



MODERNIZATION TASK FORCE

Monday, April 1, 2024



Agenda

- **Introduction**
- **Significant Activities Since Last Meeting**
- **New Staff Introduction**
- **Plans for Next 6 Months**
- **Performance Statistics**
- **Whiteboard Session**



Introduction

- **Executive Team**
 - **Lindsay Hyer – Executive Director**
 - **Evan Bartel – Deputy Director & General Counsel**
 - **Doug Boyle – Legislative & Communications Director**
 - **Maureen Bennett – Chief Financial Officer**
 - **Eric Burton – IT Director**
 - **Katie Byers – Executive Assistant & Payroll Specialist**
 - **Zaneta Nunnally – Compliance Director**
 - **Elizabeth Walker – Deputy General Counsel & Operations Director**
 - **Kara Slusser – INSPECT Director**



Introduction

- **PLA Board Groups**
 - **2: Director Nick Hart & Assistant Director Victoria Giang**
 - **Nursing**
 - **3: Director Christine Maslan & Assistant Director Kiko Dixon**
 - **Medical, Podiatry, Midwifery, Acupuncture, Dietitians, Genetic Counselors, Anesthesiology Assistants**
 - **4: Director ??? & Assistant Director Caitlin Cress**
 - **Pharmacy**
 - **5: Director Jody Edens & Assistant Director James Green**
 - **Speech/Language/Audiology, Physician Assistants, Veterinarians, Hearing Aid Dealers, Chiropractors, Realtors**



Introduction

- **PLA Board Groups**
 - **8: Director Cindy Vaught & Assistant Director Dana Brooks**
 - Behavioral Health, Psychology, Dental, Behavior Analysis
 - **10: Director Amy Hall & Assistant Director Chris Shea-Russell**
 - 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 Ashley Scott**
 - Accountancy, Massage Therapy, Physical Therapy, Occupational Therapy, Auctioneers, Optometry, Plumbing, Respiratory



Significant Accomplishments

- **Rulemaking Updates**
- **IMLCC and PSYPACT**
- **Convictions of Concern Review**
- **Practice Rulings**
- **Online Applications**
- **Callback Implementation**
- **Verification API**



Significant Accomplishments

- Orientation
- Engagement & Retention
- Expansion of IT
- Senior Licensing Analysts
- Office of Litigation Management





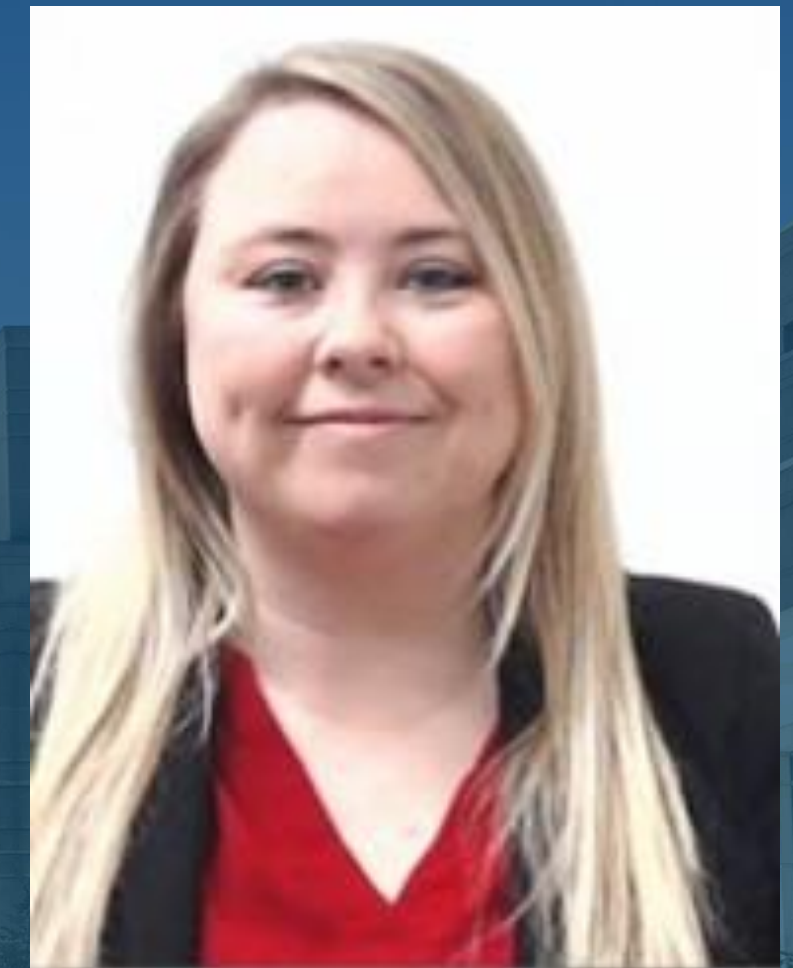
Significant Accomplishments





PLA's Growing Team

- Senior Licensing Analysts



- Associate General Counsel



PLA's Growing Team



■ **Matt Doades**



■ **Jennifer Freeman**



■ **Tucker Walden**



PLA's Growing Team



- Rick Davenport - Webmaster
- Victoria Giang - IT Configuration Associate
- Dibya Regmi - IT Security Analyst
- Terry Huynh - IT Project Manager
- Unfilled - Data Manager



PLA's Growing Team

Evelyn Hyer

PLA Chief Culture Officer





2024 Major Goals

- **Office of Litigation Management**
- **Rule Catch-up**
- **Website Improvement**
- **Customer Service**
- **Application Review**
- **Requirement Review**
- **Licensing System**



Worklist Volumes - New Apps

New Applications - May 2023

Pending: 464

Over 7 days: 95

Average Age: 4.313 days

New Applications - Today

Pending: 333

Over 7 days: 39



Worklist Volumes - New Apps

	AVG DAYS	PENDING	7+ DAYS	OLDEST
G2	1.67	119	0	7
G3	0.375	8	0	3
G4	0	0	0	0
G5	5.21	116	33	22
G8	3.96	49	6	13
G10	-	13	-	-
G12	-	27	-	-
G14	0	1	0	0
TOT		333	39	



Worklist Volumes - Transactions

Documents - May 2023

Pending: 715

Over 7 days: 254

Average Age: 5.233 days

Documents - Today

Pending: 473

Over 7 days: 2



Worklist Volumes - Transactions

	AVG DAYS	PENDING	7+ DAYS	OLDEST
G2	2.46	263	0	7
G3	0.5	2	0	1
G4	0	7	0	0
G5	0.81	31	0	6
G8	0.61	119	1	13
G10	1	42	1	10
G12	0	1	0	0
G14	1	8	0	6
		473	2	



Average Time to Licensure

May 2023

11.23 Days

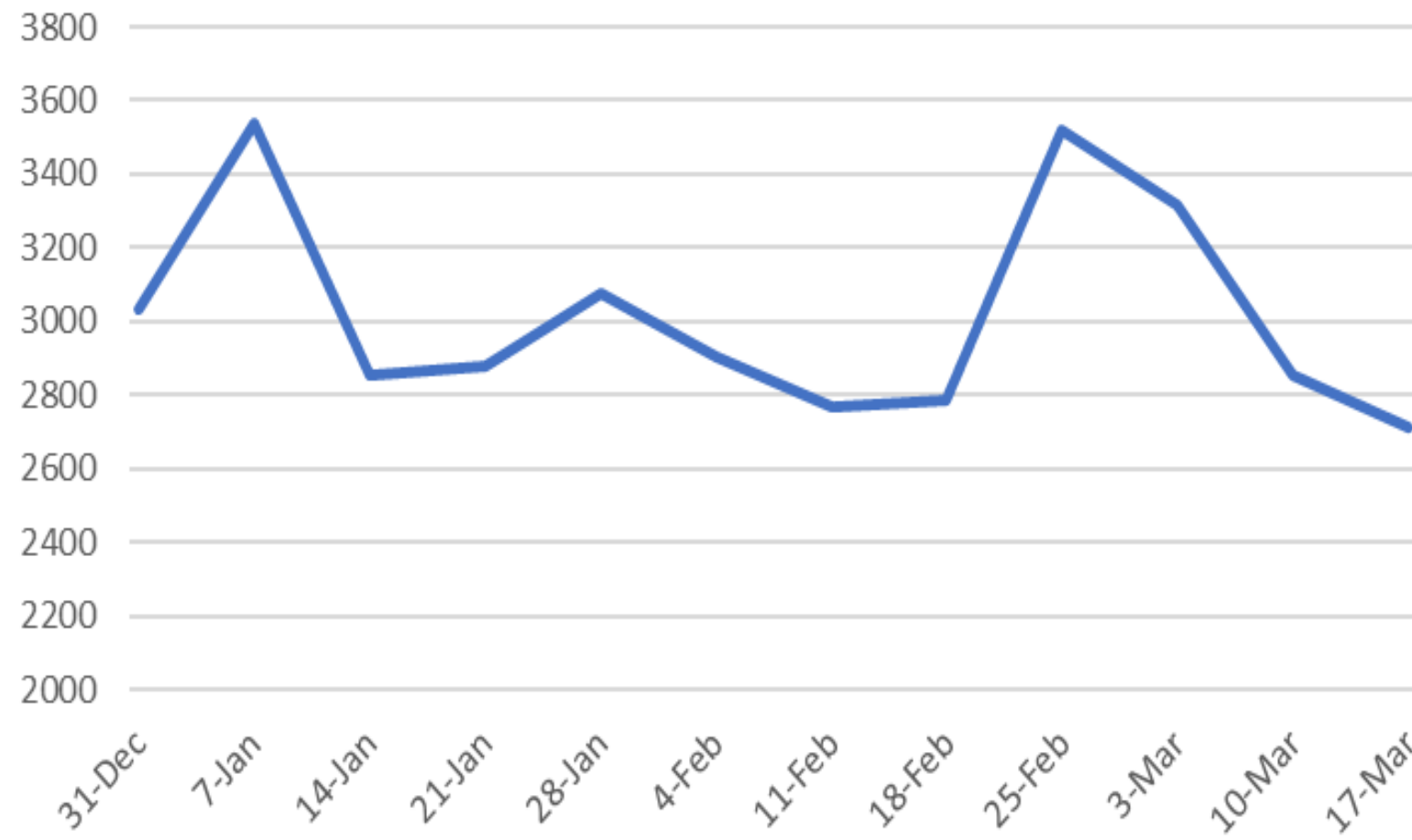
March 2024

6.29 Days

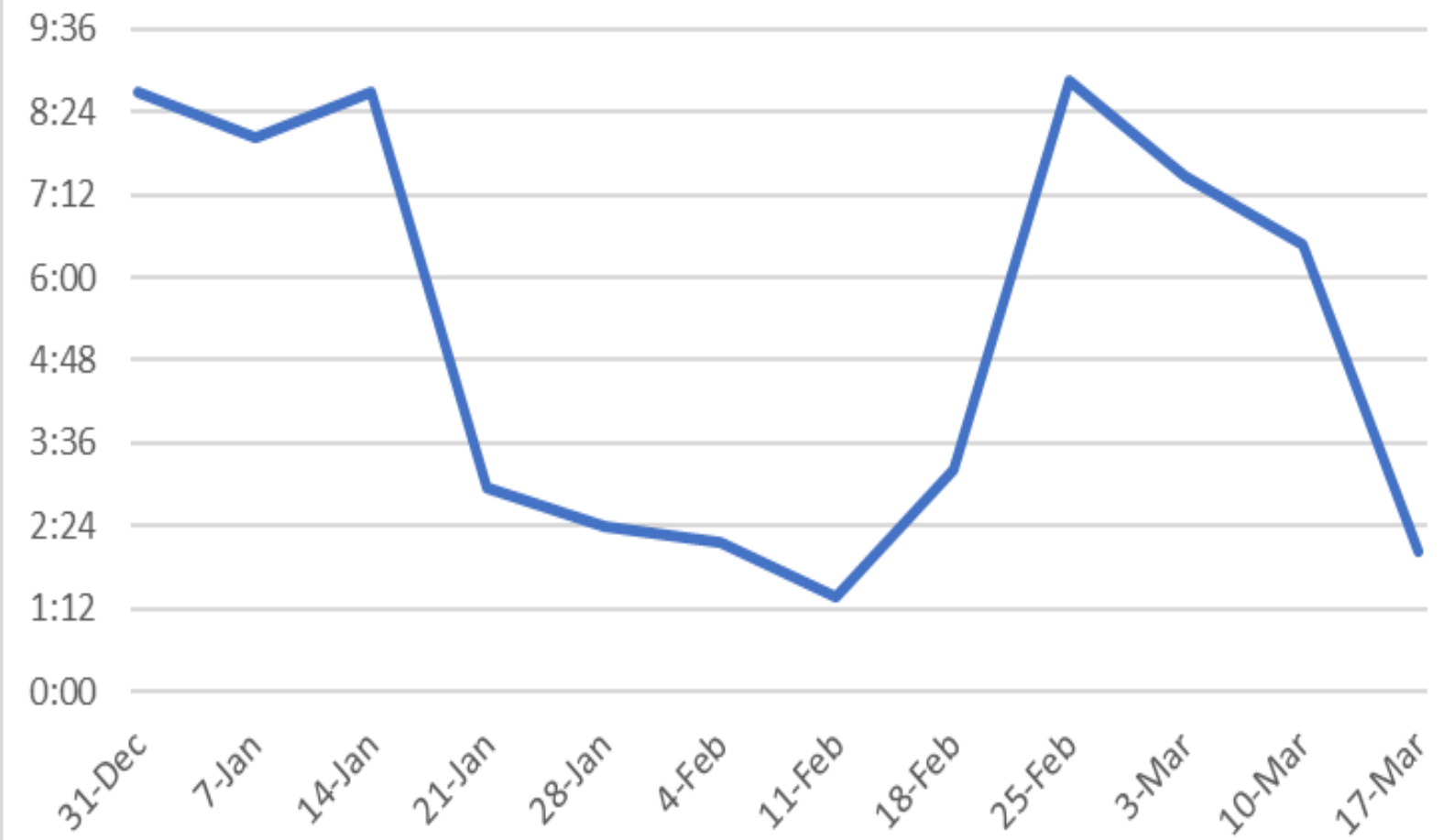


Call Center Performance

Calls Offered



Average Wait Time





Comments & Questions

▪ Lindsay Hyer

- (317) 234-1981 (Desk)
- (412) 913-7298 (Cell)
- Lhyer@pla.in.gov

▪ Evan Bartel

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- (317) 617-4700 (Cell)
- Ebartel@pla.in.gov

▪ Doug Boyle

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