



## Executive Officer's Report

### September 12, 2014

#### I. Administration Division Update

- A. **Board Members** – Board Member, Eduardo Angeles, was appointed to President Obama's Administration as the Federal Aviation Administration's Associate Administrator for Airports in Washington, DC and assumed this new appointment in July 2014. Consequently, he resigned as public member of the Board, effective September 3, 2014.
- B. **BreEZe** – The Board continues to assist in the development, configuration and design of the Department of Consumer Affairs' (DCA) BreEZe system. As reported to the Board by the DCA Director, Awet Kidane, during its meeting in May 2014, BreEZe is the third component of the Consumer Protection Enforcement Initiative (CPEI) and the overall premise of BreEZe is not necessarily to save time or improve efficiency but to provide consumer access to licensee information and to track applications. BreEZe will provide all DCA boards/bureaus with an enterprise system that supports all applicant tracking, licensing, renewal, enforcement, cashiering, and data management capabilities. During the May meeting, Mr. Kidane also reported that the DCA is in negotiations with the vendor to extend the contractual time allotted for specific phases of the project, especially design and testing. Those negotiations are still pending.

During a meeting held with BreEZe Release 2 Executive Officers on July 7, 2014, Mr. Kidane announced that the Business, Consumer Services, and Housing Agency approved Special Project Report 3 which included approval of an additional \$118 million for the project. A large portion of those costs are dedicated to maintenance of the system for the Release 1 group. It is expected that costs will continue to rise impacting the funds of all DCA boards and bureaus. At that meeting, Mr. Kidane also confirmed that the Joint Legislative Audit Committee approved an audit of BreEZe and the Board of Registered Nursing.

In June 2014, the Board completed Part 1 of the project which focused on system configuration. On June 24, 2014, a kickoff meeting was held to begin Part 2. This second phase includes design development of online activities, workflow, security and interfaces. During July and August 2014, the Board completed an intense period of design development that included numerous meetings scheduled back to back and multiple meetings held simultaneously. Many of those meetings lasted entire days and few were less than 4-6 hours each. To demonstrate how busy we were, attached is a list of meetings attended by staff since the May 2014 Board Meeting.

It is estimated that the Board's 5 subject matter experts initially assigned to this project have spent over 650 hours each working on this project. During July and August 2014, the Board assigned 12 additional staff members to its BreEZe team to assist with data validation, testing and reports.

Currently, the Board is waiting to receive Part 2 documents from the vendor for formal review. The documents are expected by September 12, 2014, and include the following:

- Licensing Profile Report
- Enforcement Profile Report
- Online Board and License-level Profile Reports
- Vendor-owned Correspondence
- Vendor-owned Reports
- Interfaces (both DCA-owned and Vendor-owned)

The Board must complete its review of all documents within 10 business days.

Training for User Acceptance Testing is scheduled to begin in October 2014. According to the current plan, Release 2 boards/bureaus are still scheduled to “go live” with BreZze in April 2015.

### **C. Budget**

- 1. Fund Conditions** – On September 4, 2014, the Board’s new Budget Analyst, Jennifer Amen, provided updated fund condition reports for the Vocational Nursing (VN) and Psychiatric Technician (PT) funds.

The VN program’s fund condition continues to remain structurally balanced and is projected to have approximately 15.3 months in reserve at the end of this fiscal year (FY).

The PT program’s fund condition is projected to have 6.4 months in reserve at the end of this FY. In February 2014, projections indicated that this program would face a fund deficit by FY 2016/17. However, updated projections extend the anticipated deficit to FY 2017/18.

The Board will work with the DCA Budget Office to prepare a legislative proposal to merge the VN and PT funds as approved by the Board in February 2012.

- 2. Budget Change Proposals (BCPs)** – On July 28, 2014, the Board submitted two BCPs to: (1) increase Enforcement Division staffing by 5 positions; and (2) increase Education Division staffing by 2 positions. On September 9, 2014, the DCA’s Budget Office notified the Board that the BCPs were denied because they did not meet the criteria outlined in Budget Letter (BL) 14-05 which limits BCPs for the 2015/16 Budget to the following circumstances:

- Statutory changes necessary for departments to manage within their budgets;
- Expected changes in programs’ enrollment/caseload/population;
- Paying down state debts and liabilities;
- Reducing deferred maintenance;
- Existing or ongoing information technology projects;
- Existing or ongoing Capital Outlay projects;
- New Capital Outlay projects, such as fire, life, safety, or court-ordered projects;
- Cost-cutting measures or authorizing efficiencies to offset unavoidable costs; and

- Improved budgeting practices related to zero-based budgeting, performance measures, and other efforts as directed by Executive Order B-13-11.

**D. Legislation** – The DCA’s Division of Legislative and Regulatory Review (LRR) has requested all boards to submit any 2015 legislative proposals to the LRR by September 12, 2014. Although it is not mandatory for boards to submit their proposals to LRR, the DCA wants to be aware of issues that might be addressed through proposed legislation next year. Similar to previous years, the Business, Consumer Services and Housing Agency asks that proposals be limited to those that meet at least one of the following criteria:

- 1) No fiscal impact or costs are absorbable;
- 2) Saves money;
- 3) Federal compliance;
- 4) Technical clean up; or
- 5) Governor’s Office directive.

As previously noted, the Board will prepare a legislative proposal to merge the VN and PT funds.

**E. Risk Assessment** – As reported at the May 2014 Board Meeting, a notice was received from Annecia Wallace, DCA Audit Chief, informing the Board that the DCA Internal Audit Office would begin conducting risk assessments for all boards and bureaus. On July 8, 2014, Rene Francis, Auditor, conducted an interview with the EO and AEO as part of the assessment. The purpose of the interview was to discuss Board operations. The EO informed Mr. Francis that the Board is heavily involved with the BreEZe Release 2 project this fiscal year and is also scheduled for its Sunset Review. The EO requested that, if an audit of the Board is planned by the IAO, to schedule the audit after the Board goes “live” with BreEZe and after completion of its Sunset Review. To date, no DCA follow-up has been received by the Board.

**F. Sunset Review** – As reported during the May 2014 Board Meeting, the Board is scheduled to submit its Sunset Review Report to the Legislature by November 1, 2014, along with nine other boards and bureaus within the DCA. Board staff continue to juggle their heavy workload with BreEZe responsibilities or take additional assignments to backup for those who are assigned to BreEZe while they prepare the report for submission.

## II. Personnel Update

**A. Recruitment of Nursing Education Consultants** – The Board continuously recruits to fill the NEC vacancies. As of September 1, 2014, there is 1 vacant NEC position. The Board requested a new candidate list and will conduct interviews in the next few weeks to fill this vacancy.

**B. Board Vacancies (Authorized Positions)** – Since its May 2014 Board Meeting, the Board filled 2 authorized positions. The Board has 11 positions vacant for a 16% vacancy rate (i.e., 11 vacant positions out of 67.9 total positions). The vacant positions are currently in the following Divisions:

- 3 Administration Division.
- 1 Enforcement Division.
- 6 Licensing Division.
- 1 Education Division.

The Board will continue its vigorous effort to fill these vacancies as quickly as possible.

<u>Promotions</u>	<u>Date</u>	<u>Classification</u>
Geralyn Maracino (Promotion)	June 1, 2014	Staff Services Analyst
Jennifer Almanza (Promotion)	Sept. 1, 2014	Assoc. Gov. Prog. Analyst

**Internal Transfer**

Antranette Robinson	July 15, 2014	Office Technician
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**Separations**

Wei Xu	May 30, 2014	Office Technician
Mark Ito	June 13, 2014	Assoc. Gov. Prog. Analyst
Sharon Wall	July 30, 2014	Staff Services Analyst
Sonja Wilson	August 8, 2014	Staff Services Analyst

- C. **Board Vacancies: BL 12-03** – Effective July 1, 2012, Budget Letter (BL) 12-03 directed the Board to eliminate budgeted salary savings and allocate that amount to accurately reflect how state operation funds are being expended. That directive resulted in the elimination of 3.8 of the Board’s authorized positions. However, the Board was notified that it could still fill those positions because the funding for those positions is still available. Therefore, the Board began recruitment to fill the following positions:

- 2 Program Technician II positions (full-time);
- 1 Office Technician position (full-time); and
- 1 Office Technician position (half-time).

All BL 12-03 positions listed above are filled.

**Board Vacancies: Retired Annuitant (RA)** – The Board received approval to hire 5 RAs to assist the Board during the BreEZe conversion and 2 RAs to assist the Education Division with its workload. Approval for the BreEZe RA positions was extended and will expire on June 30, 2015. These 7 RA positions are in addition to the existing 2 NEC RAs currently working in the Education Division (total = 9 RAs approved).

Since its May 2014 Board Meeting, the Board filled the following RA positions:

<u>New Hire</u>	<u>Date</u>	<u>Classification</u>
Franklin Wong	June 25, 2014	Assistant Info. Systems Analyst (RA)
Terri Holloway	Sept. 2, 2014	Staff Services Analyst

Of the 9 approved RA positions, only one vacancy remains in the Education Division. The Board will continue its effort to fill the remaining RA position as quickly as possible.

- D. **Overtime** - Board staff have volunteered to work overtime on a regular basis to attempt to eliminate and prevent backlogs. During fiscal year (FY) 2013/14 (7/1/13 through 6/30/14), Board staff volunteered to work overtime approximately 9,127 hours as shown below:

Licensing Division: 4,208	(Equals approximately 2 full-time positions)
Enforcement Division: 4,264	(Equals approximately 2 full-time positions)
Other Divisions: 655	(Equals approximately .3 position)

The total hours worked overtime during FY 2013/14 is equivalent to 4.3 full-time positions.

(9/11/14)

## Agenda Item #6 - Attachment

### BreEZe Meetings

Since the May 2014 Board Meeting, Board staff attended the following BreEZe meetings:

1. **May 20, 2014**: The Executive Officer (EO), Assistant Executive Officer (AEO), and Subject Matter Experts (SMEs) attended a Conference Room Pilot (CRP) session.
2. **May 22, 2014**: The EO, AEO and SMEs attended a Data Mapping meeting.
3. **May 30, 2014**: The AEO and SMEs attended a meeting to review the Enforcement Profile Report.
4. **June 4, 2014**: The AEO and SMEs attended a meeting to review the Licensing Profile Report.
5. **June 6, 2014**: The EO and AEO attended a BreEZe Executive Officers' meeting with DCA Executive Staff and BreEZe Team.
6. **June 10, 2014**: The EO attended a BreEZe Executive Steering Committee meeting.
7. **June 12, 2014**: SMEs attended a meeting to review Cash Tables.
8. **June 24, 2014**: The EO attended a BreEZe Part 2 Kickoff meeting.
9. **June 24, 2014**: The EO and Subject Matter Experts (SMEs) attended a meeting to discuss the Report Specific Data (RSD) transaction matrix.
10. **June 30, 2014**: SMEs attended a meeting to review VersaOnline (VO) functionality.
11. **July 1, 2014**: The AEO and SMEs attended an Interface Checkpoint meeting.
12. **July 2, 2014**: The AEO and SMEs attended an Interface Checkpoint meeting.
13. **July 7, 2014**: The AEO and SMEs attended a meeting to review the VO Board Level Profile Report, Storyboards, and RSDs.
14. **July 9, 2014**: The AEO and SMEs attended a meeting to review Storyboards.
15. **July 9, 2014**: The EO and SMEs attended a meeting to discuss and review Licensing Code Translations.
16. **July 10, 2014**: The EO, AEO and SMEs attended VO CRP session and a Client Text Overview Interview.
17. **July 11, 2014**: SMEs attended a meeting to review Enforcement Code Translations.
18. **July 11, 2014**: SMEs attended a VO Client Text meeting.
19. **July 14-18, 2014**: The AEO and SMEs attended a week long VO Client Text development and review session.
20. **July 15-17, 2014**: SMEs attended a 3-day Interface Design Session.
21. **July 18, 2014**: SMEs attended an Interface Detailed Design Requirement Walkthrough.
22. **July 18, 2014**: SMEs attended an Interface Detailed Design meeting.
23. **July 22, 2014**: The EO attended a BreEZe Executive Steering Committee meeting.
24. **July 22, 2014**: The AEO and SMEs attended a VO Client Text Review meeting.
25. **July 24, 2014**: The AEO and SMEs attended a VO Client Text Review meeting.
26. **July 25, 2014**: SMEs attended a Conversion Enforcement Code Translation meeting.
27. **July 25, 2014**: SMEs attended an Interface Detailed Design meeting.
28. **July 28, 2014**: SMEs attended an Enforcement Activity Code Mapping meeting.
29. **July 29, 2014**: SMEs attended a Print Services Interface meeting.
30. **July 30, 2014**: SMEs attended "Family Support" Interface Detailed Design meeting.
31. **July 30, 2014**: The EO, AEO and SMEs attended a Configuration Interview for VersaRegulation (VR) Licensing/Enforcement Profile Reports.
32. **July 31, 2014**: The AEO and SMEs attended a Configuration Interview for Workflow and Security.
33. **July 31, 2014**: The EO and AEO attended a BreEZe Executive Officers' meeting with DCA Executive Staff and BreEZe Team.
34. **August 5, 2015**: The EO and AEO attended a BreEZe Executive Officers' meeting with DCA Executive Staff.
35. **August 5, 2014**: SMEs attended a meeting to review Licensing Report Design documents.
36. **August 5, 2014**: SMEs attended a Nursys Interface meeting.
37. **August 8, 2014**: SMEs attended a Pearson Vue Interface meeting.

38. **August 11, 2014**: The EO and AEO attended a BreEZe Executive Officers' meeting with DCA Executive Staff and BreEZe Team.
39. **August 12, 2014**: SMEs attended an Enforcement Element Mapping meeting.
40. **August 18, 2014**: SMEs attended a Licensing Element Mapping meeting.
41. **August 18, 2014**: Staff attended a Data Validation meeting.
42. **August 19, 2014**: SMEs attended a Franchise Tax Board (FTB) Interface meeting.
43. **August 19, 2014**: The EO attended a BreEZe Executive Steering Committee meeting.
44. **August 21, 2014**: SMEs attended an Interface meeting to review the Office of Statewide Health Planning and Development Health Related Profession File.
45. **August 22, 2014**: SMEs attended an Interface meeting for the Department of Justice (DOJ) "No Longer Interested" (NLI) File.
46. **August 22, 2014**: SMEs attended a meeting to review RSDs.
47. **August 25, 2014**: SMEs attended Pearson Vue Interface meeting.
48. **August 26-27, 2014**: Staff attended Data Validation training.
49. **August 26, 2014**: SMEs attended a meeting to review the GAP 133 - Automated Remittance Processor (ARP) and to confirm ARP mapping values.
50. **August 27, 2014**: SMEs attended a meeting to review Enforcement Element Mapping.
51. **August 28, 2014**: SMEs attended a Softfile Interface meeting.
52. **August 28, 2014**: SMEs attended a Correspondence meeting.
53. **September 4, 2014**: The EO and AEO attended a BreEZe Executive Officers' meeting with DCA Executive Staff and BreEZe Team.
54. **September 9, 2014**: SMEs attended a meeting to review Batch Job Configuration.