

Agenda Item 23.C



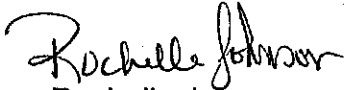

BUSINESS, CONSUMER SERVICES, AND LICENSING AGENCY • GOVERNOR EDUARD G. BROWN JR

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DATE November 1, 2017

TO Board Members

FROM  and 
Rochelle Johnson and Jen Johnson
Support Services Manager Evaluation Program Manager

SUBJECT Administration and Licensing Division Report –
Support Services & Evaluation Units

ADMINISTRATION/SUPPORT SERVICES STAFFING

New Staff/Vacancies

Since the last Board meeting, the Administration Division has made conditional offers to fill two (2) vacancies:

- (1) Associate Governmental Program Analyst – Board Analyst
- (1) Office Assistant-Mailroom (limited-term)

Currently, the Division has two (2) true vacancies:

- (1) Office Technician-Cashier (limited-term)
- (1) Office Technician-Reception
- Office Services Supervisor III (incumbent is on a T&D assignment)

EVALUATION/LICENSING STAFFING

Since the last Board meeting, the Evaluations Division has filled one (1) vacancy:

- (1) Staff Services Analyst

Currently, the Division has four (4) vacancies

- (1) Associate Governmental Program Analyst (Leg/Reg)
- (2) Program Technician II
- (1) Office Technician

The Administration and Licensing Divisions will continue its efforts in filling vacancies as quickly as possible. In addition, to working with DCA Budgets to request limited-term positions be made permanent full-time.

BREEZE UPDATES

Staff are more comfortable using the BreZE system. The Board continues to communicate with staff and consumers to identify inefficiencies within the system. System Investigation Requests (SIRs) to update the BreZE system are submitted to the Department for review and are addressed and processed in priority order.

1.	Adding CE batch jobs for additional functionality to do CE audits.	The CE Batch jobs did not make the November release, due to a limited number of regulation changes. The next future release is scheduled for March 2018.
2.	Adding a web link to the initial application transaction.	This should be completed in the January release.
3.	Psych Tech – Removing the duplicate eligibility end date RSD from 1010 (exam) and 1015 (re-exam) transactions.	Completed in September release

COMMITTEE UPDATES

All committees have met since the last Board Meeting.

Licensing Committee: September 14, 2017 and October 19, 2017

Administrative Committee: September 29, 2017

Evaluations Committee: October 20, 2017

Legislation and Regulations: November 7, 2017

All committees will meet again in the next quarter and prior to the next Board meeting. The dates still need to be determined.

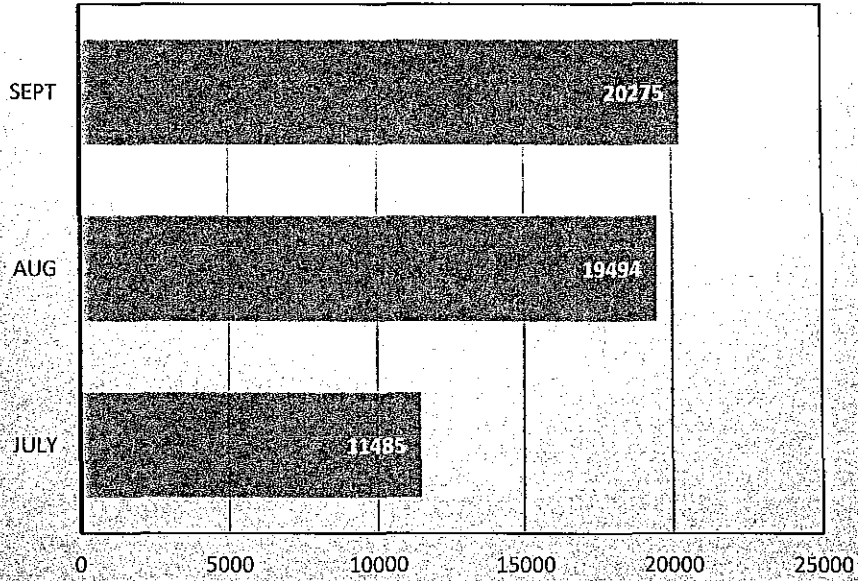
SUPPORT SERVICES UNIT

RECEPTION/FRONT COUNTER

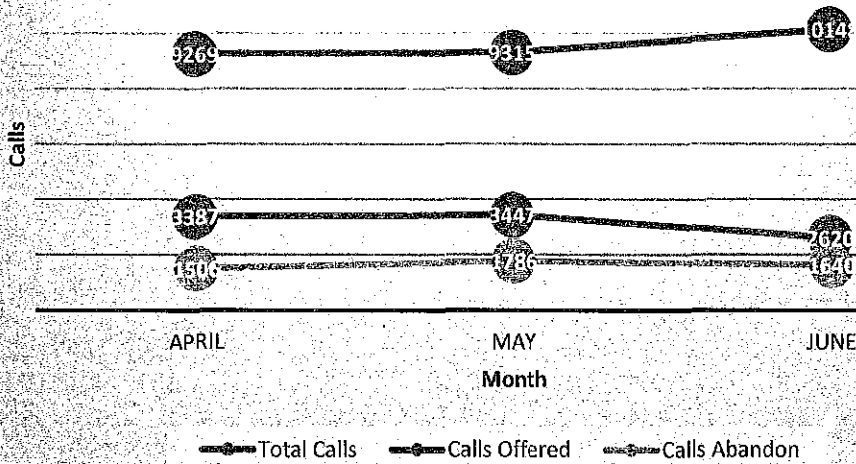
In an effort, to address the wait times and increase the amount of calls handled and resolved, we are actively working with DCA-Human Resources on creating a call center for the Board and requesting additional positions.

In addition, management continues to provide tools, information and training to the Front Counter/Reception staff. Specifically, we have addressed the output/input and how it relates to productivity, keeping teamwork as our focal point and customer service as our number one goal.

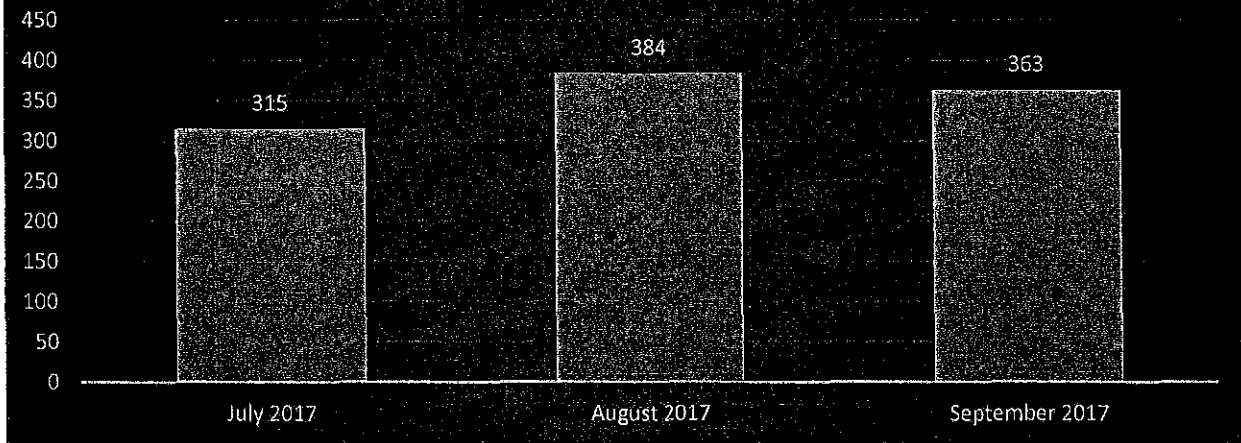
Calls Received



Average Mainline Wait Times FY 16/17

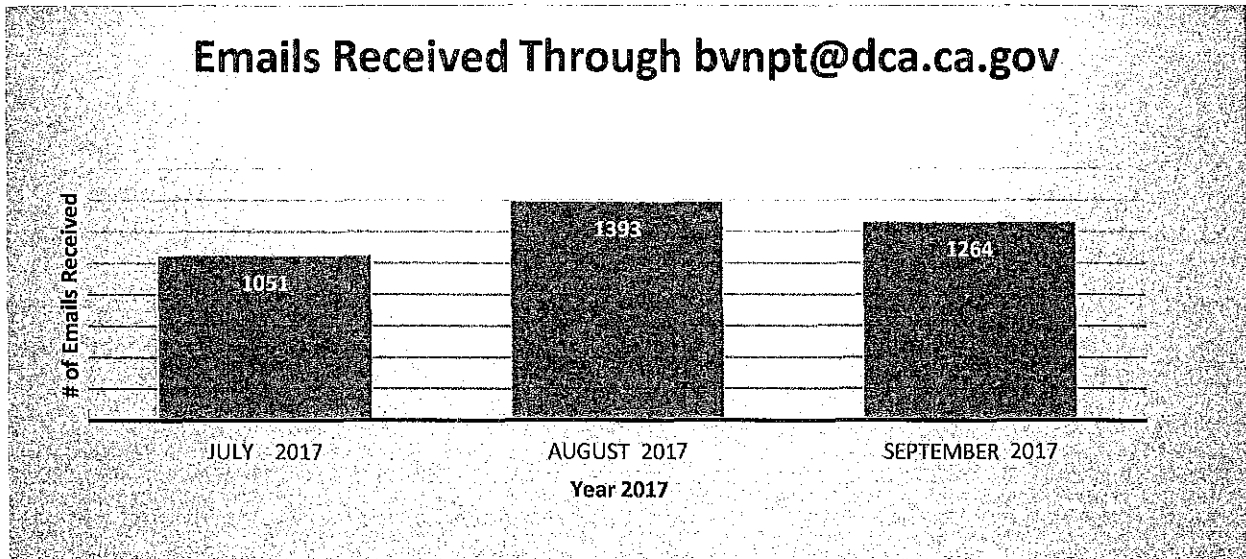


Number of Licensee/Applicants Assisted at the Front Counter



To date, the Board is responding to all BVNPT emailed inquiries within two-three business days.

Emails Received Through bvnpt@dca.ca.gov



CASHIERING

Currently, the Cashiering unit has three (3) permanent full-time Office Technicians.

Processing Times (In-House)

	July 2017	August 2017	Sept. 2017	Quarter Average
All Payments	673	783	692	716

Vocational Nurse:

Number of Processed Payments (In-House)

Type of Application	July 2017	August 2017	Sept. 2017	Quarter Average
Renewal License Renewals	203	213	194	203
Examination To obtain eligibility for examination	260	305	264	276
Re-Examination To obtain re-eligibility for examination	91	116	114	107
Interim Permits Limited 9 month permit until failed exam or licensure	1	3	10	5
Initial Licensure To obtain initial licensure	59	80	56	65
Verification For CA licensees applying for licensure in other states	59	66	54	60

Number of Processed Payments (Online)

Type of Application	July 2017	August 2017	Sept. 2017	Quarter Average
Renewal License Renewals	1915	2651	2745	2437
Examination To obtain eligibility for examination	330	452	333	372
Re-Examination To obtain re-eligibility for examination	334	321	326	327
Interim Permits Limited 9 month permit until failed exam or licensure	17	13	21	17
Initial Licensure To obtain initial licensure	484	567	556	536
Verification For CA licensees applying for licensure in other states	89	91	76	85

Psychiatric Technician:

Number of Processed Payments (In-House)

Type of Application	July 2017	August 2017	Sept. 2017	Quarter Average
Renewal License Renewals	24	15	21	20
Examination To obtain eligibility for examination	73	22	29	41
Re-Examination To obtain re-eligibility for examination	22	29	15	22
Initial Licensure To obtain initial licensure	9	2	3	5

Number of Processed Payments (Online)

Type of Application	July 2017	August 2017	Sept. 2017	Quarter Average
Renewal License Renewals	218	313	251	261
Examination To obtain eligibility for examination	7	27	27	20
Re-Examination To obtain re-eligibility for examination	4	5	5	5
Initial Licensure To obtain initial licensure	34	29	26	30

MAILROOM

The Board's mailroom receives a significantly large amount of mail on Monday's. The Board currently has one (1) Full-time limited-term staff member dedicated to this function which has been vacant since August 19, 2017. The Board will be requesting this position be made Full-time permanent to better meet the needs of the Board. Currently, the workload is being absorbed by two permanent staff members.

Since the last quarter, on average, the Board received 3,814 pieces of mail in the last quarter.

Amount of Mail Received

	July 2017	August 2017	Sept. 2017	Quarter Average
All Mail	4,565	3,748	3,129	3,814

SUPPORT SERVICES

VN Initial Licensure Processing Application to obtain initial licensure.

Since the last quarter, the Board has successfully decreased its online Initial License Fee (ILF) application processing time from approximately 6 weeks to approximately 1 week.

ILF Application Processing Times (in weeks rounded)

	July 2017	August 2017	Sept. 2017	Quarter Average
In-House	3	3	3	3
Online	1	2	1	1

Number of ILF Applications Approved

	July 2017	August 2017	Sept. 2017	Quarter Average
Total	610	635	506	584

VN Re-Examination Processing To obtain re-eligibility for examination.

Re-Examination Application Processing Times (in weeks)

	July 2017	August 2017	Sept. 2017	Quarter Average
In-House	4	3	3	3
Online	4	4	4	3

Number of Re-Examination Applications Approved

	July 2017	August 2017	Sept. 2017	Quarter Average
Total	396	403	296	365

EVALUATIONS UNIT

MILITARY APPLICANTS

In accordance with Business and Professions Code, Division 1, Chapter 1, Section 115.4, the Board completed updating its forms to assist with expediting military personnel who have served as an active duty member and was honorably discharged. Preparations were made and submitted to Legal Division for approval.

APPLICATION EVALUATION

A continued decrease in processing times for most application types for VN's & PT's occurred during this quarter due to a change in how applications are assigned. The Board reported in our previous report that we will decrease our processing times for Equivalency applications in the next quarter as the Evaluations Unit will be fully staffed and new evaluator staff will be trained on these applications, as these are the most complex applications. As indicated below we decreased our processing times by 16.6% for Equivalency Applications.

APPLICATION EVALUATIONS (cont.)

Vocational Nurse

Application Processing Times

Type of Application	July 2017	August 2017	September 2017	Quarter Average
Schools (Online) Method 1 – CA School Graduate	1.5 weeks	1.3 weeks	1 weeks	1.3 weeks
Schools (In-House) Method 1 – CA School Graduate	1.8 weeks	1.3 weeks	1.3 weeks	1.5 weeks
Equivalency (Online & In-House) Methods 2 – 5 – Education, Work Exp, Other	18 weeks	18 weeks	20 weeks	19 weeks
Verification (Online) For CA licensees applying for licensure in other states	4.7 weeks	6 weeks	10 weeks	6.9 weeks
Verification (In-House) For CA licensees applying for licensure in other states	3.5 weeks	4.5 weeks	8 weeks	5.3 weeks
Endorsement (Online) For licensed VNs in other states applying in California	1 weeks	1 weeks	1 weeks	1 weeks
Endorsement (In-House) For licensed VNs in other states applying in California	2 weeks	1 weeks	1 weeks	1 weeks

Psychiatric Technicians

Type of Application	July 2017	August 2017	September 2017	Quarter Average
Schools (Online) Method 1 – CA School Graduate	1.4 weeks	1.5 weeks	5.5 weeks	2.8 weeks
Schools (In-House) Method 1 – CA School Graduate	1.7 weeks	3.5 weeks	7.5 weeks	3.2 weeks
Equivalency (Online & In-House) Methods 2 – 5 – Education, Work Exp, Other	4.8 weeks	6 weeks	10 weeks	7 weeks
Re-Examination To obtain re-eligibility for examination	2 weeks	1.5 weeks	5.5 weeks	3 weeks
Initial Licensure To obtain initial licensure	1.7 weeks	2.4 weeks	6.4 weeks	3 weeks

APPLICATION EVALUATIONS (cont.)

Results Desk

Processes examination results.

Results Desk Processing Times

Pass and Fail	July 2017	August 2017	September 2017
September 2017	2.8 weeks	3.2 weeks	2.7 weeks
Psychiatric Technician	1.5 weeks	N/A	N/A

Amount of Results Processed

Pass and Fail	July 2017	August 2017	September 2017
Vocational Nurse	941	952	916
Psychiatric Technician	75	66	59

PC DONATION

Previous report indicated, the Board was working with Natomas Unified School District in coordinating the delivery of sixteen (16) PC's and four (4) laptops that were used and deemed in good condition to help schools in their effort to provide higher education to students. However, Natomas & San Juan Unified School District declined the offer. Due to deadlines, the Board moved forward with DGS Property Re-Use. We are scheduled for November 21, 2017 for delivery.

