

ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES
504 - Texas State Board of Dental Examiners
Fiscal Year 2023
9/26/2023

Efficiency/Output Measures with Cover Page and Update Explanation

9/26/2023 1:13:29PM

87th 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	2023 Target	2023 Actual	2023 YTD	Percent of Annual Target	Target Range
Output Measures					
<u>1-1-1 COMPLAINT RESOLUTION</u>					
1 COMPLAINTS RESOLVED					
Quarter 1	1,000.00	183.00	183.00	18.30 % *	200.00 - 300.00
<u>Explanation of Variance:</u> The number of compliants received was lower than usual resulting in fewer cases being resolved.					
Quarter 2	1,000.00	204.00	387.00	38.70 % *	450.00 - 550.00
<u>Explanation of Variance:</u> The number of compliants received was lower than usual resulting in fewer cases being resolved.					
Quarter 3	1,000.00	344.00	731.00	73.10 %	700.00 - 800.00
Quarter 4	1,000.00	245.00	976.00	97.60 %	950.00 - 1,050.00
<u>1-1-2 PEER ASSISTANCE PROGRAM</u>					
1 # IN PEER ASSISTANCE PROGRAM					
Quarter 1	85.00	25.00	25.00	29.41 %	17.00 - 25.50

* Varies by 5% or more from target.

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1 # IN PEER ASSISTANCE PROGRAM					
Quarter 2	85.00	3.00	28.00	32.94 % *	38.25 - 46.75
<u>Explanation of Variance:</u> The number of participants in the Peer Assistance Program continues to stay low.					
Quarter 3	85.00	3.00	31.00	36.47 % *	59.50 - 68.00
<u>Explanation of Variance:</u> The number of participants in the Peer Assistance Program continues to be low.					
Quarter 4	85.00	0.00	31.00	36.47 % *	80.75 - 89.25
<u>Explanation of Variance:</u> There are no new participants in the peer assistance program in the 4th quarter.					
<u>1-2-1 LICENSURE/REGISTRATION/CERT</u>					
1 # LICENSES ISSUED: DENTISTS					
Quarter 1	975.00	228.00	228.00	23.38 %	195.00 - 292.50
Quarter 2	975.00	93.00	321.00	32.92 % *	438.75 - 536.25
<u>Explanation of Variance:</u> This performance measure is set to reach its target by the 4th quarter.					

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1 # LICENSES ISSUED: DENTISTS					
Quarter 3	975.00	175.00	496.00	50.87 % *	682.50 - 780.00
<u>Explanation of Variance:</u> This performance measure is set to reach its target by the 4th quarter.					
Quarter 4	975.00	506.00	1,002.00	102.77 %	926.25 - 1,023.75
2 NUMBER LICENSES RENEWED: DENTISTS					
Quarter 1	9,000.00	2,538.00	2,538.00	28.20 %	1,800.00 - 2,700.00
Quarter 2	9,000.00	2,080.00	4,618.00	51.31 %	4,050.00 - 4,950.00
Quarter 3	9,000.00	2,625.00	7,243.00	80.48 % *	6,300.00 - 7,200.00
<u>Explanation of Variance:</u> This performance measure is set to reach its target by the 4th quarter.					
Quarter 4	9,000.00	2,725.00	9,968.00	110.76 % *	8,550.00 - 9,450.00
<u>Explanation of Variance:</u> This performance measure exceeded its target for the year.					
3 # LICENSES ISSUED: DH					

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3 # LICENSES ISSUED: DH					
Quarter 1	775.00	218.00	218.00	28.13 %	155.00 - 232.50
Quarter 2	775.00	32.00	250.00	32.26 % *	348.75 - 426.25
<u>Explanation of Variance:</u> This performance measure is set to reach its target by the 4th quarter.					
Quarter 3	775.00	128.00	378.00	48.77 % *	542.50 - 620.00
<u>Explanation of Variance:</u> This performance measure is set to reach its target by the 4th quarter.					
Quarter 4	775.00	430.00	808.00	104.26 %	736.25 - 813.75
4 NUMBER LICENSES RENEWED: DH					
Quarter 1	7,000.00	2,000.00	2,000.00	28.57 %	1,400.00 - 2,100.00
Quarter 2	7,000.00	1,609.00	3,609.00	51.56 %	3,150.00 - 3,850.00

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4 NUMBER LICENSES RENEWED: DH					
Quarter 3	7,000.00	2,113.00	5,722.00	81.74 % *	4,900.00 - 5,600.00
<u>Explanation of Variance:</u>	This performance measure is set to reach its target by the 4th quarter.				
Quarter 4	7,000.00	2,080.00	7,802.00	111.46 % *	6,650.00 - 7,350.00
<u>Explanation of Variance:</u>	This performance measure exceeded its target for the year.				
5 # NEW REGISTRATIONS ISSUED: DA					
Quarter 1	2,750.00	1,469.00	1,469.00	53.42 % *	550.00 - 825.00
<u>Explanation of Variance:</u>	This performance measure exceeds the target range for the 1st quarter.				
Quarter 2	2,750.00	1,440.00	2,909.00	105.78 % *	1,237.50 - 1,512.50
<u>Explanation of Variance:</u>	This performance measure is set to reach its target by the 4th quarter.				
Quarter 3	2,750.00	2,032.00	4,941.00	179.67 % *	1,925.00 - 2,200.00
<u>Explanation of Variance:</u>	This performance measure has surpassed its target.				

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5 # NEW REGISTRATIONS ISSUED: DA					
Quarter 4	2,750.00	2,119.00	7,060.00	256.73 % *	2,612.50 - 2,887.50
	<u>Explanation of Variance:</u> This performance measure exceeded its target for the year.				
6 # REGISTRATIONS RENEWED: DA					
Quarter 1	19,500.00	4,215.00	4,215.00	21.62 %	3,900.00 - 5,850.00
Quarter 2	19,500.00	3,867.00	8,082.00	41.45 % *	8,775.00 - 10,725.00
	<u>Explanation of Variance:</u> This performance measure is set to reach its target by the 4th quarter.				
Quarter 3	19,500.00	4,732.00	12,814.00	65.71 % *	13,650.00 - 15,600.00
	<u>Explanation of Variance:</u> This performance measure is set to reach its target by the 4th quarter.				
Quarter 4	19,500.00	4,299.00	17,113.00	87.76 % *	18,525.00 - 20,475.00
	<u>Explanation of Variance:</u> This performance measure is below its target range for this fiscal year.				

Efficiency Measures

1-1-1 COMPLAINT RESOLUTION

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1 AVG TIME/COMPLAINT RESOLUTION					
Quarter 1	400.00	283.62	283.62	70.91 % *	380.00 - 420.00
<u>Explanation of Variance:</u> The Investigations team consistently reaches our goal of completing cases within 75 days of assignment, resulting in a lower than average time for resolution.					
Quarter 2	400.00	409.75	346.68	86.67 % *	380.00 - 420.00
<u>Explanation of Variance:</u> Investigations continues to move cases to Legal or DRP within 75 days, allowing for quicker resolution.					
Quarter 3	400.00	265.50	319.60	79.90 % *	380.00 - 420.00
<u>Explanation of Variance:</u> Investigations continues to move cases to Legal or DRP within 75 days, allowing for quicker resolution.					
Quarter 4	400.00	251.76	302.65	75.66 % *	380.00 - 420.00
<u>Explanation of Variance:</u> Investigations continues to move cases to Legal or DRP within 75 days, allowing for quicker resolution.					

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