

ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES
504 - Texas State Board of Dental Examiners
Fiscal Year 2024
3/13/2024

Efficiency/Output Measures with Cover Page and Update Explanation

3/13/2024 2:31:31PM

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	2024 Target	2024 Actual	2024 YTD	Percent of Annual Target	Target Range
Output Measures					
<u>1-1-1 COMPLAINT RESOLUTION</u>					
1 COMPLAINTS RESOLVED					
Quarter 1	1,000.00	247.00	247.00	24.70 %	200.00 - 300.00
Quarter 2	1,000.00	244.00	491.00	49.10 %	450.00 - 550.00
<u>1-1-2 PEER ASSISTANCE PROGRAM</u>					
1 # IN PEER ASSISTANCE PROGRAM					
Quarter 1	85.00	25.00	25.00	29.41 %	17.00 - 25.50
Quarter 2	85.00	0.00	25.00	29.41 % *	38.25 - 46.75
<u>Explanation of Variance:</u> The Peer Assistance program has no additional participants.					
<u>1-2-1 LICENSURE/REGISTRATION/CERT</u>					
1 # LICENSES ISSUED: DENTISTS					
Quarter 1	975.00	230.00	230.00	23.59 %	195.00 - 292.50

* Varies by 5% or more from target.

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Output Measures

1 # LICENSES ISSUED: DENTISTS

Quarter 2	975.00	105.00	335.00	34.36 % *	438.75 - 536.25
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Explanation of Variance: This PM is within a good range to meet its target.

2 NUMBER LICENSES RENEWED: DENTISTS

Quarter 1	9,000.00	2,709.00	2,709.00	30.10 % *	1,800.00 - 2,700.00
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Explanation of Variance: This measure has surpassed the 1st quarter target range.

Quarter 2	9,000.00	2,246.00	4,955.00	55.06 % *	4,050.00 - 4,950.00
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Explanation of Variance: This PM is within a good range to meet its target.

3 # LICENSES ISSUED: DH

Quarter 1	775.00	191.00	191.00	24.65 %	155.00 - 232.50
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Quarter 2	775.00	114.00	305.00	39.35 % *	348.75 - 426.25
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Explanation of Variance: This PM is within a good range to meet its target.

4 NUMBER LICENSES RENEWED: DH

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Output Measures					
4 NUMBER LICENSES RENEWED: DH					
Quarter 1	7,000.00	2,121.00	2,121.00	30.30 % *	1,400.00 - 2,100.00
<u>Explanation of Variance:</u>	This measure has surpassed the 1st quarter target range.				
Quarter 2	7,000.00	1,739.00	3,860.00	55.14 % *	3,150.00 - 3,850.00
<u>Explanation of Variance:</u>	This PM is within a good range to meet its target.				
5 # NEW REGISTRATIONS ISSUED: DA					
Quarter 1	2,750.00	2,145.00	2,145.00	78.00 % *	550.00 - 825.00
<u>Explanation of Variance:</u>	This measure in on target to surpass the target.				
Quarter 2	2,750.00	1,598.00	3,743.00	136.11 % *	1,237.50 - 1,512.50
<u>Explanation of Variance:</u>	This measure in on target to surpass the target.				
6 # REGISTRATIONS RENEWED: DA					
Quarter 1	19,500.00	4,356.00	4,356.00	22.34 %	3,900.00 - 5,850.00

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Output Measures

6 # REGISTRATIONS RENEWED: DA

Quarter 2	19,500.00	4,279.00	8,635.00	44.28 % *	8,775.00 - 10,725.00
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Explanation of Variance: This PM is within a good range to meet its target.

Efficiency Measures

1-1-1 COMPLAINT RESOLUTION

1 AVG TIME/COMPLAINT RESOLUTION

Quarter 1	400.00	301.00	301.00	75.25 % *	380.00 - 420.00
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Explanation of Variance: The Investigation team consistently reaches our goal of completing cases within 75 days of assignment, resulting in a lower average time for resolution.

Quarter 2	400.00	296.00	298.50	74.63 % *	380.00 - 420.00
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Explanation of Variance: Investigations continues to move cases to Legator DRP within 75 days, allowing for quicker resolution,

* Varies by 5% or more from target.