
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.

August 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 on Teacher Credentialing (Commission) directed staff to present information about DPP's workload as part of the Commission's agenda.

Highlights for the June 2013 Statistics

Attached are the monthly statistics for June 2013. At the June meeting of the Commission, staff was delighted to report that the caseload was slightly below 2,400 cases, the lowest number in a decade. At the end of June, the caseload was 2,382. One year earlier, in June 2012, the caseload was 3,193 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. Criminal records history received from the Department of Justice (commonly known as "RAP sheets") are also being processed within 24-48 hours.

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 5-7 business days.

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. As we reported in June, suspension data from 1988 to the present has been entered and completed.

Since we completed entering the suspension data, we began 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 has begun manually entering self-revocation information from 1988 to the present.

The Committee continues to efficiently handle cases brought to it for review. The Committee's June agenda was full with 22 scheduled appearances, 58 cases set for formal review without an appearance, and 94 cases set for informal review. The Committee also considered 167 cases on its Consent Calendar.

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."

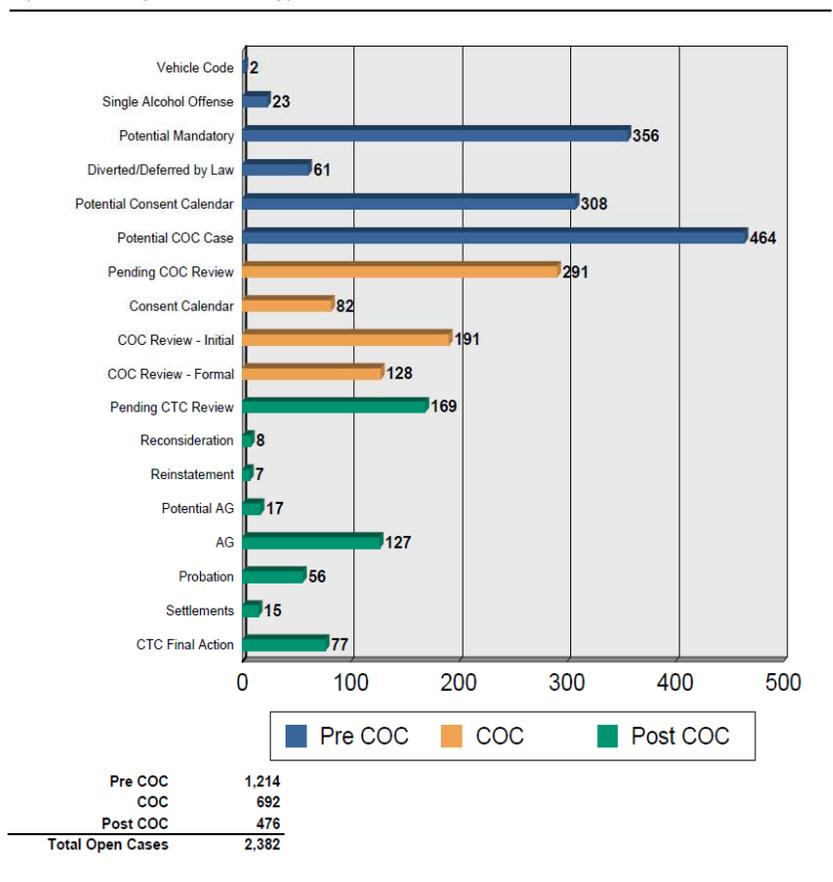
Workload Conclusion

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.

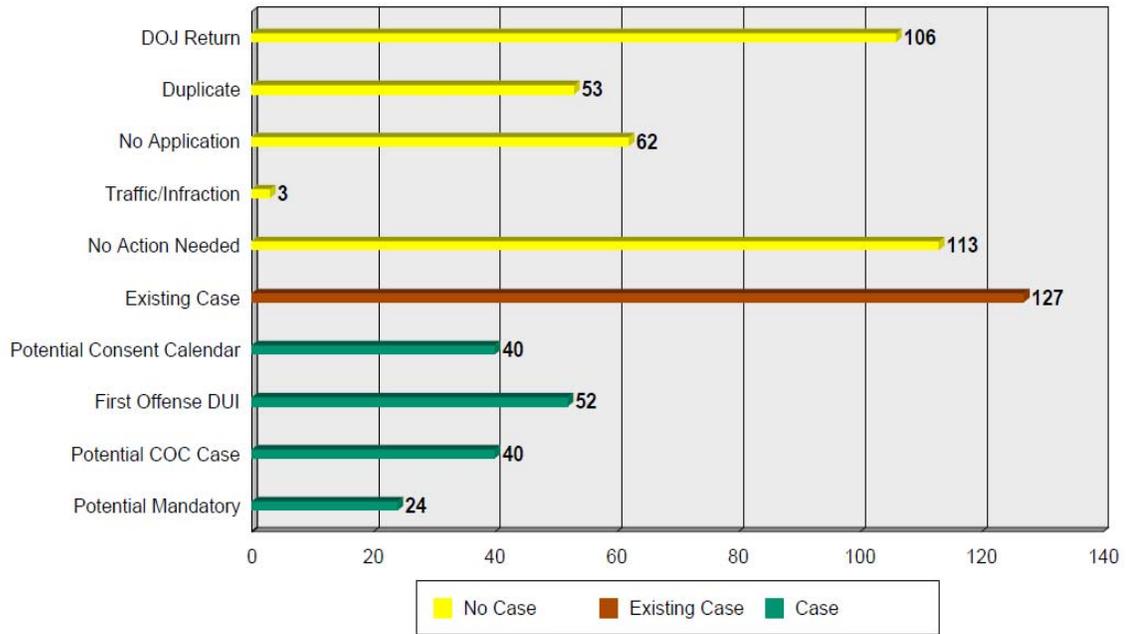
DPP Monthly Activity Summary

Activity During June 2013	
Pre COC	
Work Received in DPP	
	Items Rec'd Cases Opened
RAPs	620 162
Apps	494 238
SD Reports *	54 59
Misc *	15 32
Total	1,183 491
<small>* Work related to cases opened may have been received in a prior period</small>	
Document Requests	
Arrest	245
Court	488
COC Inventory	
Initial Review	91
Formal Review	62
Consent Review	50
COC Work Completed (June 2013)	
Cases to COC	
Initial Review	94
Formal Review	81
Reconsideration	5
Consent Review	171
Cases Completed	
Closed	104
Granted	107
Adverse Actions	69
Post COC	
Settlement	9
AG	26
CTC	0
Mandatory Actions	
Revocations	9
Denials	6
Automatic Suspensions	11
Inventory for June 2013	
Starting Case Load	2,393
Cases Opened	491
Cases Closed	502
Ending Case Load	2,382

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

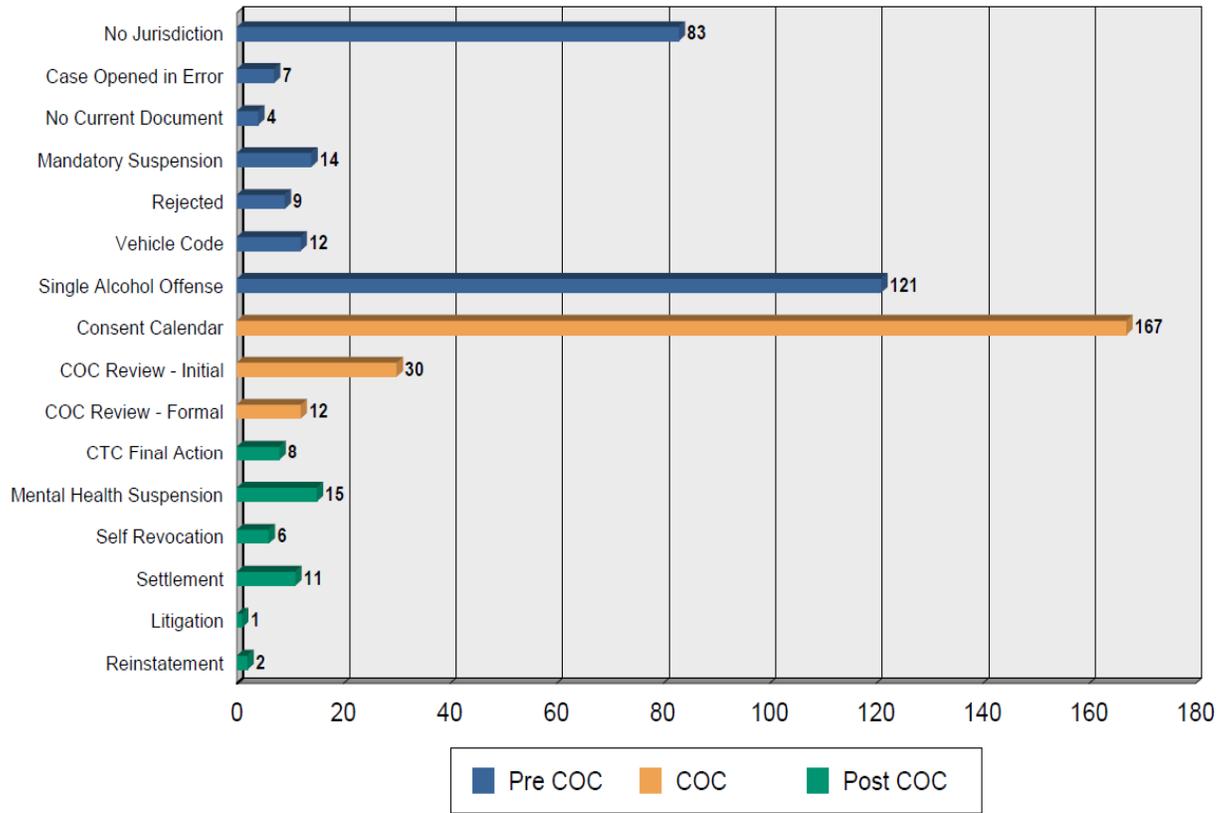


DPP RAPs Received and Processed June 2013



No Case	337
Existing Case	127
Case	156
Total RAPs	620

Cases Closed by Type During June 2013



Pre COC	250
COC	209
Post COC	43
Total Cases Closed	502

Open Cases Aged by Case Status, Case Type, and Offense as of June 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	27	17	13	11	5	44	117	
		Child Crime - Non-sexual	10	14	6	1	3	5	39	
		Adult - Sexual	7	2	6	1	1	7	24	
		Drugs	18	10	9	5	6	9	57	
		Serious Crimes/Felonies	37	16	15	7	6	19	100	
		Alcohol	8	5	3	2	1	0	19	
		Total	107	64	52	27	22	84	356	
	Diverted / Deferred by Law	Child Crime - Non-sexual	0	0	0	2	0	3	5	
		Adult - Sexual	1	0	0	0	0	0	1	
		Drugs	1	3	5	11	7	22	49	
		Serious Crimes/Felonies	0	1	1	0	1	2	5	
		Other Crimes/Misdemeanors	0	1	0	0	0	0	1	
		Total	2	5	6	13	8	27	61	
		Potential Consent Calendar	Child Crime - Non-sexual	6	0	0	0	0	0	6
	Adult - Sexual		1	0	0	0	0	0	1	
	Drugs		3	0	0	0	0	0	3	
	Serious Crimes/Felonies		13	5	2	0	0	0	20	
	Alcohol		91	61	14	10	4	5	185	
	Other Crimes/Misdemeanors		69	13	6	3	0	2	93	
	Total		183	79	22	13	4	7	308	
	Potential COC Case	Child Crime - Sexual	4	1	0	0	0	0	5	
		Child Crime - Non-sexual	17	6	0	3	0	0	26	
		Adult - Sexual	4	3	1	0	0	1	9	
		Drugs	21	8	7	2	1	1	40	
		Serious Crimes/Felonies	122	47	17	11	11	4	212	
		Alcohol	57	33	4	6	5	13	118	
		Other Crimes/Misdemeanors	29	7	5	3	3	7	54	
		Total	254	105	34	25	20	26	464	
	Single Alcohol Offense	Drugs	0	1	0	0	0	0	1	
		Alcohol	21	1	0	0	0	0	22	
		Total	21	2	0	0	0	0	23	
	Vehicle Code	Other Crimes/Misdemeanors	2	0	0	0	0	0	2	
		Total	2	0	0	0	0	0	2	
	Total		569	255	114	78	54	144	1,214	
	COC	Pending COC Review	Child Crime - Sexual	15	8	11	3	1	4	42
			Child Crime - Non-sexual	61	24	11	5	1	1	103
			Adult - Sexual	7	3	2	1	0	1	14
			Drugs	1	2	1	0	2	0	6
			Serious Crimes/Felonies	10	16	5	4	1	9	45
			Alcohol	3	10	5	4	3	6	31
			Other Crimes/Misdemeanors	28	8	7	1	4	2	50
			Total	125	71	42	18	12	23	291
		Consent Calendar	Child Crime - Non-sexual	3	0	0	0	0	0	3
			Drugs	1	0	0	0	0	0	1
Serious Crimes/Felonies			9	4	1	0	0	0	14	

DPP Monthly Commission Summary Report for June 2013

			0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	450 + Days	Total
COC	Consent Calendar	Alcohol	7	9	5	1	4	4	30
		Other Crimes/Misdemeanors	24	4	2	2	0	2	34
		Total	44	17	8	3	4	6	82
	COC Review - Initial	Child Crime - Sexual	1	4	5	4	2	2	18
		Child Crime - Non-sexual	12	11	9	6	6	6	50
		Adult - Sexual	0	4	1	1	1	1	8
		Drugs	1	2	0	2	0	2	7
		Serious Crimes/Felonies	4	14	6	9	3	5	41
		Alcohol	1	3	7	7	5	8	31
		Other Crimes/Misdemeanors	11	9	4	2	6	4	36
		Total	30	47	32	31	23	28	191
	COC Review - Formal	Child Crime - Sexual	0	1	0	2	3	2	8
		Child Crime - Non-sexual	0	21	2	3	3	13	42
		Adult - Sexual	0	2	0	1	2	1	6
		Drugs	0	0	0	1	0	1	2
		Serious Crimes/Felonies	0	3	3	3	5	9	23
		Alcohol	0	2	3	7	6	10	28
		Other Crimes/Misdemeanors	0	11	1	0	2	5	19
		Total	0	40	9	17	21	41	128
	Total	199	175	91	69	60	98	692	
Post COC	Referred to Attorney General	Child Crime - Sexual	0	0	0	1	1	9	11
		Child Crime - Non-sexual	0	0	0	4	2	36	42
		Adult - Sexual	0	0	0	2	1	4	7
		Drugs	0	0	0	1	1	2	4
		Serious Crimes/Felonies	0	0	0	0	0	12	12
		Alcohol	0	0	0	0	2	4	6
		Other Crimes/Misdemeanors	0	0	2	2	4	37	45
		Total	0	0	2	10	11	104	127
	Potential AG Referral	Child Crime - Sexual	0	0	0	1	0	1	2
		Child Crime - Non-sexual	0	0	2	0	1	1	4
		Serious Crimes/Felonies	0	0	0	1	0	1	2
		Alcohol	0	0	1	1	0	0	2
		Other Crimes/Misdemeanors	0	0	0	1	1	5	7
		Total	0	0	3	4	2	8	17
	Pending CTC Review	Child Crime - Sexual	0	1	5	2	1	2	11
		Child Crime - Non-sexual	0	1	20	6	3	13	43
		Adult - Sexual	0	0	2	0	0	3	5
		Drugs	0	0	1	1	1	3	6
		Serious Crimes/Felonies	0	0	6	13	5	11	35
		Alcohol	0	0	1	7	2	12	22
Other Crimes/Misdemeanors		0	4	20	3	0	20	47	
Total		0	6	55	32	12	64	169	
CTC Final Action	Child Crime - Sexual	1	0	0	0	1	3	5	
	Child Crime - Non-sexual	0	0	0	5	4	12	21	
	Adult - Sexual	0	0	0	1	0	0	1	
	Drugs	1	0	1	0	0	2	4	
	Serious Crimes/Felonies	0	2	0	1	5	12	20	
	Alcohol	0	0	0	1	0	4	5	
	Total	2	2	1	7	11	29	42	

DPP Monthly Commission Summary Report for June 2013

			0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	450 + Days	Total
Post COC	CTC Final Action	Other Crimes/Misdemeanors	1	1	2	2	6	9	21
		Total	3	3	3	10	16	42	77
	Settlement	Child Crime - Non-sexual	0	1	1	0	0	1	3
		Adult - Sexual	0	0	0	1	0	0	1
		Serious Crimes/Felonies	0	0	0	1	0	0	1
		Alcohol	0	0	1	0	0	3	4
		Other Crimes/Misdemeanors	0	4	0	0	0	2	6
		Total	0	5	2	2	0	6	15
		Probation	Child Crime - Sexual	0	0	0	0	0	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	21	21
	Other Crimes/Misdemeanors		0	0	0	0	0	18	18
	Total		0	0	0	0	0	56	56
	Reconsideration	Child Crime - Sexual	0	0	0	0	2	0	2
		Child Crime - Non-sexual	0	0	0	0	1	1	2
		Adult - Sexual	0	0	0	0	0	2	2
		Serious Crimes/Felonies	0	0	0	0	1	0	1
Alcohol		0	0	0	0	1	0	1	
Total		0	0	0	0	5	3	8	
Reinstatement	Child Crime - Non-sexual	1	0	0	0	0	0	1	
	Drugs	1	0	0	0	0	0	1	
	Serious Crimes/Felonies	1	1	0	0	0	0	2	
	Alcohol	1	0	0	0	0	0	1	
	Other Crimes/Misdemeanors	1	1	0	0	0	0	2	
	Total	5	2	0	0	0	0	7	
Total	8	16	65	58	46	283	476		
Total	776	446	270	205	160	525	2,382		

Open Cases Aged by Case Status, Credential Status, and Offense - as of June 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	13	5	6	3	0	0	27
		Child Crime - Non-sexual	21	14	5	5	2	6	53
		Adult - Sexual	10	4	2	0	0	3	19
		Drugs	26	15	14	14	11	26	106
		Serious Crimes/Felonies	100	51	30	16	14	19	230
		Alcohol	120	80	19	18	9	18	264
		Other Crimes/Misdemeanors	56	14	10	5	3	8	96
		Total	346	183	86	61	39	80	795
	Not Authorized - Docs Suspended	Child Crime - Sexual	0	0	0	0	0	6	6
		Serious Crimes/Felonies	1	0	0	0	1	1	3
		Alcohol	2	0	0	0	0	0	2
		Total	3	0	0	0	1	7	11
	Not Authorized - App(s) Pending	Child Crime - Sexual	3	1	0	0	0	2	6
		Child Crime - Non-sexual	10	4	0	0	0	1	15
		Adult - Sexual	3	0	2	0	0	0	5
		Drugs	16	5	5	2	0	2	30
		Serious Crimes/Felonies	69	17	5	1	2	3	97
		Alcohol	53	20	1	0	0	0	74
		Other Crimes/Misdemeanors	43	7	1	1	0	1	53
		Total	197	54	14	4	2	9	280
	Not Authorized - No App(s) Pending	Child Crime - Sexual	14	12	7	8	5	36	82
		Child Crime - Non-sexual	2	2	1	1	1	1	8
		Adult - Sexual	0	1	3	1	1	5	11
		Drugs	1	2	2	2	3	4	14
		Serious Crimes/Felonies	2	1	0	1	1	2	7
		Alcohol	2	0	1	0	1	0	4
		Other Crimes/Misdemeanors	1	0	0	0	0	0	1
		Total	22	18	14	13	12	48	127
Undefined	Child Crime - Sexual	1	0	0	0	0	0	1	
	Total	1	0	0	0	0	0	1	
Total	569	255	114	78	54	144	1,214		
COC	Authorized	Child Crime - Sexual	16	13	16	7	4	7	63
		Child Crime - Non-sexual	72	53	20	12	9	18	184
		Adult - Sexual	7	9	2	3	3	1	25
		Drugs	1	2	0	3	2	2	10
		Serious Crimes/Felonies	8	17	9	10	6	22	72
		Alcohol	7	18	13	15	16	26	95
		Other Crimes/Misdemeanors	42	23	12	4	10	11	102
		Total	153	135	72	54	50	87	551
	Not Authorized - Docs Suspended	Serious Crimes/Felonies	0	0	1	0	0	0	1
		Alcohol	0	0	1	0	0	0	1
		Total	0	0	2	0	0	0	2
	Not Authorized - App(s) Pending	Child Crime - Sexual	0	0	0	1	0	1	2

DPP Monthly Commission Summary Report for June 2013

			0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	451 + Days	Total
COC	Not Authorized - App(s) Pending	Child Crime - Non-sexual	4	1	1	0	1	1	8
		Adult - Sexual	0	0	1	0	0	2	3
		Drugs	2	2	1	0	0	1	6
		Serious Crimes/Felonies	14	20	5	5	2	1	47
		Alcohol	4	6	6	3	2	2	23
		Other Crimes/Misdemeanors	21	9	2	1	1	2	36
		Total	45	38	16	10	6	10	125
	Not Authorized - No App(s) Pending	Child Crime - Sexual	0	0	0	1	2	0	3
		Child Crime - Non-sexual	0	2	1	2	0	1	6
		Serious Crimes/Felonies	1	0	0	1	1	0	3
		Alcohol	0	0	0	1	0	0	1
		Other Crimes/Misdemeanors	0	0	0	0	1	0	1
		Total	1	2	1	5	4	1	14
	Total	199	175	91	69	60	98	692	
Post COC	Authorized	Child Crime - Sexual	0	1	5	4	2	11	23
		Child Crime - Non-sexual	0	2	19	12	9	56	98
		Adult - Sexual	0	0	1	4	1	6	12
		Drugs	0	0	2	1	1	7	11
		Serious Crimes/Felonies	0	0	5	6	7	29	47
		Alcohol	0	0	2	8	3	36	49
		Other Crimes/Misdemeanors	2	4	23	5	10	78	122
		Total	2	7	57	40	33	223	362
	Not Authorized - Docs Suspended	Child Crime - Sexual	0	0	0	0	0	1	1
		Child Crime - Non-sexual	0	0	0	0	0	2	2
		Serious Crimes/Felonies	0	0	0	0	0	1	1
		Alcohol	0	0	0	0	0	2	2
		Other Crimes/Misdemeanors	0	1	0	0	0	3	4
		Total	0	1	0	0	0	9	10
	Not Authorized - App(s) Pending	Child Crime - Sexual	1	0	0	0	0	4	5
		Child Crime - Non-sexual	1	0	0	1	1	9	12
		Adult - Sexual	0	0	1	0	0	1	2
		Drugs	2	0	0	1	1	0	4
		Serious Crimes/Felonies	1	3	1	8	4	5	22
		Alcohol	1	0	1	1	2	2	7
		Other Crimes/Misdemeanors	0	2	0	2	1	2	7
		Total	6	5	3	13	9	23	59
	Not Authorized - No App(s) Pending	Child Crime - Sexual	0	0	0	0	3	0	3
Child Crime - Non-sexual		0	0	4	2	1	4	11	
Adult - Sexual		0	0	0	0	0	3	3	
Drugs		0	0	0	0	0	1	1	
Serious Crimes/Felonies		0	0	0	2	0	8	10	
Alcohol		0	0	0	0	0	4	4	
Other Crimes/Misdemeanors		0	3	1	1	0	8	13	
Total		0	3	5	5	4	28	45	
Total	8	16	65	58	46	283	476		

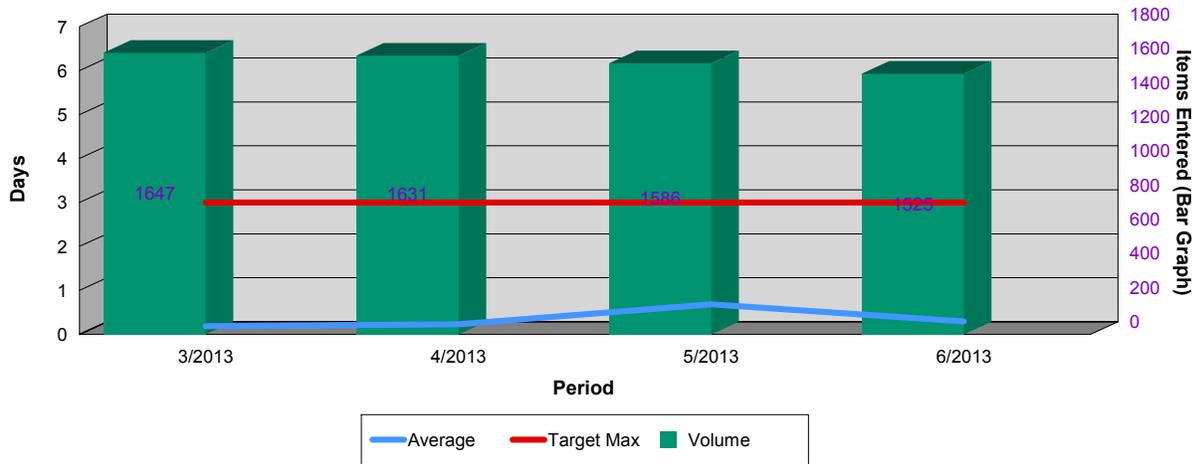
DPP Monthly Commission Summary Report for June 2013

	0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	451 + Days	Total
Total	776	446	270	205	160	525	2,382

DPP Management Dashboard Report

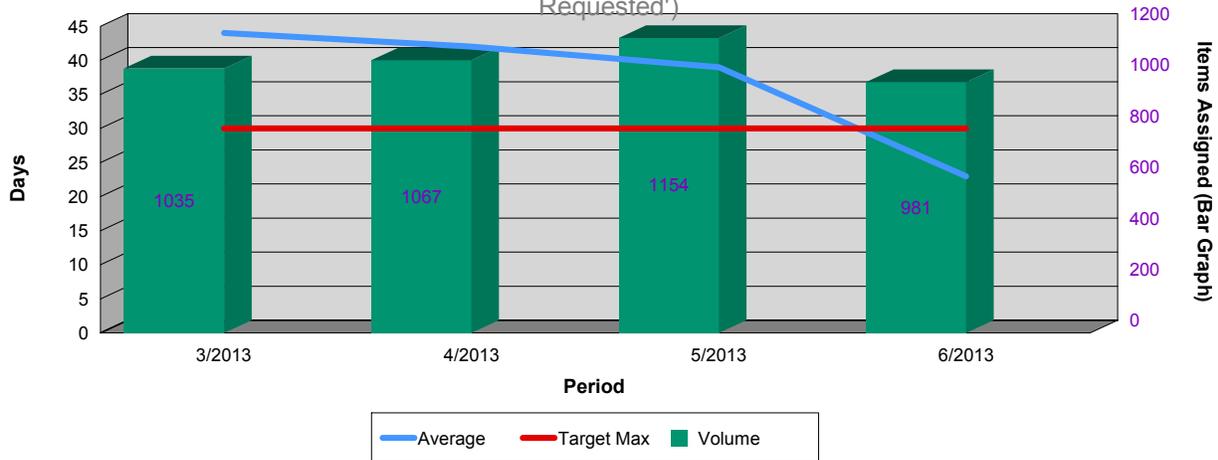
Mail Processing

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



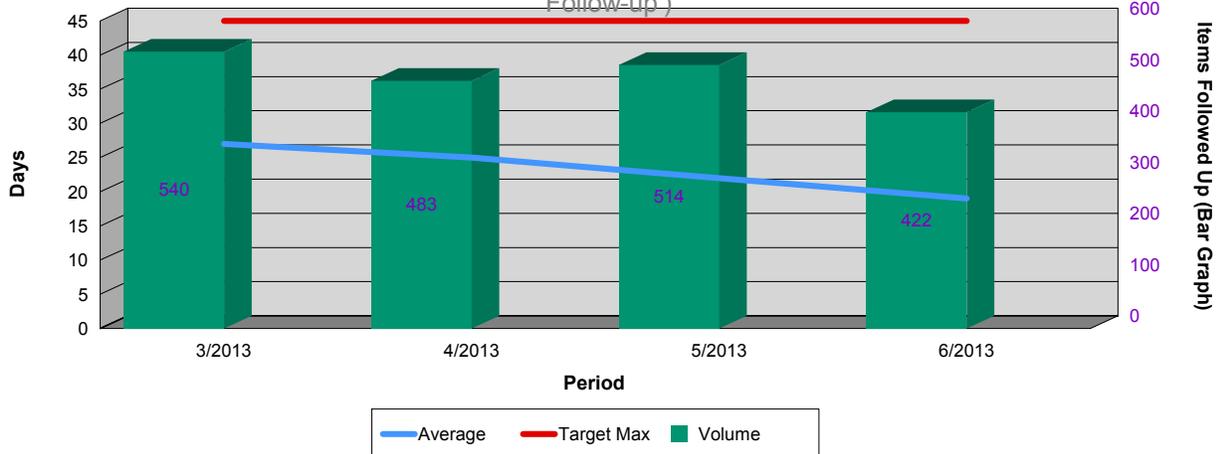
Assignment

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



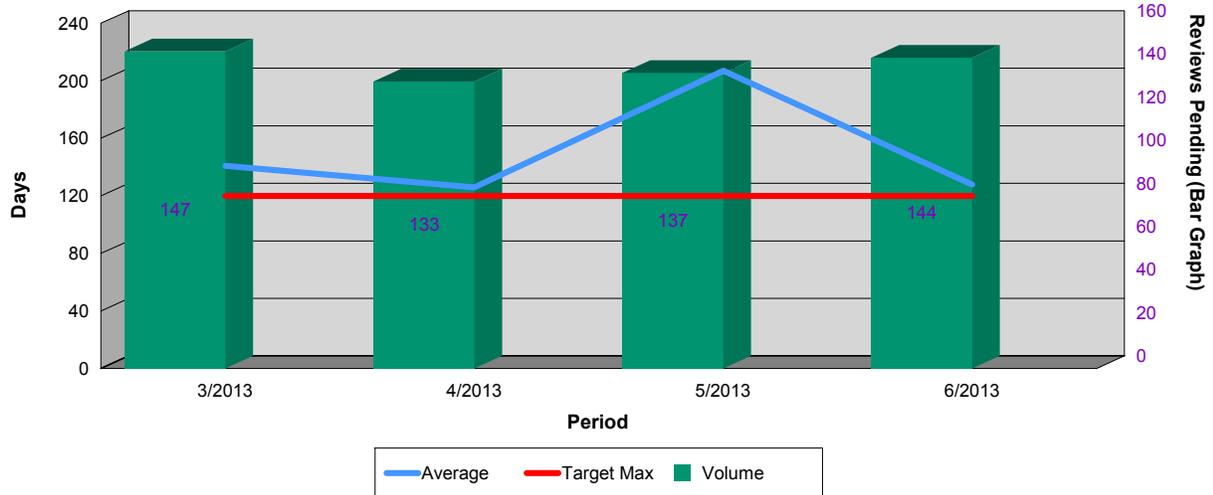
Follow-up

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

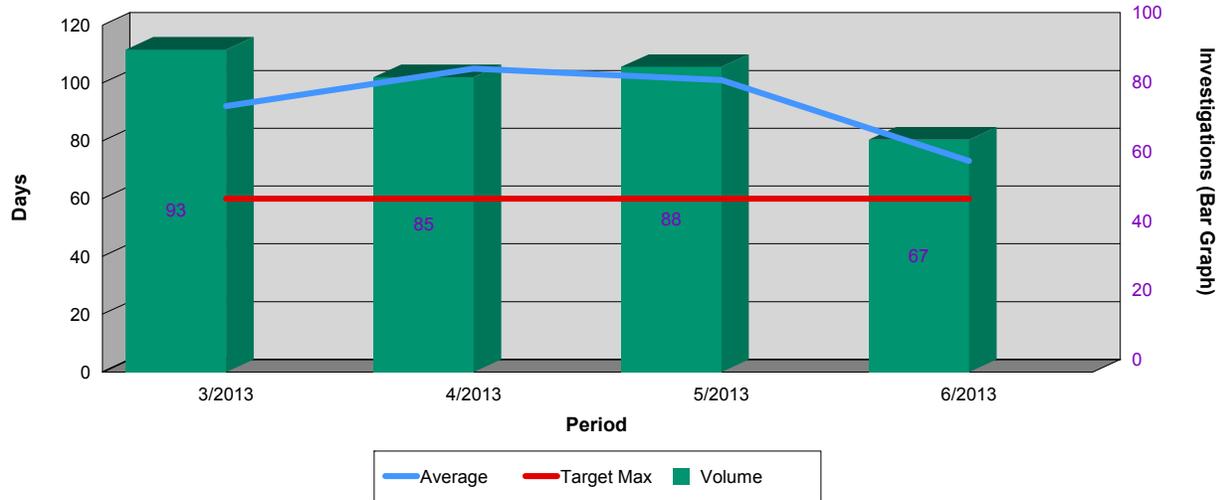


Commission Dashboard Report

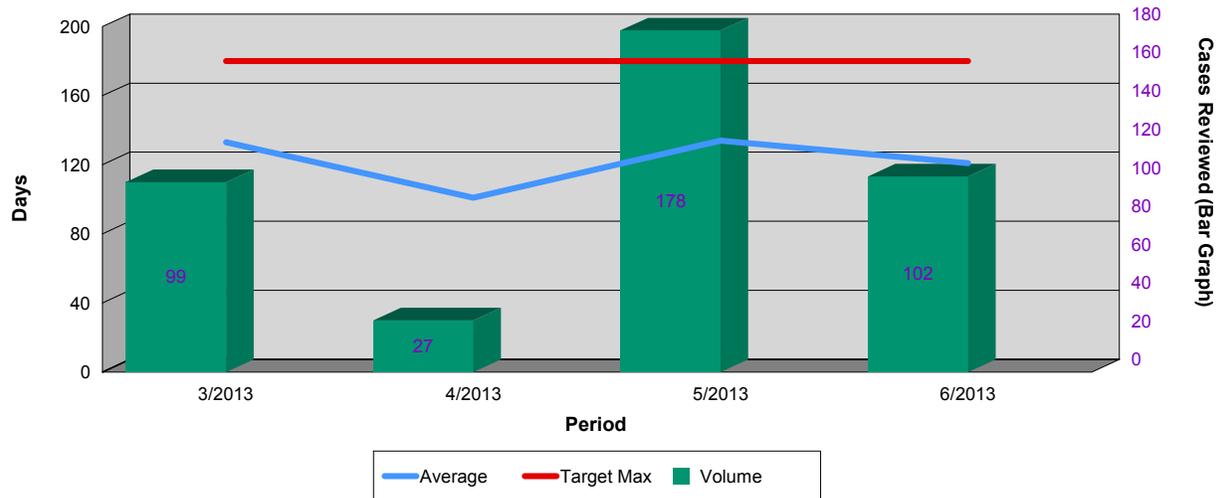
Pre Committee of Credentials *



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.