

Report on Boards & Commissions

Department: Department of Labor and Licensing

Secretary: Daryl Bassett

The purpose of this report is 1) prompt an analysis of the Boards & Commissions in your Department and to identify efficiency (cost savings) and effectiveness (better results) opportunities and 2) to propose and develop to deliver efficiency and effectiveness improvements.

Boards & Commissions Project Proposal

1.1. List all boards, commissions, etc. within your department.

	Description
0390	Workers' Compensation Commission
0800	Labor
	Labor: Board of Electrical Examiners
	Labor: Elevator Safety Board
	Labor: Amusement Ride Safety Advisory Board
0211	Professional Bail Bondsman Licensing Board
0248	Real Estate Commission
0224	Contractors Licensing Board
0221	State Board of Collection Agencies
0203	State Board of Public Accountancy
0320	Arkansas Motor Vehicle Commission
0236	State Board of Licensure for Professional Engineers and Professional Surveyors
0205	Arkansas Appraiser Licensing and Certification Board
0305	Arkansas Manufactured Home Commission
0206	Arkansas State Board of Architects, Landscape Architects and Interior Designers
0258	Arkansas Towing and Recovery Board
0212	State Board of Barber Examiners
0263	Arkansas Fire Protection Licensing Board
0210	Arkansas Auctioneers Licensing Board
0255	Home Inspector Registration Board
0645	Heating, Ventilation, Air Condition and Refrigeration Licensing Board
0645	Arkansas State Athletic Commission
0420	Board of Registration for Professional Geologists
0200	Arkansas Abstracters Board
	Pawnbroker Licensure Commission (inactive)

1.2. What state resources support each board, commission, etc.? What is the total cost associated with each board, commission, etc. broken down by general revenue and by all other sources?

The boards and commissions are all supported by special and other revenues. The only general revenue is received by the Division of Labor.

Authorized 2020 Appropriation		
BA	Description	
0390	Workers' Compensation Commission	\$ 11,256,520.00
0800	Labor	\$ 7,599,820.00
0211	Professional Bail Bondsman Licensing Board	\$ 373,525.00
0248	Real Estate Commission	\$ 1,700,889.00
0224	Contractors Licensing Board	\$ 1,806,024.00
0221	State Board of Collection Agencies	\$ 379,946.00
0203	State Board of Public Accountancy	\$ 1,154,733.00
0320	Arkansas Motor Vehicle Commission	\$ 716,893.00
0236	State Board of Licensure for Professional Engineers and Professional Surveyors	\$ 617,988.00
0205	Arkansas Appraiser Licensing and Certification	\$ 421,566.00
0305	Arkansas Manufactured Home Commission	\$ 238,617.00
0206	Arkansas State Board of Architects, Landscape Architects and Interior Designers	\$ 416,621.00
0258	Arkansas Towing and Recovery Board	\$ 317,706.00
0212	State Board of Barber Examiners	\$ 275,215.00
0263	Arkansas Fire Protection Licensing Board	\$ 236,369.00
0210	Arkansas Auctioneers Licensing Board	\$ 155,450.00
0255	Home Inspector Registration Board	\$ 72,739.00
9910	Heating, Ventilation, Air Conditioning and Refrigeration Licensing Board	\$ 630,907.00
0209	Arkansas State Athletic Commission	\$ 209,123.00
0240	Board of Registration for Professional Geologists	\$ 63,265.00
0200	Arkansas Abstracters Board	\$ 52,542.00
	Pawnbroker Licensure Commission (inactive)	
	Total	\$ 28,696,458.00

General Revenue	\$ 3,227,813.00
Federal Revenue	\$ 1,546,202.00
Special and Other	\$ 23,922,443.00
	\$ 28,696,458.00

1.3. What are the key results, outcomes, performance indicators and/or success measures for each board, commission, etc.?

These were identified in the Report on Shared Services and are as follows:

- Delivery of services with greater efficiency, transparency and accountability; and
- Delivery of improved administrative services at no additional costs.

1.4. After a thorough analysis of boards, commissions, etc. within your department, identify key opportunities you would propose for more effective operations, improved services, and/or efficiencies.

Again, the department identified two central projects to improve services and efficiencies in the Report on Shared Services. These two projects continue to be the principal opportunities for more effective operations, improved services and efficiencies. They are outlined again below.

Project 1: Create a common data repository for delivery of administrative services and public services for all DLL divisions, boards, and commissions by leveraging the existing information technology programs through an integration with the Laserfiche product.

Action Plan: Standardize and automate work processes in digital format through Laserfiche within DLL, including administrative services, licensing processes, and inspection or investigative services.

Benefits:

*Improved efficiencies.

- expanded opportunities in information technology for smaller licensing entities;
- standardized and automated business processes in digital format, while retaining individual program needs; and
- more effectively utilize staff and other resources.

*Improved accountability.

- customizable, standardized management reports from the front-line supervisor to upper management; and
- availability of data across the range of licensing entities and program areas.

*Improved transparency. It is essential to be able to examine data across the DLL's many boards, commissions and program areas, without attempting to compare multiple, non-standard reports.

Costs:

- *Some infrastructure improvements and software development kits;
- *Additional licenses for new users; and
- *Some upgrades to existing servers.

Timeline & Implementation Plan:

*At present: Evaluating and coordinating with select licensing entities an initial group for Laserfiche integration.

*Spring 2020: Begin integration of initial group, as well as begin evaluation of a second group.

*Fall 2020: Evaluate project to date and establish timeline for completion.

Project 2: Create an Administrative Services Office to coordinate and deliver shared services for all DLL boards and commissions.

Action Plan: Provide and oversee human resources and payroll functions, procurement services, centralized asset management accounts payable/receivable, travel coordination, information technology services, and budget assistance under a shared service model for all DLL boards, commissions, and program areas.

Benefits:

*Improved internal controls, particularly with respect to separation of duties which is a common audit finding for smaller boards and commissions.

*Staffing flexibility.

*Improved risk management.

- *Elimination of duplicative processes and standardization of electronic processes.
- *Reduced need for contingency funding.
- *Take advantage of economies of scale by utilizing combined purchasing power when able.
- *Improved access to shared services.
- *Improved oversight by Secretary.

Costs: No anticipated additional cost.

Timeline & Implementation Plan:

- *At present: Implementing shared services as appropriate.
- *Spring 2020: Coordinate with licensing entities to determine potential processes that can be updated, eliminated, streamlined, and moved to Administrative Services Offices.

1.5. Identify any obstacles to the implementation of these proposals.

A potential problem for both projects involves the buy-in needed from the boards and commissions and their Executive Directors. In terms of Project 2, there will be special revenue issues relating to cost allocation and staff assignments. Additionally, there will be delays and questions until the department resolves any question of facilities and a centralized location.

1.6. What would be key action steps for these proposals?

See Answers to 1.4 above.

Additional thoughts/comments: