

ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES
504 - Texas State Board of Dental Examiners
Fiscal Year 2025
3/12/2025

Agency code: 504

Agency name: Texas State Board of Dental Examiners

Type/Strategy/Measure	2025 Target	2025 Actual	2025 YTD	Percent of Annual Target	Target Range
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Output Measures1-1-1 COMPLAINT RESOLUTION

1 COMPLAINTS RESOLVED

Quarter 1	1,000.00	304.00	304.00	30.40 % *	200.00 - 300.00
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Explanation of Variance: This measure is within the expected target range.

Quarter 2	1,000.00	286.00	590.00	59.00 % *	450.00 - 550.00
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Explanation of Variance: This measure is within the expected target range.1-1-2 PEER ASSISTANCE PROGRAM

1 # IN PEER ASSISTANCE PROGRAM

Quarter 1	85.00	26.00	26.00	30.59 % *	17.00 - 25.50
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Explanation of Variance: The number of participants

Quarter 2	85.00	1.00	27.00	31.76 % *	38.25 - 46.75
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Explanation of Variance: The Peer Assistance program has one new participant in the second quarter.1-2-1 LICENSURE/REGISTRATION/CERT

1 # LICENSES ISSUED: DENTISTS

* Varies by 5% or more from target.

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Type/Strategy/Measure	2025 Target	2025 Actual	2025 YTD	Percent of Annual Target	Target Range
Output Measures					
1 # LICENSES ISSUED: DENTISTS					
Quarter 1	975.00	199.00	199.00	20.41 %	195.00 - 292.50
Quarter 2	975.00	106.00	305.00	31.28 % *	438.75 - 536.25
<u>Explanation of Variance:</u> Graduation from the dental programs is annually. Typically between May through August. The agency expects to meet the annual target goal by the end of the fiscal year.					
2 NUMBER LICENSES RENEWED: DENTISTS					
Quarter 1	9,000.00	2,564.00	2,564.00	28.49 %	1,800.00 - 2,700.00
Quarter 2	9,000.00	2,255.00	4,819.00	53.54 %	4,050.00 - 4,950.00
3 # LICENSES ISSUED: DH					
Quarter 1	775.00	172.00	172.00	22.19 %	155.00 - 232.50
Quarter 2	775.00	138.00	310.00	40.00 % *	348.75 - 426.25
<u>Explanation of Variance:</u> Graduation from the dental hygiene programs is annually. Typically between May through August. The agency expects to meet the annual target goal by the end of the fiscal year.					

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Efficiency/Output Measures with Cover Page and Update Explanation

3/12/2025 5:10:51PM

88th Regular Session, Performance Reporting

Automated Budget and Evaluation System of Texas (ABEST)

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Type/Strategy/Measure	2025 Target	2025 Actual	2025 YTD	Percent of Annual Target	Target Range
Output Measures					
4 NUMBER LICENSES RENEWED: DH					
Quarter 1	7,000.00	2,017.00	2,017.00	28.81 %	1,400.00 - 2,100.00
Quarter 2	7,000.00	1,831.00	3,848.00	54.97 %	3,150.00 - 3,850.00
5 # NEW REGISTRATIONS ISSUED: DA					
Quarter 1	2,750.00	1,870.00	1,870.00	68.00 % *	550.00 - 825.00
<u>Explanation of Variance:</u> This amount exceeds the target for the first quarter.					
Quarter 2	2,750.00	2,015.00	3,885.00	141.27 % *	1,237.50 - 1,512.50
<u>Explanation of Variance:</u> The amount exceeds the target for the second quarter and is on track to exceed the annual target goal. The dental assistant applicants apply for a registration throughout the year. Effective September 1, 2024 the agency has offered a more robust application process.					
6 # REGISTRATIONS RENEWED: DA					
Quarter 1	19,500.00	4,324.00	4,324.00	22.17 %	3,900.00 - 5,850.00
Quarter 2	19,500.00	4,289.00	8,613.00	44.17 % *	8,775.00 - 10,725.00
<u>Explanation of Variance:</u> The measure is within range to meet the expected annual target.					

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Efficiency Measures1-1-1 COMPLAINT RESOLUTION

1 AVG TIME/COMPLAINT RESOLUTION

Quarter 1	400.00	304.67	304.67	76.17 % *	380.00 - 420.00
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Explanation of Variance: The investigations team consistently reaches the goal of completing cases within 75 days of assignment resulting in a lower average time for resolution.

Quarter 2	400.00	338.73	321.70	80.43 % *	380.00 - 420.00
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Explanation of Variance: The investigations team consistently reaches our goal of completing cases within 75 days of assignment resulting in a lower average time for resolution

* Varies by 5% or more from target.