



BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR EDMUND G. BROWN JR.  
**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 www.bvnpt.ca.gov



DATE: January 27, 2017

TO: Board Members

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

SUBJECT: Executive Officer's Report - Licensing Division

**Reception/Front Counter**

The total average number of incoming telephone calls received in the second quarter of the 2016/2017 fiscal year was 22,680. The Board's Public Counter Unit assisted an average of 556 applicants/licensee per month – an average of 18 people per day. This is an 8.36% percent decrease from last quarter. In addition to phone calls and assisting the front counter, the Board received an average of 2,288 emails per month. This is a 21.08% decrease from the last quarter.

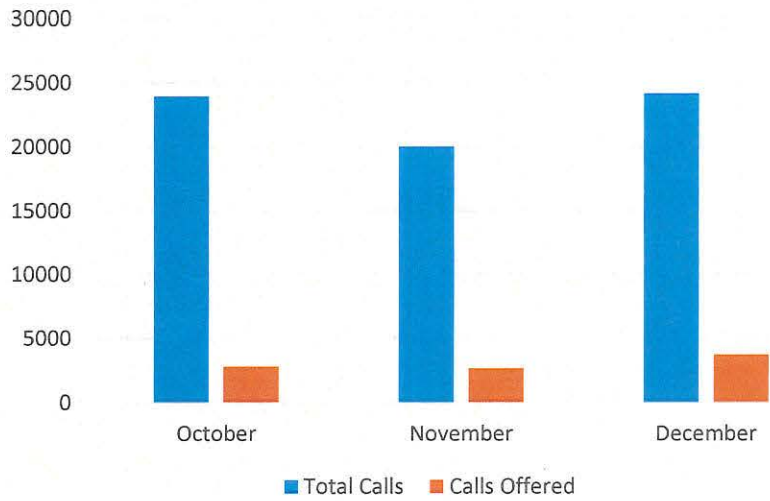
**Vocational Nurse Applications**

School applications were processed in an average of 1.5 weeks; these applications were processed in a 4.5 week average the previous quarter.

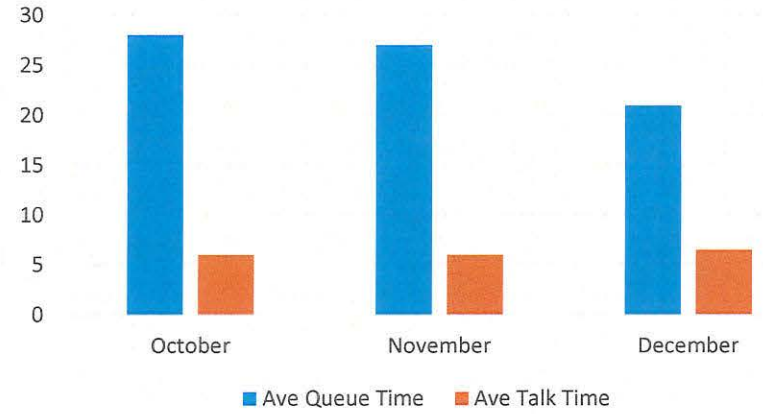
**Psychiatric Technician Applications**

All Psychiatric Technician applications were under four weeks processing time with the exception of equivalency applications. This is a great improvement from the first quarter in which there was only one type of application under 4 weeks.

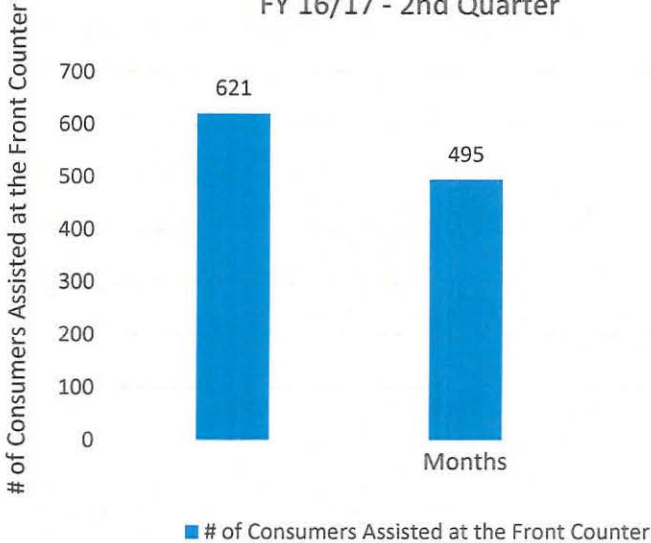
Total Calls Received and Offered  
FY 16/17 - 2nd Quarter



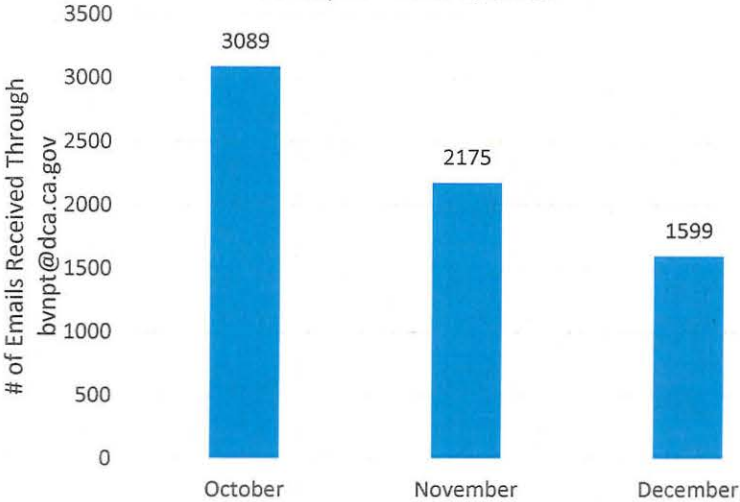
Average In Queue Time and Call Handled Time  
(in minutes)  
FY 16/17 - 2nd Quarter



Total number of Consumers Assisted  
at the Front Counter  
FY 16/17 - 2nd Quarter



Total Number of Emails Received Through  
**bvnpt@dca.ca.gov**  
FY 16/17 - 2nd Quarter



**Vocational Nursing - Cashiering**

<b>RENEWALS</b>	<b>OCTOBER 2016</b>	<b>NOVEMBER 2016</b>	<b>DECEMBER 2016</b>	<b>2<sup>nd</sup> Quarter Average</b>
<b>CASHED IN - HOUSE</b>	71	315	677	354.33
<b>CASHED ONLINE</b>	1,398	2,599	3,004	2,333.66

<b>EXAM APPLICATIONS</b>	<b>OCTOBER 2016</b>	<b>NOVEMBER 2016</b>	<b>DECEMBER 2016</b>	<b>2<sup>nd</sup> Quarter Average</b>
<b>CASHED IN - HOUSE</b>	363	258	437	352.66
<b>CASHED ONLINE</b>	276	262	466	334.66

<b>RE-EXAM APPLICATIONS</b>	<b>OCTOBER 2016</b>	<b>NOVEMBER 2016</b>	<b>DECEMBER 2016</b>	<b>2<sup>nd</sup> Quarter Average</b>
<b>CASHED IN - HOUSE</b>	103	75	167	115
<b>CASHED ONLINE</b>	275	269	237	260.33

<b>INITIAL LICENSE APPLICATIONS</b>	<b>OCTOBER 2016</b>	<b>NOVEMBER 2016</b>	<b>DECEMBER 2016</b>	<b>2<sup>nd</sup> Quarter Average</b>
<b>CASHED IN - HOUSE</b>	121	68	184	124.33
<b>CASHED ONLINE</b>	460	268	532	420

**Evaluations**

<b>APPLICATION PROCESSING TIMES</b>	<b>OCTOBER 2016</b>	<b>NOVEMBER 2016</b>	<b>DECEMBER 2016</b>	<b>2<sup>nd</sup> Quarter Average</b>
<b>SCHOOLS (Method 1)</b>	1.4 weeks	1.3 weeks	1.9 weeks	1.5 weeks
<b>EQUIVALENCY (Method 2 - 5)</b>	18 weeks	16.5 weeks	13.9 weeks	16 weeks
<b>ENDORSEMENT</b>	5 weeks	4.6 weeks	4.7 weeks	4.8 weeks
<b>RE - EXAMINATIONS</b>	8.3 weeks	7.9 weeks	7.2 weeks	7.8 weeks
<b>INITIAL LICENSES</b>	7.9 weeks	7.9 weeks	6.4 weeks	7.5 weeks
<b>RENEWALS</b>	3.1 weeks	1.5 weeks	2 weeks	2.2 weeks
<b>VERIFICATIONS</b>	6.5 weeks	8.4 weeks	11.8 weeks	8.9 weeks

**Psychiatric Technicians - Cashiering**

<b>RENEWALS</b>	<b>OCTOBER 2016</b>	<b>NOVEMBER 2016</b>	<b>DECEMBER 2016</b>	<b>2<sup>nd</sup> Quarter Average</b>
<b>CASHED IN - HOUSE</b>	17	28	81	42
<b>CASHED ONLINE</b>	133	256	313	234

<b>EXAM APPLICATIONS</b>	<b>OCTOBER 2016</b>	<b>NOVEMBER 2016</b>	<b>DECEMBER 2016</b>	<b>2<sup>nd</sup> Quarter Average</b>
<b>CASHED IN - HOUSE</b>	33	17	71	40.33
<b>CASHED ONLINE</b>	5	0	8	4.33

<b>RE-EXAM APPLICATIONS</b>	<b>OCTOBER 2016</b>	<b>NOVEMBER 2016</b>	<b>DECEMBER 2016</b>	<b>2<sup>nd</sup> Quarter Average</b>
<b>CASHED IN - HOUSE</b>	24	13	21	19.33
<b>CASHED ONLINE</b>	2	5	5	4

<b>INITIAL LICENSE APPLICATIONS</b>	<b>OCTOBER 2016</b>	<b>NOVEMBER 2016</b>	<b>DECEMBER 2016</b>	<b>2<sup>nd</sup> Quarter Average</b>
<b>CASHED IN - HOUSE</b>	9	5	18	10.66
<b>CASHED ONLINE</b>	19	23	22	21.33

**Evaluations**

<b>APPLICATION PROCESSING TIMES</b>	<b>OCTOBER 2016</b>	<b>NOVEMBER 2016</b>	<b>DECEMBER 2016</b>	<b>2<sup>nd</sup> Quarter Average</b>
<b>SCHOOLS (Method 1)</b>	1.4 weeks	2 weeks	1.4 weeks	1.6 weeks
<b>EQUIVALENCY (Method 2 - 5)</b>	17.2 weeks	10.5 weeks	3 weeks	10.2 weeks
<b>RE - EXAMINATION</b>	0.5 weeks	1.5 weeks	1 week	1 week
<b>INITIAL LICENSES</b>	3 weeks	3.8 weeks	2.5 weeks	3.1 weeks
<b>RENEWALS</b>	3.2 weeks	1.5 weeks	0.8 weeks	1.8 weeks