

# Agenda Item #9.



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

**Board of Vocational Nursing and Psychiatric Technicians**  
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DATE: February 24, 2014

TO: Board Members

FROM: Teresa Bello-Jones  
Executive Officer

SUBJECT: **Presentation of 2013 Annual Report**

Attached is the Board of Vocational Nursing and Psychiatric Technicians' 2013 Annual Report.

Attachment: 2013 Annual Report

# BOARD OF VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS

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## 2013 ANNUAL REPORT



February 28, 2014

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## I. HIGHLIGHTS

**A. Investigations Unit** - During 2013, the Board continued its development of the Investigations Unit within the Enforcement Division. Since its inception on July 1, 2011, the Board has significantly reduced the number of cases referred to the Division of Investigation (DOI). In the past year, the Board referred only a few cases to DOI. These were unusual cases involving international borders, federal agencies, and the issuance/serving of search warrants. With the Board's investigators trained and actively working in the field, only certain cases require investigators who are sworn peace officers and are referred to DOI.

In 2013, there were 7 investigators assigned to work cases in the Unit. Each investigator had an average caseload of 127 cases. Most Investigators travel approximately 30% of the time.

Approximately 1,040 cases have been completed since the inception of the Unit. To date, 236 cases were referred to the Attorney General's (AG's) Office for filing of an accusation. Of those 236 cases, 75 were based on the Board's own field investigations.

In June 2013, the Investigations Unit successfully investigated and filed a criminal case with a local District Attorney's (DA) office, resulting in the licensee being convicted of felony drug-related charges. In August 2013, a second case was filed with a DA's office, resulting in misdemeanor battery conviction. In January 2014, a third case was filed, resulting in felony drug and forgery charges against the licensee. At least three other cases have been referred to local DA's for possible criminal prosecutions and 16 others have been identified as having the potential for referral.

The Board has reached out to criminal justice agencies to conduct joint investigations and criminal prosecution of licensees. In August 2013, a Board investigator had the opportunity to work with the Los Angeles Police Department on a sexual assault case, resulting in the licensee's conviction. The Board also established a working relationship with the Bureau of Medi-Cal Fraud and Elder Abuse (BMFEA). Presently, BMFEA's special agents are working with Board investigators on specific cases involving elder/dependent adult abuse.

On December 19, 2013, the AG's Office provided training to the investigators. The purpose of the training was to ensure that the Board's investigations are thorough and contain the evidence necessary for administrative discipline. Topics included investigative report writing, report elements and requirements, evidence and the administrative disciplinary process.

The Board plans to continue with its outreach activities to other entities in an effort to establish cooperative working relations in pursuit of licensees who violate the law.

**B. BreEZe (Information Technology Project)** – During 2013, the Board continued to assist in the development, configuration and design of the BreEZe system to meet the Board's business requirements and processes. BreEZe will replace the existing Consumer Affairs System (CAS), Applicant Tracking System (ATS), and multiple workaround systems with a commercial off-the-shelf system for use by the DCA

boards and bureaus. It is a web-based system that will allow application, renewal, and payment processing via the internet for applicants and licensees. Furthermore, BreEZe will allow the public to file complaints and lookup licensee information and complaint status through the internet. As part of the BreEZe implementation, the Board will be able to electronically share data with other Boards and external organizations, such as the National Council of State Boards of Nursing.

The project schedule includes a phased implementation strategy consisting of three major implementation phases or releases. The releases were planned based on legislative mandates, legacy system capabilities, business cycle timing, common characteristics of license types for groupings and the vendor's implementation experience. The Board is included in Release 2.

Once configuration is complete, data conversion will occur. Data conversion is comprised of three parts: data mapping; data conversion; and data verification. Data mapping will require approximately 45-60% Subject Matter Experts (SMEs) involvement spanning 1-2 months. Data conversion will require approximately 5-10% SME involvement spanning 4 or more months and data verification will require approximately 60-75% SME involvement spanning 4 or more months. The final stage of the system development will be the User Acceptance Testing. This phase will begin after the data conversion is complete.

The Board originally assigned 3 staff members as SMEs to assist with the configuration of the system and the data conversion. However, due to the work demands of the project, the Board assigned 2 additional staff members to be SMEs for the project. Currently, the assigned SMEs are:

- Amy Wyckoff (Enforcement Division)
- Daisy Fuentes (Enforcement Division)
- Mark Ito (Licensing Division)
- Sharon Wall (Licensing Division)
- Shawn Nibbelink (Information Technology)

Angelina Martin, Assistant Executive Officer, is the Board's Single Point of Contact (SPOC).

The Board hired 1 Retired Annuitant (RA) Associate Governmental Program Analyst (AGPA) in the Licensing Division to assist staff who are designated SMEs for BreEZe development and implementation. The Board is in the process of hiring 4 additional RA's. All RA positions approved for BreEZe are scheduled to expire December 31, 2014.

### **BreEZe Milestones Achieved in 2013:**

- December 3, 2013: BreEZe Release 2.0 Kickoff - The BreEZe Release 2.0 Kickoff provided the Board with an overview of the BreEZe System.
- December 4, 2013: Subject Matter Expert Training - This training was intended to provide the Board with an introduction to the functionality within the system.

- December 18, 2013: SME Checkpoint - The SME checkpoint provided an opportunity for the Board to identify the license types and business process patterns prior to the Configuration Interviews.

The Board's involvement in BreEZe will increase during 2014 as we prepare for conversion. The Board's BreEZe implementation is scheduled for the Fall of 2014.

### **C. Legislative Actions**

1. AB 1028 Interim Permits (Patterson, Chapter 301, Statutes of 2013) - This bill authorizes the Board to accept an application for an interim permit (IP) at the same time an applicant submits an application for licensure. This bill requires the Board to issue an IP to the applicant within 60 days of receiving a completed application. During 2013, the Board received 40 applications and issued 13 IPs.

### **D. Regulatory Actions**

1. Mandatory Reporting Requirements – On April 15, 2013, the Board submitted a rulemaking file to DCA for approval to implement elements of SB 539 (Price, Chapter 338, Statutes of 2011) related to Mandatory Reporting Requirements. The rulemaking file was approved by DCA and forwarded to the Office of Administrative Law (OAL) on August 7, 2013. OAL approved the rulemaking file and it was filed with the Secretary of State on September 17, 2013. The effective date of the amended regulations is January 1, 2014.
2. Permissive Site Visits – On June 21, 2013, the Board published a notice proposing regulations to authorize the Board to conduct an inspection or review of an approved program prior to graduation of the initial class. A public hearing was held on August 5, 2013.

On October 21, 2013, the Board approved amended proposed regulatory language and directed staff to submit the final rulemaking file to the DCA and OAL for final approval. Submission of the rulemaking file is anticipated by February 28, 2014.

3. Accredited versus Approved Terminology - On June 5, 2013, the Board submitted documents required by OAL to make non-substantive changes to the California Code of Regulations that replaced school "accreditation" terminology with school "approval." These changes were filed to ensure conformity of the VN and PT regulations with existing statute (SB 539, Chapter 338, Statutes of 2011). On July 24, 2013, the Board received a Notice of Approval of Changes without Regulatory Effect from the OAL.
4. Waiver of Renewal Requirements – On May 10, 2013, the Board directed staff to prepare a rulemaking file to implement AB 1588 (Atkins, Chapter 742, Statutes of 2012) which enacted Business and Professions Code section 114.3. The legislation was effective January 1, 2013, and requires the Board to waive the license renewal requirements for any licensee who is called to active duty as a member of the United States Armed Forces or the California National Guard. The Board anticipates filing a notice of proposed regulations with the OAL in March 2014.

## II. ENFORCEMENT DIVISION

- A. Citation and Fine Program** - The Board issued a total of 210 citations in 2013. Of that total, 188 were issued to VNs, and 22 were issued to PTs. Citations were issued for a variety of violations including unprofessional conduct, unlicensed activity, failure to disclose a conviction on the application for licensure, and falsification of continuing education hours.

The dollar amount assessed in fines was \$112,713 (VN) and \$12,301 (PT) and the dollar amount collected in fines was \$82,954 (VN) and \$9,089 (PT). Some fines collected during 2013 were payments for fines assessed in prior years. Licensees are informed they may not renew their licenses until all fines are paid in full.

- B. Complaints** - Table #1 shows the number of complaints by “calendar year” (not fiscal year\*). In 2013, the Board received 5,446 complaints.

<b>Table #1: Complaints Received</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
<b>Vocational Nurses:</b>					
Applicant Complaints	1,483	1,954	1,979	2,809	3,266
Regular Complaints	2,146	2,266	2,375	1,871	1,617
<b>VN Total:</b>	<b>3,629</b>	<b>4,220</b>	<b>4,354</b>	<b>4,680</b>	<b>4,883</b>
<b>Psychiatric Technicians:</b>					
Applicant Complaints	204	189	206	258	223
Regular Complaints	542	561	425	399	340
<b>PT Total:</b>	<b>746</b>	<b>750</b>	<b>631</b>	<b>657</b>	<b>563</b>
<b>Grand Total:</b>	<b>4,375*</b>	<b>4,970*</b>	<b>4,985*</b>	<b>5,337</b>	<b>5,446</b>
*The amounts shown in this table reflect statistics for each “calendar year.” The amounts shown in Chart A (on page 6 of this report) reflect “fiscal year” statistics (not calendar year data). Therefore, these figures will not match exactly.					

### **C. Criminal Conviction Reporting**

- Fingerprint Program** - The Board requires all applicants, prior to licensure, to submit fingerprints to obtain a criminal history report from the DOJ and the FBI. Interim permits, temporary licenses, and actual licenses are only issued upon receipt of a clearance report from the Department of Justice (DOJ). Applicants are also required to self-certify on a “Record of Conviction” (ROC) form if they have a conviction history. In 2013, 733 VN applicants and 74 PT applicants with criminal convictions were referred to the Enforcement Division by the Board’s Licensing Division for review. During that same time period, the Board received and reviewed criminal history reports (i.e., RAP Sheets from the DOJ and the FBI) indicating prior convictions for 1,133 VN and 154 PT applicants. The Board receives more RAP sheets than ROC referrals because some applicants have multiple RAP sheets, the Board receives RAP Sheets from applicants who decide not to file an application, and for various other reasons.

2. Report of Criminal Convictions on License Renewals - In 2013, 419 licensees (374 LVNs and 45 PTs) reported they had been convicted of a criminal offense during the two years immediately preceding their license renewal date. At present, 19 licensees were issued warning letters; 102 cases are pending criminal conviction documents and additional information from the licensees; 8 cases were transmitted to the Attorney General's (AG's) Office for formal discipline; and 1 case resulted in a citation and fine being issued. Two hundred and eighty-nine (289) cases (250 LVN and 39 PT) were closed because the convictions were not substantially related to the license or other reasons.
  
3. Retroactive Fingerprinting - In 2013, the Board received 40 criminal history reports (35 LVNs; and 5 PTs) against licensees who required retroactive fingerprinting. At present, 6 licensees were issued warning letters; 20 cases are pending criminal conviction documents and additional information from the licensees; 1 case was transmitted to the AG's Office for formal discipline; and 1 case resulted in a citation and fine being issued. Twelve (12) were closed because the convictions were not substantially related to the license or other reasons.

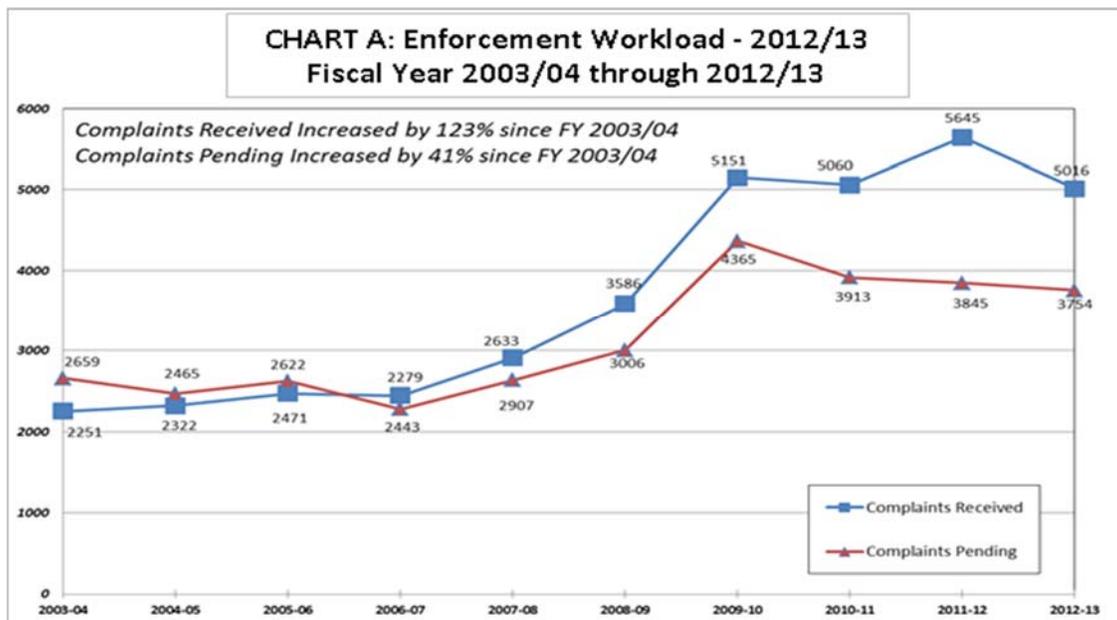
**D. Disciplinary Actions** - The Board took the following disciplinary actions against LVNs and PTs in 2013:

Table #2: Disciplinary Actions	LVNs		PTs		Totals	
	2012	2013	2012	2013	2012	2013
Revocations	106	79	23	23	129	102
Suspensions	0	0	0	0	0	0
Probation	63	68	18	8	81	76
Voluntary Surrender	30	46	5	6	35	52
Reinstatement Granted	9	8	1	2	10	10
Reinstatement Denied	14	10	1	1	15	11
Early Termination & Modification of Probation Granted	1	0	0	0	1	0
Early Termination & Modification of Probation Denied	4	0	0	0	4	0
Licenses Denied (In-house)	92	67	9	5	101	72
Licenses Denied (Adjudicated)	14	17	1	2	15	19
Advisement Letters	504	587	98	114	602	701
Probation Compliance Meetings	70	62	23	12	93	74
Citations and Fines	133	166	23	23	156	189
# Ordered to Pay Cost Recovery	85	102	22	15	107	117
<b>Total Actions:</b>	<b>1,125</b>	<b>1,212</b>	<b>224</b>	<b>211</b>	<b>1,349</b>	<b>1,423</b>
Total Cost Recovery Ordered*	<b>\$381,746</b>	<b>\$415,378</b>	<b>\$103,715</b>	<b>\$43,562</b>	<b>\$485,461</b>	<b>\$458,940</b>

## E. Probation Program

1. Drug Testing Contract – The contact with Phamatech, Inc. was renewed effective January 1, 2013 through December 31, 2015. Most provisions of the contract remain the same as the original contract. However, there was an increase to the licensee in the cost of testing from \$29 to \$33 per test plus a collection site fee which ranges from \$20 to \$60 per visit.
2. Monitoring - A total of 256 licensees (207 LVN and 49 PT) are on probation, including 31 probationers (29 LVNs and 2 PT) whose probation terms are on tolled status. During 2013, 74 probation meetings (62 VN and 12 PT) were conducted. Over the year, 56 licensees (43 LVNs and 13 PTs) were found to be out of compliance with the terms and conditions of probation, and the cases were forwarded to the AG's Office for initiation of revocation proceedings. Twenty-one (21) probationers' licenses (16 LVNs and 5 PTs) were revoked or their probation extended for violation of probation (some cases were transmitted to the AG's Office in prior years).

- F. Workload Increase & Resultant Backlogs - Chart A shows the increase in the enforcement workload for the past nine years (i.e., FY 2003/04 through 2012/13). The number of complaints received increased by 123% and the number of complaints "pending" increased by 41%. The Board continues to address existing backlogs to reduce case aging.



### III. EDUCATION DIVISION

A. **Approved Programs** - Table #3 delineates the number of VN and PT programs approved by the Board. Currently, 179 VN Programs and 16 PT Programs are pre-approved and approved by the Board.

A program census evidences a 12% decline in the number of VN programs from FY 2007/08 through December 31, 2013.

<b>TABLE #3: Number of VN &amp; PT Programs</b>							
VN Programs	203	210	205	203	<b>200</b>		
PT Programs	16	17	16	16	<b>16</b>		
<b>Totals:</b>	<b>219</b>	<b>227</b>	<b>221</b>	<b>219</b>	<b>216</b>		

Table #4 below details the new and additional student admissions to its VN and PT programs.

Requested for "New" Programs	533	264	150	120	20	75	
Requested for "Existing" Programs	3269	3,885	4,694	7087	5,827	3,767	
<b>Total New &amp; Additional Admissions</b>	<b>3,802</b>	<b>4,149</b>	<b>4,844</b>	<b>7,207</b>	<b>5,847</b>	<b>3,842</b>	
Requested for "New" Programs	30	30	30	0	15	0	
Requested for "Existing" Programs	15	30	100	225	90	211	
<b>Total New &amp; Additional Admissions</b>	<b>45</b>	<b>60</b>	<b>130</b>	<b>225</b>	<b>105</b>	<b>211</b>	

## B. Program Actions

A. Denial & Revocation of Approval	7	0	7
B. New Programs Approved to Commence Initial Class	3	2	5
C. Placement on Provisional Approval	4	0	4
D. Program Closures	4	0	4
E. School Survey Visits for Initial Approval	0	1	1
F. School Reviews for Continued Approval	49	4	53

**C. Program Examination Statistics** - The Board disseminated examination statistical reports delineating licensure statistics to all approved and pre-approved VN and PT programs for all quarters in 2013. Each approved PT program received Rank of Schools Reports and a program-specific Summary by Content Area Report. These reports assist the Board and programs in the evaluation of enrolled students, and the effectiveness of their plan of instruction.

**D. Nursing Education Consultant (NECs) Recruitment & Retention** – During 2013, the Board continued to experience difficulties in recruiting NECs to fill its vacant positions. The Board conducted several interviews of candidates on the NEC certification list. In December 20, 2013, the Board received approval to hire one candidate interested in working for the Board. The candidate accepted the Board's offer of employment effective January 7, 2014. Two additional candidates were given tentative job offers pending required clearance regarding their criminal offender report information.

## F. Stakeholder Surveys

1. Program Surveys - On November 22, 2013, the Board e-mailed surveys to 195 approved and pre-approved VN and PT programs. The survey requested information relative to issues impacting the education and utilization of LVNs and PTs, and other critical health care issues, including, but not limited to, the following: numbers of program graduates; projected applicant and student populations; utilization of technological innovations in education and clinical practice; trends in healthcare; utilization of VNs and PTs in healthcare; and strategies to increase employability of VNs and PTs.
2. Clinical Facility Surveys - On December 2, 2013, the Board disseminated surveys to 1,500 clinical facilities throughout the state. The purpose of the surveys was to determine the challenges faced by approved and preapproved VN and PT programs in educating competent LVNs and PTs. Information was requested relative to the following areas: Facility utilization of LVNs and PTs in healthcare; Identification of knowledge, skills, and abilities impacting utilization of LVNs and PTs; Problems LVNs and PTs are projected to face in practice within the next five (5) years; and Problems encountered by new graduates of VN and PT programs and their employers.

Responses from these surveys will assist the Board to better respond to the educational needs of VN and PT programs and provides data to address pertinent issues related to examination, licensure, and practice.

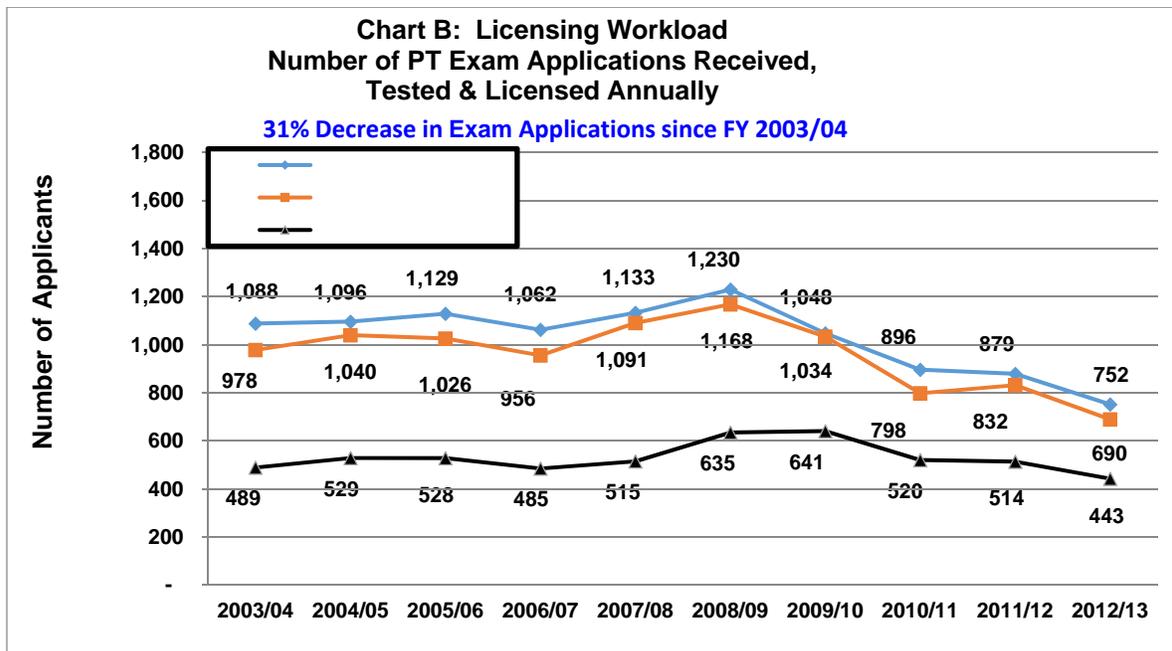
## **IV. LICENSING DIVISION**

### **A. PT Program**

1. Examination Administration – During 2013, the Board contracted with Psychological Services, LLC (PSI) to administer its computerized PT licensure examination. PSI has 12 test sites throughout California.
2. Examination Development – During 2013, the Board contracted with the DCA Office of Professional Examination Services (OPES) for the development of the PT Licensure Examination. The following examination development activities occurred in 2013:
  - a. Item Development Conference – On January 14, 2013, the Board convened an Item Development Conference. The primary objective was the development of sufficient quality examination items consistent with the needs of the PT Licensure Examination Item Bank to facilitate publication of new examination items in January 2014. Conference participants included RN and PT Subject Matter Experts from education and practice arenas.
  - b. Item Review Conference – On March 7, 2013, the Board convened an Item Review Conference. The primary objective was the review and revision of sufficient quality examination items consistent with the needs of the PT Licensure Examination Item Bank to facilitate publication of new examination items in January 2014. Conference participants included RN and PT Subject Matter Experts from education and practice arenas.
  - c. Committee of Content Experts Conference – On May 2013, the Board convened a Committee of Content Experts Conference. The purpose of the conference was selection and finalization of examination items for construction of new PT Licensure Examinations scheduled for publication in 2014. Conference participants included RN and PT Subject Matter Experts from education and practice arenas.
3. Examination Statistics: Calendar Year 2013 (1/1/2013 – 12/31/2013) - Table #6 shows a total of 663 applicants sat for the PT Licensure Examination in 2013. The pass percentage rate for first-time applicants was 86%.

<b>First-Time Applicants</b>	483	413	<b>86%</b>	70	14%
Repeat Applicants	180	55	31%	125	69%
<b>Overall Totals:</b>	<b>663</b>	<b>468</b>	<b>71%</b>	<b>195</b>	<b>29%</b>

4. PT Occupational Analysis – During 2013, the Board and OPES worked on the PT Occupational Analysis. An in-depth study of the professional practice of psychiatric technicians is the purpose of the analysis. Entry-level practice is defined as licensure and practice no less than 6 months and no more than 5 years. Detailed information was gathered from entry-level licensees through in-depth personal interviews. Two Subject Matter Expert panels were convened to review, amend, and refine the collected information. A survey questionnaire was then developed and distributed electronically to a population of licensees and educators. Information from the study ensures the validity of the PT Licensure Examination relative to job-relatedness.
5. Workload - Chart B shows the progression of the PT Program’s licensing workload for the past nine years (i.e., FY 2003/04 through FY 2012/2013). The number of examination applications received annually decreased by 31%.

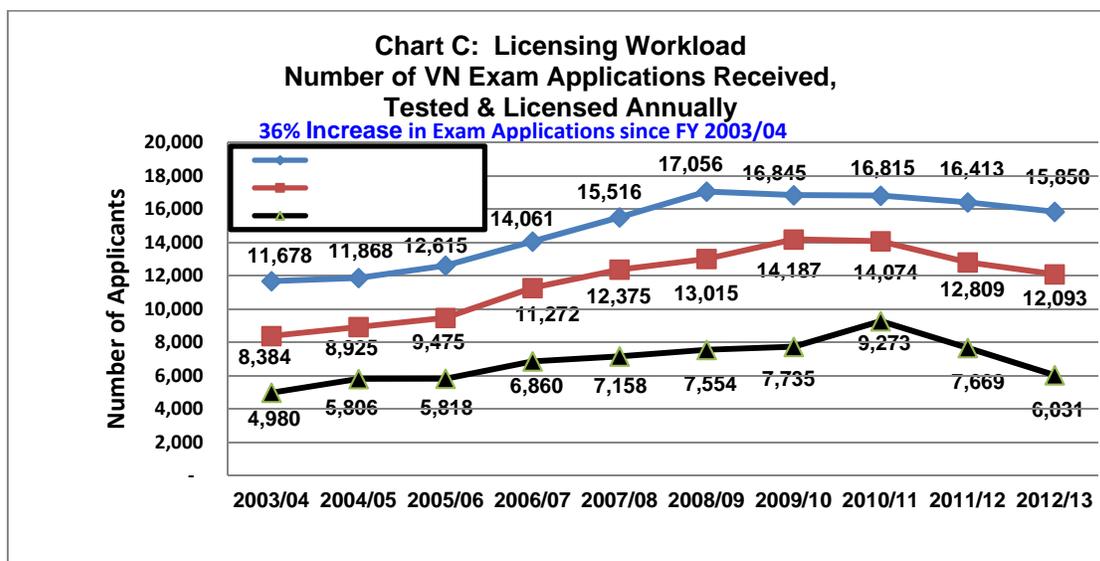


## B. VN Program

1. Examination Administration - The Board contracts with the National Council of State Boards of Nursing (NCSBN) for the development and administration of the VN licensure examination, the NCLEX-PN®. As the number of NCLEX® candidates' increases, Pearson VUE, NCSBN's testing vendor, continues to assess capacity needs at the Pearson Professional Centers where the NCLEX® examinations are given. Pearson VUE currently has more than 4,400 Pearson VUE Authorized Test Centers in the United States and over 230 company-owned and operated Pearson Professional Centers world-wide.
2. Examination Statistics: Calendar Year 2013 (1/1/2013 – 12/31/2013) - Table #7 shows a total of 12,044 candidates sat for the VN Licensure Examination in 2013. The pass percentage rate for first-time applicants was 73%.

<b>First-Time Applicants</b>	8,185	5,943	73%	2,242	27%
Repeat Applicants	3,859	960	25%	2,899	75%
<b>Overall Totals:</b>	<b>12,044</b>	<b>6,903</b>	<b>57%</b>	<b>5,141</b>	<b>43%</b>

3. Workload - Chart C shows the progressive increase in the VN Program's licensing workload for the past nine years (i.e., FY 2003/04 through FY 2012/13). The number of examination applications received annually increased by 36%.



## V. CONSUMER OUTREACH

### A. Customer Service Surveys

In 2013, the Board distributed and/or mailed out approximately 2,000 Customer Service Surveys (i.e., distributed at Board Meetings, at the Board's Public Counter, and mailed to the Board's General Mailing List, Accredited Schools and to Examination Result recipients). The respondents were asked to rate the Board's services regarding specific performance categories. The rating scale ranged from Very Satisfied, Satisfied, Marginally Satisfied, Dissatisfied and Very Dissatisfied. Performance categories were:

1. Meetings informative and actions clear.
2. Meetings conducted efficiently.
3. Staff are courteous and helpful.
4. Staff are knowledgeable and competent.
5. Staff delivers services promptly.
6. Website license verification is useful.
7. Website is accurate and pertinent.
8. Website is easy to navigate.
9. Website brochures and newsletters are useful.
10. Applications are processed efficiently.
11. Test site accommodations are satisfactory.
12. Licensing and Renewal processes are efficient.
13. Enforcement inquiries are answered clearly.
14. Complaint filing information is clear.
15. School accreditation information is clear.
16. Scope of practice interpretations are clear.
17. Director Forums are useful.
18. Overall satisfaction with the Board's service.

A total of 324 survey responses, or 16% of the surveys distributed, were received. Survey results revealed that 89% of the respondents were either very satisfied or satisfied with the Board's performance; 6% were marginally satisfied with the Board's performance; and 5% were either dissatisfied or very dissatisfied with the Board's performance.

**B. Director Forums** – On September 12, 2013, the Board presented a Director Forum in Los Angeles and, on September 26, 2013, in Sacramento. The forums provide directors and faculty of VN and PT programs information about legislation, use of predictor tests, purpose and utilization of clinical simulation in nursing education, and strategies for improving program pass rates.

## VI. ADMINISTRATIVE & LIAISON ACTIVITIES

**A. Board Meetings** - Five (5) Board Meetings were held in 2013.

- |                          |                                    |
|--------------------------|------------------------------------|
| 1. February 20-22, 2013  | Los Angeles, CA                    |
| 2. May 9-10, 2013        | Milpitas, CA                       |
| 3. September 12-13, 2013 | Los Angeles, CA                    |
| 4. October 21, 2013      | Teleconference - Various Locations |
| 5. November 21-22, 2013  | Sacramento, CA                     |

**B. Board Members** - The following Board Member actions occurred:

1. Appointments - The following Board members were appointed in 2013:
  - Eduardo Angeles - term expires June 1, 2015.
  - Vivien Avella - term expires June 1, 2016.
  - Tammy Endozo - term expires June 1, 2015.
  - Samantha James-Perez - term expires June 1, 2015.
  - Andrew Moreno - term expires June 1, 2017.
  - Susan Rubin - term expires June 1, 2017.
2. Appointment Expirations - Ling Ling Chang's term expired June 1, 2013.
3. Election of 2013 Officers – On February 22, 2013, Todd D'Braunstein, PT, was re-elected as President of the Board and Eric Mah, Public Member, was elected Vice President of the Board.

**C. Liaison Activities**

1. Administrative Liaison Quarterly Meeting – On January 9, 2013 and October 17, 2013, the EO and Board Staff attended the Administrative Liaison Quarterly Meetings with the DCA Administrative Staff.
2. BreEZe Distributed Cost Methodology Meeting – On March 16, 2013, the EO, AEO, Shawn Nibbelink, Associate Information Systems Analyst (AISA), and Amy Wyckoff, Enforcement Analyst/Subject Matter Expert, attended a DCA Distributed Cost Methodology Meeting for BreEZe.
3. Department of Finance (DOF) Consumer Protection Enforcement Initiative (CPEI) Meeting – On July 17, 2013, the EO, AEO, Tricia Yu, Supervising Special Investigator, Alice Delvey-Williams, Enforcement Manager, and Marilyn Kimble, Enforcement Manager, met with Nathan Johnson, DOF Budget Analyst, Mike Gomez, DCA Deputy Director of Investigation and Enforcement Programs, Sandra Mayorga, DCA Deputy Director, Office of Administrative Services, Janice Shintaku-Enkoju, DCA Fiscal Officer, and Stephanie Whitley, Supervising Investigator, DCA Division of Investigation to discuss a general review of the Board's workload, backlogs, procedures and operations relative to CPEI.
4. Executive Officers' & Bureau Chiefs' Quarterly Meeting – On March 4, 2013 and May 23, 2013 the EO attended the Executive Officer and Bureau Chief Quarterly Meeting with the DCA Administrative Staff.
5. Human Resources (HR) Liaison Meetings – On September 18, 2013 and November 14, 2013, Jennifer Almanza, HR Liaison, attended the DCA HR Liaison bi-monthly meetings.

6. Meeting with Business, Consumer Services, and Housing Agency Secretary – On November 4, 2013, the Board President, EO and AEO met with Anna Caballero, Secretary of the Business, Consumer Services, and Housing Agency (BCSH), James Goldstene, BCSH Undersecretary, Leslie Lopez, BCSH Deputy Secretary General Counsel, Denise Brown, DCA Director, Sandra Mayorga, DCA Deputy Director of Administrative Services, and Christine Lally, DCA Deputy Director of Board and Bureau Relations, to discuss recruitment and retention of NECs, Board vacancies, and backlogs.
7. Meeting with Dental Board – On September 18, 2013, the EO, AEO, Carol Northrup, Licensing and Administrative Services Manager (LASM), and Shawn Nibelink, Associate Information Systems Analyst, met with the Dental Board's EO and representatives to discuss the Board's telephone system and ways to make it more efficient (the Dental Board experienced similar problems).
8. Psychiatric Technician Professional Organization – On April 12, 2013, the EO met with Ann Lyles, Brady Oppenheim, and Brad Whitehead, representatives from the California Association of Psychiatric Technicians.
9. Recruitment of Nursing Education Consultants and Board Vacancies:
  - **April 17, 2013** - The Board President, EO and AEO met with Denise Brown, DCA Director, Sandra Mayorga, DCA Deputy Director of Administrative Services, and Jeff Sears, DCA Personnel Officer to discuss recruitment of NECs.
  - **July 19, 2013** - The EO and Cheryl Anderson, SNEC, met with Awet Kidane, DCA Chief Deputy Director, to discuss the Board's shortage of staff, difficulties in hiring NECs, and the impact of the prolonged shortage of NECs.
  - **August 29, 2013** - The EO and SNEC met with James Goldstene, BCSH Undersecretary, Leslie Lopez, BCSH Deputy Secretary General Counsel, Denise Brown, DCA Director, Awet Kidane, DCA Chief Deputy Director, Sandra Mayorga, DCA Deputy Director of Administrative Services, and Christine Lally, DCA Deputy Director of Board and Bureau Relations, to discuss recruitment and retention of NECs and Board vacancies.
  - **September 5, 2013** - The EO, AEO, and SNEC, met with Denise Brown, DCA Director, Awet Kidane, DCA Chief Deputy Director, Sandra Mayorga, DCA Deputy Director of Administrative Services, and Jeff Sears, DCA Personnel Officer to discuss Board vacancies and recruitment.
  - **September 16, 2013** - Carol Northrup, LASM, and Jennifer Almanza, HR Liaison, attended a meeting with representatives of the DCA OHR to discuss Board vacancies.
  - **October 15, 2013** - The EO met with Louise Bailey, EO of the Board of Registered Nursing, to discuss and share information regarding recruitment and retention of NECs.
10. Travel Meeting – On September 17, 2013, Jennifer Almanza, HR Liaison, attended a DCA Travel Liaison meeting.

**D. Personnel Update**

<b>Table #8: BVNPT Personnel Update</b>		
<b>New Hires</b>	<b>In-House Transfers</b>	<b>Departures</b>
Jennifer Almanza	Dannetta Garcia	Juan Barajas
Juan Barajas	Marilyn Kimble	
John Chimienti	Savanna Koop	
Susan Johnson		
Rocio Llamas		
Geralyn Maracino		
Kelly Martin		
Matthew McLean		
Carol Northrup		
Antranette Robinson		
Heidi Temple		<b>Retirement</b>
Wei Xu		Karen Newquist

**VII. GENERAL STATISTICS**

Budget Authority (FY 2013/14)	10,398,000	2,123,000	<b>12,521,000</b>
Staff Authority (FY 2013/14)	57.5	10.4	<b>67.9</b>
Total# of Licensees (eff. 01/01/2014)*	127,299	13,305	<b>140,604</b>
*This figure includes active, inactive and delinquent licenses.			

<b>Table #10: Workload Activity</b>	<b>2012</b>	<b>2013</b>	<b>%Change</b>
Telephone Calls Received	<b>347,546</b>	<b>363,435</b>	+5%
Mail Received	<b>70,399</b>	<b>62,072</b>	-9%
Internet Inquiries	<b>14,546</b>	<b>23,747</b>	+61%
Website Hits	<b>673,641</b>	<b>646,397</b>	-4%

<b>Table #11: Licensing Workload</b>	<b>VN Program</b>		<b>PT Program</b>	
	<b>2012</b>	<b>2013</b>	<b>2012</b>	<b>2013</b>
Public Counter Inquiries	2,418	5,185	509	382
Applications Evaluated and Processed	18,494	16,997	861	588
Applicants Approved to Test	6,054	6,742	227	241
Applicants Tested	12,833	12,059	784	664
Out-of-State License Applications Processed	562	514	0	0
Interim Permits Issued	0	13	0	0
Temporary Licenses Issued	552	568	31	72
Initial Licenses Issued	7,728	6404	501	455
Licenses Renewed (in-house)	5,537	5,052	779	653
Intravenous Therapy and Blood Withdrawal Certificates Issued*	5,531	4,572	21	16
Continuing Education Course Providers Approved	30	37	7	8
Endorsements Processed	1,442	1,459	11	5
Continuing Education Audits Completed	1,222	181	249	30
Fingerprints Processed **	32,223	27,048	1,761	1,540
<b>Important Note:</b> The data shown in this table reflect statistics for each "Calendar Year." The amounts shown in Charts B & C reflect "Fiscal Year" statistics (not calendar year data). Therefore, these figures will not match exactly.				
* PTs are only allowed post-licensure certification in Blood Withdrawal.				

(2/24/2014)