



Board of Vocational Nursing and Psychiatric Technicians
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DATE August 4, 2016

TO Board Members


FROM Kameka Brown, PhD, MBA, NP
Executive Officer

SUBJECT Licensing Division Report

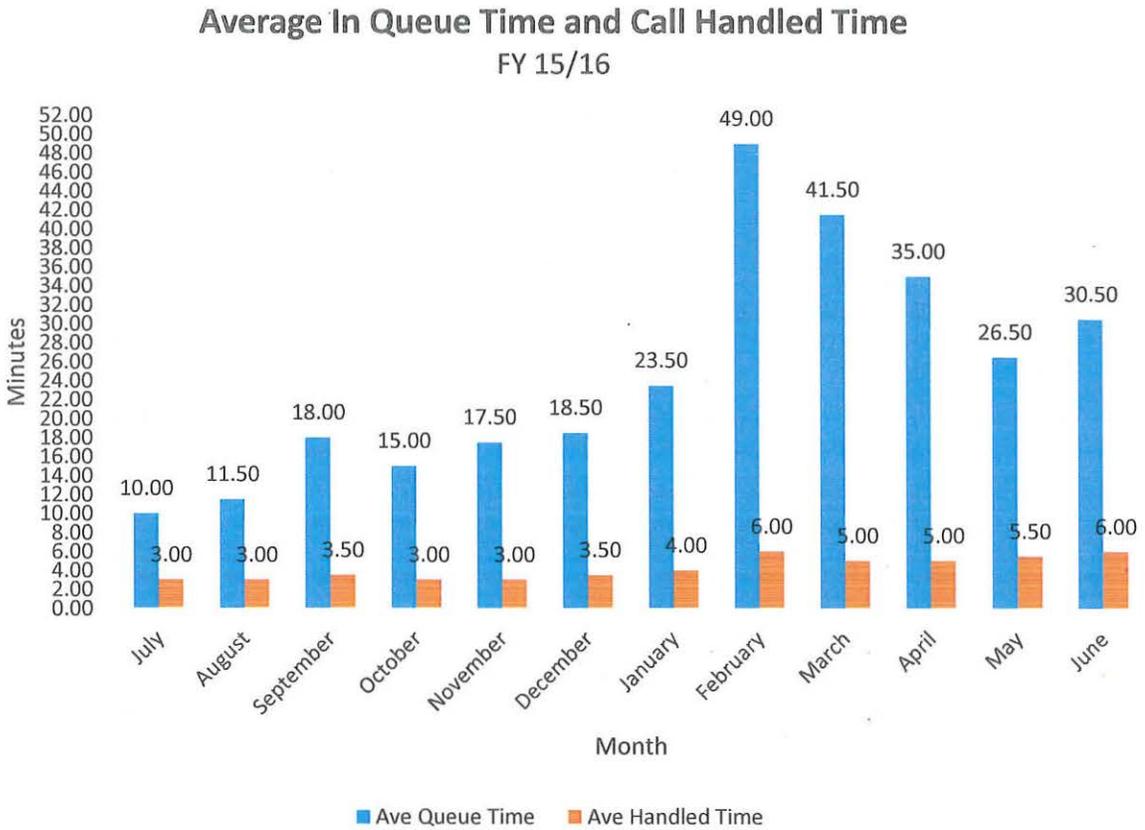
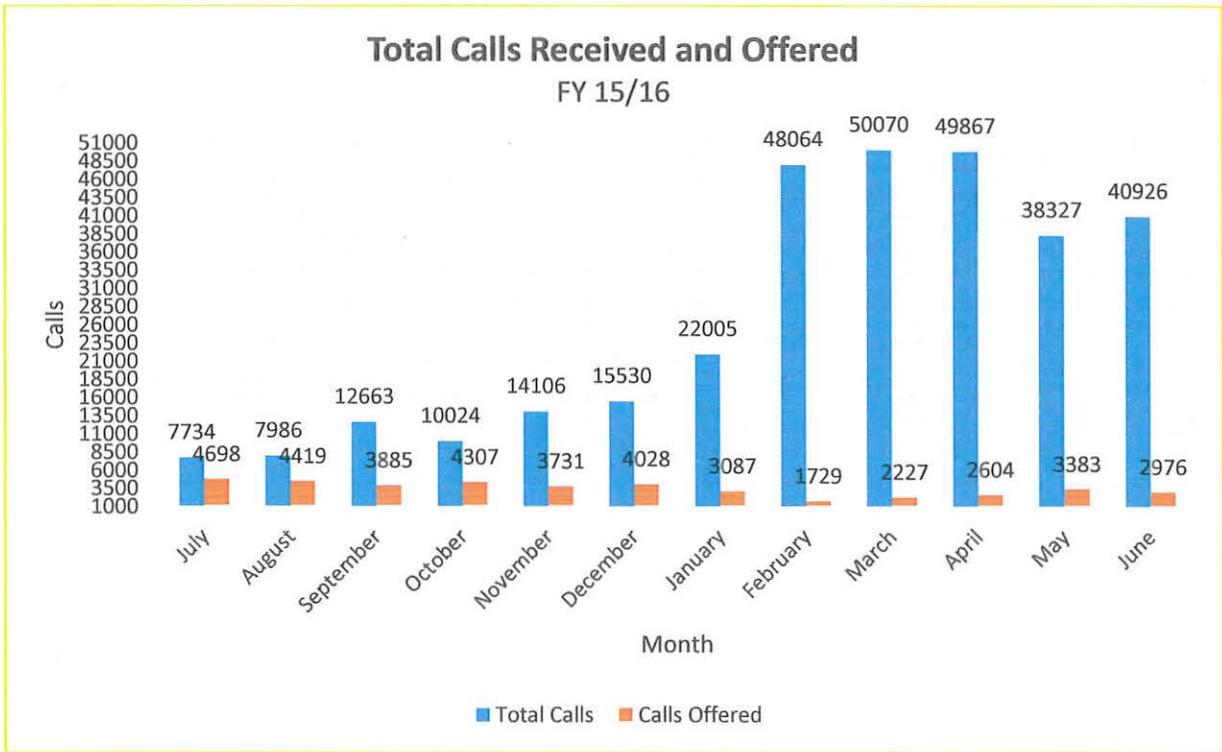
DIVISION REDESIGN

The Licensing Division underwent extensive changes during the last quarter. The Staff Service Manager (SSMI) retired leading to an absence in full-time management staff. Additionally, the Division was restructured to reduce the span of control of the SSMI to a more manageable load. Two manager positions were developed; SSMI – Support Services and SSMI - Evaluations. In addition to this function change, two additional receptionist positions were added to address the growing call volume. Finally, a Legislative Analyst was added to monitor legislative issues germane to the Board.

Also during this time, a complete work analysis was conducted of division workload and processes. Following this assessment, staff workload and duty statements were validated to insure duty statements mirrored functions. Reallocations of duties and retraining was conducted where needed.

RECEPTION/FRONT COUNTER

The total average number of incoming telephone calls received in the last quarter was 44,797. The Board's reception counter assisted an average 480 applicants/licenses per month. Although the board has increased the staff to handle the counter and phones, the Board's current telephone system is 20 years old. At that time, the Board licensed accredited 20 percent **fewer** applicants and 42 percent **fewer** educational institutions. The Board received inquiries from 20 percent **fewer** consumers than present day. Instead, the current service routinely disconnects, leading to consumer frustration and increased complaints. The current system does not leverage innovative customer service options that insure optimal service to California consumers.



FINGERPRINTS

The fingerprints operations are current. The Board currently has two staff members dedicated to this function with an additional cross-trained.

CONTINUING EDUCATION AUDITS

Within the Division redesign, the Continuing Education process was extensively reviewed. Several steps were identified that can be omitted as redundancies. Additionally, the process can be almost exclusively digital. BreZE tickets have been raised to begin the process of automating this process. The Enforcement Monitor has provided a process for the Board to execute.

Below is an overview of Licensing activities and a summary of key statistics.

CASHIERING

VN RENEWALS	April 2016	May 2016	June 2016	4th Quarter Avg.
Cashed In-House	108	315	177	200
Cashed On-Line	1958	1736	1108	1601
Cashed at Central Cashiering	1583	885	411	960

VN EXAM APPLICATIONS	April 2016	May 2016	June 2016	4th Quarter Avg.
Cashed In-House	406	1660	803	957
Cashed On-Line	138	194	220	184

VN RE-EXAM APPLICATIONS	April 2016	May 2016	June 2016	4th Quarter Avg.
Cashed In-House	147	424	137	235
Cashed On-Line	173	238	210	207

VN INITIAL LICENSE APPLICATIONS	April 2016	May 2016	June 2016	4th Quarter Avg.
Cashed In-House	182	147	128	153
Cashed On-Line	324	312	312	316

PT RENEWALS	April 2016	May 2016	June 2016	4th Quarter Avg.
Cashed In-House	31	23	18	24
Cashed On-Line	239	185	131	185
Cashed at Central Cashiering	120	69	45	78

PT EXAM APPLICATIONS	April 2016	May 2016	June 2016	4th Quarter Avg.
Cashed In-House	3	22	121	49
Cashed On-Line	1	3	5	3

PT RE-EXAM APPLICATIONS	April 2016	May 2016	June 2016	4th Quarter Avg.
Cashed In-House	29	38	16	28
Cashed On-Line	1	3	3	3

PT INITIAL LICENSE APPLICATIONS	April 2016	May 2016	June 2016	4th Quarter Avg.
Cashed In-House	22	29	4	19
Cashed On-Line	4	22	11	13

EVALUATIONS

An increase in processing times occurred during the months of May and June due to the re-organization of job duties after accessing the Board's operational needs. This included cross-trainings and learning curves. We are expected to bring our processing times back down during the next quarter.

VN APPLICATION PROCESSING TIMES	April 2016	May 2016	June 2016	4th Quarter Avg.
Schools (Method 1)	12.75 weeks	12.75 weeks	6 weeks	10.5 weeks
Equivalency (Method 2 – 5)	21.5 weeks	25 weeks	28.5 weeks	25 weeks
Endorsement	7.5 weeks	8.5 weeks	9.75 weeks	8.5 weeks
Re-Examinations	10 weeks	12.5 weeks	12.25 weeks	11.5 weeks
Initial Licenses	1 weeks	1.75 weeks	6.25 weeks	3 weeks
Renewals	5.5 weeks	5.75 weeks	3.5 weeks	5 weeks
Verifications	1.5 weeks	2.5 weeks	7 weeks	3.5 weeks

PT APPLICATION PROCESSING TIMES	April 2016	May 2016	June 2016	4th Quarter Avg.
Schools (Method 1)	10 weeks	10 weeks	13 weeks	11 weeks
Equivalency (Method 2 – 5)	5.5 weeks	0 weeks	2.5 weeks	4 weeks
Re-Examinations	3.25 weeks	3 weeks	2.5 weeks	3 weeks
Initial Licenses	6 weeks	2.25 weeks	1.5 weeks	3.25 weeks
Renewals	3.75 weeks	4.25 weeks	5.5 weeks	4.5 weeks



DATE: August 3, 2016

TO: Board Members

FROM: 
Kameka Brown, PhD, MBA, NP
Executive Officer

SUBJECT: Licensing Division Report – Update on Discontinuing Pocket Card License

Introduction

Business and Professions Code, Division 2, Chapter 6.5, Section 2857, requires the Board of Vocational Nursing and Psychiatric Technicians (Board) to issue a license designated as Licensed Vocational Nurse (LVN) license. The Board currently issues a plastic pocket/wallet license as proof of licensure to approximately 140,000 licensees (includes initial and renewal pocket/wallet licenses).

Background

Paper pocket/wallet licenses were previously issued by the Board. These licenses at that time, were produced by the Department of Consumer Affairs, Office of Information Services. The Board received numerous complaints about the paper/wallet licenses, which resulted in replacing defective paper licenses due to the ink distorting the license after being placed in a plastic card holder when carried in a wallet. The paper/pocket license was also vulnerable to tampering issues, since the date of expiration or name could be changed and duplicated on the paper card license.

On July 1, 2000, the Board received budget authority to contract for credit-card style plastic pocket/wallet licenses. The intent of the plastic licenses was to provide enhanced security against forgery and eliminate problems of torn or damaged paper pocket licenses produced with substandard printing. Conversion to these new plastic card-type licenses began in mid-December 2000.

Beginning March 2009, the licenses were printed on white cards instead of the old blue card. The white cards include the Florence Nightingale lamp hologram on the vocational nurse (VN) cards as the new, updated, and more secure hologram. The hologram is unique to the profession of nursing for enhanced security. It is not possible to duplicate a hologram with a scanner or color photocopy machine, nor fabricate through standard printing processes. Employers have come to recognize these plastic card licenses as valid forms of identification for licensure and certification. The license cards include the licensee's name, license number, and a license expiration date. The cards do not have a photograph of the licensee.

Contracted Vendor:

Vendor	Term	Cost of License Per Card
SoftFile	September 15, 2-13 – September 14, 2016	\$0.45/card + \$0.48/postage

Expenditures: In fiscal year (FY) 2014/15, the Board spent a total amount of \$55,642 for both the VN and Psychiatric Technician (PT) programs, including postage; \$50,619 for VN license cards and \$5,023 for PT license cards.

In FY 2015/16, the Board spent a total amount of \$42,881.42 for both the VN and PT programs; \$39,092.56 for VN and \$3,788.86 for PT.

Number of License Cards Issued in FY 2014/15	
VN	PT
51,292	5,135

Additional Staff Handling Expenses: Of the total number of license cards issued, approximately 480 (425 VN and 55 PT) undeliverable license were destroyed in 2014. Approximately 140 cards were re-mailed back with valid addresses. Resulting in additional staff handling, letters, paper, envelopes, and postage for initial and renewal VN and PT lost license cards.

Problem:

The plastic pocket/wallet license cards issued indicates a license expiration date. The card carries an assumption that the holder's license status is current as indicated by the license expiration date on the card. In reality, the information on the cards is only as current as the date it was printed. It should not be considered proof of active licensure. License could be suspended, revoked or have other discipline imposed upon it that the license card does not reveal. There is an inherent problem with issuing a pocket license that has the potential to put the public at risk. National Boards are currently moving to on-line verification exclusively due to real-time updates.

Solution:

Discontinue issuing the plastic card-type pocket/wallet licenses and direct employers and licensees to rely upon the Board's on-line system, BreEZe, as the system for accurate real-time information.

Advantages to eliminating the issuance of pocket license cards:

- a) *Public Safety* - Compels employers to use the Board's on-line BreEZe system for accurate information and minimizes the possibility of fraud.
- b) *Cost Savings* – Using technology keeps costs down. Real savings on postage, paper, envelopes and staff handling that could be redirected toward other activities that protect the public.
- c) *Going Green* – Using less plastic and paper resources.
- d) *Lost or Stolen Licenses* – There is no longer the risk of losing a license due to theft, misplacement or accidental destruction, and identify theft is minimized.

Alternative Option: Issue a one-time pocket card license with the licensee name, license number, and original license issue date only. On the card, give directions to use BreEZe for license verification purposes as it should not be considered a proof of current licensure. No added value has been found with having a pocket license, other than the obtainment of an original license at some point, carrying the prestige of having a card, or, perhaps a consumer discount value.

Conclusion:

Public protection is the Board's highest priority in exercising its licensing, regulatory, and disciplinary functions for LVNs and PTs.

It is the responsibility of the employer to verify real-time status of an employee's license. It serves to protect the public and protects the employer from liability. It is also the licensee's responsibility to ensure that their license status is current. The employer, licensee, or anyone can verify real-time license status on-line using the BreEZe License Verification System or by calling the Board at (916) 263-7800. The BreEZe on-line system gives a snapshot of the license status and notes any disciplinary actions taken.

The Board will discontinue issuing pocket card licenses effective Fall 2016.