

Agenda Item 16a.



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

Board of Vocational Nursing and Psychiatric Technicians
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DATE February 9, 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:

Four (4) true vacancies:

- (2) Office Technicians-Cashier
- (1) Office Assistant-Mailroom
- (1) Office Technician-Cashier (limited-term)

The Administration Unit has made conditional offers to fill three (3) vacancies in the Cashiering and Reception which will be reflected in the next Board meeting report:

LEASE RENEWAL

The Board is currently working with DCA Facilities on a lease renewal at our current location. We will take this opportunity to address any space needs, reconfigurations, new carpet, paint, etc.

COMMITTEE UPDATES

The following committees have met since the last Board Meeting.

Evaluations Committee: January 19, 2018
Executive Committee: January 19, 2018, February 5, 2018
Licensing Committee: January 19, 2018
Education Committee: January 25, 2018
Enforcement Committee: February 8, 2018
Legislative Committee: February 8, 2018
Administrative Committee: February 9, 2018

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

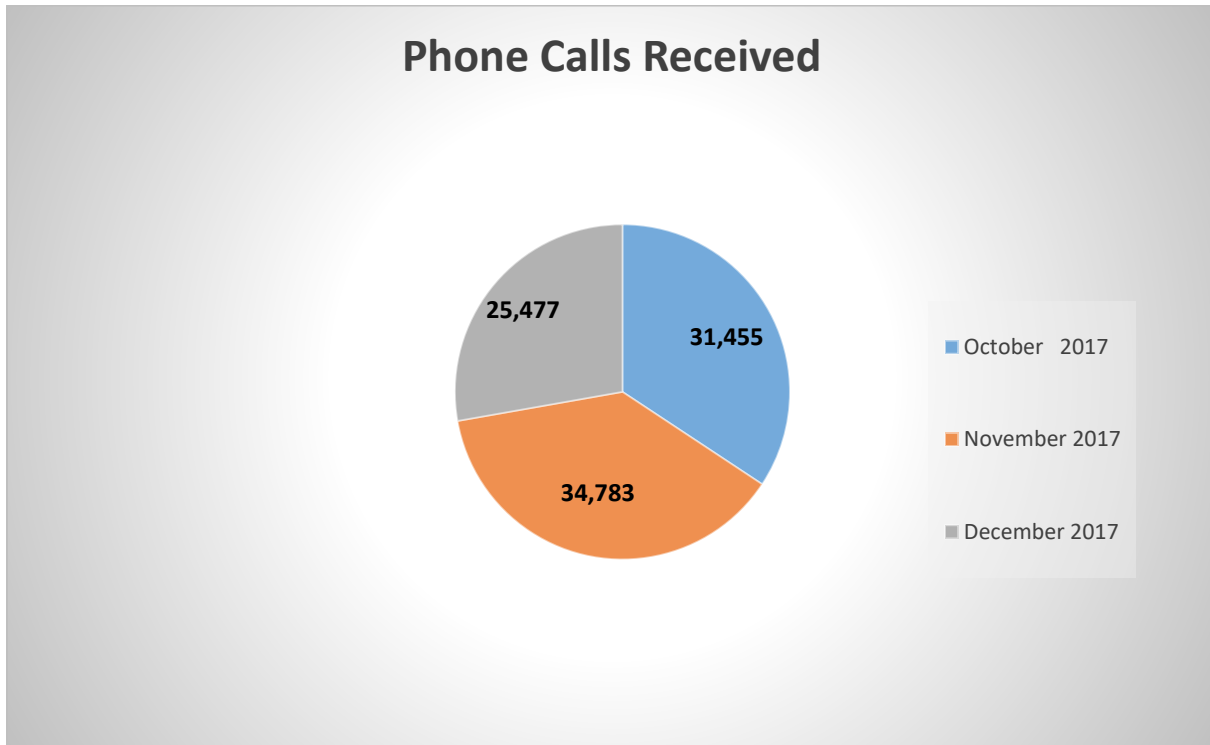
SUPPORT SERVICES UNIT

RECEPTION/FRONT COUNTER

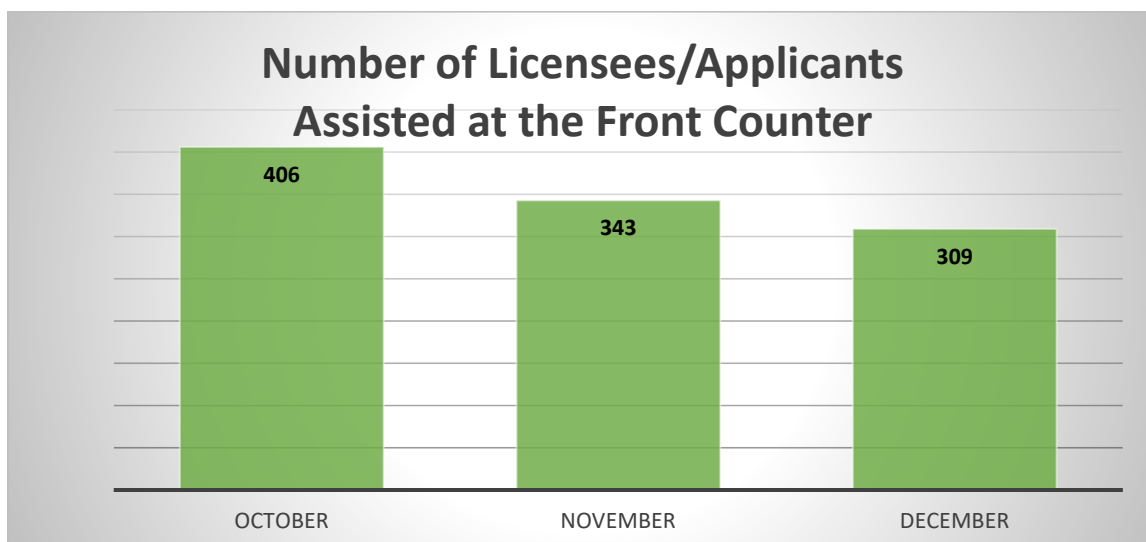
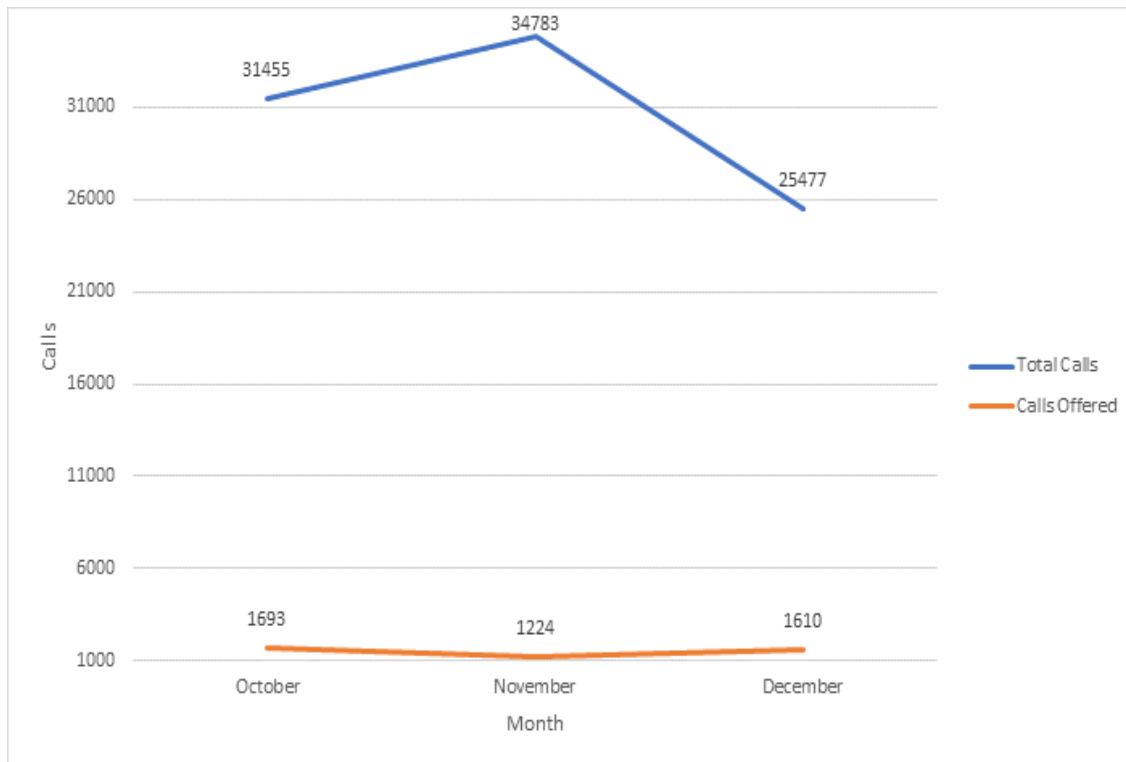
To address the wait times and increase the amount of calls handled and resolved, the Board is actively working with DCA-Office of Human Resources on the recruitment for a Supervisor for this unit. Additionally, a long-term goal is to create a call center for the Board. Management continues to provide 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 daily target of 50 calls per day, in addition to the other tasks associated with the reception/front counter. The front counter/reception staff will continue to work to develop their productivity, teamwork and providing excellent customer service.

Following are charts reflective of the number of phone calls received, average wait times, applicants or licensees assisted at the front counter, e-mails received through the BVNPT e-mail box and the issuance of temporary licenses.

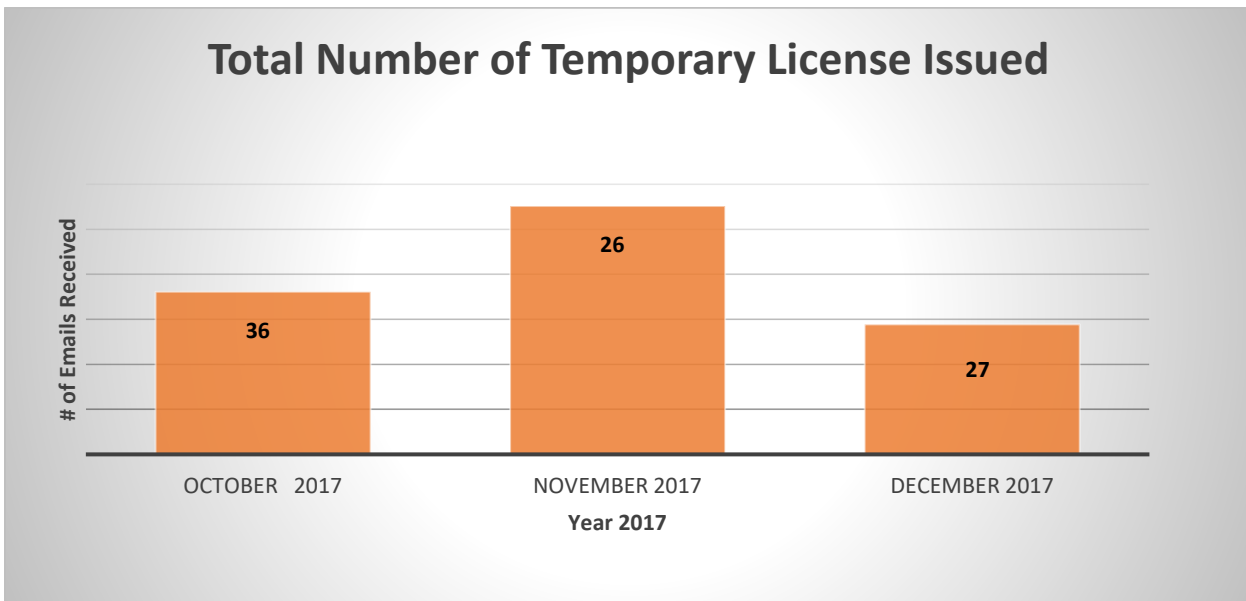
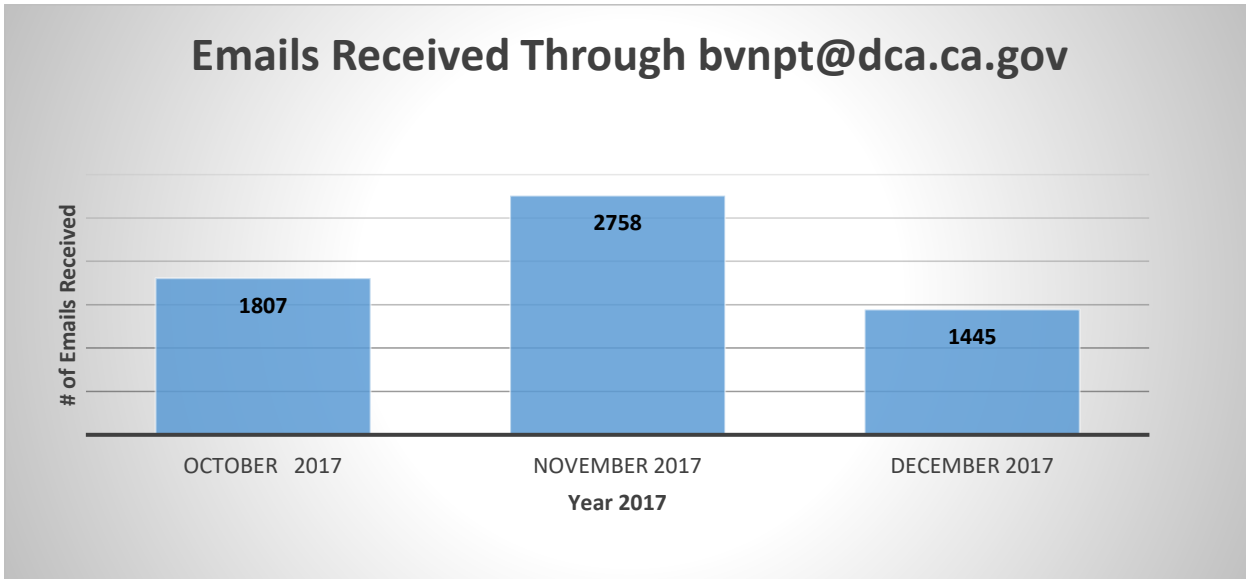


RECEPTION/FRONT COUNTER CONT.



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 one permanent full-time Office Technician (OT) with two vacancies. One OT/Cashier retired and the other OT/cashier promoted in the month of December. It remains necessary to use the employee who promoted on a half-time basis to assist with the workload and training at least until the end of February.

Vocational Nurse:

(VN) Processing Times (In-House)

	October 2017	November 2017	Dec. 2017	Quarter Average
All Payments	772	577	574	641

Number of Processed Payments (In-House)

Type of Application	October 2017	November 2017	Dec. 2017	Quarter Average
Renewal License Renewals	220	202	188	203
Examination To obtain eligibility for examination	306	189	209	234
Re-Examination To obtain re-eligibility for examination	91	87	89	89
Interim Permits Limited 9 month permit until failed exam or licensure	3	5	1	3
Initial Licensure To obtain initial licensure	73	47	53	58
Verification For CA licensees applying for licensure in other states	79	47	34	53

Number of Processed Payments (Online)

Type of Application	October 2017	November 2017	Dec. 2017	Quarter Average
Renewal License Renewals	2623	2697	2497	2,605
Examination To obtain eligibility for examination	331	332	555	406
Re-Examination To obtain re-eligibility for examination	326	295	252	291
Interim Permits Limited 9 month permit until failed exam or licensure	4	6	13	8
Initial Licensure To obtain initial licensure	512	432	436	460
Verification For CA licensees applying for licensure in other states	84	68	51	68

Psychiatric Technician:**(PT) Processing Times (In-House)**

	October 2017	November 2017	Dec. 2017	Quarter Average
All Payments	59	42	42	48

Number of Processed Payments (In-House)

Type of Application	October 2017	November 2017	Dec. 2017	Quarter Average
Renewal License Renewals	28	20	17	22
Examination To obtain eligibility for examination	6	2	7	5
Re-Examination To obtain re-eligibility for examination	24	13	14	17
Initial Licensure To obtain initial licensure	1	7	4	4

Number of Processed Payments (Online)

Type of Application	October 2017	November 2017	Dec. 2017	Quarter Average
Renewal License Renewals	268	271	258	266
Examination To obtain eligibility for examination	2	7	112	40
Re-Examination To obtain re-eligibility for examination	11	8	9	9
Initial Licensure To obtain initial licensure	33	34	23	30

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 2,782 pieces of mail over the last quarter.

Amount of Mail Received

	October 2017	November 2017	Dec. 2017	Quarter Average
All Mail	3,629	2,719	1,998	2,782

SUPPORT SERVICES

VN Initial Licensure Processing

ILF Application Processing Times (in weeks)

	October 2017	November 2017	Dec. 2017	Quarter Average
In-House	2.75	3	1.9	2.5
Online	1.9	1.6	1.2	1.5

Number of ILF Applications Approved (in weeks)

	October 2017	November 2017	Dec. 2017	Quarter Average
Total	723	477	546	582

VN Re-Examination Processing

Re-Examination Application Processing Times (in weeks)

	October 2017	November 2017	Dec. 2017	Quarter Average
In-House	3	3	4	3
Online	8	8	8	8

Number of Re-Examination Applications Approved (in weeks)

	October 2017	November 2017	Dec. 2017	Quarter Average
Total	381	224	77	227