

Executive Director: Julie N. Chapko

JLBC Analyst: Michael Stelpstra

	FY 2002 Actual	FY 2003 Estimate	FY 2004 Approved
OPERATING BUDGET			
<i>Full Time Equivalent Positions</i>	9.0	9.0	10.0
Personal Services	335,900	351,300	393,100
Employee Related Expenditures	52,600	57,900	86,700
Professional and Outside Services	220,300	211,000	211,000
Travel - In State	3,000	4,300	4,300
Travel - Out of State	7,800	6,300	6,300
Other Operating Expenditures	126,500	143,900	160,700
Equipment	0	0	19,600
AGENCY TOTAL	746,100	774,700	881,700^{1/}

FUND SOURCES

Other Appropriated Funds

Board of Dental Examiners Fund	746,100	774,700	881,700
SUBTOTAL - Other Appropriated Funds	746,100	774,700	881,700
AGENCY TOTAL	746,100	774,700	881,700

AGENCY DESCRIPTION — *The agency licenses, investigates, and conducts examinations of dentists, denturists, dental hygienists and dental assistants.*

PERFORMANCE MEASURES	FY 2002	FY 2002	FY 2003	FY 2004
	Appropriation	Actual	Appropriation	Appropriation
• Number of licensees (new and existing)	5,648	6,030	5,787	--
• Number of complaints received about licensees	575	476	600	--
• Average calendar days to resolve a complaint	150	132	150	150
• Number of investigations of licensees	400	564	400	450
• Average calendar days to renew a license (from receipt of application to issuance)	10	10	10	10
• Administration as a % of total cost	1.9	1.9	1.9	5.2
• Customer satisfaction rating (Scale 1-8)	6.0	NA	6.0	--
• Customer satisfaction rating (Scale 1-5)	--	4.0	--	4.1

Comments: The agency did not submit information for any measure labeled as “NA.” The agency reports that investigation of unresolved complaints from FY 2001 contributed to the higher number of investigations for FY 2002. The FY 2004 appropriation for the average calendar days to resolve complaints complies with A.R.S. § 32-1263.02, which requires the agency to resolve complaints within 150 calendar days.

Technical Adjustments — The FY 2004 approved amount includes technical adjustments for Risk Management charges, Other Fund health and dental insurance changes, Other Fund retirement changes, and Other Fund AFIS charges. *(Please see the General Provisions section at the end of this Appropriations Report for further details on these changes.)*

Private Lease Adjustment — The approved amount includes a FY 2004 increase of \$2,500 above FY 2003 for increases in private lease payments.

Administrative Hearings — The approved amount includes a FY 2004 increase of \$6,500 above FY 2003 for Office of Administration Hearing (OAH) services in accordance with OAH’s Cost Allocation Plan, which is based on actual hearing services provided in FY 2002.

Information Technology — The approved amount includes a FY 2004 increase of \$73,200 and 1 FTE Position above FY 2003 for replacing the board’s database system for licensure, complaints, and enforcement activities. The approved amount includes \$19,600 for one-time equipment.

^{1/} General Appropriation Act funds are appropriated as a Lump Sum by Agency.

Other Issues: FY 2005 Appropriation — The board did not receive an appropriation for FY 2005. It is the intent of the Legislature that the board appear before the Legislature in the 2004 session before receiving funding approval for FY 2005.

[Click here to return to the Table of Contents](#)