

**ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES**  
**504 - Texas State Board of Dental Examiners**  
**Fiscal Year 2025**  
**7/24/2025**

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
<b>Output Measures</b>					
<u>1-1-1 COMPLAINT RESOLUTION</u>					
1 COMPLAINTS RESOLVED					
Quarter 1	1,000.00	304.00	304.00	30.40 % *	200.00 - 300.00
<u>Explanation of Variance:</u> This measure is within the expected target range.					
Quarter 2	1,000.00	286.00	590.00	59.00 % *	450.00 - 550.00
<u>Explanation of Variance:</u> This measure is within the expected target range.					
Quarter 3	1,000.00	328.00	918.00	91.80 % *	700.00 - 800.00
<u>Explanation of Variance:</u> This measure has exceeded the target range.					
<u>1-1-2 PEER ASSISTANCE PROGRAM</u>					
1 # IN PEER ASSISTANCE PROGRAM					
Quarter 1	85.00	26.00	26.00	30.59 % *	17.00 - 25.50
<u>Explanation of Variance:</u> The number of participants					
Quarter 2	85.00	1.00	27.00	31.76 % *	38.25 - 46.75
<u>Explanation of Variance:</u> The Peer Assistance program has one new participant in the second quarter.					

\* Varies by 5% or more from target.

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1 # IN PEER ASSISTANCE PROGRAM					
<b>Quarter 3</b>	85.00	2.00	29.00	34.12 % *	59.50 - 68.00
<u>Explanation of Variance:</u> The Peer Assistance program has two new participants in the third quarter.					
<u>1-2-1 LICENSURE/REGISTRATION/CERT</u>					
1 # LICENSES ISSUED: DENTISTS					
<b>Quarter 1</b>	975.00	199.00	199.00	20.41 %	195.00 - 292.50
<b>Quarter 2</b>	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.					
<b>Quarter 3</b>	975.00	106.00	411.00	42.15 % *	682.50 - 780.00
<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					
<b>Quarter 1</b>	9,000.00	2,564.00	2,564.00	28.49 %	1,800.00 - 2,700.00

\* Varies by 5% or more from target.

# Efficiency/Output Measures with Cover Page and Update Explanation

7/24/2025 10:27:24AM

88th Regular Session, Performance Reporting

Automated Budget and Evaluation System of Texas (ABEST)

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<b>Output Measures</b>					
2 NUMBER LICENSES RENEWED: DENTISTS					
<b>Quarter 2</b>	9,000.00	2,255.00	4,819.00	53.54 %	4,050.00 - 4,950.00
<b>Quarter 3</b>	9,000.00	2,777.00	7,596.00	84.40 % *	6,300.00 - 7,200.00
<u>Explanation of Variance:</u> Dentists are required to renew their dental license every two years and upon their birth month.					
3 # LICENSES ISSUED: DH					
<b>Quarter 1</b>	775.00	172.00	172.00	22.19 %	155.00 - 232.50
<b>Quarter 2</b>	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.					
<b>Quarter 3</b>	775.00	116.00	426.00	54.97 % *	542.50 - 620.00
<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.					
4 NUMBER LICENSES RENEWED: DH					

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<b>Output Measures</b>					
4 NUMBER LICENSES RENEWED: DH					
<b>Quarter 1</b>	7,000.00	2,017.00	2,017.00	28.81 %	1,400.00 - 2,100.00
<b>Quarter 2</b>	7,000.00	1,831.00	3,848.00	54.97 %	3,150.00 - 3,850.00
<b>Quarter 3</b>	7,000.00	2,160.00	6,008.00	85.83 % *	4,900.00 - 5,600.00
<u>Explanation of Variance:</u> Hygienists are required to renew their dental license every two years and upon their birth month.					
5 # NEW REGISTRATIONS ISSUED: DA					
<b>Quarter 1</b>	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.					
<b>Quarter 2</b>	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.					

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**Output Measures**

## 5 # NEW REGISTRATIONS ISSUED: DA

Quarter 3	2,750.00	2,336.00	6,221.00	226.22 % *	1,925.00 - 2,200.00
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Explanation of Variance: The quarterly amount exceeds the annual target goal. Dental Assistant applicants apply for a registration throughout the year. Effective September 1, 2024 the agency has offered a 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
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Quarter 2	19,500.00	4,289.00	8,613.00	44.17 % *	8,775.00 - 10,725.00
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Explanation of Variance: The measure is within range to meet the expected annual target.

Quarter 3	19,500.00	4,880.00	13,493.00	69.19 % *	13,650.00 - 15,600.00
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Explanation of Variance: Registered Dental Assistants are required to renew their registration every two years and upon their birth month.

**Efficiency Measures**1-1-1 COMPLAINT RESOLUTION

## 1 AVG TIME/COMPLAINT RESOLUTION

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Efficiency/Output Measures with Cover Page and Update Explanation

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<b>Efficiency Measures</b>					
1 AVG TIME/COMPLAINT RESOLUTION					
Quarter 1	400.00	304.67	304.67	76.17 % *	380.00 - 420.00
<u>Explanation of Variance:</u> 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
<u>Explanation of Variance:</u> The investigations team consistently reaches our goal of completing cases within 75 days of assignment resulting in a lower average time for resolution					
Quarter 3	400.00	355.87	333.09	83.27 % *	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 average time for resolution					

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