
4A

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.

March 2013

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 January 2013 Statistics

Attached are the monthly statistics for January 2013. One trend to note is that the overall caseload in DPP continues to decrease from 2,847 cases to 2,760 since the last Commission meeting. For perspective, as recently as September 2012, the caseload was over 3,200.

An important accomplishment for the division this month was the elimination of the backlog of emails within DPP. This was accomplished with existing staff and resources, using techniques similar to those successfully piloted in the Certification Assignment and Waivers Division (CAW). Teamwork by staff throughout the different units in DPP was critical in reaching this goal.

DPP will continue its effort in decreasing the delay in the processing of applications received in the division. Applications are generally routed to the DPP when a "flag" is placed on the electronic file by CAW staff because of receipt of criminal information or because the applicant responds "yes" to one or more professional fitness questions. In early 2011, it could take up to 12 months before a file was opened on an application referred to DPP. Currently, applications are screened on a daily basis to identify those applications where the offense would require a mandatory denial or where the disclosed misconduct was previously reviewed by the Committee. Those cases receive immediate attention. However, after that screening, the remaining applications currently wait approximately six weeks before a case file is opened.

Our next area of focus will be to ensure that staff is requesting documents from outside agencies in a timely manner. Although it is out of DPP's control when agencies respond, staff can and should do its best to ensure that cases are processed in a timely fashion.

The Committee of Credentials (Committee) continues to efficiently handle cases brought to it for review, averaging approximately 104 initial review cases and an additional 72 cases at the formal review stage each month this fiscal year. In January, the Committee heard 111 cases at the initial review stage and 65 cases at the formal review stage. The Committee's February agenda was particularly full with 29 scheduled appearances, 50 cases set for formal review without an appearance, and 109 cases set for informal review.

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 and to continue improving work processes.

DPP Monthly Activity Summary

Activity During January 2013

Pre COC

Work Received in DPP

	Items Rec'd	Cases Opened
RAPs	628	190
Apps	478	268
SD Reports *	63	33
Misc *	20	23
Total	1,189	514

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

Document Requests

Arrest	194
Court	452

COC Inventory

Initial Review	109
Formal Review	78
Consent Review	74

COC Work Completed (January 2013)

Cases to COC

Initial Review	111
Formal Review	65
Reconsideration	0
Consent Review	133

Cases Completed

Closed	89
Granted	86
Adverse Actions	48

Post COC

Settlement	2
AG	6
CTC	0

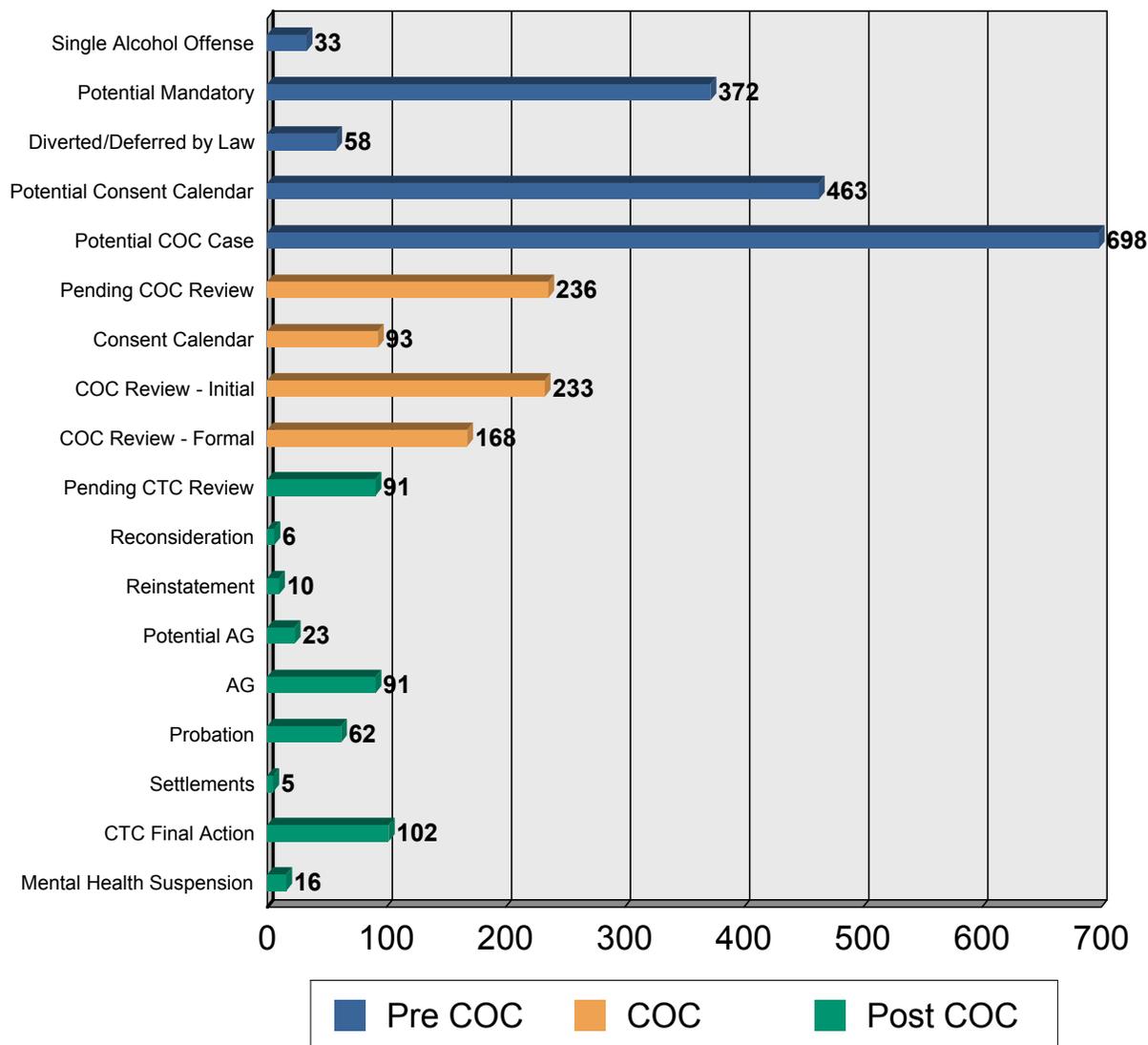
Mandatory Actions

Revocations	13
Denials	4
Automatic Suspensions	8

Inventory for January 2013

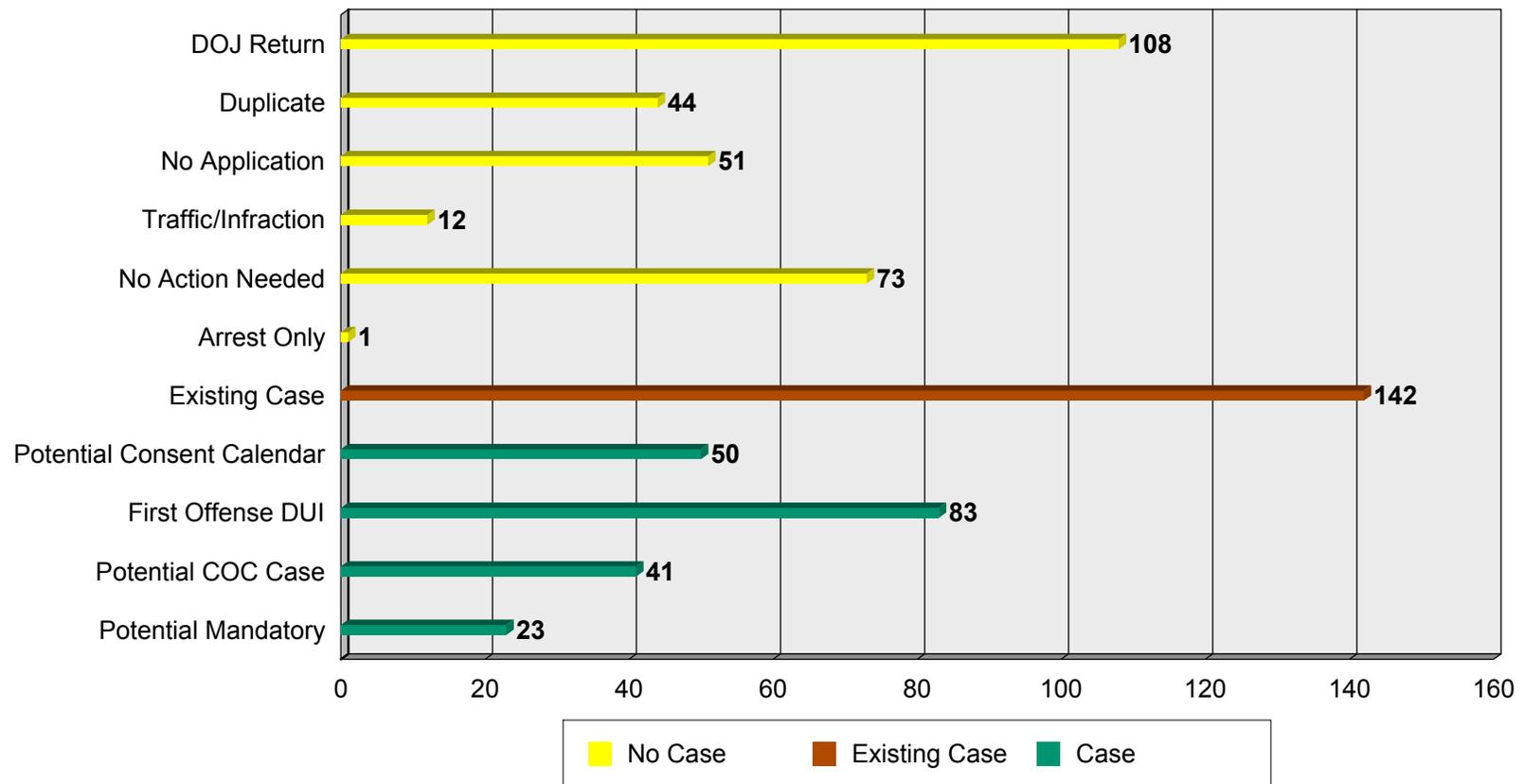
Starting Case Load	2,847
Cases Opened	514
Cases Closed	601
Ending Case Load	2,760

Open Cases by Status and Type as of January 31, 2013



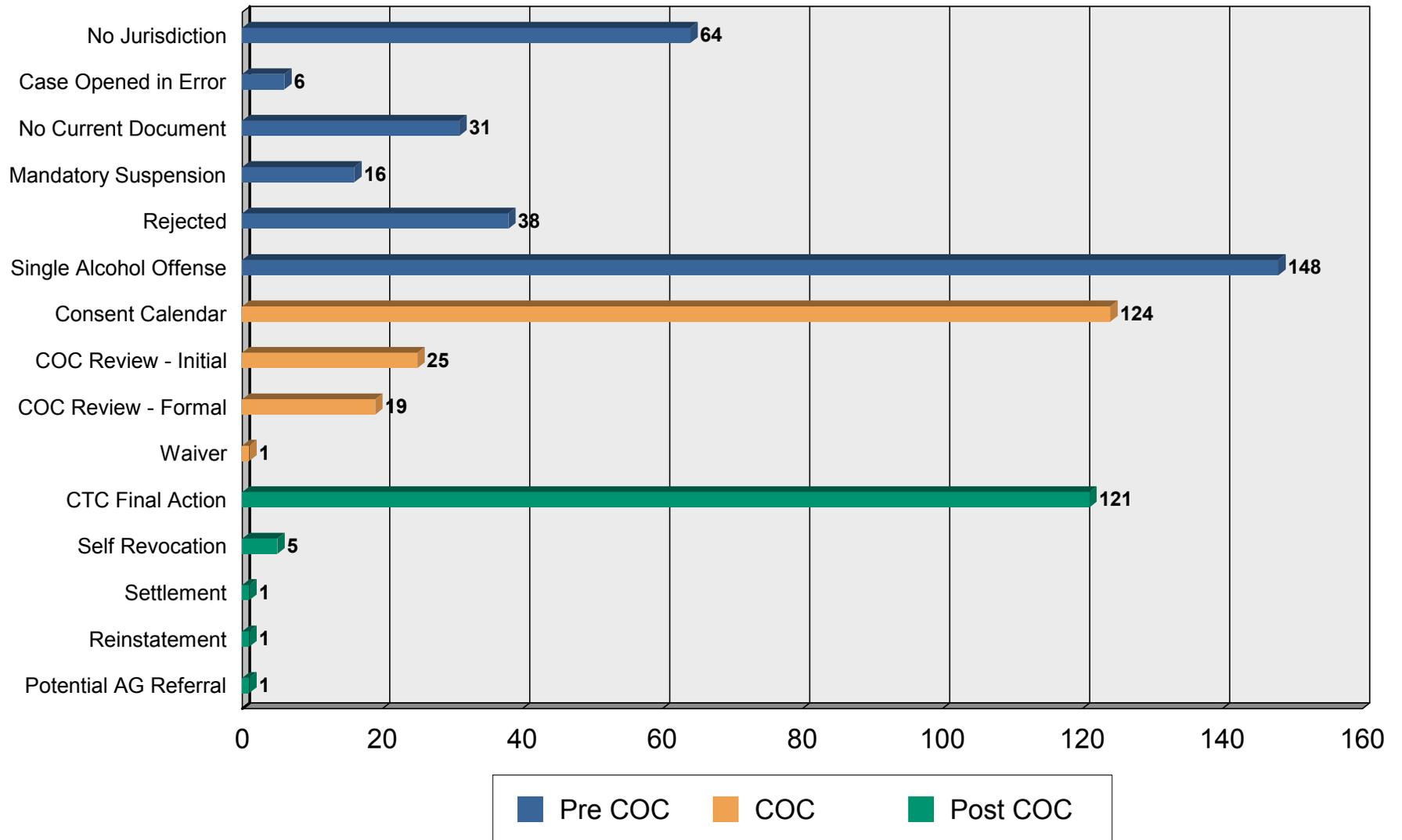
Pre COC	1,624
COC	730
Post COC	406
Total Open Cases	2,760

DPP RAPs Received and Processed January 2013



No Case	289
Existing Case	142
Case	197
Total RAPs	628

Cases Closed by Type During January 2013



Pre COC	303
COC	169
Post COC	129
Total Cases Closed	601

Open Cases Aged by Case Status, Case Type, and Offense as of January 31, 2013

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	14	13	12	15	31	103
		Child Crime - Non-sexual	15	8	9	4	0	5	41
		Adult - Sexual	4	4	4	5	4	4	25
		Drugs	25	17	14	11	2	9	78
		Serious Crimes/Felonies	41	12	13	13	7	24	110
		Alcohol	3	7	4	0	0	0	14
		Other Crimes/Misdemeanors	0	0	1	0	0	0	1
		Total	106	62	58	45	28	73	372
	Diverted / Deferred by Law	Child Crime - Non-sexual	0	0	1	1	0	3	5
		Drugs	0	7	9	7	4	18	45
		Serious Crimes/Felonies	0	1	2	0	2	3	8
		Total	0	8	12	8	6	24	58
	Potential Consent Calendar	Child Crime - Non-sexual	4	1	0	1	0	0	6
		Adult - Sexual	1	2	3	0	0	0	6
		Drugs	5	6	0	0	0	2	13
		Serious Crimes/Felonies	10	9	6	2	7	10	44
		Alcohol	98	60	24	20	10	12	224
		Other Crimes/Misdemeanors	100	37	8	11	7	7	170
		Total	218	115	41	34	24	31	463
	Potential COC Case	Child Crime - Sexual	4	1	1	1	0	0	7
		Child Crime - Non-sexual	36	9	0	2	1	1	49
		Adult - Sexual	3	5	0	2	0	2	12
		Drugs	17	12	3	3	3	4	42
		Serious Crimes/Felonies	118	79	57	24	20	29	327
		Alcohol	32	29	38	23	13	26	161
		Other Crimes/Misdemeanors	43	26	4	7	5	15	100
		Total	253	161	103	62	42	77	698
Single Alcohol Offense	Alcohol	33	0	0	0	0	0	33	
	Total	33	0	0	0	0	0	33	
Total		610	346	214	149	100	205	1,624	
COC	Pending COC Review	Child Crime - Sexual	12	12	4	12	0	4	44
		Child Crime - Non-sexual	35	15	11	30	5	4	100
		Adult - Sexual	2	2	0	5	1	0	10
		Drugs	0	0	1	0	0	2	3
		Serious Crimes/Felonies	2	6	3	3	1	3	18
		Alcohol	0	2	3	2	0	3	10
		Other Crimes/Misdemeanors	19	9	4	12	1	6	51
		Total	70	46	26	64	8	22	236
	Consent Calendar	Child Crime - Sexual	1	0	0	0	0	0	1
		Child Crime - Non-sexual	2	0	1	0	0	0	3
		Adult - Sexual	2	1	0	0	0	0	3
		Drugs	2	0	2	0	0	2	6
		Serious Crimes/Felonies	4	5	3	3	0	2	17
		Alcohol	11	10	6	1	2	2	32
		Other Crimes/Misdemeanors	20	3	1	2	0	5	31

			0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	450 + Days	Total	
COC	Consent Calendar	Total	42	19	13	6	2	11	93	
	COC Review - Initial	Child Crime - Sexual	6	6	2	2	1	0	17	
		Child Crime - Non-sexual	19	9	11	7	3	4	53	
		Adult - Sexual	2	1	0	1	0	2	6	
		Drugs	1	0	0	0	0	4	5	
		Serious Crimes/Felonies	1	10	12	6	4	6	39	
		Alcohol	3	7	4	4	4	10	32	
		Other Crimes/Misdemeanors	28	21	4	6	3	19	81	
		Total	60	54	33	26	15	45	233	
	COC Review - Formal	Child Crime - Sexual	0	1	4	5	0	2	12	
		Child Crime - Non-sexual	0	15	14	15	4	7	55	
		Adult - Sexual	0	3	1	0	0	1	5	
		Drugs	0	2	0	1	0	6	9	
		Serious Crimes/Felonies	0	2	7	10	3	8	30	
		Alcohol	0	2	1	3	2	3	11	
		Other Crimes/Misdemeanors	1	9	14	5	0	17	46	
		Total	1	34	41	39	9	44	168	
	Total	173	153	113	135	34	122	730		
	Post COC	Referred to Attorney General	Child Crime - Sexual	0	0	0	1	0	12	13
			Child Crime - Non-sexual	0	0	0	2	0	21	23
Adult - Sexual			0	0	0	0	0	4	4	
Drugs			0	0	0	1	0	3	4	
Serious Crimes/Felonies			0	0	0	0	0	8	8	
Alcohol			0	0	0	0	0	4	4	
Other Crimes/Misdemeanors			0	0	0	2	1	32	35	
Total			0	0	0	6	1	84	91	
Potential AG Referral		Child Crime - Sexual	0	0	0	0	0	1	1	
		Child Crime - Non-sexual	0	0	0	5	0	4	9	
		Serious Crimes/Felonies	0	0	0	0	0	2	2	
		Alcohol	0	0	0	0	0	1	1	
		Other Crimes/Misdemeanors	0	0	0	4	1	5	10	
		Total	0	0	0	9	1	13	23	
Pending CTC Review		Child Crime - Sexual	0	0	3	1	0	2	6	
		Child Crime - Non-sexual	0	2	8	11	1	6	28	
		Adult - Sexual	0	0	3	2	0	0	5	
		Drugs	0	0	1	0	0	2	3	
		Serious Crimes/Felonies	0	1	2	5	1	9	18	
		Alcohol	0	0	1	2	0	8	11	
		Other Crimes/Misdemeanors	0	0	5	3	1	11	20	
		Total	0	3	23	24	3	38	91	
CTC Final Action		Child Crime - Sexual	0	1	0	6	0	1	8	
		Child Crime - Non-sexual	0	1	3	16	1	5	26	
		Adult - Sexual	0	0	0	2	0	1	3	
		Drugs	0	0	2	1	0	0	3	
		Serious Crimes/Felonies	0	1	0	0	1	10	12	
		Alcohol	0	0	1	1	2	12	16	
	Other Crimes/Misdemeanors	2	0	4	13	2	13	34		
	Total	2	3	10	39	6	42	102		

			0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	450 + Days	Total
Post COC	Settlement	Child Crime - Sexual	0	0	0	0	0	1	1
		Serious Crimes/Felonies	0	0	1	0	0	0	1
		Other Crimes/Misdemeanors	2	0	0	0	0	1	3
		Total	2	0	1	0	0	2	5
	Probation	Child Crime - Sexual	0	0	0	0	0	1	1
		Child Crime - Non-sexual	0	0	0	0	0	7	7
		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	7	7
		Alcohol	0	0	0	0	0	24	24
		Other Crimes/Misdemeanors	0	0	0	0	0	21	21
		Total	0	0	0	0	0	62	62
	Reconsideration	Child Crime - Non-sexual	0	0	0	1	0	0	1
		Alcohol	0	0	0	0	0	1	1
		Other Crimes/Misdemeanors	0	0	1	2	0	1	4
		Total	0	0	1	3	0	2	6
	Reinstatement	Child Crime - Sexual	1	0	0	0	0	0	1
		Child Crime - Non-sexual	0	2	0	0	0	0	2
		Adult - Sexual	1	0	0	0	0	0	1
		Serious Crimes/Felonies	2	0	0	0	0	0	2
		Other Crimes/Misdemeanors	3	1	0	0	0	0	4
		Total	7	3	0	0	0	0	10
	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
		Total	0	0	0	0	0	16	16
	Total	11	9	35	81	11	259	406	
Total	794	508	362	365	145	586	2,760		

Open Cases Aged by Case Status, Credential Status, and Offense - as of January 31, 2013

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	11	8	4	1	1	0	25
		Child Crime - Non-sexual	46	17	7	6	1	7	84
		Adult - Sexual	5	7	6	4	0	4	26
		Drugs	25	25	19	17	9	31	126
		Serious Crimes/Felonies	98	70	53	32	32	57	342
		Alcohol	108	82	57	39	22	34	342
		Other Crimes/Misdemeanors	84	41	9	15	9	19	177
		Total	377	250	155	114	74	152	1,122
	Not Authorized - Docs Suspended	Child Crime - Sexual	0	0	0	0	0	6	6
		Serious Crimes/Felonies	0	0	0	0	0	1	1
		Alcohol	1	0	0	0	0	0	1
		Total	1	0	0	0	0	7	8
	Not Authorized - App(s) Pending	Child Crime - Sexual	0	0	0	1	0	2	3
		Child Crime - Non-sexual	7	1	0	0	0	1	9
		Adult - Sexual	3	2	0	0	0	1	6
		Drugs	19	15	3	1	0	2	40
		Serious Crimes/Felonies	66	30	21	5	3	5	130
		Alcohol	55	14	7	3	1	2	82
		Other Crimes/Misdemeanors	58	22	4	2	2	2	90
		Total	208	84	35	12	6	15	360
	Not Authorized - No App(s) Pending	Child Crime - Sexual	11	7	10	11	14	23	76
		Child Crime - Non-sexual	2	0	3	2	0	1	8
		Adult - Sexual	0	2	1	3	4	1	11
		Drugs	3	2	4	3	0	0	12
		Serious Crimes/Felonies	4	1	4	2	1	3	15
		Alcohol	1	0	2	1	0	2	6
		Other Crimes/Misdemeanors	1	0	0	1	1	1	4
	Total	22	12	24	23	20	31	132	
	Undefined	Serious Crimes/Felonies	1	0	0	0	0	0	1
Alcohol		1	0	0	0	0	0	1	
Total		2	0	0	0	0	0	2	
Total	610	346	214	149	100	205	1,624		
COC	Authorized	Child Crime - Sexual	18	16	10	12	1	5	62
		Child Crime - Non-sexual	54	34	30	44	12	13	187
		Adult - Sexual	5	4	1	5	1	1	17
		Drugs	1	2	1	0	0	12	16
		Serious Crimes/Felonies	1	7	16	16	6	16	62
		Alcohol	4	10	11	9	8	15	57
		Other Crimes/Misdemeanors	52	38	20	24	4	43	181
		Total	135	111	89	110	32	105	582
	Not Authorized - App(s) Pending	Child Crime - Sexual	1	2	0	0	0	1	4
		Child Crime - Non-sexual	0	2	3	3	0	0	8
		Adult - Sexual	1	2	0	0	0	1	4

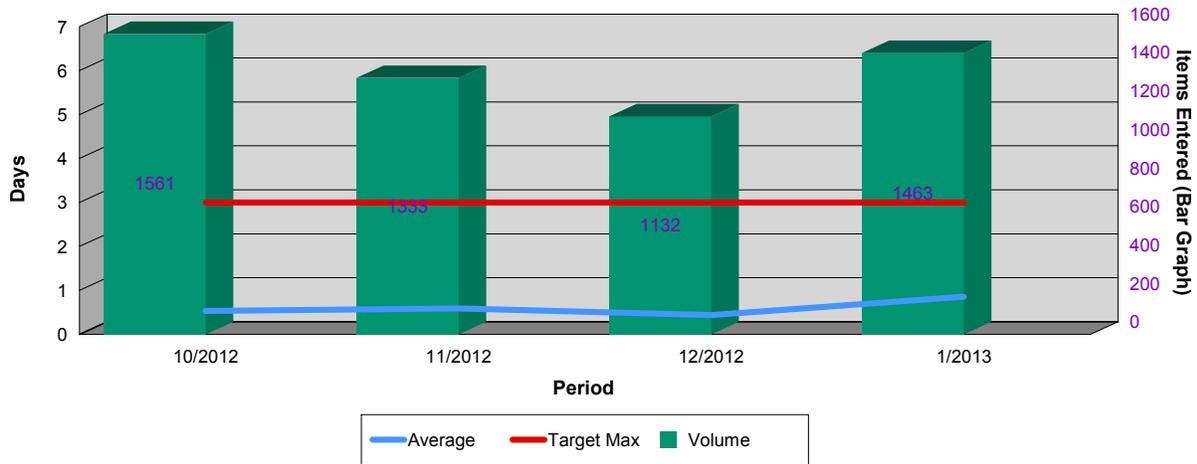
			0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	451 + Days	Total	
COC	Not Authorized - App(s) Pending	Drugs	2	0	2	0	0	2	6	
		Serious Crimes/Felonies	6	14	9	3	2	1	35	
		Alcohol	10	11	1	1	0	1	24	
		Other Crimes/Misdemeanors	14	2	3	0	0	3	22	
		Total	34	33	18	7	2	9	103	
	Not Authorized - No App(s) Pending	Child Crime - Sexual	0	1	0	7	0	0	8	
		Child Crime - Non-sexual	2	3	4	5	0	2	16	
		Adult - Sexual	0	1	0	1	0	1	3	
		Drugs	0	0	0	1	0	0	1	
		Serious Crimes/Felonies	0	2	0	3	0	2	7	
		Alcohol	0	0	2	0	0	2	4	
		Other Crimes/Misdemeanors	2	2	0	1	0	1	6	
		Total	4	9	6	18	0	8	45	
	Total			173	153	113	135	34	122	730
	Post COC	Authorized	Child Crime - Sexual	0	0	2	3	0	13	18
Child Crime - Non-sexual			0	2	9	24	1	32	68	
Adult - Sexual			0	0	3	3	0	4	10	
Drugs			0	0	2	1	0	5	8	
Serious Crimes/Felonies			0	1	0	4	1	23	29	
Alcohol			0	0	1	2	2	44	49	
Other Crimes/Misdemeanors			4	0	8	21	4	72	109	
Total			4	3	25	58	8	193	291	
Not Authorized - Docs Suspended		Child Crime - Sexual	0	0	0	0	0	3	3	
		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	4	4	
		Alcohol	0	0	0	0	0	2	2	
		Other Crimes/Misdemeanors	0	0	0	0	0	10	10	
		Total	0	0	0	0	0	23	23	
Not Authorized - App(s) Pending		Child Crime - Sexual	1	1	0	1	0	3	6	
		Child Crime - Non-sexual	0	3	1	5	0	5	14	
		Adult - Sexual	1	0	0	0	0	0	1	
		Drugs	0	0	1	0	0	1	2	
		Serious Crimes/Felonies	2	1	2	1	1	9	16	
		Alcohol	0	0	1	0	0	2	3	
		Other Crimes/Misdemeanors	2	1	1	1	1	4	10	
		Total	6	6	6	8	2	24	52	
Not Authorized - No App(s) Pending		Child Crime - Sexual	0	0	1	4	0	0	5	
		Child Crime - Non-sexual	0	0	1	6	1	5	13	
		Adult - Sexual	0	0	0	1	0	2	3	
		Drugs	0	0	0	1	0	0	1	
		Serious Crimes/Felonies	0	0	1	0	0	3	4	
	Alcohol	0	0	0	1	0	3	4		
	Other Crimes/Misdemeanors	1	0	1	2	0	6	10		
	Total	1	0	4	15	1	19	40		

		0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	451 + Days	Total
Post COC	Total	11	9	35	81	11	259	406
Total		794	508	362	365	145	586	2,760

DPP Management Dashboard Report

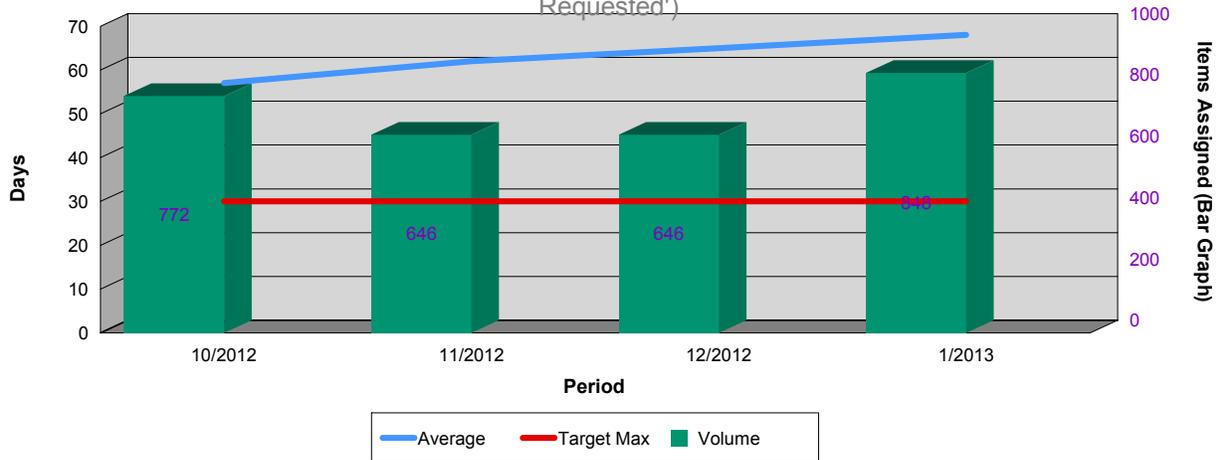
Mail Processing

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



Assignment

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



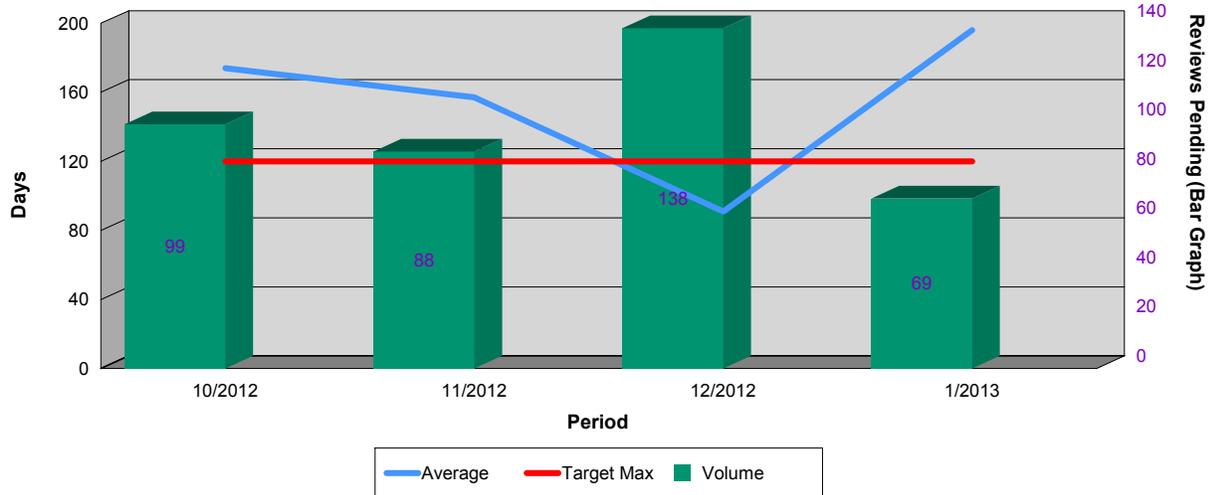
Follow-up

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

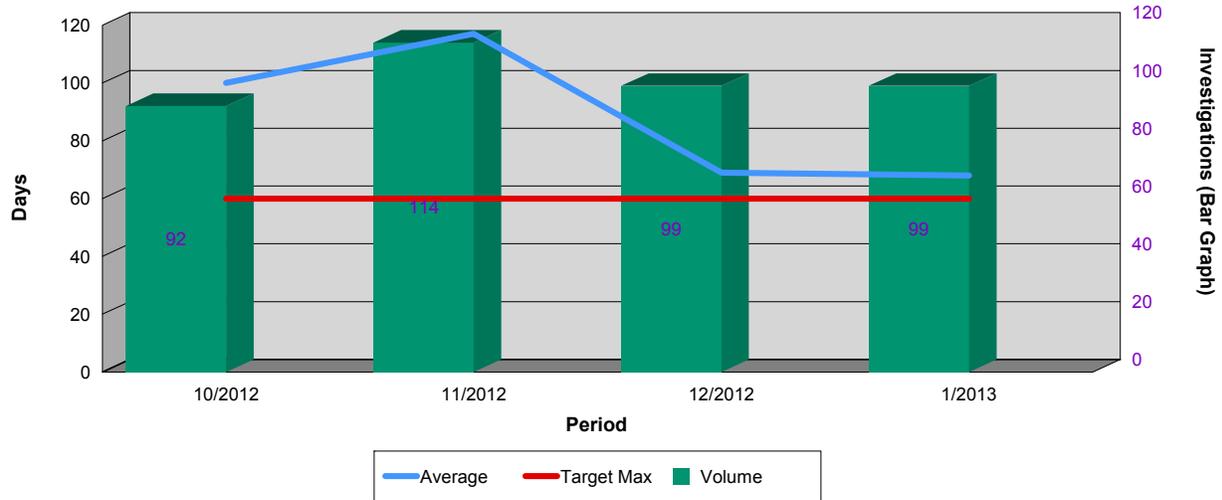


Commission Dashboard Report

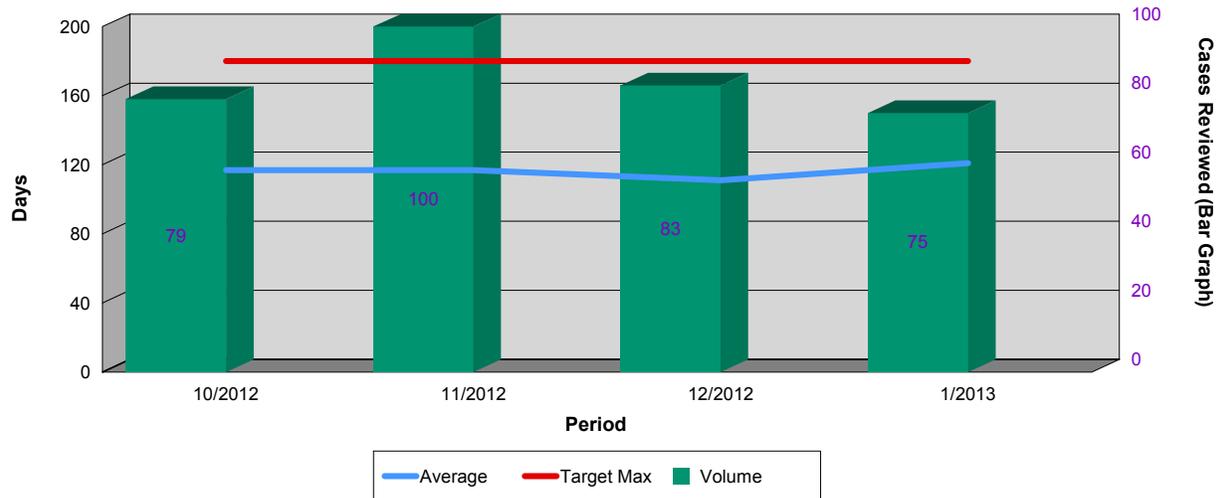
Pre Committee of Credentials *



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.