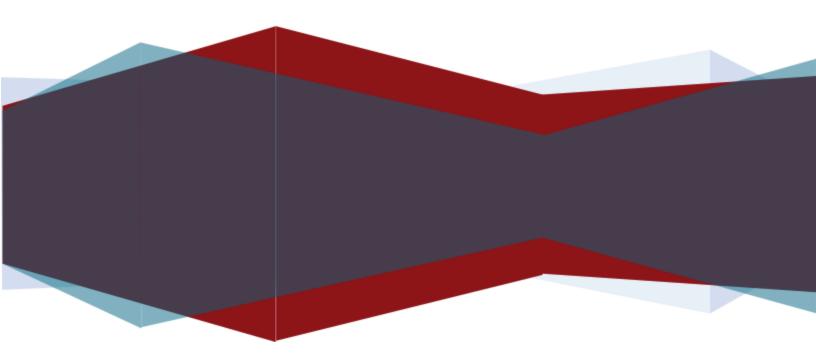
ARIZONA

Arizona Board of Osteopathic Examiners In Medicine and Surgery

Fiscal Year 2022

Budget Request





ARIZONA BOARD OF OSTEOPATHIC EXAMINERS IN MEDICINE AND SURGERY

1740 WEST ADAMS STREET, SUITE 2410 PHOENIX, ARIZONA 85007 PH (480) 657-7703 | FX (480) 657-7715 www.azdo.gov | questions@azdo.gov Board Members: Jerry G. Landau, J.D., Pres. Gary A. Erbstoesser, D.O., V.P. Douglas L. Cunningham, D.O. Jonathan A. Maitem, D.O. Jeffrey H. Burg, AIF Dawn K. Walker, D.O. Ken S. Ota, D.O.

> Executive Director Justin Bohall

Governor Douglas A. Ducey Monday, August 31, 2020

> The Honorable Douglas A. Ducey Office of the Governor 1700 W. Washington – 9th Floor Phoenix, AZ 85007

Re: Budget Proposal Fiscal Year 2021

Dear Governor Ducey,

On behalf of the Arizona Board of Osteopathic Examiners in Medicine and Surgery, thank you for providing the opportunity to present the enclosed budget plan for Fiscal Year 2021.

The Board is proud to practice the principles of the Arizona Management System's LEAN principles, which govern our actions and inspires our service. We know that we have the chance to protect patients and remove unnecessary barriers to osteopathic physicians that choose to work and live in this state, and we welcome that responsibility.

Respect for people and a desire for continuous improvement have enabled us to:

Decide faster - Since 2019, we have cut our average licensing timeframe by almost 350%, providing licensing decisions on average in 35 days rather than 120 days.

Respond faster - We are continually looking for new ways to streamline and adapt our processes. This year, we are updating our available technology to enable our team to respond to questions and assist customers in a faster and more convenient way.

Resolve faster - We perform our work efficiently because we want to protect Arizona patients. Our investigations team conducts thorough and complete investigations to ensure all sides of a complaint are analyzed, so the Board understands every detail as they adjudicate each case.

Provide more services online - We continue to enhance the licensing services we offer online - an option that will further reduce our timeframes and increase our accessibility.

Save taxpayer dollars - We make the most of every moment and every dollar. We build strong connections with Arizona's existing and future osteopathic physicians, anticipating their needs to save their time and our resources. We invite approximately 500 medical students to participate in our Board meetings each year - it is part of our outreach to future physicians we hope will choose to stay in Arizona. We help demystify the state's licensing and physician oversight processes, so they are ready to join the workforce when they complete their degrees.

Our dedication to these principles has continued as the number of licensing applications has soared. Arizona's population of osteopathic physicians grows each year – it has increased by 10% this year, and by a total of 53% since 2010.

The demand for licensing continued even during the COVID-19 pandemic, and we quickly adapted to respond to Arizona osteopathic physicians while we keeping the public, physicans and board staff safe. We moved our

Board meetings online and connected medical students into the meeting, so we would not lose our outreach to Arizona's future workforce.

We are proud of the service we provide, and eager to continue to help as Arizona's medical profession grows. However, we need an additional investment in order to provide high-quality customer service in a rapidly growing field. This fiscal year, we request one additional FTE and approval to use \$53,50 from the Osteopathic Examiners Board Fund (OS2048) to ensure we can continue to provide fast, reliable, and thorough service.

The Board is pleased to present a plan which reflects continued services to the citizens of the State of Arizona. The Board consistently make efficiencies to streamline processes, reduce costs, and decrease licensing timeframes. In this way, the Board is planning to make improvements to the Board's existing technology to provide more services online as well as a comprehensive user-friendly experience. The Board strives to provide exemplary service to the citizens of the State of Arizona while being fiscally prudent with the funds received from licensing fees.

If you have any questions, please do not hesitate to contact me at 602.771.2522 or at Justin.Bohall@azdo.gov.

Kind Regards,

Justin Bohall

Executive Director



State of Arizona Budget Request

State Agency

Arizona Board of Osteopathic Examiners

A.R.S. Citation:	ARS 32-1800 et seq	Appropriated Funds		FY 2021 Approp	FY 2022 Fund. Issue	FY 2022 Total Budget
			Total Amount Requested:	1,038.0	53.5	1,091.5
Governor DU	CEY:	Osteopathic Examiners Board		1,038.0	53.5	1,091.5
statements an	accompanying budget schedules, Id explanatory information constitute budget request for this agency for 22.					
	f my knowledge all statements and contained in the estimates submitted correct.					
Agency Head:	Justin Bohall					
Title:	Executive Director					
Justin Bohall	8/31/2020					
	(signature)	-				
Phone:	(602) 771-2522					
Prepared By:	Justin Bohall		Total:	1,038.0	53.5	1,091.5
Email Address:	Justin.Bohall@azdo.gov					
Date Prepared:	Monday, August 31, 2020					

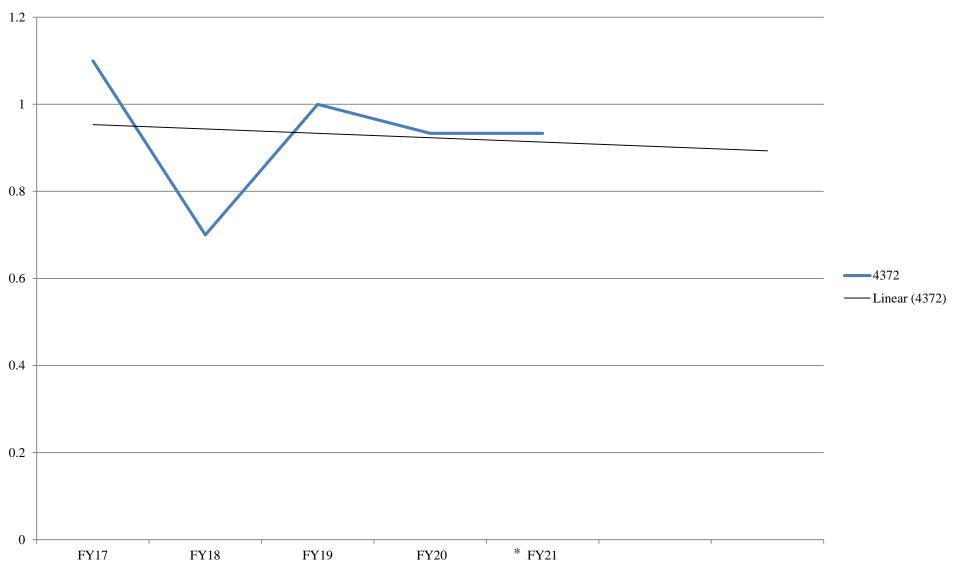
Revenue Schedule

Agency:	Arizona Board of Osteopathic Examiners				
Fund: AA1000	General Fund				
AFIS Code	Category of Receipt and Description		FY 2020	FY 2021	FY 2022
4339	OTHER FEES AND CHARGES FOR SERVICES		1.1	1.0	1.0
4372	PUBLICATIONS AND REPRODUCTIONS		0.7	0.9	0.9
4417	REGULATORY LICENSES		112.1	93.3	93.3
4439	OTHER PERMITS		3.6	4.0	4.0
4449	OTHER FEES		8.2	10.9	10.9
4519	OTHER FINES OR FORFEITURES OR PENALTIES		0.9	1.6	1.6
		Fund Total:	126.6	111.7	111.7

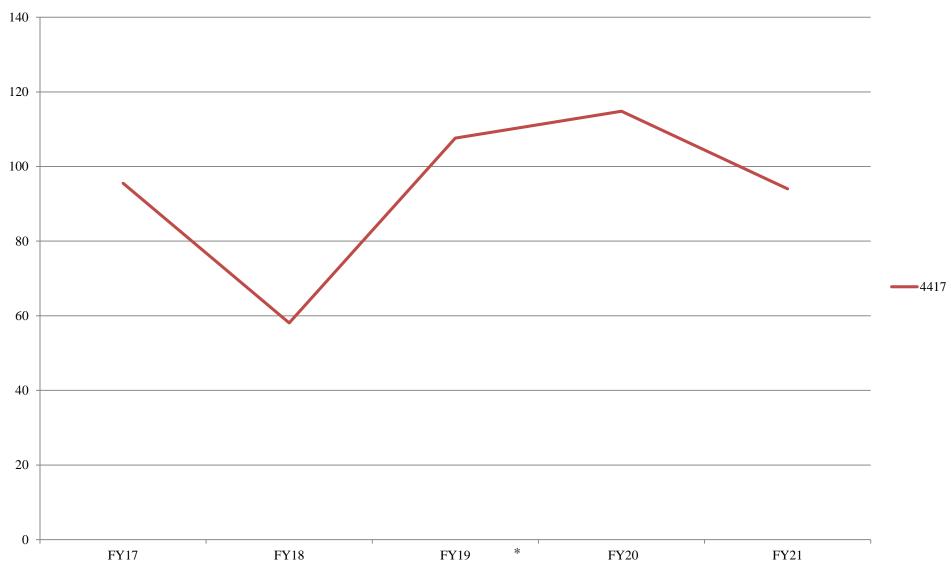
Revenue Schedule

Agency:	Arizona Board of Osteopathic Examiners				
Fund: OS2048	Osteopathic Examiners Board				
AFIS Code	Category of Receipt and Description		FY 2020	FY 2021	FY 2022
4372	PUBLICATIONS AND REPRODUCTIONS		6.3	8.6	8.1
4417	REGULATORY LICENSES		1,009.3	965.4	986.5
4439	OTHER PERMITS		32.6	41.0	41.1
4449	OTHER FEES		94.3	108.3	107.7
4519	OTHER FINES OR FORFEITURES OR PENALTIES		2.8	5.3	4.0
4645	CREDIT CARD DISCOUNT FEES PAID	_	(11.3)	(15.7)	(15.7)
		Fund Total:	1,134.0	1,112.9	1,131.7

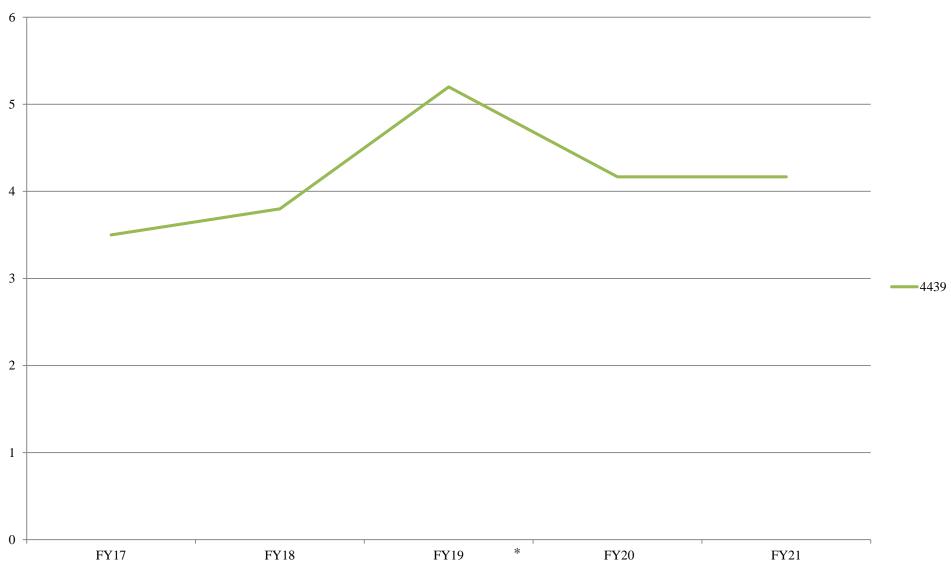
General Fund Revenue



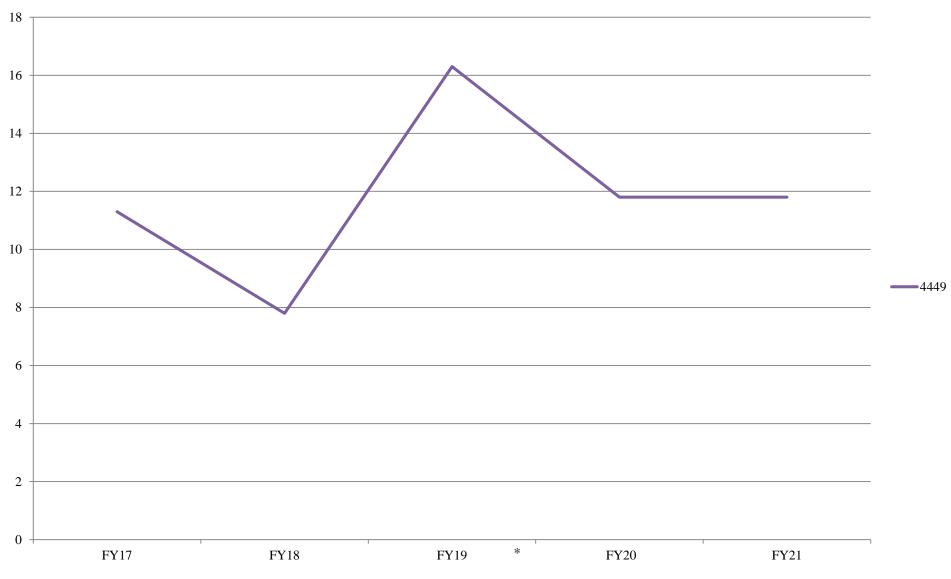
General Fund Revenue



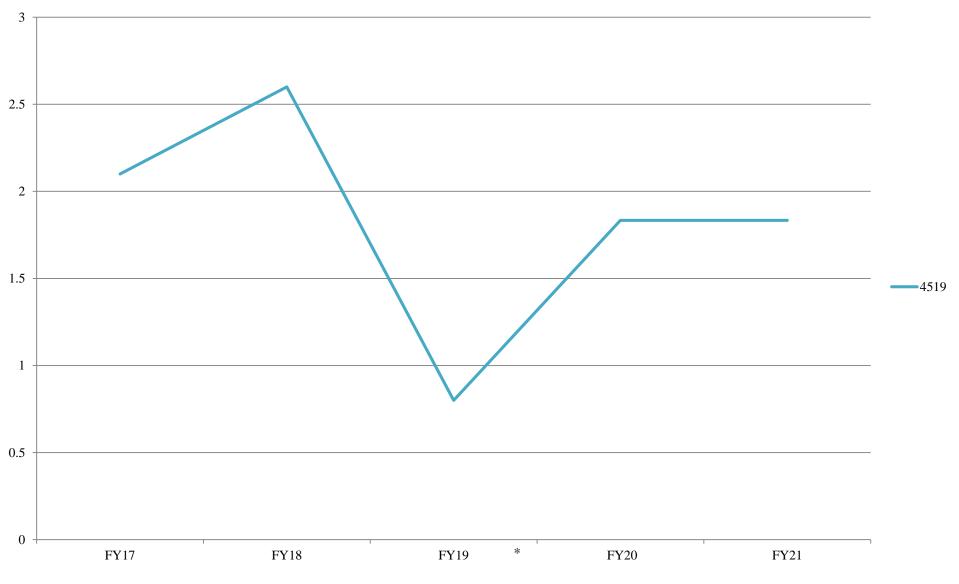
General Fund Revenue



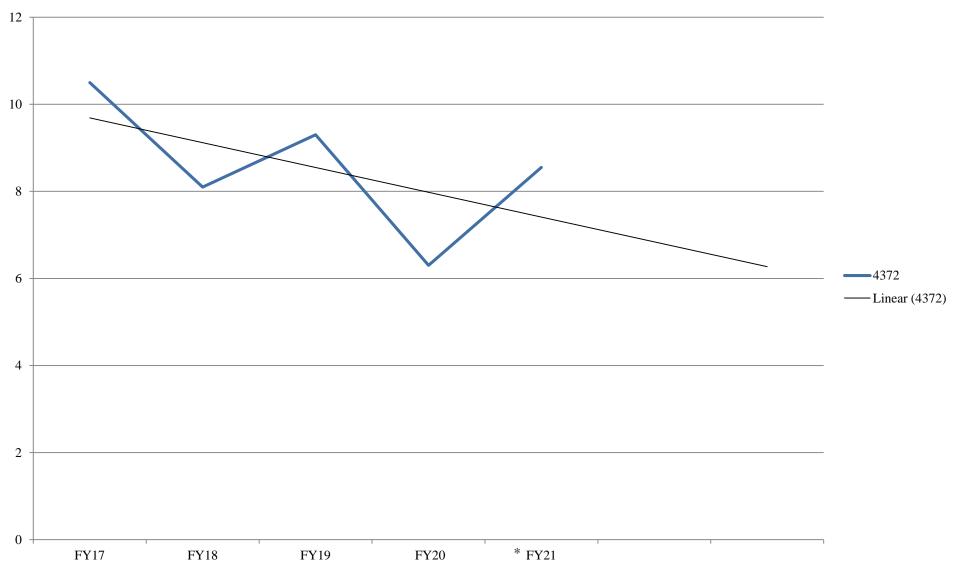
General Fund Revenue



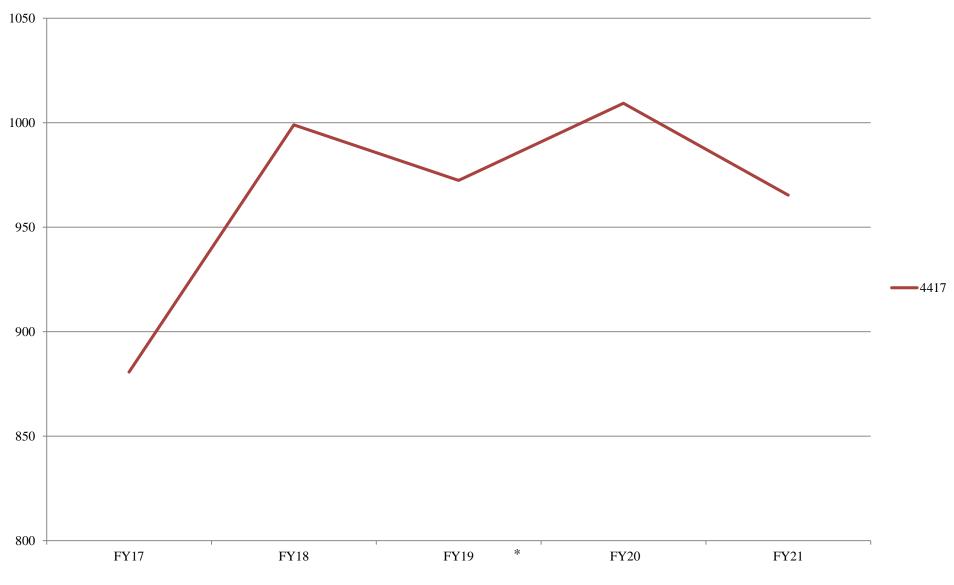
General Fund Revenue



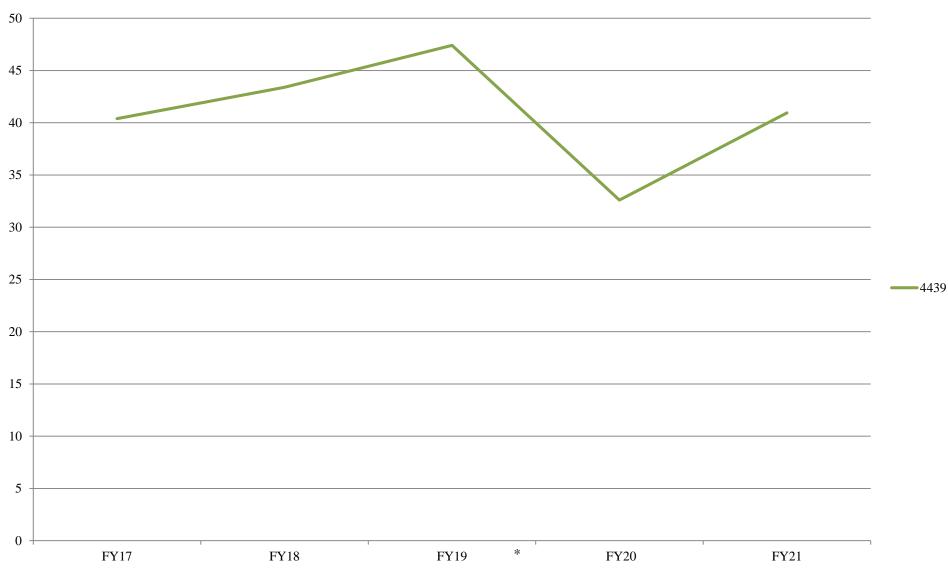
Fund 2048 OSA Revenue



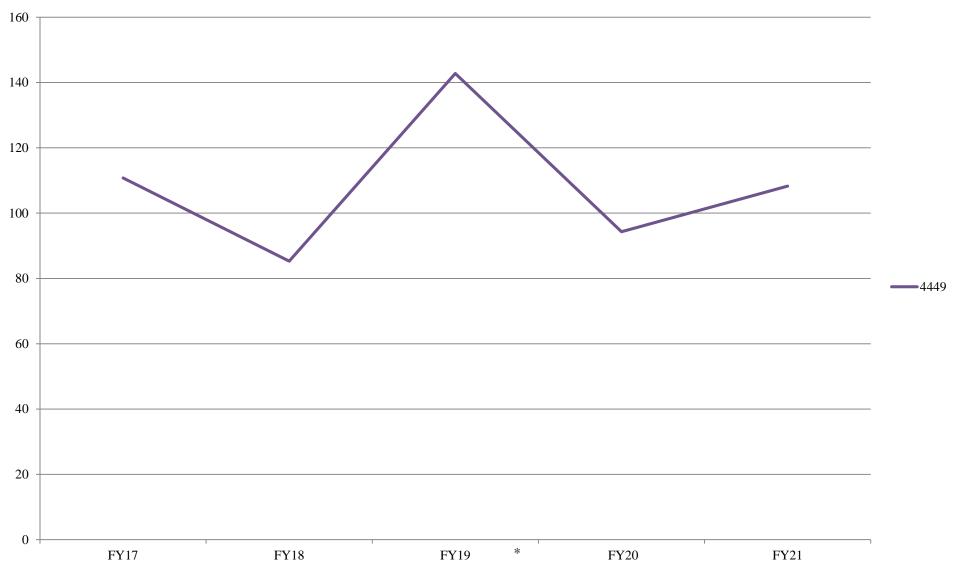
Fund 2048 OSA Revenue



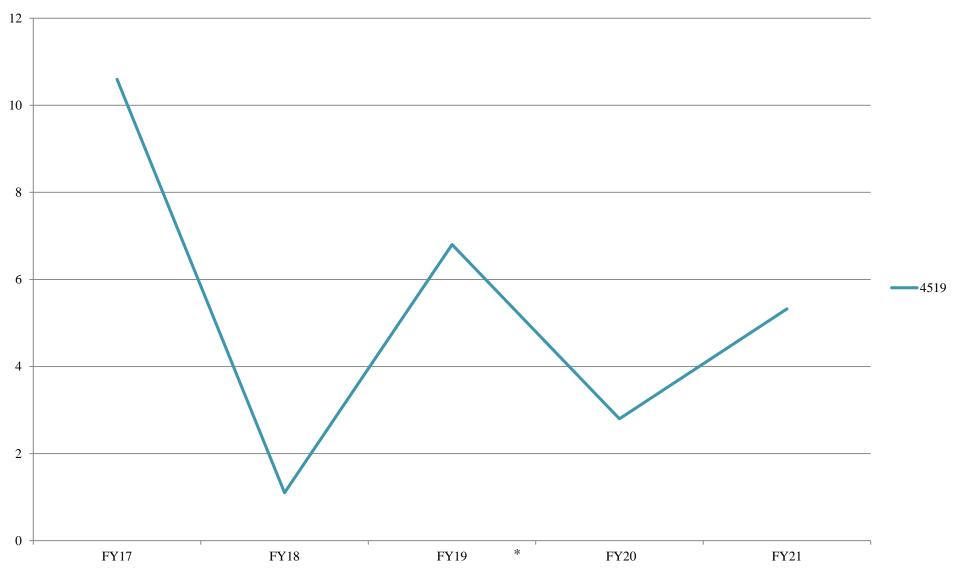
Fund 2048 OSA Revenue



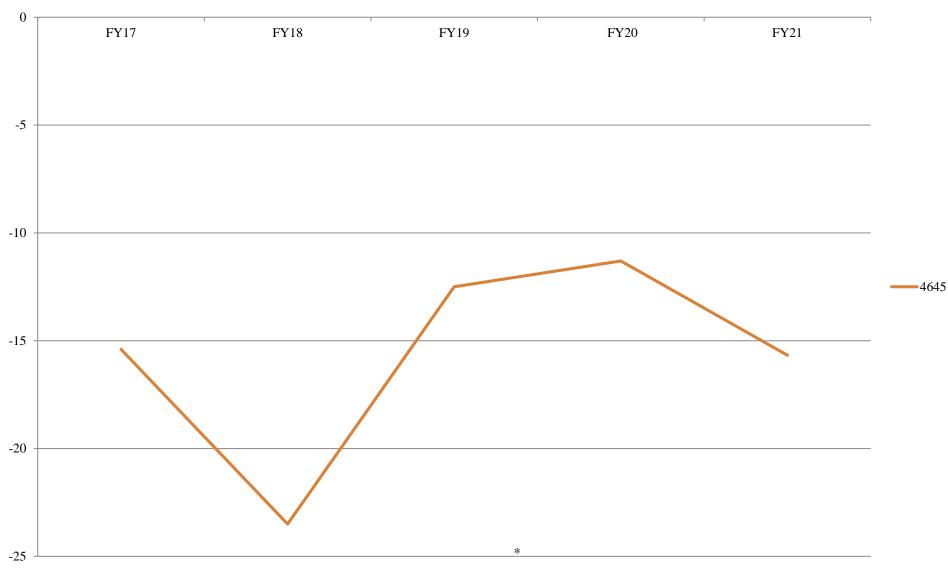
Fund 2048 OSA Revenue



Fund 2048 OSA Revenue



Fund 2048 OSA Revenue



Sources and Uses of Funds

icy:	Arizona Board of Osteopathic Examiners			1
:	OS2048 Osteopathic Examiners Board			
	Cash Flow Summary	Actual FY 2020	Estimate FY 2021	Estimate FY 202
	Balance Forward from Prior Year	2,483.9	2,655.1	2,730.0
	Revenue (From Revenue Schedule)	1,134.0	1,112.9	1,131.7
	Total Available	3,617.9	3,768.0	3,861.7
	Total Appropriated Disbursements	962.8	1,038.0	1,091.5
	Total Non-Appropriated Disbursements	0.0	0.0	0.0
	Balance Forward to Next Year			
		2,655.1	2,730.0	2,770.2
	Appropriated Expenditure	Antoni	Entimate	Estimat
	Expenditure Categories	Actual FY 2020	Estimate FY 2021	FY 202
	Personal Services	444.4	508.7	542.7
	Employee Related Expenses	145.3	206.4	225.9
	Prof. And Outside Services	121.1	158.7	158.7
	Travel - In State	1.1	2.5	2.5
	Travel - Out of State	4.5	5.5	5.5
	Food	0.0	0.0	0.0
	Aid to Organizations and Individuals	0.0	0.0	0.0
	Other Operating Expenses	182.2	156.2	156.2
	Equipment	39.5	0.0	0.0
	Capital Outlay	0.0	0.0	0.0
	Debt Service	0.0	0.0	0.0
	Cost Allocation	0.0	0.0	0.0
	Transfers	4.6	0.0	0.0
	Expenditure Categories Total:	942.7	1,038.0	1,091.5
	Non-Lapsing Authority from Prior Years	0.0	0.0	0.0
	Administrative Adjustments	20.1	0.0	0.0
	Capital Projects (Land, Buildings, Improvements)	0.0	0.0	0.0
	Appropriated 27th Pay Roll	0.0	0.0	0.0
	Legislative Fund Transfers	0.0	0.0	0.0
	IT Project Transfers	0.0	0.0	0.0
	Appropriated Expenditure Total:	962.8	1,038.0	1,091.5
	Apppropriated FTE:	8.0	8.0	9.0
	Fund Description			

OSPB:

Revenues are the fees, fines, and other revenue received by the Board. Funds are used to license and regulate medical physicians who practice osteopathic medicine. Licensure renewal occurs on a biennial basis.

Funding Issues List

Age	ncy: Arizona Board of Osteopathic Examiners			FY 2022		
Prior	rity Funding Issue Title	Total FTE	Total Amount	General Fund	Other Aprop. Funds	Non-App Funds
1	Decision Package 1 - Additional ETE (Licensing)	1.0	53.5	0.0	53.5	0.0
	Total:	1.0	53.5	0.0	53.5	0.0
	Decision Package Total:	1.0	53.5	0.0	53.5	0.0

Funding Issue Detail

Agency: Arizona Board of Osteopathic Examiners

Issue: 1 Decision Package 1 - Additional ETE (Licensing)

Program: Fund: O	S2048-A	Licensing and Regulation Osteopathic Examiners Board (Appropriate	ed)	Calculated ERE: Uniform Allowance:	\$19.50 \$0.00
	Exp	penditure Categories	FY 2022		
	FTE		1.0		
	Pers	sonal Services	34.0		
	Emp	ployee Related Expenses	19.5		
	Sub	total Personal Services and ERE:	53.5		
	Prof	fessional & Outside Services	0.0		
	Trav	vel In-State	0.0		
	Trav	vel Out-of-State	0.0		
	Foo	d	0.0		
	Aid	to Organizations & Individuals	0.0		
		er Operating Expenditures	0.0		
		ipment	0.0		
		ital Outlay	0.0		
		t Services	0.0		
		tAllocation	0.0		
	Trar	nsfers	0.0		
	Pro	gram / Fund Total:	53.5		

Arizona Board of Osteopathic Examiners in Medicine and Surgery

FY 2022 Budget Justification

PROGRAM/SUBPROGRAM: Arizona Board of Osteopathic Examiners

ISSUE TITLE: Decision Package 1 – Additional ETE (Licensing)

DESCRIPTION:

The Arizona Board of Osteopathic Examiners ("Board") plays a crucial role in Arizona's effort to streamline licensing processes and reduce unnecessary regulations. We are responsible for oversight of medical physicians who practice osteopathic medicine – a growing field that emphasizes hands-on diagnosis and treatment in medical care.

We meet the goals of the Arizona Management System, training our employees to view every responsibility as a chance to provide outstanding customer service and remove barriers for those who want to offer high-quality medical care across the state.

We have adapted our processes to offer a highly responsive licensing service, and our average licensing timeframe has decreased by almost 350% from 120 days to 35 days.

We actively work to build strong connections with Arizona's existing and future osteopathic physicians. We invite approximately 65 medical students to participate in each of our Board meetings as part of our outreach to future physicians we hope will choose to stay in Arizona. We help demystify the state's licensing and physician oversight processes, so they are ready to join the workforce when they complete their degrees.

The Board's workload is dramatically increasing.

According to the American Osteopathic Association, the number of osteopathic physicians in the United States has increased by 63% in the last decade, and almost 300% over the last 30 years.¹ This trend is reflected in Arizona, where the number of new osteopathic physician applications has increased by 20% only in the last year and an increase of the overall licensing base has increased by 53% since 2010.

We predict this trend to continue over the coming years with an estimated 25% increase in the number of applications. Many osteopathic physicians choose to move to Arizona because it is a great place to work and live; others choose to stay here after graduating from osteopathic medical degree programs at A.T. Still University and Midwestern University.

¹ 2019 Osteopathic Medical Profession Report, The American Osteopathic Association. 2019. https://osteopathic.org/wp-content/uploads/OMP2019-Report Web FINAL.pdf

The Board's work will continue to increase as Arizona's medical workforce grows. Last year, one out of every four medical students were studying osteopathic medicine.² Healthcare will be a long-term factor in the growth of our population and economy, and we must ensure we are prepared to welcome that workforce without unnecessary delays.³

The Board's responsive practices are in danger due to limited resources. Every member of the Board's staff contributes as much as possible to shoulder the increases in licensing applications and renewals, but the rapid and steady growth demands additional resources in order to prevent slower response times.

PROPOSED SOLUTION:

The Board needs approval for one additional FTE position to meet the growing demand for licensing of osteopathic professionals – a demand that will continue to increase during and after the COVID-19 pandemic.

This additional position will ensure that we continue the progress we have made. It will protect our ability to provide licensing decisions quickly, so regulation is not a barrier to the practice of high-quality medical care in Arizona, and it will enable us to respond to physicians, medical professionals, and medical students who need our services to build their future here.

To achieve this solution, we request one new FTE position (for a total of nine) to be added to our headcount and the authority to use \$53,500 from the Osteopathic Examiners Board Fund (OS2048) each year. (Projected salary of \$34,000 and \$19,500 for associated employee-related expenses for an Administrative Assistant 1 - Grade 13).

UNSUCCESSFUL OPTIONS:

Without additional resources, the Board may not be able to continue to provide the high level of customer service and rapid turnaround we currently offer Arizona's osteopathic physicians. We have considered all other options, but none will protect the efficiency and service we currently provide.

We cannot rely on temporary assistance or a one-time fix.

The Board has turned to temporary help to fill the immediate needs in our licensing program, but the increased demand for licensing is not temporary and this is not a cost-effective long-term solution. Arizona's successful osteopathic medical workforce needs our ongoing commitment to providing high-quality, responsive service to a growing industry.

² "Osteopathic Medical Profession Surges above 150,000 Physicians and Students." *American Osteopathic Association*. April 27, 2020. <u>https://osteopathic.org/2020/04/27/osteopathic-medical-profession-surges-above-150000-physicians-and-students/</u>

³ "An expected rise in Arizona jobs by 2028 will be driven by health care, state says." Howard Fischer. *The Arizona Daily Star.* July 31, 2020.

We do not have existing staff resources to shift to this priority.

The Board has already adjusted every job responsibility and implemented every possible step toward efficiency. We need another team member to support the dedicated effort our current staff is already providing.

IMPACT OF NOT FUNDING:

The Board has carefully implemented every possible way to enhance our service and efficiency, following the Arizona Management System. Through these policies, we have reduced our average licensing timeframe from 120 days to 35 days. Our team needs one additional member, so we do not lose these efficient and customer service-focused practices as the demand exponentially increases.

AGENCY MISSION OR GOALS:

The mission of the Agency is to protect public safety through the judicious licensing, regulation, and education of physicians and physician assistants.

Goal 1: Improve customer service responsiveness and maintain efficiencies found in with the Arizona Management System for the benefit of the Osteopathic Profession and the Citizens of the State of Arizona.

ONGOING APPROPRIATION REQUESTED:

As noted earlier, to achieve this solution, we request one new FTE position (for a total of nine) to be added to our headcount and the authority to use \$53,500 from the Osteopathic Examiners Board Fund (OS2048) each year. (Projected salary of \$34,000 and \$19,500 for associated employee-related expenses for an Administrative Assistant 1 - Grade 13).

Summary of Expenditure and Budget Request for All Funds

Agency: Arizona Board of Osteopath	nic Examiners				
Appropriated	FY 2020 Actual	FY 2021 Expd. Plan	FY 2022 Fund. Issue	FY 2022 Total Request	
Cost Center/Program:					
1 Licensing and Regulation	942.7	1,038.0	53.5	1,091.5	
	942.7	1,038.0	53.5	1,091.5	
Expenditure Categories					
FTE	8.0	8.0	1.0	9.0	
Personal Services	444.4	508.7	34.0	542.7	
Employee Related Expenses	145.3	206.4	19.5	225.9	
Professional and Outside Services	121.1	158.7	0.0	158.7	
Travel In-State	1.1	2.5	0.0	2.5	
Travel Out of State	4.5	5.5	0.0	5.5	
Food	0.0	0.0	0.0	0.0	
Aid to Organizations and Individuals	0.0	0.0	0.0	0.0	
Other Operating Expenses	182.2	156.2	0.0	156.2	
Equipment	39.5	0.0	0.0	0.0	
Capital Outlay	0.0	0.0	0.0	0.0	
Debt Service	0.0	0.0	0.0	0.0	
Cost Allocation	0.0	0.0	0.0	0.0	
Transfers	4.6	0.0	0.0	0.0	
Expenditure Categories Total:	942.7	1,038.0	53.5	1,091.5	

Summary of Expenditure and Budget Request for All Funds

Agency:	Arizona Board of Osteopathic Examiner	s			
Agency Total for A	Il Funds:	942.7	1,038.0	53.5	1,091.5

Summary of Expenditure and Budget Request for Selected Funds

Agency: Arizona Board of Osteopathic Examiners

Fund: OS2048 Osteopathic Examiners Board (Appropriated)

	FY 2020 Actual	FY 2021 Expd. Plan	FY 2022 Fund. Issue	FY 2022 Total Request
Cost Center/Program:				
1 Licensing and Regulation	942.7	1,038.0	53.5	1,091.5
	942.7	1,038.0	53.5	1,091.5
Expenditure Categories				
FTE	8.0	8.0	1.0	9.0
Personal Services	444.4	508.7	34.0	542.7
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Travel In-State	1.1	2.5	0.0	2.5
Travel Out of State	4.5	5.5	0.0	5.5
Food	0.0	0.0	0.0	0.0
Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
Other Operating Expenses	182.2	156.2	0.0	156.2
Equipment	39.5	0.0	0.0	0.0
Capital Outlay	0.0	0.0	0.0	0.0
Debt Service	0.0	0.0	0.0	0.0
Cost Allocation	0.0	0.0	0.0	0.0
Transfers	4.6	0.0	0.0	0.0
Expenditure Categories Total:	942.7	1,038.0	53.5	1,091.5
Fund Total:	942.7	1,038.0	53.5	1,091.5

Summary of Expenditure and Budget Request for Selected Funds

Agency:	Arizona Board of Osteopathic Examine	ers			
Fund: OS2048	Osteopathic Examiners Board (Approp	oriated)			
		FY 2020 Actual	FY 2021 Expd. Plan	FY 2022 Fund. Issue	FY 2022 Total Request
Agency Total for Se	elected Funds	942.7	1,038.0	53.5	1,091.5

Program Summary of Expenditures and Budget Request

Agen Progr		Arizona Board of Osteopathic Examiners Licensing and Regulation							
		FY 2020 Actual	FY 2021 Expd. Plan	FY 2022 Fund. Issue	FY 2022 Total Request				
Progr	am Summary								
1-1	Licensing and Regulation	942.7	1,038.0	53.5	1,091.5				
	Program Summary Total:	942.7	1,038.0	53.5	1,091.5				
Exper	nditure Categories								
0000	FTE Positions	8.0	8.0	1.0	9.0				
6000	Personal Services	444.4	508.7	34.0	542.7				
6100	Employee Related Expenses	145.3	206.4	19.5	225.9				
6200	Professional and Outside Services	121.1	158.7	0.0	158.7				
6500	Travel In-State	1.1	2.5	0.0	2.5				
6600	Travel Out of State	4.5	5.5	0.0	5.5				
6700	Food	0.0	0.0	0.0	0.0				
6800	Aid to Organizations and Individuals	0.0	0.0	0.0	0.0				
7000	Other Operating Expenses	182.2	156.2	0.0	156.2				
8000	Equipment	39.5	0.0	0.0	0.0				
8100	Capital Outlay	0.0	0.0	0.0	0.0				
8600	Debt Service	0.0	0.0	0.0	0.0				
9000	Cost Allocation	0.0	0.0	0.0	0.0				
9100	Transfers	4.6	0.0	0.0	0.0				
	Expenditure Categories Total:	942.7	1,038.0	53.5	1,091.5				
Fund	Source								
Approp	priated Funds								
OS20	48-A Osteopathic Examiners Board (Appropriated)	942.7	1,038.0	53.5	1,091.5				
		942.7	1,038.0	53.5	1,091.5				
	Fund Source Total:	942.7	1,038.0	53.5	1,091.5				

Program Group Summary of Expenditures and Budget Request for Selected Funds

Agency: Arizona Board of Osteopathic Exa		xaminers				
Prog	ram: Lice	nsing and Regulation				
			FY 2020 Actual	FY 2021 Expd. Plan	FY 2022 Fund. Issue	FY 2022 Total Request
Fund	: OS2048-A Oste	opathic Examiners Board (/	Appropriated)			
Prog	ram Expenditures	1				
	COST CENTER/PRO	GRAM BUDGET UNIT				
1-1	Licensing and Regulat	ion	942.7	1,038.0	53.5	1,091.5
		Total	942.7	1,038.0	53.5	1,091.5
Appr	opriated Funding					
Expen	diture Categories					
	FTE Positions		8.0	8.0	1.0	9.0
	Personal Services		444.4	508.7	34.0	542.7
	Employee Related	Expenses	145.3	206.4	19.5	225.9
	Professional and O	utside Services	121.1	158.7	0.0	158.7
	Travel In-State		1.1	2.5	0.0	2.5
	Travel Out of State		4.5	5.5	0.0	5.5
	Food		0.0	0.0	0.0	0.0
	Aid to Organization	s and Individuals	0.0	0.0	0.0	0.0
	Other Operating Ex	penses	182.2	156.2	0.0	156.2
	Equipment		39.5	0.0	0.0	0.0
	Capital Outlay		0.0	0.0	0.0	0.0
	Debt Service		0.0	0.0	0.0	0.0
	Cost Allocation		0.0	0.0	0.0	0.0
	Transfers		4.6	0.0	0.0	0.0
Expen	diture Categories Total	:	942.7	1,038.0	53.5	1,091.5
Fund	OS2048-A Total:		942.7	1,038.0	53.5	1,091.5
Progra	am 1 Total:		942.7	1,038.0	53.5	1,091.5

Program Budget Unit Summary of Expenditures and Budget Request for All Funds

Agency:Arizona Board of Osteopathic ExaminersProgram:Licensing and Regulation

Expe	nditure Categories	FY 2020 Actual	FY 2021 Expd. Plan	FY 2022 Fund. Issue	FY 2022 Total Request
0000	FTE	8.0	8.0	1.0	9.0
6000	Personal Services	444.4	508.7	34.0	542.7
6100	Employee Related Expenses	145.3	206.4	19.5	225.9
6200	Professional and Outside Services	121.1	158.7	0.0	158.7
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6600	Travel Out of State	4.5	5.5	0.0	5.5
6700	Food	0.0	0.0	0.0	0.0
6800	Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
7000	Other Operating Expenses	182.2	156.2	0.0	156.2
8000	Equipment	39.5	0.0	0.0	0.0
8100	Capital Outlay	0.0	0.0	0.0	0.0
8600	Debt Service	0.0	0.0	0.0	0.0
9000	Cost Allocation	0.0	0.0	0.0	0.0
9100	Transfers	4.6	0.0	0.0	0.0
	Expenditure Categories Total:	942.7	1,038.0	53.5	1,091.5
Fund	Source				
••••••	priated Funds				
OS20	48-A Osteopathic Examiners Board (Appropriated)	942.7	1,038.0	53.5	1,091.5
		942.7	1,038.0	53.5	1,091.5
	Fund Source Total:	942.7	1,038.0	53.5	1,091.5

Program Budget Unit Summary of Expenditures and Budget Request for Selected Funds

gency:	Arizona Board of Osteopathic Examiners							
		FY 2020 Actual	FY 2021 Expd. Plan	FY 2022 Fund. Issue	FY 2022 Total Reques			
rogram:	Licensing and Regulation							
Fund:	OS2048-A Osteopathic Examiners Board							
Appropr	iated							
0000	FTE	8.0	8.0	1.0	9.			
6000	Personal Services	444.4	508.7	34.0	542			
6100	Employee Related Expenses	145.3	206.4	19.5	225			
6200	Professional and Outside Services	121.1	158.7	0.0	158			
6500	Travel In-State	1.1	2.5	0.0	2			
6600	Travel Out of State	4.5	5.5	0.0	5			
6700	Food	0.0	0.0	0.0	C			
6800	Aid to Organizations and Individuals	0.0	0.0	0.0	C			
7000	Other Operating Expenses	182.2	156.2	0.0	156			
8000	Equipment	39.5	0.0	0.0	C			
8100	Capital Outlay	0.0	0.0	0.0	C			
8600	Debt Service	0.0	0.0	0.0	0			
9000	Cost Allocation	0.0	0.0	0.0	0			
9100	Transfers	4.6	0.0	0.0	0			
Appro	priated Total:	942.7	1,038.0	53.5	1,091			
Fund Total	:	942.7	1,038.0	53.5	1,091			
ogram Total	For Selected Funds:	942.7	1,038.0	53.5	1,091			

Agency:	Arizona Board	of Osteopathic Examiners		
Program:	Licensing and	Regulation		
			FY 2020 Actual	FY 2021 Expd. Plan
FTE			8.0	8.0
	Ex	penditure Category Total	8.0	8.0
Appropriated				
OS2048-A Oste	opathic Examiners B	oard (Appropriated)	8.0	8.0
			8.0	8.0
	Fu	nd Source Total	8.0	8.0
Personal Servic	es		425.7	486.3
Boards and Cor			18.7	22.4
		penditure Category Total	444.4	508.7
Appropriated				
	opathic Examiners B	oard (Appropriated)	444.4	508.7
55201077 030		and (rippiopilated)	444.4	508.7
	E	nd Source Total	444.4	508.7
	Fu	nu Source Total	444.4	500.7
Employee Relat	ed Expenses		145.3	206.4
		penditure Category Total	145.3	206.4
Appropriated				
OS2048-A Oste	opathic Examiners B	oard (Appropriated)	145.3	206.4
			145.3	206.4
	Fu	nd Source Total	145.3	206.4
Profossional an	d Outside Services			158.7
	utside Serv Budg An	d Appp	0.0	100.7
External Invest			0.0	
	Financial Services		0.0	
	al Legal Services		65.1	
External Legal S			3.6	
	er/Architect Cost - E	vn	0.0	
	er/Architect Cost - C		0.0	
Other Design		.р	0.0	
Temporary Age	ncy Services		13.8	
Hospital Service			0.0	
Other Medical S			27.1	
Institutional Ca			0.0	
Education And			0.0	
Vendor Travel			0.0	
	Outside Services Excl	uded from Cost Alloca	0.0	
	Non Reportable		0.0	
	m Consulting Service	25	0.0	
	those in custody of		0.0	
	tial Specialist Fees		0.0	
	and openanise rees			
	ecialist Fees		0.0	
Confidential Sp Outside Actuari			0.0 0.6	

Agency:	Arizona Board of Osteopathic Examiners		
Program:	Licensing and Regulation		
		FY 2020 Actual	FY 2021 Expd. Plan
	Expenditure Category Total	121.1	158.7
Appropriated		121.1	150 7
US2048-A US	eopathic Examiners Board (Appropriated)	121.1	158.7
	Fund Course Total	121.1	158.7
	Fund Source Total	121.1	158.7
Travel In-State		1.1	2.5
	Expenditure Category Total	1.1	2.5
Appropriated			
052048-A Ost	eopathic Examiners Board (Appropriated)	1.1	2.5
	- . - .	1.1	2.5
	Fund Source Total	1.1	2.5
Travel Out of	State	4.5	5.5
	Expenditure Category Total	4.5	5.5
Appropriated	consthic Examinary Poard (Appropriated)	<i>л</i> г	
U52040-A USI	eopathic Examiners Board (Appropriated)	4.5	5.5
	Fund Source Total	4.5	5.5
		4.0	5.5
Food		0.0	0.0
	Expenditure Category Total	0.0	0.0
Aid to Organiz	ations and Individuals	0.0	0.0
	Expenditure Category Total	0.0	0.0
Other Operati	ng Expenses		156.2
Other Operatin	ng Expenditures Budg Approp	0.0	
Other Operati	ng Expenditures Excluded from Cost Allocati	0.0	
Risk Managerr	nent Charges To State Agency	2.6	
=	nent Deductible - Indemnity	0.0	
Risk Managerr	nent Deductible - Legal	0.0	
=	nent Deductible - Medical	0.0	
5	nent Deductible - Other	0.0	
	Physical-Taxable- Self Ins	0.0	
	s Payments To Attorneys	0.0	
	ty- Non-Taxable- Self Ins	0.0	
-	actice - Self-Insured	0.0	
	ability - Self Insured	0.0	
	rty Damage - Self- Insured	0.0	
	ysical Damage-Self Insured	0.0	
	ance Premiums	0.0	
	rance Premiums	0.0	
	pensation Benefit Payments	0.0	
	- Administrative Fees	0.0	
Self Insurance		0.0	
	- Claim Payments	0.0	
	e - Pharmacy Claims	0.0	
Premium Tax	UN AITCS	0.0	

Agency:	Arizona Board of Osteopathic Exam	niners	
Program:	Licensing and Regulation		
		FY 2020 Actual	FY 2021 Expd. Plar
Other Insura	nce-Related Charges	0.0	
Internal Serv	ice Data Processing	40.1	
Internal Serv	ice Data Proc- Pc/Lan	0.0	
External Prog	ramming-Mainframe/Legacy	0.0	
External Prog	ramming- Pc/Lan/Serv/Web	0.0	
External Data	l Entry	0.0	
Othr Externa	Data Proc-Mainframe/Legacy	0.0	
Othr Externa	Data Proc-Pc/Lan/Serv/Web	36.3	
Pmt for AFIS	Development & Usage	1.0	
Internal Serv	ce Telecommunications	0.0	
External Tele	com Long Distance-In-State	6.9	
External Tele	com Long Distance-Out-State	0.0	
Other Externa	al Telecommunication Service	0.0	
Electricity		0.0	
Sanitation Wa	aste Disposal	0.0	
Water		0.0	
Gas And Fuel	Oil For Buildings	0.0	
Other Utilities	5	0.0	
Building Rent	Charges To State Agencies	38.1	
Priv Lease To	Own Bld Rent Chrgs To Agy	0.0	
Cert Of Part I	Bld Rent Chrgs To Agy	0.0	
Rental Of Lar	nd And Buildings	0.0	
Rental Of Co	nputer Equipment	0.0	
Rental Of Oth	ner Machinery And Equipment	0.0	
Miscellaneous	s Rent	0.0	
Interest On C	Overdue Payments	0.0	
All Other Inte	rest Payments	0.0	
Internal Acct,	/Budg/Financial Svcs	13.0	
Other Interna	I Services	0.0	
Repair And M	aintenance - Buildings	0.0	
Repair And M	aintenance - Vehicles	0.0	
Repair And M	aint - Mainframe And Legacy	0.0	
Repair And M	aint-Pc/Lan/Serv/Web	0.0	
Repair And M	aintenance - Other Equipment	1.2	
Other Repair	And Maintenance	0.0	
Software Sup	port And Maintenance	1.7	
Uniforms		0.0	
Inmate Cloth	ing	0.0	
Security Supp	blies	0.0	
Office Supplie	25	9.8	
Computer Su	pplies	0.0	
Housekeepin	g Supplies	0.0	
Bedding And	Bath Supplies	0.0	
Drugs And M	edicine Supplies	0.0	
Medical Supp	lies	0.0	
Dental Suppli		0.0	
Automotive A	nd Transportation Fuels	0.0	
Automotive L	ubricants And Supplies	0.0	
Rpr And Mair	t Supplies-Not Auto Or Build	0.0	
Repair And M	aintenance Supplies-Building	0.0	
Other Operat	ing Supplies	0.5	

Agency: Arizona Board of Osteopathic Exami	ners	
Program: Licensing and Regulation		
	FY 2020 Actual	FY 2021 Expd. Plan
Publications	0.0	
Aggregate Withheld Or Paid Commissions	0.0	
Lottery Prizes	0.0	
Lottery Distribution Costs	0.0	
Material for Further Processing	0.0	
Other Resale Supplies	0.0	
Loss On Sales Of Capital Assets	0.0	
Loss on Sales of Investments	0.0	
Employee Tuition Reimbursement-Graduate	0.0	
Employee Tuition Reimb Under-Grad/Other	0.0	
Conference Registration-Attendance Fees	1.4	
Other Education And Training Costs	0.0	
Advertising	0.0	
Sponsorships	0.0	
Internal Printing	0.7	
External Printing	0.1	
Photography	0.0	
Postage And Delivery	4.8	
Document shredding and Destruction Services	0.1	
Translation and Sign Language Services	0.0	
Distribution To State Universities	0.0	
Other Intrastate Distributions	0.0	
Awards	0.1	
Entertainment And Promotional Items	0.0	
Dues	5.8	
Books- Subscriptions And Publications	6.4	
Costs For Digital Image Or Microfilm	0.0	
Revolving Fund Advances	0.0	
Credit Card Fees Over Approved Limit	0.0	
Relief Bill Expenditures	0.0	
Surplus Property Distr To State Agencies	0.0	
Security Services	5.0	
Judgments - Damages	0.0	
ICA Payments to Claimants Confidential	0.0	
Jdgmnt-Confidential Restitution To Indiv	0.0	
Judgments - Non-Confidential Restitution	0.0	
Judgments - Punitive And Compensatory	0.0	
Pmts Made to Resolve/Disputes/Avoid Costs of Litigation	0.0	
Pmts For Contracted State Inmate Labor	0.0	
Payments To State Inmates	0.0	
Bad Debt Expense	0.0	
Interview Expense	0.0	
Employee Relocations-Nontaxable	0.0	
Employee Relocations-Taxable	0.0	
Non-Confidential Invest/Legal/Law Enf	0.0	
Conf/Sensitive Invest/Legal/Undercover	0.0	
Fingerprinting, Background Checks, Etc.	0.0	
Other Miscellaneous Operating	6.6	

Agency: Arizona Board of Osteopathic Examiners		
Program: Licensing and Regulation		
	FY 2020 Actual	FY 2021 Expd. Plan
Expenditure Category Total	182.2	156.2
Appropriated		
OS2048-A Osteopathic Examiners Board (Appropriated)	182.2	156.2
	182.2	156.2
Fund Source Total	182.2	156.2
Current Year Expenditures		0.0
Capital Equipment Budget And Approp	0.0	0.0
Vehicles Capital Purchase	0.0	
Vehicles Capital Leases	0.0	
Furniture Capital Purchase	0.0	
Depreciable Works Of Art & Hist Treas/Coll Capital Purcha	0.0	
Non Depr Works Of Art & Hist Treas/Coll Cap Purchase	0.0	
Furniture Capital Leases	0.0	
Computer Equipment Capital Purchase	0.0	
Computer Equipment Capital Lease	0.0	
Telecommunication Equip-Capital Purchase	0.0	
Telecommunication Equip-Capital Lease	0.0	
Other Equipment Capital Purchase	0.0	
Other Equipment Capital Leases	0.0	
Purchased Or Licensed Software-Website	0.0	
Internally Generated Software-Website	0.0	
Development in Progress	0.0	
Right-Of-Way/Easement/Extraction Rights	0.0	
Oth Int Assets purchased, licensed or internally generate	0.0	
Other intangible assets acquired by capital lease	0.0	
Other Capital Asset Purchases	0.0	
Leasehold Improvement-Capital Purchase	0.0	
Other Capital Asset Leases	0.0	
Non-Capital Equip Budget And Approp	0.0	
Vehicles Non-Capital Purchase	0.0	
Vehicles Non-Capital Leases	0.0	
Furniture Non-Capital Purchase	0.7	
Works Of Art And Hist Treas-Non Capital	0.0	
Furniture Non-Capital Leases	0.0	
Computer Equipment Non-Capital Purchase	38.6	
Computer Equipment Non-Capital Lease	0.0	
Telecomm Equip Non-Capital Purchase	0.0	
Telecomm Equip Non-Capital Leases	0.0	
Other Equipment Non-Capital Purchase	0.0	
Weapons Non-Capital Purchase	0.0	
Other Equipment Non-Capital Lease	0.0	
Purchased Or Licensed Software/Website	0.2	
	0.2	
Internally Generated Software/Website LICENSES AND PERMITS	0.0	
	0.0	
Right-Of-Way/Easement/Extraction Exp		
Other Intangible Assets - Purchased, Licensed or Internall	0.0	
Noncapital Software/Web By Capital Lease	0.0	
Other Intangible Assets Acquired by Capital Lease	0.0	
Other Long Lived Tangible Assets to be Expenses	0.0	
Non-Capital Equipment Excluded from Cost Allocation	0.0	

Agency:	Arizona Board of Osteopathic Examin	iers		
Program:	Licensing and Regulation			
			FY 2020 Actual	FY 2021 Expd. Plan
	Expenditure Category Tot	al	39.5	0.0
Appropriated				
OS2048-A Osteo	pathic Examiners Board (Appropriated)		39.5	0.0
			39.5	0.0
	Fund Source Total		39.5	0.0
Capital Outlay			0.0	0.0
	Expenditure Category Tot	al	0.0	0.0
Debt Service	Expenditure Category Tot	al	<u> </u>	0.0
			0.0	0.0
Cost Allocation			0.0	0.0
	Expenditure Category Tot	al	0.0	0.0
Transford			4.6	0.0
Transfers	Expenditure Category Tot	al	<u>4.6</u>	0.0
Appropriated	,			
	pathic Examiners Board (Appropriated)		4.6	0.0
			4.6	0.0
	Fund Source Total		4.6	0.0
Employee Retiren	nent Coverage			
Retirement System	n	FTE	Persona Services	
Arizona State Retire	ement System	8.0	486.	3 OS2048-
	r & Elected Positions At/Above			
FICA Maximum of				
Total Personal FTE Services	•			
0.0 0	0.0 0.0			

Administrative Costs

Administrative (Costs Summary		
	Common Administrative Area	FY 2021	
	Personal Services	30.0	
	ERE	12.0	
	All Other	5.0	
	Administrative Costs Total:	47.0	
Administrative (Cost / Total Expenditure Ratio	Request	Admin %
		1,091.5	4.3%

2020 - 2022 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

		FY2022: To maint	ain or improve adminis	strative efficien	cy and customer sat	isfaction.
OSA 0.0	Agency Summary	Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate	
	BOARD OF OSTEOPATHIC EXAMINERS	Administration as percent of tota	l cost 5	8	8	
Justin Bohall, Exe	ecutive Director	Customer satisfaction rating (1-8) 6	6	6	
Board of Osteopa A.R.S. §§ 32-180	nthic Examiners (602) 771-2522 10 et seq.		ng above from 1-5. A er that plan was recino			

Mission:

To protect the public health and safety of people in Arizona through the regulation of physicians licensed to practice osteopathic medicine and surgery in the state.

Description:

The Board of Osteopathic Examiners regulates osteopathic physicians in Arizona. The Board is responsible for the licensure of osteopathic physicians and residents, the enforcement of standards of practice, and the review and adjudication of complaints. The Board protects the public by setting educational and training standards for licensure and by reviewing complaints made against osteopathic physicians, interns, and residents to ensure that their conduct meets the standards of the profession, as defined by A.R.S. § 32-1854.

◆ Goal 1 To issue and renew licenses promptly and in an effective manner

Objective: 1 FY2020: Maintain high customer service levels.

FY2021: Maintain high service levels; encourage use of online vs paper renewals. Attempt to determine and evaluate if moving to an online application process is feasible and cost effective.

FY2022: Maintain high service levels; Continuing to move more services to an online platform.

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate	
Number of new and existing licenses	3,883	4,200	4,500	
Number of applications for new license received (does not include Post Graduate permits or dispensing registrations)	427	464	500	
Number of new licenses issued	493	440	460	
Average days to issue new license Explanation: Timeframe to	0 process applicat	3	3	
Percentage of renewals done online	98	99	99	
vs. paper/manually				

♦ Goal 2 To investigate and resolve complaints in a timely manner Objective: 1 FY2020: Maintain or reduce average number of days to investigate and resolve complaints.

FY2021: Maintain or reduce the average number of days to investigate and resolve complaints.

FY2022: Maintain or reduce the average number of days to investigate and resolve complaints.

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate	
Complaints received	222	310	310	
Complaints investigated	320	300	300	
Licensees who had disciplinary action taken	20	20	20	
Average calendar days to resolve a complaint	185	180	170	
Average calendar days to investigate a complaint	165	120	120	
Number of complaints closed/resolved	377	320	320	

◆ Goal 3 To administer the agency efficiently and provide customer service to the public

Objective: 1 FY2020: To maintain administrative efficiency and customer satisfaction. FY2021: To maintain or improve administrative efficiency and customer satisfaction.

Arizona Board of Osteopathic Examiners in Medicine and Surgery Organizational Chart

