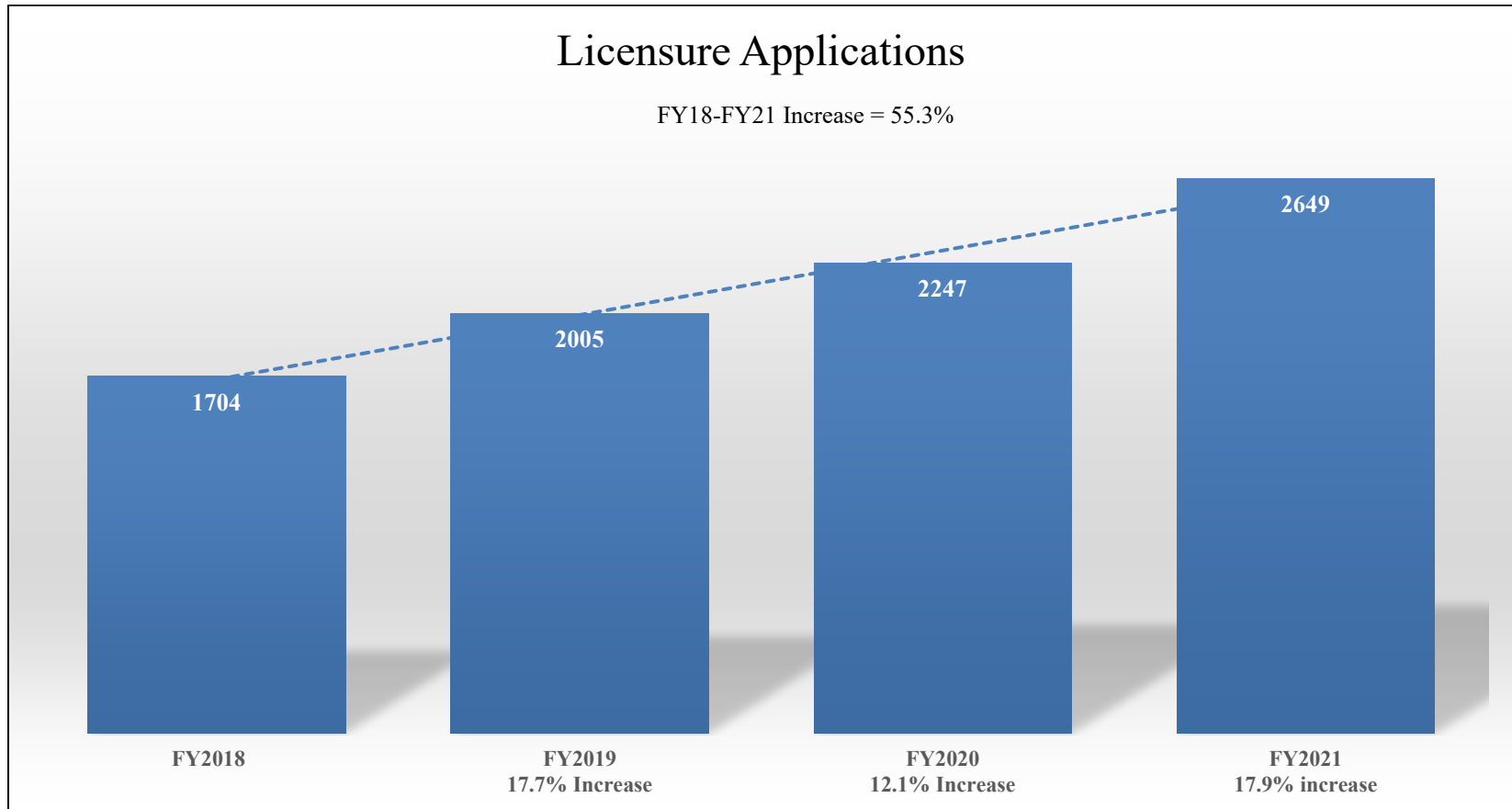
Fiscal Impact Estimate	
Personnel Services	\$ 50,000
Equipment	\$ 3,050
Other Operating Expenses	\$ <u>1,200</u>
<b>TOTAL</b>	<b>\$ 70,406</b>

*Grand Total*

Given that the revenue collected for licensure applications/fees in FY21 were \$2,242,231 (90%) and program costs were approximately \$1,726,953, the Board of Behavioral Health Examiners program fund can easily support and sustain the costs associated with an additional and three (3) FTE as described. Since FY18, this agency has had an overall 8.2% increase in revenue (ATTACHMENT F).

Fiscal Impact Estimates TOTAL	
Personnel Services	\$ 125,725
ERE <i>*calculated in BUDDIES</i>	\$ 67,700
Equipment	\$ 9,050
Other Operating Expenses	\$ <u>3,600</u>
<b>GRAND TOTAL</b>	<b>\$ 206,075</b>

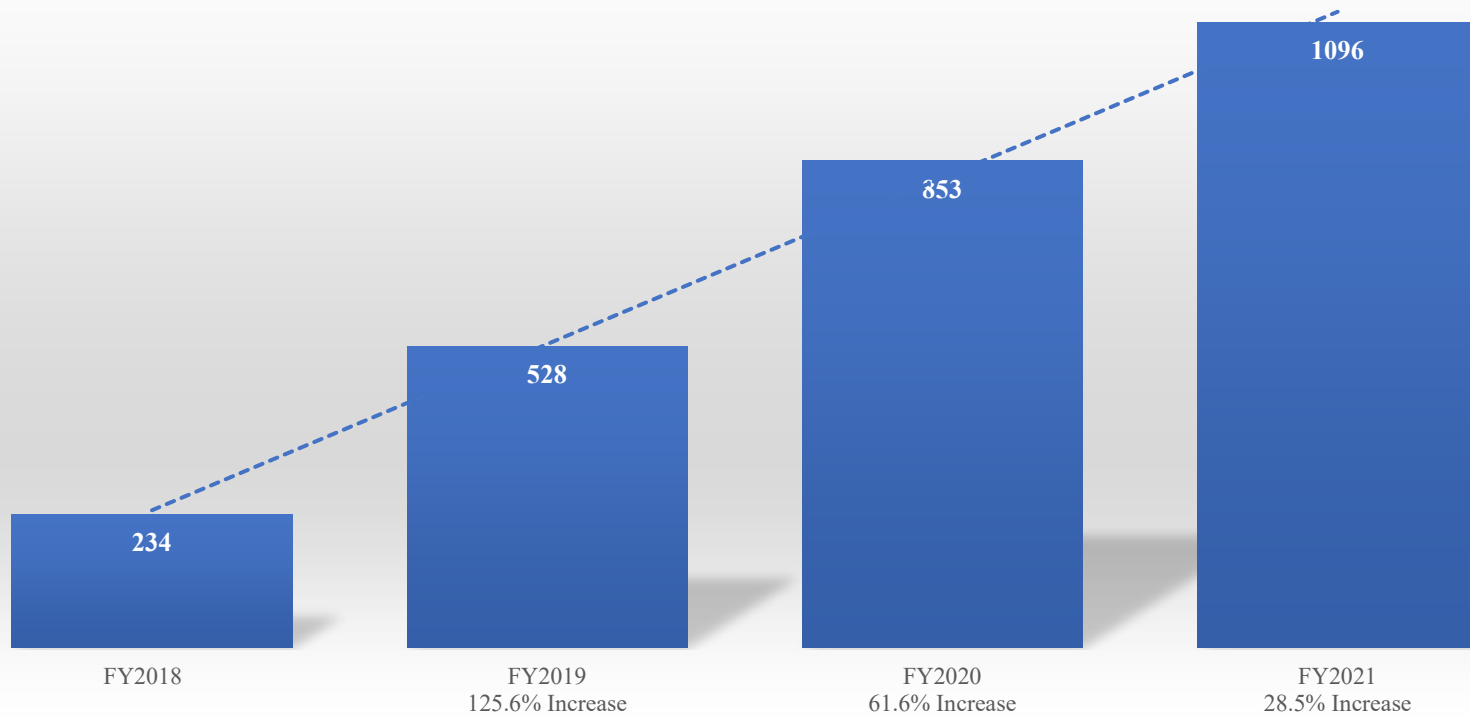
# ATTACHMENT A



## ATTACHMENT B

### Endorsement/Universal Recognition Applications

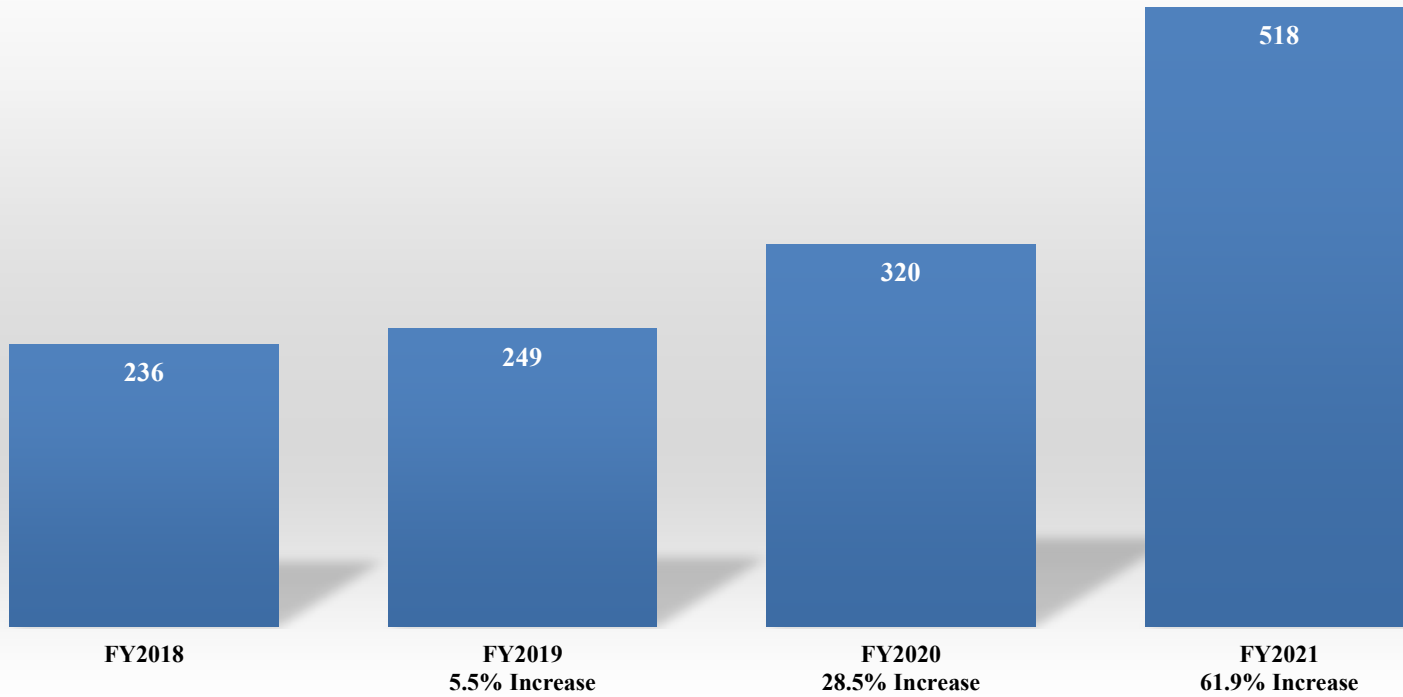
FY18-FY21 Overall Increase = 368.4%



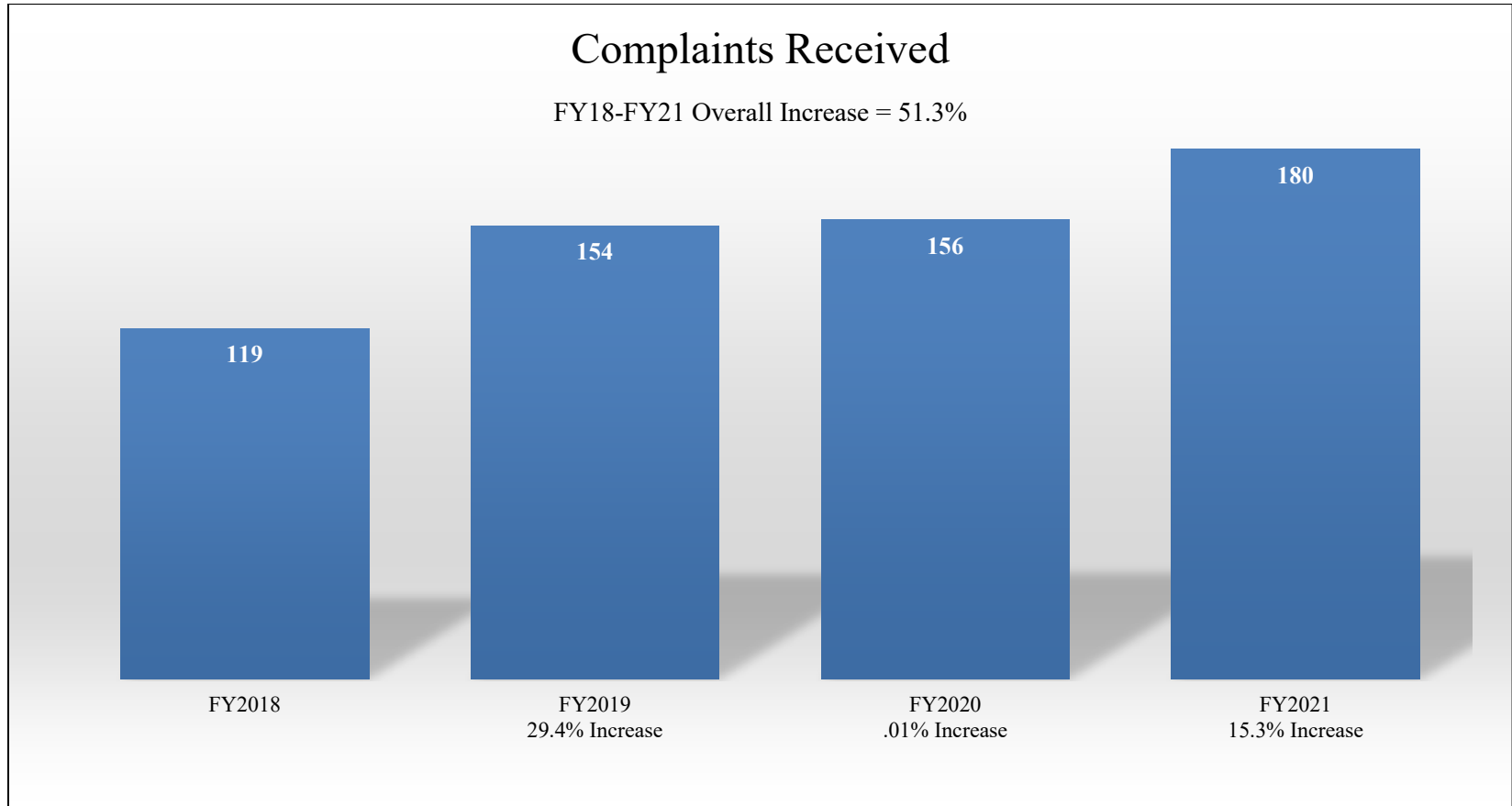
## ATTACHMENT C

### Licensure Verifications

FY18-FY21 Overall Increase = 119.5%

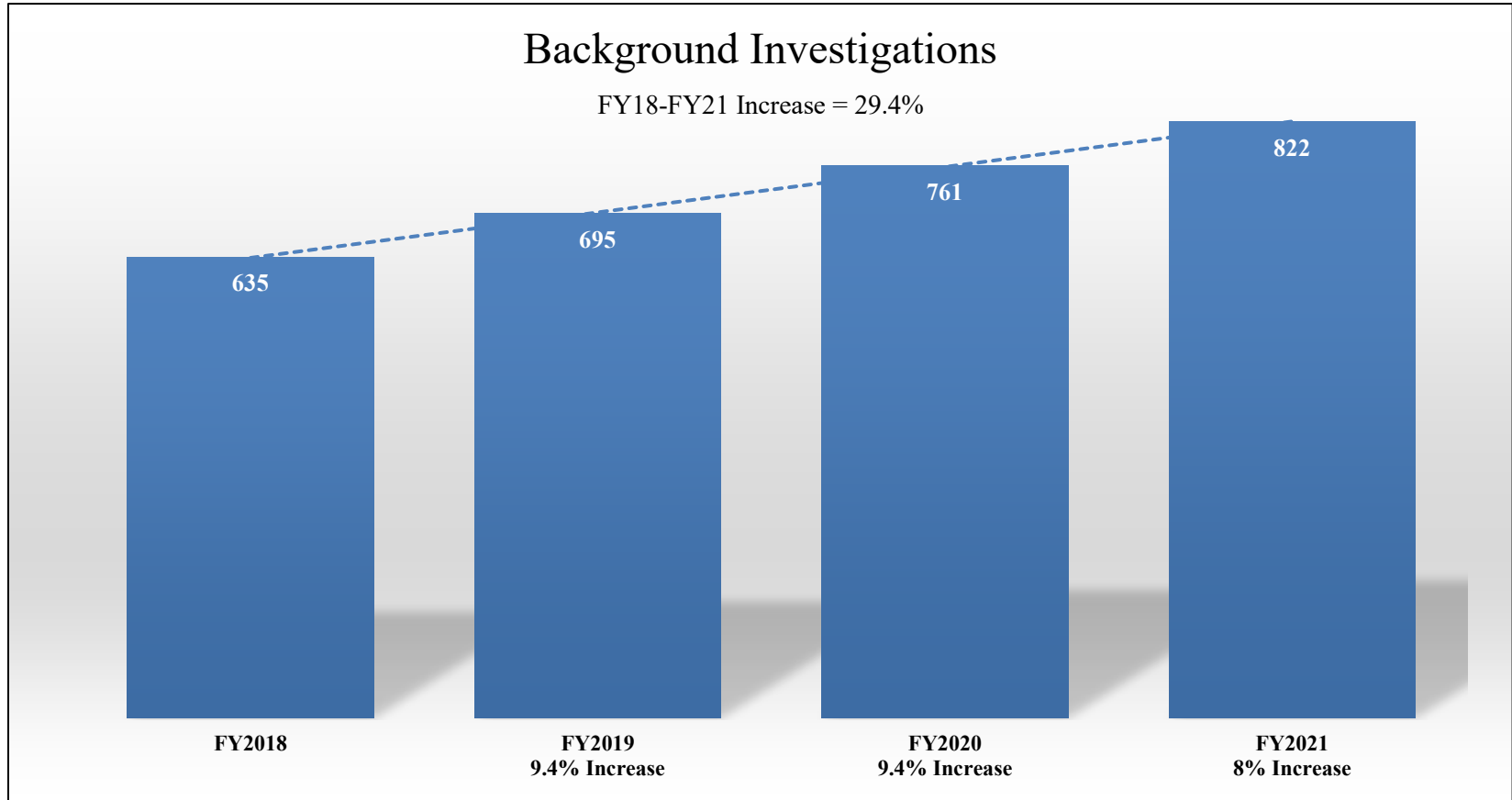


## ATTACHMENT D

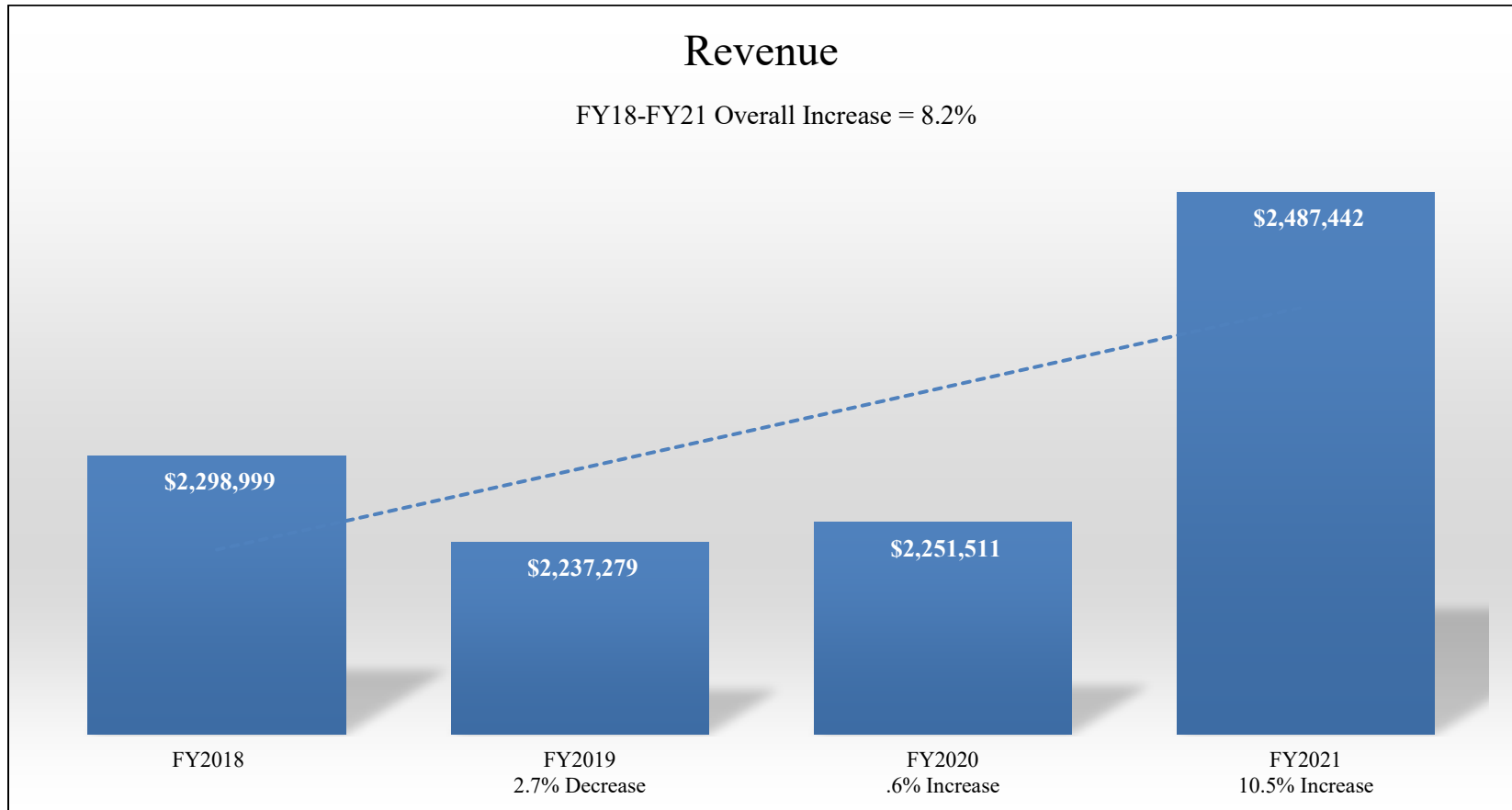




## ATTACHMENT E



# ATTACHMENT F



## Summary of Expenditure and Budget Request for All Funds

**Agency:** Board of Behavioral Health Examiners

<b>Appropriated</b>		<b>FY 2021 Actual</b>	<b>FY 2022 Expd. Plan</b>	<b>FY 2023 Fund. Issue</b>	<b>FY 2023 Total Request</b>
Cost Center/Program:					
1	Licensing and Regulation	1,718.6	1,776.1	206.0	1,982.1
		1,718.6	1,776.1	206.0	1,982.1
<b>Expenditure Categories</b>					
	FTE	17.0	17.0	3.0	20.0
	Personal Services	1,008.0	947.8	125.7	1,073.5
	Employee Related Expenses	376.3	380.9	67.7	448.6
	Professional and Outside Services	90.9	190.0	0.0	190.0
	Travel In-State	3.5	20.0	0.0	20.0
	Travel Out of State	0.6	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	175.7	212.4	3.6	216.0
	Equipment	45.3	10.0	9.0	19.0
	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	18.3	0.0	0.0	0.0
<b>Expenditure Categories Total:</b>		1,718.6	1,776.1	206.0	1,982.1

## Summary of Expenditure and Budget Request for All Funds

<b>Agency:</b>	<b>Board of Behavioral Health Examiners</b>
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<b>Agency Total for All Funds:</b>	1,718.6	1,776.1	206.0	1,982.1			
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## Summary of Expenditure and Budget Request for Selected Funds

<b>Agency:</b>	Board of Behavioral Health Examiners
<b>Fund:</b>	BH2256 Behavioral Health Examiner Fund (Appropriated)

	FY 2021 Actual	FY 2022 Expd. Plan	FY 2023 Fund. Issue	FY 2023 Total Request
Cost Center/Program:				
1      Licensing and Regulation	1,718.6	1,776.1	206.0	1,982.1
	1,718.6	1,776.1	206.0	1,982.1
<b>Expenditure Categories</b>				
FTE	17.0	17.0	3.0	20.0
Personal Services	1,008.0	947.8	125.7	1,073.5
Employee Related Expenses	376.3	380.9	67.7	448.6
Professional and Outside Services	90.9	190.0	0.0	190.0
Travel In-State	3.5	20.0	0.0	20.0
Travel Out of State	0.6	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	175.7	212.4	3.6	216.0
Equipment	45.3	10.0	9.0	19.0
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	18.3	0.0	0.0	0.0
<b>Expenditure Categories Total:</b>	1,718.6	1,776.1	206.0	1,982.1
<b>Fund Total:</b>	1,718.6	1,776.1	206.0	1,982.1

## Summary of Expenditure and Budget Request for Selected Funds

<b>Agency:</b>	Board of Behavioral Health Examiners
<b>Fund:</b>	BH2256 Behavioral Health Examiner Fund (Appropriated)

	FY 2021 Actual	FY 2022 Expd. Plan	FY 2023 Fund. Issue	FY 2023 Total Request
<b>Agency Total for Selected Funds</b>	1,718.6	1,776.1	206.0	1,982.1

## Program Summary of Expenditures and Budget Request

<b>Agency:</b>	Board of Behavioral Health Examiners
<b>Program:</b>	Licensing and Regulation

		FY 2021 Actual	FY 2022 Expd. Plan	FY 2023 Fund. Issue	FY 2023 Total Request
<b>Program Summary</b>					
1-1	Licensing and Regulation	1,718.6	1,776.1	206.0	1,982.1
	<b>Program Summary Total:</b>	1,718.6	1,776.1	206.0	1,982.1
<b>Expenditure Categories</b>					
0000	FTE Positions	17.0	17.0	3.0	20.0
6000	Personal Services	1,008.0	947.8	125.7	1,073.5
6100	Employee Related Expenses	376.3	380.9	67.7	448.6
6200	Professional and Outside Services	90.9	190.0	0.0	190.0
6500	Travel In-State	3.5	20.0	0.0	20.0
6600	Travel Out of State	0.6	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	175.7	212.4	3.6	216.0
8000	Equipment	45.3	10.0	9.0	19.0
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	18.3	0.0	0.0	0.0
	<b>Expenditure Categories Total:</b>	1,718.6	1,776.1	206.0	1,982.1
<b>Fund Source</b>					
<b>Appropriated Funds</b>					
	BH2256-A Behavioral Health Examiner Fund (Appropriated)	1,718.6	1,776.1	206.0	1,982.1
	<b>Fund Source Total:</b>	1,718.6	1,776.1	206.0	1,982.1

## Program Group Summary of Expenditures and Budget Request for Selected Funds

<b>Agency:</b>	Board of Behavioral Health Examiners
<b>Program:</b>	Licensing and Regulation

	FY 2021 Actual	FY 2022 Expd. Plan	FY 2023 Fund. Issue	FY 2023 Total Request
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<b>Fund:</b>	BH2256-A Behavioral Health Examiner Fund (Appropriated)
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### Program Expenditures

COST CENTER/PROGRAM BUDGET UNIT					
1-1	Licensing and Regulation	1,718.6	1,776.1	206.0	1,982.1
	Total	1,718.6	1,776.1	206.0	1,982.1

### Appropriated Funding

#### Expenditure Categories

	FTE Positions	17.0	17.0	3.0	20.0
	Personal Services	1,008.0	947.8	125.7	1,073.5
	Employee Related Expenses	376.3	380.9	67.7	448.6
	Professional and Outside Services	90.9	190.0	0.0	190.0
	Travel In-State	3.5	20.0	0.0	20.0
	Travel Out of State	0.6	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	175.7	212.4	3.6	216.0
	Equipment	45.3	10.0	9.0	19.0
	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	18.3	0.0	0.0	0.0
<b>Expenditure Categories Total:</b>		1,718.6	1,776.1	206.0	1,982.1
<b>Fund BH2256-A Total:</b>		1,718.6	1,776.1	206.0	1,982.1
<b>Program 1 Total:</b>		1,718.6	1,776.1	206.0	1,982.1



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

<b>Agency:</b>	<b>Board of Behavioral Health Examiners</b>
<b>Program:</b>	<b>Licensing and Regulation</b>

<b>Expenditure Categories</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Expd. Plan</b>	<b>FY 2023 Fund. Issue</b>	<b>FY 2023 Total Request</b>
0000 FTE	17.0	17.0	3.0	20.0
6000 Personal Services	1,008.0	947.8	125.7	1,073.5
6100 Employee Related Expenses	376.3	380.9	67.7	448.6
6200 Professional and Outside Services	90.9	190.0	0.0	190.0
6500 Travel In-State	3.5	20.0	0.0	20.0
6600 Travel Out of State	0.6	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	175.7	212.4	3.6	216.0
8000 Equipment	45.3	10.0	9.0	19.0
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	18.3	0.0	0.0	0.0
<b>Expenditure Categories Total:</b>	1,718.6	1,776.1	206.0	1,982.1
<b>Fund Source</b>				
<b>Appropriated Funds</b>				
BH2256-A Behavioral Health Examiner Fund (Appropriated)	1,718.6	1,776.1	206.0	1,982.1
<b>Fund Source Total:</b>	1,718.6	1,776.1	206.0	1,982.1

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

<b>Agency:</b>	Board of Behavioral Health Examiners			
	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2023</b>
	<b>Actual</b>	<b>Expd. Plan</b>	<b>Fund. Issue</b>	<b>Total Request</b>
<b>Program:</b>	Licensing and Regulation			
<b>Fund:</b>	BH2256-A Behavioral Health Examiner Fund			
	<b>Appropriated</b>			
0000 FTE	17.0	17.0	3.0	20.0
6000 Personal Services	1,008.0	947.8	125.7	1,073.5
6100 Employee Related Expenses	376.3	380.9	67.7	448.6
6200 Professional and Outside Services	90.9	190.0	0.0	190.0
6500 Travel In-State	3.5	20.0	0.0	20.0
6600 Travel Out of State	0.6	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	175.7	212.4	3.6	216.0
8000 Equipment	45.3	10.0	9.0	19.0
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	18.3	0.0	0.0	0.0
<b>Appropriated Total:</b>	1,718.6	1,776.1	206.0	1,982.1
<b>Fund Total:</b>	1,718.6	1,776.1	206.0	1,982.1
<b>Program Total For Selected Funds:</b>	1,718.6	1,776.1	206.0	1,982.1

## Program Expenditure Schedule

<b>Agency:</b>	<b>Board of Behavioral Health Examiners</b>
<b>Program:</b>	<b>Licensing and Regulation</b>

	FY 2021 Actual	FY 2022 Expd. Plan
FTE	17.0	17.0
<b>Expenditure Category Total</b>	<b>17.0</b>	<b>17.0</b>
<b>Appropriated</b>		
BH2256-A Behavioral Health Examiner Fund (Appropriated)	17.0	17.0
<b>Fund Source Total</b>	<b>17.0</b>	<b>17.0</b>
<hr/>		
Personal Services	993.1	947.8
Boards and Commissions	14.9	0.0
<b>Expenditure Category Total</b>	<b>1,008.0</b>	<b>947.8</b>
<b>Appropriated</b>		
BH2256-A Behavioral Health Examiner Fund (Appropriated)	1,008.0	947.8
<b>Fund Source Total</b>	<b>1,008.0</b>	<b>947.8</b>
<hr/>		
Employee Related Expenses	376.3	380.9
<b>Expenditure Category Total</b>	<b>376.3</b>	<b>380.9</b>
<b>Appropriated</b>		
BH2256-A Behavioral Health Examiner Fund (Appropriated)	376.3	380.9
<b>Fund Source Total</b>	<b>376.3</b>	<b>380.9</b>
<hr/>		
Professional and Outside Services		190.0
External Prof/Outside Serv Budg And Appn	0.0	
External Investment Services	0.0	
Other External Financial Services	0.0	
Attorney General Legal Services	87.4	
External Legal Services	0.3	
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	3.2	
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

<b>Agency:</b>	<b>Board of Behavioral Health Examiners</b>
<b>Program:</b>	<b>Licensing and Regulation</b>

	FY 2021 Actual	FY 2022 Expd. Plan
<b>Expenditure Category Total</b>	<b>90.9</b>	<b>190.0</b>
<b>Appropriated</b>		
BH2256-A Behavioral Health Examiner Fund (Appropriated)	90.9	190.0
<b>Fund Source Total</b>	<b>90.9</b>	<b>190.0</b>
Travel In-State	3.5	20.0
<b>Expenditure Category Total</b>	<b>3.5</b>	<b>20.0</b>
<b>Appropriated</b>		
BH2256-A Behavioral Health Examiner Fund (Appropriated)	3.5	20.0
<b>Fund Source Total</b>	<b>3.5</b>	<b>20.0</b>
Travel Out of State	0.6	15.0
<b>Expenditure Category Total</b>	<b>0.6</b>	<b>15.0</b>
<b>Appropriated</b>		
BH2256-A Behavioral Health Examiner Fund (Appropriated)	0.6	15.0
<b>Fund Source Total</b>	<b>0.6</b>	<b>15.0</b>
Food	0.0	0.0
<b>Expenditure Category Total</b>	<b>0.0</b>	<b>0.0</b>
Aid to Organizations and Individuals	0.0	0.0
<b>Expenditure Category Total</b>	<b>0.0</b>	<b>0.0</b>
Other Operating Expenses		212.4
Other Operating Expenditures Budg Approp	0.0	
Other Operating Expenditures Excluded from Cost Allocati	0.0	
Risk Management Charges To State Agency	8.8	
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>	<b>Board of Behavioral Health Examiners</b>
<b>Program:</b>	<b>Licensing and Regulation</b>

	FY 2021 Actual	FY 2022 Expd. Plan
Other Insurance-Related Charges	0.0	
Internal Service Data Processing	10.0	
Internal Service Data Proc- Pc/Lan	0.0	
External Programming-Mainframe/Legacy	1.8	
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	2.2	
Pmt for AFIS Development & Usage	2.6	
Internal Service Telecommunications	0.0	
External Telecom Long Distance-In-State	10.7	
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	72.1	
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	0.0	
Interest On Overdue Payments	0.0	
All Other Interest Payments	0.0	
Internal Acct/Budg/Financial Svcs	9.6	
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	2.9	
Other Repair And Maintenance	0.0	
Software Support And Maintenance	4.6	
Uniforms	0.0	
Inmate Clothing	0.0	
Security Supplies	0.0	
Office Supplies	11.7	
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>	<b>Board of Behavioral Health Examiners</b>
<b>Program:</b>	<b>Licensing and Regulation</b>

	FY 2021 Actual	FY 2022 Expd. Plan
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	0.1	
Other Education And Training Costs	0.0	
Advertising	0.0	
Sponsorships	0.0	
Internal Printing	3.6	
External Printing	0.0	
Photography	0.0	
Postage And Delivery	14.1	
Document shredding and Destruction Services	2.8	
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	2.3	
Books- Subscriptions And Publications	7.9	
Costs For Digital Image Or Microfilm	4.3	
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	0.7	
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.	2.9	
Other Miscellaneous Operating	0.0	

## Program Expenditure Schedule

<b>Agency:</b>	<b>Board of Behavioral Health Examiners</b>
<b>Program:</b>	<b>Licensing and Regulation</b>

	FY 2021 Actual	FY 2022 Expd. Plan
<b>Expenditure Category Total</b>	<b>175.7</b>	<b>212.4</b>
<b>Appropriated</b>		
BH2256-A Behavioral Health Examiner Fund (Appropriated)	175.7	212.4
<b>Fund Source Total</b>	<b>175.7</b>	<b>212.4</b>
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	32.7	
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	2.3	
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	1.9	
Weapons Non-Capital Purchase	1.0	
Other Equipment Non-Capital Lease	0.0	
Purchased Or Licensed Software/Website	7.4	
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>	<b>Board of Behavioral Health Examiners</b>
<b>Program:</b>	<b>Licensing and Regulation</b>

	FY 2021 Actual	FY 2022 Expd. Plan
<b>Expenditure Category Total</b>	<b>45.3</b>	<b>10.0</b>
<b>Appropriated</b>		
BH2256-A Behavioral Health Examiner Fund (Appropriated)	45.3	10.0
<b>Fund Source Total</b>	<b>45.3</b>	<b>10.0</b>
Capital Outlay	0.0	0.0
<b>Expenditure Category Total</b>	<b>0.0</b>	<b>0.0</b>
<hr/>		
Debt Service	0.0	0.0
<b>Expenditure Category Total</b>	<b>0.0</b>	<b>0.0</b>
<hr/>		
Cost Allocation	0.0	0.0
<b>Expenditure Category Total</b>	<b>0.0</b>	<b>0.0</b>
Transfers	18.3	0.0
<b>Expenditure Category Total</b>	<b>18.3</b>	<b>0.0</b>
<b>Appropriated</b>		
BH2256-A Behavioral Health Examiner Fund (Appropriated)	18.3	0.0
<b>Fund Source Total</b>	<b>18.3</b>	<b>0.0</b>

<b>Employee Retirement Coverage</b>
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	FTE	Personal Services	Fund#
Arizona State Retirement System	17.0	947.8	BH2256-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: Board of Behavioral Health Examiners

## Administrative Costs Summary

Common Administrative Area	FY 2022
Personal Services	51.4
ERE	22.0
All Other	26.4
<b>Administrative Costs Total:</b>	<b>99.8</b>

## Administrative Cost / Total Expenditure Ratio

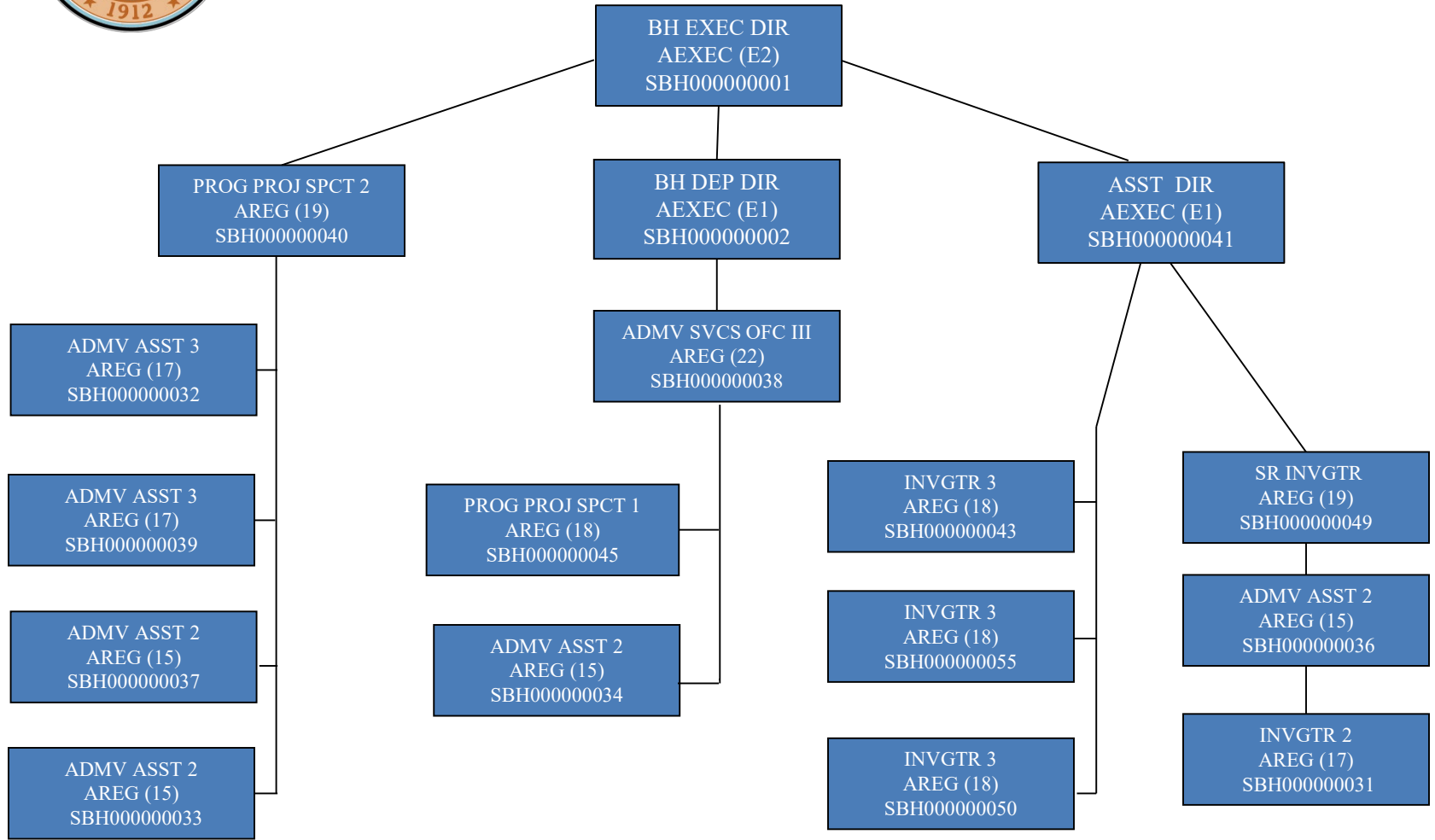
	Request	Admin %
FY 2022	1,982.1	5.0%



Arizona Board of Behavioral Health Examiners

ORGANIZATIONAL CHART

September 2021



**2021 - 2023 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS**

BHA 0.0	<b>Agency Summary</b>
BOARD OF BEHAVIORAL HEALTH EXAMINERS	
Tobi Zavala, Executive Director	
Board of Behavioral Health Examiners (602) 542-1617	
A.R.S. §§ 32-3251 to 32-3322	

<b>Performance Measures</b>	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Numbers of inspections/investigations	687	758	834
Average days to resolve a complaint	186	186	186
Number of complaints received about licensees	180	198	218

**Mission:**

*To establish and maintain standards of qualifications and performance for licensed behavioral health professionals in the fields of counseling, marriage and family therapy, social work, and substance abuse counseling, and to regulate the practice of licensed behavioral health professionals for the protection of the public.*

**Description:**

The Board of Behavioral Health Examiners licenses and biennially renews licensure for approximately 14,608 behavioral health professionals, requiring these professionals to meet minimum standards of education, experience, and competency, as measured by examination. The Board also receives and investigates complaints, takes necessary disciplinary action, and responds to inquiries from consumers regarding the licensure status and complaint history of individual behavioral health professionals.

- ◆ **Goal 1** To improve agency operations to ensure equitable, consistent, and timely enforcement of statutes and rules regulating behavioral health professionals.

- Objective: 1** FY2021: License Applications completed within 270 days.  
FY2022: License Applications completed within 270 days.  
FY2023: License Applications completed within 270 days.

<b>Performance Measures</b>	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Percent of application reviews completed within 180 days	99	99	99
Number of new and existing licenses issued	13,929	15,322	16,854
Administration as a percentage of total cost	5.0	5.0	5.0
Applications received	2,649	2,914	3,526
Individuals licensed	2,200	2,420	2,662

- Objective: 2** FY2021: License Renewals completed within 90 days.  
FY2022: License Renewals completed within 90 days.  
FY2023: License Renewals completed within 90 days.

<b>Performance Measures</b>	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Renewals received	5,594	6,153	6,768
Average number of days to renew a license from receipt of application to issuance	8	8	8

- Objective: 3** FY2021: License Verifications completed within 30 days.  
FY2022: License Verifications completed within 30 days.  
FY2023: License Verifications completed within 30 days.

<b>Performance Measures</b>	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Average number of days to process verifications	5	5	5
Verifications received	518	570	627

- Objective: 4** FY2021: Investigations and Complaints  
FY2022: Investigations and Complaints  
FY2023: Investigations and Complaints

# Agency 5-Year Plan

**Issue 1** The increased volume of licensure applications is impacting the processing time from application receipt to license issuance.

**Description:** In FY18, the Board received 1704 applications, and in FY21 received 2649, which is an increase of 945 applications, which is a 55.3% increase. The anticipated volume is expected to continue to increase with the Board's changes in 2018 to A.R.S. § 32-3274 which regulates licensure by endorsement, and the Universal Recognition path to licensure passed in Laws 2019, Chapter 55.

Ongoing challenges related to the increased volume:

1. The same number of staff are processing 55.3% more applications.
2. Increased paperwork, tracking, applicant follow up and incoming phone traffic.
3. Prioritizing different types of applications and those in varying stages in the process is more challenging with the influx.
4. Increased traffic in background investigations.

**Solutions:**

The Board plans to address these challenges as follows:

1. The Board will continue to streamline application processing through increased use of electronic systems.
2. The Board will maximize existing credentialing staff by restructuring responsibilities by application type and level of complexity.
3. The Board delegated authority to the Executive Director to approve licenses pursuant to Laws 2019, Chapter 195, which allowed the Board to issue licenses biweekly rather than monthly.
4. The Board is continuing to LEAN the application process by eliminating inefficient or redundant procedures.

**Issue 2** Continued migration to conducting business electronically

**Description:** The Board recognizes the need to move to a more paperless environment to assist the public with submitting information to the Board and help staff process incoming work more efficiently.

The Board has moved the licensure renewal process to an electronic platform which integrates the renewal payment and form submission. For the renewals received in FY20, 90% were submitted online which is easier for the licensees and more efficient for staff to receive, process and store the documents electronically.

The Board also converted to email notifications for upcoming license expiration dates which expedited the communication and reduced the costs of production and postage for sending notices via mail.

**Solutions:**

The Board plans to continue evaluating processes and communication that can be moved to an electronic platform as follows:

1. Using secure email for updates regarding applications, renewals, investigations and public inquiries.
2. Gradually converting forms used by the public to webforms that are submissible online.
3. Using digital signature programs to secure authorization on forms requiring signatures.
4. Improving the Board's digitization of records originally in paper format for archiving according to retention schedules.
5. Continuing to research a replacement for the Board's database which would allow for additional citizen access to conduct business electronically through a public facing portal.

## Resource Assumptions

	FY2024 Estimate	FY2025 Estimate	FY2026 Estimate
<b>Full-Time Equivalent Positions</b>	20.0	20.0	20.0
<b>General Fund</b>	0.0	0.0	0.0
<b>Other Appropriated Funds</b>	1,982.1	1,982.1	1,982.1
<b>Non-Appropriated Funds</b>	0.0	0.0	0.0
<b>Federal Funds</b>	0.0	0.0	0.0