

**ACTUAL PERFORMANCE FOR OUTCOME MEASURES**

**504 - Texas State Board of Dental Examiners**

**Fiscal Year 2020**

**9/30/2020**

**Outcomes with Cover Page and Update Explanation**  
 86th Regular Session, Performance Reporting  
 Automated Budget and Evaluation System of Texas (ABEST)

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Agency code: 504

Agency name: Texas State Board of Dental Examiners

Type/Objective/Measure	2020 Target	2020 YTD	Percent of Annual Target	Target Range
<u>1-1 COMPLAINT RESOLUTION</u>				
1 % DISCIPLINARY/COMPLAINTS	12.00 %	18.22 %	151.83 % *	
<u>Explanation of Variance:</u> The agency does not have control over the content of filed jurisdictional complaints, or over the recommendations of panel members during the informal settlement conference process and final decisions of the Board members during public meetings. As a result, variations in resolutions with disciplinary action are an unavoidable part of the process. Additionally, the agency's ability to schedule case resolution around Board member availability and holidays leads to fluctuations in case resolution outcomes across fiscal years.				
<u>Prior YTD:</u>				
2 % COMPLAINTS - REMEDIAL ACTION	8.00 %	10.59 %	132.38 % *	
<u>Explanation of Variance:</u> The agency does not have control over the content of filed jurisdictional complaints, or over the recommendations of panel members during the informal settlement conference process and final decisions of the Board members during public meetings. As a result, variations in resolutions with remedial action are an unavoidable part of the process. Additionally, the agency's ability to schedule case resolution around Board member availability and holidays leads to fluctuations in case resolution outcomes across fiscal years.				
<u>Prior YTD:</u>				
<u>1-2 LICENSING</u>				
1 % DENTISTS/NO VIOLATIONS	97.00 %	98.55 %	101.60 %	
<u>Prior YTD:</u>				
3 % OF LICENSEES WHO RENEW ONLINE	85.00 %	94.15 %	110.76 % *	
<u>Explanation of Variance:</u> This measure exceeded the expected target.				
<u>Prior YTD:</u>				
4 % INDIVIDUAL LICENSES ISSUED ONLINE	60.00 %	84.43 %	140.72 % *	
<u>Explanation of Variance:</u> This measure exceeded the expected target.				
<u>Prior YTD:</u>				

\* Varies by 5% or more from target.