
5A

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.

Recommended Action: For information only

Presenter: Nanette F. Rufo, Director, 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.

Division of Professional Practices Workload Report

Introduction

To increase its oversight over the work of Division of Professional Practices (DPP), in 2011 the Commission directed staff to present information about DPP's workload as part of the Commission's agenda.

Highlights for the December 2012 Statistics

Attached are the monthly statistics for December 2012. One trend to note is that the overall caseload in DPP has decreased since the last Commission meeting and is now at 2,847 cases. A goal for management is to continue to reduce that caseload.

Another item to note is the number of RAP sheets being returned to the Department of Justice (DOJ) because the individual no longer holds a document issued by the Commission. As a part of the audit by the Bureau of State Audits (BSA), the BSA determined that DPP received 2,326 unnecessary RAP sheets in a year, an average of 193 a month, wasting scarce staff resources. As part of the Commission's response to the BSA, the Commission developed an automated process to notify the Department of Justice when the Commission was no longer interested in receiving criminal information about a person. To date, the Commission has notified DOJ that it is no longer interested in approximately 336,000 former credential or permit holders. An assumption was made that the automated "no longer interested" notification to DOJ would significantly reduce the number of RAP sheets received in DPP. There has been a reduction, moving the average number between May and October 2012 to approximately 131 RAPs returned to DOJ each month. In December that number decreased to 70 RAPs returned to DOJ as no longer of interest to the Commission.

The Committee of Credentials (Committee) continues to efficiently handle cases brought to it for review, averaging approximately 103 initial review cases each month between July and December 2012. In January, the Committee heard 111 cases at the initial review stage and 65 cases at the formal review stage.

Also included this month is the 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."

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 reducing the time a case is waiting for action by staff and to continue improving work processes.

DPP Monthly Activity Summary

Activity During December 2012

Pre COC

Work Received in DPP

	Items Rec'd	Cases Opened
RAPs	323	124
Apps	657	155
SD Reports *	115	80
Misc *	28	18
Total	1,123	377

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

Document Requests

Arrest	190
Court	323

COC Inventory

Initial Review	111
Formal Review	101
Consent Review	76

COC Work Completed (December 2012)

Cases to COC

Initial Review	113
Formal Review	61
Reconsideration	0
Consent Review	96

Cases Completed

Closed	78
Granted	58
Adverse Actions	50

Post COC

Settlement	2
AG	5
CTC	216

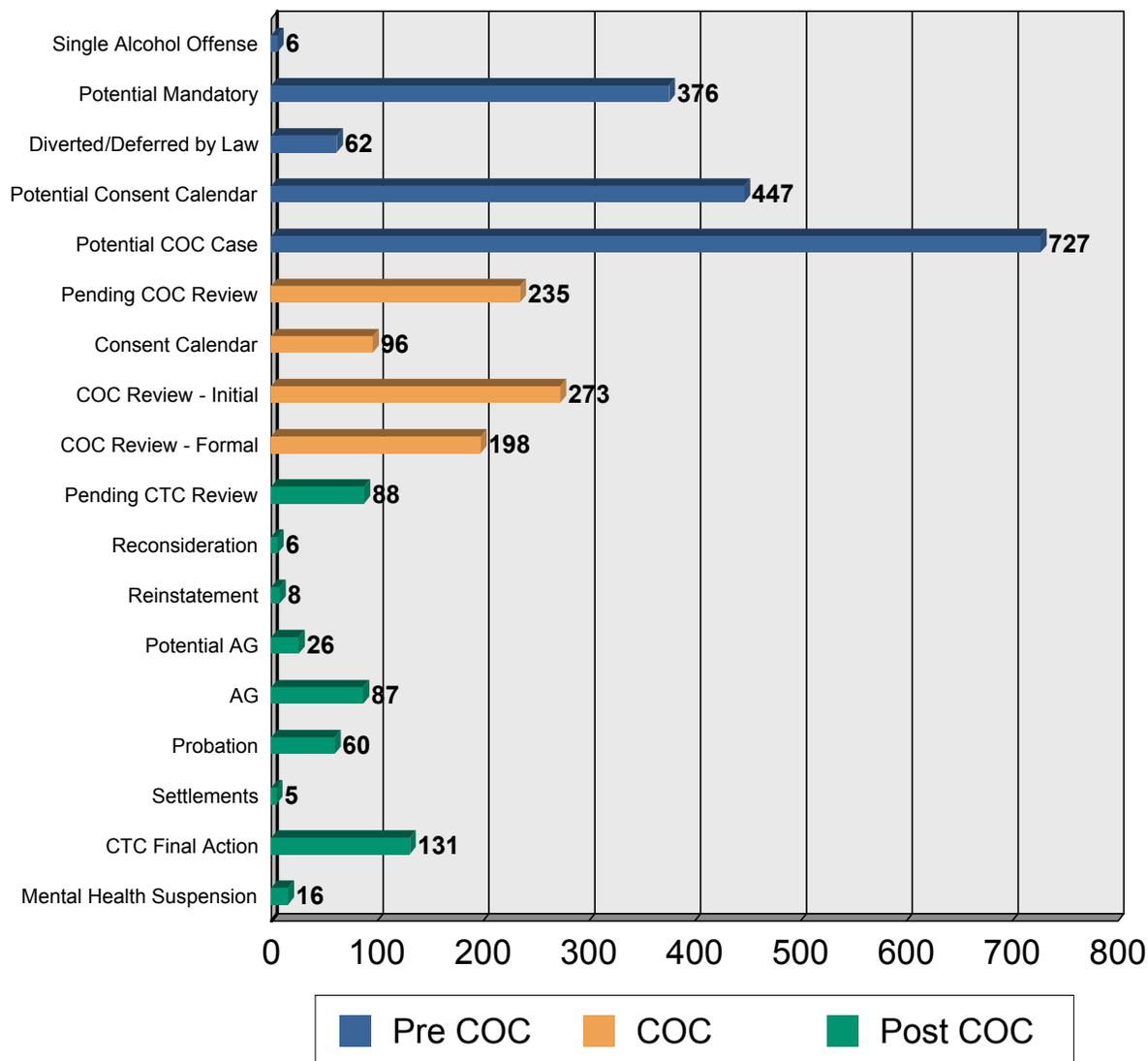
Mandatory Actions

Revocations	9
Denials	2
Automatic Suspensions	4

Inventory for December 2012

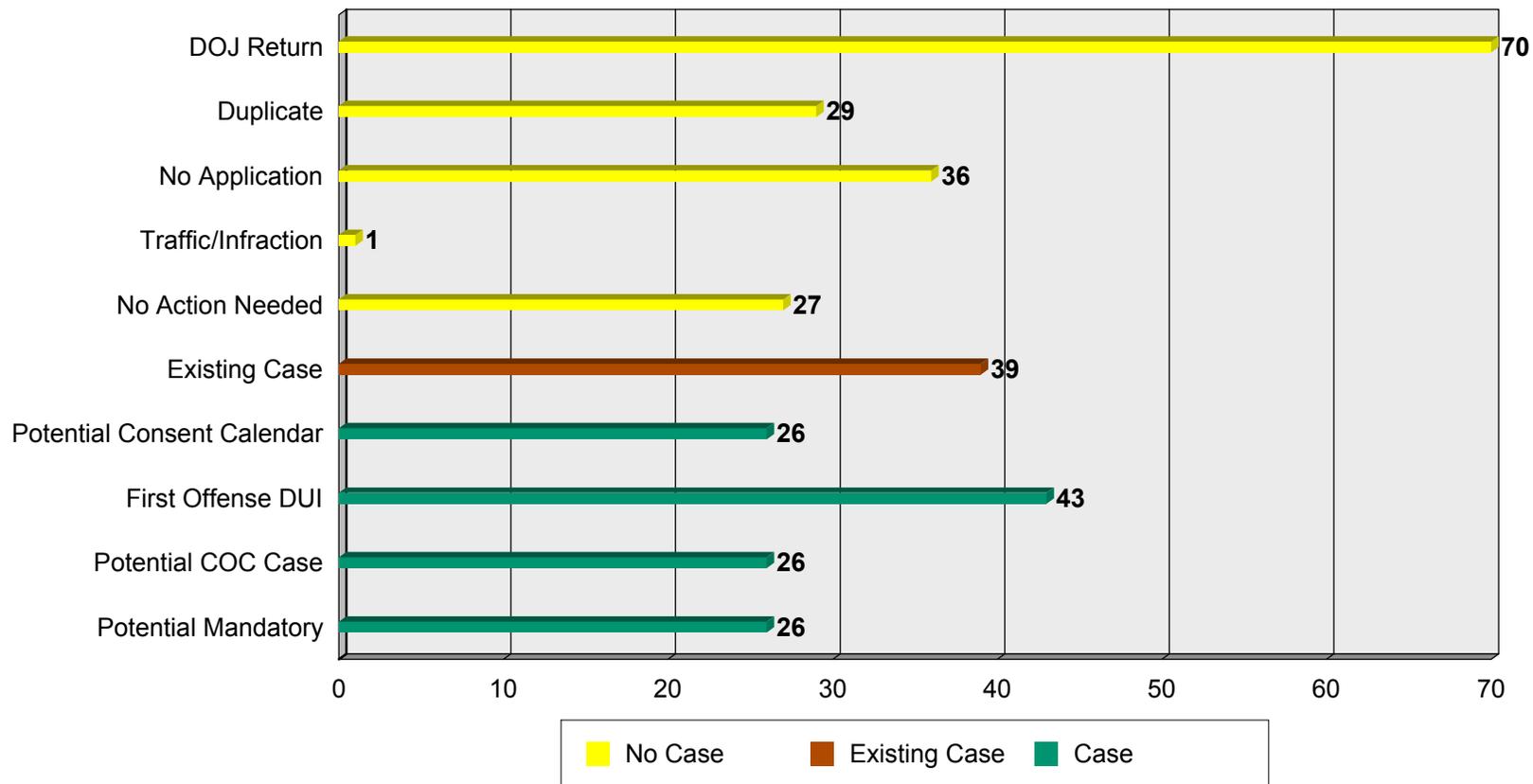
Starting Case Load	2,847
Cases Opened	377
Cases Closed	377
Ending Case Load	2,847

Open Cases by Status and Type as of December 31, 2012



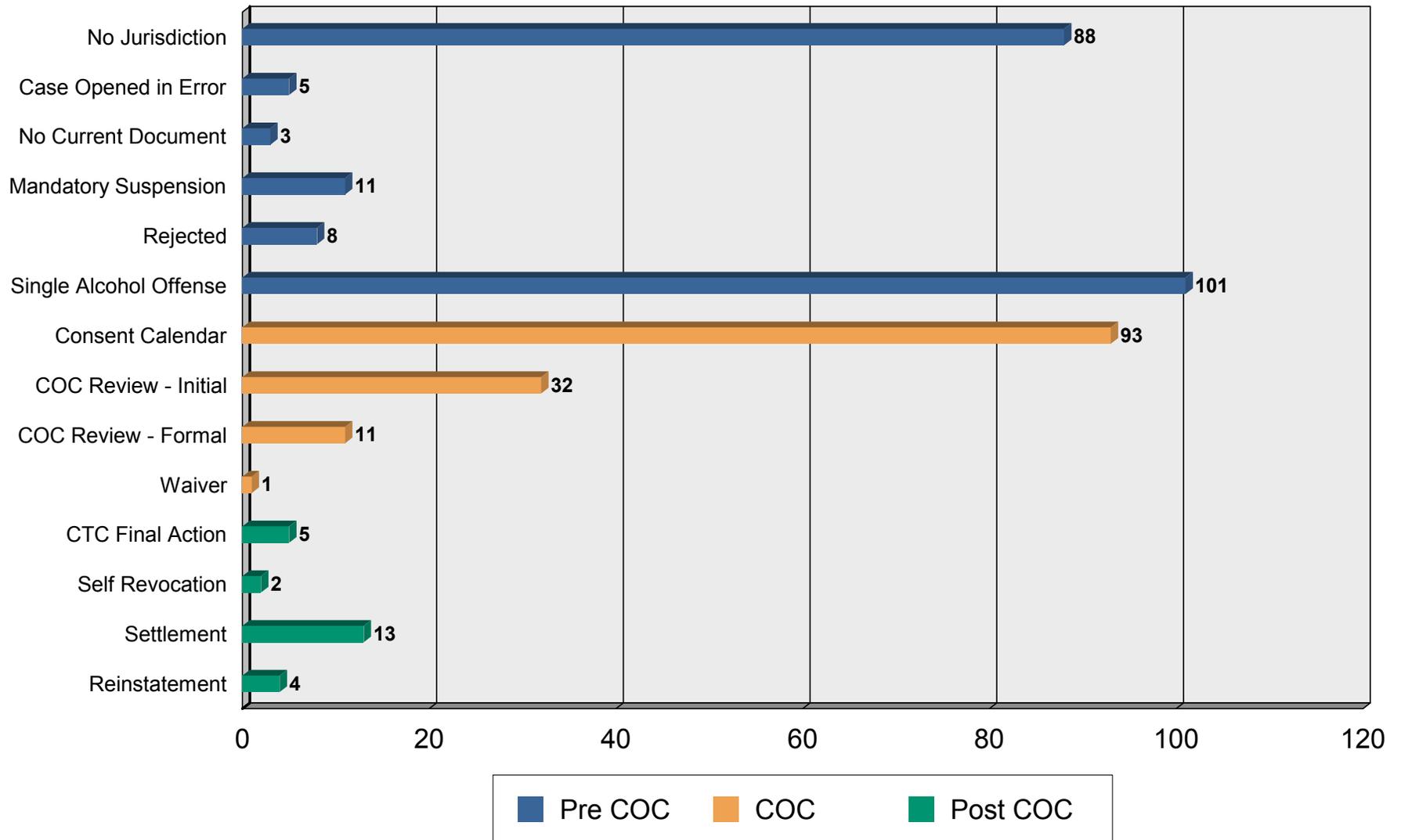
Pre COC	1,618
COC	802
Post COC	427
Total Open Cases	2,847

DPP RAPs Received and Processed December 2012



No Case	163
Existing Case	39
Case	121
Total RAPs	323

Cases Closed by Type During December 2012

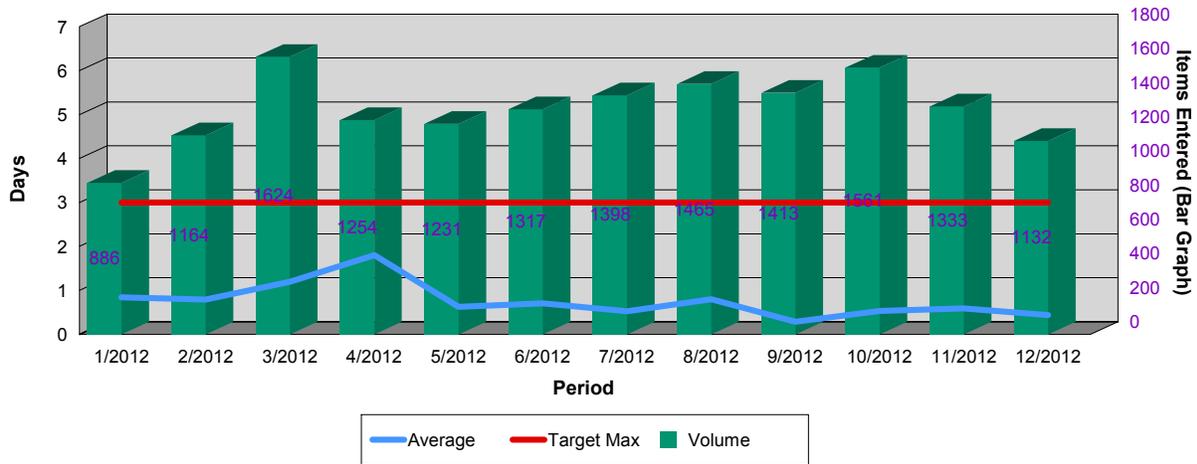


Pre COC	216
COC	137
Post COC	24
Total Cases Closed	377

DPP Management Dashboard Report

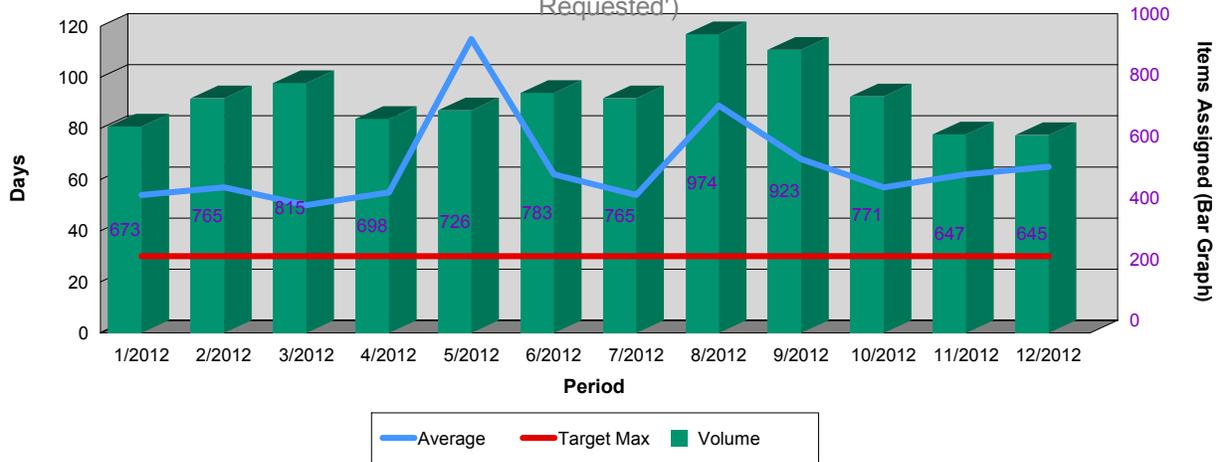
Mail Processing

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



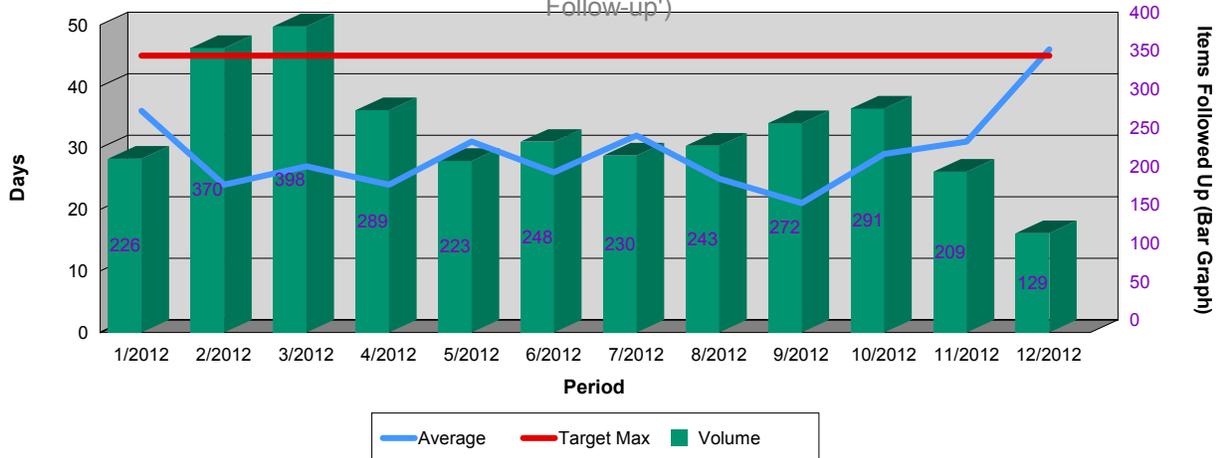
Assignment

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



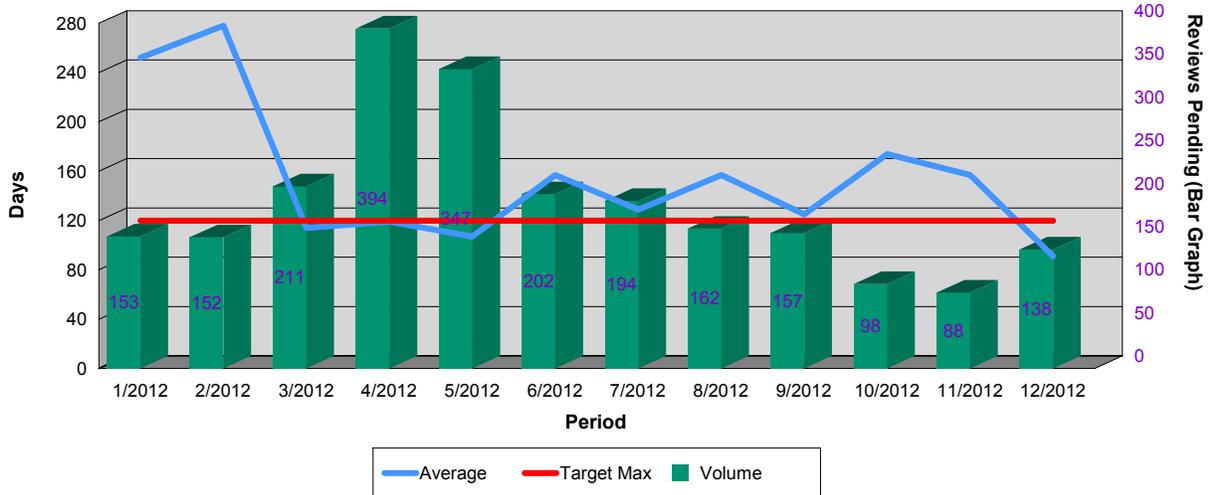
Follow-up

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

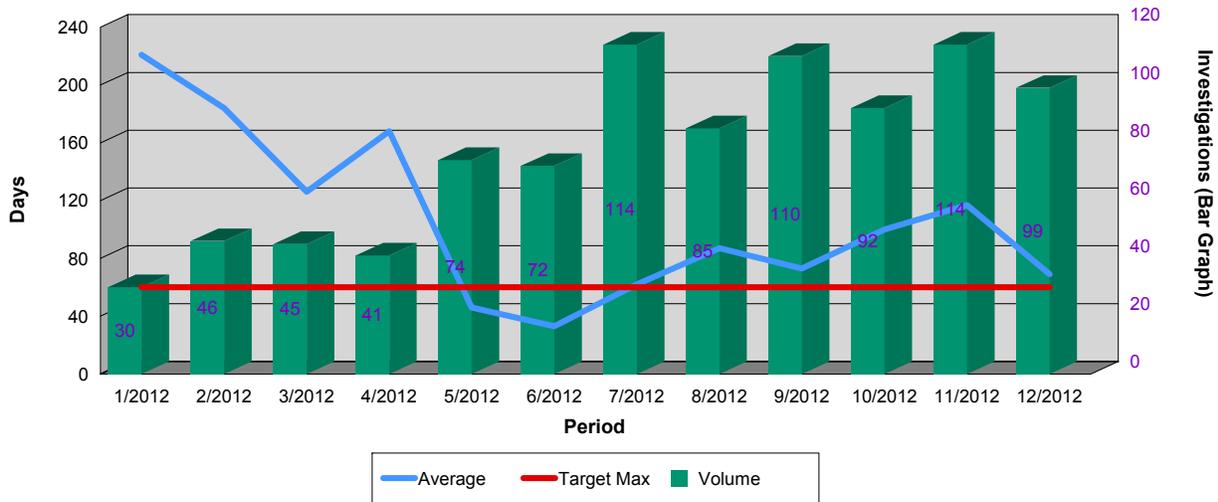


Commission Dashboard Report

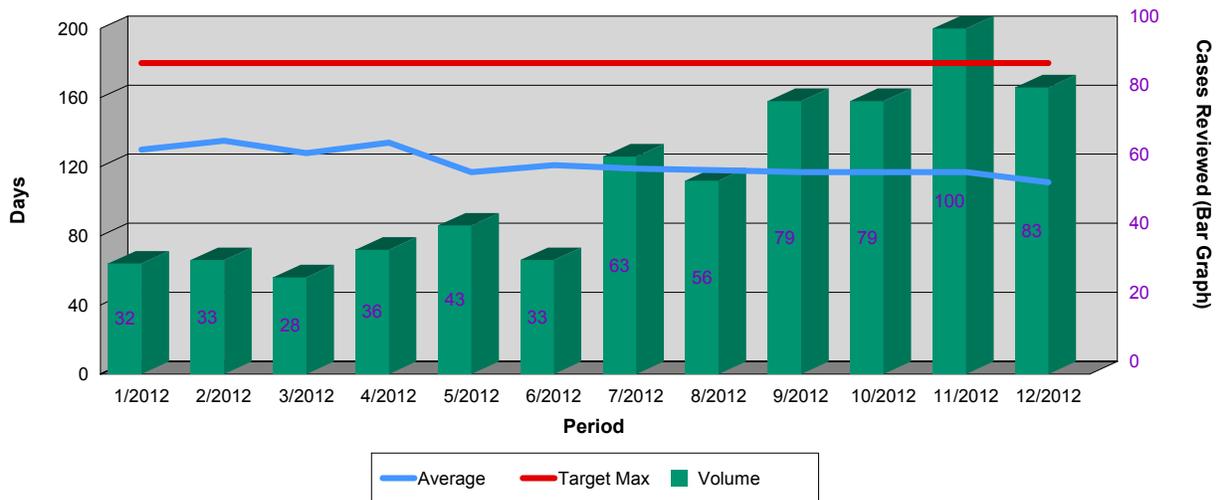
Pre Committee of Credentials *



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.