

Utah.Gov

Online Charitable Organization Permits “Charities”

Category: Government to Business

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Project Initiation and Completion Dates:
January 2016 – November 2016

NASCIO 2017

The screenshot shows the Utah.gov website interface for the Charities Charitable Organization Permit Application. The header includes the Utah.gov logo, navigation links for 'Utah.gov Services' and 'Agencies', and a search bar. Below the header, the page title is 'CHARITIES CHARITABLE ORGANIZATION PERMIT APPLICATION'. The main content area features a large banner image of a mountain landscape with a lake, overlaid with the text 'Online Charitable Registration' and a 'GET STARTED' button. Below the banner, there is a welcome message from the Division of Consumer Protection's Online Tools, followed by a notice about the permit expiration and a payment requirement. At the bottom, there are three main action buttons: 'File, Renew and Manage Registrations', 'View Charity and Application Status', and 'Edit Contact Information'. The footer contains links to the Utah.gov Home, Terms of Use, Privacy Policy, Accessibility Policy, and Translate Utah.gov, along with a copyright notice for 2017.

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utah.gov CHARITIES CHARITABLE ORGANIZATION PERMIT APPLICATION

Online Charitable Registration

GET STARTED

Welcome to the Division of Consumer Protection's Online Tools. You are able to file an Initial Application or file a Renewal Application for a Utah Charitable Organization Permit. Your permit will expire on the earlier of January 1, April 1, July 1 or October 1 following the completion of 12 months after the date of the initial issuance. Permits that are issued pursuant to your Renewal Application will expire on the same date one year later. There is a non-refundable \$75.00 fee for these applications.

Be advised: At the end of this application you will be asked to make a payment using a major credit card. You will not be able to submit your application without paying the application fee and any applicable late fees. This site is designed to work with all web browsers. When uploading documents, we recommend you use the latest version of IE, Firefox, or Chrome. If you use older browsers, your file uploads may take longer.

Charities now allows you to create one account to manage and view the status of all your Applications. Please login to your Utah.gov account or create a new account to get started.

File, Renew and Manage Registrations View Charity and Application Status Edit Contact Information

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Executive Summary

The Charitable Organization Permit Application is an online process that allows organizations and individuals to apply for a one-year permit to operate a charitable organization in Utah.

Previously there was a complex online process to apply for and renew a charitable organization in the state of Utah. Many organizations chose to complete the process offline.

The application now goes through a pre-defined workflow to step applicants through the process. An applicant, or one of their organizations partners, can complete their portion of the application and save the application to be completed at a later date.

The state agency, charitable organizations, and third-party service providers benefit from the streamlined process.

The online tool created a collaborative workflow that has:

- Allowed users to submit missing documentation after applying for the permit
- Increased communication between the agency and the permittee
- Reduced the time between when a permit is filed and when it is granted
- Created an online collection of parallel and sequential tasks that has improved the process
- Helped Individuals that manage multiple charitable organizations be able to manage them all from a single account.
- Eased use by making user login information consistent across several government interactions
- Improved security of the application

Easy Applications for Charitable Organizations

The Charitable Organization Permit Application has created an online process that allows organizations and individuals to apply for or renew a permit to operate a charitable organization. Existing permittees can also use the system to renew their existing permit.

Previously the process was complex and difficult to complete entirely online because of the many required documents. The online Charities tool now allows individuals to create one account to manage and view the status of all their permits. Individuals that manage multiple charitable organizations are able to manage them all from a single account.

Concept

Problem

Previously there was a complex online process to apply for and renew a charitable organization permit in the state of Utah. The previous online tool did not have the ability for users to create an account and store a partially completed application. If the entire application process was not completed in one sitting, the work would be lost and the permit application would have to be restarted from the beginning. If the individual creating the application did not have all the eleven possible types of documents ready to upload, they would have to quit the process and lose their work.

Most often, the users would submit an application without all of the necessary documents. This created a large workload for the agency to request the missing documents and then scan them into the system after they were mailed in.

Solution

The new system allows applicants to create an account and establish an administrative dashboard to manage the process of applying for charitable status in the state. The account they create is part of the same Utah.gov single sign on solution that already allows users to register new businesses, file trademarks, manage real estate licenses, and many other business related services.

Your Dashboard

Welcome, Kelvin Hulet

[LOGOUT](#)

[Dashboard](#)

Registration Support

- [Application Process](#)
- [Frequently Asked Questions](#)
- [Statement of Functional Expenses](#)
- [Statement of Functional Expenses Instructions](#)
- [Fax Credit Authorization Form \(to pay \\$75 expedited fee\)](#)
- [Charitable Solicitations Act and Rules Utah Code Ann. §13-22 - Utah Code](#)
- [Charitable Solicitations Act - Administrative Rules \(Rule R152-22\)](#)

Support

Division of Consumer Protection
 150 East 300 South
 Salt Lake City, UT 84111
 801-530-6601

For Questions about Charities:
 Email: dep-charities@utah.gov
 Phone: 801-530-6601
 FAX: 801-530-6001

For Technical Support:
 Email: support@utahinteractive.org
 Phone: 801-983-0275

New Applications

[REGISTER A NEW CHARITY](#)

Charity Name	Charity Status	Expiration Date	Application Status	Action	Remove
10 Oct 1	ACTIVE	2018-01-01	Approved		Remove
10 Oct 2	DENIED	2018-01-01	Contact Division		Remove
21 Sep 1	PENDING		In Process	Continue Application	Remove
28 Sep	PENDING	2018-01-01	Under Review		Remove
gsdfgdf	PENDING		Incomplete	Upload Documents Edit Application	Remove
test address	PENDING		In Process	Continue Application	Remove

Current Registrations

[ADD EXISTING CHARITY](#)

Charity Name	Charity Status	Expiration Date	Application Status	Action	Remove
BOY SCOUTS OF AMERICA	ACTIVE	2017-04-01	Approved		Remove
Crisis Pregnancy Center of Coastal Georgia, Inc.	ACTIVE	2017-01-01	In Process	Continue Renewal	Remove
IBSF PARA-SPORT NORTH AMERICA INC	ACTIVE	2017-01-01	Renewal Available	Renew	Remove
JAPAN CULTURAL HERITAGE FOUNDATION	EXPIRED	2014-07-01	Incomplete	Upload Documents Edit Application	Remove
MOTHERS WITHOUT BORDERS	ACTIVE	2017-01-01	Under Review		Remove

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The new application allows charitable organizations to collaborate with the agency and third-party service providers in completing the application.

The application now goes through a pre-defined workflow to step applicants through the process. An applicant or one of their organizations partners can complete their portion of the application and save the application to be completed at a later date.

The online tool tracks the status of the application. When an applicant returns to the process, they can check the status of the application in the dashboard and link directly to where they were in the process previously. If they are missing documentation after submitting the application, the agency can use the system to request more documents which the user can directly upload to their permit application that is under review.

The creating of the application account improves security of the application and has greatly improved the ability to track progress and collaborative sharing of the application process. In addition the dashboard has become a useful tool for charitable organization administrators to manage updates to the charitable organization permits.

The screenshot displays the 'Under Review' section of the Utah Charities Charitable Organization Permit Application web application. At the top, there is a navigation bar with 'Services' and 'Agencies' links, and a search bar. Below this, the application title 'CHARITIES CHARITABLE ORGANIZATION PERMIT APPLICATION' is visible. The main content area features a status filter with 'Under Review' selected, and a search form with fields for 'Start Date' (04/01/2017), 'End Date' (05/03/2017), and 'Organization Name' (Name of Organization). A table below the search form lists application records with columns for Application ID, Date, Amount, Organization, Status, Non Compliant, and R. The table contains 8 rows of data, all with a status of 'Under Review'. To the right of the search form, there is a 'Support' section with contact information for the Division of Consumer Protection, including an email address and phone number.

Application ID	Date	Amount	Organization	Status	Non Compliant	R
A0015635-CHAR	2017-04-24 11:43:26.0	\$75.00	How did this get deleted	Under Review		
A0015709-CHAR	2017-04-07 14:44:15.0	\$75.00	Upload Test	Under Review		✓
9653248-CHAR	2017-04-07 14:45:25.0	\$175.00	International Society of Daughters of Utah Pioneers/ Cache Daughters of Utah Pioneers Museum lajdfrl	Under Review		
A0015757-CHAR	2017-04-06 19:27:26.0	\$75.00	Address Test 1	Under Review		✓
9197674-CHAR	2017-04-07 16:54:31.0	\$550.00	Utah Swimming, Inc.	Under Review		
8481222-CHAR	2017-04-07 14:42:19.0	\$175.00	MOHONK PRESERVE INC	Under Review		
6534629-CHAR	2017-04-06 16:08:29.0	\$400.00	SALT LAKE CITY FOUNDATION	Under Review		

Costs for Online Charitable Registration

Planned launch date: June 1, 2016

Actual launch date: November 2, 2016

Planned development time: 12 weeks (The scope expanded during usability testing to clarify the process for the end user.)

Actual development time: 24 weeks

Planned development costs: No cost to the state. (The transaction fee already charged to users paid for the upgrade)

Actual development costs: No cost to the state

Accessibility and Security

Usability- While accommodating over 667 browser and operating system combinations in addition to enabling digital assistants, semantic search, and structured markup, Utah uses audit tools to inform 508 compliance for disability accessibility.

Accessibility- This service is fully accessible regardless of device. We conduct in-house and independent audit tools to make sure all applications are accessible to users.

Security and Privacy– Security is a top priority for the Utah.gov team that is responsible for processing the 13 million financial transactions completed online each year. The attached documents that contain privacy information are now securely stored behind a login, improving the security of how those documents are submitted and reviewed. Those documents are no longer mailed or faxed.

Marketing

The charities online permit was marketed through direct marketing to existing charities, search engine optimization, and direct in-application-marketing on the Consumer Protection's website.

Significance

Beneficiaries

The greatest beneficiary of the redesigned website and application system is Utah Division of Consumer Protection. The new system reduces the workload for all permit applications because of the improved process for attaching documents. The agency has seen significant savings in staff time administering applications as more applications are being filled out completely online. The state has driven all applications online and discourages applications offline.

The 3,600 registered Charities in Utah are also realizing time savings and increased accuracy by being able to create an account and then complete the application as they have time and allowing them to better review their permit application before submitting. The account has also allowed the charity to collaborate with individuals across their own organization as well a third-party service providers to complete applications.

Third-parties, such as law firms, have also benefitted by allowing them to manage several charitable organizations from one account.

Relevance

The nonprofit sector contributed an estimated \$905.9 billion to the US economy in 2013, composing 5.4 percent of the country's gross domestic product. Easing the administrative workload of charitable organizations allows them to complete their core services and better serve the community.

Strategy

The Charities online tool has allowed the agency to streamline the application and renewal process and provide better service to the residents of Utah.

Impact

Savings

The Charities online tool has created a collaborative workflow that has helped create significant savings for the agency in reduced their staff's processing time by 30-40%.

It has:

- Allowed users after applying for the permit to submit online any missing documentation
- Increased communication between the agency and the permittee during the process
- Reduced the time between when a permit is filed and when it is granted
- Created an online collection of parallel and sequential tasks that has improved the process

Measurement

The online tool has become the primary channel for completing and renewing permits. The agency has seen a 15% increase in online applications. Before the update, there was a 20% abandonment rate which has now decreased to 2%.

The online charity application has been helpful in saving the agency 30-40% of the overall processing time by their staff. This includes eliminating the amount of time that staff spends processing payments and scanning paper applications. In addition, a letter is sent to all registered charities highlighting the new online system and encouraging them to continue filing online.

Before the change, the ten longest applications in 2016 took an average of 220 days to approve. After the change, the ten longest applications have taken 56 days to process on average.

The Consumer Protection Agency also continues to receive positive feedback. Below are some examples:

"Good Morning, The system for charity registrations is extremely user friendly"

"I can't believe how good the system is compared to others."

"The online filing is getting more user friendly every year. Thank you!"