

ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES
504 - Texas State Board of Dental Examiners
Fiscal Year 2020
12/19/2019

Agency code: 504

Agency name: Texas State Board of Dental Examiners

Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range
Output Measures					
<u>1-1-1 COMPLAINT RESOLUTION</u>					
1 COMPLAINTS RESOLVED					
Quarter 1	1,000.00	242.00	242.00	24.20 %	200.00 - 300.00
<u>1-1-2 PEER ASSISTANCE PROGRAM</u>					
1 # IN PEER ASSISTANCE PROGRAM					
Quarter 1	85.00	42.00	42.00	49.41 % *	17.00 - 25.50
<u>Explanation of Variance:</u> The Peer Assistance program has people participating in it year round. The program usually has 3 to 8 new participants each quarter, therefore, TSBDE anticipates this measure will be within the acceptable range by the third quarter.					
<u>1-2-1 LICENSURE/REGISTRATION/CERT</u>					
1 # LICENSES ISSUED: DENTISTS					
Quarter 1	975.00	143.00	143.00	14.67 % *	195.00 - 292.50
<u>Explanation of Variance:</u> TSBDE is awaiting receipt of self-quer reports on applications it has received before approving. Dentists graduate from school primarily in May and are licensed thereafter.					
2 NUMBER LICENSES RENEWED: DENTISTS					
Quarter 1	17,000.00	3,226.00	3,226.00	18.98 % *	3,400.00 - 5,100.00
<u>Explanation of Variance:</u> TSBDE expects to meet the target for this measure.					

* Varies by 5% or more from target.

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Output Measures

3 # LICENSES ISSUED: DH

Quarter 1	775.00	96.00	96.00	12.39 % *	155.00 - 232.50
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Explanation of Variance: TSBDE is awaiting receipt of self-query reports on applications it has received before approving. Dental Hygienists graduate school primarily in May and are licensed thereafter.

4 NUMBER LICENSES RENEWED: DH

Quarter 1	13,000.00	2,464.00	2,464.00	18.95 % *	2,600.00 - 3,900.00
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Explanation of Variance: TSBDE expects to meet the taret for this measure.

5 # NEW REGISTRATIONS ISSUED: DA

Quarter 1	7,175.00	1,295.00	1,295.00	18.05 % *	1,435.00 - 2,152.50
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Explanation of Variance: TSBDE is awaiting the receipt of self-query reports on applications it has received before approving. Dental Assistants graduate from school primarily in May and are licensed thereafter.

6 # REGISTRATIONS RENEWED: DA

Quarter 1	39,000.00	6,420.00	6,420.00	16.46 % *	7,800.00 - 11,700.00
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Explanation of Variance: TSBDE expects to meet the taret for this measure.

Efficiency Measures

1-1-1 COMPLAINT RESOLUTION

* Varies by 5% or more from target.

Efficiency/Output Measures with Cover Page and Update Explanation

12/19/2019 11:04:04AM

86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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Efficiency Measures

1 AVG TIME/COMPLAINT RESOLUTION

Quarter 1	400.00	530.00	530.00	132.50 % *	380.00 - 420.00
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Explanation of Variance: This measure is expected to improve as the number of aged cases is resolved. This is expected to improve over the course of FY 2020.

* Varies by 5% or more from target.