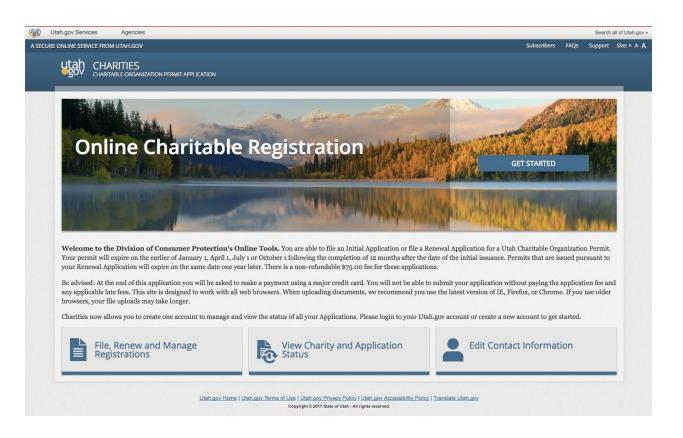# Utah.Gov
Online Charitable Organization Permits
"Charities"

Category: Government to Business

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Project Initiation and Completion Dates:
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NASCIO 2017

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 |

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.

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.

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!"