



**DATE** May 1, 2018  
**TO** Board Members  
**FROM** Rochelle Johnson, SSMI  
Administration and Support Services  
**SUBJECT** Administration and Support Services Report

**ADMINISTRATION/SUPPORT SERVICES STAFFING**

**New Staff/Vacancies**

This quarter, the unit currently has:

Three (3) true vacancies:

- (1) Office Technician-Cashier (limited-term)
- (1) Office Technician-Cashier (Perm/FT)
- (1) Office Technician-ILF desk (Perm/FT)

The Board promoted an internal candidate to the classification of Staff Services Analyst (SSA) which caused one vacancy.

Unfortunately, we had an employee resign due to medical reasons from our cashiering unit which, caused an additional vacancy. The Administrative and Support Services Unit continues to work towards filling all current vacancies.

**LEASE RENEWAL**

The Board is continuing to work with DCA Facilities on the lease renewal at our current location. We have taken this opportunity to address space needs, reconfigurations of work areas, new carpet, paint, etc.

**COMMITTEE UPDATES**

The following committees have met since the last Board Meeting.

Evaluations Committee: April 13, 2018  
Executive Committee: April 6, 2018, May 2, 2018  
Licensing Committee: March 27, 2018  
Education Committee: January 25, 2018, April 20, 2018  
Enforcement Committee: February 8, 2018, April 12, 2018  
Legislative Committee: April 6, 2018  
Administrative Committee: April 12, 2018

All committees will meet again in the next quarter, prior to the next Board meeting. The dates still need to be determined.

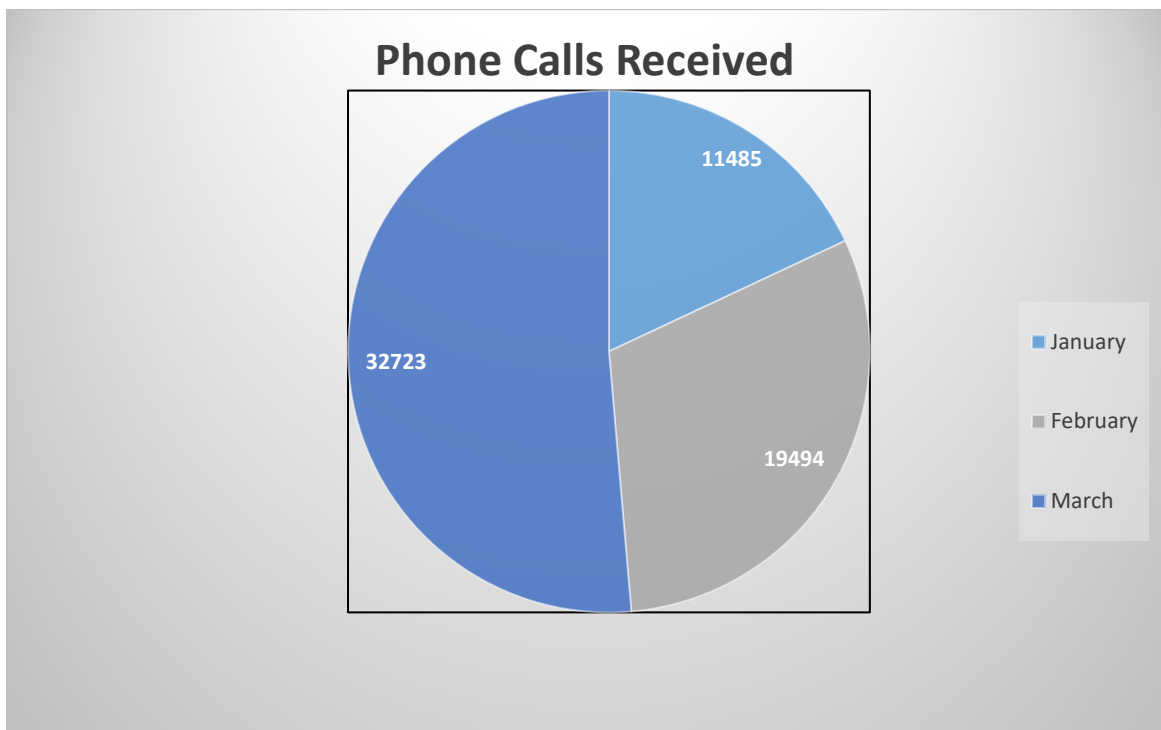
**SUPPORT SERVICES UNIT**

**RECEPTION/FRONT COUNTER**

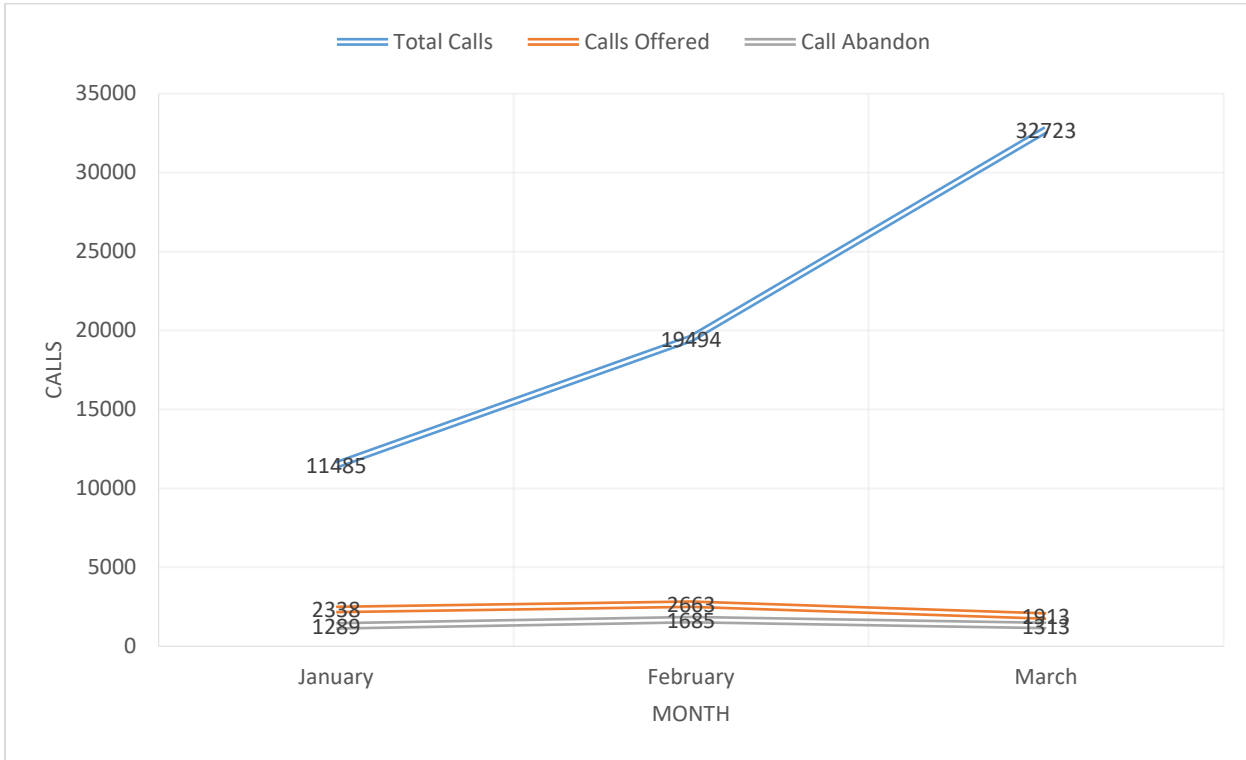
To address the wait times and increase the amount of calls handled and resolved, the Board is actively working with DCA-Office of Human Resources on the recruitment for a Supervisor for this unit. Additionally, a long-term goal is to create a call center for the Board. Management continues to provide ideas, information and training to the front counter/reception staff.

Staff are now required to submit daily phone stats to better identify where problems may be occurring. We have also set a new daily target of 75 calls per day, in addition to the other tasks associated with the front counter/reception. The front counter/reception staff will continue to work to develop their productivity, cross-train in other areas within the Board and provide excellent customer service.

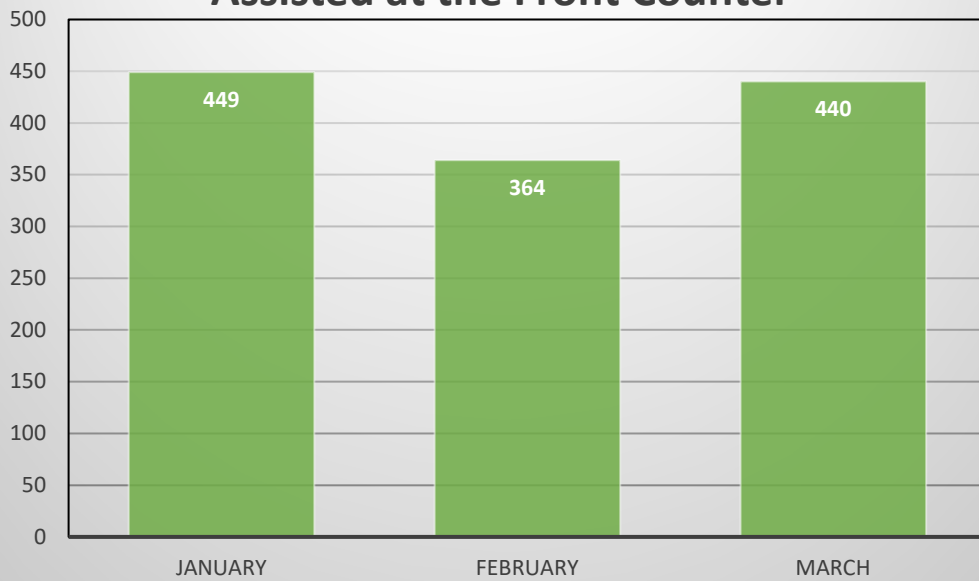
Following are charts reflective of the total number of phone calls received, comparison chart for phone calls received, handled and abandoned, applicants or licensees assisted at the front counter, emails received through the BVNPT email box and the total number for issuance of temporary licenses.



**RECEPTION/FRONT COUNTER CONT.**

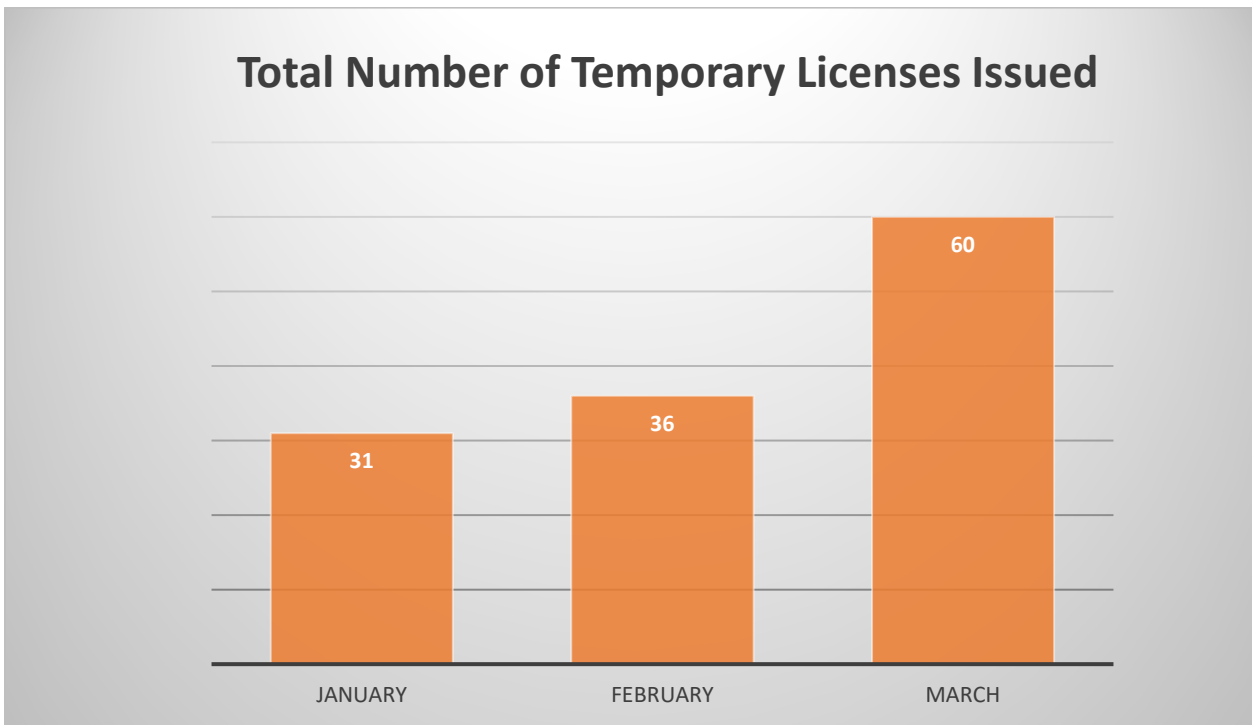
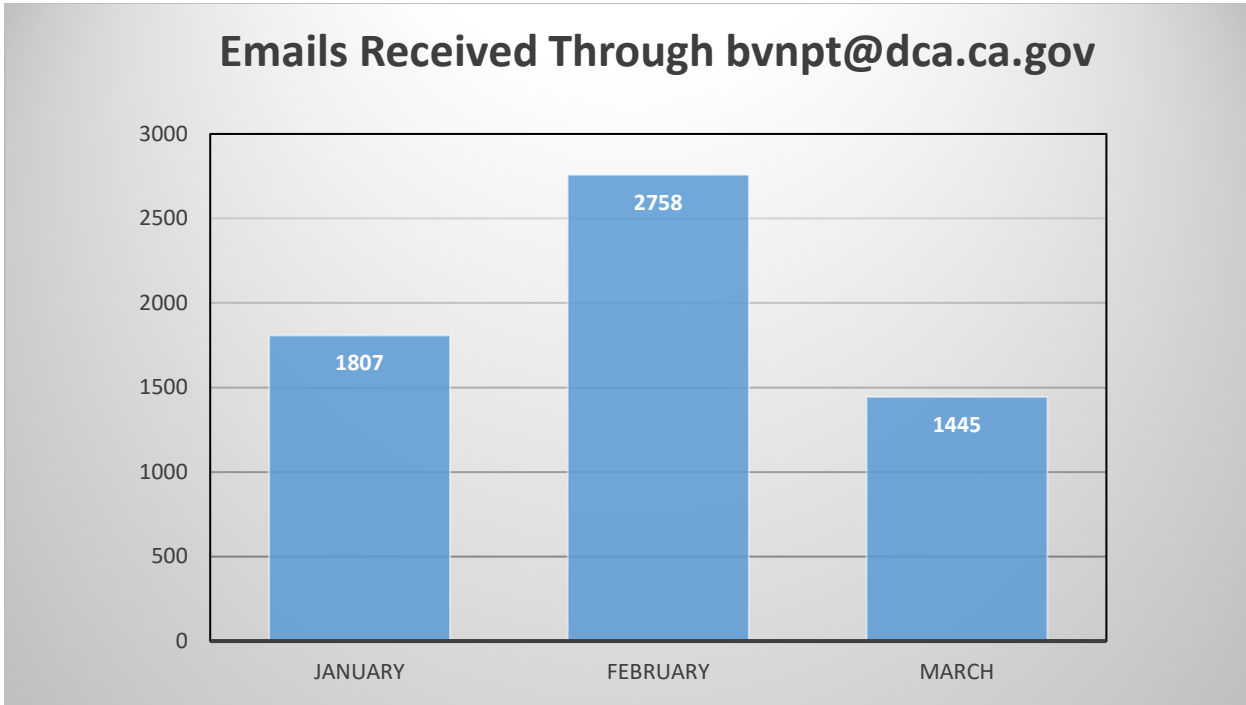


**Number of Licensees/Applicants Assisted at the Front Counter**



**RECEPTION/FRONT COUNTER CONT.**

To date, the Board is responding to all BVNPT emailed inquiries within two to three business days.



**CASHIERING**

Currently, the Cashiering unit is down to two permanent/full-time Office Technicians (OT) with one vacancy.

**Vocational Nurse:**

(VN) Processing Times (In-House)

	January 2018	February 2018	March 2018	Quarter Average
All Payments	2	2	2	2

Number of Processed Payments (In-House)

Type of Application	January 2018	February 2018	March 2018	Quarter Average
<b>Renewal</b> License Renewals	209	445	1037	<b>564</b>
<b>Examination</b> To obtain eligibility for examination	229	232	284	<b>248</b>
<b>Re-Examination</b> To obtain re-eligibility for examination	145	143	109	<b>132</b>
<b>Interim Permits</b> Limited 9 month permit until failed exam or licensure	5	4	2	<b>4</b>
<b>Initial Licensure</b> To obtain initial licensure	56	43	63	<b>54</b>
<b>Verification</b> For CA licensees applying for licensure in other states	70	61	59	<b>63</b>

Number of Processed Payments (Online)

Type of Application	January 2018	February 2018	March 2018	Quarter Average
<b>Renewal</b> License Renewals	3052	2671	2843	<b>2855</b>
<b>Examination</b> To obtain eligibility for examination	336	326	343	<b>335</b>
<b>Re-Examination</b> To obtain re-eligibility for examination	331	294	349	<b>325</b>
<b>Interim Permits</b> Limited 9 month permit until failed exam or licensure	15	8	11	<b>11</b>
<b>Initial Licensure</b> To obtain initial licensure	450	437	515	<b>467</b>
<b>Verification</b> For CA licensees applying for licensure in other states	105	79	85	<b>90</b>

**Psychiatric Technician:**

(PT) Processing Times (In-House)

	January 2018	February 2018	March 2018	Quarter Average
All Payments	2	2	2	2

Number of Processed Payments (In-House)

Type of Application	January 2018	February 2018	March 2018	Quarter Average
<b>Renewal</b> License Renewals	26	37	112	<b>58</b>
<b>Examination</b> To obtain eligibility for examination	53	6	8	<b>22</b>
<b>Re-Examination</b> To obtain re-eligibility for examination	15	20	15	<b>17</b>
<b>Initial Licensure</b> To obtain initial licensure	1	2	15	<b>3</b>

Number of Processed Payments (Online)

Type of Application	January 2018	February 2018	March 2018	Quarter Average
<b>Renewal</b> License Renewals	294	275	298	<b>289</b>
<b>Examination</b> To obtain eligibility for examination	22	10	4	<b>12</b>
<b>Re-Examination</b> To obtain re-eligibility for examination	9	15	11	<b>12</b>
<b>Initial Licensure</b> To obtain initial licensure	16	26	16	<b>19</b>

**MAILROOM**

The Board's mailroom receives a significantly large amount of mail. The Board currently has one full-time permanent staff member dedicated to this function.

On average, the Board received 2,720 pieces of mail over the last quarter.

Amount of Mail Received

	January 2018	February 2018	March 2018	Quarter Average
All Mail	2878	2566	2717	2720

**SUPPORT SERVICES**

**VN Re-Examination Processing**

Re-Examination Applications Processed (in weeks)

	January 2018	February 2018	March 2018	Quarter Average
In-House	76	107	62	81
Online	26	30	26	27

Total Number of Re-Examination Applications Processed (monthly)

	January 2018	February 2018	March 201 8	Quarter Average
Total	408	548	356	

Late in the quarter, the method by which the re-examination applications were being processed, was determined not to be the most effective. Therefore, a change was implemented and the re-exam staff person will now process all re-examination applications in date order. This will be reflective on the next quarter report.

**VN Initial Licensure Processing**

Number of ILF Application Processed (in weeks)

	January 2018	February 2018	March 2018	Quarter Average
In-House	2	4	3	3
Online	2	3	3	2.6

Total Number of ILF Applications Processed (monthly)

	January 2018	February 2018	March 201 8	Quarter Average
Total	349	442	368	386