



State Agency Expedites License Approvals for Speech & Audiology Professionals

SimpliGov Platform Simplifies High-Volume, Complex Process

CHALLENGE

A large state agency was using paper and email to process up to 4,500 license applications per year for highly specialized positions in speech pathology and audiology-related disciplines. The application itself required extensive documentation to review for credentialing (e.g. university transcripts, exam scores, background checks, and other work-based reports).

In addition, applicants could send supporting documents over the course of the application period, creating more work to match incoming materials with the correct applications. Sometimes, documents would be received multiple times since applicants couldn't confirm receipt of their submissions. Finally, they would need to track down supervisors and training directors from internships and field jobs for wet signatures.

As a result of the complex and inefficient process, applications packets took **30 to 60 days to process**, sometimes reaching the 90-day mark. **"We were getting numerous emails and phone calls. 'Did you get my application? Did my transcript come through?'"** explained an assistant executive officer at the agency. **"Staff members would often send clarification emails around signatures—people oftentimes signed in the wrong spot or did not sign at all."**

To further complicate the process, numerous exceptions and unique requirements created

nearly **30 different paths** an application could take based on different areas of specialization.

SOLUTION

The agency turned to SimpliGov to:

- Simplify the application process by implementing a single digital application form to accept electronic attachments
- Integrate [SimpliSign](#) to collect electronic signatures from the applicants and their supervisors
- Create a secure, central repository where staff could immediately upload and associate application components
- Automate status communications with applicants through autogenerated emails
- Standardize the management of all staff reviews into a four-step workflow that included:
 - Initial completeness review
 - Deeper requirements review
 - Fingerprint and background check
 - Final packet inspection and payment link
- Configure 28 different workflow variations for highly detailed license requirements across each of these professions

RESULTS

SimpliGov enables more submissions to arrive completed and in adherence to the board's specifications. The agency can better maintain standards and enforce regulations that ensure the qualifications of service providers across areas of specialization.

- Steep decline in status-check phone calls and emails.
- Reduction in overall turnaround time from months to a few days, far outpacing the state's upper limit of 60 days (a minimum **efficiency gain of 90%**)
- Ease of transparency for oversight by the board of directors
- Supporting documentation is seamlessly connected to each application
- Measurable data that indicates where bottlenecks are most common to drive further quality improvements
- Reduction of paper check processing by 75% through online payment processing
- Electronic signatures facilitate faster submissions

"It's a win-win for everybody: the agency, the employees, and the candidates themselves. With this drastic reduction in red tape, these aspiring professionals can get to the starting line of their careers much faster."

Assistant Executive Officer