



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

Board of Vocational Nursing and Psychiatric Technicians  
2535 Capitol Oaks Drive Suite 205, Sacramento, CA 95833-2945  
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**DATE:** November 2, 2017

**TO:** Board Members

**FROM:**

*Jen Johnson* *Rochelle Johnson*  
Jen Johnson and Rochelle Johnson

Evaluation Program Manager & Admin. and Support Services Manager

**SUBJECT:** Licensing Committee Report

**BOARD MEMBERS**

**PRESENT ON**

**SEPTEMBER 14, 2017:**

**Tammy Endozo, L.V.N., Board President**  
**Paul Sellers, P.T., Board Member (teleconference)**

**BOARD MEMBERS**

**PRESENT ON**

**OCTOBER 19, 2017:**

**Tammy Endozo, L.V.N., President**  
**Paul Sellers, P.T., Board Member**

**STAFF PRESENT:**

**Jen Johnson, Evaluation Program Manager**  
**Rochelle Johnson, Admin./Support Manager**  
**Siqi Chen, Staff Services Analyst**  
**Ken Swenson, Chief Legal Counsel**

The Licensing Committee has met twice. September 14, 2017 and October 19, 2017

**ITEMS DISCUSSED ON SEPTEMBER 14, 2017:**

- 1) Discussion of Frequently Asked Questions (FAQ) and answers received by Board staff.
- 2) Review of Licensing Division Performance Measures and Statistics.
  - a) Color Code Matrix and Reporting

**ITEMS DISCUSSED ON OCTOBER 19, 2017:**

- 1) Discussion of Unassigned Cash and Dishonored Checks Report.
- 2) Staffing Update
- 3) Update on Pocket cards – status of notifying employers/licensees.

- 4) Call Center update.
- 5) Review of Licensing Division Performance Measures and Stats (Evaluations and Reception).
- 6) Update on Equivalency Application Time Study (Start to Finish)

**DISCONTINUATION OF POCKET CARD UPDATE:**

Continued efforts for outreach have been made. The Board worked with California Association of Psychiatric Technicians (CAPT) and a flyer was made and sent out regarding discontinuation of pocket card and language was posted on their website. In addition, the Board has contacted the California Correctional Health Care Services Headquarters to request discontinuation of pocket card language to their website. Lastly, we have recorded verbiage on the Board's phone tree greeting. As reported at the last Board Meeting, this information is posted on our website.

**REVIEW OF LICENSING DIVISION PERFORMANCE MEASURES & STATS-**

**Color Code Matrix:**

See attached matrix.

**CALL CENTER UPDATE:**

Monthly Meetings are being conducted with DCA Office of Human Resources (HR) to work together to request a call center. Currently, the Board is gathering statistical data to justify the need. In addition, the HR Analyst is reviewing other Boards that have a call center to see how it is designed and what would be required.

**DISCUSSION REGARDING EQUIVALENCY APPLICATION TIME STUDY:**

The Committee recommended Board staff to create a time study on equivalency applications to identify if there are any areas of concern within the Board that could be improved. Currently, the Board is capturing this data. A tracking sheet was completed and appropriate staff were trained on how to proceed with the time study. To provide an accurate capture of the data, the Committee will report current status at the next Board Meeting.

**TASK TO BE ACCOMPLISHED:**

- 1) Call Center Update.
- 2) Research Outstanding Account Receivables (A/R) owed to the Board by Dishonored Checks, Unassigned Cash and Money Transfers.



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### Application processing time

Type of Application	Jul-17	Aug-17	Sep-17	Quarter Average
School (Online)	1.5	1.0	1.0	1.2
School (In House)	1.8	1.5	1.0	1.5
Equivalency (Online & In-House)	1.0	1.0	1.0	1.0
Endorsement (Online)	1.0	1.0	1.0	1.0
Endorsement (In-House)	1.0	1.0	1.0	1.0

Note:

-  Processing time Between 1-4 weeks
-  Processing time Between 5-8 weeks
-  Processing time over 8 weeks