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## **PROPOSED OPERATIONAL EFFICIENCIES TO ADDRESS BUDGET CONCERNS**

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### **Introduction**

At the May, 2004 Commission meeting the Executive Committee directed staff to review current policies, regulations and statutes and bring recommendations for further streamlining and efficiencies.

### **Background**

As a result of the budget crisis in California state government, Commission staff has been involved in a continuing effort to identify efficiencies and streamlining of its business processes. The following is a list of the efficiencies that have been implemented, listed by Division:

#### **Certification, Assignments and Waivers Division**

- Reduced phone and office hours – redirected staff to priority workload;
- Automated credential assembly – redirected staff to priority workload;
- Provided public online credential access – reduced phone calls from applicants and districts as well as eliminated status lookups from employers and redirected staff to priority workload;
- Provided training to IHE credential analysts to reduce workload;
- Implemented DOJ electronic interface – redirected staff to priority workload;
- Provided ability to renew credentials on the web – reduced workload for Cashiering Unit and redirected staff to priority workload;
- Initiated web based Credential Information Guide for credential analysts – resulting in reduced phone inquiries and redirected staff to priority workload;
- Cross-trained staff to address workload priorities.

#### **Division of Professional Practices**

- Reorganized the program technician workflow for quicker processing;
- Cases “not under” the jurisdiction of the Committee are finalized by staff rather than the Committee, thus eliminating both staff time and need for additional Committee meeting dates;
- Eliminated multiple extensions of time for receipt of documents before a case is rejected and closed;
- Installed DMV terminals to check vehicle code violations, resulting in reduced paperwork and quicker turn around time;
- At Commission direction, delegated the mandatory revocation and suspension process to the Executive Director for immediate processing, thereby eliminating both time lag and workload of placing items on the Commission agenda and ensuring that the most serious offenders are restricted from the classroom sooner;
- Reduced telephone hours to four hours a day to allow increased time for program technicians to process cases;
- Utilized staff counsels for preparation of case summaries for the Committee of Credentials to decrease the length and amount of Committee meeting dates;
- Proposed the addition of an expiration date on Certificates of Clearance to eliminate necessity of taking action on “old” certificates;

- Instituted electronic mailing of the All Points Bulletin to eliminate mailing and processing costs and provide districts with quicker access to information about disciplinary actions;
- Instituted an early settlement procedure to contain the rising Attorney General litigation costs (33% increase in 4 years) and workload and speed resolution of cases.

### **Professional Services Division**

- Reduced the number of meetings required for preparation and subject matter program review panels;
- Reduced on-site technical assistance and technical assistance meetings;
- Incorporated development of program standards into exam development contracts;
- Suspended accreditation visits except for visits coordinated with the National Council for Accreditation of Teacher Education;
- Moved to “no cost” contracts for test administration;
- Reduced publication and mailing costs for reports, standards, handbooks, and notices to stakeholders by posting documents and information on the Commission’s website.

### **Administrative Division**

- Department-wide redirected administrative staff to program units to address resource deficiencies.

### **Executive Office**

- Within existing statutory framework, reduced and redesigned the number and length of Commission meetings resulting in cost reductions and allowing staff to be redirected to core functions;
- Redesigned Agenda format to reduce staff time.

### **Fiscal and Business Services**

- Reevaluated duties to streamline and ensure minimal overlapping.
- Developed a Budget Expenditure Tracking System to monitor expenditures in a real-time basis;
- Modified procurement schedule to minimize costs and reduce excess supplies;
- Re-evaluated authorized users of pagers and cellular phones reducing the cost department-wide.

### **Office of Governmental Relations**

- Reduced publication and mailing costs for reports, standards, handbooks, and notices to stakeholders by posting documents and information on the Commission's website and finding less expensive vendors;
- Reduced postage and mailroom expenses by instituting delivery of Capitol correspondence within existing Capitol messenger runs.

### **New Proposals**

As a result of the Executive Committee's direction, staff has identified the following areas where further efficiencies and modifications could be made. In doing so staff has been mindful of the following core functions of the Commission:

- Teacher discipline and character fitness review;
- Evaluating and issuing credential applications/credential review; and
- Development and implementation of credential preparation program and subject matter standards, and review of programs pursuant to those standards.

### **Certification, Assignment, and Waivers Division**

- Explore regulatory and statutory options to eliminate assignment monitoring requirement and redirect staff to core processing function;
- Explore regulatory and statutory options to streamline requirements for out-of-state teachers;
- Limit responses to data requests to information maintained in report form by the Commission.

### **Division of Professional Practices**

- Review regulatory and statutory options to reduce and eliminate costly special mailing requirements;
- Amend current regulations to develop pilot program to fast-track initial and final review of cases through a settlement program;
- Amend current regulations to delegate initial review of requests for reconsideration of Commission action to staff.

### **Professional Services Division**

- Explore statutory options to eliminate professional growth requirement;
- Reduce publication dates of newsletter from quarterly to semi-annually;
- Review regulatory and statutory options regarding requirements for child care center permits.

