



BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GAVIN NEWSOM, GOVERNOR
Board of Vocational Nursing and Psychiatric Technicians
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MEMORANDUM	
DATE	May 21, 2021
TO	Board Members
FROM	Elaine Yamaguchi Executive Officer
SUBJECT	Executive Officer's Report: May 2021

Status of BVNPT

The Leadership Team has been working under AEO Vicki Lyman's direction to prepare for our team's return to the workplace. We are waiting on a definitive telework policy from CalHR for further guidance. DCA Director Kirchmeyer established a DCA internal Telework Task Force that is looking at DCA policies for future telework. We are working to ensure that our workforce transition is smooth, fair, and meets our workload demands.

One key factor is that the Board should be prepared to go back to the live, in-person meeting format for our November meeting in Sacramento. We should have a clear picture before our August meeting.

On a side note, I want to call your attention to the Licensing Division statistics. This team is exceeding expectations. The division leadership made several outstanding new hires, provided customer service training, and developed a healthy team spirit and a bit of competitiveness. The team is averaging more than 90 percent of phone calls received and handled, and the wait time some days is less than one minute. One day, they responded to 101 percent of the phone calls! In addition, the overall volume of calls is decreasing because the team is providing better service up front by providing complete information to the caller. We are proud of this team.

Department of Consumer Affairs Updates

The Department's Deputy Director for Board and Bureau Relations, Carrie Holmes will provide a brief update from the Department, and answer any Board member questions about DCA.

Budget and Finance

The latest financial report is attached, and we invited the Budget and Fiscal Office to attend our meeting and provide background and answer questions.

Sunset Review

We have a Sunset bill, AB 1536. It was heard in the Assembly Business and Professions Committee and referred to Appropriations. Our assumption is that the bill will move out of the first house. Most likely, the final version will be worked out in the second house late in the session.

At the moment, it does not contain much substance, and they have amended in many of our suggested technical changes. Notably, they also added language regarding communication between the NECs, new programs, and inactive lists. This was something we featured in our Sunset Background Paper Response, and this helps work the programs efficiently.

The Future of Nursing Education

We will continue our discussion on the future of nursing education on Thursday, May 20, 2021. This session focuses on the key issue raised at our Sunset Hearing: the critical backlog in program approvals, and how to improve our system. We have asked our team of NECs and some representatives from programs to provide insights with the goal of developing a new system.

The detailed agenda for the Information Session will be sent to you and posted on our website.

Board Committees

We still have one seat open in the Licensing Committee.

Final Comments

Don't hesitate to call or email with any questions, comments or suggestions. I hope that you and yours remain safe and healthy. Looking forward to the meeting.