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STATE AND CONSUMERS AFFAIRS AGENCY
 DEPARTMENT OF CONSUMER AFFAIRS
 ARNOLD SCHWARZENEGGER, GOVERNOR

Organizational Development Committee Report

Members:
 Ruth Conroy, PharmD, Chairperson, Board Vice President
 Bill Powers, Board President
 Virginia Herold, Executive Officer

ITEM A: Budget Update/Report

FOR INFORMATION:

Budget for 2007/08

Revenue Projected: \$7,338,728
 Expenditures Projected: \$9,249,053

Fund Condition Report

According to a fund condition report prepared by the department: with the fee increase made to the statutory maximum levels on January 1, 2008, the board will have the following fund conditions at the end of the identified fiscal years:

2006/07	\$10,914,000	13.8 months in reserve (actual)
2007/08	\$8,245,000	10.2 months
2008/09	\$6,068,000	7.3 months
2009/10	\$3,648,000	4.4 months

These estimates are built upon a conservative estimate of revenue. Typically we collect about 10% more revenue from licensing fees than we estimate. Further, estimated revenue does not include cost recovery or cite and fine revenue that we collect during the year.

The board may need to seek a statutory increase in fees to take effect about July 2010. Staff will continue to monitor the fund condition and provide a report to the board.

Reimbursements for Board Members

The quarterly report on reimbursement to board members is provided in **ATTACHMENT 1.**

I-Licensing Progress

The I-Licensing project would offer online submission of initial and renewal applications. A feasibility study report was approved by the Department of Finance.

Unfortunately because of staff turnover with the department, this project is behind schedule for development and implementation.

ITEM B: Recognition of Pharmacists Who Have Been Licensed 50 Years

Since 2005, the board has acknowledged 750 pharmacists with 50 or more years of licensure. Thirty-eight pharmacists reached this milestone between February 1, 2008 and April 30, 2008, and were sent a certificate and invited to a future board meeting for public recognition.

ITEM C: Personnel Update

Staff Changes

The board has hired a number of staff and promoted a few others since the January Board Meeting:

Recent Hires

- Anna Yamada, Ben Rustia, & Hilda Nip are new board inspectors. They are all new to state service. In addition, Roger Toevs and Jeff Smith both returned to the board as inspectors.
- Tina Thomas started working for the board as a staff analyst providing analytical support with both administrative and enforcement functions.
- Lori Somma started as enforcement technician completing application investigations. Ms. Somma transferred from the Bureau of Automotive Repair.
- Candy Place returned to the board as a retired annuitant to complete special projects for the board.
- Jessica Liu and Juanita Diaz both started and are the board's new receptionists.
- Christen Mitchell is a seasonal employee hired to assist the licensing unit with file maintenance.
- Anne Sodergren returned to the board as the Assistant Executive Officer.

Job Changes & Promotions

- Jennifer Sevilla recently transferred into a Citation and Fine analyst position. She previously was an enforcement analyst responsible for responding to public inquiries and subpoenas. We are currently recruiting for her previous position.
- Enforcement Analysts Victor Perez and Linda Kapovich received promotions to the associate analyst level.
- Suelynn Yee received a promotion to the analyst level.

Farewells

- Kim DeLong recently left the board to become an investigator for the Department of Public Health (DPH). She had over 8 years with the board and continued to work while in college, pursuing a degree in Criminal Justice. We are currently recruiting for her position.
- Brandi Neubauer-Scott recently left the board to accept a contract position with California Department of Public Health. Her former position has already been filled.

Training Report

- In April, inspectors had a weeklong training session in San Diego. Presentations included one by the DEA, and a mock hearing by two Deputy Attorney Generals, including Joshua Room. Inspections in the San Diego area were also conducted.
- The new inspectors completed two weeks of in-house training on board inspections and investigations. They will receive additional on the job training from Supervising Inspectors for the next two years.
- Christine Soto is completing a five-week manager's program offered through the University of California Davis, Management Development Program.

ITEM D: Future Joint Board Meeting in November 2008 with Other Departmental Boards and Bureaus

The Department will be sponsoring a Board Conference in November 2008. This conference is designed to have all boards and bureaus hold public meetings at the same location at various times throughout the week to maximize public participation. This conference has tentatively been scheduled for the week of November 17, 2008 and will be held in Southern California. Our board meeting is scheduled for Thursday, November 20, 2008.

ITEM E: Third Quarterly Report on the Committee's Goals for 2007/08

ATTACHMENT 2 contains the third quarterly report on the committee's strategic goals for 2007/08.

Attachment 1

Board Member Reimbursement

**BOARD MEMBER REIMBURSEMENT
AND EXPENSES**

January 1, 2008 through March 31, 2008

Board Member	Attendance Hours	Travel Expenses
James P. Burgard	73.5	\$720.13
Ruth Conroy	30	0
Tim Dazé	41.25	0
Stanley Goldenberg	114.75	\$2754.00
Robert Graul	24	0
Clarence Hiura	0	\$977.63
Henry Hough	53.75	\$333.30
William Powers	68	\$470.82
Susan Ravnan	29	\$602.76
Kenneth Schell	28.5	\$380.39
Robert Swart	43.5	\$988.04
Stan Weisser	24	0
Shirley Wheat	49.5	\$490.72
Andrea Zinder	29	\$594.18

Attachment 2

*Third Quarterly Report on Committee
Goals for 2007/08*

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:	<p>1. Review workload and resources to streamline operations, target backlogs and maximize services.</p> <p><i>1st Qtr 06/07: Monthly statistics of workload reviewed to identify backlogs.</i></p> <p><i>Sept. 2006: Supervising Inspector Meeting where management reviews all cases under investigation.</i></p> <p><i>Dec. 2006: Licensing processes converted to department's applicant tracking system (ATS).</i></p> <p><i>2nd Qtr 06/07: Monthly statistics of workload reviewed to identify backlogs.</i></p> <p><i>Feb. 2007: Inspectors Meeting convened to prioritize investigation cases.</i></p> <p><i>April 2007: Inspectors Meeting convened to prioritize investigation cases.</i></p> <p><i>3rd Qtr 06/07: Licensing and Enforcement office staff meet with Supervisors to reduce emerging workload issues.</i></p> <p><i>June 2007: Inspectors Meeting convened to prioritize investigation cases.</i></p> <p><i>4th Qtr 06/07: Licensing and Enforcement office staff meet with Supervisors to reduce emerging workload issues.</i></p> <p><i>1st Qtr 07/08: Monthly statistics of workload reviewed to identify backlogs.</i> <i>Staff in Licensing work overtime at least one day a month to maintain processing time.</i></p> <p><i>2nd Qtr 07/08: Monthly and weekly statistics reviewed to identify back logs.</i> <i>Duties for support staff for executive office and board members reclassified.</i> <i>Monthly meetings of licensing unit address integration issues of ATS system including new exam vendor.</i> <i>Prepare for conversion to I-Licensing in several years and fee increase to take effect January 2008.</i> <i>Licensing unit staff and several analysts in enforcement unit work overtime to address workload.</i></p> <p><i>3rd Qtr 07/08: Monthly and weekly statistics reviewed to identify back logs.</i> <i>Monthly meetings of licensing unit address integration issues of ATS system including new exam vendor.</i></p> <p>2. Develop budget change proposals to secure funding for needed resources.</p> <p><i>July 2006: Budget Change Proposals submitted for Administration review.</i></p> <p><i>Jan. 2007: Governor's proposed budget for 2007/08 contains two BCPs:</i></p> <p><i>(1) \$576,000 for recruitment and retention differential of \$2,000 per month for each board inspector/pharmacist.</i></p> <p><i>(2) restoration of three positions lost during the hiring freezes of the early 2000s (receptionist, complaint analyst, licensing technician).</i></p> <p><i>Mar. & Apr. 07: Legislature begins review of Governor's 2007/08 proposed budget.</i></p> <p><i>July 2007: Board-submitted proposals still in Governor's budget for 2007/08.</i></p> <p><i>Aug. 2007: Proposals approved.</i></p> <p><i>Dec. 2007: All three positions filled.</i></p>

3. Perform strategic management of the board through all committees and board activities.
- Aug. 2006: Strategic plan approved at July 2006 Board Meeting. Staff redesigns quarterly reporting format for committee reports to the board.
- Oct. 2006: Quarterly report of each committee's progress toward strategic goals reported to board.
- Jan. 2007: Quarterly report of each committee's progress toward strategic goals reported to board.
- Mar.-Apr. 2007: Each board committee reviews strategic plan for 2007/08. Board acts on 2007/08 Strategic Plan.
- April 2007: Quarterly report of each committee's progress toward strategic goals made during board meeting.
- July 2007: Quarterly report of each committee's progress toward strategic goals made during board meeting.
Revised Strategic Plan and distributed to all staff and board members.
- Oct. 2007: Quarterly report of each committee's progress toward strategic goals made during board meeting.
- Jan. 2008: Quarterly report of each committee's progress toward strategic goals made during board meeting.
- April 2008: Quarterly report of each committee's progress toward strategic goals made during board meeting.
4. Manage the board's financial resources to ensure fiscal viability and program integrity.
- 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.
- 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.
- Jan. 2007: Board reviews, revenue, expenditures, and budget forecast for 2007/08 and future years. Fee increase may be needed by January 2008 if inspector salary differential is approved.
- April 2007: Committee recommends board act to increase fees to statutory maximum levels effective January 1, 2008 to secure board operations and staffing.
- May 2007: Staff release proposed fee increase regulations for 45-day comment period.
- July 2007: Board adopts fee regulation.
- Aug. 2007: Rulemaking file submitted to DCA.
- Oct. 2007: Rulemaking file submitted to OAL.
- Nov. 2007: Rulemaking approved, programming changes made to cashing and licensing systems to notify applicants and licensees of new fees.
- Jan. 2008: New fees take effect.
- March 2008: Solicitation for fee auditor initiated to ensure adequacy and appropriateness of Board fees.
- April 2008: Board reviews, revenue, expenditures, and budget forecast for 2007/08 and future years.

Objective 5.2	Maintain 100 percent staffing of all board positions.
Measure:	Percentage staffing of board positions.
Tasks:	<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. Exam announcement for inspector and supervising inspector classes, results in more than 60 applicants for the inspector classification and 18 for supervising inspector, which are record numbers of applicants for both classifications.</i></p> <p><i>Efforts continue to secure \$2,000 monthly salary differential for inspectors before 2007/08.</i></p> <p><i>April 2007: Board has four inspector and one supervising inspector vacancies. Exam announcement for inspector and supervising inspector classes, results in more than 60 applicants for the inspector classification and 18 for supervising inspector, which are record numbers of applicants for both classifications.</i></p> <p><i>Efforts continue to secure \$2,000 monthly salary differential for inspectors before 2007/08.</i></p> <p><i>July 2007: Inspector civil service exam conducted of approximately 70 applicants.</i></p> <p><i>Sept. 2007: Supervising Inspector exam conducted along with make up interviews for inspectors.</i></p> <p><i>Oct. 2007: Recruitment begins for inspector and supervising inspector exam, interviews held at end of month.</i></p> <p><i>Nov. 2007: Tentative commitments made to prospective inspectors.</i></p> <p><i>Recruitment for supervising inspector position begins.</i></p> <p><i>Dec. 2007: New supervising inspector selected and hired.</i></p> <p><i>Authority granted to hire five inspectors after all clearances received; new inspectors to start in February.</i></p> <p><i>March 2008: All inspector and supervising inspector positions filled.</i></p> <p><i>Training underway for new inspectors hired in February and March.</i></p>

2. Vigorously recruit for any vacant positions.
 - July-Oct. 2006: Board vacancies filled for: Enforcement Technician, Office Technician, Filing Clerk, and Public Records Request Analyst.*
 - Jan. 2007: Board vacancies filled for: Receptionist, Enforcement Technician, Enforcement Analyst, Budget Analyst, Cashier, Executive Office Technician, Business Services Analyst, and Public Outreach Analyst.*
 - April 2007: All board staff positions filled except for inspector, supervising inspector and assistant executive officer (where a reclassification request is underway).*
 - July 2007: All board staff positions filled except for public information analyst, inspector, supervising inspector and assistant executive officer (where a reclassification request is underway).*
 - Oct. 2007: Board vacancies filled for: Receptionist, Enforcement Technician, Enforcement Analyst, and Administrative Technician.*
 - Dec. 2007: Reclassification of assistant executive officer position approved by State Personnel Board, all other staff positions in office filled or job offers conveyed. Four analysts promoted in place to associate analysts, reflecting expertise and more autonomy in these staff.*
 - Jan. 2008: Recruitment underway for Assistant Executive Officer position, and one vacant analyst position.*
 - March 2008: Interviews conducted for Assistant Executive Officer position and candidate selected.*
Recruitment for remaining board vacancies underway.
3. Perform annual performance and training assessments of all staff.
 - 2nd Qtr 06/07: All probationary employees receive assessments.*

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"> <li data-bbox="358 212 1479 506"> <p>1. Implement automated applicant tracking (ATS).</p> <p><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></p> <p><i>Jan. 2007: ATS activated for all board licensing programs.</i></p> <p><i>1st Qtr 07/08: ATS modified to accommodate new tests administrator company for CPJE.</i></p> <p><i>2nd Qtr 07/08: Modifications to system made to reflect new fees January 1, 2008 and exam administrator company.</i></p> <li data-bbox="358 506 1479 1283"> <p>2. Implement online license renewal and application submission features (I-Licensing).</p> <p><i>July 2006: Interim Executive Officer Herold put on DCA's executive sponsor committee for this project.</i></p> <p><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></p> <p><i>Jan. 2007: Board executive officer continues as a member of the department's Executive Steering Committee as an executive sponsor. Work is focused on securing vendors for the project.</i></p> <p><i>April 2007: Board executive officer continues as a member of the department's Executive Steering Committee as an executive sponsor. Work is focused on securing vendors for the project. Project delayed due to contracting issues for service vendors six to nine months.</i></p> <p><i>July 2007: Board executive officer continues as a member of the department's Executive Steering Committee as an executive sponsor. Work is focused on securing vendors for the project. Project delayed due to contracting issues for service vendors six to nine months due to loss of all key DCA staff.</i></p> <p><i>2nd Qtr 07/08: Licensing staff review all board applications to conform to system requirements. Integrated work team formed of board staff to work closely with I-Licensing conversion, a major workload. DCA's new staff in place, work on securing I-Licensing vendor resumes.</i></p> <li data-bbox="358 1283 1479 1551"> <p>3. Integrate telephone features to improve board services without adding staff resources.</p> <p><i>July 2006: Phone system modified to allow "zeroing out" early in telephone message so consumers can reach a live operator more quickly.</i></p> <p><i>April 2008: Added Call Pilot feature to licensing and renewal phone lines that automatically places a copy of the call log into the appropriate staff's email. This saves time and improves customer service.</i></p>

4. Use the department's newly created "ad hoc" system to generate data for reports.
July 2007: Three staff trained in using enforcement or licensing reports.
2nd Qtr 07/08: Board begins to use reports for management
5. Deploy upgraded all-in-one printer/scanner/fax/copiers to all inspectors, along with Lotus Notes e-mail upgrades. (December 2006)
6. Inspectors get upgraded Blackberries to allow Internet connection through their laptop computers. (April 2007)
7. New photocopier purchased with improved scanning features. (July 2007)
8. Printer for poster-sized prints installed. (December 2007)
9. New laptop computers selected and purchased for inspectors. (December 2007)
April 2008: Staff developed image for the new laptops, installing upgraded software and modified Access programs. The laptops will be distributed to all inspectors by the end of April.
10. Software to allow the board's IT staff to trouble shoot and fix field inspectors' computer issues remotely is installed and IT staff will be trained to use the software by mid April 2008.
11. New desktop computers selected for staff and will be purchased by the end of April 2008.

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"> <li data-bbox="358 222 1479 394">1. Continue the Communication Team to improve communication among staff and host quarterly staff meetings. <i>Dec. 2006: TCT hosts staff meeting.</i> <i>June 2007: TCT hosts staff meeting and picnic.</i> <i>Dec. 2007: TCT hosts staff meeting.</i> <li data-bbox="358 405 1479 657">2. Continue Enforcement Team meetings with board members and enforcement staff. <i>Dec. 2006: Inspector meeting convened to discuss new laws for 2007 and to review workload statistics.</i> <i>Jan. 2007: Inspector meeting convened to discuss workload.</i> <i>June 2007: Inspector workload and case management discussed.</i> <i>Sept. 2007: Inspector workload and case management discussed.</i> <i>Dec. 2007: Inspector workload and case management discussed.</i> <li data-bbox="358 667 1479 1136">3. Convene annual inspector meetings to ensure standardized investigation and inspection processes, law and practice updates and earn continuing education credit. <i>Dec. 2006: Inspectors have day-long meeting with pharmaceutical consultants of the Department of Health Services Licensing and Certification staff; first such joint meeting of these pharmacists who perform similar duties. Also, board inspectors receive new equipment and software upgrades.</i> <i>June 2007: Inspectors have day-long meeting to discuss pharmacy laws and policies.</i> <i>Sept. 2007: Inspectors meeting to discuss inspector issues and cases.</i> <i>Dec. 2007: Inspectors meeting to discuss issues and cases, and new 2008 laws.</i> <i>March 2008: Inspectors training session to standardize inspection and investigation techniques, provide training on new laws, prepare and provide testimony in hearings and joint investigation issues with other agencies.</i>

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="362 260 1481 764">1. Convene the Subcommittee on Medicare Part D Implementation. <ul style="list-style-type: none"> <li data-bbox="431 291 1456 323"><i>Nov. 2006: Subcommittee meets, discusses on going problems impeding patient care.</i> <li data-bbox="431 333 1430 428"><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="431 438 1481 512"><i>March 2007: Board holds second forum on Medicare Prescription Plans, a six-hour session following February's meeting, which was too short.</i> <li data-bbox="431 522 1382 596"><i>May 2007: Planning begins for a public meeting with California Congressional representation.</i> <li data-bbox="431 606 1468 701"><i>Aug. 2007: Telephone discussion with Pete Stark ends likelihood of such a meeting due to his assessment of the inability to secure federal changes in the Medicare Modernization Act.</i> <li data-bbox="431 711 1411 764"><i>Oct. 2007: Board encourages ongoing vigilance to determine need to hold public discussions for problem resolution for patients.</i> <li data-bbox="362 774 1481 1543">2. Convene the Workgroup to Implement the e-pedigree. <ul style="list-style-type: none"> <li data-bbox="431 816 1442 911"><i>Sept. 28 2006: Meeting convened in Sacramento, about 80 people attend. Presentations by EPCglobal, Supervising Inspector Nurse, McKesson and Johnson & Johnson.</i> <li data-bbox="431 921 1481 1058"><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> <li data-bbox="431 1068 1474 1142"><i>Jan. 2007: EPCglobal completes work on electronic messaging standards for electronic pedigrees.</i> <li data-bbox="431 1152 1419 1226"><i>Feb. 2007: Attend EPCglobal's regional summit on hospital implementation issues involving electronic pedigrees.</i> <li data-bbox="431 1236 1446 1436"><i>March 2007: EPCglobal meets with two board members and executive staff to walk through messaging standards and scenarios to ensure the standard meets California's requirements. Public Meeting convened in Sacramento at least 80 people attend. Presentations are made by EPCglobal, AmerisourceBergen and SupplyScape.</i> <li data-bbox="431 1446 1481 1543"><i>June 2007: Public meeting convened in Sacramento; well over 120 attend. Presentations made by EPCglobal, Pfizer, Walgreens, and PhRMA. Hospital pharmacies begin attending.</i>

	<p><i>Sept. 2007: Enforcement Meeting has large audience (200 people). Presentations by PhRMA, GSK, Bracco, CPhA, EPCglobal, Walgreens, Rite Aid, CVS, rfXcel, and HDMA. Federal legislation enacted for the FDA supports California requirements. Major presentation made on California's standards to LogiPharma in Philadelphia. Major presentation made on California's standards at HDMA's conference. EPCglobal meets with two board members and executive staff to walk through messaging standards and scenarios to ensure the standard meets California's requirements.</i></p> <p><i>Oct. 2007: Major presentation made by the board on California's standards at EPCglobal's annual US Exposition. Major presentation made by the board and EPCglobal on California's standards at the CSHP's Seminar. Provide information about e-pedigree to CSHP Seminar in Palm Springs.</i></p> <p><i>Nov. 2007: Major presentation by staff at HDMA/NACDS conference on E-pedigree requirements.</i></p> <p><i>Dec. 2007: Workgroup on E-pedigree consumes full day at Enforcement Committee, over 400 people attend this meeting. Strong desire from industry to delay requirements to 2011. Presentations at this meeting from CPhA, NCPA, GPhA, PhRMA, specific generic manufacturers, HDMA, CHI, EPCglobal, Alien Technology, Siemens, and others.</i></p> <p><i>Jan. 2008: Over 500 people attend discussion regarding industry readiness to delay e-pedigree implementation.</i></p> <p><i>March 2008: Approximately 500 attend board meeting to discuss implementation readiness. Board votes to delay requirements for e-pedigree until January 1, 2011.</i></p> <p>3. Host the National Association of Boards of Pharmacy District 7 and 8 Meeting in California.</p> <p><i>Oct. 2006: Meeting hosted by the board; nearly 100 individuals attended.</i></p>
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4. Attend outreach programs.

*1st Qtr 06/07: Presented information on e-pedigree requirements in California at the LogiPharma National Conference in Austin, Texas.
Staffed a booth at the San Mateo Senior Fest where approximately 600 people attended.*

*2nd Qtr 06/07: Provided information about California's pending changes to electronic pedigree requirements at the National EPCglobal conference in Los Angeles. Attended and presented information at the California Association of Health Facilities Convention in Palm Springs.
Hosted an information booth at a AARP event for Seniors in Sacramento. Provided information about California's electronic pedigree requirements at Secure Pharma 2007, a national pharmaceutical supply chain security conference in Philadelphia.*

3rd Qtr 06/07: Provided information about the board and its priorities to pharmacists at CPhA's annual meeting. The board provided information about California's electronic pedigree requirements at the Generic Manufacturers Association Annual Meeting. The board staffed two booths, one for pharmacists at CPhA's annual meeting and one for the public at the 2007 Consumer Protection Day Forum in San Diego.

4th Qtr 06/07: Presentation made at National Association of Boards of Pharmacy Annual Meeting on California's e-pedigree requirements. Also hosted a poster session.

*2nd Qtr 07/08: Supervising Inspector Nurse spoke about California's pedigree requirements at LogiPharma's annual conference in Philadelphia.
Executive Officer Herold and AG Liaison Room spoke at the Healthcare Distribution Management Association's two-day conference, California Pedigree: Preparing for Implementation.
Executive Officer Herold and Supervising Inspector Nurse spoke at EPCglobal's annual U.S. Exposition on California's pedigree requirements in Chicago.
Executive Officer Herold and Supervising Inspector Nurse spoke about California's electronic pedigree requirements along with EPCglobal at CSHP's Seminar.
Executive Officer Herold provided information about the board's emergency response activities at CPhA's Synergy Conference.
The board also attended four public outreach events in Siskiyou County, Sacramento, Marin County, and Palm Springs.*

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| | <p>5. Provide outreach programs.</p> <p><i>1st Qtr 06/07: Provided five CE presentations to pharmacist groups and associations statewide.</i></p> <p><i>2nd Qtr 06/07: Provided four CE presentations to pharmacist groups and associations statewide.</i></p> <p><i>3rd Qtr 06/07: Provided six presentations to pharmacist groups and associations statewide.</i></p> <p><i>4th Qtr 06/07: Provided five CE presentations to pharmacist groups and associations statewide and two presentations to schools of pharmacy.</i></p> <p><i>1st Qtr 07/08: Provided three CE presentations to pharmacist groups and associations statewide.</i></p> <p><i>Attended and staffed a public education booth at five consumer outreach events including the State Fair.</i></p> <p><i>Provided information about pharmacy law and/or public policy at three events, and made four major speaking appearances at national or statewide association events.</i></p> <p><i>2nd Qtr 07/08: Provided two presentations at professional associations, four presentations at major conferences, three presentations at meetings involving policy and staffed a booth at four public events.</i></p> <p>6. Attend National Association of Boards of Pharmacy District 7 and 8 Meeting.</p> <p><i>1st Qtr 07/08: Stan Goldenberg attended this meeting in Ashland, Oregon.</i></p> |
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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	40	33%	50	23%	97	45%		
11-30 days	66	55%	89	40%	105	48%		
31 + days	15	12%	81	37%	16	7%		
b) Disciplinary Information	N	%	N	%	N	%	N	%
≤ 10 days	13	93%	7	21%	18	56%		
11-30 days	1	7%	7	21%	12	38%		
31 + days	0	0%	20	58%	2	7%		
c) Other Information	N	%	N	%	N	%	N	%
≤ 10 days	15	79%	*5	21%	24	31%		
11-30 days	4	21%	*10	42%	35	44%		
31 + days	0	0%	*9	37%	20	25%		

* Does not include law questions

2. Respond to subpoenas within the timeline specified.

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

3. Respond to specific requests for data reports list.

- 1st Qtr 06/07: 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 06/07: Submit monthly report to director's office that highlights major activities of board licensing and enforcement statistics.
- 3rd Qtr 06/07: 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.
- 4th Qtr 06/07: Submit monthly report to director's office that highlights major activities of board licensing and enforcement statistics.
- 1st Qtr 07/08: Submit agency statistical profile summarizing data for 2006-2007. Submit monthly report to director's office that highlights major activities of board licensing and enforcement statistics.
- 2nd Qtr 07/08: Submit monthly report to director's office that highlights major activities of board licensing and enforcement statistics.