



**BOARD OF VOCATIONAL NURSING
AND PSYCHIATRIC TECHNICIANS**

Environmental Scan 2024

*Prepared by
SOLID Planning Solutions
for the Board of Vocational Nursing and Psychiatric
Technicians*



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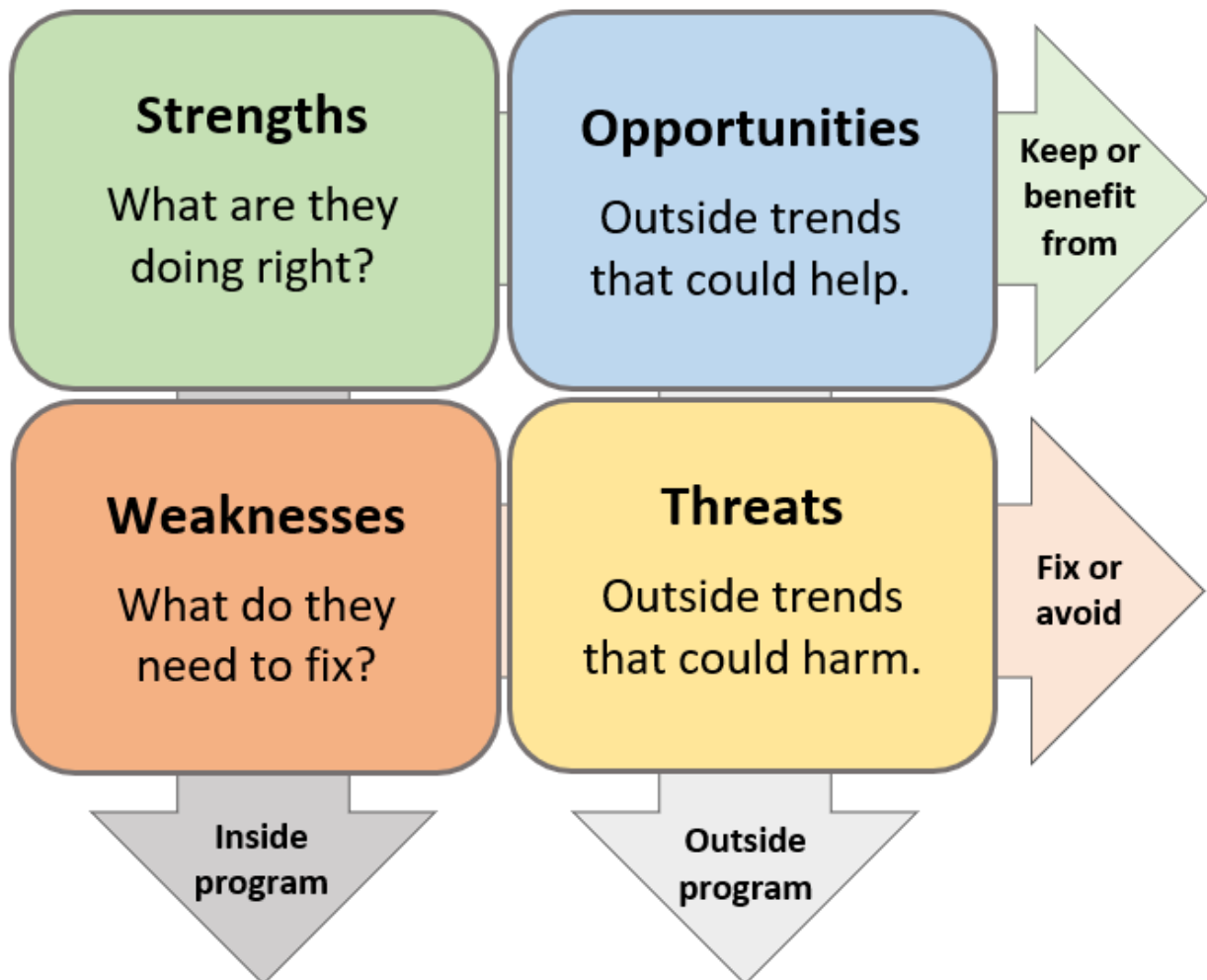
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Introduction

One of the first steps in developing a strategic plan is to conduct a scan and analysis of the internal and external environment in which an organization operates. This analysis allows the organization to look at the factors that can impact its success. This report is a summary of the environmental scan recently conducted by SOLID Planning (SOLID) for the Board of Vocational Nursing and Psychiatric Technicians (Board or BVNPT) in the months of April and May 2024.

The purpose of this environmental scan is to provide a better understanding of external and internal stakeholder thoughts about BVNPT's performance and environment. SOLID followed the SWOT Analysis (strengths, weaknesses, opportunities, and threats) method to solicit feedback from stakeholders, where strengths and weaknesses refer to BVNPT's internal environment and opportunities and threats refer to BVNPT's external environment.



Diversity, Equity, and Inclusion in the Strategic Planning Process

Governor Gavin Newsom, through [Executive Order \(N-16-22\)](#), strengthened the State's commitment to a "California For All" by directing state agencies and departments to take additional actions to embed equity analysis and considerations into their policies and practices, including but not limited to, the strategic planning process.

At the Department of Consumer Affairs (DCA), we are driven by our consumer protection mission and common goal to support our employees and the people and communities across California. As part of advancing the Governor's Executive Order, DCA's strategic planning process reflects our commitment to diversity, equity, and inclusion (DEI), incorporating inclusive public engagement and enhanced data collection and analysis.

DCA DEI Mission Statement: *To Advance a Diverse, Equitable, and Inclusive California Department of Consumer Affairs for All.*

Diversity: *The inherent and acquired qualities, characteristics, and experiences that make us unique as individuals and the groups to which we belong.*

Equity: *Creating pathways to equal outcomes.*

Inclusion: *A practice to maintain a positive environment where all individuals feel recognized, understood, and valued.*

Consider DEI impacts of policy decisions when reviewing the feedback from the environmental scan and when developing strategic objectives.

Feedback

Feedback was solicited from external stakeholders, board members, and board executives, management, and staff regarding BVNPT's internal strengths and weaknesses as they relate to its goal areas (listed below) and external opportunities and threats as they relate to the profession and environment in which the Board operates.

1. Licensing
2. Enforcement
3. Legislation and Regulation
4. Educational Oversight
5. Outreach
6. Administration

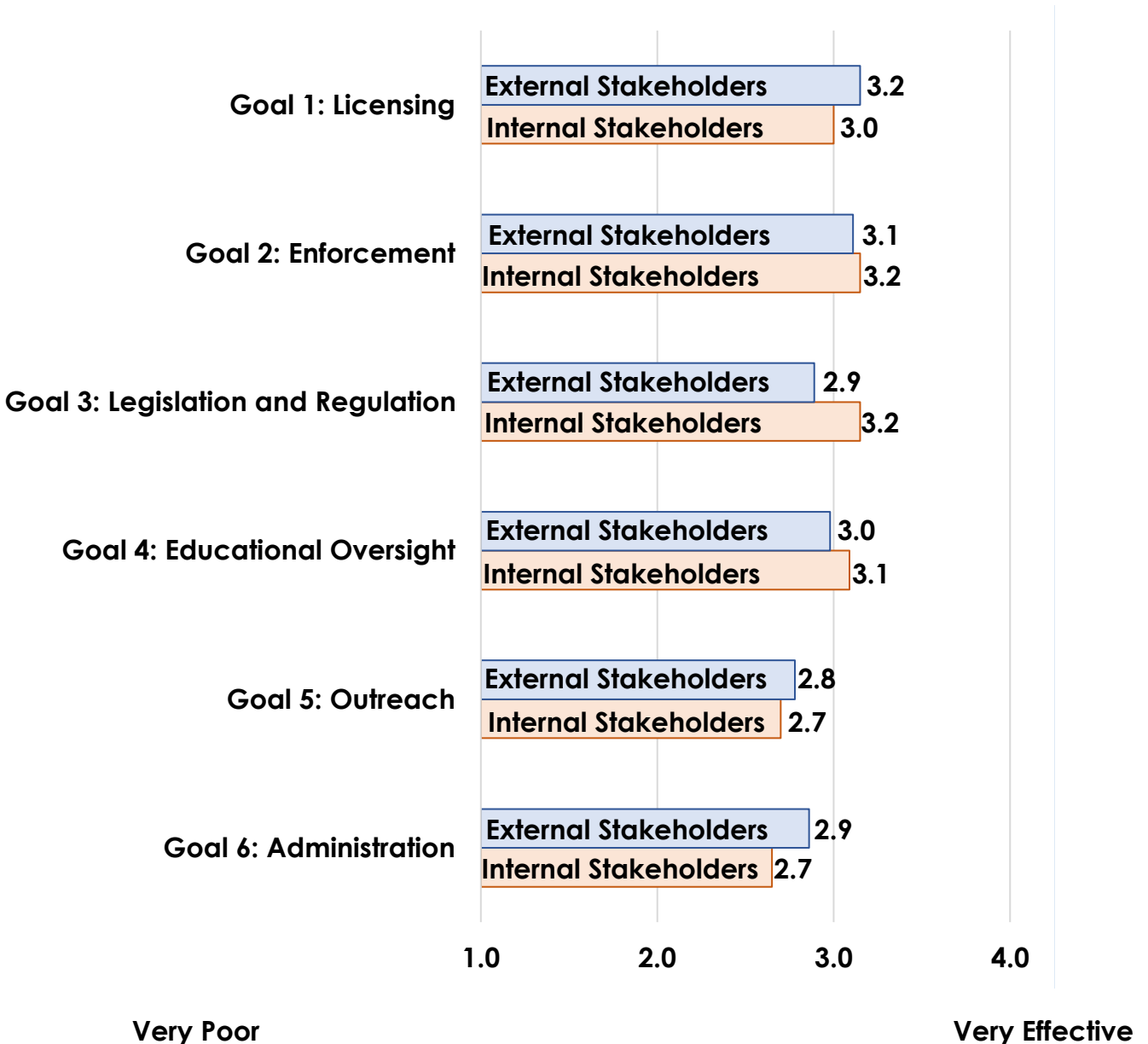
This document summarizes trends, including areas where stakeholder groups agree and disagree, while providing insight to assist the Board in developing objectives for the upcoming strategic plan.

At the strategic planning session, BVNPT's executive team and board members will discuss and evaluate this information as a group to help create the objectives that BVNPT will focus on during its next strategic plan period.

If you have any questions about this report, please contact Sarah Irani with SOLID Planning at Sarah.Irani@dca.ca.gov.

Overall Effectiveness

External and internal (board members, board executive team, and board staff) stakeholders rated BVNPT's strategic goal areas on a scale of 1 (very poor) to 4 (very effective). The chart below displays the average ratings, with full details contained in the report.



Goal Area #1: Licensing

The Board ensures that all VN and PT applicants and licensees are qualified and competent to provide safe and professional health care services to diverse populations.

Effectiveness Rating

Rating	External Stakeholders	Internal Stakeholders
Very Effective	31%	32%
Effective	58%	41%
Poor	8%	21%
Very Poor	3%	6%
Total %	100%	100%
Total Responses	654	34

Summary of Licensing Strengths

1. External stakeholders are pleased with the Board's renewal process, stating that the Board makes the process painless, timely, and user-friendly. External stakeholders also appreciate the reminders for license renewal.
2. Both external and internal stakeholders agree the Board excels with communication. External stakeholders say BVNPT keeps them updated with email notices and is responsive to inquiries both over the phone and through email. Internal stakeholders say licensing staff have improved communication with licensees and are patient with assisting applicants.
3. External stakeholders appreciate the Board's high standards for licensure, stating the Board ensures all requirements are met and applicants are qualified and competent.
4. Processing times are a strength noted by both external and internal stakeholders. External stakeholders appreciate the quick processing times for both initial applications and licensure renewals. Internal stakeholders praise the licensing unit's ability to eliminate their backlog of applications.

5. Internal stakeholders appreciate the leadership in the licensing unit, stating managers are dedicated, supportive, and understands the Board's mission.
6. External stakeholders are pleased with the Board's online processes, saying that having online payments and document submissions allow for easy and quick license renewals.

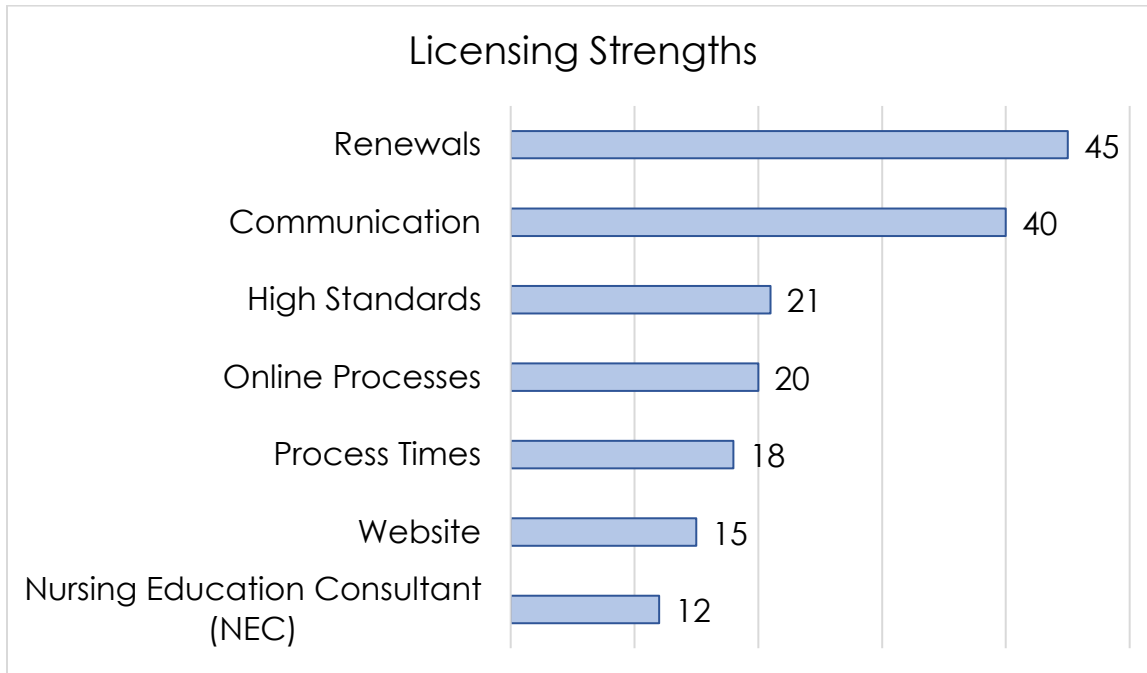
Summary of Licensing Weaknesses

1. External stakeholders believe the Board can improve its communication, stating they would like more live person interactions, more consistent responses from staff, and better turnaround times for calls to be returned.
2. External stakeholders would like to see process times improve, stating that the licensing and certification processes move slowly. Some stakeholders say that it takes three to four months to get a license.
3. Internal stakeholders are concerned with staffing levels within the licensing unit. They note that due to the positions being entry level, many people promote out, which contributes to high vacancies, low staff morale, and inconsistency of work.
4. Internal stakeholders are concerned with process oversight and thorough reviews in the licensing unit, stating that some applications are not being flagged for enforcement review and licenses are being issued without proper oversight. Internal stakeholders see these mistakes as a threat to consumer protection.
5. Renewal costs are a weakness cited by external stakeholders who say that renewal fees for Licensed Vocational Nurses (LVN) and Licensed Psychiatric Technicians (LPT) are significantly higher than renewal fees for Registered Nurses (RN), despite LVNs and LPTs having fewer job opportunities and lower salaries compared to their RN counterparts.
6. External stakeholders would like to see the return of physical license cards, stating the card was a more efficient way to prove licensure and helped maintain professional standards.
7. External and internal stakeholders agree that customer service needs to be improved in the licensing unit. External stakeholders say that staff are not friendly or helpful when stakeholders have questions. Internal stakeholders note that there has been an increase in complaints from the public about the Board's licensing staff.

Trends in Licensing Strengths

External Stakeholder Comment Trends – Strengths

The chart below lists the top trends along with the corresponding number of comments for feedback provided by external stakeholders.



Internal Stakeholder Comment Trends – Strengths

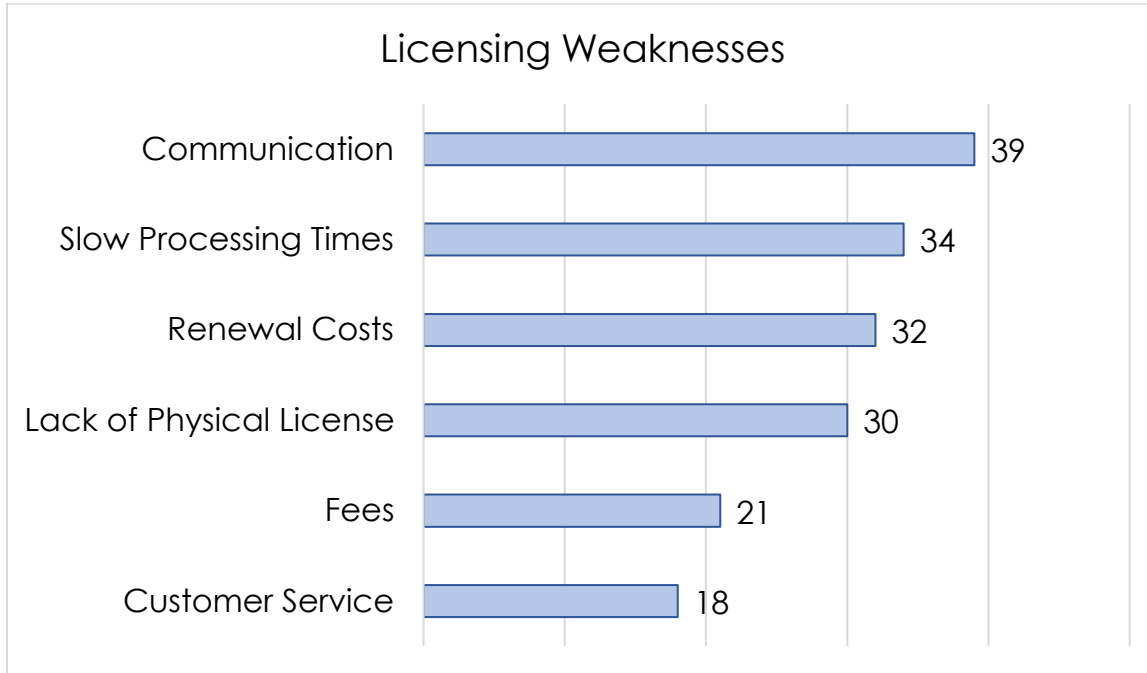
The list below displays terms that summarize comments provided by internal stakeholders.

- Processing Times (12)
- Leadership (4)
- Communication (3)
- Application Reviews (2)
- Customer Service (2)
- Streamlined Processes (2)

Trends in Licensing Weaknesses

External Stakeholder Comment Trends – Weaknesses

The chart below lists the top trends along with the corresponding number of comments based upon feedback provided by external stakeholders.



Internal Stakeholder Comment Trends – Weaknesses

The list below displays terms that summarize comments provided by internal stakeholders.

- Understaffed/Retention (10)
- Customer Service (5)
- Poor Oversight (5)
- Leadership (4)

Goal Area #2: Enforcement

The Board prevents, reduces, or remediates unlawful or unsafe activities by licensed VNs and/or PTs that pose a threat to the health, safety, or welfare of the public.

Effectiveness Rating

Rating	External Stakeholders	Internal Stakeholders
Very Effective	29%	44%
Effective	56%	41%
Poor	11%	0%
Very Poor	4%	15%
Total %	100%	100%
Total Responses	435	34

Summary of Enforcement Strengths

1. External stakeholders appreciate the Board's high standards for enforcement, saying the Board protects the integrity of the profession and upholds laws and regulations to keep the public safe.
2. External stakeholders appreciate the enforcement unit's communication, stating that licensees are informed of changes and that appropriate expectations are set for the enforcement process.
3. Internal stakeholders are proud of the Board's ability to decrease its enforcement caseload and state the backlogs have been minimized and workload is fairly distributed amongst staff and management.
4. Internal stakeholders appreciate the enforcement unit's leadership, recognizing their knowledge, great accountability, and timeliness with getting cases processed by board members.

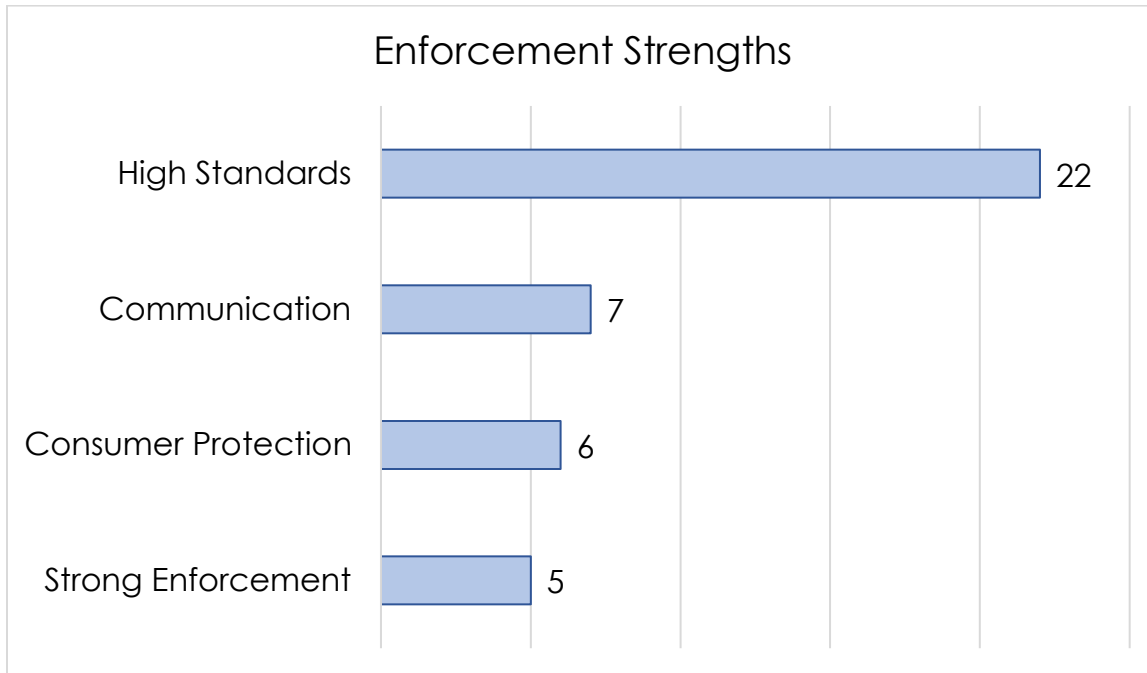
Summary of Enforcement Weaknesses

1. External stakeholders say communication is a weakness with enforcement, stating it is difficult to receive information and updates about the enforcement process.
2. External stakeholders would like to see enforcement processing times improve, saying the process is lengthy, and the Board is slow to provide responses.
3. Internal stakeholders feel that enforcement leadership is a weakness, stating the following behaviors from management have caused high turnover in the unit and a decrease in employee morale:
 - a. Micromanagement
 - b. Crossing of boundaries
 - c. Hostility
 - d. Microaggressions
 - e. Favoritism
4. Lack of consistency is another weakness identified by internal stakeholders who say high turnover rates have led to inconsistencies in the work and there is an overreliance to keep statistics positive at the expense of quality and consistency in work completed.
5. External stakeholders would like to see clearer guidelines on the scope of practice for LVNs and LPTs, stating that licensees are trained in certain specialized skills, but are prohibited from using them in the workplace, especially when it comes to behavioral health. Additionally, external stakeholders would like to see better guidelines on patient to nurse ratios.
6. External stakeholders are concerned with ineffective enforcement saying that many nurses who are a danger to the public do not have their licenses revoked.
7. Internal stakeholders are concerned with the chain of command or what they refer to as compaction issues in the enforcement unit, stating that the Supervising Special Investigator cannot report to the Enforcement Chief, leading to inefficiencies and confusion in the unit.

Trends in Enforcement Strengths

External Stakeholder Comment Trends – Strengths

The chart below lists the top trends along with the corresponding number of comments for feedback provided by external stakeholders.



Internal Stakeholder Comment Trends – Strengths

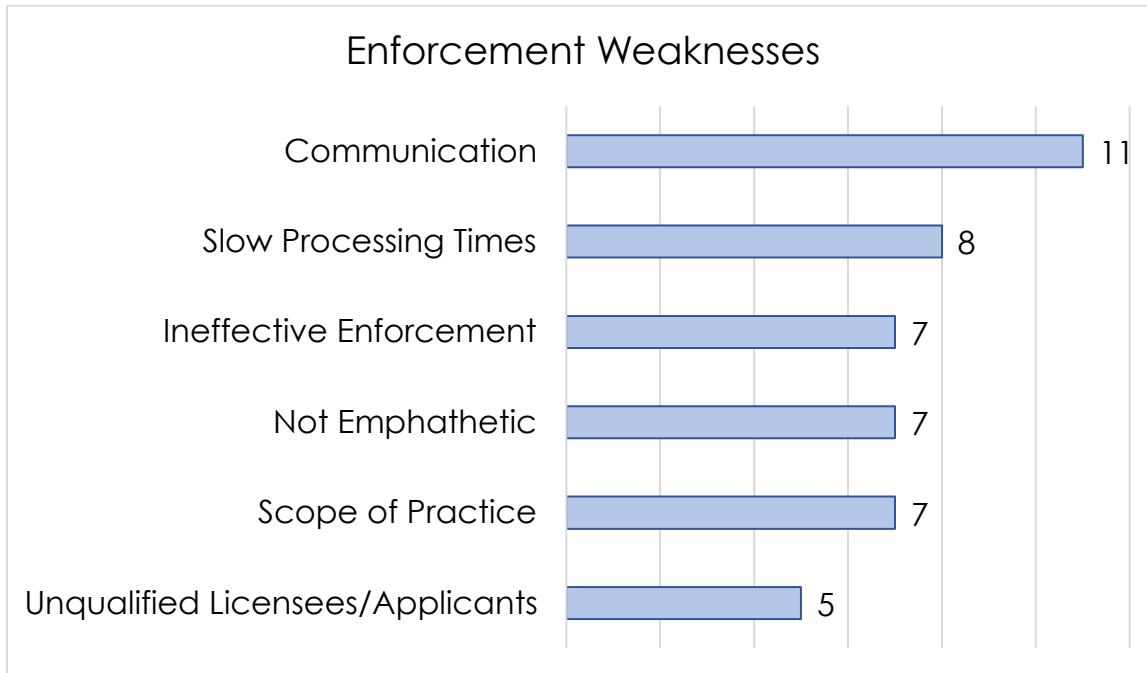
The list below displays terms that summarize comments provided by internal stakeholders.

- Caseload Management (8)
- Leadership (5)
- Investigations (4)
- Processing Time (4)
- Staff (3)

Trends in Enforcement Weaknesses

External Stakeholder Comment Trends – Weaknesses

The chart below lists the top trends along with the corresponding number of comments based upon feedback provided by external stakeholders.



Internal Stakeholder Comment Trends – Weaknesses

The list below displays terms that summarize comments provided by internal stakeholders.

- Leadership (12)
- Chain of Command/Compaction Issues (4)
- Inconsistency (4)
- Staff Retention (3)

Goal Area #3: Legislation and Regulation

The Board develops, maintains, and defends statutes and regulations including the Vocational Nursing Practice Act and the Psychiatric Technician Law.

Effectiveness Rating

Rating	External Stakeholders	Internal Stakeholders
Very Effective	25%	25%
Effective	50%	65%
Poor	16%	10%
Very Poor	9%	0%
Total %	100%	100%
Total Responses	389	20

Summary of Legislation and Regulation Strengths

1. External stakeholders appreciate the Board's communication when it comes to changes in regulation. Stakeholders mention the Board sends out informative emails, newsletters, and gives licensees enough notice to meet new regulations.
2. Internal stakeholders praise the Board's executive officer (EO) for her history and knowledge of legislation and regulation. Stakeholders appreciate the EO's ability to explain legislative processes to newer board members. Stakeholders also commend board staff and Nursing Education Consultants (NECs) for their knowledge and expertise.
3. External stakeholders say the Board upholds safe nursing practices with its legislation and regulations, stating the Board is open to concerns about workplace safety and provides public service announcements (PSAs) about safe practices.
4. Internal stakeholders say the Board collaborates well with other boards, such as the Respiratory Care Board (RCB), when it comes to overlapping jurisdictions.

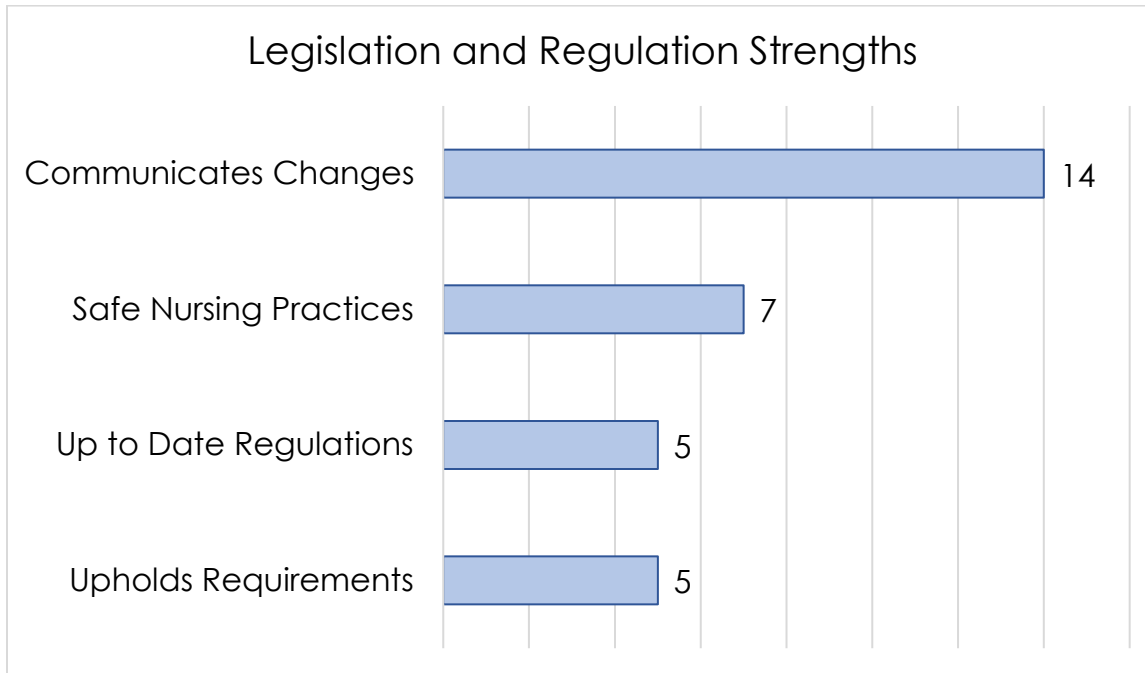
Summary of Legislation and Regulation Weaknesses

1. External stakeholders see a need for the scope of practice to be expanded for LVNs and LPTs to include higher levels of care.
2. Internal stakeholders see a need for a dedicated legislation and regulation staff position due to the time commitments required by the role.
3. External stakeholders would like to see more advocacy for LVN and LPT professions by the Board and better representation when it comes to policies and regulations that affect the licensees. Stakeholders feel that the Board does not do enough to protect LVNs and LPTs from predatory practices such as high patient to nurse ratios.
4. External stakeholders say communication from the Board could be improved, stating they would like to see more information and education on new regulations.
5. Internal stakeholders would like to see the Board be more proactive with legislation and regulation to better support licensees.

Trends in Legislation and Regulation Strengths

External Stakeholder Comment Trends – Strengths

The chart below lists the top trends along with the corresponding number of comments for feedback provided by external stakeholders.



Internal Stakeholder Comment Trends – Strengths

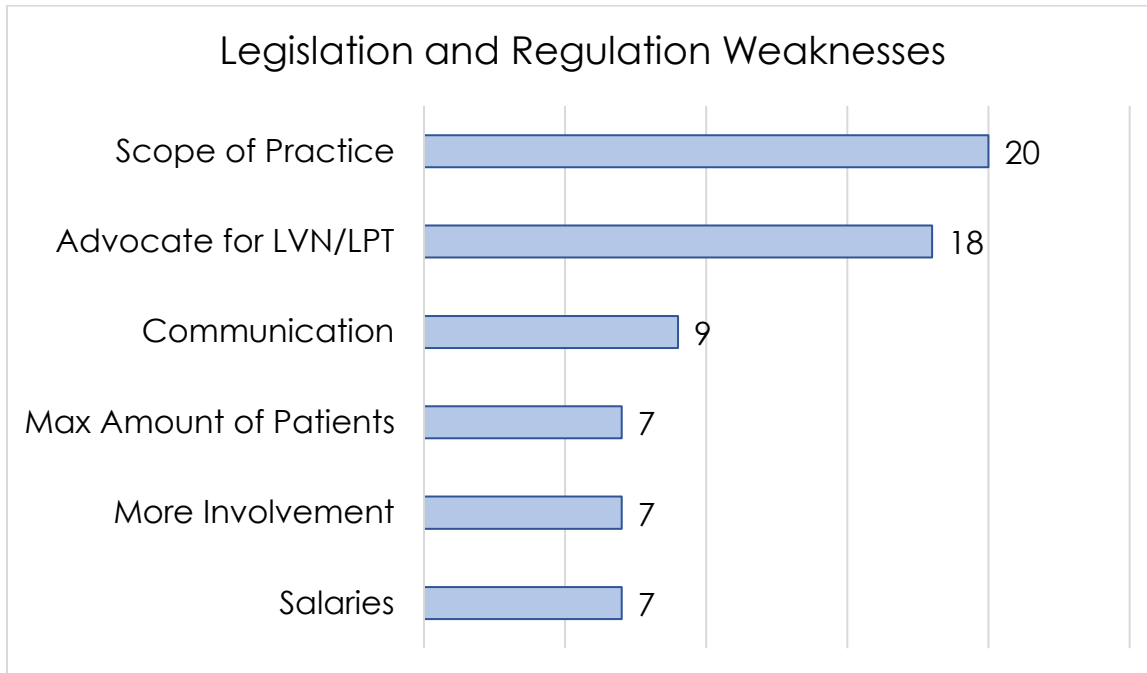
The list below displays terms that summarize comments provided by internal stakeholders.

- Executive Officer (8)
- Knowledgeable Staff (5)
- Collaboration (3)

Trends in Legislation and Regulation Weaknesses

External Stakeholder Comment Trends – Weaknesses

The chart below lists the top trends along with the corresponding number of comments based upon feedback provided by external stakeholders.



Internal Stakeholder Comment Trends – Weaknesses

The list below displays terms that summarize comments provided by internal stakeholders.

- Dedicated Legislation and Regulation Position (8)
- Proactive Legislation/Regulation (2)

Goal Area #4: Educational Oversight

The Board protects the public by reviewing, approving, and auditing academic programs in accordance with the Vocational Nursing Practice Act and the Psychiatric Technician Law.

Effectiveness Rating

Rating	External Stakeholders	Internal Stakeholders
Very Effective	27%	23%
Effective	51%	64%
Poor	16%	13%
Very Poor	6%	0%
Total %	100%	100%
Total Responses	413	22

Summary of Educational Oversight Strengths

1. Both external and internal stakeholders agree the Board's NECs are a strength. Stakeholders appreciate the NECs' knowledge, availability, helpfulness, and commitment to the program.
2. External stakeholders believe that the Continuing Education Units (CEUs) required by the Board are a strength. Stakeholders believe CEUs hold licensees accountable when it comes to license renewal. Additionally, stakeholders are pleased with the simple process to get their CEUs verified and approved.
3. Internal stakeholders say that the Board's implementation of school fees has made the process of evaluating school applications more effective and efficient, as the schools submit better quality packages.
4. External stakeholders appreciate the Board's high standards for LVN and LPT programs, saying that the Board ensures the programs are teaching current information to students.
5. Internal stakeholders say staff are a strength of the Board, stating the educational oversight unit is well-versed in the area.

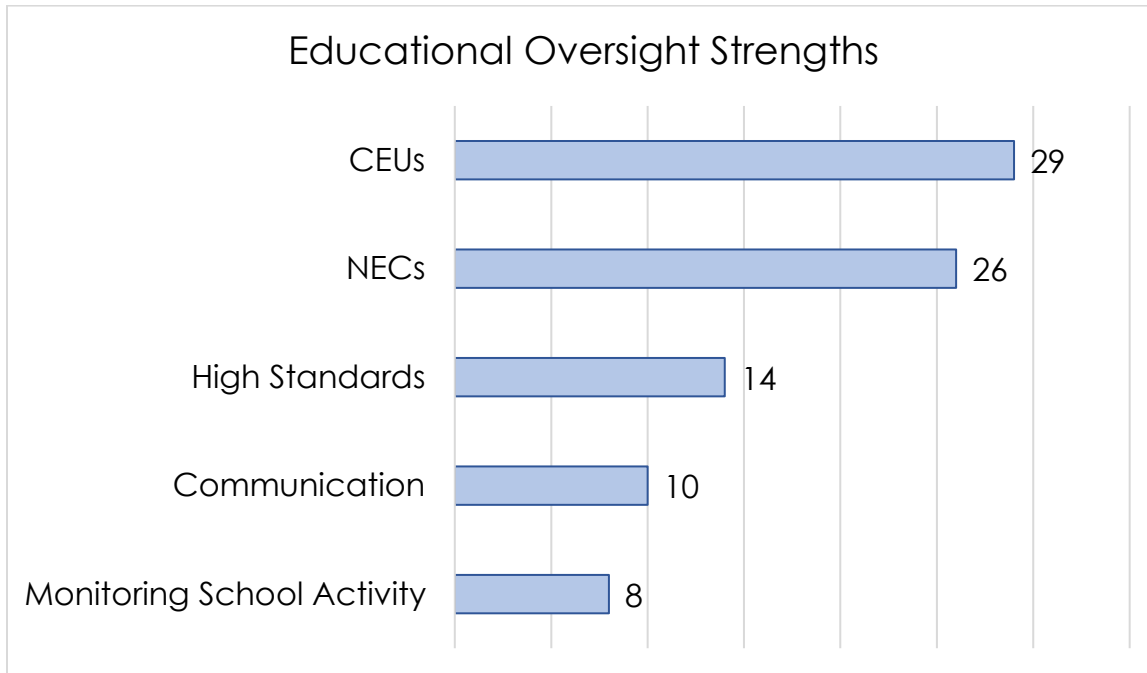
Summary of Educational Oversight Weaknesses

1. Both external and internal stakeholders agree there is a lot of inconsistency from both the Board and the NECs. External stakeholders say rules and requirements change frequently. Additionally, they say lists of schools are not updated on the website. Internal stakeholders note that NECs give inconsistent answers to applicants and do not have a unified process.
2. External stakeholders are concerned with the interpretation and application of regulations by the NECs. Stakeholders say that NECs have conflicting interpretations, which causes confusion among stakeholders.
3. External stakeholders would like to see more LVN to RN education programs to help licensees that would like to advance to an RN license.
4. Internal stakeholders agree the vacant Supervising Nursing Education Consultant (SNEC) position is a weakness for the Board, stating that the vacancy is causing divisiveness in the unit. Internal stakeholders would like to see the SNEC position be filled locally in Sacramento to help keep staff informed on the work the unit does.
5. Internal stakeholders feel that more Diversity, Equity, and Inclusion (DEI) training needs to be implemented in education and continuing education. Stakeholders also feel that the Board needs to be more supportive of people with Americans with Disabilities Act (ADA) accommodations.
6. Internal stakeholders believe there needs to be more outreach on educational oversight to keep programs aware of the Board's resources and enhance visibility of the Board.

Trends in Educational Oversight Strengths

External Stakeholder Comment Trends – Strengths

The chart below lists the top trends along with the corresponding number of comments for feedback provided by external stakeholders.



Internal Stakeholder Comment Trends – Strengths

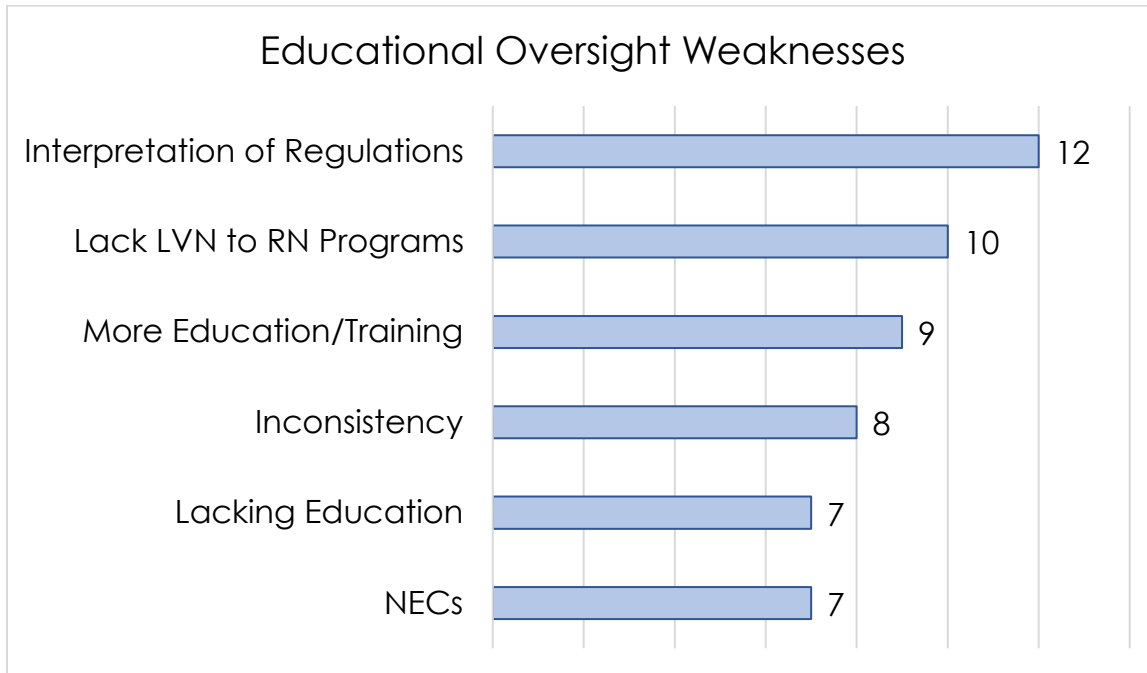
The list below displays terms that summarize comments provided by internal stakeholders.

- NECs (10)
- School Fees (3)
- Staff (3)
- Oversight (3)

Trends in Educational Oversight Weaknesses

External Stakeholder Comment Trends – Weaknesses

The chart below lists the top trends along with the corresponding number of comments based upon feedback provided by external stakeholders.



Internal Stakeholder Comment Trends – Weaknesses

The list below displays terms that summarize comments provided by internal stakeholders.

- Inconsistency (5)
- Vacant Supervising Consultant Position (4)
- Remote NECs (2)
- DEI Education (2)
- More Outreach (2)

Goal Area #5: Outreach

The Board educates all stakeholders about the practice and regulation of professional licensed VNs and PTs.

Effectiveness Rating

Rating	External Stakeholders	Internal Stakeholders
Very Effective	24%	9%
Effective	42%	57%
Poor	22%	30%
Very Poor	12%	4%
Total %	100%	100%
Total Responses	310	23

Summary of Outreach Strengths

1. External stakeholders appreciate the Board's email updates, saying that the emails keep stakeholders well informed of Board activities.
2. Internal stakeholders praise the Board's PSAs that include information about alcohol abuse, equity and inclusion, suicide prevention, and women's history. Stakeholders say these PSAs have been beneficial to keeping licensees well informed and reduce the number of infractions by licensees.
3. External stakeholders feel the Board communicates effectively, saying they regularly receive updates of changes to requirements and notifications of meetings.
4. Internal stakeholders appreciate the Board's website for containing valuable tools for applicants and other stakeholders to utilize.
5. External stakeholders say the Board is very informative in its outreach and keeping LVNs and LPTs up to date on best practices and regulations.

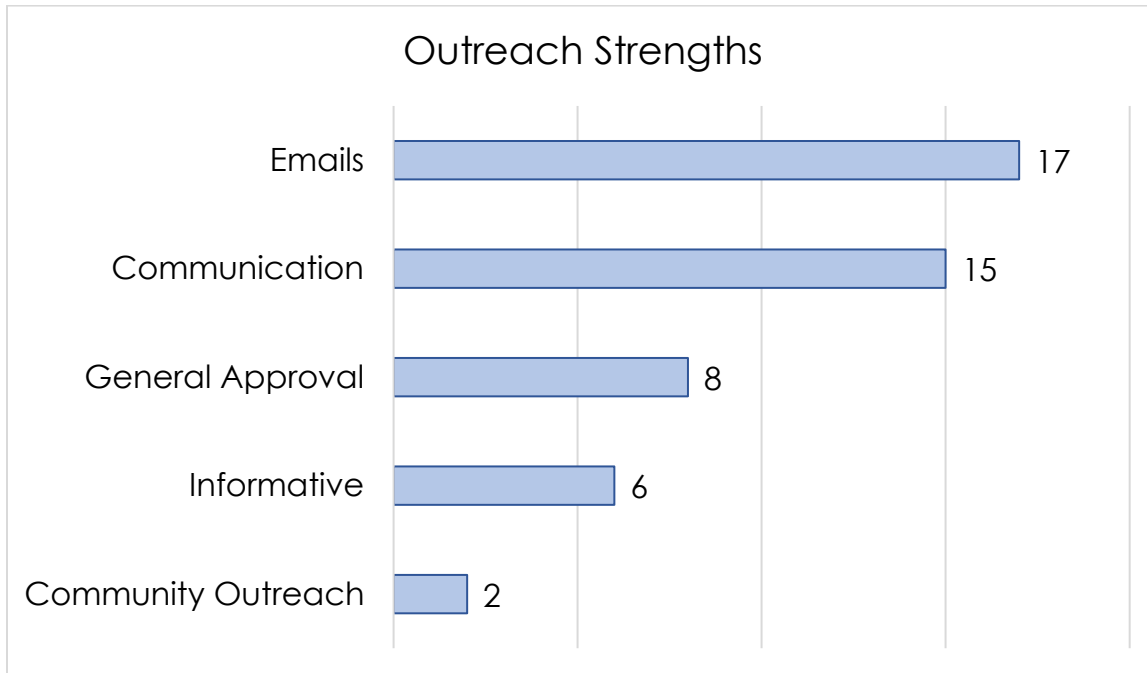
Summary of Outreach Weaknesses

1. External stakeholders say they are unaware of any outreach efforts by the Board, with some saying they are not contacted outside of renewal notices. Stakeholders show a desire for more outreach efforts from BVNPT.
2. Internal stakeholders believe more outreach should be done by the Board, citing a lack of consistent messaging and lack of a Board-wide outreach plan including all divisions.
3. External stakeholders would like to see more communication from the Board, such as quarterly updates on laws and regulations and updates on license suspensions and revocations.
4. Internal stakeholders feel the Board could enhance its social media presence to better educate the public and licensees.
5. External stakeholders see a need for the Board to educate the public on the roles and scope of LVNs and LPTs.

Trends in Outreach Strengths

External Stakeholder Comment Trends – Strengths

The chart below lists the top trends along with the corresponding number of comments for feedback provided by external stakeholders.



Internal Stakeholder Comment Trends – Strengths

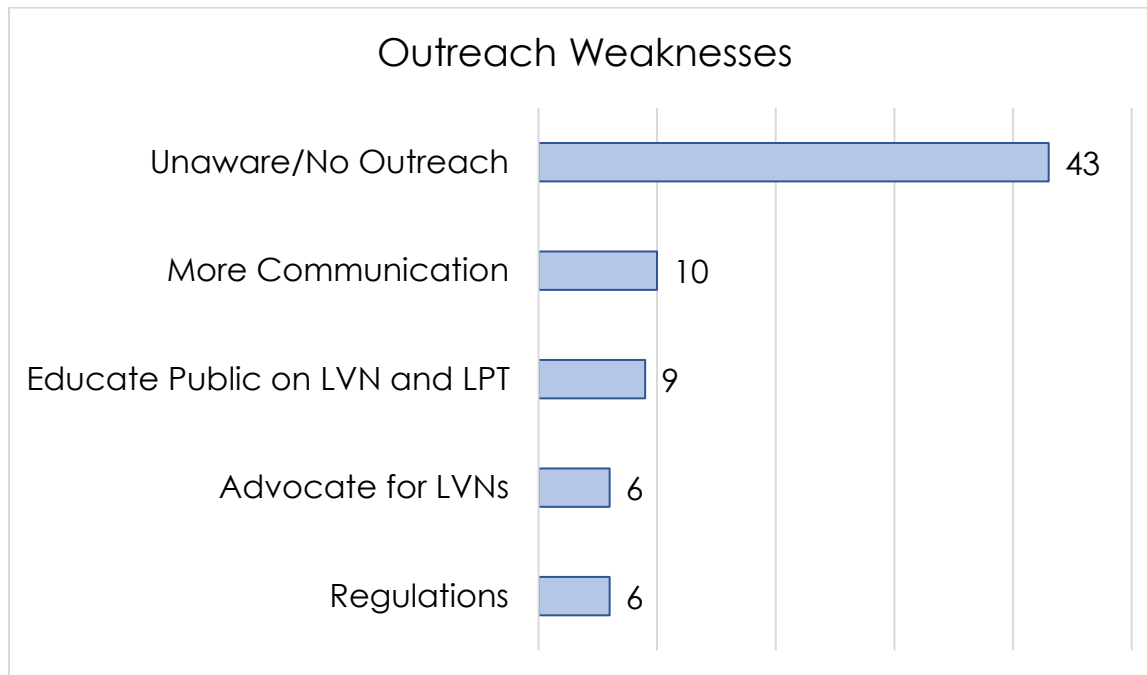
The list below displays terms that summarize comments provided by internal stakeholders.

- PSAs (10)
- Website (5)

Trends in Outreach Weaknesses

External Stakeholder Comment Trends – Weaknesses

The chart below lists the top trends along with the corresponding number of comments based upon feedback provided by external stakeholders.



Internal Stakeholder Comment Trends – Weaknesses

The list below displays terms that summarize comments provided by internal stakeholders.

- Not Enough Outreach (7)
- Social Media (7)

Goal Area #6: Administration

The Board provides effective, efficient, and quality customer service.

Effectiveness Rating

Rating	External Stakeholders	Internal Stakeholders
Very Effective	24%	19%
Effective	50%	42%
Poor	14%	23%
Very Poor	12%	16%
Total %	100%	100%
Total Responses	297	26

Summary of Administration Strengths

1. External and internal stakeholders agree the Board communicates effectively. Both stakeholder groups appreciate the Board's responsiveness to inquiries and say the Board is clear in its communications.
2. External stakeholders appreciate the Board's response times, saying they are able to get their questions handled in a timely manner.
3. Internal stakeholders praise the Board's leadership for its knowledge, effective management style, and open-door policy towards staff.
4. External stakeholders appreciate the NECs, saying they are always available to the educational institutions and are helpful by communicating changes to requirements.
5. Internal stakeholders say staff are a strength of the Board in administration, saying staff are talented and do a good job.

Summary of Administration Weaknesses

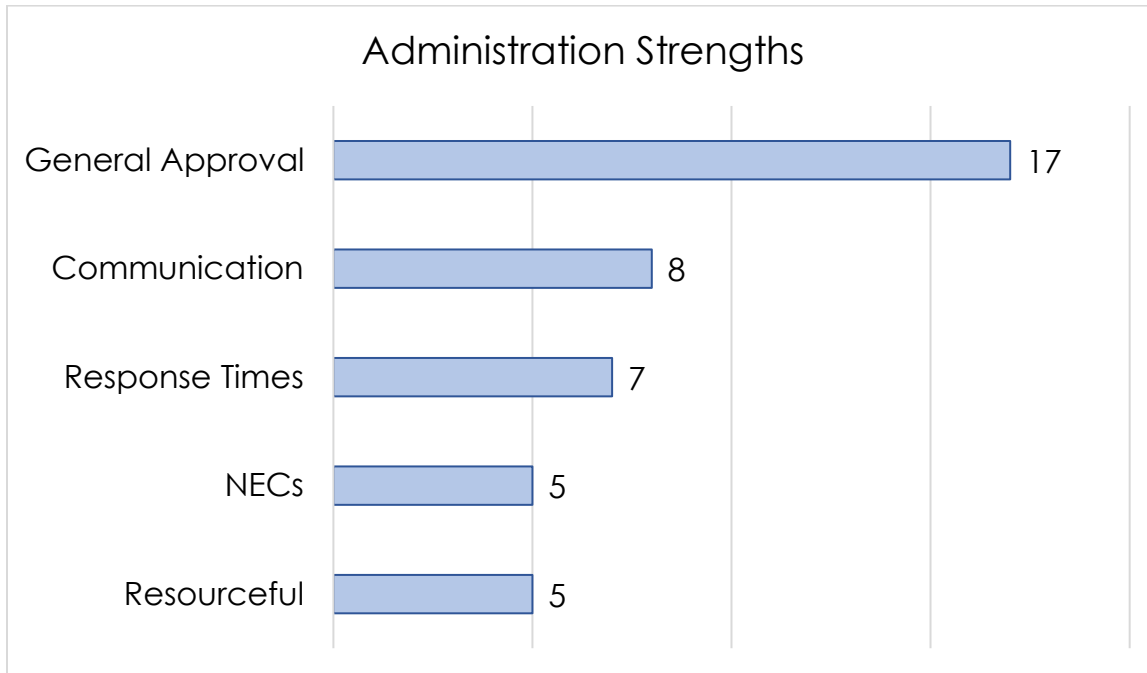
1. External stakeholders are concerned with slow response times from the Board, stating there are long delays of phone inquiries being answered and receiving a response back.

2. Internal stakeholders would like to see an improvement with board member relations, stating there is a desire to see a BVNPT specific training for onboarding board members. Additionally, stakeholders would like to see better communication between the administration unit and board members to aid the members and remind them of board meetings.
3. External stakeholders say staff are not accessible at the Board, mentioning they are unable to contact staff via the phone or email when they need assistance.
4. Internal stakeholders are concerned with vacant positions in the administration unit, stating the vacancies have caused inefficiencies.
5. External stakeholders would like to see improved customer service from the Board, stating that staff can be rude and insensitive over the phone.
6. External stakeholders feel the Board is understaffed, saying the NECs are overloaded with too many schools to supervise.
7. Internal stakeholders have concerns with leadership in administration. They feel staff feedback and concerns are not addressed or resolved by leadership and as a result staff feel neglected and demoralized.

Trends in Administration Strengths

External Stakeholder Comment Trends – Strengths

The chart below lists the top trends along with the corresponding number of comments for feedback provided by external stakeholders.



Internal Stakeholder Comment Trends – Strengths

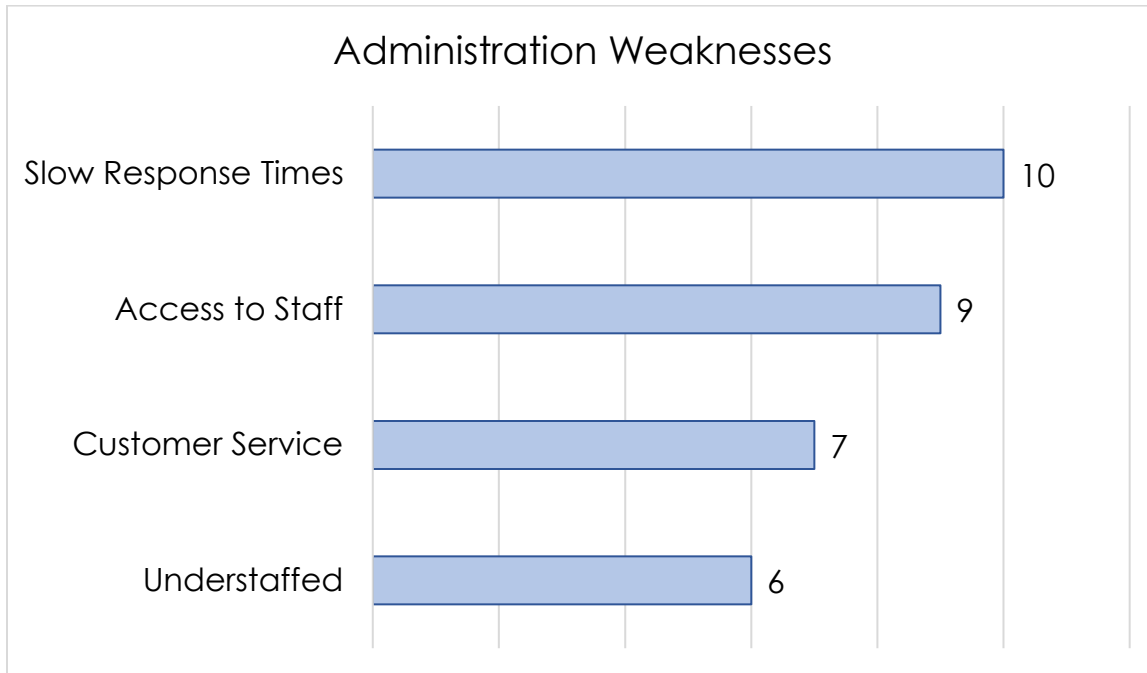
The list below displays terms that summarize comments provided by internal stakeholders.

- Leadership (10)
- Communication (5)
- Staff (4)

Trends in Administration Weaknesses

External Stakeholder Comment Trends – Weaknesses

The chart below lists the top trends along with the corresponding number of comments based upon feedback provided by external stakeholders.



Internal Stakeholder Comment Trends – Weaknesses

The list below displays terms that summarize comments provided by internal stakeholders.

- Board Member Relations (5)
- Vacant Positions (4)
- Leadership (4)

Opportunities and Threats Summary

There are many factors that may impact the future direction of the professions. These could be opportunities BVNPT may want to capitalize on or threats it needs to mitigate or prepare for.

Stakeholders were asked to list potential opportunities and threats in the Board's external environment that they felt could impact the profession and the Board's regulatory role. The following are common responses that BVNPT might reference when creating its strategic plan.

Summary of Opportunities

1. External stakeholders see an opportunity for the Board to promote more LVN to RN bridge programs to allow LVNs priority when transitioning to an RN license.
2. Internal stakeholders say collaboration with other healing arts boards could prove to be an opportunity for the Board to cut down on work inefficiencies and redundancies.
3. External stakeholders also see an opportunity for the scope of practice to be enhanced for LVNs and LPTs to meet the needs of nursing shortages.
4. Internal stakeholders say there is an opportunity for expanded outreach to consumers and licensees through PSAs in addition to outreach to schools.
5. External stakeholders also see the job shortage and increased demand for nurses as opportunities for the Board to further promote the professions.

Summary of Threats

1. Continued devaluation of the practices is a threat identified by external stakeholders, with stakeholders saying LVNs and LPTs are not being used to their full potential and are not treated as professionals.
2. Internal stakeholders see workforce shortages as a potential threat, stating the Board is receiving significantly fewer applications over time.
3. External stakeholders see artificial intelligence (AI) as a potential threat, stating a concern with AI replacing jobs and removing integrity in nursing education.
4. Internal stakeholders cite Title IV, Part A - Student Support and Academic Enrichment (SSAE) program as an immediate threat to the Board, stating

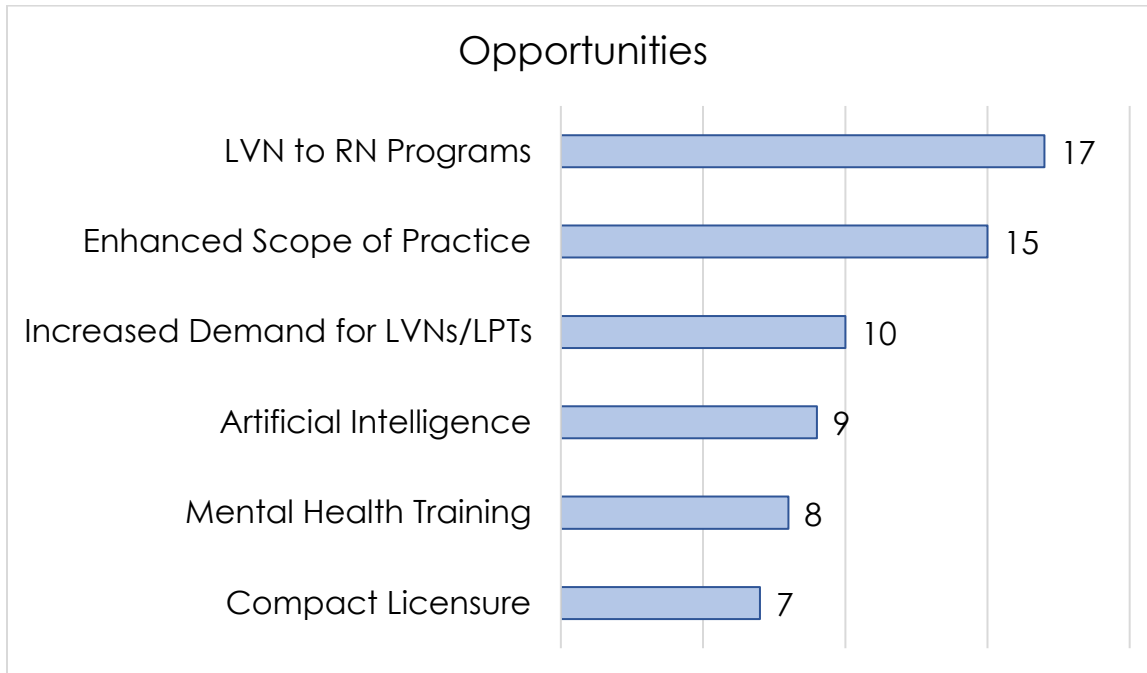
that the changes in the number of required hours for schooling impacts the ability for nursing programs to qualify for loans.

5. External stakeholders see stagnant salaries as a threat to the profession, stating that many people are leaving the LVN and LPT professions due to low wages.

Opportunity Trends

External Stakeholder Comment Trends – Opportunities

The chart below lists the top trends along with the corresponding number of comments for feedback provided by stakeholders.



Internal Stakeholder Comment Trends – Opportunities

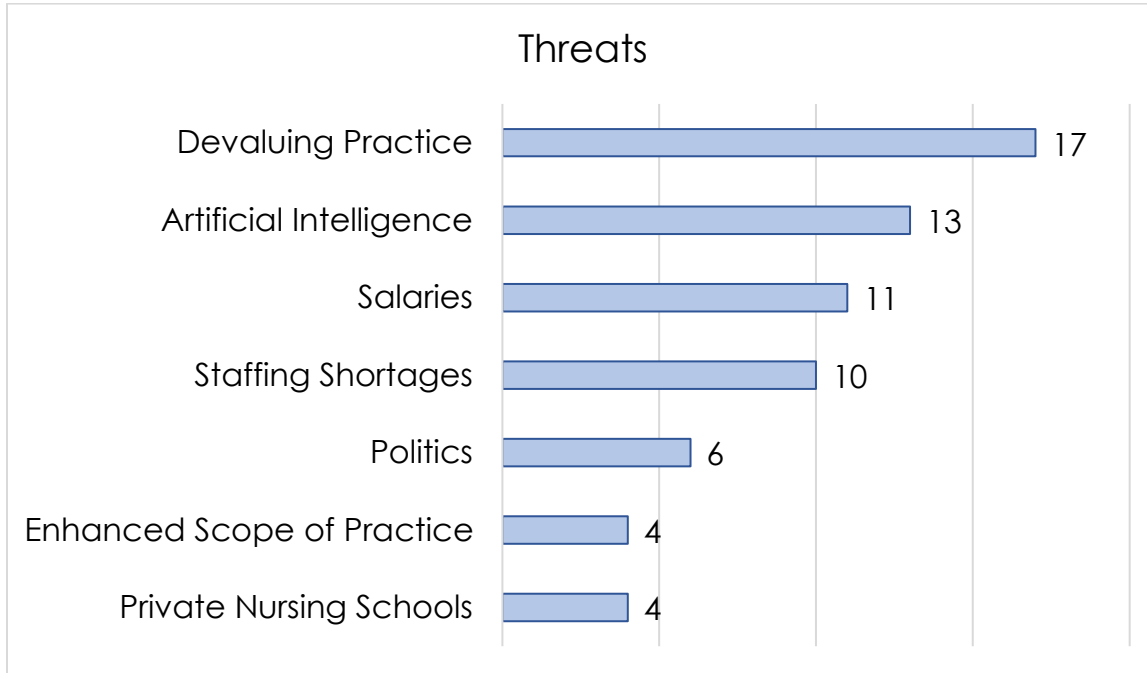
The list below displays terms that summarize comments provided by internal stakeholders.

- Collaboration (6)
- Outreach (5)
- Promote Profession (2)
- Social Media (2)

Threat Trends

External Stakeholder Comment Trends – Threats

The chart below lists the top trends along with the corresponding number of comments for feedback provided by stakeholders.



Internal Stakeholder Comment Trends – Threats

The list below displays terms that summarize comments provided by internal stakeholders.

- Workforce Shortages (3)
- Title IV (3)
- Staff Shortages (2)
- Burnout (2)
- Fraud (2)
- Medical Spas (2)

Diversity, Equity, and Inclusion

Specific questions have been incorporated into the environmental scan surveys to gather demographic data and for strategic planning participants to consider DEI impacts of policy decisions such as regulatory, statutory, and continuing education requirements, when developing strategic objectives. Consider:

- Who will benefit from or be burdened by the particular decision or proposal?
- Are there needs that may be different for demographic or geographic groups?
- Once implemented, how will the Board measure effect on impacted populations?
- What data/metrics will be used to evaluate the impacts?

Summary of Gaining Different Perspectives

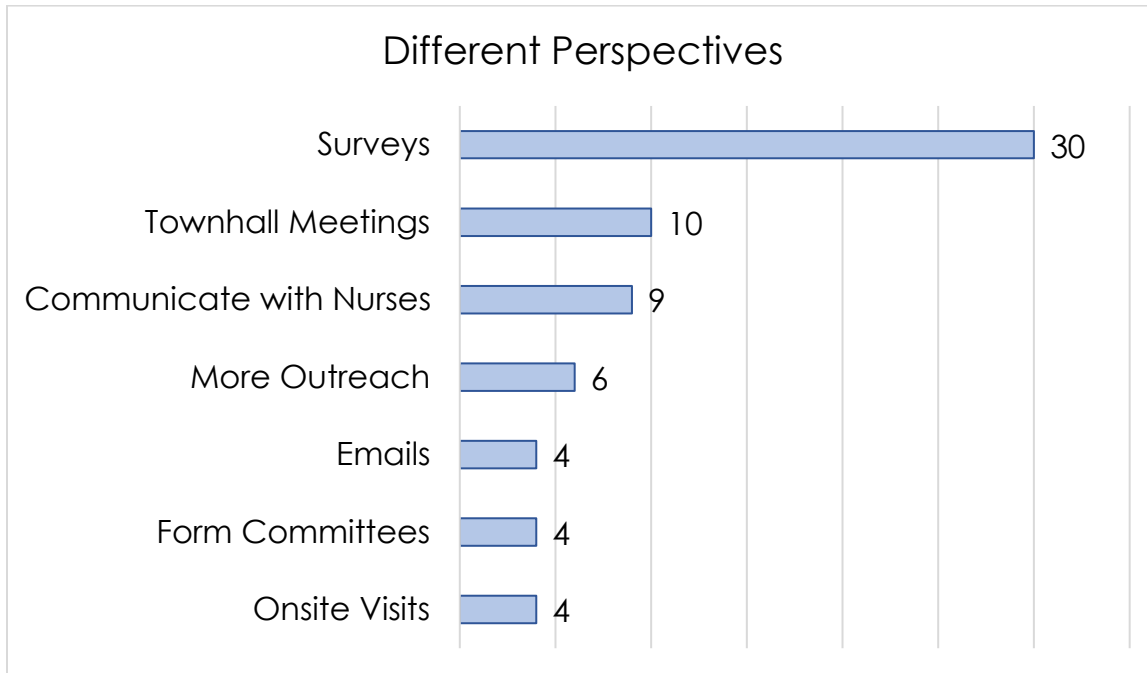
Survey question: What are ways BVNPT can gain different perspectives about ideas and priorities related to the Board's activities?

1. Both stakeholder groups say surveys are an excellent way for the Board to gain different perspectives and ideas, stating the Board can utilize the surveys to gain insight from licensees and potential applicants.
2. External stakeholders believe the Board could implement more townhall meetings through virtual means and in different geographic regions.
3. Internal stakeholders see an opportunity to collaborate with other industries and boards to gain different perspectives and ideas on best practices.
4. External and internal stakeholders say better communication from the Board could help in gaining different perspectives by being open to listening to licensee concerns, especially when it comes to DEI related issues.

Trends in Gaining Different Perspectives

External Stakeholder Comment Trends

The chart below lists the top trends along with the corresponding number of comments for feedback provided by external stakeholders.



Internal Stakeholder Comment Trends

The list below displays terms that summarize comments provided by internal stakeholders.

- Surveys (6)
- Collaboration (5)
- Communication (3)
- DEI Training (2)
- Diverse Board Members (2)
- Social Media (2)

Summary of Unnecessary Requirements or Barriers to Licensure

Survey question: Are there unnecessary requirements or barriers to licensure (e.g., education, experience, examination, continuing education, cost of licensure, processing time)?

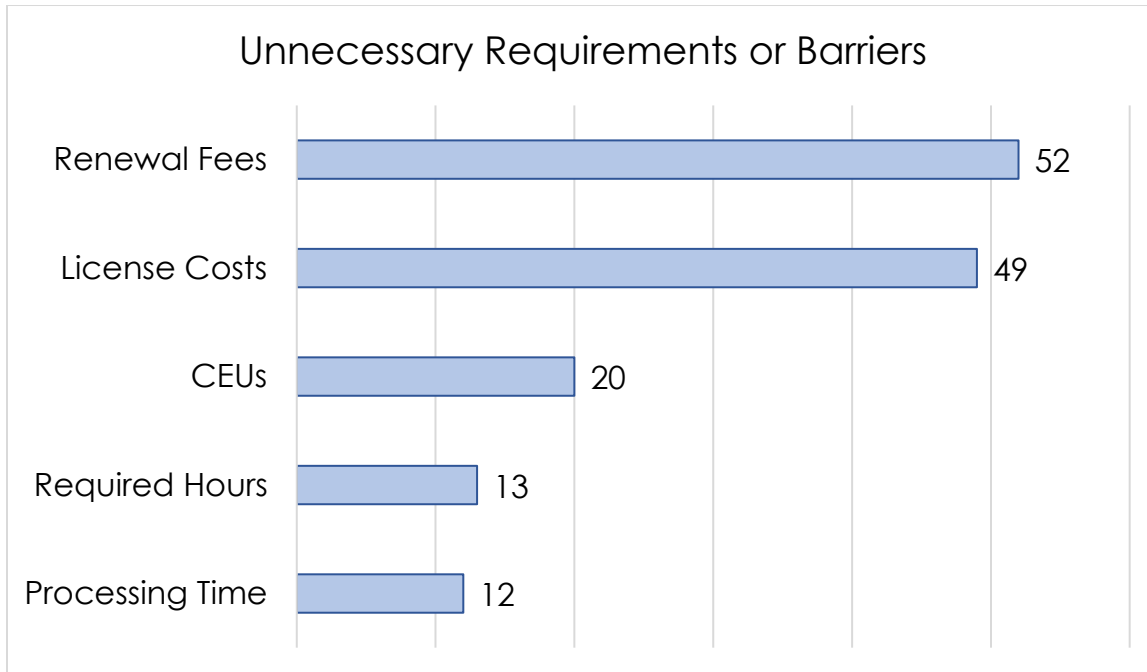
1. External stakeholders feel the high renewal fees are a barrier to licensure, stating the fees do not align with the salaries.
2. Many internal stakeholders say there are no unnecessary requirements for licensure, stating that the requirements are in place to ensure high quality applicants.
3. External stakeholders are concerned with initial licensure costs, stating it is a barrier to getting into the professions. Some internal stakeholders agree and would like to see application fees lowered.
4. External stakeholders say the thirty-hour CEU requirement every renewal cycle, is an unnecessary requirement and a burden on overworked LVNs and LPTs.
5. External stakeholders would like to see a decrease in required education and clinical hours by the Board, stating the required hours are excessive and turn people away from seeking the professions.

Trends in Unnecessary Requirements or Barriers to Licensure

The chart below lists the top trends along with the corresponding number of comments for feedback provided by stakeholders.

External Stakeholder Comment Trends

The chart below lists the top trends along with the corresponding number of comments for feedback provided by external stakeholders.



Internal Stakeholder Comment Trends

The list below displays terms that summarize comments provided by internal stakeholders.

- No Unnecessary Requirements (6)
- Costs (2)
- Processing Times (2)

Summary of Ways to Increase Outreach and Connection to All California Communities

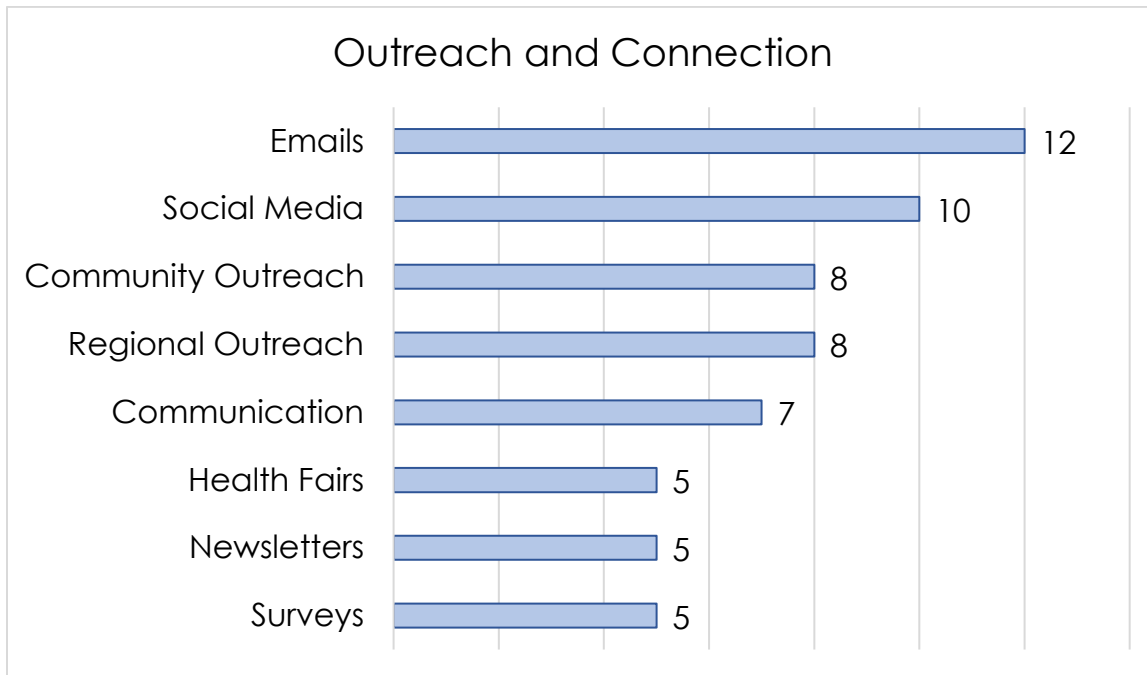
Survey question: What are ways that BVNPT can increase its outreach and connection to all California communities?

1. Both external and internal stakeholders agree the Board could utilize and enhance its social media presence to increase outreach and connection to all California communities by making visual aids and easy to digest content.
2. External stakeholders say regular email outreach could be beneficial to the Board to keep licensees and the public informed.
3. External stakeholders say community and regional outreach would be effective for the Board to have representation in different counties and seek feedback.
4. Internal stakeholders see an opportunity to conduct more outreach at schools, including high school and community colleges, to educate about the Board.
5. Internal stakeholders say job fairs would help get information out to potential licensees about the professions, especially in rural areas.

Trends in Ways to Increase Outreach and Connection to All California Communities

The chart below lists the top trends along with the corresponding number of comments for feedback provided by stakeholders.

External Stakeholder Comment Trends



Internal Stakeholder Comment Trends

The list below displays terms that summarize comments provided by internal stakeholders.

- Social Media (7)
- School Outreach (6)
- Job Fairs (3)

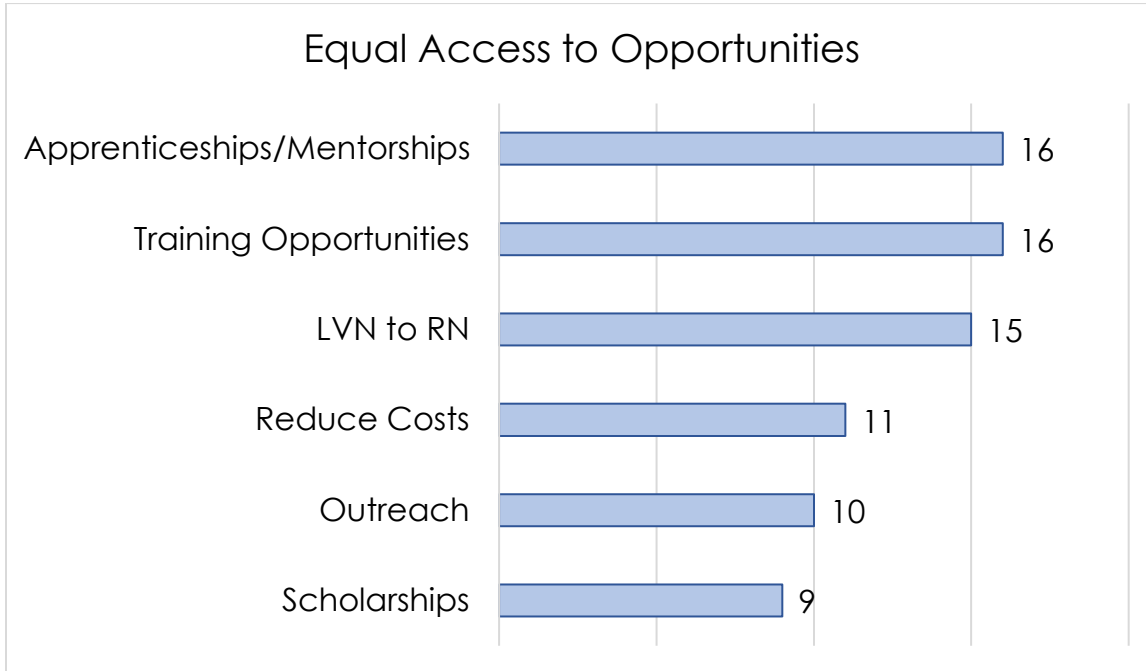
Summary of Other Actions to Take to Further Equal Access to Opportunities

Survey question: What other actions should BVNPT take to further equal access to opportunities (e.g., entry into the profession, education/training opportunities, apprenticeships/ mentorships)?

1. Both stakeholder groups agree the Board could help support apprenticeship and mentorship programs to further equal access to the professions.
2. External stakeholders would like to see more training opportunities to help LVNs and LPTs enhance their education and improving their skills.
3. Internal stakeholders say more community college and vocational college programs could help with furthering equal access.
4. External stakeholders would like to see more LVN to RN programs to allow LVNs to easily transition to RN work.
5. Internal stakeholders would like to see more nursing programs in rural areas of the state to further equal access.

Trends in Other Actions to Take to Further Equal Access to Opportunities

The chart below lists the top trends along with the corresponding number of comments for feedback provided by external stakeholders.



Internal Stakeholder Comment Trends

The list below displays terms that summarize comments provided by internal stakeholders.

- Apprenticeships/Mentorships (4)
- Community College Programs (3)
- Rural Access (2)
- Job Fairs (2)
- Collaboration with Schools (2)

Appendix A – Acronym List

Acronym	Definition
ADA	Americans with Disabilities Act
AI	Artificial Intelligence
BVNPT	Board of Vocational Nursing and Psychiatric Technicians
CEU	Continuing Education Units
DCA	Department of Consumer Affairs
DEI	Diversity, Equity, and Inclusion
EO	Executive Officer
LPT	Licensed Psychiatric Technician
LVN	Licensed Vocational Nurse
NEC	Nursing Education Consultant
PSA	Public Service Announcement
PT	Psychiatric Technician
RCB	Respiratory Care Board
RN	Registered Nurse
SOLID	Strategic Organizational Leadership and Individual Development. DCA's Planning Unit
SWOT	Strengths, Weaknesses, Opportunities, and Threats
VN	Vocational Nurse

Appendix B – Data Collection Method

Data for this report was gathered by surveying stakeholder groups that are important to the success of the Board. Stakeholders include any individual or group who is influenced by or influences a program. Information for this survey was gathered by surveying external stakeholders and internal stakeholders using the following methods:

- SOLID conducted interviews with board leadership during the months of April and May 2024.
- SOLID conducted interviews with board members during the months of April and May 2024.
- SOLID conducted an online survey for board staff during the months of April and May 2024.
- SOLID conducted an online survey for external stakeholders during the months of April and May 2024.
 - The survey link was distributed in the following methods:
 - Posted on the Board website.
 - Emailed to the Interested Parties email subscription list.
 - Emailed to educational institutions/professional organizations.

Classification of Stakeholder Relationship with BVNPT.

Relationship with BVNPT	Number of Responses	Response Rate
Leadership	11	85%
Staff	28	37%
Board Members	6	60%
Preparing to Become a Licensee	2	1
Licensed Vocational Nurse	683	1
Licensed Psychiatric Technician	123	
Related Occupation	12	1
Consumer	15	1
Government Agency	9	1
Professional Association/Group	21	1
Educational/School Association/Group	101	1
Continuing Education Provider	27	
Other ²	43	1

¹ A response rate cannot be determined for these external stakeholders because of the undetermined number having access to the survey link.

² Respondents listed in the “Other” category identified themselves as follows:

- Director of Nursing
- Home Health Care
- Inactive License (3)
- LPT Educator
- LVN Program Director
- N/A (10)
- NCSBN
- NEC
- Retired
- Retired Director
- Retired LVN (3)
- Retired Psych Tech (3)
- RN (2)
- RN Student
- RN/VN Educator
- School Rep (7)
- Student (2)
- VN Program Director

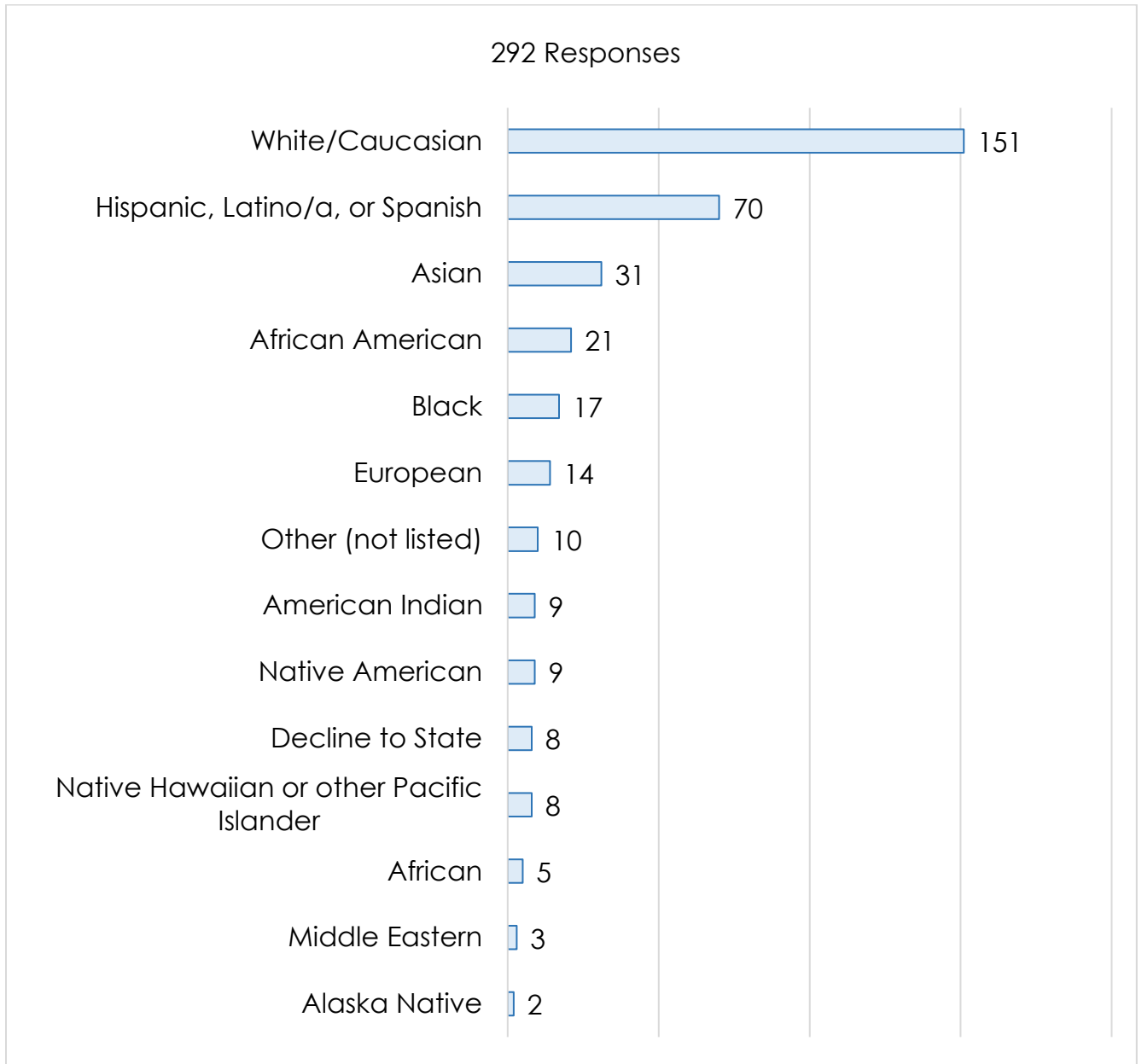
Appendix C – Demographic Data

Demographic questions were solicited from external stakeholders only.

Race

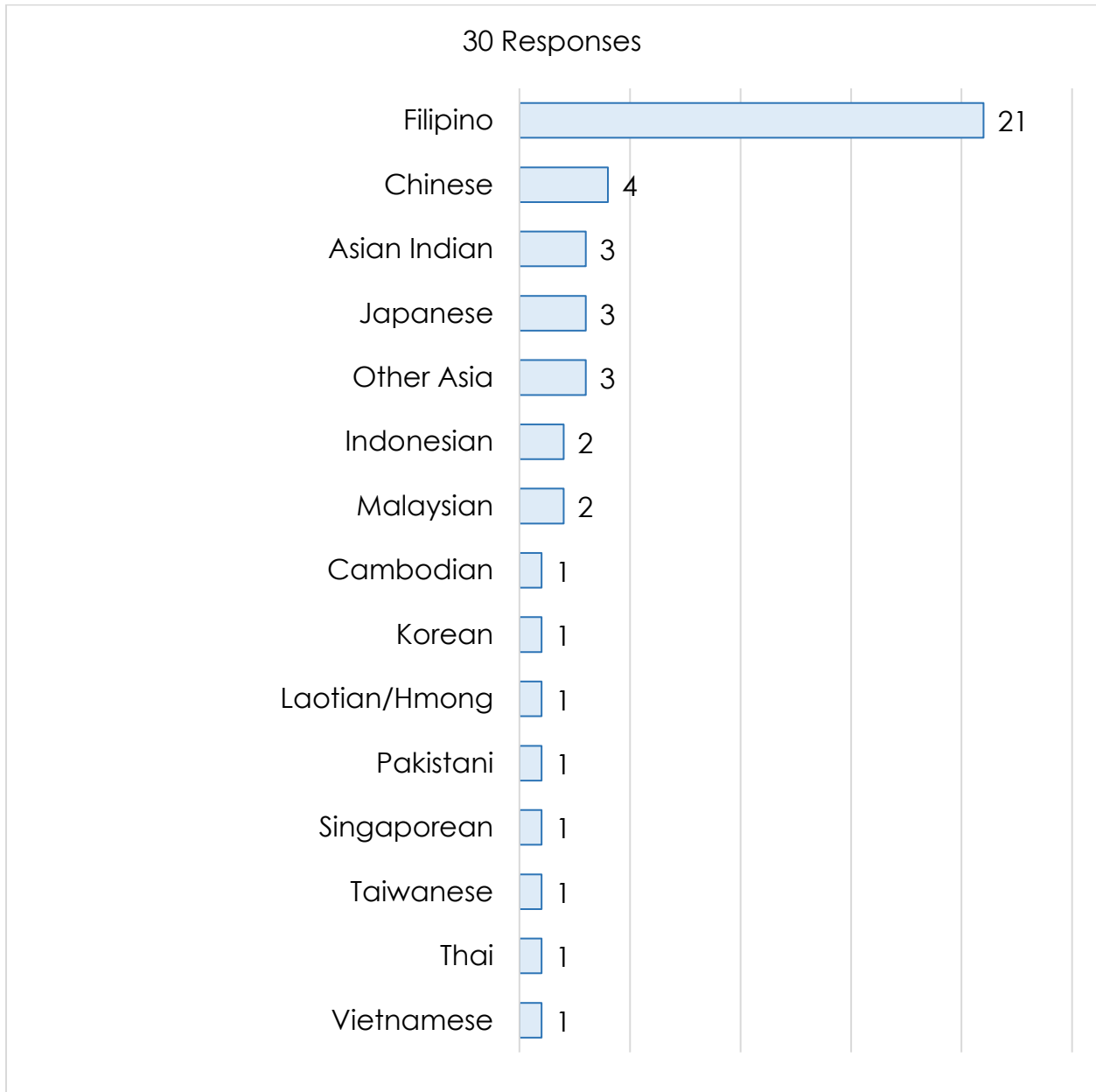
Races Stakeholders Identified With*

* Multiple options could be selected.



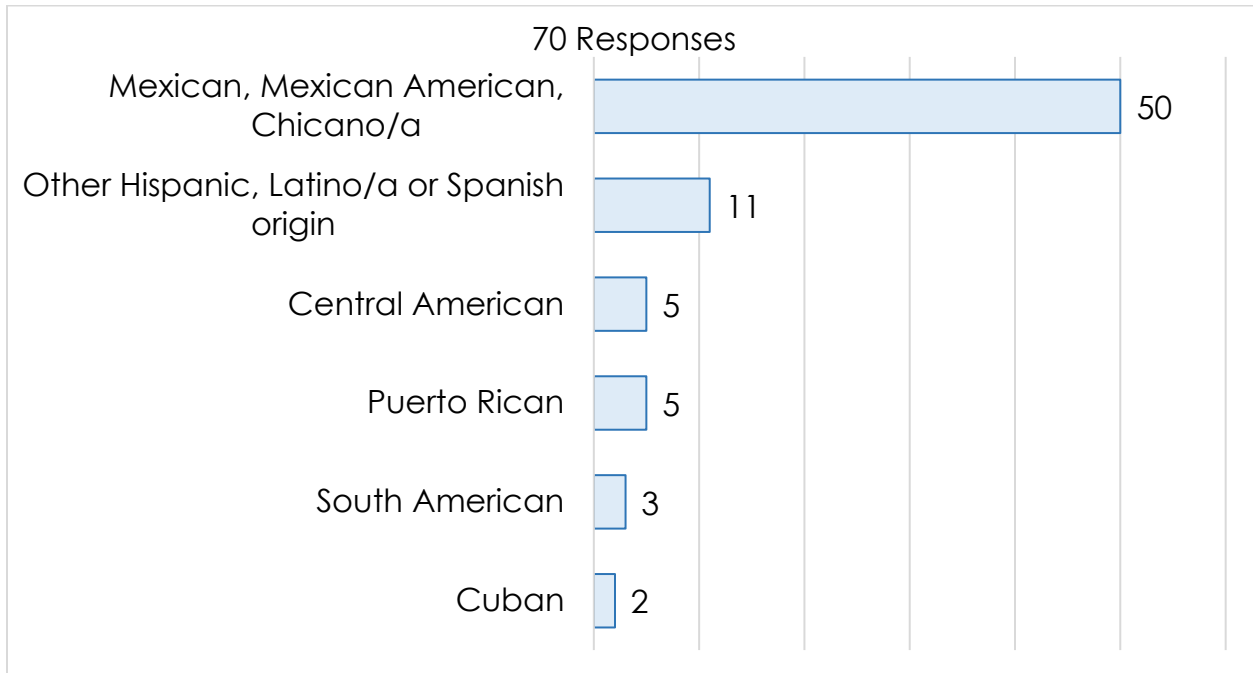
Asian Stakeholders Identified With*

* Multiple options could be selected.



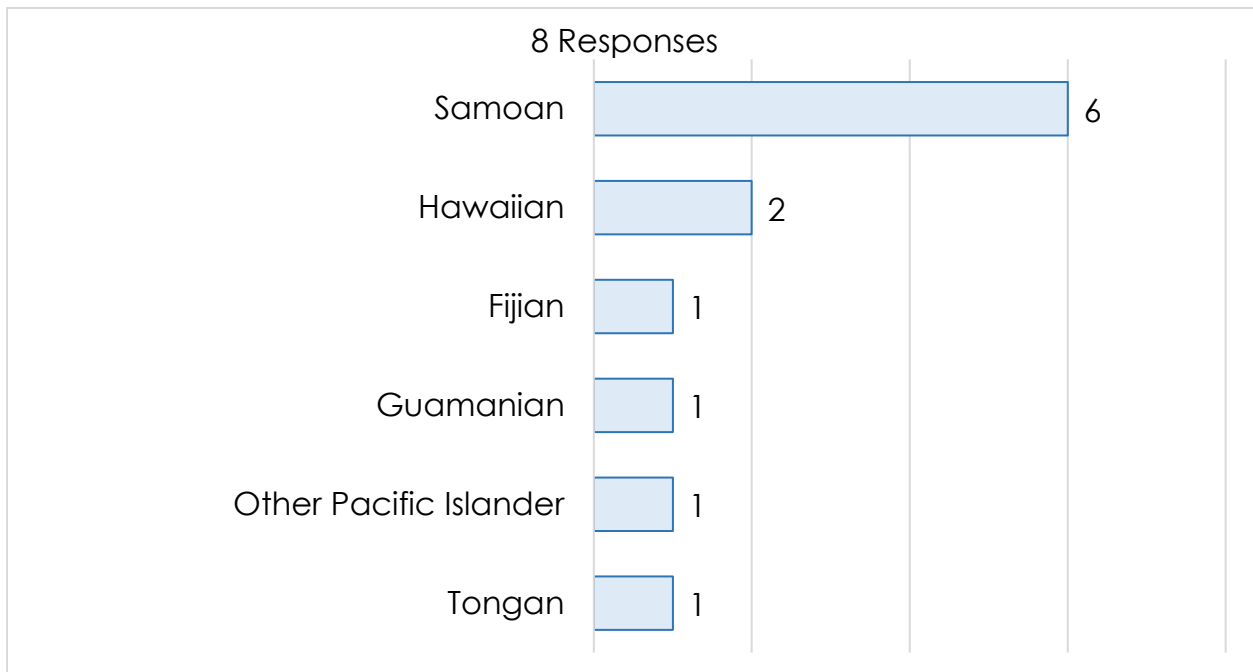
Hispanic, Latino/a, or Spanish Stakeholders Identified With*

* Multiple options could be selected.



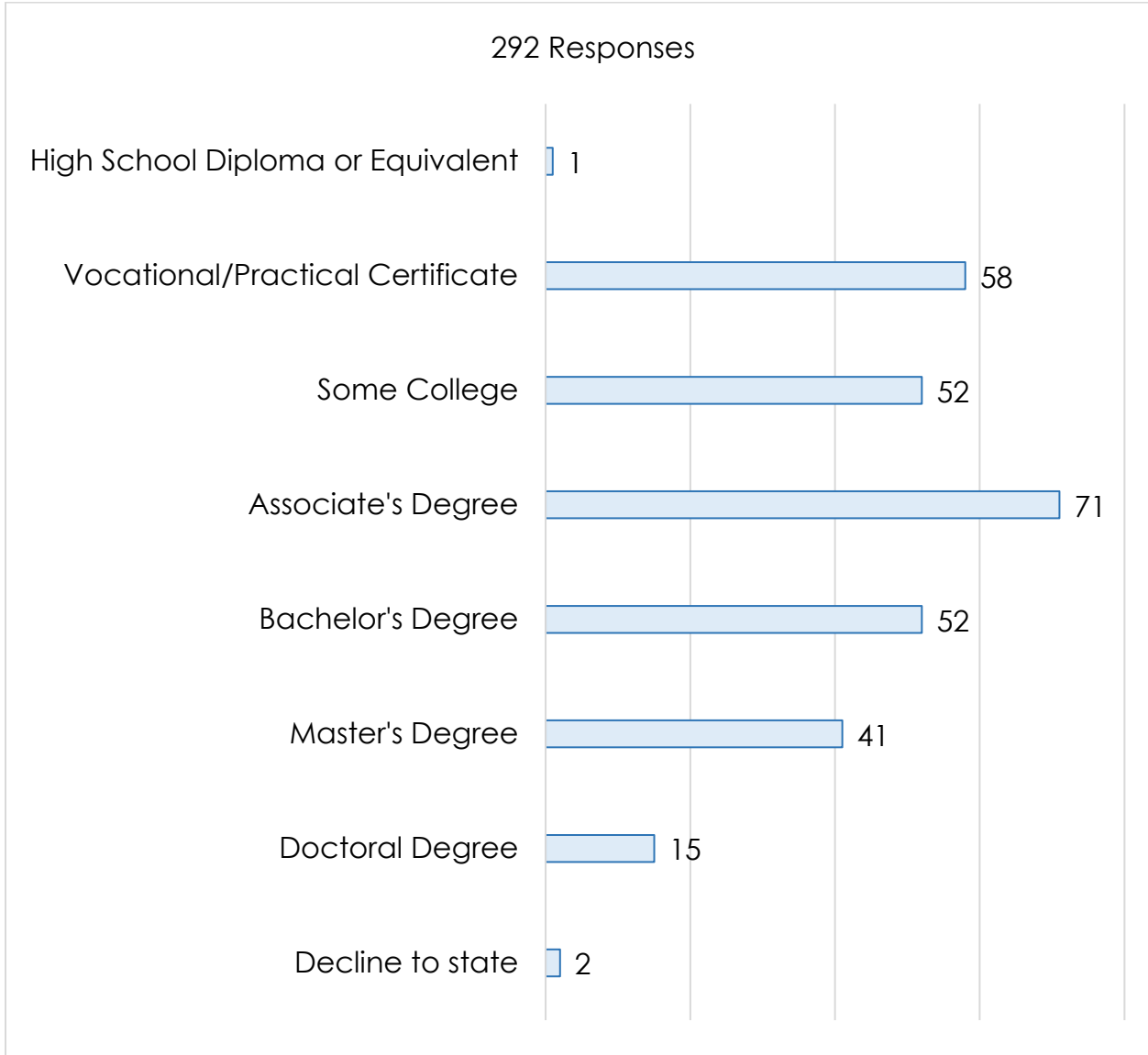
Native Hawaiian or Other Pacific Islander Stakeholders Identify With*

* Multiple options could be selected.



Education

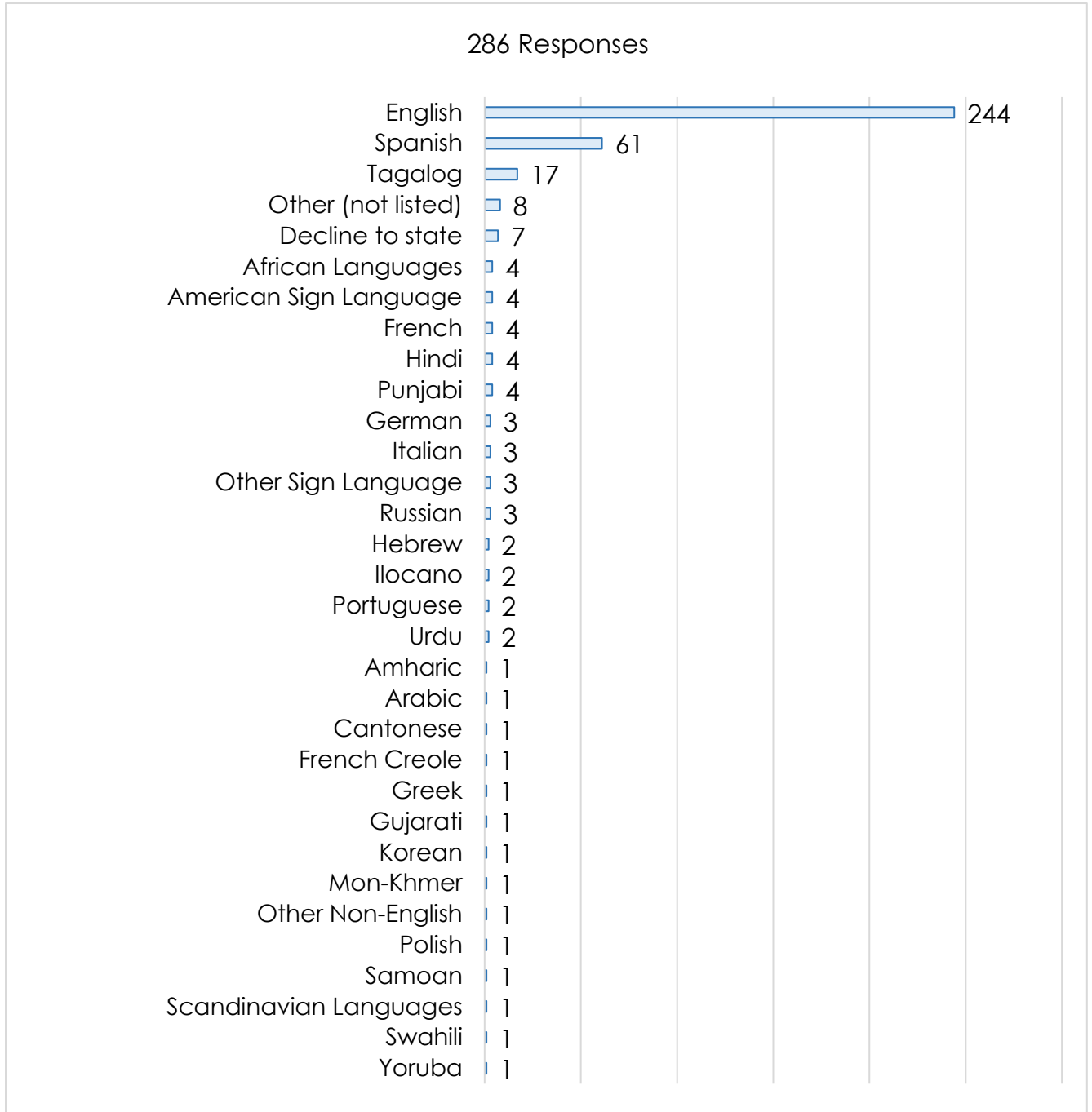
External Stakeholders' Highest Level of Education



Languages

Languages External Stakeholders Speak Fluently*

* A total of 58 options were provided, including “Decline to State.” Multiple options could be selected. Languages not selected are not shown.

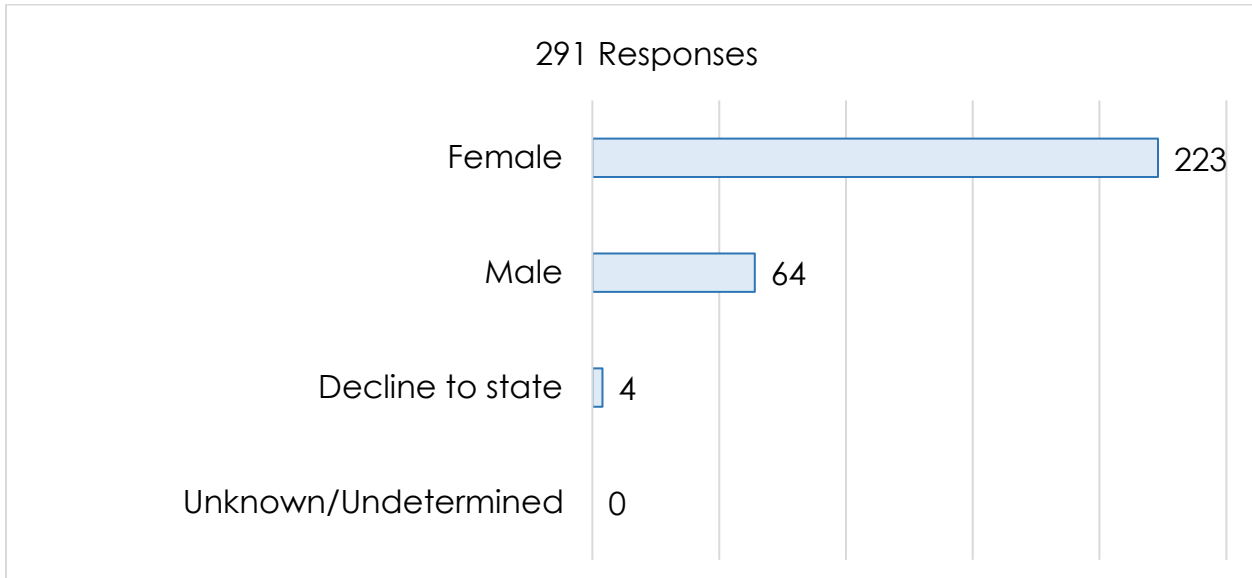


Language Options

- African Languages
- American Sign Language
- Amharic
- Arabic
- Armenian
- Cantonese
- English
- Fijian
- Formosan (Amis)
- French
- German
- Greek
- Gujarati
- Hebrew
- Hindi
- Hmong
- Hungarian
- Ilocano
- Indonesian
- Italian
- Japanese
- Korean
- Lao
- Mandarin
- Mien
- Mon-Khmer
- Navajo
- Persian (Farsi)
- Polish
- Portuguese
- Punjabi
- Russian
- Samoan
- Scandinavian Languages
- Serbian
- Spanish
- Swahili
- Tagalog
- Telugu
- Thai
- Tonga
- Turkish
- Ukrainian
- Urdu
- Vietnamese
- Xiang Chinese
- Yiddish
- Yoruba
- Other Chinese
- Other Non-English
- Other Sign Language
- Other (not listed)
- Decline to State

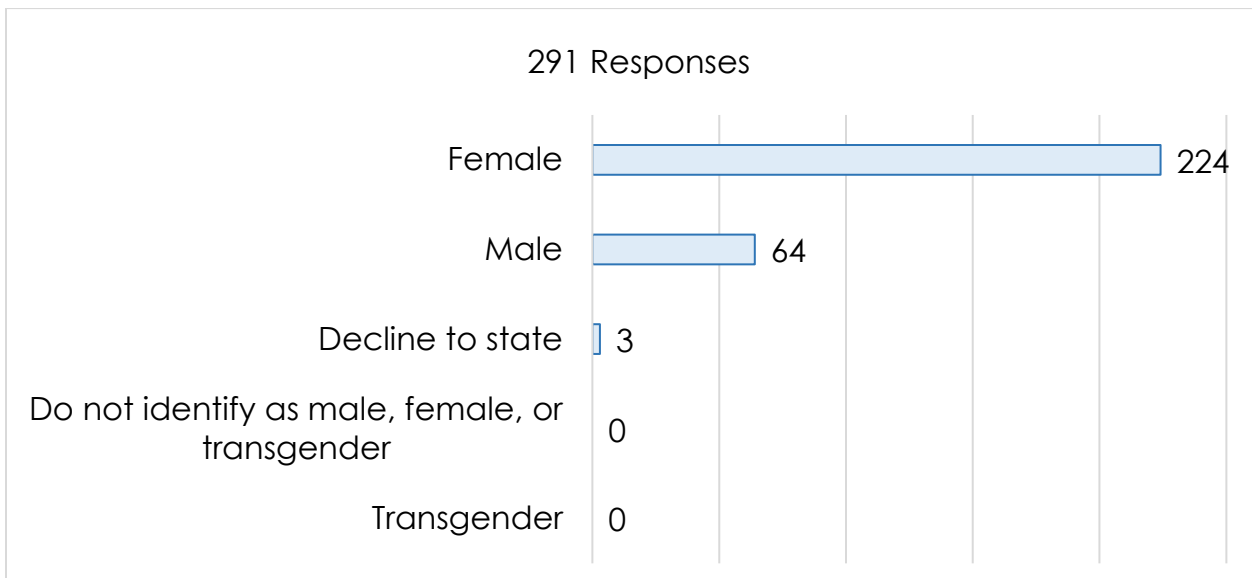
Birth sex

External Stakeholders' Assigned Sex at Birth



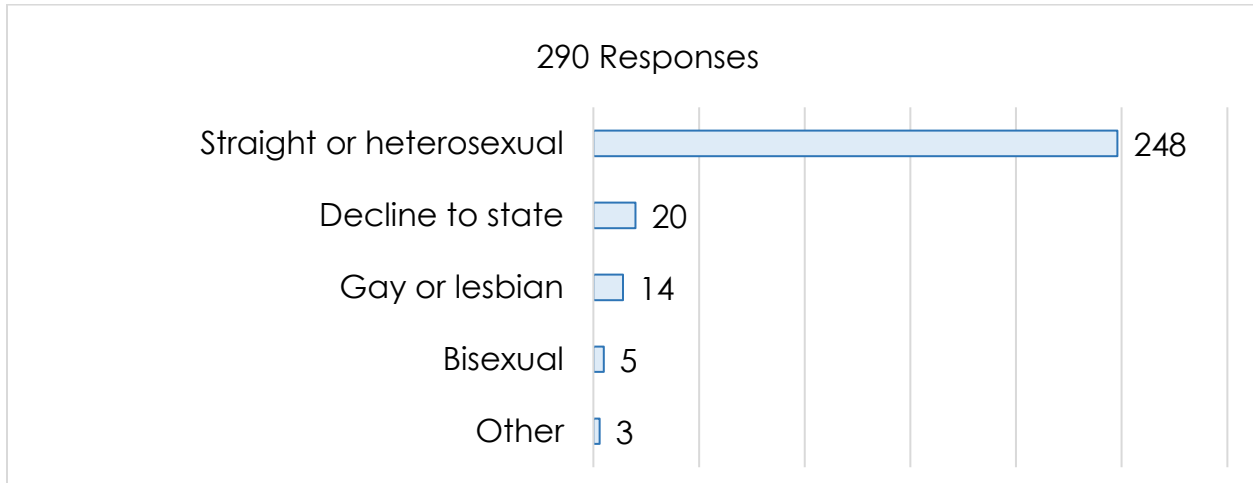
Current gender

How External Stakeholders Describe Themselves



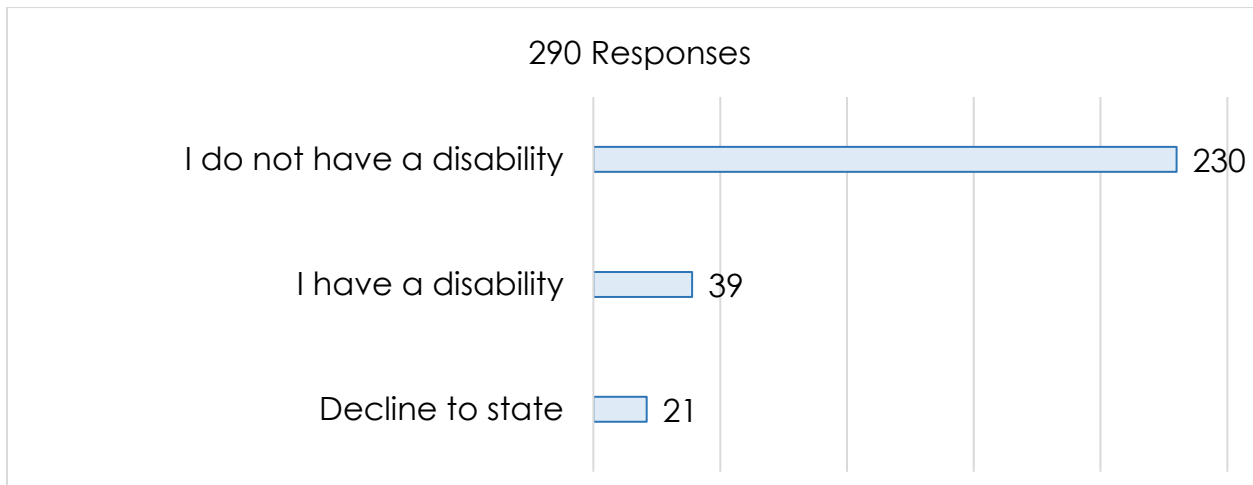
Orientation

External Stakeholders' Orientation



Disability status

External Stakeholders' Disability Status





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