

Secretary of State Office of Professional Regulation

Overview 2015

Chris Winters, Deputy Secretary

Colin Benjamin, Director

OPR Basics

- Largest Division of the Secretary of State's Office
- Support for the regulation of 46 professions and 60,000 licensees
- Mission: *public protection* through licensing and enforcement
- Completely funded through licensing fees and no general fund dollars
- Annually:
 - 8,000 new applications -25,000 license renewals
 - 800 complaints -500 investigations
 - 200 prosecutions

The Professions

- Accountancy
- Acupuncturists
- Allied Mental Health
- Architects
- Athletic Trainers
- Auctioneers
- Barbers & Cosmetologists
- Boxing Control Board
- Chiropractic
- Dental Examiners
- Dietitians
- Electrologists
- Engineering
- Funeral Service
- Hearing Aid Dispensers
- Land Surveyors
- Landscape Architects
- Midwives
- Motor Vehicle Racing Commission
- Naturopathic Physicians
- Nursing
- Nursing Home Administrators
- Occupational Therapy
- Opticians
- Optometry
- Osteopathic Physicians
- Pharmacy
- Physical Therapists
- Private Investigative & Security Services
- Property Inspectors
- Psychoanalysts
- Psychological Examiners
- Radiologic Technology
- Real Estate Appraisers
- Real Estate Commission
- Respiratory Care Practitioners
- Social Workers
- Tattooists & Body Piercers
- Veterinary Medicine

The OPR Team

- 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

Models of regulation

- Boards
 - 5-11 board members
 - Appointed by the Governor
 - Licensed and public members
- Advisors
 - 2 advisors from the profession
 - Appointed by the Secretary of State
 - Advise the Director
 - Newer, smaller professions

OPR staffing and workload

- 2003
 - 30 staff
 - 39 Professions
 - 39,000 Licensees
 - 416 Complaints received

- 2015
 - 31 staff
 - 46 Professions
 - 60,000 Licensees
 - 800 Complaints received

Licensees and Complaints

- Licensees
 - 2003 - 39,306
 - 2014 - 60,388 (peak)
- Complaints
 - 2003 - 416
 - 2011 - 828 (peak)
 - 2014 - 801

Doing more with less

- Technology
 - Elicense (2009)
 - Automation
 - Consistency
 - Website – www.sec.state.vt.us
 - Online services
 - Renewal, lookup, application, notices

Doing more with less

- Restructuring and process
 - Consolidation of functions
 - Business analysis
 - Cutting through the red tape
 - Benchmarks and reporting
 - Elicense reports
 - Application flow and times
 - Case flow and times

Customer Service

- Initial application processing - almost immediate for most professions (3-5 business days)
- Initial application processing times down, will continue to drop with online processing
- Renewal processing - instant online, paperless
- 3 business days for paper filing
- Now at 98% online renewal rate
- RNs going 100%, fully online

Customer service timelines

- Initial application processing average* days to process:
 - FY10 - 96
 - FY11 - 70
 - FY12 - 63
 - FY13 - 57
 - FY14 - 47.5

*** Includes all professions – average days skewed by professions with multiple years allowed to complete licensing process**

Customer service timelines

Complaint averages (days to complete):

- 2003 - 297
- 2007 - 376
- 2010 - 318
- 2013 - 277
- **2014 - 237**

Not just numbers

- For the public
 - Health
 - Home
 - Property
 - Peace of mind
- For the professional
 - Employment
 - Pride
 - Service
 - Economy

Customer Satisfaction

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	Agree or Strongly Agree	Neutral	Disagree or Strongly Disagree	No Response
1. Staff of OPR are easily accessible by phone or email to answer questions.	63%	15%	5%	16%
2. Staff are knowledgeable and provide accurate responses to questions.	66%	15%	4%	16%
3. The regulations and procedures regarding registration are clear and easy to understand.	76%	16%	6%	3%
4. Online registration is easy to use.	77%	12%	4%	7%

Customer satisfaction

²	Agree or Strongly Agree	Neutral	Disagree or Strongly Disagree	No Response
5. The services provided online are appropriate.	79%	12%	3%	6%
6. Online services are easy to access.	77%	14%	4%	5%
7. The OPR portion of the Secretary of State's website provides useful information.	68%	19%	3%	11%
8. OPR staff provides an appropriate level of service related to business practices for my profession.	64%	19%	5%	13%

New professions

- Property inspectors
- Speech language pathologists and assistants
- Audiologists
- Medication nursing assistants
- Potentially:
 - Foresters
 - Notaries
 - Applied behavior analysts
 - Art therapists
 - Home alarm installers
 - Massage therapists
 - Dental therapists

Impact of New Professions

- OPR is right-sized for the professions we have
- We do not have a deep bench – vacancies and changes have a huge impact
- OPR has absorbed one or two new professions each year over time and has recovered until now
- New professions mean:
 - research
 - develop expertise
 - 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 investigations and cases for **investigators** and **prosecutors**

Considerations

- 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. This is magnified when new professions are added
- OPR is at its capacity for professions with our current staffing and increase of workload without the proper adjustments would be at the detriment of public protection.
- OPR runs on special funds so any new positions will not affect general funds. As we understand the needs better, we will supply you with the number of staff we are asking for in line with the information presented above.

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

When new professions are added

- Assistant Director (priority)
- Research analyst
- Administrator
- Prosecutor
- Investigator
- Assistant case manager
- Licensing board specialist
- Inspector (if inspections are required)

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