



## Commission on Teacher Credentialing

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*Office of the Executive Director*

### MEMORANDUM

DATE: July 8, 2011  
TO: Commission Stakeholders  
FROM: Patty Wohl and Teri Clark, Acting Executive Directors  
RE: Teacher Discipline Improvement Initiative Update

In last week's update we shared that we have organized the 11 recommendations in the Bureau of State Audit (BSA) report into four overarching issues and we reported progress on the first item:

1. Legality of the Committee of Credentials (COC) delegating its discretionary authority to staff.
2. Individuals for whom the Commission needs updated misconduct reports.
3. Division of Professional Practices.
4. Office of Human Resources (OHR).

In this update, we are reporting on the steps taken to address the audit report's concerns regarding the fourth issue: *Office of Human Resources*.

The BSA report recommendations state that information must be clearly documented, current, and shared with the appropriate staff at the appropriate intervals. This includes information on 1) hiring and promotions, 2) supervisors and managers appropriately documenting the hiring process, and 3) ensuring that all staff understand the grievance and Equal Employment Opportunity (EEO) complaint processes.

With assistance from State Personnel Board (SPB) a comprehensive Hiring Handbook for the Commission was developed. The Handbook provides clear expectations for the hiring process and is posted on the management web pages. Training has been provided for all supervisors and managers on the Hiring Handbook. The Office of Human Resources is developing a process for maintaining all examination materials in OHR and an oversight plan to ensure that the Hiring Handbook is being followed.

The Commission's EEO policy was updated and the updated policy was provided to all staff. An EEO webpage has been developed and posted on the agency's intranet. The webpage includes the EEO Handbook which outlines the process to file an EEO complaint. Service Employees International Union (SEIU) provided an onsite employee meeting to discuss EEO in June 2011. In addition, management has agreed to review with staff the EEO policy on an annual basis.

### **Update on Other Commission Activities**

The Division of Certification, Assignment and Waivers (CAW) processed 233,101 credential applications in fiscal year 2010-11. Online recommendations are processed in less than 10 business days and in most cases the applications were processed within 2-3 business days of receiving payment from the applicant. The agency receives 81% of its applications through electronic means.

Online renewals:	108,605
Online Recommendations:	51,670
Paper Applications:	42,037

In 2007 the agency sponsored legislation to reduce the number of days that it takes to process a credential application from 75 days to 50 days. At this time, only paper applications take more than 10 business days to process and the longest processing time in June 2011 was 44 days.

### **In Closing**

The agency has faced challenges over the years. For example, in the summer 2006, the credential processing workload reached an all time high inventory of 85,000 credentials needing to be processed with the processing time peaking at 215 days. There were several factors that contributed to this backlog, but as the current data shows, a good technology system, well trained staff and a concentrated effort to overcome hurdles pays off.

We see many parallels between what the CAW Division has accomplished and the new direction of the Division of Professional Practices. We'll provide more information on this issue in a future update.

As we have written our messages to you over the past few weeks, one thing has become more and more evident: the staff members of this agency are resilient and dedicated to doing whatever is necessary to get the Commission back on track. The collaboration among divisions, each bringing its own area of expertise and experience to the table, whatever task is put before them, is inspiring. This "can do" attitude is unmistakable as we clarify and regularize personnel procedures and as we develop the data and staff training system in the Division of Professional Practices.

If you have any questions or feedback, please do not hesitate to contact us.