



BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR EDMUND G. BROWN JR.

**Board of Vocational Nursing and Psychiatric Technicians**  
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<b>DATE</b>	March 7, 2018
<b>TO</b>	Board Members
<b>FROM</b>	Elaine Yamaguchi <b>Executive Officer</b>
<b>SUBJECT</b>	Executive Officer's Report

**OVERVIEW**

At this writing, I have been BVNPT's Executive Officer for just over three months. Our Assistant Executive Officer, Vicki Lyman started work on March 1.

**STAFFING UPDATES AND ISSUES**

The Chief of Enforcement departed on March 16, 2018. DOI Supervising Investigator Stephanie Whitley and Assistant Executive Officer (AEO) Vicki Lyman, have been very successful in coordinating and stabilizing the operations of the Enforcement Division. A first round of interviews was conducted with the initial pool of candidates, and the Executive Management decided to repost to garner a larger pool of candidates. The re-posting will close on May 9, 2018, and we hope to have a hire by June 1.

The Complaints Unit manager departed at the beginning of April. The managerial duties for this unit are currently handled by the Intake & Enhanced Screening Unit manager. The Complaints Unit manager position has not yet been posted, while management analyzes current workflow and resource allocation for possible improvements.

We will be reconfiguring two positions as soon as possible. First, the Statistics Analyst (AGPA) position recently vacated by our new Manager, Matt McLean, had been concentrating on our Enforcement statistics. We believe that we can and should have that person work on Board-wide information, reporting directly to the AEO.

The second position backfills and upgrades an Office Technician position after the incumbent was promoted to an Analyst position in our Probation Unit. This new position will include Contracts, Procurement, Budget and some other back up and oversight tasks, and will be posted at an SSA/AGPA level.

Last, in response to our Employee Engagement Survey, the Executive Management team has held meetings with the individual teams, without their managers, to discuss some of the bigger issues raised in the Survey. The big topics included communications, management and leadership, and career development. Conversations were very positive and productive, and

the team members shared many great suggestions and ideas. These ideas will shape our path forward in terms of operational development and the training of our management team. We have yet to schedule a meeting with the Education Division, but will do so as soon as possible.

### **INFRASTRUCTURE**

We were advised that BVNPT carried a significant salary savings this year, funds which might not be available to us after the start of the new fiscal year. After some research and analysis, the Executive Team decided to make some important equipment updates, including new chairs for the staff. We will also invest in video conferencing equipment for our conference rooms, so that we can have remote Committee meetings, meet with our NECs and probationers, allow the staff to watch Board meetings, and much more.

Our staff has been spending a lot of time working to clean out the files, send things to the State Archives, remove broken/obsolete equipment, and generally reorganize our offices. It's especially noteworthy that we have done this while also working to improve our case management and reduce our backlogs. Other developments in our offices include a comfortable and secure lactation room (and not a day too soon). Next up, reconfiguring some work spaces and Break Rooms for the staff.

### **FRAUD REPORT**

A few weeks back, I reported to the Board that there had been an incident that appeared to be a scam of sorts targeting one of our licensees. Staff responded quickly to this, and first made sure that the licensee reporting this matter did not provide any payment or personal information. We then placed a warning message on our web page.

We then contacted the Office of Information Services at the Department, who has been researching and analyzing the systems, especially BreZze to ascertain whether there are any dangerous information breaches. We also reached out to some of the stakeholder groups, including CAPT, as this member was one of their members, to ask them to be alert.

Follow up inquiries have not uncovered any new reports, and we are still waiting to hear how this occurred, and whether it may be an isolated incident. Staff will keep the Board and our licensees and stakeholders informed of any new developments.

### **COMMITTEE SCHEDULE**

Following is a schedule of Committees meeting leading up to our August Board meeting.

- Administration
  - DATE: July 12, 2018, 3:30 pm
  - Board Members: Samantha James-Perez, Cheryl Turner
  
- Education
  - DATE: July 18, 2018, 2:00 pm
  - Board Members: Bernice Bass de Martinez, Ken Maxey
  
- Enforcement

- DATE: June 20, 2018, 9:00 am
- Board Members: Samantha James-Perez, Ken Maxey
  
- Evaluations
  - DATE: July 9, 2018, 10:00 am
  - Board Members: Bernice Bass de Martinez, Aleta Carpenter
  
- Executive
  - DATE: June 11, 2018, 11:00 am-12:30 pm
  - DATE: July 16, 2018, 11:00 am-12:30 pm
  - DATE: August 10, 2018, 11:00 am-12:30 pm
  - Board Members: Tammy Endozo, Bernice Bass de Martinez
  
- Legislation/Regulations
  - DATE: TO BE DETERMINED
  - Board Members: Cheryl Turner, John Dierking
  
- Licensing
  - DATE: July 10, 2018, 10:00 am
  - Board Members: Paul Sellers, Paula Amezola de Herrera
  
- Practice
  - DATE: June 20, 2018, 1:00 pm
  - Board Members: Samantha James-Perez, Tammy Endozo

Staff will be working with the Committee Chairs to produce and distribute the meeting agendas and materials. Please let me know whether you will be able to attend your Committees' meeting in person or via phone.

### **RESPONSE TO AB 1229 AND MONITOR'S RECOMMENDATIONS**

Per AB 1229 (Business and Professions Code section 2847.8), the Board is required to meet quarterly with Division of Investigation management. The next meeting with DOI is scheduled for May 22, 2018, in advance of our June 1 deadline.

The Board provides a written report to the department in advance of each meeting, that includes, at a minimum, the following information for each complaint:

- The type of allegation
- A summary of the complaint
- The current status of the complaint
- Information identifying whether the complaint was assigned to the Division of Investigation or retained by the Board for investigation

Our next report detailing BVNPT's responses to the Monitor's recommendations is due to the Department and Legislature on July 1, 2018. Staff has begun work with DOI to assess the progress made since our last report. Drafts will be submitted to the Enforcement and Executive Committees for input by June 15.

**CLOSING**

One critically-needed improvement in communication will be monthly emailed reports, providing updates on operations and issues. I anticipate including critical staffing and infrastructure updates, financial information, legislative developments, reports from conferences and other events, and monthly statistics. If you have any specific suggestions or requests for additional information to be included, please contact me.