

ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES
504 - Texas State Board of Dental Examiners
Fiscal Year 2020
9/30/2020

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
Quarter 2	1,000.00	96.00	338.00	33.80 % *	450.00 - 550.00
<u>Explanation of Variance:</u> The decrease in cases for this measure is indicative of the agency successfully resolving the previous backlog of investigative cases. The number of cases from FY 2017 and 2018 were minimal in FY 2020 Qtr 2, as represented in the number of resolved cases.					
Quarter 3	1,000.00	268.00	606.00	60.60 % *	700.00 - 800.00
<u>Explanation of Variance:</u> The number of cases resolved for the third quarter has increased in the reporting period.					
Quarter 4	1,000.00	210.00	816.00	81.60 % *	950.00 - 1,050.00
<u>Explanation of Variance:</u> The number of cases resolved for the fourth quarter is 210.					
<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.					

* Varies by 5% or more from target.

Efficiency/Output Measures with Cover Page and Update Explanation

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

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1 # IN PEER ASSISTANCE PROGRAM					
Quarter 2	85.00	5.00	47.00	55.29 % *	38.25 - 46.75
<u>Explanation of Variance:</u> The Peer Assistance program has licensees participating in it year round. The program usually has 3 to 8 new participants each quarter.					
Quarter 3	85.00	51.00	98.00	115.29 % *	59.50 - 68.00
<u>Explanation of Variance:</u> The Peer Assistance program has licensees participating in it year round. The program usually has 3 to 8 new participants each quarter.					
Quarter 4	85.00	52.00	150.00	176.47 % *	80.75 - 89.25
<u>Explanation of Variance:</u> The Peer Assistance program has licensees participating in it year round. The program usually has 3 to 8 new participants each 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-query reports on applications it has received before approving. Dentists graduate from school primarily in May and are licensed thereafter.					

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1 # LICENSES ISSUED: DENTISTS					
Quarter 2	975.00	164.00	307.00	31.49 % *	438.75 - 536.25
<u>Explanation of Variance:</u> TSBDE is awaiting receipt of self-query reports on applications it has received before approving. Dentists graduate from school primarily in May and are licensed thereafter.					
Quarter 3	975.00	143.00	450.00	46.15 % *	682.50 - 780.00
<u>Explanation of Variance:</u> TSBDE is awaiting receipt of self-query reports on applications it has received before approving. Dentists graduate from school primarily in May and are licensed thereafter.					
Quarter 4	975.00	488.00	938.00	96.21 %	926.25 - 1,023.75
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 began staggering renewals on 10/01/2018.					
Quarter 2	17,000.00	2,110.00	5,336.00	31.39 % *	7,650.00 - 9,350.00
<u>Explanation of Variance:</u> TSBDE began staggering renewals on 10/01/2018. The agency is not expecting to meet this measure since renewals are biennial.					

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2 NUMBER LICENSES RENEWED: DENTISTS					
Quarter 3	17,000.00	2,007.00	7,343.00	43.19 % *	11,900.00 - 13,600.00
<u>Explanation of Variance:</u> TSBDE began staggering renewals on 10/01/2018. The agency is not expecting to meet this measure since renewals are biennial.					
Quarter 4	17,000.00	2,807.00	10,150.00	59.71 % *	16,150.00 - 17,850.00
<u>Explanation of Variance:</u> TSBDE began staggering renewals on 10/01/2018. The agency is not expecting to meet this measure since renewals are biennial.					
3 # LICENSES ISSUED: DH					
Quarter 1	775.00	96.00	96.00	12.39 % *	155.00 - 232.50
<u>Explanation of Variance:</u> TSBDE is awaiting receipt of self-query reports on applications it has received before approving. Dental Hygiene graduates, graduate from school primarily in May and are licensed thereafter.					
Quarter 2	775.00	111.00	207.00	26.71 % *	348.75 - 426.25
<u>Explanation of Variance:</u> TSBDE is awaiting receipt of self-query reports on applications it has received before approving. Dental Hygiene graduates, graduate from school primarily in May and are licensed thereafter.					
Quarter 3	775.00	96.00	303.00	39.10 % *	542.50 - 620.00
<u>Explanation of Variance:</u> TSBDE is awaiting receipt of self-query reports on applications it has received before approving. Dental Hygiene graduates, graduate from school primarily in May and are licensed thereafter.					

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3 # LICENSES ISSUED: DH					
Quarter 4	775.00	437.00	740.00	95.48 %	736.25 - 813.75
4 NUMBER LICENSES RENEWED: DH					
Quarter 1	13,000.00	2,464.00	2,464.00	18.95 % *	2,600.00 - 3,900.00
<u>Explanation of Variance:</u>	TSBDE began staggering renewals on 10/01/2018.				
Quarter 2	13,000.00	1,606.00	4,070.00	31.31 % *	5,850.00 - 7,150.00
<u>Explanation of Variance:</u>	TSBDE began staggering renewals on 10/01/2018. The agency is not expecting to meet this measure since renewals are biennial.				
Quarter 3	13,000.00	1,533.00	5,603.00	43.10 % *	9,100.00 - 10,400.00
<u>Explanation of Variance:</u>	TSBDE began staggering renewals on 10/01/2018. The agency is not expecting to meet this measure since renewals are biennial.				
Quarter 4	13,000.00	2,305.00	7,908.00	60.83 % *	12,350.00 - 13,650.00
<u>Explanation of Variance:</u>	TSBDE began staggering renewals on 10/01/2018. The agency is not expecting to meet this measure since renewals are biennial.				
5 # NEW REGISTRATIONS ISSUED: DA					

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5 # NEW REGISTRATIONS ISSUED: DA					
Quarter 1	7,175.00	1,295.00	1,295.00	18.05 % *	1,435.00 - 2,152.50
<u>Explanation of Variance:</u> TSBDE is awaiting receipt of self-query reports on applications it has received before approving. Effective 9/1/2018, TSBDE began requiring applicants to submit fingerprints.					
Quarter 2	7,175.00	1,514.00	2,809.00	39.15 % *	3,228.75 - 3,946.25
<u>Explanation of Variance:</u> TSBDE is awaiting receipt of self-query reports on applications it has received before approving. Effective 9/1/2018, TSBDE began requiring applicants to submit fingerprints.					
Quarter 3	7,175.00	1,295.00	4,104.00	57.20 % *	5,022.50 - 5,740.00
<u>Explanation of Variance:</u> TSBDE is awaiting receipt of self-query reports on applications it has received before approving. Effective 9/1/2018, TSBDE began requiring applicants to submit fingerprints.					
Quarter 4	7,175.00	999.00	5,103.00	71.12 % *	6,816.25 - 7,533.75
<u>Explanation of Variance:</u> TSBDE is awaiting receipt of self-query reports on applications it has received before approving. Effective 9/1/2018, TSBDE began requiring applicants to submit fingerprints.					
6 # REGISTRATIONS RENEWED: DA					

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6 # REGISTRATIONS RENEWED: DA					
Quarter 1	39,000.00	6,420.00	6,420.00	16.46 % *	7,800.00 - 11,700.00
<u>Explanation of Variance:</u> TSBDE began staggering renewals on 10/01/2018. Effective 9/1/2018, due to SB313 changes, DA initial renewals were no longer required.					
Quarter 2	39,000.00	4,544.00	10,964.00	28.11 % *	17,550.00 - 21,450.00
<u>Explanation of Variance:</u> TSBDE began staggering renewals on 10/01/2018. The agency is not expecting to meet this measure since renewals are biennial.					
Quarter 3	39,000.00	3,846.00	14,810.00	37.97 % *	27,300.00 - 31,200.00
<u>Explanation of Variance:</u> TSBDE began staggering renewals on 10/01/2018. The agency is not expecting to meet this measure since renewals are biennial.					
Quarter 4	39,000.00	4,559.00	19,369.00	49.66 % *	37,050.00 - 40,950.00
<u>Explanation of Variance:</u> TSBDE began staggering renewals on 10/01/2018. The agency is not expecting to meet this measure since renewals are biennial.					

Efficiency Measures

1-1-1 COMPLAINT RESOLUTION

1 AVG TIME/COMPLAINT RESOLUTION

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1 AVG TIME/COMPLAINT RESOLUTION					
Quarter 1	400.00	530.00	530.00	132.50 % *	380.00 - 420.00
<u>Explanation of Variance:</u> 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.					
Quarter 2	400.00	237.77	450.97	112.74 % *	380.00 - 420.00
<u>Explanation of Variance:</u> For this current YTD measure, the residual backlogged complaints outweighed the second quarter's improved measure. This is expected to show consistent improvement as the FY moves forward.					
Quarter 3	400.00	532.49	487.02	121.76 % *	380.00 - 420.00
<u>Explanation of Variance:</u> For this current YTD measure, the residual backlogged complaints outweighed the third quarter's improved measure. This is expected to show consistent improvement as the FY moves forward.					
Quarter 4	400.00	402.63	465.32	116.33 % *	380.00 - 420.00
<u>Explanation of Variance:</u> For this current YTD measure, the residual backlogged complaints outweighed the fourth quarter's improved measure. The agency expected to show consistent improvement as the FY moved forward.					

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