

AGENDA ITEM 11

EXECUTIVE OFFICER'S REPORT.

Date: June 23, 2014

To: CBOT Members

From:  Heather Martin, Executive Officer

Subject: Executive Officer Report – Board Meeting June 24, 2014

Items covered:

- a) Operational Report
- b) Budget Update
- c) BreEZe Update
- d) Other Informational Items

Operational Report

The Board currently has 8.2 personnel years (PYs) or positions with a 0.8 PY vacancy due to required staffing reductions in FY 2012/13. Several months ago, staff began participating in BrEZE meetings, including the design and configuration for both licensing and enforcement functionality. (More on BrEZe below.)

Due to the recent graduations, there has been a surge in initial license applications received. While this cyclical increase typically occurs after graduation, the volume is much greater this time. Generally, in a 30-day period there are approximately 35-45 applications requiring review and response to the applicant; during the period May 19 – June 13, there were 97 pending applications. Resources were re-directed and applications are being processed timely.

Budget Update

The FY 2013/14 revenue projection was estimated at \$1.08m; as of May 31st, \$1.1m has been received. The Board requested \$81k in a 'deficiency request, which was approved by the Department of Finance. Thus, the Board's budget was increased to \$1.52m; \$1.36m has been spent. Approximately 10.24% of the budget remains.

We submitted two budget change concept papers to: (1) augment licensing staff and increase the amount of the postage and rent budgets; and (2) augment enforcement staff, increase the attorney general, office of administrative hearing budgets, and court reporter budgets, and establish a budget for payment of expert witness fees. Both concept papers were approved and staff will submit the formal BCPs in July. (A BCP is short for Budget Change Proposal. This is the document we use to justify additional staff and/or requesting additional money be added to our annual budget.)

We won't know if our requests are approved until March or so, with a July 1, 2015 effective date.

Also, the application to request Retired Status is available on-line and effective July 1, 2014, an application fee of \$50 will be charged. We'll have a better idea of the impact to our revenue stream in March 2015.

BrEZe Project:

You may recall that the new BrEZe system will provide on-line functionality (such as applying for a license or renewing a license) and back office functionality (such as processing applications, auditing PDU compliance, and tracking complaints and investigations).

We recently 'signed off' on the approval of the Part 1 deliverable. Several staff starting have been dedicated to this project and started attending meetings in December.

Attached are calendars for the months of December 2013 – July 2014 showing the extent and level of staff involvement on formal BrEZe activities. The calendars do not reflect informal meetings or conference calls which occurred without a meeting notice being sent. Following that are two pages of a table showing how many meeting will be scheduled with staff over the next few months to further design/configure BrEZe to our needs.

Following the calendars, are two flow charts showing the configuration design steps. What isn't shown is the fact that some of the upcoming meetings with the vendors will be following by staff 'homework' assignments where there will be due dates for providing certain information/details.

Staff participation in all of the BrEZe activities has contributed to backlogs in workload (e.g., complain investigations, case transmittals to DOI and the AGO). This is expected throughout the duration of the BrEZe project; anticipated BrEZe deployment is April or May 2015.

Performance Measures

Included in the meeting materials are the performance measures for the period of January 1 – March 31, 2014.

Regulations

The status of the various rulemaking files is included under Agenda Item #7.

December 2013

December 2013							January 2014						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7	8	9	10	11	12	13	14
8	9	10	11	12	13	14	15	16	17	18	19	20	21
15	16	17	18	19	20	21	22	23	24	25	26	27	28
22	23	24	25	26	27	28	29	30	31				

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Dec 1 - 7	Dec 1	2	3 9:00am-12:00pm Cricket Unavailable - He (DCA-Evergreen-He 9:00am-12:00pm Tabatha Unavailable (DCA-Evergreen-He	4 Cricket Unavailable - B Jeff Unavailable - BreE Tabatha Unavailable - T	5	6	7
Dec 8 - 14	8	9	10	11	12	13	14
Dec 15 - 21	15	16	17	18 1:30pm-3:30pm Cricket Unavailable 3:30pm-5:30pm Heather Unavailable 1:30pm-3:30pm Jeff U 1:30pm-3:30pm Tabat	19 9:00am-10:30am Heather Unavailable 9:00am-10:30am Jeff Unavailable - BreEZ 9:00am-10:30am Tabatha Unavailable	20	21
Dec 22 - 28	22	23	24	25	26	27	28
Dec 29 - Jan 4	29	30	31	Jan 1, 14	2	3	4

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January 2014

January 2014							February 2014						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7	8	9	10	11	12	13	14
8	9	10	11	12	13	14	15	16	17	18	19	20	21
15	16	17	18	19	20	21	22	23	24	25	26	27	28
22	23	24	25	26	27	28	29	30	31				

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Dec 29 - Jan 4	Dec 29	30	31	Jan 1, 14	2	3	4
Jan 5 - 11	5	6	7 1:00pm-3:30pm Jeff Unavailable - BreEZ 1:00pm-3:30pm Tabatha Unavailable 1:00pm-3:00pm Cricket Unavailable	8	9	10	11
Jan 12 - 18	12	13	14	15	16 1:30pm-2:30pm Heather Unavailable 1:30pm-2:30pm Jeff Unavailable - BreEZ 1:30pm-2:30pm Joby U 1:30pm-2:30pm Tabat	17 1:00pm-4:30pm Jeff Unavailable - BreEZ 1:00pm-4:00pm Cricket Unavailable 1:00pm-4:00pm Tabatha Unavailable	18
Jan 19 - 25	19	20	21 9:00am-4:00pm Heather Unavailable 9:00am-4:00pm Jeff Unavailable - BreEZ 9:00am-4:00pm Joby U 9:00am-4:00pm Tabat	22 9:00am-4:00pm Jeff Unavailable - BreEZ 9:00am-4:00pm Joby Unavailable - BreEZ 9:00am-4:00pm Tabatha Unavailable	23	24 9:00am-4:00pm Jeff Unavailable - BreEZ 9:00am-4:00pm Joby Unavailable - BreEZ 9:00am-4:00pm Tabatha Unavailable	25
Jan 26 - Feb 1	26	27	28	29	30	31 9:30am-4:00pm Tabatha Unavailable 12:00pm-4:00pm Cricket Unavailable 12:00pm-4:00pm Jeff Unavailable - BreEZ	Feb 1

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February 2014

February 2014							March 2014						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
2	3	4	5	6	7	8	9	10	11	12	13	14	15
9	10	11	12	13	14	15	16	17	18	19	20	21	22
16	17	18	19	20	21	22	23	24	25	26	27	28	29
23	24	25	26	27	28		30	31					

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Jan 26 - Feb 1	Jan 26	27	28	29	30	31	Feb 1
Feb 2 - 8	2	3	4 9:00am-10:00am Tabatha Unavailable BretZe (Evergreen) 1:00pm-2:00pm Cricket Unavailable BretZe (Evergreen)	5	6	7	8
Feb 9 - 15	9	10 9:30am-1:00pm Joby Unavailable - BretZ 9:30am-1:00pm Tabatha Unavailable 9:30am-12:30pm Jeff Unavailable - BretZ	11 9:00am-4:00pm Heather Unavailable 9:00am-4:00pm Jeff Unavailable - BretZ 9:00am-4:00pm Joby U 9:00am-4:00pm Tabath	12 9:00am-4:00pm Heather Unavailable 9:00am-4:00pm Jeff Unavailable - BretZ 9:00am-4:00pm Joby U 9:00am-4:00pm Tabath	13	14 9:00am-4:00pm Cricket Unavailable - BretZ 9:00am-4:00pm Heather Unavailable 9:00am-4:00pm Jeff U 9:00am-4:00pm Tabath	15
Feb 16 - 22	16	17	18	19	20	21	22
Feb 23 - Mar 1	23	24	25 1:30pm-5:00pm Jeff Unavailable - BretZ 1:30pm-5:00pm Tabatha Unavailable 1:30pm-3:30pm Cricket Unavailable	26	27 9:00am-4:00pm Cricket Unavailable - BretZ 9:00am-4:00pm Jeff Unavailable - BretZ 9:00am-4:00pm Tabath 9:00am-11:30am Joby	28 11:00am-12:00pm Heather Unavailable 11:00am-12:00pm Jeff Unavailable - BretZ 11:00am-12:00pm Joby 11:00am-12:00pm Tabath	Mar 1

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March 2014

March 2014							April 2014						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
2	3	4	5	6	7	8	9	10	11	12	13	14	15
9	10	11	12	13	14	15	16	17	18	19	20	21	22
16	17	18	19	20	21	22	23	24	25	26	27	28	29
23	24	25	26	27	28	29	30	31					

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
2/23 - 28	Feb 23	24	25	26	27	28	Mar 1
3/2 - 7	2	3 9:00am-3:00pm Heather Unavailable 9:00am-3:00pm Jeff U 9:00am-3:00pm Joby U 9:00am-3:00pm Tabath	4 9:00am-3:00pm Heather Unavailable 9:00am-3:00pm Jeff U 9:00am-3:00pm Joby U 9:00am-3:00pm Tabath	5 9:00am-3:00pm Heather Unavailable 9:00am-3:00pm Jeff U 9:00am-3:00pm Joby U 9:00am-3:00pm Tabath	6 9:00am-3:00pm Heather Unavailable 9:00am-3:00pm Jeff U 9:00am-3:00pm Joby U 9:00am-3:00pm Tabath	7	8
3/9 - 14	9	10	11	12	13	14	15
3/16 - 21	16	17 9:00am-3:00pm Cricket Unavailable - BretZ 9:00am-3:00pm Jeff Unavailable - BretZ 9:00am-3:00pm Tabath	18 9:00am-3:00pm Cricket Unavailable - BretZ 9:00am-3:00pm Jeff Unavailable - BretZ 9:00am-3:00pm Tabath	19 9:00am-3:00pm Cricket Unavailable - BretZ 9:00am-3:00pm Jeff Unavailable - BretZ 9:00am-3:00pm Tabath	20	21	22
3/23 - 28	23	24 9:30am-11:00am Cricket Unavailable 9:30am-11:00am Jeff U 9:30am-11:00am Joby 9:30am-11:00am Tabath	25 10:00am-11:00am Cric 10:00am-11:00am Jeff 10:00am-11:00am Joby 10:00am-11:00am Tab 1:30pm-3:30pm Jeff U	26	27	28	29
3/30 - 4/4	30	31	Apr 1	2	3	4	5

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April 2014

April 2014							May 2014						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
6	7	8	9	10	11	12	13	14	15	16	17	18	19
13	14	15	16	17	18	19	20	21	22	23	24	25	26
20	21	22	23	24	25	26	27	28	29	30			
27	28	29	30				25	26	27	28	29	30	31

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Mar 30	31	Apr 1	2	3	4	5	
Mar 30 - Apr 5			9:30am-11:30am Cricket Unavailable Breeze (DCA-Eve) 9:30am-11:30am Tabatha Unavailable Breeze (DCA-Eve)	1:30pm-3:30pm Joby Unavailable Breeze (DCA-Eve) 1:30pm-3:30pm Tabatha Unavailable Breeze (DCA-Eve)			
Apr 6 - 12	6	7	8	9	10	11	12
				1:00pm-3:30pm Cricket Unavailable 1:00pm-3:30pm Heath 1:00pm-3:30pm Jeff U 1:00pm-3:30pm Joby U 1:00pm-3:30pm Tabatha			
Apr 13 - 19	13	14	15	16	17	18	19
Apr 20 - 26	20	21	22	23	24	25	26
					1:30pm-3:30pm Jeff U Unavailable Breeze (DCA-Eve) 1:30pm-3:30pm Tabatha Unavailable Breeze (DCA-Eve)		
Apr 27 - May 3	27	28	29	30	May 1	2	3

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May 2014

May 2014							June 2014						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
4	5	6	7	8	9	10	11	12	13	14	15	16	17
11	12	13	14	15	16	17	18	19	20	21	22	23	24
18	19	20	21	22	23	24	25	26	27	28	29	30	31
25	26	27	28	29	30	31	29	30					

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Apr 27	28	29	30	May 1	2	3	
Apr 27 - May 3					1:30pm-4:00pm Heather Unavailable 1:30pm-4:00pm Jeff U Unavailable 1:30pm-4:00pm Joby U 1:30pm-4:00pm Tabatha		
May 4 - 10	4	5	6	7	8	9	10
			2:00pm-3:00pm Jeff U Unavailable Breeze 2:00pm-3:00pm Joby U Unavailable Breeze 2:00pm-3:00pm Tabatha Unavailable	9:00am-12:00pm Cricket Unavailable 9:00am-12:00pm Jeff U Unavailable Breeze 9:00am-12:00pm Joby U 9:00am-12:00pm Tabatha		12:00pm-4:00pm Cricket Unavailable 12:00pm-4:00pm Joby U Unavailable Breeze 12:00pm-4:00pm Tabatha	
May 11 - 17	11	12	13	14	15	16	17
		1:30pm-4:00pm Cricket Unavailable 1:30pm-4:00pm Heather Unavailable 1:30pm-4:00pm Jeff U 1:30pm-4:00pm Joby U		1:30pm-4:00pm Joby U Unavailable Breeze 3:00pm-3:30pm Cricket Unavailable 3:00pm-3:30pm Jeff U Unavailable Breeze		12:00pm-4:00pm Tabatha Unavailable 12:00pm-3:30pm Ranjila Unavailable 1:00pm-4:00pm Joby U 1:00pm-3:30pm Cricket	
May 18 - 24	18	19	20	21	22	23	24
			9:00am-12:30pm Heather Unavailable 9:00am-12:30pm Jeff U Unavailable Breeze 9:00am-12:30pm Joby U 9:00am-12:30pm Tabatha		1:00pm-3:30pm Cricket 1:00pm-3:30pm Heath 1:00pm-3:30pm Jeff U 1:00pm-3:30pm Joby U 1:00pm-3:30pm Joby U 1:00pm-3:30pm Tabatha	12:00pm-4:00pm Tabatha Unavailable Breeze (HO-Zephyr) 12:00pm-3:30pm Ranjila Unavailable Breeze (HO-Zephyr)	
May 25 - 31	25	26	27	28	29	30	31
				9:00am-12:00pm Cricket Unavailable 9:00am-12:00pm Heath 9:00am-12:00pm Jeff U 9:00am-12:00pm Tabatha 12:30pm-3:30pm Jeff U	9:00am-4:00pm Joby U 10:00am-12:00pm BREEZ 10:00am-12:00pm Cricket 10:00am-12:00pm Jeff U 10:00am-12:00pm Joby U 10:00am-12:00pm Tabatha	9:00am-3:30pm Joby U Unavailable Breeze	

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June 2014

June 2014							July 2014						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7	8	9	10	11	12	13	14
15	16	17	18	19	20	21	15	16	17	18	19	20	21
22	23	24	25	26	27	28	22	23	24	25	26	27	28
29	30						29	30	31				

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Jun 1 - 7	Jun 1	2	3 1:30pm-4:00pm Jeff Unavailable - BreeZ 1:30pm-4:00pm Joby Unavailable - BreeZ 1:30pm-4:00pm Tabatha Unavailable	4	5 11:00am-11:30am Cricket Unavailable 11:00am-11:30am Hea 11:00am-11:30am Jeff 11:00am-11:30am Joby 11:00am-11:30am Tab	6	7
Jun 8 - 14	8	9 11:00am-12:00pm Cricket Unavailable 11:00am-12:00pm Hea 11:00am-12:00pm Jeff 11:00am-12:00pm Job 11:00am-12:00pm Tab	10	11	12	13	14
Jun 15 - 21	15	16 9:00am-10:30am Cricket Unavailable 9:00am-10:30am Jeff Unavailable - BreeZ 9:00am-10:30am Tabatha Unavailable	17 9:00am-11:00am Cricket Unavailable 9:00am-11:00am Jeff Unavailable - BreeZ 9:00am-11:00am Tabatha Unavailable	18	19	20 12:00pm-4:00pm Ranjilla Unavailable BreeZ (HQ-Zephy 12:00pm-4:00pm Tabatha Unavailable BreeZ (HQ-Zephy	21
Jun 22 - 28	22	23	24	25	26	27	28
Jun 29 - Jul 5	29	30	Jul 1	2	3	4	5

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July 2014

July 2014							August 2014						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
6	7	8	9	10	11	12	13	14	15	16	17	18	19
13	14	15	16	17	18	19	20	21	22	23	24	25	26
27	28	29	30	31			27	28	29	30	31		

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Jun 29 - Jul 5	Jun 29	30	Jul 1	2	3	4	5
Jun 6 - 12	6	7	8	9 9:00am-4:00pm Cricket Unavailable - BreeZ 9:00am-4:00pm Jeff Unavailable - BreeZ 9:00am-4:00pm Joby U 9:00am-4:00pm Tabat	10	11 2:00pm-4:00pm Cricket Unavailable 2:00pm-4:00pm Jeff Unavailable - BreeZ 2:00pm-4:00pm Joby U 2:00pm-4:00pm Tabat	12
Jun 13 - 19	13	14	15	16	17	18	19
Jun 20 - 26	20	21	22	23	24 10:00am-4:00pm Cricket Unavailable 10:00am-4:00pm Jeff Unavailable - BreeZ 10:00am-4:00pm Joby 10:00am-4:00pm Tabat	25	26
Jul 27 - Aug 2	27	28	29	30	31	Aug 1	2

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Versa Software Suite Configuration Design Process Steps

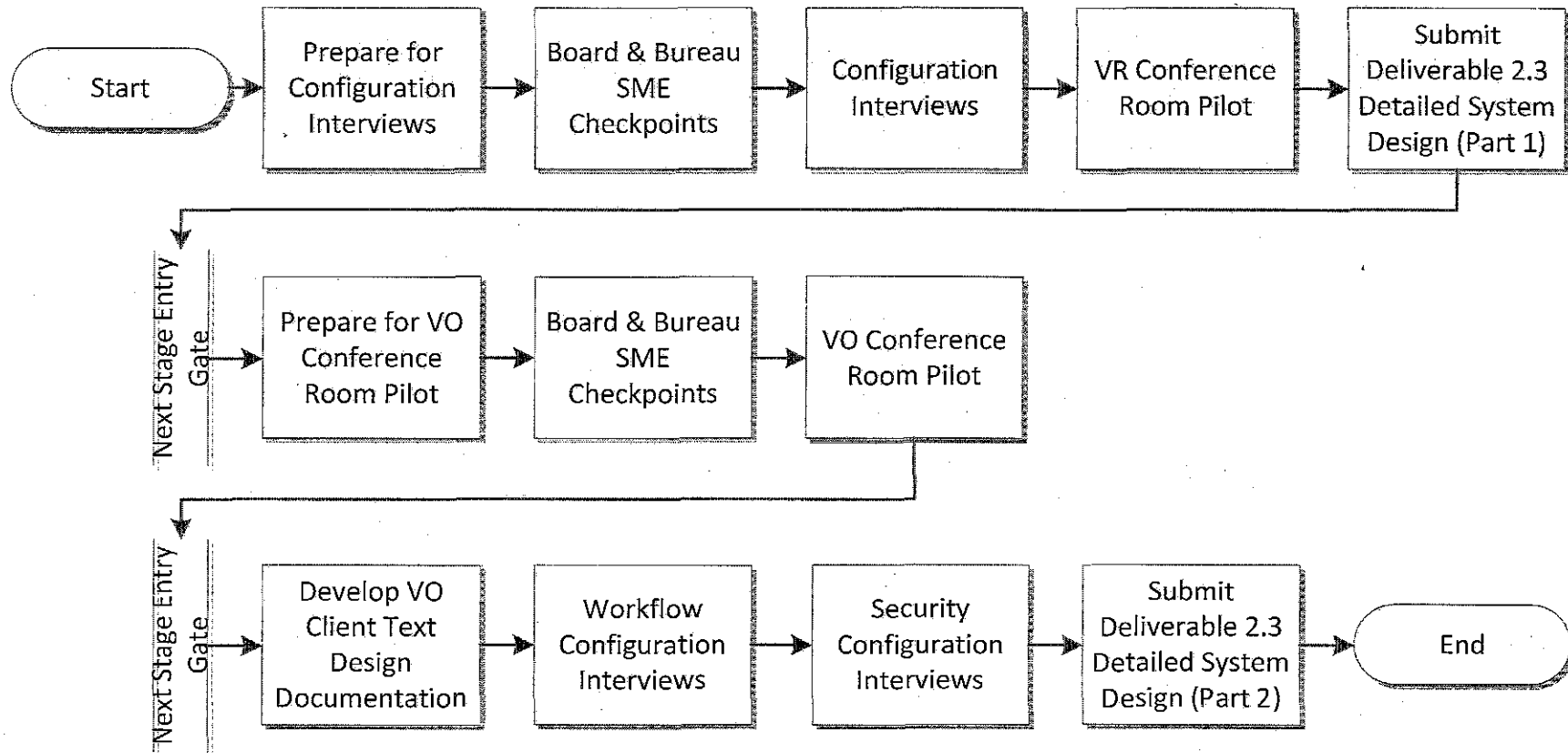


Figure 1: Versa Software Suite Configuration Design Process Steps

Versa Software Suite Configuration Design Process

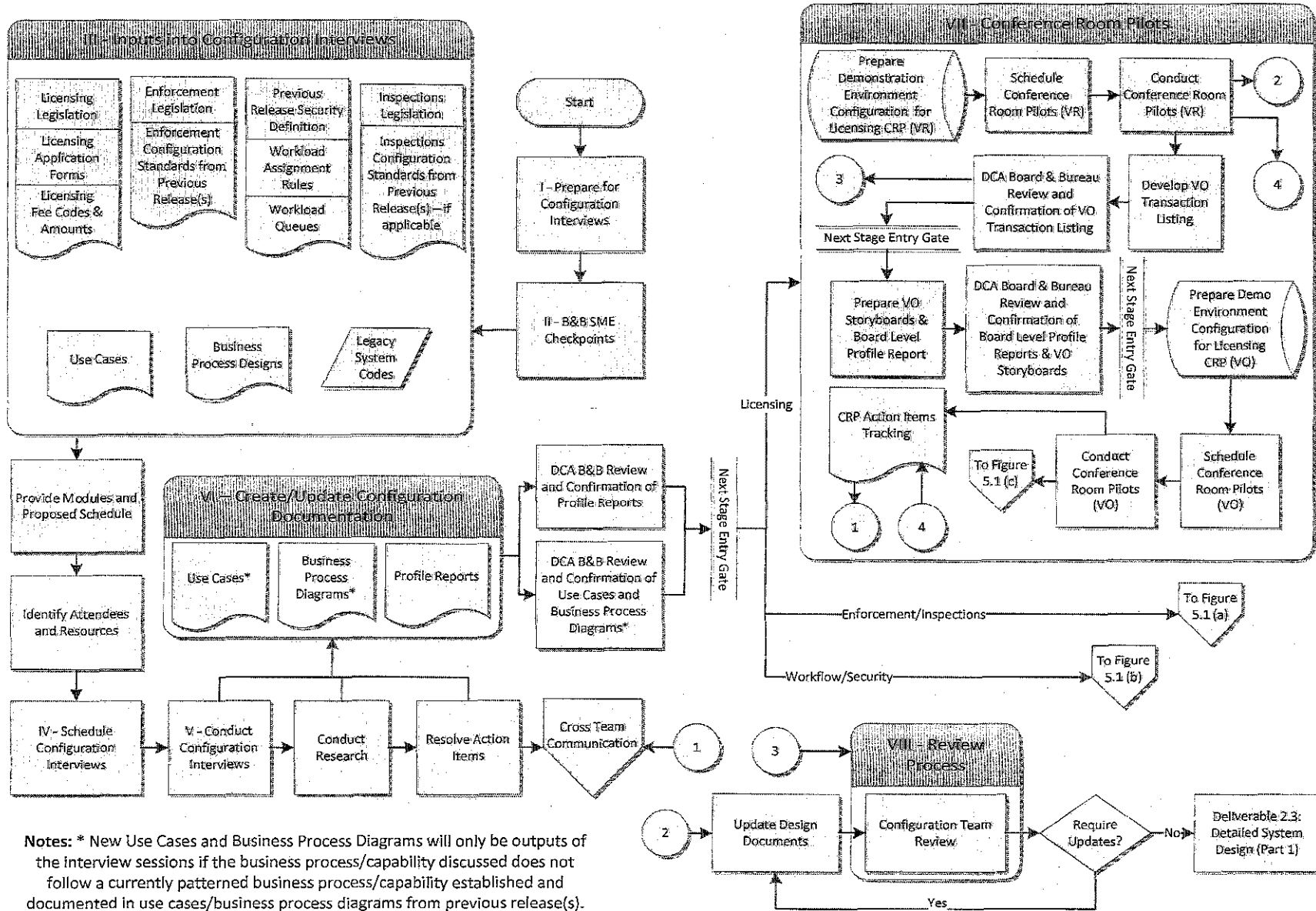


Figure 1: Versa Software Suite Configuration Design Process

Profile Report Component	Baselined in	Baselined in	Meetings where inputs will be gathered by the Vendor						
	Part I	Part II	Project Sids	Config Interviews	VO Meetings	Workflow Meetings	Security Meetings	Interface Meetings	Corro Meetings
Licensing Profile Report									
License Type Setup									
License Type (ap11)	X			x	x				
License Primary Status (ap31)	X			x	x				
License Secondary Status (ap32)	X		x						
Contact History Type (ap40)		X	x	x					
Entity/Corporation Type (ap24)		X	X						
Address Types (ap21)	X			X	X				
Program Control									
Ranks (ap34)	X			X				X	
Profession Control (ap12)		X		X					
Renewal & Expiry Date Controls (ap12) – Paramet		X		X					
Profession Number Control (ap13)		X							
Modifier Types (ap33)	X			X	X			X	
Maintain Modifiers (ap34)	X			X	X			X	
License Relation Types (ap36)	X			X	X			X	
License Relation Parts (ap37)	X			X	X			X	
Head Office Relationships (ap62)		X	X						
Deficiencies (ap57)		X							X
RSD Types (ap91)		X		X	X			X	
RSD Table (ap92)		X		X	X			X	
RSD Column (ap93)		X		X	X			X	
Business Rules (ap81)		X		X				X	
Cash Setup									
State Accounting/Revenue Structure (cp11)		X	X						
Cash Codes (cp14)	X			X					
Cash Control for Board or Department (cp12)		X							
Maintain Fees (cp16)	X			X					

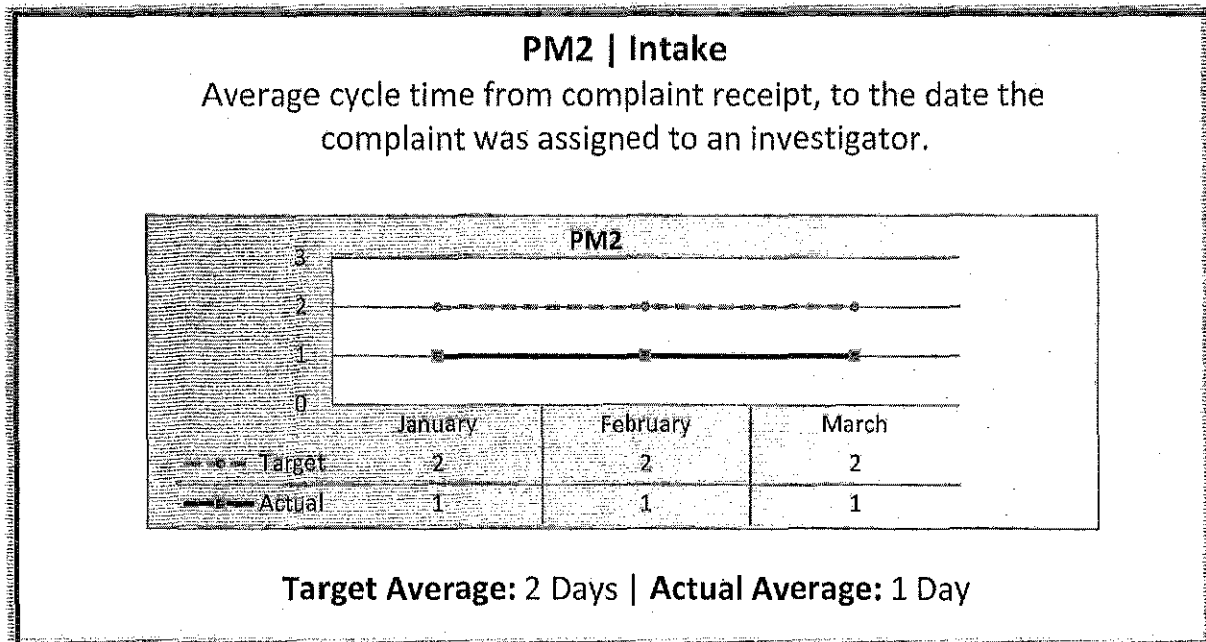
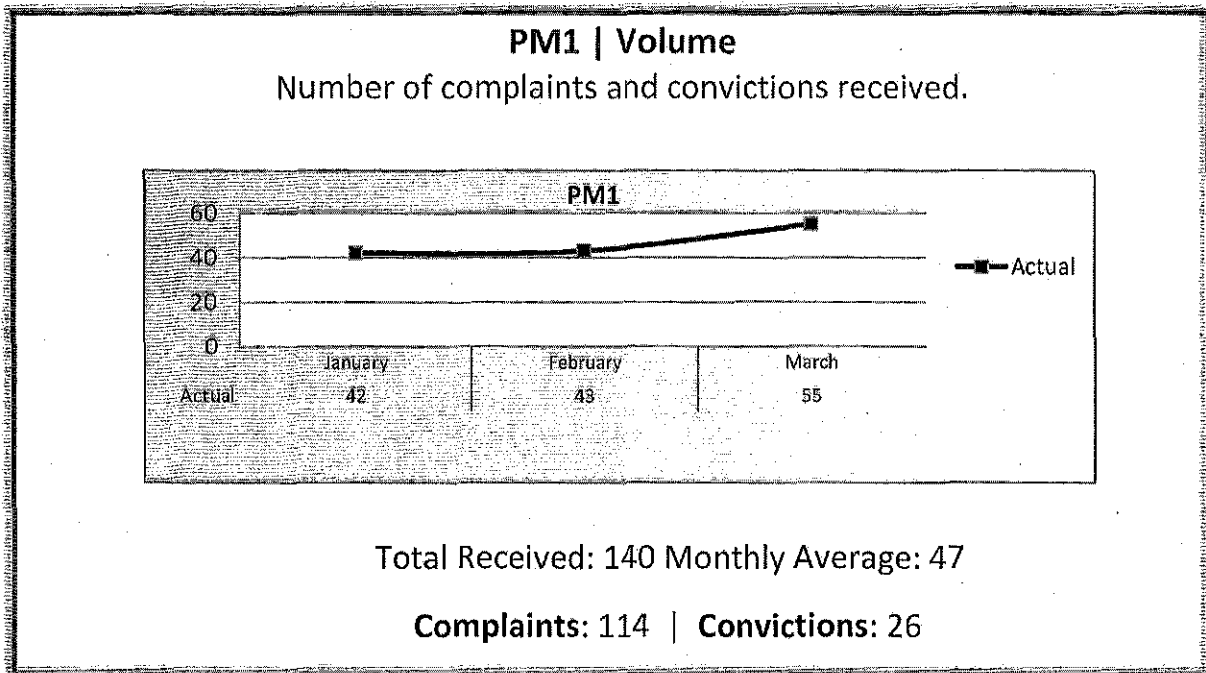
Licensing Profile Report	Part I	Part II	Project Sds	Config Interviews	VO Meetings	Workflow Meetings	Security Meetings	Interface Meetings	Compliance Meetings
Fee Amounts (cp16a)	X			X					
Miscellaneous Charge Type (cp17)		X							
Miscellaneous Application Fee Usage (cp18)		X							
Miscellaneous Charge Fee Use (cp19)		X							
Cash Threshold Control (cp20)		X							
Cash Refund Reason (cp21)		X							
Exam Setup									
Maintain Exam (ep11)	X			X				X	
Maintain Part (ep12)	X			X				X	
Exam Section (ep13)	X			X				X	
Special Needs (ep15)		X	X						
Exam Site (ep14)		X						X	
Exam Provider (ep17)		X						X	
Exam Part Provider (ep18)		X						X	
Continuing Education Setup									
CE Control (ce11)		X		X					
CE Requirements (ce14)		X		X					
CE License Requirement (ce17)		X		X					
Licensed CE Provider (ce12)		X		X					
CE Course Credits (ce13)		X		X					
CE Credit Use (ce15)		X		X					
CE Requirement Use (ce16)		X		X					
Education History									
Degree Type (ce19)		X		X				X	
Education History Provider (ce20)		X		X				X	
Education Provider Program (ce61)		X		X				X	
Transaction Setup								X	
License Time Line		X		X	X			X	
Maintain Transaction Definition (ap53)	X			X	X			X	
Maintain Transaction Component (ap58)		X		X	X			X	
Maintain Transaction Basic Activity Detail (ap55)		X		X	X			X	
Maintain Events letter Parameters (ap63)		X							X

Department of Consumer Affairs
 Board of Occupational
 Therapy

Performance Measures

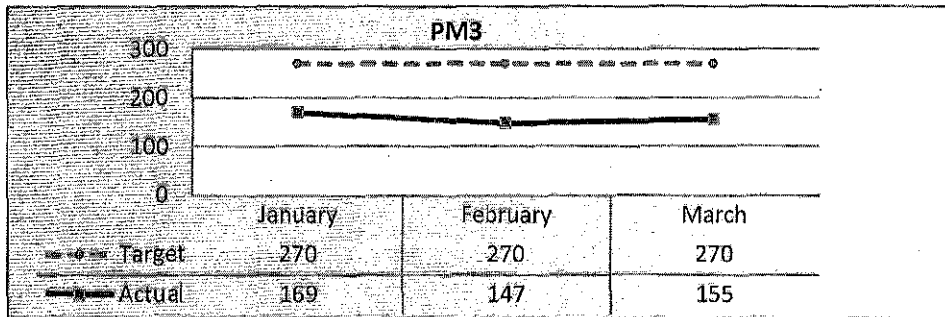
Q3 Report (January - March 2014)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.



PM3 | Intake & Investigation

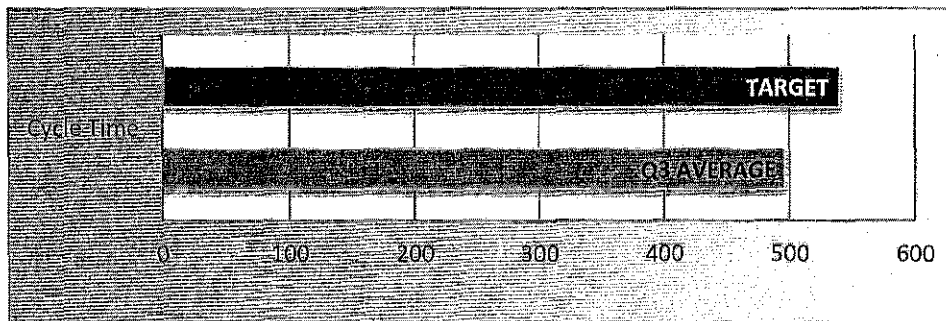
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



Target Average: 270 Days | Actual Average: 158 Days

PM4 | Formal Discipline

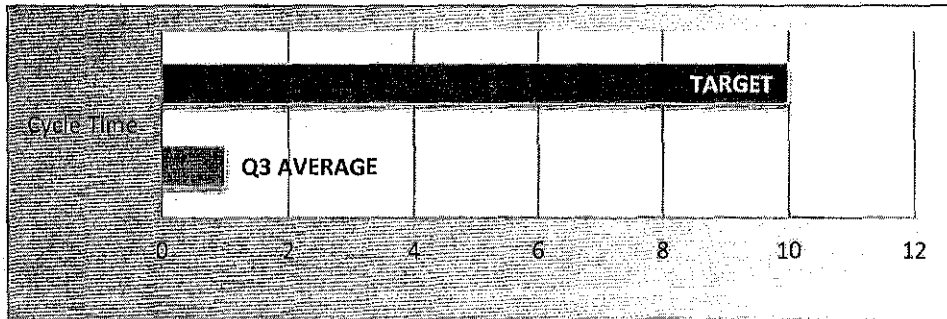
Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).



Target Average: 540 Days | Actual Average: 496 Days

PM7 | Probation Intake

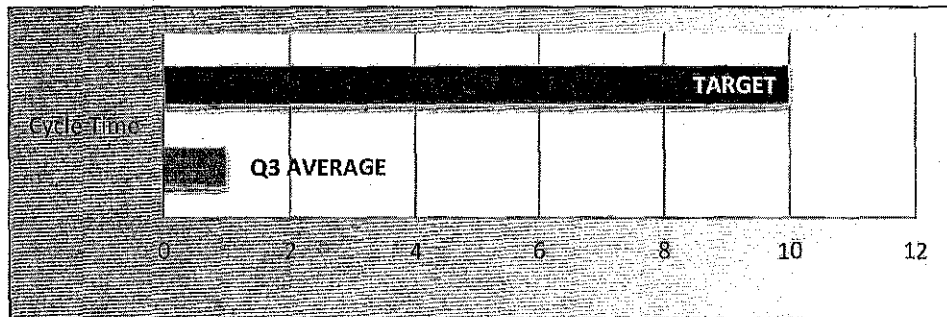
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 10 Days | Actual Average: 1 Day

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



Target Average: 10 Days | Actual Average: 1 Day