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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.

June 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 April 2013 Statistics

Attached are the monthly statistics for April 2013. The caseload decreased during April, ending slightly below 2,600 cases. By comparison in April 2012, the caseload was approximately 3,200 cases.

The DPP continues to respond to emails within 24-48 hours, depending on the volume received. For example, a larger number of emails require response on Mondays since email accumulates over the weekend. We are also continuing efforts to decrease the delay in the processing of applications received in the division. Applications are generally routed to 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 of Credentials (Committee). Those cases receive immediate attention. Currently the wait time from receipt of an application to file opening is approximately 10-15 business days.

We are also continuing with the data cleansing project 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 completed entry of suspension data from 1993 to the present. Suspension information is available on-site from 1983 to the present, so staff plans to enter 30 years of suspension data, back to 1983.

Once the suspension data is completed, we will begin efforts on another area of data cleansing. Credential holders have long had the ability to request one or more credentials or authorizations to a credential be revoked by the Commission, an action called self-revocation. However, the Commission has long distinguished between a self-revocation with known misconduct and self-revocation without known misconduct. When data on self-revocation information was posted on CTC Online, we discovered that the system didn't distinguish between self-revocation information with misconduct and self-revocation without misconduct. Staff will begin manually entering self-revocation information from 1983 to present after the suspension data is completed.

Another priority this month was reviewing and analyzing older cases that were not yet set for review by the Committee. As of May 1, 2013, 133 cases that required informal review by the Committee were older than 300 days. Managers reviewed these cases to determine the reasons for delay. The majority of these cases were being actively tracked and monitored by staff, but were waiting for action by the criminal courts. For example, if a person failed to appear for a court proceeding, the court would issue a bench warrant, a type of arrest warrant. The warrant could be outstanding for months, and the case simply waited while staff periodically checked to see if the charges were resolved. However, management review ascertained that most cases could appropriately be sent to the Committee for review or closed by staff pursuant to policies adopted by the Commission. By May 20, 2013, that number was reduced to 80 cases.

Managers also reviewed 157 files older than 180 days where the allegations appeared likely to result in placement on the Committee's Consent Calendar. This review helped to lower that number to 73 cases as of May 20. Management plans to continue to review individual files so that new procedures may be developed for more timely action on cases.

As the Commission is aware, last year brought a record number of educator misconduct cases from the Los Angeles Unified School District (LAUSD). Between February 23 and June 30, 2012, the CTC received 606 reports from LAUSD. Upon initial review, 103 were determined to duplicate earlier LAUSD reports and 166 lacked facts establishing statutory jurisdiction to investigate. They were closed without investigation. As of May 24, 2013, 252 of the investigations opened from LAUSD reports are completed, and 85 are open. Of the 85 open cases, 84 are currently under review by the Committee and in one case the investigation has not commenced. The single case where the Committee review has not commenced involves a matter where pending criminal charges could result in the mandatory revocation of all credentials. Staff is tracking and updating that criminal case. As of May 24, 2013, 72 of the 252 completed LAUSD cases resulted in the Commission taking an adverse action.

Starting in May 2013, we reduced 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. In addition, staff will be able to provide more complete information to the Committee if additional time can be spent on the cases presented each month. We will be watching the caseload numbers closely to ensure that we don't start seeing a trend of an increasing caseload.

The 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 May agenda was full with 31 scheduled appearances, 57 cases set for formal review without an appearance, and 90 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," 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 April 2013

Pre COC

Work Received in DPP

	Items Rec'd	Cases Opened
RAPs	619	184
Apps	499	174
SD Reports *	51	75
Misc *	15	39
Total	1,184	472

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

Document Requests

Arrest	302
Court	525

COC Inventory

Initial Review	90
Formal Review	87
Consent Review	25

COC Work Completed (April 2013)

Cases to COC

Initial Review	106
Formal Review	81
Reconsideration	0
Consent Review	200

Cases Completed

Closed	74
Granted	91
Adverse Actions	1

Post COC

Settlement	7
AG	2
CTC	0

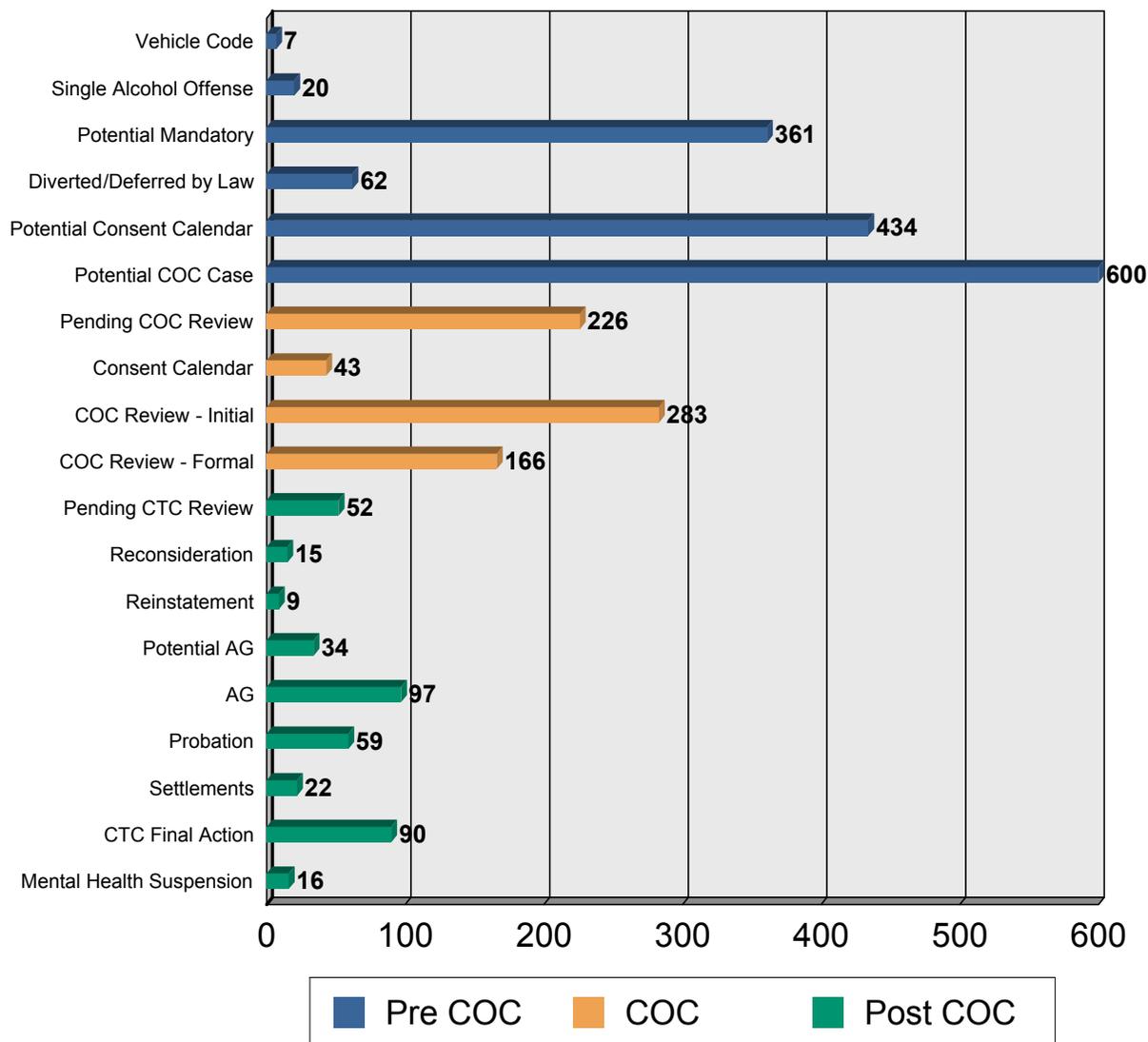
Mandatory Actions

Revocations	5
Denials	1
Automatic Suspensions	7

Inventory for April 2013

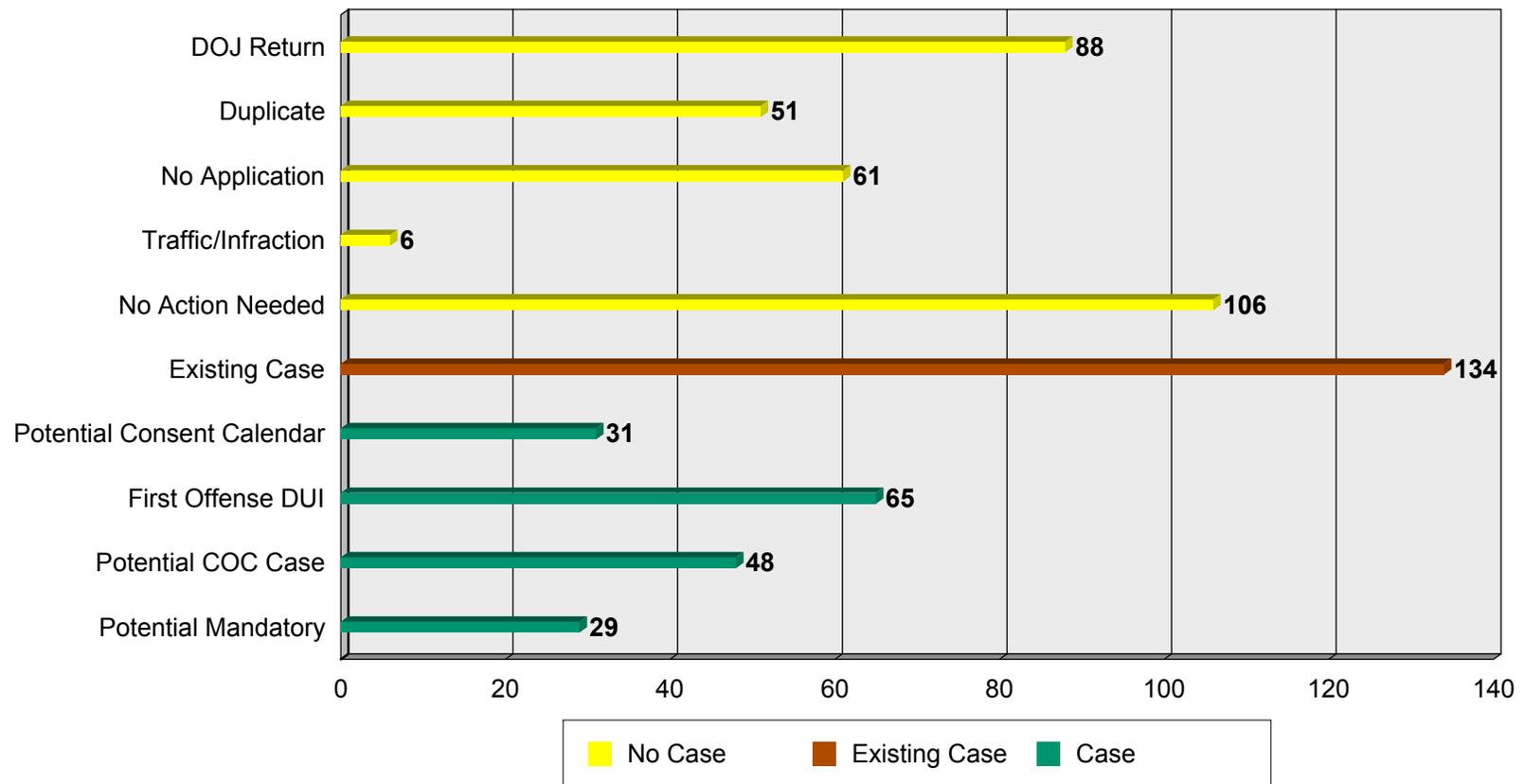
Starting Case Load	2,815
Cases Opened	472
Cases Closed	691
Ending Case Load	2,596

Open Cases by Status and Type as of April 30, 2013



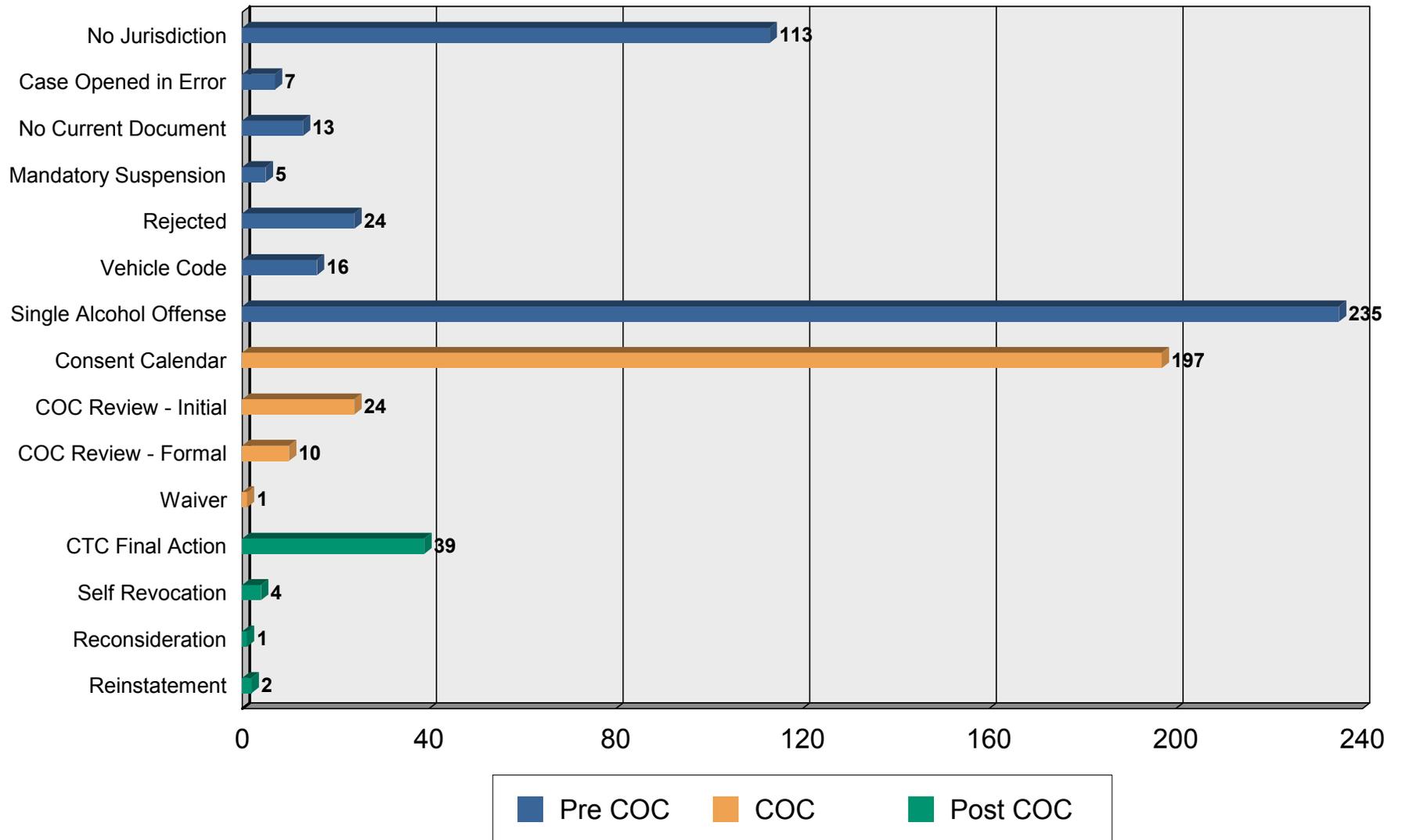
Pre COC	1,484
COC	718
Post COC	394
Total Open Cases	2,596

DPP RAPs Received and Processed April 2013



No Case	312
Existing Case	134
Case	173
Total RAPs	619

Cases Closed by Type During April 2013



Pre COC	413
COC	232
Post COC	46
Total Cases Closed	691

Open Cases Aged by Case Status, Case Type, and Offense as of April 30, 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	20	15	11	12	8	41	107
		Child Crime - Non-sexual	16	9	5	5	2	3	40
		Adult - Sexual	5	6	2	2	3	6	24
		Drugs	15	14	11	10	11	8	69
		Serious Crimes/Felonies	28	27	7	9	11	22	104
		Alcohol	8	2	3	2	0	0	15
		Other Crimes/Misdemeanors	0	0	0	2	0	0	2
		Total	92	73	39	42	35	80	361
	Diverted / Deferred by Law	Child Crime - Non-sexual	0	0	1	1	2	3	7
		Drugs	0	2	10	9	6	20	47
		Serious Crimes/Felonies	1	0	1	1	0	3	6
		Alcohol	0	0	1	0	0	0	1
		Other Crimes/Misdemeanors	1	0	0	0	0	0	1
		Total	2	2	13	11	8	26	62
	Potential Consent Calendar	Child Crime - Non-sexual	4	1	1	1	2	0	9
		Adult - Sexual	0	0	2	1	0	0	3
		Drugs	6	1	3	0	0	0	10
		Serious Crimes/Felonies	20	4	4	2	0	5	35
		Alcohol	123	53	38	13	10	11	248
		Other Crimes/Misdemeanors	75	27	18	3	2	4	129
		Total	228	86	66	20	14	20	434
	Potential COC Case	Child Crime - Sexual	7	0	1	1	0	0	9
		Child Crime - Non-sexual	36	2	4	0	0	1	43
		Adult - Sexual	9	2	2	1	1	1	16
		Drugs	19	13	5	3	2	3	45
		Serious Crimes/Felonies	125	56	30	26	9	18	264
		Alcohol	49	20	14	18	10	18	129
Other Crimes/Misdemeanors		56	13	5	3	4	13	94	
Total		301	106	61	52	26	54	600	
Single Alcohol Offense	Alcohol	20	0	0	0	0	0	20	
	Total	20	0	0	0	0	0	20	
Vehicle Code	Other Crimes/Misdemeanors	7	0	0	0	0	0	7	
	Total	7	0	0	0	0	0	7	
Total		650	267	179	125	83	180	1,484	
COC	Pending COC Review	Child Crime - Sexual	18	10	11	3	7	2	51
		Child Crime - Non-sexual	48	17	9	7	4	2	87
		Adult - Sexual	6	1	0	0	0	0	7
		Drugs	1	0	1	0	0	1	3
		Serious Crimes/Felonies	11	5	6	3	0	3	28
		Alcohol	0	2	2	4	1	1	10
		Other Crimes/Misdemeanors	23	5	6	3	3	0	40
		Total	107	40	35	20	15	9	226
	Consent Calendar	Drugs	1	0	0	0	0	1	2
		Serious Crimes/Felonies	3	2	1	1	0	0	7
		Alcohol	8	1	2	2	2	1	16

			0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	450 + Days	Total
COC	Consent Calendar	Other Crimes/Misdemeanors	14	2	1	0	1	0	18
		Total	26	5	4	3	3	2	43
	COC Review - Initial	Child Crime - Sexual	2	2	4	1	4	2	15
		Child Crime - Non-sexual	24	18	5	4	25	8	84
		Adult - Sexual	2	2	4	0	5	2	15
		Drugs	4	0	2	1	0	3	10
		Serious Crimes/Felonies	8	4	14	12	5	12	55
		Alcohol	4	3	11	10	4	15	47
		Other Crimes/Misdemeanors	16	18	4	2	12	5	57
		Total	60	47	44	30	55	47	283
	COC Review - Formal	Child Crime - Sexual	0	5	3	2	2	0	12
		Child Crime - Non-sexual	0	15	8	6	7	5	41
		Adult - Sexual	0	1	1	0	1	2	5
		Drugs	0	1	0	0	0	2	3
		Serious Crimes/Felonies	0	0	6	8	3	9	26
		Alcohol	0	2	4	3	3	10	22
		Other Crimes/Misdemeanors	0	16	13	2	4	22	57
		Total	0	40	35	21	20	50	166
	Total	193	132	118	74	93	108	718	
	Post COC	Referred to Attorney General	Child Crime - Sexual	0	0	0	0	1	9
Child Crime - Non-sexual			0	0	2	0	6	21	29
Adult - Sexual			0	0	0	1	1	3	5
Drugs			0	0	0	0	1	1	2
Serious Crimes/Felonies			0	0	0	0	1	7	8
Alcohol			0	0	0	1	0	3	4
Other Crimes/Misdemeanors			0	0	0	1	4	34	39
Total			0	0	2	3	14	78	97
Potential AG Referral		Child Crime - Sexual	0	0	0	0	0	2	2
		Child Crime - Non-sexual	0	0	2	1	5	4	12
		Adult - Sexual	0	0	1	1	0	0	2
		Drugs	0	0	0	1	0	0	1
		Serious Crimes/Felonies	0	0	0	0	1	2	3
		Alcohol	0	0	1	1	0	2	4
		Other Crimes/Misdemeanors	0	0	1	1	3	5	10
		Total	0	0	5	5	9	15	34
Pending CTC Review		Child Crime - Sexual	0	0	0	0	3	0	3
		Child Crime - Non-sexual	0	0	4	1	8	3	16
		Adult - Sexual	0	0	0	1	0	0	1
		Drugs	0	0	1	0	0	1	2
	Serious Crimes/Felonies	0	0	0	4	4	4	12	
	Alcohol	0	0	1	0	2	0	3	
	Other Crimes/Misdemeanors	0	1	3	5	1	5	15	
	Total	0	1	9	11	18	13	52	
CTC Final Action	Child Crime - Sexual	0	0	0	2	2	3	7	
	Child Crime - Non-sexual	0	0	3	14	5	9	31	
	Adult - Sexual	0	0	1	0	0	1	2	
	Drugs	0	0	0	0	0	4	4	
	Serious Crimes/Felonies	1	1	2	4	4	7	19	

			0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	450 + Days	Total
Post COC	CTC Final Action	Alcohol	0	0	0	0	1	6	7
		Other Crimes/Misdemeanors	0	0	2	6	4	8	20
		Total	1	1	8	26	16	38	90
	Settlement	Child Crime - Sexual	0	0	0	0	0	1	1
		Child Crime - Non-sexual	1	0	0	0	1	1	3
		Adult - Sexual	0	0	1	0	0	0	1
		Serious Crimes/Felonies	0	0	0	1	2	1	4
		Alcohol	0	0	0	0	1	3	4
		Other Crimes/Misdemeanors	3	1	0	1	0	4	9
		Total	4	1	1	2	4	10	22
	Probation	Child Crime - Sexual	0	0	0	0	0	1	1
		Child Crime - Non-sexual	0	0	0	0	0	6	6
		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	22	22
		Other Crimes/Misdemeanors	0	0	0	0	0	21	21
		Total	0	0	0	0	0	59	59
	Reconsideration	Child Crime - Sexual	0	0	0	2	1	0	3
		Child Crime - Non-sexual	0	0	1	0	2	0	3
		Drugs	0	0	1	0	1	0	2
		Serious Crimes/Felonies	0	0	1	0	1	2	4
		Other Crimes/Misdemeanors	0	0	0	1	1	1	3
		Total	0	0	3	3	6	3	15
	Reinstatement	Child Crime - Non-sexual	2	0	0	0	0	0	2
		Drugs	2	0	0	0	0	0	2
		Serious Crimes/Felonies	2	0	0	0	0	0	2
Other Crimes/Misdemeanors		1	2	0	0	0	0	3	
Total		7	2	0	0	0	0	9	
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		12	5	28	50	67	232	394	
Total		855	404	325	249	243	520	2,596	

Open Cases Aged by Case Status, Credential Status, and Offense - as of April 30, 2013

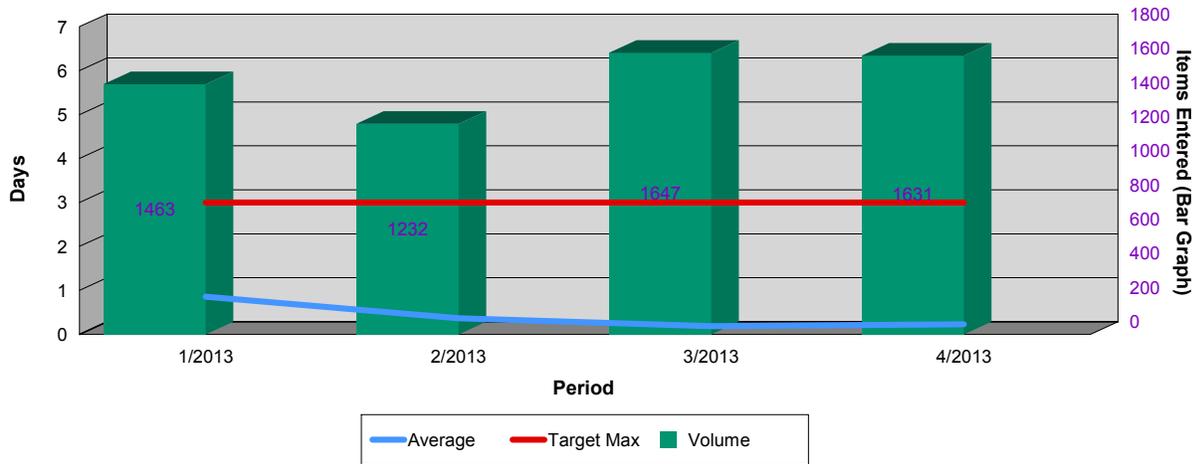
Case Status	Credential Status	Offense	0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	451 + Days	Total
Pre COC	Authorized	Child Crime - Sexual	19	5	7	4	0	1	36
		Child Crime - Non-sexual	46	9	11	5	5	6	82
		Adult - Sexual	10	4	5	2	2	1	24
		Drugs	25	16	20	16	16	27	120
		Serious Crimes/Felonies	101	56	32	31	17	40	277
		Alcohol	138	49	51	31	18	27	314
		Other Crimes/Misdemeanors	85	24	15	6	5	14	149
		Total	424	163	141	95	63	116	1,002
	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	0	2	3
		Child Crime - Non-sexual	7	1	0	0	0	1	9
		Adult - Sexual	4	3	1	0	0	2	10
		Drugs	14	10	8	2	1	2	37
		Serious Crimes/Felonies	73	27	10	5	3	5	123
		Alcohol	61	24	4	1	2	2	94
		Other Crimes/Misdemeanors	54	15	7	2	1	3	82
		Total	214	80	30	10	7	17	358
	Not Authorized - No App(s) Pending	Child Crime - Sexual	7	10	5	9	8	32	71
		Child Crime - Non-sexual	3	2	0	2	1	0	8
		Adult - Sexual	0	1	0	2	2	4	9
		Drugs	1	4	1	4	2	2	14
		Serious Crimes/Felonies	0	3	0	2	0	2	7
		Alcohol	1	1	1	1	0	0	4
		Other Crimes/Misdemeanors	0	1	1	0	0	0	2
Total	12	22	8	20	13	40	115		
Undefined	Serious Crimes/Felonies	0	1	0	0	0	0	1	
	Total	0	1	0	0	0	0	1	
Total		650	267	179	125	83	180	1,484	
COC	Authorized	Child Crime - Sexual	20	17	15	6	10	4	72
		Child Crime - Non-sexual	67	44	19	14	30	15	189
		Adult - Sexual	8	4	3	0	5	3	23
		Drugs	1	1	2	1	0	7	12
		Serious Crimes/Felonies	8	3	14	16	7	21	69
		Alcohol	5	4	15	17	9	24	74
		Other Crimes/Misdemeanors	39	38	23	6	19	25	150
		Total	148	111	91	60	80	99	589
	Not Authorized - App(s) Pending	Child Crime - Sexual	0	0	2	0	0	0	2
		Child Crime - Non-sexual	3	2	0	2	2	0	9
		Adult - Sexual	0	0	2	0	0	1	3
		Drugs	4	0	1	0	0	0	5

			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	14	8	12	7	0	1	42	
		Alcohol	7	3	4	2	1	1	18	
		Other Crimes/Misdemeanors	14	2	1	1	0	1	19	
		Total	42	15	22	12	3	4	98	
	Not Authorized - No App(s) Pending	Child Crime - Sexual	0	0	1	0	3	0	4	
		Child Crime - Non-sexual	2	4	3	1	4	0	14	
		Adult - Sexual	0	0	0	0	1	0	1	
		Drugs	1	0	0	0	0	0	1	
		Serious Crimes/Felonies	0	0	1	1	1	2	5	
		Alcohol	0	1	0	0	0	2	3	
		Other Crimes/Misdemeanors	0	1	0	0	1	1	3	
		Total	3	6	5	2	10	5	31	
	Total	193	132	118	74	93	108	718		
	Post COC	Authorized	Child Crime - Sexual	0	0	0	3	3	11	17
			Child Crime - Non-sexual	1	0	10	14	22	33	80
Adult - Sexual			0	0	2	3	1	3	9	
Drugs			0	0	2	0	1	6	9	
Serious Crimes/Felonies			0	0	1	3	9	20	33	
Alcohol			0	0	2	1	4	31	38	
Other Crimes/Misdemeanors			2	1	4	14	11	66	98	
Total			3	1	21	38	51	170	284	
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	4	4	
		Alcohol	0	0	0	0	0	3	3	
		Other Crimes/Misdemeanors	0	0	0	0	0	11	11	
Total		0	0	0	0	0	24	24		
Not Authorized - App(s) Pending		Child Crime - Sexual	0	0	0	0	0	4	4	
		Child Crime - Non-sexual	2	0	1	0	3	5	11	
		Drugs	2	0	0	1	0	1	4	
		Serious Crimes/Felonies	3	1	1	5	0	6	16	
		Alcohol	0	0	0	1	0	2	3	
		Other Crimes/Misdemeanors	0	2	1	1	1	3	8	
Total		7	3	3	8	4	21	46		
Not Authorized - No App(s) Pending		Child Crime - Sexual	0	0	0	1	4	0	5	
		Child Crime - Non-sexual	0	0	1	2	2	5	10	
		Adult - Sexual	0	0	1	0	0	2	3	
		Drugs	0	0	0	0	1	0	1	
		Serious Crimes/Felonies	0	0	1	1	4	3	9	
		Alcohol	0	0	0	0	0	1	1	
	Other Crimes/Misdemeanors	2	1	1	0	1	6	11		
Total	2	1	4	4	12	17	40			
Total	12	5	28	50	67	232	394			
Total	855	404	325	249	243	520	2,596			

DPP Management Dashboard Report

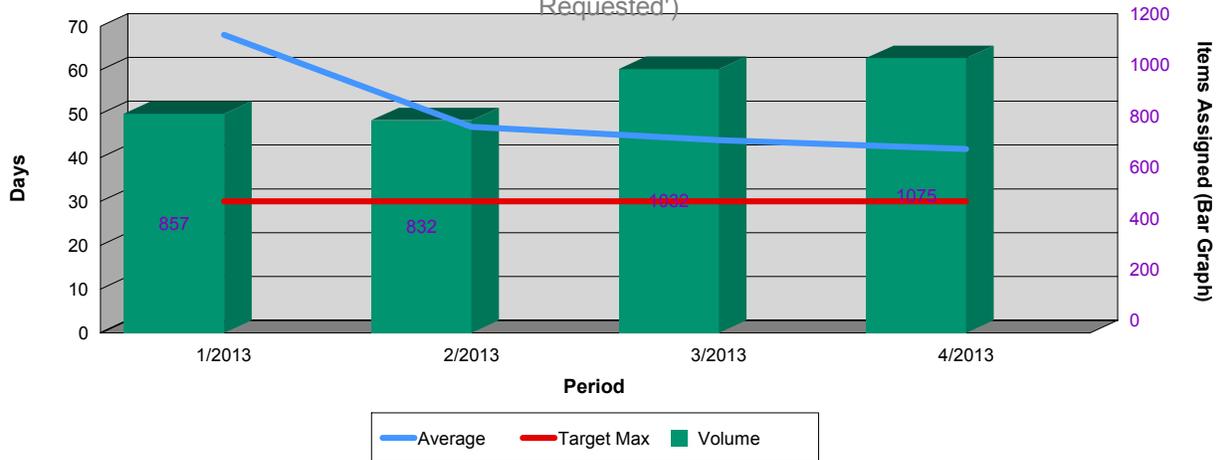
Mail Processing

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



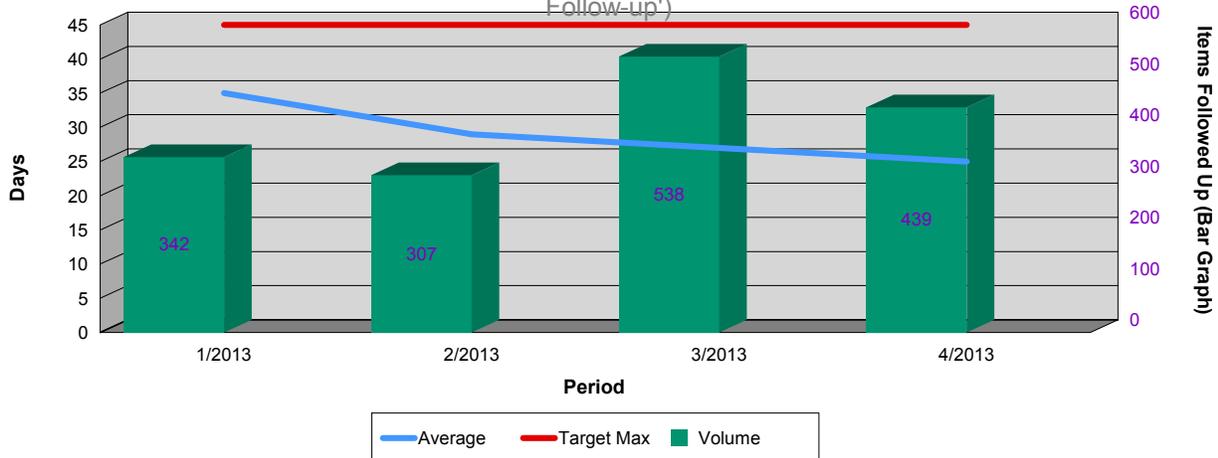
Assignment

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



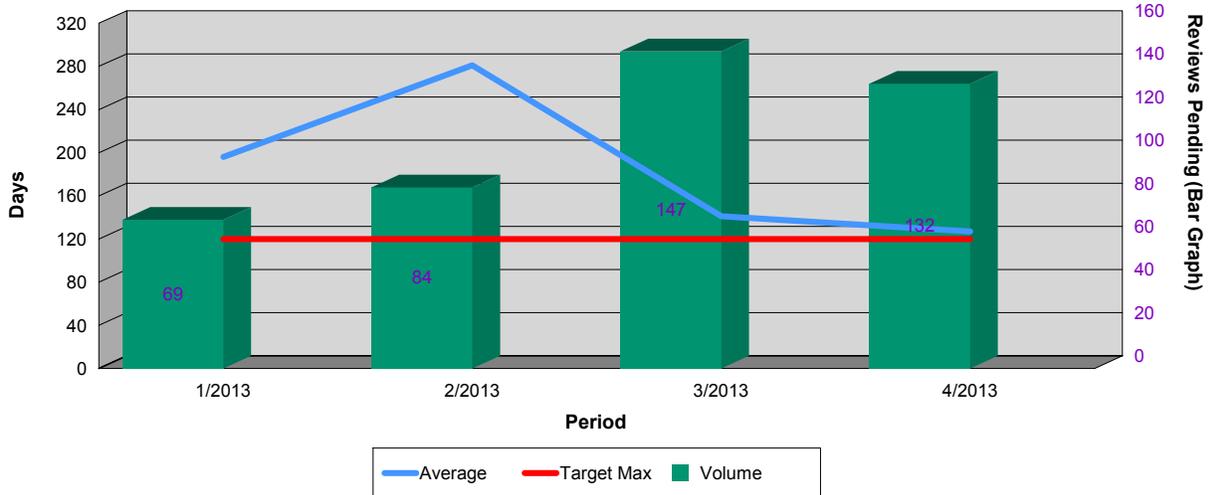
Follow-up

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

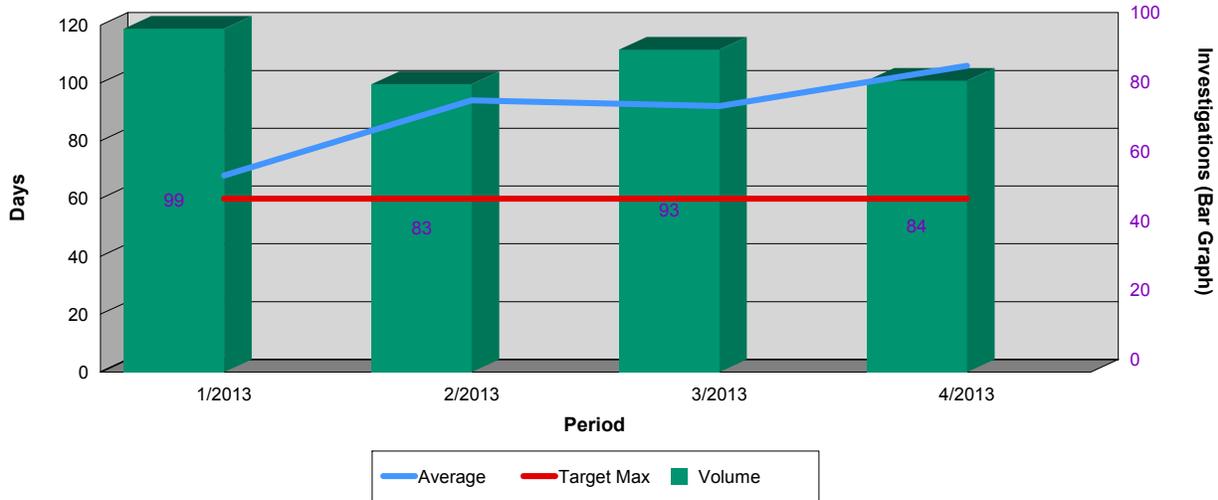


Commission Dashboard Report

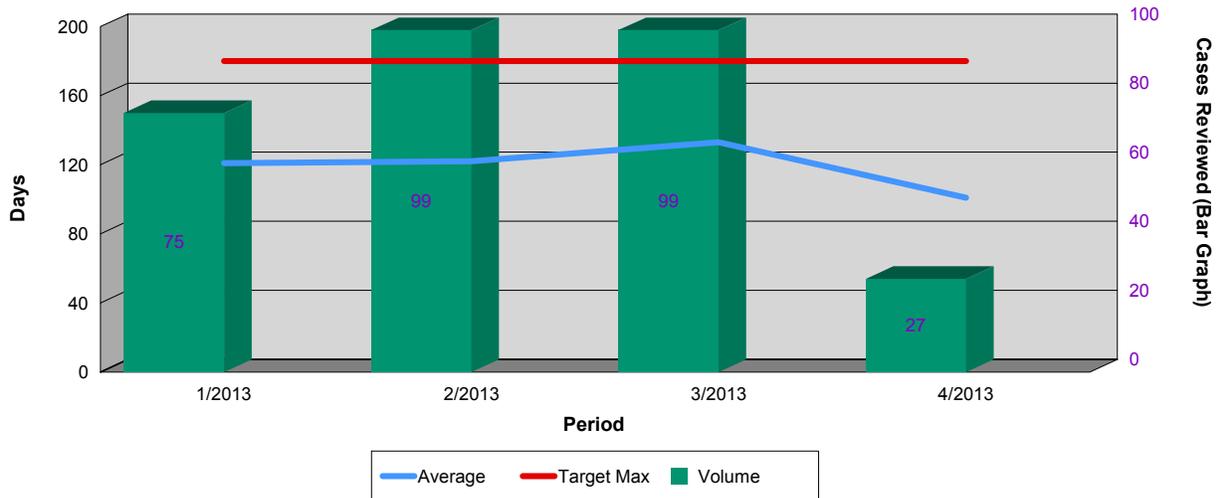
Pre Committee of Credentials *



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.