

# **Secretary of State Office of Professional Regulation**

Resource Discussion  
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# OPR Basics

- Largest Division of the Secretary of State's Office
- Support for the regulation of 45 professions and 56,000 licensees
- Annually:
  - 10,000 new applications
  - 25,000 license renewals
  - 750 complaints
  - 500 investigations
  - 200 prosecutions

# OPR Positions

- Staff of 31
- 1 director (10 direct reports)
- 4 administrators
- 9 licensing board specialists
- 7 investigators, 1 inspector
- 3 prosecutors
- 2 board counsel
- 1 docket clerk
- 2 case managers
- 2 admin assistants

# Historical staffing and workload

- 2003
  - 30 staff
  - 39 Professions
  - 39,000 Licensees
  - 416 Complaints received
- 2013
  - 31 staff
  - 45 Professions
  - 56,000 Licensees
  - 750 Complaints received

# Licensees and Complaints – Last ten years

- Licensees
  - 2003 – 39,306
  - 2010 – 58,527 (peak)
  - 2013 – 56,146
- Complaints
  - 2003 - 416
  - 2011 – 828 (peak)
  - 2013 - 752

# Historical case numbers detail 1999 - present

Year	Opened	Disposed	Avg opened per month	Avg closed per month	Avg days to dispose	Avg Pending	Avg Pending Under	Avg Pending	Avg Pending Over
						Total	1 Year	1-2 Years	2 Years
1999	293	335	24	28	350	276	191	47	38
2000	358	309	30	26	315	293	216	49	27
2001	394	389	33	32	316	319	247	52	19
2002	409	344	34	29	262	346	269	58	19
2003	416	433	35	36	297	372	272	70	30
2004	438	438	37	37	303	368	300	44	24
2005	460	437	38	36	292	368	306	46	16
2006	421	366	35	31	273	385	313	57	14
2007	418	402	35	34	376	457	330	109	18
2008	508	377	42	32	358	513	378	109	26
2009	562	612	47	51	338	593	426	130	37
2010	727	661	61	55	318	597	411	120	34
2011	828	747	69	62	269	677	545	118	14
2012	755	807	63	67	269	688	532	135	22
2013	752	846	63	70	277	604	428	140	36

# Customer Service Timelines

- Application processing - almost immediate for most professions (3-5 business days)
- Renewal processing - instant for online (3 business days for paper)
- Creating metrics for days to process applications and complaints, timelines coming down (track by profession, track by step in the process – intake, investigation, pending charges)
- Complaint averages (days to dispose):
  - 2003 - 297
  - 2007 - 376
  - 2010 - 318
  - 2013 - 277

# Customer Satisfaction Survey

<b>Agree or Strongly Agree</b>	<b>Neutral</b>	<b>Disagree or Strongly Disagree</b>	<b>No Response</b>
Staff of OPR are easily accessible by phone or email to answer questions. 63%	15%	5%	16%
Staff are knowledgeable and provide accurate responses to questions. 66%	15%	4%	16%
The regulations and procedures regarding registration are clear and easy to understand. 76%	16%	6%	3%
Online registration is easy to use. 77%	12%	4%	7%
The services provided online are appropriate. 79%	12%	3%	6%
Online services are easy to access. 77%	14%	4%	5%
The OPR portion of the Secretary of State's website provides useful information. 68%	19%	3%	11%
OPR staff provides an appropriate level of service related to business practices for my profession. 64%	19%	5%	13%

# Affect of New Professions

- OPR strives to maintain customer service levels to support the economy and continue to protect the public
- OPR does not have a deep bench – vacancies, changes have a huge impact
- OPR has been able to absorb one or two new professions over time and recover
- New professions mean:
  - forms
  - configuration of electronic licensing settings
  - website updates
  - statutory drafting and administrative rulemaking
  - steep learning curves
  - **Administrators, board counsel, licensing staff** fall behind in other areas, application and case timelines slip
  - additional inspection for **1 field investigator**
  - additional investigations and cases for **investigators** and **prosecutors**
- The **1 Director** of OPR and his small staff struggle to stay on top of the policy issues, legislative action, strategic planning, outreach, personnel issues and operations already, magnified with additional professions added

# Resources Needed

- Positions
  - 70 cases charged per prosecutor
  - 70 cases investigated per investigator
  - 350 half day inspections per inspector
  - 400 cases per case manager
  - Board counsel – it depends on the complexity of the profession
  - Licensing board specialist – it depends
  - Licensing board administrator – it depends
- Space – room for 2-4 more staff in current space
- \$\$ - no general funds needed, just authorized positions
- Foreseeable needs (depending on which professions are added):
  - 1 prosecutor
  - 1 investigator
  - 1 deputy director
  - 1 case manager or assistant
  - 1 licensing board specialist
  - 1 inspector (if inspections are required)