

# ASSEMBLY, No. 4621

## STATE OF NEW JERSEY 220th LEGISLATURE

INTRODUCED SEPTEMBER 22, 2022

**Sponsored by:**

**Assemblywoman GABRIELA M. MOSQUERA**

**District 4 (Camden and Gloucester)**

**Assemblyman LOUIS D. GREENWALD**

**District 6 (Burlington and Camden)**

**Assemblywoman LISA SWAIN**

**District 38 (Bergen and Passaic)**

**SYNOPSIS**

Requires issuance of report on certain information and data on processing of applications for professional and occupational licenses and mandates review of training and call intake in Division of Consumer Affairs.

**CURRENT VERSION OF TEXT**

As introduced.



1 AN ACT concerning applications for professional and occupational  
2 licensure and supplementing Title 45 of the Revised Statutes.

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4 **BE IT ENACTED** by the Senate and General Assembly of the State  
5 of New Jersey:

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7 1. a. The Division of Consumer Affairs in the Department of  
8 Law and Public Safety (the “division”) shall review and collect  
9 information and data, and compile a report for release to the  
10 Governor and the Legislature pursuant to section 2 of P.L.1991,  
11 c.164 (C.52:14-19.1), on the following items in regards to the  
12 professions or occupations regulated by the division or a board,  
13 committee or other entity with the division:

14 (1) the number of outstanding applications for an initial license;

15 (2) the average amount of time needed to approve or otherwise  
16 process an application for initial licensure;

17 (3) the number of incomplete applications received that require  
18 additional contact with the individual to complete the application  
19 and a list of the most common omissions and most common errors  
20 made that render an application incomplete;

21 (4) the monthly average of the number of incoming calls  
22 received from applicants for an initial license and the monthly  
23 average of the number of inquiries received through a call that are  
24 answered;

25 (5) the amount of funding expended to retain division  
26 employees;

27 (6) initiatives undertaken to recruit and retain new division  
28 employees;

29 (7) the amount of funding expended to improve information  
30 technology (“IT”); and

31 (8) initiatives undertaken to improve current or to modernize IT.

32 b. The report required pursuant to subsection a. of this section  
33 shall be submitted six months after the enactment of P.L. ,

34 c. (C. ) (pending before the Legislature as this bill).

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36 2. The Attorney General, or a designee, shall develop and  
37 administer training specific to a profession and occupation for new  
38 employees hired to process initial applications for licensure in the  
39 specific profession or occupation.

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41 3. The Attorney General, or a designee, shall review the  
42 feasibility of outsourcing phone call intake and response to  
43 businesses or associations that assist individuals seeking a license in  
44 a specific profession or occupation.

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46 4. This act shall take effect immediately and section 1 shall  
47 expire upon the submission of the report by the division.

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STATEMENT

This bill requires the Division of Consumer Affairs in the Department of Law and Public Safety to review and collect certain information and data on the professions and occupations regulated by the division, or a board, committee or other entity within the division, and compile a report on the findings to be released to the Governor and State Legislature. The information and data to be reviewed and collected include the number of outstanding applications each profession and occupation has for initial licensure, the number of incomplete applications received, and funding expended to retain employees. The report is to be issued six months after the bill is enacted.

Additionally, the Attorney General, or a designee, is to 1) develop and administer training specific to a profession and occupation to new employees hired to process initial applications for licensure in the profession or occupation; and 2) review the feasibility of outsourcing phone call intake and response to businesses or associations that assist individuals seeking a license in a specific profession or occupation.