

 Council on Licensure, Enforcement and Regulation




Steering A Steady Course Through Economic Turbulence

Presenters:
 Early Bird Participants Have a Conversation

Facilitated by Marlene Dunham,
 Professional Examination Service, New York


7:15 to 8:15 a.m.
 September 11, 2009

Promoting Regulatory Excellence

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Today's Hour: An Opportunity to Hear From and Share with Colleagues

- 5 min - The Situation
- 12 min - Conversation Topic One
- 12 min - Conversation Topic Two
- 12 min – Conversation Topic Three
- 10 min – Surveyed Colleagues Speak about "Maintaining Excellence in the Face of Recessionary Pressures"
- 9 min – Conversation Summary: Strategies for doing more with less

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The Situation, Spring 2009

- Budget Cuts
 - *Regulatory Agency Administrators Survival Strategies: Spring 2009, CLEAR Survey Results*
- Furloughs, Layoffs & Reduced Services
 - *States Shut Down to Save Cash: September 4, 2009 Wall Street Journal*

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Budget & Service Cuts Reported By Spring 2009 Survey Respondents


Current Year	Next Fiscal Year
<ul style="list-style-type: none">• 33% Budget cuts• 3% to 10% Cut• 29% Staffing & service cuts have already occurred• 42% Staffing reduced through hiring freeze, loss of vacant positions• 17% Contracting for services as replacement for staff loss	<ul style="list-style-type: none">• 36% Budget cuts• 5% to 20% Range of cuts

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The Situation, Last Week: *States Shut Down to Save Cash*


- WA: 7,000 jobs
- CA: 27,000 teacher jobs; no Fri DMV services
- AZ: 1,000 jobs; furloughs 1-2 days per month
- WI: No birth certificate copies
- MI: 38,000 facing furloughs
- ME: No applications for food stamps/Medicaid
- MD: Half the number of usual traffic patrols
- GA: 25,000 facing furloughs; lawyers can't file papers with court of appeals

Source: WSJ, September 4, 2009 Front Page Headline and Graphic

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Conversation One - 12 minutes

What are your agency's top three strategies to do more with less?

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Conversation Two - 12 minutes

Looking back on this past year, discuss if any of the changes made by your agency resulted in unanticipated increased efficiencies.

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Conversation Three - 12 minutes


Describe any lessons learned and any success stories about emerging successfully through turbulent times that you might wish to share with others.

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How Your Colleagues are Maintaining Excellence in the Face of Recessionary Pressures


August 2009 Survey. Respondents represent:

- A variety of health & non-health professions
- Both autonomous & central agency boards
- Multiple levels of practice within a profession
- Both small & large Canadian & US jurisdictions
- Both CBT & paper & pencil test delivery

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Impact on Non-Testing Related Topics

- Staffing
- Travel
- Professional Development
- Other
 - Morale and general issues related to perception of how money should be used

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Tension Trend

- Not just morale but tension over expenditures
- Slowed down or postponed activities
- “Dealing with anxiety” is challenging for all staff
- Morale dropped overall: furloughs, hiring freezes, no cost-of-living raises
- Anxiety-tension higher than ever


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Impact on Continuing Competency Initiatives

Specific remarks regarding negative impact of current economy on CC

- Not spending a lot
- CE’s mandatory but not assessing outcomes in changes in practice
- Reducing # of audits

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Unanticipated Increased Efficiencies !!

(Costly) Technology is the single most noted driver for increased efficiencies:

- Inquiries reduced as a result of online application services
- Original license issued via credit card online instead of manual entry
- Push for online application and renewal

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Success Strategies To Take with You

- Movement to technology to minimize costs
- Outsourcing licensing and audit functions
- Contingency planning
- Management support staff lead by example—say “thank you”
- From experience—“tough times don’t last forever”

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Lessons Learned/Success Stories


“The times have caused us to take a close look at all of our processes.... The change has also allowed the board to focus on more substantive issues.”

PLAN PLAN PLAN PLAN

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Attitude Counts !


“The most important element to surviving this environment is to preserve the morale and skill base of your employees.... Recognize this will end and we need to be positioned to have a strong, positive team when it does.”

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Concluding Conversation – 9 min


**Strategies
for doing more
with less**

Reports from the Conversations

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Next Steps

- Web-based survey still available for comment
- Look for email invitation to participate
- Dissemination of results

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