



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

## ORGANIZATIONAL DEVELOPMENT COMMITTEE

Ken Schell, PharmD, Chairperson, Board President

The Organizational Development Committee has not met in the last quarter. Below is an update of items within the purview of the Organizational Development Committee.

### A. FOR INFORMATION: Budget Report

**Attachments 1- 5**

#### **1. Governor's Executive Order to Furlough State Employees**

The worsening condition of the state's economy and the state's budget continue at the forefront of legislative and executive branch activity. A number of reductions have been initiated or proposed by the Governor affecting state agencies. Meanwhile the Legislature and Governor are debating necessary cuts and perhaps taxes to resolve the more than \$25 billion shortfall in the 2009-10 budget. The Governor has indicated he will not sign any bill sent to him until there is a budget correction in place.

Since February all board staff have been furloughed two days per month. In July, the board's staff were furloughed one additional day each month, through June 2010.

The Governor also directed that state agencies close three Fridays per month. In July, these days will be July 10, 17 and 24. After July, all furloughs will be the first, second and third Friday of the month. Our Web site has been modified to contain a message about these closures.

This is effectively just short of a 15 percent reduction in staffing. Each employee has undergone a corresponding reduction in salary. An additional impact of this furlough is that for salaried employees (all board managers and inspectors—29 positions), they become hourly workers in every furlough week and cannot exceed working 32 hours. For many of us, this will sharply reduce the time we spend working for the board. State agencies have been directed not to replace furloughed hours with overtime work.

On a more personal side, board staff is very dedicated and work hard, but this 15 percent reduction has impacted a number of staff. For example, several inspectors will moonlight two to four days per month to offset the reduction in salary.

Another result of the furloughs will be a decrease in our timelines to review applications, issue licenses, conduct routine inspections, and investigate and discipline licenses. However, as we have in the past when faced with staff reductions implemented in response to budget reductions, our key business processes will be left intact and the focus of our activities will remain doing the most important activities first.

**Attachment 1** contains the Governor's Executive Order and some departmental guidelines for employees developed regarding the furlough process.

## **2. Budget Report and Constraints for 2009-10**

In June, the Governor directed that as of March 1, 2009 (this was a retroactive directive), all state agencies were not to enter into new contracts or purchase items. Orders for any items purchased after March 1, if not yet received, were to be cancelled. Contracts entered into after March 1 were to be cancelled unless a waiver from the Administration (through the Department of Consumer Affairs, State and Consumer Services Agency, and the Department of Finance) was granted.

This has created much staff action. In the last few weeks, the board has secured waivers for contracted services for the Pharmacists Recovery Program, the board's examination vendor, and more recently, the hotel to hold the July board meeting. But few waivers were granted, and no more waivers will be issued.

The Governor has also directed that no new purchases or contracts can be executed until a spending reduction plan is in place. (This is why we cannot purchase paper.) At the current time, no parameters for this reduction have been issued, but the belief is that a 15 percent reduction, perhaps in all operating expenses, will be directed. In the case of the board, this would be about \$700,000, a difficult target given that many of the board's operating expenses (e.g., rent, pro rata to the DCA and state, contracts for essential, mandated services) are fixed.

During the board meeting, the board will have an opportunity to discuss the proposed reductions should the board receive notice of the ordered cuts.

Meanwhile, other information about the board's 2009-10 budget:

*For 2009-10, estimated budget figures are:*

- *Revenue: \$8,215,000*
- *Expenditures: \$10,648,000*

The new fiscal year started July 1, 2009. The board received a budget augmentation of \$650,000 this year to establish 6.5 new positions to review and investigate criminal convictions of board licensees – a unit necessary due to the exponential increase in the number of criminal conviction reports the board has received in recent years (from about 300 to nearly 3,000 annually). The augmentation also includes enforcement expenses for anticipated added enforcement actions.

**Attachment 2** displays various graphs depicting actual board revenue and expenditures for 2007-08, actual board expenses 11 months of 2008-09, and projected expenses for 2009-10.

Meanwhile, proposed statutory fee increases to ensure the board does not run out of revenue are moving through the Legislature. Assemblymember Emmerson has authored the first proposed statutory fee increases since 1987, and if enacted, the new fee schedule will be implemented effective January 1, 2010. However the fee increases that would immediately take effect are modest, and generate \$1.17 million in increased revenue annually. Of the 36 fee ranges that would be changed by AB 1071, only 11 will increase fees initially, and two will decrease; for all other fees, the current top fee will become the bottom end of fee range. Moreover of the 11 fees targeted for increase, six will result in a fee increase of \$5. The new fee schedule will also start reducing the subsidy from one licensing group to another, but will not totally end the subsidies.

### **3. Budget Report for 2008/09**

Final budget figures for the fiscal year that ended June 30, 2009, will be available in August. A full, final report will be provided to the board at the next board meeting.

As of June 1, 2009, the board has collected 9,684,449 in revenue. Eighty-six percent of the revenue comes from fees, with cite and fine and cost recovery generating 11 percent of the board's revenue. **Attachment 3** contains graphic depiction of revenue and expenditure charts for 2008-09, before the final figures are available for the year.

### **4. Fund Condition**

According to a fund condition report prepared by the department (**Attachment 4**): the board will have the following fund conditions at the end of the identified fiscal years:

2007/08	\$10,833,000	13.3 months in reserve (actual)
2008/09	\$8,999,000	10.1 months in reserve
2009/10	\$7,566,000	8.4 months in reserve
2010/11	\$4,786,000	5.2 months in reserve

If AB 1071 is enacted, the fund condition is projected to increase by 1.17 million, and the first year after enactment, fund condition would go to:

2010/11	\$5,980,000	6.5 months in reserve
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Thereafter, the board will closely monitor its fund condition before increasing any additional fees. By increasing the fees to their new maximum, the board will generate \$3.5 million more annually.

### **5. Reimbursement to Board Members**

Expenses and per diem payments to board members are provided in **Attachment 5**. These are hours and expenses claimed by board members during the indicated periods. Board members are paid for each day of a board meeting, but in accordance with board policy, may also submit hours for work performed doing additional board business.

### **5. BreEZe (I-Licensing) Update**

The I-Licensing project will offer online application and renewal of licenses (a much needed relief from mail-in renewals). A feasibility study report was approved by the Department of Finance several years ago, and the board is in the first tier of new agencies that may be able to offer this service in the future. Nevertheless, the board is still a long way from implementing this system for its licensees.

In recent months, new information technology staff in the department have been hired to oversee this project. Additionally, the name of the program has been changed from I-Licensing to BreEZe earlier this year.

Costs to the board to implement this program remain about the same, but because the project has been delayed, the expenses have been spread over additional years. The board spent \$50,000 in 2006/07 on programming specifications needed for its programs. In the next three years, the board will spend \$342,000 as its share of costs to implement this system department-wide.

The board is about 2 years away from implementing I-Licensing according to current estimates and timelines. The department hopes to award the contract for the system this year.

This priority project for the board means additional delays before the board can achieve on-line renewals of licenses. The executive officer has been an executive sponsor of this project, and periodic meetings have just been resumed due to staff changes in the Office of Information Services.

### **B. FOR DISCUSSION: Recognition Program of Pharmacists Who Have Been Licensed 50 Years in California**

Since July 2005, the board has acknowledged 855 pharmacists with 50 or more years of licensure as pharmacists in California. Seventy-seven pharmacists reached this milestone between May and July 31, 2009. Each was sent a certificate and invited to a future board meeting for public recognition.

### **C. FOR INFORMATION: Personnel Update**

#### **1. Board Member Changes**

There are currently nine board members, and four board member vacancies.

ies. The vacant positions are Assembly appointment of one public member, and Governor appointments of one public member and two pharmacist members.

In June, Board President Schell made board member appointments to committees. A copy of this list is provided in **Attachment 6**.

## **2. Staff Changes**

The board has only several staff vacancies remaining unfilled. Here are our changes in our staff roster:

- Susan Williams has been hired as the new executive office assistant. Ms. Williams will be making board member travel arrangements, processing travel claims and handling board member correspondence.
- Sarah Marendt has been hired as an analyst in the criminal conviction unit.
- Lori Haley has been promoted to an analyst in the criminal conviction unit. Ms. Haley formerly was a licensing technician for pharmacist, pharmacy technician and intern licenses.
- Lisa Esquivel is the new technician in the criminal conviction unit.
- Ray Flores, one of the board's two receptionists, has transferred to Ms. Haley's old position as an application expediter technician.
- Kathleen Fabela has been hired as the board's second receptionist.
- Denise Davis has been hired as a second part-time processor of pharmacy technician applications.
- Inspector Dolly Harris has retired after more than 25 years with the board.

The board is recruiting for the manager over the criminal complaint unit (to replace retired annuitant Karen Cates, the former Enforcement Manager, who will remain as a temporary worker), one half-time analyst for the criminal complaint unit and one enforcement coordinator. Supervising Inspector Janice Dang completed the winter management academy training provided by the Department of Consumer Affairs. This course is a six-day intensive session in developing future leaders.

Once a year, the board evaluates its executive officer. President Schell has directed that this evaluation process be initiated. There is a form for this that will be sent to each board member in several weeks. Each member will have the opportunity to provide comments regarding the performance of the executive officer within the last year, and send these to President Schell. President Schell will prepare the final evaluation form, which will be provided to the executive officer in closed session at the next board meeting.

## **D. FOR DISCUSSION: Format of Future Board Meeting Agendas and Hearings**

At this meeting, President Schell has scheduled an open discussion of the structure of future board meeting agendas, committee meeting agendas, and the manner in which discussion occurs during board and committee meetings. Should committee meetings be held on the same days – one in the morning, another in the afternoon? Should they

routinely be held in conjunction with a board meeting? Would there be more focused discussion if a motion for action was in place before discussion occurs?

Future board meeting dates for 2010 are:

October 21, 22: San Francisco

January 20-21: Sacramento

April 21-22: Loma Linda

July 28, 29: San Francisco and October 20, 21: San Diego

The department is proposing to host its second Professionals Achieving Consumer Trust Summit now in July 2010 in Sacramento. This is a new date and location, although the date still has not been finalized. This summit will follow the November 2008 Summit held in Los Angeles, where the boards and bureaus of the department host joint meetings and attend communal meetings on items of interest.

**E. FOR ACTION: Strategic Plan Update for the Organizational Development Committee for 2009/10 and Discussion of Future Activities of the Committee**

**Attachment 7**

At this meeting, each committee of the board will review its strategic plan and recommend a modified strategic plan for 2009-10. A copy of the proposed committee goal, objectives and activities is provided in **Attachment 7**

**F. FOR ACTION: Approval of the Board of Pharmacy's Strategic Plan for 2009/10**

**Attachment 8**

The board needs to approval the strategic plan in its totality. A copy of the proposed strategic plan (with the committee objectives proposed at the time the board packet is being prepared) is provided in **Attachment 8**.

**G. FOR ACTION: Election of Vice President for 2009/10**

**H. FOR INFORMATION: Fourth Quarterly Report on the Committee's Goals for 2008/09**

**Attachment 9**

The fourth quarterly report on the Organizational Development Committee's goals is provided at the back of the tab session in **Attachment 9**.

# Attachment 1

*Governor's Executive Order to  
Furlough Staff for a Third Day  
and  
Furlough Information Developed  
for Employees*



# Office of the Governor

ARNOLD SCHWARZENEGGER  
THE PEOPLE'S GOVERNOR

## EXECUTIVE ORDER S-13-09

07/01/2009

**WHEREAS** the global recession has caused California's revenues to continue to plummet, leaving our state with an unprecedented budget deficit that forces the State to take drastic actions that will affect every Californian; and

**WHEREAS** on December 19, 2008, I issued Executive Order S-16-08, in which I ordered the Department of Personnel Administration (DPA) to: (1) initiate the layoff process for state civil service employees effective January 1, 2009 through June 30, 2010; and (2) adopt a plan to implement a furlough of two days per month effective February 1, 2009 to June 30, 2010; and

**WHEREAS** on January 9, 2009, in order to reduce current spending to ensure that essential services of the State are not jeopardized and the public health and safety is preserved, the DPA adopted a furlough plan; and

**WHEREAS** on May 15, 2009, state agencies and departments sent out over 4,500 layoff notices to employees funded by the General Fund to further reduce current state spending; and

**WHEREAS** on May 20, 2009, after the failure of Propositions 1A through 1E, California faced a budget deficit of at least \$21.3 billion for fiscal years 2008-09 and 2009-10; and

**WHEREAS** California planned to borrow up to \$6 billion through a Reimbursement Warrants (commonly known as RAWs) to address part of the budget deficit, but this short-term borrowing is no longer an available option due to the recent decision of the federal government not to provide financial assistance or loan guarantees for this emergency, short-term borrowing; and

**WHEREAS** the State's inability to borrow through RAWs will result in more severe spending cuts in the State's programs and services; and

**WHEREAS** on May 22, 2009, the Legislative Analyst predicted that the Governor's May Revision revenue projections may prove overly optimistic, and instead, projected that the drop in revenues will be at least \$3 billion worse than projected putting the size of the State's shortfall at more than \$24 billion for fiscal years 2008-09 and 2009-10; and

**WHEREAS** the State Controller has determined that without effective action to address the budget and cash crisis, the State will have insufficient cash to meet its obligations starting July 2009 and will need to issue registered warrants (IOUs) in order to preserve cash and protect payments the State must make to fund education and repay outstanding debt; and

**WHEREAS** the projected \$24 billion budget deficit will require deeper cuts to state programs and services, additional borrowing from available resources such as special funds, and the release of thousands of prison inmates who are undocumented immigrants; and

**WHEREAS** on June 30, 2009, the Legislature failed to take action to pass a revised budget for fiscal years 2008-09 and 2009-10 to effectively address the unprecedented statewide fiscal crisis, thereby requiring billions of dollars in additional solutions; and

**WHEREAS** the State will be forced to eliminate state programs and services providing critical public services, ranging from public safety to health and welfare; and

**WHEREAS** if the State eliminates any of these critical state programs and services, then the public health and safety will be jeopardized, causing extreme peril to the safety of persons and property; and

**WHEREAS** immediate and comprehensive action to further reduce current spending must be taken to ensure, to the maximum extent possible, that the essential services of the State are not jeopardized and the public health and safety is preserved; and

**WHEREAS** an additional furlough day per month is necessary to continue to reduce current spending and immediately improve the State's ability to meet its obligations to pay for essential services of the State, such as services provided by CAL Fire, hospitals and 24-hour care facilities, so as not to jeopardize its residents' health and safety in the current and next fiscal year.

**NOW, THEREFORE, I, ARNOLD SCHWARZENEGGER**, Governor of the State of California, by virtue of the power and authority vested in me by the Constitution and statutes of the State of California, do hereby determine that an emergency pursuant to Government Code section 3516.5 exists and issue this Order to become effective immediately:

**IT IS ORDERED** that effective July 1, 2009 through June 30, 2010, the Department of Personnel Administration shall adopt an amended plan to implement a furlough of represented state employees for three days per month, regardless of funding source. This plan shall include a limited exemption process.

**IT IS FURTHER ORDERED** that effective July 1, 2009 through June 30, 2010, the Department of Personnel Administration shall adopt an amended plan to implement an equivalent furlough or salary reduction for all non-represented state employees, including supervisors, managers, and exempt state employees, regardless of funding source.

**IT IS FURTHER ORDERED** that all state employees covered by the original and amended furlough plans must use their accrued furlough days prior to using vacation, annual leave, personal holiday, holiday credit, personal leave plan (PLP) credit, and compensatory time off (CTO).

This Order is not intended to create, and does not create, any rights or benefits, whether substantive or procedural, or enforceable at law or in equity, against the State of California or its agencies, departments, entities, officers, employees, or any other person.

**I FURTHER ORDER** that, as soon as hereafter possible, this Order shall be filed in the Office of the Secretary of State and that widespread publicity and notice be given to this Order.



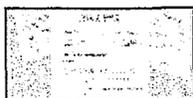
**IN WITNESS WHEREOF** I have hereunto set my hand and caused the Great Seal of the State of California to be affixed this 1st day of July, 2009.

ARNOLD SCHWARZENEGGER  
Governor of California

**ATTEST:**  
DEBRA BOWEN  
Secretary of State



F



E-Forms



Offices/  
Divisions



Employee  
Recognition  
Program



A-Z Directory



Policies and  
DPMS



Work Place  
Tools

Thursday, July 9, 2009

Furlough Frequently Asked Questions

### Frequently Asked Questions (FAQ) General Government Furlough

Authorized by Executive Order S-16-08 and S-13-09

July 6, 2009

The Department of Consumer Affairs (DCA) Office of Human Resources and Business Services have developed questions and answers below regarding the furlough authorized by Governor's Executive Order S-16-09. We will revise these FAQs as we receive more information.

For July only, the furlough days will be the 10th, 17th and 24th. Beginning in August, the Department of Consumer Affairs and most State government offices will be closed the first, second and third Fridays of each month.

**\*Indicates new or revised questions**

[Furlough Basics: Who, What, When & Where](#)

[Work Week Group "E"](#)

[Work Week Group "SE" \(Physicians, Attorneys, Teachers\)](#)

[Benefits](#)

[Alternative Work Schedule & Overtime](#)

[Part-Time, Temporary and Intermittent Employees](#)

[Salary](#)

[Retirement](#)

[Hiring Freeze, Position Reductions and Layoffs](#)

[Business Services](#)

[Miscellaneous](#)

### FURLOUGH BASICS: WHO, WHAT, WHEN & WHERE

**\*What are the scheduled furlough days?**

Effective July 1, 2009 through June 30, 2010, Department of Personnel Administration amended the existing furlough plan to implement an additional 1 day furlough that totals a 3 day monthly furlough. The first furlough will be **July 10, 2009** and continue with **July 17, and July 24.**

## Furlough Frequently Asked Questions

Effective **August 2009 calendar month, the first, second, and third Friday of every month not** are scheduled furlough days. January 1, 2010 is a holiday and is the 1st Friday for the month of January. Therefore, for the month of January, 2010 the furlough Fridays will be **January 8, 2010; January 15, January 22nd.**

February 6, February 20, and March 6, 2009 were also scheduled furlough days.

### ***What does "furlough" mean?***

A furlough is defined as a temporary leave of absence without pay during a prescribed time for an emp

### ***\*Why do I have to take three unpaid days off each month?***

The State needs to reduce spending immediately. Otherwise, essential services and public health and s be in jeopardy.

### ***\*What is a "self-directed" furlough and do I get to choose which days I'm off?***

As of March 6 2009-June 30, 2009, employees could choose their furlough day/days. A self-directed fu designed for employees to choose which day/days to take off each month with supervisor approval. *Th directed ended June 30, 2009.*

### ***\*Do I have to use the "self directed" furlough days each month or can I save them?***

The intent is that you use your furlough day/days each month. However, if you choose to accumulate t directed" hours, you must use your accrued furlough days prior to using vacation, annual leave, persor holiday credit, personal leave plan credit and compensatory time off.

### ***Can I split up the hours?***

Yes, the hours may be used in 15 minute increments.

### ***If I separate from the state can I be reimbursed for the days?***

No, they have no reimbursable value.

### ***When is the furlough scheduled to end?***

June 30, 2010.

### ***\*When will the furlough reduction affect my pay check?***

The Furlough Program began with the February 2009 pay period.

### ***Will all DCA employees be impacted by the furlough?***

Yes, with the exception of employees on a leave of absence without pay or on military leave are not su Furlough Program.

### ***Is it possible that the Furlough Program could be extended or possibly end sooner?***

At this point, the information we received from DPA, states the Furlough Program will begin in Februar end in June 2010.

### ***If the budget is signed will furloughs still take effect?***

Yes, the budget has been signed and the furlough day/days continue to be in effect.

### ***\*Can I telecommute on a furlough day?***

No. The days are unpaid, so you are not expected to work. Employees should work with their supervisr their work schedule accordingly.

### ***How can I obtain the most current information regarding the furlough and executive order?***

The DCA will post any new information on the DCA's intranet. The Office of Human Resources will be up FAQ's. There are also FAQs on the DPA web site at <http://dpa.ca.gov>

***If I have questions regarding the Furlough Program, who do I contact?***

The DCA has established an email address: [furlough@dca.ca.gov](mailto:furlough@dca.ca.gov) for employees to email their question

***How do I report the furlough days on my time sheet?***

Use the code FH and the amount of hours used.

**\*WORK WEEK GROUP "E"**

**DEFINITION**

Work Week Group "E" includes classes that are exempted from coverage under the FLSA because of the "collar" (**administrative, executive, professional**) exemptions. Exempt (WWG E) employees are paid on a "salaried" basis and the regular rate of pay is full compensation for all hours worked to perform assigned duties. Work Week Group E employees shall not receive any form of additional compensation, whether formal or informal, unless otherwise provided by the provisions of this work week group.

***Why am I not FLSA exempt during the furlough week?***

The Code of Federal Regulation Section 541.710(b) provides that on weeks FLSA exempt employees have a furlough day and have their pay correspondingly reduced they lose their exempt status and become hourly employees.

***If I must work on a Furlough Friday, how do I account for the hours?***

Departments should manage employees who are exempt from FLSA to avoid overtime pay. Department managers should direct an employee to take his/her furlough day on another day within the month only when it is **absolutely necessary** to work an employee more than 32 hours in the furlough workweek; or pay may be requested for hours worked in excess of the 32 hours.

***What if I worked only a partial day on the Furlough Friday, do I later take a partial day off on another day?***

The hours you worked will be credited as furlough hours worked and you may later combine them with other furlough credits to equal a full day absence.

***How do I account for my time on my time sheet?***

Use code FH (Furlough Hours) to identify dates the furlough day was taken. If the Program Leave Requirement does not specifically state furlough as a leave option, then indicate Furlough Day Taken in the comments section of the form. If you have any questions regarding this code, contact your Program Liaison or Attendance Clerk.

***Do I have to use leave credits for a partial day worked?***

No, employees shall not be charged leave in less than full day increments even during a furlough week.

**\*WORK WEEK GROUP "SE" (PHYSICIANS, ATTORNEYS, TEACHERS)**

**DEFINITION**

Work Week Group "SE" applies to classes and positions with an average work week of 40 hours. The regular rate of pay is full compensation for all time that is required for the employee to perform the duties of the position. Hours of work in excess of the average work week are not compensable, and shall not be deemed overtime. An employee in this subgroup is not required by the appointing power to work a normal workday or part of a normal workday. An employee shall receive the regular rate of pay without deduction for the entire pay period.

***Why do I continue to be FLSA exempt during a furlough week?***

WWG SE employees are statutorily exempt from overtime under FLSA. The FLSA by statute exempts teachers, doctors, and attorneys; therefore they earn no overtime and would not convert to hourly employees.

***If I must work on a Furlough Friday, how do I account for the hours?***

Departments may direct an employee to take his/her furlough day on another day within the month on **absolutely necessary** to work an employee more than 32 hours in the furlough workweek.

***What if I worked only a partial day on the Furlough Friday, do I later take a partial day off on day?***

The hours you worked will be credited as furlough hour worked and you may later combine them with credits to equal a full day absence.

## BENEFITS

***Will my health, dental, and vision benefits be impacted by the furlough?***

No. Your benefits will remain the same.

***Will the definition of a Qualifying Pay Period be changed due to the furlough?***

No. A qualifying pay period is 11 paid days at your time base.

***Will the furlough program impact my vacation, sick leave, and state service accruals?***

As long as you have a qualifying pay period of 11 days at your time base, you will earn vacation, sick leave, and state service accruals.

***Can I change my health benefits to a lower cost plan or cancel FlexElect deductions? In other words, will the pay reduction be considered a permitting event to make a change to health benefits?***

The pay reduction is not a permitting event for health benefits or FlexElect for Medical Reimbursement, but it is a permitting event for Dependent Care Reimbursement.

***How does the furlough affect NDI, SDI, IDL, IDL with Supplementation, and Temporary Disability Supplementation?***

The Furlough Program doesn't impact disability leave payments for employees receiving Temporary Disability, Industrial Disability Leave, Non-Disability Leave, SDI, or Involuntary Leave and supplemental payment. However, when an employee returns to partial work, the hours they work will be affected.

***How will the furlough affect Family Medical Leave Act (FMLA)?***

The furlough program will not affect an employee's FMLA leave. Employees are still required to meet the eligibility requirements.

***Will state disability pay be affected by the furlough program?***

No, however if you are supplementing your disability with leave credits, your supplementation pay may be affected in accordance with the furlough program.

***\*Can I file for unemployment benefits for the two furlough days?***

The State of California, as our employer, is not participating in the Work Sharing Unemployment Insurance Program. Therefore, state employees are not eligible for these benefits. Any other eligibility based on unemployment has not yet been determined by the Employment Development Department.

## ALTERNATIVE WORK SCHEDULE & OVERTIME

***\*How many hours am I required to work during the furlough weeks while on AWS?***

Employees are required to work 32 hours in a furlough week.

***\*Is there going to be AWS calendars created to help guide supervisors/managers with the AWS schedules and the furlough?***

Yes, OHR is currently working on calendars to assist supervisors/managers with the scheduling. The calendars should be available soon.

***\*It appears there aren't enough non-furlough weeks in a month for an employee to work enough hours to qualify for their RDO's, can they supplement with their own leave credits to make deficit?***

Yes, an employee may use leave credits to make up the deficit.

***Will Alternate Work Schedules (AWS) be impacted?***

Managers and supervisors will review alternate work schedules and furlough days to determine the impact on business operations, and will work individually with their employees to come up with alternatives to the work schedules, if necessary. In considering how to adjust the work schedule of employees on alternate schedules, keep in mind these four principles:

1. Employees **can not** work more than 32 hours during a furlough week.
2. Employees can not work on furlough days.
3. Employees' work hours must be reduced by 24 hours per month.
4. Supervisors must approve adjusted alternative work schedules.

***I am ready to hire a new employee. Can I offer them an alternate work schedule during the period?***

Managers and supervisors can offer new employees an alternate work schedule if they meet the AWS criteria and the AWS option is in line with the program's business and operational needs.

***Does a supervisor need to give 30 days notice to an employee to cancel AWS?***

Yes. However, DPA/DCA encourages supervisor/managers to look at alternatives that work both for the department and employee.

***What if I must work overtime?***

The purpose of the furlough is to reduce state government expenditures, overtime is not encouraged. **Overtime cannot be used to make up for time lost on furlough days.** Nonetheless, there may be extraordinary circumstances where overtime is a necessity. Where these occur, the Executive Officer, Bureau Chief, or Assistant Bureau Chief should inform the Executive Office and work with them to determine how best to resolve the situation.

If overtime is granted, all the normal overtime rules still apply:

- Employees must be in a work week group that can earn overtime pay.
- Employees must work more than 40 hours in a work week to earn overtime at time and a half.
- When an employee is excused from work because of holidays, sick leave, vacation, annual leave, compensating time off, or any other leave shall not be considered as time worked by the employee for the purpose of computing cash or compensating time off for overtime.
- Employees must have prior approval from their supervisor to work overtime.

**NOTE:**

**Furlough days do not count as time worked for determining overtime in a work week. Employees who work less than 40 hours will be paid at straight time.**

***\*If I must work on a Furlough Friday, how do I account for the hours?***

Departments may direct an employee to take his/her furlough day on another day within the month on an absolutely necessary to work an employee more than 32 hours in the furlough workweek; or pay may be made for the hours worked in excess of the 32 hours.

***If I work overtime will it be calculated at my base rate or the reduced rate?***

Overtime is calculated on your unreduced base salary rate.

***I am an attendance coordinator and have to key/process documents on Personnel cut off dates. What do I do when cut off dates fall on my furlough days?***

Attendance coordinators will need to key/process documents the day before a furlough day or make arrangements to have someone else do it.

with a backup attendance coordinator.

**PART-TIME, TEMPORARY AND INTERMITTENT EMPLOYEES**

***Would the furlough days be prorated for part-time employees?***

Part-time employees will be furloughed a number of hours according to their time base. Therefore, an employee's schedule needs to be reduced according to the chart below:

**For example:** A half-time employee is normally required to work 20 hours per week. However, during week the employee would be required to reduce their work schedule by 4 hours. As a result, the emplc only work 16 hours during a furlough week.

**Part-Time Employees**

<b>Time Base</b>	<b>Furlough Hours Per Month</b>
1/10	2.4
1/8	3
1/5	4.8
1/4	6
3/10	7.2
3/8	9
2/5	9.6
1/2	12
3/5	14.4
5/8	15
7/10	16.8
3/4	18
4/5	19.2
7/8	21
9/10	21.6

***\*How does the furlough affect intermittent employees?***

Intermittent employees will be furloughed based on how many hours they work in a month as shown b transactions area of OHR is working closely with Liaisons and Attendance Coordinators on how to prop document the time sheets.

<b>Hours Worked</b>	<b>Furlough Hours Per Pay Period</b>
11 to 30.9	3
31 to 50.9	6
51 to 70.9	9
71 to 90.9	12
91 to 110.9	15
111 to 130.9	18
131 to 150.9	21
151 or more	24

***How does the Furlough Program affect seasonal employees?***

Seasonal employees with a CBID of E are not impacted by the Furlough Program.

***\*If an intermittent employee has a second intermittent position in another department, how hours affected?***

No employee should ever be furloughed more than 24 hours. If the employee holds two positions, the employer may need to adjust the employees furlough hours to ensure they don't exceed 24 hours per

***How does the Furlough Program affect Retired Annuitants that work 960 hours in a fiscal year?***  
Retired Annuitants total hours will not be impacted by the Furlough Program.

## SALARY

***What salary are employment verifications based on?***

Your salary will be verified at your unreduced base salary rate.

***\*How is the reduction in salary calculated?***

Salaries will be reduced to reflect three work days equivalent to a 13.85% salary reduction.

***\*Can an employee work the two furlough days without pay and volunteer their services to the department?***

There are no provisions to allow employees to volunteer their time during the Furlough Program. Employees can volunteer in the community on furlough days.

***Will we be paying taxes on our full base pay or at the reduced salary rate?***

Taxes are calculated on your reduced rate of salary.

***Will the union dues/fair share fees be calculated from our reduced salary, or our "original" salary?***  
Union dues are set by the Union and they are being calculated at a reduced rate.

***Will the Furlough Program impact the rate received for pay differentials?***

No, the rate of pay will remain the same.

***Can I change my monthly withholding allowance to increase my net monthly income during Furlough Program?***

Employees may change their withholding allowance at any time, but during this period it is recommended to seek the advice of a professional tax consultant before making a change.

***Are Merit Salary Adjustments (MSA) and Alternate Range Changes (ARC) affected by the Furlough Program?***

There is no impact. MSA's and ARC's will be calculated based on the employee unreduced base salary rate.

***I currently participate in the Voluntary Personal Leave Program (VPLP). Can I discontinue enrollment in this program to avoid an additional reduction in pay, or will this count as part of my reduced salary?***  
Any deduction mandated by the Executive Order will be in addition to the VPLP deduction. Employees can cancel participation in the program, even if they haven't met the 12 month minimum requirement.

***Will Hiring Above Minimum (HAM) or Red Circle Rates be impacted?***

The furlough salary adjustment only applies to an employee's base salary.

## RETIREMENT

***Is a Golden Handshake being considered for state employees within two to three years of retirement?***  
There has been no mention of a Golden Handshake at this time. This will be updated when we have further clarification.

**What impact will the Furlough Program have on payment of leave credits (lump sum) when**  
If you elect to receive a lump sum payment of leave credits, your payment will be issued at the un-reduced rate.

**\*What if I choose to exhaust my leave credits before I retire?**

If you elect to run out leave credits prior to retirement during 02/01/2009 through 06/30/2010, your payment will reflect three furlough days, and the running out of credits will extend three additional day month until exhausted. The Furlough Program is scheduled to end on 06/30/2010, and any payments at that date will issue at the un-reduced rate.

**If I retire within the next one – two years, will this pay reduction affect my pension?**

No. The furlough days will not reduce your base salary, which is used to calculate retirement benefits.

**Will retirement contributions be based on my current base salary rate or at the reduced rate**

Retirement contributions will be calculated on the reduced salary rate.

## **HIRING FREEZE, POSITION REDUCTIONS AND LAYOFFS**

**Is there a hiring freeze?**

At this time a hiring freeze is not in effect. We will inform you as we get more information.

**Is there a layoff plan?**

The Executive Order directed that the General Fund payroll be reduced by up to ten percent. It further Department of Personnel Administration to compile a listing of the least senior twenty percent of state in General Fund positions. This listing, called a State Restriction of Appointment (SROA) list, is a first step in a layoff process. However, DPA has not yet published this listing nor provided direction on how position reductions or layoffs will occur.

**Will a layoff list be established for DCA employees?**

No. The SROA list and possible future layoff impacts only positions funded by the General Fund. DCA is special funds.

## **BUSINESS SERVICES**

**Items pending.**

This category will be updated in the near future.

## **MISCELLANEOUS**

**Who is tracking the "self-directed" furlough days?**

The Human Resources Information System (HRIS) tracks the hours based on the information inputted attendance coordinator from your time sheet.

**If I am a new rank and file employee and I haven't joined the union yet, do I need to join before the executive order is implemented?**

You may elect to join the union at any time. There is no requirement to do so prior to implementation of the Furlough Program.

**Some employees still have Personal Leave Program (PLP) days on the books. In order to minimize impact, can DCA allow these employees to cash out PLP days?**

There is no provision to cash out PLP time except upon separation from state service. There has been discussion that the DPA will change this because of the potential negative impact to the General Fund.

***\*Prior to this executive order, the Governor said he would be taking away two holidays; Lincoln Birthday and Columbus Day. Since he did not include the take away of these two holidays in executive order, does this mean State employees will not be losing these holidays?***

Senate Bill X3 8 amended Government Code Section 19853 changing State holidays and compensation on a holiday. As part of bargaining, employees were to receive 2 additional personal holidays in exchange for the holidays. As of date the bargaining is still pending.

***In regards to secondary employment performing the same type of work, will the rules be relaxed to supplement income?***

The current DCA Incompatible Work Activities Policy still applies. Any request for secondary employment must be submitted to employee's supervisor for review and approval.

***What if there are due dates and deadlines on furlough days?***

Employees are expected to work around the furlough days and manage their work accordingly. If necessary, process documents the day before furlough day.

***Is the Legislature on Furlough Program?***

No. The Governor does not have authority over the Legislature. Therefore, they are not subject to the Governor's recent Executive Order.

***Any suggestions on how state employees can soften blows of furlough and financial impact?***

The Department of Personnel Administration, Savings Plus Program is offering a new workshop for State employees called: "Digging up Dollars: How to Reduce Debt" to help employees manage current and future expenses and stretch their dollars. To register for a workshop, please visit DPA's web site: [Savings Plus Program](#). We also encourage you to use the Employee Assistance Program.

***Are travel expense claims being delayed by SCO?***

Travel claims for DCA employees are being paid as we are special funded. The delay in paying travel claims appears to affect general fund payments.

***If I had Jury Duty on a Friday that was designated a furlough Friday, do I get another day in for that Friday?***

Yes, you are entitled to take an alternate day in exchange for that Friday.

***\*Can employees use their accrued self directed furlough hours in lieu of sick leave?***

Yes. Furlough hours may be used in lieu of sick leave if necessary.

***\*Now that we are furloughed for three days, can I collect unemployment?***

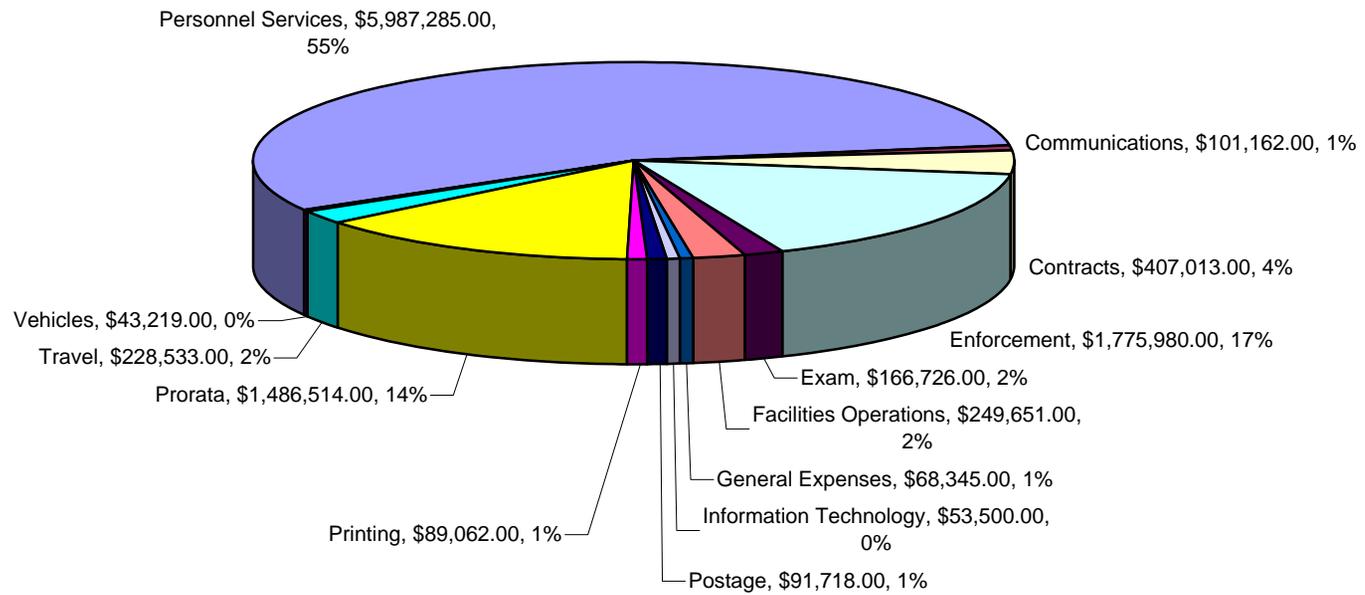
The State would have to initiate participation in the program. The Administration has taken the position not to participate and pay into the program at this time.

12:37:30 PM

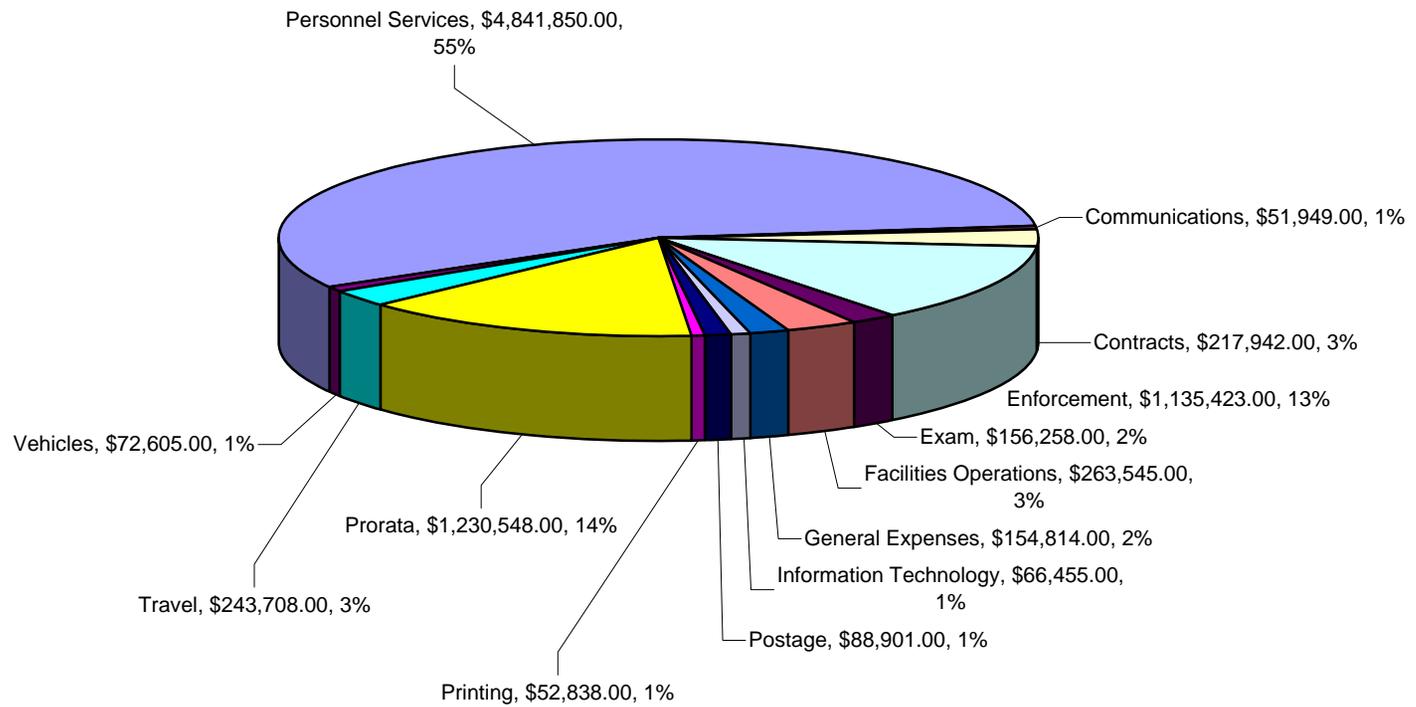
# Attachment 2

## *2009-10 Graphic Displays of Board Revenue and Expenditures*

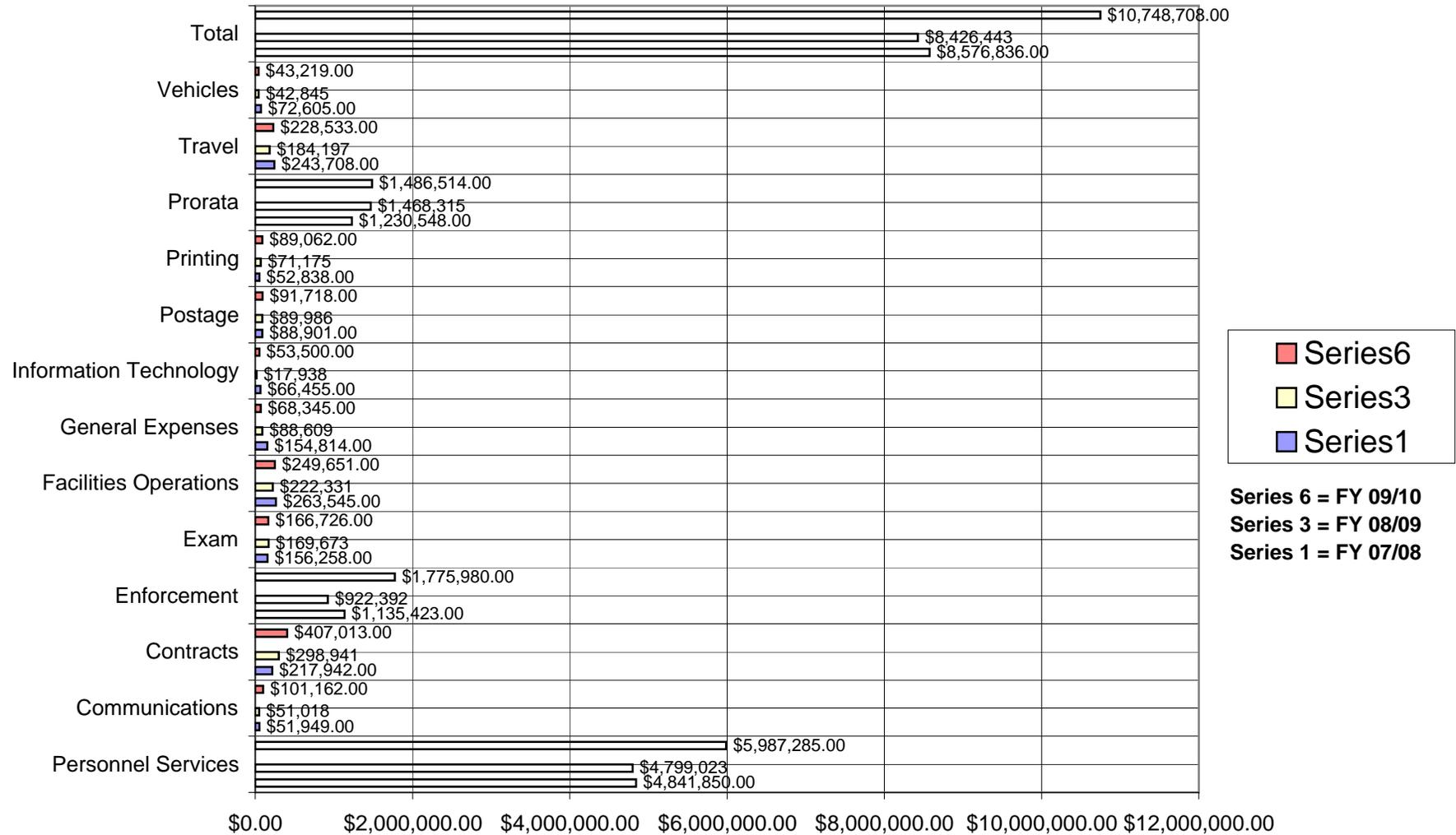
FY 09/10  
Expenditures  
Projected Budget  
\$10,748,708.00



**FY 07/08  
Expenditures  
FM 13  
\$8,576,836.00**



### Expenditure Comparison



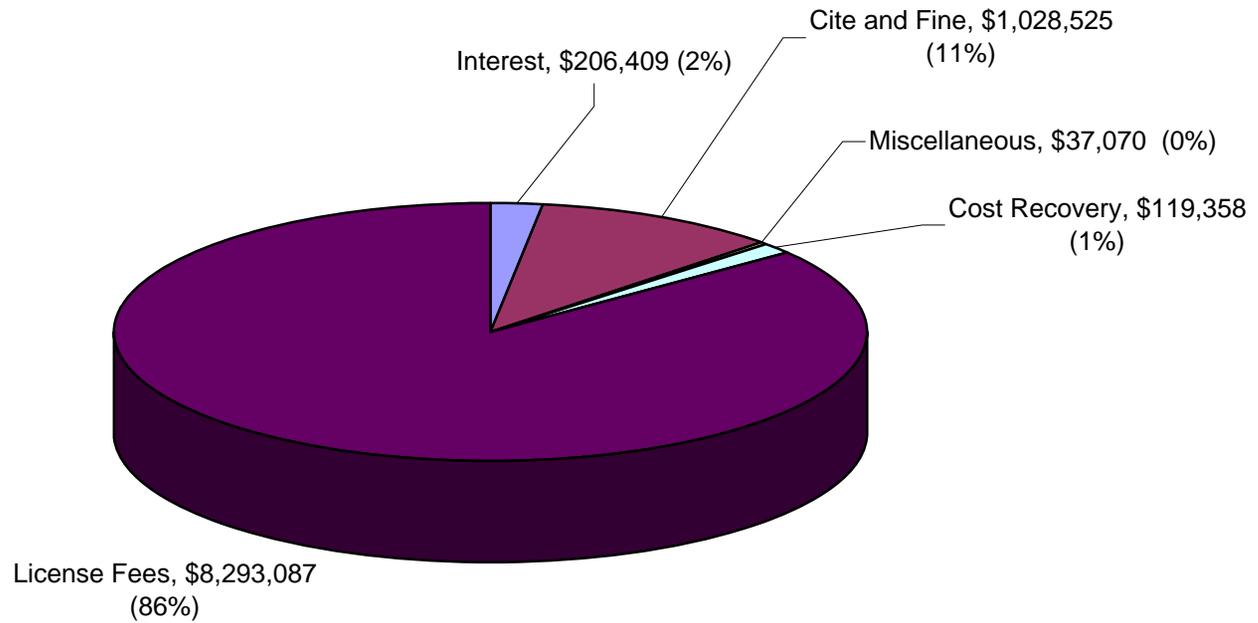
■ Series6  
■ Series3  
■ Series1

**Series 6 = FY 09/10**  
**Series 3 = FY 08/09**  
**Series 1 = FY 07/08**

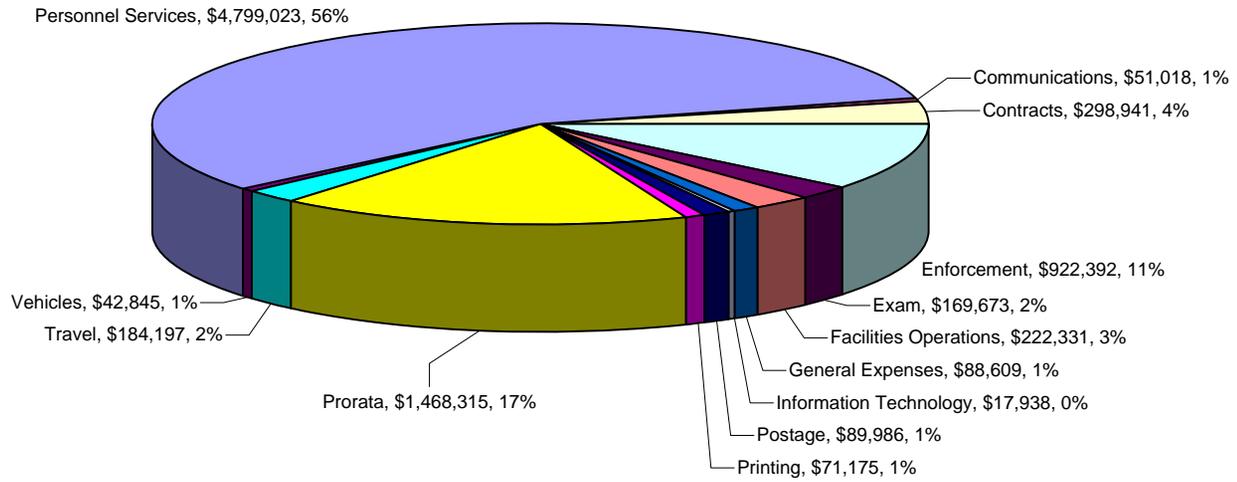
# Attachment 3

## *Budget Charts for 2008/09*

**FY 2008/2009**  
**Origin of Revenue**  
**\$9,684,448.78**  
**\*as of May 2009**



**FY 08/09  
Expenditures  
FM 11  
\$8,426,443.00**



# Attachment 4

## *Fund Condition Report*

0767 - State Board of Pharmacy  
Analysis of Fund Condition

(Dollars in Thousands)

2009-10 Governor's Budget  
Prepared 1-14-09

Without AB 1071

	ACTUAL 2002-03	ACTUAL 2003-04	ACTUAL 2004-05	ACTUAL 2005-06	ACTUAL 2006-07	ACTUAL 2007-08	CY 2008-09	GOVERNOR'S BUDGET 2009-10	2010-11	2011-12	2012-13	2013-14
BEGINNING BALANCE	\$ 10,811	\$ 4,402	\$ 4,874	\$ 4,111	\$ 7,285	\$ 10,914	\$ 10,884	\$ 8,999	\$ 7,566	\$ 4,786	\$ 1,729	\$ (1,584)
Prior Year Adjustment	\$ 117	\$ 385	\$ 87	\$ 278	\$ 128	\$ 169	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 10,928	\$ 4,787	\$ 4,961	\$ 4,389	\$ 7,413	\$ 11,083	\$ 10,884	\$ 8,999	\$ 7,566	\$ 4,786	\$ 1,729	\$ (1,584)
<b>REVENUES AND TRANSFERS</b>												
Revenues:												
125600 Other regulatory fees	\$ 448	\$ 917	\$ 422	\$ 426	\$ 474	\$ 907	\$ 600	\$ 600	\$ 600	\$ 600	\$ 600	\$ 600
125700 Other regulatory licenses and permits	\$ 1,493	\$ 1,486	\$ 1,427	\$ 1,618	\$ 1,477	\$ 1,590	\$ 1,545	\$ 1,530	\$ 1,530	\$ 1,530	\$ 1,530	\$ 1,530
125800 Renewal fees	\$ 3,891	\$ 4,086	\$ 4,452	\$ 4,591	\$ 4,796	\$ 5,638	\$ 5,699	\$ 5,699	\$ 5,699	\$ 5,699	\$ 5,699	\$ 5,699
125900 Delinquent fees	\$ 71	\$ 69	\$ 81	\$ 89	\$ 95	\$ 104	\$ 90	\$ 147	\$ 147	\$ 147	\$ 147	\$ 147
131700 Misc. revenue from local agencies	\$ 6	\$ 7	\$ 8	\$ 5	\$ 6	\$ 11	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
141200 Sales of documents	\$ 1	\$ 9	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
142500 Miscellaneous services to the public	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
150300 Income from surplus money investments	\$ 132	\$ 70	\$ 111	\$ 262	\$ 535	\$ 460	\$ 406	\$ 228	\$ 94	\$ 34	\$ -	\$ -
150500 Interest Income From Interfund Loans	\$ -	\$ -	\$ -	\$ 233	\$ 298	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
160400 Sale of fixed assets	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
161000 Escheat of unclaimed checks and warrants	\$ 3	\$ 4	\$ 4	\$ 4	\$ 4	\$ 9	\$ 9	\$ 9	\$ 9	\$ 9	\$ 9	\$ 9
161400 Miscellaneous revenues	\$ 2	\$ 3	\$ 5	\$ 3	\$ 3	\$ 2	\$ 2	\$ 2	\$ 2	\$ 2	\$ 2	\$ 2
Totals, Revenues	\$ 6,047	\$ 6,651	\$ 6,510	\$ 7,231	\$ 7,688	\$ 8,721	\$ 8,915	\$ 8,215	\$ 8,081	\$ 8,021	\$ 7,987	\$ 7,987
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) General Fund Loan Repayment			\$ 8					\$ 1,000				
Transfers to Other Funds												
T00001 GF loan per Item 1490-011-0767, BA of 2002 GF LOAN	\$ (6,000)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (1,000)	\$ -	\$ -	\$ -	\$ -
Totals, Revenues and Transfers	\$ 47	\$ 6,651	\$ 6,518	\$ 10,231	\$ 10,688	\$ 8,721	\$ 7,915	\$ 9,215	\$ 8,081	\$ 8,021	\$ 7,987	\$ 7,987
Totals, Resources	\$ 10,975	\$ 11,438	\$ 11,479	\$ 14,620	\$ 18,101	\$ 19,804	\$ 18,799	\$ 18,214	\$ 15,647	\$ 12,807	\$ 9,716	\$ 6,403
<b>EXPENDITURES</b>												
Disbursements:												
0840 State Controller (State Operations)			\$ -	\$ -	\$ 5	\$ 6	\$ 7	\$ -	\$ -	\$ -	\$ -	\$ -
1110 Program Expenditures (State Operations)	\$ 6,573	\$ 6,564	\$ 7,368	\$ 7,335	\$ 7,173	\$ 8,914	\$ 9,793	\$ 10,648	\$ 10,861	\$ 11,078	\$ 11,300	\$ 11,526
9670 Equity Claims / Board of Control (State Operations)	\$ -	\$ -	\$ -	\$ -	\$ 9	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Disbursements	\$ 6,573	\$ 6,564	\$ 7,368	\$ 7,335	\$ 7,187	\$ 8,920	\$ 9,800	\$ 10,648	\$ 10,861	\$ 11,078	\$ 11,300	\$ 11,526
<b>FUND BALANCE</b>												
Reserve for economic uncertainties	\$ 4,402	\$ 4,874	\$ 4,111	\$ 7,285	\$ 10,914	\$ 10,884	\$ 8,999	\$ 7,566	\$ 4,786	\$ 1,729	\$ (1,584)	\$ (5,123)
Months in Reserve	8.0	7.9	6.7	12.2	14.7	13.3	10.1	8.4	5.2	1.8	-1.6	-5.2

NOTES:

- A. ASSUMES WORKLOAD AND REVENUE PROJECTIONS ARE REALIZED FOR 2008-09 AND ON-GOING.
- B. ASSUMES INTEREST RATE AT 2%.
- C. ASSUMES APPROPRIATION GROWTH OF 2% PER YEAR.

with AB 1071  
high

**0767 - State Board of Pharmacy  
Analysis of Fund Condition**

(Dollars in Thousands)

Fee Increase (High Scenario)  
Prepared 3-17-09

	Actual 2007-08	CY 2008-09	GOVERNOR'S BUDGET 2009-10	2010-11	2011-12	2012-13
<b>BEGINNING BALANCE</b>	\$ 10,914	\$ 10,884	\$ 8,999	\$ 7,566	\$ 8,342	\$ 8,911
Prior Year Adjustment	\$ 169	\$ -	\$ -	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 11,083	\$ 10,884	\$ 8,999	\$ 7,566	\$ 8,342	\$ 8,911
<b>REVENUES AND TRANSFERS</b>						
Revenues:						
125600 Other regulatory fees	\$ 907	\$ 600	\$ 600	\$ 600	\$ 600	\$ 600
125700 Other regulatory licenses and permits	\$ 1,590	\$ 1,545	\$ 1,530	\$ 1,530	\$ 1,530	\$ 1,530
125800 Renewal fees	\$ 5,638	\$ 5,699	\$ 5,699	\$ 5,699	\$ 5,699	\$ 5,699
125900 Delinquent fees	\$ 104	\$ 90	\$ 147	\$ 147	\$ 147	\$ 147
FEE INCREASE REVENUE (HIGH)				\$ 3,486	\$ 3,486	\$ 3,486
131700 Misc. revenue from local agencies	\$ 11	\$ -	\$ -	\$ -	\$ -	\$ -
141200 Sales of documents	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
142500 Miscellaneous services to the public	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
150300 Income from surplus money investments	\$ 460	\$ 406	\$ 228	\$ 164	\$ 175	\$ 182
150500 Interest Income From Interfund Loans	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
160400 Sale of fixed assets	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
161000 Escheat of unclaimed checks and warrants	\$ 9	\$ 9	\$ 9	\$ 9	\$ 9	\$ 9
161400 Miscellaneous revenues	\$ 2	\$ 2	\$ 2	\$ 2	\$ 2	\$ 2
Totals, Revenues	\$ 8,721	\$ 8,915	\$ 8,215	\$ 11,637	\$ 11,648	\$ 11,655
Transfers from Other Funds						
F00001 GF loan per Item 1490-011-0767, BA of 2002						
F00683 Teale Data Center (CS 15.00, Bud Act of 2005) General Fund Loan Repayment			\$ 1,000			
Transfers to Other Funds						
T00001 GF loan per Item 1490-011-0767, BA of 2002 GF LOAN	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		\$ (1,000)				
Totals, Revenues and Transfers	\$ 8,721	\$ 7,915	\$ 9,215	\$ 11,637	\$ 11,648	\$ 11,655
Totals, Resources	\$ 19,804	\$ 18,799	\$ 18,214	\$ 19,203	\$ 19,989	\$ 20,566
<b>EXPENDITURES</b>						
Disbursements:						
0840 State Controller (State Operations)	\$ 6	\$ 7	\$ -	\$ -	\$ -	\$ -
1110 Program Expenditures (State Operations)	\$ 8,914	\$ 9,793	\$ 10,648	\$ 10,861	\$ 11,078	\$ 11,300
9670 Equity Claims / Board of Control (State Operations)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Disbursements	\$ 8,920	\$ 9,800	\$ 10,648	\$ 10,861	\$ 11,078	\$ 11,300
<b>FUND BALANCE</b>						
Reserve for economic uncertainties	\$ 10,884	\$ 8,999	\$ 7,566	\$ 8,342	\$ 8,911	\$ 9,266
Months in Reserve	13.3	10.1	8.4	9.0	9.5	9.6

NOTES:

- A. ASSUMES WORKLOAD AND REVENUE PROJECTIONS ARE REALIZED FOR 2010-11 AND ON-GOING.
- B. ASSUMES INTEREST RATE AT 2%.
- C. ASSUMES APPROPRIATION GROWTH OF 2% PER YEAR.
- D. ASSUMES FEE INCREASE EFFECTIVE DATE OF JULY 1, 2010.

**0767 - State Board of Pharmacy  
Analysis of Fund Condition**

(Dollars in Thousands)

Fee Increase (Low Scenario)  
Prepared 3-17-09

WJK AB 1071

Low

	Actual 2007-08	CY 2008-09	GOVERNOR'S BUDGET 2009-10	2010-11	2011-12	2012-13
<b>BEGINNING BALANCE</b>	\$ 10,914	\$ 10,884	\$ 8,999	\$ 7,566	\$ 5,980	\$ 4,141
Prior Year Adjustment	\$ 169	\$ -	\$ -	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 11,083	\$ 10,884	\$ 8,999	\$ 7,566	\$ 5,980	\$ 4,141
<b>REVENUES AND TRANSFERS</b>						
Revenues:						
125600 Other regulatory fees	\$ 907	\$ 600	\$ 600	\$ 600	\$ 600	\$ 600
125700 Other regulatory licenses and permits	\$ 1,590	\$ 1,545	\$ 1,530	\$ 1,530	\$ 1,530	\$ 1,530
125800 Renewal fees	\$ 5,638	\$ 5,699	\$ 5,699	\$ 5,699	\$ 5,699	\$ 5,699
125900 Delinquent fees	\$ 104	\$ 90	\$ 147	\$ 147	\$ 147	\$ 147
FEE INCREASE REVENUE (LOW)				\$ 1,171	\$ 1,171	\$ 1,171
131700 Misc. revenue from local agencies	\$ 11	\$ -	\$ -	\$ -	\$ -	\$ -
141200 Sales of documents	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
142500 Miscellaneous services to the public	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
150300 Income from surplus money investments	\$ 460	\$ 406	\$ 228	\$ 117	\$ 81	\$ 40
150500 Interest Income From Interfund Loans	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
160400 Sale of fixed assets	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
161000 Escheat of unclaimed checks and warrants	\$ 9	\$ 9	\$ 9	\$ 9	\$ 9	\$ 9
161400 Miscellaneous revenues	\$ 2	\$ 2	\$ 2	\$ 2	\$ 2	\$ 2
Totals, Revenues	\$ 8,721	\$ 8,915	\$ 8,215	\$ 9,275	\$ 9,239	\$ 9,198
Transfers from Other Funds						
F00001 GF loan per Item 1490-011-0767, BA of 2002						
F00683 Teale Data Center (CS 15.00, Bud Act of 2005) General Fund Loan Repayment			\$ 1,000			
Transfers to Other Funds						
T00001 GF loan per Item 1490-011-0767, BA of 2002 GF LOAN	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		\$ (1,000)				
Totals, Revenues and Transfers	\$ 8,721	\$ 7,915	\$ 9,215	\$ 9,275	\$ 9,239	\$ 9,198
Totals, Resources	\$ 19,804	\$ 18,799	\$ 18,214	\$ 16,841	\$ 15,220	\$ 13,339
<b>EXPENDITURES</b>						
Disbursements:						
0840 State Controller (State Operations)	\$ 6	\$ 7	\$ -	\$ -	\$ -	\$ -
1110 Program Expenditures (State Operations)	\$ 8,914	\$ 9,793	\$ 10,648	\$ 10,861	\$ 11,078	\$ 11,300
9670 Equity Claims / Board of Control (State Operations)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Disbursements	\$ 8,920	\$ 9,800	\$ 10,648	\$ 10,861	\$ 11,078	\$ 11,300
<b>FUND BALANCE</b>						
Reserve for economic uncertainties	\$ 10,884	\$ 8,999	\$ 7,566	\$ 5,980	\$ 4,141	\$ 2,040
Months in Reserve	13.3	10.1	8.4	6.5	4.4	2.1

**NOTES:**

- A. ASSUMES WORKLOAD AND REVENUE PROJECTIONS ARE REALIZED FOR 2010-11 AND ON-GOING.
- B. ASSUMES INTEREST RATE AT 2%.
- C. ASSUMES APPROPRIATION GROWTH OF 2% PER YEAR.
- D. ASSUMES FEE INCREASE EFFECTIVE DATE OF JULY 1, 2010.

# Attachment 5

## *Reimbursement to Board Members*

## Board Member Reimbursement And Expenses

July 1, 2008 through June 30, 2009

<b>Board Members</b>	<b>Attendance Hours</b>	<b>Travel Expenses</b>
James Burgard	183.5	\$4289.56
Ryan Brooks	32	\$745.84
Tim Dazé	80.25	\$1389.44
Stanley Goldenberg	33	\$840.76
Robert Graul	55.5	\$100.00
Henry Hough	85.5	\$1076.87
Randy Kajioka	158.5	\$1088.37
William Powers	71.25	\$1252.92
Susan Ravnán	54	\$682.98
Kenneth Schell	92	\$1927.81
Robert Swart	176.5	\$839.37
Stan Weisser	245.75	\$4979.32
Shirley Wheat	101.5	\$1630.53
Andrea Zinder	52	\$710.80

# Attachment 6

## *Board Committee Membership Rosters*

7/9/2009

Board of Pharmacy Committee  
Assignments May 2009

1. Consumer and Public Affairs
  - a. Chair – Ryan Brooks
  - b. Stan Weisser
  - c. Shirley Wheat
  - d. Rob Swart
  
2. Enforcement Committee
  - a. Chair – Rob Swart
  - b. Randy Kajioka
  - c. Greg Lippe
  - d. Ramón Castellblanch
  
3. Legislation/Regulation Committee
  - a. Chair – Greg Lippe
  - b. Rob Swart
  - c. Shirley Wheat
  - d. Ryan Brooks
  - e. Stan Weisser
  
4. Licensing Committee
  - a. Chair – Stan Weisser
  - b. Susan Ravnán
  - c. Randy Kajioka
  - d. Ramón Castellblanch
  
5. Organizational Development
  - a. Ken Schell
  
6. Competency Committee
  - a. Susan Ravnán
  - b. Randy Kajioka
  
7. SB 472 (Prescription Label)
  - a. Susan Ravnán
  - b. Rob Swart
  - c. Shirley Wheat
  - d. Ramón Castellblanch
  - e. Bill Powers (ex officio)
  - f. Ken Schell

Subcommittee to Evaluate Drug  
Distribution within Hospitals

- a. Ken Schell, Chair
- b. Randy Kajioka

7/9/2009

# Attachment 7

*Strategic Plan Update for 2009-10 of  
the Organizational Development  
Committee*

## 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>1. Review workload and resources to streamline operations, target backlogs and maximize services.</li> <li>2. Develop budget change proposals to secure funding for needed resources.</li> <li>3. Perform strategic management of the board through all committees and board activities.</li> <li>4. Manage the board’s financial resources to ensure fiscal viability and program integrity.</li> </ol>
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>1. Continue active recruitment of pharmacists for inspector positions.</li> <li>2. Vigorously recruit for any vacant positions.</li> <li>3. Perform annual performance and training assessments of all staff.</li> </ol>
Objective 5.3	Succession planning and workforce retention.
Measure:	Secure enhanced training of staff to improve job proficiency
Tasks:	<ol style="list-style-type: none"> <li>1. Identify training for staff development.</li> </ol>
Objective 5.4	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).</li> <li>2. Implement online license renewal and application submission features (I-Licensing).</li> <li>3. Integrate telephonic features to improve board services without adding staff resources.</li> <li>4. Use the department’s newly created “ad hoc” system to generate data for reports.</li> <li>5. Secure equipment needed to perform staff duties optimally.</li> <li>6. Implement automated program for staff conducted drug audits.</li> <li>7. Implement template for drug audits completed by pharmacies.</li> <li>8. Develop template for hospital inspections to identify recalled heparin. (Completed April 2008)</li> <li>9. Participate in Department of Consumer Affairs pilot program to achieve scanning of paper files.</li> </ol>

Objective 5.5	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>1. Continue the Communication Team to improve communication among staff and host biannual staff meetings.</li> <li>2. Continue Enforcement Team meetings with board members and enforcement staff.</li> <li>3. Convene annual inspector meetings to ensure standardized investigation and inspection processes, law and practice updates and earn continuing education credit.</li> <li>4. <u>Transition from paper packets for board meeting materials to e-copies.</u></li> <li>5. <u>Explore electronic voting of mail ballots for disciplinary decisions.</u></li> </ol>
Objective 5.6	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>1. Convene the Subcommittee on Medicare Part D Implementation</li> <li>2. Convene the Workgroup to implement the e-Pedigree</li> <li>3. Host the National Association of Boards of Pharmacy District 7 and 8 Meeting in California (fiscal year 06/07)</li> <li>4. Attend outreach programs.</li> <li>5. Initiate public campaign on SB 472 (Corbett) - Standardization of the prescription label.</li> <li>6. July 2008 Board Meeting focuses on medication errors and prevention.</li> <li>7. Presentation on sharps disposal before the California Integrated Waste Management Board to a statewide audience.</li> <li>8. Board sponsors forum on e-prescribing.</li> <li>9. <u>Executive Officer attends National Association of Boards of Pharmacy Meeting with other state boards of pharmacy. (fiscal year 08/09)</u></li> <li>10. <u>Executive Staff attend Consumer Advisory Councils day-long presentation in San Francisco on substance abuse recovery programs for health care licensees.</u></li> </ol>
Objective 5.7	Perform succession planning to ensure continuity for board operations during staff retirements.
Measure:	Number of staff trained for advanced duties and promoted.
Tasks:	
Objective 5.8	Respond to all public record requests within 10 days.
Measure:	Percentage response to public record requests within 10 days
Tasks:	<ol style="list-style-type: none"> <li>1. Respond to public records requests within 10 days (e.g., license verifications, investigative information, licensing information).</li> <li>2. Respond to subpoenas within the timeline specified.</li> <li>3. Respond to specific requests for data reports</li> </ol>

# Attachment 8

## *Strategic Plan of the Board of Pharmacy 2009-10*

# STRATEGIC PLAN



2006 – 2011



CALIFORNIA STATE BOARD OF PHARMACY  
*Healthy Californians Through Quality Pharmacist's Care*

REVISED 2008

# Strategic Plan

*California State Board of Pharmacy*

2006  
2011

## **Members:**

**Kenneth Schell, Pharm.D., Pharmacist Member, President**  
**D. Timothy Dazé Esq., Public Member, Vice President**  
**Stanley C. Weisser, Pharmacist Member, Treasurer**

**Ryan Brooks, Public Member**  
**James Burgard, Public Member**  
**Robert Graul, Pharmacist Member**  
**William Powers, Public Member**  
**Susan Ravnán, Pharm.D., Pharmacist Member**  
**Robert Swart, Pharm.D., Pharmacist Member**  
**Shirley Wheat, Public Member**  
**Andrea Zinder, Public Member**

**Virginia Herold, Executive Officer**

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Revised November 2008

# TABLE OF CONTENTS

President's Message . . . . .	4
Vision and Mission Statements . . . . .	5
Agency Description – About the Board of Pharmacy. . . . .	5
Strategic Issues To Be Addressed . . . . .	6
Summary of Goals . . . . .	10
Goals and Related Objectives, Measures, Tasks and Resource Assumptions . . .	11
Goal Alignment Matrix to Objectives . . . . .	19
Scanning Assessment and Methodology . . . . .	20
Shared Values/Core Principles . . . . .	21
Internal/External Assessment . . . . .	21



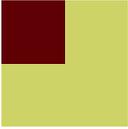
# President's Message



The strategic planning process of the California State Board of Pharmacy is an annual effort of the board members, staff and the public to anticipate and plan for events and issues for the coming year. Although the board considers its current strategic plan when going through the planning exercise, the board also attempts to predict upcoming changes in pharmacy practice, consumer needs and demands and health care trends. After a lengthy discussion of potential and existing issues, the participants go through a process to categorize, consolidate and finally prioritize the issues and then set the goals for the coming year. The resulting strategic plan keeps the board focused on established goals while allowing the flexibility of handling new questions and challenges as they arise.

Each board committee considers its individual strategic plan goals at every meeting and the progress on the goals are reviewed at each of the quarterly full board meetings. The careful planning and continuous monitoring of the strategic plan assures that the board achieves its stated objectives and performs with optimal efficiency.

The board publishes advertisements for each strategic planning meeting and encourages participation and contribution by all interested citizens of California who attend. Involvement of the board, its staff and the public results in a strategic plan that truly represents the public interest and serves the consumers of this state.



## CALIFORNIA STATE BOARD OF PHARMACY

### VISION STATEMENT

Healthy Californians through quality pharmacist's care.

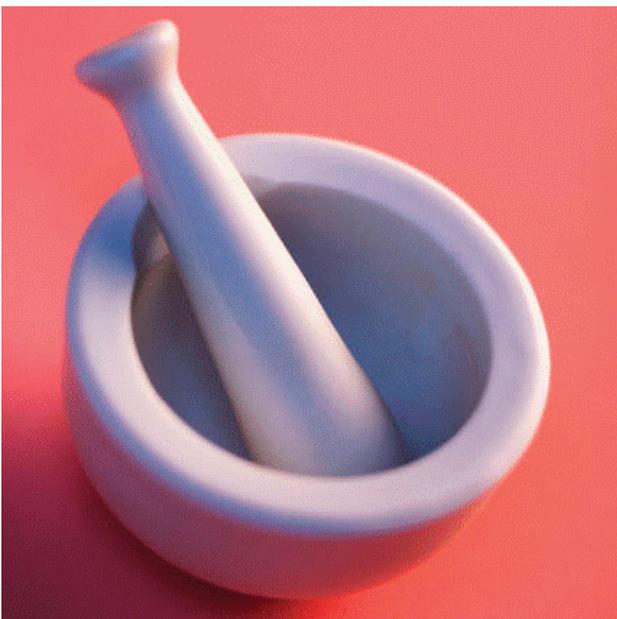
### MISSION STATEMENT

The Board of Pharmacy protects and promotes the health and safety of Californians by pursuing the highest quality of pharmacist's care and the appropriate use of pharmaceuticals through education, communication, licensing, legislation, regulation, and enforcement.

## ABOUT THE CALIFORNIA STATE BOARD OF PHARMACY

The California State Board of Pharmacy (board) was established in 1891 to protect consumers by licensing and regulating those responsible for dispensing medications to the public. Today the board oversees all aspects of the practice of pharmacy in California: the practitioner (the pharmacists), the practice site (the pharmacies), and the product (drugs and devices). Additionally the board regulates drug wholesalers and other practitioners and specialized facilities. With an annual budget of nearly \$9.7 million and a staff of over 50, the board licenses over 100,000 individuals and firms, and enforces 12 complex and varied regulatory programs.

The board has five policy development committees to fulfill its charge. The five committees are: Enforcement, Communication and Public Education, Licensing, Legislation and Regulation, and Organizational Development. Each of these committees corresponds to a mission-related goal.



The board supports an active Web site, [www.pharmacy.ca.gov](http://www.pharmacy.ca.gov), that provides consumer education material, application material for licensing and information for ensuring compliance with California Pharmacy Law . The Web site also provides times and information on board meetings as well as other critical forums vital to pharmacy services where public comments and input are sought and encouraged. ■ ■



## STRATEGIC ISSUES TO BE ADDRESSED

### 1. Cost of medical/pharmaceutical care

Providing necessary medication for all Californians is a concern; there is an increasing demand for affordable health care services. Also, spiraling medical care and prescription drug costs may influence people to take short cuts on their drug therapy or to seek medications from nontraditional pharmacy sources. Tiered pricing is a global reality. Due to global communication, patients can access drugs at different prices, worldwide. Patients seek lower cost medications from these sources because patients assume that prescription drugs are of the same quality as they are accustomed to obtaining from their neighborhood pharmacies. However, the cost of drugs drives unscrupulous individuals (such as counterfeiters and diverters) as well as conscientious health care providers to operate in this marketplace, the former endanger public health and confidence in the prescription drugs patients take.

### 2. Aging population



There are increasingly more senior citizens, and that population is living longer. Aging consumers often have decreased cognitive skills, eyesight and mobility. Consequently as the senior population increases so will the volume of prescriptions and the impact on pharmacists and pharmacy personnel to meet the demand. Specialized training of pharmacists may be necessary to better serve the needs of aging patients.

Many senior citizens, who previously may not have had prescription drug insurance coverage, will benefit from the new prescription drug benefit of Medicare that started in January 2006. However, this new benefit has been implemented with significant problems for some seniors, and as a complicated new program, will require public education and perhaps statutory modification.

### 3. Pharmacists' ability to provide care

The ability of pharmacy to provide optimal care for patients with chronic conditions is being challenged. Drugs are becoming more powerful and it is anticipated that more intervention by pharmacists will be required. The challenge is even greater when consumers fill multiple prescriptions at different pharmacies. The pharmacist shortage, increased consumer demand for prescription drugs, patient compliance in taking medications and polypharmacy are issues which will impact pharmacists' ability to provide care.

#### 4. **Changing demographics of California patients**

The diversity of California's population is growing with respect to race, ethnicity and linguistic skills, as is the segment that seeks drugs and products from foreign countries. This requires greater knowledge, understanding and skills from health care practitioners. The increasing diversity of patients is coupled with culturally-based beliefs that undervalue the need for licensed pharmacists and pharmacies, and instead encourage purchase of prescription drugs from nontraditional locations and providers.



There also is widespread belief that there must be a medication solution for every condition or disease state.

#### 5. **Laws governing pharmacists**

New laws enhancing pharmacists' roles as health care providers are needed. The laws must address several key issues including: expansion of the scope of pharmacy practice, the ratio of personnel overseen by pharmacists, delineation of the role of pharmacists relative to selling versus nonselling duties of personnel, and the responsibility for legal and regulatory compliance of the pharmacist-in-charge.

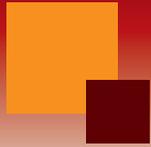
#### 6. **Integrity of the drug delivery system**

Implementation of the e-pedigree for prescription drugs will reduce the growing incidence of counterfeit, damaged, adulterated or misbranded medications in California's pharmacies. Additionally the federal government has demonstrated an increasing interest in regulating health care to safeguard consumer interests. New legislation and regulation may be created in response to emergency preparedness, disaster response and pandemics. Changes in the prescription drug benefits provided to Medicare beneficiaries will continue to command attention.

#### 7. **Technology Adaptation**



Technology will greatly impact the processing and dispensing of medication. Electronic prescribing and "channeling" to locations other than a traditional pharmacy may become the business model. Automated pharmacy systems and electronic prescribing will impact pharmacy. New methods of dispensing medications raise additional liability issues. New medication, perhaps engineered for specific patients, will become available at high costs and require special patient monitoring systems.



## 8. Internet issues

The availability of prescription drugs over the Internet is on the rise. Multiple and easy access of drugs without pharmacist participation is dangerous. Entities promoting illegal drug distribution schemes have taken advantage of the Internet. Monitoring and protecting the public from improper drug distribution from these Internet pharmacies is severely impaired with continued resource constraints by both the federal and state agencies with jurisdiction.

## 9. Disaster planning and response

Pharmacists need to be ready to be positioned to provide emergency care and medication in response to natural disasters, pandemics and terrorism. This requires specialized knowledge, advance planning and integration of local, state and federal resources that can be quickly mobilized. Specialized drug distribution channels will need to be authorized to permit emergency response.



Additionally, regulatory adjustments to the September 11 terrorism may affect persons' rights to privacy.

## 10. Qualified staff and Board Members

The state's fiscal crisis has affected the board's ability to investigate customer complaints or hire staff. The board lost 20 percent of its staff positions during the prior five years due to the state's hiring freezes. Loss of these staff has altered the provision of services by the board. The salary disparity between the private and public sectors in compensation for pharmacists will make it difficult to recruit and retain pharmacist inspectors. Moreover, for all staff, if wages remain essentially frozen, the retention of current employees could be impacted.

The diversity and involvement of all board members in policy development is important for public health and protection. At least a quorum of board members is needed to ensure the board can make decisions and act timely.

## 11. Pharmacy/health care in the 21st century

The state's health care practitioners (pharmacists, physicians, nurses) are being influenced by a variety of internal and external factors that affect and will continue to effect health care provided to patients. Improved patient care will result from improved integration among these professions. Also, a renewed emphasis on patient consultation will benefit patient knowledge about their drug therapy and thus improve their care.

## 12. Information Management

Creation, maintenance and transfer of electronic patient records and prescription orders will be the norm in the future. Patient records need to remain confidential and secured from unauthorized access. Pharmacies and wholesalers need to ensure the availability of an e-pedigree for drugs obtained, transferred and dispensed. It is likely that all controlled drugs dispensed in California will be tracked electronically by the CURES system.

**Patient records need to remain confidential and secured from unauthorized access. Pharmacies and wholesalers need to ensure the availability of an e-pedigree for drugs obtained, transferred and dispensed.**

# Summary of Goals



## Goal One

Exercise oversight on all pharmacy activities.

## Goal Two

Ensure the qualifications of licensees.

## Goal Three

Advocate legislation and promulgate regulations that advance the vision and mission of the Board of Pharmacy.

## Goal Four

Provide relevant information to consumers and licensees.

## Goal Five

Achieve the board's mission and goals.

## GOALS, OUTCOMES, OBJECTIVES, AND MEASURES

### ENFORCEMENT COMMITTEE

Goal 1: Exercise oversight on all pharmacy activities.

Outcome: Improve consumer protection.

Objective 1.1	Achieve 100 percent closure or referral on all cases within 6 months by June 30, 2011:
Measure:	Percentage of cases closed or referred within 6 months
Tasks:	<ol style="list-style-type: none"> <li>1. Mediate all consumer complaints within 90 days.</li> <li>2. Investigate all other cases within 120 days.</li> <li>3. Close (e.g. issue citation and fine, refer to the AG's Office) all board investigations and mediations within 180 days.</li> </ol>
Objective 1.2	Manage enforcement activities for achievement of performance expectations
Measure:	Percentage compliance with program requirements
Tasks:	<ol style="list-style-type: none"> <li>1. Administer the Pharmacists Recovery Program.</li> <li>2. Administer the probation monitoring program.</li> <li>3. Issue citations and fines within 30 days</li> <li>4. Issue letters of admonition within 30 days</li> <li>5. Obtain immediate public protection sanctions for egregious violations.</li> <li>6. Pursue petitions to revoke probation within 90 days for noncompliance with probationary conditions.</li> </ol>
Objective 1.3	Achieve 100 percent closure on all administrative cases within one year by June 30, 2011.
Measure:	Percentage closure of administrative cases within 1 year
Objective 1.4	Inspect 100 percent of all licensed facilities once every 3 years by June 30, 2011.
Measure:	Percentage of licensed facilities inspected once every 3 years
Tasks:	<ol style="list-style-type: none"> <li>1. Inspect licensed premises to educate licensees proactively about legal requirements and practice standards to prevent serious violations that could harm the public.</li> <li>2. Inspect sterile compounding pharmacies annually before renewal or before initial licensure.</li> <li>3. Initiate investigations based upon violations discovered during routine inspections.</li> </ol>

Objective 1.5	Initiate policy review of 25 emerging enforcement issues by June 30, 2011
Measure:	The number of issues
Tasks:	<ol style="list-style-type: none"> <li>1. Monitor the implementation of e-pedigree on all prescription medications sold in California</li> <li>2. Implement federal restrictions on ephedrine, pseudoephedrine or phenylpropanolamine products</li> <li>3. Monitor the efforts of the DEA and DHHS to implement electronic prescribing for controlled substances.</li> <li>4. Evaluate establishment of an ethics course as an enforcement option.</li> <li>5. Participate in emerging issues of the national level affecting the health of Californians regarding their prescription medicine.</li> <li>6. Provide information about legal requirements involving e-prescribing to support the Governor's Health Care Initiative and its promotion of e-prescribing.</li> <li>7. Implement in California the Center for Medicare and Medicaid Service requirements for security prescription forms that will be required in only four months for all written Medicaid and Medicare prescriptions.</li> <li>8. Liaison with other state and federal agencies to achieve consumer protection.</li> <li>9. Work with the California Integrated Waste Management Board to implement requirements for model programs to take back unwanted prescription medicine from the public.</li> <li>10. Inspect California hospitals to ensure recalled heparin has been removed from patient care areas.</li> <li>11. <u>Promulgate regulations required by SB 1441 (Ridley-Thomas, Chapter 548, Statutes of 2008) for recovery programs administered by Department of Consumer Affairs health care boards.</u></li> <li>12. <u>Develop and release Request for Proposal for vendor for Department of Consumer Affairs health care boards that operate license recovery programs.</u></li> </ol>

## LICENSING COMMITTEE

Goal 2: Ensure the qualifications of licensees.

Outcome: Qualified licensees

<p>Objective 2.1</p> <p>Measure:</p>	<p>Issue licenses within three working days of a completed application by June 30, 2011.</p> <p>Percentage of licenses issued within three work days</p>
<p>Tasks:</p>	<ol style="list-style-type: none"> <li>1. Review 100 percent of all applications within seven work days of receipt.</li> <li>2. Process 100 percent of all deficiency documents within five work days of receipt.</li> <li>3. Make a licensing decision within three work days after all deficiencies are corrected.</li> <li>4. Issue professional and occupational licenses to those individuals and firms that meet minimum requirements. <ul style="list-style-type: none"> <li>• Pharmacists</li> <li>• Intern pharmacists</li> <li>• Pharmacy technicians</li> <li>• Pharmacies</li> <li>• Non-resident pharmacies</li> <li>• Wholesaler drug facilities</li> <li>• Veterinary food animal drug retailers</li> <li>• Designated Representatives (the non-pharmacists who may operate sites other than pharmacies)</li> <li>• Out-of-state distributors</li> <li>• Clinics</li> <li>• Hypodermic needle and syringe distributors</li> <li>• Sterile Compounders</li> </ul> </li> <li>3. Process changes in pharmacist-in-charge and designated representative-in-charge.</li> <li>5. Withdrawn licenses to applicants not meeting board requirements.</li> <li>6. Deny applications to those who do not meet California standards.</li> <li>7. Respond to e-mail status requests and inquiries to designated e-mail addresses.</li> <li>8. Respond to telephone status request and inquiries.</li> </ol>
<p>Objective 2.2</p> <p>Measure:</p>	<p>Cashier 100 percent of all application and renewal fees within two working days of receipt by June 30, 2011.</p> <p>Percentage of cashiered application and renewal fees within two working days</p>
<p>Tasks:</p>	<ol style="list-style-type: none"> <li>1. Cashier application fees.</li> <li>2. Cashier renewal fees.</li> <li>3. Cashier citations with fines.</li> <li>4. Cashier probation and cost recovery fees.</li> <li>5. Cashier fingerprint fees.</li> <li>6. Cashier all other fees.</li> </ol>

Objective 2.3	Update 100 percent of all information changes to licensing records within 5 working days by June 30, 2011.
Measure:	Percentage of licensing records changes within five working days
Tasks:	<ol style="list-style-type: none"> <li>1. Make address and name changes.</li> <li>2. Process discontinuance of businesses forms and related components.</li> <li>3. Process off-site storage applications.</li> <li>4. Transfer intern hours to other states</li> </ol>
Objective 2.4	Implement at least 25 changes to improve licensing decisions by June 30, 2011.
Measure:	Number of implemented changes
Tasks:	<ol style="list-style-type: none"> <li>1. Determine why 26 states do not allow the use of a CA license as the basis for transfer a pharmacist license to that state.</li> <li>2. Evaluate the drug distribution system of clinics and their appropriate licensure.</li> <li>3. Work with the Department of Corrections on the licensure of pharmacies in prisons.</li> <li>4. Work with local and state officials on emergency preparedness and planning for pandemic and disasters. Planning to include the storage and distribution of drugs to assure patient access and safety.</li> <li>5. Evaluate the need to issue a provisional license to pharmacy technician trainees.</li> <li>6. Evaluate use of a second pharmacy technician certification examination (ExCPT) as a possible qualifying route for registration of technicians.</li> <li>7. Review requirements for qualifications of pharmacy technicians with stakeholders</li> <li>8. Implement the Department of Consumer Affairs Applicant Tracking System to facilitate implementation of I-Licensing system, allowing online renewal of licenses by 2008.</li> <li>9. Participate with California's Schools of Pharmacy in reviewing basic level experiences required of intern pharmacists, in accordance with new ACPE standards.</li> <li>10. Implement new test administration requirements for the CPJE.</li> <li>11. Participate in ACPE reviews of California Schools of Pharmacy.</li> <li>12. Initiate Review of Veterinary Food Animal Drug Retailer Designated Representative</li> <li>13. Convene Committee to evaluate drug distribution within hospitals.</li> <li>14. <u>Improve reporting of and accounting for intern hours.</u></li> <li>15. <u>Participate in initiatives to increase the number of pharmacists in California to meet demand.</u></li> <li>16. <u>Assess the operations of specialty pharmacy services.</u></li> <li>17. <u>Encourage use of technology where it benefits the public.</u></li> <li>18. <u>Secure the implementation of e-prescribing in California by the earliest possible date.</u></li> <li>19. <u>Ensure the public receives necessary pharmaceuticals in emergency response activities to the H1N1 pandemic.</u></li> </ol>

## LEGISLATION AND REGULATION COMMITTEE

Goal 3: Advocate legislation and promulgate regulations that advance the vision and mission of the Board of Pharmacy.

Outcome: Improve the health and safety of Californians.

Objective 3.1	Annually identify and respond with legislative changes to keep pharmacy laws current and consistent with the board's mission.
Measure:	100 percent successful enactment of promoted legislative changes
Tasks:	<ol style="list-style-type: none"> <li>1. Secure extension of board's sunset date.</li> <li>2. Sponsor legislation to update pharmacy law.</li> <li>3. Advocate the board's role and its positions regarding pharmacists' care and dispensing of dangerous drugs and devices.</li> <li>4. Secure statutory standards for pharmacies that compound medications.</li> <li>5. Secure implementation of e-pedigrees on prescription drugs dispensed in California.</li> <li>6. Advocate the board's position on pending legislation affecting pharmacy practice and/or the board's jurisdiction.</li> <li>7. <u>Expand the conditions under which a pharmacist may administer an immunization independent of physician protocol.</u></li> <li>8. <u>Advocate the board's role as an advocate for consumers by redesigning prescription label for all medicines dispensed to California patients.</u></li> <li>9. <u>Secure statutory fee increase to ensure sufficient funding to fulfill all of the boards statutory obligations as a consumer protection agency.</u></li> </ol>

Objective 3.2	Annually identify and respond with regulatory changes to keep pharmacy regulations current and consistent with the board's mission.
Measure:	Percentage successful enactment of promoted regulatory changes
Tasks:	<ol style="list-style-type: none"> <li>1. Authorize technicians to check technicians in inpatient pharmacies with clinical pharmacist programs (sections 1793.7-1793.8).</li> <li>2. Authorize the use of prescription drop boxes and automated delivery machines for outpatient pharmacies (sections 1713 and 1717(e))</li> <li>3. Make technical changes in pharmacy regulations to keep the code updated <ul style="list-style-type: none"> <li>Section 1706.2 criteria for abandonment of files</li> <li>Section 1775.4 contested citations</li> <li>Section 1709.1 designation of pharmacist-in-charge</li> <li>Section 1780 standards for wholesalers</li> <li>Section 1780.1 standards for veterinary food animal drug retailers</li> <li>Section 1781 Designated Representative certificate</li> <li>Section 1786 Designated Representative</li> </ul> </li> <li>4. Notice of posting regarding electronic files (section 1717.2)</li> <li>5. Disciplinary guidelines revision and update (section 1760)</li> <li>6. Self-assessment of a wholesaler by the designated representative section (1784)</li> <li>7. Exempt the address of records of interns from display on the board's Web site (section 1727.1)</li> <li>8. Modification of building standards for pharmacies – rulemaking by the California Building Standards Commission</li> <li>9. Update Notice to Consumers Poster in conformance with AB 2583 (Chapter 487, Statutes 2006)(Section 1707.2)</li> <li>10. Secure changes without regulatory effect (Section 100 changes) to pharmacy regulations to keep them accurate and current.</li> <li>11. Increase fees to keep the board's contingency fund solvent and maintain operations.</li> <li>12. <u>Secure regulatory standards for pharmacies that compound.</u></li> <li>13. <u>Establish an ethics course.</u></li> </ol>
Objective 3.3	Review 5 areas of pharmacy law for relevancy, currency and value for consumer protection by June 30, 2011.
Measure:	Number of areas of pharmacy law reviewed
Tasks:	<ol style="list-style-type: none"> <li>1. Initiate review of the pharmacist-in-charge requirement.</li> </ol>

## COMMUNICATION AND PUBLIC EDUCATION COMMITTEE

Goal 4: Provide relevant information to consumers and licensees.

Outcome: Improved consumer awareness and licensee knowledge.

Objective 4.1	Develop a minimum of 10 communication venues to the public by June 30, 2011.
Measure:	Number of communication venues developed to the public
Tasks:	<ol style="list-style-type: none"> <li>1. Assess the effectiveness of the board's educational materials and outreach: survey consumers to identify whether board-produced materials are valued and what new materials are desired.</li> <li>2. Restructure the board's Web site to make it more user friendly.</li> <li>3. Work with the California Health Communication Partnership on integrated public information campaigns on health-care topics.</li> <li>4. Continue collaboration with UCSF's Center for Consumer Self Care for pharmacist interns to develop consumer fact sheets on health topics.</li> <li>5. Develop a Notice to Consumers to comply with requirements of SB 2583 (Nation) on patients' rights to secure legitimately prescribed medication from pharmacies.</li> <li>6. Evaluate the practice of pill splitting as a consumer protection issue.</li> <li>7. Evaluate the SCR 49 Medication Errors Report for implementation.</li> <li>8. Develop patient-centered standardized prescription container labels by 2011.</li> <li>9. Address and promote licensee and public education on minimizing prescription errors.</li> </ol>
Objective 4.2	Develop 10 communication venues to licensees by June 30, 2011.
Measure:	Number of communication venues developed to licensees
Tasks:	<ol style="list-style-type: none"> <li>1. Publish <i>The Script</i> two times annually.</li> <li>2. Develop board-sponsored continuing education programs in pharmacy law and coordinate presentation at local and annual professional association meetings throughout California.</li> <li>3. Maintain important and timely licensee information on Web site.</li> </ol>
Objective 4.3	Participate in 12 forums, conferences and public education events annually
Measure:	Number of forums participated
Tasks:	<ol style="list-style-type: none"> <li>1. Participate in forums, conferences and educational fairs.</li> </ol>

## 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>1. Review workload and resources to streamline operations, target backlogs and maximize services.</li> <li>2. Develop budget change proposals to secure funding for needed resources.</li> <li>3. Perform strategic management of the board through all committees and board activities.</li> <li>4. Manage the board’s financial resources to ensure fiscal viability and program integrity.</li> </ol>
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>1. Continue active recruitment of pharmacists for inspector positions.</li> <li>2. Vigorously recruit for any vacant positions.</li> <li>3. Perform annual performance and training assessments of all staff.</li> </ol>
Objective 5.3	Succession planning and workforce retention.
Measure:	Secure enhanced training of staff to improve job proficiency
Tasks:	<ol style="list-style-type: none"> <li>1. Identify training for staff development.</li> </ol>
Objective 5.4	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).</li> <li>2. Implement online license renewal and application submission features (I-Licensing).</li> <li>3. Integrate telephonic features to improve board services without adding staff resources.</li> <li>4. Use the department’s newly created “ad hoc” system to generate data for reports.</li> <li>5. Secure equipment needed to perform staff duties optimally.</li> <li>6. Implement automated program for staff conducted drug audits.</li> <li>7. Implement template for drug audits completed by pharmacies.</li> <li>8. Develop template for hospital inspections to identify recalled heparin. (Completed April 2008)</li> <li>9. Participate in Department of Consumer Affairs pilot program to achieve scanning of paper files.</li> </ol>

Objective 5.5	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>1. Continue the Communication Team to improve communication among staff and host biannual staff meetings.</li> <li>2. Continue Enforcement Team meetings with board members and enforcement staff.</li> <li>3. Convene annual inspector meetings to ensure standardized investigation and inspection processes, law and practice updates and earn continuing education credit.</li> <li>4. <u>Transition from paper packets for board meeting materials to e-copies.</u></li> <li>5. <u>Explore electronic voting of mail ballots for disciplinary decisions.</u></li> </ol>
Objective 5.6	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>1. Convene the Subcommittee on Medicare Part D Implementation</li> <li>2. Convene the Workgroup to implement the e-Pedigree</li> <li>3. Host the National Association of Boards of Pharmacy District 7 and 8 Meeting in California (fiscal year 06/07)</li> <li>4. Attend outreach programs.</li> <li>5. Initiate public campaign on SB 472 (Corbett) - Standardization of the prescription label.</li> <li>6. July 2008 Board Meeting focuses on medication errors and prevention.</li> <li>7. Presentation on sharps disposal before the California Integrated Waste Management Board to a statewide audience.</li> <li>8. Board sponsors forum on e-prescribing.</li> <li>9. <u>Executive Officer attends National Association of Boards of Pharmacy Meeting with other state boards of pharmacy. (fiscal year 08/09)</u></li> <li>10. <u>Executive Staff attend Consumer Advisory Councils day-long presentation in San Francisco on substance abuse recovery programs for health care licensees.</u></li> </ol>
Objective 5.7	Perform succession planning to ensure continuity for board operations during staff retirements.
Measure:	Number of staff trained for advanced duties and promoted.
Tasks:	
Objective 5.8	Respond to all public record requests within 10 days.
Measure:	Percentage response to public record requests within 10 days
Tasks:	<ol style="list-style-type: none"> <li>1. Respond to public records requests within 10 days (e.g., license verifications, investigative information, licensing information).</li> <li>2. Respond to subpoenas within the timeline specified.</li> <li>3. Respond to specific requests for data reports</li> </ol>

Goal Alignment Matrix – Strategic Issues					
Strategic Issues	Goal 1: Exercise oversight on all pharmacy activities	Goal 2: Ensure the qualifications of licensees.	Goal 3: Advocate legislation and promulgate regulations that advance the Vision and Mission of BOP.	Goal 4: Provide relevant information to consumers and licensees.	Goal 5: Achieve the Board's Mission and Goals.
1. Cost of medical/ pharmaceutical care	X		X	X	X
2. Aging population	X	X		X	X
3. Pharmacists' ability to provide care	X	X	X	X	X
4. Changing demographics of CA patients	X	X	X	X	X
5. Laws governing pharmacists	X	X	X	X	
6. Integrity of the drug delivery system	X	X	X		
7. Technology adaptation	X		X	X	X
8. Internet Issues	X			X	X
9. Disaster planning and Response	X	X	X	X	X
10. Qualified staff	X	X			X
11. Pharmacy/ Healthcare Integration in the 21st century	X	X	X	X	X
12. Information Management	X	X	X	X	X



## SCANNING ASSESSMENT AND METHODOLOGY

In assessing the critical data that will influence the board's ability to fulfill its vision and mission, the strategic planning team completed several scanning activities in 2006. Board members, all staff and stakeholders participated in completing a survey questionnaire that was submitted to the strategic planning team for synthesis and analysis. This included review of the board's mission, vision, goals and strategic issues. Additionally a "SWOT" analysis (an acronym for strengths, weaknesses, opportunities and threats) was conducted during the survey as part of the scanning assessment.

In developing its strategic plan, the board relied upon the full participation of its entire staff, its board members and its interested stakeholders. The participation of each group has provided important information necessary for a dynamic strategic plan, capable of guiding the board in fulfilling its mission for several years.

In developing its strategic plan, the board relied upon the full participation of its entire staff, its board members and its interested stakeholders.

After each group performed the SWOT analyses described above, the board refined the strategic issues to be addressed during the April 2006 Meeting, and the results are summarized in this plan under **"Strategic Issues to be Addressed."**

Additional refinement of board objectives and activities was conducted during late spring 2006 by each of the board's strategic committees, and the final strategic plan for 2006-11 was approved at the July 2006 Board Meeting.

## SHARED VALUES/CORE PRINCIPLES

The Board of Pharmacy will exhibit:

- Vision
- Integrity
- Flexibility
- Commitment
- Loyalty to its mission
- Relevance to important issues
- Compassion, and
- Open-mindedness

These values will be exhibited when considering all matters before the board affecting the consumers of California and the profession of pharmacy.

## INTERNAL/EXTERNAL ASSESSMENT

The critical data stemming from the SWOT analysis is reflected below. The information represents a deliberative process of multiple iterations conducted with the board members, staff and stakeholders.

Strengths	Weaknesses
<p>1. Staff/Inspectors: Staff’s teamwork, dedication, diversity, and knowledge. Pharmacist inspectors provide necessary, specialized knowledge.</p> <p>2. Leadership: Support and communication provided by management, diversity and experience of board members.</p>	<p>1. Resources: Budget constraints and insufficient resources to meet mandated duties at desired levels</p> <p>2. Staffing Shortages: Insufficient staff to perform, manage, and review consumer protection activities of licensing, enforcement, and education programs.</p>
Opportunities	Threats
<p>1. Pharmacist’s Role: Pharmacy profession has large potential role in healthcare delivery. Pharmacists have opportunities in roles associated with patient care and not exclusively dispensing.</p> <p>2. Technology/Automation: Promoting legislation and regulations to foster the use of technological advances by pharmacies, attainment of operational efficiencies, decreased administrative burdens, and enhanced patient care services.</p> <p>3. Consumer Safety/Privacy: Promoting a nonpunitive learning environment approach to improving pharmacy patient safety. Continuing emphasis on patient safety by involving the pharmacist in patient care.</p> <p>4. Public education: Increasingly informed consumers means the profession must be able to deliver public education on drug use safety and healthcare issues.</p>	<p>1. Board of Pharmacy staffing is insufficient to perform mandated duties at desired levels.</p> <p>2. Board funding: Lack of funding for new programs; lack of fiscal control of board over much of its budget; budget constraints and deficits; hiring freeze.</p> <p>3. Cost of pharmaceuticals: Impacts of the increasing costs of pharmaceuticals cannot be managed or controlled by the consumer or the board.</p> <p>4. Pharmacy personnel shortage: Lack of licensees impedes the ability of patients to receive quality pharmacists care.</p>



*Healthy Californians Through Quality Pharmacist's Care*



## STRATEGIC PLAN

California State Board of Pharmacy  
1625 North Market Blvd., Suite N-219  
Sacramento, CA 95834  
916 574.7900  
916 574.8618 fax  
[www.pharmacy.ca.gov](http://www.pharmacy.ca.gov)

# Attachment 9

*Fourth Quarterly Update on the  
Committee's Goals for 2008/09*

## 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="370 457 1495 1081"> <p><b>1. Review workload and resources to streamline operations, target backlogs and maximize services.</b></p> <p><i>1st Qtr 08/09: State government without budget and then facing severe deficit triggers layoffs, hiring freezes, contract suspensions that impact board operations</i></p> <ul style="list-style-type: none"> <li data-bbox="557 604 802 636">• <i>Loss of six staff</i></li> <li data-bbox="557 642 1114 674">• <i>Suspension of all contracts for two months</i></li> <li data-bbox="557 680 1484 747">• <i>Inability to hire for three vacant positions, including two manager positions and three enforcement positions.</i></li> <li data-bbox="557 753 1398 821">• <i>Suspend response to all status inquiries in Licensing Unit to focus on application processing.</i></li> </ul> <p><i>3rd Qtr 08/09: Board undergoes 10 percent reduction in staff salaries and two working days furlough each month, effective February 2009 to reduce state expenses.</i></p> <p><i>4th Qtr 08/09: Waivers sought for 2009/2010 contracts to ensure necessary services are available to the board.</i></p> <p><i>1st Qtr 09/10: Staff furloughed three days per month through June 2010. Office to be closed three days per month. Workload expenses examined to ensure maximum effectiveness.</i></p> </li> <li data-bbox="370 1087 1495 1522"> <p><b>2. Develop budget change proposals to secure funding for needed resources.</b></p> <p><i>1st Qtr 08/09: Board staff prepare legislative Budget Change Proposal to secure one half-time manager position to address workload associated with SB 1441 (Ridley-Thomas) Healing Arts Rehabilitation Program.</i></p> <p><i>2nd Qtr 08/09: Budget Change Proposal on SB 1441 denied due to language in bill preventing staff augmentations.</i></p> <p><i>Board submits Criminal Convictions Unit proposal for 6.5 staff positions to strengthen and expedite review of arrest and conviction notices involving board applicants and licensees, \$600,000 annually.</i></p> <p><i>3rd Qtr 08/09: Criminal Conviction Unit approved and inserted into 2009/2010 Governor's Budget.</i></p> <p><i>4th Qtr 08/09: Staff hired for Criminal Conviction Unit.</i></p> </li> <li data-bbox="370 1528 1495 1848"> <p><b>3. Perform strategic management of the board through all committees and board activities.</b></p> <p><i>1st Qtr 08/09: Strategic Plan approved at the July 2008 Board Meeting. Staff initiates redesign of quarterly reporting format and incorporates changes to plan.</i></p> <p><i>2nd Qtr 08/09: Quarterly reports provided at board meeting updating Strategic Plan.</i></p> <p><i>3rd Qtr 08/09: Quarterly reports provided at board meeting updating Strategic Plan.</i></p> <p><i>4th Qtr 08/09: Strategic plans for each committee reviewed and revised for 2009/2010. Board will act on new Strategic Plan components at the July 2009 Board Meeting.</i></p> </li> </ol>

	<p><b>4. Manage the board's financial resources to ensure fiscal viability and program integrity.</b></p> <p><i>1st Qtr 08/09: Fee audit initiated then suspended by state budget impasse. Staff successful in seeking exemption and work resumed.</i></p> <p><i>Staff complete budget forecast for 2009/2010 workload and revenue.</i></p> <p><i>2nd Qtr 08/09: Fee audit completed.</i></p> <p><i>3rd Qtr 08/09: Fee audit submitted to board at January Meeting; proposed new fees for 2010 identified.</i></p> <p><i>4th Qtr 08/09: Budget examined to identify expenses in future fiscal year.</i></p>
<b>Objective 5.2</b>	<b>Maintain 100 percent staffing of all board positions.</b>
<b>Measure:</b>	<b>Percentage staffing of board positions.</b>
<b>Tasks:</b>	<p><b>1. Continue active recruitment of pharmacists for inspector positions.</b></p> <p><i>1st Qtr 08/09: Board inspectors positions at full staffing.</i></p> <p><b>2. Vigorously recruit for any vacant positions.</b></p> <p><i>1st Qtr 08/09: Initiate recruitment for enforcement analyst and legislation and regulation manager.</i></p> <p><i>Recruitment suspended on vacant positions pursuant to the Executive Order.</i></p> <p><i>Board seeks exemptions to rehire key staff. All exemptions denied.</i></p> <p><i>2nd Qtr 08/09: Three staff vacancies exist.</i></p> <p><i>3rd Qtr 08/09: One staff vacancy exists.</i></p> <p><i>4th Qtr 08/09: All positions filled.</i></p> <p><b>3. Perform annual performance and training assessments of all staff.</b></p> <p><i>1st Qtr 08/09: Complete annual performance review on 25% of staff.</i></p>
<b>Objective 5.3</b>	<b>Succession planning and workforce retention.</b>
<b>Measure:</b>	<b>Secure enhanced training of staff to improve job proficiency</b>
<b>Tasks:</b>	<p><b>1. Identify training for staff development.</b></p> <p><i>1st Qtr 08/09: Supervising Inspector Nurse and Assistant Executive Officer accepted into Department of Consumer Affairs Management Academy. Both complete course.</i></p> <p><i>2nd Qtr 08/09: Supervising Inspector Dang accepted into Department of Consumer Affairs Management Academy.</i></p> <p><i>3rd Qtr 08/09: Supervising Inspector Dang completes Academy training.</i></p> <p><i>Assistant Executive Officer Sodergren works with Department of Consumer Affairs training office on a mentoring program for the department.</i></p> <p><i>4th Qtr 08/09: Staff participate in team building exercises led by Department of Consumer Affairs training office and TCT.</i></p>

Objective 5.4	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="370 218 1495 323">1. <b>Implement automated applicant tracking (ATS).</b>  <i>1st Qtr 08/09: Full implementation of ATS achieved in 2007/2008. Staff continue to seek program changes as necessary.</i> </li> <li data-bbox="370 323 1495 1549">2. <b>Implement online license renewal and application submission features (I-Licensing).</b>  <i>1st Qtr 06/07: Interim Executive Officer Herold put on Department of Consumer Affairs' executive sponsor committee for this project.</i>  <i>2nd Qtr 06/07: 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>  <i>3rd Qtr 06/07: 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. Staff changes at DCA may delay implementation.</i>  <i>4th Qtr 06/07: 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. DCA hires additional staff for I-Licensing project. Implementation for board programs delayed until mid-2009.</i>  <i>1st Qtr 07/08: 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>  <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. Executive Officer continues on executive steering committee.</i>  <i>3rd Qtr. 07/08: Department works on securing vendors. Board is up to date in performing implementation components.</i>  <i>4th Qtr 07/08: Delays continue to plague I-Licensing. New implementation date for board is now mid 2010.</i>  <i>1st Qtr 08/09: Board executive officer attends Steering Committee Meeting and conveyed boards concerns about continued delays of implementation.</i>  <i>3rd Qtr 08/09: Project undergoes additional delays due to need to revise Request for Proposal and new staff hired to implement project.</i>  <i>4th Qtr 08/09: Department of Consumer Affairs hires new staff to implement project. Request for Proposal prepared for release in next fiscal year.</i> </li> <li data-bbox="370 1549 1495 1879">3. <b>Integrate telephone features to improve board services without adding staff resources.</b>  <i>1st Qtr 06/07: Phone system modified to allow "zeroing out" early in telephone message so consumers can reach a live operator more quickly.</i>  <i>3rd Qtr 07/08: 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>  <i>4th Qtr 07/08: Conference line used to coordinate inspector staff meetings without need to travel to meeting.</i> </li> </ol>

4. **Use the department's newly created "ad hoc" system to generate data for reports.**  
*1st Qtr 07/08: Three staff trained in using enforcement or licensing reports.*  
*2nd Qtr 07/08: Board begins to use reports for management.*  
*4th Qtr 07/08: Staff use reports to:*
- *Track unpaid citations*
  - *Track cite and fine aging*
  - *Find citations by violation type, such as prescription errors*
  - *Pull special cite and fine statistics upon request*
  - *Pull list of recently licensed pharmacists for wall certificates*
  - *Pull list of change of ownership applications for received dates*
  - *Develop ad hoc for licensing applicant tracking*
  - *Pull pending applications list for application inventory*
  - *Pull licensing information for sites required to report to CURES and send to the CURES vendor weekly*
  - *Pull enforcement case statistical data regarding received, pending and closed cases to report workload and status information monthly to management and quarterly to the board*
  - *Pull various enforcement statistical reports used to compile the Boards annual statistical profile report and quarterly strategic plan updates*
  - *Pull special ad hoc reports created to gather information specifically requested under the public records act*
  - *Pull case aging data for application investigations, complaint investigations and AC cases*
5. **Secure equipment needed to perform staff duties optimally.**  
*1st Qtr 08/09: Staff work with department to eliminate delay resulting from staff shortages in department's IT, delaying production of a new "image" of software for new computers.*  
*2nd Qtr 08/09: Completed rollout of new computers.*  
*4th Qtr 08/09: New PDAs purchased for some staff with worn out equipment.*
6. **Implement automated program for staff conducted drug audits.**  
*4th Qtr 07/08: Automated program developed for drug audits initiated by inspectors.*  
*1st Qtr 08/09: Automated program deployed to office staff assisting with drug audits.*
7. **Implement template for drug audits completed by pharmacies.**
8. **Develop template for hospital inspections to identify recalled heparin. (Completed April 2008)**
9. **Participate in Department of Consumer Affairs pilot program to achieve scanning of paper files.**  
*1st-4th Qtrs 08/09: Staff participate in planning meetings with other Department of Consumer Affairs staff.*

Objective 5.5	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="367 212 1531 325">1. Continue the Communication Team to improve communication among staff and host quarterly staff meetings. <i>2nd Qtr 08/09: TCT hosts staff meeting, team building and holiday party.</i></li> <li data-bbox="367 325 1531 367">2. Continue Enforcement Team meetings with board members and enforcement staff.</li> <li data-bbox="367 367 1531 556">3. Convene annual inspector meetings to ensure standardized investigation and inspection processes, law and practice updates and earn continuing education credit. <i>1st Qtr 08/09: Inspector workshop scheduled.</i> <i>2nd Qtr 08/09: Inspector meeting convened with Department of Public Health Consultants. Inspectors have staff meetings for training.</i> <i>4th Qtr 08/09: TCT hosts staff meeting and team building training.</i></li> <li data-bbox="367 556 1531 766">4. Transition from paper packets for board meeting materials to e-copies. <i>1st-4th Qtrs 08/09: Board members begin transition with some members requesting only e-copies of these packets.</i> <i>July 2009: Budget restrictions prevent the board from purchasing paper. Board packets released in e-copy form, saving upwards of five boxes of paper.</i></li> <li data-bbox="367 766 1531 959">5. Explore electronic voting of mail ballots for disciplinary decisions. <i>2nd Qtr 08/09: Meetings convened with Department of Consumer Affairs Information Technology staff to develop system.</i> <i>1st Qtr 09/10: Meetings resume to develop and pilot test system.</i></li> </ol>

Objective 5.6	Annually conduct at least two 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>1. <b>Outreach programs 2006/2007.</b>  <i>Convene subcommittee on Medicare Part D implementation.</i>  <i>Convene Workgroup to implement e-pedigree.</i>  <i>Host the National Association of Boards of Pharmacy District 7 &amp; 8 Meeting in California.</i>  <i>Attends and presents at annual association meetings.</i></li> <li>2. <b>Outreach programs 2007/2008.</b>  <i>Continue subcommittee on Medicare Part D implementation.</i>  <i>Continue workgroup to implement e-pedigree.</i>  <i>Initiates public campaign on SB 472 (Corbett) - Standardization of the prescription label.</i>  <i>Attends and presents at annual association meetings.</i></li> <li>3. <b>Outreach programs 2008/2009.</b>  <i>July 2008 Board Meeting focuses on medication errors and prevention.</i>  <i>Presentation on sharps disposal before the California Integrated Waste Management Board to a statewide audience in November 2008 and February 2009.</i>  <i>Nationwide presentations on implementation of e-pedigree.</i></li> <li>4. <b>Professionals Achieving Consumer Trust Summit - November 2008.</b>  <i>Board sponsors forum on e-prescribing.</i>  <i>Board hosts conference with experts presenting information designing patient-centered prescription container labels.</i></li> <li>5. <b>Board provides three presentations at the annual California Pharmacists Association Meeting.</b></li> <li>6. <b>Workgroup on E-Pedigree holds March 2009 meeting where presentations made on FDA proposed standards for a unique identification number for serialization, Congressman Buyer's Office on federal legislation, and standards setting by GS1.</b></li> <li>7. <b>Executive Officer attends National Association of Boards of Pharmacy Meeting with other state boards of pharmacy.</b></li> <li>8. <b>Executive Staff attend Consumer Advisory Councils day-long presentation in San Francisco on substance abuse recovery programs for health care licensees.</b></li> </ol>

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a) License Verifications	N	%	N	%	N	%	N	%																																																																																																																																		
≤ 10 days	131	62%	101	73%	188	74%	180	68%																																																																																																																																		
11-30 days	69	32%	35	25%	57	22%	74	28%																																																																																																																																		
31 + days	12	6%	3	2%	11	4%	12	4%																																																																																																																																		
b) Disciplinary Information																																																																																																																																										
≤ 10 days	23	66%	13	72%	22	74%	14	82%																																																																																																																																		
11-30 days	10	28%	5	28%	7	23%	3	18%																																																																																																																																		
31 + days	2	6%	0	0%	1	3%	0	0%																																																																																																																																		
c) Other Information																																																																																																																																										
≤ 10 days	47	39%	22	29%	7	35%	20	37%																																																																																																																																		
11-30 days	50	41%	48	63%	13	65%	31	57%																																																																																																																																		
31 + days	24	20%	6	8%	0	0%	3	6%																																																																																																																																		
	Qtr 1	Qtr 2	Qtr 3	Qtr 4																																																																																																																																						
Subpoenas Received	9	4	7	8																																																																																																																																						
Responded within required time	7	4	7	8																																																																																																																																						
Not responded to within required time	2	0	0	0																																																																																																																																						