

Professional Licensing Process Overview

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Department of Commerce, Community, and Economic Development
Division of Corporations, Business and Professional Licensing
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CBPL: Self-Funded Services to Support Businesses & Protect Consumers

Business Licensing

- Answer questions about applications
- Issue business licenses
- Grant endorsements to sell nicotine products

Corporations

- Assist corporations with registration
- Register trademarks
- Maintain corporate reporting records

Professional Licensing

- License qualified professionals per AS 08
- Provide administrative support for twenty-one boards

Enforcement

- Enforce licensing statutes and regulations
- Investigate public complaints regarding violations of licensing law
- Assist boards, commissions, and the division director when considering license discipline

Administrative Support

- Provide front-line customer service
- Support division's clerical and fiscal functions

22 Programs Regulated by the Division

Acupuncturists	Dietitians & Nutritionists	Morticians
Athletic Trainers	Dispensing Opticians	Naturopaths
Audiologists	Electrical Administrators	Nursing Home Administrators
Behavior Analysts	Animal Euthanasia Permits	Pawnbrokers
Collection Agencies	Professional Geologists	Speech-Language Pathologists
Guardians & Conservators	Hearing Aid Dealers	Underground Storage Tank Workers
Construction Contractors	Home Inspectors	
Concert Promoters	Mechanical Administrators	

21 Programs Regulated by Boards

Board of Registration for Architects,
Engineers and Land Surveyors

Board of Barbers and Hairdressers

Big Game Commercial Services Board

Board of Chiropractic Examiners

Board of Dental Examiners

Board of Marine Pilots

State Medical Board

Board of Marital and Family Therapy

Board of Massage Therapists

Board of Certified Direct-Entry
Midwives

Board of Nursing

Board of Examiners in Optometry

Board of Professional Counselors

Board of Pharmacy

Board of Physical Therapy and
Occupational Therapy

Board of Psychologist and
Psychological Associate Examiners

Board of Public Accountancy

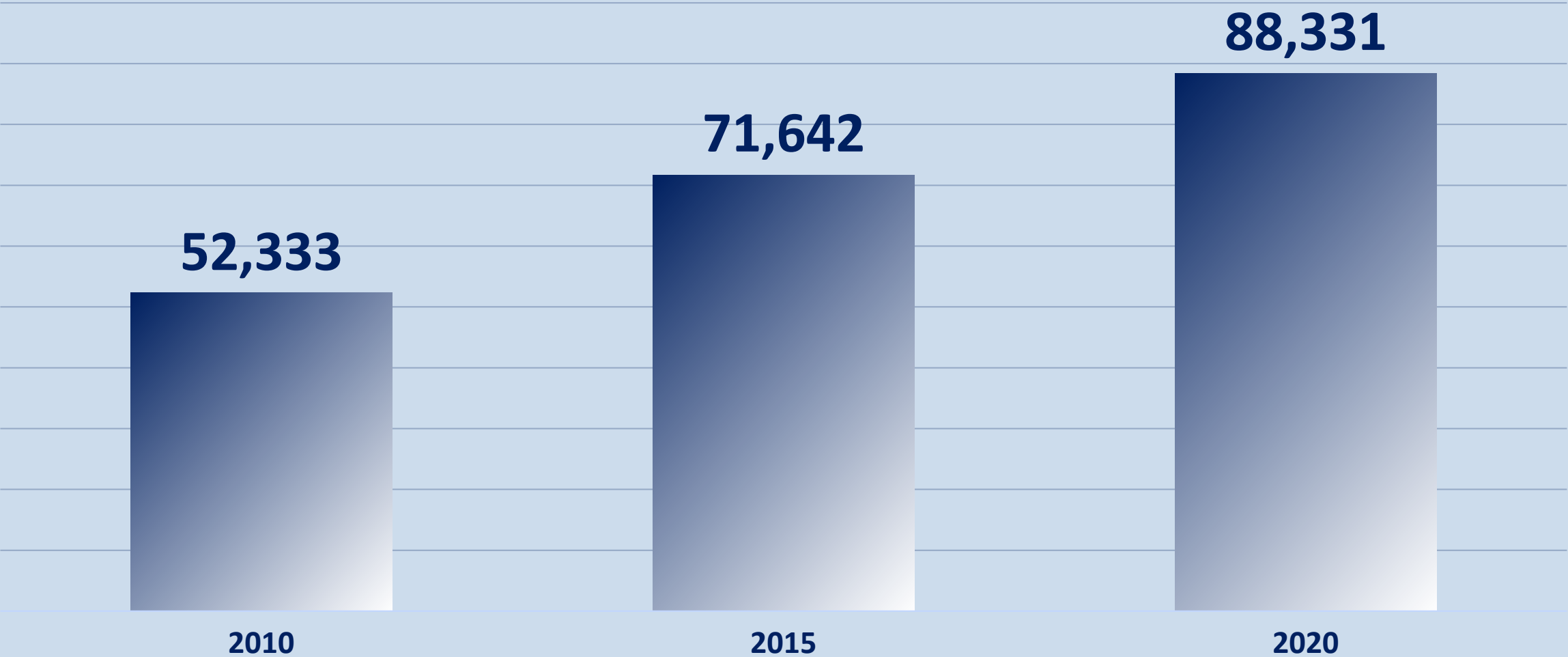
Board of Certified Real Estate
Appraisers

Real Estate Commission

Board of Social Work Examiners

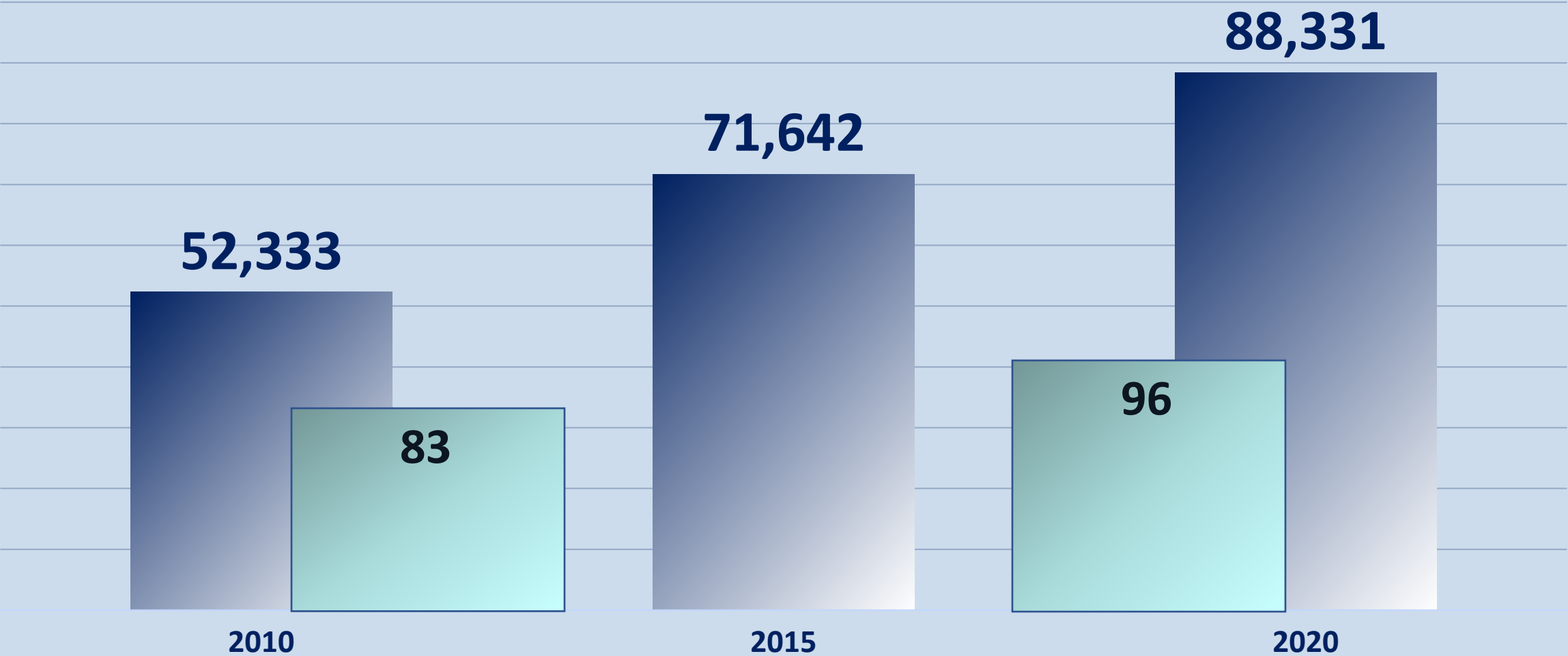
Board of Veterinary Examiners

40% Increase in Professional Licenses since 2010



40% Increase in Professional Licenses Since 2010

13% Increase in Division Staff Since 2010



Complications of COVID-19: Workload

	<u>PRE-COVID</u>	<u>COVID</u>
	(Approx. 2019)	(Approx. Mar 2020 – Feb 2021)
Medical Board meetings	4	25
Medical courtesy licenses issued	0	75
Total board regulations projects	28	77
New license types created	0	17

Complications of COVID-19: Staffing

Budgeted: 29 examiner positions
7 executive administrator positions

March 2021: 21% key licensing positions were vacant.
Employees left Alaska, moved to less stressful state positions, retired, or stopped working altogether.

Medical Board and/or Board of Nursing executive positions were vacant during **10 of the last 14 months.**

Complications of COVID-19: Staff/Board Review Times

	<u>PRE-COVID</u>	<u>COVID</u>	<u>TODAY</u>
Social Worker	3-4 weeks	10-12 weeks	6-8 weeks
Physician	4-6 weeks	8-12 weeks	4-6 weeks
Registered Nurse	2 weeks	4 weeks	2 weeks

BUILDING A COMPLETE APPLICATION PACKAGE

Applicant finds out what is required by Alaska law.

Applicant fills out and submits form and fee.

Transcripts, hospital privileges, other docs are submitted.



Applicant process: Up to 6 months

Responsibility of the **applicant**:

- Complete application
- Transcripts from educational institution
- Documents from credentialing service
- Letters of reference
- Court documents
- Other factors outside the applicant's immediate control

REVIEWING THE APPLICATION PACKAGE

Examiner reviews file, communicates with applicant.

If criminal or disciplinary history, referred for investigation.

When complete, a license is issued.



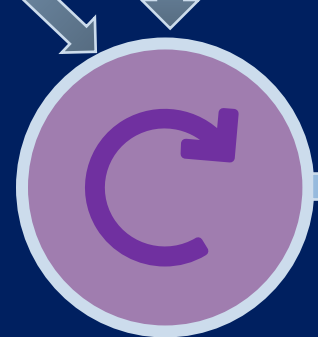
Examiner review:
10-20 day
standard



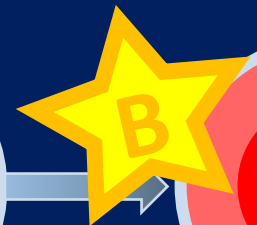
Investigator review:
2 weeks



Board review:
2 weeks



If more information is needed, it is requested and reviewed.



Board review:
2 weeks



If not qualified, a license is denied. Applicant may withdraw.

Solutions: Improved Technology

- **Self-service online portal** launched in 2018.
- **Access license file through MyAlaska.** Same login as PFD application.
- **Apply for and renew** professional licenses online.
- **Upload** documents, **allow access** to credentialing agencies, and **track progress** of application.
- **Go Paperless.** Update email and mailing addresses. Opt-in to receive electronic communication about licensure, regulations changes, and other important news.

Solutions: Phased Response to Personnel Issues

- 1. Reallocate** existing staff from other programs to reduce delays.
- 2. Add** nonpermanent administrative positions to normalize workload.
- 3. Review and implement** systems changes, such as reclassification of positions to address deficiencies in support and improve employee retention.

Solutions: Improve Statutory/Regulatory Systems

- 1. Update regulations** to utilize technology and eliminate outdated requirements.
- 2. Adopt legislation** to streamline the application process without lowering standards.

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