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Information

Credentialing and Certificated Assignments Committee

Credential Application Workload Report FY 2010-2011

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

Credential Application Workload Report FY 2010-2011

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 2010-2011. In addition to the processing of applications, the information services workload includes responses to telephone, correspondence and email inquiries. The workload totals for FY 2010-2011 include:

- 182,954 Online applications processed in 10 days or fewer
- 8,110 Online Direct applications processed in 50 days or fewer
- 42,037 Direct applications processed in 50 days or fewer

- 233,101 Total applications processed (paper and online) at an average of 15 days

- 45,263 Telephone calls answered
- 32,961 Emails answered
- 2,868 Letters answered

- 81,092 Total Communications

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 changes¹, 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 affected the workload:

- 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

¹ AB 469, Chap. 133, Stats. 2007

- 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
- 04/25/11 – Began Credential Web Interface Project
- 11/01/11 – End of 1-day furlough for staff

Trend Analysis

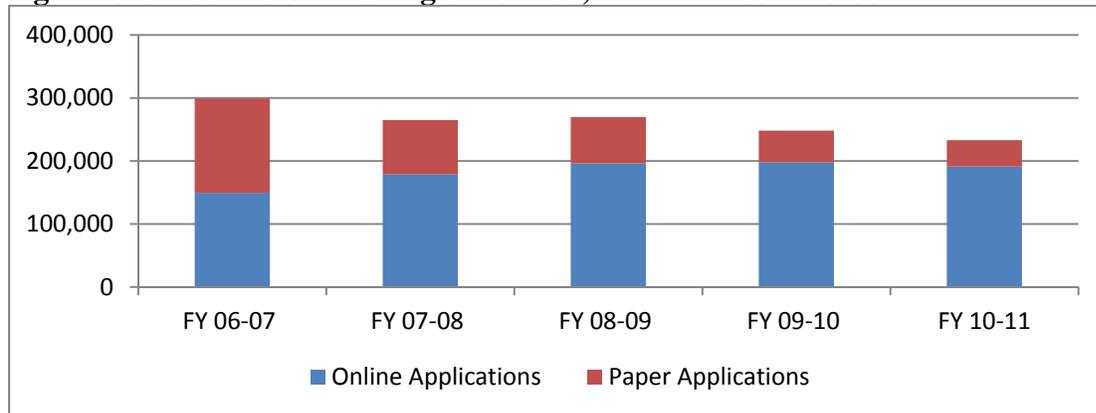
There has been a reduction of almost 8% in total applications processed between FY 09-10 and FY 10-11. The percentage of applications processed in 10 days or less grew from 80% to 81%. This increase is partly due to adding electronic application options for applicants filing directly to the Commission. For the 2010-11 fiscal year, staff was furloughed one day a month reducing available staff hours by approximately 5%. Management also has been unable to fill vacant positions for most of the year. 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 15 days. The table below compares the credential processing workload statistics for the last five fiscal years.

Table 1: Credential Processing Workload, FY 06-07 to FY 10-11

	FY 06-07	FY 07-08	FY 08-09	FY 09-10	FY 10-11
Online Applications	149,351	178,368	196,134	197,744	191,064
Paper Applications	149,832	86,601	73,658	50,442	42,037
TOTAL Applications	299,183	264,969	269,792	248,186	233,101
% of Applications Processed in < 10 days	50%	67%	73%	80%	81%
Paper Application Processing Days*	66	55	50	47	40
Average Processing Days for All Applications	38	25	22	18	15

**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 06-07 to FY 10-11

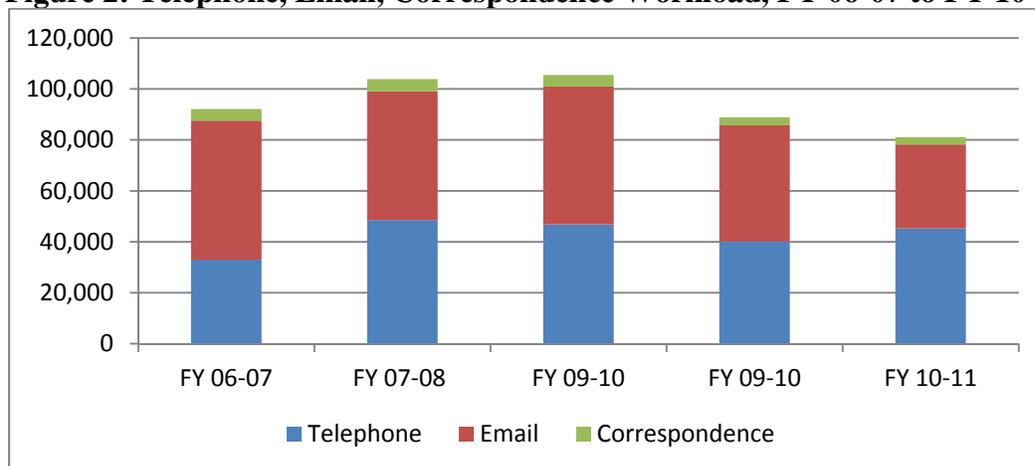


In addition to credential processing, the Certification staff is responsible for responding to inquiries by phone, email and written correspondence, totaling more than 81,000 requests last year. Telephone calls increased over 12.5% while emails dropped 27.5%. Some of this reduction in emails has occurred because staff is responding to emails and processing applications in a more timely manner, thereby eliminating duplicate email requests.

Table 2: Telephone, Email, Correspondence Workload, FY 06-07 to FY 10-11

	FY 06-07	FY 07-08	FY 09-10	FY 09-10	FY 10-11
Telephone	32,980	48,571	46,825	40,186	45,263
Email	54,585	50,522	54,154	45,510	32,961
Correspondence	4,578	4,799	4,506	3,206	2,868
Total Communications	92,143	103,892	105,845	88,902	81,092

Figure 2: Telephone, Email, Correspondence Workload, FY 06-07 to FY 10-11



Summary

CAW management continues to look for ways to improve the delivery of services through automation and reengineering work processes. Currently, there is a manageable inventory of approximately 4,000 to 6,000 applications in any given month. Given this inventory, 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 is the Credential 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 making system modifications faster. Staff expects CWIP to be up and running in December 2011.

Next Steps

Continue to monitor our workload and maintain the 50-day mandate of processing all applications, even though the CAW Division has reduced resources due to redirection and vacancies.