

# Agency 5-Year Plan

**Issue 1** Timeliness and statutory time frames

**Description:** The Board’s statutes require portions of the application process to be completed within specific time frames. A.R.S. § 41–619.55 requires the Board to comply with the following time frames.

- 20 days from receipt of application (which is defined in A.A.C. R13-11-104) to expedited review (which is the initial review by the Board of the application without the applicant being present)
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- 45 days from expedited review to administrative hearing
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- 80 days from administrative hearing to Board decision

In FY 2022, the Board achieved 100% compliance with the timeframes listed by statute. In addition, the Board Investigator exceeded the Board’s goal (96%) for the percentage of recommendations accepted at an expedited review. The very high acceptance rate (99.75%) makes Board meetings more efficient. The Board received 3,988 applications. This represents a 16% increase in applications from FY 2021 (3,435). The Board continues to process applications very efficiently and overall wait times are below the Board’s estimates. The average number of days spent processing applications from receipt to expedited review is 8 days which is below the Board projection on 12 days and significantly under the statutorily required 20 days. The Board communicates with applicants effectively and efficiently based on the high level of applications completed on initial submission (87.38%).

In upcoming fiscal years, the Board will continue to take steps to reduce the time for processing applications and continue to achieve full statutory compliance in all areas. Reducing processing time will help return eligible applicants to work more quickly.

**Solutions:**

- Continue improve the Board’s database and to reduce the amount of time spent entering data.
- Assess whether additional staff are needed to handle the increasing workload.
- Cross-train staff to help cover the investigator’s caseload during high-caseload periods.
- Schedule hearings more frequently to decrease applicant wait time.

**Issue 2** Further improve e-government services

**Description:** The Board significantly improved its website and database in FY 2022. All application processes are now available for submission online. Applicants without an ability to submit electronically can find the applications on our improved website and can submit the information to the Board in numerous convenient ways.

The Board believes that improving e-government services is necessary not just for the purpose of keeping up with dominant business-process trends but also to increase accessibility to applicants. The Board does not have the resources to establish field offices or to travel extensively, but many applicants live far from Phoenix and would benefit from the ability to attend meetings and hearings by videoconference. Expanding these services would limit the disproportionate impact on applicants who live far from Phoenix. In addition, allowing for hearings by videoconference will enable those who are unable to attend because of health concerns to appear virtually at the hearing ensuring the safety of all participants.

**Solutions:**

- Identify security and legal issues and, as necessary, receive ASET approval.
- Work with ASET to enhance application processes on the web based interface.
- Approve funding for technology enhancements in future fiscal years.
- Update Board Rules to allow for testimony by videoconference and other electronic means.

**Issue 3** Review of statutes

**Description:** A.R.S. §§ 41–1758.03 and 41–1758.07 identify the crimes that require the Department of Public Safety to deny or suspend a fingerprint clearance card. These lists of crimes were developed and modified primarily through collaboration among several state agencies: the Board, the Department of Public Safety, and the agencies that require fingerprint clearance cards. On occasion, these agencies have reviewed the lists to identify new needs and changes to the criminal code and have requested legislative changes and to identify areas where the statutes are not working well.

The Legislature established the central-registry exception process at the Board of Fingerprinting. Since the establishment of the central registry exception in 2012, the Legislature has added new programs to the system of using Central Registry background checks. The statutes for the central-registry exception application process require periodic review and appropriate modification. The Board should review of the process and have a discussion with appropriate stakeholders.

**Solutions:**

- Hold regular meetings of stakeholders to discuss appropriate modification or clarification of statutes.

## Resource Assumptions

	FY2025 Estimate	FY2026 Estimate	FY2027 Estimate
<b>Full-Time Equivalent Positions</b>	0.0	0.0	0.0
<b>General Fund</b>	0.0	0.0	0.0
<b>Other Appropriated Funds</b>	0.0	0.0	0.0
<b>Non-Appropriated Funds</b>	600.0	600.0	600.0
<b>Federal Funds</b>	0.0	0.0	0.0