

Oregon Board of Chiropractic Examiners (OBCE)



Education Subcommittee of Joint Ways & Means
February 20, 2025

Cass McLeod-Skinner, J.D., OBCE Executive Director

Michelle Waggoner, D.C., OBCE President



Mission

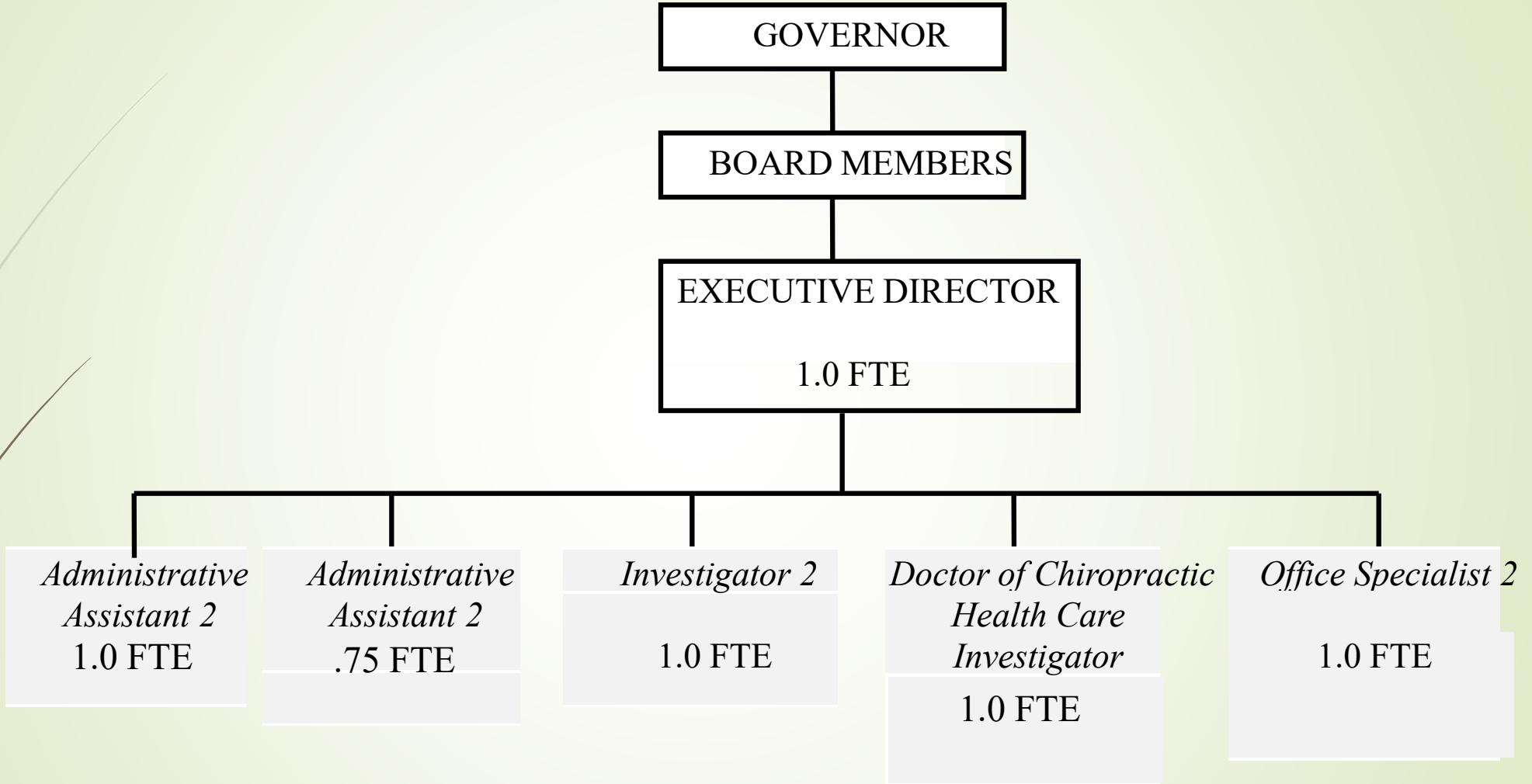
To protect the public by regulating the practice of chiropractic.

Vision

To protect the health, safety, and welfare of the public in all matters of chiropractic care by setting a national standard in educating, licensing, and regulating our licensees.

Values

- ▶ Integrity
- ▶ Accountability
- ▶ Excellence
- ▶ Professionalism
- ▶ Equity



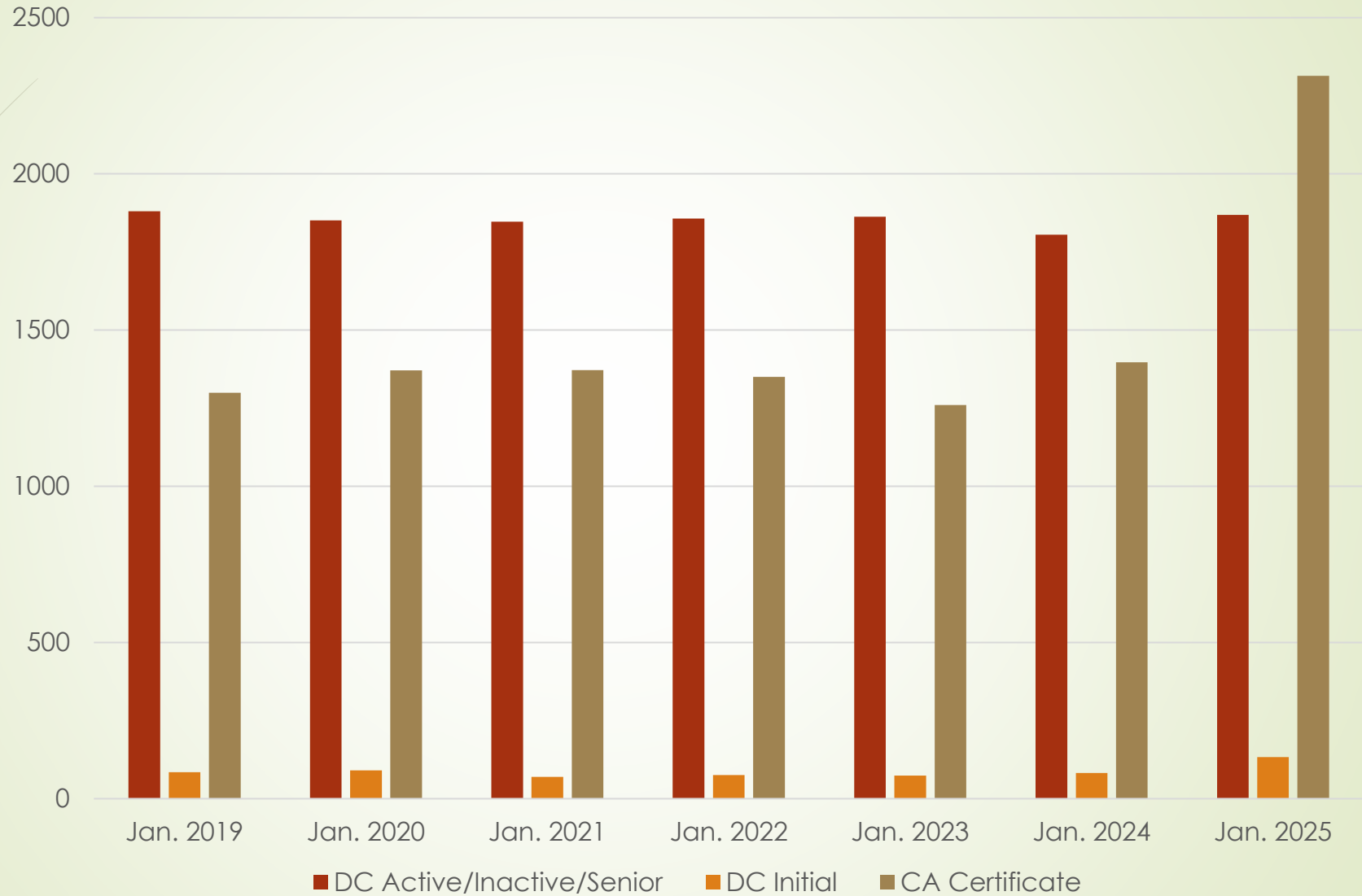
Board and Staff Demographics

	Gender	Race/Ethnicity	Age Range	Languages Spoken	Sexual Orientation
Board	57% female	71% White/European	14% 25-20	100% English	71% heterosexual
	43% male	14% African American/White	14% 35-40		29% LGBTQ+
		14% Asian/European	71% 40-55		
Staff	66% female	66% White/European	16% 25-35	100% English	50% heterosexual
	16% non-binary	16% Asian/Japanese	33% 35-45	33% Spanish	33% LGBTQ+
	16% male	16% Hispanic/Latino; Mexican	16% 45-55	16% Japanese	16% non-report
			16% 55-60	16% Russian	
			16% 60-70		

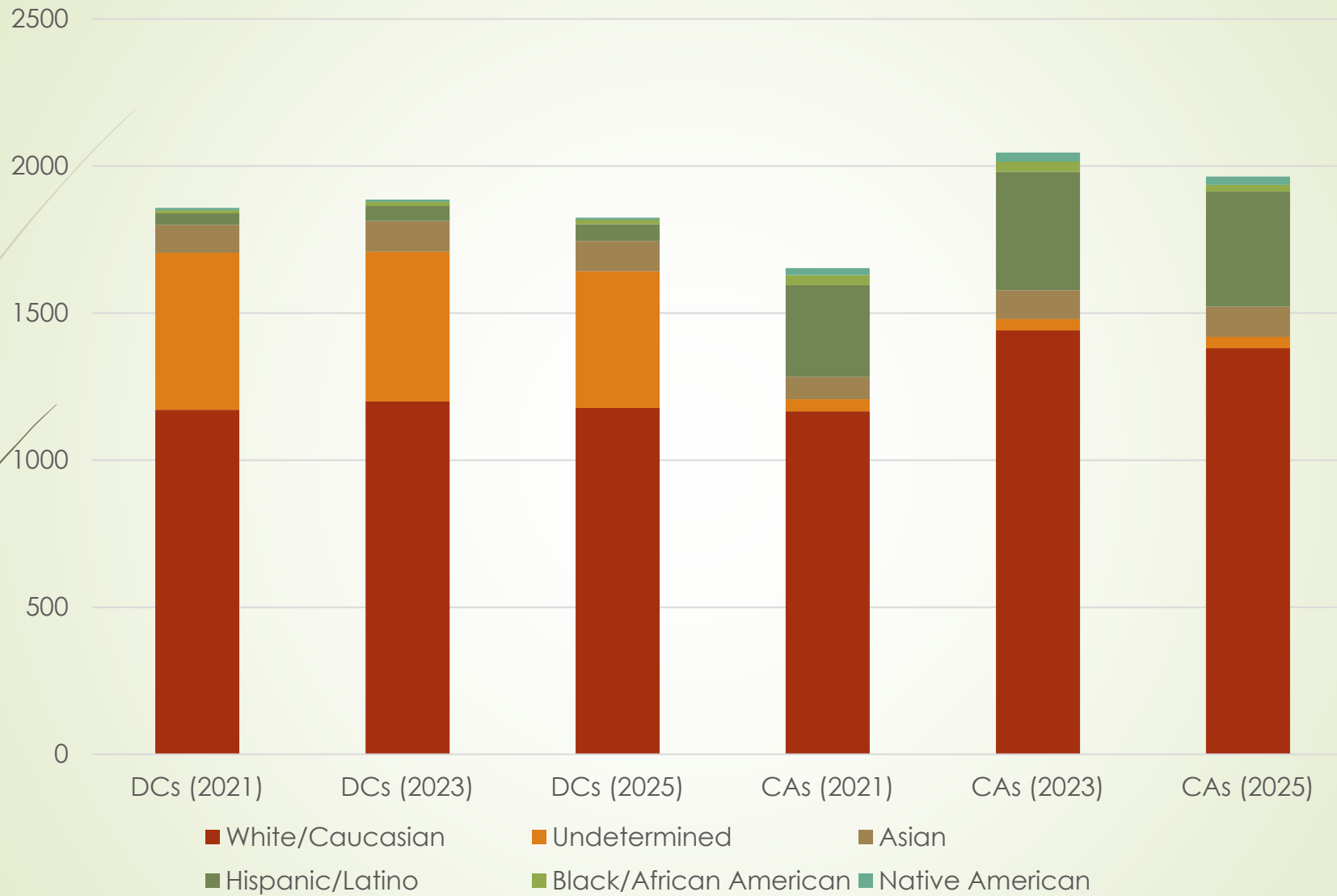
Board Meetings and Outreach

- ▶ For 2025, transitioned from 6 meetings/year (with 3 two-day meetings) to meeting virtually 4 times/year (all two-day meetings).
- ▶ A sponsor of the American Black Chiropractic Association's annual conference in Portland, June 2024.
- ▶ E-blast newsletters published 3x/year sent to all licensees, posted on website.
- ▶ Standing meeting agenda items for University of Western States and Oregon Chiropractic Association to provide updates.
- ▶ Board requires new licensees to attend an Introduction to the Board class put on twice per year (currently held virtually).
- ▶ Pre-COVID, averaged 2 travel board meetings per year to meet and talk with practitioners and members of the public outside the Salem/Portland area. Travel hiatus from March 2020 – May 2022, Nov. 2023 - present.
- ▶ Since 2014, the Board has traveled to Florence, Corvallis, Oregon City, Sunriver/Central Oregon, McMinnville, North Bend/Coos Bay, Klamath Falls, Baker City, Ashland, and Pendleton.

Licensee Overview



Licensee Demographics





Who is Practicing in Oregon and What do Their Practices Look Like?

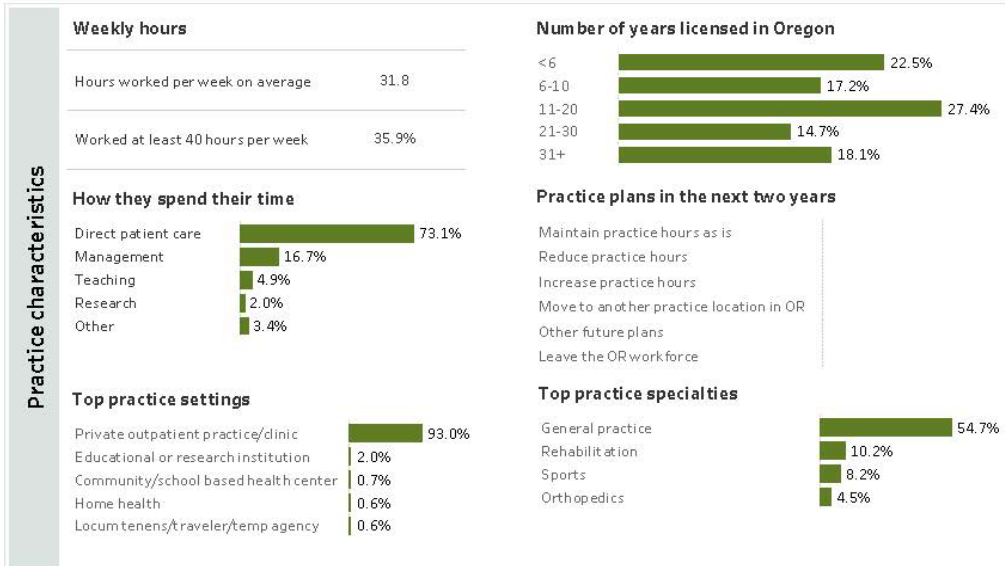
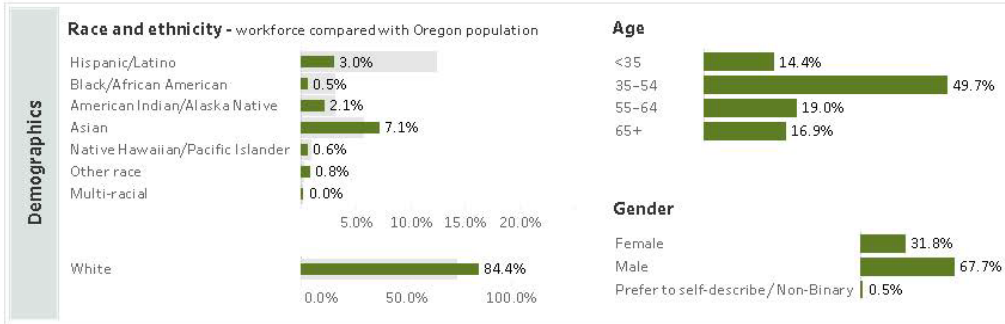


Select an occupation:
Chiropractic physicians

Select a year:
2022

Chiropractic physicians practicing in Oregon in 2022

Hover over the bars in the charts for more details.





Who is Practicing in Oregon and What do Their Practices Look Like?

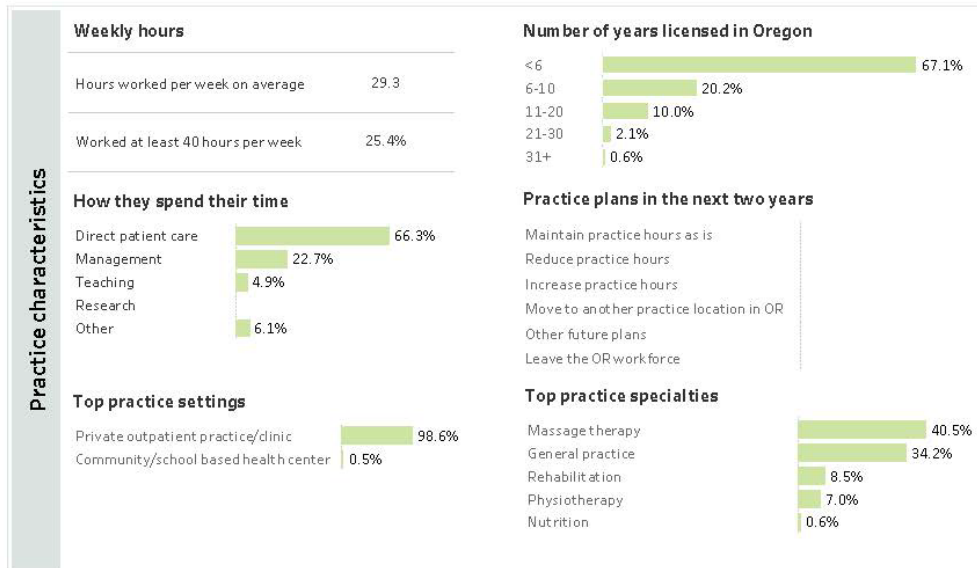
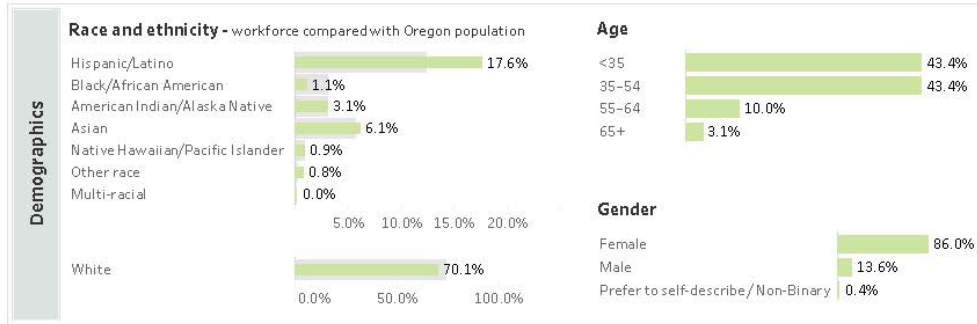


Select an occupation:
Chiropractic assistants

Select a year:
2022

Chiropractic assistants practicing in Oregon in 2022

Hover over the bars in the charts for more details.

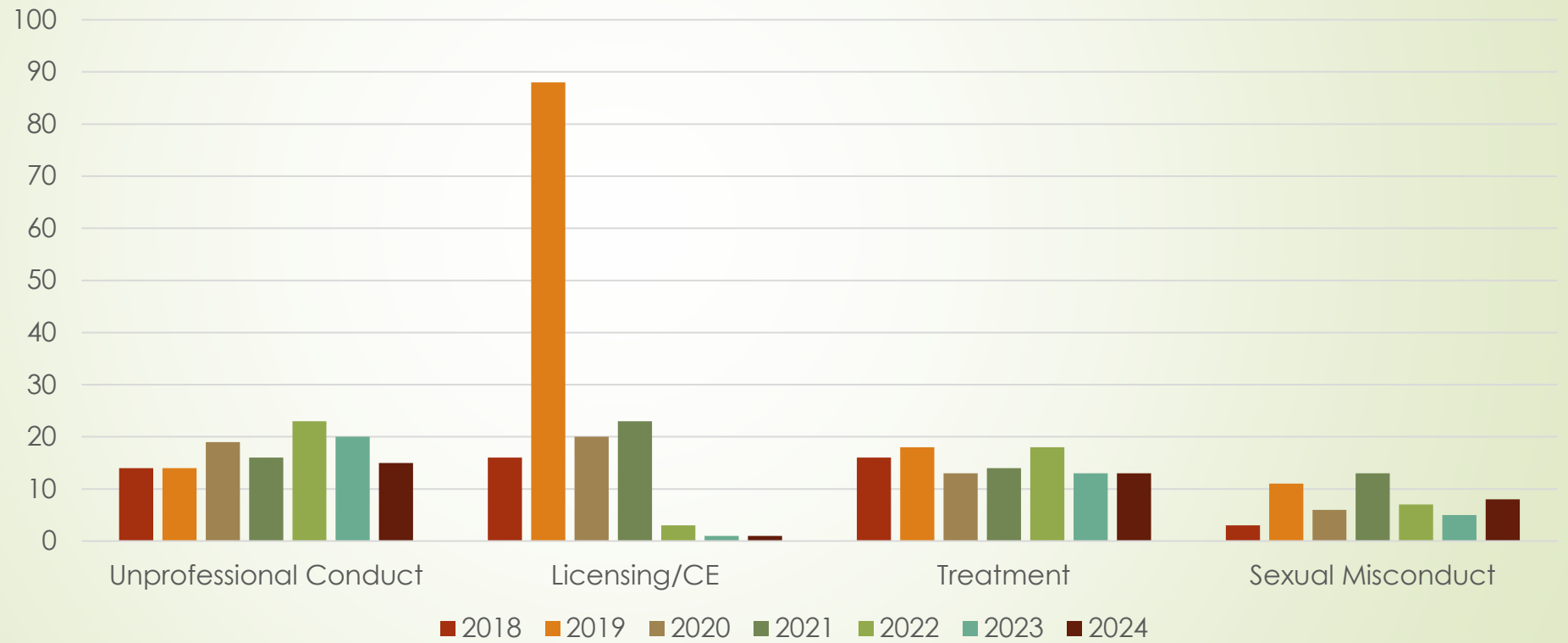




Licensee Locations & Languages

- ▶ For 2024, of the 1,520 reporting DCs, 57.9% (880 DCs) practice in the tri-county Portland metro area. Of the 885 reporting CAs, 55% (488) practice in this area.
- ▶ 24.4% (371 DCs) practice in Deschutes, Jackson, Lane, and Marion counties; 24.7% (216) CAs practice in these counties. CAs outnumber DCs in Douglas, Lake, and Yamhill counties.
- ▶ Of 1,468 DCs reporting languages spoken, 9.9% (146) speak Spanish, 1.1% (16) speak Vietnamese, .8% (12) speak Russian, 0.7% (11) speak French, and .7% (10) speak Korean. 82.1% (1,205) reported no language.
- ▶ Of 804 CAs, 15.7% (126) speak Spanish, 2.2% (18) speak Russian, .9% (7) speak Vietnamese, .7% speak German, and .5% speak French. 76.1% (612) reported no language.

Case Overview



Key Performance Measures (KPMs)

▶ KPMS Met for 2024

- ▶ **KPM 2 – Days between final investigation report and presentation to Board** (Target: 90% within 60 days)
- ▶ **KPM 4 – Days between review/initial action and case closure** (Target: 75% cases closed w/in 90 days of Board review)
- ▶ **KPM 7 – Percentage of chiropractic physicians meeting the annual continuing education requirements** (Target: 100%)
- ▶ **KPM 8 – Percentage of licenses issued within 5 days of application completion** (Target: 100%)
- ▶ **KPM 9 – Customer Service Questionnaire – Percent of customers rating their satisfaction with agency's customer service as "good" or "excellent"** (Target: 90% for all 6 aspects of survey; met 4/6)
- ▶ **KPM 10 – Percent of total best practices met by the Board** (Target: 100%)

▶ Areas of Improvement

- ▶ **KPM 1 – Days between complaint received and investigation report to Board** (new target: 80% within 120 days)
- ▶ **KPM 3 – % new complaints assessed, investigated, presented to Board w/in 120 days** (summary of investigation steps)
- ▶ **KPM 5 – Average number of days to resolve complaint** (Target: resolved within 180 days)
- ▶ **KPM 6 – Percent of sexual misconduct/boundary complaints resolved within 180 days** (Target: 50%)



Governor's Expectations

	Complete	In Progress	Not Applicable
Executive Director Performance Review	X – completed 2023	X – for 2025	
Strategic Planning	X		
Managing IT Processes			X – agencies >50 emp
Performance Feedback for Employees	X		
Measuring Employee Satisfaction	X	X	
DEI Plan	X – integrated into Strategic Plan		
Agency Emergency Preparedness	X		
Agency Hiring Practices			NA – no new hires
Audit Accountability			NA – no audits
New Employee Orientation Updates			NA – no new employees but new Board Member orientation provided
Uplift Oregon Benefits Workshop			NA – no new hires
Intro Manager Training			NA – no new managers
Customer Service Training	X		
Data Governance Plan	X		
Succession Planning Update	X		
Tribal Relations Report		X	
Rules Report	X		
Customer Service Satisfaction Policy	X		

Governor's Budget Summary

	Other Funds	Total Funds	Positions	FTE
2023-25 Leg Adopted	2,570,046	2,570,046	6	5.75
2023-25 E-Board	91,778	91,778	-	-
2023-25 Leg Approved (Base)	2,661,824	2,661,824	6	5.75
Base adjustments	125,880	125,880	-	-
2025-27 Base	2,787,704	2,787,704	6	5.75
Subtotal Essential Packages	125,771	125,771	-	-
2025-27 Current Service Level (CSL)	2,926,904	2,926,904	6	5.75
070: Revenue shortfall	(1,053,269)	(1,053,269)	(3)	(3.00)
Modified 25-27 CSL	1,873,635	1,873,635	3	2.75
Subtotal Policy Option Packages	601,921	601,921	2	2.00
2025-27 Gov's Budget	2,475,556	2,475,556	5	4.75

Policy Option Packages

Policy Packages	Positions	FTE	All Funds	Other Funds
070 – Revenue Shortfall	(3)	(3.00)	(1,053,269)	(1,053,269)
090 – Analyst Adjustments			(39,605)	(39,605)
092 – Statewide AG Adjustments			(27,094)	(27,094)
093 – Statewide DAS Adjustments			6,977	6,977
101 – Restore Package	2	2.00	601,921	601,921
Total 2023-25 Governor’s Budget	5	4.75	2,475,556	2,475,556
% Change from 23-25 Leg Approved Budget	-16.67%	-17.39%	-7.00%	-7.00%
% Change from 25-27 CSL	-16.67%	-17.39%	-15.42%	-15.42%

Licensing and Certification Fees

License/ Application Type	Previous Fee Amounts	20% Fee Increase, eff. Oct. 2023	30% Fee Increase +addl for DC app, eff. Nov. 2024
DC Application	\$146.25 (\$100 is application fee; \$46.25 is background check fee)	\$166.25 (20% increase on \$100 application fee only)	\$496.25 (increase to \$450 to bring in line with other regional states DC application fees; \$46.25 background check fee)
DC Regular Active	\$425	\$510	\$663
DC Senior License	\$315	\$378	\$491.40
DC Initial License	\$150	\$180	\$234
DC Inactive	\$225	\$270	\$351
Late Renewal Penalty	\$125 per week up to \$500	No change	\$150 per week, no cap
CA Application	\$126.25 (\$80.00 is application fee; \$46.25 is background check fee)	\$146.25 (20% increase on \$80 application fee only)	\$176.25 (30% increase on \$100 app fee only)
CA Initial Certification	\$50	\$60	\$78
CA Renewal	\$75	\$90	\$117



Expenditure Reduction Efforts

- ▶ All board and staff meetings are held virtually to reduce travel, facility leasing, hotel, and meal costs.
- ▶ Board meets quarterly (instead of 6x/year) to reduce preparation and meeting day per diem costs.
- ▶ Some board members have waived their per diem.
- ▶ Limited assigned Assistant Attorney General time to attend executive session only during board meeting days.
- ▶ Terminated office lease 3 years early and transitioned physical office to fully remote, saving agency approximately \$155,000 across the lease term.
- ▶ Terminated landlines, fax, RICOH copier, Garten document shredding, and other office costs. Employee cell phones and cloud-based fax service is being utilized, as is DAS office for mail processing.



Board Excellence

- ▶ National Board of Chiropractic Examiners' and Federation of Chiropractic Licensing Board's scholarships awarded to Executive Director to attend annual and district meetings, 2024 and 2025.
- ▶ Executive Director was a guest presenter for NCMIC's "Common Board Complaints and How to Avoid Them" webinar for national malpractice insurance audience, 2024.
- ▶ National recognition for Telehealth regulatory model, 2020.
- ▶ Federation of Chiropractic Licensing Board's Pennebaker/Wiley Outstanding Chiropractic Licensing Board Award, 2018.