From Pen & Paper to Point & Click: Making the Shift to Paperless Board Meetings

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In this session, we will present an overview of two regulatory paperless systems for Board meetings:

- District of Columbia Occupational and Professional Licensing Administration (OPLA) will discuss the evolution of board meetings and the new paperless records management system recently adopted
- South Carolina Division of Professional and Occupational Licensing will describe and demonstrate a secure login for board members to review materials prior to meetings and live web stream of board meetings

Major Points:
- Evolution of board meetings
- Need for a more efficient licensing process
- Progression towards achieving a paperless environment
- Identification of changes in Board meetings
- Look into the FUTURE
Evolution of Board meetings

Making the Shift to Paperless Board Meetings

- Over the past several years, records management has seen a major shift from manual administrative techniques to more efficient computer-aided processes resulting in changes to how board meetings operate.
- Typical Board meetings include review and approval of applications, discussion regarding complaints and disciplinary cases, and decisions regarding active licensees.

Prior to Computers

**Board Meetings**

- One official board meeting per month that lasted all day and night
- Special meetings were required during the month where jackets were divided into groups for each board member to review and multiple groups were reviewed every week
- Complaints heard at board meetings about the length of time the process took to get licensed
- Jackets, with the original documents were passed around the table for each board member to review and sign off on each approved jacket
Prior to Computers

**Board Member Responsibilities**
- Reviewed and approved all paper applications;
- Reviewed and approved renewals that required a technical review;
- Requested an investigation on selected licensees.

Prior to Computers

**Staff Responsibilities**
- Created the jackets and filed supporting documents (at a minimum 15-20 pages)
- Typed and sent out deficiency notices
- Scheduled candidates for exams (after approved by the board)
- Graded paper examinations
- Created 3x5 cards as the official record, typed the license and mailed it to the licensee
- Prepared meeting agenda and mailed to members

First Generation of Computers

- Not much changed for board meetings and board members
- Staff now had the **added** responsibility of entering basic applicant information into a computer database
Second Generation of Computers

- Still not much changed for board meetings
- Outsourcing of clerical functions was introduced
- Board members review of applications or renewals was reduced by 30%

Second Generation of Computers and Outsourced Clerical Functions

Vendor Responsibilities
- Created the candidate file in the licensing system
- Created the jackets and filed supporting documents
- Couriered paper jackets to the OPLA office daily
- Issued, printed and mailed notices, letters and licenses from the system
- Received authority to approve “clean” applications
- Introduced self-service functionality for online renewals
- Introduced computer based testing for some professions

Staff Responsibilities
- Redirected focus from clerical activities to regulatory issues
- Performed quality review of jackets to ensure completeness
- Requested additional information as needed
- Scheduled candidates for internal exams
- Entered examination results into the licensing system
- Presented jackets to the board
- Communicated board actions and couriered paper jackets back to vendor for license issuance
Third Generation of Computers (Today)
Paperless Environment

- Eliminated paper jackets at board meetings
- Expanded self service capabilities
- Board members review of applications or renewals was reduced by 75%
- Automated board agendas and meeting minutes

Benefits of the new license management system (PULSE):
- Email is used for communication with candidates, licensees and education providers
- Over 80% of the renewals are processed through a portal service and immediately renewed
- Applications and renewals that require board approval take one month or less to be processed
- Personally identifiable information is secured in the licensing system and no longer transferred via paper jackets

Benefits continued:
- Elimination of paper, all documents are scanned
- Increased accuracy of the information
- Information and documents are viewable at any workstation based on security roles
- Complete applications that do not require a technical review take less than one week to process
Benefits continued:

- Self service expanded
  - Applications (online submission and tracking)
  - Requesting a duplicate license
  - Maintaining employer and employee relationships
  - Viewing continuing education transcripts
  - Maintaining courses and uploading rosters by education providers
  - Uploading of documents
  - License verifications

Impact on Board Meetings

Preparation

- Schedule board meetings and members using Outlook invitations
- Receive accepts and declines from the board members
- Members are notified who is not attending (based on declines) via email
- Determine if enough members are attending for a quorum
**Paperless Environment Impact on Board Meetings**

**Agenda Preparation**
- Gather agenda items throughout the month
- Enter agenda items in the meeting minutes software
- Send out draft agenda one week prior to the meeting via email

**Minutes Preparation**
- Create minutes directly into the prepared agenda
- Distribute draft minutes via email one week prior to the next board meeting
- Receive changes via email
- Changes can be made during the board meeting
- Approve minutes at next board meeting
- Post minutes to the website

**Benefits of using meeting minutes software:**
- Create templates for multiple boards
- Insert a roll call for attendees
- Insert the mover of a motion
- Insert a voting record
- Record the audio during a meeting
- Insert a timestamp in a minutes document that links an event to specific times in the recording
- Insert a hyperlink in a minutes document that associates a word to a specific time in the recording
OPLA Selected “For The Record”

**Working Environment**

Because Minutes is an add-in for Microsoft Word your working environment revolves around documents, minutes and a toolbar. When working with Minutes you create special Minutes documents that are automatically named and saved in a storage location that is specified for each committee. The meeting is recorded using the associated recorder.

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**Paperless Environment Results**

- One official board meeting per month that lasts less than half-day
- Jackets with the scanned supporting documents are viewed on projection screen for each board member to review/discussion during the executive session
- Board members have secure logins to review applications prior to meetings, thus eliminating special meetings during the month
- Applications are approved in real time at the board meeting.....POINT & CLICK
Paperless Board Meetings

- Reviewing material through a secure web login
- Streaming video and audio of live board meetings
- Archiving official board records
- Training of Board Members
- Resources required to implement

Secure login for notification and review of board meeting material


Live board web meeting

http://www.llronline.com/granicus.asp
The Next Generation of Meetings

- Eliminating brick and mortar
  - Board members will participate from their office or home via virtual, telepresence or hologram technology
  - Electronic voting

Contact Information

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