

Illinois Department of Financial and Professional Regulation



2020 Expedited Licensure Review for Military Service Members and Spouses Report Pursuant to P.A. 101-240

December 2020



Illinois Department of Financial and Professional Regulation

JB Pritzker
Governor

Deborah Hagan
Secretary

December 01, 2020

I am pleased to present the 2020 Expedited Licensure Review for Military Service Members and Spouses Report produced by the Department of Financial and Professional Regulation (the "Department") pursuant to HB 1652, now Public Act 100-286. In 2019, the Illinois General Assembly passed legislation expediting the license review process for Military Service Members who are an active duty member or whose active duty service concluded within the preceding two (2) years before application. The legislation also expedites the license review process for spouses of service members. Per the Public Act, once a service member or their spouse has submitted all required documents and fees as part of their license application, it is reviewed within 60 days.

HB 1652 (Rep. Greenwood/Sen. Belt) was an initiative led by the Leadership Council of Southwestern Illinois in partnership with leaders at Scott Airforce Base and the Department. The Department recognizes how critical it is for military families to have a smooth transition when relocating. The ability to begin working provides immediate peace of mind when a military family moves to a base in Illinois. For that reason, the Department has been committed to effective implementation of this legislation. In the first year, the Department has accomplished the following:

- (1) Hired a Military Liaison to work directly with the Military Service Members and Spouses that interact with the Department.
- (2) Organized an internal team with leaders from the licensing units of the Divisions of Real Estate and Professional Regulation and from the Department of Innovation and Technology to strategize on developing the necessary changes to enhance the licensure process for Military Service Members and Spouses.
- (3) Built a dedicated webpage in the Department's website to support Military Service Members and Spouses licensure, www.idfpr.com/military.asp, that includes: guidance on what information and materials are needed for licensure, supplementary information about other Illinois programs, and other resources for our Military Service Members and Veterans. A button to the webpage is prominently displayed on the Department's home page.
- (4) Tailored applications for licenses for over 70 professions by creating a new section labeled "Military Status" where the applicant can select their status from several options. This change was made to ensure these applications are routed to the Military Liaison.

- (5) Established an email address, FPR.MilitaryLicense@illinois.gov, to facilitate direct communication with Military Service Members and Spouses and the Military Liaison.
- (6) Developed a tracking system within the Department's licensing system that the Military Liaison uses to monitor applications, communications, and licensure.
- (7) Created and published an informational pamphlet about the Military Liaison and the licensing process for Military Service Members and Spouses. The Department distributed 650 of these pamphlets to the Rock Island Arsenal, the Scott Airforce Base, and the Naval Station Great Lakes as a resource for the installations' military and family support centers.
- (8) Invited to and attended the Tri-Garrison Conference at Rock Island Arsenal held on January 30, 2020, where the Department provided an oral presentation of the program and introduced the Military Liaison.
- (9) Attended a meeting with Scott Airforce Base's Military and Family Support Center on October 2, 2020 for a virtual meet-and-greet with the Military Liaison. The Department and Scott Airforce Base also discussed ways to promote the program. These outreach efforts illustrate one of the many steps the Department has taken to foster a positive and collaborative relationship with the bases.

The Department worked hard to deliver the legislative goals of assisting Military Service Members and their Spouses become licensed in Illinois. This Report and data show the direct results of the Department's effective implementation of the program thus far. Thank you for your attention to this Report.

DEPARTMENT OF FINANCIAL AND
PROFESSIONAL REGULATION of the
State of Illinois

Deborah Hagan, Secretary

Military Liaison Duties and Functions

The Military Liaison works alongside each military installations' military and family support centers to help Service Members and their spouses through the licensing process and ensure their application is reviewed within 60 days of receipt of all required documents and fees. The Military Liaison provides specific assistance with application questions, support with initial applications, reinstatements, restoration applications and renewal questions.

Applicants have a variety of different options to contact the Military Liaison: by electronic mail, telephone calls, and notification via direct communication from the application processors. Correspondence with each Military Service Member or Spouse generally average between 6-8 interactions. This information is then gathered and tracked by the Military Liaison and the Department.

Once the application is ready for review, or as needed, the Military Liaison coordinates with the Department's Fiscal Office, the profession's respective board liaisons or the application processors, to make certain an application is timely reviewed. The average initial review time of an application is currently 1-3 business days. This is from the time the Military Liaison is notified of the application and requests a full review by a qualified processor. Upon completion of the processor's review, the Military Liaison receives a notice from the processor of the status. The Military Liaison then reaches out to the applicant to keep the applicant apprised of the status of the license during the process.

The systems and procedures for tracking Military Service Member or Spouse applications were developed and implemented throughout 2020. As a result, the data below reflects information that has been tracked and may not include all service members and spouses assisted by the Department throughout 2020. As of December 01, 2020, the Department has assisted 275 Military Service Members and Spouses.

Analysis of data tracked for 2020 thus far shows the most commonly sought-for licenses were Registered Nursing, Licensed Practical Nursing and Advanced Practice Nursing. Applications for licensure for Permanent Employee Registration Card were the next popular, followed by the Physician and Surgeon, Dental, Real Estate Broker and Clinical Social Worker licenses. Overall, the data shows Service Members and their Spouses engage in a wide range of professions, as demonstrated in chart form below.

2020 ANNUAL DATA FOR ALL PROFESSIONS

License Type	Military Applicants Who Contacted the Department	Military Spouse Applicants Who Contacted the Department	Grand Total
Adult Use Cannabis	2		2
Advanced Practice Nurse (Nursing)	4	3	7
Associate Marriage and Family Therapist	1		1
Athletic Trainer	1	1	2
Auctioneer	1		1
Barber	2		2
Barber Teacher	1		1
Certified Pharmacy Technician	4	3	7
Clinical Professional Counselor	1	3	4
Clinical Psychologist		2	2
Clinical Social Worker	2	6	8
Cosmetologist	1	4	5
Cosmetology Teacher and Clinic Teacher		1	1
Dental Hygienist		6	6
Dentist (Dentistry)	9		9
Dietitian Nutritionist		2	2
Esthetician	1	2	3
Licensed Certified Public Accountant	1		1
Licensed Practical Nurse	11	7	18
Limited Medical Temporary	1		1
Massage Therapist	4	3	7
Nail Technician		1	1
Non-DPR Profession	2	2	4
Not Applicable	3	1	4
Occupational Therapist		5	5
Occupational Therapy Assistant	1		1
Optometrist (Optometry)	1		1
Permanent Employee Registration Card	20	5	25
Pharmacy (Pharmacy)	1		1
Physical Therapist		1	1
Physical Therapist Assistant		2	2
Physician and Surgeon (Medical)	20	1	21

License Type	Military Applicants Who Contacted the Department	Military Spouse Applicants Who Contacted the Department	Grand Total
Physician Assistant (Controlled Substance)		1	1
Physician Assistant (Physician Assistant)	2	4	6
Podiatric Physician (Controlled Substance)	1		1
Private Detective	1		1
Private Security Contractor	2		2
Professional Counselor	1	6	7
Professional Engineer	1		1
Real Estate Broker	5	4	9
Registered Nurse	23	45	68
Registered Pharmacist		2	2
Registered Social Worker CE Sponsor	1		1
Respiratory Care Practitioner	2		2
Salon/Shop Registration		1	1
Social Worker	1	5	6
Specialist in Dentistry	1		1
Speech-Language Pathologist		5	5
Structural Engineer		1	1
Temporary Dental Training License	4		4
Grand Total	140	135	275

This report, as required by P.A. 100-286, is to be completed at the end of each calendar year. *This Report is made using applicant data from the period of January 01, 2020 – December 01, 2020. Please note an applicant who may have begun the application process during this time may not have completed the process by December 31, 2020.*