



Executive Officer's Report

August 21, 2015

I. Administration Division Update

- A. Board Members** – Bernice Bass de Martinez, a public member, was Governor-appointed to the Board on May 5, 2015. Samantha James-Perez, a Psychiatric Technician member, and Tammy Endozo, a Licensed Vocational Nurse member, were re-appointed by the Governor on June 2, 2015. The Board currently has 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, design and testing of the Department of Consumer Affairs' (DCA) BreEZe system.

On November 21, 2014, the Board "signed off" on Part 2 of the project.

The User Acceptance Testing (UAT) phase began in January 2015. This phase was divided into two parts; script writing and script testing.

The Board completed 98 scripts between February and April of 2015. UAT process training is scheduled to begin in August 2015. UAT is scheduled from September 23, 2015 through November 19, 2015. This will require considerable amounts of staff time. The Board has assigned 10 staff members to participate in this process. Additional staff will also be utilized to participate as-needed.

Other BreEZe activities concurrently in progress with UAT include:

1. Data validation;
2. Data clean-up;
3. Reports, and;
4. Profile report reviews.

In January 2015, DCA's SOLID Training and Planning Solutions office began Organizational Change Management (OCM) activities. In May 2015, all Board staff attended the Change Management Training, in which OCM addressed the people side of change by providing a framework to manage the impact and mitigate the risks associated with change in an organization.

During the month of June 2015, OCM held bi-weekly meetings involving multiple Board staff in an effort to map existing "as-is" business processes in key functional areas such as licensing, enforcement and cashiering. In mid-July 2015, OCM will begin identifying

process gaps between “as-is” processes and “to-be” processes. Once the gaps have been identified, additional meetings will be held to find solutions to these gaps and create program specific, end-to-end UAT scripts to test these solutions. The OCM transition support is a critical component of the R2 BreEZe implementation plan, and will help ensure a better migration to the BreEZe system.

The R2 “go live” date is still expected to occur by the end of December 2015.

- C. **Budget** – As was relayed by DCA Budget Officer Taylor Schick at the May 2015 Board Meeting regarding the 2014-15 budgeted cost projections, steps were taken to account and adjust for the cost overages for Attorney General and Office of Administrative Hearings charges, and to cover the unanticipated costs associated with staff retirement payouts. Ultimately, the Board was able to manage costs the final two months of the fiscal year (FY), as well as defer some costs to the current FY (2015-16), in order to remain within its annual fiscal appropriation.

As we begin the new FY, Board staff will continue to meet with DCA Budget Office staff to plan ahead for projected expenditures in an effort to avoid repeating the challenges encountered last FY. In the meantime, all controllable expenditures (i.e., overtime, supply purchases, etc.) will be scrutinized and only approved based on necessity.

The Board has realized an increase in BreEZe costs, and is budgeted \$1,140,000 for FY 2015-16, and \$1,204,000 for FY 2016-17. In May 2015, the Board was notified there would be a one-time cost to BreEZe, which resulted in an augmentation to the Board in the amount of \$105,000 for FY 2015-16. This was due to increased contract costs related to a two-month delivery schedule extension and resulting need for contract re-negotiations with the project vendor. Additionally, in February 2015, the Board was informed that BreEZe SPR 3.1 costs would increase by \$656,000 in FY 2015-16.

Fund Conditions:

The DCA Budget Office reported in early June 2015, that the Vocational Nursing (VN) fund projected to have a 16.1 month reserve through FY 2016-17, and this included projected costs associated with the Breeze Project. However, the Psychiatric Technician (PT) fund was reflecting a slight deficit at the end of FY 2016-17 with the BreEZe Project estimated costs. The projected deficit may not be of immediate concern, however, as AB 179 also includes language to merge the VN and PT funds into one fund effective July 1, 2016. The Board will be apprised of the impact if the Assembly Bill is signed and on contingency plans in the event the bill is not signed.

II. Personnel Update

- A. **Recruitment of Nursing Education Consultants (NEC)** – Since the May 2015 Board, the Board conducted interviews to fill three vacant NEC positions. A qualified candidate was selected and cleared the required background investigation process in July 2015. The Board will continue to conduct interviews until all of the NEC vacancies are filled.

B. Board Vacancies (Authorized Positions) – Since the May Board Meeting, the Board filled 8 authorized positions. The Board has 12.5 positions vacant for an 18% vacancy rate (i.e., 12.5 vacant positions out of 67.9 total positions). The vacant positions are currently in the following Divisions:

- 1 Administration Division
- 4.5 Enforcement Division
- 4 Licensing Division
- 3 Education Division

<u>New Hires</u>	<u>Date</u>	<u>Classification</u>
Jessica Diez	May 29, 2015	Program Technician II
Alina Asrian	June 1, 2015	Office Technician
Kristine Dano	June 1, 2015	Office Technician
Gina Bayless	July 1, 2015	Staff Services Manager II
Ann Hutchinson	July 1, 2015	Staff Services Manager I
Sabrina Gonzales	July 20, 2015	Mgmt. Services Technician
Wayne Brenner	July 31, 2015	Sup. Special Investigator

<u>Internal Promotions</u>		
Kevin Narine	July 1, 2015	Mgmt. Services Technician

<u>Retirements</u>		
Mary Nierman	May 21, 2015	Mgmt. Services Technician
Pam Hinckley	June 30, 2015	Nursing Education Consultant

<u>Separations</u>		
Samantha Mauldin	May 19, 2015	Special Investigator
Rikki Parks	May 22, 2015	Office Technician
MaryJo Tobola	May 29, 2015	Sup. Special Investigator
Nicole Novoa	June 30, 2015	Special Investigator

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).

One Office Technician (OT) (full-time) position and one (OT) (half-time) position are vacant. The Board is currently recruiting to fill both OT vacancies.

- D. **Board Vacancies: Retired Annuitant (RA)** – The Board received approval to hire 5 RAs to support daily operations during the BreEZe conversion, and 2 RAs to assist the Education Division with its workload. 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, three vacancies exist; two in the Education Division and one in the Enforcement Division.

- E. **Overtime** – Board staff have volunteered to work overtime to eliminate and prevent backlogs. During the prior fiscal year (FY) (2/1/14 through 6/30/15), Board staff worked approximately 1,459.5 hours of overtime as shown below:

Licensing Division: 741.5
Enforcement Division: 628
Other Divisions: 90

As indicated in the February 13, 2015, Executive Officer's Report, effective January 30, 2015, the Board terminated overtime for pay due to budget constraints. That restriction was lifted effective July 1, 2015, however, the need for overtime will require justification, and each request will be reviewed thoroughly before it is approved.

(7/30/15)