

**M00B0104**  
**Health Professional Boards and Commissions**  
**Maryland Department of Health**

**Program Description**

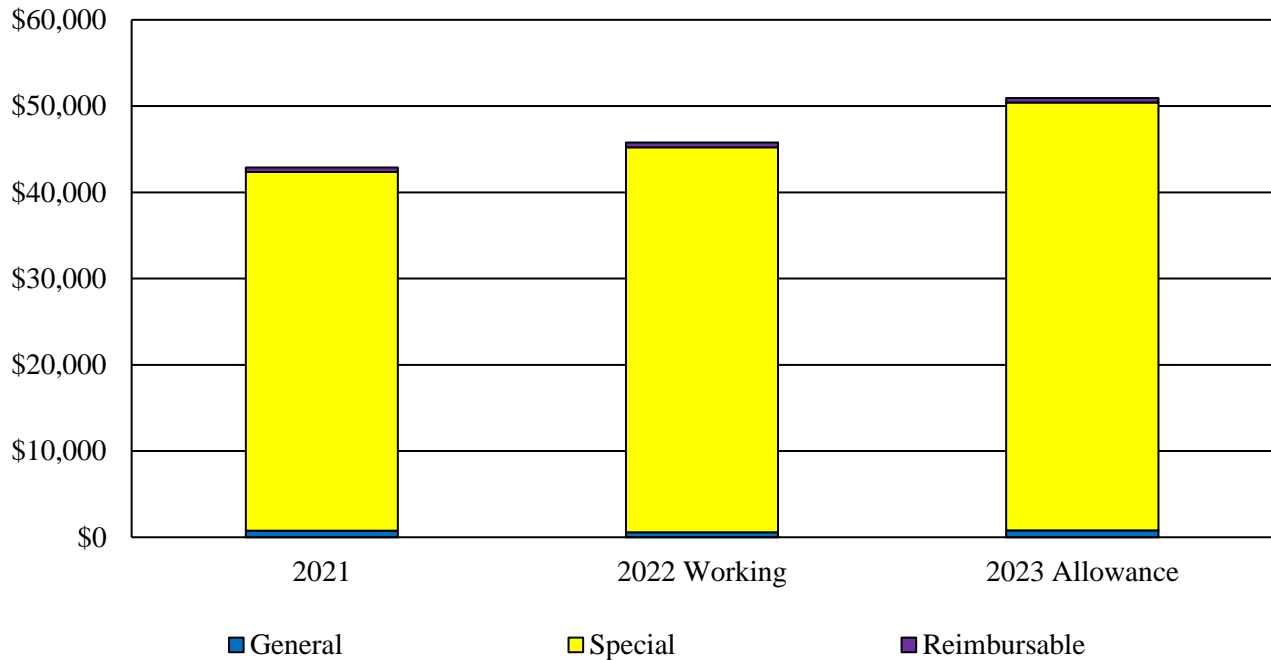
The 20 health professional boards and two commissions within the Maryland Department of Health (MDH) certify, license, resolve consumer complaints, and assist in establishing parameters for various providers through regulations. Nearly all the boards and commissions' funding is generated through licensing fees.

Each board shares the same goals of (1) protecting the public by ensuring that practicing health professionals are properly credentialed and licensed to provide high-quality services to Marylanders and (2) receiving, investigating, and resolving complaints in a timely manner.

***Operating Budget Summary***

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**Fiscal 2023 Budget Increases \$5.1 Million, or 11.2%, to \$50.9 Million**  
**(\$ in Thousands)**



Note: Numbers may not sum due to rounding. The fiscal 2022 working appropriation and fiscal 2023 allowance do not reflect funding for statewide personnel actions budgeted in the Department of Budget and Management, which include cost-of-living adjustments, increments, bonuses, and may include annual salary review adjustments.

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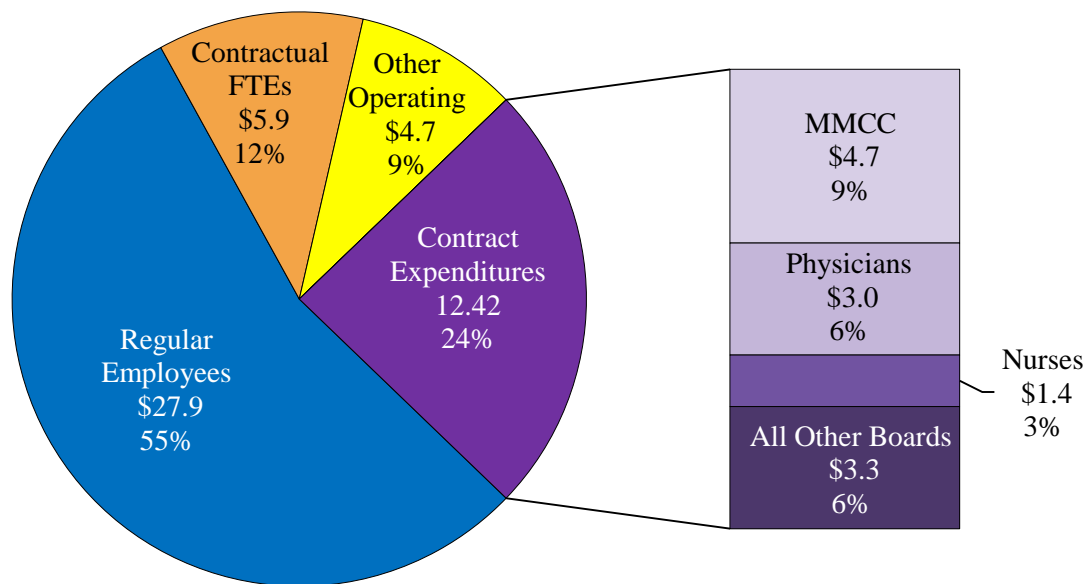
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- The Health Professional Boards and Commissions are primarily funded by special funds, the majority of which are utilized for administrative purposes for regular and contractual workers. The Maryland Medical Cannabis Commission (MMCC) accounts for additional increases in the special fund, seeing an increase of \$3.5 million between fiscal 2022 and 2023.

## Fiscal 2023 Overview of Agency Spending

The Health Professional Boards and Commissions’ fiscal 2023 allowance is \$50.9 million. The boards are largely administrative in nature, with almost 70% of the fiscal 2023 allowance dedicated to regular positions and contractual full-time equivalents (FTE), as shown in **Exhibit 1**. Expenditures for contracts accounts for an additional 24% of the budget with the majority occurring within MMCC. These contracts include laboratory expenses, information technology (IT), and investigations into medical cannabis licensees.

**Exhibit 1**  
**Overview of Agency Spending**  
**Fiscal 2023 Allowance**  
**(\$ in Millions)**



FTE: full-time equivalent

MMCC: Maryland Medical Cannabis Commission

Note: The fiscal 2023 allowance does not reflect funding for statewide personnel actions budgeted in the Department of Budget and Management, which include cost-of-living adjustments, increments, bonuses, and may include annual salary review adjustments.

Source: Governor’s Fiscal 2023 Budget Books

*M00B0104 – MDH – Health Professional Boards and Commissions*

The health occupation boards vary significantly in size and expenditures – for example, the largest board, the Maryland Board of Physicians, has a fiscal 2023 allowance of \$11.6 million, while the smallest (the Environmental Health Specialists) has a fiscal 2023 allowance of \$151,148.

**Proposed Budget Change**

As shown in **Exhibit 2**, the Health Professional Boards and Commission’s total expenditures increase by \$5.1 million in fiscal 2023 compared to the fiscal 2022 working appropriation. This growth can largely be attributed to an increase of \$3.5 million in MMCC. The additional funds will be primarily used for new contractual FTE hires; litigation and hearings expected by MMCC; contracts; and the continuation of efforts to establish the commission, such as identification card printers, furniture, and laboratory equipment. Contracts include laboratory analysis, the development and establishment of MMCC’s IT, as well as a new enterprise system.

**Exhibit 2**  
**Proposed Budget**  
**Maryland Department of Health – Health Professional Boards and Commissions**  
**(\$ in Thousands)**

<b>How Much It Grows:</b>	<b><u>General Fund</u></b>	<b><u>Special Fund</u></b>	<b><u>Reimb. Fund</u></b>	<b><u>Total</u></b>
Fiscal 2021 Actual	\$763	\$41,579	\$535	\$42,877
Fiscal 2022 Working Appropriation	573	44,645	574	45,792
Fiscal 2023 Allowance	<u>793</u>	<u>49,603</u>	<u>540</u>	<u>50,936</u>
Fiscal 2022-2023 Amount Change	\$221	\$4,958	-\$35	\$5,144
Fiscal 2022-2023 Percent Change	38.5%	11.1%	-6.1%	11.2%

<b>Where It Goes:</b>	<b><u>Change</u></b>
<b>Personnel Expenses</b>	
Regular earnings.....	\$288
Increments, payroll reimbursements, and other compensation .....	172
Retirement system, Social Security contributions.....	89
Overtime earnings .....	53
Turnover adjustments.....	39
Employee and retiree health insurance.....	35
<b>Maryland Board of Physicians</b>	
Contractual services .....	567
Contractual full-time equivalent (FTE) payroll expenses .....	125
Systems software acquisition .....	91
Rent .....	75
Data processing and office equipment .....	68

*M00B0104 – MDH – Health Professional Boards and Commissions*

<b>Where It Goes:</b>	<b><u>Change</u></b>
Contractual per diem payments.....	13
In- and out-of-state travel.....	8
Telecommunications .....	-5
<b>Board of Nursing</b>	
Maintenance of Edge licensing system.....	125
Contractual turnover expectancy.....	11
Other contractual services .....	10
Data processing equipment mainframe .....	6
Supplies and office equipment, printing/routine operations .....	-3
In-state routine operations.....	-8
Per diem payments .....	-9
Medical care .....	-10
Administrative Hearings and Allocations .....	-22
Contractual Social Security contributions.....	-58
<b>Maryland Medical Cannabis Commission</b>	
Additional contracts, including Maryland Medical Cannabis Commission (MMCC) budgeting for its licensure database, enterprise audit system, cannabis health and safety analysis, and cannabis lab analysis.....	1,916
Contractual FTE payroll expenses .....	596
Equipment including scientific lab equipment and furniture, identification card printers, <i>etc.</i> ...	250
Rent .....	180
Contract to audit financials of licensees.....	167
In- and out-of-state conferences, seminars, and training.....	172
Legal services, primarily MMCC litigation expenses with the Office of Administrative Hearings.....	132
Per diem payments .....	25
<b>Other Boards</b>	
Contractual services such as maintaining legacy licensing software and processing online credit card transactions.....	49
Per diem payments .....	37
Communication materials, including postage and cell phone expenditures.....	25
Travel expenses, including in- and out-of-state routine operations and conferences/training .....	-20
Contractual FTE payroll expenses .....	-40
Motor vehicle expenses, including purchase/lease cost .....	-49
Other adjustments.....	44
<b>Total</b>	<b>\$5,144</b>

Note: Numbers may not sum to total due to rounding. The fiscal 2022 working appropriation and fiscal 2023 allowance do not reflect funding for statewide personnel actions budgeted in the Department of Budget and Management, which include cost-of-living adjustments, increments, bonuses, and may include annual salary review adjustments.

***Personnel Data***

	<b><u>FY 21</u></b>	<b><u>FY 22</u></b>	<b><u>FY 23</u></b>	<b><u>FY 22-23</u></b>
	<b><u>Actual</u></b>	<b><u>Working</u></b>	<b><u>Allowance</u></b>	<b><u>Change</u></b>
Regular Positions	280.50	282.50	285.50	3.00
Contractual FTEs	<u>58.26</u>	<u>84.80</u>	<u>94.90</u>	<u>10.10</u>
<b>Total Personnel</b>	<b>338.76</b>	<b>367.30</b>	<b>380.40</b>	<b>13.10</b>

***Vacancy Data: Regular Positions***

Turnover and Necessary Vacancies, Excluding New Positions	18.64	6.53%
Positions and Percentage Vacant as of 12/31/21	42.80	15.15%
Vacancies Above Turnover	24.16	

- The fiscal 2023 allowance includes a net increase of 3 positions for the Health Professional Boards and Commissions, which includes 2 positions transferred out to other areas of MDH and 5 positions transferred in – 1 position transferred in for the Board of Physicians, 3 positions for the Board of Nursing, and 1 position for the other various boards.
- The fiscal 2023 allowance includes an increase of 10.1 contractual FTEs. Of these, 8 FTEs were added to MMCC for primarily administrative purposes such as processing licenses and providing support to the Fiscal Unit. The other 2 are administrative positions to be added to the Board of Dental Examiners and the Board of Physicians Quality Assurance.

## ***Key Observations***

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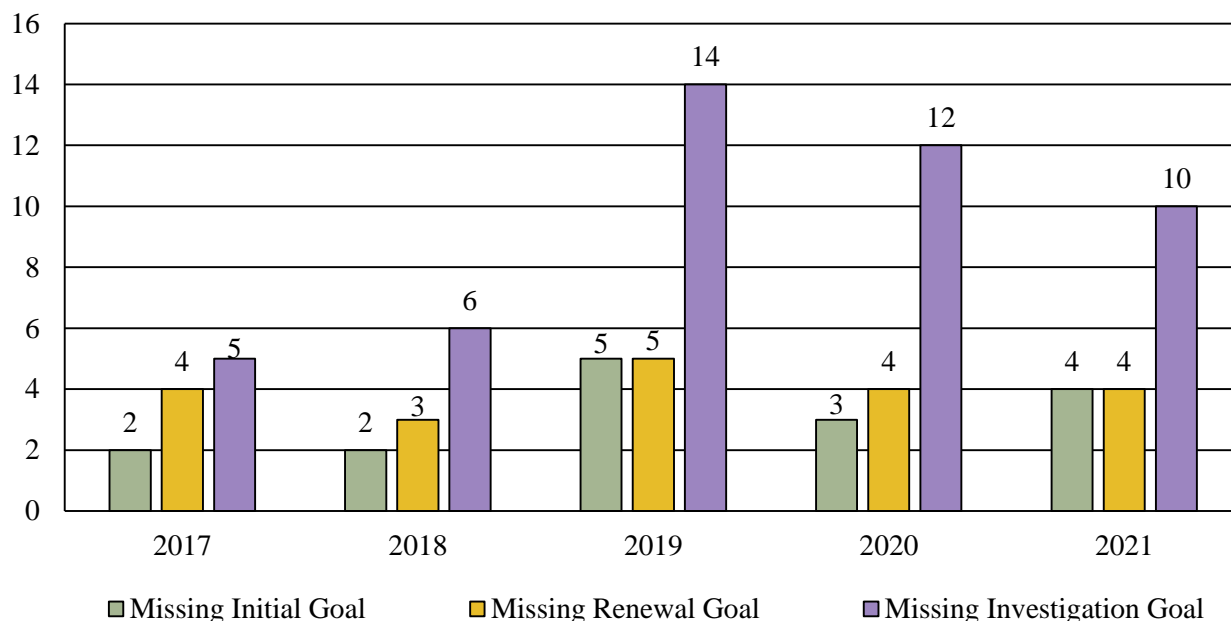
### **1. Percentage of Managing for Results Goals Met Continues to Lag**

The Health Professional Boards and Commissions aims to ensure the delivery of quality health care and protection of the public through the licensing of providers in the State. The Department of Legislative Services (DLS) analyzes licensing, the renewal processes, and the timeliness of investigations into providers to determine efficiency and effectiveness of the boards. Due to the differing size of each board, measurements may vary slightly:

- all boards are expected to issue 95% of initial licenses within 10 days of the receipt of the last qualifying document;
- annually issue renewal licenses to 90% of qualified Board of Nursing applicants and 95% of all other board applicants within 5 days of receipt of the last qualifying document;
- annually improve the percent of complaint investigations completed by the Board of Physicians and the Board of Nursing to 90% within 540 days and 270 days, respectively, and by all other boards and commissions to 100% within 180 days; and
- the Board of Physicians will resolve 95% of preliminary investigations within 150 days.

**Exhibit 3** shows the number of boards that have missed these goals in the last five years. Fiscal 2019 had the highest number of missed investigation goals, with 14 boards failing to investigate complaints against providers within their designated timeframe. Despite the slight improvement in fiscal 2021, the number of missed goals is higher than that of fiscal 2017. It is important to note that only 9% of all boards analyzed were able to meet the complaint investigation goal.

**Exhibit 3  
Boards Missing Licensing, Renewal, and Investigation Goals  
Fiscal 2017-2021**



Note: Maryland Medical Cannabis Commission excluded from count due to differing methods of measurement.

Source: Department of Budget and Management

Many of the boards have successfully met their goals, however. Of 21 boards being measured, 14 of those successfully met the initial licensing goals set, and 16 successfully met their renewal goals in each of the last five fiscal years. **Exhibit 4** provides information for each board on whether they have met all licensing, renewal, and investigation goals in each of the last five fiscal years.

**Exhibit 4**  
**Licensing, Renewal, and Investigation Goals Met**  
**Fiscal 2017-2021**

	<u>Met New</u>	<u>Met Renewal</u>	<u>Met Investigation</u>
Acupuncture	X	X	
Audiologists	X		
Chiropractic	X	X	
Dental			
Dietetic	X	X	
Environmental Health	X	X	
Kidney Disease	X	X	
Massage Therapy		X	
Morticians	X	X	
Nursing: RN			
Nursing: LPN			
Nursing Home Administrators	X	X	
Occupational Therapy		X	
Optometry	X	X	
Pharmacy			
Physical Therapy	X	X	
Physicians and Allied Health	X	X	
Podiatric	X	X	
Counselors/Therapists			
Psychologists	X	X	X
Residential Child Care	X	X	X
Social Work		X	

LPN: licensed practical nurse

RN: registered nurse

Note: Maryland Medical Cannabis Commission excluded from count due to differing methods of measurement.

Source: Department of Budget and Management

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Five boards have failed to reach their objectives for the last five fiscal years: the Board of Nursing’s registered nurses and licensed practical nurses; the Board of Dental Examiners; the Board of Pharmacy; and the Board of Counselors and Therapists. Each of these boards, apart from the Board of Dental Examiners, has succeeded in meeting their goals in the eightieth and ninetieth percentiles within this timeframe.



However, the Board of Dental Examiners has consistently missed meeting its objectives for the last five fiscal years. In fiscal 2021 alone, only 37% of complaints were investigated in a timely manner, only 3% of license renewals were issued within the goal, and 13% of new licenses were issued within the goal. **Given the consecutive failure to meet established goals for licensing, renewals, and investigations, DLS recommends adopting committee narrative requesting MDH to submit a report detailing the reasons for the Board of Dental Examiners' difficulty in meeting set goals and how the board plans to remedy its low percentage of completion across licensing, renewal, and investigation efforts. This report should also include a timeline for improvement.**

## **2. Licensure Impacts of MDH Cybersecurity Incident on Board of Nursing**

On December 4, 2021, MDH detected unauthorized activity in its network infrastructure systems. MDH took the network and its associated systems offline. This action caused operational challenges as many MDH employees were unable to access State-issued computers, thereby preventing network use and access to data. While information is limited due to the ongoing nature of the investigation, the Board of Nursing is reported to have experienced difficulty in newly licensing or renewing providers as a result. As shared in a Health and Government Operations hearing on January 13, 2022, the Board of Nursing reverted to paper licensing during the network outage, enlisting volunteers across the State to assist in the processing of paper applications. It is likely that the Board of Nursing will experience a backlog of applications to process between paper and electronic copies.

**Due to the potential backlog of licensing and renewals faced by the Board of Nursing and likely various other boards, DLS recommends adopting committee narrative requesting MDH to submit a report detailing the impact of the cybersecurity incident on the Health Professional Boards and Commissions that outlines how its systems were impacted and the number of licenses, renewals, and investigations that were delayed and plans to assist the boards during the recovery.**

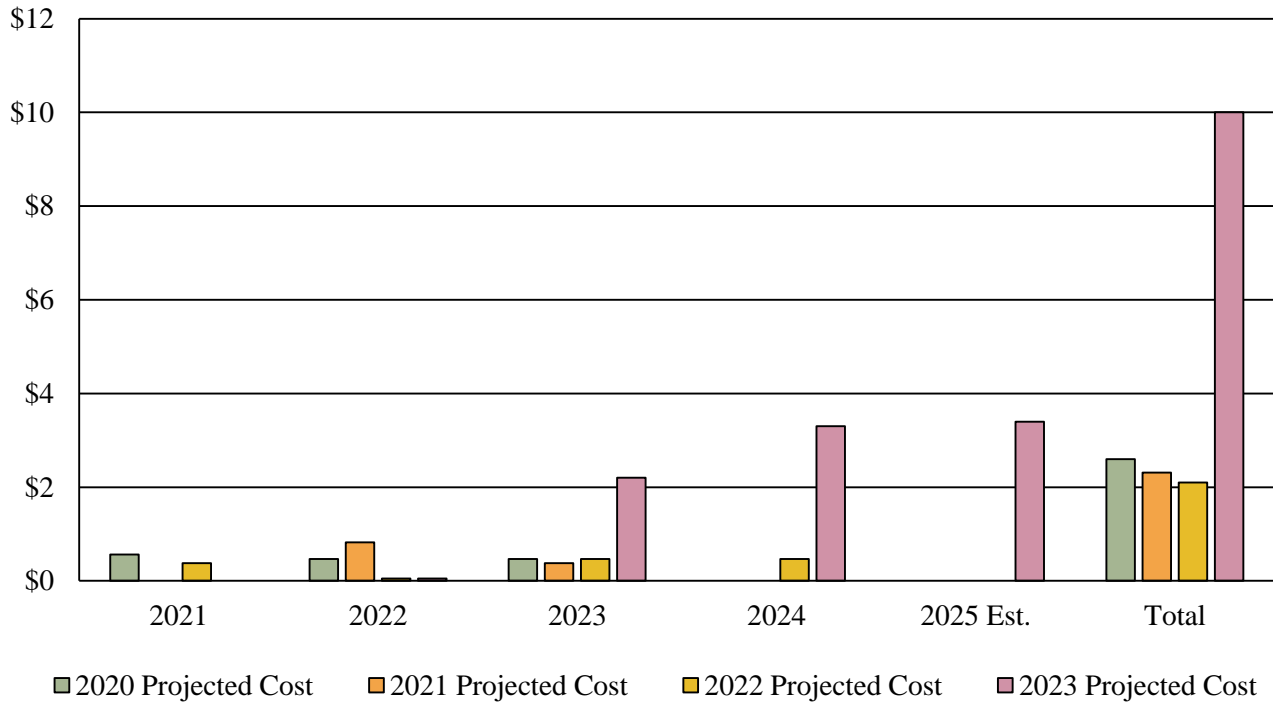
## **3. Significant Increased Cost for Licensing and Regulatory Management System Project**

MDH has been discussing the creation of a joint enterprise license and investigation system since 2015. This major IT project, the Licensing and Regulatory Management System Project, would be utilized by several boards to unify the process by which services are provided to customers and shared goals among the boards are met. Earlier phases of this project were funded primarily by the special fund balance of the Board of Physicians. When the board stepped away from leading the project, it stalled. No funding was provided to the project in fiscal 2021, and only \$50,000 was allocated in fiscal 2022.

However, the fiscal 2023 allowance includes \$2.2 million in general funds for the project and is under the oversight of MDH Administration and the Board of Nursing. The project is now expected to reach completion in fiscal 2025, with a total cost of \$10.1 million. The total estimated cost as described in the fiscal 2023 Governor's Budget Books is 380% larger than the projected total cost in fiscal 2022 (a total cost at \$2.1 million) with a completion year of fiscal 2024. **Exhibit 5** shows how

the expenditures for this project have progressed from fiscal 2020 to 2023, with each of the spending plans for this project proposed in the last four fiscal years shown separately.

**Exhibit 5**  
**Anticipated and Actual Expenditures**  
**For Licensing and Regulatory Management System Project**  
**Fiscal 2021-2025 Est.**  
**(\$ in Millions)**



Note: Each projected cost per year is forecast in the associated year’s budget book.

Source: Governor’s Fiscal 2021-2023 Budget Books

The first phase of this iteration of the project is expected to focus on the Board of Nursing. It is the goal of MDH that all the health occupations boards will utilize the OneStop system developed by and for the Board of Nursing. It is believed that the new system will be better equipped to handle network security incidents, as MMCC is the only board using a OneStop system, and they saw no disruption during the network security incident discussed in Key Observation 2.

**Given this increase in total expenditure for the MDH Licensing and Regulatory Management System Project, DLS recommends adopting committee narrative requesting that MDH and the Department of Information Technology (DoIT) detail the costs of the project and the boards anticipated to benefit from this system.**

## Operating Budget Recommended Actions

1. Add the following language to the special fund appropriation:

, provided that 100,000 for the Board of Professional Counselors and Therapists and \$100,000 for the Board of Pharmacists, made for the purposes of the Health Professional Boards and Commissions may not be expended until the Maryland Department of Health (MDH) Board of Professional Counselors and Therapists and Board of Pharmacists submits a report addressing the steps taken to remedy finding 1 and the Board of Therapists submits a report addressing the steps taken to remedy finding 5 of the fiscal compliance audit released by the Office of Legislative Audits in January 2021 for the MDH Health Regulatory Services. These reports shall be submitted by September 1, 2022, and the budget committees shall have 45 days to review and comment. Funds restricted pending the receipt of a report may not be transferred by budget amendment or otherwise to any other purpose and shall be canceled if the report is not submitted to the budget committees.

**Explanation:** Due to the concern over repeat audit findings, the Joint Audit and Evaluation Committee has requested language restricting funds until repeat audit findings are resolved. Given the unique nature of the Health Professional Boards and Commissions, a modification to the language has been adopted to request that the impacted boards identify steps taken related to specific repeat findings related to that board. This language restricts funds within the Board of Professional Counselors and Therapists and the Board of Pharmacists until they identify the actions taken to resolve two repeat audit findings identified in the January 2021 fiscal compliance audit.

<b>Information Request</b>	<b>Author</b>	<b>Due Date</b>
Report on efforts of the board of professional counselors and therapists to address repeat audit findings	MDH Board of Professional Counselors and Therapists	September 1, 2022
Report on efforts of the Board of Pharmacists to address repeat audit findings	MDH Board of Pharmacists	September 1, 2022

2. Adopt the following narrative:

**Failure to Attain Performance Goals by the Board of Dental Examiners:** Given the consecutive failures to meet established goals for licensing, renewals, and investigations, the committees request that the Maryland Department of Health (MDH) Board of Dental Examiners submit a report detailing the reasons for its difficulty in meeting these goals, the board's plans to improve performance in these areas, and a timeline for completing these actions.

*M00B0104 – MDH – Health Professional Boards and Commissions*

<b>Information Request</b>	<b>Author</b>	<b>Due Date</b>
Report on meeting performance goals by the Board of Dental Examiners	MDH Board of Dental Examiners	November 1, 2022

3. Adopt the following narrative:

**Repeat Audit Findings Related to Controls Over Collections and Deposits:** The fiscal compliance audit released by the Office of Legislative Audits in January 2021 of the Maryland Department of Health (MDH) Health Regulatory Services included a repeat audit finding that indicated that 19 of the Health Occupation Boards did not have adequate controls over collections and deposits. As part of continuing efforts as requested by the Joint Audit and Evaluation Committee to address and resolve repeat audit findings, the committees request that the Health Professional Boards and Commissions submit a report identifying the steps each impacted board has taken to resolve this repeat audit finding.

<b>Information Request</b>	<b>Author</b>	<b>Due Date</b>
Report addressing repeat audit findings	MDH Health Professional Boards and Commissions	September 1, 2022

4. Adopt the following narrative:

**Licensing and Regulatory Management System Project:** Given the \$8 million increase in expected total cost for the Maryland Department of Health (MDH) Licensing and Regulatory Management System Project, the committees request that MDH Health Professional Boards and Commissions and the Department of Information Technology (DoIT) submit a joint report detailing the costs associated with the project and which boards will be benefiting from the new system.

<b>Information Request</b>	<b>Author</b>	<b>Due Date</b>
Update on MDH Licensing and Regulatory Management System Project	MDH Health Professional Boards and Commissions DoIT	August 15, 2022

5. Add the following language to the special fund appropriation:

, provided that \$100,000 of this appropriation made for the purpose of the Board of Nursing may not be expended until the Maryland Department of Health (MDH) Board of Nursing submits a report to the budget committees detailing efforts to resolve repeat audit findings

*M00B0104 – MDH – Health Professional Boards and Commissions*

related to providing sufficient oversight to ensure complaints against licensees were investigated timely and password and account controls were sufficient to protect critical data as identified in the fiscal compliance audit released in January 2021 by the Office of Legislative Audits for the MDH Health Regulatory Services. The report shall be submitted by September 1, 2022, and the budget committees shall have 45 days from the date of the receipt of the report to review and comment. Funds restricted pending the receipt of a report may not be transferred by budget amendment or otherwise to any other purpose and shall be canceled if the report is not submitted to the budget committees.

**Explanation:** Due to concern over repeat audit findings, the Joint Audit and Evaluation Committee has requested language restricting funds until repeat audit findings are resolved. Given the unique nature of the Health Professional Boards and Commissions, a modification to the language has been adopted to request the that impacted board identify steps taken related to specific repeat findings related to that board. This language restricts funds within the Board of Nursing until it identifies the actions taken to resolve two repeat audit findings identified in a January 2021 fiscal compliance audit.

<b>Information Request</b>	<b>Author</b>	<b>Due Date</b>
Report on efforts of the Board of Nursing to address repeat audit findings	MDH Board of Nursing	September 1, 2022

6. Adopt the following narrative:

**Cybersecurity Impact on Health Occupation Boards:** The committees are concerned about the impact of the recent cybersecurity incident on the licensing and renewal activities of the Health Professional Boards and Commissions. The committees request that the Maryland Department of Health (MDH) submit a report detailing the impact of the cybersecurity incident on the Health Professional Boards and Commissions, including information on the number of licenses, renewals, and investigations that were delayed as a result. The report should also include information on how MDH assisted the board in addressing challenges in licensing and investigations that resulted from the impact of the incident on these systems.

<b>Information Request</b>	<b>Author</b>	<b>Due Date</b>
Report on cybersecurity impacts to Health Occupation Boards	MDH Health Occupation Boards	August 1, 2022

**Appendix 1**  
**2021 Joint Chairmen’s Report Responses from Agency**

The 2021 *Joint Chairmen’s Report* (JCR) requested that the MDH Health Professional Boards and Commissions prepare three reports. Electronic copies of the full JCR responses can be found on the DLS Library website.

- ***Funding and Milestones for Licensing and Regulatory Management System Project:*** In February 2021, MMCC was the first of the Health Professional Boards and Commissions to launch all patient and provider licensing and registrations on the OneStop platform. At the same time, DoIT began an analysis of the Board of Nursing’s processes and systems, and MDH subsequently applied for funding to modernize its systems through DoIT’s Major Information Technology Development Project. A survey was distributed to the remaining boards to gauge the complexity of a transition to the new system, including the volume of service provided by each board, financial information, and other operations. The intention is to ensure that every board and commission transitions to the OneStop Portal.
  
- ***Board of Professional Counselors and Therapists – Special Fund Balance and Fee Structure:*** The current fee structure of the board has been the same since fiscal 2017, licensing five different professions. The board has experienced difficulty in hiring and retaining investigators to address a backlog of cases, resulting in the funds that would have otherwise been used to pay these investigators accumulating in the board’s special fund. However, special funds will be required to move the board to downtown Baltimore, in accordance with the Governor’s initiative to migrate State government operations to the central business district. Currently, the board does not have a plan to reduce the fees or to lower the fund balance because it anticipates the need for the funds to support additional staff and the relocation efforts.
  
- ***Board of Nursing – Workload and Staffing Adequacy:*** An independent consultant, who was detailed to the Board of Nursing to review the workforce and staffing adequacy of the board from the Maryland Department of Emergency Management’s COVID-19 response and recovery efforts, found that “serious cases remain uninvestigated, leading to unsafe and unethical nurses potentially in practice long after complaints are recommended for investigation.” Further, the consultant indicated that the Board of Nursing’s leadership structure is disorganized, and leaders are poorly utilized with the Operations Division (fiscal, IT, and human resources) being overburdened. The consultant report identified a number of recommended actions, including updating the strategic goals of the board, which have remained unchanged since 2014. The report also noted that current customer demand outpaces the board’s capacity to meet minimum standards of customer service.

**Appendix 2  
Audit Findings**

Audit Period for Last Audit:	Sept. 28, 2015 – Sept. 24, 2019
Issue Date:	January 22, 2021
Number of Findings:	7
Number of Repeat Findings:	4
% of Repeat Findings:	57%
Rating: (if applicable)	n/a

**Finding 1:** The Board of Nursing and the Board of Professional Counselors and Therapists did not provide sufficient oversight to guarantee that complaints against licensees were investigated in a timely manner.

**Finding 2:** This finding pertains to the Office of Health Care Quality (OHCQ). Further discussion of the audit finding can be found in the OHCQ – M00B0103 analysis.

**Finding 3:** Controls over collections and deposits received by 19 of the Health Occupation Boards were inadequate. Fourteen boards lacked procedures to verify that credit card collections were deposited into the State’s account; 7 boards did not properly segregate cash handling and licensing duties, often due to limited personnel resources; and 12 boards did not periodically reconcile collections against licenses issue. The Office of Legislative Audits (OLA) only identified 2 boards that did not have at least one of these deficient internal controls findings: the Board of Physicians and the Board of Dietetic Practice.

**Finding 4:** Due to a lack of documented system access reviews by 21 health occupation boards, user access capabilities were inadequately restricted, resulting in former employees having unnecessary access to the systems and numerous users being able to unilaterally issue or renew licenses.

**Finding 5:** Password and account controls for the Board of Nursing and the Board of Pharmacy were not sufficient to properly protect critical data.

**Finding 6:** The Board of Dental Examiners did not comply with State procurement regulations when awarding contracts for a new licensing system, nor did it consult with DoIT as required for larger IT-related procurements.

**Finding 7:** The health occupation boards did not pursue consolidation of licensing, procurement, and other fiscal operations to enhance internal contracts and maximize efficiency. In a policy consideration, OLA recommended that the boards collectively identify shared operations and consider consolidation of these efforts.

\*Bold denotes item repeated in full or part from preceding audit report.

**Appendix 3**  
**MDH Enterprise Licensing and Regulatory Management System Project**  
**Major Information Technology Project**  
**Maryland Department of Health**

Funding allocated in M00A010805.

<b>New/Ongoing:</b> Ongoing								
<b>Start Date:</b> March 2019					<b>Est. Completion Date:</b> June 2025			
<b>Implementation Strategy:</b> Agile								
<b>(\$ in Millions)</b>	<b>Prior Year</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>Remainder</b>	<b>Total</b>
<b>GF</b>	\$0.000	\$0.050	\$2.200	\$3.300	\$3.400	\$0.000	\$0.000	\$8.950
<b>SF</b>	1.100	0.000	0.000	0.000	0.000	0.000	0.000	1.100
<b>Total</b>	<b>\$1.100</b>	<b>\$0.050</b>	<b>\$2.200</b>	<b>\$3.300</b>	<b>\$3.400</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$10.100</b>

- **Project Summary:** The project aims to develop an enterprise licensing and regulatory management solution, called the OneStop Portal, to manage all aspects of licensing. The goal of the program is to advance and protect the public’s health and welfare through proper credentialing, permitting, licensing, examination, inspection, and discipline of health providers, distributors, and facilities. Stakeholders include the boards, licensing applicants, licensees, public facilities, and the public.
- **Need:** Currently, the Health Occupation Boards utilize different licensing systems to provide services, with many of these being outdated or insufficient for the level of service required. Several of these systems are no longer supported by the vendors. This project will ensure that all boards are using the same updated system to provide services to their customers.
- **Observations and Milestones:** Preplanning was completed in April 2019. Design, development, and implementation are expected to be completed by the end of fiscal 2025.
- **Changes:** The project is a continuation of the IT Licensing project initiated by the Board of Physicians in fiscal 2015. It has since changed to broaden the scope to include the various Health Occupational Boards. The funding shifted from the Board of Physicians’ special funds in fiscal 2015 to the general funds from the Major IT Project Fund.
- **Concerns:** The agency currently does not have the resources available internally to fulfill the duties required under this project and is leveraging the resources available through DoIT. The significantly increased cost is also a concern, especially given that several boards have recently established new licensing and regulatory management systems individually, additional discussion of this concern is included in Key Observation 3.



**Appendix 4**  
**Object/Fund Difference Report**  
**Maryland Department of Health – Health Professional Boards and Commissions**

<u>Object/Fund</u>	<u>FY 21</u> <u>Actual</u>	<u>FY 22</u> <u>Working</u> <u>Appropriation</u>	<u>FY 23</u> <u>Allowance</u>	<u>FY 22 - FY 23</u> <u>Amount Change</u>	<u>Percent</u> <u>Change</u>
<b>Positions</b>					
01 Regular	280.50	282.50	285.50	3.00	1.1%
02 Contractual	58.26	84.80	94.90	10.10	11.9%
<b>Total Positions</b>	<b>338.76</b>	<b>367.30</b>	<b>380.40</b>	<b>13.10</b>	<b>3.6%</b>
<b>Objects</b>					
01 Salaries and Wages	\$ 25,758,763	\$ 27,192,168	\$ 27,868,565	\$ 676,397	2.5%
02 Technical and Special Fees	4,382,892	5,231,444	5,942,711	711,267	13.6%
03 Communication	645,417	562,021	603,831	41,810	7.4%
04 Travel	59,221	632,613	728,437	95,824	15.1%
07 Motor Vehicles	115,183	161,278	160,784	-494	-0.3%
08 Contractual Services	9,210,787	9,382,381	12,381,879	2,999,498	32.0%
09 Supplies and Materials	272,637	359,757	353,296	-6,461	-1.8%
10 Equipment – Replacement	200,213	122,082	172,482	50,400	41.3%
11 Equipment – Additional	135,338	92,118	366,779	274,661	298.2%
12 Grants, Subsidies, and Contributions	11,955	225,000	225,000	0	0%
13 Fixed Charges	2,084,685	1,831,155	2,132,421	301,266	16.5%
<b>Total Objects</b>	<b>\$ 42,877,091</b>	<b>\$ 45,792,017</b>	<b>\$ 50,936,185</b>	<b>\$ 5,144,168</b>	<b>11.2%</b>
<b>Funds</b>					
01 General Fund	\$ 763,427	\$ 572,552	\$ 793,214	\$ 220,662	38.5%
03 Special Fund	41,579,040	44,644,973	49,603,414	4,958,441	11.1%
05 Federal Fund	14	0	0	0	0.0%
09 Reimbursable Fund	534,610	574,492	539,557	-34,935	-6.1%
<b>Total Funds</b>	<b>\$ 42,877,091</b>	<b>\$ 45,792,017</b>	<b>\$ 50,936,185</b>	<b>\$ 5,144,168</b>	<b>11.2%</b>

Note: The fiscal 2022 working appropriation and fiscal 2023 allowance do not reflect funding for statewide personnel actions budgeted in the Department of Budget and Management, which include cost-of-living adjustments, increments, bonuses, and may include annual salary review adjustments.