

KATIE HOBBS
Governor



SHAINA GANATRA
Executive Director

CHRISTOPHER DALY
Chair

ARIZONA BOARD OF OCCUPATIONAL THERAPY EXAMINERS

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Phoenix, Arizona 85007
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September 1, 2023

Governor Katie Hobbs
State of Arizona
Office of the Governor
1700 W. Washington Street
Phoenix, AZ 85007

Dear Governor Hobbs:

The Arizona Board of Occupational Therapy Examiners hereby submits its budget for Fiscal Year 2025 for your consideration. The Board has identified five issues that require additional funding.

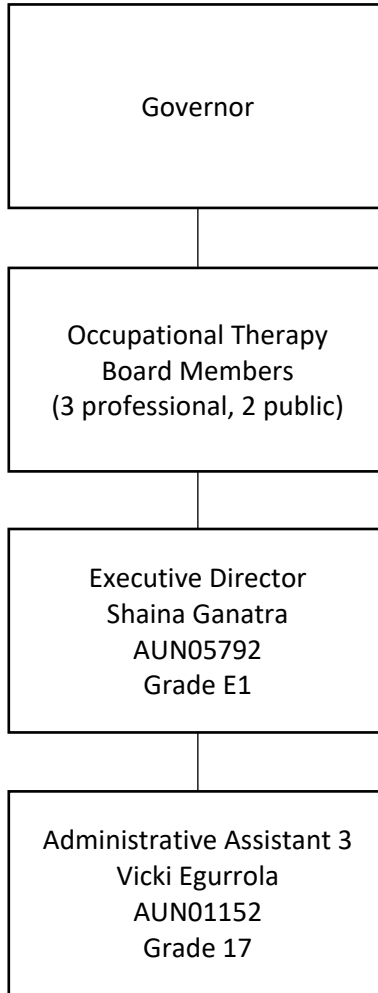
Thank you for your consideration of this request. If you have any questions, please call me at (602) 589-8353.

Regards,

A handwritten signature in cursive script that reads "Shaina Ganatra".

Shaina Ganatra
Executive Director

**Arizona Board of Occupational Therapy Examiners
Organizational Chart
FY 2025 Budget**





State of Arizona Budget Request

State Agency

Board of Occupational Therapy Examiners

A.R.S. Citation: **A.R.S. §§ 32-3401 to 32-3446**

Governor Hobbs:

This and the accompanying budget schedules, statements and explanatory information constitute the operating budget request for this agency for Fiscal Year 2025.

To the best of my knowledge all statements and explanations contained in the estimates submitted are true and correct.

Appropriated Funds

	FY 2024 Expenditure Plan	FY 2025 Funding Issue	FY 2025 Total Request
Total Amount Requested:	259.5	221.3	480.8
Occupational Therapy Fund	259.5	221.3	480.8

Non-Appropriated Funds

	FY 2024 Expenditure Plan	FY 2025 Funding Issue	FY 2025 Total Request
	-	-	-
Board of Occupational Therapy Examiners Total:	259.5	221.3	480.8

Agency Head: **Shaina Ganatra**
 Title: **Executive Director**

Shaina Ganatra 9/1/2023
 (signature)

Phone: 6025898353

Prepared by:
 Email Address:
 Date Prepared: September 1, 2023

Revenue Schedule

Agency: Board of Occupational Therapy Examiners

Fund: AA1000 General Fund

AFIS Code	Category of Receipt and Description	FY 2023 Actuals	FY 2024 Estimate	FY 2025 Request
4314	Filing Fees	1.8	5.6	5.8
4372	Publications & Reproductions	0.7	1.3	1.4
4415	Occupational & Professional Licenses	27.0	25.5	26.8
4519	Other Fines, Forfeitures, Penalties and Liquidated Damages	0.5	0.2	0.2
4645	Payment Card Transaction Fees Paid	(0.5)	-	-
General Fund Total:		29.5	32.6	34.2

Forecast Methodology

N/A

Fund: OT2263 Occupational Therapy Fund

AFIS Code	Category of Receipt and Description	FY 2023 Actuals	FY 2024 Estimate	FY 2025 Request
4314	Filing Fees	52.8	55.5	58.2
4339	Other Fees & Charges for Services	12.3	13.0	13.6
4372	Publications & Reproductions	6.1	6.4	6.7
4415	Occupational & Professional Licenses	243.3	255.4	268.2
4519	Other Fines, Forfeitures, Penalties and Liquidated Damages	2.0	2.1	2.2
4645	Payment Card Transaction Fees Paid	(0.2)	-	-
Occupational Therapy Fund Total:		316.2	332.4	348.9

Forecast Methodology

The Board of Occupational Therapy Examiners collects revenue from license applications, renewals, service fees, late fees and credit card convenience fees. The fees related to licensing are specific to Board operations and the credit card convenience fees are collected by the Board and then expended by the credit card agencies. The Board is therefore not generating revenue but rather charging for the ability to pay online and then paying the credit card companies the expense for this service.

The Board expects revenues to increase by approximately 5% annually due to an increase in licensees.

Sources and Uses

Agency: Board of Occupational Therapy Examiners

Fund: OT2263 Occupational Therapy Fund

Revenues are from the fees, fines, and other revenues collected by the Board, which are used to license and regulate occupational therapists and occupational therapy assistants.

Cash Flow Summary

	FY 2023 Actuals	FY 2024 Estimate	FY 2025 Request
Beginning Balance	1,020.9	1,099.9	1,172.8
Revenue (from Revenue Schedule)	316.2	332.4	348.9
Total Available	1,337.1	1,432.3	1,521.7
Total Appropriated Disbursements	237.2	259.5	480.8
Total Non-Appropriated Disbursements	-	-	-
Balance Forward to Next Year	1,099.9	1,172.8	1,040.9

Explanation for Negative Ending Balance(s):

Board of Occupational Therapy Examiners

Appropriated Expenditure

Expenditure Categories	FY 2023 Actuals	FY 2024 Estimate	FY 2025 Request
Personal Services	118.4	113.5	193.1
Employee Related Expenditures	46.9	76.3	113.0
Professional & Outside Services	2.3	-	80.3
Travel In-State	-	1.3	1.3
Travel Out-Of-State	-	-	-
Food	-	-	-
Aid To Organizations & Individuals	-	-	-
Other Operating Expenditures	44.2	66.4	87.1
Equipment	-	-	-
Capital Outlay	-	-	-
Capital Equipment	-	-	-
Non-Capital Equipment	22.3	2.0	6.0
Debt Service	-	-	-
Cost Allocation & Indirect Costs	-	-	-
Transfers-Out	-	-	-
Appropriated Expenditure Sub-Total:	234.1	259.5	480.8
Non-Lapsing Authority from Prior Years (no entry for BY)	-	-	-
Administrative Adjustments (no entry for BY)	3.1	-	-
Capital Projects (Land, Bldgs, Improv)	-	-	-
Appropriated 27th Pay Roll	-	-	-
Legislative Fund Transfers	-	-	-
IT Project Transfers	-	-	-

Sources and Uses

Agency:	Board of Occupational Therapy Examiners
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Fund:	OT2263 Occupational Therapy Fund
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Residual Equity Transfer	-	-	-
Transfer Due to Fund Balance Cap	-	-	-
Prior Committed or Obligated Expenditures (no entry for AY)	-	-	-
Non-Appropriated 27th Pay Roll	-	-	-
Appropriated Expenditure Total:	237.2	259.5	480.8
Appropriated FTE	1.5	1.5	2.0

Non-Appropriated Expenditure

	FY 2023 Actuals	FY 2024 Estimate	FY 2025 Request
Expenditure Categories			
Personal Services	-	-	-
Employee Related Expenditures	-	-	-
Professional & Outside Services	-	-	-
Travel In-State	-	-	-
Travel Out-Of-State	-	-	-
Food	-	-	-
Aid To Organizations & Individuals	-	-	-
Other Operating Expenditures	-	-	-
Equipment	-	-	-
Capital Outlay	-	-	-
Capital Equipment	-	-	-
Non-Capital Equipment	-	-	-
Debt Service	-	-	-
Cost Allocation & Indirect Costs	-	-	-
Transfers-Out	-	-	-
Non-Appropriated Expenditure Sub-Total:	-	-	-
Non-Lapsing Authority from Prior Years (no entry for BY)	-	-	-
Administrative Adjustments (no entry for BY)	-	-	-
Capital Projects (Land, Bldgs, Improv)	-	-	-
Appropriated 27th Pay Roll	-	-	-
Legislative Fund Transfers	-	-	-
IT Project Transfers	-	-	-
Residual Equity Transfer	-	-	-
Transfer Due to Fund Balance Cap	-	-	-
Prior Committed or Obligated Expenditures (no entry for AY)	-	-	-
Non-Appropriated 27th Pay Roll	-	-	-
Non-Appropriated Expenditure Total:	-	-	-

Sources and Uses

Agency: Board of Occupational Therapy Examiners

Fund: OT2263 Occupational Therapy Fund

Non-Appropriated FTE

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Funding Issue List

Agency: Board of Occupational Therapy Examiners

FY 2023

Priority	Funding Issue Title	Total FTE	Total Amount	General Fund	Other Appropriated Funds	Non- Appropriated Funds
1	FTE- Senior Investigator	0.5	43.5	-	43.5	-
2	E-Licensing	-	16.7	-	16.7	-
3	Licensing Specialist	-	80.8	-	80.8	-
4	Digitization	-	59.9	-	59.9	-
5	Gould Intelligent	-	20.4	-	20.4	-
Total:		0.5	221.3	-	221.3	-

Funding Issue Detail

Agency: Board of Occupational Therapy Examiners

Issue: 1 FTE- Senior Investigator

Calculated ERE: 11.3
Uniform Allowance:

Program: Licensing and Regulation
Fund: OT2263 Occupational Therapy Fund (Appropriated)

Expenditure Categories		FY 2025
FTE	FTE	0.5
6000	Personal Services	28.2
6100	Employee Related Expenditures	11.3
	Subtotal Personal Services and ERE	39.5
7000	Other Operating Expenditures	4.0
	Program/Fund Total:	43.5

Issue: 2 E-Licensing

Calculated ERE:
Uniform Allowance:

Program: Licensing and Regulation
Fund: OT2263 Occupational Therapy Fund (Appropriated)

Expenditure Categories		FY 2025
7000	Other Operating Expenditures	16.7
	Program/Fund Total:	16.7

Issue: 3 Licensing Specialist

Calculated ERE: 25.4
Uniform Allowance:

Program: Licensing and Regulation
Fund: OT2263 Occupational Therapy Fund (Appropriated)

Expenditure Categories		FY 2025
6000	Personal Services	51.4
6100	Employee Related Expenditures	25.4
	Subtotal Personal Services and ERE	76.8
8500	Non-Capital Equipment	4.0
	Program/Fund Total:	80.8

Funding Issue Detail

Agency: Board of Occupational Therapy Examiners

Issue: 4 Digitization

Calculated ERE:
Uniform Allowance:

Program: Licensing and Regulation
Fund: OT2263 Occupational Therapy Fund (Appropriated)

Expenditure Categories		FY 2025
6200	Professional & Outside Services	59.9
Program/Fund Total:		59.9

Issue: 5 Gould Intelligent

Calculated ERE:
Uniform Allowance:

Program: Licensing and Regulation
Fund: OT2263 Occupational Therapy Fund (Appropriated)

Expenditure Categories		FY 2025
6200	Professional & Outside Services	20.4
Program/Fund Total:		20.4

Funding Issue Narrative

Agency:	Board of Occupational Therapy Examiners
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Issue:	1 FTE- Senior Investigator
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Description of Issue: The Board of Occupational Therapy Examiners, ("Board") requests additional appropriations to fully fund a part-time position as Investigator Senior.

Proposal: The current structure of the Board's staff does not allow for proper coverage of the Board's daily operations and responsibilities. On average, the Board receives 30-50 calls a day from applicants, licensees, complainants and the public. Nearly 45% of staff's day is spent responding to phone calls and/or emails received. Board staff provide timely customer service; however, this comes at an expense to staff's time and the completion of other tasks or duties is often delayed. All Board staff are stretched extremely thin in an attempt to provide coverage and support for all daily functions of the Board.

Alternatives Considered: N/A

Impact of Not Funding This Year: The Board has and continues to experience a substantial increase in the number of complaints it receives each year. This increase does not appear to be a trend that is going to taper off, but rather the new normal for the Board. To accommodate the complaint increases, it is necessary that the Board hire an additional investigator.

Statutory Reference:

Equipment to be Purchased (if applicable):

Classification of New Positions:

Annualization(s): Investigator Senior, Grade 20 (Part-Time). The total amount of funds needed to create and fill this position at the mid-range of \$27.14 an hour would be:
 PS: \$28,226.50
 ERE: \$11,290.60
 Equipment and Work Space: \$4,000.00*
 Total: \$43,517.10

Alignment with Agency's Strategic Plan or Statutory Responsibilities:

Impact on Historically Underserved, Marginalized, or Adversely Affected Groups: N/A

How has feedback been incorporated from groups directly impacted by proposal?: N/A

Description of how this furthers the Governor's priorities:

Issue:	2 E-Licensing
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Description of Issue: The Board of Occupational Therapy Examiners, ("Board") requests to continue to receive additional appropriations to maintain the Board's transition to the Thentia e-licensing platform. In FY23 the Board received a one-time appropriation of \$34,100.00 to assist in the implementation of the Thentia system. Moving forward, the Board requests to continue to receive an appropriation of \$16,739.52. This appropriation will be used to pay for Thentia's yearly licensing fee and Thentia's subscription service.

Funding Issue Narrative

Agency: Board of Occupational Therapy Examiners

Issue: 2 E-Licensing

Proposal: The yearly licensing fee for Thentia in FY23 was \$15, 571.32, including taxes. This fee was calculated by charging \$0.2968 monthly for 4,372 licensees. On average, the Board licenses upwards of 4,700 individuals and sees a one to three percent growth in licensee numbers per year. The ongoing appropriation would provide funding to cover the increase in the yearly licensing fees that the Board will encounter due to the growing number of individuals the Board licenses.

Alternatives Considered: N/A

Impact of Not Funding This Year: The Salesforce system did not offer the flexibility to allow the Board to create a platform that fully met the Agency's or licensees' needs. The Board hopes to have that flexibility with the Thentia platform and receive the appropriation to financially support training, report building and system changes to develop a platform that fully meets everyone's needs. If the ongoing appropriation is not provided, the Agency will not be in compliance with Governor Ducey's initiative for expedient licensure and will be limited in what updates and adjustments can be made as the system is rolled out and put into use.

Statutory Reference:

Equipment to be Purchased (if applicable):

Classification of New Positions:

Annualization(s):

Alignment with Agency's Strategic Plan or Statutory Responsibilities:

Impact on Historically Underserved, Marginalized, or Adversely Affected Groups: N/A

How has feedback been incorporated from groups directly impacted by proposal?: N/A

Description of how this furthers the Governor's priorities:

Issue: 3 Licensing Specialist

Description of Issue: The Board of Occupational Therapy Examiners, ("Board") requests additional appropriations to fully fund a full-time position as Licensing Specialist.

Proposal: The current structure of the Board's staff does not allow for proper coverage of the Board's daily operations and responsibilities. On average, the Board receives 30-50 calls a day from applicants, licensees, complainants and the public. Nearly 45% of staff's day is spent responding to phone calls and/or emails received. Board staff provide timely customer service; however, this comes at an expense to staff's time and the completion of other tasks or duties is often delayed. All Board staff are stretched extremely thin in an attempt to provide coverage and support for all daily functions of the Board.

Alternatives Considered: N/A

Funding Issue Narrative

Agency: Board of Occupational Therapy Examiners

Issue: 3 Licensing Specialist

Impact of Not Funding This Year: The Board has and continues to experience a substantial increase in the number of applications it receives each year. This increase does not appear to be a trend that is going to taper off, but rather the new normal for the Board. To accommodate the application increases, it is necessary that the Board hire an additional licensing specialist.

Statutory Reference:

Equipment to be Purchased (if applicable):

Classification of New Positions:

Annualization(s): Licensing Specialist, Grade 19 (Full-Time). The total amount of funds needed to create and fill this position at the mid-range of \$24.71 an hour would be:
PS: \$51,394.00
ERE: \$25,444.00
Equipment and Work Space: \$4,000.00*
Total: \$80,838.00

Alignment with Agency's Strategic Plan or Statutory Responsibilities:

Impact on Historically Underserved, Marginalized, or Adversely Affected Groups: N/A

How has feedback been incorporated from groups directly impacted by proposal?: N/A

Description of how this furthers the Governor's priorities:

Issue: 4 Digitization

Description of Issue: The Board of Occupational Therapy Examiners, ("Board") requests additional appropriations to fully fund the digitization of Board documentation. This funding issue aims to digitize and preserve a significant collection of historical documents as well as all licensee files, further protecting the integrity of the Agency's required records retention. The Agency intends to use a professional document scanning company for the upcoming document digitization project. Outsourcing this service is the most practical and cost-effective solution for the Agency.

Proposal:

Specialized Expertise: Document scanning companies are experts in their field, with the necessary equipment, technology, and experience to efficiently scan and digitize documents of various types and sizes. Their specialized expertise ensures a higher level of accuracy and quality in the digitization process.

Cost Efficiency: Outsourcing to a document scanning company eliminates the need for significant capital investments in scanning equipment, software, and personnel. This approach allows us to allocate our budget more efficiently and avoid long-term maintenance costs.

Faster Turnaround: Document scanning companies typically have the capacity and resources to complete scanning projects more quickly than in-house teams. This means we can achieve our digitization goals in a shorter timeframe, leading to quicker access to digitized documents.

Risk of Loss: The Board currently houses upwards of 10,000 paper files at the Board office, in a secure location in the basement of the building. Recently, the historical documents located in the secured basement location were at risk due to basement flooding. Therefore, document scanning is vital to continue to maintain the historical documentation

Funding Issue Narrative

Agency: Board of Occupational Therapy Examiners

Issue: 4 Digitization

Alternatives Considered: None

Impact of Not Funding This Year: The Board will be at risk for preserving historical documents and protecting the integrity of the Agency's required record retention if not funded to digitize the documents.

Statutory Reference:

Equipment to be Purchased (if applicable):

Classification of New Positions:

Annualization(s):

Alignment with Agency's Strategic Plan or Statutory Responsibilities:

Impact on Historically Underserved, Marginalized, or Adversely Affected Groups: N/A

How has feedback been incorporated from groups directly impacted by proposal?: N/A

Description of how this furthers the Governor's priorities:

Issue: 5 Gould Intelligent

Description of Issue: The Board of Occupational Therapy Examiners, ("Board") contracted with Gould Intelligent to act as a Project Manager and assist in rolling out the new system as efficiently as possible. The hourly rate for Gould Intelligent is \$85.00. The Agency will continue to require 20 hours monthly of support from Gould Intelligent to continue to maintain efficiency and assist the Agency in the appropriate management of the system.

Proposal: The annual cost for FY25 to contract with Gould Intelligent is approximately \$20,400. This fee was calculated by charging \$85.00 per hour for a total of twenty hours per month ($85 \times 20 = \$1,700.00$ monthly) over the period of twelve months. Gould Intelligent assisted the Agency since the initiation of the Thentia project and continues to be an extremely valuable and skilled resource to the Agency to ensure appropriate configuration of the system and so the Agency may continue to business operations without system interferences.

Alternatives Considered: None

Impact of Not Funding This Year: If the ongoing appropriation is not provided, the Agency will not have the skilled and efficient services to ensure business operations are uninterrupted by system interferences.

Statutory Reference:

Equipment to be Purchased (if applicable):

Classification of New Positions:

Annualization(s):

Funding Issue Narrative

Agency:	Board of Occupational Therapy Examiners
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Issue:	5	Gould Intelligent
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Alignment with Agency's Strategic Plan or Statutory Responsibilities:

Impact on Historically Underserved, Marginalized, or Adversely Affected Groups:	N/A
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How has feedback been incorporated from groups directly impacted by proposal?:	N/A
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Description of how this furthers the Governor's priorities:

Summary of Expenditure and Budget Request for All Funds

Agency: Board of Occupational Therapy Examiners

Appropriated Funds		FY 2023 Actuals	FY 2024 Expenditure Plan	FY 2025 Funding Issue	FY 2025 Total Request
Program:					
OTA-1-0	Board of Occupational Therapy Examiners	234.1	259.5	221.3	480.8
Appropriated Funds Total:		234.1	259.5	221.3	480.8
Expenditure Categories					
	FTE	1.5	1.5	0.5	2.0
	Personal Services	118.4	113.5	79.6	193.1
	Employee Related Expenditures	46.9	76.3	36.7	113.0
	Subtotal Personal Services and ERE	165.3	189.8	116.3	306.1
	Professional & Outside Services	2.3	-	80.3	80.3
	Travel In-State	-	1.3	-	1.3
	Other Operating Expenditures	44.2	66.4	20.7	87.1
	Non-Capital Equipment	22.3	2.0	4.0	6.0
Expenditure Categories Total:		234.1	259.5	221.3	480.8
Board of Occupational Therapy Examiners Total for All Funds:		234.1	259.5	221.3	480.8
Appropriated and Non-Appropriated		FY 2023 Actuals	FY 2024 Expenditure Plan	FY 2024 Funding Issue	FY 2025 Total Request
OTA-1-0	Board of Occupational Therapy Examiners	234.1	259.5	221.3	480.8
Board of Occupational Therapy Examiners Total for All Funds:		234.1	259.5	221.3	480.8

Summary of Expenditure and Budget Request for Selected Funds

Agency:	Board of Occupational Therapy Examiners
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Fund:	OT2263 Occupational Therapy Fund (Appropriated)
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	FY 2023 Actuals	FY 2024 Expenditure Plan	FY 2025 Funding Issue	FY 2025 Total Request
Program:				
OTA-1-0 Board of Occupational Therapy Examiners	234.1	259.5	221.3	480.8
Occupational Therapy Fund (Appropriated)	234.1	259.5	221.3	480.8
Summary Total:				
Expenditure Categories				
FTE	1.5	1.5	0.5	2.0
Personal Services	118.4	113.5	79.6	193.1
Employee Related Expenditures	46.9	76.3	36.7	113.0
Subtotal Personal Services and ERE	165.3	189.8	116.3	306.1
Professional & Outside Services	2.3	-	80.3	80.3
Travel In-State	-	1.3	-	1.3
Other Operating Expenditures	44.2	66.4	20.7	87.1
Non-Capital Equipment	22.3	2.0	4.0	6.0
Expenditure Categories Total:	234.1	259.5	221.3	480.8

Program Budget Unit Summary of Expenditure and Budget Request for All Funds

Agency: Board of Occupational Therapy Examiners

	FY 2023 Actuals	FY 2024 Expenditure Plan	FY 2025 Funding Issue	FY 2025 Total Request
Program: OTA-1-0 Board of Occupational Therapy Examiners				
Expenditure Categories				
FTE	1.5	1.5	0.5	2.0
Personal Services	118.4	113.5	79.6	193.1
Employee Related Expenditures	46.9	76.3	36.7	113.0
Subtotal Personal Services and ERE	165.3	189.8	116.3	306.1
Professional & Outside Services	2.3	-	80.3	80.3
Travel In-State	-	1.3	-	1.3
Other Operating Expenditures	44.2	66.4	20.7	87.1
Non-Capital Equipment	22.3	2.0	4.0	6.0
Expenditure Categories Total:	234.1	259.5	221.3	480.8

Fund Source				
Appropriated Funds				
Occupational Therapy Fund (Appropriated)	234.1	259.5	221.3	480.8
Appropriated Funds Total:	234.1	259.5	221.3	480.8
Board of Occupational Therapy Examiners Total:	234.1	259.5	221.3	480.8

Sub Program: OTA-1-1 Licensing and Regulation

Expenditure Categories				
FTE	1.5	1.5	0.5	2.0
Personal Services	118.4	113.5	79.6	193.1
Employee Related Expenditures	46.9	76.3	36.7	113.0
Subtotal Personal Services and ERE	165.3	189.8	116.3	306.1
Professional & Outside Services	2.3	-	80.3	80.3
Travel In-State	-	1.3	-	1.3
Other Operating Expenditures	44.2	66.4	20.7	87.1
Non-Capital Equipment	22.3	2.0	4.0	6.0
Expenditure Categories Total:	234.1	259.5	221.3	480.8

Program Budget Unit Summary of Expenditure and Budget Request for All Funds

Agency: Board of Occupational Therapy Examiners

	FY 2023 Actuals	FY 2024 Expenditure Plan	FY 2025 Funding Issue	FY 2025 Total Request
Program: OTA-1-0 Board of Occupational Therapy Examiners				

Sub Program: OTA-1-1 Licensing and Regulation

Fund Source

Appropriated Funds

Occupational Therapy Fund (Appropriated)	234.1	259.5	221.3	480.8
Appropriated Funds Total:	234.1	259.5	221.3	480.8
Board of Occupational Therapy Examiners Total:	234.1	259.5	221.3	480.8

Program Budget Unit Summary of Expenditure and Budget Request for Selected Funds

Agency: Board of Occupational Therapy Examiners

	FY 2023 Actuals	FY 2024 Expenditure Plan	FY 2025 Funding Issue	FY 2025 Total Request
Program: OTA-1-0 Board of Occupational Therapy Examiners				

Fund: OT2263 Occupational Therapy Fund

Appropriated

Personal Services	118.4	113.5	79.6	193.1
Employee Related Expenditures	46.9	76.3	36.7	113.0
Subtotal Personal Services and ERE	165.3	189.8	116.3	306.1
Professional & Outside Services	2.3	-	80.3	80.3
Travel In-State	-	1.3	-	1.3
Other Operating Expenditures	44.2	66.4	20.7	87.1
Non-Capital Equipment	22.3	2.0	4.0	6.0
Expenditure Categories Total:	234.1	259.5	221.3	480.8
Occupational Therapy Fund Total:	234.1	259.5	221.3	480.8
Program Total for Select Funds:	234.1	259.5	221.3	480.8

Sub Program: OTA-1-1 Licensing and Regulation

Fund: OT2263 Occupational Therapy Fund

Appropriated

Personal Services	118.4	113.5	79.6	193.1
Employee Related Expenditures	46.9	76.3	36.7	113.0
Subtotal Personal Services and ERE	165.3	189.8	116.3	306.1
Professional & Outside Services	2.3	-	80.3	80.3
Travel In-State	-	1.3	-	1.3
Other Operating Expenditures	44.2	66.4	20.7	87.1
Non-Capital Equipment	22.3	2.0	4.0	6.0
Expenditure Categories Total:	234.1	259.5	221.3	480.8
Occupational Therapy Fund Total:	234.1	259.5	221.3	480.8
Sub Program Total for Select Funds:	234.1	259.5	221.3	480.8

**Program Budget Unit Summary of Expenditure and Budget Request
for Selected Funds**

Agency:	Board of Occupational Therapy Examiners
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	FY 2023 Actuals	FY 2024 Expenditure Plan	FY 2025 Funding Issue	FY 2025 Total Request
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Program:	OTA-1-0 Board of Occupational Therapy Examiners
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Program Summary of Expenditure and Budget Request

Agency: Board of Occupational Therapy Examiners

Program: Board of Occupational Therapy Examiners

Program Summary		FY 2023 Actuals	FY 2024 Expenditure Plan	FY 2025 Funding Issue	FY 2025 Total Request
OTA-1-1	Licensing and Regulation	234.1	259.5	221.3	480.8
	Board of Occupational Therapy Examiners Summary Total:	234.1	259.5	221.3	480.8

Expenditure Categories		FY 2023 Actuals	FY 2024 Expenditure Plan	FY 2025 Funding Issue	FY 2025 Total Request
FTE	FTE	1.5	1.5	0.5	2.0
6000	Personal Services	118.4	113.5	79.6	193.1
6100	Employee Related Expenditures	46.9	76.3	36.7	113.0
	Subtotal Personal Services and ERE	165.3	189.8	116.3	306.1
6200	Professional & Outside Services	2.3	-	80.3	80.3
6500	Travel In-State	-	1.3	-	1.3
7000	Other Operating Expenditures	44.2	66.4	20.7	87.1
8500	Non-Capital Equipment	22.3	2.0	4.0	6.0
	Expenditure Categories Total:	234.1	259.5	221.3	480.8

Fund Source		FY 2023 Actuals	FY 2024 Expenditure Plan	FY 2025 Funding Issue	FY 2025 Total Request
Appropriated Funds					
OT2263	Occupational Therapy Fund (Appropriated)	234.1	259.5	221.3	480.8
	Appropriated Funds Total:	234.1	259.5	221.3	480.8
	Board of Occupational Therapy Examiners Summary Total:	234.1	259.5	221.3	480.8

Program Summary of Expenditure and Budget Request for Selected Funds

Agency: Board of Occupational Therapy Examiners

Program: Board of Occupational Therapy Examiners

Fund: OT2263 Occupational Therapy Fund (Appropriated)

Program Expenditures		FY 2023 Actuals	FY 2024 Expenditure Plan	FY 2025 Funding Issue	FY 2025 Total Request
OTA-1-1	Licensing and Regulation	234.1	259.5	221.3	480.8
	Occupational Therapy Fund (Appropriated) Summary Total:	234.1	259.5	221.3	480.8
Appropriated Funding					
6000	Personal Services	118.4	113.5	79.6	193.1
6100	Employee Related Expenditures	46.9	76.3	36.7	113.0
	Subtotal Personal Services and ERE	165.3	189.8	116.3	306.1
6200	Professional & Outside Services	2.3	-	80.3	80.3
6500	Travel In-State	-	1.3	-	1.3
7000	Other Operating Expenditures	44.2	66.4	20.7	87.1
8500	Non-Capital Equipment	22.3	2.0	4.0	6.0
	Expenditure Categories Total:	234.1	259.5	221.3	480.8
	Fund OT2263 - A Total:	234.1	259.5	221.3	480.8
	Board of Occupational Therapy Examiners Total:	234.1	259.5	221.3	480.8

Program Expenditure Schedule

Agency: Board of Occupational Therapy Examiners

	FY 2023 Actuals	FY 2024 Expenditure Plan	FY 2025 Funding Issue	FY 2025 Total Request
Program: OTA-1-0 Board of Occupational Therapy Examiners				
FTE				
FTE	1.5	1.5	0.5	2.0
Expenditure Category Total:	-	-	-	-
Fund Source				
Appropriated Funds				
OT2263 Occupational Therapy Fund (Appropriated)	1.5	1.5	0.5	2.0
Appropriated Funds Total:	1.5	1.5	0.5	2.0
Fund Source Total:	1.5	1.5	0.5	2.0
Personal Services				
Personal Services	118.4	113.5	79.6	193.1
Expenditure Category Total:	118.4	113.5	79.6	193.1
Fund Source				
Appropriated Funds				
OT2263 Occupational Therapy Fund (Appropriated)	118.4	113.5	79.6	193.1
Appropriated Funds Total:	118.4	113.5	79.6	193.1
Fund Source Total:	118.4	113.5	79.6	193.1
Employee Related Expenditures				
Employee Related Expenses	-	76.3	36.7	113.0
FICA Taxes	8.8	-	-	-
Medical Insurance	21.0	-	-	-
Basic Life	0.0	-	-	-
Long-Term Disability (ASRS)	0.2	-	-	-
Unemployment Compensation & Other State' Taxes	0.0	-	-	-
Dental Insurance	0.1	-	-	-
Workers' Compensation	1.1	-	-	-
Arizona State Retirement System	13.4	-	-	-
Personnel Board Pro-Rata Charges	1.0	-	-	-
Information Technology Pro Rata Charge	0.7	-	-	-
Accumulated Sick Leave Fund Charge	0.5	-	-	-
Expenditure Category Total:	46.9	76.3	36.7	113.0

Program Expenditure Schedule

Agency: Board of Occupational Therapy Examiners

	FY 2023 Actuals	FY 2024 Expenditure Plan	FY 2025 Funding Issue	FY 2025 Total Request
Program: OTA-1-0 Board of Occupational Therapy Examiners				
Fund Source				
Appropriated Funds				
OT2263 Occupational Therapy Fund (Appropriated)	46.9	76.3	36.7	113.0
Appropriated Funds Total:	46.9	76.3	36.7	113.0
Fund Source Total:	46.9	76.3	36.7	113.0

Professional & Outside Services				
Professional and Outside Services	-	-	80.3	80.3
Other Professional & Outside Services	2.3	-	-	-
Expenditure Category Total:	2.3	-	80.3	80.3

Fund Source				
Appropriated Funds				
OT2263 Occupational Therapy Fund (Appropriated)	2.3	-	80.3	80.3
Appropriated Funds Total:	2.3	-	80.3	80.3
Fund Source Total:	2.3	-	80.3	80.3

Travel In-State				
Travel In-State	-	1.3	-	1.3
Expenditure Category Total:	-	1.3	-	1.3

Fund Source				
Appropriated Funds				
OT2263 Occupational Therapy Fund (Appropriated)	-	1.3	-	1.3
Appropriated Funds Total:	-	1.3	-	1.3
Fund Source Total:	-	1.3	-	1.3

Other Operating Expenditures				
Other Operating Expenses	-	66.4	20.7	87.1
Risk Management Charges to State Agencies	1.1	-	-	-
Internal Service Computer Processing, Hosting, Maintenance and Support Costs	17.0	-	-	-
External Programming and System Development Costs	1.1	-	-	-
Charges Imposed Related to AFIS.	2.0	-	-	-

Program Expenditure Schedule

Agency: Board of Occupational Therapy Examiners

	FY 2023 Actuals	FY 2024 Expenditure Plan	FY 2025 Funding Issue	FY 2025 Total Request
Program: OTA-1-0 Board of Occupational Therapy Examiners				
External Telecommunications Charges	2.2	-	-	-
Building Rent Charges to State Agencies	6.5	-	-	-
Miscellaneous Rent	0.1	-	-	-
Late Charges on Overdue Payments	0.0	-	-	-
Internal Accounting, Budgeting & Financial Services	6.5	-	-	-
Office Supplies	3.9	-	-	-
Postage & Delivery	3.4	-	-	-
Document Shredding and Destruction Services	0.1	-	-	-
Awards	0.0	-	-	-
Books, Subscriptions & Publications	0.4	-	-	-
Other Miscellaneous Operating	0.0	-	-	-
Expenditure Category Total:	44.2	66.4	20.7	87.1

Fund Source

Appropriated Funds

OT2263	Occupational Therapy Fund (Appropriated)	44.2	66.4	20.7	87.1
Appropriated Funds Total:		44.2	66.4	20.7	87.1
Fund Source Total:		44.2	66.4	20.7	87.1

Non-Capital Equipment

Non-Capital Resources	-	2.0	4.0	6.0
Computer Equipment – Non- Capitalized Purchases	5.3	-	-	-
Purchased or licensed software / website	17.0	-	-	-
Expenditure Category Total:	22.3	2.0	4.0	6.0

Fund Source

Appropriated Funds

OT2263	Occupational Therapy Fund (Appropriated)	22.3	2.0	4.0	6.0
Appropriated Funds Total:		22.3	2.0	4.0	6.0
Fund Source Total:		22.3	2.0	4.0	6.0

Sub Program: OTA-1-1 Licensing and Regulation

FTE

Program Expenditure Schedule

Agency: Board of Occupational Therapy Examiners

	FY 2023 Actuals	FY 2024 Expenditure Plan	FY 2025 Funding Issue	FY 2025 Total Request
Program: OTA-1-0 Board of Occupational Therapy Examiners				

Sub Program: OTA-1-1 Licensing and Regulation

FTE	1.5	1.5	0.5	2.0
Expenditure Category Total:	-	-	-	-

Fund Source

Appropriated Funds

OT2263 Occupational Therapy Fund (Appropriated)	1.5	1.5	0.5	2.0
Appropriated Funds Total:	1.5	1.5	0.5	2.0
Fund Source Total:	1.5	1.5	0.5	2.0

Personal Services

Personal Services	118.4	113.5	79.6	193.1
Expenditure Category Total:	118.4	113.5	79.6	193.1

Fund Source

Appropriated Funds

OT2263 Occupational Therapy Fund (Appropriated)	118.4	113.5	79.6	193.1
Appropriated Funds Total:	118.4	113.5	79.6	193.1
Fund Source Total:	118.4	113.5	79.6	193.1

Employee Related Expenditures

Employee Related Expenses	-	76.3	36.7	113.0
FICA Taxes	8.8	-	-	-
Medical Insurance	21.0	-	-	-
Basic Life	0.0	-	-	-
Long-Term Disability (ASRS)	0.2	-	-	-
Unemployment Compensation & Other State' Taxes	0.0	-	-	-
Dental Insurance	0.1	-	-	-
Workers' Compensation	1.1	-	-	-
Arizona State Retirement System	13.4	-	-	-
Personnel Board Pro-Rata Charges	1.0	-	-	-
Information Technology Pro Rata Charge	0.7	-	-	-
Accumulated Sick Leave Fund Charge	0.5	-	-	-
Expenditure Category Total:	46.9	76.3	36.7	113.0

Program Expenditure Schedule

Agency: Board of Occupational Therapy Examiners

	FY 2023 Actuals	FY 2024 Expenditure Plan	FY 2025 Funding Issue	FY 2025 Total Request
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Program: OTA-1-0 Board of Occupational Therapy Examiners

Sub Program: OTA-1-1 Licensing and Regulation

Fund Source

Appropriated Funds

OT2263	Occupational Therapy Fund (Appropriated)	46.9	76.3	36.7	113.0
	Appropriated Funds Total:	46.9	76.3	36.7	113.0
	Fund Source Total:	46.9	76.3	36.7	113.0

Professional & Outside Services

	Professional and Outside Services	-	-	80.3	80.3
	Other Professional & Outside Services	2.3	-	-	-
	Expenditure Category Total:	2.3	-	80.3	80.3

Fund Source

Appropriated Funds

OT2263	Occupational Therapy Fund (Appropriated)	2.3	-	80.3	80.3
	Appropriated Funds Total:	2.3	-	80.3	80.3
	Fund Source Total:	2.3	-	80.3	80.3

Travel In-State

	Travel In-State	-	1.3	-	1.3
	Expenditure Category Total:	-	1.3	-	1.3

Fund Source

Appropriated Funds

OT2263	Occupational Therapy Fund (Appropriated)	-	1.3	-	1.3
	Appropriated Funds Total:	-	1.3	-	1.3
	Fund Source Total:	-	1.3	-	1.3

Other Operating Expenditures

	Other Operating Expenses	-	66.4	20.7	87.1
	Risk Management Charges to State Agencies	1.1	-	-	-
	Internal Service Computer Processing, Hosting, Maintenance and Support Costs	17.0	-	-	-
	External Programming and System Development Costs	1.1	-	-	-

Program Expenditure Schedule

Agency: Board of Occupational Therapy Examiners

	FY 2023 Actuals	FY 2024 Expenditure Plan	FY 2025 Funding Issue	FY 2025 Total Request
Program: OTA-1-0 Board of Occupational Therapy Examiners				

Sub Program: OTA-1-1 Licensing and Regulation

Charges Imposed Related to AFIS.	2.0	-	-	-
External Telecommunications Charges	2.2	-	-	-
Building Rent Charges to State Agencies	6.5	-	-	-
Miscellaneous Rent	0.1	-	-	-
Late Charges on Overdue Payments	0.0	-	-	-
Internal Accounting, Budgeting & Financial Services	6.5	-	-	-
Office Supplies	3.9	-	-	-
Postage & Delivery	3.4	-	-	-
Document Shredding and Destruction Services	0.1	-	-	-
Awards	0.0	-	-	-
Books, Subscriptions & Publications	0.4	-	-	-
Other Miscellaneous Operating	0.0	-	-	-
Expenditure Category Total:	44.2	66.4	20.7	87.1

Fund Source

Appropriated Funds

OT2263 Occupational Therapy Fund (Appropriated)	44.2	66.4	20.7	87.1
Appropriated Funds Total:	44.2	66.4	20.7	87.1
Fund Source Total:	44.2	66.4	20.7	87.1

Non-Capital Equipment

Non-Capital Resources	-	2.0	4.0	6.0
Computer Equipment – Non- Capitalized Purchases	5.3	-	-	-
Purchased or licensed software / website	17.0	-	-	-
Expenditure Category Total:	22.3	2.0	4.0	6.0

Fund Source

Appropriated Funds

OT2263 Occupational Therapy Fund (Appropriated)	22.3	2.0	4.0	6.0
Appropriated Funds Total:	22.3	2.0	4.0	6.0
Fund Source Total:	22.3	2.0	4.0	6.0

Program Expenditure Schedule

Agency:	Board of Occupational Therapy Examiners
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	FY 2023 Actuals	FY 2024 Expenditure Plan	FY 2025 Funding Issue	FY 2025 Total Request
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Program:	OTA-1-0 Board of Occupational Therapy Examiners
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Sub Program:	OTA-1-1 Licensing and Regulation
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Program Expenditure Schedule

Agency:	Board of Occupational Therapy Examiners
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Administrative Costs Summary

	FY 2025
Personal Services	13.0
ERE	0.7
Administrative Costs Total:	13.7

Administrative Costs / Total Expenditure Ratio

	Request	Admin %
FY 2025	480.8	2.8%

KATIE HOBBS
Governor



SHAINA GANATRA
Executive Director

CHRISTOPHER DALY
Chair

ARIZONA BOARD OF OCCUPATIONAL THERAPY EXAMINERS

1740 West Adams Street, Suite 3407

Phoenix, Arizona 85007

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REVENUE JUSTIFICATION/FORECAST METHODOLOGY

The Board of Occupational Therapy Examiners collects revenue from license applications, renewals, service fees, late fees and credit card convenience fees. The fees related to licensing are specific to Board operations and the credit card convenience fees are collected by the Board and then expended by the credit card agencies. The Board is therefore not generating revenue but rather charging for the ability to pay online and then paying the credit card companies the expense for this service.

The Board expects revenues to increase by approximately 5% annually due to an increase in licensees.

**Board of Occupational Therapy Examiners
FY 25 Funding Issue
Part-Time Personnel
Priority 1
Ongoing Expense**

The Board of Occupational Therapy Examiners, ("Board") requests additional appropriations to fully fund a part-time position as Investigator Senior.

Justification:

The current structure of the Board's staff does not allow for proper coverage of the Board's daily operations and responsibilities. On average, the Board receives 30-50 calls a day from applicants, licensees, complainants and the public. Nearly 45% of staff's day is spent responding to phone calls and/or emails received. Board staff provide timely customer service; however, this comes at an expense to staff's time and the completion of other tasks or duties is often delayed. All Board staff are stretched extremely thin in an attempt to provide coverage and support for all daily functions of the Board.

Impact of Not Funding this Fiscal Year:

The Board has and continues to experience a substantial increase in the number of complaints it receives each year. This increase does not appear to be a trend that is going to taper off, but rather the new normal for the Board. To accommodate the complaint increases, it is necessary that the Board hire an additional investigator.

Annualizations for Existing and New Position:

Investigator Senior, Grade 20 (Part-Time). The total amount of funds needed to create and fill this position at the mid-range of \$27.14 an hour would be:

PS: \$28,226.50

ERE: \$11,290.60

Equipment and Work Space: \$4,000.00*

Total: \$43,517.10

*This does not include the cost of a laptop, docking station or monitors but those items will/can be purchased with the technology appropriation granted for FY24.

**Board of Occupational Therapy Examiners
FY 25 Funding Issue
e-Licensing Platform and Support Costs
Priority 2
Ongoing Expense**

The Board of Occupational Therapy Examiners, ("Board") requests to continue to receive additional appropriations to maintain the Board's transition to the Thentia e-licensing platform. In FY23 the Board received a one-time appropriation of \$34,100.00 to assist in the implementation of the Thentia system. Moving forward, the Board requests to continue to receive an appropriation of \$16,739.52. This appropriation will be used to pay for Thentia's yearly licensing fee and Thentia's subscription service.

Justification:

The yearly licensing fee for Thentia in FY23 was \$15, 571.32, including taxes. This fee was calculated by charging \$0.2968 monthly for 4,372 licensees. On average, the Board licenses upwards of 4,700 individuals and sees a one to three percent growth in licensee numbers per year. The ongoing appropriation would provide funding to cover the increase in the yearly licensing fees that the Board will encounter due to the growing number of individuals the Board licenses.

Impact of Not Funding this Fiscal Year:

The Salesforce system did not offer the flexibility to allow the Board to create a platform that fully met the Agency's or licensees' needs. The Board hopes to have that flexibility with the Thentia platform and receive the appropriation to financially support training, report building and system changes to develop a platform that fully meets everyone's needs. If the ongoing appropriation is not provided, the Agency will not be in compliance with Governor Ducey's initiative for expedient licensure and will be limited in what updates and adjustments can be made as the system is rolled out and put into use.

Board of Occupational Therapy Examiners
FY 25 Funding Issue
Full-Time Personnel
Priority 3
Ongoing Expense

The Board of Occupational Therapy Examiners, ("Board") requests additional appropriations to fully fund a full-time position as Licensing Specialist.

Justification:

The current structure of the Board's staff does not allow for proper coverage of the Board's daily operations and responsibilities. On average, the Board receives 30-50 calls a day from applicants, licensees, complainants and the public. Nearly 45% of staff's day is spent responding to phone calls and/or emails received. Board staff provide timely customer service; however, this comes at an expense to staff's time and the completion of other tasks or duties is often delayed. All Board staff are stretched extremely thin in an attempt to provide coverage and support for all daily functions of the Board.

Impact of Not Funding this Fiscal Year:

The Board has and continues to experience a substantial increase in the number of applications it receives each year. This increase does not appear to be a trend that is going to taper off, but rather the new normal for the Board. To accommodate the application increases, it is necessary that the Board hire an additional licensing specialist.

Annualizations for Existing and New Position:

Licensing Specialist, Grade 19 (Full-Time). The total amount of funds needed to create and fill this position at the mid-range of \$24.71 an hour would be:

PS: \$51,394.00

ERE: \$25,444.00

Equipment and Work Space: \$4,000.00*

Total: \$80,838.00

*This does not include the cost of a laptop, docking station or monitors but those items will/can be purchased with the technology appropriation granted for FY24.

Board of Occupational Therapy Examiners
FY 25 Funding Issue
Digitization
Priority 4
One-Time Expense

The Board of Occupational Therapy Examiners, ("Board") requests additional appropriations to fully fund the digitization of Board documentation. This funding issue aims to digitize and preserve a significant collection of historical documents as well as all licensee files, further protecting the integrity of the Agency's required records retention. The Agency intends to use a professional document scanning company for the upcoming document digitization project. Outsourcing this service is the most practical and cost-effective solution for the Agency.

Justification:

Specialized Expertise: Document scanning companies are experts in their field, with the necessary equipment, technology, and experience to efficiently scan and digitize documents of various types and sizes. Their specialized expertise ensures a higher level of accuracy and quality in the digitization process.

Cost Efficiency: Outsourcing to a document scanning company eliminates the need for significant capital investments in scanning equipment, software, and personnel. This approach allows us to allocate our budget more efficiently and avoid long-term maintenance costs.

Faster Turnaround: Document scanning companies typically have the capacity and resources to complete scanning projects more quickly than in-house teams. This means we can achieve our digitization goals in a shorter timeframe, leading to quicker access to digitized documents.

Risk of Loss: The Board currently houses upwards of 10,000 paper files at the Board office, in a secure location in the basement of the building. Recently, the historical documents located in the secured basement location were at risk due to basement flooding. Therefore, document scanning is vital to continue to maintain the historical documentation.

Impact of Not Funding this Fiscal Year:

The Board will be at risk for preserving historical documents and protecting the integrity of the Agency's required record retention if not funded to digitize the documents.

Cost:

Document Scanning Services (\$59,927.90)

The Agency has a quote from ICM Document Solutions to provide comprehensive document scanning services. Their expertise and state-of-the-art scanning equipment ensure the efficient conversion of our documents into digital formats. This cost includes the scanning of Occupational Therapy Licenses, Athletic Training Licenses, Complaints, Investigations, and Meeting Minutes.



Current Situation/Project Objectives

The Arizona Board of Occupational Therapy Examiners and the Arizona Board of Athletic Training are looking for a qualified vendor to provide complete document capture services to assist in the digital transformation of their licenses, complaints, investigations, meeting minutes, and miscellaneous documents. With the end goal of rapid access to their records, disaster recovery, and reclaiming physical space, this conversion must be completed with quality management and security protocols in place to ensure the utmost quality and confidentiality, as well as minimizing any business disruption while in-process, for the fulfilment of this project.

Proposed Solution

ICM Document Solutions (ICM) is pleased to provide this Budgetary Estimate for Professional Scanning Services. Outlined in this Statement of Work includes: Document Prep, Document Scan & QA, Indexing/Final Deliverable, Logistics, and Certified Destruction. Relevant client references include Arizona Board of Dental Examiners, Arizona Board of Chiropractic Examiners, and Arizona Board of Behavioural Health, to name a few.

We appreciate this opportunity to earn your business and work together on this exciting project!

Scope of Work - Scanning

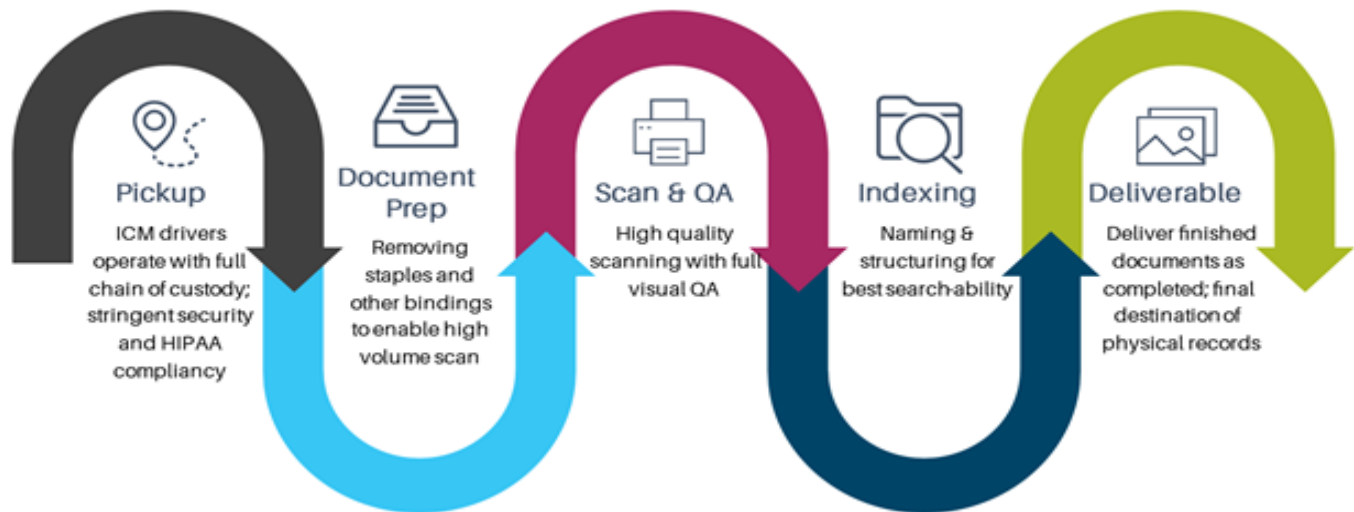
Project Volume Assumptions

ICM did not have the opportunity to review and evaluate these documents for content, file organization, deterioration, and consistency. Values provided in this estimation are based on information collected in 2019. This scope provides the necessary information for ICM to provide a Budgetary Estimate to the conversion of documents for AZ Boards of OT & AT.

Location/Description	Total Inches	Images/Inch	Total Images	Est Images / Doc	Est Docs
Athletic Training Licenses	591	160	94,560	46	2,056
Occupational Therapy Licenses	1,887	160	301,920	62	4,870
Complaints	152	160	24,320	46	529
Investigations	15	160	2,400	400	6
Meeting Minutes	4	160	640	6	107
Miscellaneous	15	160	2,400	46	53
Totals	2,664		426,240		7,621

Process Steps & Project Assumptions

ICM’s Scanning Operations are conducted with a repeatable, high-quality process, and customized specific to your business requirements. Standard process steps – and project-specific assumptions, are detailed below.



Pickup

- All documents will be picked up - **pre-boxed** - from AZ Boards of OT & AT’s office at 1740 West Adams Street, Suite 3407, Phoenix, AZ 85007, to be processed at ICM’s main facility located at 4100 E Broadway Ste 180, Phoenix, AZ 85040. Records will be boxed in standard 15” bankers boxes with lids and in good condition. Records not boxed in this manner will be reboxed at a cost of \$5 per box and ICM’s hourly rate of \$39/hour.
- ICM can handle pickup of all documents with our drivers. Records are picked up by ICM drivers in a secure vehicle with a complete chain of custody from pickup (including a pickup ticket), through deliver and intake at our facility. As needed, ICM can provide file boxing and manifesting service and banker’s boxes (pricing can be provided).

Document Prep

- It is assumed that all pages are legal size or smaller.
- Each folder contains standard bindings (staples, paper clips, etc) no more frequently than every 5-8 pages.
- It is assumed that there may be envelopes with contents that need to be removed, small pages that need to be taped down (<1/3 of a sheet of paper in size), or hard bound / coiled books. It is assumed that all images will need to be scanned with the pages in the folder.
- If folders contain digital media such as USBs, CDs, cassettes, and VHS, these records will be processed at ICM's hourly rate (\$39/hour). Files on USBs and CDs will be delivered with original file format and file names, associated with the folder they were found in. Cassettes and VHS will be named as labelled and associated with the folder they were found in. For estimation purposes, ICM assumes 1 CD or USB per folder.
- Records will be scanned at the folder level; all pages within a folder will be scanned as a multi-paged PDF.
 - Note that there is a possibility that a licensee may have multiple folders. Each folder will be delivered as a separate PDF. If AZ Boards of OT & AT would like ICM to consolidate folders, this can be done at ICM's hourly rate of \$39/hour.
- ICM is not proposing to re-fasten documents after processing. It is assumed that files will be shredded upon project completion, review, and approval by AZ Boards of OT & AT.
 - Note: records with permanent retention will be required by the Arizona State Library, Archives & Records to be microfilmed prior to destruction. For estimation purposes, ICM assumes only the meeting minutes will be filmed.

Scan & QA

- Documents will be scanned at 300 DPI B/W. AZ Boards of OT & AT will confirm this meets the minimum standards as set by Arizona State Library, Archives & Records and file the required digitization request forms.
- Should images or text be illegible at B/W, ICM will scan to Grayscale. Assuming up to 2% Grayscale for pricing estimation purposes.
- Any images with color will be scanned as B/W or Grayscale (as needed).
- Automatic rotation and blank page removal will be performed.
- ICM can perform 20%, 50%, or 100% visual inspection and scan QA, rescanning as necessary at no charge, to ensure high-quality images, verify page rotation and blank page removal.

Imaging & Indexing

- A data file will not be provided to ICM in order to pre-pop existing information.
- The following index values will be captured by ICM:
 - AT and OT License files:
 - License Number (~9 characters)
 - Last Name, First Name, Middle Initial (if applicable)
 - Complaints
 - Complaint Number (11 characters: Year, Board Designation + 4 digits)
 - Last Name, First Name, Middle Initial (if applicable)
 - Meeting Minutes
 - Meeting Date (10 characters)
 - Investigations
 - License Number (~9 characters)
 - Last Name, First Name, Middle Initial (if applicable)
 - Miscellaneous
 - License Number (~9 characters)

- If documents will be stored in a document management system, metadata layout is needed prior to project commencement to ensure proper formatting.

Deliverable

- OCR will be performed to enable full-text search to quickly reference words or phrases within PDF files.
- Records to be delivered in PDF format as well as 2 copies on 16 mm roll film (for permanent records only).
- Electronic files to be delivered periodically to AZ Boards of OT & AT via SFTP.
- Certified Destruction will be performed periodically once digital files are audited and approved by AZ Boards of OT & AT. Certificates of Destruction will be provided. Per batch, ICM will hold boxes for 2 weeks for an audit of the deliverable. Destruction authorization form will be provided, with the expectation to receive a signed copy from AZ Boards of OT & AT by the end of week 3.
- All data on ICM computers, hard drives, and network are removed 90 days after completion of project.

In Process Requests

For in-process documents, the client can request an electronic copy be emailed or original file delivered by emailing scansupport@icmdocs.com with “AZ Boards of OT & AT – IN PROCESS REQUEST” in the subject line.

Implementation Process

ICM has developed an implementation process that has ensured customer satisfaction of deliverables and improved the accuracy of budgetary estimates.

1. **Project Approval:** Project approval can be in the form of a signed scope of work, email, or purchase order.
2. **Kick-Off Meeting:** Once project approval has been received, ICM will schedule a kick-off call to introduce the AZ Boards of OT & AT Project contacts to the ICM team contacts, do a high-level review of the project, and schedule a pick-up. This virtual meeting is typically 15-30 min.
3. **Sample Box:** Once boxes have been picked-up, ICM will schedule a sample box to be performed the following week. The purpose of this sample box is to confirm deliverables meet expectations, run a test upload with metadata layout instructions, and identify any anomalies to the expected project specs.
4. **Sample Box Review:** Once the sample box has been completed, ICM will schedule a virtual 15-30 min sample box review with AZ Boards of OT & AT.
5. **Full Production:** Once the samples have been confirmed, ICM will put the project onto the production calendar and provide an estimated completion date. Unless otherwise desired, ICM will provide weekly deliverables to AZ Boards of OT & AT until project completion.

Change Order Management

A Change Order is defined as any revision, addition, or removal of requirements identified by ICM/AZ Boards of OT & AT. Should a change order be requested and confirmed as out of scope, documentation will be created by ICM with details of the change request, along with the proposed timeline and an estimate for AZ Boards of OT & AT to approve prior to implementation, as necessary. Causes for change orders to be created include additional features or enhancements requests, or ICM/AZ Boards of OT & AT discovering obstacles or possible efficiencies that would deviate from the initial scope of work.

Budgetary Estimate

Below is estimated pricing based on the assumptions outlined in this Budgetary Estimate. Variations in the actual quantities affect actual invoice amount - **AZ Boards of OT & AT will only be charged for the actual number of documents prepped, scanned, indexed, etc.** ICM will scan sample documents to confirm scope, quality, and assumptions. AZ Boards of OT & AT will have the opportunity to review with ICM staff and approve all specs prior to full production. When necessary, a revised budgetary estimate or statement of work will be provided.

Description	Unit	Qty	Price Per 20% QA	Total Price 20% QA	Price Per 50% QA	Total Price 50% QA	Price Per 100% QA	Total Price 100% QA
Project Consultation Services	EACH	3	82.000	\$246.00	82.000	\$246.00	82.000	\$246.00
Document Prep - Complex	IMAGE	426,240	0.027	\$11,508.48	0.027	\$11,508.48	0.027	\$11,508.48
Scan - A Size B/W 300DPI	EACH	417,715	0.029	\$12,113.74	0.038	\$15,873.17	0.044	\$18,379.46
Scan - A Size Gray 300DPI	EACH	8,525	0.033	\$281.33	0.043	\$366.58	0.050	\$426.25
Indexing - Single Entry 50% QC	KEYSTROKE	220,034	0.008	\$1,760.27	0.008	\$1,760.27	0.008	\$1,760.27
Full Document OCR	EACH	426,240	0.005	\$2,131.20	0.005	\$2,131.20	0.005	\$2,131.20
Certified Box Destruction	BOX	180	3.000	\$540.00	3.000	\$540.00	3.000	\$540.00
Courier Service - Capitol Complex Area (Metro) - 100k+	TRIP	2	33.000	\$66.00	33.000	\$66.00	33.000	\$66.00
				\$28,647.01		\$32,491.70		\$35,057.66
Document/Data Processing ¹	HOUR	636	39.000	\$24,804.00	39.000	\$24,804.00	39.000	\$24,804.00
Digital to 16mm Roll Charge	ROLL	2	12.000	\$24.00	12.000	\$24.00	12.000	\$24.00
Digital to Microfilm 16mm 300DPI	IMAGE	1,280	0.033	\$42.24	0.033	\$42.24	0.033	\$42.24
				\$53,517.25		\$57,361.94		\$59,927.90

¹Estimation assumes 1 CD or USB per document @ 5 min each.

Billing & Terms

- Unless otherwise noted, this proposal is valid for 60 days from the date of issue.
- ICM’s State Contract CTR063768 – Document Management Services payment terms are 1% 15 Net 30 days.
- For security purposes, work file images and corresponding databases are kept for a standard 90 days after completion of project and destroyed after this date.
- For certified destruction, boxes requiring storage past three weeks upon completion will incur a charge of \$1 per box per week for a maximum of 4 weeks. Any boxes not approved for destruction by the customer within 7 weeks of completion will be returned or stored off-site at the cost of the customer.

Authorization to Proceed

- ICM requires a form of approval to begin a project, such as signed Statement of Work, Purchase Order, or written letter of authorization.
- The terms of this proposal and agreement apply regardless of the authorization method.

Approved By: ICM Document Solutions



Erica Gentile
Chief Revenue Officer

8/31/2023
Date

Board of Occupational Therapy Examiners
FY 25 Funding Issue
e-Licensing Platform and Support Costs
Priority 5
Ongoing Expense

The Board of Occupational Therapy Examiners, ("Board") contracted with Gould Intelligent to act as a Project Manager and assist in rolling out the new system as efficiently as possible. The hourly rate for Gould Intelligent is \$85.00. The Agency will continue to require 20 hours monthly of support from Gould Intelligent to continue to maintain efficiency and assist the Agency in the appropriate management of the system.

Justification:

The annual cost for FY25 to contract with Gould Intelligent is approximately \$20,400. This fee was calculated by charging \$85.00 per hour for a total of twenty hours per month (85 x 20 = \$1,700.00 monthly) over the period of twelve months. Gould Intelligent assisted the Agency since the initiation of the Thentia project and continues to be an extremely valuable and skilled resource to the Agency to ensure appropriate configuration of the system and so the Agency may continue to business operations without system interferences.

Impact of Not Funding this Fiscal Year:

If the ongoing appropriation is not provided, the Agency will not have the skilled and efficient services to ensure business operations are uninterrupted by system interferences.

Agency Summary

Board of Occupational Therapy Examiners

Shaina Ganatra, Executive Director

Phone: 6025898353

A.R.S. §§ 32-3401 to 32-3446

Mission:

To protect the health, safety, and welfare of the public by licensing and regulating individuals who provide occupational therapy services.

Description:

The Board of Occupational Therapy Examiners issues licenses for Occupational Therapists and Occupational Therapy Assistants. The Board requires that each applicant meet minimum standards of education, experience, and competence. The Board also investigates complaints and takes appropriate disciplinary action.

Agency Summary: (\$ Thousands)

Program	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
▶ Board of Occupational Therapy Examiners	234.1	259.5	480.8
Agency Total:	234.1	259.5	480.8

Funding:

	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
Other Appropriated Funds	234.1	259.5	480.8
Total Funding	234.1	259.5	480.8

FTE Positions	1.5	1.5	2.0
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5 Year Plan

Description:

Resource Assumptions

	FY 2026 Estimate	FY 2027 Estimate	FY 2028 Estimate
Full-Time Equivalent Positions	3.0	3.0	3.0
General Fund	-	-	-
Other Appropriated Funds	261,000.0	261,000.0	261,000.0
Non-Appropriated Funds	-	-	-
Federal Funds	-	-	-

Program Summary

Board of Occupational Therapy Examiners (OTA-1-0)

Shaina Ganatra, Executive Director

Phone: 6025898353

A.R.S. §§ 32-3401 to 32-3446

Mission:

To protect the health, safety, and welfare of the public by licensing and regulating individuals who provide occupational therapy services.

Description:

The Board of Occupational Therapy Examiners is a regulatory board which issues and renews bi-annually approximately 1,800 active licenses for the occupational therapy profession and monitors 1,469 closed licenses. By law, the Board requires that each applicant meet minimum standards of education, experience, and competency. The Board also receives and investigates complaints, takes appropriate disciplinary action, and responds to inquires from consumers as to the license status of individual occupational therapy professionals.

Funding:

	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
Other Appropriated Funds	234.1	259.5	480.8
Total Funding	234.1	259.5	480.8

FTE Positions	1.5	1.5	2.0
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◆ **Goal 1** To investigate and adjudicate complaints within 120 days

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
Number of occupational therapy complaints received	6	10	14	16	18
Number of complaints resulting in disciplinary action	2	5	4	6	8
Complaints resolved within 120 days	2	5	4	6	8
Percent of complaints resolved within 120 days	100	100	100	100	100

◆ **Goal 2** To ensure that licenses and renewals are issued in a timely manner to Occupational Therapists and Occupational Therapy Assistants with high standards of professional and ethical standards.

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
Number of license renewal applications received and renewed (OTs and OTAs)	1,809	1,900	1,785	1,874	1,967
Number of Licensees (OTs and OTAs)	4,453	4,675	4,475	4,698	4,933
Number of initial license applications received (OTs and OTAs)	484	508	538	564	593
Number of Initial Licenses Issued (OTs and OTAs)	484	508	538	564	593
Average calendar days to process and issue a renewal application	10	11	10	11	12
Average calendar days to process and issue an initial license	12	13	12	13	14

◆ **Goal 3** To continually improve customer satisfaction by providing consistency in carrying out the Board's policies and procedures.

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
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- ◆ **Goal 3** To continually improve customer satisfaction by providing consistency in carrying out the Board's policies and procedures.

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
Number of individuals licensed as occupational therapists	3,018	3,169	3,076	3,229	3,391
Number of individuals licensed as Occupational Therapy Assistants	1,435	1,507	1,399	1,468	1,542

AGENCY SUMMARY

Program: OTA Board of Occupational Therapy Examiners
Director: Shaina Ganatra, Executive Director
Phone: 1740 W Adams St, Ste 3407, Phoenix, AZ 85007 6025898353
Statute: A.R.S. §§ 32-3401 to 32-3446
Plan Contact: ,

Mission:

To protect the health, safety, and welfare of the public by licensing and regulating individuals who provide occupational therapy services.

Description:

The Board of Occupational Therapy Examiners issues licenses for Occupational Therapists and Occupational Therapy Assistants. The Board requires that each applicant meet minimum standards of education, experience, and competence. The Board also investigates complaints and takes appropriate disciplinary action.

AGENCY SUMMARY

Program: OTA Board of Occupational Therapy Examiners
Director: Shaina Ganatra, Executive Director
Phone: 1740 W Adams St, Ste 3407, Phoenix, AZ 85007 6025898353
Statute: A.R.S. §§ 32-3401 to 32-3446
Plan Contact: ,

PROGRAM SUMMARY

Program: Board of Occupational Therapy Examiners (OTA-1-0)
Contact: Shaina Ganatra, Executive Director
Phone: Phone: 6025898353
Statute: A.R.S. §§ 32-3401 to 32-3446

Mission:

To protect the health, safety, and welfare of the public by licensing and regulating individuals who provide occupational therapy services.

Description:

The Board of Occupational Therapy Examiners is a regulatory board which issues and renews bi-annually approximately 1,800 active licenses for the occupational therapy profession and monitors 1,469 closed licenses. By law, the Board requires that each applicant meet minimum standards of education, experience, and competency. The Board also receives and investigates complaints, takes appropriate disciplinary action, and responds to inquires from consumers as to the license status of individual occupational therapy professionals.

◆ **Goal 1 To investigate and adjudicate complaints within 120 days**

Performance Measures:				FY 2022	FY 2023	FY 2023	FY 2024	FY 2025
ML	Budget	Type		Actual	Estimate	Actual	Estimate	Estimate
X	X	IP	Number of occupational therapy complaints received	6	10	14	16	18
X		IP	Number of complaints resulting in disciplinary action	2	5	4	6	8
X		OC	Complaints resolved within 120 days	2	5	4	6	8
X		EF	Percent of complaints resolved within 120 days	100	100	100	100	100

◆ **Goal 2 To ensure that licenses and renewals are issued in a timely manner to Occupational Therapists and Occupational Therapy Assistants with high standards of professional and ethical standards.**

Performance Measures:				FY 2022	FY 2023	FY 2023	FY 2024	FY 2025
ML	Budget	Type		Actual	Estimate	Actual	Estimate	Estimate
X		IP	Number of license renewal applications received and renewed (OTs and OTAs)	1,809	1,900	1,785	1,874	1,967
X		OC	Number of Licensees (OTs and OTAs)	4,453	4,675	4,475	4,698	4,933
X		IP	Number of initial license applications received (OTs and OTAs)	484	508	538	564	593

AGENCY SUMMARY

Program: OTA Board of Occupational Therapy Examiners
Director: Shaina Ganatra, Executive Director
Phone: 1740 W Adams St, Ste 3407, Phoenix, AZ 85007 6025898353
Statute: A.R.S. §§ 32-3401 to 32-3446
Plan Contact: ,

◆ **Goal 2 To ensure that licenses and renewals are issued in a timely manner to Occupational Therapists and Occupational Therapy Assistants with high standards of professional and ethical standards.**

Performance Measures:			FY 2022	FY 2023	FY 2023	FY 2024	FY 2025
ML	Budget	Type	Actual	Estimate	Actual	Estimate	Estimate
X		OP Number of Initial Licenses Issued (OTs and OTAs)	484	508	538	564	593
X		EF Average calendar days to process and issue a renewal application	10	11	10	11	12
X		EF Average calendar days to process and issue an initial license	12	13	12	13	14

◆ **Goal 3 To continually improve customer satisfaction by providing consistency in carrying out the Board's policies and procedures.**

Performance Measures:			FY 2022	FY 2023	FY 2023	FY 2024	FY 2025
ML	Budget	Type	Actual	Estimate	Actual	Estimate	Estimate
X	X	OP Number of individuals licensed as occupational therapists	3,018	3,169	3,076	3,229	3,391
X		OP Number of individuals licensed as Occupational Therapy Assistants	1,435	1,507	1,399	1,468	1,542

Budget Related Performance Measures
OTA Board of Occupational Therapy Examiners

PROGRAM SUMMARY

Program: Board of Occupational Therapy Examiners (OTA-1-0)

Contact: Shaina Ganatra, Executive Director 6025898353

2nd Contact:

Statute: A.R.S. §§ 32-3401 to 32-3446

ML	Budget Type	Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP Number of occupational therapy complaints received	6	10	14	16	18
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP Number of individuals licensed as occupational therapists	3,018	3,169	3,076	3,229	3,391

Agency 5 Year Plan

OTA Board of Occupational Therapy Examiners

Issue 1 Evaluate the qualifications of applicants for licensure.

Description: The Board has seen a steady increase of the number of applications for new licenses and the number of renewals each year. The new e-Licensing system has improved the process by eliminating the need for Board staff to enter data from a written applications.

Solutions:

The Board of Occupational Therapy is pursuing changes to statues and rules to increase the efficiency of application processing, while still ensuring qualified applicants receive a license.

Issue 2 Establish the mechanisms for assessing continuing professional competence

Description: The Board of Occupational Therapy currently reviews 100% of continuing education certificates submitted by renewal applicants. This is a time-consuming task for Board staff.

Solutions:

Board staff is pursuing changes to statutes and rules to allow random audits of continuing education. Reducing the percentage of audited application from 100% to 50% would greatly improve application processing times.

Resource Assumptions

	FY 2026 Estimate	FY 2027 Estimate	FY 2028 Estimate
Full-Time Equivalent Positions	3.0	3.0	3.0
General Fund	-	-	-
Other Appropriated Funds	261,000.0	261,000.0	261,000.0
Non-Appropriated Funds	-	-	-
Federal Funds	-	-	-