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Information

Credentialing and Certificated Assignments Committee

Credential Application Workload Report FY 2008-2009

Executive Summary: This agenda item is a status report on the credential processing and related information services workload of the Certification, Assignment and Waivers Division.

Recommended Action: For information only

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Strategic Plan Goal 1:

Promote educational excellence through the preparation and certification of professional educators

- ♦ Grant credentials, certificates and permits as set out in regulation and statute

December 2009

Credential Application Workload Report FY 2008-2009

Introduction

This agenda item is a status report on the credential processing and related information services workload of the Certification, Assignment and Waivers (CAW) Division for FY 2008-2009. In addition to the processing of applications, the information services workload includes responses to telephone, correspondence and email inquiries. The workload totals for FY 2008-2009 include:

- 196,134 Online applications processed in 10 days or less
- 73,658 Direct applications processed at 55 days or less
- 269,792 Total applications processed (paper and online) at an average of 25 days or less
- 46,825 Telephone calls answered
- 54,154 Emails answered
- 4,506 Letters answered

Background

In the summer, 2006, the credential processing workload reached an all time high inventory of 85,000 credentials needing to be processed, with the processing time peaking at 215 days. These peaks were the result of increased application workload, difficulty in recruiting and filling vacant positions, an 18-month training program to become a journey-level credential analyst, and the loss of production from redirection of staff to implement a new, highly sophisticated automated system. From summer, 2006, forward there has been a steady decrease in the backlog of credential applications and a dramatic reduction in the amount of time it takes to process these applications. During 2005, the CAW division put in place the technological infrastructure that would begin to reap efficiencies in processing over the next several years. Also, the use of overtime (OT), temporary help (including both students and retired annuitants) and a temporary loan of staff positions from the Professional Services Division allowed CAW managers to eliminate the backlog of credential applications and reduce processing times to the mandated levels.

Legislative changes, in addition to automation, provided the impetus for the monumental change in processing timelines between 2005 and current. Below are some of the key changes and effective dates that led to improved credential processing:

- 02/28/05 – Start date for Siebel automated data system
- 02/28/05 – Elimination of printable certificate of clearance
- 07/18/05 – Automation of teacher credentials submitted by Institutions of Higher Education (IHE)
- 12/01/06 – IHE applications submitted online – Pilot: September; Roll Out: December
- 01/01/07 – Mandated renewal applications online
- 06/01/07 – Induction submission applications available online
- 07/01/07 – Mandated all IHE applications online

- 07/01/07 – Certificates of Clearance mandated online
- 08/01/07 – 30-day substitute permit applications online for IHE/Counties
- 01/01/08 – Change in mandated processing days from 75 days to 50 days
- 09/02/08 – Eliminated the printing of credentials
- 09/12/08 – New phone system went live allowing distribution of calls by complexity
- 02/20/09 – Began two days of furlough per month for all CTC employees
- 04/01/09 – Mandatory online submission of 30-day substitute permits by school districts and county offices of education

Trend Analysis

Application production is up slightly from last year and the number of online applications has increased to a high of 73%. Since February 2008, staff has been furloughed two days a month reducing available staff hours by approximately 10%. Even with the reduction of available resource hours, staff has consistently maintained the mandated 50-day processing time on paper applications. Online applications are processed in 10 days or less and the average processing time for all applications has reached an all-time low of 22 days. The chart below compares the credential processing workload statistics for the last four fiscal years.

Credential Processing Workload				
	FY 05-06	FY 06-07	FY 07-08	FY 08-09
Online Applications	80,641	149,351	178,368	196,134
Paper Applications	148,088	149,832	86,601	73,658
TOTAL Applications	228,729	299,183	264,969	269,792

% of Applications Completed in 10 Days or Less	35%	50%	67%	73%
Highest # of Processing Days/June	176	66	55	50
Average Processing Days for All Applications	117	38	25	22

In addition to credential processing, the Certification staff is also responsible for responding to inquiries by phone, email and written correspondence, totaling more than 100,000 requests last year. These numbers have been fairly stable over the past four years, as demonstrated in the chart below.

Credential Processing Workload				
	FY 05-06	FY 06-07	FY 07-08	FY 08-09
Telephone	48,286	32,980	48,571	46,825
Email	47,948	54,585	50,522	54,154
Correspondence	5,325	4,578	4,799	4,506

Summary

CAW management continues to look for ways to improve the delivery of services through automation. The goal is to maintain the mandated 50-day processing time frame on applications while improving the accuracy and response time for email and telephone inquiries. Streamlining work processes and automation will be key in allowing us to maintain service levels with less staffing hours (including a third furlough day implemented July 2009).

Next Steps

The following are some key changes in fiscal year 2009-2010 that will help CAW achieve the goals listed above:

- Increase telephone coverage by one hour per day – completed August 2009
- Implement direct online application process for an additional sixteen (16) application types;
- Assist in the design of the Computer Web Interface Project (CWIP) to maintain our online application process in house, including concepts such as real time processing and emphasizing what teachers are authorized to teach rather than what credentials they hold;
- Expand features of the call system such as pop-up screens and automated messaging;
- Implement electronic workflow to eliminate paper processing of applications; and
- Conduct web-based trainings – spring credential, assignment monitoring, and new credential analyst workshops.