



## Office of the Executive Director

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Governor Mitchell E. Daniels, Jr.

September 15, 2010

Adam Horst, Budget Director  
State Budget Agency  
212 Statehouse  
Indianapolis, Indiana 46204

Re: FY 2012-2013 Budget Transmittal Letter

Dear Mr. Horst:

The Indiana Professional Licensing Agency respectfully submits the enclosed budget request for the 2012-2013 biennium. In support of this budget request, we offer the following background information.

### Agency Mission Statement

To provide efficient and effective administrative support services to Indiana's professional licensing boards and commissions in order to facilitate the delivery of competent consumer services by regulated professionals to the citizens of Indiana.

To provide an expedient licensing process for regulated professionals by maintaining a climate that fosters the growth of commerce while ensuring the health, safety and welfare of the citizens of our great state.

### Agency Description

Indiana Professional Licensing Agency (IPLA) is the administrative arm for 35 state boards, commissions, and committees, as follows (with active license volume indicated):

#### Health Related Boards and Committees

- Acupuncture Committee (216)
- Indiana Athletic Trainers Board (1,044)
- Behavioral Health & Human Services Licensing Board (9,202)
- Indiana Board of Chiropractic Examiners (1,320)
- Indiana State Board of Dentistry (12,550)
- Indiana Dietitians Certification Board (1,250)
- Genetic Counselors Committee (35)
- Indiana State Board of Health Facility Administrators (1,431)
- Committee of Indiana Hearing Aid Dealer Examiners (265)
- Medical Licensing Board of Indiana (46,955)
- Indiana State Board of Nursing (128,932)
- Occupational Therapy Committee (4,088)
- Indiana Optometry Board (2,859)
- Indiana State Board of Pharmacy (28,818)
- Physical Therapy Committee (7,620)
- Physician Assistant Committee (1,324)
- Board of Podiatric Medicine (779)
- Indiana State Psychology Board (1,708)
- Respiratory Care Committee (4,801)
- Speech Language Pathology and Audiology Board (3,011)
- Indiana Board of Veterinary Medical Examiners (4,629)

## Professional Related Boards and Commissions

- Indiana Board of Accountancy (10,667)
- Board of Registration for Architects and Landscape Architects (3,456)
- Indiana Auctioneer Commission (3,514)
- State Board of Cosmetology & Barber Examiners (65,180)
- State Board of Funeral and Cemetery Service (3,581)
- Home Inspector Licensing Board (660)
- Manufactured Home Installers Licensing Board (213)
- Indiana Massage Therapy Board (3,762)
- State Board of Registration for Professional Engineers (35,094)
- State Board of Registration for Land Surveyors (1,403)
- Indiana Plumbing Commission (9,698)
- Private Investigator and Security Guard Licensing Board (872)
- Real Estate Appraiser Licensure and Certification Board (2,698)
- Indiana Real Estate Commission (26,668)

For organizational purposes, IPLA has created ten working groups. These working groups have between three to nine staff members whom provide administrative support for anywhere from two to five boards or commissions. In total, there are 86 staff members at IPLA who are either working in one of these ten working groups or are part of our overall operations division (IT, Human Resources, Legal Department, etc.).

For further reference, I have enclosed the following information:

- 1.) An organizational chart for IPLA and explanation of working groups.
- 2.) A spreadsheet providing membership information for each of our 35 boards, commissions and committees.

In our role as administrative support for these boards and commissions, we are responsible for the following duties:

- Providing notice of board meetings and other communication services
- Keeping records of board meetings, proceedings and actions
- Maintaining a database of all persons licensed, regulated, or certified by a board
- Examination administration and/or contracting for examination services
- Licensure issuance and renewal notifications as mandated by statute

Additionally, the boards and commissions promulgate rules that govern the practice of each of their respective professions and conduct disciplinary hearings that may result in the restriction or loss of license for individuals who violate the rules or laws governing their profession. All of IPLA's work is strictly guided by statutory mandates.

## Agency Accomplishments during the past biennium

### ***Licensing Center of Excellence/IT Team***

IPLA has been recognized and designated by the State of Indiana as a Licensing Center of Excellence. Our IT team has been awarded the Governor's Public Service Award twice for their creativity and dedication. The purpose of the Center is to provide the management and organizational structure necessary to facilitate the expansion of licensing services to the State of Indiana Enterprise leveraging Indiana's existing investment in hardware, software, infrastructure, staff skills and expertise. We have multiple Memoranda of Understanding for licensing services with other state agencies (IDEM, ATC, DNR and ISDH) to help offset the costs of operating the Center.

Since our last budget cycle this team has:

- Implemented a digitally certified license verification system

- Provided on-line wall licenses and pocket cards
- Utilized Gov Delivery system to deliver legally mandated renewal notification, CE audits and professional newsletters

### ***Prescription Drug Monitoring Program***

This grant funded program requires us to collect data from pharmacies for all scheduled II-V controlled substance prescriptions filled in Indiana. The program was expanded since the last budget submission to provide access beyond just law enforcement to pharmacies and physicians.

This program was honored to receive the Governor's Public Service award in 2009. We have also developed performance metrics for the program to ensure continuing quality performance.

## **Agency Efficiency Measures & Challenges**

### ***Boards & Commissions***

IPLA continues to be diligent regarding requests to proactively cut spending. During 2009 we were pleased to participate in an interim summer study committee charged to review licensing within our agency. We made 12 recommendations to the committee and provided testimony geared toward government efficiency. The recommendations ultimately led to legislation the last session that combined one board and eliminated three others.

### ***Online services***

We continue to enhance technology as a way to meet continued demands of additional licensed professionals without added staffing. As mentioned previously, we now provide many services to our license holders on-line, 24/7. This results in reduced costs to us and better service. IPLA was noted to be the heaviest user of the Gov Delivery system (an alternative to other, more costly proprietary e-mail delivery services) for the State of Indiana. Utilization of Gov Delivery has saved us a significant amount of money previously spent on printing and postage. Gov Delivery is an email delivery system for use by government entities. The system is able to avoid spam filters and provides the sender with verification of delivery and a read receipt upon request.

## **Agency Performance Measurements**

Currently IPLA is reporting 15 performance measurements, up from 8 last budget submission, to OMB's Office of Government Efficiency and Financial Planning. Two of these measurements are in regard to IPLA General Fund appropriated budget, as follows:

- 1. Percent of Licenses Renewed Online:** Online license renewal is a service that helps IPLA meet its mission of providing expedient licensing processes to regulated professionals. Licensees who renew online have their licenses renewed almost instantly upon completing the online process. In contrast, those licensees who renew via a paper application have a 5-10 business day delay. In addition to the benefit to regulated professionals, higher online renewal rates also creates a significant cost savings to IPLA by saving staff time and resources and lowering printing and postage costs.
- 2. Percent of Phone Calls Abandoned:** Percent of phone calls "abandoned" means the caller is placed on hold, moved into a queue, and hangs up before a staff member has the chance to answer the call. Our target is to keep the abandoned rate at 5% or less. We are hopeful that improved technology will help keep this target in check.

IPLA also utilizes performance measurements for its dedicated funds, including the Indiana State Nurses Assistance Program and the Pharmacists Recovery Network, programs meant to rehabilitate nurses and pharmacists with drug or alcohol addictions. Since the last budget submission, we have developed measure for our prescription monitoring program and our recovery funds.

Should you have further questions or concerns, please contact me at (317) 234-1982 or by email at [fkelly@pla.in.gov](mailto:fkelly@pla.in.gov).

Respectfully,

Frances L. Kelly, Executive Director  
Indiana Professional Licensing Agency

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