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## Information

### *Credentialing and Certificated Assignments Committee*

### **Credential Application Workload Report FY 2009-2010**

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**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

**Presenter:** Patty Wohl, Director, Certification, Assignment and Waivers Division

**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

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# Credential Application Workload Report FY 2009-2010

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## 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 2009-2010. In addition to the processing of applications, the information services workload includes responses to telephone, correspondence and email inquiries. The workload totals for FY 2009-2010 include:

- 191,504 Online applications processed in 10 days or fewer
- 6,240 Online Direct Applications Processed in 50 days or fewer
- 50,442 Direct applications processed in 50 days or fewer
- 248,186 Total applications processed (paper and online) at an average of 18 days
- 40,186 Telephone calls answered
- 45,510 Emails answered
- 3,206 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, automation enhancements, and process improvements provided the impetus for the monumental change in processing improvement between 2005 and current. Below are some of the key changes and effective dates that led to improved service levels:

- 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 became 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
- 07/01/09 - Expanded to three days furlough per month for all CTC employees
- 08/03/09 - Expanded phone coverage adding an extra hour per day to the phone schedule
- 12/21/09 - Added 14 new online direct applications
- 03/24/10 - Added the Activity Supervisor Clearance Credential (ASCC) to the online direct application list
- 04/27/10 - Reengineered the application process to eliminate the return of incomplete paper applications

### Trend Analysis

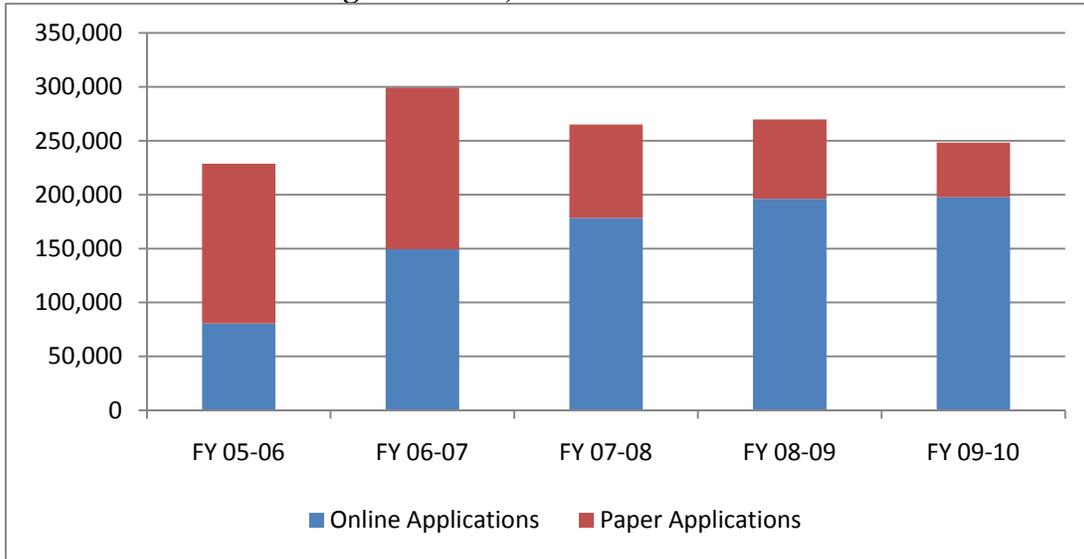
Although there has been a reduction of almost 8% in total applications processed between FY 08-09 and FY 09-10, the percentage of applications processed electronically grew from 73% to 80%. This increase is partly due to adding electronic application options for applicants filing directly to the Commission. In addition, CTC implemented legislation to add the ASCC to the online direct application process in March, increasing our online direct application process by 2,175 applications for the fiscal year. It is important to acknowledge that for fiscal year 2009-2010, staff was furloughed three days a month reducing available staff hours by approximately 15%. Even with the reduction of available resource hours, staff has consistently maintained the mandated 50-day processing time on paper applications throughout the year. Most online applications are processed in fewer than 10 days and the average processing time for all applications has reached an all-time low of 18 days. The table below compares the credential processing workload statistics for the last five fiscal years.

**Table 1: Credential Processing Workload, FY 05-06 to FY 09-10**

	<b>FY 05-06</b>	<b>FY 06-07</b>	<b>FY 07-08</b>	<b>FY 08-09</b>	<b>FY 09-10</b>
<b>Online Applications</b>	80,641	149,351	178,368	196,134	197,744
<b>Paper Applications</b>	148,088	149,832	86,601	73,658	50,442
<b>TOTAL Applications</b>	228,729	299,183	264,969	269,792	248,186
<b>% of Applications Processed in &lt; 10 days</b>	35%	50%	67%	73%	80%
<b>Paper Application Processing Days*</b>	176	66	55	50	47
<b>Average Processing Days for All Applications</b>	117	38	25	22	18

\*Processing dates vary depending on credential type; therefore, the highest number of processing days in the month of June was used as an average.

**Figure 1: Credential Processing Workload, FY 05-06 to FY 09-10**

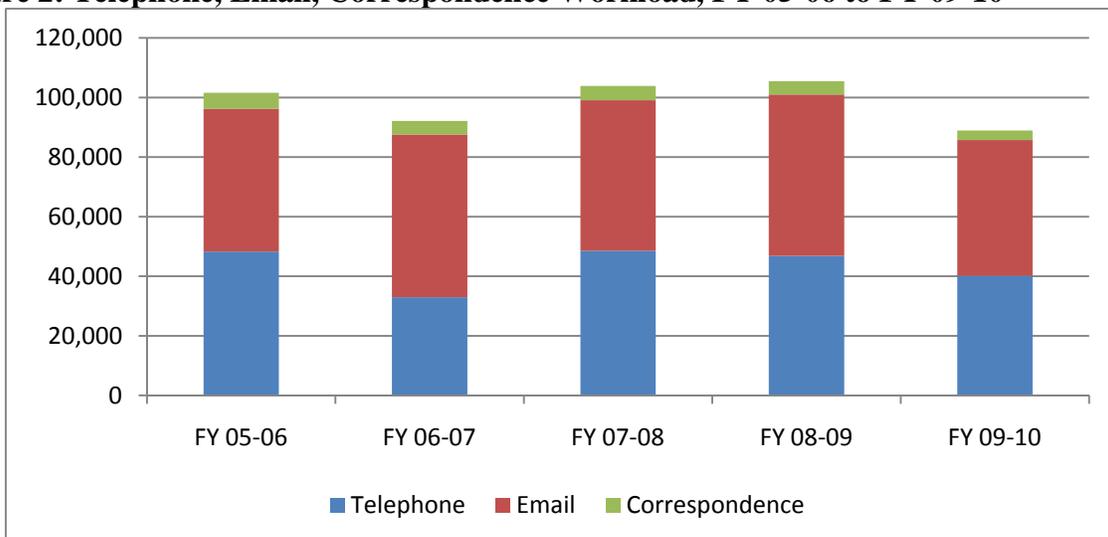


In addition to credential processing, the Certification staff is responsible for responding to inquiries by phone, email and written correspondence, totaling approximately 89,000 requests last year. These numbers dropped this last year, which is understandable due to the 15% reduction in available staffing hours as a result of furloughs.

**Table 2: Telephone, Email, Correspondence Workload, FY 05-06 to FY 09-10**

	FY 05-06	FY 06-07	FY 07-08	FY 08-09	FY 09-10
<b>Telephone</b>	48,286	32,980	48,571	46,825	40,186
<b>Email</b>	47,948	54,585	50,522	54,154	45,510
<b>Correspondence</b>	5,325	4,578	4,799	4,506	3,206

**Figure 2: Telephone, Email, Correspondence Workload, FY 05-06 to FY 09-10**



**Summary**

CAW management continues to look for ways to improve the delivery of services through automation and reengineering work processes. 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. The key project this year will be the Computer Web Interface Project (CWIP) to bring our online application process in house, thus enhancing the system by incorporating real-time processing, streamlining the input and accuracy of data and emphasizing what teachers are authorized to teach rather than what credentials they hold.

**Next Steps**

The following are some key changes in fiscal year 2010-2011 that will help the CAW division achieve the goals listed above:

- Assist in the design of the Computer Web Interface Project expected completion date Summer 2011;
- Expand electronic workflow to eliminate paper processing of applications; and
- Continue to conduct web-based trainings – spring credential, assignment monitoring, and new credential analyst workshops.