STATE OF CALIFORNIA

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DEPARTMENT OF CONSUMER AFFAIRS

BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR EDMUND G. BROWN JR.
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DATE: May 2, 2016

TO: Board Members

FROM: Carol Northrup
            Licensing and Administration Manager

SUBJECT: Licensing Division Report

Attached please find an Overview of Licensing Activity for the current fiscal year to date. Below is a summary of the programs areas:

RECEPTION/FRONT COUNTER

The total number of incoming telephone calls received in the third quarter averaged 40,046 per month compared to second quarter which averaged 13,220. In the third quarter the reception counter assisted an average of 459 applicants/licensees per month. The Board's reception area has received an increase in calls, foot traffic and emails since BreEZe go-live date of January 18, 2016. Duration of phone calls and hold times have increased by more than 50%. This is due to intricacies of the new BreEZe system and the staff still learning how to navigate through the new system. To better support the public, licensing has been utilizing other licensing staff to help assist with reception duties. In addition, two (2) conditional job offers have been accepted to fill our two (2) vacant positions. All licensing staff have been trained to answer phones and assist the public.

MAILROOM

The Board mailroom receives an average of 4,727 pieces of mail per month. Currently, the mailroom is assisting the cashiering unit in counting and organizing all applications with monies prior to delivery. This in-turn provides cashiers more time to focus on cashiering functions.

FINGERPRINTS

The fingerprint operations are current. The Board is pleased to report that the Department of Justice fingerprint results are now successfully interfacing with our new BreEZe system. This has streamlined the fingerprint process. In addition, the Board has fully trained an additional staff person as back up, when needed.

CONTINUING EDUCATION AUDITS

The Board is currently developing changes to the continuing education audit process. The Board surveyed other Boards/Bureaus throughout DCA to find best practices before updating our current processes/procedures. The Board is also leading a round-table with interested DCA Boards/Bureaus to discuss continuing education processes and will be meeting in May 2016. We anticipate our procedures to be updated and implemented in July 2016. The Board's audit process can now be tracked in BreEZe.

RESULTS/RETAKE

Since the implementation of BreEZe, pass results are now automatically mailed to the exam candidate within 48 hours of taking the exam, unless they require enforcement review. Failed results are still manually processed in our office because Pearson Vue provides the Board with detailed information for the applicant regarding their failed exam results.

	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015	January 2016	February 2016	March 2016	FY 15/16
RETAKE APPLICATION PROCESSING	489	376	458	617	283	479	21	N/A	N/A	2,723

CASHIERING

The Board has cashiered a total of 22,569 VN and PT renewals from July 1, 2015 through March 31, 2016. Since the implementation of BreEZe, cashiering processes have increased substantially. The Board has requested an additional cashiering position to accommodate the increase in processing functions. This will support our efforts to fully implement the DCA cashiering process to maximize productivity in the cashiering unit.

VN RENEWALS	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015	January 2016	February 2016	March 2016	FY 15/16
CASHED IN-HOUSE	369	335	359	594	213	629	454	261	196	3,410
CASHED ONLINE	1209	1240	1250	1306	1839	424	774	1511	1893	11,446
CASHED AT CENTRAL CASHIERING	2293	2162	2688	2335	2158	2069	1404	1937	2004	19,050

VN EXAM APPLICATIONS	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015	January 2016	February 2016	March 2016	FY 15/16
CASHED IN-HOUSE	639	827	619	994	278	1158	602	723	107	5,947
CASHED ONLINE	N/A	N/A	N/A	N/A	N/A	N/A	17	33	68	118

PT RENEWALS	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015	January 2016	February 2016	March 2016	FY 15/16
CASHED IN-HOUSE	65	54	51	49	41	68	43	39	36	**446**
CASHED ONLINE	183	153	180	189	217	76	100	186	211	**1,495**
CASHED AT CENTRAL CASHIERING	191	184	184	179	142	148	113	167	147	**1,455**

PT EXAM APPLICATIONS	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015	January 2016	February 2016	March 2016	FY 15/16
CASHED IN-HOUSE	13	42	43	62	13	53	88	16	10	**340**
CASHED ONLINE	N/A	N/A	N/A	N/A	N/A	N/A	1	1	1	**3**

VN & PT EVALUATION

The current average processing time for VN applications is approximately 11 weeks and the average processing time for PT is 3.25 weeks. In an effort to streamline processes and procedures, the Board has reached out to other DCA Boards and nursing Boards in other states to strengthen and update current processes and procedures. Licensing is now able to collect more data in the new BreEZe system, which in turn increases the amount of time spent processing an individual application. In the future, BreEZe will be able to provide the Board with detailed statistical reports. Due to the increase in public inquiries as stated above in the **Reception/Front Counter** report, evaluators have been utilized heavily to assist with customer service.

VN PROCESSING TIMES	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015	January 2016	February 2016	March 2016	FY 15/16 AVG
SCHOOL/EQUIVALENCY/ENDORSEMENT APPLICATIONS	6 weeks	7 weeks	7.5 weeks	9 weeks	10 weeks	16 weeks	14.5 weeks	14 weeks	14.5 weeks	**11 weeks**

PT PROCESSING TIMES	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015	January 2016	February 2016	March 2016	FY 15/16 AVG
SCHOOL/EQUIVALENCY/ENDORSEMENT APPLICATIONS	1.5 weeks	2 weeks	1 week	2.5 weeks	3.5 weeks	1 week	3.5 weeks	5.25 weeks	8.5 weeks	**3.25 weeks**

VN QUARTERLY TESTING

A total of **2,286** applicants were scheduled to take the Vocational Nurse licensure examination for the third quarter of 2016. A total of **1,120** first-time applicants sat for the Vocational Nurse examination. The pass percentage rate for first-time applicants was **67% YTD**.

	# of Applicants Tested Fourth Quarter 2015	# Pass	Pass %	# Fail	Fail %
First-Time Applicants	2,114	1,317	62%	797	38%
Repeat Applicants	1,218	315	26%	903	74%
Overall Totals	3,332	1,632	49%	1,700	51%

	# of Applicants Tested First Quarter 2015	# Pass	Pass %	# Fail	Fail %
First-Time Applicants	2072	1362	66%	710	34%
Repeat Applicants	1281	308	24%	973	76%
Overall Totals	3353	1670	50%	1,683	50%

	# of Applicants Tested Second Quarter 2015	# Pass	Pass %	# Fail	Fail %
First-Time Applicants	1,992	1,341	67%	648	33%
Repeat Applicants	1,198	372	31%	826	69%
Overall Totals	3,190	1,713	54%	1,474	46%

	# of Applicants Tested Third Quarter 2016	# Pass	Pass %	# Fail	Fail %
First-Time Applicants	1,120	820	73%	300	27%
Repeat Applicants	1,166	346	30%	820	70%
Overall Totals	2,286	1,166	52%	1,119	48%

PT QUARTERLY TESTING

A total of **203** applicants sat for the Psychiatric Technician licensure examination for the third quarter of 2016. The pass percentage rate for first-time applicants was **70% YTD**.

	# of Applicants Tested Fourth Quarter 2015	# Pass	Pass %	# Fail	Fail %
First-Time Applicants	63	40	63%	23	37%
Repeat Applicants	40	2	5%	38	95%
Overall Totals	103	42	41%	61	59%

	# of Applicants Tested First Quarter 2015	# Pass	Pass %	# Fail	Fail %
First-Time Applicants	193	149	77%	44	23%
Repeat Applicants	112	17	15%	95	85%
Overall Totals	305	166	54%	139	46%

	# of Applicants Tested Second Quarter 2015	# Pass	Pass %	# Fail	Fail %
First-Time Applicants	91	57	63%	34	37%
Repeat Applicants	48	10	21%	38	79%
Overall Totals	139	67	48%	72	52%

	# of Applicants Tested Third Quarter 2016	# Pass	Pass %	# Fail	Fail %
First-Time Applicants	115	78	70%	37	30%
Repeat Applicants	88	15	17%	73	83%
Overall Totals	203	93	44%	110	56%