



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


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Promoting Regulatory Excellence

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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


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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

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Evolution of Board meetings





The diagram illustrates the evolution of board meetings. On the left, a cartoon illustration shows a person sitting at a round table with a large stack of papers, representing a manual, paper-intensive process. In the center, four blue arrows point to the right, indicating a transition. On the right, a colorful graphic shows a globe with various icons (a person, a document, a computer) connected by lines, representing a modern, computer-aided, and interconnected process.

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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.




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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


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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.





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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




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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





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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%





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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




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Second Generation of Computers and Outsourced Clerical Functions

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

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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





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Third Generation of Computers (Today) Paperless Environment

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





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Third Generation of Computers (Today) Paperless Environment

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





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Third Generation of Computers (Today) Paperless Environment

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



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PULSE


Welcome to Pearson VUE's Credentials Management System for Certification and Licensing Programs

Choose a Program:

Choose a Board:

Select a service: Simply choose the appropriate link for the tasks you want to accomplish today.


- Search/Inquiry Services**
 - Search Licensees (to find and verify a person or entity is licensed)
 - Transaction Status Inquiry
 - Review your CE Transcript
 - Licensee Information Inquiry
 - Approved Provider/Courses Inquiry
 - Course Offerings Inquiry
- Licensing Services**
 - Register for an Account
 - Renew/Reactivate License
 - Change your Address
 - Submit License Application
- License Renewals**
 - Mass License Renewal Service (for PB or IB use only)
 - Salesperson (SP) or Associate Broker (AB) License Renewal (Screening Questions/Paid Inquiry)
- Request Documents**
 - Request a Letter of Certification
 - Request a Duplicate License
- Education Provider Services**
 - Maintain Course Offerings
 - Submit CE Course Completions
 - Upload Continuing Education Course Completions


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Paperless Environment 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





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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


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Paperless Environment Impact on Board Meetings



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


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Paperless Environment Impact on Board Meetings

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






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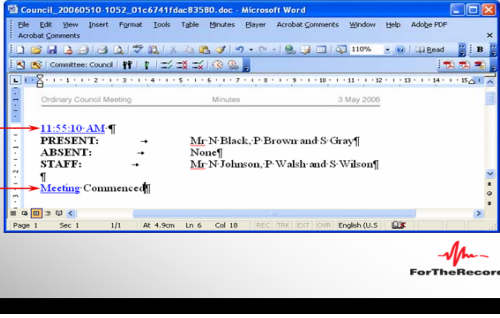

OPLA Selected "For The Record"


Working Environment

Because Minutes is an add-in for Microsoft Word your working environment revolves around documents, menus 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

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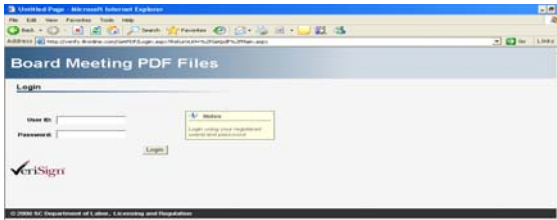
Paperless Board Meetings

- 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

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Secure login for notification and review of board meeting material

<https://verify.llronline.com/GetPDF/Login.aspx?ReturnUrl=%2fgetpdf%2fmain.aspx>




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Live board web meeting

<http://www.llronline.com/granicus.asp>



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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

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Contact Information

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