



Board of Vocational Nursing and Psychiatric Technicians
2535 Capitol Oaks Drive Suite 205, Sacramento, CA 95833-2945
Phone 916-263-7800 Fax 916-263-7855 Web www.bvnpt.ca.gov



DATE: October 20, 2016

TO: Board Members

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

SUBJECT: Licensing Division Report

DIVISION REDESIGN

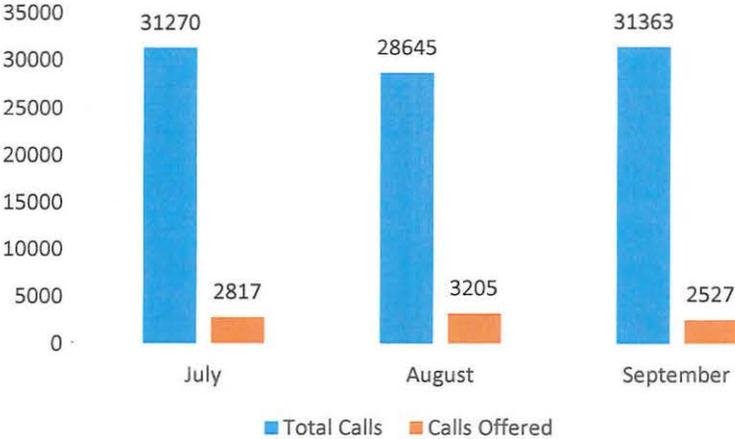
The Licensing Division (Division) underwent extensive changes during the last quarter. With the restructure of the Division, two Staff Services Manager I (SSMI) positions were developed for the Support Services and Evaluations Unit. The Evaluations Unit SSMI joined the Board in October 2016, replacing the SSMI that retired in October 2016. An Acting SSMI was put into place in September 2016 to manage the Support Services Unit. In addition to these changes, one cashiering position was redirected to the receptionist unit to address the growing call volume.

RECEPTION/FRONT COUNTER

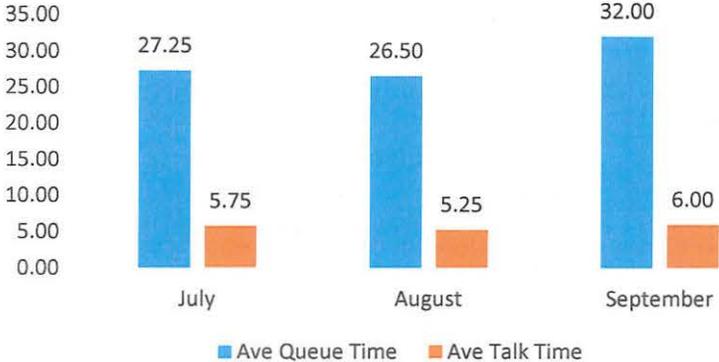
The total average number of incoming telephone calls received in the last quarter was 30,426. The Board's receptionist/front counter unit assisted an average of 606 applicants/licensees per month – an average of 28 people per day. This is a 28.6% increase from last quarter. In addition to phone calls and assisting the front counter, the Board received on average 2,899 emails per month.

Agenda Item #15.C.

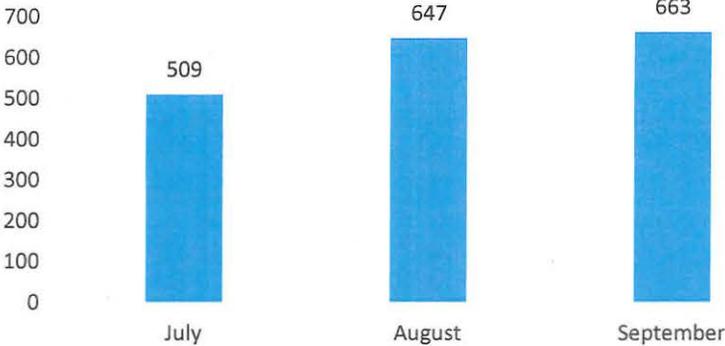
Total Calls Received and Offered
FY 16/17 - First Quarter



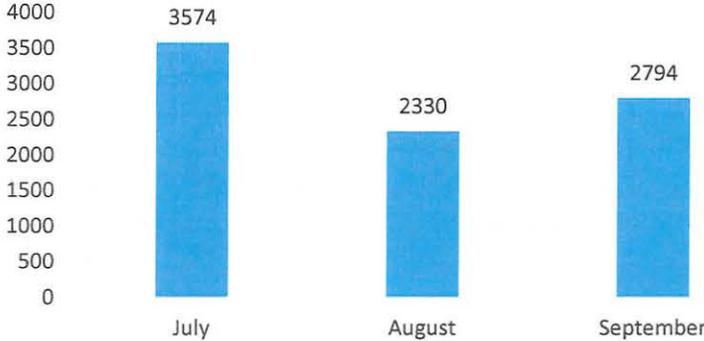
Average In Queue Time and Call Handled Time
(in minutes)
FY 16/17 First Quarter



Total number of Consumers Assisted at the Front Counter
FY 16/17 First Quarter



Total Emails Received through bvnpt@dca.ca.gov
FY 16/17 First Quarter



Agenda Item #15.C.

FINGERPRINTS

The fingerprints operations are current. The Board currently has one staff member dedicated to this function with an additional staff member 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.

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

CASHIERING – VOCATIONAL NURSES

VN RENEWALS	July 2016	August 2016	September 2016	1st Quarter Avg.
Cashed In-House	238	217	74	177
Cashed On-Line	2209	2472	2446	2376
Cashed at Central Cashiering	1131	1424	1296	1284

VN EXAM APPLICATIONS	July 2016	August 2016	September 2016	1st Quarter Avg.
Cashed In-House	463	663	155	427
Cashed On-Line	141	308	114	188

VN RE-EXAM APPLICATIONS	July 2016	August 2016	September 2016	1st Quarter Avg.
Cashed In-House	155	147	78	127
Cashed On-Line	218	280	261	253

VN INITIAL LICENSE APPLICATIONS	July 2016	August 2016	September 2016	1st Quarter Avg.
Cashed In-House	156	190	81	143
Cashed On-Line	422	529	483	478

CASHIERING – PSYCHIATRIC TECHNICIANS

PT RENEWALS	July 2016	August 2016	September 2016	1st Quarter Avg.
Cashed In-House	35	33	28	32
Cashed On-Line	245	250	253	250
Cashed at Central Cashiering	102	112	109	108

PT EXAM APPLICATIONS	July 2016	August 2016	September 2016	1st Quarter Avg.
Cashed In-House	10	16	45	24
Cashed On-Line	0	0	1	1

PT RE-EXAM APPLICATIONS	July 2016	August 2016	September 2016	1st Quarter Avg.
Cashed In-House	18	19	22	20
Cashed On-Line	5	2	3	4

PT INITIAL LICENSE APPLICATIONS	July 2016	August 2016	September 2016	1st Quarter Avg.
Cashed In-House	6	7	20	11
Cashed On-Line	19	16	16	17

EVALUATIONS – VOCATIONAL NURSES

VN APPLICATION PROCESSING TIMES	July 2016	August 2016	September 2016	1st Quarter Avg.
Schools (Method 1)	5 weeks	4.5 weeks	4.25 weeks	4.5 weeks
Equivalency (Method 2 – 5)	28 weeks	29 weeks	27.25 weeks	28 weeks
Endorsement	10 weeks	6 weeks	6.25 weeks	7.5 weeks
Re-Examinations	13.25 weeks	10.5 weeks	8.75 weeks	10.75 weeks
Initial Licenses	6.25 weeks	6.5 weeks	7.25 weeks	6.75 weeks
Renewals	2.5 weeks	3.5 weeks	7.25 weeks	4.5 weeks
Verifications	8.25 weeks	5 weeks	4.25 weeks	5.75 weeks

EVALUATIONS – PSYCHIATRIC TECHNICIANS

PT APPLICATION PROCESSING TIMES	July 2016	August 2016	September 2016	1st Quarter Avg.
Schools (Method 1)	3.75 weeks	6.25 weeks	4.75 weeks	5 weeks
Equivalency (Method 2 – 5)	17.5 weeks	20.75 weeks	18.75 weeks	19 weeks
Re-Examinations	5 weeks	5 weeks	5.5 weeks	5.25 weeks
Initial Licenses	7.25 weeks	3.25 weeks	2.5 weeks	4.25 weeks
Renewals	2.5 weeks	4 weeks	4.75 weeks	3.75 weeks