

Agenda Item 23.A



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



BOARD OF VOCATIONAL NURSING & PSYCHIATRIC TECHNICIANS
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DATE: February 1, 2018

TO: Board Members

FROM:
Jen Johnson
Licensing Program Manager

SUBJECT: Evaluation Committee Report

BOARD MEMBERS

PRESENT: **Bernice de Bass Martinez**, Public Member,
Board Vice-President
Aleta Carpenter, Public Member

STAFF PRESENT: **Ken Swenson**, Board Legal Counsel
Brian Clifford, Acting Executive Officer
Jen Johnson, Licensing Program Manager
Rochelle Lee, Licensing Program Manager
Siqi Chen, Staff Services Analyst
Samantha Calma, Associate Governmental
Program Analyst

The Evaluations Committee met once since the last Board Meeting, on January 19, 2018. The next meeting is scheduled for April 13, 2018.

1. Call Center Update
 - Met with Classification & Pay Analyst on January 25, 2018 for follow up.
2. Staffing Update.
 - Staff reviewed the current vacancies in the Licensing Division and provided an update on the recruitments.
3. Continuing Education Audit Letter Update.
 - Board Vice President Bernice Bass de Martinez stated that the concerns about the CE Audit Letter have been addressed. The Board will not mail out notification to all licensees, as it would not be cost effective, and would create a workload issue for staff.
 - Board Vice President Bernice Bass de Martinez requested the following action items for the CE Audit process to be revamped:

- Staff met February 8, 2018 to start process of creating new CE Audit.
 - Evaluation Committee will work with Education Committee for feedback.
 - NEC Jessica Gomez will add CE Audit to the next Education Committee Agenda.
4. Updated Renewals/ILF Forms.
- Board Legal Counsel Ken Swenson will provide an update at the next meeting.
5. Processing Times for Evaluations Unit & Administration Unit.
- Processing times were provided and reviewed with Committee.
6. Strategic Goals
- Board Vice President Bernice Bass de Martinez requested staff to develop workable bench marks regarding time/measures.
7. Review of Previous List of Agenda Items
- Licensing Manager Jen Johnson provided a list of Action Items pending from previous Evaluation Committee Meetings.
 - Board Legal Counsel Ken Swenson will review revised Examination Application & Updated Renewal and Initial License Application
 - The Administration Manager Rochelle Lee will provide a status on training provided to front staff.
8. Discussion and Possible Action Regarding Cloud Upload for School/Transcripts.
- Acting EO Brian Clifford provided update on having school be a pilot to upload RONG forms.
 - Unitek school was used as a pilot and the upload was successful.
 - Committee discussed the potential benefits of using the Cloud to upload documents:
 - Decreases processing times
 - Cost effective
 - Enhance school reputation
 - Pass rate increase



DATE February 8, 2018

TO Board Members

FROM Jen Johnson, SSMI
Licensing Program Manager

SUBJECT **Processing Times On Website**

In effort to accomplish the Board's Strategic Plan Goal #1.3, processing times for all LVN and PT application types have been placed on the Board's website on February 5, 2018. The Board staff anticipate this could lower the call volume of inquiries from applicants requesting status updates on their applications as well as provide increased transparency for the Board.

See below for a screenshot of the chart on website:

Applicants

Item Requested		Timeframe	Currently Processing Items Received (Updated 2/6/18)
Licensure by Examination (School)	Online	4-6 Weeks	December 27, 2017
	Mailed	4-6 Weeks	January 3, 2018
Licensure by Examination (Equivalency)	Online	26 Weeks	June 3, 2017
	Mailed	26 Weeks	June 1, 2017
Licensure by Endorsement	Online	3-4 Weeks	January 15, 2018
	Mailed	3-4 Weeks	January 2, 2017
Re-Examination	Online	4-6 Weeks	December 4, 2017
	Mailed	4-6 Weeks	January 16, 2018
Initial License Application	Online	3-4 Weeks	January 12, 2018
	Mailed	3-4 Weeks	January 11, 2018
NCLEX-PN Results		3-4 Weeks	January 9, 2018

Licensees

Item Requested	Timeframe	Currently Processing Items Received (Updated 2/6/18)
License Renewal	Online:	Instant
	By Mail:	January 16, 2017
Address Changes	Online:	Instant
	By Mail:	November 13, 2017
Name Change	2-4 Weeks	January 10, 2018
Inactive to Active Status	2-4 Weeks	January 5, 2018
Verification of Licensure (Endorsement to Another State or Country) NOTE: Additional processing time is required to verify licenses that have been expired 7 years or longer.	4-8 Weeks	September 30, 2017