



BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY GAVIN NEWSOM, GOVERNOR
Board of Vocational Nursing and Psychiatric Technicians
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MEMORANDUM

DATE April 21, 2021
TO Board Members
FROM Shelley Brown
 Licensing Manager
SUBJECT Licensing Division Report

STAFFING UPDATE:

Since the last Board Meeting, all vacant Licensing Division positions have been filled.

Due to the ongoing COVID-19 pandemic, approximately fifty percent of Licensing Division staff continue to telework and were on-site only to drop-off and pick-up files and correspondence. On-site staff continue to provide cashiering and front counter service. Staff observe safety practices such as social distancing, hand washing, and the use of hand sanitizer and Clorox wipes. Gloves are available, especially when handling cash/cards. Licensing staff continue doing an outstanding job during these unprecedented times.

VERIFICATION PROJECT:

Since the pandemic began, we noticed an increased number of calls and emails from California LVNs applying for licensure in other states stating that the nursing regulatory bodies they're applying to were not receiving their California license verifications. We discovered that due to the pandemic, many nursing regulatory bodies were solely teleworking, delaying their ability to receive verifications via postal mail. Licensing Supervisor Ivan Brent along with Licensing Technician Sarah Long began contacting nursing regulatory bodies in the United States and in just over a month were able to reach agreements with forty-two nursing regulatory bodies to accept verifications via email. Prior to this project, only five nursing regulatory bodies had agreed to accept electronic verifications from our Board. The ability for Licensing Division staff to electronically send license verifications directly to the appropriate processing unit within each nursing regulatory body improved processing time, cut down on inquiry calls and emails, and saves the Board money. We receive, on average, 1,971 license verification requests per year. This saves the Board an average of \$1,000 per year in postage costs, not including paper, envelopes, and ink.

LICENSING STATICS:

The Licensing Division Statistical Data – Executive Summary is included with the Board materials. These comprehensive Licensing statistics cover activity from January 1, 2018 through March 31, 2021.

There was a significant increase in out-of-state LVNs applying to California by endorsement during January 2021 through March 2021. We received, on average, ninety-nine endorsement applications per month during this time, whereas, during the same time a year ago we received, on average, forty-two endorsement applications per month, for a 135 percent increase. We also had a 36 percent increase in verification requests received during January 2021 through March 2021 compared to the same time last year.

The Licensing Technicians are doing an amazing job on the inquiry phone line. January 2021 through March 2021, we had an average 91percent caller assist rate, up from an average 78 percent caller assist rate during this time last year. Our average caller wait time decreased to 3.4 minutes during January 2021 through March 2021 from 8.75 minutes during this time last year.

Public counter traffic continued to remain low with an average of fifty-three visitors for February and March, whereas during the same time one year ago we received, on average, 171 visitors a month to the public counter. On a side note, the public counter was closed effective December 7, 2020, through January 25, 2021, in response to the most recent Stay at Home Order, in which, effective December 7, 2020, the California Department of Human Resources directed all state offices to be closed to the public.

CE AUDIT UPDATE:

CE audits continue to be suspended due to COVID-19 and the Governor's Executive Order N-39-20 which included a temporary waiver of the continuing education requirement for individuals whose active licenses expired between March 31, 2020, and May 29, 2020, and extended to include licenses that expire between May 30, 2020, and May 31, 2021. We will reevaluate CE audits on June 1, 2021, and, depending on the situation, may extend the suspension.



**BOARD OF VOCATIONAL NURSING
AND PSYCHIATRIC TECHNICIANS**

**Licensing Division
Statistical Data**

January 1, 2018 through March 31, 2021

Executive Summary

**BVNPT Licensing Division Statistics
January 2018 through March 2021
Vocational Nurses and Psychiatric Technicians**

VN Examination Request Received

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	499	474	439	576
Feb	657	759	563	654
Mar	797	511	499	600
Apr		627	519	679
May		764	884	892
June		792	543	489
Jul		663	616	531
Aug		774	867	609
Sep		795	617	563
Oct		644	556	653
Nov		665	565	590
Dec		769	662	858
Total	1,953	8,237	7,330	7,694

PT Examination Requests Received

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	44	65	55	74
Feb	588	27	16	15
Mar	17	3	9	11
Apr		16	6	3
May		42	90	60
June		13	42	13
Jul		16	33	47
Aug		63	52	65
Sep		15	35	55
Oct		28	9	12
Nov		7	7	11
Dec		102	68	110
Total	649	397	422	476

VN Examination Retakes Received

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	455	356	292	448
Feb	361	311	328	420
Mar	537	396	462	453
Apr		450	394	421
May		389	376	433
June		348	332	378
Jul		389	337	363
Aug		426	346	700
Sep		408	321	409
Oct		431	310	422
Nov		340	289	331
Dec		302	232	301
Total	1,353	4,546	4,019	5,079

PT Examination Retakes Received

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	23	24	19	28
Feb	14	12	20	32
Mar	24	18	29	29
Apr		22	27	35
May		25	23	24
June		15	17	35
Jul		29	18	26
Aug		13	21	51
Sep		24	28	30
Oct		15	15	29
Nov		20	28	23
Dec		14	15	21
Total	61	231	260	363

VN Interim Permits Issued

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	22	1	8	20
Feb	8	1	9	15
Mar	5	0	5	14
Apr		8	4	10
May		19	7	18
June		19	14	11
Jul		8	5	15
Aug		7	5	20
Sep		10	14	11
Oct		8	2	13
Nov		12	0	3
Dec		21	1	12
Total	35	114	74	162

PT Interim Permits Issued

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	2	0	0	0
Feb	1	0	0	0
Mar	1	0	0	0
Apr		0	0	1
May		0	16	3
June		10	0	0
Jul		2	1	3
Aug		0	1	0
Sep		0	0	0
Oct		0	0	0
Nov		0	0	0
Dec		10	0	11
Total	4	22	18	18

VN Examination Results

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	806	608	753	662
Feb	905	702	835	661
Mar	990	492	838	913
Apr		568	807	850
May		769	796	919
June		903	761	858
Jul		1,056	902	984
Aug		1,008	835	969
Sep		1,094	849	818
Oct		1,073	989	831
Nov		743	734	781
Dec		723	754	843
Total	2,701	9,739	9,853	10,089

PT Examination Results

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	54	36	40	40
Feb	64	37	85	49
Mar	44	37	35	85
Apr		29	42	97
May		47	41	62
June		37	42	50
Jul		53	62	60
Aug		54	70	57
Sep		53	78	50
Oct		63	72	77
Nov		39	57	63
Dec		48	39	36
Total	162	533	663	726

VN Initial Applications Received

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	548	514	491	508
Feb	507	456	568	490
Mar	637	538	560	619
Apr		466	582	655
May		417	507	548
June		582	584	623
Jul		686	684	578
Aug		644	612	953
Sep		653	554	551
Oct		653	681	603
Nov		500	557	497
Dec		442	509	527
Total	1,692	6,551	6,889	7,152

PT Initial Applications Received

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	40	17	22	17
Feb	43	26	64	28
Mar	36	35	53	33
Apr		17	28	54
May		32	17	48
June		21	15	26
Jul		23	40	30
Aug		32	30	51
Sep		21	53	27
Oct		35	53	35
Nov		18	26	45
Dec		12	26	23
Total	119	289	427	417

VN Endorsements Received

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	107	46	35	46
Feb	78	37	44	48
Mar	112	44	49	53
Apr		40	49	49
May		36	52	47
June		52	47	63
Jul		63	54	43
Aug		86	73	88
Sep		57	48	59
Oct		57	56	44
Nov		59	63	35
Dec		72	35	36
Total	297	649	605	611

PT Endorsements Received

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	0	0	0	0
Feb	0	0	0	0
Mar	0	0	0	0
Apr		0	0	0
May		0	0	0
June		0	1	0
Jul		0	1	0
Aug		0	0	0
Sep		0	0	0
Oct		1	0	0
Nov		0	0	0
Dec		0	1	0
Total	-	1	3	-

VN Verification Letters Received

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	202	167	125	191
Feb	168	168	140	173
Mar	282	144	177	153
Apr		138	158	165
May		172	178	202
June		152	172	165
Jul		174	200	177
Aug		171	174	159
Sep		157	155	154
Oct		185	181	150
Nov		162	123	171
Dec		187	136	135
Total	652	1,977	1,919	1,995

PT Verification Letters Received

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	2	0	1	0
Feb	0	0	1	1
Mar	2	0	1	2
Apr		2	1	1
May		0	0	0
June		0	0	1
Jul		1	0	1
Aug		2	2	0
Sep		1	0	0
Oct		2	1	0
Nov		0	0	1
Dec		0	0	0
Total	4	8	7	7

VN Licenses Issued

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	519	511	544	349
Feb	502	463	499	442
Mar	637	515	573	368
Apr		490	589	825
May		383	548	917
June		617	624	626
Jul		681	699	528
Aug		630	606	933
Sep		636	533	541
Oct		662	694	612
Nov		519	546	498
Dec		452	531	447
Total	1,658	6,559	6,986	7,086

PT Licenses Issued

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	36	13	19	24
Feb	46	39	66	16
Mar	38	36	55	29
Apr		18	26	60
May		32	15	47
June		22	15	32
Jul		22	36	30
Aug		30	29	57
Sep		23	54	28
Oct		36	61	35
Nov		18	23	38
Dec		12	22	36
Total	120	301	421	432

VN Renewals Completed

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	4773	4,526	4,297	4,472
Feb	3804	3,667	3,808	3,647
Mar	4093	3,882	3,705	4,018
Apr		4,388	3,720	3,618
May		3,648	3,842	3,674
June		3,785	3,720	3,718
Jul		4,153	3,984	3,899
Aug		4,123	4,174	4,400
Sep		4,280	3,949	3,941
Oct		4,541	4,242	4,404
Nov		3,907	4,127	4,081
Dec		4,009	3,752	3,778
Total	12,670	48,909	47,320	47,650

PT Renewals Completed

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	396	420	391	384
Feb	335	336	324	376
Mar	360	362	366	372
Apr		399	348	346
May		348	403	361
June		365	347	351
Jul		394	425	401
Aug		373	391	614
Sep		389	348	356
Oct		379	367	383
Nov		368	345	368
Dec		339	345	358
Total	1,091	4,472	4,400	4,670

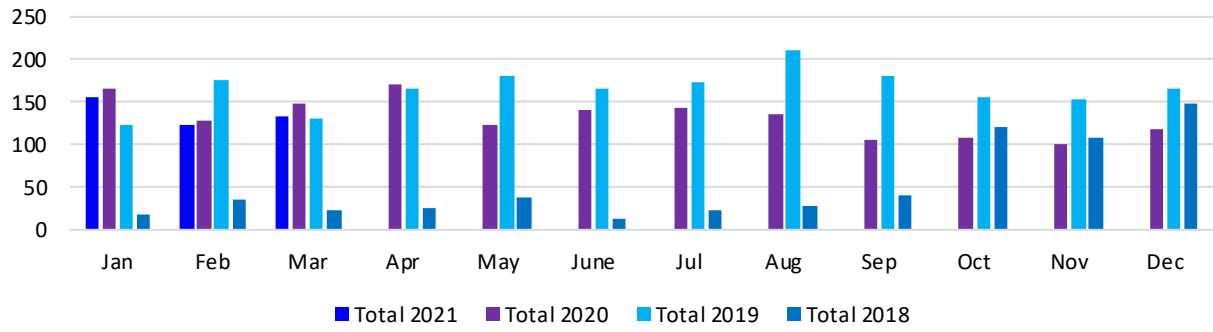
VN Equivalency Applications Received - Online and In House

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	155	133	75	143
Feb	136	107	99	136
Mar	181	123	103	158
Apr		115	140	150
May		126	109	156
June		127	95	143
Jul		154	138	126
Aug		129	132	168
Sep		139	100	147
Oct		166	107	170
Nov		114	118	115
Dec		114	104	125
Total	472	1,547	1,320	1,737

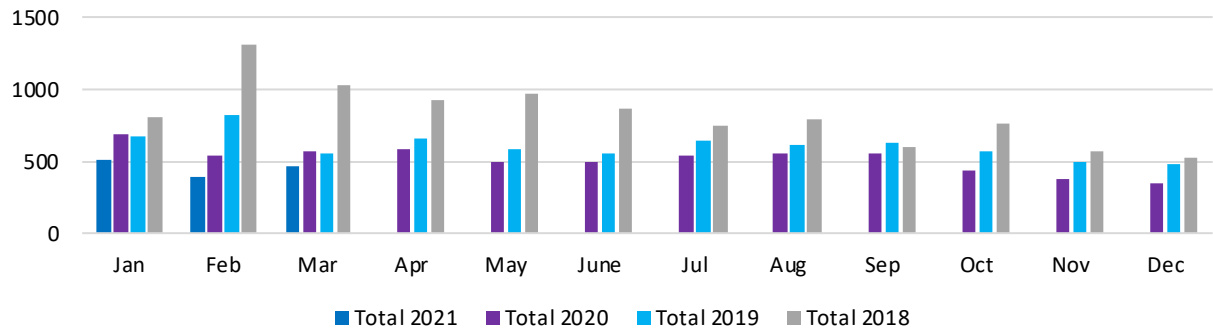
**PT Equivalency Applications Received -
Online and In House**

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	2	8	0	0
Feb	2	1	1	4
Mar	0	0	1	3
Apr		2	3	1
May		1	1	0
June		1	5	1
Jul		2	1	0
Aug		3	0	1
Sep		1	3	3
Oct		3	4	0
Nov		3	3	4
Dec		0	2	2
Total	4	25	24	19

Name Changes



Address Changes



BVNPT Licensing Division Statistics
January 2018 through March 2021
Vocational Nurses and Psychiatric Technicians – Processing Times in Weeks

VN School Applications – Online

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	3.4	0	0.21	4.4
Feb	1.4	0	0	3.7
Mar	1.1	0	0	1.7
Apr		0	0	1
May		0	0	0.4
June		0	0.1	0.5
Jul		0	0	0.1
Aug		0	0	0.3
Sep		0	0	0.1
Oct		0	0	0
Nov		1.6	0	0
Dec		1.25	0	0.2

PT School Applications – Online

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	4	0.5	0.3	5.1
Feb	0.7	1.4	0	5.2
Mar	0.5	4.25	0.1	4.9
Apr		0	0	1
May		2	0	0.5
June		3.7	0	1
Jul		2.2	0	1.3
Aug		2	0	0.8
Sep		1.1	0	0.2
Oct		1	0	0.7
Nov		0.6	0	0.2
Dec		1.1	0	0.32

VN School Applications – In House

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	1.3	0	0.1	1.7
Feb	0.3	0	0.25	3
Mar	0.6	0	0.1	1.7
Apr		0	0	1.8
May		0	0	1
June		0	0.1	1
Jul		0	0	0.3
Aug		0	0	0.2
Sep		0	0	0.1
Oct		0	0	0.2
Nov		1.6	0	0.3
Dec		1.25	0	0.2

PT School Applications – In House

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	0.3	0.3	0	5.1
Feb	0.1	2.3	0	5.2
Mar	0	4.25	0.1	4.7
Apr		0	0	1
May		0	0	5
June		0	0	0.8
Jul		0	0	1.7
Aug		0.5	0	0.7
Sep		0.1	0	0.7
Oct		0	0	0.7
Nov		0	0	0.3
Dec		0	0	0.2

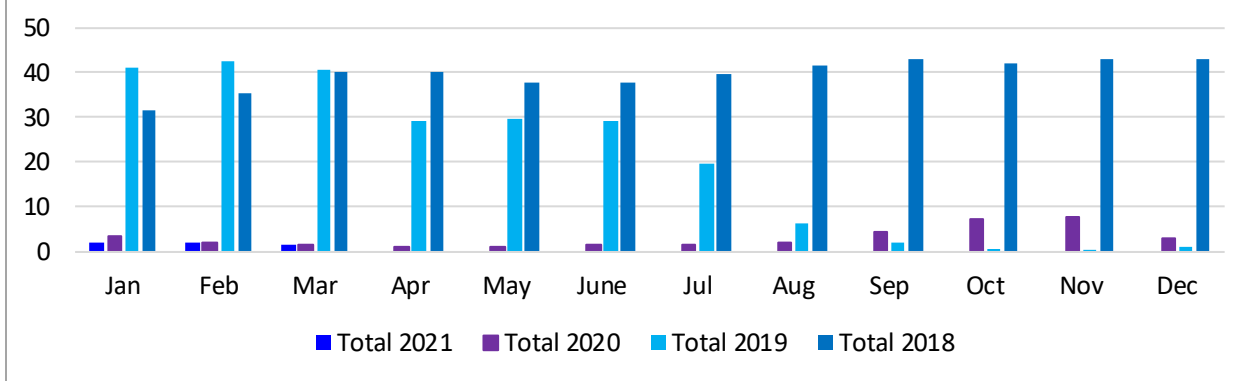
PT Re-Examination

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	2.2	0	0	5
Feb	0.5	0	0	2.4
Mar	1.1	0	0	2.5
Apr		0	0	1
May		0	0	1.1
June		0	0	1.1
Jul		0	0	1.5
Aug		0	0	1
Sep		0	0	0.9
Oct		3.2	0	1
Nov		2.75	0	0.6
Dec		0.9	0	0.5

PT Equivalency – Online and In House

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	2.3	0	0	16.1
Feb	0.8	0.25	0	19.1
Mar	0	2.25	0.1	23.6
Apr		1.2	0	23
May		1.19	0	22.5
June		1.63	0	10
Jul		0	0	5.6
Aug		0	0	2.4
Sep		0	0	1
Oct		0.25	0	0.4
Nov		1.2	0	0.5
Dec		1.5	0	0.2

VN Equivalency – Online and In House; Processing time (weeks)



VN Verification – Online

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	0.2	0.4	0.7	15.2
Feb	0.5	0.5	0.75	19.2
Mar	0.6	0.6	0.25	16.6
Apr		1	0.75	1.8
May		0.8	0.6	0.5
June		0.9	0.9	0.9
Jul		0.08	0.25	1.2
Aug		0.08	0.6	0.8
Sep		0.6	0	1.2
Oct		1.1	0.75	0.9
Nov		1	1.5	0.7
Dec		1.9	0.85	1

VN Verification – In House

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	1.7	1.4	1.84	13.9
Feb	1.5	1.25	1.3	16.5
Mar	0.7	1.25	2.22	15.3
Apr		1.5	2	2.1
May		1.35	1.6	1.6
June		1.6	1.25	1.9
Jul		1.6	1.25	1.7
Aug		1.5	1.25	1.7

Sep		1.6	1.25	1.5
Oct		1.9	1.5	1.9
Nov		1.8	1	1.6
Dec		2.5	1.25	2.8

VN Endorsements – Online

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	2.6	1	0.75	2.6
Feb	1.8	0.75	0.75	2.9
Mar	1.5	1	0.5	4
Apr		1	0.42	1
May		0.8	0.57	0.6
June		1	0.8	1
Jul		0.7	0.8	1
Aug		1.1	0.4	1.6
Sep		0.7	0.25	1.2
Oct		0.7	0.5	1.2
Nov		1.1	0	1.7
Dec		1.3	0.8	3.7

VN Endorsements – In House

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	0	1	0.74	1.4
Feb	0	0.75	0.75	1.9
Mar	0	1	0.5	2
Apr		1	0.42	1
May		0.8	0.5	2
June		1	0.8	0.7
Jul		0	0.8	1
Aug		0	0.4	1.6
Sep		0	0.25	1.2
Oct		0	0.5	1.2
Nov		0	0	1.7
Dec		0	0.8	3.7

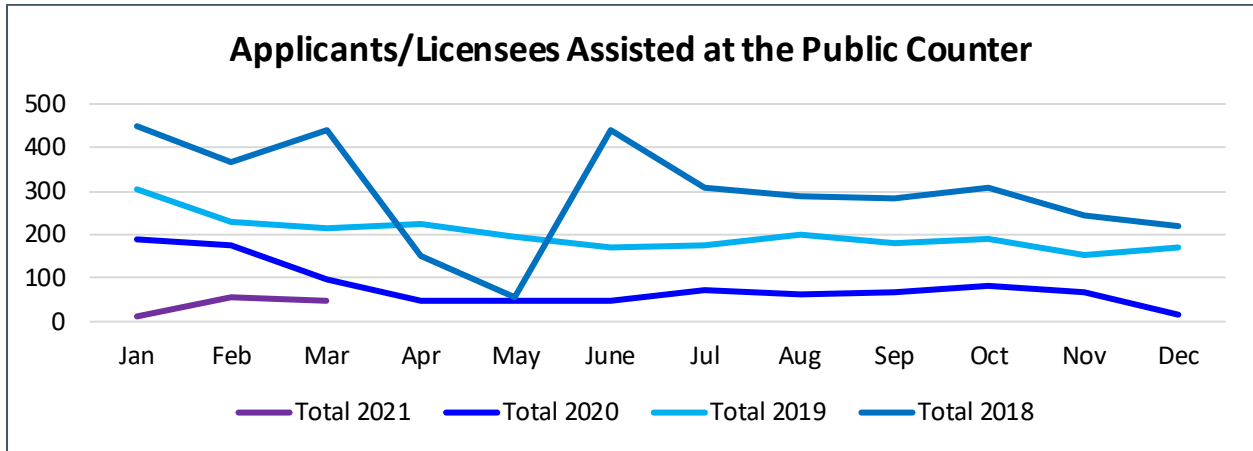
VN Initial Licensure

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	0	0	0.8	1.4
Feb	0	0	0.4	1.9
Mar	0	0	0	2
Apr		0	1.14	1
May		0	0.15	2
June		0	0.25	0.7
Jul		0	0.25	1
Aug		0	0	1.6
Sep		0	0	1.2
Oct		0	0	0.9
Nov		0	0	1
Dec		0	0	0.8

PT Initial Licensure

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	0	0	0	3.4
Feb	0	0	0	0.6
Mar	0	0	0	1.3
Apr		0	0	1
May		0	0	5
June		0	0	1.1
Jul		0	0	1.3
Aug		0	0	0.6
Sep		0	0	0.5
Oct		0	0	0.8
Nov		0	0	0.5
Dec		0	0	0.3

**BVNPT Licensing Division Statistics
January 2018 through March 2021
Public Counter and Customer Service**

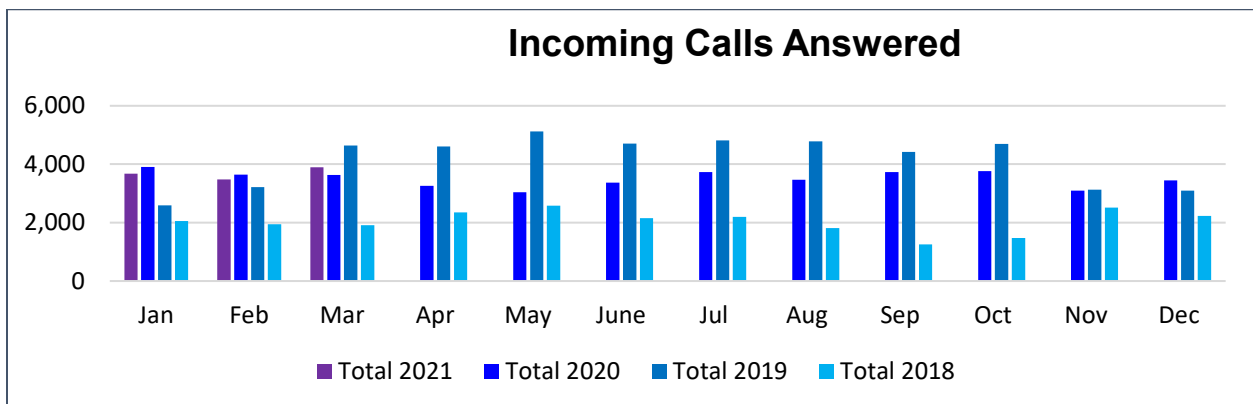
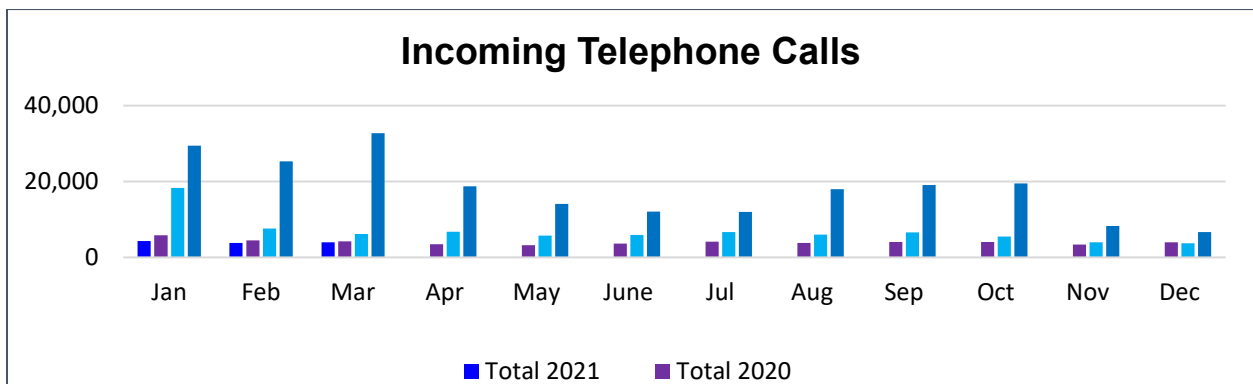


Temporary Licenses Issued at the Public Counter

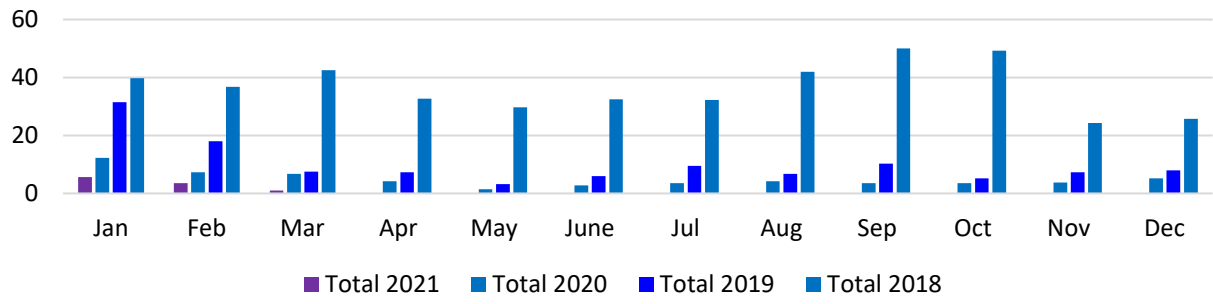
Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	0	0	1	30
Feb	0	0	1	36
Mar	0	0	0	62
Apr	0	0	0	152
May	0	0	0	57
June	0	0	0	9
Jul	0	0	0	6
Aug	0	0	0	16
Sep	0	0	0	0
Oct	0	0	0	4
Nov	0	0	0	2
Dec	0	0	0	7
Total	0	0	2	381

Incoming Emails to the General BVNPT Email Box

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	1,671	1,279	2,594	2,051
Feb	1,502	1,004	1,551	1,483
Mar	1,442	1,544	1,279	1,832
Apr		1,477	1,154	1,548
May		994	1,070	1,426
June		1,443	1,120	1,449
Jul		1,370	982	1,462
Aug		1,311	1,016	1,690
Sep		1,410	1,305	1,484
Oct		1,257	1,685	1,646
Nov		1,034	662	1,253
Dec		977	1,047	1,228
Total	4,615	15,100	15,465	18,552



Average Time on Hold in Minutes



Cashiering

In House Processed Payments - VN Renewal

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	45	80	141	209
Feb	40	59	106	445
Mar	39	55	94	1,037
Apr		66	107	644
May		49	132	140
June		47	243	71
Jul		75	124	165
Aug		46	96	181
Sep		68	79	119
Oct		46	85	171
Nov		57	75	158
Dec		43	80	136
Total	124	691	1,362	3,476

Online Processed Payments - VN Renewal

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	4,770	4,463	4,092	3,052
Feb	3,756	3,462	3,680	2,671
Mar	4,057	3,936	3,717	2,843
Apr		3,952	3,680	2,632
May		2,923	3,081	2,193
June		2,030	2,204	1,431
Jul		4,104	3,746	2,144
Aug		4,060	4,108	3,157
Sep		4,221	3,873	2,978
Oct		4,490	4,165	3,257
Nov		3,875	3,718	3,198
Dec		3,937	3,725	3,231
Total	12,583	45,453	43,789	32,787

In House Processed Payments - PT Renewal

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	7	5	7	26
Feb	1	7	11	37
Mar	3	3	12	112
Apr		4	14	69
May		6	12	14
June		3	16	11
Jul		7	12	18
Aug		8	12	12
Sep		1	13	15
Oct		7	9	27
Nov		3	8	14
Dec		8	9	15
Total	11	62	135	370

Online Processed Payments - PT Renewal

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	386	413	382	294
Feb	335	342	315	275
Mar	356	375	363	298
Apr		367	336	275
May		302	331	240
June		205	199	157
Jul		392	390	245
Aug		366	390	304
Sep		386	332	292
Oct		369	365	281
Nov		364	302	307
Dec		331	341	301
Total	1,077	4,212	4,046	3,269

In House Processed Payments - VN Examinations

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	46	134	85	229
Feb	108	82	163	232
Mar	51	161	159	284
Apr		68	204	225
May		52	219	358
June		57	134	190
Jul		92	209	207
Aug		78	166	227
Sep		76	58	132
Oct		124	99	231
Nov		70	88	179
Dec		59	95	137
Total	205	1,053	1,679	2,631

Online Processed Payments - VN Examinations

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	454	418	397	336
Feb	525	512	344	326
Mar	687	500	399	343
Apr		542	385	381
May		728	632	556
June		704	453	319
Jul		618	459	282
Aug		601	662	519
Sep		633	504	386
Oct		466	482	408
Nov		546	456	354
Dec		614	575	660
Total	1,666	6,882	5,748	4,870

In House Processed Payments - PT Examinations

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	0	34	22	53
Feb	21	11	0	6
Mar	1	0	2	8
Apr		0	1	1
May		5	26	29
June		0	2	4
Jul		0	1	21
Aug		24	23	3
Sep		2	4	29
Oct		0	7	1
Nov		0	1	3
Dec		1	0	24
Total	22	77	89	182

Online Processed Payments - PT Examinations

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	26	34	36	22
Feb	5	6	11	10
Mar	11	5	9	4
Apr		13	33	1
May		39	42	39
June		13	40	9
Jul		14	34	27
Aug		37	33	28
Sep		17	8	6
Oct		27	6	16
Nov		7	7	8
Dec		100	68	87
Total	42	312	327	257

In House Processed Payments - VN Reexaminations

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	6	8	39	145
Feb	2	3	48	143
Mar	2	9	47	109
Apr		10	33	120
May		8	42	124
June		4	40	91
Jul		7	24	107
Aug		7	15	96
Sep		15	10	89
Oct		12	10	127
Nov		5	9	79
Dec		3	6	59
Total	10	91	323	1,289

Online Processed Payments - VN Reexaminations

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	449	377	284	331
Feb	362	324	325	294
Mar	528	412	444	349
Apr		471	392	328
May		409	352	340
June		360	327	288
Jul		385	344	288
Aug		410	349	357
Sep		405	327	314
Oct		423	314	313
Nov		336	300	262
Dec		300	236	238
Total	1,339	4,612	3,994	3,702

In House Processed Payments - PT Reexaminations

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	1	1	7	15
Feb	0	1	5	20
Mar	0	2	6	15
Apr		1	13	16
May		1	12	13
June		1	9	18
Jul		0	9	15
Aug		0	10	12
Sep		1	6	13
Oct		0	2	17
Nov		1	4	11
Dec		0	2	13
Total	1	9	85	178

Online Processed Payments - PT Reexaminations

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	22	25	15	9
Feb	14	11	16	15
Mar	22	19	23	11
Apr		22	15	18
May		25	12	12
June		14	11	14
Jul		29	13	14
Aug		12	21	14
Sep		24	22	13
Oct		14	14	19
Nov		21	25	11
Dec		14	15	3
Total	58	230	202	153

In House Processed Payments - PT Reexaminations

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	1	1	7	15
Feb	0	1	5	20
Mar	0	2	6	15
Apr		1	13	16
May		1	12	13
June		1	9	18
Jul		0	9	15
Aug		0	10	12
Sep		1	6	13
Oct		0	2	17
Nov		1	4	11
Dec		0	2	13
Total	1	9	85	178

Online Processed Payments - PT Reexaminations

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	22	25	15	9
Feb	14	11	16	15
Mar	22	19	23	11
Apr		22	15	18
May		25	12	12
June		14	11	14
Jul		29	13	14
Aug		12	21	14
Sep		24	22	13
Oct		14	14	19
Nov		21	25	11
Dec		14	15	3
Total	58	230	202	153

In House Processed Payments - VN Interim Permit

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	0	0	4	5
Feb	0	0	5	4
Mar	0	0	0	2
Apr		0	3	2
May		1	3	4
June		0	0	2
Jul		0	0	3
Aug		0	0	2
Sep		0	0	1
Oct		0	0	2
Nov		0	0	2
Dec		0	0	0
Total	0	1	15	29

Online Processed Payments - VN Interim Permit

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	34	9	16	15
Feb	12	7	9	8
Mar	21	24	12	11
Apr		37	7	8
May		36	25	15
June		32	20	12
Jul		25	14	0
Aug		10	12	9
Sep		26	34	9
Oct		19	6	10
Nov		35	6	2
Dec		45	3	9
Total	67	305	164	108

In House Processed Payments - VN Verification

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	30	31	31	70
Feb	29	39	42	61
Mar	47	25	32	59
Apr		30	56	69
May		31	41	107
June		30	37	62
Jul		30	73	68
Aug		37	49	81
Sep		40	31	48
Oct		36	36	41
Nov		32	23	64
Dec		30	38	34
Total	106	391	489	764

Online Processed Payments - VN Verification

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	151	112	88	105
Feb	124	110	89	79
Mar	253	110	130	85
Apr		93	91	83
May		122	128	96
June		102	117	87
Jul		121	125	87
Aug		127	125	104
Sep		117	106	88
Oct		147	125	101
Nov		144	86	92
Dec		163	81	77
Total	528	1,468	1,291	1,084

In House Processed Payments - VN Initial Licensure

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	0	1	17	56
Feb	3	2	36	43
Mar	3	2	20	63
Apr		2	23	79
May		4	8	77
June		0	3	48
Jul		0	10	51
Aug		1	6	47
Sep		4	4	30
Oct		3	3	40
Nov		1	5	41
Dec		0	3	28
Total	6	20	138	603

Online Processed Payments - VN Initial Licensure

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	548	510	474	450
Feb	500	454	540	437
Mar	626	534	545	515
Apr		464	561	571
May		413	506	475
June		582	581	563
Jul		686	678	525
Aug		643	605	581
Sep		649	554	513
Oct		647	677	561
Nov		499	550	450
Dec		441	506	490
Total	1,674	6,522	6,777	6,131

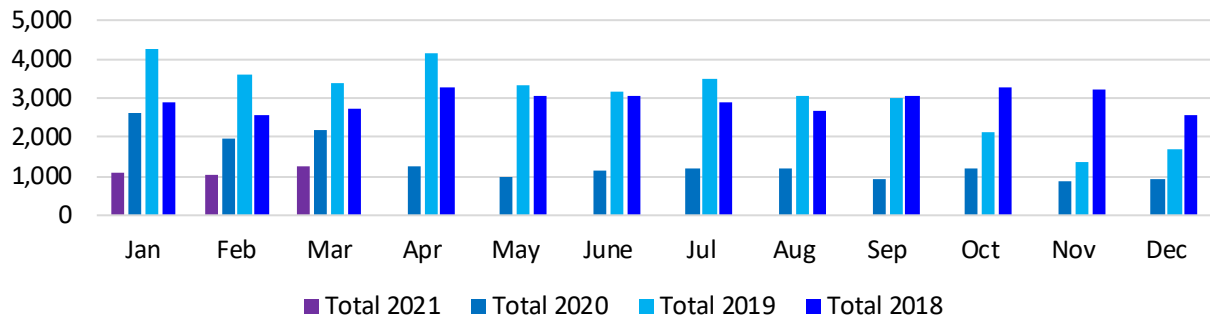
In House Processed Payments - PT Initial Licensure

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	0	0	3	1
Feb	0	0	7	2
Mar	0	2	3	5
Apr		0	3	1
May		0	1	8
June		0	0	2
Jul		0	0	3
Aug		0	0	5
Sep		0	0	1
Oct		0	1	6
Nov		0	0	3
Dec		0	0	4
Total	-	2	18	41

Online Processed Payments - PT Initial Licensure

Month	Total 2021	Total 2020	Total 2019	Total 2018
Jan	40	17	19	16
Feb	43	26	57	26
Mar	36	33	50	16
Apr		17	24	50
May		32	17	43
June		21	15	23
Jul		24	40	28
Aug		32	30	32
Sep		21	53	25
Oct		35	53	30
Nov		18	26	41
Dec		12	26	20
Total	119	288	410	350

Incoming Mail



Returned Mail

