

Agenda Item #13.B



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



Board of Vocational Nursing and Psychiatric Technicians

2535 Capitol Oaks Drive Suite 205, Sacramento, CA 95833-2945

Phone 916-263-7800 Fax 916-263-7855 www.bvnpt.ca.gov

DATE August 13, 2018

TO Board Members

FROM Rochelle Lee, SSMI
Administration and Support Services

SUBJECT Support Services Report

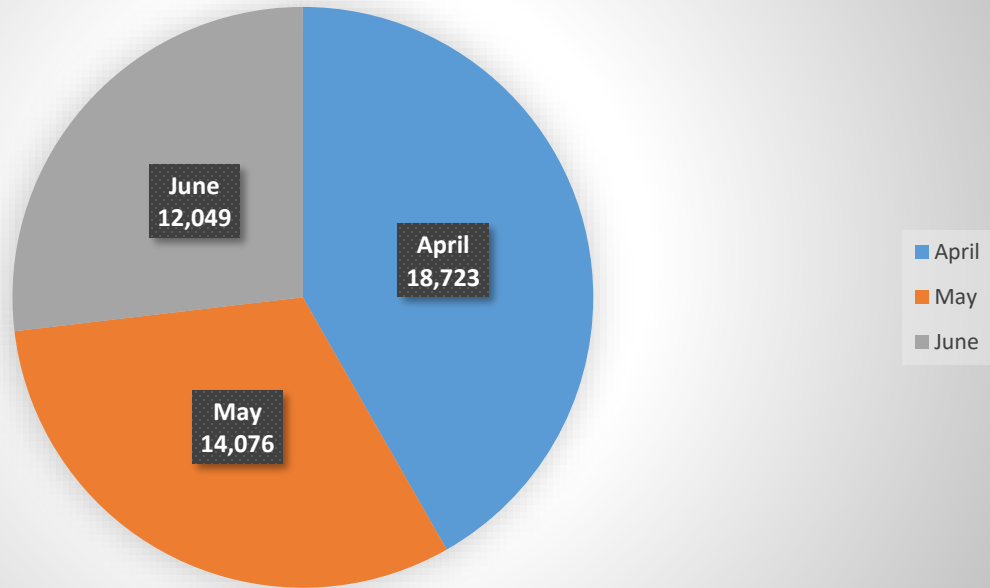
RECEPTION/FRONT COUNTER

The Board continues to work with DCA-Office of Human Resources on recruiting a Supervisor for this unit to address and increase the amount of calls handled and resolved.

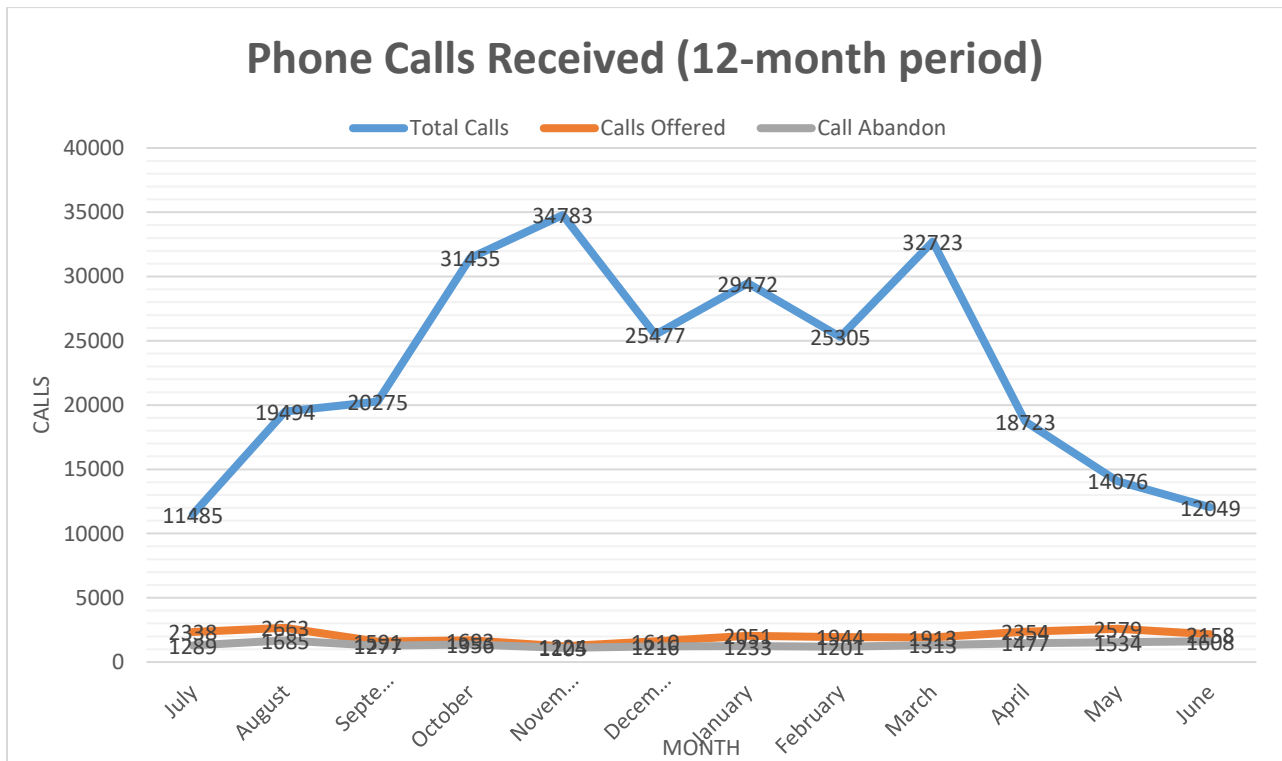
Staff submits phone stats to help management better identify where problems may be occurring. We have a new target of 75 calls per day, in addition to the other tasks associated with the reception/front counter. The front counter/reception staff continues to work towards improving work productivity, cross-train in other areas within the Board and providing excellent customer service.

Following you will find a series of charts which reflects: the total number of phone calls received last quarter, a chart comparing the total phone calls received, handled and abandoned, in a 12-month period, applicants or licensees assisted at the front counter, emails received through the BVNPT email box and the total number of temporary licenses issued in the last quarter.

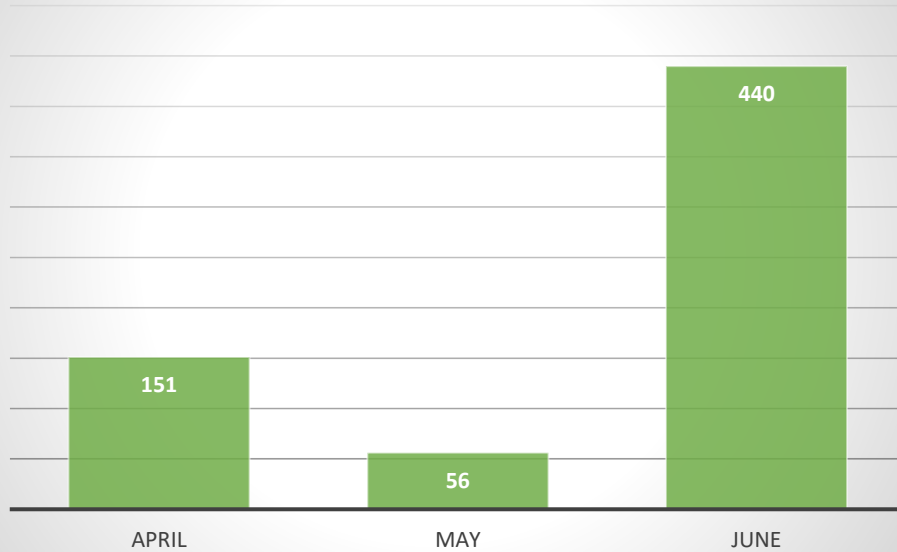
Phone Calls Received for last quarter



Phone Calls Received (12-month period)

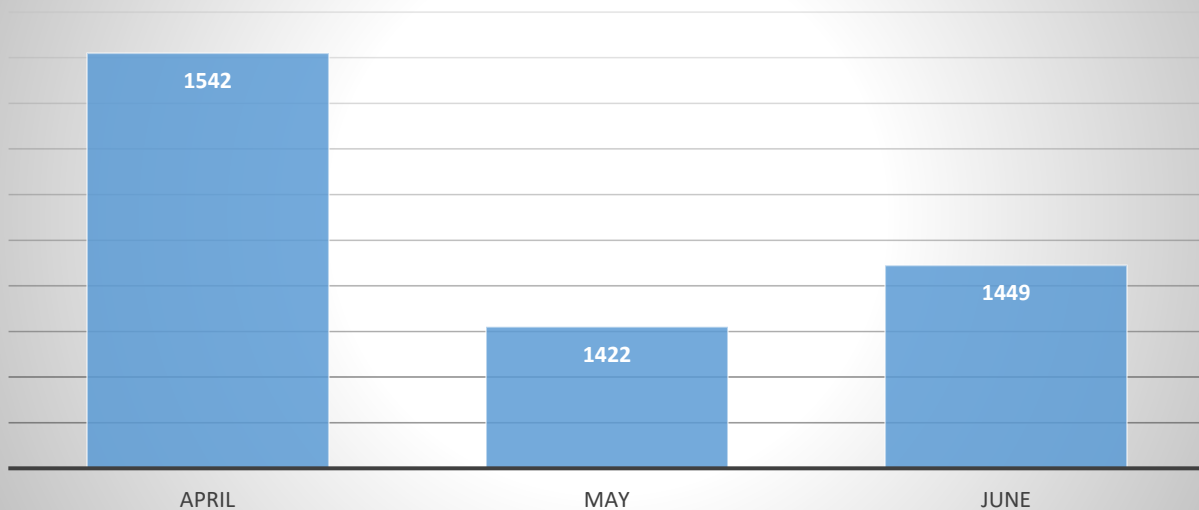


Number of Licensees/Applicants Assisted at the Front Counter

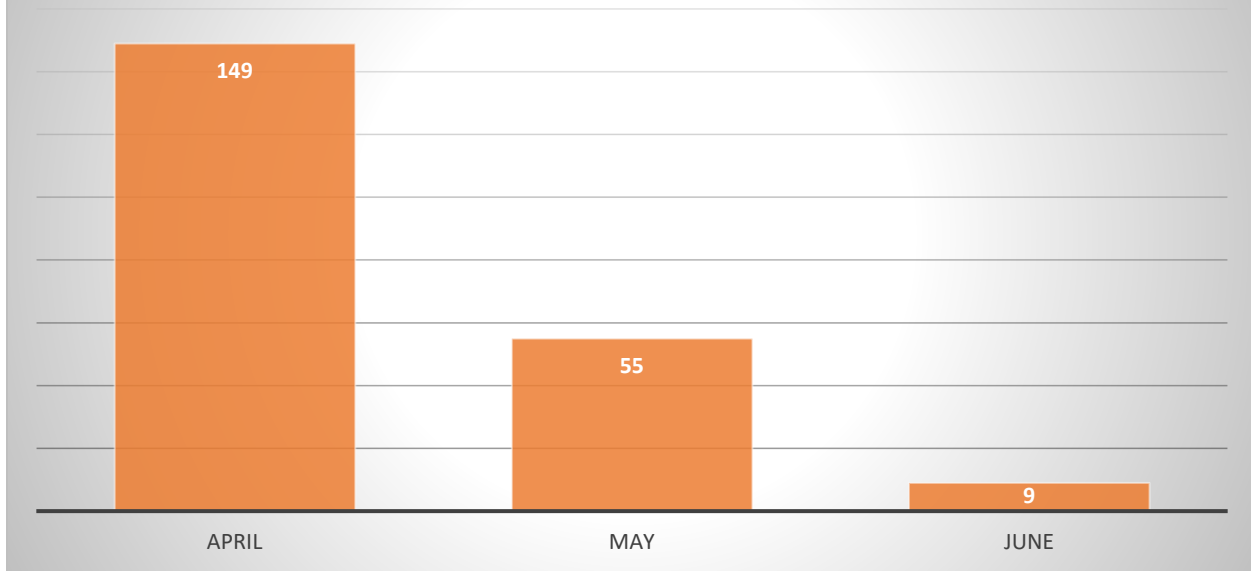


The Board is responding to all BVNPT emailed inquiries within two to three business days.

Emails Received Through bvnpt@dca.ca.gov



Total Number of Temporary License Issued



CASHIERING

Vocational Nurse:

(VN) Processing Times/In-House (In weeks)

	April 2018	May 2018	June 2018	Quarter Average
All Payments	2	2	2	2

Number of Processed Payments (In-House)

Type of Application	April 2018	May 2018	June 2018	Quarter Average
Renewal License Renewals	644	140	71	285
Examination To obtain eligibility for examination	225	358	190	258
Re-Examination To obtain re-eligibility for examination	120	124	91	112
Interim Permits Limited 9 month permit until failed exam or licensure	0	4	2	2
Initial Licensure To obtain initial licensure	79	77	48	68
Verification For CA licensees applying for licensure in other states	69	107	62	79

Number of Processed Payments (Online)

Type of Application	April 2018	May 2018	June 2018	Quarter Average
Renewal License Renewals	2632	2193	1431	2085
Examination To obtain eligibility for examination	381	556	319	419
Re-Examination To obtain re-eligibility for examination	328	340	288	319
Interim Permits Limited 9 month permit until failed exam or licensure	8	15	12	12
Initial Licensure To obtain initial licensure	571	475	563	536
Verification For CA licensees applying for licensure in other states	83	96	87	89

Psychiatric Technician:

(PT) Processing Times/In-House (In weeks)

	April 2018	May 2018	June 2018	Quarter Average
All Payments	2	2	2	2

Number of Processed Payments (In-House)

Type of Application	April 2018	May 2018	June 2018	Quarter Average
Renewal License Renewals	69	14	11	31
Examination To obtain eligibility for examination	1	29	4	11
Re-Examination To obtain re-eligibility for examination	18	13	18	16
Initial Licensure To obtain initial licensure	50	8	2	4

Number of Processed Payments (Online)

Type of Application	April 2018	May 2018	June 2018	Quarter Average
Renewal License Renewals	275	240	157	224
Examination To obtain eligibility for examination	1	39	9	16
Re-Examination To obtain re-eligibility for examination	18	12	14	15
Initial Licensure To obtain initial licensure	50	43	23	39

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 3,066 pieces of mail over the last quarter.

Amount of Mail Received

	April 2018	May 2018	June 2018	Quarter Average
All Mail	3274	3060	2965	3066

SUPPORT SERVICES

VN Re-Examination Processing

Re-Examination Application Processing Times (in weeks)

	April 2018	May 2018	June 2018	Quarter Average
In-House	3	3	3	2
Online	5	3	3	4

VN Initial Licensure Processing

ILF Application Processing Times (in weeks)

	April 2018	May 2018	June 2018	Quarter Average
In-House	1.5	1	0.3 days	1
Online	4	1	current	1.7

ILF Applications Approved (month)

	April 2018	May 2018	June 2018	Quarter Average
Total	823	917	626	789