



MODERNIZATION TASK FORCE

PLA Mission

- “The goal of the Indiana Professional Licensing Agency is to provide licensure to professionals in the most productive and efficient manner by delivering a high level of customer service to every Hoosier licensee.”
- The overall role of PLA is to ensure Hoosiers have access to a robust, safe, and reliable workforce in each of professions it licenses.

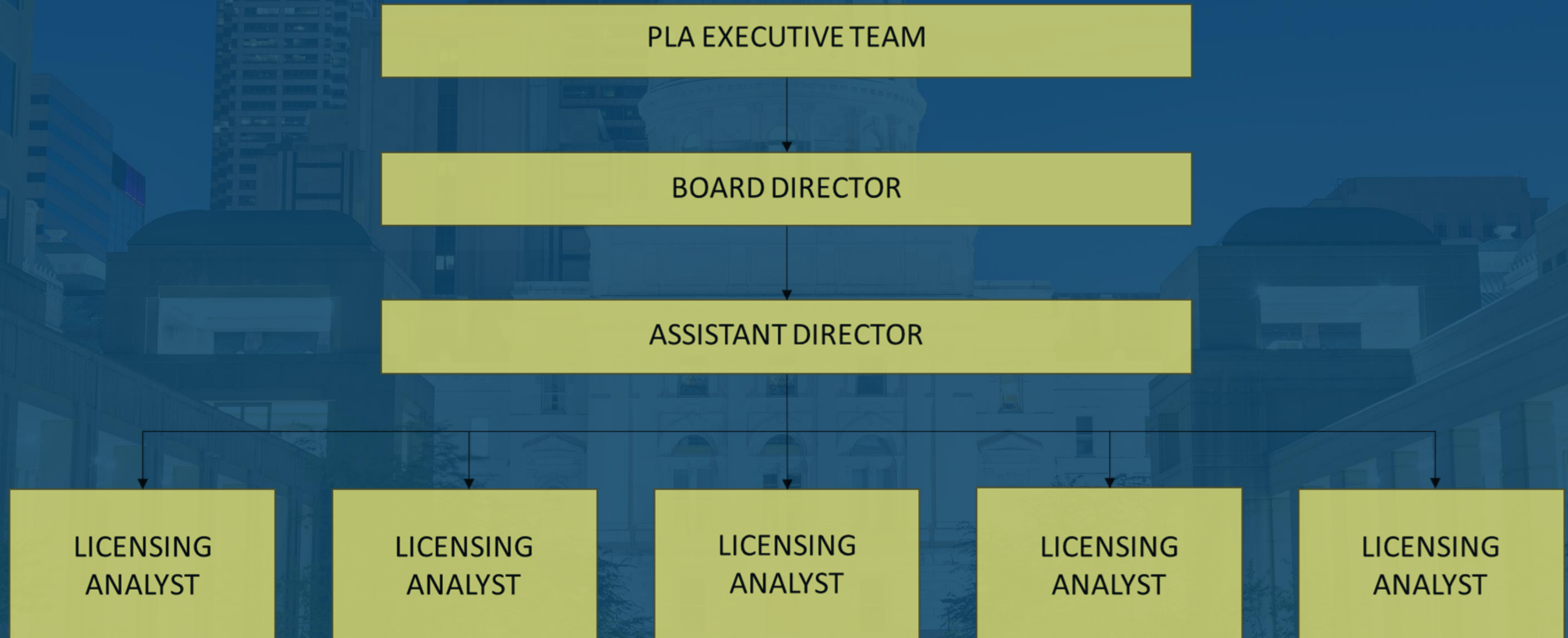
PLA Structure

- Executive Team
 - **Lindsay Hyer** – Executive Director
 - **Evan Bartel** – Deputy Director & General Counsel
 - **Doug Boyle** – Legislative & Communications Director
 - **Maureen Bennett** – Chief Financial Officer
 - **Greg Fredenburgh** – IT Director
 - **Zaneta Nunnally** – Compliance Director
 - **Elizabeth Walker** – Deputy General Counsel & Operations Director
 - **Kara Slusser** – INSPECT Director

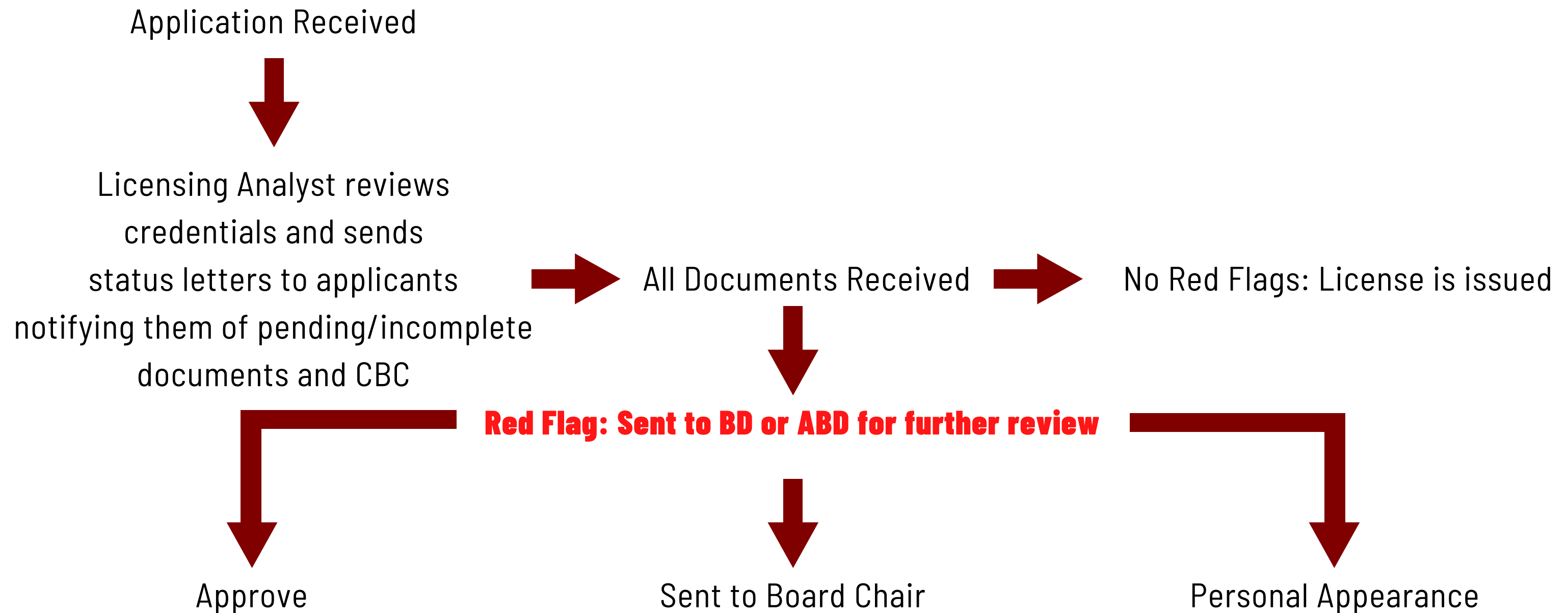
PLA Structure - Prelicensure

- PLA Board Groups:
 - 2: Director **Nick Hart** & Assistant Director **Victoria Giang**
 - Nursing
 - 3&4: Director **Aly Servies**, Assistant Director **Zharia Collins** & Assistant Director **Christine Cowdin**
 - Medical, Pharmacy, Podiatry, Midwifery, Acupuncture, Dietitians, Genetic Counselors, Anesthesiology Assistants
 - 5: Director **Jody Edens** & Assistant Director **Erin Sutton**
 - Speech/Language/Audiology, Physician Assistants, Veterinarians, Hearing Aid Dealers, Chiropractors
 - 8: Director **Cindy Vaught** & Assistant Director **Dana Brooks**
 - Behavioral Health, Psychology, Dental, Behavior Analysis
 - 10: Director **Amy Hall** & Assistant Director **Chris Shea-Russell**
 - Realtors, Appraisers, Engineers, Surveyors, Architects, Health Facility Administrators, PI & Security, Athletic Trainers
 - 12: Director **Tracy Hicks** & Assistant Director **Marianna Kassenbrock**
 - Cosmetology, Funeral & Cemetery, Manufactured Home Installers, Home Inspectors
 - 14: Director **Toby Snell** & Assistant Director **Dinena Moore**
 - Accountancy, Massage Therapy, Physical Therapy, Occupational Therapy, Auctioneers, Optometry, Plumbing, Respiratory

PLA Structure



Application Processing



Application Processing

- **RED FLAGS** include: (1) any **"YES"** response to one of the application questions; (2) suspicious documents; (3) significant or ongoing criminal matters; and (4) inconsistencies within documents and responses.
- PLA staff attempts to resolve any **RED FLAGS**. If they cannot, the matter will be set for a personal appearance before the board
- Common reasons for personal appearance:
 - Recent criminal conviction or ongoing criminal matters
 - Multiple or egregious past convictions: violence or dishonesty
 - Previous disciplinary action in Indiana or any other state
 - Evidence of potential drug and/or alcohol abuse
 - Current or past treatment for drug or alcohol abuse
 - Termination of employment from a professional position
 - Falsifying applications

Application Processing

- Online applications facilitate automation, but staff still must:
 - Review documents.
- Barriers to automation:
 - Facility applications do not have online options.
 - Low uptake of online applications in some professions.
- Most professions are over 95% for electronic applications.
 - Appraiser 78%
 - Auctioneer 68%
 - BHHS 76%
 - HFA 46%
 - Medical 50%
 - Nursing 72%
 - Plumber 23%
 - Podiatry 76%

Application Processing

- Required Information from Third Parties:
 - Department of Revenue
 - Tax Hold on Applicant
- Federal and State Criminal Background Check Results
 - Three Week Delays
 - Rejections
- License Verifications
 - Primary source verification required
- Testing
 - Authorization to Test
 - Testing Results
 - Pass vs. Fails

Application Processing

- Common Mistakes:
 - Incomplete information or missing information
 - Misspellings
 - Errors in reporting
 - outdated contact information
- About 15% of applications are never completed.

Post-Licensure Procedures

- Renewal
 - Biennial Cycle
 - Available online
 - Automatic, unless:
 - Tax Hold
 - USCIS Update
 - Positive Response
 - Pending Litigation
- Positive Responses
 - AD/BD Review
 - Personal Appearance
 - Possible Outcomes: Renew, Renew and refer to the OAG via Consumer Complaint, Renew on Probation, Deny

Post-Licensure Procedures

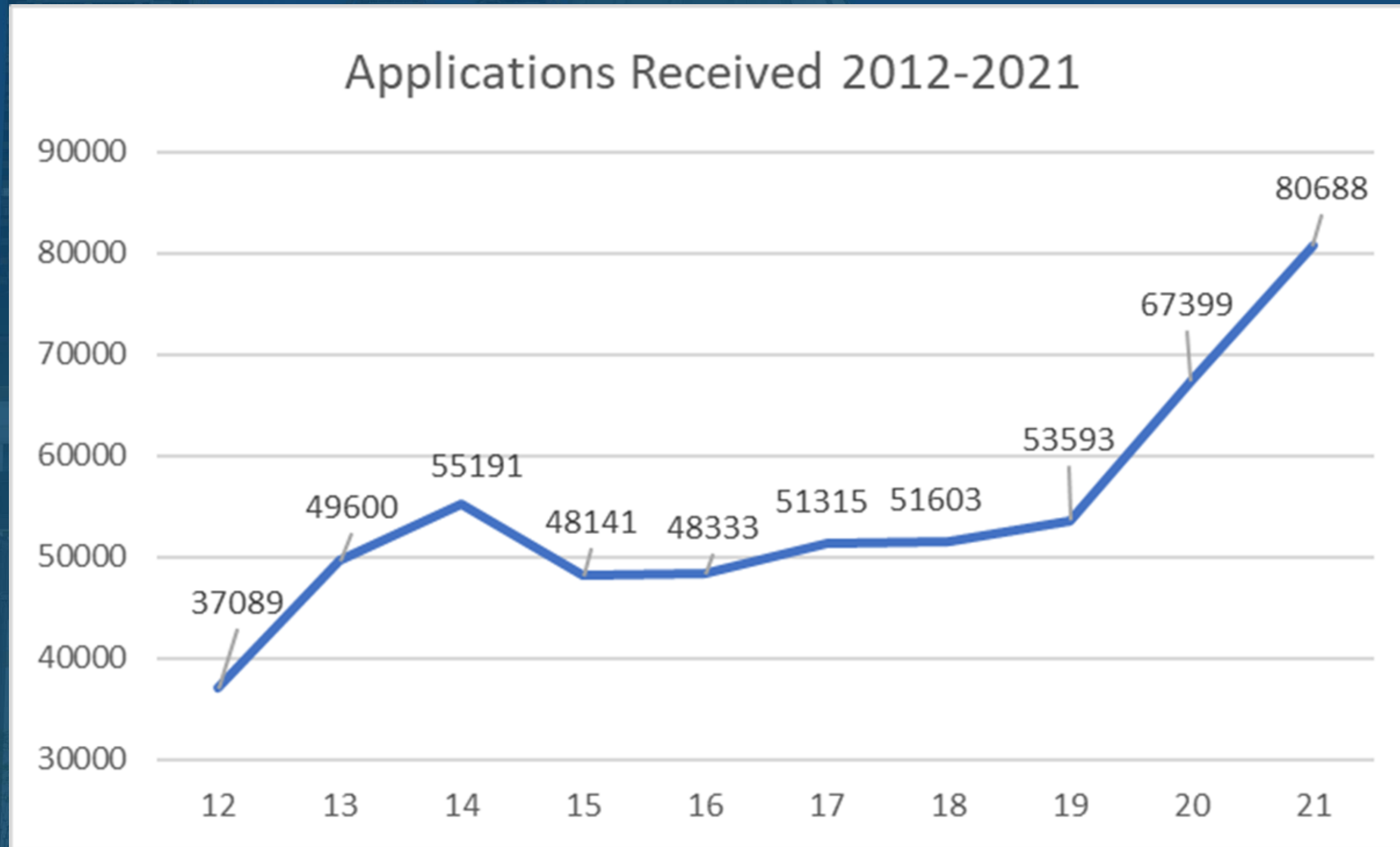
- Litigation
 - OAG Investigation
 - Consumer Complaint
 - Pleadings filed with the Board
 - Administrative Complaint
 - Petition for Summary Suspension
 - Prehearing Settlement Conference
 - Hearing
 - Order
 - Orders to Show Cause
 - Post-Discipline:
 - Petition to Withdraw Probation
 - Petition for Reinstatement

PLA 2021 Challenges

Significant challenges:

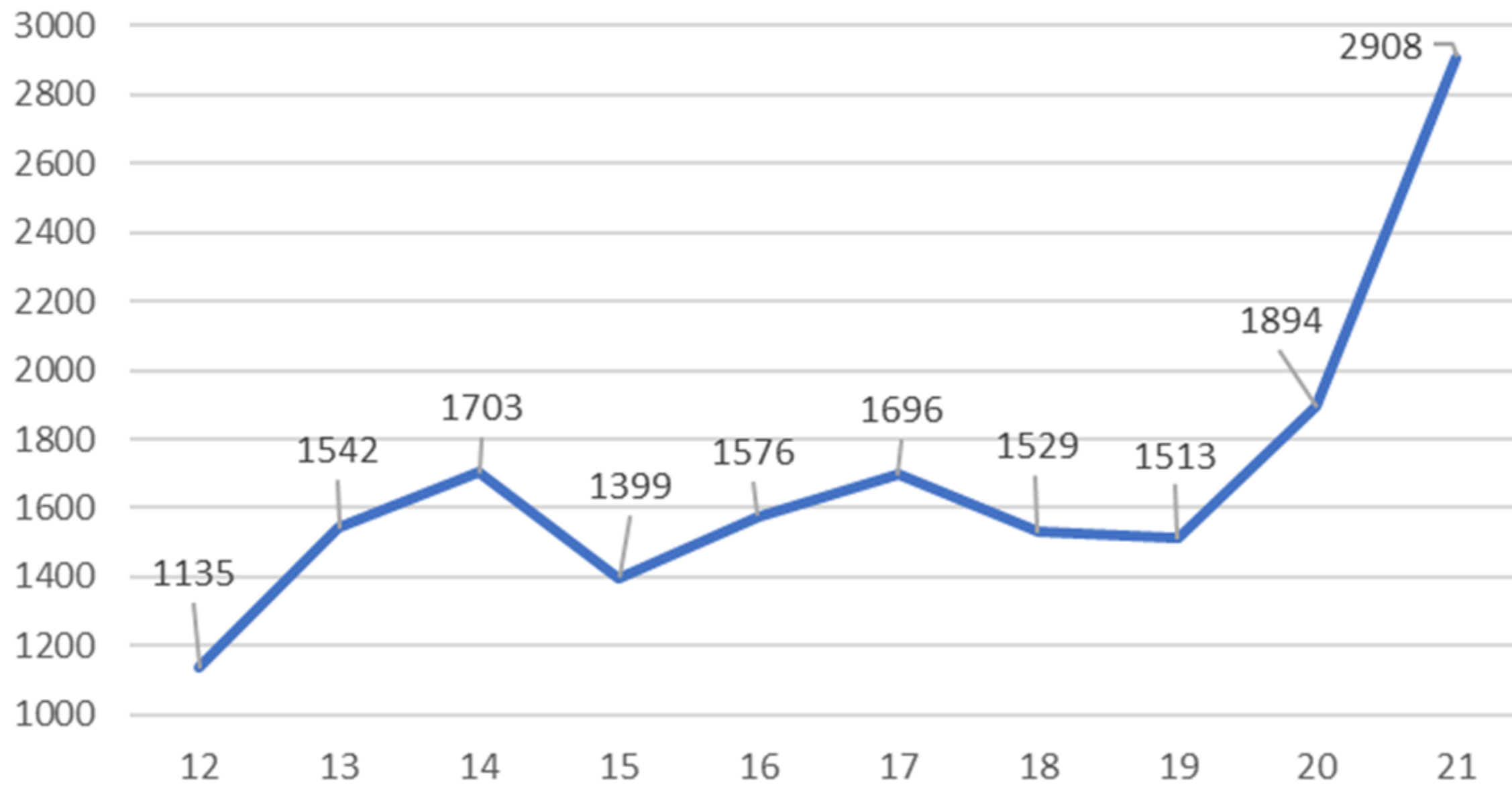
- Applications delayed weeks to months
- Significant number of unprocessed documents
- Inability to provide reasonable customer support
- High turnover
- Staffing shortages
- Processing errors

PLA 2021 Challenges

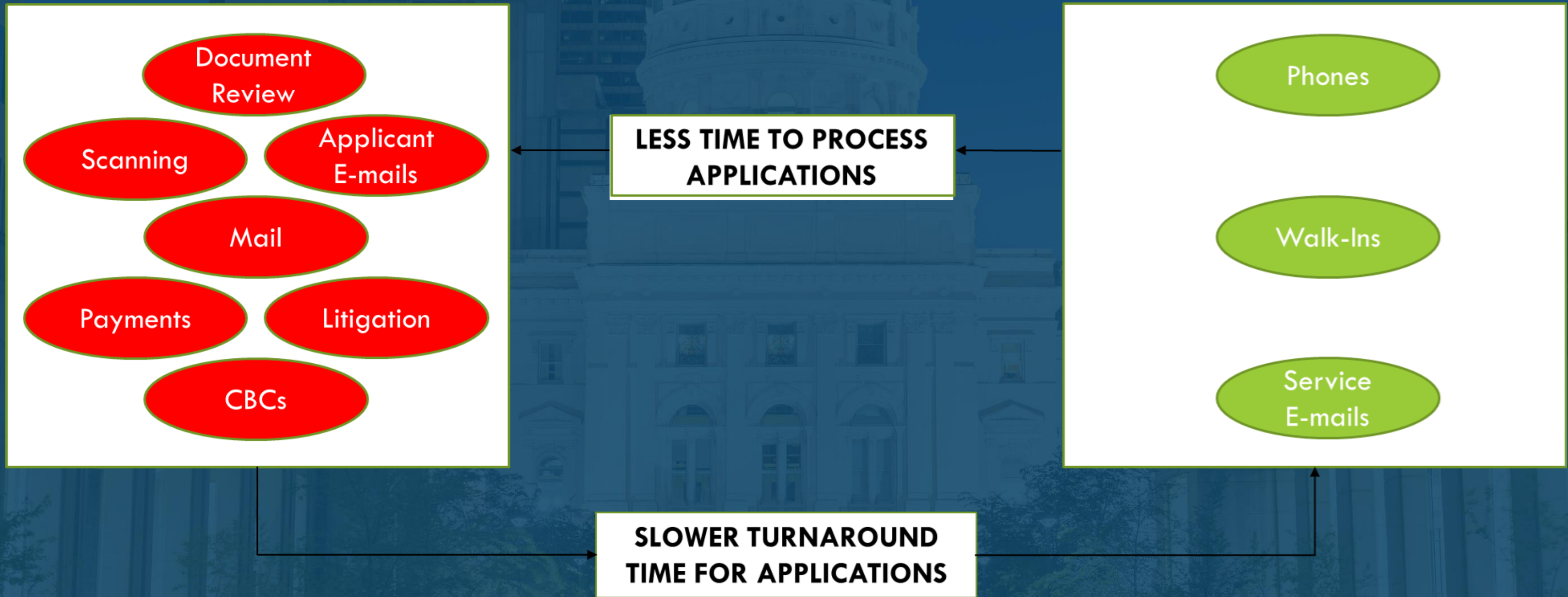


PLA 2021 Challenges

Applications per Analyst 2012-2021



PLA 2021 Challenges



PLA 2021 Challenges

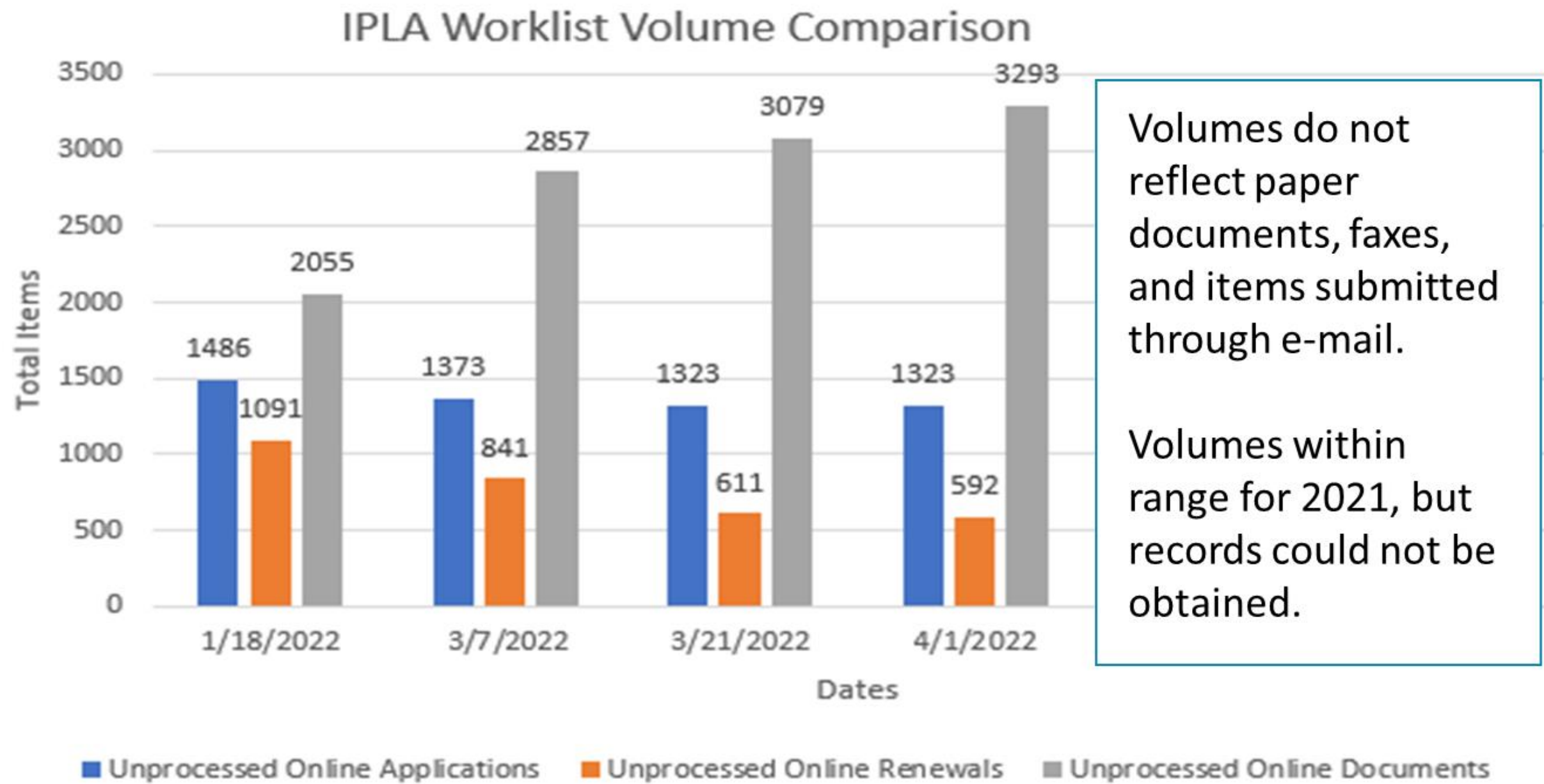
70%

**ANALYST
TURNOVER**

31

**AVERAGE DAYS
BETWEEN FILING AND
PROCESSING**

PLA 2021 Challenges



PLA 2022 Solutions

Activities to Improve PLA:

- Hired External Call Center
- Processing Strikeforce
- Training Program
- Improved Technology
- Reclassification of Workers
- Development of Career Paths for Workers
- Adjustment of Salaries
- Relaxation of Dress Code, Flex Time, and Remote Work Policies
- Ongoing Review of Requirements
- Pushing People to Online Portal

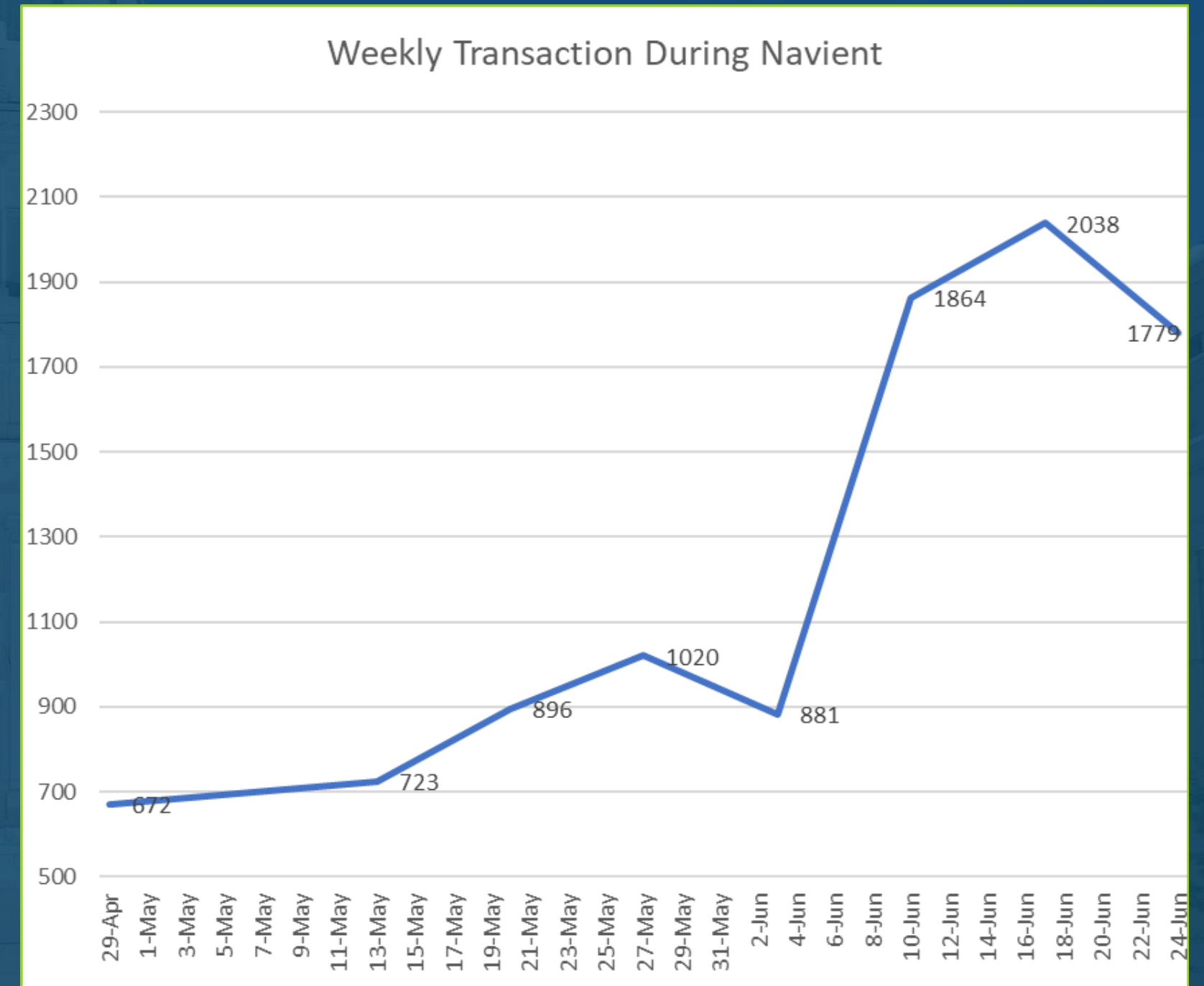
PLA 2022 Solutions

In early May, PLA engaged Navient to serve as its call center.

PLA utilizes a two-tier system. First tier calls go to Navient. Second tier calls are sent through to PLA.

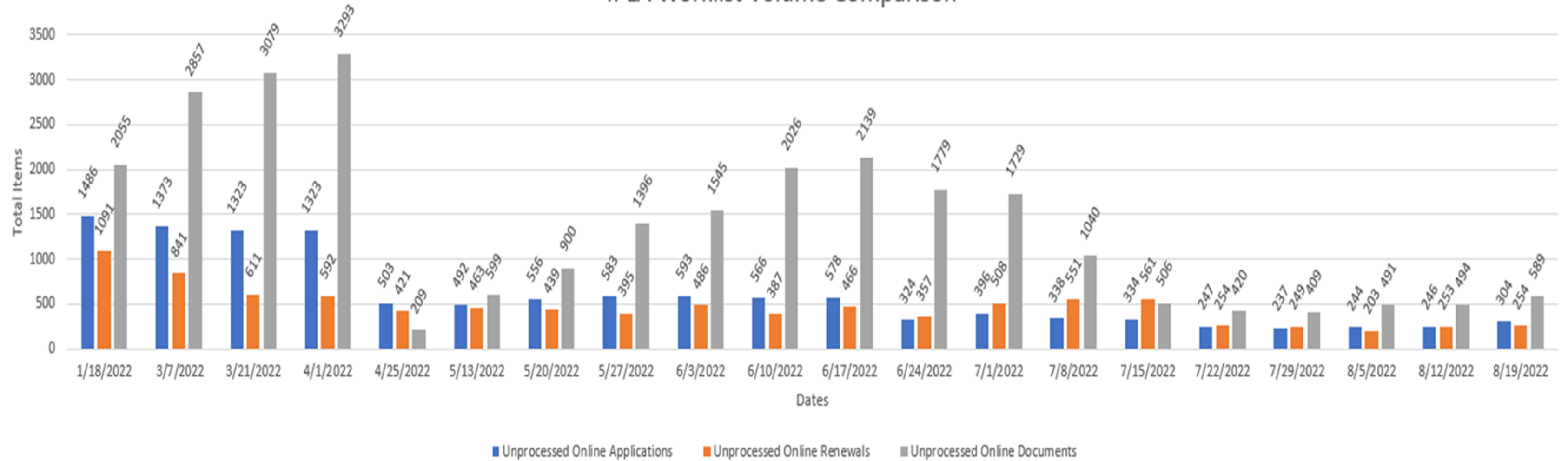
Navient screens 80% of calls.

Hold times significantly reduced.



Current State

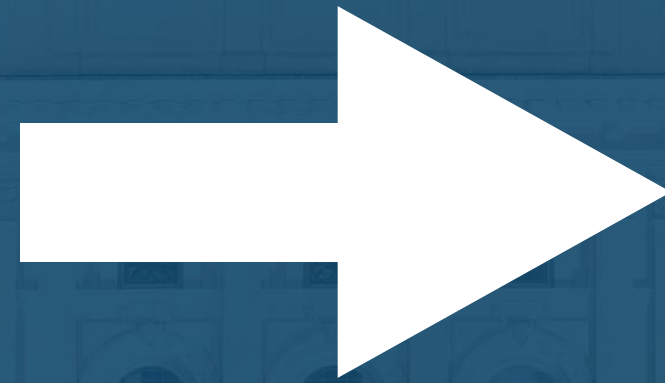
IPLA Worklist Volume Comparison



Current State

31

**AVERAGE DAYS
BETWEEN FILING AND
PROCESSING**



4

**AVERAGE DAYS
BETWEEN FILING AND
PROCESSING**

Current State

New Applications

Pending: 69

Oldest: 2 days

Over 7 days: 0

Average Age: 0.4 days

Renewals

Pending: 18

Oldest: 82 days*

Over 7 days: 1

Average Age: 6.1 days

Documents

Pending: 352

Oldest: 34

Over 7 days: 34

Average Age: 1.4 days

Current State

Customer Service Improvements:

- Tier 1 hold time averaging 1:14
- Tier 2 hold time averaging 0:35
- Talk times averaging under 4:30
- Answer rate for Tier 1 calls above 97%

PLA of the Future

Modernization Goals:

1. Build the fastest & easiest licensing process in the nation
2. Provide industry-leading customer service
3. Make our disciplinary processes fair, clear, and efficient
4. Be the best place to work in State government

PLA of the Future

Goal 1

- Ongoing Comprehensive Requirement Review
 - Will be incorporated into bill for 2024 session
- Improved Technology
 - MyLicenseOne Interface
 - Third Party Portal
 - RFP for new operating system
- Reciprocity & Compact & API Implementation
- Creation of Senior Licensing Analyst Positions

PLA of the Future

Goal 2

- Creation of Permanent Call Center
 - Navient funding ends 12/12
 - Interrogating callback feature
- Improved Messaging
 - Increased notifications during licensing process
 - More user-friendly guidance
 - Periodic reminders on incomplete applications
- Increased Social Media Presence
- In-House Data Analytics & Reporting

PLA of the Future

Goal 3

- Creation of Centralized Litigation Division
- Improved Litigation Software
 - Allows staff to track dates and deadlines
- Standardized Case Management Plans
- Public Facing Litigation Docket
- Development of Disciplinary Guidelines
- Virtual Meeting & Audio-Visual Technology for Meeting

PLA of the Future

Goal 4

- Development of Career Paths for All Staff
- Centralized Training for New Staff
- Bringing Workspaces into 21st Century
- Increased Employee Engagement

PLA of the Future

Stretch Goals

- Online CE Tracking
- Workforce Dashboard



INDIANA
SUPREME COURT

251 N Illinois St | Ste 550
Indianapolis, Indiana 46204

Office of Admissions and Continuing Education

COURTS.IN.GOV

Continuing Legal Education Statement

This statement may not reflect hours taken in the past 60 days.

Evan Wayne Bartel
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Indiana Government Center South
W072
Indianapolis, Indiana 46204

Attorney # 31219-49
Attorney Status Active In Good Standing

Summary of Current 3 Year and Annual Educational Period Activity (1/1/2020 - 12/31/2022)

	Limits*	Hours Credited	Hours Needed
Total Hours for the 3-year period	36 minimum	31.0	5.0 by 12/31/2022
Ethics for the 3-year period	3 minimum	7.3	0.0
Total Hours for the Year 2020	6 minimum	8.5	0.0
Total Hours for the Year 2021	6 minimum	12.7	0.0
Total Hours for the Year 2022	6 minimum	9.8	0.0
		Hours Reported	
Non-Legal Subject hours for the 3-year period	12 maximum	0.0	n/a
In-House Education hours for the 3-year period	3 maximum	0.0	n/a



QUESTIONS & COMMENTS

*We look forward to working
with you*

EVAN BARTEL



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