

Agenda Item #14.B.



BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR EDMUND G. BROWN JR.

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DATE: April 11, 2016

TO: Board Members

FROM: Gina Bayless 
Enforcement Division Chief

SUBJECT: Enforcement Division Report

Attached please find an Overview of Enforcement Activity for the previous five fiscal years and the current fiscal year. Below is a summary of the programs trends as of March 31, 2016:

Complaint Unit

The total number of complaints received for the current fiscal year is 2,696, averaging 300 per month. Our intake process ensures timely case assignment, averaging 5 days for case intake and assignment to the appropriate investigative unit. Complaint intake continues to work new complaints, ensure applicant cases are processed timely and aging cases are worked as a priority.

Investigation Unit

As of March 31, 2016, 292 cases have been assigned to our Investigation Unit and 317 cases have been referred to the Division of Investigation (DOI). Currently there are 1,810 cases pending at various stages of investigation. We are actively monitoring pending cases to ensure that aging cases are worked as a priority.

Discipline Unit

Currently there are 285 cases pending at the Attorney General's Office. We've referred 224 cases to date. As of March 31, 2016, 368 discipline actions were finalized. Additional data regarding case outcome and the average number of days to complete discipline is currently unavailable due to an error in the BreEZe report. Staff is working with the BreEZe team to identify report issues and test reports as they become available.

Overview of Enforcement Activity						
Enforcement Volume	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16 ¹
Intake						
Complaints Received	605	673	717	647	545	888
Arrest/Conviction Reports	4,470	4,975	4,307	5,150	4,852	1,808
Total Complaints Received	5,075	5,648	5,024	5,797	5,397	2,696
Investigations Assigned						
Desk Investigations	4,987	5,301	4,637	5,413	5,319	2,817
Non-Sworn Investigation	134	759	712	451	443	292
Sworn/DOI Investigations	126	97	15	0	130	317
Total Complaints Assigned for Investigation	5,247	6,157	5,364	5,864	5,892	3,426
Investigations Pending						
Desk Investigations	4,049	4,105	3,667	3,745	2,296	977
Non-Sworn Investigations	159	514	954	911	731	516
Sworn/DOI Investigations	166	157	81	14	129	317
Total Complaints Pending	4,374	4,776	4,702	4,670	3,156	1,810
Investigations Completed						
Desk Investigations	5,196	4,768	4,876	5,249	6,338	4,146
Non-Sworn Investigations	1	272	251	494	513	367
Sworn/DOI Investigations	203	106	91	68	16	109
Total Investigations Completed	5,400	5,146	5,218	5,811	6,867	4,622
Average Days to Complete Investigations						
Desk Investigations	288	289	246	224	416	249
Non-Sworn Investigations	134	315	509	584	601	701
DOI Investigations ²	704	682	771	899	996	518
Overall Average Days to Complete Investigations	303	298	267	262	431	277
Closed Without Discipline	5,109	4,813	4,950	5,400	6,568	4,062
Average Days to Close	289	281	253	242	429	297
Formal Discipline						
Cases Referred to AG's Office	340	401	285	370	290	224
Cases Pending at AG	498	648	549	593	502	285
Accusations Filed	168	251	217	237	285	189
Statement of Issues Filed	57	82	68	50	69	25
Petition to Revoke	22	20	15	14	15	16
Disciplinary Actions Completed ³	175	189	320	255	326	368
Average Days to Complete Discipline	1,051	1,018	1,080	1,103	1,130	*****
1. Volume from July 1, 2015 to March 31, 2016. 2. DOI = DCA Division of Investigation. 3. Does not include Petition for Reinstatement, Petition for Reduction of Penalty/Early Termination, or Citation Appeals.						