



Oregon Health Licensing Agency

# CENTRAL ISSUES

News from the Oregon Health Licensing Agency (OHLA) central agency and regulated professions

## Customer Service

*OHLA is working to improve service delivery*

The Oregon Health Licensing Agency (OHLA) strives to provide customer service that is timely, accurate and helpful. OHLA appreciates recent feedback on our customer service performance.



Photo courtesy Oregon Department of Agriculture

Our goal is to partner with the **Environmental Health Registration Board (EHRB)** to effectively address issues affecting the registration and regulation of environmental health professionals in Oregon. The EHRB is one of nine volunteer citizen boards and councils OHLA oversees in regulating multiple health and related professions.

The enclosed brochure describes OHLA's regulatory programs more fully. For more information on OHLA and our regulated professions, please visit our Web site at [www.oregon.gov/OHLA](http://www.oregon.gov/OHLA).

## Licensing Fees

*Licensees have opportunity to comment*

How does OHLA calculate licensing and registration fees? The agency receives no general fund tax dollars and relies solely on licensing and regulatory compliance fees to provide a full range of licensing and regulatory services.

OHLA recently established a **cost-allocation model** to better describe how licensing fees are established. Cost allocation factors in everything from the complexity of the services provided (for environmental health, application processing is considered complex partly due to the combinations of experience and education that often require more review) to the volume of work provided. As a general rule, regulated professions with a larger number of licensees have lower licensing fees.

**Please turn to the reverse side of this page for more information.** 


# 2008





## ISSUE BRIEFING: Environmental Health

*At the Oregon Health Licensing Agency (OHLA), we think better informed licensees, consumers and other agency stakeholders (those who have a stake or interest in what and how we regulate) are better able to participate in the regulatory process.*

*What are the key regulatory issues for the environmental health profession in Oregon?*

 **Customer Service:** After hearing concerns from our stakeholders, OHLA is renewing its commitment to providing excellent service to all agency customers.

 **Licensing Fees:** OHLA continues to explore efficiencies to keep licensing fees as low as possible.

 **Shortage of qualified professionals:** OHLA looks to eliminate barriers to practice for all regulated professions through regulatory solutions and partnerships.

## How to Reach Us

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Web [www.oregon.gov/OHLA](http://www.oregon.gov/OHLA)

## How to Stay Informed

Visit our Web site for updates on legislative action, administrative rule changes, and other news affecting the health and related professions licensed and regulated by OHLA.

[www.oregon.gov/OHLA](http://www.oregon.gov/OHLA)

If you can't find the information you're looking for on our Web site, e-mail us or call us. We'll try to answer your question as quickly and thoroughly as possible.

## How to Catch the Licensing Line

Subscribe to *Licensing Line*, an email newsletter that keeps you informed of agency news and developments of the boards and councils under the agency's administration. It's easy and it's free! Just go to our Web site and look for *Licensing Line* under [News You Can Use](#).

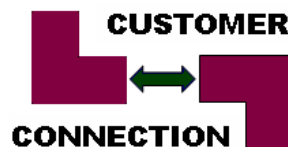
## How to Request Agency Outreach

If you would like OHLA to participate in an event related to any of our regulated professions, please contact us at your convenience.

## Customer Service, *continued*

The enclosed flier describes some of the new customer service initiatives implemented at OHLA this year.

**Customer Service Standards:** Review OHLA's standards on our Web site (see *below*). For example, you can expect a response to your e-mail or phone call within two business days or less.



[www.oregon.gov/OHLA/customerconnection.shtml](http://www.oregon.gov/OHLA/customerconnection.shtml)

**Qualification Questions?** For licensing qualification questions, contact Board & Qualification Specialist **Lisa Murphy** at **503-373-1081** or [lisa.a.murphy@state.or.us](mailto:lisa.a.murphy@state.or.us).

**Customer Service Hotline:** OHLA recently established a customer service hotline. If our service isn't up to your expectations, we want to hear from you! Call OHLA's Quality Assurance Unit at **503-373-2292** and we will work with you to resolve any issues.

## Licensing Fees, *continued*

OHLA is currently proposing fee changes for all OHLA-regulated professions. Enclosed is the proposed fee schedule. As part of the public administrative rulemaking process, OHLA encourages licensees and other agency/board stakeholders to comment.

Send written comments to OHLA Operations and Policy Analyst Lead **Dixie Bryant** at [dixie.l.bryant@state.or.us](mailto:dixie.l.bryant@state.or.us) or via postal mail. Questions about proposed fees? Call her direct line at **503-373-1911**.



**Michael Kucinski** is 2008 Chair of the **Environmental Health Registration Board (EHRB)**, one of nine volunteer citizen boards and councils OHLA oversees.

Michael, who is Water Quality/Onsite Manager for the **Oregon Department of Environmental Quality (DEQ)**, says, "I am very pleased with OHLA's efforts to improve customer service and look forward to a bright future with them."

Michael recently suggested using the Oregon State Library's electronic mailing list system to keep in touch with environmental health professionals. But we need your help!

Send us your e-mail address at [ohla.info@state.or.us](mailto:ohla.info@state.or.us) and we'll add you to the mailing list. OHLA plans to use more electronic lists to communicate with stakeholders more quickly and efficiently. Thanks in advance for providing us with your e-mail address.