



California State Board of Pharmacy
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STATE AND CONSUMERS AFFAIRS AGENCY
DEPARTMENT OF CONSUMER AFFAIRS
ARNOLD SCHWARZENEGGER, GOVERNOR

Organizational Development Committee

Stan Goldenberg, RPh, Chair
Bill Powers, President and Board Member

The Organizational Development Committee met in a teleconferenced meeting on January 16, 2007. A meeting summary is provided under **Attachment A**.

1. Recognition of Pharmacists Who Have Been Licensed 50 Years:

At the July 2005 Board Meeting, the board initiated a program to identify and publicly commend those pharmacists with 50 years of licensure as pharmacists.

The pharmacists so honored receive a letter from the board's president and a commendation certificate. Each is invited to a future board meeting to be publicly recognized. Additionally, his or her name is published in *The Script*.

Since July 2005, the board has acknowledged 603 pharmacists, 12 pharmacists reached this milestone between the October 2006 and January 2007 Board Meetings.

2. Board Recognition of Notable California-Licensed Pharmacists:

Recommendation: Discuss and Identify Processes for the Board to Recognize Pharmacists for Accomplishments, Receipt of Major Awards, or Contributions

In the past, the committee has discussed parameters for board acknowledgment of high-functioning or particularly noteworthy licensees who could and should be commended by the board. Other than acknowledgement of the 50-year licensed pharmacists, no process has been developed.

The committee has identified three possible processes, and seeks board discussion on each:

1. Acknowledge pharmacists who have received accolades from other organizations or institutions,
2. Acknowledge preceptors who have contributed significantly to the training and development of new pharmacists, and
3. Publicly acknowledge Competency Committee Members for their efforts to develop the CPJE or the prior California Pharmacist Licensure Examination.

For topic (1) – the board could look to recognition awarded by other sources, such as CPhA, CSHP and California schools of pharmacy. Board members may also know

board received notice that it would be able to conduct new civil service exams listing "pending Administration approval is a \$2,000 monthly recruitment and retention differential."

Once the provisional approval for the differential was received, the board set the dates for the new civil service examinations from which the pharmacists can be hired to work for the board.

The final filing date for applications to take these examinations is February 2. The board hopes to conduct the civil service interviews in March and April. Applications are on the board's Web site and highlighted in the January 2007 *The Script*. However, the recruitment and retention differential will be needed to secure a quality applicant pool.

Vacancies on the Board:

There are three openings on the Board of Pharmacy itself: two public members and one professional member. All are governor appointments.

5. Budget Report:

Current Year's Budget 2006/07

- ***Revenue Projected: \$9,400,276***

Revenue for the next fiscal year is estimated to be comprised of \$5,791,000 in fees and \$157,000 in interest on money in the board's contingency fund.

The board is also projected to receive the final repayment of \$3 million from the 2001 loan of \$6 million from the board's fund to the state's General Fund during a period of California's budget crisis. There is an additional \$233,000 in interest that will be paid that is linked to the loan.

Final revenue for the year also includes additional amounts actually collected from cost recovery and citations and fines. During the first quarter of this fiscal year, the board collected \$266,527 in fines and \$52,755 in cost recovery.

- ***Expenditures Projected: \$8,250,000***

Board Fund Condition

The board's fund condition is an indicator of its "solvency," meaning whether the revenue collected is sufficient to sustain board expenditures, and if so, for how long.

The board ended the last fiscal year (on June 30, 2006) with a projected reserve of \$7,285,000. This is 10.6 months of expenditures

The board's fund condition projections over the next few years (as estimated in August 2006) are:

The DCA is moving ahead with a project so other agencies can offer online application and renewal of licenses. A feasibility study report has been approved by the Department of Finance, and the board is in the first tier of new agencies that may be able to offer this service in the future. Interim Executive Officer Herold is one of the project's "executive sponsors," which means she is participating in the steering committee for this project and may need to testify before the legislature or various other agencies to urge implementation of this project.

The board is projected to spend \$50,000 this fiscal year on programming specifications needed for board programs. In the next two years, the board will spend \$143,000 (2007-08) and \$199,000 (2008-09) as its share of costs to implement this system department-wide.

Meanwhile, the board in late December 2006 and early January 2007 converted all its application systems to the Department of Consumer Affairs applicant tracking system, a conversion that went fairly smoothly, although there are still a few residual problems. Use of this system will facilitate the board's eventual conversion to the I-Licensing system.

The board is about two years away from implementing online renewals.

Board Member Expenditures and Reimbursements

The travel expenses and compensation of board members claimed during this fiscal year are provided as **Attachment 3**.

Board members are paid for their attendance at board meetings. If they are interested in pursuing payment for other duties, board members can receive \$100 for every 8 hours they spend reading board materials, voting on mail ballots or otherwise performing approved duties. (Travel time is not reimbursed.)

6. CURES Feasibility Study Report

California Health and Safety Code section 11165.5 requires the board to contract for a feasibility study report to evaluate the feasibility of real time reporting and access to data on prescriptions submitted to CURES. (New California law requires this data to be reported weekly, before 2007 the data was required to be reported monthly.)

The law requires the board to work with Department of Justice and the Medical Board to contract with a vendor to develop the feasibility study report, using money voluntarily contributed to the board specifically for this purpose. The text of this statute is in **Attachment 4**.

Board staff has developed a draft version of the proposed work for the feasibility study report (FSR), which is undergoing review by the Department of Justice. The DCA's

Attachment 1

Personnel Update and Training Report

Memorandum

To: Board Members

Date: January 19, 2007

From: Organizational Development Committee

Subject: Personnel Update

There have been a number of changes in board's staff since the last board meeting.

Returning from Leave:

- Technician Angel Poindexter returned to the board in mid-December, following an accident during the summer. She will serve as a board receptionist.
- Technician Amber Crosby, had a daughter in November, and returned to the board in January. Ms. Crosby processes examination applications.

Leaving the Board:

- Cashier Veronica Hagen left the board for a position in the Personnel Office of CalPERS, where there is a day-care center onsite.
- Vicki Betker, a consumer services analyst who was been with the board for approximately 10 years, left the board for analyst position located in the downtown area of Sacramento to facilitate her commute. She is now considering retirement and returning to the board as a part-time retired annuitant.
- Technician Anna Plescencia is leaving the board for a position with the Department of Corrections at the end of January.
- Analyst Candy Place retired in November.

Since the last board meeting, we have hired or promoted:

- Karen Abbe, as the board's public outreach analyst. Ms. Abbe formerly worked with the Women, Infant and Children Program of the Department of Health Services.
- Deborah Buckho, from the Department of Justice, as the board's business services analyst.
- Debbie Funes, from the Department of Consumer Affairs, as a consumer complaint analyst.
- Nicole Mullinex has been promoted and become the board's renewal cashier. She formerly was in a temporary receptionist position with the board.
- Gloria Schultz, from the Secretary of State's Office, as the board's executive office technician.
- A computer consultant who works on an as-needed basis on the board's computer systems

We have job offers accepted for the following positions, which will be filled within 30 days:

Reclassification of the Assistant Executive Officer Position

The committee has directed the staff to pursue a reclassification of the assistant executive officer position to a more appropriate level, commensurate with the duties expected of the position. A reclassification request was pursued in 2002, but was ultimately denied by the State Personnel Board. A followup reclassification request was submitted in 2005 at a lower level, but the Department of Personnel Administration denied this request in June 2006 as being a poor fit for the duties and recommended another classification – the same classification that was denied by the State Personnel Board in 2003. In the coming months, the board's staff will work to resubmit this reclassification request.

Vacancies on the Board:

There are three openings on the Board of Pharmacy itself: two public members and one professional member. All are governor appointments.

Training:

All board inspectors spent six hours with staff of the Licensing and Certification Unit of the Department of Health Services on December 14. These staff are also pharmacists and they inspect and license clinics and hospitals. Our two agencies have much in common, and the goal was to encourage networking on issues of mutual concern in the field.

The board's TCT hosted the board's biannual staff meeting in December. This is a major meeting for updating staff on board issues and team building.

Nearly all staff has completed mandatory training on protecting the confidential information collected by the board needed for the board to perform its business. This training is required annually.

Attachment 2

Board Fund Condition

0767 - State Board of Pharmacy Analysis of Fund Condition

(Dollars in Thousands)

FM 13 w/2007-08 BCPs

	ACTUAL			
	2005-06	2006-07	2007-08	2008-09
BEGINNING BALANCE	\$ 4,111	\$ 7,285	\$ 8,216	\$ 4,777
Prior Year Adjustment	\$ 278	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 4,389	\$ 7,285	\$ 8,216	\$ 4,777
REVENUES AND TRANSFERS				
Revenues:				
125600 Other regulatory fees	\$ 426	\$ 38	\$ 38	\$ 38
125700 Other regulatory licenses and permits	\$ 1,618	\$ 1,243	\$ 1,291	\$ 1,291
125800 Renewal fees	\$ 4,591	\$ 4,452	\$ 4,591	\$ 4,452
125900 Delinquent fees	\$ 89	\$ 58	\$ 58	\$ 58
131700 Misc. revenue from local agencies	\$ 5	\$ -	\$ -	\$ -
141200 Sales of documents	\$ -	\$ -	\$ -	\$ -
142500 Miscellaneous services to the public	\$ -	\$ -	\$ -	\$ -
150300 Income from surplus money investments	\$ 262	\$ 157	\$ 94	\$ 19
150500 Interest Income From Interfund Loans	\$ 233	\$ 233		
160400 Sale of fixed assets	\$ -	\$ -	\$ -	\$ -
161000 Escheat of unclaimed checks and warrants	\$ 4	\$ -	\$ -	\$ -
161400 Miscellaneous revenues	\$ 3	\$ -	\$ -	\$ -
Totals, Revenues	\$ 7,231	\$ 6,181	\$ 6,072	\$ 5,858
Transfers from Other Funds				
F00001 GF loan per Item 1490-011-0767, BA of 2002	\$ 3,000	\$ 3,000		
F00683 Teale Data Center (CS 15.00, Bud Act of 2005)				
Transfers to Other Funds				
T00001 GF loan per Item 1490-011-0767, BA of 2002	\$ -	\$ -	\$ -	\$ -
Totals, Revenues and Transfers	\$ 10,231	\$ 9,181	\$ 6,072	\$ 5,858
Totals, Resources	\$ 14,620	\$ 16,466	\$ 14,287	\$ 10,635
EXPENDITURES				
Disbursements:				
0840 State Controller (State Operations)	\$ -	\$ 5	\$ -	\$ -
<u>Budget Act of 2006</u>				
1110 Program Expenditures (State Operations) - Galley 2	\$ 7,335	\$ 8,195	\$ 8,195	\$ 8,359
1110 iLicensing SFL		\$ 50	\$ 143	\$ 199
<u>2007-08 BCPs: Board</u>				
Inspector Pay Differential			\$ 576	\$ 576
Staff Augmentation			\$ 572	\$ 532
<u>2007-08 BCPs: Divisions</u>				
OIS - Info Techn Services			\$ 18	\$ 16
Div of Inv - Enforcement Positions			\$ 6	\$ 5
9670 Equity Claims / Board of Control (State Operations)	\$ -	\$ -	\$ -	\$ -
Total Disbursements	\$ 7,335	\$ 8,250	\$ 9,510	\$ 9,687
FUND BALANCE				
Reserve for economic uncertainties	\$ 7,285	\$ 8,216	\$ 4,777	\$ 948
Months in Reserve	10.6	10.4	5.9	1.2

NOTES:

- A. ASSUMES WORKLOAD AND REVENUE PROJECTIONS ARE REALIZED
- B. EXPENDITURE GROWTH PROJECTED AT 2% BEGINNING FY 2008-09

Attachment 3

Board Member Reimbursement

**Board Member Reimbursement and Expenses
2006/2007 Fiscal Year to Date***

Board Member	Hours		Travel
	Meeting	Other	Expense/Airfare
Ruth Conroy	39	0	\$1,010.64
Tim Dazé	22.5	11	\$435.00
Stanley Goldenberg	16	0	\$311.86
Clarence Hiura	32	26.66	\$1,694.31
Henry Hough	27	33.5	\$648.14
William Powers	48.5	20	\$1,142.43
Susan Ravnán	16	9	\$471.00
Kenneth Schell	16	0	\$410.04
Robert Swart	42.5	14.5	\$1,537.31
Andrea Zinder	14.5	7	\$576.10

*Reflects hours and expenses submitted as of January 1, 2007.

Attachment 4

*Health and Safety Code Section
11165.5 CURES FSR*

11165.5. (a) The Board of Pharmacy shall, contingent upon the availability of adequate funds, evaluate the viability of the implementing real time reporting and access to data on prescriptions for controlled substances in the operation of the Controlled Substances Utilization Review and Evaluation System (CURES). For the purposes of this subdivision, "real time reporting" means the ability to send and access prescription data instantaneously in the operation of CURES.

(b) The Board of Pharmacy, in consultation with the Medical Board of California and Department of Justice, shall contract with a vendor to prepare a feasibility study report in accordance with the State Administrative Manual (SAM) to analyze the costs, benefits, and processes necessary to implement real time reporting of controlled substances in the operation of CURES.

(c) This section shall be implemented to the extent that sufficient nonstate funds are received to cover the costs to the Board of Pharmacy of providing staff, and for the preparation of the report. The costs incurred by the Board of Pharmacy implementing this section shall be solicited and funded from nongovernmental entities. It is not the responsibility of the Board of Pharmacy to solicit the funds for this study. The costs for the feasibility study report and the staff to support the preparation of the report shall be no more than two hundred fifty thousand dollars (\$250,000). Any nonstate funds donated for that purpose are appropriated to the Board of Pharmacy for that purpose.

(d) The board shall submit the feasibility study report to the Legislature on or before July 1, 2007, or within 18 months of receipt of sufficient funding, whichever date is later.

(e) This section shall remain in effect until January 1, 2008, and as of that date is repealed, unless a later enacted statute, that becomes operative on or before January 1, 2008, deletes or extends that date.

Attachment A

*Organizational Development
Committee Meeting Summary
January 16, 2007*



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STATE AND CONSUMER SERVICES

DEPARTMENT OF CONSUMER AFF.

ARNOLD SCHWARZENEGGER, GOV.

ORGANIZATIONAL DEVELOPMENT COMMITTEE

Meeting Summary

January 16, 2007

(a non-public meeting)

via teleconference

10:30-11:45 a.m.

Attendees: Stan Goldenberg, Board Member and Chair
Bill Powers, Board President
Virginia Herold, Interim Executive Officer

Recognition of Pharmacists Who Have Been Licensed 50 Years

Since July 2005, the board has acknowledged 603 pharmacists with 50 or more years of licensure. Twelve pharmacists reached this milestone between October 2006 and February 1, 2007, and were sent a certificate and invited to a future board meeting for public recognition.

Board Recognition of Notable California-Licensed Pharmacists

The committee has discussed parameters for board acknowledgment of high-functioning or particularly noteworthy licensees who could and should be commended by the board. Three possible areas discussed were: (1) acknowledge pharmacists who have received accolades from other organizations or institutions, (2) acknowledge preceptors who have contributed significantly to the training and development of new pharmacists, and (3) publicly acknowledge Competency Committee Members for their efforts to develop the CPJE or the prior California Pharmacist Licensure Examination.

For topic (1) – the board could look to recognition awarded by other sources, such as CPhA, CSHP and California schools of pharmacy. Board members may also know about pharmacists who have made outstanding contributions to their profession, to their communities or to patients. Board members may also be able to suggest organizations the board can monitor for their acknowledgements of pharmacists.

The committee concluded that a nomination process, naming the individual pharmacist, describing why his or her contributions are significant and worthy of board recognition, and perhaps several additional letters of recommendation supporting the nomination

Revenue for the next fiscal year is estimated to be comprised of \$5,791,000 in fees and \$157,000 in interest on money in the board's contingency fund.

This year, the board is currently projected to receive the final repayment of \$3 million from the 2001 loan of \$6 million from the board's fund to the state's General Fund during a period of California's budget crisis. There is also an additional \$233,000 in interest that will be paid linked to the loan.

Final revenue for the year also includes additional amounts for cost recovery and citations and fines. During the two quarters of this fiscal year, the board collected \$166,517 in citations and fines and \$52,755 in cost recovery.

- *Expenditures Projected: \$8,250,000*

Inspector Salary and Recruitment and Retention Salary Differential

Effective January 1, 2007, all inspectors and supervising inspectors received a salary increase as a result of collective bargaining concluded last summer. For inspectors, they received the addition of two steps to their salary range, which means their monthly salary will be approximately \$7,125 per month, and for supervising inspectors, their monthly salary will be \$7,918 per month.

Meanwhile: in early June, the board submitted to the Administration a proposal to create a salary supplement of \$2,000 per month for each board inspector, matching the recruitment and retention supplements paid to other state-employed pharmacists. The board's pharmacists perform duties comparable, if not more difficult, than those of other state pharmacist positions. At the July Board Meeting, the board unanimously supported this proposal. The board has received positive support for the proposal from the Department of Personnel Administration and the Department of Finance, but the actual approval has not yet been issued and will not be until after the Governor's 2007-08 budget is released on January 10.

If approved, there will be an annual increase to each inspector and supervising inspector of \$24,000 annually, raising inspector salaries to about \$105,000 and supervising inspector salaries to \$115,000. The annual increase from the salary differential alone to the board will be \$576,000.

Current recruitment for the classifications of Inspector and Supervising Inspector were released to state that there is a \$2,000 recruitment and retention differential "pending administration approval" (again indicating the Administration's preliminary support for this augmentation).

If officially approved by the Department of Personnel Administration, the will immediately implement the augmentation. A budget change proposal was approved to provide ongoing funding in the board's budget starting in July 2007.

approved by the Department of Finance, and the board is in the first tier of new agencies that may be able to offer this service in the future.

The board is projected to spend \$50,000 this fiscal year on programming specifications needed for its programs. In the next two years, the board will spend \$143,000 (2007-08) and \$199,000 (2008-09) as its share of costs to implement this system department-wide.

Ms. Herold stated that on January 8th the board transitioned all its pending applicants to the department's applicant tracking system. This is a streamlined "platform" upon which transition to the new I-Licensing system will be made simpler. (In other words, we did the transition only because it will aid us in implementing I-Licensing; applicants will not see any difference.) We are still at least 1.5 years away from implementing I-Licensing.

Reimbursement to Board Members

Ms. Herold apologized that board members have not been getting paid or reimbursed timely for their expense over the last six to nine months.

New procedures that are being implemented this month should aid more timely reimbursement:

- Board members will be paid monthly for the hours they submit performing board duties.
- Staff will submit reimbursement for board meeting hours immediately after a board meeting with the monthly attendance (board members do not have to report these hours on an attendance report).
- Travel expense claims will be processed each week.

Compounding the problem in recent months has been the DCA is also very behind in processing travel claims, and is taking at least five weeks to issue a check once a claim has been submitted (this used to take only 10-14 days).

Future Plans to Update the Board Strategic Plan 2007-08

At the April Board meeting, it will again be time to update the board's strategic plan. The committee believes that the review and update for 2007-08 will be minimal, and can be brought to the board for ratification in April. Each committee will have the opportunity to update the committee's plan before it goes to the board in April.

CURES Feasibility Study

California Health and Safety Code section 11165.5 requires the board to contract for a feasibility study report to evaluate the feasibility of real time reporting and access to data on prescriptions submitted to CURES. (New California law requires this data to be reported weekly, before 2007, the data was required to be reported monthly.)

ORGANIZATIONAL DEVELOPMENT COMMITTEE

Goal 5: Achieve the board's mission and goals.

Outcome: An effective organization

Objective 5.1	Obtain 100 percent approval for identified program needs by June 30, 2011.
Measure:	Percentage approved for identified program needs
Tasks:	<ol style="list-style-type: none"> <li data-bbox="359 445 1527 714">1. Review workload and resources to streamline operations, target backlogs and maximize services. <i>1st Qtr 2006: Monthly statistics of workload reviewed to identify backlogs.</i> <i>Sept. 2006: Supervising Inspector Meeting where management reviews all cases under investigation.</i> <i>Dec. 2006: Licensing processes converted to department's applicant tracking system (ATS).</i> <i>2nd Qtr 2006: Monthly statistics of workload reviewed to identify backlogs.</i> <li data-bbox="359 714 1527 1004">2. Develop budget change proposals to secure funding for needed resources. <i>July 2006: Budget Change Proposals submitted for Administration review.</i> <i>Jan 2007: Governor's proposed budget for 2007/08 contains two BCPs:</i> <i>(1) \$576,000 for recruitment and retention differential of \$2,000 per month for each board inspector/pharmacist.</i> <i>(2) restoration of three positions lost during the hiring freezes of the early 2000s (receptionist, complaint analyst, licensing technician).</i> <li data-bbox="359 1004 1527 1295">3. Perform strategic management of the board through all committees and board activities. <i>Aug. 2006: Strategic plan approved at July 2006 Board Meeting. Staff redesigns quarterly reporting format for committee reports to the board.</i> <i>Oct. 2006: Quarterly report of each committee's progress toward strategic goals reported to board.</i> <i>Jan. 2007: Quarterly report of each committee's progress toward strategic goals reported to board.</i> <li data-bbox="359 1295 1527 1680">4. Manage the board's financial resources to ensure fiscal viability and program integrity. <i>Oct. 2006: Committee and board review budget figures for revenue and expenditures for 2005/06 and 2006/07. A fund condition report is also reviewed; possible fee increase is possibly needed to take effect July 1, 2008.</i> <i>Oct. 2006: Committee and board review budget figures for revenue and expenditures for 2005/06 and 2006/07. New BCPs and salary adjustments for all staff continue to increase annual expenditures. A fund condition report is also reviewed; possible fee increase is possibly needed to take effect July 1, 2008.</i>

Objective 5.2	Maintain 100 percent staffing of all board positions.
Measure:	Percentage staffing of board positions
Tasks:	<ol style="list-style-type: none"> <li data-bbox="368 198 1501 866"> <p>1. Continue active recruitment of pharmacists for inspector positions.</p> <p><i>Oct. 2006: Board has four inspectors and one supervising inspector vacancies. Staff is working with DCA on new civil service exams, and job analyses for both classifications have been done by incumbent board staff. Efforts to secure a \$2,000 monthly recruitment and retention differential for inspectors is required before release of examination announcement. Meetings held with the Department of Finance, DCA and Department of Personnel Administration to secure the differential, which will provide parity with salaries paid to other state-employed pharmacists.</i></p> <p><i>Jan. 2007: Board has four inspector and one supervising inspector vacancies. Board releases exam announcement for inspector and supervising inspector classes, deadline for filing applications is February 2. Interviews planned for March and April with hiring planned for May. Efforts continue to secure \$2,000 monthly salary differential for inspectors before 2007/08. Inspector and supervising inspector classifications get two 5 percent additions to their classification from 2006 collective bargaining. All inspectors get this 5% increase immediately.</i></p> <li data-bbox="368 866 1501 1094"> <p>2. Vigorously recruit for any vacant positions.</p> <p><i>July-Oct. 2006: Board vacancies filled for: Enforcement Technician, Office Technician, Filing Clerk, and Public Records Request Analyst.</i></p> <p><i>Jan. 2007: Board vacancies filled for: Receptionist, Enforcement Technician, Enforcement Analyst, Budget Analyst, Cashier, Executive Office Technician, Business Services Analyst, Public Outreach Analyst.</i></p> <li data-bbox="368 1094 1501 1203"> <p>3. Perform annual performance and training assessments of all staff.</p> <p><i>2nd Qtr 2006: All probationary employees receive assessments.</i></p>

Objective 5.3	Implement 10 strategic initiatives to automate board processes by June 30, 2011.
Measure:	Number of strategic initiatives implemented to automate board processes
Tasks:	<ol style="list-style-type: none"> 1. Implement automated applicant tracking (ATS). <i>Oct. 2006: Progress continues on reviewing scenarios and pilot testing the system. DCA staff assigned to project leave and momentum is slowed. Anticipated completion date remains as December 2006.</i> 2. Implement online license renewal and application submission features (I-Licensing). <i>July 2006: Interim Executive Officer Herold put on DCA's executive sponsor committee for this project.</i> <i>Oct. 2006: The board meets with design staff to assure necessary program components are part of system specifications. The state's budget allocates \$50,000 this year for development activities.</i> 3. Integrate telephone features to improve board services without adding staff resources. 4. Use the department's newly created "ad hoc" system to generate data for reports. 5. <i>Dec. 2006: Deployed upgraded all-in-one printer/scanner/fax/copiers to all inspectors, along with Lotus Notes email upgrades.</i>
Objective 5.4	Provide for communication venues to communicate within the board by June 30, 2011.
Measure:	Number of communication venues to communicate within the board
Tasks:	<ol style="list-style-type: none"> 1. Continue the Communication Team to improve communication among staff and host quarterly staff meetings. 2. Continue Enforcement Team meetings with board members and enforcement staff. 3. Convene annual inspector meetings to ensure standardized investigation and inspection processes, law and practice updates and earn continuing education credit.

Objective 5.5	Annually conduct at least 2 outreach programs where public policy issues on health care are being discussed.
Measure:	Number of outreach programs conducted in one year
Tasks:	<ol style="list-style-type: none"> <li data-bbox="363 240 1530 416">1. Convene the Subcommittee on Medicare Part D Implementation. <i>Nov. 2006: Subcommittee meets, discusses on going problems impeding patient care.</i> <i>Feb. 2007: Public forum held in conjunction with Board Meeting with stakeholders, policymakers and patient advocates to problem solve issues impeding patient care.</i> <li data-bbox="363 426 1530 789">2. Convene the Workgroup to Implement the e-pedigree. <i>Sept. 28 2006: Meeting convened in Sacramento, about 80 people attend. Presentations by EPCglobal, Supervising Inspector Nurse, McKesson and Johnson & Johnson.</i> <i>Dec. 2006: Meeting convened in Sacramento at least 80 people attended. Presentations made by EPCglobal, AmerisourceBergen, Cardinal Health and a technology vendor. Pilots now conducted or underway at largest 3 wholesalers testing electronic pedigrees from manufacturers through wholesalers.</i> <i>Jan. 2007: EPCglobal completes work on electronic messaging standards for electronic pedigrees.</i> <li data-bbox="363 799 1530 903">3. Host the National Association of Boards of Pharmacy District 7 and 8 Meeting in California. <i>Oct. 2006: Meeting hosted by the board; nearly 100 individuals attended.</i> <li data-bbox="363 913 1530 1379">4. Attend outreach programs. <i>1st Qtr 2006: Presented information on e-pedigree requirements in California at the LogiPharma National Conference in Austin, Texas.</i> <i>Staffed a booth at the San Mateo Senior Fest where approximately 600 people attended.</i> <i>2nd Qtr 2006: Provided information about California's pending changes to electronic pedigree requirements at the National EPCglobal conference in Los Angeles.</i> <i>Attended and presented information at the California Association of Health Facilities Convention in Palm Springs.</i> <i>Hosted an information booth at a AARP event for Seniors in Sacramento.</i> <i>Provided information about California's electronic pedigree requirements at Secure Pharma 2007, a national pharmaceutical supply chain security conference in Philadelphia.</i> <li data-bbox="363 1390 1530 1566">5. Provide outreach programs. <i>1st Qtr 2006: Provided five CE presentations to pharmacist groups and associations statewide.</i> <i>2nd Qtr 2006: Provided four CE presentations to pharmacist groups and associations statewide.</i>

Objective 5.6

Respond to all public record requests within 10 days.

Measure:

Percentage response to public record requests within 10 days

Tasks:

1. Respond to public records requests within 10 days (e.g., license verifications, investigative/disciplinary information, licensing information).

	Qtr 1		Qtr 2		Qtr 3		Qtr 4	
	N	%	N	%	N	%	N	%
a) License Verifications								
≤ 10 days	91	45%	170	51%				
11-30 days	76	37%	139	42%				
31 + days	38	18%	25	7%				
b) Disciplinary Information	N	%	N	%	N	%	N	%
≤ 10 days	14	54%	49	73%				
11-30 days	6	23%	7	11%				
31 + days	6	23%	11	16%				
c) Licensing Information	N	%	N	%	N	%	N	%
≤ 10 days	52	70%	4	33%				
11-30 days	12	16%	5	42%				
31 + days	10	14%	3	25%				

2. Respond to subpoenas within the timeline specified.

	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Subpoenas Received	1	6		
Responded within required time	1	4		
Not responded to within required time	0	2		

3. Respond to specific requests for data reports list.

1st Qtr 2006: Submit agency statistical profile summarizing data for 2005-2006.

Submit monthly report to director's office that highlights major activities of board licensing and enforcement statistics.

Sept. 2006: Submitted the Board's emergency response disaster recovery and business continuity plans to the Department of Consumer Affairs as required annually by Executive order May 4, 2006.

2nd Qtr 2006: Submit monthly report to director's office that highlights major activities of board licensing and enforcement statistics.

Dec. 2006: Submitted revised software management plan and compliance certification to the Department of Consumer Affairs.