

ACTUAL PERFORMANCE FOR EXPLANATORY MEASURES

504 - Texas State Board of Dental Examiners

Fiscal Year 2020

9/30/2020

Agency code: **504**

Agency name: **Texas State Board of Dental Examiners**

<u>Type/Strategy/Measure</u>	2020 Target	2020 YTD	Percent of Annual Target
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Explanatory/Input Measures

1-1-1 COMPLAINT RESOLUTION

1 JURISDICTIONAL COMPLAINTS

1,075.00	713.00	66.33 % *
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Explanation of Variance: The agency does not have control over the number of jurisdictional complaints filed with the agency. This year we received 713 complaints that we classified to be within our jurisdiction. The agency can surmise that, in part, the variance noted can be attributed to dental offices being largely closed for two months, and at lower capacity for two additional months due to the global pandemic.

1-2-1 LICENSURE/REGISTRATION/CERT

4 TOTAL # BUSINESSES REGISTERED

850.00	696.00	81.88 % *
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Explanation of Variance: Business facilities only renew annually by December 31. If the facilities have not been renewed, it could be due to the lack of continuing education requirement and/or proof CDT (Certified Dental Technician) card.

* Varies by 5% or more from target.