

ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES
504 - Texas State Board of Dental Examiners
Fiscal Year 2022
9/23/2022

Agency code: 504

Agency name: Texas State Board of Dental Examiners

Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	Target Range
Output Measures					
<u>1-1-1 COMPLAINT RESOLUTION</u>					
1 COMPLAINTS RESOLVED					
Quarter 1	1,000.00	254.00	254.00	25.40 %	200.00 - 300.00
Quarter 2	1,000.00	256.00	510.00	51.00 %	450.00 - 550.00
Quarter 3	1,000.00	220.00	730.00	73.00 %	700.00 - 800.00
Quarter 4	1,000.00	226.00	956.00	95.60 %	950.00 - 1,050.00
<u>1-1-2 PEER ASSISTANCE PROGRAM</u>					
1 # IN PEER ASSISTANCE PROGRAM					
Quarter 1	85.00	37.00	37.00	43.53 % *	17.00 - 25.50
<u>Explanation of Variance:</u> This measure includes 37 participants in the first quarter.					
Quarter 2	85.00	0.00	37.00	43.53 % *	38.25 - 46.75
<u>Explanation of Variance:</u> This measure includes 37 participants in the second quarter.					

* Varies by 5% or more from target.

Efficiency/Output Measures with Cover Page and Update Explanation

9/23/2022 3:18:34PM

87th Regular Session, Performance Reporting

Automated Budget and Evaluation System of Texas (ABEST)

Agency code: 504

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Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	Target Range
Output Measures					
1 # IN PEER ASSISTANCE PROGRAM					
Quarter 3	85.00	1.00	38.00	44.71 % *	59.50 - 68.00
<u>Explanation of Variance:</u> This measure includes 38 participants in the third quarter.					
Quarter 4	85.00	0.00	38.00	44.71 % *	80.75 - 89.25
<u>Explanation of Variance:</u> This measure includes 32 total participants in the fourth quarter.					
<u>1-2-1 LICENSURE/REGISTRATION/CERT</u>					
1 # LICENSES ISSUED: DENTISTS					
Quarter 1	975.00	192.00	192.00	19.69 % *	195.00 - 292.50
<u>Explanation of Variance:</u> The amount is slightly below the target range.					
Quarter 2	975.00	119.00	311.00	31.90 % *	438.75 - 536.25
<u>Explanation of Variance:</u> The amount is slightly below target range.					
Quarter 3	975.00	251.00	562.00	57.64 % *	682.50 - 780.00
<u>Explanation of Variance:</u> The amount is slightly below target range.					

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1 # LICENSES ISSUED: DENTISTS					
Quarter 4	975.00	606.00	1,168.00	119.79 % *	926.25 - 1,023.75
<u>Explanation of Variance:</u> The agency exceeded the target for this measure.					
2 NUMBER LICENSES RENEWED: DENTISTS					
Quarter 1	9,000.00	2,679.00	2,679.00	29.77 %	1,800.00 - 2,700.00
Quarter 2	9,000.00	1,960.00	4,639.00	51.54 %	4,050.00 - 4,950.00
Quarter 3	9,000.00	2,694.00	7,333.00	81.48 % *	6,300.00 - 7,200.00
<u>Explanation of Variance:</u> The amount is on track to meet the target range.					
Quarter 4	9,000.00	2,580.00	9,913.00	110.14 % *	8,550.00 - 9,450.00
<u>Explanation of Variance:</u> The agency exceeded the target for this measure.					
3 # LICENSES ISSUED: DH					
Quarter 1	775.00	211.00	211.00	27.23 %	155.00 - 232.50

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3 # LICENSES ISSUED: DH					
Quarter 2	775.00	107.00	318.00	41.03 % *	348.75 - 426.25
<u>Explanation of Variance:</u>	The amount is slightly below target range.				
Quarter 3	775.00	129.00	447.00	57.68 % *	542.50 - 620.00
<u>Explanation of Variance:</u>	The amount is slightly below target range.				
Quarter 4	775.00	420.00	867.00	111.87 % *	736.25 - 813.75
<u>Explanation of Variance:</u>	The agency exceeded the target for this measure.				
4 NUMBER LICENSES RENEWED: DH					
Quarter 1	7,000.00	2,087.00	2,087.00	29.81 %	1,400.00 - 2,100.00
Quarter 2	7,000.00	1,538.00	3,625.00	51.79 %	3,150.00 - 3,850.00
Quarter 3	7,000.00	2,060.00	5,685.00	81.21 % *	4,900.00 - 5,600.00
<u>Explanation of Variance:</u>	The amount is on track to meet the target range.				

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Output Measures

4 NUMBER LICENSES RENEWED: DH

Quarter 4	7,000.00	2,023.00	7,708.00	110.11 % *	6,650.00 - 7,350.00
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Explanation of Variance: The agency exceeded the target for this measure.

5 # NEW REGISTRATIONS ISSUED: DA

Quarter 1	2,750.00	1,461.00	1,461.00	53.13 % *	550.00 - 825.00
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Explanation of Variance: The agency exceeded the target for this measure.

Quarter 2	2,750.00	1,290.00	2,751.00	100.04 % *	1,237.50 - 1,512.50
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Explanation of Variance: The agency has exceed the target for this measure.

Quarter 3	2,750.00	1,742.00	4,493.00	163.38 % *	1,925.00 - 2,200.00
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Explanation of Variance: The agency has exceeded the target for this measure.

Quarter 4	2,750.00	1,657.00	6,150.00	223.64 % *	2,612.50 - 2,887.50
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Explanation of Variance: The agency exceeded the target for this measure.

6 # REGISTRATIONS RENEWED: DA

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6 # REGISTRATIONS RENEWED: DA					
Quarter 1	19,500.00	4,380.00	4,380.00	22.46 %	3,900.00 - 5,850.00
Quarter 2	19,500.00	3,881.00	8,261.00	42.36 % *	8,775.00 - 10,725.00
<u>Explanation of Variance:</u> The amount is slightly below target range.					
Quarter 3	19,500.00	4,363.00	12,624.00	64.74 % *	13,650.00 - 15,600.00
<u>Explanation of Variance:</u> The amount is on track to meet the target range.					
Quarter 4	19,500.00	3,965.00	16,589.00	85.07 % *	18,525.00 - 20,475.00
<u>Explanation of Variance:</u> The agency met 85.07% of the intended target.					
Efficiency Measures					
1-1-1 COMPLAINT RESOLUTION					
1 AVG TIME/COMPLAINT RESOLUTION					
Quarter 1	400.00	318.00	318.00	79.50 % *	380.00 - 420.00
<u>Explanation of Variance:</u> Due to fewer complaints received during the pandemic, we have been able to close cases more timely. Although out of range, it is still a positive for the agency to have cases resolved below the target number.					

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Efficiency Measures					
1 AVG TIME/COMPLAINT RESOLUTION					
Quarter 2	400.00	334.63	326.00	81.50 % *	380.00 - 420.00
<u>Explanation of Variance:</u> Due to fewer complaints received during the pandemic, we have been able to close cases more timely. Although out of range, it is still a positive for the agency to have cases resolved below the target number.					
Quarter 3	400.00	318.00	323.00	80.75 % *	380.00 - 420.00
<u>Explanation of Variance:</u> Due to fewer complaints received during the pandemic, we have been able to close cases more timely. Although out of range, it is still a positive for the agency to have cases resolved below the target number.					
Quarter 4	400.00	238.89	283.54	70.89 % *	380.00 - 420.00
<u>Explanation of Variance:</u> Due to fewer complaints received during the pandemic, we have been able to close cases more timely. Although out of range, it is still a positive for the agency to have cases resolved below the target number.					

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