

Performance
Evaluation &
Research Division
(PERD)

PERD’s Objectives:

To determine if there is a continued need for licensure by the Board of Dentistry (Board), assess whether the Board complied with the general provisions of Chapter 30 and other applicable laws, assess whether the Board’s impaired health condition treatment program provides adequate public protection against potentially impaired providers, and evaluate the Board’s website for user-friendliness and transparency.

Key Recommendations:

The Board should:

Consider utilizing the State Treasurer’s Office lockbox to process licensure application, renewal fees and further reduce risk.

Include in its annual report the aggregate data of licensees gender and age to facilitate planning for future workforce needs.

Consider the cost and benefits of all in-person meetings to determine if having more remote meetings is advantageous.

Amend the contract for the Dental Recovery Network to allow for a periodic independent review either by the Board or a third-party of the vendor’s compliance with implementing and conducting contracted procedures.

June 2022

Regulatory Board Review: Board of Dentistry

Agency Purposes:

The purpose of the Board is to protect the public through its licensing process, and to be the regulatory and disciplinary body for licensed professional dentists and dental hygienists throughout the state.

What Did PERD Find?

The Board is necessary to protect the public and complies with most of the provisions of Chapter 30 of West Virginia Code. However, the Board does not exercise adequate oversight of its impaired health condition treatment program. It does not know if its program vendor implemented and consistently conducted the contract-required procedures for an effective operation.

| Fiscal Year | Beginning Cash Balance | Revenues | Expenditures | Ending Cash Balance | End-of-Year Cash as Percentage of Annual Expenditures |
|--------------------|-------------------------------|------------------|---------------------|----------------------------|--|
| 2019 | \$530,366 | \$489,090 | \$407,430 | \$612,027 | 150% |
| 2020 | \$612,027 | \$487,711 | \$348,243 | \$751,495 | 216% |
| 2021 | \$751,495 | \$505,673 | \$329,692 | \$927,475 | 281% |
| Average | \$631,296 | \$494,158 | \$361,788 | \$763,666 | 216% |

Source: Our Advanced Solution with Integrated Systems (OASIS) (WV-FIN-GL-151) for FY 2019 through FY 2021 Cash Balance. PERD calculations of percentages.

PERD also found the following:

- The Board is financially self-sufficient but has accumulated a cash balance that is nearly three times its actual annual expenditures.
- The Board is accessible to the public, has established continuing education requirements, and maintains due process rights for licensees.
- The Board’s register is missing almost all license renewal dates after 2003.
- The Board’s annual reports are missing aggregate data on age and gender of its licensees required by W. Va. Code.
- The Board reimburses board members and staff lodging expenses in a manner inconsistent with the guidelines of the Travel Management Office of the Department of Administration.
- The Board has been without a citizen member since October 2020.
- The Board’s website needs more improvement to enhance user-friendliness and transparency.