



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
Randy Kajioka, PharmD, Board Vice-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

1. Governor's Executive Order to Furlough State Employees

During the last board meeting, board members were advised that because of 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 were initiated or proposed by the Governor affecting state agencies. Meanwhile the Legislature and Governor debated necessary cuts and perhaps taxes to resolve the more than \$25 billion shortfall in the 2009-10 budget.

Beginning February all board staff were furloughed two days per month. In July, the board's staff was furloughed one additional day each month, through June 2010. The Governor also directed that state agencies close the first three Fridays per 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 and a corresponding reduction in salary. State agencies have been directed not to replace furloughed hours with overtime work.

A byproduct of the furloughs is an increase in our timelines to review applications, issue licenses, investigate complaints and discipline licenses. Our key business processes will be left intact and the focus of our activities will remain doing the most important activities first.

2. Final Budget Report for 2008/09

Attachment 1

Attachment 1 displays various graphs depicting actual board revenue and expenditures for 2008-09.

In 2008/09 the board collected over \$10 million in revenue, primarily from license fees and fines and had over \$9 million in expenditure.

3. Budget Report and Constraints for 2009-10

Attachment 2

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, 2009 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. The board was successful in obtaining a few waivers.

The Governor also directed that no new purchases or contracts could be executed until a 15% spending reduction plan is in place. Board staff submitted a reduction plan that was approved which allowed us to resume purchasing supplies and securing vendors for contracts. With such a significant reduction in operating expensing, board staff are adapting to new ways of processing information and organizationally we are looking into cost saving measures.

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.

For 2009-10, estimated budget figures (including the 15% reduction) are:

- Revenue: \$8,729,225
- Expenditures: \$9,822,157

Attachment 2 displays various graphs depicting projected board revenues and expenditures for 2009/10. Also included is an expenditure comparison highlighting areas of reduction.

4. Fund Condition

Attachment 3

According to a fund condition report prepared by the department (**Attachment 3**): the board will have the following fund conditions at the end of the identified fiscal years:

2008/09	\$11,003,000	13.8 months in reserve (actual)
2009/10	\$10,160,000	11.2 months in reserve
2010/11	\$9,228,000	10.0 months in reserve
2011/12	\$8,056,000	8.6 months in reserve

The fund conditions represented above include the new fees (at their statutory minimums) as included in AB 1071(Chapter 270, Statutes of 2009).

5. Reimbursement to Board Members

Attachment 4

Expenses and per diem payments to board members are provided in **Attachment 4**. 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.

6. Board Meeting Dates for 2010

Future board meeting dates for 2010 are:

- January 20-21: Sacramento
- April 21-22: Loma Linda
- July 28-29: San Francisco
- October 20-21: San Diego

The department will host its second Professionals Achieving Consumer Trust Summit on July 27, 2010 in Sacramento. This is a new date and location. 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 and will focus on “Going Green”, Licensee Manpower Issues and Enforcement Enhancements.

7. BreEZe (I-Licensing) Update

The Department of Consumer Affairs has been working for a number of years to replace and/or enhance the legacy licensing systems. A few years ago, the department initiated an I-Licensing project which would 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.

Costs to the board to implement this type of 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, we estimate spending \$342,000 as our share of costs to implement this system department-wide.

The board is about 2 years away from implementing an I-Licensing according to current estimates and timelines. The department hopes to award the contract for the system this year and is looking for an interim solution to allow for credit card payments.

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 895 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

Attachment 5

There are currently nine board members, and four board member vacancies. The vacant positions are Governor appointments of one public member and three pharmacist members.

In June, Board President Schell made board member appointments to committees. A copy of this list is provided in **Attachment 5**.

2. Staff Changes

The board is currently recruiting for a second licensing manager. Below are our changes in our staff roster:

- Richard Hultgren was hired as a second receptionist.
- Laura Hendricks and Katrina Small were hired as student assistants to provide support to the licensing and enforcement unit.
- Athena Grace and Lisa Chavez were hired as seasonal part-time employees to help with filing.

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 INFORMATION: First Quarterly Report on the Committee's Goals for 2009/10

Attachment 6

The first quarterly report on the Organizational Development Committee's goals is provided at the back of the tab session in **Attachment 6**.

Attachment 1

Final Budget Report for 2008/09

**FY 2008/2009
Origin of Revenue
\$10,178,871**

License Fees,
8,650,322, 86%

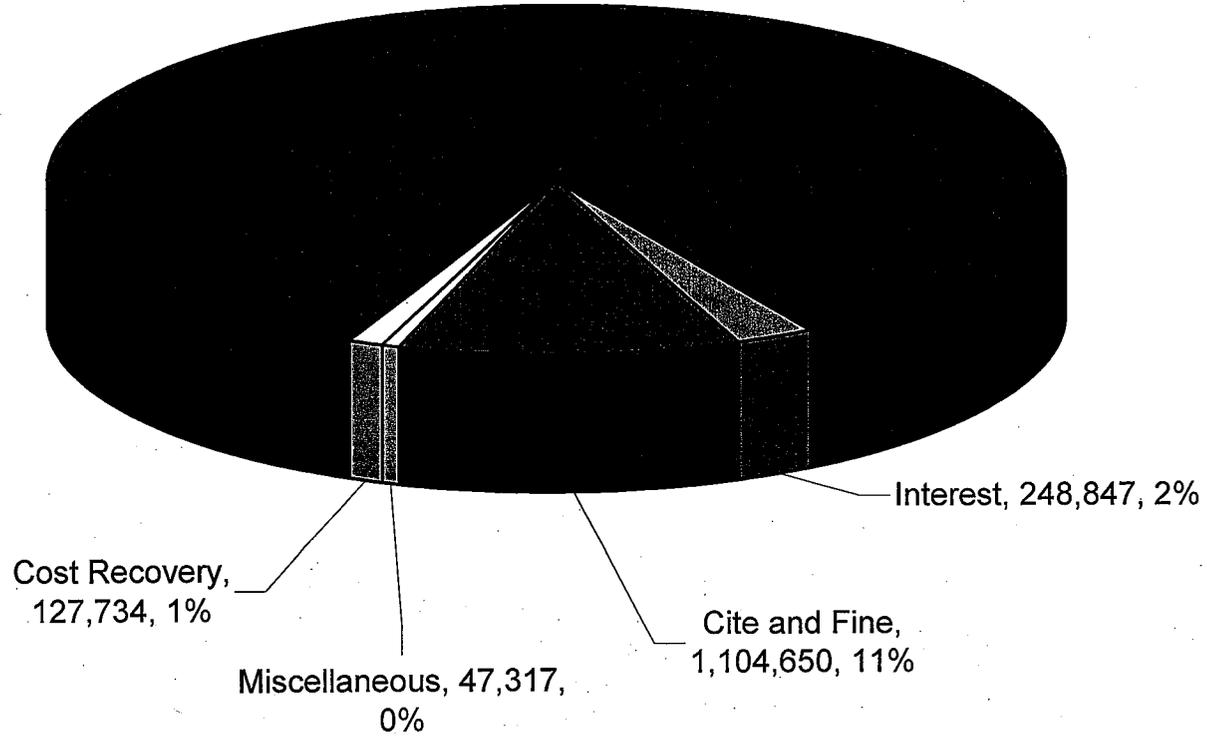
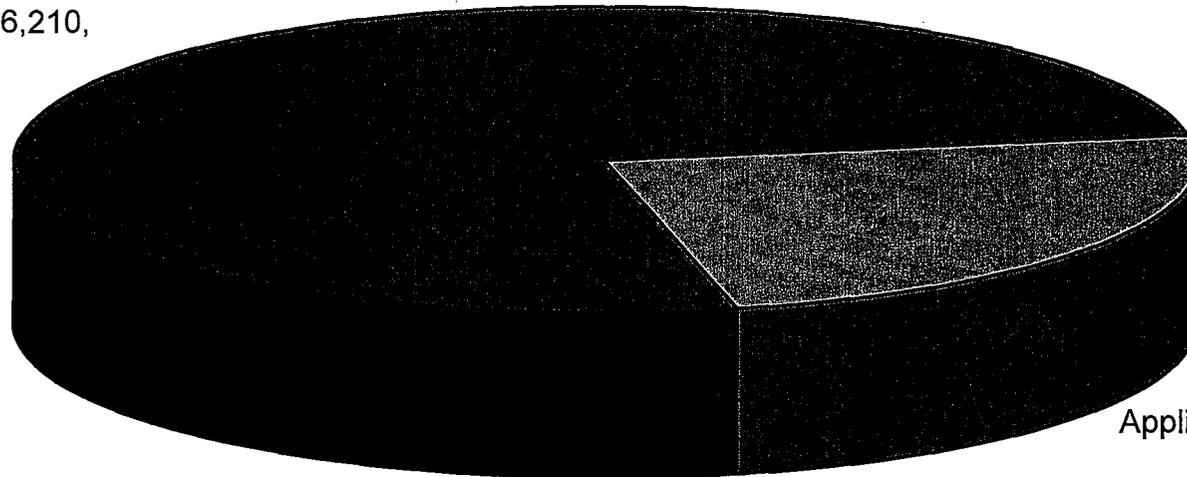


Chart 2
FY 2008/2009
Application vs Renewal Fees Collected
\$8,650,322

Renewals, 6,566,210,
76%



Applications, 2,084,112,
24%

Chart 3
FY 2008/2009
Revenue by Program
\$8,917,026

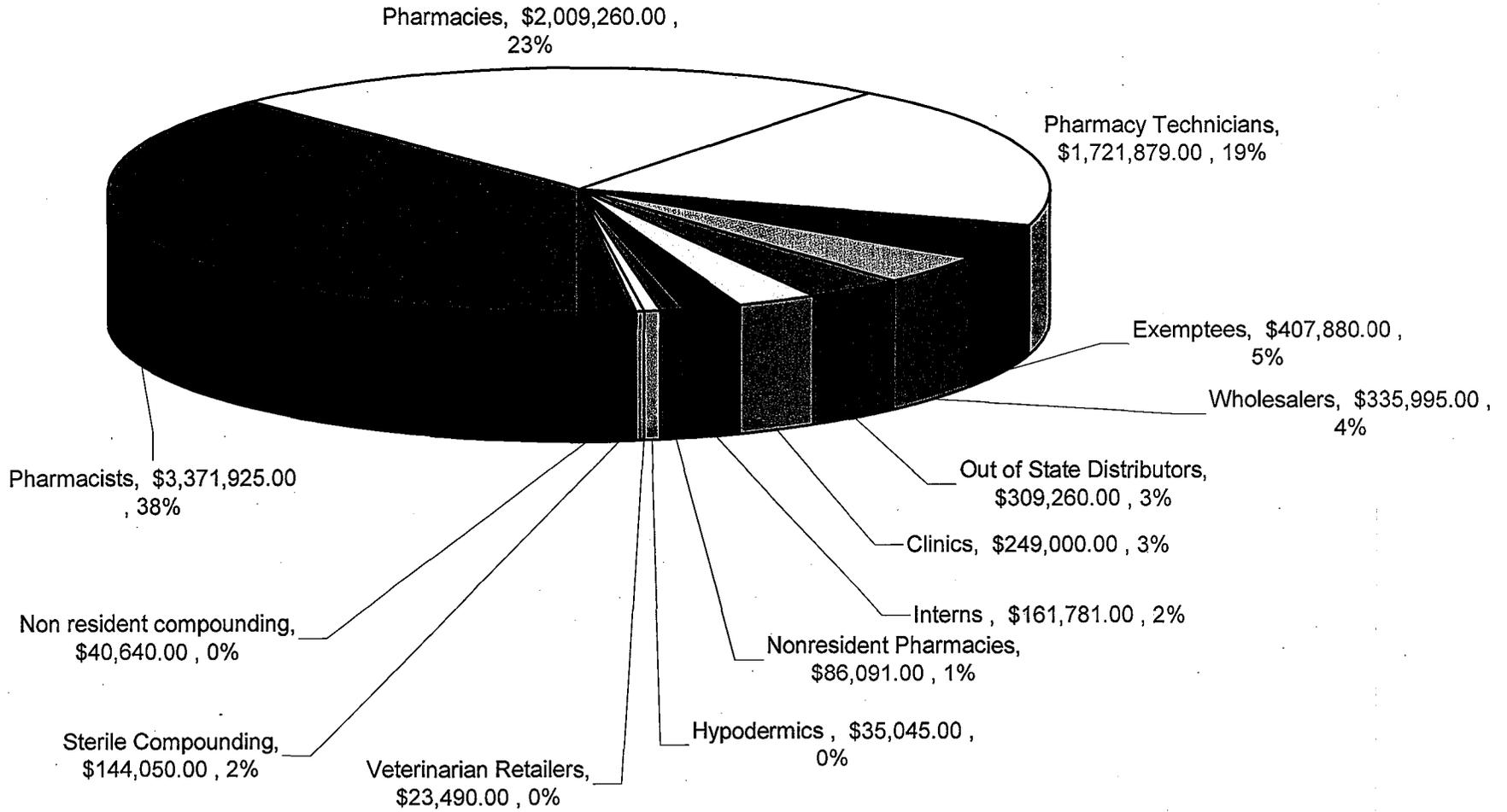
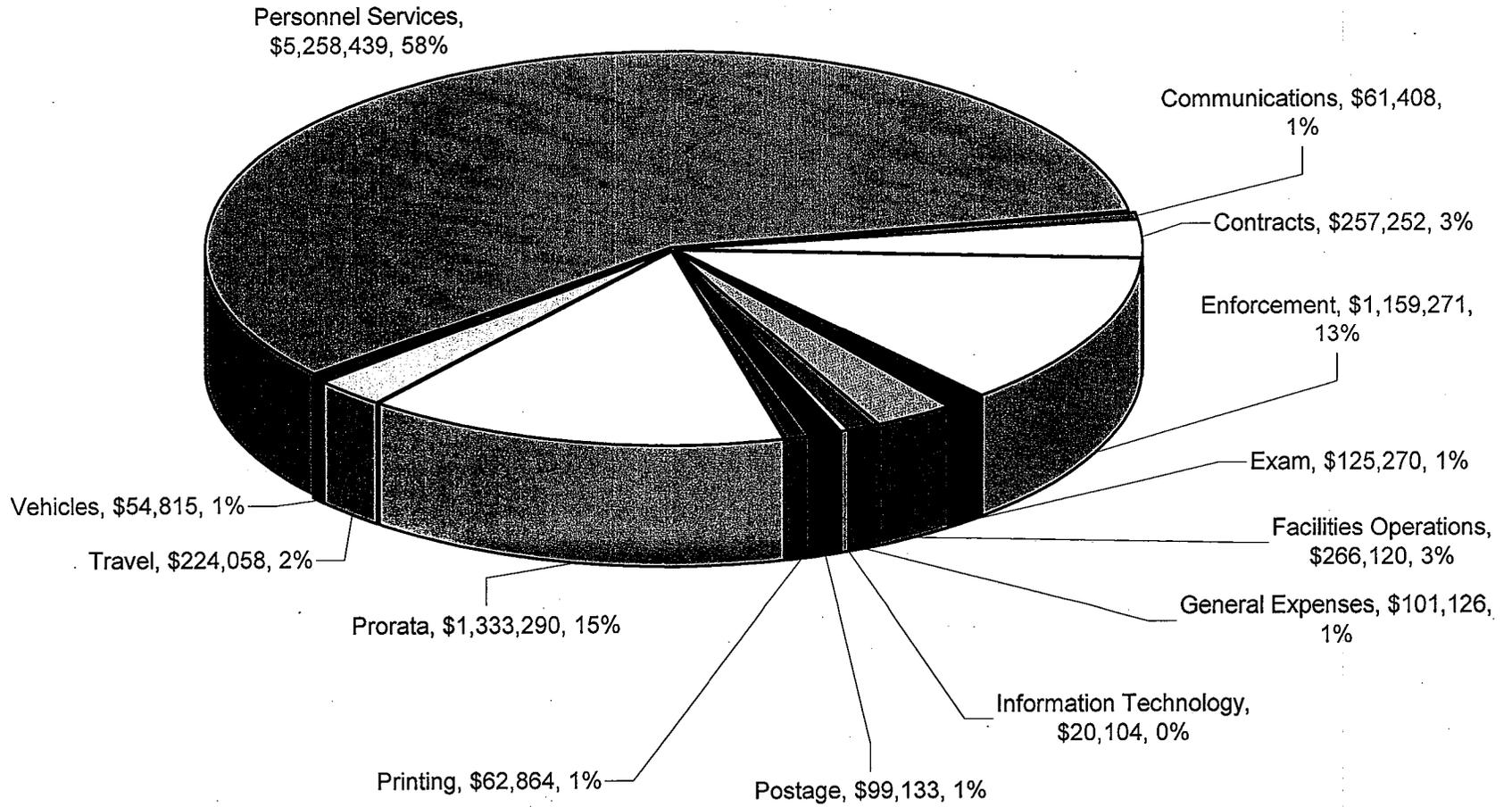


Chart 4
FY 2008/2009
Expenditures
\$9,023,150

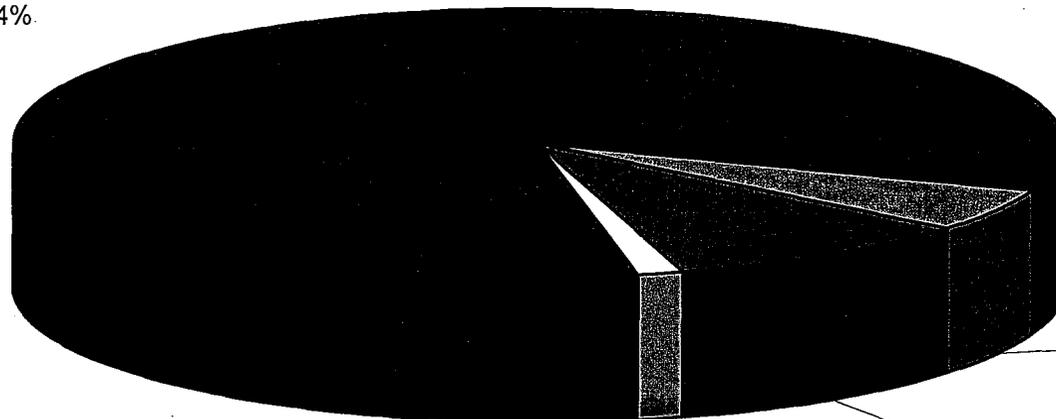


Attachment 2

2009-10 Graphic Displays of Board Revenue and Expenditures

Chart 1
FY 2009/2010
Projected with fee increase
Origin of Revenue
\$8,729,225.21

License Fees, \$7,290,938.00
84%



Interest, \$460,010.67, 5%

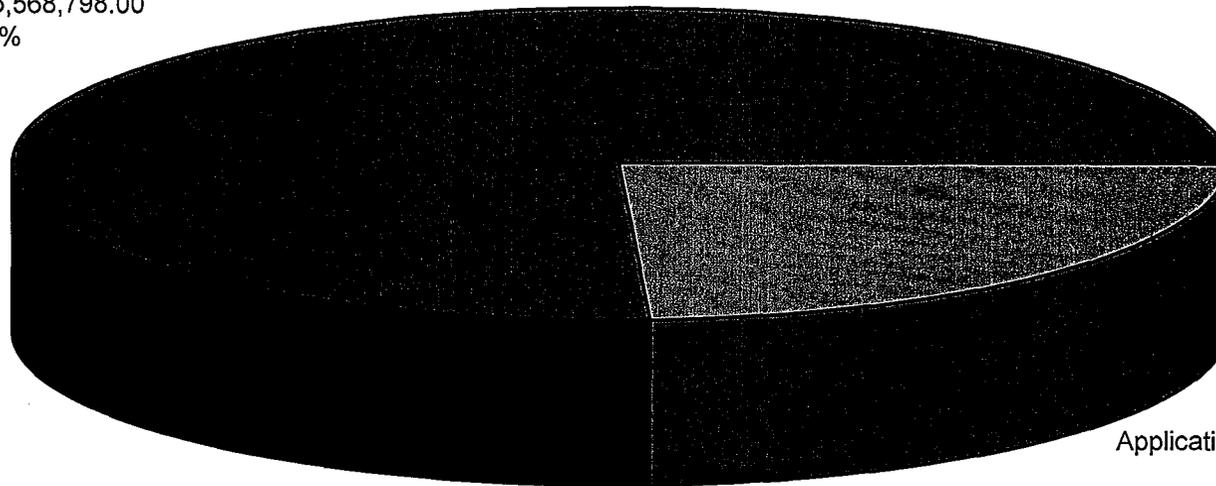
Cite and Fine, \$842,945.00
10%

Cost Recovery, \$124,331.54
1%

Miscellaneous, \$11,000.00
0%

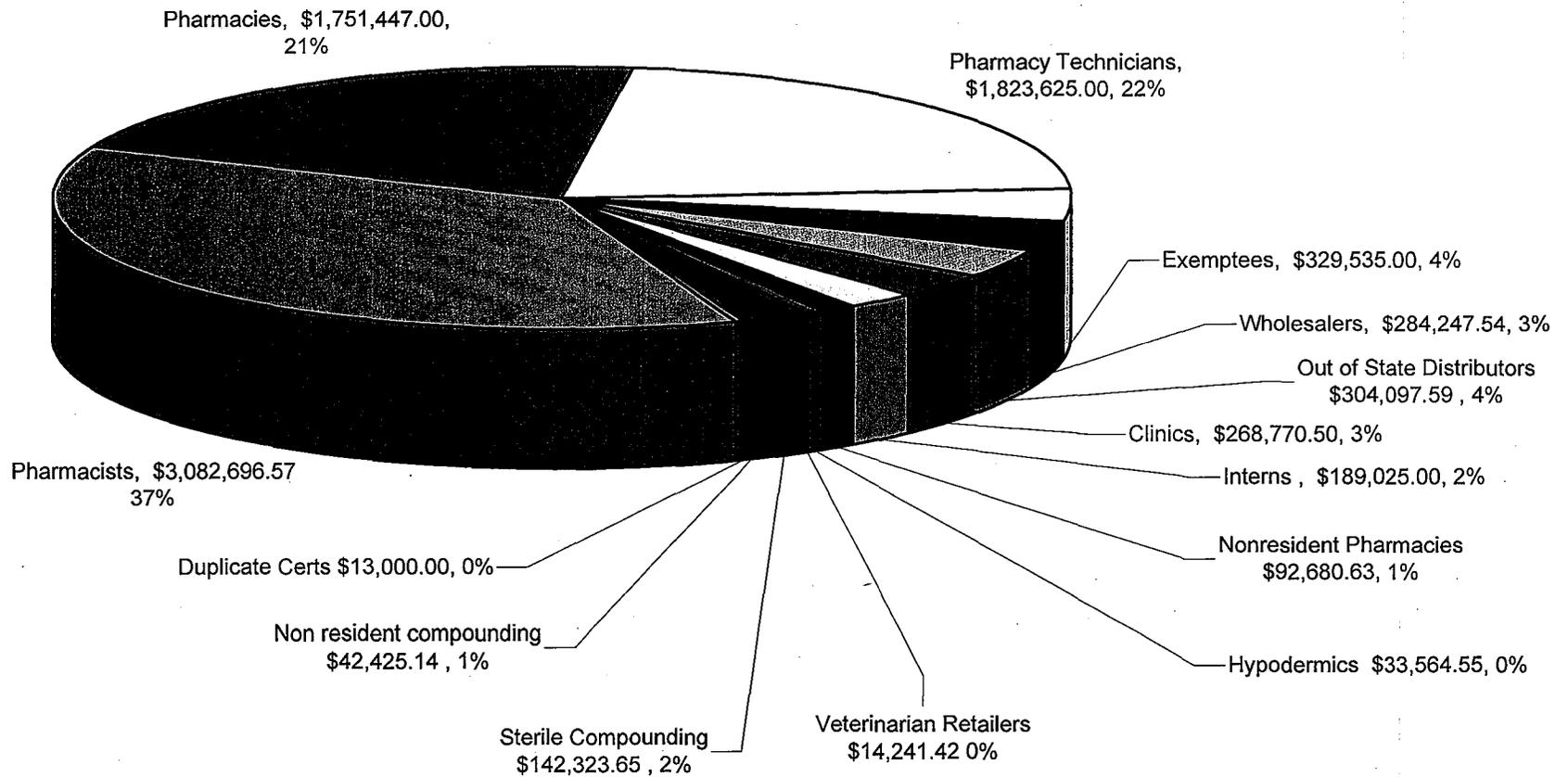
Chart2
FY 2009/2010
Projected with fee increase
Applications vs Renewal Fees Collected
\$7,290,938.00

Renewals, \$5,568,798.00
76%



Applications, \$1,776,890.00
24%

Chart 3
FY 2009/2010
Projected Revenue by Program
with fee increase
\$8,371,679.59



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

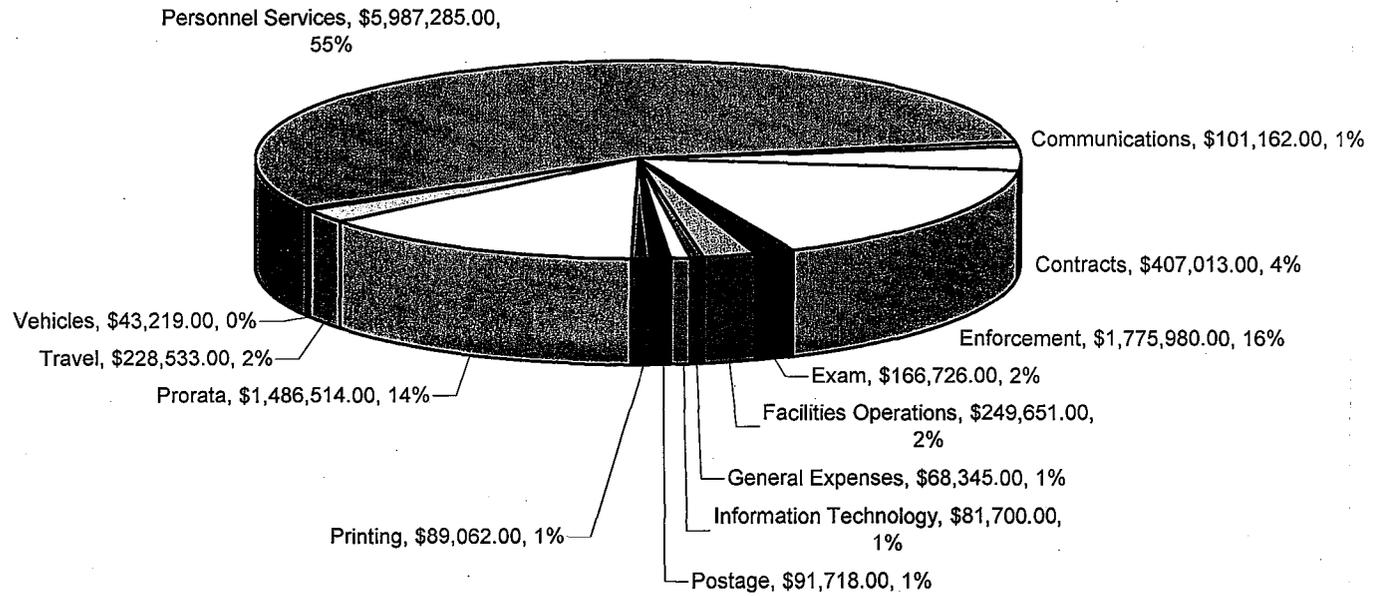
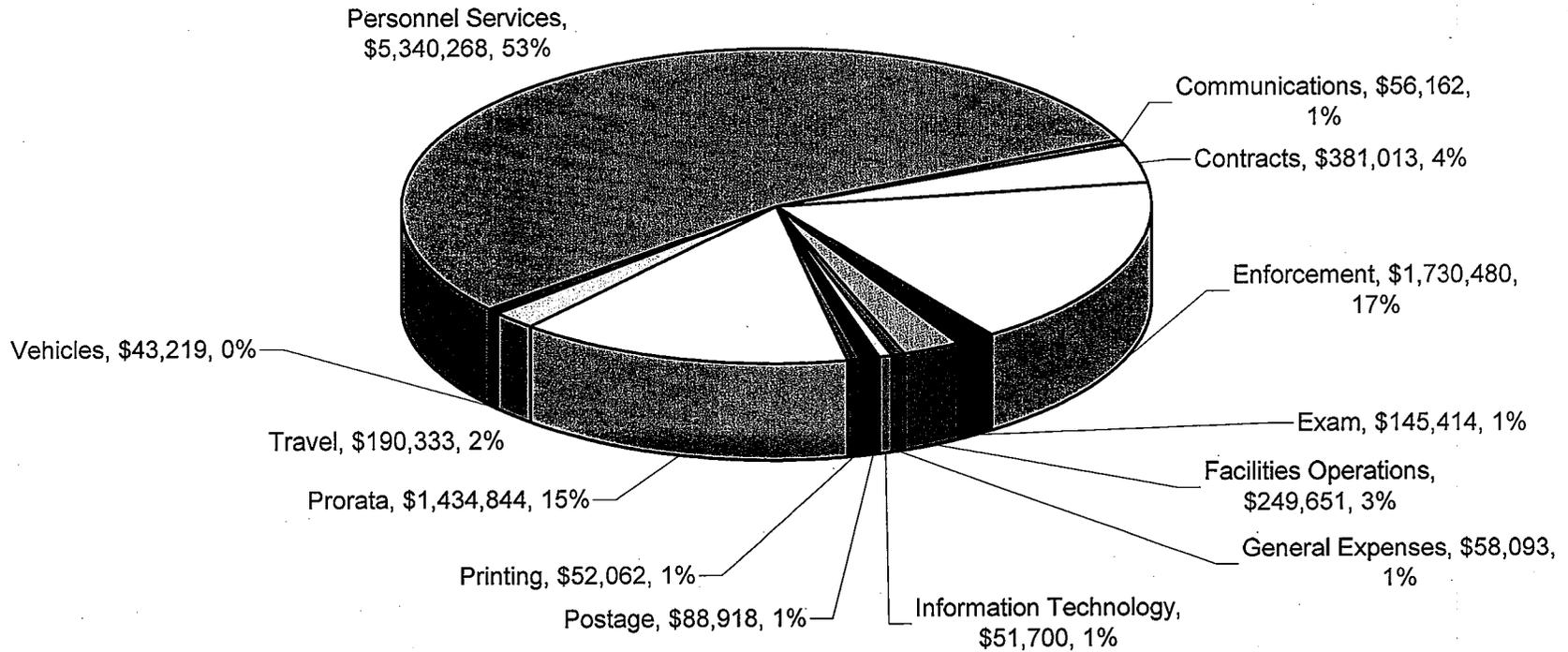
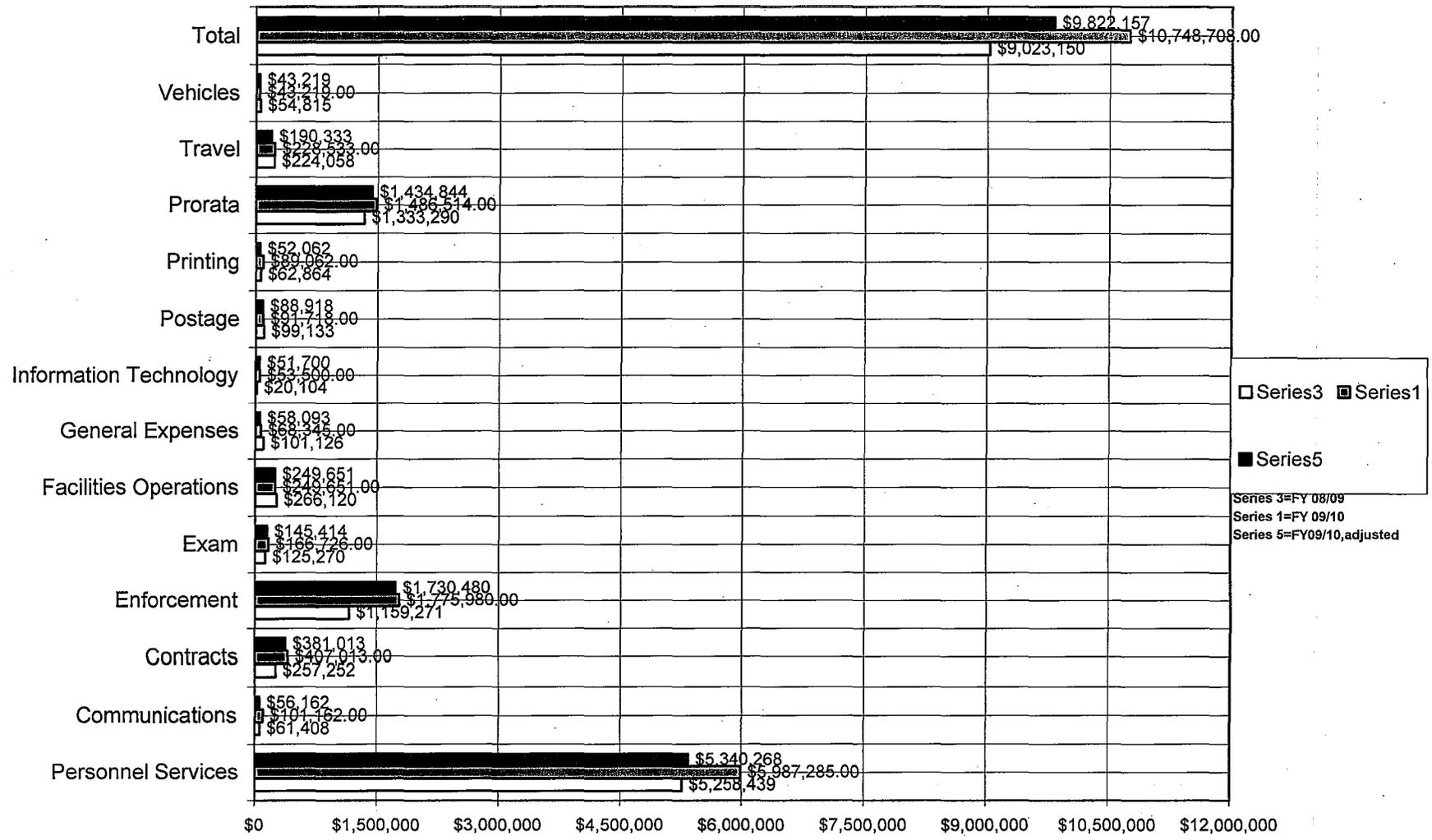


Chart 4
FY 2009/2010
Adjusted
Expenditures
\$9,822,157



Expenditure Comparison



Series3 Series1
 Series5
 Series 3=FY 08/09
 Series 1=FY 09/10
 Series 5=FY09/10,adjusted

Attachment 3

Fund Condition Report

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

(Dollars in Thousands)

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

	ACTUAL	CURRENT	2010-11	2011-12	2012-13	2013-14
	2008-09	YEAR 2009-10				
BEGINNING BALANCE	\$ 10,884	\$ 11,003	\$ 10,160	\$ 9,228	\$ 8,056	\$ 6,634
Prior Year Adjustment	\$ 48	\$ -	\$ -	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 10,932	\$ 11,003	\$ 10,160	\$ 9,228	\$ 8,056	\$ 6,634
REVENUES AND TRANSFERS						
Revenues:						
125600 Other regulatory fees	\$ 1,175	\$ 1,175	\$ 1,175	\$ 1,175	\$ 1,175	\$ 1,175
125700 Other regulatory licenses and permits	\$ 2,084	\$ 1,530	\$ 1,530	\$ 1,530	\$ 1,530	\$ 1,530
125800 Renewal fees	\$ 6,460	\$ 5,699	\$ 5,699	\$ 5,699	\$ 5,699	\$ 5,699
125900 Delinquent fees	\$ 106	\$ 147	\$ 147	\$ 147	\$ 147	\$ 147
FEE INCREASE REVENUE (LOW)			\$ 1,171	\$ 1,171	\$ 1,171	\$ 1,171
131700 Misc. revenue from local agencies	\$ 12	\$ 12	\$ 12	\$ 12	\$ 12	\$ 12
141200 Sales of documents	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
142500 Miscellaneous services to the public	\$ 1	\$ 1	\$ 1	\$ 1	\$ 1	\$ 1
150300 Income from surplus money investments	\$ 249	\$ 228	\$ 181	\$ 158	\$ 130	\$ 97
150500 Interest Income From Interfund Loans	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
160400 Sale of fixed assets	\$ 2	\$ 2	\$ 2	\$ 2	\$ 2	\$ 2
161000 Escheat of unclaimed checks and warrants	\$ 8	\$ 8	\$ 8	\$ 8	\$ 8	\$ 8
161400 Miscellaneous revenues	\$ 3	\$ 3	\$ 3	\$ 3	\$ 3	\$ 3
Totals, Revenues	\$ 8,915	\$ 8,805	\$ 9,929	\$ 9,906	\$ 9,878	\$ 9,845
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	\$ 9,100	\$ 9,805	\$ 9,929	\$ 9,906	\$ 9,878	\$ 9,845
Totals, Resources	\$ 20,032	\$ 20,808	\$ 20,089	\$ 19,134	\$ 17,934	\$ 16,479
EXPENDITURES						
Disbursements:						
0840 State Controller (State Operations)	\$ 2	\$ -	\$ -	\$ -	\$ -	\$ -
1110 Program Expenditures (State Operations)	\$ 9,027	\$ 10,648	\$ 10,861	\$ 11,078	\$ 11,300	\$ 11,526
9670 Equity Claims / Board of Control (State Operations)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Disbursements	\$ 9,029	\$ 10,648	\$ 10,861	\$ 11,078	\$ 11,300	\$ 11,526
FUND BALANCE						
Reserve for economic uncertainties	\$ 11,003	\$ 10,160	\$ 9,228	\$ 8,056	\$ 6,634	\$ 4,953
Months in Reserve	12.4	11.2	10.0	8.6	6.9	5.1

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 4

Reimbursement to Board Members

Board Member Reimbursement And Expenses

July 1, 2009 through October 12, 2009

Board Members	Attendance Hours	Travel Expenses
Randy Kajioka	24	\$0.00
Ryan Brooks	0	\$247.83
Gregory Lippe	24	\$636.27
Rosalyn Hackworth	12	\$0.00
Kenneth Schell	30	\$312.00
Robert Swart	16	\$359.60
Stan Weisser	37.25	\$702.46
Shirley Wheat	24	\$0.00
James Burgard	0	\$800.54
Susan Ravnar	0	\$49.50
Stanley Goldenberg	0	\$311.25
Ramón Castellblanch	16	\$0.00

Attachment 5

Board Committee Membership Rosters

10/15/2009

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

Subcommittee to Evaluate Drug
Distribution within Hospitals

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

4. Licensing Committee
 - a. Chair – Stan Weisser
 - b. Randy Kajioka
 - c. Ramón Castellblanch

5. Organizational Development
 - a. Ken Schell

6. Competency Committee
 - a. Randy Kajioka

7. SB 472 (Prescription Label)
 - a. Rob Swart
 - b. Shirley Wheat
 - c. Ramón Castellblanch
 - d. Bill Powers (ex officio)
 - e. Ken Schell

10/15/2009

Attachment 6

*First Quarterly Update on the
Committee's Goals for 2009/10*

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"> 1. Review workload and resources to streamline operations, target backlogs and maximize services. <ul style="list-style-type: none"> <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> <ul style="list-style-type: none"> • Loss of six staff • Suspension of all contracts for two months • Inability to hire for three vacant positions, including two manager positions and three enforcement positions. • Suspend response to all status inquiries in Licensing Unit to focus on application processing. <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> <i>4th Qtr 08/09: Waivers sought for 2009/2010 contracts to ensure necessary services are available to the board.</i> <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> 2. Develop budget change proposals to secure funding for needed resources. <ul style="list-style-type: none"> <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> <i>2nd Qtr 08/09: Budget Change Proposal on SB 1441 denied due to language in bill preventing staff augmentations. 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> <i>3rd Qtr 08/09: Criminal Conviction Unit approved and inserted into 2009/2010 Governor's Budget.</i> <i>4th Qtr 08/09: Staff hired for Criminal Conviction Unit.</i> 3. Perform strategic management of the board through all committees and board activities. <ul style="list-style-type: none"> <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> <i>2nd Qtr 08/09: Quarterly reports provided at board meeting updating Strategic Plan.</i> <i>3rd Qtr 08/09: Quarterly reports provided at board meeting updating Strategic Plan.</i> <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> <i>1st Qtr 09/10: Quarterly reports provided at board meeting updating Strategic Plan.</i>

	<p>4. Manage the board's financial resources to ensure fiscal viability and program integrity. <i>1st Qtr 08/09: Fee audit initiated then suspended by state budget impasse. Staff successful in seeking exemption and work resumed. 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>
Objective 5.2	Maintain 100 percent staffing of all board positions.
Measure:	Percentage staffing of board positions.
Tasks:	<p>1. Continue active recruitment of pharmacists for inspector positions. <i>1st Qtr 08/09: Board inspectors positions at full staffing.</i></p> <p>2. Vigorously recruit for any vacant positions. <i>1st Qtr 08/09: Initiate recruitment for enforcement analyst and legislation and regulation manager. Recruitment suspended on vacant positions pursuant to the Executive Order. 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>3. Perform annual performance and training assessments of all staff. <i>1st Qtr 08/09: Complete annual performance review on 25% of staff.</i></p>
Objective 5.3	Succession planning and workforce retention.
Measure:	Secure enhanced training of staff to improve job proficiency
Tasks:	<p>1. Identify training for staff development. <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. 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. Implement automated applicant tracking (ATS). <i>1st Qtr 08/09: Full implementation of ATS achieved in 2007/2008. Staff continue to seek program changes as necessary.</i> <li data-bbox="370 323 1495 1549">2. Implement online license renewal and application submission features (I-Licensing). <ul style="list-style-type: none"> <li data-bbox="440 365 1495 436"><i>1st Qtr 06/07: Interim Executive Officer Herold put on Department of Consumer Affairs' executive sponsor committee for this project.</i> <li data-bbox="440 436 1495 548"><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> <li data-bbox="440 548 1495 659"><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> <li data-bbox="440 659 1495 842"><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> <li data-bbox="440 842 1495 995"><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> <li data-bbox="440 995 1495 1178"><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> <li data-bbox="440 1178 1495 1249"><i>3rd Qtr. 07/08: Department works on securing vendors. Board is up to date in performing implementation components.</i> <li data-bbox="440 1249 1495 1323"><i>4th Qtr 07/08: Delays continue to plague I-Licensing. New implementation date for board is now mid 2010.</i> <li data-bbox="440 1323 1495 1396"><i>1st Qtr 08/09: Board executive officer attends Steering Committee Meeting and conveyed boards concerns about continued delays of implementation.</i> <li data-bbox="440 1396 1495 1470"><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> <li data-bbox="440 1470 1495 1549"><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 data-bbox="370 1549 1495 1879">3. Integrate telephone features to improve board services without adding staff resources. <ul style="list-style-type: none"> <li data-bbox="440 1625 1495 1698"><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> <li data-bbox="440 1698 1495 1810"><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> <li data-bbox="440 1810 1495 1879"><i>4th Qtr 07/08: Conference line used to coordinate inspector staff meetings without need to travel to meeting.</i>

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 359">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> <i>4th Qtr 08/09: TCT hosts staff meeting and team building.</i> <li data-bbox="367 359 1531 394">2. Continue Enforcement Team meetings with board members and enforcement staff. <li data-bbox="367 394 1531 621">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 data-bbox="367 621 1531 810">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 data-bbox="367 810 1531 1033">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. Software licenses purchased.</i>

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"> 1. Outreach programs 2006/2007. <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 & 8 Meeting in California.</i> <i>Attends and presents at annual association meetings.</i> 2. Outreach programs 2007/2008. <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> 3. Outreach programs 2008/2009. <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> 4. Professionals Achieving Consumer Trust Summit - November 2008. <i>Board sponsors forum on e-prescribing.</i> <i>Board hosts conference with experts presenting information designing patient-centered prescription container labels.</i> 5. Board provides three presentations at the annual California Pharmacists Association Meeting. 6. 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. 7. Executive Officer attends National Association of Boards of Pharmacy Meeting with other state boards of pharmacy. 8. Executive Staff attend Consumer Advisory Councils day-long presentation in San Francisco on substance abuse recovery programs for health care licensees.

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:	<p><i>1st Qtr 08/09: Assistant Executive Officer Anne Sodergren and Supervising Judi Nurse complete Department of Consumer Affairs' first Management Academy.</i></p> <p><i>3rd Qtr 08/09: Supervising Inspector Dang completes training.</i></p>																																																																																																																																																	
Objective 5.8	Respond to all public record requests within 10 days.																																																																																																																																																	
Measure:	Percentage response to public record requests within 10 days.																																																																																																																																																	
Tasks:	<p>1. Respond to public records requests within 10 days (e.g., license verifications, investigative/disciplinary information, licensing information).</p> <table border="1" data-bbox="370 604 1435 1136"> <thead> <tr> <th rowspan="2"></th> <th colspan="2">Qtr 1</th> <th colspan="2">Qtr 2</th> <th colspan="2">Qtr 3</th> <th colspan="2">Qtr 4</th> </tr> <tr> <th>N</th> <th>%</th> <th>N</th> <th>%</th> <th>N</th> <th>%</th> <th>N</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>a) License Verifications</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> ≤ 10 days</td> <td>167</td> <td>67%</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> 11-30 days</td> <td>58</td> <td>23%</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> 31 + days</td> <td>24</td> <td>10%</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>b) Disciplinary Information</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> ≤ 10 days</td> <td>12</td> <td>80%</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> 11-30 days</td> <td>3</td> <td>20%</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> 31 + days</td> <td>0</td> <td>0%</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>c) Other Information</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> ≤ 10 days</td> <td>22</td> <td>46%</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> 11-30 days</td> <td>14</td> <td>29%</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> 31 + days</td> <td>12</td> <td>25%</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>2. Respond to subpoenas within the timeline specified.</p> <table border="1" data-bbox="370 1209 1435 1451"> <thead> <tr> <th></th> <th>Qtr 1</th> <th>Qtr 2</th> <th>Qtr 3</th> <th>Qtr 4</th> </tr> </thead> <tbody> <tr> <td>Subpoenas Received</td> <td>2</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Responded within required time</td> <td>2</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Not responded to within required time</td> <td>0</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>3. Respond to specific requests for data reports list.</p> <p><i>1st Qtr 09/10: Submit agency statistical profile summarizing data for 2008-2009. Submit monthly report to director's office that highlights major activities of board licensing and enforcement statistics. Data for Department of Consumer Affairs' annual report submitted.</i></p>		Qtr 1		Qtr 2		Qtr 3		Qtr 4		N	%	N	%	N	%	N	%	a) License Verifications									≤ 10 days	167	67%							11-30 days	58	23%							31 + days	24	10%							b) Disciplinary Information									≤ 10 days	12	80%							11-30 days	3	20%							31 + days	0	0%							c) Other Information									≤ 10 days	22	46%							11-30 days	14	29%							31 + days	12	25%								Qtr 1	Qtr 2	Qtr 3	Qtr 4	Subpoenas Received	2				Responded within required time	2				Not responded to within required time	0			
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