
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.

April 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 March 2013 Statistics

Attached are the monthly statistics for March 2013. The caseload grew slightly from the January 2013 report, from 2,760 to 2,815. For perspective, as recently as September 2012, the caseload was over 3,200.

As reported at the last Commission meeting, the DPP eliminated the backlog of emails and was continuing efforts to decrease 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 certification 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. At the last meeting, applications in DPP were waiting approximately six weeks before a case file is opened. Currently that wait time for applications is approximately one week.

A new focus for staff will be a data cleansing process for suspensions ordered in prior years. When the Commission launched CTC Online last year, one improvement in the system was having adverse actions readily available to the public. However, when suspension data was posted, numerous errors were found. To avoid harm, all historic suspension information was removed from CTC Online until each item was reviewed and manually entered. To date, staff has nearly completed entry of suspension data from 2010 to the present. Because of the complexity of the system, each suspension takes approximately 5 minutes to complete. We anticipate this project will take several months to complete.

The Committee of Credentials (Committee) continues to efficiently handle cases brought to it for review, averaging approximately 105 initial review cases and an additional 75 cases at the formal review stage each month this fiscal year. The Committee's March agenda was particularly full with 31 scheduled appearances, 56 cases set for formal review without an appearance, and 102 cases set for informal review.

Starting in May 2013, we will be reducing the target number of cases being presented to the Committee at the informal review stage from 100 to 90. The pace of review has been stressful for both staff and the Committee. We will be watching the caseload numbers closely to ensure that we don't start seeing a trend of an increasing caseload.

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 March 2013

Pre COC

Work Received in DPP

	Items Rec'd	Cases Opened
RAPs	729	193
Apps	478	295
SD Reports *	79	93
Misc *	26	32
Total	1,312	613

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

Document Requests

Arrest	281
Court	498

COC Inventory

Initial Review	106
Formal Review	81
Consent Review	16

COC Work Completed (March 2013)

Cases to COC

Initial Review	102
Formal Review	87
Reconsideration	1
Consent Review	207

Cases Completed

Closed	89
Granted	151
Adverse Actions	71

Post COC

Settlement	6
AG	10
CTC	75

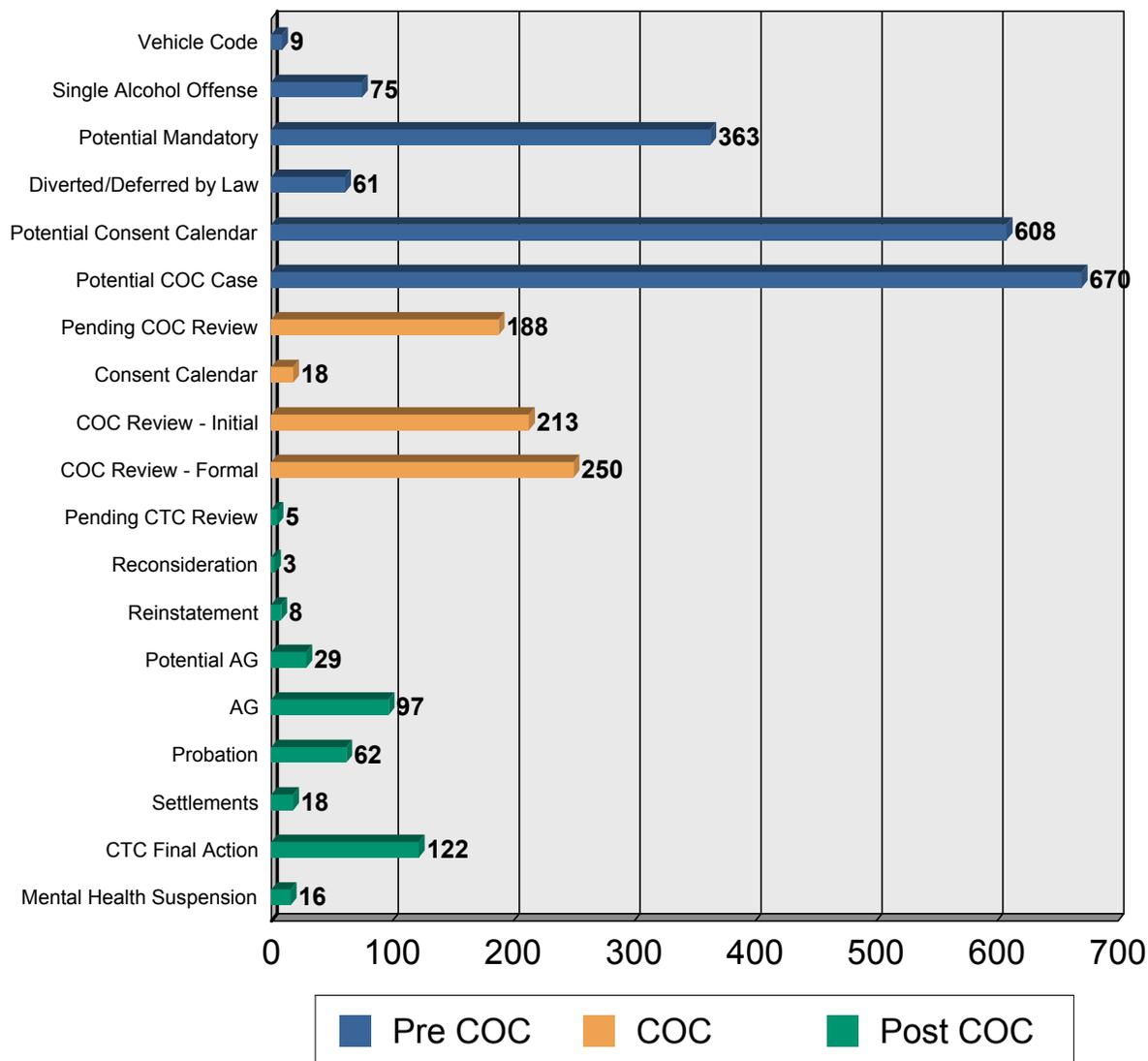
Mandatory Actions

Revocations	17
Denials	3
Automatic Suspensions	5

Inventory for March 2013

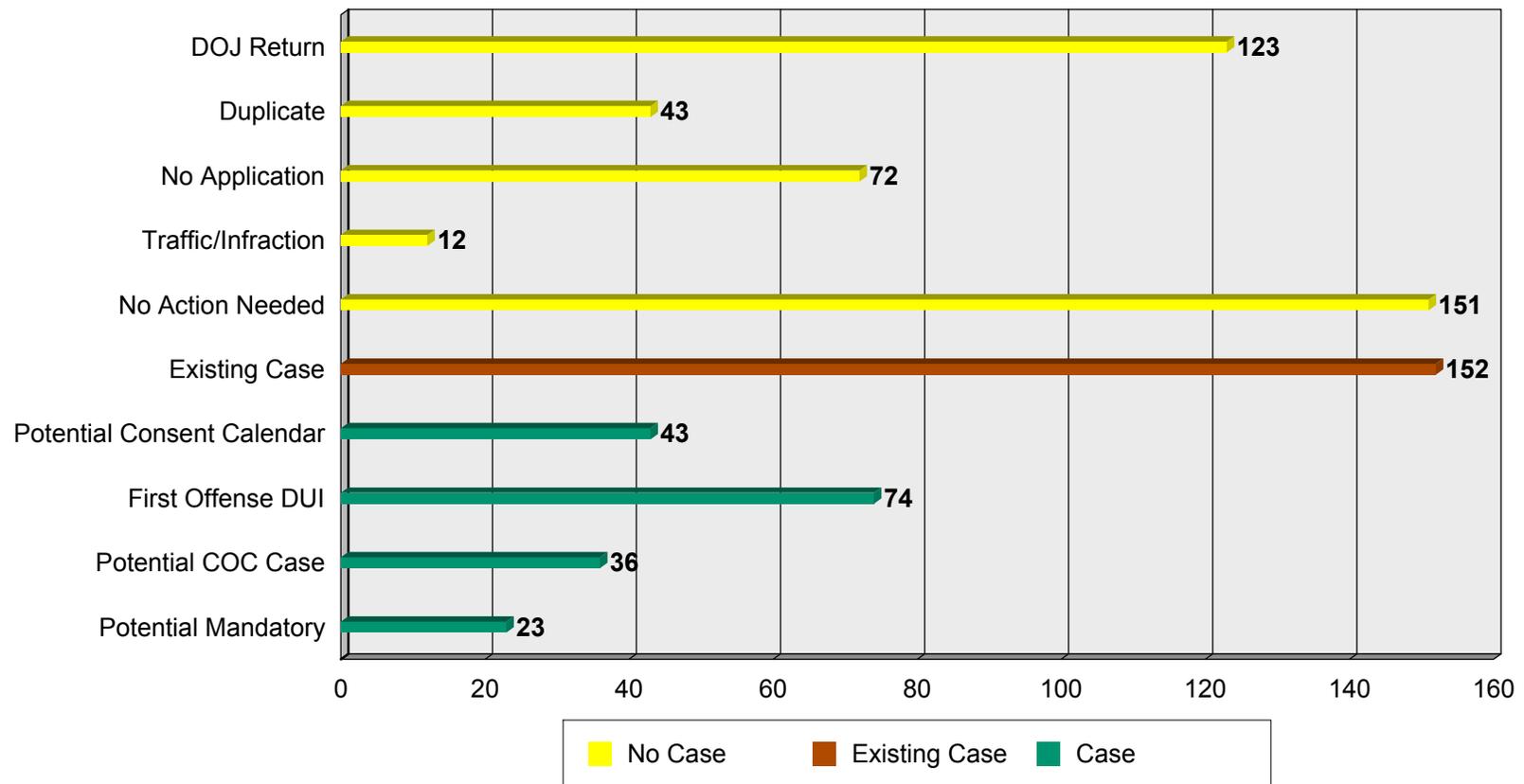
Starting Case Load	2,872
Cases Opened	613
Cases Closed	670
Ending Case Load	2,815

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



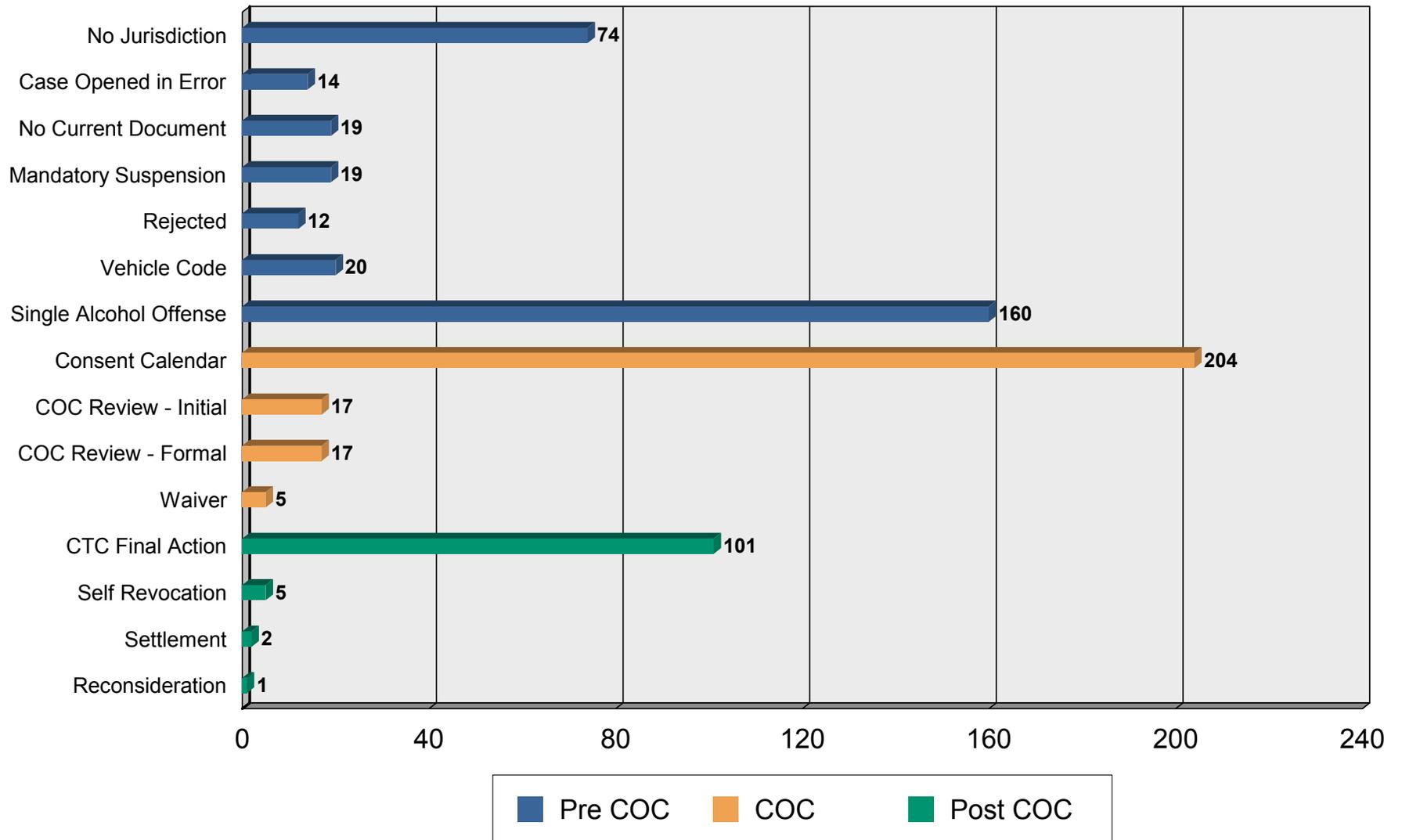
Pre COC	1,786
COC	669
Post COC	360
Total Open Cases	2,815

DPP RAPs Received and Processed March 2013



No Case	401
Existing Case	152
Case	176
Total RAPs	729

Cases Closed by Type During March 2013



Pre COC	318
COC	243
Post COC	109
Total Cases Closed	670

Open Cases Aged by Case Status, Case Type, and Offense as of March 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	19	14	13	7	15	34	102
		Child Crime - Non-sexual	16	10	5	4	3	3	41
		Adult - Sexual	2	7	1	2	6	4	22
		Drugs	16	20	12	12	8	8	76
		Serious Crimes/Felonies	27	23	12	8	14	21	105
		Alcohol	6	4	3	2	0	0	15
		Other Crimes/Misdemeanors	0	0	1	1	0	0	2
		Total	86	78	47	36	46	70	363
	Diverted / Deferred by Law	Child Crime - Non-sexual	0	0	1	1	1	3	6
		Adult - Sexual	0	0	0	1	0	0	1
		Drugs	0	3	10	8	5	20	46
		Serious Crimes/Felonies	1	1	0	1	1	4	8
		Total	1	4	11	11	7	27	61
	Potential Consent Calendar	Child Crime - Sexual	0	1	0	0	0	0	1
		Child Crime - Non-sexual	3	2	1	0	2	0	8
		Adult - Sexual	1	1	1	2	0	0	5
		Drugs	7	1	3	0	0	1	12
		Serious Crimes/Felonies	26	1	11	2	2	11	53
		Alcohol	199	54	47	11	15	13	339
		Other Crimes/Misdemeanors	118	34	20	3	6	9	190
		Total	354	94	83	18	25	34	608
	Potential COC Case	Child Crime - Sexual	7	0	2	0	1	0	10
		Child Crime - Non-sexual	49	2	5	0	0	1	57
		Adult - Sexual	8	1	2	1	1	0	13
		Drugs	24	9	3	2	4	2	44
		Serious Crimes/Felonies	137	71	40	30	11	25	314
		Alcohol	45	19	20	21	14	20	139
		Other Crimes/Misdemeanors	46	15	7	5	3	17	93
		Total	316	117	79	59	34	65	670
	Single Alcohol Offense	Alcohol	74	0	0	1	0	0	75
		Total	74	0	0	1	0	0	75
	Vehicle Code	Other Crimes/Misdemeanors	9	0	0	0	0	0	9
		Total	9	0	0	0	0	0	9
Total		840	293	220	125	112	196	1,786	
COC	Pending COC Review	Child Crime - Sexual	7	15	7	8	3	3	43
		Child Crime - Non-sexual	19	18	8	11	10	2	68
		Adult - Sexual	5	1	0	2	1	1	10
		Drugs	3	0	1	0	0	0	4
		Serious Crimes/Felonies	6	2	2	2	1	0	13
		Alcohol	4	2	2	2	1	4	15
		Other Crimes/Misdemeanors	13	8	3	8	3	0	35
		Total	57	46	23	33	19	10	188
	Consent Calendar	Child Crime - Non-sexual	2	1	0	0	0	0	3
		Drugs	1	0	0	0	0	0	1
		Serious Crimes/Felonies	1	0	0	0	0	0	1

			0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	450 + Days	Total	
COC	Consent Calendar	Alcohol	0	1	0	3	0	0	4	
		Other Crimes/Misdemeanors	7	1	1	0	0	0	9	
		Total	11	3	1	3	0	0	18	
	COC Review - Initial	Child Crime - Sexual	1	2	2	2	2	1	10	
		Child Crime - Non-sexual	12	15	5	4	17	10	63	
		Adult - Sexual	0	3	2	0	2	1	8	
		Drugs	2	0	1	1	1	2	7	
		Serious Crimes/Felonies	5	11	10	6	4	11	47	
		Alcohol	1	2	10	5	6	9	33	
		Other Crimes/Misdemeanors	11	18	1	1	7	7	45	
		Total	32	51	31	19	39	41	213	
	COC Review - Formal	Child Crime - Sexual	0	7	4	3	4	0	18	
		Child Crime - Non-sexual	0	19	13	10	14	8	64	
		Adult - Sexual	0	1	4	0	1	2	8	
		Drugs	0	2	1	0	0	4	7	
		Serious Crimes/Felonies	0	1	10	9	10	13	43	
		Alcohol	0	3	6	4	5	10	28	
		Other Crimes/Misdemeanors	0	28	10	9	4	31	82	
		Total	0	61	48	35	38	68	250	
	Total	100	161	103	90	96	119	669		
	Post COC	Referred to Attorney General	Child Crime - Sexual	0	0	0	1	0	9	10
			Child Crime - Non-sexual	0	0	1	1	5	21	28
			Adult - Sexual	0	0	0	1	1	3	5
			Drugs	0	0	0	0	1	1	2
			Serious Crimes/Felonies	0	0	0	0	0	7	7
Alcohol			0	0	0	1	0	4	5	
Other Crimes/Misdemeanors			0	0	0	2	3	35	40	
Total			0	0	1	6	10	80	97	
Potential AG Referral		Child Crime - Sexual	0	0	0	0	0	2	2	
		Child Crime - Non-sexual	0	0	3	1	3	4	11	
		Adult - Sexual	0	0	1	0	0	0	1	
		Serious Crimes/Felonies	0	0	1	0	1	4	6	
		Alcohol	0	0	0	1	0	1	2	
		Other Crimes/Misdemeanors	0	0	1	1	2	3	7	
		Total	0	0	6	3	6	14	29	
Pending CTC Review		Child Crime - Sexual	0	0	0	1	0	1	2	
		Child Crime - Non-sexual	0	0	0	3	0	0	3	
		Total	0	0	0	4	0	1	5	
CTC Final Action		Child Crime - Sexual	0	0	1	4	2	3	10	
		Child Crime - Non-sexual	0	0	10	10	9	7	36	
		Adult - Sexual	0	0	1	1	1	1	4	
		Drugs	0	0	0	1	0	6	7	
		Serious Crimes/Felonies	1	1	2	7	3	11	25	
		Alcohol	0	0	0	1	0	9	10	
		Other Crimes/Misdemeanors	0	1	3	8	5	13	30	
Total	1	2	17	32	20	50	122			
Settlement	Child Crime - Sexual	0	1	0	0	0	1	2		
	Child Crime - Non-sexual	1	0	0	0	1	0	2		

			0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	450 + Days	Total
Post COC	Settlement	Serious Crimes/Felonies	0	0	1	0	2	0	3
		Alcohol	0	0	0	0	0	1	1
		Other Crimes/Misdemeanors	6	0	0	1	0	3	10
		Total	7	1	1	1	3	5	18
	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
		Drugs	0	0	0	0	1	0	1
		Other Crimes/Misdemeanors	0	0	0	1	0	0	1
		Total	0	0	0	2	1	0	3
	Reinstatement	Child Crime - Sexual	1	0	0	0	0	0	1
		Child Crime - Non-sexual	1	0	0	0	0	0	1
		Adult - Sexual	0	1	0	0	0	0	1
		Drugs	1	0	0	0	0	0	1
		Serious Crimes/Felonies	2	0	0	0	0	0	2
		Other Crimes/Misdemeanors	2	0	0	0	0	0	2
		Total	7	1	0	0	0	0	8
	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	15	4	25	48	40	228	360		
Total	955	458	348	263	248	543	2,815		

Open Cases Aged by Case Status, Credential Status, and Offense - as of March 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	15	7	9	0	1	1	33
		Child Crime - Non-sexual	58	11	11	4	5	6	95
		Adult - Sexual	10	6	3	5	1	1	26
		Drugs	25	17	19	19	14	27	121
		Serious Crimes/Felonies	101	61	44	33	25	51	315
		Alcohol	201	50	62	33	26	32	404
		Other Crimes/Misdemeanors	87	30	19	8	8	22	174
		Total	497	182	167	102	80	140	1,168
	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	0	1	0	0	0	0	1
		Total	0	1	0	0	0	7	8
	Not Authorized - App(s) Pending	Child Crime - Sexual	1	0	0	0	1	2	4
		Child Crime - Non-sexual	7	1	0	0	0	1	9
		Adult - Sexual	1	2	1	0	0	1	5
		Drugs	21	13	7	1	1	2	45
		Serious Crimes/Felonies	88	32	17	7	2	6	152
		Alcohol	121	24	8	2	3	1	159
		Other Crimes/Misdemeanors	86	19	8	1	1	4	119
		Total	325	91	41	11	8	17	493
	Not Authorized - No App(s) Pending	Child Crime - Sexual	10	8	6	7	14	25	70
		Child Crime - Non-sexual	3	2	1	1	1	0	8
		Adult - Sexual	0	1	0	1	6	2	10
		Drugs	1	3	2	2	2	2	12
		Serious Crimes/Felonies	1	3	2	1	1	3	11
		Alcohol	2	1	0	0	0	0	3
		Other Crimes/Misdemeanors	0	0	1	0	0	0	1
	Total	17	18	12	12	24	32	115	
	Undefined	Serious Crimes/Felonies	1	0	0	0	0	0	1
		Alcohol	0	1	0	0	0	0	1
		Total	1	1	0	0	0	0	2
	Total	840	293	220	125	112	196	1,786	
	COC	Authorized	Child Crime - Sexual	8	24	10	9	7	4
Child Crime - Non-sexual			31	49	20	20	36	19	175
Adult - Sexual			5	4	5	2	3	3	22
Drugs			2	2	2	1	1	6	14
Serious Crimes/Felonies			2	6	11	12	12	22	65
Alcohol			3	5	15	11	12	20	66
Other Crimes/Misdemeanors			23	53	13	17	13	35	154
Total			74	143	76	72	84	109	558
Not Authorized - App(s) Pending		Child Crime - Sexual	0	0	2	0	0	0	2
		Child Crime - Non-sexual	1	2	3	4	1	1	12
		Adult - Sexual	0	1	1	0	0	1	3

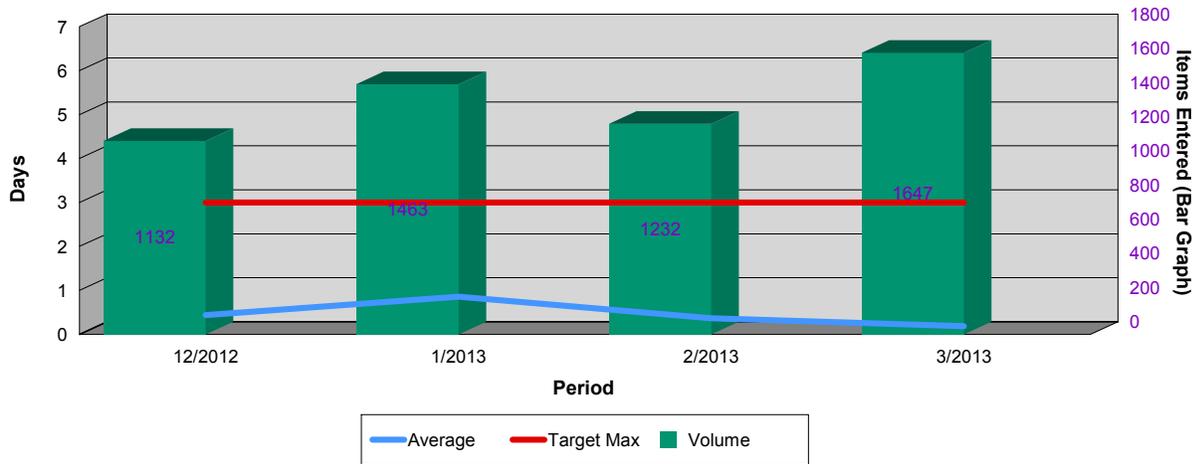
			0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	451 + Days	Total	
COC	Not Authorized - App(s) Pending	Drugs	4	0	1	0	0	0	5	
		Serious Crimes/Felonies	10	8	10	5	1	0	34	
		Alcohol	1	3	3	3	0	1	11	
		Other Crimes/Misdemeanors	8	1	1	0	0	2	12	
		Total	24	15	21	12	2	5	79	
	Not Authorized - No App(s) Pending	Child Crime - Sexual	0	0	1	4	2	0	7	
		Child Crime - Non-sexual	1	2	3	1	4	0	11	
		Adult - Sexual	0	0	0	0	1	0	1	
		Serious Crimes/Felonies	0	0	1	0	2	2	5	
		Alcohol	1	0	0	0	0	2	3	
		Other Crimes/Misdemeanors	0	1	1	1	1	1	5	
		Total	2	3	6	6	10	5	32	
	Total	100	161	103	90	96	119	669		
	Post COC	Authorized	Child Crime - Sexual	0	1	1	3	1	12	18
			Child Crime - Non-sexual	1	0	14	11	14	29	69
Adult - Sexual			0	0	1	2	2	3	8	
Drugs			0	0	0	0	1	7	8	
Serious Crimes/Felonies			0	0	1	2	5	19	27	
Alcohol			0	0	0	2	0	35	37	
Other Crimes/Misdemeanors			3	0	4	11	10	64	92	
Total			4	1	21	31	33	169	259	
Not Authorized - Docs Suspended		Child Crime - Sexual	0	0	0	0	0	2	2	
		Child Crime - Non-sexual	0	0	0	1	0	3	4	
		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	1	0	22	23	
Not Authorized - App(s) Pending		Child Crime - Sexual	1	0	0	0	0	4	5	
		Child Crime - Non-sexual	1	0	0	1	3	4	9	
		Adult - Sexual	0	1	0	0	0	0	1	
		Drugs	1	0	0	1	0	1	3	
		Serious Crimes/Felonies	3	1	1	4	0	7	16	
		Alcohol	0	0	0	1	0	1	2	
		Other Crimes/Misdemeanors	2	1	0	2	0	3	8	
		Total	8	3	1	9	3	20	44	
Not Authorized - No App(s) Pending		Child Crime - Sexual	0	0	0	3	1	0	4	
		Child Crime - Non-sexual	0	0	0	3	1	5	9	
		Adult - Sexual	0	0	1	0	0	2	3	
		Drugs	0	0	0	0	1	0	1	
		Serious Crimes/Felonies	0	0	2	1	1	2	6	
		Alcohol	0	0	0	0	0	2	2	
		Other Crimes/Misdemeanors	3	0	0	0	0	6	9	
		Total	3	0	3	7	4	17	34	
Total		15	4	25	48	40	228	360		

	0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	451 + Days	Total
Total	955	458	348	263	248	543	2,815

DPP Management Dashboard Report

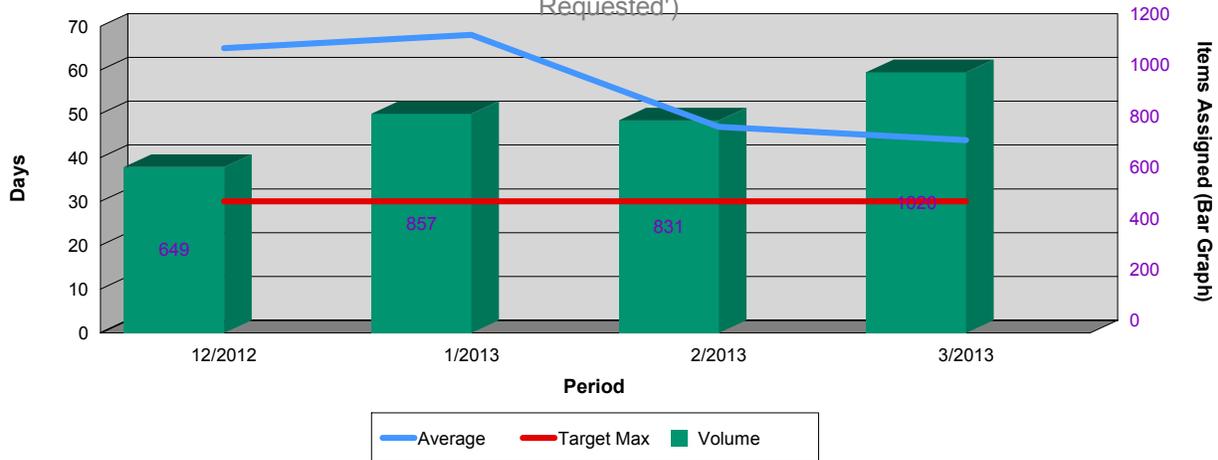
Mail Processing

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



Assignment

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



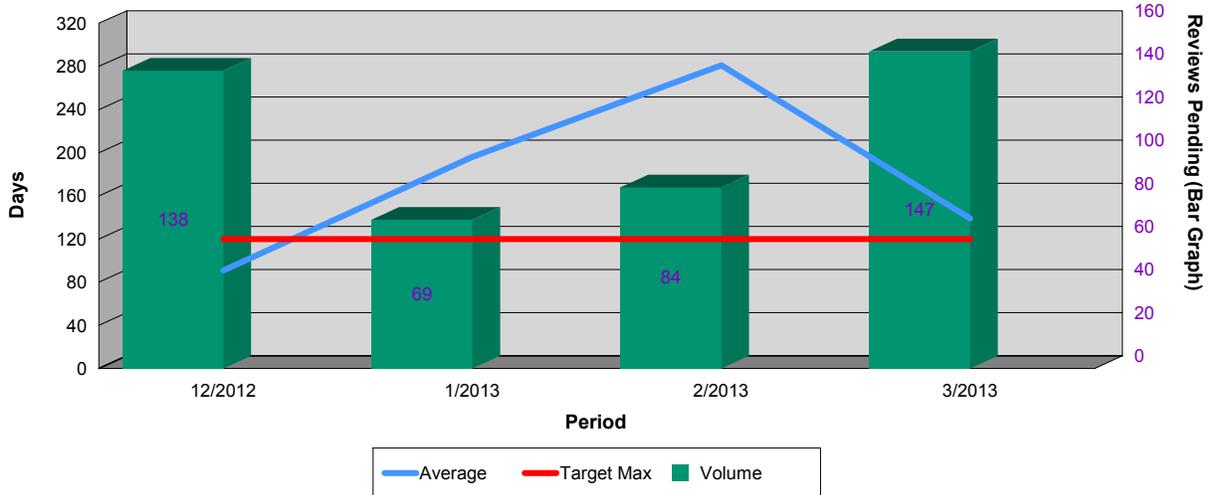
Follow-up

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

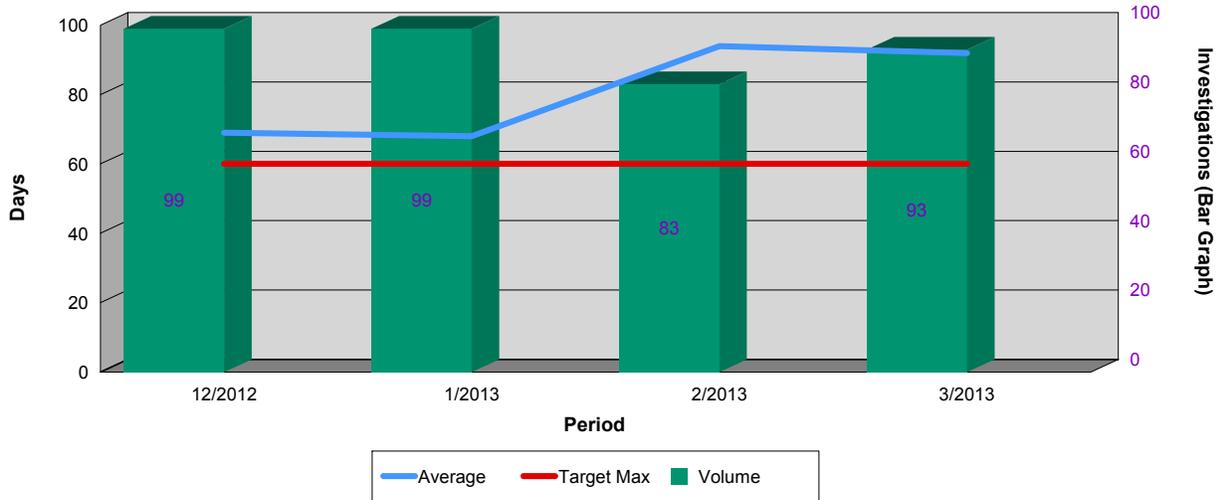


Commission Dashboard Report

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.