



MODERNIZATION TASK FORCE

Friday, June 23, 2023



Agenda

- Introduction of Lindsay Hyer and Executive Staff
 - Performance Statistics
 - Significant Activities Since Last Meeting
 - Legislative Update
 - Plans for Next 6 Months
 - Question & Answer Session
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Introduction

- **Executive Team**
 - Lindsay Hyer – Executive Director
 - Evan Bartel – Deputy Director & General Counsel
 - Doug Boyle – Legislative & Communications Director
 - Maureen Bennett – Chief Financial Officer
 - Eric Burton – IT Director
 - Katie Byers – Executive Assistant & Payroll Specialist
 - Zaneta Nunnally – Compliance Director
 - Elizabeth Walker – Deputy General Counsel & Operations Director
 - Kara Slusser – INSPECT Director



Introduction

- **PLA Board Groups**
 - **2:** Director Nick Hart & Assistant Director Victoria Giang
 - Nursing
 - **3&4:** Director Aly Servies, Assistant Director Kiko Dixon & Assistant Director Christine Cowdin
 - Medical, Pharmacy, Podiatry, Midwifery, Acupuncture, Dietitians, Genetic Counselors, Anesthesiology Assistants
 - **5:** Director Jody Edens & Assistant Director Erin Sutton
 - Speech/Language/Audiology, Physician Assistants, Veterinarians, Hearing Aid Dealers, Chiropractors, Realtors
 - **8:** Director Cindy Vaught & Assistant Director Dana Brooks
 - Behavioral Health, Psychology, Dental, Behavior Analysis



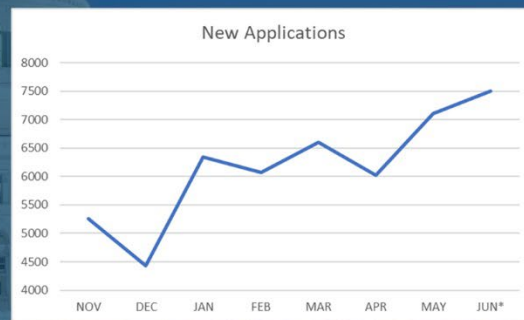
Introduction

- **PLA Board Groups**
 - **10: Director Amy Hall & Assistant Director Chris Shea-Russell**
 - Appraisers, Engineers, Surveyors, Architects, Health Facility Administrators, PI & Security, Athletic Trainers
 - **12: Director Tracy Hicks & Assistant Director Marianna Kassenbrock**
 - Cosmetology, Funeral & Cemetery, Manufactured Home Installers, Home Inspectors
 - **14: Director Toby Snell & Assistant Director Ashley Scott**
 - Accountancy, Massage Therapy, Physical Therapy, Occupational Therapy, Auctioneers, Optometry, Plumbing, Respiratory



Application Volumes

- **Applications Received CY 2022**
 - 74,314
 - Down 7.9% from 2021
 - New apps performed 67.5% online
- **Licenses Issued CY 2022**
 - 62,031
 - Down 5.3% from 2021
- **Renewals CY 2022**
 - 152,179 licenses renewed
 - Renewals performed 97% online





Worklist Volumes - New Apps

New Applications - December

Pending: 69
Over 7 days: 0
Average Age: 0.4 days

New Applications - Today

Pending: 464
Over 7 days: 95
Average Age: 4.313



Worklist Volumes - Renewals

Renewals - December

Pending: 18
Over 7 days: 1
Average Age: 6.1 days

Renewals - Today

Pending: 262
Over 7 days: 99
Average Age: 7.829



Worklist Volumes - Transactions

Documents - December

Pending: 352

Over 7 days: 34

Average Age: 1.4 days

Documents - Today

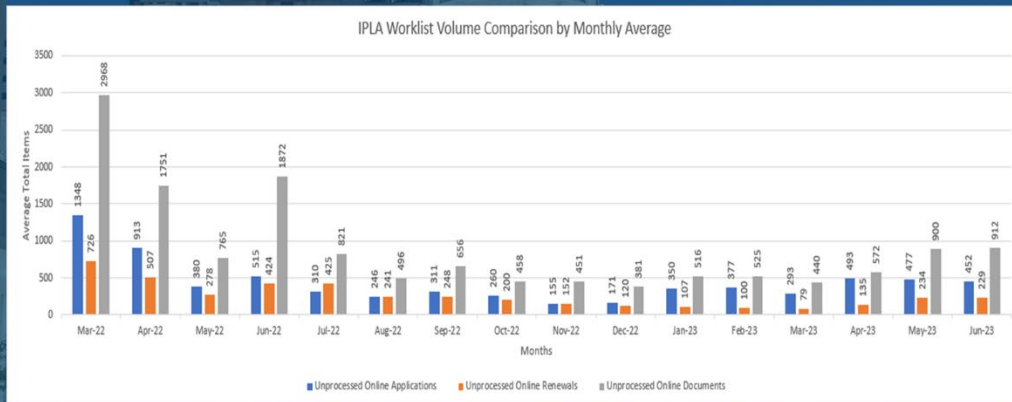
Pending: 715

Over 7 days: 254

Average Age: 5.233

Volumes

IPLA Worklist Volume Comparison by Monthly Average





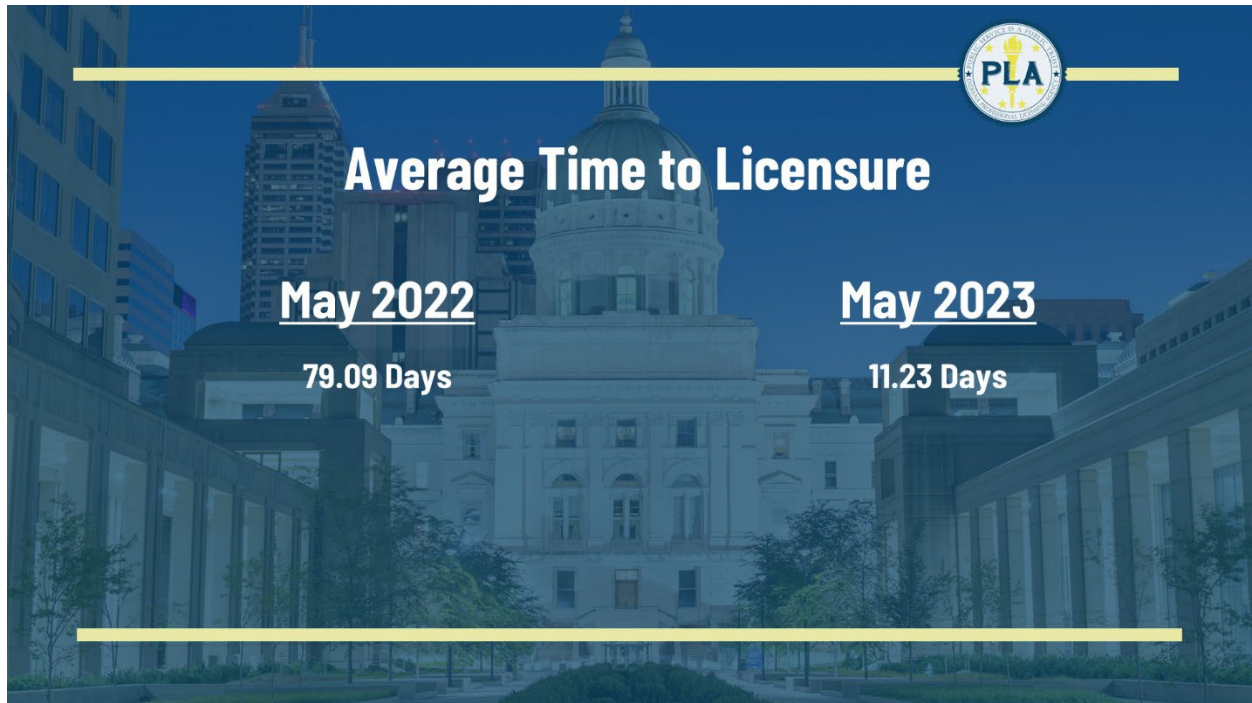
Average Time to Licensure

May 2022

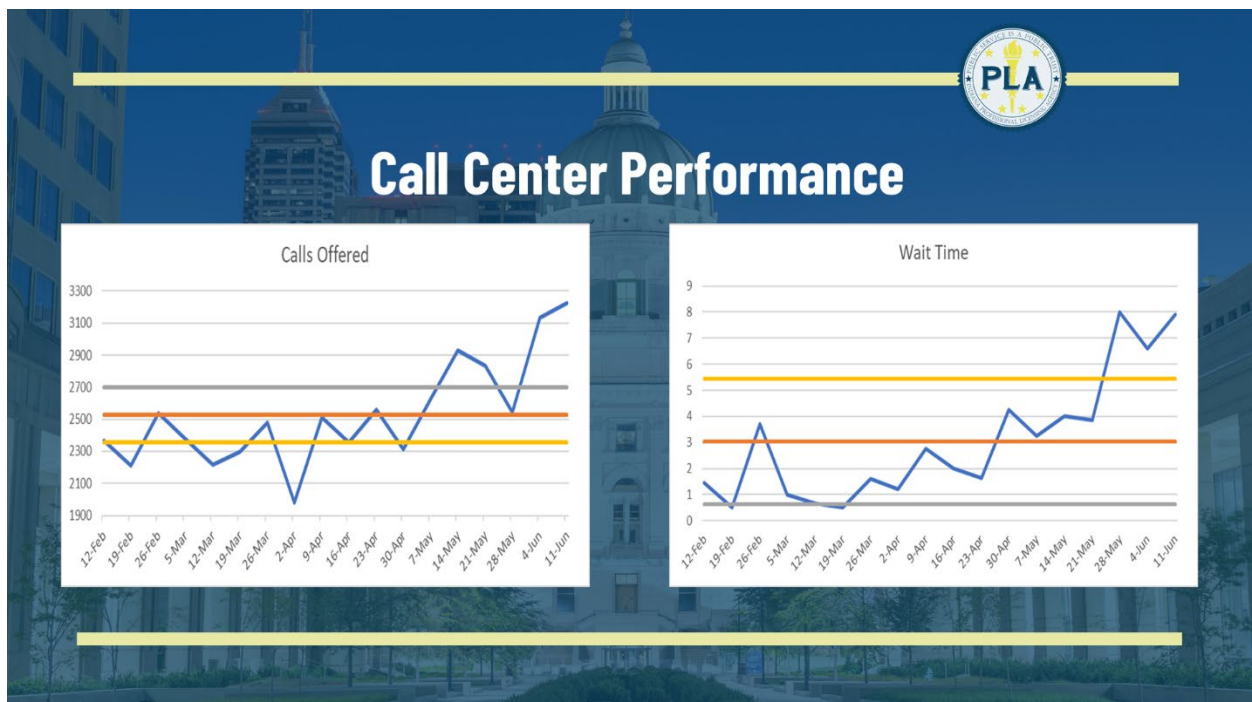
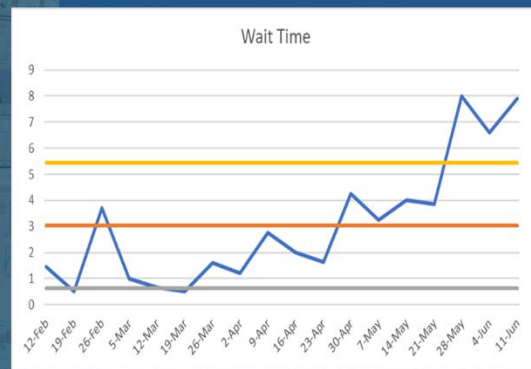
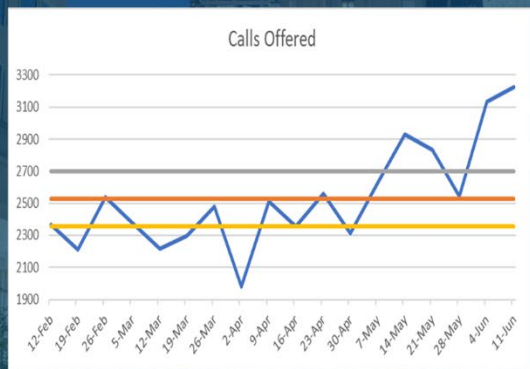
79.09 Days

May 2023

11.23 Days

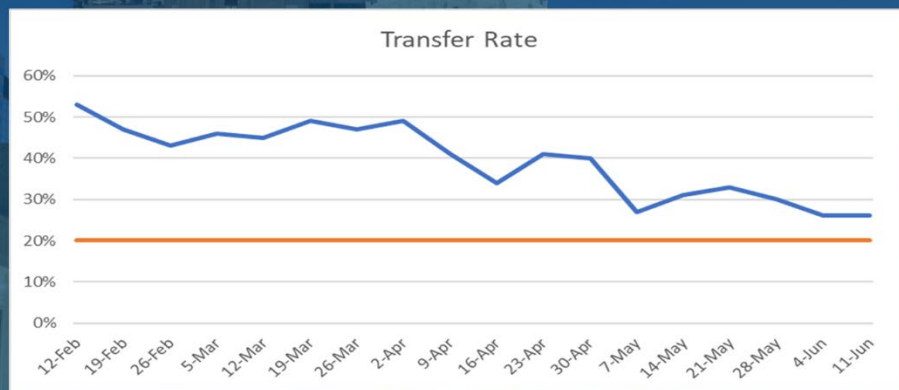


Call Center Performance





Call Center Performance



The Last 6 Months

- **Implemented PLA Call Center**
 - Created 7 New Full-Time and 2 New Temp Positions
 - Reclassified 6 Full-Time Positions
 - Filled & Refilled Positions
 - Implemented New Call Center Software
 - Developed FAQs for Each Board
 - Created New Onboarding Process
 - Created Group Chats to Facilitate Knowledge Transfer Between Call Center & Board Staff



The Last 6 Months

- **IT Improvements**
 - Established Physical Therapy Compact API
 - Installation of ML01
 - Windows 19 Server Migration
 - Realtor CE Data Sharing
 - Implementation of the Interstate Medical Licensure Compact and PSYPACT
 - Added Online Reinstatement Applications
 - Installation of Mulesoft to Facilitate Future API Development
 - Implemented New Public Access Portal



The Last 6 Months

- **Streamlining & Process Improvement**
 - New Rulemaking Process
 - Started Creating Process for Scope of Practice and Conviction of Concern Guidance
 - Piloting New Litigation Procedure in Nursing Board
 - Partnered with OALP on backlogged boards
 - Requirement Review Update
 - Law Exams
 - Issuance Fees
 - Board Member Review
 - Designed Updated Board Room
 - Facebook & LinkedIn Pages



The Last 6 Months

- **Employee Retention**
 - Engagement Calendar – 2 Activities /Month
 - Designed Revised Recognition Program
 - Implemented Career Path for Employees
 - Started Workspace Refresh



Legislative Update

- **HEA 1460 – Professional and Occupational Licensing**
 - Allows PLA's board members to participate electronically in certain circumstances.
 - Expands workforce renewal information collection to additional professions/license types.
 - Beginning July 1, 2024, all applications for a new license or certificate or renewal of a license or certificate must be submitted electronically, unless an individual requests a paper copy in the form and manner prescribed by the PLA.
 - Requires the governor to fill a vacancy on certain occupational boards within 90 days. Allows the PLA to make an appointment to the board if the governor does not make the appointment.



Legislative Update

▪ **HEA 1460 – Professional and Occupational Licensing (continued)**

- Requires PLA to post additional information: (1) meeting agendas online 72 hours before the meeting; (2) board vacancies online within 14 calendar days after a vacancy; and (3) new application forms online 60 calendar days prior to adoption.
- Requires PLA to post an annual report including: (1) number of new licenses and certificates issued in the preceding calendar year; (2) average wait time for new licenses and certificates that were issued after submission of a completed application in the preceding calendar year; and (3) number of licenses and certificates renewed in the preceding calendar year.
- Requires PLA to send incomplete application notifications to applicants every 14 calendar days after submission.



Legislative Update

▪ **HEA 1460 – Professional and Occupational Licensing (continued)**

- Makes certain changes to reciprocity licensure for certain health care professionals:
 - Eliminates provisional licenses/provisional certificates.
 - If an applicant's current license or certificate from one (1) other state or jurisdiction is verified by the board and the applicant has met all other licensing requirements.
 - Not later than the first renewal of the license or certificate, any remaining licenses or certificates from other states or jurisdictions must be verified to be in good standing by the board for the license or certificate to be renewed.
 - Requires a license or certificate to be issued to an applicant not more than 30 days after all requirements are met.



Legislative Update

▪ **SEA 400 – Health Care Matters**

- Requires LSA to conduct an analysis of PLA’s licensing fees and report to the General Assembly before January 31, 2026. The report must include: (1) the amount of fees collected; and (2) a description of how the proceeds from the collected fees were used.
- Requires the Interim Study Committee on Employment and Labor to study whether Indiana should adopt interstate mobility of occupational licensing under certain conditions.



Legislative Update

▪ **HEA 1343 – Occupational Regulations**

- Requires all “public agencies” to conduct a comprehensive review of all “occupational regulations” in the agency’s jurisdiction by July 1, 2025.
- Agencies are required to report on, repeal, and modify any unreasonably burdensome licensure requirements by October 1, 2025.
- After July 1, 2025, establishes a petition process for individuals engaged in an occupation or profession.



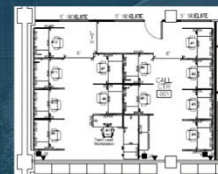
Legislative Update

- **HEA 1167 – Live Streaming and Archiving Meetings**
 - Requires PLA to livestream and record its public meetings. Recordings must be made available on PLA’s website. Effective July 1, 2025.
- **HEA 1001 – State Budget**
 - More than doubles PLA’s allocated total operating expenses for FY 2023-2024 and FY 2024-2025.
 - Allocates \$160,000 for FY 2023-2024 for PLA’s call center build-out.



The Next 6 Months

- **Facilities**
 - Finishing buildout of call center
 - Refreshing cubicles, desks, and chairs
 - Designed updated board room
 - TV Screens to Facilitate Virtual Board Member Appearance
 - Large TV Screen for Virtual Witness Appearances and Document Presentation
 - Microphones & Speakers Throughout
 - Cameras for Webcasts





The Next 6 Months

- Expanding Team
 - 3 Senior Licensing Analysts
 - IT Security Administrator
 - Project Manager
 - Additional System Configuration Analyst
 - Data Analytics Manager
 - Webmaster
 - Litigation Director



The Next 6 Months

- New Litigation Process & Prepare for Centralized Litigation Team

CURRENT:



NEW:





The Next 6 Months

- Paperless Initiative
 - Utilizing ML01 to Create New Webforms
 - Getting all Facility Licenses Online for 1st Time
 - Creating Electronic Forms to Replace Supplemental Forms
 - New Inspection Software
 - API Integration with AWAxR



Comments & Questions

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