

ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES
504 - Texas State Board of Dental Examiners
Fiscal Year 2024
9/18/2024

Efficiency/Output Measures with Cover Page and Update Explanation

9/18/2024 10:28:41AM

88th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency code: **504**

Agency name: **Texas State Board of Dental Examiners**

Type/Strategy/Measure	2024 Target	2024 Actual	2024 YTD	Percent of Annual Target	Target Range
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Output Measures

1-1-1 COMPLAINT RESOLUTION

1 COMPLAINTS RESOLVED

Quarter 1	1,000.00	247.00	247.00	24.70 %	200.00 - 300.00
Quarter 2	1,000.00	244.00	491.00	49.10 %	450.00 - 550.00
Quarter 3	1,000.00	293.00	784.00	78.40 %	700.00 - 800.00
Quarter 4	1,000.00	303.00	1,087.00	108.70 % *	950.00 - 1,050.00

Explanation of Variance: The agency has exceeded the target range for this measure.

1-1-2 PEER ASSISTANCE PROGRAM

1 # IN PEER ASSISTANCE PROGRAM

Quarter 1	85.00	25.00	25.00	29.41 %	17.00 - 25.50
Quarter 2	85.00	0.00	25.00	29.41 % *	38.25 - 46.75

Explanation of Variance: The Peer Assistance program has no additional participants.

* Varies by 5% or more from target.

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1 # IN PEER ASSISTANCE PROGRAM					
Quarter 3	85.00	2.00	27.00	31.76 % *	59.50 - 68.00
<u>Explanation of Variance:</u>	The Peer Assistance program has two additional participants.				
Quarter 4	85.00	4.00	31.00	36.47 % *	80.75 - 89.25
<u>Explanation of Variance:</u>	The Peer Assistance program has 4 additional participants for a total of 31 for the fiscal year.				
 <u>1-2-1 LICENSURE/REGISTRATION/CERT</u>					
1 # LICENSES ISSUED: DENTISTS					
Quarter 1	975.00	230.00	230.00	23.59 %	195.00 - 292.50
Quarter 2	975.00	105.00	335.00	34.36 % *	438.75 - 536.25
<u>Explanation of Variance:</u>	This PM is within a good range to meet its target.				
Quarter 3	975.00	119.00	454.00	46.56 % *	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.				

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1 # LICENSES ISSUED: DENTISTS

Quarter 4	975.00	596.00	1,050.00	107.69 % *	926.25 - 1,023.75
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Explanation of Variance: The agency has exceeded the target range for this measure.

2 NUMBER LICENSES RENEWED: DENTISTS

Quarter 1	9,000.00	2,709.00	2,709.00	30.10 % *	1,800.00 - 2,700.00
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Explanation of Variance: This measure has surpassed the 1st quarter target range.

Quarter 2	9,000.00	2,246.00	4,955.00	55.06 % *	4,050.00 - 4,950.00
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Explanation of Variance: This PM is within a good range to meet its target.

Quarter 3	9,000.00	2,619.00	7,574.00	84.16 % *	6,300.00 - 7,200.00
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Explanation of Variance: This measure is expected to meet the target by the 4th quarter.

Quarter 4	9,000.00	3,625.00	11,199.00	124.43 % *	8,550.00 - 9,450.00
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Explanation of Variance: The agency has exceeded the target range for this measure.

3 # LICENSES ISSUED: DH

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3 # LICENSES ISSUED: DH					
Quarter 1	775.00	191.00	191.00	24.65 %	155.00 - 232.50
Quarter 2	775.00	114.00	305.00	39.35 % *	348.75 - 426.25
<u>Explanation of Variance:</u> This PM is within a good range to meet its target.					
Quarter 3	775.00	66.00	371.00	47.87 % *	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.					
Quarter 4	775.00	492.00	863.00	111.35 % *	736.25 - 813.75
<u>Explanation of Variance:</u> The agency has exceeded the target range for this measure.					
4 NUMBER LICENSES RENEWED: DH					
Quarter 1	7,000.00	2,121.00	2,121.00	30.30 % *	1,400.00 - 2,100.00
<u>Explanation of Variance:</u> This measure has surpassed the 1st quarter target range.					

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4 NUMBER LICENSES RENEWED: DH					
Quarter 2	7,000.00	1,739.00	3,860.00	55.14 % *	3,150.00 - 3,850.00
<u>Explanation of Variance:</u> This PM is within a good range to meet its target.					
Quarter 3	7,000.00	2,040.00	5,900.00	84.29 % *	4,900.00 - 5,600.00
<u>Explanation of Variance:</u> This measure is expected to meet the target by the 4th quarter.					
Quarter 4	7,000.00	2,861.00	8,761.00	125.16 % *	6,650.00 - 7,350.00
<u>Explanation of Variance:</u> The agency has exceeded the target range for this measure.					
5 # NEW REGISTRATIONS ISSUED: DA					
Quarter 1	2,750.00	2,145.00	2,145.00	78.00 % *	550.00 - 825.00
<u>Explanation of Variance:</u> This measure in on target to surpass the target.					
Quarter 2	2,750.00	1,598.00	3,743.00	136.11 % *	1,237.50 - 1,512.50
<u>Explanation of Variance:</u> This measure in on target to surpass the target.					

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5 # NEW REGISTRATIONS ISSUED: DA					
Quarter 3	2,750.00	1,834.00	5,577.00	202.80 % *	1,925.00 - 2,200.00
<u>Explanation of Variance:</u> This measures has exceeded its target.					
Quarter 4	2,750.00	2,995.00	8,572.00	311.71 % *	2,612.50 - 2,887.50
<u>Explanation of Variance:</u> The agency has exceeded the target range for this measure.					
6 # REGISTRATIONS RENEWED: DA					
Quarter 1	19,500.00	4,356.00	4,356.00	22.34 %	3,900.00 - 5,850.00
Quarter 2	19,500.00	4,279.00	8,635.00	44.28 % *	8,775.00 - 10,725.00
<u>Explanation of Variance:</u> This PM is within a good range to meet its target.					
Quarter 3	19,500.00	4,457.00	13,092.00	67.14 % *	13,650.00 - 15,600.00
<u>Explanation of Variance:</u> This measure is expected to meet the target by the 4th quarter.					
Quarter 4	19,500.00	5,733.00	18,825.00	96.54 %	18,525.00 - 20,475.00

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Efficiency Measures

1-1-1 COMPLAINT RESOLUTION

1 AVG TIME/COMPLAINT RESOLUTION

Quarter 1	400.00	301.00	301.00	75.25 % *	380.00 - 420.00
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Explanation of Variance: The Investigation team consistently reaches our goal of completing cases within 75 days of assignment, resulting in a lower average time for resolution.

Quarter 2	400.00	296.00	298.50	74.63 % *	380.00 - 420.00
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Explanation of Variance: Investigations continues to move cases to Legalor DRP within 75 days, allowing for quicker resolution,

Quarter 3	400.00	267.00	288.00	72.00 % *	380.00 - 420.00
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Explanation of Variance: The investigation team consistently reaches the goal of completing cases within 75 dyas of assignment, resulting in a lower average time for resolution.

Quarter 4	400.00	284.00	287.00	71.75 % *	380.00 - 420.00
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Explanation of Variance: The investigation team consistently reaches the goal of completing cases within 75 days of assignment, resulting in a lower average time for resolution.

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