

DEPARTMENT OF COMMERCE
PROFESSIONAL LICENSING & REGULATION
DIVISION

PERFORMANCE REPORT

Performance Results Achieved
for Fiscal Year 2006

Professional Licensing Division
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I am pleased to present the Department of Commerce, Professional Licensing & Regulation Division Performance Report for Fiscal Year 2006 (July 1, 2005 - June 30, 2006). This report contains valuable information about the services the Professional Licensing & Regulation Division has provided for Iowans during the past fiscal year. This report is being published to meet the agency's commitment to manage for results and to be open and accountable to Iowa citizens.

ABOUT THE DIVISION

MISSION: To provide progressive, efficient and professional regulation and enforcement of the professions within the division.

The professional licensing and regulation division exists to coordinate the administrative support for the following seven professional licensing boards that regulate approximately 33,000 licensees.

a. The engineering and land surveying examining board is a seven-member board appointed by the governor and confirmed by the senate. It is composed of four professional engineers, one land surveyor, and two public members. The board administers Iowa Code chapter 542B, Professional Engineers and Land Surveyors, and Iowa Administrative Code chapter 193C.

b. The accountancy examining board is an eight-member board appointed by the governor and confirmed by the senate. It is composed of five certified public accountants, one accounting practitioner, and two public members. The board administers Iowa Code chapter 542, Public Accountants, and Iowa Administrative Code 193A.

c. The real estate commission is a seven-member commission appointed by the governor and confirmed by the senate. It is composed of three members licensed under Iowa Code chapter 543B and three public members. The board administers Iowa Code chapter 543B; Real Estate Brokers and Salespersons; 543C, Sales of Subdivided Land Outside of Iowa; 557A, Time-Share Act; and Iowa Administrative Code 193E.

d. The architectural examining board is a seven-member board appointed by the governor and confirmed by the senate. It is composed of five registered architects and two public members. The board administers Iowa Code chapter 544A, Registered Architects, and Iowa Administrative Code chapter 193B.

e. The landscape architectural examining board is a seven-member board appointed by the governor and confirmed by the senate. It is composed of five registered landscape architects and two public members. The board administers Iowa Code chapter 544B, Landscape Architects, and Iowa Administrative Code chapter 193D.

f. The real estate appraiser examining board is a seven-member board appointed by the governor and confirmed by the senate. It is composed of five certified real estate appraisers and two public members. The board administers Iowa Code chapter 543D, Real Estate Appraisals and Appraisers, and Iowa Administrative Code chapter 193F.

g. The interior design examining board was created by SF 405 in 2005, is a seven-member board appointed by the governor and confirmed by the senate. It is composed of five interior designers and two public members. The board administers Iowa Code chapter 544A. Administrative rules have not been developed at this time.

The administrator of professional licensing is the superintendent of the division of savings and loan. The superintendent is to administer chapter 534, Savings and Loan Associations; chapter 527, Electronic Transfer of Funds as it applies to savings and loan associations, and Iowa Administrative Code chapter 197. Currently there are no state chartered saving and loan associations, all are federally chartered, therefore the division's involvement with the rules that apply is very limited.

To ensure citizens of the state receive professional, competent, and safe services, each board examines, licenses, certifies, or issues permits or licenses to practitioners, sets standards for license renewal and continuing education, investigates all complaints filed and considers alleged violations of their practice act and Iowa regulations, conducts disciplinary hearings, and actively monitors the compliance of licensees with orders issued by the board.

The Division is dedicated to the protection of the public through its regulatory activities. To achieve this goal, each examining board or commission adopts rules and establishes standards for registrants.

PERFORMANCE PLAN RESULTS

CORE FUNCTION

Name: Regulation and Compliance

Description: The Professional Licensing and Regulation Division investigates and resolves complaints filed against all licensees regulated by the seven professions.

Why we are doing this: To preserve and protect the public's health safety and welfare.

What we're doing to achieve results: Provide complaint forms and information on each of the profession's web pages.

Performance Measure: To provide investigation and resolution of written complaints received.

Performance Target: 95% of all written complaints received will be resolved within the fiscal year.

Data Sources: Review of Board/Commission meeting minutes.

Data reliability: The Boards/Commission maintains files and records for each case opened and closed.

Why we are using this measure: To assure the public that persons admitted to practice maintain acceptable standards.

What was achieved: The Division resolved 75% of the complaints that were received.

Analysis of results: 75% of all complaints received were resolved within the fiscal year.

Factors affecting results: The Real Estate Commission has an assigned investigator for its complaints, however, the remaining six boards have to rely on volunteer and contract investigators which are difficult to obtain.

Resources used: The Division is a self-supporting agency without the use of tax revenues from the general fund. Funding for the Division comes from fees collected from the licensees regulated.

PERFORMANCE PLAN RESULTS

SERVICE/PRODUCT/ACTIVITY

Name: Investigation

Description: The Professional Licensing and Regulation Division investigates and resolves complaints filed against all licensees regulated by the seven professions.

Why we are doing this: To preserve and protect the public's health safety and welfare.

What we're doing to achieve results: Provide complaint forms and information on each of the profession's web pages.

Performance Measure: To provide investigation and resolution of written complaints received.

Performance Target: 95% of all written complaints received will be resolved within the fiscal year.

Data Sources: Review of Board/Commission meeting minutes.

Data reliability: The Boards/Commission maintains files and records for each case opened and closed.

Why we are using this measure: To assure the public that persons admitted to practice maintain acceptable standards.

What was achieved: The Division resolved 75% of the complaints that were received.

Analysis of results: 75% of all complaints received were resolved within the fiscal year.

Factors affecting results: The Real Estate Commission has an assigned investigator for its complaints, however, the remaining six boards have to rely on volunteer and contract investigators which are difficult to obtain.

Resources used: The Division is a self-supporting agency without the use of tax revenues from the general fund. Funding for the Division comes from fees collected from the licensees regulated.

PERFORMANCE PLAN RESULTS

SERVICE/PRODUCT/ACTIVITY

Name: Examinations

Description: The Professional Licensing and Regulation Division offers entry-level examinations for seven professions.

Why we are doing this: To assure the public that only persons qualified are admitted to practice.

What we're doing to achieve results: The Division is improving and streamlining the application process for each profession.

Performance Measure: Percentage of qualified candidates examined per fiscal year.

Performance Target: 95% of qualified candidates will be examined per fiscal year.

Data Sources: Examination administration reports submitted by the testing organizations.

Data reliability: The Boards/Commission maintains files and records for each examination application received.

Why we are using this measure: To assure the public that persons admitted to practice meet minimum requirements.

What was achieved: The Division has maintained the performance target.

Analysis of results: The Division examined 100% of all qualified candidates.

Factors affecting results: None noted.

Resources used: The Division is a self-supporting agency without the use of tax revenues from the general fund. Funding for the Division comes from fees collected from the licensees regulated.

PERFORMANCE PLAN RESULTS

SERVICE/PRODUCT/ACTIVITY

Name: Licensing

Description: The Professional Licensing and Regulation Division issues certificates, licenses and permits for seven professions.

Why we are doing this: To assure the public that persons admitted to practice are qualified and maintain certain acceptable standards.

What we're doing to achieve results: The Division continues to improve and streamline the application process for each profession.

Performance Measure: To quickly and efficiently process renewals.

Performance Target: To process 95% of all completed renewals within five working days of receipt.

Data Sources: *Date stamped* renewal forms are maintained by each profession.

Data reliability: The Division maintains files and records for each renewal application received.

Why we are using this measure: To assure the public that those persons admitted to practice are qualified and that they maintain acceptable standards of practice.

What was achieved: The Division has maintained the performance target.

Analysis of results: The Division processed 100% of all completed renewals within five working days.

Factors affecting results: None noted.

Resources used: The Division is a self-supporting agency without the use of tax revenues from the general fund. Funding for the Division comes from fees collected from the licensees regulated.

AGENCY PERFORMANCE PLAN RESULTS FY 2006

Name of Agency: DEPARTMENT OF COMMERCE – PROFESSIONAL LICENSING & REGULATION DIVISION			
Agency Mission: To provide progressive, efficient and professional regulation and enforcement of the professions within the division.			
Core Function: Regulation & Compliance			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
95% of complaints received are resolved.	95%	75%	The Real Estate Commission has an assigned Investigator for its complaints, however, the Remaining six boards rely on volunteer and Contract investigators which are difficult to obtain.
Service, Product or Activity: Regulation of professions			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
95% of complaints received are resolved.	95%	75%	The Real Estate Commission has an assigned Investigator for its complaints, however, the Remaining six boards rely on volunteer and Contract investigators which are difficult to obtain.
99% of qualified candidates will be examined.	95%	100%	
95% of license renewals will be processed in a timely manner.	95%	100%	

RESOURCE ALLOCATIONS

The Professional Licensing and Regulation Division in FY06 had twelve (12) FTEs and fifty (50) Board and Commission members.

The Division generated \$1,238,172 in revenues. The Division had expenditures of \$1,035,039. The Division contributed \$203,133 to the General fund.

AGENCY CONTACTS

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