

AGENDA ITEM 16

CONSIDERATION AND POSSIBLE ACTION ON THE BOARD'S STRATEGIC PLAN AND (IMPLEMENTATION) ACTION PLAN UPDATE.

The action plan to implement the strategic plan is attached for review.

2016 - 2019 Strategic Plan Action Plan			Q1 2017			Q2 2017			Q3 2017			Q4 2017		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1.1	Create and implement "Application Submittal Checklist" guidelines to clarify application requirements and encourage application completeness.	Responsibility												
1.1.1	Draft a checklist.	Admin SSA												
1.1.2	Create a process overview and description (e.g., when fees are paid) that will go with paper applications.	Admin SSA												
1.1.3	Field test checklist and overview with students.	EO												
1.1.4	Obtain Executive Officer and Legal approval on the checklist and application overview documents.	EO & Legal Office												
1.1.5	Attach the checklist to the paper application instructions.	Webmaster												
1.1.6	Post the application overview description on the Board Web site.	Webmaster												
1.2	Pursue regulatory amendment that would require Occupational Therapists seeking advanced practice approval to complete only Board approved courses, in order to streamline the review process for advanced practice applications.	Responsibility												
1.2.1	Identify the approved courses.	Admin SSA												
1.2.2	Create a list of approved courses and post to Web site.	Admin SSA and Webmaster												
1.2.3	Amend existing regulatory language to require applicants to complete only Board approved courses.	AEO and Admin SSA												
1.2.4	Obtain Board approval on the proposed amended regulatory language.	AEO and Admin SSA												
1.2.5	Create regulations packet including initial statement of reason, strikeout text and notice.	AEO and Admin SSA												
1.2.6	Obtain Executive Officer approval of regulations packet.	EO												
1.2.7	Obtain DCA Legal Office approval of regulations packet.	EO and DCA Legal Office												
1.2.8	Submit regulation packet to the Office of Administrative Law for noticing.	AEO and Admin SSA												
1.2.9	Capture public comments provided during public comment period.	AEO and Admin SSA												
1.2.10	Take the proposed regulatory amendment to the Board for adoption.	EO												
1.2.11a	Create a System Investigation Request (SIR) to make necessary changes to the instructions in BreEZe for the online application and obtain Legal approval.	BreEZe SME												
1.2.11b	Test and pass/fail the changes in BreEZe for accuracy prior to their implementation.	BreEZe SME												

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1.2.11c	Changes executed in future release.	DCA BreEZe Team												
1.2.12	Finalize the file for review and submit to DCA.	AEO and Admin SSA												
1.2.13	Obtain approval by DCA and other control agencies.	DCA												
1.2.14	Prepare and submit the rule making file to the Office of Administrative Law.	AEO and Admin SSA												
1.2.15	Post the effective date of the amended regulation on the Board Web site.	Webmaster												
1.2.16	Make necessary changes to the instructions for the paper application, obtain Legal approval, and post it to the Web site.	Admin SSA												
1.2.17	Train staff on new requirements.	AEO												
1.2.18	Educate licensees on new requirements.	AEO and EO												
1.3	Create and implement a cross-reference table that clarifies the relationship between Professional Development Units (PDU), Continuing Education Units, and Continuing Education hours in order to better assist licensees in determining whether or not their continuing education courses meet state requirements.	Responsibility												
1.3.1	Review NBCOT and AOTA activity tables/ course information for PDU requirements.	AEO												
1.3.2	Review Board PDU requirements.	AEO												
1.3.3	Compare and contrast differences to educate practitioners about what activities are applicable to state requirements.	AEO												
1.3.4	Develop a table that clarifies the activities that are applicable to state requirements and highlights those activities that are not acceptable.	AEO												
1.3.5	Present the PDU information to the Board.	EO												
1.3.6	Obtain Legal approval on the new PDU information.	EO/DCA Legal												
1.3.7	Educate stakeholders about acceptable and unacceptable activities (PDU information).	AEO/EO												
1.3.8	Post the new tables and information on the Board Web site.	Webmaster												
1.4	Develop an outreach strategy to educate potential applicants on the Board's licensure process including pre and post-licensure requirements.	Responsibility												
1.4.1	Identify existing and needed materials.	Admin SSA												
1.4.2	Develop post-licensure information for students.	Admin SSA												
1.4.3	Work with DCA to design outreach materials.	Admin SSA												
1.4.4	Determine and obtain information that needs DCA Legal approval.	EO/DCA Legal												
1.4.5	Post new information to the Board Web site.	Webmaster												

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1.4.6	Provide all the materials to California schools and offer to provide outreach in person.	EO												
1.4.7	Attend the annual Occupational Therapy Association of California OTAC conference each October to educate students and licensees.	AEO/EO												
2.1	Pursue an increase budgetary authority to secure necessary staffing to improve enforcement processing times.	Responsibility												
2.2	Enhance consumer protection by expanding capacity to meet the increase in investigations of licensees and applicants in order to improve complaint response times.	Responsibility												
2.2.1	Obtain additional enforcement positions.	Completed												
2.2.2	Recruitment process: Develop new duty statements and obtain DCA OHR approval.	Completed												
2.2.3	Recruitment process: Advertise, review applications in ECOS, interview, background check and hire six new staff.	Completed												
2.2.4	Onboard and train six new staff.	AEO												
2.2.5	Develop and obtain DCA approval for performance expectations and attendance guidelines.	EO/DCA OHR and Labor Relations												
2.2.6	Redistribute existing case load among new hires.	AEO												
2.2.7	Re-establish in-person visits by probation monitors.	AEO												
2.2.8	Conduct probation reports on new hires.	AEO												
2.2.9	Increase expert consultants under contract by 50%.	AEO												
2.3	Promulgate regulations that require applicants and licensees to attest to reading the governing laws and regulations in order to increase familiarity and instill accountability and individual integrity.	Responsibility												
2.3.1	Develop new regulatory language requiring attestation as a condition for license issuance or renewal.	Admin SSA/EO												
2.3.2	Obtain Board approval on the proposed (and possibly amended) regulatory language.	AEO and Admin SSA												
2.3.3	Create regulations packet including initial statement of reason, strikeout text and notice.	AEO and Admin SSA												
2.3.4	Obtain Executive Officer approval of regulations packet.	EO												
2.3.5	Obtain DCA Legal Office approval of regulations packet.	EO and DCA Legal Office												
2.3.6	Submit regulation packet to the Office of Administrative Law for noticing.	AEO and Admin SSA												

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2.3.7	Capture public comments provided during public comment period.	AEO and Admin SSA												
2.3.8	Take the proposed regulatory amendment to the Board for adoption.	EO												
2.3.9a	Create a SIR to make necessary changes to the instructions in BreEZe for the online application and obtain Legal approval.	BreEZe SME												
2.3.9b	Test and pass/fail the changes in BreEZe for accuracy prior to their implementation.	BreEZe SME												
2.3.9c	Changes executed in future release.	DCA BreEZe Team												
2.3.10	Finalize the file for review and submit to DCA.	AEO/Admin SSA												
2.3.11	Obtain approval by DCA and other control agencies.	DCA												
2.3.12	Prepare and submit the rule making file to the Office of Administrative Law.	AEO/Admin SSA												
2.3.13	Post the effective date of the amended regulation on the Board Web site.	Webmaster												
2.3.14	Make necessary changes to the instructions for the paper application, obtain Legal approval and post it to the Web site.	Admin SSA												
2.3.15	Train staff on new requirements.	AEO												
2.3.16	Educate licensees on new requirements.	AEO/EO												
3.1	Communicate the enforcement process and timeline with complainants and respondents by updating the current enforcement process flowcharts with the disciplinary process timeline and include flowchart in all complaint responses.	Responsibility												
3.1.1	Prepare and/or update existing enforcement process flowchart and add timeline.	Enforcement SSA												
3.1.2	Develop narrative explaining the process and glossary of enforcement process.	Enforcement SSA												
3.1.3	Obtain DCA Legal approval on the flow chart, timeline, narrative and glossary.	AEO												
3.1.4	Staff training regarding revised acknowledgement and inquiry correspondence and update procedure manual.	AEO												
3.1.5	Post to Web site and add to Board Member Disciplinary Resource Manual.	Webmaster												
3.2	Develop multimedia (videos, webinars and printed materials), and house them on the Board Web site, that would increase applicant understanding of the application process and general Board information.	Responsibility												
3.2.1	Incorporate materials developed in Objectives 1.1 and 1.4.	Admin SSA												
3.2.2	Identify general Board information that needs to be disseminated to applicants.	Admin SSA												

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3.2.3	Work with DCA to develop a video or webinar explaining the application process and general Board information.	Admin SSA/OPA/SOLID												
3.2.4	Obtain Legal approval for newly developed content.	EO/Legal												
3.2.5	Email links to materials and coordinate webinar with all California school program directors.	EO/SOLID												
3.2.6	Develop, schedule and conduct application webinar to coincide with OT/OTA graduations.	EO/SOLID												
3.2.7	Post multimedia materials utilizing current social media outlets and technology.	OPA												
3.3	Develop multimedia (videos, webinars and printed materials), and house them on the Board Web site, that would educate and inform licensees and consumers about general Board processes, regulatory requirements and practice issues.	Responsibility												
3.3.1	Appoint members to the Board's Education and Outreach Committee.	Board												
3.3.2	Coordinate appointment packages for all members.	HR Liaison												
3.3.3	Coordinate meeting(s) schedules and prepare and post meeting materials.	EO												
3.3.4	Board's Education and Outreach Committee to identify specific content regarding general Board processes, regulatory requirements and practice issues.	Education and Outreach Committee												
3.3.5	Board staff to work with DCA to develop a video, webinar, public service announcement to verify license, and/or printed materials explaining Board information.	Admin SSA/OPA/SOLID												
3.3.6	Obtain Legal approval for newly developed content.	EO/Legal												
3.3.7	Email links to interested parties/stakeholders.	EO/SOLID												
3.3.8	Post multimedia materials utilizing current social media outlets and technology.	OPA												

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3.4	Implement email address reporting requirement on new applications and license renewals in order to increase access to the licensee population and better communicate Board information.	Responsibility												
3.4.1	Establish new regulatory language to require email address reporting in new applications and license renewals.	AEO and Admin SSA												
3.4.2	Obtain Board approval on the proposed regulatory language.	AEO and Admin SSA												
3.4.3	Create regulations packet including initial statement of reason, amended text, and notice.	AEO and Admin SSA												
3.4.4	Obtain Executive Officer approval of regulations packet.	EO												
3.4.5	Obtain DCA Legal Office approval of regulations packet.	EO and Legal Office												
3.4.6	Submit regulation packet to the Office of Administrative Law for noticing.	AEO and Admin SSA												
3.4.7	Capture public comments provided during public comment period.	AEO and Admin SSA												
3.4.8	Take the proposed regulatory amendment to the Board for adoption.	EO												
3.4.9a	Create a SIR to make necessary changes to the instructions in BreZEze for the online application and obtain Legal approval.	BreZEze SME												
3.4.9b	Test and pass/fail the changes in BreZEze for accuracy prior to their implementation.	BreZEze SME												
3.4.9c	Changes executed in future release.	DCA BreZEze Team												
3.4.10	Finalize the file for review and submit to DCA.	AEO and Admin SSA												
3.4.11	Obtain approval by DCA and other control agencies.	DCA												
3.4.12	Prepare and submit the rule making file to the Office of Administrative Law.	AEO and Admin SSA												
3.4.13	Post the effective date of the amended regulation on the Board Web site.	Webmaster												
3.4.14	Make necessary changes to the instructions for the paper application and renewal notices, obtain Legal approval, and post it to the Web site.	Admin SSA												
3.4.15	Receive training for how to export the email addresses from BreZEze into an email ListServ.	BreZEze team												
3.4.16	Perform a monthly export of the email addresses from BreZEze into the Board's email ListServ.	AEO/DCA OIS												
3.4.17	Educate licensees on new requirements use email addresses to distribute Board information.	AEO/EO												

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3.5	Utilize current social media outlets and technology to increase Board communication to stakeholders by 50%.	Responsibility												
3.5.1	Identify the current number of social media followers to establish a baseline.	OPA												
3.5.2	Measure the number of people (e.g., followers and likes) who join the Board's social media and report to the Board semiannually.	OPA/ Board staff												
3.5.3	Increase the methods and frequency of communicating with stakeholders.	(Refer to objectives 3.2 and 3.3)												
3.5.4	Use email addresses from Objective 3.4 to promote the Board's social media outlets by providing stakeholders with direct links to the Board's social media sites.	TBD/OIS												
3.6	Secure budgetary authority to increase necessary staffing and resources to establish a Board Outreach Coordinator position.	Responsibility												
3.6.1	Conduct workload analysis and compile justification data to support Budget Change Proposal (BCP).	Admin SSA												
3.6.2	Draft BCP concept paper.	Admin SSA												
3.6.3	Submit BCP concept paper to DCA Budget office.	Admin SSA												
3.6.4	Draft BCP and submit to DCA Budget Office.	Admin SSA												
3.6.5	Obtain control agencies' approval of BCP.	DCA Budget Staff												
3.6.6	Obtain legislative approval for BCP.	DCA Budget Staff												
3.6.7	Obtain additional outreach position.	DCA OHR												
3.6.8	Establish communication and outreach priorities.	Board Members												
3.6.9	Recruitment process: Develop new duty statement and obtain DCA OHR approval.	HR Liaison												
3.6.10	Recruitment process: Advertise, review applications in ECOS, interview and hire new staff.	HR Liaison												
3.6.11	Onboard and train new staff.	AEO/EO												
3.6.12	Develop and obtain DCA approval for performance expectations and attendance guidelines.	EO/DCA OHR and Labor Relations												
4.1	Promulgate regulations requiring applicants and renewal licensees provide an email address so the Board can increase communication.	Responsibility												
4.1.1	Establish new regulatory language to require email address reporting in new applications and license renewals.	AEO/Admin SSA												
4.1.2	Obtain Board approval on the proposed regulatory language.	AEO/Admin SSA												
4.1.3	Create regulations packet including initial statement of reason, amended text and notice.	AEO/Admin SSA												
4.1.4	Obtain Executive Officer approval of regulations packet.	EO												

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4.1.5	Obtain DCA Legal Office approval of regulations packet.	EO and Legal Office												
4.1.6	Submit regulation packet to the Office of Administrative Law for noticing.	AEO/Admin SSA												
4.1.7	Capture public comments provided during public comment period.	AEO/Admin SSA												
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4.1.9c	Changes executed in future release.	DCA BreEZe Team												
4.1.10	Finalize the file for review and submit to DCA.	AEO/Admin SSA												
4.1.11	Obtain approval by DCA and other control agencies.	DCA												
4.1.12	Prepare and submit the rule making file to the Office of Administrative Law.	AEO/Admin SSA												
4.1.13	Post the effective date of the amended regulation on the Board Web site.	Webmaster												
4.1.14	Make necessary changes to the instructions for the paper application and renewal notices, obtain Legal approval, and post it to the Web site.	Admin SSA												
4.1.15	Receive training for how to export the email addresses from BreEZe into an email ListServ.	BreEZe team												
4.1.16	Perform a monthly export of the email addresses from BreEZe into the Board's email ListServ.	AEO/DCA OIS												
4.1.17	Educate licensees on new requirements use email addresses to distribute Board information.	AEO and EO												
4.2	Research regulatory issues effecting the full range of Occupational Therapy practice settings to address diverse Occupational Therapy service delivery models.	Responsibility												
4.2.1	* to be determined													
4.2.2														
4.2.3														
4.2.10														
4.3	Develop an internal and external "Frequently Asked Questions" for staff and for consumers and licensees, respectively, and post to Web site to clarify laws and regulations.	Responsibility												
4.3.1	Determine the frequently asked questions from licensees and consumers regarding laws and regulations.	AEO												
4.3.2	Collaborate with the Practice Committee to review and answer the questions posed to the Board.	AEO and Practice Committee												

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4.3.3	Obtain Executive Officer approval for the FAQs and responses that will be posted on the Web site.	Executive Officer												
4.3.4	Obtain Legal Office approval for the FAQs and responses that will be posted on the Web site.	EO/DCA Legal Office												
4.3.5	Post the FAQs to the Board Web site. Also, add information to the Board Web site advising how to participate in the rule making process.	Webmaster												
4.3.6	Educate staff about the new FAQs on the Web site.	AEO												
4.3.7	Notify stakeholders through a ListServ email and social media regarding the new FAQs on the Board Web site.	Webmaster												
4.3.8	Semi-annually review the FAQs and update, as needed.	AEO												
4.4	Explore the feasibility of a statute amendment that alters the definition of Occupational Therapy to clarify the scope of the Board's oversight over the varying Occupational Therapy capacities.	Responsibility												
4.4.1	Establish Ad-hoc Committee to review the scope of practice.	Board												
4.4.2	Ad-hoc Committee to issue recommendation for potential statute language for Board approval.	Committee												
4.4.3	Board staff prepares notice/agenda, obtains Legal Office approval, post and notice the Committee Meeting agenda, and provide Committee members with meeting materials.	AEO/EO												
4.4.4	Revisit the scope of practice recommendation, if directed by the Board.	Board												
5.1	Conduct a workload analysis and compile data to support appropriate Board staffing levels.	Responsibility												
5.2	Devise a plan for knowledge transfer and mentorship opportunities to help facilitate growth and development among Board staff.	Responsibility												
5.2.1	Identify core information needed by all Board staff.	Board SSAs												
5.2.2	Identify staff with core knowledge (<i>who has the knowledge</i>), identify staff needing cross training (<i>who needs the knowledge</i>), and provide training to Board staff, as needed.	Board SSAs & AEO												
5.2.3	Require Individual Development Plans (IDPs) to identify existing knowledge and prepare staff for future growth/promotional opportunities.	EO												
5.2.4	Identify and document AEO and EO knowledge. (See Objective 5.3.)	TBD												
5.2.5	Identify the strategy (in person, online, reading, training, etc.) for how to provide knowledge transfer.	Board SSAs												
5.2.6	Incorporate process maps, procedures, and document existing knowledge to develop (and expand, as needed) a resource manual for each functional area.	Board SSAs												

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5.2.7	Approve resource manuals used by staff.	EO/AEO												
5.2.8	Identify and support mentorship opportunities for staff through collaboration with DCA and other entities.	EO/AEO												
5.3	Create a succession plan that includes all Board positions to increase business continuity, efficiency, and staff acquisition, retention, and development.	Responsibility												
5.3.1	Identify mission-critical work functions to anticipate and prepare for changes.	Board SSAs												
5.3.2	Analyze workforce gaps to develop the next generation of Board management.	Board SSAs												
5.3.3	Identify and document job functions then prioritize solutions to prepare for attrition.	Board SSAs												
5.3.4	Determine classifications-based restrictions to forecast staff development needs.	Board SSAs and DCA OHR												
5.3.5	Prepare document identifying mission critical functions, workforce gaps, and solutions for Board approval.	Board SSAs												
5.3.6	Contract with vendor to document EO/AEO knowledge.	EO/AEO Vendor												
5.3.7	Review vendor report and recommendations with Board members.	EO/Board												
5.3.8	Implement report recommendation(s) to prepare the Board's next generation of leaders.	EO/AEO												
5.3.9	Re-evaluate the succession plan on annual basis.	EO/AEO												