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# 6A

## Information

### *Professional Practices Committee*

#### **Update on the Bureau of State Audits Report and Workload Report**

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**Executive Summary:** This agenda item provides an update to the Commission on the Commission's response to the Bureau of State Audits Report and a current workload report.

**Recommended Action:** For information only

**Presenter:** Michael Barth, Assistant Chief Counsel, Division of Professional Practices

#### **Strategic Plan Goal**

##### ***I. Educator Quality***

- ◆ Effectively, efficiently, and fairly monitor the fitness of all applicants and credential holders to work with California students.

September 2012

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# Update on the Bureau of State Audits Report and Workload Report

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## **Introduction**

On April 7, 2011 the California State Auditor issued a 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 audit included 22 recommendations to improve this area of the Commission’s work.

## **The Six-Month Audit Response by the Commission**

After reviewing the Commission’s six-month report to the Bureau of State Audits (BSA), the BSA determined that, of the 22 recommendations, nine were fully implemented, three were partially implemented, and 10 were pending.

## **The One-Year Audit Response by the Commission**

On April 6, 2012 the Commission submitted its one-year response to the BSA. The one-year response reflected the priority the Commission has given to implementing the Auditor’s recommendations. From the communications with BSA staff, it appears that 16 of the 22 recommendations are considered completed and six are considered partially completed.

## **The August 2012 Response by the Commission**

In the fall of 2012, the BSA will begin preparing its annual report to the Legislature, providing updates on all outstanding audit reports. On August 31, 2012, the Commission submitted an update to the BSA so that the report to the Legislature from BSA can accurately reflect the progress made by the Commission. Each of the six recommendations that remain to be completed are discussed in this item.

***Recommendation 2.3:*** *The commission should seek a legal opinion from the Attorney General to determine the legal authority and extent to which the Committee of Credentials (Committee) may delegate to the division the discretionary authority to close investigations of alleged misconduct without Committee review, and take all necessary steps to comply with the Attorney General’s advice.*

***Recommendation 2.4:*** *Once the commission has received the Attorney General’s legal advice regarding the extent to which the Committee may delegate case closures to the division, the commission should undertake all necessary procedural and statutory changes to increase the number of cases the Committee can review each month.*

At its August 2012 meeting the Commission adopted policy to conform handling of cases within the Division of Professional Practices (DPP) to the recommendation of the BSA. The policy provided that all matters where the Committee has jurisdiction to investigate shall be presented to the Committee. The only exceptions to this policy occur where the Commission has explicitly granted staff specific authority to take such an action with sufficient clarity that the staff’s action

is a ministerial duty. Since the policy made the Commission's request for a formal opinion of the Attorney General unnecessary, the request was withdrawn.

While any decision about whether a recommendation is completed is made by BSA, staff believes these two items are completed.

***Recommendation 2.6:*** *The division should provide training and oversight, and should take any other necessary steps, to ensure that the case information in its database is complete, accurate, and consistently entered to allow for the retrieval of reliable case management information.*

Commission staff developed a policy for review of data to ensure its accuracy. A statistically sound sampling method was developed and files for review were identified by a random number generator. Sixty files were pulled and management reviewed key data points for each file. Documentation of the review was developed, completed and saved. The review found a very low rate of error. In keeping with the procedures developed by DPP, this data audit will be completed annually.

While any decision about whether a recommendation is completed is made by BSA, staff believes this item is completed.

***Recommendation 2.9.a:*** *To adequately address the weaknesses in its processing of reports of misconduct, the division should revisit management's reports and its processes for overseeing the investigations of misconduct to ensure that the reports and practices provide adequate information to facilitate reduction of the time elapsed to perform critical steps in the review process.*

Division staff developed numerous case management reports since the initial BSA report. While these reports are being consistently used to monitor the workload, DPP has not adequately documented use of the reports. For example, while data is discussed at the weekly DPP manager meeting, agendas were not developed and minutes were not kept. These materials would properly document use of the data. Commencing in May 2012, a written agenda is developed for each manager meeting and minutes are kept.

While any decision about whether a recommendation is completed is made by BSA, staff believes this item is completed.

***Recommendation 2.9.c:*** *The division should ensure that its reports and practices provide prompt requests for information surrounding reports of misconduct from law enforcement agencies, the courts, schools, and knowledgeable individuals.*

The dashboard measurement system proposed to the Commission at the January 2012 will provide the data needed to meet this recommendation. Work on the data dashboard resulted in development of two separate dashboards. One dashboard will be for the Commission's use in exercising its oversight responsibilities for discipline cases. This dashboard measures three key stages of DPP: Pre Committee of Credentials workload, Case Management, and review by the Committee of Credentials. This dashboard is part of this agenda item, on page PPC 6A-13.

After reviewing the information in the dashboard prepared for the Commission's oversight, staff determined that a similar dashboard would be helpful in providing a snapshot of work in the Intake Unit. As Commissioners are aware from the workload report submitted at the August 2012 meeting, the Intake Unit is the unit experiencing the highest volume of work and the greatest delays in action. An additional dashboard was developed to focus on key areas within the Intake Unit to provide managers and staff with an easy to view method of seeing progress and problems.

***Recommendation 2.9.d:** The division should ensure that its reports and practices provide adequate understanding of the reasons for delays in investigating individual reports of misconduct without having to review the paper files for the cases.*

The Commission programmed "reasons for delay" in the database and developed procedures. DPP conducted training for the entry of reasons for delay on June 29, 2012. Effective June 29, 2012, staff began entering reasons for delay as cases are reviewed. The Commission's information technology section developed a report on causes for delay in late August 2012.

### **BSA Update Conclusion**

The April 2011 report from BSA was a harsh wake up call to the Commission. But by recognizing the validity of the issues raised by the BSA, the Commission greatly strengthened the Division of Professional Practices. The Commission rose to the challenge of overhauling business practices within DPP, and did so using only existing resources. Implementation of the Auditor's recommendations is not a panacea that solved all issues within DPP, especially in dealing with a long standing backlog of cases. However, implementing the recommendations provided DPP with much stronger business practices. Management can now focus on managing the work more efficiently and effectively, using tools recommended by the BSA. Over the next fiscal year those tools and practices will be utilized as DPP's management team works to eliminate the backlog of cases.

### **Workload Report**

To increase its oversight over the work of DPP, the Commission directed staff to present information about DPP's workload as part of the Commission's agenda. Monthly data is presented to the Commission at every meeting.

### **August 2012 Statistics**

Attached are the monthly statistics for August 2012. No exception trends were noted during August, however, the Committee again reviewed over 100 cases at the informal review stage, and staff was able to increase the number of cases submitted to the Committee on its Consent Calendar. During August there was a slight overall increase in the number of cases, from 3,108 to 3,194.

New this month is a data dashboard for the Commission's review. This provides information to the Commission in a graphic form about both volume and timeliness. The three sections shown on this dashboard indicate the volume and timeliness of mail identified as "Pre Committee of Credentials," timeliness of investigation of cases identified as "Case Management," and timeliness of Committee action identified as "Committee Review." By the December 2012

meeting, staff plans to add two additional areas to the dashboard, a measurement of timeliness in submitting matters to the Commission, and timeliness of monitoring probation cases. Staff welcomes any input from Commissioners about this new report, found on PPC 6A-13.

As this dashboard was developed, staff realized that the same concept would work to provide additional information about various processes within the Intake Unit. As the Commission is aware, the Intake Unit is very high volume, with many types of activities. A copy of the dashboard prepared for the Intake Unit is attached on PPC 6A-14. This is included for the Commission's information, although staff does not plan to regularly include this item in future agendas.

### **Workload Conclusion**

DPP is committed to doing high quality work and views the work in DPP 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 and to improve the work processes.

# DPP Monthly Activity Summary

## Activity During August 2012

### Pre COC

#### Work Received in DPP

	Items Rec'd	Cases Opened
RAPs	761	303
Apps	684	121
SD Reports *	149	77
Misc *	24	31
<b>Total</b>	<b>1,618</b>	<b>532</b>

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

#### Document Requests

Arrest	288
Court	449

### COC Inventory

Initial Review	105
Formal Review	76
Consent Review	17

### COC Work Completed (August 2012)

#### Cases to COC

Initial Review	101
Formal Review	83
Reconsideration	1
Consent Review	249

#### Cases Completed

Closed	150
Granted	124
Adverse Actions	73

### Post COC

Settlement	4
AG	1
CTC	8

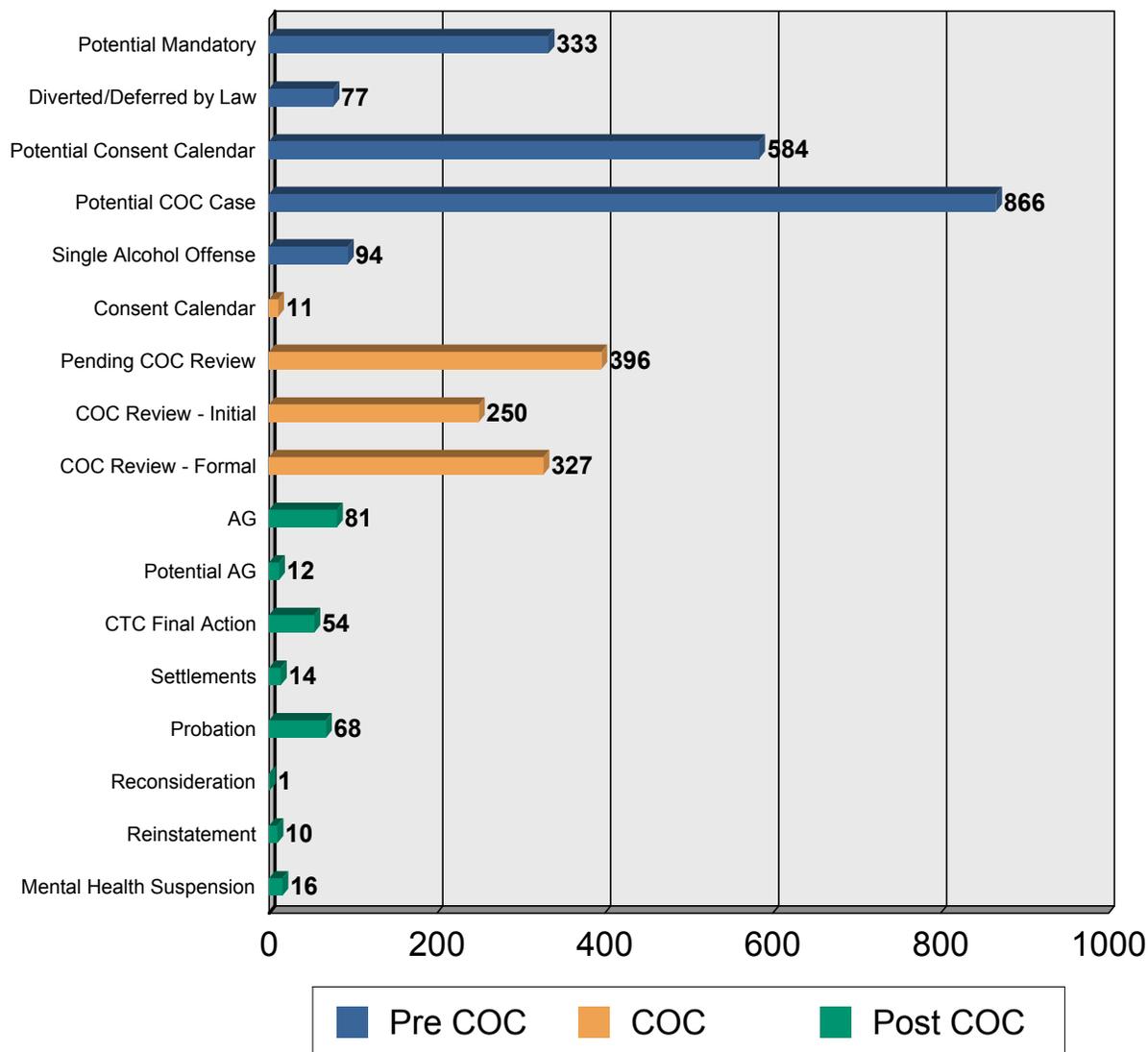
### Mandatory Actions

Revocations	13
Denials	2
Automatic Suspensions	5

### Inventory for August 2012

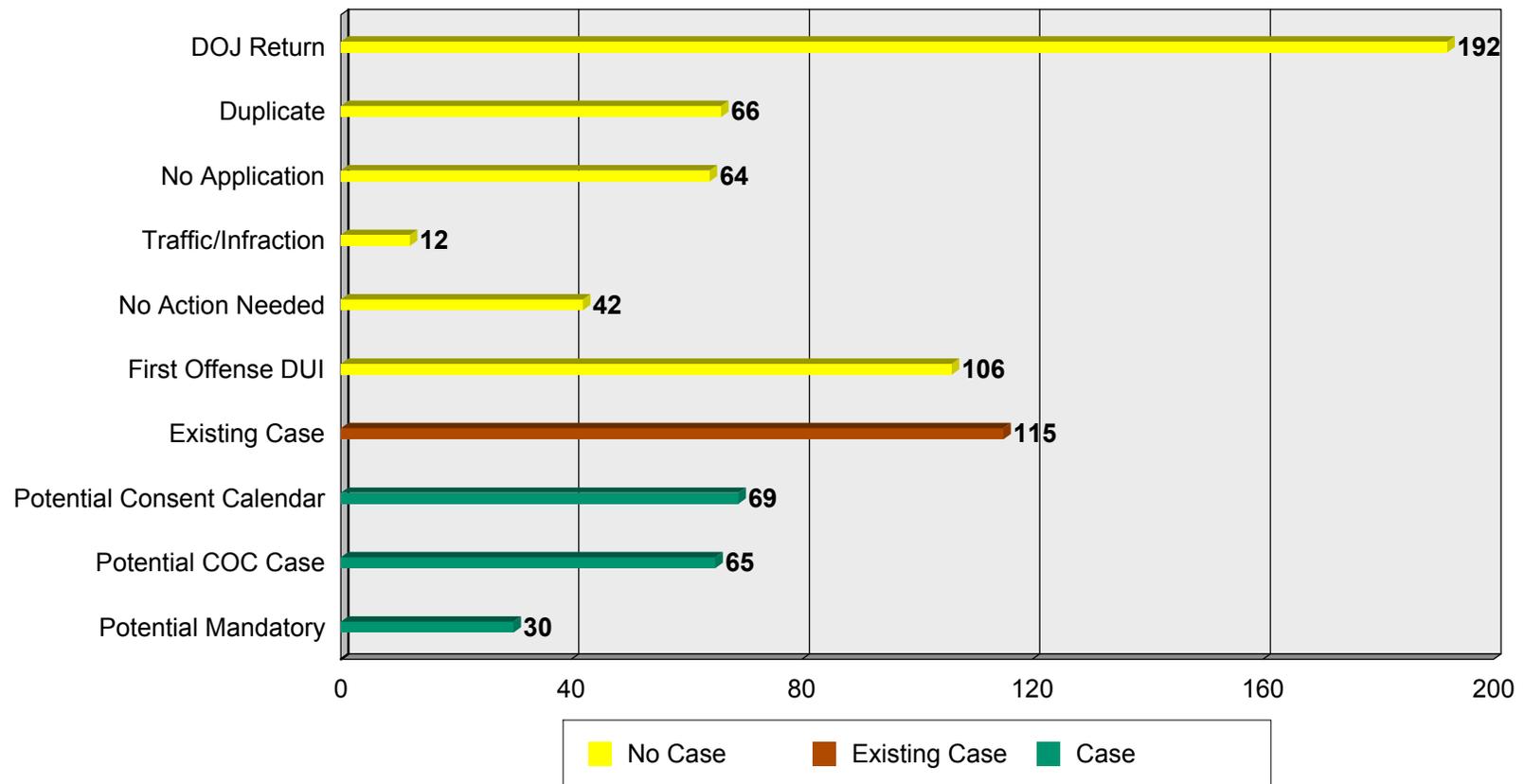
Starting Case Load	3,108
Cases Opened	532
Cases Closed	446
Ending Case Load	3,194

## Open Cases by Status and Type as of August 31, 2012



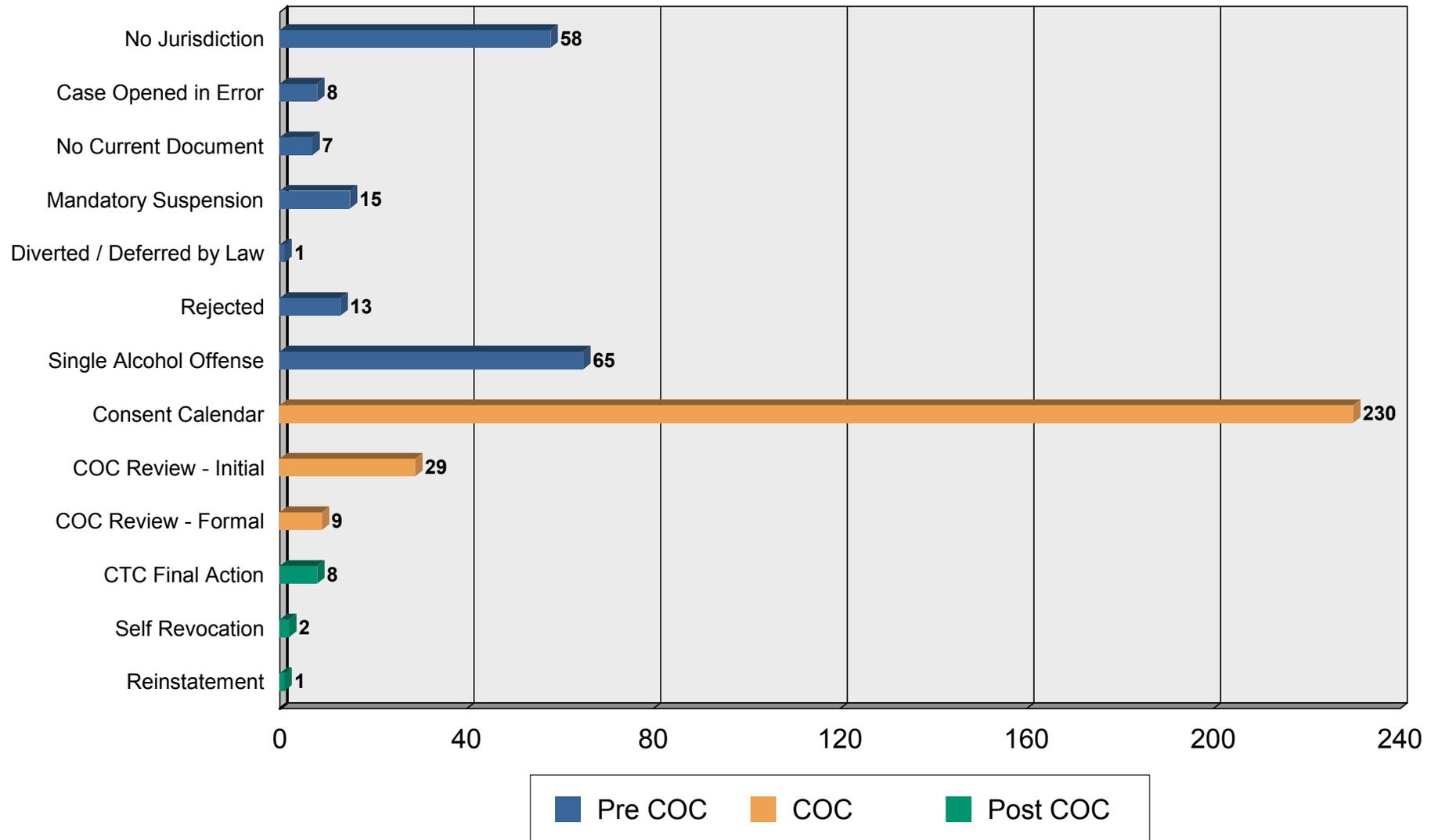
<b>Pre COC</b>	<b>1,954</b>
<b>COC</b>	<b>984</b>
<b>Post COC</b>	<b>256</b>
<b>Total Open Cases</b>	<b>3,194</b>

DPP RAPs Received and Processed August 2012



No Case	482
Existing Case	115
Case	164
<b>Total RAPs</b>	<b>761</b>

# Cases Closed by Type During August 2012



Pre COC	167
COC	268
Post COC	11
<b>Total Cases Closed</b>	<b>446</b>

# Open Cases Aged by Case Status, Case Type, and Offense as of August 31, 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	20	17	25	7	9	31	109
		Child Crime - Non-sexual	20	10	6	1	2	5	44
		Adult - Sexual	7	5	6	3	3	1	25
		Drugs	27	10	9	4	2	5	57
		Serious Crimes/Felonies	26	16	16	7	8	18	91
		Alcohol	4	2	0	0	0	0	6
		Other Crimes/Misdemeanors	1	0	0	0	0	0	1
		<b>Total</b>	<b>105</b>	<b>60</b>	<b>62</b>	<b>22</b>	<b>24</b>	<b>60</b>	<b>333</b>
	Diverted / Deferred by Law	Child Crime - Non-sexual	0	0	0	0	1	3	4
		Drugs	6	9	4	7	8	21	55
		Serious Crimes/Felonies	1	0	1	3	1	6	12
		Alcohol	0	1	0	0	0	2	3
		Other Crimes/Misdemeanors	0	0	0	0	0	3	3
		<b>Total</b>	<b>7</b>	<b>10</b>	<b>5</b>	<b>10</b>	<b>10</b>	<b>35</b>	<b>77</b>
	Potential Consent Calendar	Child Crime - Sexual	0	1	0	0	0	0	1
		Child Crime - Non-sexual	8	1	3	0	2	0	14
		Adult - Sexual	5	1	1	1	0	0	8
		Drugs	10	2	1	3	0	1	17
		Serious Crimes/Felonies	25	13	10	7	8	10	73
		Alcohol	95	53	29	18	18	15	228
		Other Crimes/Misdemeanors	108	62	35	13	12	13	243
		<b>Total</b>	<b>251</b>	<b>133</b>	<b>79</b>	<b>42</b>	<b>40</b>	<b>39</b>	<b>584</b>
	Potential COC Case	Child Crime - Sexual	6	3	1	1	1	0	12
Child Crime - Non-sexual		44	9	9	3	0	4	69	
Adult - Sexual		7	1	2	1	2	2	15	
Drugs		11	3	8	5	5	6	38	
Serious Crimes/Felonies		141	67	64	34	26	36	368	
Alcohol		62	50	43	23	23	26	227	
Other Crimes/Misdemeanors		54	12	10	15	23	23	137	
<b>Total</b>		<b>325</b>	<b>145</b>	<b>137</b>	<b>82</b>	<b>80</b>	<b>97</b>	<b>866</b>	
Single Alcohol Offense	Alcohol	93	0	1	0	0	0	94	
	<b>Total</b>	<b>93</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>94</b>	
<b>Total</b>	<b>781</b>	<b>348</b>	<b>284</b>	<b>156</b>	<b>154</b>	<b>231</b>	<b>1,954</b>		
COC	Pending COC Review	Child Crime - Sexual	13	21	4	3	0	4	45
		Child Crime - Non-sexual	49	70	20	10	3	10	162
		Adult - Sexual	4	6	2	1	0	0	13
		Drugs	1	0	1	2	3	3	10
		Serious Crimes/Felonies	3	8	7	1	2	2	23
		Alcohol	2	3	0	2	7	5	19
		Other Crimes/Misdemeanors	42	30	7	26	7	12	124
		<b>Total</b>	<b>114</b>	<b>138</b>	<b>41</b>	<b>45</b>	<b>22</b>	<b>36</b>	<b>396</b>
	Consent Calendar	Child Crime - Non-sexual	0	1	1	0	0	0	2
		Adult - Sexual	0	1	0	0	0	0	1
		Serious Crimes/Felonies	0	1	0	0	0	0	1
		Alcohol	0	1	0	1	0	2	4

			0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	450 + Days	Total
COC	Consent Calendar	Other Crimes/Misdemeanors	3	0	0	0	0	0	3
		<b>Total</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>11</b>
	COC Review - Initial	Child Crime - Sexual	3	13	0	0	1	0	17
		Child Crime - Non-sexual	18	41	12	9	1	2	83
		Adult - Sexual	4	2	1	1	0	0	8
		Drugs	0	2	1	1	0	2	6
		Serious Crimes/Felonies	3	10	5	2	4	11	35
		Alcohol	1	8	3	5	3	10	30
		Other Crimes/Misdemeanors	9	24	3	18	3	14	71
		<b>Total</b>	<b>38</b>	<b>100</b>	<b>25</b>	<b>36</b>	<b>12</b>	<b>39</b>	<b>250</b>
	COC Review - Formal	Child Crime - Sexual	0	9	2	3	0	2	16
		Child Crime - Non-sexual	0	39	7	6	6	18	76
		Adult - Sexual	0	7	0	1	1	3	12
		Drugs	0	2	0	3	0	3	8
		Serious Crimes/Felonies	0	2	0	6	10	29	47
		Alcohol	0	0	5	6	12	55	78
		Other Crimes/Misdemeanors	0	23	5	17	4	41	90
		<b>Total</b>	<b>0</b>	<b>82</b>	<b>19</b>	<b>42</b>	<b>33</b>	<b>151</b>	<b>327</b>
	<b>Total</b>	<b>155</b>	<b>324</b>	<b>86</b>	<b>124</b>	<b>67</b>	<b>228</b>	<b>984</b>	
	Post COC	Referred to Attorney General	Child Crime - Sexual	0	0	0	0	0	15
Child Crime - Non-sexual			0	0	0	0	0	20	20
Adult - Sexual			0	0	0	0	0	3	3
Drugs			0	0	0	0	0	3	3
Serious Crimes/Felonies			0	0	0	0	0	9	9
Alcohol			0	0	0	0	0	5	5
Other Crimes/Misdemeanors			0	0	0	0	0	26	26
<b>Total</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>81</b>	<b>81</b>
Potential AG Referral		Child Crime - Sexual	0	0	0	0	0	1	1
		Child Crime - Non-sexual	0	0	0	0	0	4	4
		Serious Crimes/Felonies	0	0	0	0	0	2	2
		Alcohol	0	0	0	0	0	1	1
		Other Crimes/Misdemeanors	0	0	0	0	0	4	4
<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>12</b>	
CTC Final Action		Child Crime - Sexual	0	0	0	0	0	3	3
		Child Crime - Non-sexual	0	0	0	0	1	6	7
		Drugs	0	0	0	0	0	1	1
		Serious Crimes/Felonies	0	0	0	1	0	7	8
		Alcohol	0	0	0	0	1	21	22
		Other Crimes/Misdemeanors	1	0	2	1	1	8	13
<b>Total</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>46</b>	<b>54</b>		
Settlement	Child Crime - Sexual	0	0	0	0	0	3	3	
	Child Crime - Non-sexual	0	0	0	0	0	1	1	
	Serious Crimes/Felonies	1	0	0	0	0	3	4	
	Alcohol	0	0	0	0	0	1	1	
	Other Crimes/Misdemeanors	0	0	0	0	0	5	5	
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>14</b>		
Probation	Child Crime - Sexual	0	0	0	0	0	1	1	
	Child Crime - Non-sexual	0	0	0	0	0	8	8	

			0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	450 + Days	Total
Post COC	Probation	Adult - Sexual	0	0	0	0	0	1	1
		Drugs	0	0	0	0	0	1	1
		Serious Crimes/Felonies	0	0	0	0	0	6	6
		Alcohol	0	0	0	0	0	26	26
		Other Crimes/Misdemeanors	0	0	0	0	0	25	25
		<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>68</b>	<b>68</b>
	Reconsideration	Alcohol	0	0	0	0	0	1	1
		<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
	Reinstatement	Drugs	2	0	0	0	0	0	2
		Serious Crimes/Felonies	1	1	0	0	0	0	2
		Other Crimes/Misdemeanors	5	1	0	0	0	0	6
		<b>Total</b>	<b>8</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>
	Mental Health Suspension	Child Crime - Sexual	0	0	0	0	0	1	1
		Child Crime - Non-sexual	0	0	0	0	0	2	2
		Drugs	0	0	0	0	0	1	1
		Serious Crimes/Felonies	0	0	0	0	0	3	3
		Alcohol	0	0	0	0	0	1	1
		Other Crimes/Misdemeanors	0	0	0	0	0	8	8
		<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>16</b>	<b>16</b>
	<b>Total</b>	<b>10</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>237</b>	<b>256</b>	
	<b>Total</b>	<b>946</b>	<b>674</b>	<b>372</b>	<b>282</b>	<b>224</b>	<b>696</b>	<b>3,194</b>	

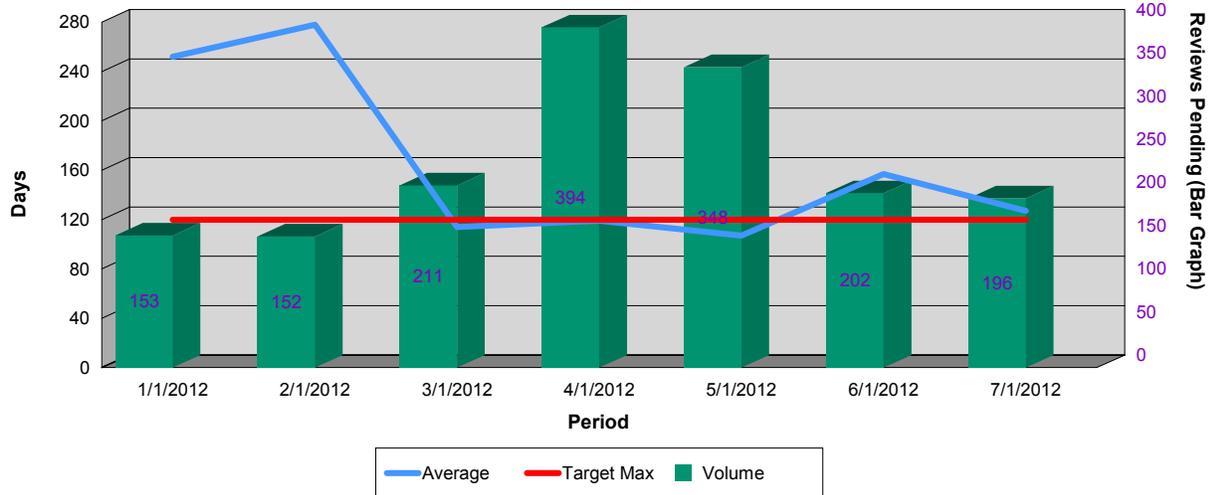
# Open Cases Aged by Case Status, Credential Status, and Offense - as of August 31, 2012

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	14	7	3	0	0	0	24
		Child Crime - Non-sexual	51	11	15	4	3	8	92
		Adult - Sexual	13	5	4	4	3	1	30
		Drugs	37	20	17	16	15	26	131
		Serious Crimes/Felonies	119	79	76	46	33	60	413
		Alcohol	220	95	58	34	33	41	481
		Other Crimes/Misdemeanors	117	62	35	23	27	35	299
		<b>Total</b>	<b>571</b>	<b>279</b>	<b>208</b>	<b>127</b>	<b>114</b>	<b>171</b>	<b>1,470</b>
	Not Authorized - Docs Suspended	Child Crime - Sexual	0	0	0	0	0	8	8
		Serious Crimes/Felonies	0	0	0	0	0	1	1
		<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>9</b>
	Not Authorized - App(s) Pending	Child Crime - Sexual	2	0	0	1	2	1	6
		Child Crime - Non-sexual	12	5	1	0	1	3	22
		Adult - Sexual	3	1	0	0	1	1	6
		Drugs	17	2	3	3	0	5	30
		Serious Crimes/Felonies	73	14	13	4	7	8	119
		Alcohol	33	9	12	3	3	0	60
		Other Crimes/Misdemeanors	46	8	8	4	6	3	75
		<b>Total</b>	<b>186</b>	<b>39</b>	<b>37</b>	<b>15</b>	<b>20</b>	<b>21</b>	<b>318</b>
	Not Authorized - No App(s) Pending	Child Crime - Sexual	10	14	23	7	8	22	84
		Child Crime - Non-sexual	9	4	2	0	1	1	17
		Adult - Sexual	3	1	5	1	1	1	12
		Drugs	0	2	2	0	0	2	6
		Serious Crimes/Felonies	1	3	2	1	3	1	11
		Alcohol	1	2	3	4	5	2	17
		Other Crimes/Misdemeanors	0	4	2	1	2	1	10
	<b>Total</b>	<b>24</b>	<b>30</b>	<b>39</b>	<b>14</b>	<b>20</b>	<b>30</b>	<b>157</b>	
<b>Total</b>	<b>781</b>	<b>348</b>	<b>284</b>	<b>156</b>	<b>154</b>	<b>231</b>	<b>1,954</b>		
COC	Authorized	Child Crime - Sexual	16	26	6	5	1	4	58
		Child Crime - Non-sexual	55	121	33	22	6	27	264
		Adult - Sexual	7	11	3	2	1	2	26
		Drugs	1	2	0	5	3	8	19
		Serious Crimes/Felonies	2	10	9	5	15	37	78
		Alcohol	2	6	7	14	19	64	112
		Other Crimes/Misdemeanors	50	71	15	58	14	59	267
		<b>Total</b>	<b>133</b>	<b>247</b>	<b>73</b>	<b>111</b>	<b>59</b>	<b>201</b>	<b>824</b>
	Not Authorized - Docs Suspended	Child Crime - Sexual	0	0	0	1	0	1	2
		Adult - Sexual	0	1	0	0	0	0	1
		<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>3</b>
	Not Authorized - App(s) Pending	Child Crime - Sexual	0	4	0	0	0	0	4
		Child Crime - Non-sexual	7	4	2	1	0	0	14
		Adult - Sexual	1	0	0	0	0	1	2
Drugs		0	1	1	0	0	0	2	

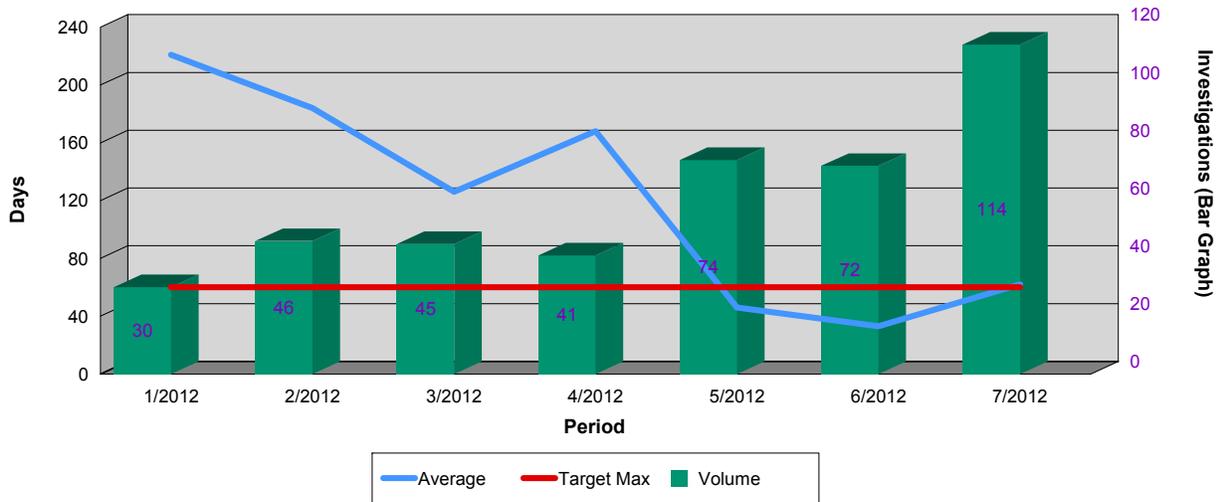
			0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	451 + Days	Total	
COC	Not Authorized - App(s) Pending	Serious Crimes/Felonies	4	10	3	4	0	5	26	
		Alcohol	1	4	1	0	3	4	13	
		Other Crimes/Misdemeanors	4	0	0	1	0	3	8	
		<b>Total</b>	<b>17</b>	<b>23</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>13</b>	<b>69</b>	
	Not Authorized - No App(s) Pending	Child Crime - Sexual	0	13	0	0	0	1	14	
		Child Crime - Non-sexual	5	26	5	2	4	3	45	
		Adult - Sexual	0	4	0	1	0	0	5	
		Drugs	0	1	1	1	0	0	3	
		Serious Crimes/Felonies	0	1	0	0	1	0	2	
		Alcohol	0	2	0	0	0	4	6	
		Other Crimes/Misdemeanors	0	6	0	2	0	5	13	
		<b>Total</b>	<b>5</b>	<b>53</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>13</b>	<b>88</b>	
	<b>Total</b>	<b>155</b>	<b>324</b>	<b>86</b>	<b>124</b>	<b>67</b>	<b>228</b>	<b>984</b>		
	Post COC	Authorized	Child Crime - Sexual	0	0	0	0	0	15	15
			Child Crime - Non-sexual	0	0	0	0	1	31	32
Adult - Sexual			0	0	0	0	0	2	2	
Drugs			0	0	0	0	0	4	4	
Serious Crimes/Felonies			0	0	0	1	0	14	15	
Alcohol			0	0	0	0	1	49	50	
Other Crimes/Misdemeanors			0	0	0	0	1	54	55	
<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>169</b>	<b>173</b>		
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	5	5	
		Alcohol	0	0	0	0	0	3	3	
		Other Crimes/Misdemeanors	0	0	0	0	0	12	12	
<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>26</b>	<b>26</b>		
Not Authorized - App(s) Pending		Child Crime - Sexual	0	0	0	0	0	5	5	
		Child Crime - Non-sexual	0	0	0	0	0	3	3	
		Drugs	1	0	0	0	0	1	2	
		Serious Crimes/Felonies	1	1	0	0	0	6	8	
		Alcohol	0	0	0	0	0	1	1	
		Other Crimes/Misdemeanors	6	1	2	1	0	2	12	
<b>Total</b>		<b>8</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>18</b>	<b>31</b>		
Not Authorized - No App(s) Pending		Child Crime - Sexual	0	0	0	0	0	2	2	
		Child Crime - Non-sexual	0	0	0	0	0	4	4	
		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	5	6		
	Alcohol	0	0	0	0	0	3	3		
	Other Crimes/Misdemeanors	0	0	0	0	0	8	8		
<b>Total</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>24</b>	<b>26</b>			
<b>Total</b>	<b>10</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>237</b>	<b>256</b>			
<b>Total</b>	<b>946</b>	<b>674</b>	<b>372</b>	<b>282</b>	<b>224</b>	<b>696</b>	<b>3,194</b>			

# Commission Dashboard Report

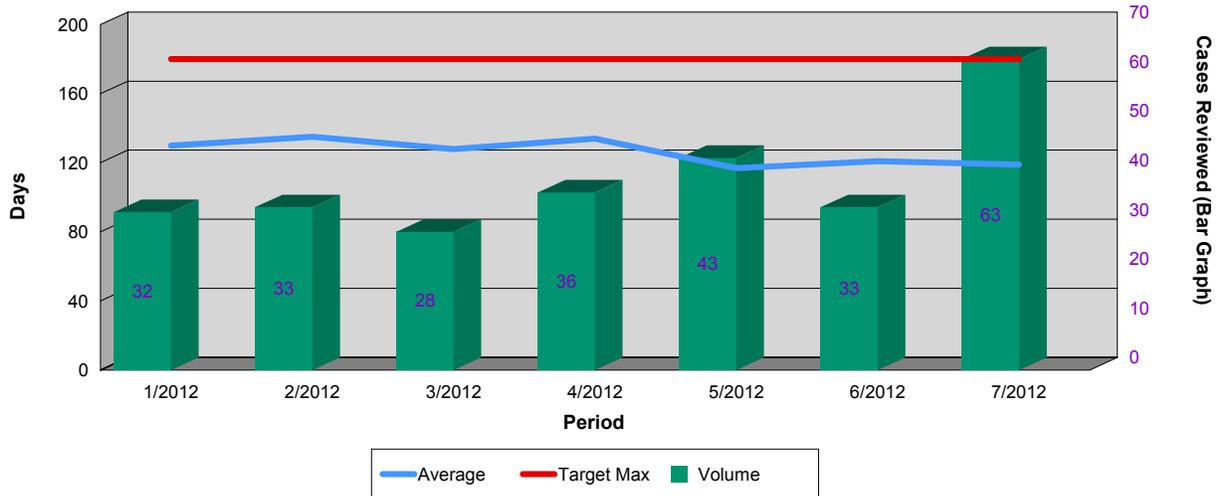
## Pre Committee of Credentials \*



## Case Management \*\*



## Committee Review \*\*\*



\* Pre-COC: The time from case open to assignment to Case Management. (Does not include the time between receipt of an application and opening a case.)

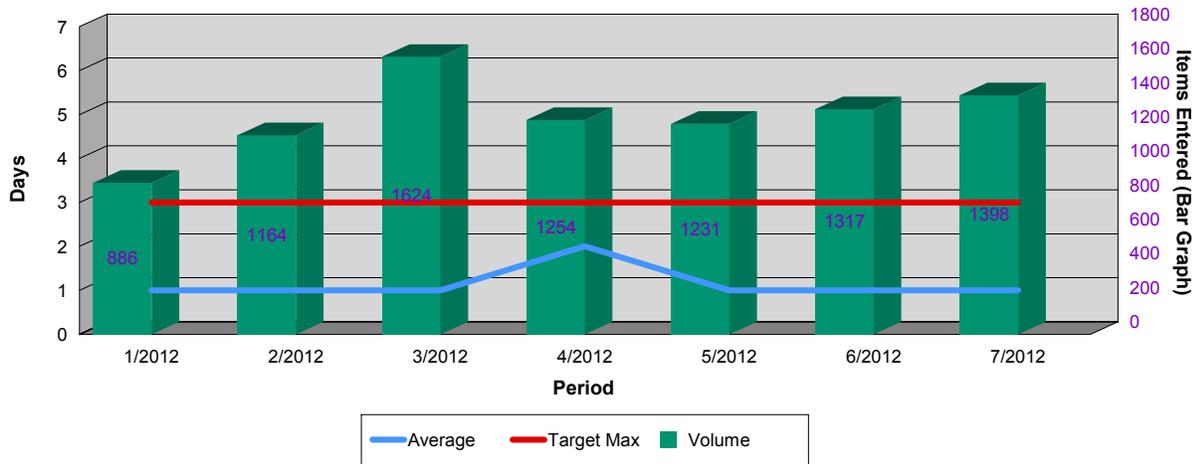
\*\* Case Management: The time from assignment to investigators/analysts to the start of the informal review by COC.

\*\*\* Committee Review: The time from the start of the informal review to the final recommendation of the committee.

# DPP Management Dashboard Report

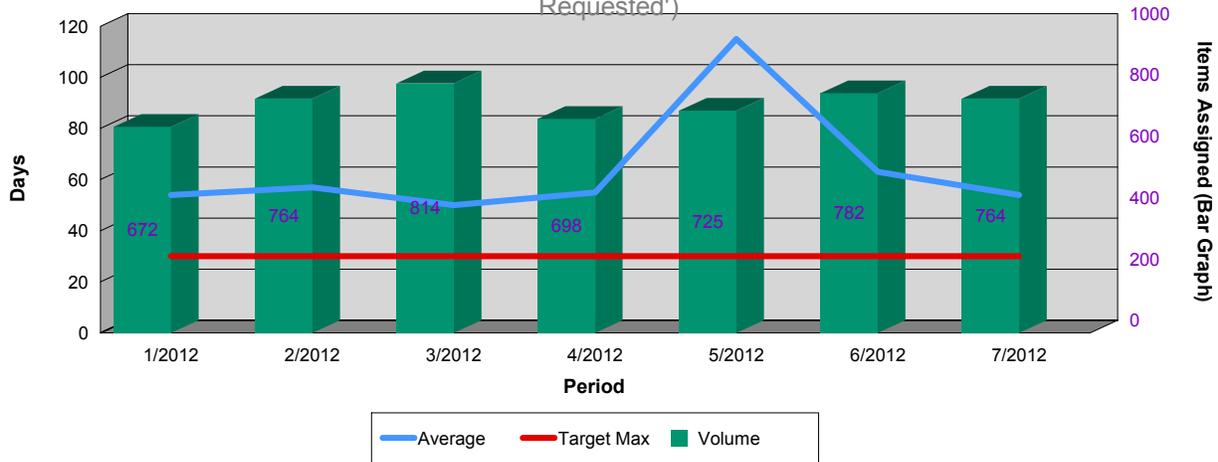
## Mail Processing

(From 'Receipt of Document' to 'Intake Entry')



## Assignment

(From 'Case Open' to 'Info Requested')



## Follow-up

(From 'Info Requested' to 'Request Follow-up')

