
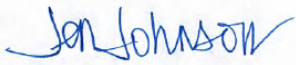




DATE May 1, 2017

TO Board Members

FROM  Samantha M. Calma and  Jennifer M. Johnson
Support Services Supervisor *Evaluations Manager*

SUBJECT Licensing Division Report – Support Services & Evaluations Units

LICENSING DIVISION STAFFING
NEW STAFF/VACANCIES

Since the last Board meeting, the Licensing Division (Division) has:

- Filled two (2) vacancies:
 - Office Technician – Reception/Front Counter
 - Program Technician II – Evaluator
- Promoted one (1) staff person:
 - Office Technician – Cashier to Staff Services Analyst – Evaluator

Currently, the Division has:

- Two (2) vacancies:
 - Office Technician – Cashier
 - Associate Governmental Program Analyst (Leg/Reg Analyst)
- Three (3) vacancies with tentative accepted offers:
 - Staff Services Manager I – Support Services Manager
 - Associate Governmental Program Analyst – Budget Analyst
 - Staff Services Analyst (permanent intermittent) – Evaluator

OUT-OF-CLASS (OOC) ASSIGNMENTS

Effective December 2016, two staff from the Licensing Division were placed in a four (4) month Out-of-Class assignment:

- Support Services Supervisor III to Legislative/Regulatory Analyst
- Initial License Technician to Support Services Supervisor III

The Initial License desk was covered by another staff member in the Licensing Division (see *Support Services* section of this report). These OOC assignments were completed as of March 31, 2017; staff returning to their previous positions on April 3, 2017.

BREEZE UPDATES

Staff are more comfortable with the BreEZe system. Majority of processes within the BreEZe system have been identified with first drafts of procedures written. The Board actively communicates with staff and consumers to identify inefficiencies. System Investigation Requests (SIRs) to update the BreEZe system are then submitted to the Department for review. Below is a table of current issues submitted to the Department for review:

Pending System Investigation Requests
1. Adding CE batch jobs for additional functionality to do CE audits.
2. Adding a web link to the initial application transaction.
3. Removing text on online transactions that request applicants to mail in a signed copy of their application summary.
4. Business rule to verify the education provider for 1010 (exam) and 1015 (re-exam) transaction is still active.
5. Changing the Verification letter modifier to only be available on 8030 (verification) transactions.
6. Psych Tech – Removing the duplicate eligibility end date RSD from 1010 (exam) and 1015 (re-exam) transactions.
7. Address of Record (AOR) – Text change to explain the AOR is the address the Board uses for all correspondence.

The Board is looking into increase the size allowed for documents attached to BreEZe applications (i.e. picture, live scan, continuing education units, etc.).

COMMITTEES

Licensing

This Committee has not yet met; a date is soon to be determined.

Evaluations

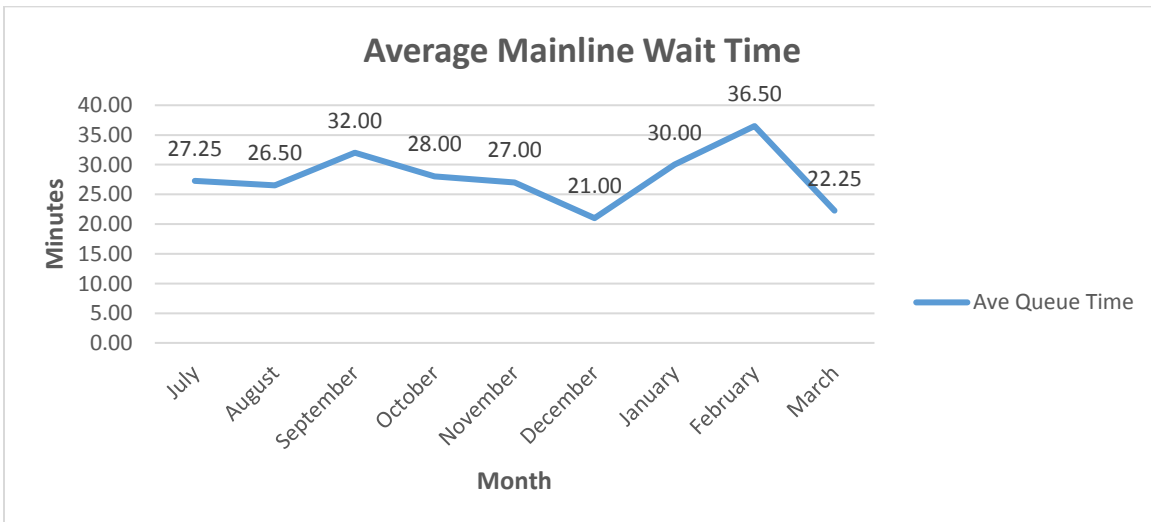
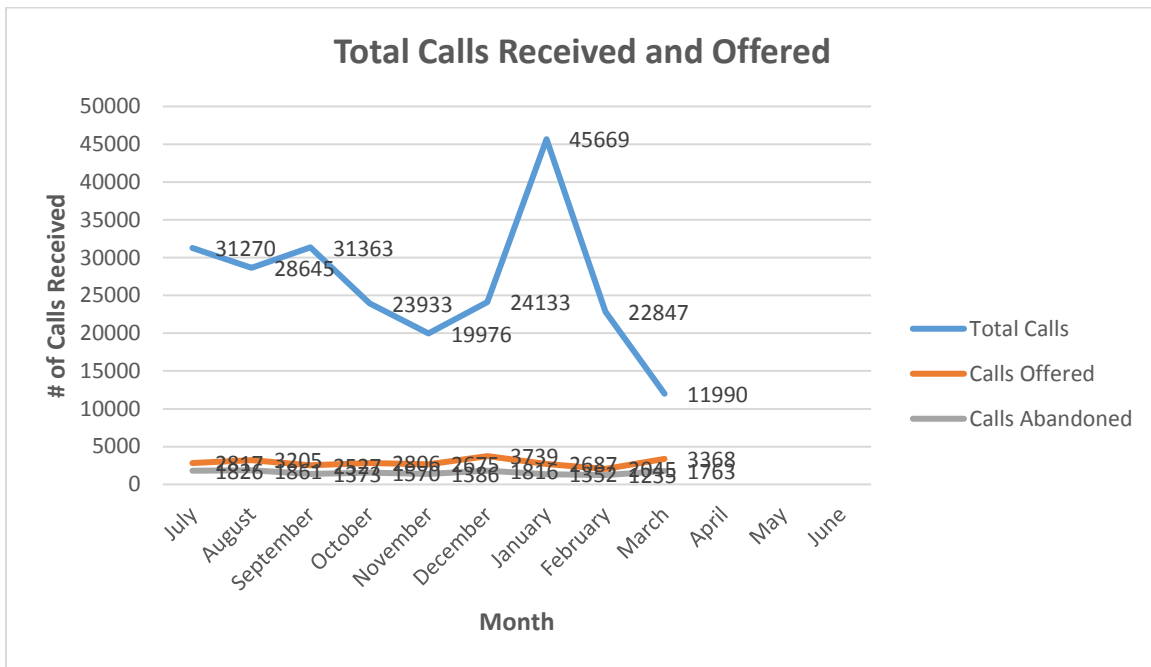
This Committee had its first meeting on April 21, 2017.

SUPPORT SERVICES UNIT

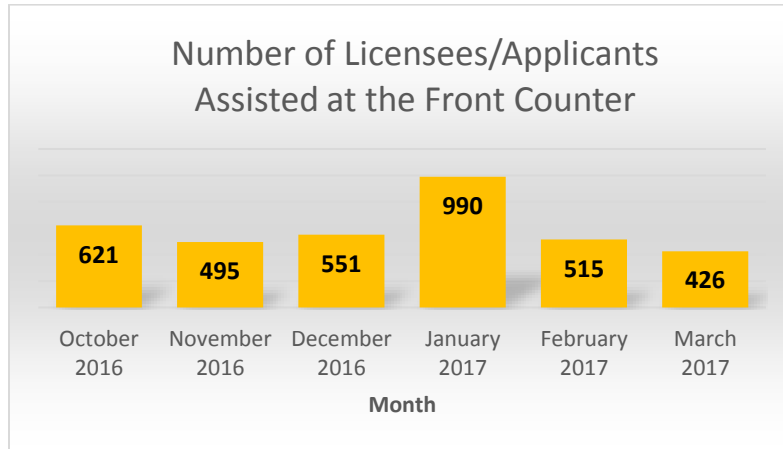
RECEPTION/FRONT COUNTER

In the month of January 2017, the Board had an influx of licensees arrive at the front counter, call the Board, and email the BVNPT mailbox due to the Continuing Education (CE) Audit project. The Board received almost double the amount of inquiries during this month compared to preceding and following months.

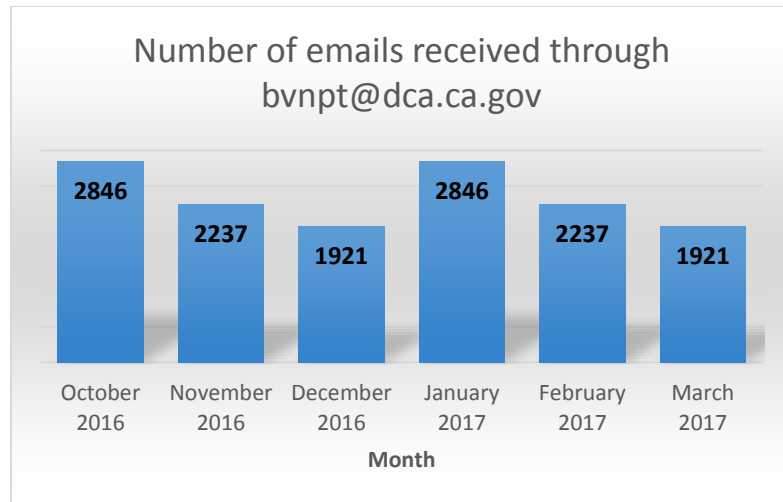
Having filled the fifth receptionist position in January 2017 greatly assisted the Board in making an effort to keep the mainline wait times down; however, as shown in the table below, the Board is only able to offer (handle) calls close to a third of the amount of the total calls received. All other callers are advised to call back later and are disconnected.



RECEPTION/FRONT COUNTER (cont.)



To date, the Board is responding to all BVNPT emailed inquiries within two-three (2-3) business days.



In January 2017, the Board created a mailbox dedicated for CE Audit inquiries – bvnptce@dca.ca.gov. To accommodate the increased number of emailed inquiries, emails were pushed out to all Licensing Division staff.



CASHIERING

The Cashiering unit currently has one (1) vacancy due to an internal promotion; leaving the Board with two (2) full-time cashiers. The Board's cashiering processing times have increased since this vacancy, however the Board is diligently working to re-fill the position. The delayed cashiering processing times may have effected other Board processing times.

Processing Times (In-House)

	January 2017	February 2017	March 2017	Quarter Average
All Payments	8 weeks	10.5 weeks	8 weeks	9 weeks

Vocational Nurse:

Number of Processed Payments (In-House)

Type of Application	January 2017	February 2017	March 2017	Quarter Average
Renewal License Renewals	344	121	285	250
Examination To obtain eligibility for examination	694	320	514	509
Re-Examination To obtain re-eligibility for examination	155	74	151	126
Interim Permits Limited 9 month permit until failed exam or licensure	3	3	1	2
Initial Licensure To obtain initial licensure	27	110	146	94
Verification For CA licensees applying for licensure in other states	4	7	3	4
Endorsement For licensed VNs in other states applying in California	104	60	71	78

Number of Processed Payments (Online)

Type of Application	January 2017	February 2017	March 2017	Quarter Average
Renewal License Renewals	2985	2302	2703	2663
Examination To obtain eligibility for examination	251	281	295	275
Re-Examination To obtain re-eligibility for examination	305	286	362	317
Interim Permits Limited 9 month permit until failed exam or licensure	23	16	10	16
Initial Licensure To obtain initial licensure	465	430	535	476
Verification For CA licensees applying for licensure in other states	11	15	18	14
Endorsement For licensed VNs in other states applying in California	36	67	98	67

CASHIERING (cont.)

Psychiatric Technician:

Number of Processed Payments (In-House)

Type of Application	January 2017	February 2017	March 2017	Quarter Average
Renewal License Renewals	46	20	23	29
Examination To obtain eligibility for examination	27	4	45	25
Re-Examination To obtain re-eligibility for examination	10	15	55	26
Initial Licensure To obtain initial licensure	7	5	9	7

Number of Processed Payments (Online)

Type of Application	January 2017	February 2017	March 2017	Quarter Average
Renewal License Renewals	267	229	274	256
Examination To obtain eligibility for examination	10	6	3	6
Re-Examination To obtain re-eligibility for examination	4	2	6	4
Initial Licensure To obtain initial licensure	14	22	14	16

MAILROOM

The Board's mailroom receives significantly large amounts of mail on Mondays. The Board currently has one (1) full-time limited-term staff member dedicated to this function and expects to request a permanent position, as it is an intrinsic position to the Board.

Since the last quarter, on average, the Board received 14,925 pieces of mail in the last quarter.

Amount of Mail Received

	January 2017*	February 2017	March 2017
All Mail	34,241	5,787	4,747

*A significant increase in received mail was due to the CE Audit project.

FINGERPRINTS

On February 8, 2017, BreEZe launched an automated No Longer Interested (NLI) process for Boards/Bureaus within the Department who are using BreEZe. The old NLI process required multiple steps to report NLIs to the Department of Justice (DOJ). With the new automated process, a NLI report is generated by BreEZe weekly and is accessible to the Board to review. The Board must identify which records should be kept or marked NLI within six (6) months.

On the contrary, this automated process has increased workload. These reports on average have 13,000 records to review.

Number of NLI records received to review

February 2017	March 2017
40,431	55,203

Normal fingerprinting processing is current. To date, the Board has reviewed 10,295 NLI records.

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. The delay in In-House application processing was due to the delay in the Cashiering unit.

In December 2016, an Evaluations staff member was designated to process ILF applications as the previous staff member assigned to this workload was placed in an Out-of-Class assignment as the Support Services Supervisor III.

ILF Application Processing Times (in weeks)

	October 2016	November 2016	December 2016	January 2017	February 2017	March 2017
In-House	8.25 wks	8 weeks	8.5 weeks	5.5 wks	7 wks	5.75 wks
Online	6.75 wks	7.75 wks	4 weeks	2 weeks	1 week	1 week

Number of ILF Applications Approved

	October 2016	November 2016	December 2016	January 2017	February 2017	March 2017
Total	689	638	1114	589	595	659

SUPPORT SERVICES (cont.)

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

In January 2017, an update to the BreZE system now automatically generates eligibility letters once a re-examination application is approved. Previously, a staff member was responsible for generating each eligibility letter. This update has decreased the amount of steps needed to complete the application and has improved processing time by half.

Re-Examination Application Processing Times (in weeks)

	October 2016	November 2016	December 2016	January 2017	February 2017	March 2017
In-House*	8.25 wks	10 weeks	8.75 wks	9.5 weeks	8.75 wks	9.75 wks
Online	9.5 weeks	8.25 wks	10 weeks	9 weeks	3 weeks	4.75 wks

*Current quarter delayed due to cashiering.

Number of Re-Examination Applications Approved

	October 2016	November 2016	December 2016	January 2017	February 2017	March 2017
Total	439	337	303	733	464	322

CONTINUING EDUCATION (CE) AUDITS

Currently, the Board has processed 8,092 CE audits, which is 13.95% of the total licensee population that was sent a CE audit letter. Of the 8,092 CE audits processed, the Board has identified that:

- 95.55% of licensees were compliant;
- 4.42% of licensee were questionably compliant; and
- 0.03% of licensees were non-compliant and were referred to the Enforcement Division.

EVALUATIONS UNIT

MILITARY APPLICANTS

In accordance with Business and Professions Code, Division 1, Chapter 1, Section 115.4, the Board is actively working on updating its forms to assist with expediting military personnel who have served as an active duty member and was honorably discharged. Preparations are being made to submit the Legal Division of the Department.

APPLICATION EVALUATION

In January 2017, an update to the BreZE system now automatically generates eligibility letters once the application is approved. This update has decreased the amount of steps to complete an application.

An increase in processing times for Equivalency & Schools occurred during this quarter due to staff vacancies that are now filled. In addition, the approval of an additional Staff Services Analyst (Intermittent) was given a conditional offer and anticipate a start date of May 2017. We will decrease our processing times in the next quarter as the Evaluations Unit will be fully staffed.

Vocational Nurse

Application Processing Times

Type of Application	January 2017	February 2017	March 2017	Quarter Average
Schools (Online) Method 1 – CA School Graduate	4.5 weeks	4 weeks	4.25 weeks	4.25 weeks
Schools (In-House) Method 1 – CA School Graduate	8.5 weeks	8.75 weeks	6.5 weeks	7.75 weeks
Equivalency (Online & In-House) Methods 2 – 5 – Education, Work Exp, Other	20.25 weeks	21.5 weeks	22.75 weeks	21.5 weeks
Verification (Online) For CA licensees applying for licensure in other states	14.5 weeks	13 weeks	7 weeks	11.5 weeks
Verification (In-House) For CA licensees applying for licensure in other states	13 weeks	12.75 wks	8 weeks	11.25 weeks
Endorsement (Online) For licensed VNs in other states applying in California	2.25 weeks	1.25 weeks	0.75 weeks	1.25 weeks
Endorsement (In-House) For licensed VNs in other states applying in California	3.25 weeks	4.25 weeks	4.75 weeks	4.25 weeks

APPLICATION EVALUATION (cont.)

Psychiatric Technicians

Type of Application	January 2017	February 2017	March 2017	Quarter Average
Schools (Online) Method 1 – CA School Graduate	3.75 weeks	11.5 weeks	10.5 weeks	8.5 weeks
Schools (In-House) Method 1 – CA School Graduate	4.5 weeks	7 weeks	8.5 weeks	6.75 weeks
Equivalency (Online & In-House) Methods 2 – 5 – Education, Work Exp, Other	8 weeks	12.5 weeks	15.5 weeks	12 weeks
Re-Examination To obtain re-eligibility for examination	3.5 weeks	5.75 weeks	7 weeks	5.5 weeks
Initial Licensure To obtain initial licensure	5 weeks	5.5 weeks	4.25 weeks	5 weeks

Number of Initial License Applications Approved

	October 2016	November 2016	December 2016	January 2017	February 2017	March 2017
Total	30	32	36	22	27	33

Number of Re-Examination Applications Approved

	October 2016	November 2016	December 2016	January 2017	February 2017	March 2017
Total	35	25	16	22	12	15

RESULTS DESK Processes examination results.

Results Desk Processing Times

Pass and Fail	January 2017	February 2017	March 2017
Vocational Nurse	4 weeks	3.5 weeks	3 weeks
Psychiatric Technician	3.5 weeks	3 weeks	2.75 weeks

Amount of Results Processed

Pass and Fail	January 2017	February 2017	March 2017
Vocational Nurse	656	772	1,179
Psychiatric Technician	42	44	49