
6A

Information

Professional Practices Committee

Division of Professional Practices' Workload Report

Executive Summary: This agenda item provides a report on the Division of Professional Practices' current workload and changes in workload during fiscal year 2011-2012.

Recommended Action: For information only

Presenter: Nanette Rufo, Director, Division of Professional Practices

Strategic Plan Goal: 1

Promote educational excellence through the preparation and certification of professional educators

- ◆ Evaluate and monitor the moral fitness of credential applicants and holders and take appropriate action

August 2012

Division of Professional Practices' Workload Report

Introduction

On April 7, 2011, the California State Auditor issued a highly critical report entitled “*Despite Delays in Discipline of Teacher Misconduct, the Division of Professional Practices has not Developed an Adequate Strategy or Implemented Processes That Will Safeguard Against Future Backlogs*”. The report thoroughly analyzed almost every business process within the Division of Professional Practices (DPP), and found serious deficiencies in many areas of work. The audit included twenty-two recommendations to improve work in DPP.

To increase its oversight over the work of the DPP, the Commission directed staff to present information about DPP’s workload as part of the Commission’s agenda. Monthly data was presented to the Commission at every meeting. Since the fiscal year just ended, this item includes information and data analysis for the entire fiscal year (July 2011 through June 2012), as well as the June 2012 workload reports.

Workload Information for the Fiscal Year

Progress on the workload in the DPP was marked by a number of challenges and successes. The fiscal year began as the division rose to the challenge of making significant and far reaching changes necessary to implement the Bureau of State Audits’ (BSA) recommendations. A new management team was brought in, and new policies, procedures and practices were implemented to respond to the BSA’s recommendations and increase efficiencies within the division. Four of its five managers were hired since September 2011, and all aspects of the division’s processes and procedures were examined and many have been changed. The division made significant strides in implementing the BSA’s recommendations while continuing to improve the day-to-day operation of the division.

The initial challenge for the unit was completing work on approximately 12,000 rap sheets that were identified by the BSA as a significantly backlogged item of work. This work was completed early in the fiscal year.

In January 2012, the Commission enacted several policies providing staff direction about specific types of cases. The Commission enacted a policy that staff should close first time alcohol offenses, with limited, specified exceptions. Adoption of that policy resulted in 650 reports where a case file did not have to be opened and presented to the Committee of Credentials (COC). The Commission also adopted policies on expired credentials and failure to disclose information on an application.

In February 2012, the division faced a new challenge when it began receiving an unprecedented number of school district reports, approximately 600 reports within a few months. To handle the unanticipated workload, new procedures were implemented and staff were redirected to ensure these cases were handled in a professional and timely manner. Since approximately 400 of these reports resulted in new cases, this workload will be a part of the division’s workload for the next

year or two. However, all district reports were reviewed to ensure that action will be taken on time and the Commission will not lose the ability to take adverse action because of the statute of limitations.

The strained fiscal climate also impacted the work of DPP. In March 2012, the Commission faced an unanticipated cut in the budget when the Commission was required to cut spending almost \$800,000, with only 3 months left in the fiscal year. The cut constrained the already scarce resources at the Commission, and DPP had to eliminate the use of overtime. The Commission’s management team assessed the resources available within the Commission to enable DPP to handle cases in a timely manner and a decision was made to solicit volunteers from existing Commission staff to work in DPP. Three staff, two office technicians and a staff services analyst, all from the Certification Assignment and Waivers Division, began work in DPP on May 1, 2012. In addition, the Professional Services Division loaned a staff member to DPP.

Other critical work in the Commission impacted DPP staff. In May 2012, several staff members were redirected to enter data into the CTC Online (formerly CWIP) system so that system could launch on time. In addition, DPP staff were needed to assist in responding to questions regarding the new CWIP process. While this temporary redirection impacted the workload in DPP, this temporary redirection was necessary for the overall good of the Commission.

As the new budget was enacted for fiscal year 2012-2013, it was apparent that the state’s budget shortfall will continue to impact the work of DPP. The budget requires furloughs of employees one day a month, resulting in a 5% reduction of staff time. This equals a reduction of 1.5 DPP staff.

Caseload Analysis

The total number of open cases remains within a fairly narrow range, from 3,049 to 3,374 open cases each month. As of June 2012, DPP had 3,193 open cases which is fairly consistent with the numbers for the past fiscal year. The monthly statistics for open cases are:

July 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012
3205	3250	3240	3374	3355	3337	3049	3157	3139	3168	3222	3193

Intake Unit

The Intake Unit consists of a Manager, an Associate Government Program Analyst position (AGPA), four Staff Services Analysts (SSA), four Office Technicians (OT), three students assistants and one retired annuitant. In addition, in May 2012, Intake also added staff with a loan of three people from the Certification, Assignments and Waivers Division (two OTs and one SSA). The Intake Unit worked 1,188 hours of overtime during the past year to reduce the backlog and to compensate for vacant positions. Additionally, three part-time student assistants worked the equivalent of about two full-time employees.

While the number of open cases remained fairly constant, the Intake Unit felt the increase in the number of school district reports filed in March, April and May 2012. The number of school district reports reflects the approximately 400 cases opened based on about 600 reports received from the Los Angeles Unified School District. This increase is clearly reflected in the next chart that shows the source of cases opened in the DPP:

Cases opened	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012
RAPS	183	285	160	157	301	197	140	286	159	126	123	141
Apps	186	203	171	278	143	183	201	235	119	117	87	232
District Reports	16	5	2	51	37	22	4	4	299	172	124	59
Others	10	9	7	10	21	18	6	10	4	7	42	27
Total	395	502	340	496	502	420	351	535	581	422	376	459

An area of concern for the BSA was the inability to track when applications were routed to DPP for handling. DPP now tracks all applications it receives and those numbers are included in the “work received” line of the monthly activity report. The “apps” line in the above chart shows the number of applications referred to DPP for review. Upon arriving in DPP, each application is screened to determine if it is a possible mandatory action and to see if it was correctly routed to DPP. Applications in those two areas are quickly routed for expedited handling. The remaining applications wait for staff to process them. Currently, DPP is working on applications received at the beginning of May 2012, a delay of approximately 3 months. It is important to note that in late 2011 and early 2012, the waiting period for applications to be processed was about six months, so progress is clearly being made in this area. However, DPP will need to continue its efforts for more timely action in this area.

The Intake Unit is also the point of contact for applicants with questions. A number of the calls and emails received are from individuals inquiring about the status of their applications. Applicants are often held back from student teaching or from paid positions until DPP and the COC complete review of the alleged misconduct. While applicants don’t pose a risk to students since they are not in the classroom, the delay in processing applications represents less than optimal customer service for those applicants.

At the beginning of the fiscal year, DPP received most inquiries from applicants by telephone call. Calls were being returned within 2-3 days. However, the toll free line was discontinued as a result of the budget reduction, and individuals are now directed to communicate by email. Contrary to expectations, email has proved to be significantly more time consuming than phone calls. While phone calls were absorbed as part of the employees’ daily routine, the amount and complexity of emails required the assignment of 1.3 staff to work only on communications. Even with this direction of resources, currently, the division is approximately five to six weeks behind in responding to emails sent to the “DPP Info” email box. While the backlog of email was

reduced from approximately 500 to 300 emails, the division is not staffed to respond in a more timely manner. Two other email addresses (used by districts and by persons applying for a credential online), are responded to within one-day to two-weeks.

Lack of more timely action on applications and communications concerns management. However, the Commission has limited resources and must operate within those resources. The work in DPP must balance the need for public safety by working on cases, with the need for responsiveness to applicants. With the current furlough impacting staffing, it may not be possible to improve timeliness in this area.

From a management perspective, the number of cases in the “Potential Consent Calendar” and “Potential COC Case” areas is too high, with approximately 1,500 cases in these categories. These are cases that require staff to obtain additional information to move the case forward to the COC. As we are able to gather data and review reports on the reasons for the delay of cases, the DPP hopes to make progress in reducing the time cases wait in these two categories. The number of cases during the fiscal year is shown below:

	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012
Potential COC Consent	497	539	433	577	551	621	504	669	598	587	587	683
Potential COC Case	922	889	885	938	949	1006	919	941	1084	893	790	824

Another area of work within the Intake Unit is preparation of the Consent Calendar for each meeting of the COC. The number of cases included in the Consent Calendar are:

The Intake Unit also prepares the Consent Calendar for each meeting of the Committee of Credentials. The monthly cases included in the Consent Calendar are:

Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012
310	247	171	210	331	251	286	266	286	164	167	146

Case Management and Investigations

The Case Management and Investigations Units consists of staff who prepare case reports that are reviewed by the COC at both the informal and formal review stages and also provide oversight to individuals who are placed on probation by the Commission.

The Case Management Unit consists of a Manager, four AGPAs and three SSAs. For the past few months, an additional staff member was loaned to DPP by the Professional Services Division to assist in writing up cases. In addition to preparing cases for consideration by the Committee, this unit is also responsible for preparing the Committee’s agenda, sending notices

of the Committee’s decisions, and providing staff support during the three days the COC meets each month, and tracking cases requiring mandatory action by the Commission.

The Investigations Unit has four special investigator positions (one will become vacant in August due to a retirement). This unit is assigned cases involving school district reports, affidavit cases, and the most complex cases that require investigative skill. In addition, cases where an educator is placed on probation are assigned to this unit for monitoring.

Cases shown on the monthly activity report as “Pending COC Review” are files that are ready for staff in these units to prepare a case for COC review. As of the end of June, 467 cases were waiting for staff availability. This number is higher than at the end of 2011, primarily because of the influx of cases from LAUSD. Approximately 150 cases in this area would reflect an acceptable level of workload. The fiscal year statistics for “Pending COC Review” are as follows:

Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012
400	407	247	369	293	279	187	161	156	312	448	467

The BSA report identified the ability of the COC to handle additional cases as a major roadblock in dealing with the backlog in DPP. As the Commission is aware, the BSA was very concerned that the COC would be unable to increase the number of cases reviewed, which would mean the backlog was intractable. At the time of the audit, the COC handled approximately 50-60 cases at the initial review stage each month. That was seen as the top limit of cases that could be considered by the COC.

That belief is being tested as these Units successfully increased the number of cases presented to the COC at the informal review stage during the past fiscal year. The number of cases presented to the COC at the informal review stage increased to 100+ as shown below:

Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012
85	82	60	53	50	59	64	65	61	53	100	110

At this time, approximately 100 cases are also scheduled for the July and August 2012 meetings of the COC. The plan is to continue to present that amount to the COC through December 2012. This will allow sufficient time for the COC to determine if it can sustain this workload and determine if any adjustments are needed. However, it is important to note that this plan was made before the state began a 5% furlough. Because of the reduction in staff time, the workload for staff may, or may not, be sustainable.

The Investigations Unit also monitors individuals placed on probation as part of a Settlement Agreement entered into with the Commission. The number of probation cases has remained fairly consistent throughout the year, as shown in the following chart:

Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012
77	78	72	74	75	75	75	71	71	70	73	73

Data Summary

A key measurement of progress is a simple calculation: Are more cases being closed than are being opened? As shown in the chart below, DPPs caseload continued to *increase* during the first six months of the fiscal year at the rate of about 12 cases a month. The last half of the fiscal year showed that cases are *decreasing* by approximately 24 cases a month. If the DPP hadn't received the 400 cases from the LAUSD, the decrease would have been significantly more. However, the data shows that reforms and improvements are having an effect. Management's job for the coming fiscal year will be to continue that trend.

	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	Annual Average
Cases Opened	395	502	340	496	502	420	351	535	581	422	376	459	448.25
Cases Closed Pre-COC	91	162	110	121	91	109	281	125	147	160	113	228	144.8333
Cases Closed COC	327	267	174	219	343	279	303	284	351	184	197	176	258.6667
Cases Closed Post COC	43	19	68	22	86	51	56	18	101	49	12	84	50.75
Net Difference	-66	54	-12	134	-18	-19	-289	108	-18	29	54	-29	-6

Average increase first 6 months: 12.2, average decrease last 6 months: -24.2

June 2012 Statistics

Attached are the monthly statistics for June 2012. The reports continue the same data trends discussed earlier in this report. To help assist the Commission in visualizing how the data ties in with staffing of the four units in DPP, we are also attaching an annotated version of the DPP Workflow Graphic. The annotations on the Workflow Graphic provide information about the types and numbers of staff in each unit and the workload numbers handled by the unit in the month of June.

Conclusion

The 2011-12 fiscal year was a year of transition and building for DPP. Major challenges were: a new management team, new processes and procedures, an internal reorganization, implementation of the BSA recommendations, completion of the 12,000 backlogged rap sheets, an unprecedented number of reports from school districts, and implementation of a major data system. In addition to meeting these challenges, the division was able to increase the number of cases presented to the COC by almost 100%, reduce the wait time for action on applications, implement the majority of the BSA recommendations, present three policies to the Commission to effectively handle specific types of cases, fill over 20 positions, and not increase the number of open cases.

At the start of the new fiscal year, the imposition of staff furloughs creates a new challenge for DPP. However, the entire staff is committed to doing high quality work and views the work as a critical public service. Both management and staff are committed to continuing to reduce the time a case is waiting for action by staff, completing the recommendations of the BSA, and continuing to improve the work processes in the new fiscal year.

DPP Monthly Activity Summary

Activity During June 2012

Pre COC

Work Received in DPP

	Items Rec'd	Cases Opened
RAPs	595	141
Apps	398	232
SD Reports *	70	59
Misc *	27	27
Total	1,090	459

* Work related to cases opened may have been received in a prior period

Document Requests

Arrest	223
Court	408

COC Inventory

Initial Review	106
Formal Review	76
Consent Review	9

COC Work Completed (June 2012)

Cases to COC

Initial Review	106
Formal Review	76
Reconsideration	1
Consent Review	152

Cases Completed

Closed	110
Granted	66
Adverse Actions	60

Post COC

Settlement	0
AG	6
CTC	0

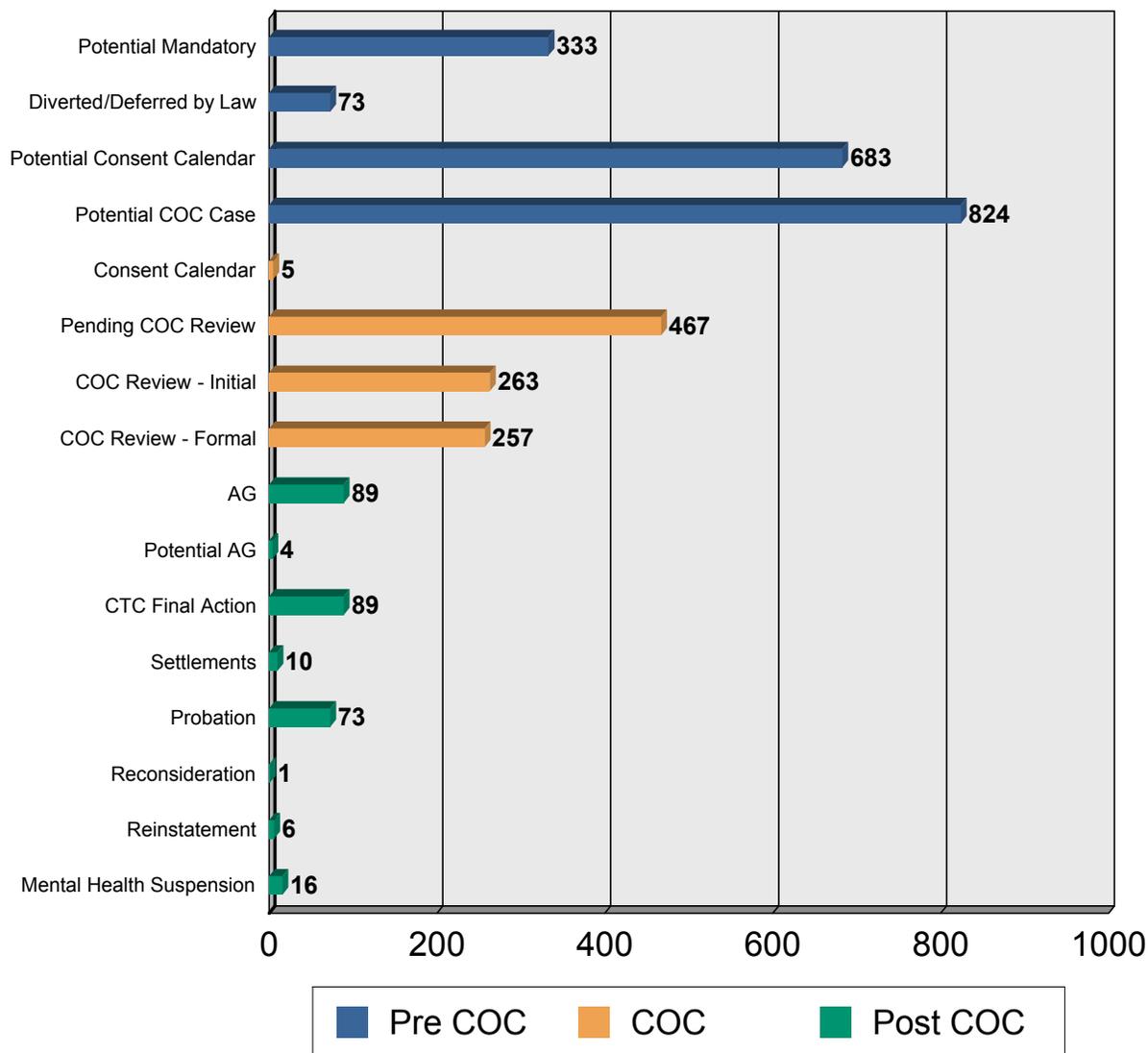
Mandatory Actions

Revocations	16
Denials	0
Automatic Suspensions	7

Inventory for June 2012

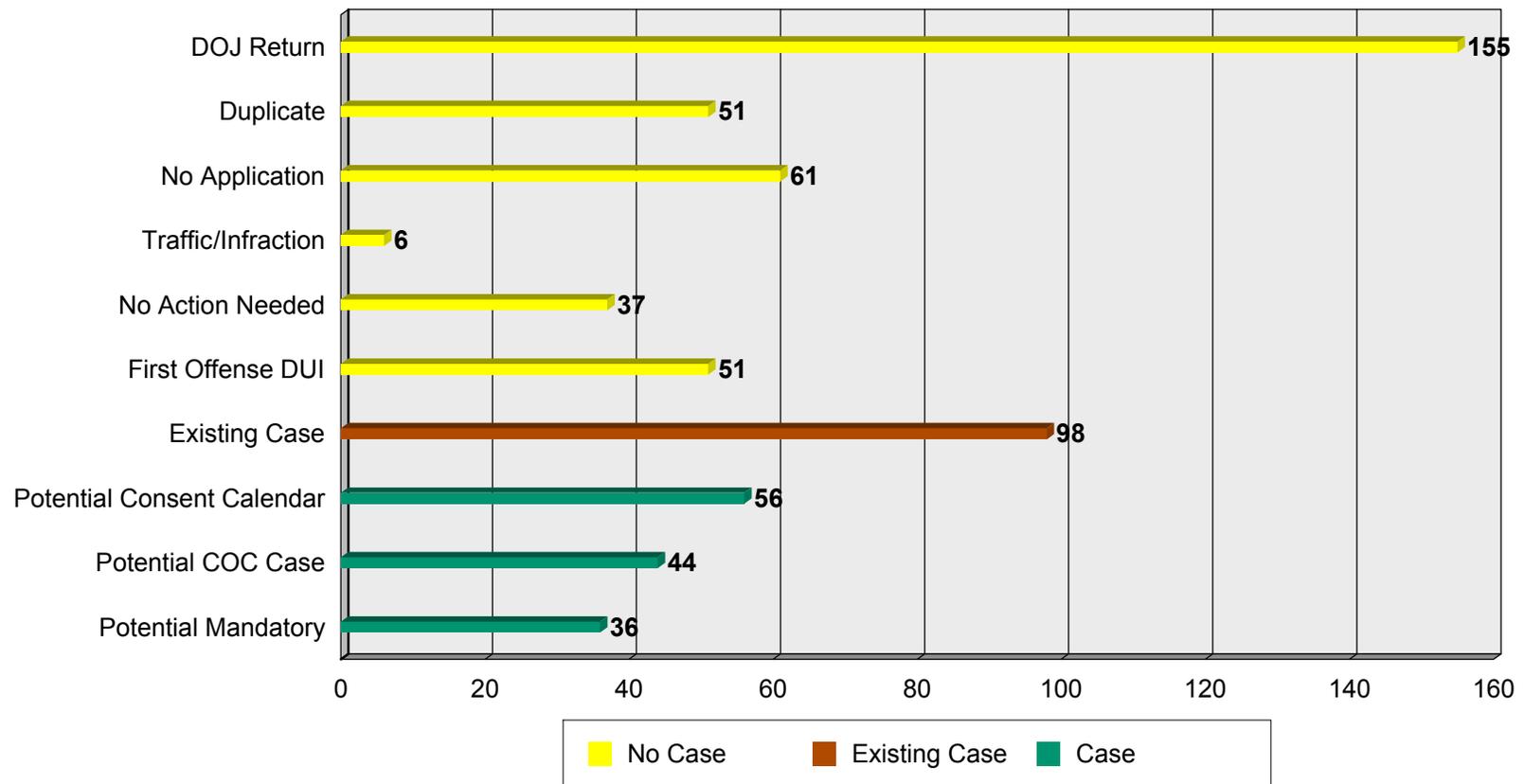
Starting Case Load	3,222
Cases Opened	459
Cases Closed	488
Ending Case Load	3,193

Open Cases by Status and Type as of June 30, 2012



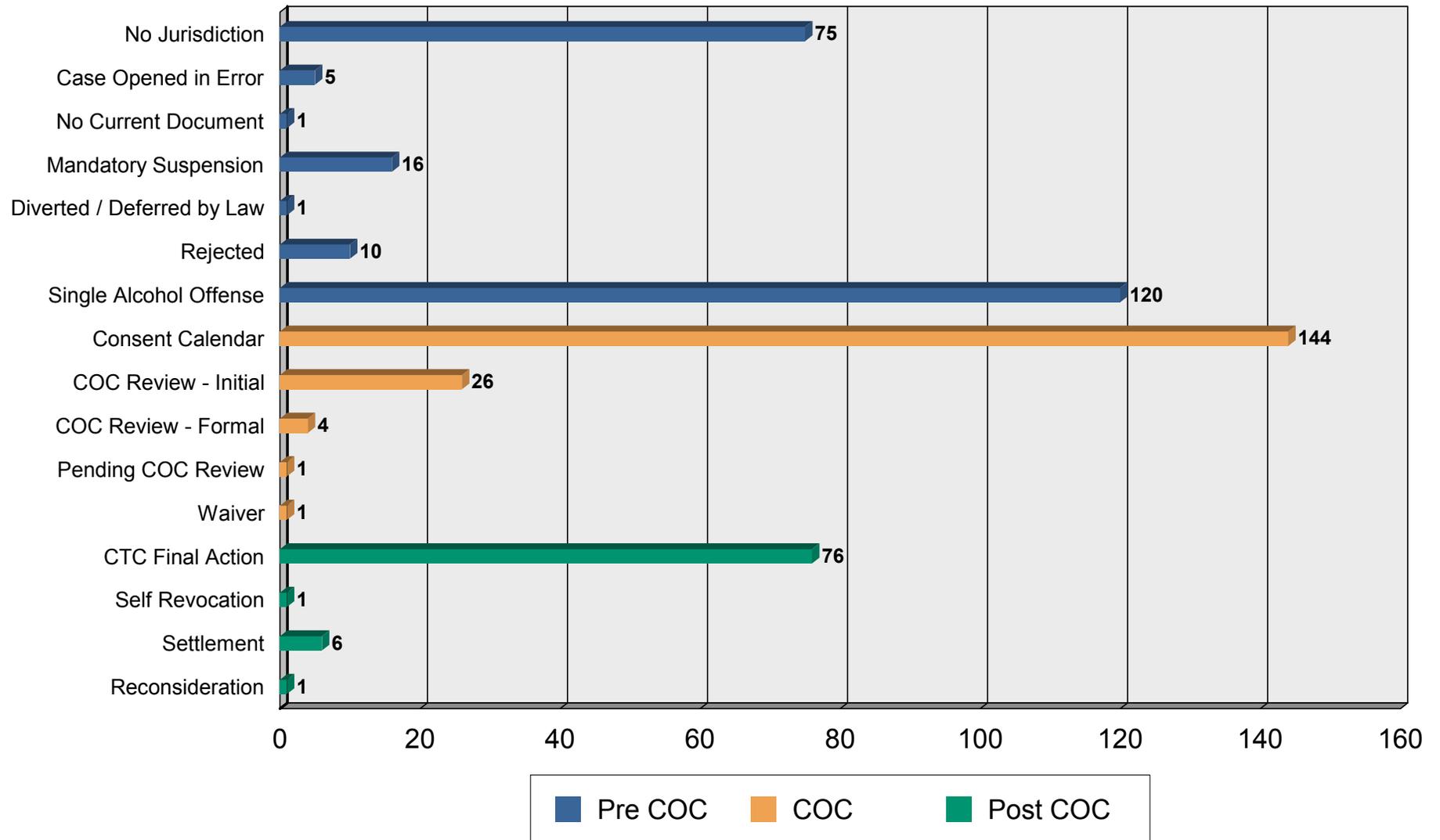
Pre COC	1,913
COC	992
Post COC	288
Total Open Cases	3,193

DPP RAPs Received and Processed June 2012



No Case	361
Existing Case	98
Case	136
Total RAPs	595

Cases Closed by Type During June 2012



Pre COC	228
COC	176
Post COC	84
Total Cases Closed	488

Open Cases Aged by Case Status, Case Type, and Offense as of June 30, 2012

Status	Case Type	Offense Code	0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	450 + Days	Total
Pre COC	Potential Mandatory	Child Crime - Sexual	18	28	14	11	7	29	107
		Child Crime - Non-sexual	18	17	6	3	1	8	53
		Adult - Sexual	8	9	2	4	0	1	24
		Drugs	17	12	4	5	2	2	42
		Serious Crimes/Felonies	33	24	7	13	7	18	102
		Alcohol	3	2	0	0	0	0	5
		Total	97	92	33	36	17	58	333
	Diverted / Deferred by Law	Child Crime - Non-sexual	0	0	0	1	0	5	6
		Drugs	6	5	7	9	4	19	50
		Serious Crimes/Felonies	0	0	2	1	3	5	11
		Alcohol	0	1	0	0	0	2	3
		Other Crimes/Misdemeanors	0	0	0	0	0	3	3
	Total	6	6	9	11	7	34	73	
	Potential Consent Calendar	Child Crime - Sexual	1	2	0	0	0	0	3
		Child Crime - Non-sexual	10	2	1	0	2	0	15
		Adult - Sexual	5	1	0	0	1	0	7
		Drugs	10	3	0	1	0	1	15
		Serious Crimes/Felonies	45	21	14	8	4	8	100
		Alcohol	117	61	27	25	14	9	253
		Other Crimes/Misdemeanors	163	61	28	12	22	4	290
	Total	351	151	70	46	43	22	683	
	Potential COC Case	Child Crime - Sexual	5	1	1	0	0	0	7
		Child Crime - Non-sexual	22	14	6	3	3	3	51
		Adult - Sexual	2	1	1	2	2	1	9
		Drugs	8	10	3	8	4	6	39
		Serious Crimes/Felonies	110	75	57	31	23	34	330
		Alcohol	63	58	40	32	30	31	254
Other Crimes/Misdemeanors		26	16	19	32	21	20	134	
Total	236	175	127	108	83	95	824		
Total	690	424	239	201	150	209	1,913		
COC	All Case Types	All Offense Types	282	215	126	64	96	209	992
		Total	282	215	126	64	96	209	992
	Total	282	215	126	64	96	209	992	
Post COC	All Case Types	All Offense Types	8	2	3	2	2	271	288
		Total	8	2	3	2	2	271	288
	Total	8	2	3	2	2	271	288	
Total			980	641	368	267	248	689	3,193

Open Cases Aged by Case Status, Credential Status, and Offense - as of June 30, 2012

Case Status	Credential Status	Offense	0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	451 + Days	Total	
Pre COC	Authorized	Child Crime - Sexual	9	3	2	0	1	0	15	
		Child Crime - Non-sexual	31	25	12	5	4	13	90	
		Adult - Sexual	8	4	2	4	3	1	22	
		Drugs	26	25	12	20	8	23	114	
		Serious Crimes/Felonies	110	90	66	44	31	55	396	
		Alcohol	126	101	56	45	41	39	408	
		Other Crimes/Misdemeanors	114	65	42	38	37	23	319	
		Total	424	313	192	156	125	154	1,364	
	Not Authorized - Docs Suspended	Child Crime - Sexual	0	0	0	0	1	9	10	
		Adult - Sexual	0	1	0	0	0	0	1	
		Serious Crimes/Felonies	0	0	0	0	0	1	1	
		Total	0	1	0	0	1	10	12	
	Not Authorized - App(s) Pending	Child Crime - Sexual	2	1	1	1	2	2	9	
		Child Crime - Non-sexual	11	2	1	1	1	1	17	
		Adult - Sexual	5	0	0	1	0	0	6	
		Drugs	15	4	1	3	1	4	28	
		Serious Crimes/Felonies	78	28	8	6	4	8	132	
		Alcohol	56	18	7	7	1	0	89	
		Other Crimes/Misdemeanors	75	11	4	4	5	3	102	
		Total	242	64	22	23	14	18	383	
	Not Authorized - No App(s) Pending	Child Crime - Sexual	13	27	12	10	3	18	83	
		Child Crime - Non-sexual	8	6	0	1	1	2	18	
		Adult - Sexual	2	6	1	1	0	1	11	
		Drugs	0	1	1	0	1	1	4	
		Serious Crimes/Felonies	0	2	6	3	2	1	14	
		Alcohol	1	3	4	5	2	3	18	
		Other Crimes/Misdemeanors	0	1	1	2	1	1	6	
	Total	24	46	25	22	10	27	154		
	Total	690	424	239	201	150	209	1,913		
	COC	Authorized	Child Crime - Sexual	30	17	4	4	1	4	60
			Child Crime - Non-sexual	108	85	24	10	13	22	262
			Adult - Sexual	12	6	2	1	2	0	23
			Drugs	3	0	4	3	1	8	19
Serious Crimes/Felonies			7	8	3	16	12	33	79	
Alcohol			3	4	13	12	25	67	124	
Other Crimes/Misdemeanors			82	48	63	11	29	52	285	
Total			245	168	113	57	83	186	852	
Not Authorized - Docs Suspended		Child Crime - Sexual	0	0	1	0	1	0	2	
		Total	0	0	1	0	1	0	2	
Not Authorized - App(s) Pending		Child Crime - Sexual	2	1	0	0	0	1	4	
		Child Crime - Non-sexual	2	7	1	0	1	1	12	
		Adult - Sexual	1	0	0	0	0	1	2	
		Drugs	1	1	0	0	0	0	2	

			0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	451 + Days	Total	
COC	Not Authorized - App(s) Pending	Serious Crimes/Felonies	4	3	3	2	0	4	16	
		Alcohol	1	3	0	2	3	2	11	
		Other Crimes/Misdemeanors	0	1	2	0	2	2	7	
		Total	11	16	6	4	6	11	54	
	Not Authorized - No App(s) Pending	Child Crime - Sexual	6	5	0	0	0	1	12	
		Child Crime - Non-sexual	13	18	3	2	2	6	44	
		Adult - Sexual	2	1	1	0	0	0	4	
		Drugs	1	2	1	0	1	0	5	
		Serious Crimes/Felonies	1	1	0	1	0	0	3	
		Alcohol	0	1	0	0	0	3	4	
		Other Crimes/Misdemeanors	3	3	1	0	3	2	12	
		Total	26	31	6	3	6	12	84	
	Total	282	215	126	64	96	209	992		
	Post COC	Authorized	Child Crime - Sexual	0	0	0	0	0	19	19
			Child Crime - Non-sexual	0	0	0	0	1	32	33
Adult - Sexual			0	0	0	0	0	4	4	
Drugs			0	0	0	0	0	7	7	
Serious Crimes/Felonies			0	0	1	0	0	26	27	
Alcohol			0	0	0	0	1	48	49	
Other Crimes/Misdemeanors			1	0	0	0	0	56	57	
Total		1	0	1	0	2	192	196		
Not Authorized - Docs Suspended		Child Crime - Sexual	0	0	0	0	0	2	2	
		Child Crime - Non-sexual	0	0	0	0	0	3	3	
		Drugs	0	0	0	0	0	1	1	
		Serious Crimes/Felonies	0	0	0	0	0	6	6	
		Alcohol	0	0	0	0	0	3	3	
		Other Crimes/Misdemeanors	0	0	0	0	0	12	12	
Total		0	0	0	0	0	27	27		
Not Authorized - App(s) Pending		Child Crime - Sexual	0	0	0	0	0	6	6	
		Child Crime - Non-sexual	0	0	0	1	0	3	4	
		Drugs	1	1	1	0	0	2	5	
		Serious Crimes/Felonies	1	0	0	0	0	9	10	
		Alcohol	0	0	0	0	0	4	4	
		Other Crimes/Misdemeanors	3	1	1	0	0	4	9	
Total		5	2	2	1	0	28	38		
Not Authorized - No App(s) Pending		Child Crime - Sexual	0	0	0	0	0	3	3	
		Child Crime - Non-sexual	0	0	0	0	0	2	2	
		Adult - Sexual	0	0	0	0	0	2	2	
		Drugs	1	0	0	0	0	0	1	
		Serious Crimes/Felonies	1	0	0	0	0	4	5	
	Alcohol	0	0	0	1	0	3	4		
	Other Crimes/Misdemeanors	0	0	0	0	0	10	10		
Total	2	0	0	1	0	24	27			
Total	8	2	3	2	2	271	288			
Total	980	641	368	267	248	689	3,193			

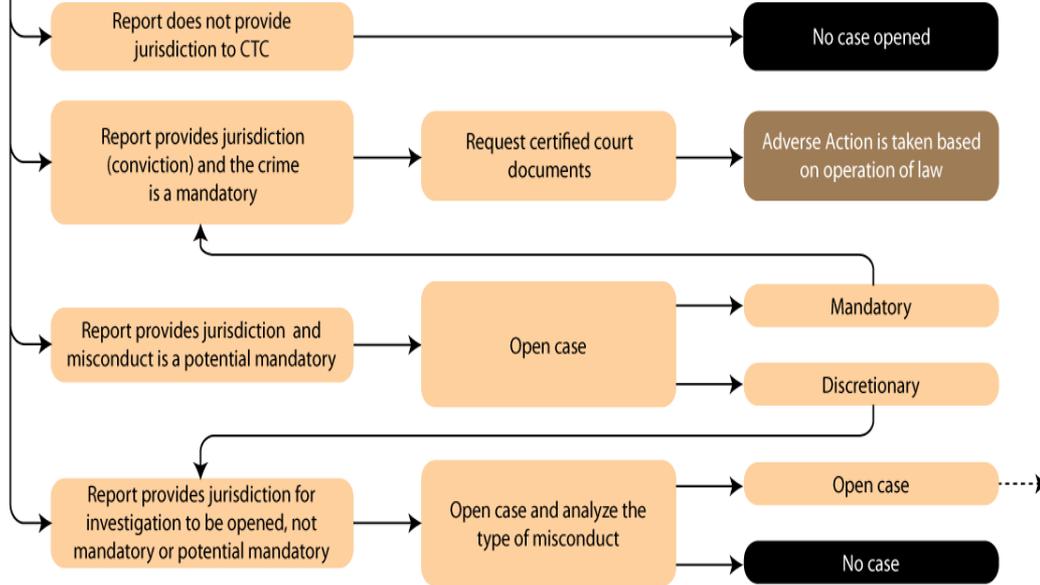
Committee Review 2011-Present						
	Consent	Discuss	Initial	Formal	Formal	Total
				App ¹	Non APP ²	
January '11			51	18	33	102
February			52	15	28	95
March			56	12	31	99
April			63	14	30	107
May	125	0	53	18	24	220
June	283	28	65	15	39	430
July	285	25	85	12	32	439
August	233	14	82	19	31	379
September	158	13	60	12	52	295
October	201	9	53	25	42	330
November	325	6	50	16	40	437
December	244	7	59	16	29	355
January '12	278	8	64	21	24	395
February	252	14	65	12	30	373
March	262	24	61	13	36	396
April	131	33	53	20	33	270
May	138	29	100	10	36	313
June	124	22	110	23	41	320

¹ "App" means the person chose to appear and testify before the Committee.

² "Non App" means the person chose not to appear before the Committee.

Report of misconduct arrives at CTC

DPP staff assigns a tracking number, reviews and sorts reports of misconduct



June 2012 Workload

595	Rap's recd
398	Apps
70	School Rpts
<u>27</u>	Misc
1090	Total

Intake Unit

1-SSM
1-AGPA
4-SSA
4-OT
3-Student Asst.

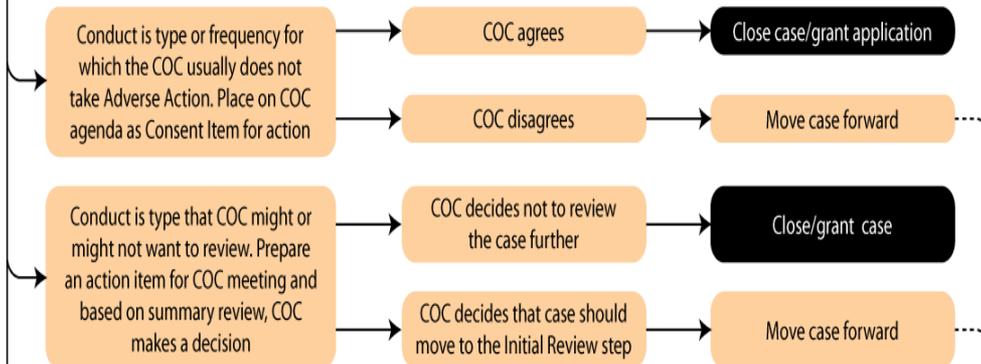
459 Cases Opened

631 Docs Requested

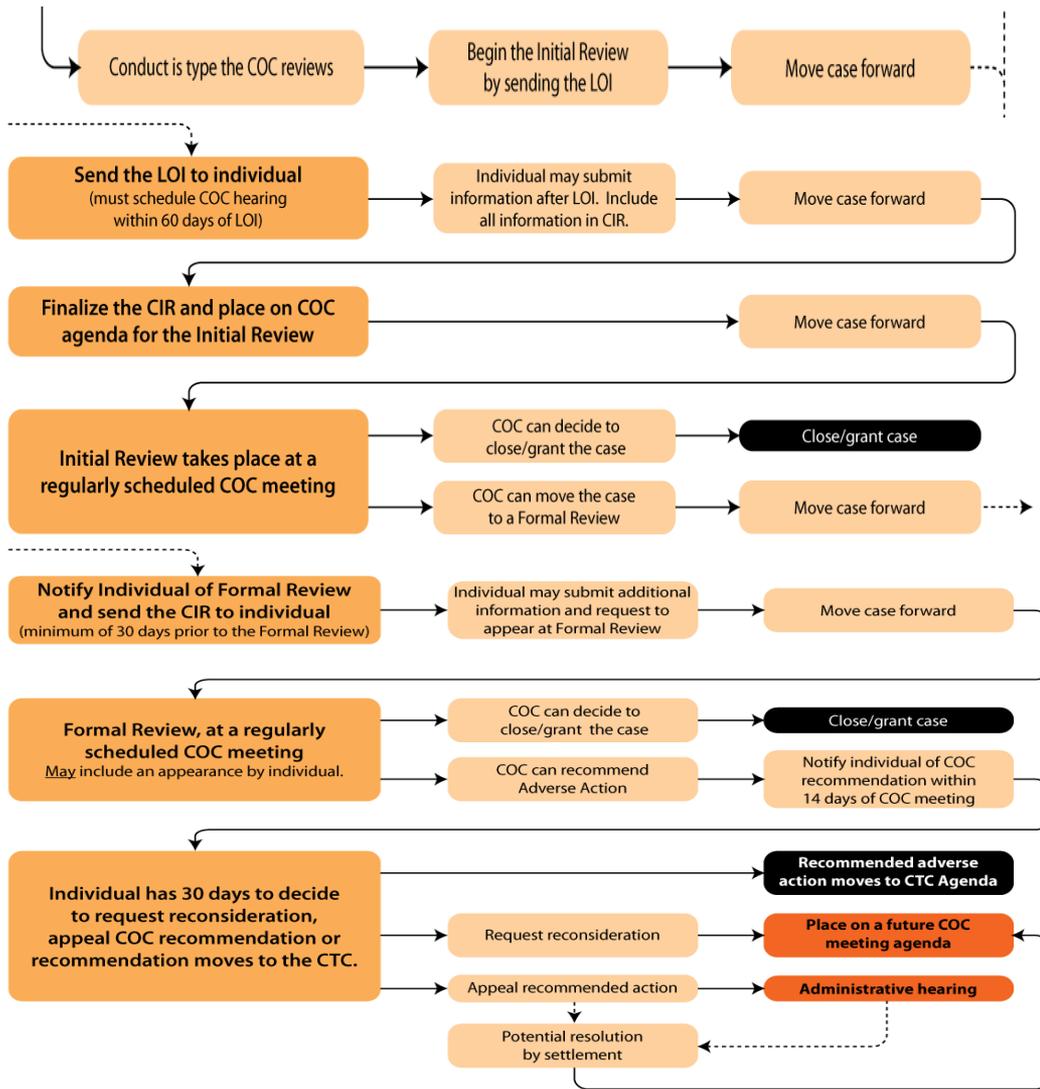
139 Mandatory

Request documents related to the misconduct

Request documents, repeatedly if necessary. Collect and review documents, analyze to identify appropriate presentation to COC.



144 Consent Calendar-Closed by COC



June 2012 COC

110 Initial Review
 64 Formal Review
 73 Probation Cases
 194 Mandatory
 73 Diverted

Case Mgmt

1-SSM
 4-AGPA
 3-SSA
 1-Loaned staff

Investigation

1-Sup Invest
 4-Invest

June 2012 Workload

110 Review Initial Review
 64 Review Formal Review
 15 Review Mandatory Action
 15 Settlements
 124 COC Consent Calendar
 22 COC Discuss
 0 Reinstatements
 3 Reconsiderations

Legal Unit

1-Chief Counsel
 1- Asst Chief
 3-Staff Counsel
 2-Legal Analyst

1 days CTC Meeting
 3 days COC Meeting

COC Actions or possible Adverse Actions:

Applicant: "Grant" or "Deny the Credential Application"
Holder: "Close Case" "Private Admonition" "Public Repraval"
 "Suspend" (1-364 days), or "Revoke" all Credentials

Note:

Applicants have the burden of proof – they are applying for a license.
 *Credential holders hold a credential and the Commission has the burden of proof because the Commission would be taking away the individual's property right to that credential.
 *A denial or revocation is not necessarily permanent. The individual, under specified circumstances, may seek a credential in the future.