



June 29, 2016

Re: BVNPT Response to Initial Report of Enforcement Monitor

Dear Honorable Members of the Legislature,

The Board of Vocational Nursing and Psychiatric Technicians has reviewed and concurs with the findings included in the Administrative and Enforcement Monitor Initial Report presented by Mr. Ben Frank on June 20, 2016. The Board wishes to express its gratitude to Mr. Frank for his dedication and collaboration during Phase One of this process.

The Board is acutely aware of the historical issues plaguing the Board and impacting its mandate of consumer protection. The Board would like to highlight several key milestones that have occurred in the last thirty-four months (since August 2013).

- Board initiated Enforcement Taskforce creation to review excessive enforcement delays and erroneous data reporting in August 2014.
- Board approval and adoption of Enforcement Task Force recommendations including adoption of CPEI matrix, reestablishment of case referral to DCA Department of Investigation, improvement of interagency communications, and appropriate use of stipulated settlements in November 2014.
- Seventy percent of the current Board Members were appointed within the last thirty-four (34) months.
 - The current President and Vice-President of the Board were elected in February 2016
- Following the hire of our new Enforcement Chief in July 2015, the Board adopted new case referral criteria.
 - This criteria dramatically reduced the work volume generated from Licensing unit to Enforcement unit; reprioritizing Enforcement personnel to high priority casework.
- Installation of new Executive Officer began in March 2016 from the commercial sector.

The Board is committed to its twofold mission of licensing qualified health professionals from approved program and consumer protection. To that end, the Board seeks continued support in the following areas:

1. **Board Restructuring and Executive Reclassification** – As Mr. Frank illustrated in his review, organizational redesign is needed to bolster future success. Through organizational restructuring, the board is insuring that such systematic failures will not occur. Our restructuring is seeking to promote increased transparency to promote fidelity in all reporting. The reclassification of the Assistant Executive Officer as Branch Chief is a crucial lynchpin in our restructuring.
2. **Expansion of Monitor Review** - Mr. Frank's initial findings suggest enforcement workload data within both the Licensing and Complaint units; which are separate division within the board. To fully capture the magnitude and workload volume, dedicated review of the Licensing unit is warranted to fully appreciate the data reporting that drives application delays. Extending the Monitor's review to include a thorough investigation will not only validate the current processes the board has put in place but, outline critical opportunities for improvement.

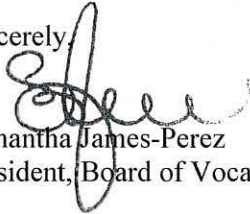
3. **Migration to Digital Records** – Currently, our Board houses over 250,000 original source licensee and enforcement files on site. By digitally scanning files, we are able to store these files, easily retrieve these for the consumer when requested, and repurpose this much needed space to staff desk areas. This can be accomplished through budget approval. Without this file migration, we will need to seek offsite storage bids and move to another facility to accommodate our growing team.

4. **Expansion of Education Division** - Currently, the Board’s Education Division is responsible for 167 Vocational Nursing (VN) and 16 Psychiatric Technician (PT) approved programs for a total of 183. At the same time, the Board has experienced an alarmingly high vacancy rate in critical professional staff in the Education Division with four full time staff. To meet its mandate to protect the consumer through the approval of quality VN and PT programs, the research and development of effective strategies to maximize educational quality, correct deficits in educational achievement, and effectively and expeditiously respond to requests for clarification of scopes of VN and PT practice, the board needs an additional five staff members.

The Board looks forward to continued collaboration and partnership with Mr. Frank as we enter Phase Two of the monitoring project.

I am readily available for discussion regarding BVNPT’s current progress as is Executive Officer, Dr. Kameka Brown. I can be reached at 951-206-3634 or samantha.james-perez@dca.ca.gov. Dr. Brown can be reached at 916-263-7845 or kameka.brown@dca.ca.gov.

Sincerely,



Samantha James-Perez
President, Board of Vocational Nursing and Psychiatric Technicians