



**BOARD OF VOCATIONAL NURSING & PSYCHIATRIC TECHNICIANS**  
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**DATE:** August 10, 2017  
**TO:** Board Members  
**FROM:** Jen Johnson  
*Evaluations Program Manager*  
**SUBJECT:** *Licensing Committee Report*

**BOARD MEMBERS  
PRESENT ON**

**JUNE 2, 2017:** John Vertido, P.T., Board Member

**BOARD MEMBERS  
PRESENT ON**

**JULY 12, 2017:** Tammy Endozo, L.V.N., President  
Paul Sellers, P.T., Board Member

**STAFF PRESENT:** Jen Johnson, Evaluations Program Manager  
Rochelle Johnson, Support Services Manager  
Siqi Chen, Staff Services Analyst

**BACKGROUND:**

The Licensing Committee develops strategies to proactively improve consumer service to mitigate complaints and wait times. This committee will review the current complaints and devise a mitigation strategy to engage the full Board.

The Licensing Committee has met twice. June 2, 2017 and July 12, 2017. Former Board Member, Vertido was in attendance the first meeting. He is no longer a Board Member therefore was replaced by Board President, Endozo and Board Member, Sellers. They attended the July 12, 2017 meeting via conference call.

**ITEMS DISCUSSED ON JUNE 2ND:**

- 1) Discussion and Consideration of Committee Scope.
- 2) Staffing Update-continuous.
- 3) Review of Licensing Division Performance Measures and Statistics.
  - a) Color Code Matrix
- 4) Discussion and Consideration of Outstanding Accounts Receivable (A/R) and Potential Board Presentation.
  - a) How much A/R's are owed/collected.

- b) Discussion on Franchise Tax Board collecting A/R's.
- 5) Discussion and Review of Common Complaints Received.
  - a) From schools
  - b) From applicants/licensees

**ITEMS DISCUSSED ON JULY 12<sup>TH</sup>:**

- 1) Common Frequently Asked Questions (FAQ's) to update website.  
Staffing Update-continuous.
- 2) Review of Licensing Division Performance Measures and Statistics.
  - a) Color Code Matrix.
- 3) Staffing Update.

**TASK TO BE ACCOMPLISHED:**

- 1) Gather data on common complaints received and address with appropriate staff. Identify if training needs to be provided.
- 2) Review Common FAQ's and update website.
- 3) Review Outstanding Accounts Receivable (A/R) and discuss possible presentation to Board.