

**ARKANSAS  
OCCUPATIONAL  
LICENSING  
ADVISORY GROUP**



**FALL 2018 REPORT**



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## INTRODUCTION

### **Gary Isom, Chair, Occupational Licensing Advisory Group**

Starting in 2018 Arkansas was selected as one of eleven states to a consortium to participate in a three-year Department of Labor study of occupational licensing and regulations governing practices in licensed trades or professions. Concurrently, Governor Hutchinson appointed the Red Tape Reduction Working Group (RTRWG) to coordinate the first phase of this effort, while the Arkansas Occupational Licensing Advisory Group (OLAG) formed to assist the working group. (Attachment A)

This report is prepared by the members of OLAG with support from staff assigned to the advisory group (Attachment A) for presentation to the Red Tape Reduction Working Group. Presented in the report is an Executive Summary identifying areas in which the advisory group has taken or is taking action; considerations for legislation; and, recommendations for future study and development. Further details for items included in the Executive Summary are provided as well as information gathered from the occupational licensing agencies and compiled by Dr. Derek Slagle, Special Projects Coordinator, House of Representatives.

In an introductory meeting for members of the OLAG, Governor Hutchinson expressed a need for a review of licensed occupations in Arkansas along with consideration of regulations that impact persons in those licensed occupations. Representatives of the OLAG have made multiple presentations to the RTRWG. One of the first issues brought forward was the lack of accurate information about Arkansas' licensing requirements. Consequently, one of OLAG's immediate tasks was to collect and compile accurate data.

The first formal meeting of the OLAG in March was followed by additional monthly meetings. One of the first actions taken was to break up into four groups, each focusing on different perspectives of occupational licensing. The four committees were identified as Labor Market, Consumer Services; Survey and Information; and Regulation Review.

One of the first items developed by OLAG was a Self-Assessment tool which OLAG plans to distribute to all occupational licensing agencies. (Attachment B) This should be valuable and helpful to licensing agencies as they each assess their own licensing requirements and related policies and processes. On July 16, 2018 a questionnaire (Attachment C) was distributed to all Arkansas occupational licensing agencies to begin compiling correct and up-to-date information regarding licensure, certification and registration requirements. This report includes the results collected thus far. The results will continue to be updated as additional responses are submitted.



Plans are for OLAG to remain intact for the duration for the three-year study to continue collecting and compiling information, consulting with and monitoring other states' activities, reviewing future legislation and to construct additional reports for officials and entities involved in the review of occupational licensing. Overall, OLAG will strive to develop an environment and identify best practices that will help ensure a well-balanced licensing, certification and registration system that provides protection to the health, safety and welfare of our citizens while also eliminating unnecessary barriers to entry into trades and professions and addressing burdensome oversight over those persons practicing in licensed occupations.



## EXECUTIVE SUMMARY

### Action Items for Occupational Licensing Advisory Group

- Distribute Agency Self-Assessment tool to occupational licensing agencies.
- Distribution and continuing use of occupational licensing questionnaire to compile and maintain up-to-date information for occupational licensing agencies.
- Examine best practices information from other states for occupational licensing initiatives (e.g. executive sunset reviews, standardization of certain terms not limited to but including “license”, “certification”, and “registration”, etc.).

### Considerations for Legislation

- Establish an expedited procedure for occupational licensing agencies to submit rule/regulation requests that are responsive to new legislation.
- Extend Act 781 to allow repeal of subsections of rules/regulations.
- Establish provisions to allow certain agencies to consider occupational relevance with regard to criminal background issues.
- Authorize occupational agencies the ability to identify groups or entities for which temporary/provisional licensure can be issued.

### Recommendations for Future Study and Development

- Develop for public information, a centralized licensing information website regarding licensing requirements for any Arkansas trade or profession.
- Implement annual data collection procedure to keep occupational licensing information up-to-date. The requirement includes maintenance of agency email repository and continual development of occupational database. Additional mandatory reporting requirements for all agencies in order to collect complete and updated annual licensing information.
- Pursue uniformity in consideration of sealed/expunged records and pardons utilizing appropriate stakeholders.
- Enable agencies to improve technology for digital processes (e.g. on-line applications for licensure).
- Consider benefits of occupational licensing agencies holding town-hall styled meetings across the state.
- Study long-term unemployment and dislocated worker issues in Arkansas from an occupational licensing perspective.
- Encourage implementation of preliminary review processes for applicants with criminal backgrounds prior to submission of the application for licensure.
- Emphasize and enhance the assessment of the knowledge, skills and abilities of persons with criminal histories when considering their pursuit of a licensed occupation.



- Research processes and conditions for granting occupational licensing agencies the authorization to temporarily waive or reduce licensing fees on an annual basis, to include discussions with representatives of the Office of Budget and Legislative Audit among others.
- Review annual reports that are currently prepared by occupational licensing agencies to determine whether a structured process should be implemented to provide for the development, publication and submission of such reports.



## SYNOPSIS FOR EXECUTIVE SUMMARY ITEMS

### ACTION ITEMS FOR OCCUPATIONAL LICENSING ADVISORY GROUP

- **Agency Self-Assessment tool distribution to occupational licensing agencies:**  
The Self-Assessment tool is a measure for self-evaluation of practices, processes, and requirements for licensure, registration or certification. While not meant to be an exhaustive list of questions/inquiries the tool is intended to facilitate examination of agency licensure issues and best practices from an agency perspective. This self-assessment tool serves as the first step of self-evaluation to further facilitate discourse among relevant parties. Consideration will also be given as to whether a particular agency should be assigned the task of implementing and monitoring the usage of the Self-Assessment tool.
- **Distribution and continuing use of occupational licensing questionnaire to compile and maintain up-to-date information for occupational licensing agencies:** Given some difficulty in obtaining responses from the questionnaire, provisions should be made for a mandatory response by agency directors. The continuing efforts to address compliance with information requests from all participants is extremely important to the future progress in reducing red tape in the licensing process. Consideration will also be given as to whether a particular agency should be assigned the task of periodically distributing and updating the Questionnaire to continue the collection and compilation of valid licensing information.
- **Examine best practices information from other states for occupational licensing initiatives (e.g. executive sunset reviews, standardization of certain terms not limited to but to included “license”, “certification” and “registration”, etc.):** This is anticipated to be an ongoing effort to continually collect and compile information on initiatives taken by other states; and to make further recommendations for best practices for Arkansas in addressing issues with occupational licensing. This effort should include a standardization of terms used in occupations that require a license, certification or registration, not only on a statewide basis, but nationally as well.



## CONSIDERATIONS FOR LEGISLATION

- **Establish an expedited procedure for occupational licensing agencies to collectively submit rule/regulation requests that are responsive to new legislation:** Occupational licensing agencies often need to promulgate new or amended rules/regulations in response to new laws passed in each legislative session. A process by which similar agencies could submit rule/regulation changes collectively could serve to expedite the process for submitting and approving rules and would help ensure that agencies needing to respond to new legislation do so in a timely manner.
- **Extend Act 781 to allow repeal of subsections of rules/regulations:** Because of Act 781, many agencies recognized the need to repeal only certain sections of their existing rules and regulations. Act 781 should be changed to enable agencies to repeal only parts of rules and regulations, thus allowing for a quicker and less restrictive method.
- **Establish provisions to allow certain agencies to consider occupational relevance with regard to criminal background issues:** The Attorney General's office should be involved in the procedures necessary to study the relevance of criminal background checks for those wanting licensure, especially those with sealed, expunged or pardoned records.
- **Authorize occupational agencies the ability to identify groups or entities for which temporary/provisional licensure can be issued:** This would be intended to allow occupational licensing agencies to respond more efficiently and timely to enable certain groups or individuals to overcome obstacles to entry into the labor market. For example, a new business relocating to Arkansas may attract prospective employees from other states. These prospective employees will often have spouses or family members who are engaged in a licensed occupation in another state and will want to practice the same trade or profession in Arkansas.



## RECOMMENDATIONS FOR FUTURE STUDY AND DEVELOPMENT

- **Develop for public information a centralized licensing information website regarding licensing requirements for any Arkansas trade or profession:** The Arkansas Workforce Services Directory database should be the starting point for implementation to maintain complete and accurate information on Arkansas licensing so that consumers can quickly determine licensing requirements for any trade or profession.
- **Implement annual data collection procedure to keep occupational licensing information up-to-date:** The Arkansas Workforce Services Directory database appears to be a great starting point for implementation to maintain complete and accurate information on Arkansas licensing. Additional relevant information from the survey conducted should now be included to provide up-to-date information.
- **Pursue uniformity in consideration of sealed/expunged records and pardons utilizing appropriate stakeholders:** In an effort to increase objectivity and consistency with regard to the consideration of sealed or expunged records for persons with criminal backgrounds, agencies should work together in conjunction with the Attorney General's office to obtain guidance in this area.
- **Enable agencies to improve technology for digital processes (e.g. on-line applications for licensure):** Because of financial restrictions on many agencies, a plan should be developed to allow additional appropriations for technology advances in the agencies to provide for mandatory on-line applications for licensure.
- **Consider benefits of occupational licensing agencies holding town-hall styled meetings across the state:** In an effort to initiate and maintain open communications with practitioners in licensed occupations, agency directors or their designees should be encouraged to participate in town-hall styled meetings. To make the meeting fiscally effective agencies that license similar trades or professions should consider partnering up for the meetings. (e.g. Contractors Licensing Board, Real Estate Commission, Home Inspectors Registration, Appraisal Licensing and Certification, Auctioneers Licensing, etc.)
- **Study long-term unemployment and dislocated worker issues plus immigrants with work authorization issues in Arkansas from an occupational licensing perspective:** The U.S. Department of Labor identified these two groups in addition to military families and veterans and individuals with criminal records for consideration by the Occupational Licensing Policy Learning Consortium members. While the latter two groups have received significant attention, the unemployed/dislocated workers and immigrants have not been addressed as extensively. Additional focus on these groups would help fulfill the objectives of the Department of Labor.



- **Encourage implementation of preliminary review processes for applicants with criminal backgrounds prior to submission of the application for licensure:**  
Occupational licensing agencies would be encouraged to provide a preliminary review process for persons with criminal background issues so the person can seek and receive a ruling prior to actually submitting an application for licensure.
- **Emphasize and enhance the assessment of the knowledge, skills and abilities of persons with criminal histories when considering their pursuit of a licensed occupation:** The intent is to ensure that applicants with criminal background issues are given due consideration for the knowledge, skills and abilities that they have obtained and possess for the occupation for which they seek licensure. While these applicants' background issues may be considered for granting a license, they should also be given the same consideration as all applicants with regard to their qualifications.
- **Research processes and conditions for granting occupational licensing agencies the authorization to temporarily waive or reduce licensing fees on an annual basis, to include discussions with representatives of the Office of Budget and Legislative Audit among others.:** For times when occupational licensing agencies determine that revenue has exceeded expenses resulting in a more than healthy cash fund balance, determine procedures that would be necessary to allow the agency to periodically collect a partial fee or to waive the full fee without having to provide excessive explanation for receipting less than full fees or processing transactions without a fee. Also, determine how to provide for an expedient reinstatement of the full fee by the agency without having to provide an overly burdensome explanation as to why the agency needs to return to collecting the full amount.
- **Review annual reports that are currently prepared by occupational licensing agencies to determine whether a structured process should be implemented to provide for the development, publication and submission of such reports.** Some occupational licensing agencies currently prepare annual reports for their agencies. The intent is to review the reports to determine whether there is a need to create a template for occupational agencies to use to ensure that such reports include consistent and desired information; and, to determine the objectives of annual reports and how the reports should be published, reviewed and distributed.



## OCCUPATIONAL LICENSING POLICY LEARNING CONSORTIUM & FORMATION OF STUDY GROUPS

With support from the United States Department of Labor, National Conference of State Legislators (NCSL), National Governors Association for Best Practices (NGA), and The Council of State Governments (CSG), Arkansas was selected as a member of an 11-state consortium to improve understanding of occupational licensure issues and best practices. The aims are to become familiar with existing licensure frameworks, identify current policies that create unnecessary barriers to labor market entry, and to create an action plan that focuses on removing barriers to labor market entry, and improving portability and reciprocity for select occupations.

The Consortium consists of the following states:

- Arkansas
- Colorado
- Connecticut
- Delaware
- Illinois
- Indiana
- Kentucky
- Maryland
- Nevada
- Utah
- Wisconsin

As participants in the Consortium, Arkansas will learn, network, and discuss practices, costs, opportunities, and challenges related to occupational licensing by, among other things, connecting the state teams with evidence-based research, best practices in the field, possible alternatives to licensure, multi-state comparable data, state-specific data, and the ability to network with other states and national experts. States in the Consortium will receive technical assistance from partner institutions (NCSL; NGA; & CSG). Participating states are required to create a core team of officials to participate in the Consortium, as well as a broader group of stakeholders that will be involved for In-State Learning Consortium Meetings. Achieving improvements in occupational licensure requires a collaborative approach across state government, including the governor, state legislature, and diverse agencies and oversight bodies. To reflect this reality, two distinct groups have been assembled as key participants in considering occupational licensing policy considerations. The governor appointed the 17-member Red Tape Reduction Working Group (RTRWG) comprised of 2 chairs (1 state house representative and one state senate representative; 8 members of the state's legislature (4 House of Representative members and 4 Senators); and 7 Governor appointed positions reflecting various agencies, regulatory boards, and citizen consumers. A list of members can be found in Table 1.



**Table 1**

**RED TAPE REDUCTION WORKING GROUP MEMBERS**

<b>Senator John Cooper (co-chair)</b>	<b>Representative LeeAnne Burch</b>	<b>Leon Jones, Jr., Director of Arkansas Department of Labor</b>
<b>Representative Bruce Cozart (co-chair)</b>	<b>Representative Milton Nicks</b>	<b>Lula Dixon, consumer</b>
<b>Senator Missy Irvin</b>	<b>Representative Jeff Williams</b>	<b>Bob Kucheravy, consumer</b>
<b>Senator Jane English</b>	<b>Representative Richard Womack</b>	<b>Daryl Bassett, Director, Arkansas Department of Workforce Services</b>
<b>Senator Trent Garner</b>	<b>Bill Gossage, Deputy Chief of Staff for External Affairs, Office of the Governor</b>	<b>Brian Bowen, Deputy Attorney General for State Agencies at the Attorney General’s Office</b>
<b>Senator Bart Hester</b>	<b>Charisse Childers, Director of Arkansas Department of Career Education</b>	

The Occupational Licensing Advisory Group (OLAG) was formed to work in parallel and in support of the RTRWG initiatives. OLAG is a 25-member team composed of occupational licensing agency representatives, public agencies, consumer/public participants, legislative members, and consumer agencies. A list of members can be found in Table 2.



Table 2

**OCCUPATIONAL LICENSING ADVISORY GROUP MEMBERS**

Department of Career Education	Randy Prather
State Board of Private Career Education (ADHE)	Alana Boles
Department of Education	Johnny Key
Department of Community Correction	Carrie Williams
Arkansas Veterans Coalition	Don Berry
Citizen/Consumer	E. Ray Hackworth
State Chamber of Commerce	Randy Zook
Arkansas AFL-CIO	Alan Hughes
Two-year colleges	Michael Dewberry
State Board of Nursing	Sue Tedford
State Medical Board	Karen Whatley*
American Institute of Architects (Arkansas)	Brent Stevenson
Arkansas Agriculture Department	Wes Ward
Arkansas State Policy – Regulatory Division	Mary Claire McLaurin
Arkansas Real Estate Commission	Gary Isom (Chair)
State Board of Barber Examiners	Michael Wooldridge
State Board of Cosmetology	Connie Melton
Department of Labor	Ron Baker
Contractors Licensing Board	Gregory Crow
Department of Health	Bob Higginbottom
Department of Environmental Quality	Becky W. Keogh
Arkansas Racing Commission	Smokey Campbell
Arkansas Veterinary Board	Cara E. Tharp
Arkansas Manufactured Home Commission	Aaron Howard
Arkansas House of Representatives	Austin McCollum
<p><b>OLAG Support Staff:</b>  <b>Buddy Johnson, Parliamentarian/Coordinator of Legislative Services, House of Representatives</b>  <b>Robin Voss, Grant Coordinator, House of Representatives</b>  <b>Dr. Derek Slagle, Special Projects Coordinator, Arkansas House of Representatives</b>  <b>Brindon Dixon, Administrative Analyst, Department of Workforce Services/Red Tape Reduction Working Group</b></p> <p>*Although part of the original OLAG, Ms. Whatley transferred from her position as the Executive Director of the Medical Board over to the Governor’s office and thereby relinquished her membership on the Occupational Licensing Advisory Group.</p>	

Additionally, OLAG has also formed four subcommittees tasked with examining various components of occupational licensing within Arkansas. The four subcommittees are Labor Market, Consumer Services, Survey and Information, and Regulation Review. Recommendations and information from each committee are included within this initial report.



## OVERVIEW OF OCCUPATIONAL LICENSING, REGULATORY STRUCTURES AND EVOLVING CONCERNS

- 1) **Defining Terms:** Several working definitions of occupational regulation were generated through review of the literature (Kleiner, 2018). It should be noted that different working definitions were generated over the course of the process, especially within materials generated through various subcommittees within the Occupational Licensing Advisory Group.

**“Registration”** means a requirement established by a legislative body in which an individual gives notice to the government that may include the individual's name and address, the individual's agent for service of process, the location of the activity to be performed, and a description of the service the individual provides. “Registration” does not include personal qualifications but may require a bond or insurance. Upon approval, the individual may use “registered” as a designated title. A non-registered individual may not perform the occupation for compensation or use “registered” as a designated title. “Registration” is not transferable and is not synonymous with an “occupational license.”

**“Certification”** is a voluntary program in which the government grants nontransferable recognition to an individual who meets personal qualifications established by a legislative body or private certification organization. Upon approval, the individual may use “certified” as a designated title. A non-certified individual may also perform the lawful occupation for compensation but may not use the title “certified.” “Certification” is not synonymous with an “occupational license”.

**“Occupational license”** is a nontransferable authorization in law for an individual to perform a lawful occupation for compensation based on meeting personal qualifications established by a legislative body. It is illegal for an individual who does not possess an occupational license to perform the occupation for compensation. Occupational licensing is the most restrictive form of occupational regulation.



Figure 1: Distribution of Occupational Regulations, by Number of Types of Occupations, FY2017 (Source: Agency Responses from the Occupational Licensing Advisory Group Questionnaire)

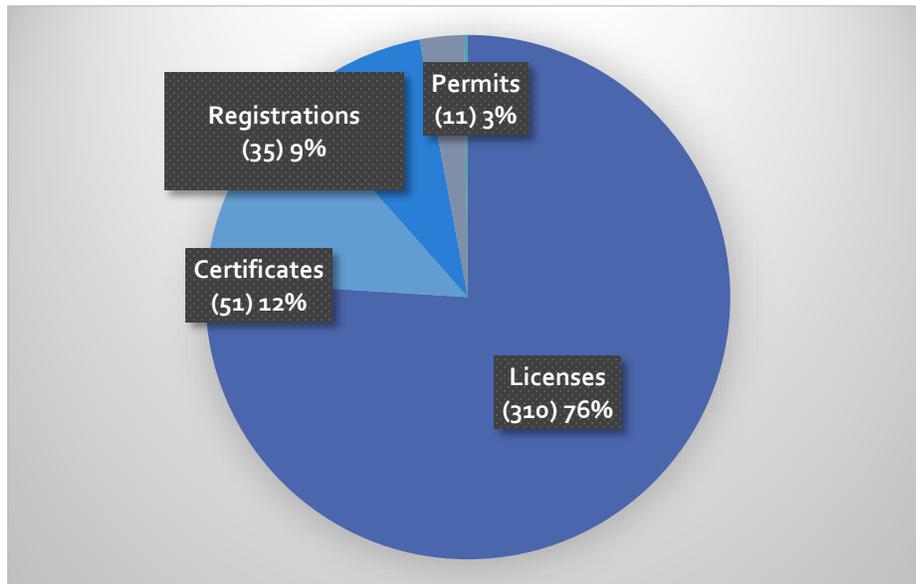
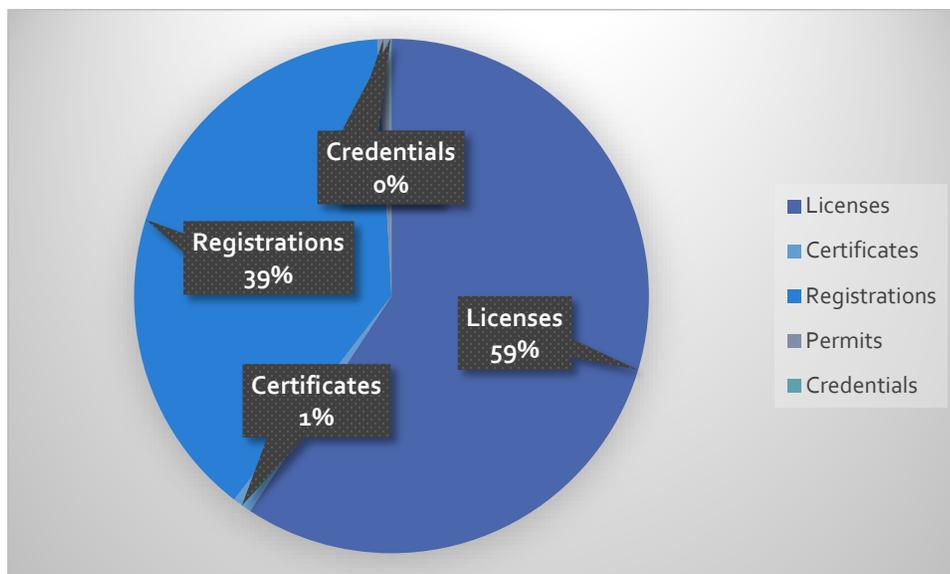


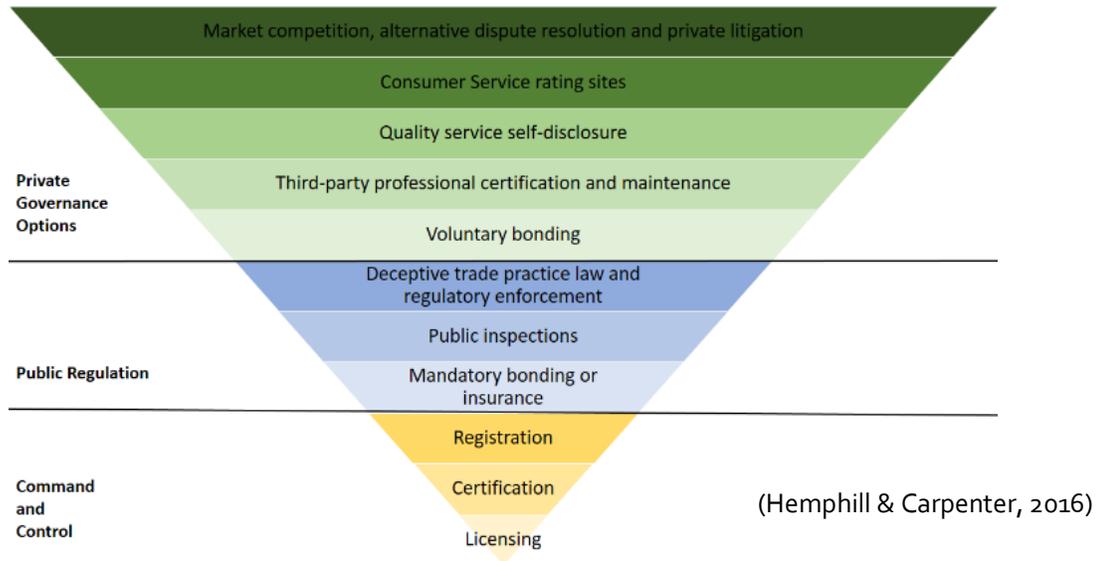
Figure 2: Percentage of Total Distribution of Occupational Regulations, FY2017 (Source: Agency Responses from the Occupational Licensing Advisory Group Questionnaire)





Within the academic literature the three forms of governmental regulation, termed ‘command and control’ regulation, are displayed in the oft cited inverted pyramid from least to most restrictive – with licensing as the most restrictive (see Figure 3).

Figure 3: Hierarchy of Occupational Regulations Options



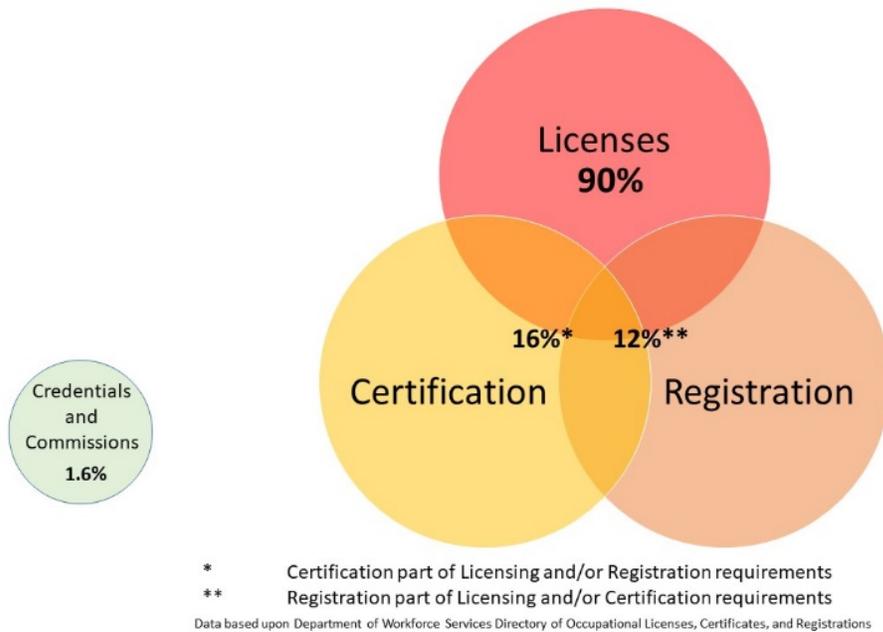
By definition, licensing is the most restrictive form but within actual usage ‘restrictive’ applies only to the requirement of authorization to enter the workforce – thus by that definition it is a logical truism that licensing is the most restrictive form of occupational regulation. When examining barriers to entry, such as education requirements, experience requirements, and costs, there are instances when certification and registration can be viewed/argued as more difficult/onerous/restrictive. While the boundaries of the definitions and usage are clear-cut within the literature, the reality isn’t that clear-cut as boundaries are often muddled, or overlapping when examining barriers to entry (an objective of the joint committees). There are numerous instances where (1) occupational licenses require certification and/or registration; (2) occupational certificates require licenses and/or registration; and (3) registration requires prior licensing and/or certification. The hard-and-fixed boundaries do not exist for multiple occupations between the three terms as they are intertwined by education, credentialing, and occupational experiences. Some occupations are tiered and there are levels of governmental regulation whereby, dependent upon qualifications, an applicant can either get a license, certificate, or registration within the same occupation. Additionally, given that some of the governmental authorizations for some occupations have been around for 100+ years for some occupations in Arkansas, the usage of the terminology for licensing, certifying, and registering are not used with consistency as the terminology



appears to have shifted over time. The three terms, within an Arkansas administrative context, are often synonymous; used interchangeably; or not differentiated in reporting which has posed difficulty for assessments.

Additionally, some licenses require other previous licenses in order to obtain them (e.g., a district administrator must hold, or be eligible to hold, elementary or secondary teaching certificate, and Building Level administrator licenses or Curriculum Program administrator licenses) or there are professions where additional licensure is required for various occupational contexts. This additive nature of licensing had not previously been mentioned or explored within the literature (see Figure 4 for preliminary findings on overlap or additive nature of licensing). Solutions to onerous barriers for entry is more complicated than simply aiming for licenses to become certificates and certificates becoming registrations and, thus, the focus has been predominantly on gathering evidence-based research, examining individual barriers to occupational entry, and reevaluation of administrative practices and processes.

**Figure 4: Overlap of Arkansas Occupational Licensing Requirements (Source: Arkansas Department of Workforce Services Directory, 2017)**



Note: The numbers and percentages in Figure 4 are distinct from those in Figures 2 & 3 as they are from different information sources and were created at different points in the investigation process Figure 4 indicates licenses that have components related to registration and certification; whereas, Figures 2 & 3 do not illustrate registration or certifications directly linked to, or specifically requisite for, licenses.



While licensing is at the state level, certification and registration processes often occur at the national level in the form of national exams, professional credentialing, admittance into membership for national accrediting bodies, etc. The licensing process within Arkansas often involves confirmation of certification or registration standards. The purpose and usefulness of Figure 4 is not only in the visualization in the overlap of the various layers of occupational credentialing, regulation but in the ability to look at various requirements (i.e., barriers for entry) for each and the differences between the levels. The thought moving forward is in comparing the states' licensing requirements with peer states and national standards to see if there are more onerous requirements/standards for Arkansas. And if so, (1) What are the intended outcomes/ justifications for variances or (2) Are licensing, etc. needed if compliance within larger credentialing institutions?

An initial review of the extant literature was presented to both of the joint committees by Dr. Derek Slagle. The purpose of this report is not to reproduce the literature review from the presentation but rather highlight the key areas of focus that have emerged through the numerous meetings of OLAG. These areas of focus have generated much of the recommendations from the advisory group to the working group. The key areas of focus for the Occupational Licensing Advisory Group included, but are not limited to:

- Populations disproportionately impacted by occupational licensing, including:
  - Military and military spouses
  - Criminal backgrounds
    - Relevancy reviews?
    - Addressing blanket exclusions for formerly incarcerated or criminal records
  - If licenses and/or requirements are burdensome/ necessary?
- Reciprocity
- Increasing administrative/ bureaucratic efficiency & effectiveness
- Sunset reviews
- Market participation
- Board and Agency composition
- Temporary or Provisional licenses

### **2) Assessments:**

Through the joint-committee process there have been multiple attempts at gathering information and data relevant to various regulations within Arkansas. There have been at least five distinct actions for information gathering through the joint-committees.

#### **a) OLAG Perceptions on the State of Licensing in Arkansas:**

A survey was distributed to the members of OLAG on perceptions of the issues for occupational licensing in Arkansas. The survey was one of the first actions carried out by OLAG and it served as a way to assess the opinions of the various stakeholders on occupational licensing in Arkansas, to communicate preferences



from OLAG to the RTRWG, and as a preliminary way to determine focus for the advisory group. An executive summary of the responses from OLAG members was presented at the monthly meeting of the RTRWG.

### **b) RTRWG Request for the Role of Licensing Agencies:**

A letter was sent to agencies and/or boards as part of Red Tape Reduction Working Group from Representative Richard Womack (RTRWG member & Arkansas House of Representatives), Director Daryl Bassett (RTRWG member & Arkansas Department of Workforce Services), & Robert Brech (General Counsel, Arkansas Department of Health). The request was made to each agency/board to specify why there is a need for each license or what mandates a license be issued. Any primary or secondary reasons should be included in the response as part of the working group's comprehensive examination of the state's regulatory framework.

The response rate was 57% (49/85) with forty-nine agencies responding and thirty-six agencies not responding to the inquiry. A qualitative assessment of responses was conducted. Due to the nature of the letter and the diversity in responses, assessment of responses was conducted at the agency level (not at the occupational level). In instances where there were multiple responses as reason/need for licensing at the agency/board level, multiple answers were noted.

Varied responses were given as to rationale and justification for licensing by the agencies/boards: (1) Health & Safety; (2) Statute/Mandated; (3) Reciprocity; (4) Ensure Training/Expertise; (5) Legal/Uphold Law Standards; (6) Oversight of Practitioners; (7) Public Interest and/or Public Welfare; (8) Federal Compliance and/or Universally Licensed; & (9) Review Complaints.

### **c) Preliminary Database based on Arkansas Workforce Services Data:**

At the onset of the joint committee formation there was a deficit in available information for Arkansas specific information. Initially, the only available resource was the Arkansas Workforce Services (2017) Directory of Licensed, Certified, and Registered Occupations in Arkansas. In order to make this information more usable, the occupational licensing information was transcribed into a database for comparison and analysis. Additionally, this database was also a repository for additional relevant information (e.g., the occupations were coded with Department of Labor information for Arkansas – job classification, wages, etc.). The database appears to be a great starting point and the most complete and accurate information on Arkansas licensing, to date. The information was delimited in that there are different reporting times so the information is not up-to-date, and uniform reporting was not present for each occupation (e.g., some reported on process while other occupations only emphasized occupational requirements). The Arkansas Workforce Services Directory served as the foundation for the Occupational Licensing Questionnaire which took information from the directory



and has added additional components not requested from Workforce Services (e.g., board composition; licensing turn-around time; etc.) and is requesting only up-to-date information (i.e., complete and current data for adequate assessment).

The preliminary database consisted of multiple components which should be considered for future development of a statewide database. The collected information included:

- (1) Occupation; (2) Agency/Board; (3) Department of Labor Occupational Classification; (4) Employment information such as annual numbers. Employment per 1000 jobs, average annual wages, and average hourly wage; (5) whether a license, certificate, or registration is required; (6) reported number of licenses; (7) Exam requirements; (8) Exam costs; (9) Licensing fees; (10) Renewal costs; (11) Moral character and/or felony restrictions; (12) Whether a criminal background check is required; (13) fees for late renewal; (14) residency restrictions; (15) Degree and Education requirements; (16) Non-formal education requirements; (17) On-the-job experience requirements; (18) demonstration of competence/knowledge requirements; (19) Requirements for Surety bonds, Insurance, or Reserve funds; (20) Workers compensation requirements; (21) requisite employment by licensed or authorized agency; (22) Age requirement; (23) Fiscal responsibility; (24) availability of provisional status and related provisional fees; (25) Continuing Education Credits for maintenance of license; (26) whether license/regulation or certificate is for an individual, business, or mix, (27) whether reinstatement is possible and related costs.

#### **d) Self-Assessment Tool:**

A Self-Assessment was developed for agency use as a recommended measure for self-evaluation of practices, processes, and requirements for licensure, registration or certification. This tool is not meant to be an exhaustive list of questions/inquires but rather facilitates examination of agency licensure issues and best practices from an agency perspective. This self-assessment tool was not meant to be collected by review committees but rather serve as the first step of self-evaluation to further facilitate discourse among relevant parties. The self-assessment tool has been included within the report.

#### **e) Occupational Licensing Questionnaire:**

The OLAG committee and four subcommittee chairs developed a 51 question survey to distribute to all licensing agencies. Using the Arkansas Workforce Services Directory, and subsequent database, the questionnaire expanded on the previously collected information in order to address the issues, concerns, and questions that have risen through the joint committee process. In order to



distribute the questionnaire a complete email list was generated. The questionnaire (Attachment C) is divided into distinct sections:

- General Information
- Agency Composition
- Agency Budget & Fees
- Application Process & Licensing Requirements
- Criminal History
- Reciprocity, Endorsement, & Military Families
- Agency Efficiency Efforts

### **3) Initial Findings:**

At the onset of the review process, it was necessary to generate Arkansas-specific data in order to better understand overall licensing issues within the state. Initial research and much of the focus the past several months has been in generating reliable information and in understanding the scope, size of occupational licensing within Arkansas. At the onset of the parallel group process, the Arkansas Workforce Services Directory (2017) was the most reliable and complete listing of occupational licenses for Arkansas.

Based on initial information derived from the Arkansas Workforce Services Directory, OLAG subsequently developed a self-assessment tool and an agency questionnaire to update the circulated information and to better understand barriers to entry, institutional processes and structures, etc. which were not captured within the directory.

Not only was OLAG working to develop unique, Arkansas specific-information but the parallel association with the RTRWG generated additional information/requests for clarification of mission. Responses to the inquiry from Representative Womack, Director Bassett, and Mr. Brech indicated multiple responses as to the role played by the occupational licensing boards/agencies (Table 3). Overwhelmingly, agencies responded that their primary aim was to protect public safety/public health and to ensure that practitioners had the proper training/expertise/knowledge needed to carry out professions.



Table 3. Agency/ Board Responses to Request for Justification for Licensure

Response	Response Rate (%)
Health/ Safety	63.8
Ensure Training/ Expertise	48.9
Public Interest and/or Welfare	31.9
Statute/ Mandated	23.4
Federal Compliance and/or Universally Licensed	23.4
Oversight of Practitioners/ Ensure No Criminal Behavior	19.1
Reciprocity	12.8
Review Complaints	12.7
Legal/ Uphold Law Standards	8.5

Upon completion of the Self-Assessment tool, it became necessary to generate a complete listing of all agencies/boards/commissions and associated licenses, registrations, certifications, credentials, permits, etc. An email distribution list was generated and the Occupational Licensing Questionnaire was distributed to all relevant agencies. The questionnaire had over an 80% response rate from the original entities and there was a generation of new licenses, certificate, registrations, and commissions/ boards not previously included within the Workforce Services Directory. A complete listing of all agencies and occupations was generated as a result of the data collecting process. (Attachment D)

Using the responses from the questionnaire a total number of occupational licenses, certificates, permits, and credentials was generated. The total number of occupational licenses, certificates, registrations, credentials, permits, and commissions for Arkansas was 650,196. (Attachment E) The 650,196 number can be subdivided between respondent agencies and non-respondent agencies. For those non-respondent agencies numbers were derived from the Arkansas Workforce Service Directory (representing a variety of years: FY2014 to FY2017) as those numbers were the only quasi-reliable numbers to use for some projection of total output. For respondent agencies, the distribution of licenses, certificates, registrations, permits, and credentials were generated. Overall, licenses represented about 59% of the total number (approximately 260,000) respondent to the questionnaire while registration represented 39% (approximately 170,000) of the total number responded. Certifications, Permits, and Credentials combined accounted for less than two-percent of those responding to the questionnaire.

It should be noted that the 650,196 does not represent just individuals within occupations but rather total output of licensing agencies and can include all forms of licensing for individuals, businesses, occupational permits that are in addition to other forms licensing, and even non-personnel licensing (e.g., EMT vehicle permits). Additionally, total counts do not represent only Arkansans within the count as a large percentage of the total RAW



output includes those outside of Arkansas who are credentialed in some capacity for Arkansas. Furthermore, this data is delimited in that the questionnaire was constructed to represent FY2017 and asked for new (initial) and renewals for licensing/ certifications/ registrations/ permits. In some instances, the numbers do not capture total licensing for some agencies (e.g., Nursing) as they may be on multi-year renewals and not necessarily renewable within FY2017. Thus, actual counts of productivity may be higher than indicated within the count. The actual counts may be varied in that registrations and certifications are often non-renewable so current counts within some agencies do not include previous registrations and certifications issued.

As part of the Occupational Licensing Survey, agencies were asked to respond on what resources were needed moving forward to better address service delivery, efficiencies, and to reduce barriers. Overwhelmingly, agencies responded that some form of technology – implementation of new or updating existing technologies – were needed. (Table 4)

**Table 4**

Resource Needed	Specific Area for Resource	Agency
Technology	Online Platform (e.g., Online Application; Online Payment; Online Renewal)	<i>Agriculture Department, Arkansas (In Progress)</i> <i>Auctioneers Licensing Board, Arkansas</i> <i>Chiropractic Examiners, Arkansas State Board of</i> <i>Collection Agencies, Arkansas State Board of</i> <i>Fire Training Academy, Arkansas</i> <i>Foresters, State of Arkansas Board of Registration for</i> <i>Health, Arkansas Department of</i> <i>Natural Resource Commission, Arkansas</i> <i>Speech-Language Pathology and Audiology, Arkansas Board of Examiners in</i> <i>Towing and recovery Board, State of Arkansas</i> <i>Water Well Construction Commission, State of Arkansas</i> <i>Veterinary Medical Examining Board, State of Arkansas</i>
	Website (e.g., Updated or Created)	<i>Collection Agencies, Arkansas State Board of</i>



		<p><i>Examiners of Alcoholism &amp; Drug Abuse Counselors, State Board of Foresters, State of Arkansas Board of Registration for Hearing Instrument Dispensers, Arkansas Department of Police Arkansas State, Regulatory Services Division Psychology Board, Arkansas</i></p>
	<p>Database (e.g., Update' Expansion; Modification; Creation)</p>	<p><i>Engineers and Professional Surveyors, Arkansas State Board of Licensure for Professional Pharmacy, Arkansas State Board of Physical Therapy, Arkansas State Board of Psychology Board, Arkansas (Automation)</i></p>
	<p>Software</p>	<p><i>Medical Board, Arkansas State (Document Mgt, Software) Motor Vehicle Commission, Arkansas Psychology Board, Arkansas Social Work Licensing Board, Arkansas (Security)</i></p>
	<p>General Technology Improvements (e.g., new computers)</p>	<p><i>Education, Arkansas Department of Environmental Quality, Arkansas Department of (underway) Police Arkansas State, Regulatory Services Division (mobile devices for use with required exams) Psychology Board, Arkansas</i></p>
	<p>IT Personnel/ Training</p>	<p><i>Education, Arkansas Department of (Programmer needed) Labor, Arkansas Department of Medical Board, Arkansas State (IT Personnel - website) Social Work Licensing Board, Arkansas (Training)</i></p>
<p>Personnel</p>	<p>Hire Add'l Employees</p>	<p><i>Counseling, Arkansas Board of Examiners in Education, Arkansas Department of (Programmer needed)</i></p>



		<i>Health, Arkansas Department of Medical Board, Arkansas State (IT Personnel – website) Real Estate Commission, Arkansas (Administrative)</i>
	Inadequate Pay for Current Employees	Accountancy, Arkansas State Board of Public
	Understaffing/ Turnover	<i>Environmental Quality, Arkansas Department of Real Estate Commission, Arkansas</i>
Equipment	Vehicle	<i>Counseling, Arkansas Board of Examiners in</i>
	Operational Funds	<i>Counseling, Arkansas Board of Examiners in</i>
	Space-related issues	<i>Counseling, Arkansas Board of Examiners in</i>
Process	Statutory Changes	<i>Labor, Arkansas Department of</i>
	Potential Merger	<i>Counseling, Arkansas Board of Examiners in</i>
None Identified	<i>Appraiser Licensing and Certification Board, Arkansas  Athletic Training, Arkansas State Board of  Barber Examiners, Arkansas State Board of  Bail Bondsmen Licensing Board, Arkansas Professional  Dental Examiners, Arkansas State Board of  Embalmers and Funeral Directors, Arkansas State Board of  Law Enforcement Standards and Training, Arkansas Commission on  Liquefied Petroleum Gas Board, Arkansas  Manufactured Home Commission, Arkansas  Nursing, Arkansas State Board of  Optometry, Arkansas State Board of  Private Career Education, State Board of  Racing Commission, Arkansas State, Arkansas Department of  Finance and Administration  Securities Department, Arkansas  Supreme Court of Arkansas, Office of Professional Programs,  Arkansas State Board of Law Examiners</i>	

Additional analysis of the survey will be conducted and reported from the Occupational Licensing Group as part of the process for the multi-state Consortium process.



**OCCUPATIONAL LICENSING ADVISORY GROUP MEMBERS**

Department of Career Education	Randy Prather
State Board of Private Career Education (ADHE)	Alana Boles
Department of Education	Johnny Key
Department of Community Correction	Carrie Williams
Arkansas Veterans Coalition	Don Berry
Citizen/Consumer	E. Ray Hackworth
State Chamber of Commerce	Randy Zook
Arkansas AFL-CIO	Alan Hughes
Two-year colleges	Michael Dewberry
State Board of Nursing	Sue Tedford
State Medical Board	Karen Whatley*
American Institute of Architects (Arkansas)	Brent Stevenson
Arkansas Agriculture Department	Wes Ward
Arkansas State Policy – Regulatory Division	Mary Claire McLaurin
Arkansas Real Estate Commission	Gary Isom (Chair)
State Board of Barber Examiners	Michael Wooldridge
State Board of Cosmetology	Connie Melton
Department of Labor	Ron Baker
Contractors Licensing Board	Gregory Crow
Department of Health	Bob Higginbottom
Department of Environmental Quality	Becky W. Keogh
Arkansas Racing Commission	Smokey Campbell
Arkansas Veterinary Board	Cara E. Tharp
Arkansas Manufactured Home Commission	Aaron Howard
Arkansas House of Representatives	Austin McCollum

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**Buddy Johnson, Parliamentarian/Coordinator of Legislative Services, House of Representatives**

**Robin Voss, Grant Coordinator, House of Representatives**

**Dr. Derek Slagle, Special Projects Coordinator, Arkansas House of Representatives**

**Brindon Dixon, Administrative Analyst, Department of Workforce Services/Red Tape Reduction Working Group**

\*Although part of the original OLAG, Ms. Whatley transferred from her position as the Executive Director of the Medical Board over to the Governor’s office and thereby relinquished her membership on the Occupational Licensing Advisory Group.



## THE SELF-ASSESSMENT PROCESS

The following is a recommended process for an agency to self-evaluate a licensure, registration or certification program. This is not intended to be an exhaustive list of questions/inquires. Each entity must determine the appropriate questions to ask to make a proper evaluation. Each licensing, registration, certification program will have vastly different targeted issues. Included in this document are definitions of certain terms.

### Definitions:

- A. Public Health, Safety and Welfare** – Protections against items or events which can cause disease, illness, injury to a person or property, or which can cause financial harm or have detrimental effects on the public good.
- B. Licensing** – A process of legally authorizing an individual or entity to perform a task or service that includes meeting certain qualifications or standards. Those qualifications or standards vary greatly but can include education, training, experience, testing, background investigations, etc.
- C. Registration** – A process of legally authorizing an individual or entity to perform a task or service that generally requires only the registration of information. A registration will generally not require the individual or entity to provide evidence of education, training, experience, successful completion of testing, etc. A registration program may require the submission of proof of insurance or bonding and at times may require proof of having obtained a certification. Provisions within registration statutes may allow for the revocation of the registration in the event the registrant commits certain acts or omissions.
- D. Certification** – A certification is generally a credential issued by a nongovernmental entity certifying that the individual or entity being certified has met a certain level of education, training, experience, testing, etc. A governmental entity may require an applicant for a license or registration to have obtained a certification in order to obtain a license or to register.



## THE SELF-ASSESSMENT PROCESS

### RECOMMENDED PROCESS FOR EVALUATION

1. Identify the particular license, registration, certification program to be reviewed.
2. Identify all relevant stakeholders (i.e., affected consumers, licensees, etc.)
3. Identify the public health, safety and welfare issues that are being attempted to be addressed by your program.
  - a. Identify the causes of the public health, safety and welfare issues being targeted.
  - b. Assess level of impact to the consumer.
  - c. Identify the current safeguards in place to protect the consumer.
  - d. Does the occupational license, registration or certification provide protection for the consumer from the identified issues? If so, how?
4. If the license/registration in question ceased to exist what would be the effect on the consumers?
5. Evaluate the current safeguards to determine if they are overly burdensome.
  - a. What is the burden on the licensee to obtain the license, registration or certification?
    - I. Are there education requirements to obtain the license, registration or certification?
      - a. What are the requirements?
      - b. Are they necessary to protect the consumer? If so, why?
      - c. Is there a lesser educational requirement that could be used to reduce the burden to the licensee while still protecting the consumer?
    - II. Are there experience/training requirements to obtain the license, registration or certification?
      - a. What are the requirements?
      - b. Are they necessary to protect the consumer? If so, why?
      - c. Is there a lesser experience/training requirement that could be used to reduce the burden to the licensee while still protecting the consumer?
    - III. What is the cost to the licensee?
      - a. Direct cost
      - b. Secondary cost
  - b. What is the burden on the licensee to maintain/renew the license, registration or certification?
    - I. Are there continuing education requirements?
      - a. If so, are the continuing education requirements necessary to protect the consumer? If yes, why?
      - b. Is the continuing education program achieving its objective?
    - II. What is the cost to the licensee?
      - a. Direct cost
      - b. Secondary cost
6. Do those licensed, registered or certified view the requirements to be overly burdensome in either obtaining or maintaining a license?



7. Are there reciprocity programs with other states?
  - a. If no, why not? Can they be established?
  - b. If yes, can they be expanded or otherwise modified to ease the crossing of jurisdictional lines?
8. How does the licensing, registration or certification program affect veterans, members of the military and their spouses?
  - a. Are their mechanisms in place to address any adverse effect of the licensing, registration or certification program upon veterans, members of the military and their spouses?
  - b. If no, can they be implemented?
9. How does the licensing, registration or certification program affect those with criminal histories?
  - a. Are criminal background checks required? If so, are they necessary?
  - b. Does a criminal history automatically disqualify an applicant?
10. How do the requirements compare to those of other states? Particularly those states in close proximity to Arkansas.
11. What would be the alternative to the licensing, registration or certification program?
  - a. What would be the cost of the alternative?
  - b. What would be the effectiveness of any alternative looking at all of the items used to review the current program?
12. Are there other protections that should be put in place for the protection of consumers? If so, what are they?
13. Are there internal, procedural changes that can be made to lessen any of the burdens identified above?
14. Determine what actions/changes should be made:
  - a. Internal procedures or policies, or
  - b. Rule modification or deletion, or
  - c. Legislative change.
15. What specific steps have been made in the last 12 months to modify/eliminate rules to reduce the regulation burden?
16. What specific steps are already planned for the next year to modify/eliminate rules to reduce the regulation burden?



## OCCUPATIONAL LICENSING QUESTIONNAIRE

### General Information

1. Please state the name of your agency.
2. In what year was your agency created?
3. Please list the types of licenses issued by your agency. If your agency issues certifications or registrations, please include that information as well.
4. How many applications did your agency receive during the 2017 calendar year? If your agency issues more than one type of license, please break it down by type.
5. How many initial licenses did your agency issue during the 2017 calendar year? If your agency issues more than one type of license, please break it down by type.
6. What was the average turnaround time for licensure (the time the application was completed to the day the license was issued)?
7. Are initial licenses only issued at board or commission meetings? If yes, can a temporary permit, or something similar, be issued in between meetings?
8. How many licenses did your agency renew during the 2017 calendar year? If your agency issues more than one type of license, please break it down by type.
9. How many complaints regarding licensees did your agency receive during the 2017 calendar year?
10. Were all the complaints reviewed by the board or commission?
11. How many of those complaints resulted in disciplinary action?
12. How many of those complaints resulted in an appearance before the agency?
13. How many of those complaints were closed without action?

### Agency Composition

14. How many agency employees are involved in the licensing process, and what is their title and paygrade?
15. Does your agency have a governing board or commission?
16. How many members make up the board or commission?
17. How many of the members are licensees?
18. How many of the members are general public (i.e., non-practitioner)?
19. Does your agency have any legislatively mandated sub-committees?
20. How often do the board, commission or sub-committees meet?

### Agency Budget and Fees

21. Is the agency's budget in line with its actual costs, and how does that affect the agency's cash fund balance each year?
22. If the agency's cash fund balance exceeds at least one year's budget, has the agency considered lowering or waiving fees?
23. What fees does the agency charge to an applicant during initial application process? If your agency issues more than one type of license, please break it down by type.
24. What fees does the agency charge a licensee to renew their license? If your agency issues more than one type of license, please break it down by type.
25. How often do your licenses renew?
26. Does the agency offer online renewals, and if so, is online renewal required?



**Application Process and Licensing Requirements**

27. Is online application available? If yes, is online application required? If no, are application forms available online?
28. What educational requirements, if any, are required for each license type?
29. Are educational transcripts from the original source required? If yes, please state the basis for an original source requirement (i.e. statute or agency policy). If by statute, please provide the citation.
30. What other information is required from the original source? Please make sure to include the basis for an original source requirement (i.e. statute or agency policy). If by statute, please provide the citation.
31. Can your agency grant waivers to applicants for certain requirements? If yes, please list the waivers that the agency has granted.
32. Is an examination required for licensure? If yes, please state the basis for the examination requirement (i.e. statute or agency policy). If by statute, please provide the citation.
33. What work experience, if any, is required for each license type?
34. Do any licenses issued by your agency require an underlying certification or registration? If yes, please state the license type and required certification/registration.
35. Do any licenses issued by your agency require apprenticeship training? If so, are these programs registered with the United States Department of Labor?

**Criminal History**

36. Are criminal background checks required for licensure? If yes, please state the basis for the background check (i.e. statute or agency policy). If by statute, please provide the citation.
37. Can a person with a criminal history receive a license from your agency? If no, please provide if this is by statute or agency policy. If by statute, please provide the citation.
38. How many people were denied a license by your agency during the 2017 calendar year due to their criminal history? Please provide a description of the crime used to deny the license.
39. Can the agency provide a waiver to applicants that have a criminal history? If yes, state the number of people with criminal histories who received a license during the 2017 calendar year and a description of the crime that was committed.
40. Does your agency have a moral character clause in its statutes? If yes, please provide the citation.

**Reciprocity, Endorsement and Military Families**

41. How many licenses did your agency issue during the 2017 calendar year by reciprocity or endorsement? If your agency issues more than one type of license, please break it down by type.
42. Are there other methods of licensure besides reciprocity or endorsement utilized by your agency (i.e. transfer, recognition, compacts)? If yes, please explain.
43. What procedures has your agency put into place to expedite licensure for military veterans and/or military spouses?

**Agency Efficiency Efforts**

44. What steps has the agency taken to ensure that costs associated with licenses are reasonable?
45. What steps has the agency taken to ensure its educational requirements are not overly burdensome?



46. What steps has the agency taken to ensure that license requirements do not create unnecessary barriers to the workforce?
47. What steps has the agency taken to ensure its licensing process is as efficient as possible?
48. Has the agency made any recent changes to its statutes, rules and regulations or internal policies, or have plans to do so to improve these areas of concern?
49. What additional resources, if any, does the agency need to improve licensure (technology, personnel, etc.)?
50. How do licenses issued by the agency affect the health, safety and welfare of the citizens of Arkansas?
51. Overall, is the agency issuing licenses in the least restrictive ways possible, while still maintaining public protection?



**List of Arkansas Agencies/Boards/Commissions and Associated Occupations/Regulations**

Responded:

<i>Accountancy, Arkansas State Board of Public</i>
Certified Public Accountant
<i>Agriculture Department, Arkansas**</i>
State Plant Board Pest Control Program*
License Holder/ Business*
Licensed Operator/ Applicator
Agent (Registration)*
Noncommercial Applicator (Certificate)*
Nursery Program
Nurseryman
Nursery Dealer
Landscaper
Ginseng Dealer*
Vegetable Grower*
Apiary Program*
Beekeeper (Registration)*
Certification & Licensing Program
Firms' Commercial Applicator Licenses
Firms' Custom Applicator Permits
Firms' Tree Injector Permits
Individual Commercial Applicator Licenses
Commercial Applicator Technician Licenses Registration Program*
Pesticide (Registration)*
Restricted Use Pesticide Dealer Licenses*
Bulk Pesticide Dealer Licenses*
Seed Program
Seed Dealer/ Labeler (Business or Individual)
Seed Treater Restricted-Use Pesticide License
Licensed Plant Breeder



<p style="text-align: center;"><b>Feed and Fertilizer Division</b></p>
<p style="text-align: center;">                 Feed Facility Licenses*                  Feed Exemption Permit*                  Fertilizer (Registration)*                  Fertilizer Facility License – Arkansas Firms Only                  Lime (Registration)*                  Lime Vendor License*                  Soil Amendment (Registration)*                  Agricultural Consultants License                  Grain Warehouse License                  Grain Dealer License                  Catfish Processor License             </p>
<p style="text-align: center;"><b>Livestock and Poultry Commission*</b></p>
<p style="text-align: center;">                 Egg handler permits*                  Livestock Dealer License**                  EIA Verifier License**                  Pullorum-Typhoid Licenses – Private Tester &amp; Commercial Tester*             </p>
<p style="text-align: center;"><i>Appraiser Licensing and Certification Board, Arkansas</i></p>
<p style="text-align: center;">                 State Licensed Appraiser                  State Registered Appraiser*                  Certified Residential Appraiser*                  Certified General Appraiser*                  Non-Resident State Licensed Appraiser*                  Non-Resident Certified Residential Appraiser*                  Non-Resident Certified General Appraiser*                  Temporary State Licensed Appraiser*                  Temporary Certified Residential Appraiser*                  Temporary Certified General Appraiser*                  Appraisal Management Company Registration*             </p>
<p style="text-align: center;"><i>Athletic Training, Arkansas State Board of</i></p>
<p style="text-align: center;">Athletic Trainer</p>
<p style="text-align: center;"><i>Auctioneers Licensing Board, Arkansas</i></p>
<p style="text-align: center;">Auctioneer</p>
<p style="text-align: center;"><i>Barber Examiners, Arkansas State Board of</i></p>
<p style="text-align: center;">                 Barber (Registration)                  Barber Instructor             </p>
<p style="text-align: center;"><i>Bail Bondsmen Licensing Board, Arkansas Professional</i></p>
<p style="text-align: center;">Bail Bondsmen</p>



<i>Chiropractic Examiners, Arkansas State Board of</i>
Chiropractor
<i>Collection Agencies, Arkansas State Board of</i>
Collection Agency Collection Agency Collector (registration)
<i>Contractors Licensing Board, State of Arkansas</i>
Commercial Contractor Residential Building Contractor Residential Home Improvement Specialty Contractor Residential Remodeler Contractor
<i>Counseling, Arkansas Board of Examiners in</i>
Licensed Associate Counselor (LAC) Licensed Associate Marriage and Family Therapist (LAMFT) Licensed Marriage and Family Therapist (LMFT) Licensed Professional Counselor (LPC)
<i>Dental Examiners, Arkansas State Board of</i>
Dental Hygienist Dentist Registered Dental Assistant
<i>Education, Arkansas Department of</i>
Career Technical Permit** Provisional License** Standard License** Standard Lifetime Teaching License** Standard – Adding Area/ Degree**
<i>Embalmers and Funeral Directors, Arkansas State Board of</i>
Embalmer Embalmer Apprentice (Registration) Funeral Director Funeral Director Apprentice (Registration) Funeral Establishment Type A: Funeral Establishment Funeral Establishment Type B: Mortuary Service Funeral Establishment Type C: Crematory Funeral Establishment Type D: Transport Service Firm
<i>Engineers and Professional Surveyors, Arkansas State Board of Licensure for Professional</i>
Engineer Intern Professional Engineer Professional Surveyor Surveyor Intern Certificate of Authorization (C.O.A.) for firms*



<i>Environmental Quality, Arkansas Department of**</i>
Office of Air Quality Asbestos Section
Asbestos Abatement Air Monitor Asbestos Abatement Contractor/ Consultant Asbestos Abatement Contractor Supervisor Asbestos Abatement Worker Asbestos Inspector Asbestos Management Planner Asbestos Project Designer Asbestos Training Provider
Operations*
Clandestine Laboratory Remediation Contractor*
Regulated Waste Operations Office of, Land Resources Licensing Program
Illegal Dumps Control Officer Solid waste Management Facility Operator Used Tire Transporter (previously listed as Waste Tire Transporter) Hazardous Waste Facility Operator* Environmental Certification/ Phase 1*
Water Division
Wastewater Treatment Plant Operator
<i>Examiners of Alcoholism &amp; Drug Abuse Counselors, State Board of*</i>
Licensed Alcoholism & Drug Abuse Counselor* Licensed Associate Alcoholism & Drug Abuse Counselor*
<i>Fire Protection Licensing Board, Arkansas</i>
Class A Hydrostatic Testing Technician Class A Hydrostatic Testing Firms* Class B Hydrostatic Testing Firms* Class B Hydrostatic Testing Technician Fire Sprinkler Inspector Fire Sprinkler Apprentice (Permit)* Fire Sprinkler Responsible Managing Employee (RME) Fixed Fire Protection System Technician Portable Fire Extinguisher Technician Sprinkler Fitter Portable Fire Apprentice (Permit)* Fire Sprinkler Firms* Portable Fire Firms* Fixed Fire Firms*



*Fire Training Academy, Arkansas*

- Firefighter I (certificate)\*
- Firefighter II (certificate)\*\*
- Firefighter Standards (certificate)\*
- Instructor I (certificate)\*
- Instructor II (certificate)\*
- Officer I (certificate)\*
- Officer II (certificate)\*
- Officer III (certificate)\*
- Inspector I (certificate)\*
- Inspector II (certificate)\*
- Inspector III (certificate)\*
- Rescue Core (certificate)\*
- Confined Space (certificate)\*
- Trench Rescue (certificate)\*
- Rope Rescue (certificate)\*
- Haz Mat Ops (certificate)\*
- Haz Mat Awareness (certificate)\*
- Driver Operator (certificate)\*
- Arson Investigation (certificate)\*
- Emergency Medical (certificate)\*
- First Responder (certificate)\*

*Foresters, State of Arkansas Board of Registration for*

Forester

*Health, Arkansas Department of*

**Athletic Commission**

- Athletic Manager
- Athletic Promoter/ Matchmaker
- Boxer/ Kick Boxer
- Competitive Sports Judge
- Event Coordinator
- Mixed Martial Artist
- Professional Wrestler
- Referee
- Ring Announcer
- Seconds/ Corner
- Timekeeper



	<b>Cosmetology Section</b>
	Cosmetologist Cosmetology Instructor Electrologist Esthetician Manicurist
	<b>Engineering Section</b>
	Water Distribution Operator Water Treatment Operator
	<b>Emergency Medical Services</b>
	Advanced EMT Emergency Medical Technician Paramedic Instructor* Community Paramedic* Ambulance Services* (non-personnel) Emergency Vehicle Permits* (non-personnel)
	<b>Environmental Epidemiology, Lead-based paint Program</b>
	Lead-based Paint Abatement Contractor/ Consultant Lead-based Paint Abatement Inspector (Certificate) Lead-based Paint Abatement Project Designer (Certificate) Lead-based Paint Abatement Risk Assessor (Certificate) Lead-based Paint Abatement Supervisor (Certificate) Lead-based Paint Abatement Training Provider Lead-based Paint Abatement Worker (Certificate)
	<b>Environmental Health</b>
Representative	Body Piercers Onsite Wastewater System Monitor Permanent Cosmetic Artist Septic System Designer/ Sewage Disposal Systems Designated  Septic Tank Cleaner Septic Tank Installer Septic Tank Manufacturer Tattoo Artist
	<b>Health Facility Services</b>
	Orthotic/ Prosthetic Assistant Orthotist/ Prosthetist Pedorthist Perfusionist
	<b>Massage Therapy Section</b>
	Massage Therapist



<p>Medical Waste Program*</p> <p>Medical Waste Transporter Permit License*</p> <p>Medical Waste Treatment/ Storage/ Disposal (TSD) facility*</p>
<p>Protective Health Codes</p> <p>Apprentice Plumber</p> <p>Backflow Assembly Testing (Certificate)</p> <p>Backflow Repair (Certificate)</p> <p>Gas Fitter</p> <p>Gas Fitter Supervisor*</p> <p>Gas Fitter Trainee*</p> <p>Governmental Maintenance Plumber</p> <p>Hospital maintenance Plumber</p> <p>Hospital Maintenance Trainee Plumber*</p> <p>HVAC/R Contractor</p> <p>Class A</p> <p>Class B</p> <p>Class C</p> <p>Class D</p> <p>Class E</p> <p>HVAC/R Lifetime</p> <p>HVAC/R Mechanical Inspector (Certificate)**</p> <p>HVAC Registrant</p> <p>Journeyman Plumber</p> <p>Master Plumber</p> <p>Municipal Plumbing Inspector (Certificate)*</p> <p>Lifetime Master Plumber*</p> <p>Plumbing and Gas Inspector</p> <p>Restricted Water and Service Line Installer</p> <p>Solar Mechanic Plumber</p> <p>Solar Mechanic Supervisor*</p> <p>Solar Mechanic Trainee*</p>
<p>Radiation Control Section, Radiologic Technology Licensure Program</p> <p>Cardiovascular Invasive Specialist (LSL)/ Limited Specialty License</p> <p>Limited Technologist License (LTL)</p> <p>Limited License Technologist (LLT)/ Limited License X-ray Technologist</p> <p>Nuclear Medicine Technologist</p> <p>Radiation Therapy Technologist</p> <p>Radiologic Technologist (Radiographer)</p>
<p><i>Hearing Instrument Dispensers, Arkansas Department of</i></p>
<p>Hearing Instrument Dispenser</p>



<i>Labor, Arkansas Department of**</i>
Boiler Inspection Division
Boiler Inspector (Insurance) Boiler Inspector (State) Boiler Installer Boiler Operator Boiler Repairer
Blaster Certification Program*
Blaster Certification*
Board of Electrical Examiners
Air Conditioning Electricians Electrical Apprentice Electrical Contractor Industrial Maintenance Journeyman Electrician Master Electrician Residential Journeyman Electrician Residential Master Electrician Specialist Sign Electrician
Elevator Safety Division
Accessibility Technician Elevator Contractor Elevator Inspector Elevator Mechanic
Labor Standards Division
Employment Agency Manager Employment Agent (Interviewer) Employment Counselor
<i>Law Enforcement Standards and Training, Arkansas Commission on</i>
Law Enforcement Officer Firearms Safety Training Instructor**
Pawnbroker Licensure Commission*



<i>Liquefied Petroleum Gas Board, Arkansas</i>
Class 1 permit* Class 2 permit* Class 3 permit* Class 4 permit* Class 5 permit* Class 6 permit* Class 7 permit* Class 8 permit* Class 9 permit* Class 10 permit* DOT/ASME (Certificate)* Installation (Certificate)* TD (Certificate)* TD/ASME (Certificate)* TDI (Certificate)* TDXT (Certificate)* SS (Certificate)*
<i>Manufactured Home Commission, Arkansas</i>
Manufactured Home Installer Manufactured Home Installer Retailer Manufactured Home Manufacturer Manufactured Home Retailer Manufactured Home Salesperson Modular Home Installer Modular Home Manufacturer Modular Home Retailer Modular Home Salesperson
<i>Medical Board, Arkansas State</i>
Occupational Therapist (OT) Occupational Therapists Assistant (OTA) Physician (MD/DO) Physician Assistant (PA) Radiologist Assistant/ Radiology Practitioner Assistant Respiratory Therapist Medical Corporations (registered)* Surgical Technologists (registered)*



<i>Motor Vehicle Commission, Arkansas</i>
<p>Motor Vehicle Dealer, New          Motor Vehicle Lessor, New          Motor Vehicle Management/ Financier/ Salesperson, New          Motor vehicle Manufacturer/ Distributor Representative, or Branch, New          Motor vehicle Manufacturer/ Distributor Representative, New</p>
<i>Natural Resource Commission, Arkansas*</i>
<p>Nutrient Applicator License (Commercial and Private) *          Nutrient Management Plan Writer Certification*          Poultry Feeding Operation Registration*          Floodplain Administrator Accreditation Program*</p>
<i>Nursing, Arkansas State Board of</i>
<p>APRN: Certified Nurse Midwife (CNM)          APRN: Certified Nurse Practitioner (CNP)          APRN: Certified Registered Nurse Anesthetist (CRNA)          APRN: Clinical Nurse Specialist (CNS)          Licensed Practical Nurse (LPN)          Licensed Psychiatric Technician Nurse (LPTN)          Medication Assistant (MA-C)          Registered Nurse (RN)          Registered Nurse Practitioner (RNP)          Prescriptive Authority- Certification *</p>
<i>Optometry, Arkansas State Board of</i>
<p>Optometrist:          Primary          Corporation*          Branch*</p>
<i>Pharmacy, Arkansas State Board of</i>
<p>Pharmacist          Pharmacist Intern          Pharmacist Technician</p>
<i>Physical Therapy, Arkansas State Board of</i>
<p>Physical Therapist (PT)          Physical Therapist Assistant (PTA)</p>



<i>Police Arkansas State, Regulatory Services Division</i>
Private Investigators-Security-Alarm Installation and Monitoring
<ul style="list-style-type: none"> <li>Alarm Systems Agent</li> <li>Alarm Systems Apprentice</li> <li>Alarm Systems Monitor</li> <li>Alarm Systems Technician</li> <li>Class 'B' Security Contractor Manager</li> <li>Class 'C' Security Contractor/ Investigator Manager</li> <li>Class 'E' Alarm Systems Manager</li> <li>Class 'E-S' Single Station Manager</li> <li>Class 'G' Security Contractor/ Investigator/ Alarm Manager</li> <li>Commissioned School Security Officer (CSSO)</li> <li>Commissioned Security Officer</li> <li>Polygraph Examiner</li> <li>Private Investigator</li> <li>Private Security Officer (PSO)</li> <li>Security Department of a Private Business/ School Manager</li> <li>Training Administrator*</li> <li>Assistant Training Administrator*</li> <li>Voice Stress Analysis Examiner</li> </ul>
<i>Police Arkansas State, Regulatory Service Division</i>
Used Motor Vehicle Dealer
<i>Private Career Education, State Board of*</i>
Private Career School License*
<i>Psychology Board, Arkansas</i>
<ul style="list-style-type: none"> <li>Psychological Examiner</li> <li>Psychologist</li> <li>Psychologist Technician (Registration)*</li> </ul>



*Racing Commission, Arkansas State, Arkansas Department of Finance and Administration\*\**

Greyhound Racing

Clerk of Sales (Greyhound)  
Commission Judge  
Commission Veterinarian (Greyhound)  
Greyhound Helper  
Greyhound Lead-Out  
Greyhound Owner  
Mutuel Clerk  
Mutuels Director  
Paddock Judge (Greyhounds)  
Presiding Judge (Greyhounds)  
Racetrack Employee  
Racing Director  
Racing Secretary (Greyhound)  
Starter (Greyhound)  
Track Superintendent  
Trainer (Greyhound)

Thoroughbred

Clerk of Sales (Thoroughbreds)  
Commission Clocker  
Commission Veterinarian (Thoroughbreds)  
Horse Owner  
Horseshoer  
Jockey  
Jockey Agent  
Jockey Apprentice  
Mutual Clerk  
Paddock Judge (Thoroughbreds)  
Placing Judge (Thoroughbreds)  
Racetrack Employee  
Racing Agent  
Racing Secretary, Handicapper (Thoroughbreds)  
Starter (Thoroughbreds)  
Steward  
Track Superintendent  
Track Veterinarian (Thoroughbreds)  
Trainer (Thoroughbreds)  
Trainer Assistant



<i>Real Estate Commission, Arkansas</i>	
	<ul style="list-style-type: none"> <li>Real estate Broker</li> <li>Real Estate Salesperson</li> <li>Real Estate Duplicate Broker or Salesperson License*</li> <li>Real Estate School License*</li> <li>Real Estate Association License*</li> <li>Real Estate Principal Instructor License*</li> <li>Real Estate Associate Instructor License*</li> <li>Real Estate Course Approval*</li> <li>Timeshare Developer (Registration)</li> <li>Abbreviated Timeshare (Registration) (entity)</li> <li>Timeshare Broker (Registration)</li> <li>Timeshare Managing Agent (Registration) (entity or individual)</li> <li>Timeshare Acquisition Agent (Registration) (entity or individual)</li> <li>Timeshare Exchange Agent (Registration) (entity)</li> </ul>
<i>Securities Department, Arkansas</i>	
	<ul style="list-style-type: none"> <li>Currency Exchanger</li> <li>Investment Advisor (Registration)**</li> <li>Investment Advisor Representative (Registration)**</li> <li>Loan Officer</li> <li>Money Transmitter</li> <li>Mortgage Broker, Mortgage Banker, Mortgage Servicer</li> <li>Securities Agent Dealer (Registration)**</li> <li>Securities Broker – Dealer (Registration)**</li> <li>Branch Offices of Broker-dealers &amp; Investment Advisors*</li> <li>Agent of the Issuer*</li> </ul>
<i>Social Work Licensing Board, Arkansas</i>	
	<ul style="list-style-type: none"> <li>Licensed Certified Social Worker</li> <li>Licensed Master Social Worker</li> <li>Licensed Social Worker</li> <li>Licensed Master Social Worker Provisional*</li> <li>Licensed Social Worker Provisional*</li> <li>Licensed Certified Social Worker Business (Certificate of Registration) *</li> </ul>
<i>Speech-Language Pathology and Audiology, Arkansas Board of Examiners in</i>	
	<ul style="list-style-type: none"> <li>Audiologist</li> <li>Speech-Language Pathologist</li> <li>Speech-Language Pathology Assistant</li> <li>Speech-Language Pathologist Provisional*</li> </ul>
<i>Supreme Court of Arkansas, Office of Professional Programs, Arkansas State Board of Law Examiners</i>	
	<ul style="list-style-type: none"> <li>Attorney</li> </ul>



<i>Towing and recovery Board, State of Arkansas</i>
Consent/ Non-Consent Business License Tow Vehicle Permits
<i>Water Well Construction Commission, State of Arkansas</i>
Pump Installer Registration/ Apprentice Water Well Contractor Water Well Driller Registration/ Apprentice Water Well Rig Registration*
<i>Veterinary Medical Examining Board, State of Arkansas</i>
Veterinarian Veterinary Technician Corporate Veterinary Practice (Registration)*
<b>*New license/ certificate/ registration or not previously reported</b> <b>**Amended categorization of licenses</b>

**Agencies/ Boards and Licenses listed below responded after the data was compiled or failed to respond to the questionnaire. Thus, validity of licensing information not corroborated by the Occupational Licensing Advisory Group.**

<i>Abstracters Board, Arkansas</i>
Abstracter
<i>Acupuncture and Related techniques, Arkansas State Board of</i>
Acupuncturist
<i>Architects, Landscape Architects and Interior Designers, Arkansas State Board of</i>
Architect Interior Designer Landscape Architect
• Report received
<i>Court Reporter Examiners, Arkansas Board of Certified</i>
Certified Court Reporter
<i>Dietetics Licensing Board, Arkansas</i>
Dietitian
<i>Finance and Administration, Arkansas Department of</i>
Commercial Driver (Tractor-Trailer truck Driver)
<i>Geologists, Arkansas State Board of Registration for Professionals</i>
Registered Geologists
<i>Health, Arkansas Department of</i>
Women's Health
Licensed Lay Midwife



<i>Home Inspector Registration Board, Arkansas</i>
Home Inspector
<i>Human Services, Arkansas Department of**</i>
Division of Child Care and Early Childhood Education, Child Care Licensing
Child Care Provider
Human Services, Arkansas Department of, Office of Long Term Care
Nursing Assistant (Certified) Nursing Home Administrator
<i>Insurance Department, Arkansas, Licensing Division</i>
Claims Adjuster Insurance Broker (Surplus Line) Insurance Consultant Insurance Sales Producer (Agent) Managing General Agent (MGA) {Insurance} Third party Administrator (TPA){Insurance}
<i>Opticians, Arkansas State Board of Dispensing</i>
Dispensing Optician Dispensing Optician Apprentice
<i>Podiatric Medicine, Arkansas Board of</i>
Podiatrist
<i>Sanitarians, Arkansas State Board of Registered Professional</i>
Sanitarian
<i>Secretary of State, Office of</i>
Lobbyist
<i>Secretary of State, Office of the, business and Commercial Service Division</i>
Notary Public
<i>Soil Classifiers, Arkansas State Board of, registration for Professional</i>
Soil Classifier



**ATTACHMENT E**

<b>Total Number of Arkansas Licenses/Certifications/Registrations/Credentials/Permits</b>			
<b>Agencies Responding to Questionnaire</b>	<b>Initial</b>	<b>Renew**</b>	<b>Total</b>
<i>Accountancy, Arkansas State Board of Public</i>	173	6479	6652
<i>Agriculture Department, Arkansas</i>	17438	8368	25806
<i>Appraiser Licensing and Certification Board, Arkansas</i>	276	1083	1359
<i>Athletic Training, Arkansas State Board of</i>	52	299	351
<i>Auctioneers Licensing Board, Arkansas</i>	59	820	879
<i>Barber Examiners, Arkansas State Board of</i>	800	4615	5415
<i>Bail Bondsmen Licensing Board, Arkansas Professional</i>	157	475	632
<i>Chiropractic Examiners, Arkansas State Board of</i>	30	621	651
<i>Collection Agencies, Arkansas State Board of</i>	122	1302	1424
<i>Contractors Licensing Board, State of Arkansas</i>	1199	15054	16253
<i>Counseling, Arkansas Board of Examiners in</i>	363	1383	1746
<i>Dental Examiners, Arkansas State Board of</i>	870	3775	4645
<i>Education, Arkansas Department of</i>	3051	9385	12436
<i>Embalmers and Funeral Directors, Arkansas State Board of</i>	247	1799	2046
<i>Engineers and Professional Surveyors, Arkansas State Board of Licensure for Professional</i>	959	6140	7099
<i>Environmental Quality, Arkansas Department of</i>	2280	5712	7992
<i>Examiners of Alcoholism &amp; Drug Abuse</i>	171	166	337



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<i>Counselors, State Board of</i>			
<i>Fire Training Academy, Arkansas</i>	1568		1568
<i>Foresters, State of Arkansas Board of Registration for</i>	7	434	441
<i>Health, Arkansas Department of</i>	4465	38212	42677
<i>Hearing Instrument Dispensers, Arkansas Department of</i>	8	61	69
<i>Labor, Arkansas Department of</i>	1789	15330	17119
<i>Law Enforcement Standards and Training, Arkansas Commission on</i>	NR	0	
<i>Liquefied Petroleum Gas Board, Arkansas</i>	17	402	419
<i>Manufactured Home Commission, Arkansas</i>	123	249	372
<i>Medical Board, Arkansas State</i>	1434	15080	16514
<i>Motor Vehicle Commission, Arkansas</i>	1678	5517	7195
<i>Natural Resource Commission, Arkansas</i>	3143	186	3329
<i>Nursing, Arkansas State Board of</i>	3072	28412	31484
<i>Optometry, Arkansas State Board of</i>	24	503	527
<i>Pharmacy, Arkansas State Board of</i>	3183	16715	19898
<i>Physical Therapy, Arkansas State Board of</i>	285	3583	3868
<i>Police Arkansas State, Regulatory Services Division</i>	3774	4445	8219
<i>Private Career Education, State Board of</i>	15	250	265
<i>Psychology Board, Arkansas</i>	26	992	1018
<i>Racing Commission, Arkansas State, Arkansas Department of Finance and Administration</i>		3609	3609
<i>Real Estate Commission, Arkansas</i>	1767	12811	14578
<i>Securities Department, Arkansas</i>	13346	128009	141355
<i>Social Work Licensing Board, Arkansas</i>	598	1249	1847



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<i>Speech-Language Pathology and Audiology, Arkansas Board of Examiners in</i>	832	3199	4031
<i>Supreme Court of Arkansas, Office of Professional Programs, Arkansas State Board of Law Examiners</i>	273		273
<i>Towing and recovery Board, State of Arkansas</i>	NR	NR	
<i>Water Well Construction Commission, State of Arkansas</i>	72	1068	1140
<i>Veterinary Medical Examining Board, State of Arkansas</i>	90	1475	1565
<b>Total Respondent</b>	<b>69836</b>	<b>349267</b>	<b>419103</b>
<b>Nonrespondents</b>			<b>Total</b>
<i>Abstracters Board, Arkansas</i>			250
<i>Acupuncture and Related techniques, Arkansas State Board of</i>			29
<i>Architects, Landscape Architects and Interior Designers, Arkansas State Board of</i>			2302
<i>Court Reporter Examiners, Arkansas Board of Certified</i>			365
<i>Dietetics Licensing Board, Arkansas</i>			701
<i>Finance and Administration, Arkansas Department of</i>			139688
<i>Fire Protection Licensing Board, Arkansas</i>			1396
<i>Geologists, Arkansas State Board of Registration for Professionals</i>			675
<i>Health, Arkansas Department of</i>			27
<i>Home Inspector Registration Board, Arkansas</i>			296
<i>Human Services, Arkansas Department of**</i>			33364
<i>Insurance Department, Arkansas, Licensing Division</i>			NR



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<i>Opticians, Arkansas State Board of Dispensing</i>			NR
<i>Podiatric Medicine, Arkansas Board of</i>			110
<i>Police Arkansas State, Administrative Service Division, Trooper Recruiting</i>			531
<i>Sanitarians, Arkansas State Board of Registered Professional</i>			158
<i>Secretary of State, Office of</i>			NR
<i>Secretary of State, Office of the, business and Commercial Service Division</i>			51000
<i>Soil Classifiers, Arkansas State Board of, registration for Professional</i>			36
<b>Total Non-Respondent</b>			<b>230928</b>
<b>Total</b>			<b>650031</b>
<p>NR= Not Reported            Non-respondent agency numbers generated using information from the Arkansas Workforce Services Directory            *Some agencies do not have a querable database for new licenses and thus the numbers are reflected in total            **Certificates &amp; Registrations are often not renewed; Also Multi-year renewal may distort actual numbers</p>			