

ASSEMBLY, No. 2805

STATE OF NEW JERSEY

221st LEGISLATURE

PRE-FILED FOR INTRODUCTION IN THE 2024 SESSION

Sponsored by:

Assemblyman LOUIS D. GREENWALD

District 6 (Burlington and Camden)

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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

Introduced Pending Technical Review by Legislative Counsel.



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

3

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 or other initial credential issued by the specific entity;

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

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

22 (4) the monthly average of the number of incoming calls
23 received from applicants, to include, if possible to calculate, a
24 categorization of the reasons for calls and how many calls are
25 received in each category, and the monthly average of the number
26 of inquiries received through a call that are answered;

27 (5) the amount of funding expended to retain division
28 employees;

29 (6) initiatives undertaken to recruit and retain new division
30 employees;

31 (7) the percentage of completed applications for initial licensure
32 or other credential over the past five years to include a calculation
33 of the number of applications that have taken at least twice as long
34 to process in comparison to the average time to process an
35 application;

36 (8) the amount of funding expended to improve information
37 technology (“IT”); and

38 (9) initiatives undertaken to improve current or to modernize IT.

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

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

42

43 2. The Attorney General, or a designee, shall develop and
44 administer training specific to a profession and occupation for new
45 employees hired to process initial applications for licensure in the
46 specific profession or occupation.

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

5
6 4. This act shall take effect immediately and section 1 shall
7 expire upon the submission of the report by the division.

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10 STATEMENT

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12 This bill requires the Division of Consumer Affairs in the
13 Department of Law and Public Safety to review and collect certain
14 information and data on the professions and occupations regulated
15 by the division, or a board, committee or other entity within the
16 division, and compile a report on the findings to be released, six
17 months after the bill is enacted, to the Governor and State
18 Legislature. The information and data to be reviewed and collected
19 include 1) the number of outstanding applications each profession
20 and occupation has for initial licensure or other type of credential;
21 2) the number of incomplete applications received; 3) funding
22 expended to retain employees; 4) categorization, if possible, of the
23 reasons for calls from applicants and how many calls come in under
24 each category; and 5) the calculation of the percentage of completed
25 applications for initial licensure or other credential over the past
26 five years, to include a calculation of the number of applications
27 that have taken at least twice as long to process in comparison to
28 the average time to process an application.

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