



Board of Vocational Nursing and Psychiatric Technicians
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DATE:	April 10, 2018
TO:	Board Members
FROM:	Jen Johnson, SSMI <i>Licensing Program Manager</i>
SUBJECT:	Licensing Committee Report

BOARD MEMBERS

PRESENT: **Paul Sellers**, PT Member
Paula Amezola de Herrera, Board Member

STAFF PRESENT: **Elaine Yamaguchi**, Executive Officer
Vicki Lyman, Assistant Executive Officer
Ken Swenson, Board Legal Counsel
Jen Johnson, Licensing Program Manager
Siqi Chen, Staff Services Analyst

The Licensing Committee met March 27, 2018. The next meeting is scheduled for July 10, 2018.

1. Staffing Update
 - Committee reviewed the current vacancies in the Licensing Division and Jen provided an update on the recruitments. The Evaluation Unit has no vacancies.
2. Unassigned Cash, Cite and Fine Update
 - Board Legal Counsel Ken Swenson provided update. (Memo attached)
3. Call Center
 - Five Reception staff will be re-classed to Program Technician II's (PTII). Duty statements are being revised to add school and endorsement application processing, and verifications. Reception staff duty statement will mirror Evaluation Unit PT II duty statements. All PT II staff will answer incoming calls to the Board. This will add more staff on the phones and increase offered call volume. (calls answered)

4. Licensing Division Performance Measures
 - Statistics regarding Applications and phones presented. (Attached)

Attachment A – Licensing Division Performance Measures

Agenda Item #16.A., Attachment A

Matrix VN Processing Time in Month

Type of Application	Jan-18	Feb-18	Mar-18	Quarter Average
School Apps (Online)	4.4	3.7	1.7	3.3
School Apps (In House)	1.7	3	1.7	2.1
Equivalency (Online & In-House)	31.7	35.5	40	35.7
Endorsement (Online)	2.6	2.9	4	3.2
Endorsement (In-House)	1.4	1.9	2	1.8

Note:

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

Matrix PT Processing Time in Month

Type of Application	Jan-18	Feb-18	Mar-18	Quarter Average
ILF Apps (Online/In-House)	3.4	0.6	1.3	1.7
Re-Examination App (Online/In-House)	5.0	2.4	2.5	3.3
Results (Pass/Fail)	2.6	0.4	1.2	1.4
Equivalency (Online & In-House)	16.1	19.1	23.6	19.6
School Apps (In house)	5.1	5.2	4.7	5.0
School Apps (Online)	5.1	5.2	4.9	5.1

Note:

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