



**Board of Vocational Nursing and Psychiatric Technicians**  
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DATE August 3, 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 (FY) and the current fiscal year. Below is a summary of the programs trends as of June 30, 2016:

### **Complaint Unit**

The total number of complaints received for FY 15/16 is 3,458. Overall, this represents a 36 percent decrease in the total complaints received in comparison to prior FYs. The arrest/conviction reports received for FY 15/16 is significantly reduced due to implementation of a regulation change reducing the threshold for disclosure of traffic violations from \$300 to \$1,000.

Another significant change is the process for referring applicants to the Enforcement Division. The criteria for referral now requires that applicants must meet all eligibility requirements and have passed the examination before referral to the Enforcement Division. The enforcement review will be the final step in the application process.

Applications identified for referral to the Enforcement Division must meet the following criteria before referral:

- Passed all required examinations
- Met all education and experience requirements
- Report of Conviction is complete, with letter of explanation for each offense, certified police and court documents are received

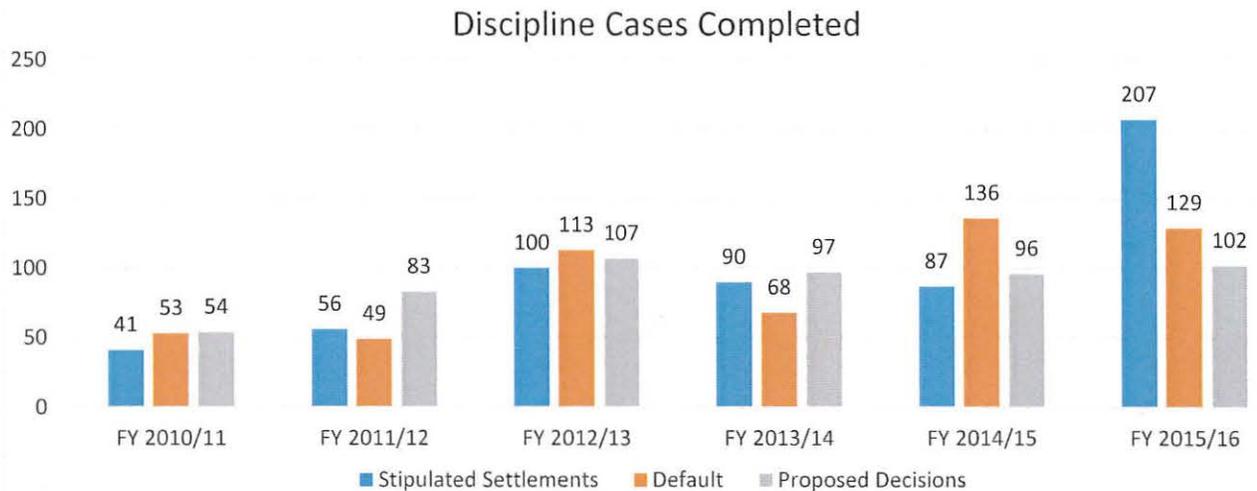
### **Investigation Unit**

Data regarding complaints assigned, pending and completed, and the average number of days to complete investigations is currently unavailable due to an error in the BreEZe data. Staff is working with the BreEZe team to identify the issues.

## Discipline Unit

Currently, there are 347 cases pending at the Office of the Attorney General (OAG). The total number of cases referred for formal discipline for FY 15/16 is 366. As of June 30, 2016, 438 discipline actions were finalized. We continue to focus on expediting settlement of cases and show a significant increase in settlements in the last twelve months. The graph below highlights the trend in case outcomes for the last six years.

Discipline Cases Completed	FY 2010/11	FY 2011/12	FY 2012/13	FY 2013/14	FY 2014/15	FY 2015/16
Stipulated Settlements	41	56	100	90	87	207
Default	53	49	113	68	136	129
Proposed Decisions	54	83	107	97	96	102
<b>Total Completed</b>	<b>148</b>	<b>188</b>	<b>320</b>	<b>255</b>	<b>319</b>	<b>438</b>



Additional data regarding the average number of days to complete discipline is currently unavailable due to an error in the BreEZe data. Staff is working with the BreEZe team to identify the issues.

## Overview of Enforcement Activity

Enforcement Volume	2011/12	2012/13	2013/14	2014/15	2015/16	Yearly % Change
<b>Intake</b>						
Complaints Received	673	717	647	545	1,330	+ 144%
Arrest/Conviction Reports	4,975	4,307	5,150	4,852	2,128	- 56%
<b>Total Complaints Received</b>	<b>5,648</b>	<b>5,024</b>	<b>5,797</b>	<b>5,397</b>	<b>3,458</b>	<b>- 36%</b>
<b>Investigations Assigned</b>						
Desk Investigations	5,301	4,637	5,413	5,319	N/A	N/A
Non-Sworn Investigation	759	712	451	443	N/A	N/A
Sworn/DOI Investigations	97	15	0	130	N/A	N/A
<b>Total Complaints Assigned for Investigation</b>	<b>6,157</b>	<b>5,364</b>	<b>5,864</b>	<b>5,892</b>	<b>N/A</b>	<b>N/A</b>
<b>Investigations Pending</b>						
Desk Investigations	4,105	3,667	3,745	2,296	N/A	N/A
Non-Sworn Investigations	514	954	911	731	N/A	N/A
Sworn/DOI Investigations	157	81	14	129	N/A	N/A
<b>Total Complaints Pending</b>	<b>4,776</b>	<b>4,702</b>	<b>4,670</b>	<b>3,156</b>	<b>N/A</b>	<b>N/A</b>
<b>Investigations Completed</b>						
Desk Investigations	4,768	4,876	5,249	6,338	N/A	N/A
Non-Sworn Investigations	272	251	494	513	N/A	N/A
Sworn/DOI Investigations	106	91	68	16	N/A	N/A
<b>Total Cases Completed</b>	<b>5,146</b>	<b>5,218</b>	<b>5,811</b>	<b>6,867</b>	<b>N/A</b>	<b>N/A</b>
<b>Average Days to Complete Investigations</b>						
Desk Investigations	289	246	224	416	N/A	N/A
Non-Sworn Investigations	315	509	584	601	N/A	N/A
DOI Investigations	682	771	899	996	N/A	N/A
<b>Overall Average Days to Complete Cases</b>	<b>298</b>	<b>267</b>	<b>262</b>	<b>431</b>	<b>N/A</b>	<b>N/A</b>
Closed Without Discipline	4,813	4,950	5,400	6,568	N/A	N/A
<b>Average Days to Close</b>	<b>281</b>	<b>253</b>	<b>242</b>	<b>429</b>	<b>N/A</b>	<b>N/A</b>
<b>Formal Discipline</b>						
Cases Referred to AG's Office	401	285	370	290	366	+ 26%
Cases Pending at AG	648	549	593	502	347	- 31%
Accusations Filed	251	217	237	285	256	- 10%
Statement of Issues Filed	82	68	50	69	30	- 57%
Petition to Revoke	20	15	14	15	27	+ 80%
<b>Total Disciplinary Actions Completed<sup>i</sup></b>	<b>188</b>	<b>320</b>	<b>255</b>	<b>319</b>	<b>438</b>	<b>+ 34%</b>
<b>Average Days to Complete Discipline<sup>ii</sup></b>	<b>1,018</b>	<b>1,080</b>	<b>1,103</b>	<b>1,130</b>	<b>N/A</b>	<b>N/A</b>

<sup>i</sup> Does not include Petition for Reinstatement, Petition for Reduction of Penalty/Early Termination, or Citation Appeals. 2016 measures Imposed Date; prior to 2016 measures Effective Date.

<sup>ii</sup> 2015/16 not available due to Breeze Reporting Error.

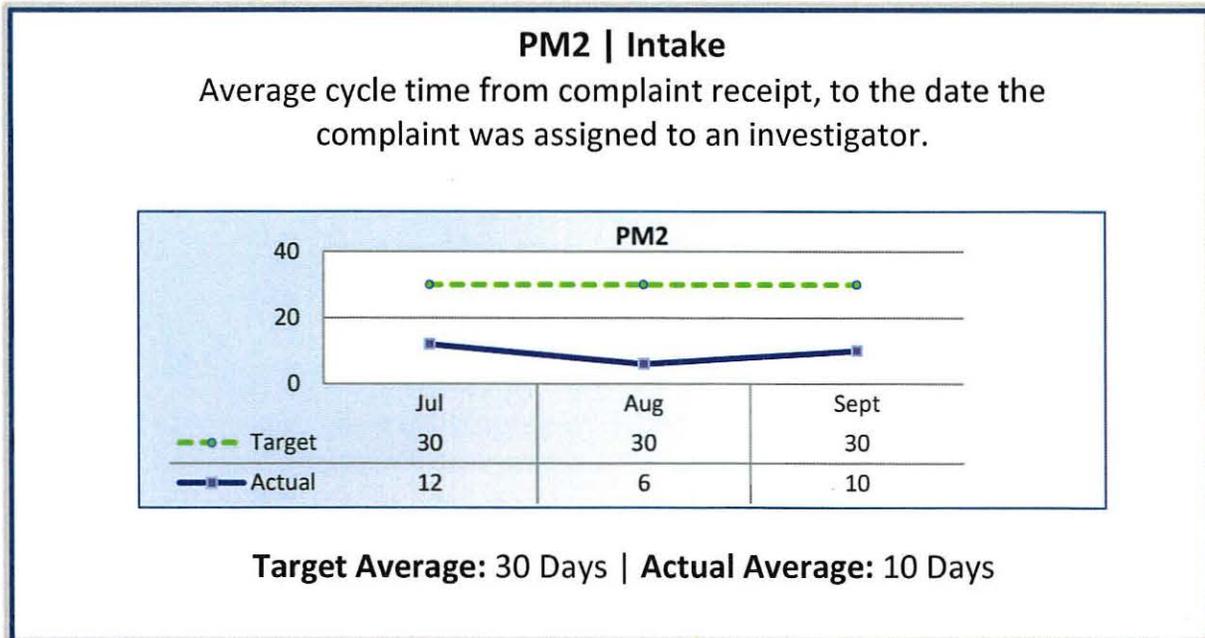
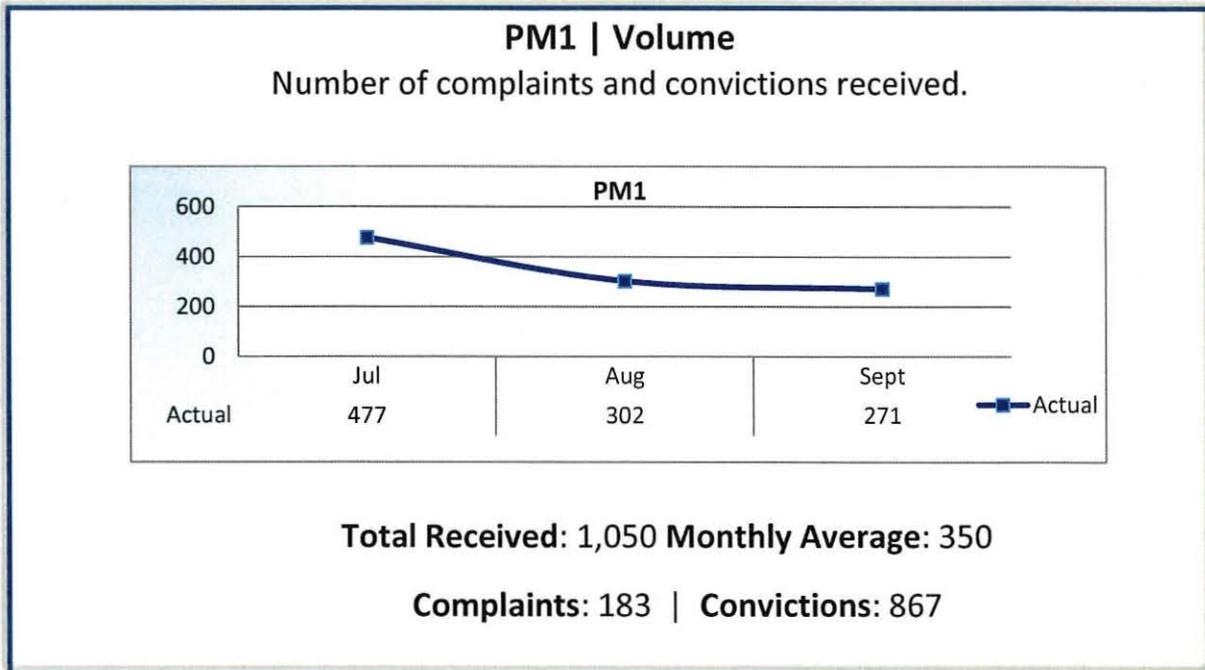
N/A Data not available due to CAS/Breeze conversion and data errors.

# Board of Vocational Nursing and Psychiatric Technicians

## Performance Measures

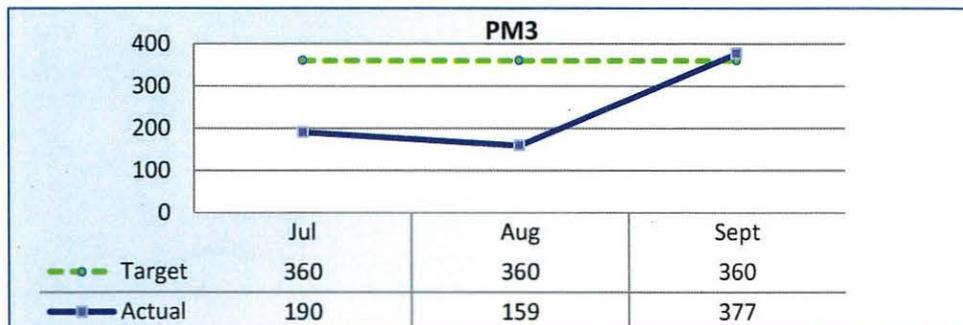
### Q1 Report (July - September 2015)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.



### PM3 | Intake & Investigation

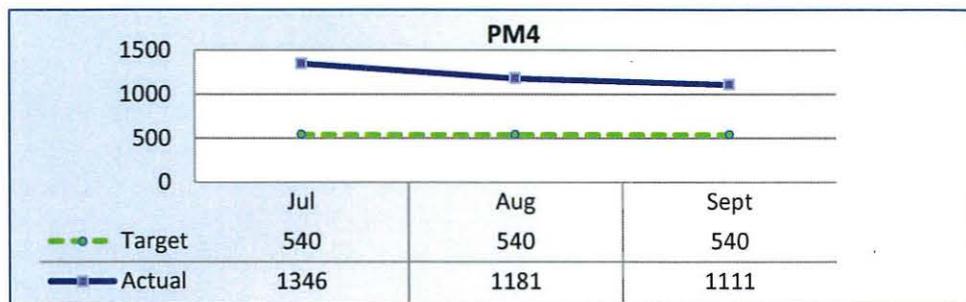
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)



**Target Average: 360 Days | Actual Average: 229 Days**

### PM4 | Formal Discipline

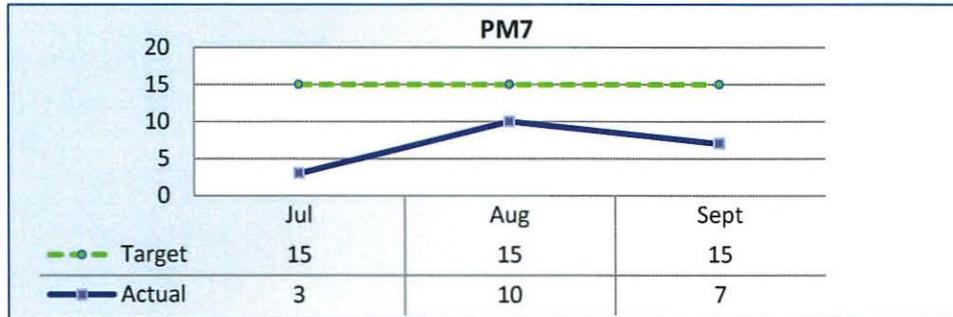
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)



**Target Average: 540 Days | Actual Average: 1,208 Days**

### PM7 | Probation Intake

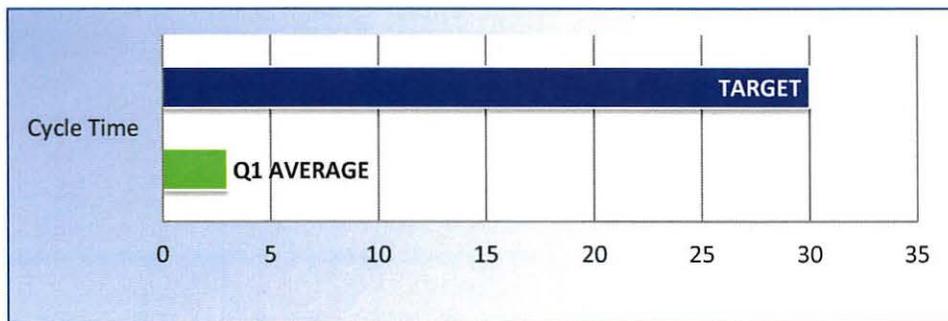
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



**Target Average: 15 Days | Actual Average: 7 Days**

### PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



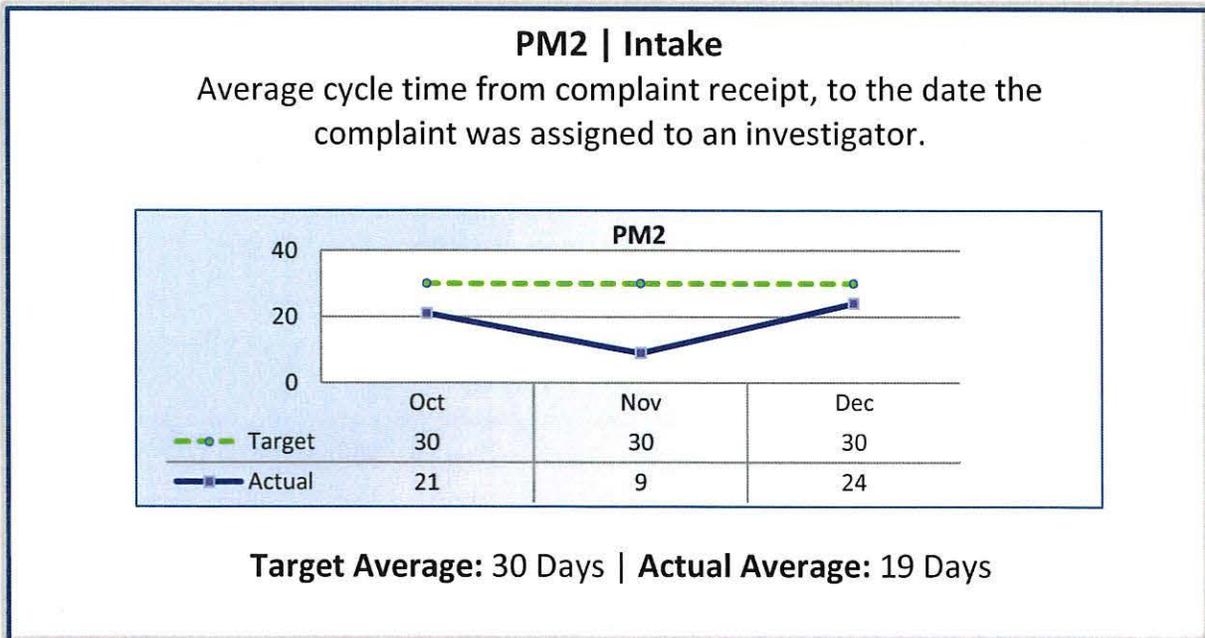
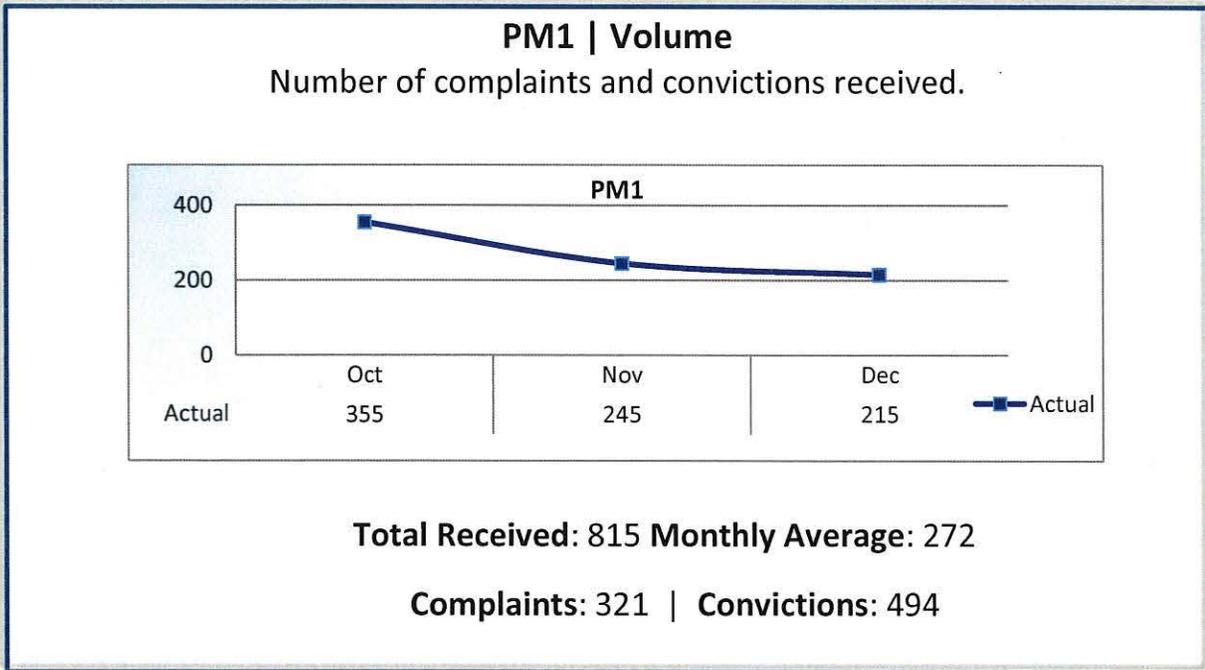
**Target Average: 30 Days | Actual Average: 3 Days**

# Board of Vocational Nursing and Psychiatric Technicians

## Performance Measures

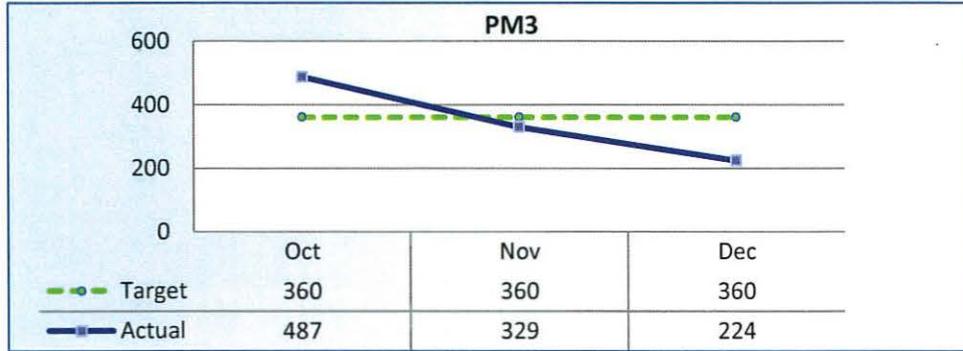
### Q2 Report (October - December 2015)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.



### PM3 | Intake & Investigation

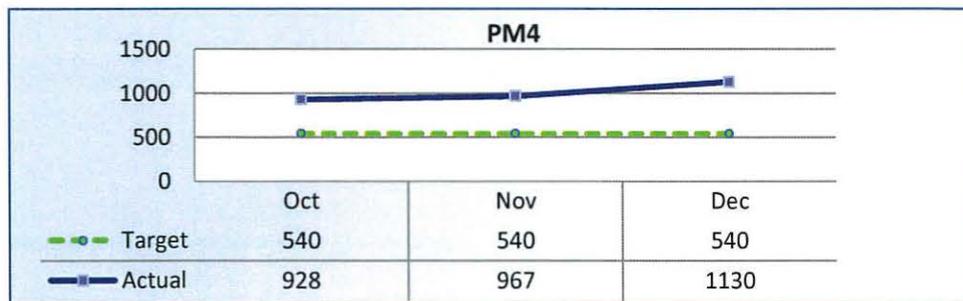
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)



**Target Average: 360 Days | Actual Average: 394 Days**

### PM4 | Formal Discipline

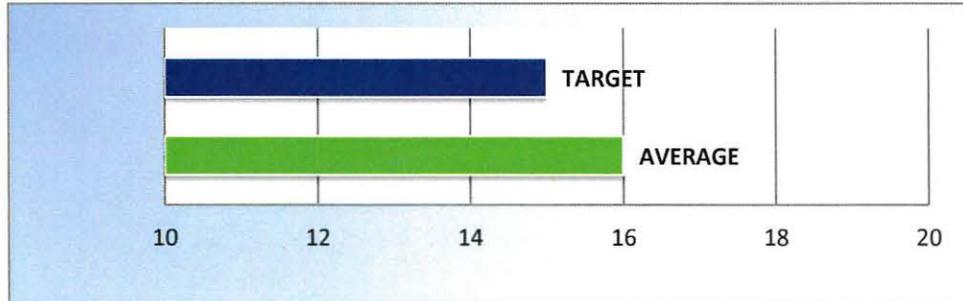
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)



**Target Average: 540 Days | Actual Average: 984 Days**

### PM7 | Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



**Target Average: 15 Days | Actual Average: 16 Days**

### PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

*The Board did not have any probation violations this quarter.*

**Target Average: 30 Days | Actual Average: N/A**