

**ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES**  
**504 - Texas State Board of Dental Examiners**  
**Fiscal Year 2021**  
**9/30/2021**

**Efficiency/Output Measures with Cover Page and Update Explanation**

9/30/2021 3:54:24PM

86th 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	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
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**Output Measures**

1-1-1 COMPLAINT RESOLUTION

1 COMPLAINTS RESOLVED

<b>Quarter 1</b>	1,000.00	304.00	304.00	30.40 % *	200.00 - 300.00
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Explanation of Variance: With complaints coming into the agency trending lower, in part due to fewer visits to the dentist during the pandemic, staff have had the opportunity to resolve more cases, some of them being older.

<b>Quarter 2</b>	1,000.00	195.00	499.00	49.90 %	450.00 - 550.00
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<b>Quarter 3</b>	1,000.00	202.00	701.00	70.10 %	700.00 - 800.00
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<b>Quarter 4</b>	1,000.00	272.00	973.00	97.30 %	950.00 - 1,050.00
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1-1-2 PEER ASSISTANCE PROGRAM

1 # IN PEER ASSISTANCE PROGRAM

<b>Quarter 1</b>	85.00	35.00	35.00	41.18 % *	17.00 - 25.50
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Explanation of Variance: The amount for the first quarter has exceeded the target range.

\* Varies by 5% or more from target.

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<b>Output Measures</b>					
1 # IN PEER ASSISTANCE PROGRAM					
<b>Quarter 2</b>	85.00	2.00	37.00	43.53 % *	38.25 - 46.75
<u>Explanation of Variance:</u> The number of participants in the peer assistance program is 37.					
<b>Quarter 3</b>	85.00	0.00	37.00	43.53 % *	59.50 - 68.00
<u>Explanation of Variance:</u> The number of participants in the peer assistance program is 37. There were no additional participants this quarter.					
<b>Quarter 4</b>	85.00	0.00	37.00	43.53 % *	80.75 - 89.25
<u>Explanation of Variance:</u> The number of participants in the peer assistance program is 37. There were no additional participants this quarter.					
 <u>1-2-1 LICENSURE/REGISTRATION/CERT</u>					
1 # LICENSES ISSUED: DENTISTS					
<b>Quarter 1</b>	975.00	266.00	266.00	27.28 %	195.00 - 292.50
<b>Quarter 2</b>	975.00	153.00	419.00	42.97 % *	438.75 - 536.25
<u>Explanation of Variance:</u> The TSBDE changed its renewals from annual to biennial. The current target range does not reflect the expected renewal target rate.					

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1 # LICENSES ISSUED: DENTISTS					
Quarter 3	975.00	178.00	597.00	61.23 % *	682.50 - 780.00
<u>Explanation of Variance:</u> The TSBDE changed its renewals from annual to biennial. The current target range does not reflect the expected renewal target rate.					
Quarter 4	975.00	632.00	1,229.00	126.05 % *	926.25 - 1,023.75
<u>Explanation of Variance:</u> The TSBDE changed its renewals from annual to biennial. The current target range does not reflect the expected renewal target rate. Graduation of dental programs begin in May through June. Applicants will apply thereafter. During this last quarter TSBDE lost 3 FTEs that were vital in the issuance of dental licenses.					
2 NUMBER LICENSES RENEWED: DENTISTS					
Quarter 1	17,000.00	2,475.00	2,475.00	14.56 % *	3,400.00 - 5,100.00
<u>Explanation of Variance:</u> The TSBDE changed its renewals from annual to biennial. The current target range does not reflect the expected renewal target rate.					
Quarter 2	17,000.00	1,910.00	4,385.00	25.79 % *	7,650.00 - 9,350.00
<u>Explanation of Variance:</u> The TSBDE changed its renewals from annual to biennial. The current target range does not reflect the expected renewal target rate.					

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2 NUMBER LICENSES RENEWED: DENTISTS					
<b>Quarter 3</b>	17,000.00	2,558.00	6,943.00	40.84 % *	11,900.00 - 13,600.00
<u>Explanation of Variance:</u> The TSBDE changed its renewals from annual to biennial. The current target range does not reflect the expected renewal target rate.					
<b>Quarter 4</b>	17,000.00	2,629.00	9,572.00	56.31 % *	16,150.00 - 17,850.00
<u>Explanation of Variance:</u> The TSBDE changed its renewals from annual to biennial. The current target range does not reflect the expected renewal target rate.					
3 # LICENSES ISSUED: DH					
<b>Quarter 1</b>	775.00	164.00	164.00	21.16 %	155.00 - 232.50
<b>Quarter 2</b>	775.00	75.00	239.00	30.84 % *	348.75 - 426.25
<u>Explanation of Variance:</u> TSBDE is waiting receipt of self-query reports on applications it has received before approving. Dental Hygienist graduate from school primarily in May and are licensed thereafter.					
<b>Quarter 3</b>	775.00	113.00	352.00	45.42 % *	542.50 - 620.00
<u>Explanation of Variance:</u> The TSBDE changed its renewals from annual to biennial. The current target range does not reflect the expected renewal target rate.					

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3 # LICENSES ISSUED: DH					
<b>Quarter 4</b>	775.00	373.00	725.00	93.55 % *	736.25 - 813.75
<u>Explanation of Variance:</u> The TSBDE changed its renewals from annual to biennial. The current target range does not reflect the expected renewal target rate. Graduation of dental hygiene programs begin in May through June. Applicants will apply thereafter. During this last quarter TSBDE lost 3 FTEs that were vital in the issuance of dental hygiene licenses.					
4 NUMBER LICENSES RENEWED: DH					
<b>Quarter 1</b>	13,000.00	1,956.00	1,956.00	15.05 % *	2,600.00 - 3,900.00
<u>Explanation of Variance:</u> The TSBDE changed its renewals from annual to biennial. The current target range does not reflect the expected renewal target rate.					
<b>Quarter 2</b>	13,000.00	1,426.00	3,382.00	26.02 % *	5,850.00 - 7,150.00
<u>Explanation of Variance:</u> The TSBDE changed its renewals from annual to biennial. The current target range does not reflect the expected renewal target rate.					
<b>Quarter 3</b>	13,000.00	2,036.00	5,418.00	41.68 % *	9,100.00 - 10,400.00
<u>Explanation of Variance:</u> The TSBDE changed its renewals from annual to biennial. The current target range does not reflect the expected renewal target rate.					

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**Output Measures**

4 NUMBER LICENSES RENEWED: DH

<b>Quarter 4</b>	13,000.00	1,957.00	7,375.00	56.73 % *	12,350.00 - 13,650.00
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Explanation of Variance: The TSBDE changed its renewals from annual to biennial. The current target range does not reflect the expected renewal target rate.

5 # NEW REGISTRATIONS ISSUED: DA

<b>Quarter 1</b>	7,175.00	1,620.00	1,620.00	22.58 %	1,435.00 - 2,152.50
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<b>Quarter 2</b>	7,175.00	3,856.00	5,476.00	76.32 % *	3,228.75 - 3,946.25
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Explanation of Variance: TSBDE is awaiting receipt of self-query reports on applications it has received before approving.

<b>Quarter 3</b>	7,175.00	1,169.00	6,645.00	92.61 % *	5,022.50 - 5,740.00
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Explanation of Variance: TSBDE is awaiting receipt of self-query reports on applications it has received before approving.

<b>Quarter 4</b>	7,175.00	1,319.00	7,964.00	111.00 % *	6,816.25 - 7,533.75
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Explanation of Variance: TSBDE exceeded this target.

6 # REGISTRATIONS RENEWED: DA

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6 # REGISTRATIONS RENEWED: DA					
<b>Quarter 1</b>	39,000.00	4,468.00	4,468.00	11.46 % *	7,800.00 - 11,700.00
<u>Explanation of Variance:</u> The TSBDE changed its registrations from annual to biennial. The current target range does not reflect the expected renewal target rate.					
<b>Quarter 2</b>	39,000.00	3,650.00	8,118.00	20.82 % *	17,550.00 - 21,450.00
<u>Explanation of Variance:</u> The TSBDE changed its registrations from annual to biennial. The current target range does not reflect the expected renewal target rate.					
<b>Quarter 3</b>	39,000.00	9,526.00	17,644.00	45.24 % *	27,300.00 - 31,200.00
<u>Explanation of Variance:</u> The TSBDE changed its registrations from annual to biennial. The current target range does not reflect the expected renewal target rate.					
<b>Quarter 4</b>	39,000.00	4,345.00	21,989.00	56.38 % *	37,050.00 - 40,950.00
<u>Explanation of Variance:</u> The TSBDE changed its registrations from annual to biennial. The current target range does not reflect the expected renewal target rate.					

**Efficiency Measures**

1-1-1 COMPLAINT RESOLUTION

1 AVG TIME/COMPLAINT RESOLUTION

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1 AVG TIME/COMPLAINT RESOLUTION					
<b>Quarter 1</b>	400.00	478.00	478.00	119.50 % *	380.00 - 420.00
	<u>Explanation of Variance:</u> xx				
<b>Quarter 2</b>	400.00	450.27	464.11	116.03 % *	380.00 - 420.00
	<u>Explanation of Variance:</u> The agency closed 15 cases over 1000 days old during this reporting period. Despite those older closures, our days to case resolution declined to 450. There are a number of much younger cases currently set for ISC. The agency projects to be within the acceptable range before the completion of this fiscal year.				
<b>Quarter 3</b>	400.00	327.90	426.05	106.51 % *	380.00 - 420.00
	<u>Explanation of Variance:</u> As stated in the number of complaints resolved variance, due to a reduced number of cases coming into the agency, staff has had a disproportionate a number of older cases to work, many the more complex cases requiring a SOAH mediation or SOAH hearing. These cases skew the average with their advanced age. In general, the dates we are given for these hearings are out of our hands and were generally delayed due to the pandemic.				
<b>Quarter 4</b>	400.00	315.38	394.69	98.67 %	380.00 - 420.00

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