



Executive Officer's Report

November 21, 2014

I. Administration Division Update

- A. **Board Members** – There is one public member position vacant. Anyone interested in serving on the Board should contact the Governor's Appointment Secretary or go to the Governor's website.
- B. **BreEZe** – The Board continues to assist in the development, configuration and design of the Department of Consumer Affairs' (DCA) BreEZe system.

As reported in September, the DCA was in negotiations with the vendor for several months to extend the contractual time allotted for specific phases of the project, especially design and testing. On September 16, 2014, negotiations for Release 2 (R2) boards/bureaus were complete and additional time was allotted for Part 2 of the project. However, negotiations regarding R3 boards/bureaus were still pending.

As part of the revised agreement for R2 boards, additional time was given to complete the formal review of Part 2 reports. Boards/bureaus were given 20 days to review all reports rather than 10 days. The Board received Part 2 reports on September 23, 2014. The documents included the following:

- Licensing Profile Report
- Enforcement Profile Report
- Online Board and License-level Profile Reports
- Vendor-owned Correspondence
- Vendor-owned Reports
- Interfaces (both DCA-owned and Vendor-owned)

The Board completed its formal review of Part 2 documents on October 17, 2014. The DCA's response with comments from all R2 boards/bureaus was submitted to the vendor on October 20, 2014.

Round 2 of the formal review process, which requires the boards/bureaus to review the vendor's response to the comments submitted, was scheduled to begin on October 30, 2014. However, due to the numerous comments submitted by the R2 group (over 4,400), the vendor needed additional time to adequately address all of the comments. Round 2 began on November 7, 2014. Boards/bureaus were given 5 days to confirm that the vendor made the changes requested and/or adequately addressed all comments and action items.

On November 19, 2014, the Board's Assistant Executive Officer (AEO) and SME's met with the DCA BreEZe Team and the vendor to review and resolve outstanding comments. Participants were unable to complete the review on that day and another meeting is scheduled for November 21, 2014. At the conclusion of this final review, it is expected that all parties will "sign off" on Part 2 of the project.

The next phase of the project is testing. Training for User Acceptance Testing was scheduled to begin in October 2014, however, it was delayed to January 2015.

On November 20, 2014, the DCA Director Awet Kidane held a meeting with Board Presidents, Executive Officers and Bureau Chiefs to announce that all contract negotiations with the BreEZe vendor, Accenture, were complete. Participants attended the meeting in person at the DCA Headquarters or by conference call.

Mr. Kidane announced that the DCA severed its contractual relationship with Accenture for the R3 boards/bureaus. DCA plans to revamp every aspect of R3. It is not known at this time how R3 boards/bureaus will convert to BreEZe. The DCA may re-negotiate a new contract with Accenture, another vendor, or use its own Office of Information Systems. Mr. Kidane will conduct additional meetings to keep the boards/bureaus involved and up to date.

Project costs are expected to continue to increase. Mr. Kidane expressed concern about the impact this will have to fund conditions, especially those that are facing deficits. Additional information about costs will be available in January 2015.

Mr. Kidane indicated that R2 will continue to proceed at full speed with a revised schedule. The "go live" date for R2 boards/bureaus is postponed to the end of 2015.

- C. **Budget** – The VN program's fund condition continues to remain structurally balanced and is projected to have approximately 15.3 months in reserve at the end of this fiscal year (FY). The PT program's fund condition is projected to have 6.4 months in reserve at the end of this FY. However, projections continue to show that the PT Program will be deficient in FY 2017/18. Additionally, with BreEZe costs continuing to rise, these reserves will not support the programs' fund conditions as projected.

A recommendation for a legislative proposal to merge the VN and PT funds is included in the Board's 2014 Sunset Review Report.

- D. **Criminal Offender Record Information (CORI) Internal Control Audit** – In January 2014, the DCA Internal Audit Office (IAO) conducted an audit of the Board's CORI process. The purpose of the audit was to determine whether the Board has developed and implemented its CORI access, storage, handling, dissemination and destruction processing in accordance with the Department of Justice and DCA requirements. All DCA boards/bureaus that receive CORI documents were audited. The audit period was September 2013 through October 2014.

On November 17, 2014, the Board received a draft report of the audit. The audit identified several areas in need of improvement. However, all findings associated with this Board were cleared.

- E. **Internal Audit** – As reported at the September 2014 Board Meeting, a representative from the DCA Internal Audit Office (IAO) met with the Executive Officer (EO) and AEO, on July 8, 2014, to conduct a risk assessment interview. The purpose of the interview was to discuss Board operations. The results of the risk assessment were to be used in scheduling operational audits for FY 2014/15. During the interview, the EO informed the DCA representative that the Board is heavily involved with the BreEZe Release 2 project this fiscal year and is also scheduled for its Sunset Review. The EO requested that, if an audit of the Board is planned by the IAO, to schedule the audit after the Board goes “live” with BreEZe and after completion of its Sunset Review.

On November 19, 2014, the Board was informed by Naomi Banks from the DCA Internal Audit Office that it was randomly selected for an internal audit. Ms. Banks requested a meeting with the EO to discuss the audit. A meeting date is not yet determined.

II. Personnel Update

- A. **Recruitment of Nursing Education Consultants** – The Board continuously recruits to fill the NEC vacancies. Currently, there is 1 vacant NEC position. Since its last Board Meeting in September, the Board conducted interviews to fill this position but did not find a qualified candidate interested in taking the job. The Board requested a new candidate list and will conduct interviews until the position is filled.
- B. **Board Vacancies (Authorized Positions)** – Since the September Board Meeting, the Board filled 4 authorized positions. The Board has 9 positions vacant for a 13% vacancy rate (i.e., 9 vacant positions out of 67.9 total positions). The vacant positions are currently in the following Divisions:

- 1 Administration Division.
- 2 Enforcement Division.
- 5 Licensing Division.
- 1 Education Division.

The Board will continue its vigorous effort to fill these vacancies as quickly as possible.

<u>New Hires</u>	<u>Date</u>	<u>Classification</u>
Lanessa Guerra	October 15, 2014	Assoc. Gov. Prog. Analyst
Kevin Narine	October 30, 2014	Program Technician II

Internal Transfers

Rochelle Sherbert	October 7, 2014	Office Technician
Wendy Louis	November 5, 2014	Office Technician

Separations

Angelica Kahn

September 12, 2014 Staff Services Analyst

- C. **Board Vacancies: BL 12-03** – Effective July 1, 2012, Budget Letter (BL) 12-03 directed the Board to eliminate budgeted salary savings and allocate that amount to accurately reflect how state operation funds are being expended. That directive resulted in the elimination of 3.8 of the Board's authorized positions. However, the Board was notified that it could still fill those positions because the funding for those positions is still available. Therefore, the Board began recruitment to fill the following positions:

- 2 Program Technician II positions (full-time);
- 1 Office Technician position (full-time); and
- 1 Office Technician position (half-time).

The Office Technician (half-time) position is vacant. The Board will attempt to fill this vacancy as quickly as possible.

Board Vacancies: Retired Annuitant (RA) – The Board received approval to hire 5 RAs to assist the Board during the BreEZe conversion and 2 RAs to assist the Education Division with its workload. Approval for the BreEZe RA positions was extended and will expire on June 30, 2015. These 7 RA positions are in addition to the existing 2 NEC RAs currently working in the Education Division (total = 9 RAs approved).

Of the 9 approved RA positions, two vacancies exist. One in the Education Division and another in the Enforcement Division. The Board will continue its effort to fill the remaining RA position as quickly as possible.

- D. **Overtime** - Board staff have volunteered to work overtime on a regular basis to attempt to eliminate and prevent backlogs. During this current fiscal year (FY) 2014/15 (7/1/14 through 10/31/14), Board staff volunteered to work overtime approximately 804 hours as shown below:

Licensing Division: 268

Enforcement Division: 441

Other Divisions: 95

(11/20/14)