



**California State Board of Pharmacy**  
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STATE AND CONSUMER SERVICE  
DEPARTMENT OF CONSUMER AFFAIRS  
ARNOLD SCHWARZENEGGER, GOVERNOR

ORGANIZATIONAL DEVELOPMENT COMMITTEE  
Summary of the Meeting of  
January 14, 2008  
(a non-public meeting)  
via teleconference  
8:30 – 9:40 a.m.

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

Chairperson Conroy called the meeting to order at 8:33 a.m.

**Budget Update and Report**

The committee reviewed and discussed the budget.

1. 2007-08 Budget

- *Revenue Projected: \$6,776,000 (includes fee increase effective 1/1/08)*
- *Expenditures Projected: \$9,383,000 (includes budget change proposals listed below)*
- *Budget Change Proposals Approved*
  - \$576,000 increase for a recruitment and retention differential for board inspectors
  - restoration of 3 positions (licensing expediter, enforcement analyst, receptionist); the positions are being restored without an increase in the board's expenditure authority. This means that the board will have to find funding for the positions within its budget.

2. Fund Condition Report

According to a fund condition report prepared by the department: with fee increases made to the statutory maximum 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    14.1 months in reserve (actual)

2007/08	\$8,369,000	10.6 months in reserve
2008/09	\$6,424,000	8.1 months in reserve
2009/10	\$4,313,000	5.4 months in reserve

Ms. Herold explained that these estimates are built upon a conservative estimate of revenue (typically we collect about 10 percent more revenue from licensing fees that we estimate), and 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.

3. Budget Reductions Announced by Governor Schwarzenegger

The Governor's budget for 2008-09 was released on January 10. He is proposing a 10 percent cut for all General Fund agencies. The board is a special fund agency, and has been advised that the board will not be included in the 10 percent reduction placed on most state agencies.

4. Reimbursement to Board Members

The quarterly report on reimbursement to board members is provided as **Attachment 1**.

5. Department of Consumer Affairs BCP for Unlicensed Activity Program

Ms. Herold advised the committee that in the Governor's budget for 2008-09 is a proposal of the Department of Consumer Affairs to establish a new program that will promote the department's licensing of professionals and why the public should only deal with licensed individuals and firms. All boards and bureaus will be assessed a fee to pay for this program.

This is a much less grandiose proposal than the original proposal developed by the department where staff would have been hired to go out and investigate unlicensed activity by any agency in the department. For the Board of Pharmacy, with its own investigative staff, such staff would not have benefited the board because our staff investigates unlicensed activity.

The board's share of the final plan will be about \$20,000 annually, which will appear in the budget as a "pro rata" increase.

Ms. Herold stated that she expressed concern with the original proposal (the board's cost would have been \$100,000). However, because most other boards in the department also expressed concerns with the original proposal, it was scaled back to a three-year pilot without the enforcement staff. I am not aware

that any agency is now opposed. However, I advised the department that the board will watch for the outcomes of this expenditure. If we are not receiving any benefit by the end of year one, we will either expect to be removed from the project or see a benefit in the second and third year.

## 6. Cashiering Update

Ms. Herold updated the committee about the status of the department's efforts to improve its cashiering functions. In July, the Department of Consumer Affairs hired a consultant team to review how the department's cashiering unit operates. The evaluation was to look at all processes, all training, the classification of staff used and improvements needed. I have not had a report on this project from the department in several months.

The department's cashiering unit has been understaffed and certainly underperforming for several years. In June, it was taking three weeks or more for checks to be cashed, and if there was any correction to be made as part of the renewal, it was six or eight weeks or even longer before the information was provided to the board. In the interim, the status of the renewal was in suspense (although the check may have been cashed). The licensee then had to mail overnight a second check to the board so it could renew the license. Then when the duplicate fee appeared, the board had to request a refund of the duplicate fee. This was extremely labor-intensive on the board's part (telephone calls, emails, mail handling, cashiering, refunding).

In the last six months, things have improved, but there remain problems periodically with the timeliness of the processing. The board is also experiencing problems with appropriate renewal notices being sent to pharmacy chains since fees were increased on January 1.

Staff is working to resolve these problems with the department, which recently lost its temporary staff back to the Franchise Tax Board (who had loaned DCA some cashiers). However, any serious change may not be in place for months, if not a year or longer.

Ms. Herold also updated the committee on the status of a cashiering audit of the board by the department's Internal Audits Office. The audit was completed six months ago, and the board's 180-day follow-up report resulted in the department's eliminating the need to submit a future 360-day report as the board is in full compliance with the auditors' recommendations. All of the changes to the board's cashiering processes were minor adjustments, reflecting the strength of the board's cashiering.

## **I-Licensing Project Update**

Ms. Herold stated that the I-Licensing project would offer online application and renewal of licenses (a much needed relief from mail-in renewals). 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.

The board spent \$50,000 last 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 emphasized that the costs to the board will remain \$400,000 to implement, although the timeline now falls into 2009-10.

Delays in securing vendors and new staff overseeing the project at the Department of Consumer Affairs have probably delayed the project six to nine months, so we are about 2 years away from implementing I-Licensing at the board. The RFP for this project was released December 12. With the contract awarded being awarded in after a bidders conference in mid-February.

The committee strongly emphasized its support for the earliest possible adoption of I-Licensing.

## **Recognition of Pharmacists Who Have Been Licensed 50 Years**

Since July 2005, the board has acknowledged 718 pharmacists with 50 or more years of licensure. Twenty six pharmacists reached this milestone between November 2007 and February 1, 2008, and were sent a certificate and invited to a future board meeting for public recognition.

At the April Board Meeting, the committee suggested that the board acknowledge a pharmacist recently acknowledged by Senator Perata. Ms. Herold will handle this invitation.

## **Personnel Update and Training Report**

Ms. Herold provided a personnel report.

### **1. Staff Changes**

The board has promoted Inspector Janice Dang as a new supervising inspector. The board has also hired five inspectors, filling all positions. The new inspectors will start February 4, and will undergo a lengthy training. Two of the five are former inspectors who were interested in returning once we received the salary differential.

The board has one future staff vacancy that occurred this week with the planned transfer of staff analyst Dawn LeFranco to the Board of Behavioral Sciences for a promotion. Ms. LeFranco issued citations and fines.

Four office staff have been promoted from staff analysts to associate analysts, reflecting higher skills levels and more autonomy. These staff are Enforcement Coordinator Susan Cappello, and Enforcement Analysts Linda Kapovich, Kimberly de Long, and Victor Perez (who is also our graphics person).

Candy Place has returned as a retired annuitant to assist with executive office projects.

All staff positions have been filled or employment offers made to fill all positions except for the assistant executive officer and the staff analyst position.

## 2. AEO Reclassification

The State Personnel Board reclassified the board's assistant executive officer position to the desired level in December, and we are currently recruiting for this position. The final date for applications is January 31.

## 3. Performance Appraisal of the Executive Officer

President Powers has requested that the board begin planning for the future evaluation of the executive officer. The evaluation will occur during closed session at the April Board Meeting.

Ms. Herold will compile a list of the board's activities over the last year. She will also provide an evaluation sheet, similar to the one last used in 2005 to evaluate the executive officer. Each board member will have an opportunity to provide comments and a rating, which will be provided to President Powers before the April Board Meeting.

## 4. Board Member Training

For the first time since 2002, all board positions, including the two previously unfilled public member positions, are filled. Governor Schwarzenegger appointed Shirley Wheat and Jim Burgard as public members, and Stan Weisser as a professional member, replacing Clarence Hiura.

Ms. Herold stated that she will provide an orientation and training for each of the new members before the board meeting.

# Attachment 1

## *Reimbursement to Board Members*

**BOARD MEMBER REIMBURSEMENT  
AND EXPENSES**

**October 1, 2007 through December 31, 2007**

<b>Board Member</b>	<b>Attendance Hours</b>	<b>Travel Expenses</b>
Ruth Conroy	2	0
Tim Daze	4	\$150.38
Stanley Goldenberg	11	\$130.57
Robert Graul	0	0
Clarence Hiura	4	\$741.68
Henry Hough	0	\$287.34
Williams Powers	4	\$1,190.83
Susan Ravan	0	\$48.50
Kenneth Schell	0	0
Robert Swart	8	\$,1422.78
Stan Weiss	0	0
Andrea Zinder	3	\$25.60

# Attachment 2

*Study: Role of Public Board  
Members on Health Care Boards*

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## MEMORANDUM

**DATE:** January 10, 2008  
**TO:** Executive Officers  
**FROM:** Carrie Lopez  
Director, Dept. of Consumer Affairs  
**SUBJECT:** Training

The California Endowment has recently awarded a grant to the University of San Diego to support a planning process to encourage more consumer and patient representation on health care licensing boards for the purpose of promoting responsiveness to community health care needs. Specifically, the project will explore quality of care issues confronting health care boards that may impact the cultural and linguistic competency of California providers, the scope of current board member training, the roles that public members play on the boards and boards' approaches regarding community outreach. This project will provide a real opportunity for each of our health care licensing boards to provide well-informed views concerning how such a process might work within each of your areas of responsibility. I believe that all of us can benefit if we make an effort to assure that our views are made known to the study team.

Directing the project will be Julianne D'Angelo Fellmeth of USD's Center for Public Interest Law (CPIL). I am sure that many of you are all familiar with Julie through CPIL's many years of work with boards and the Department to improve the condition of California consumers. The Citizen Advocacy Center in Washington D.C., which works closely with many of our boards' public members, will also be a leading participant in the project.

In the very near future, you can expect to be contacted by Ron Joseph, the project's Principal Investigator, or Lynn Morris, the Senior Research Associate, to share your views on this important subject. I am sure that many of you already know Ron and Lynn from their extensive experience with boards and the Department of Consumer Affairs. They will also be contacting a representative sample of some current and former public members of your boards in order to gain their views on how public members interact with the professional and the consumer communities.

I have already met with members of the study team and believe that this project will provide excellent information on how our boards can connect with communities they serve. Moreover, it will also provide much essential information that the Department and boards can use in a multitude of other planning processes.

I strongly encourage you to make yourselves available to the project team when they contact you. This will give you the opportunity to represent the views of your board in a way that positively influences the final report. I look forward to discussing this with you further at the next Quarterly Leadership meeting and at other opportunities over the period of the project.

# 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>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. &amp; 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.*
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 cashiering and licensing systems to notify applicants and licensees of new fees.*
- Jan. 2008: New fees take effect.*

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. 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. 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. Recruitment for supervising inspector position begins.</i></p> <p><i>Dec. 2007: New supervising inspector selected and hired. Authority granted to hire five inspectors after all clearances received; new inspectors to start in February.</i></p>

	<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, and Public Outreach Analyst.</i></p> <p><i>April 2007: All board staff positions filled except for inspector, supervising inspector and assistant executive officer (where a reclassification request is underway).</i></p> <p><i>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).</i></p> <p><i>Oct. 2007: Board vacancies filled for: Receptionist, Enforcement Technician, Enforcement Analyst, and Administrative Technician.</i></p> <p><i>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.</i></p> <p><i>Jan. 2008: Recruitment underway for AEO position, and one vacant analyst position.</i></p> <p>3. Perform annual performance and training assessments of all staff.</p> <p><i>2nd Qtr 06/07: All probationary employees receive assessments.</i></p>
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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>1. Implement automated applicant tracking (ATS). <ul style="list-style-type: none"> <li>Oct. 2006: <i>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></li> <li>Jan. 2007: <i>ATS activated for all board licensing programs.</i></li> <li>1st Qtr 07/08: <i>ATS modified to accommodate new tests administrator company for CPJE.</i></li> <li>2nd Qtr 07/08: <i>Modifications to system made to reflect new fees January 1, 2008 and exam administrator company.</i></li> </ul> </li> <li>2. Implement online license renewal and application submission features (I-Licensing). <ul style="list-style-type: none"> <li>July 2006: <i>Interim Executive Officer Herold put on DCA's executive sponsor committee for this project.</i></li> <li>Oct. 2006: <i>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></li> <li>Jan. 2007: <i>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></li> <li>April 2007: <i>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></li> <li>July 2007: <i>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></li> <li>2nd Qtr 07/08: <i>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></li> </ul> </li> <li>3. Integrate telephone features to improve board services without adding staff resources. <ul style="list-style-type: none"> <li>July 2006: <i>Phone system modified to allow "zeroing out" early in telephone message so consumers can reach a live operator more quickly.</i></li> </ul> </li> <li>4. Use the department's newly created "ad hoc" system to generate data for reports. <ul style="list-style-type: none"> <li>July 2007: <i>Two staff trained in using enforcement or licensing reports.</i></li> <li>2nd Qtr 07/08: <i>Board begins to use reports for management</i></li> </ul> </li> <li>5. Deploy upgraded all-in-one printer/scanner/fax/copiers to all inspectors, along with Lotus Notes e-mail upgrades. (December 2006)</li> <li>6. Inspectors get upgraded Blackberries to allow Internet connection through their laptop computers. (April 2007)</li> <li>7. New photocopier purchased with improved scanning features. (July 2007)</li> <li>8. Printer for poster-sized prints installed. (December 2007)</li> <li>9. New laptop computers selected and purchased for inspectors. (December 2007)</li> </ol>

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="367 220 1495 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> <li data-bbox="367 405 1463 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> <li data-bbox="367 667 1495 989">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> </li> </ol>

<p>Objective 5.5</p> <p>Measure:</p>	<p>Annually conduct at least 2 outreach programs where public policy issues on health care are being discussed.</p> <p>Number of outreach programs conducted in one year.</p>
<p>Tasks:</p>	<ol style="list-style-type: none"> <li>1. Convene the Subcommittee on Medicare Part D Implementation. <ul style="list-style-type: none"> <li>Nov. 2006: <i>Subcommittee meets, discusses on going problems impeding patient care.</i></li> <li>Feb. 2007: <i>Public forum held in conjunction with Board Meeting with stakeholders, policymakers and patient advocates to problem solve issues impeding patient care.</i></li> <li>March 2007: <i>Board holds second forum on Medicare Prescription Plans, a six-hour session following February's meeting, which was too short.</i></li> <li>May 2007: <i>Planning begins for a public meeting with California Congressional representation.</i></li> <li>Aug. 2007: <i>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> <li>Oct. 2007: <i>Board encourages ongoing vigilance to determine need to hold public discussions for problem resolution for patients.</i></li> </ul> </li> <li>2. Convene the Workgroup to Implement the e-pedigree. <ul style="list-style-type: none"> <li>Sept. 28 2006: <i>Meeting convened in Sacramento, about 80 people attend. Presentations by EPCglobal, Supervising Inspector Nurse, McKesson and Johnson &amp; Johnson.</i></li> <li>Dec. 2006: <i>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> <li>Jan. 2007: <i>EPCglobal completes work on electronic messaging standards for electronic pedigrees.</i></li> <li>Feb. 2007: <i>Attend EPCglobal's regional summit on hospital implementation issues involving electronic pedigrees.</i></li> <li>March 2007: <i>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> <i>Public Meeting convened in Sacramento at least 80 people attend. Presentations are made by EPCglobal, AmerisourceBergen and SupplyScape.</i></li> <li>June 2007: <i>Public meeting convened in Sacramento; well over 120 attend. Presentations made by EPCglobal, Pfizer, Walgreens, and PhRMA. Hospital pharmacies begin attending.</i></li> </ul> </li> </ol>

	<p><b>Sept. 2007:</b> Enforcement Meeting has large audience (200 people). Presentations by PhRMA, GSK, Bracco, CPhA, EPCglobal, Walgreens, Rite Aid, CVS, rXcel, 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.</p> <p><b>Oct. 2007:</b> 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.</p> <p><b>Nov. 2007:</b> Major presentation by staff at HDMA/NACDS conference on E-pedigree requirements.</p> <p><b>Dec. 2007:</b> 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.</p> <p><b>3. Host the National Association of Boards of Pharmacy District 7 and 8 Meeting in California.</b> <b>Oct. 2006:</b> Meeting hosted by the board; nearly 100 individuals attended.</p> <p><b>4. Attend outreach programs.</b> <b>1st Qtr 06/07:</b> 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. <b>2nd Qtr 06/07:</b> 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. <b>3rd Qtr 06/07:</b> 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. <b>4th Qtr 06/07:</b> Presentation made at National Association of Boards of Pharmacy Annual Meeting on California's e-pedigree requirements. Also hosted a poster session.</p>
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*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.*

**5. Provide outreach programs.**

*1st Qtr 06/07: Provided five CE presentations to pharmacist groups and associations statewide.*  
*2nd Qtr 06/07: Provided four CE presentations to pharmacist groups and associations statewide.*  
*3rd Qtr 06/07: Provided six presentations to pharmacist groups and associations statewide.*  
*4th Qtr 06/07: Provided five CE presentations to pharmacist groups and associations statewide and two presentations to schools of pharmacy.*  
*1st Qtr 07/08: Provided three CE presentations to pharmacist groups and associations statewide.*  
*Attended and staffed a public education booth at five consumer outreach events including the State Fair.*  
*Provided information about pharmacy law and/or public policy at three events, and made four major speaking appearances at national or statewide association events.*  
*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.*

**6. Attend National Association of Boards of Pharmacy District 7 and 8 Meeting.**

*1st Qtr 07/08: Stan Goldenberg attended this meeting in Ashland, Oregon.*

Objective 5.6	Respond to all public record requests within 10 days.																																																																																																																																																	
Measure:	Percentage response to public record requests within 10 days.																																																																																																																																																	
Tasks:	<p>1. Respond to public records requests within 10 days (e.g., license verifications, investigative/disciplinary information, licensing information).</p> <table border="1" data-bbox="370 289 1442 829"> <thead> <tr> <th rowspan="2"></th> <th colspan="2">Qtr 1</th> <th colspan="2">Qtr 2</th> <th colspan="2">Qtr 3</th> <th colspan="2">Qtr 4</th> </tr> <tr> <th>N</th> <th>%</th> <th>N</th> <th>%</th> <th>N</th> <th>%</th> <th>N</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>a) License Verifications</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>    ≤ 10 days</td> <td>40</td> <td>33%</td> <td>50</td> <td>23%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>    11-30 days</td> <td>66</td> <td>55%</td> <td>89</td> <td>40%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>    31 + days</td> <td>15</td> <td>12%</td> <td>81</td> <td>37%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>b) Disciplinary Information</td> <td>N</td> <td>%</td> <td>N</td> <td>%</td> <td>N</td> <td>%</td> <td>N</td> <td>%</td> </tr> <tr> <td>    ≤ 10 days</td> <td>13</td> <td>93%</td> <td>7</td> <td>21%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>    11-30 days</td> <td>1</td> <td>7%</td> <td>7</td> <td>21%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>    31 + days</td> <td>0</td> <td>0%</td> <td>20</td> <td>58%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>c) Other Information</td> <td>N</td> <td>%</td> <td>N</td> <td>%</td> <td>N</td> <td>%</td> <td>N</td> <td>%</td> </tr> <tr> <td>    ≤ 10 days</td> <td>15</td> <td>79%</td> <td>*5</td> <td>21%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>    11-30 days</td> <td>4</td> <td>21%</td> <td>*10</td> <td>42%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>    31 + days</td> <td>0</td> <td>0%</td> <td>*9</td> <td>37%</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>* Does not include law questions</p> <p>2. Respond to subpoenas within the timeline specified.</p> <table border="1" data-bbox="370 934 1442 1176"> <thead> <tr> <th></th> <th>Qtr 1</th> <th>Qtr 2</th> <th>Qtr 3</th> <th>Qtr 4</th> </tr> </thead> <tbody> <tr> <td>Subpoenas Received</td> <td>4</td> <td>4</td> <td></td> <td></td> </tr> <tr> <td>Responded within required time</td> <td>2</td> <td>3</td> <td></td> <td></td> </tr> <tr> <td>Not responded to within required time</td> <td>2</td> <td>1</td> <td></td> <td></td> </tr> </tbody> </table> <p>3. Respond to specific requests for data reports list.</p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>2nd Qtr 06/07: Submit monthly report to director's office that highlights major activities of board licensing and enforcement statistics.</i></p> <p><i>3rd Qtr 06/07: Submit monthly report to director's office that highlights major activities of board licensing and enforcement statistics.</i></p> <p><i>Dec. 2006: Submitted revised software management plan and compliance certification to the Department of Consumer Affairs.</i></p> <p><i>4th Qtr 06/07: Submit monthly report to director's office that highlights major activities of board licensing and enforcement statistics.</i></p> <p><i>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.</i></p> <p><i>2nd Qtr 07/08: Submit monthly report to director's office that highlights major activities of board licensing and enforcement statistics.</i></p>		Qtr 1		Qtr 2		Qtr 3		Qtr 4		N	%	N	%	N	%	N	%	a) License Verifications									≤ 10 days	40	33%	50	23%					11-30 days	66	55%	89	40%					31 + days	15	12%	81	37%					b) Disciplinary Information	N	%	N	%	N	%	N	%	≤ 10 days	13	93%	7	21%					11-30 days	1	7%	7	21%					31 + days	0	0%	20	58%					c) Other Information	N	%	N	%	N	%	N	%	≤ 10 days	15	79%	*5	21%					11-30 days	4	21%	*10	42%					31 + days	0	0%	*9	37%						Qtr 1	Qtr 2	Qtr 3	Qtr 4	Subpoenas Received	4	4			Responded within required time	2	3			Not responded to within required time	2	1		
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