

ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES
504 - Texas State Board of Dental Examiners
Fiscal Year 2025
10/1/2025

Efficiency/Output Measures with Cover Page and Update Explanation

10/1/2025 9:50:13AM

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	2025 Target	2025 Actual	2025 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	258.00	258.00	25.80 %	200.00 - 300.00
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Explanation of Update: This measure has exceeded the target range. PM number was updated for accuracy.

* Varies by 5% or more from target.

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
Output Measures					
1 COMPLAINTS RESOLVED					
Quarter 2	1,000.00	295.00	553.00	55.30 % *	450.00 - 550.00

Explanation of Variance: This measure is within the expected target range. PM number was updated for accuracy purposes.

Explanation of Update: PM number was updated for accuracy. The number for the second quarter exceeded the target.

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Type/Strategy/Measure	2025 Target	2025 Actual	2025 YTD	Percent of Annual Target	Target Range
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Output Measures

1 COMPLAINTS RESOLVED

Quarter 3	1,000.00	255.00	808.00	80.80 % *	700.00 - 800.00
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Explanation of Variance: This measure has exceeded the target range. PM number was updated for accuracy.

Explanation of Update: PM number was updated for accuracy.

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Output Measures					
1 COMPLAINTS RESOLVED					
Quarter 4	1,000.00	235.00	1,043.00	104.30 %	950.00 - 1,050.00
<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.					

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1 # IN PEER ASSISTANCE PROGRAM					
Quarter 3	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.					
Quarter 4	85.00	1.00	30.00	35.29 % *	80.75 - 89.25
<u>Explanation of Variance:</u> The Peer Assistance program has one new participant in the fourth quarter.					
<u>1-2-1 LICENSURE/REGISTRATION/CERT</u>					
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.					
Quarter 3	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.					

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Output Measures					
1 # LICENSES ISSUED: DENTISTS					
Quarter 4	975.00	556.00	967.00	99.18 %	926.25 - 1,023.75
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
Quarter 3	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.					
Quarter 4	9,000.00	2,705.00	10,301.00	114.46 % *	8,550.00 - 9,450.00
<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					
Quarter 1	775.00	172.00	172.00	22.19 %	155.00 - 232.50

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Type/Strategy/Measure	2025 Target	2025 Actual	2025 YTD	Percent of Annual Target	Target Range
Output Measures					
3 # LICENSES ISSUED: DH					
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.					
Quarter 3	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.					
Quarter 4	775.00	553.00	979.00	126.32 % *	736.25 - 813.75
<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					
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

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4 NUMBER LICENSES RENEWED: DH					
Quarter 3	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.					
Quarter 4	7,000.00	2,216.00	8,224.00	117.49 % *	6,650.00 - 7,350.00
<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					
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.					
Quarter 3	2,750.00	2,336.00	6,221.00	226.22 % *	1,925.00 - 2,200.00
<u>Explanation of Variance:</u> 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.					

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Output Measures

5 # NEW REGISTRATIONS ISSUED: DA

Quarter 4	2,750.00	2,408.00	8,629.00	313.78 % *	2,612.50 - 2,887.50
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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.

Quarter 4	19,500.00	4,286.00	17,779.00	91.17 % *	18,525.00 - 20,475.00
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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 Measures1-1-1 COMPLAINT RESOLUTION

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Efficiency Measures					
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					
Quarter 4	400.00	344.61	335.97	83.99 % *	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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