

## CVRP Operational Review Committee

Committee Members: Sandra Preeper, Neil Pierce, Sean FitzGerald, Janice Ray, Tricia Gueulette

### **Overview:**

Members of the CVRP Operational Review Committee were asked to review the current operations of CVRP to examine staffing (levels and need), structure, and a model for moving forward.

### **Process:**

In order to complete an initial review of operations, the following was completed by the committee:

1. The current Executive Director/Registrar completed a task/job analysis of everything currently being done to support the operation of CVRP. That task list can be found at the end of this report.
2. Other committee members research organizations who were similar to CVRP in terms of size (800 members) and function (process CEUs for example) to see what their operational set-up was.

### **Findings:**

1. The evidence from the task analysis completed suggests that there is a need for the following :
  - 1 FTE Registrar
  - 1 FTE Continuing Education Coordinator
  - 1 FTE Administrative Assistant

#### Registrar:

- Responsible for overall operation of the College of Vocational Rehabilitation Professionals.
- Ensures that the Administrative Assistant and CEU Coordinator Complete all duties assigned.
- Ensures College Financial Budgets are adhered to working with the accountant/bookkeeper.
- Work with the CVRP Board to develop/review policies and procedures; contact/ correspond directly to the CVRP President.
- Work with Registrants to ensure all College Procedures and Policies are followed.
- Public Voice for the College

#### Administrative Assistant:

- Responsible to assist the CVRP Registrar on any office duties assigned to ensure the College operates efficiently.
- Processes all College registrations approved by the Registrar and CEU Coordinator.
- Complete all other duties assigned as per Position Routine and requirements from the CVRP Registrar.

#### CEU Coordinator:

- Process all CEU requirements as per the CVRP policy and procedures.
- Work with the Registration Committee and Registrar to ensure CEU submissions are approved.

- Conduct research and contact with education providers on a regular basis to assist with the pre-approved education sessions.
- Work with Website developer providing any CEU updates
- Assist with CEU policy and procedure updates.
- Work with Administrator to assist with any office services or other duties that apply.
- Complete all other duties assigned as per Position Routine and requirements from the CVRP Registrar

2. The following were the findings from the organization review process. All of the below organizations process CEUs though not all at the same level:

<b>Organization</b>	<b># of Members</b>	<b>Membership Cost</b>	<b>Office?</b>	<b>Staff</b>
College of Occupational Therapists of Manitoba	520	\$525 per year. If you pay an extra \$100 you can become a full member of the Manitoba Society of Occupational Therapists as well.	Maintain an office open 8:00 until 4:00 pm, Monday through Friday	Staff include 1 Executive Director, 1 Registration and Financial Coordinator and 1 Operations and Special Projects
College of Psychologists of New Brunswick	467 members	\$525 for an Associate member and \$850 for a Registered Member	Business Office" located in Moncton and a "Head Office" (PO Box) located in Fredericton	Staff consist of one Administrative Assistant, one Registrar and one Director of Professional Affairs
Massage Therapists of Manitoba	Approximately 600 members	\$659 per year includes \$155 to a Communication Fund, GST, Admin fee and Insurance	Office in Winnipeg open 8:30 to 4:30 weekdays.	An Executive Director, Education Coordinator, Legislative Coordinator and Administrative Assistant (they are currently going through the regulation process)
AB College of Occupational Therapists	1,600	\$550	378K budget	Registrar Assistant Registrar Financial Assistant Administration Assistant
AB College of Optometrists	600		300K budget	P/T Registrar/CEO 2 Administration Assistant Registrar Accountant
NL Association (	1393	\$400.00 per year	2013 Revenue	- ED/ Registrar

<b>Organization</b>	<b># of Members</b>	<b>Membership Cost</b>	<b>Office?</b>	<b>Staff</b>
college) of Social Workers	Registered Members and 75 other. Total of 1468		from registration fees : \$565,650.00 2013 Operating expenses : \$468,406.00	- Associate Registrar - Director of Policy and Procedure - Coordinator of Registration and Admin - Admin Support Clerk
<b>CVRP</b>	<b>825</b>	<b>\$200</b>	<b>Office is in ED's home</b>	<b>1 Executive Director</b> <b>1 Administrative Assistant</b>

#### **Issues:**

- There is too much work for the amount of staff currently employed by the College.
- The CEU review demands of our college tend to be much heavier than many of the other professional group which either have lower expectations on members or ask for submission of a learning plan that is subject to audit.
- There is no contract in place for the current staff
- CVRP does not take in enough revenue to support the work of the College. This is evidenced not only by the task analysis but also by the research looking at other similar organizations.
- In order to hire the appropriate staff and set up a small CVRP office, CVRP would require revenue of at least \$250,000 per year compared to our last year's revenue of \$174,820.00.
- Two organizations are doing the same tasks – VRA and CVRP both accrediting CEUs. This comes at a cost to members of both organizations.

#### **Possible Solutions:**

- There is currently a duplication of service with VRA and CVRP approving CEUs. As a possible step forward could CVRP take on the CEU approvals for both organizations, moving revenue from VRA to CVRP as part of that process
- Recommend harmonization of fees between VRA and CVRP, credentialing and shared costs should resonate well with the members of both organizations
- Increase CVRP fees overall with strong communication strategy in place to justify the increase. Our fees are very low in comparison to other similar organizations. With our current membership size, this would equal approximately \$300.00 - \$325.00 per year, however, there is concern that such a significant increase could result in loss of registrants. Two possible options:
  - Asking members to contribute on a one-time basis to a reserve fund
  - Scaling the increase over a few years
- CVRP provide update at VRA conference citing all of the good work being done by the board, committee processes are all in place and completed, exams are being written, etc.

## **CVRP OPERATIONAL TASK LIST – 2014 REVIEW**

### **Registrar Tasks:**

- Trains, Supervise and review of the above duties with Administrative Team
- Ensures accurate financial management – working with accountant/bookkeeper, including management of a balanced budget – monthly, quarterly and annual new budget review and plan
- Auditing of registrants files and College processes
- Lead Role with all College committees – ensures committees have access to College documentation, shared conference line and set-up of AdobeConnect for each meeting - required to conduct meetings.
- Works directly with the CVRP President to ensure College maintains Policies and Procedures
- Works with BrainyYack on custom college database management and weekly updates; overall Website Design to allow for website content management
- Writing and upload of all website content
- Networking and Promotion of the College with industry
- Review and Update of College registration forms, CEU forms, letter templates on a regular basis (including adding any special announcements on a regular basis to the CVRP website)
- Email blasts to members

### **Approx. Average Percentage of Time Breakdown for Registrar Daily:**

45% of time on communication correspondence via phone and email

25% of time on management of office duties

30% of time on Education approvals and approval of CEU for registrants (including auditing of files)

Note : The current Executive Director/Registrar is paid for 35 hours a week of time but has been committing approx 55 hours per week

### **Administrative Tasks:**

#### **Processing a registrants file (renewals only – CEU update, database review and update, receipt and renewal letter)**

Approx. Average is 1 hour per File.

Example would be at 850 files that is 850 hours and based on 40 hours a week it would take an average of 21.25 weeks to complete.

#### **Processing New Applications**

During low time – 1-2 applications a month

During high time – 1-6 applications a month (normally around the examination scheduled date)

#### **Daily Emails**

1-2 hours/day for low time  
6-8 hours/day for high time

**Phone Management**

1-2 hours/day for low time  
1-6 hours/day for high time

**Extra Administrative Support Provided to the following:**

Executive Director/ Registrar  
College Board of Directors  
College Committees  
Processing approvals for all Continuing Education including the processing of the Pre and Post Approval forms

**Approx. Average Percentage of Time Breakdown for Administrator(s) Daily:**

50% of time on uploading and updating all renewals including CEU reports, renewal letters and receipts  
15% of time on updating continuing education approvals  
25% of time spent on email correspondence  
05% of time spent on support to the extras mentioned above  
05% of time spent on phone correspondence

Note : Currently CVRP is paying 2 individuals combined , 55 hours a week to carry out tasks