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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 Kajioaka, PharmD, Board Vice-President

a. FOR INFORMATION: Budget Report

1. Budget Report and Constraints for 2009-10

The new fiscal year started July 1, 2009.

Early this fiscal year, the Governor 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 expenses, board staff are adapting to new ways of processing information and organizationally we are looking into cost saving measures.

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

- Revenue: \$10,555,000
- Expenditures: \$9,812,000

Also, after releasing his proposed budget for 2010-11, the governor issued Executive Order S-01-10. This order calls for a 5% current year reduction in salary savings, as well as similar ongoing savings in future budget years.

2. Fund Condition

Attachment A

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

2008/09	\$11,001,000	13.5 months in reserve (actual)
2009/10	\$11,744,000	10.4 months in reserve
2010/11	\$ 9,312,000	8.1 months in reserve
2011/12	\$ 6,619,000	5.6 months in reserve
2012/13	\$ 3,500,000	2.9 months in reserve

3. Budget Change Proposals for 2010/11

On January 8, the Governor released his proposed budget for 2010-11. If enacted as proposed, the board would gain two licensing technicians to address the significant growth we have experienced in applications over the past several years.

Also included in this budget is an augmentation to implement the Consumer Protection Enforcement Initiative. In the case of this board, this is 22.5 enforcement positions to review and investigate complaints. As discussed in other agenda items for this meeting, the DCA is developing a new enforcement model with the expectation that healing arts board will complete investigations in 12 to 18 months from initiation of the complaint through final resolution. This new model included evaluation criteria as well as new tools.

Even with the tools provided for in the enforcement model and changes already under development, the board, with its current resources, would not be able to meet the timeline expected. The coupling of the significant increase in the number of licensees the board regulates with the significant increase in the number of investigations initiated necessitates this increase in staff positions.

However, the board will also be subject to a 5 percent reduction in personnel expenditures that is being assessed on all state agencies. To comply with this reduction, the board will:

- Leave positions vacant for 4-5 months to generate salary savings
- Where possible, reallocate vacant positions to lower classifications
- Reduce the board's temporary help spending, and reducing

We also have suggested deferring paying board members their per diem (not reimbursement for expenses) until the end of the year to ensure we have sufficient funding.

4. Reimbursement to Board Members

Attachment B

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

For a number of years the department has worked to replace and/or enhance the legacy licensing and enforcement tracking 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).

This project was recently replaced as a component in DCA's proposed Enforcement System upgrades with a new proposal (called BreEZe) that will allow for the online renewal and application processing, and will also replace the board's Consumer Affairs Systems and the Applicant Tracking System. Both systems are legacy systems. This new project will piggyback on the efforts of the initial I-Licensing system sought and will ultimately allow for improved services for applicants and licensees as well as provide for a more robust computer system internally.

b. FOR DISCUSSION: National Association of Boards of Pharmacy Annual Meeting in Anaheim

Attachment C

On May 22-25, the National Association of Boards of Pharmacy is holding its annual meeting in California. A copy of the agenda is provided in this attachment.

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

Since July 2005, the board has acknowledged 937 pharmacists with 50 or more years of licensure as pharmacists in California. As pharmacists reach this milestone, they are sent a certificate and invited to a future board meeting for public recognition.

d. FOR INFORMATION: Personnel Update

1. Board Member Changes

There are currently ten board members, and three board member vacancies. The vacant positions are Governor appointments of pharmacist members.

2. Staff Changes

Two board supervising inspectors conducted civil service interviews in March to compile a new list of pharmacists who would be eligible for hiring as board inspectors. The board currently has two inspector vacancies. Employment interviews from the hiring list will be conducted in the next four weeks. Meanwhile, recruitment for additional pharmacists is underway as the board was able to secure this examination on a continuous basis due to its critical nature to the board.

The board has the following vacancies:

- Two inspector positions
- One budget analyst position recently created when Juanita Balinski left the board to accept a promotion at another agency.

e. **FOR INFORMATION: Third Quarterly Report on the Committee's Goals for 2009/10**

Attachment D

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

Attachment A

Fund Condition Report

0767 - State Board of Pharmacy

Analysis of Fund Condition

(Dollars in Thousands)

Governor's Budget + 1B

	Actual 2008-09	CY 2009-10	BY 2010-11	2011-12	2012-13
BEGINNING BALANCE	\$ 10,884	\$ 11,001	\$ 11,744	\$ 9,312	\$ 6,619
Prior Year Adjustment	\$ 48	\$ -	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 10,932	\$ 11,001	\$ 11,744	\$ 9,312	\$ 6,619
REVENUES AND TRANSFERS					
Revenues:					
125600 Other regulatory fees	\$ 1,175	\$ 1,175	\$ 1,175	\$ 1,175	\$ 1,175
125700 Other regulatory licenses and permits	\$ 2,084	\$ 2,084	\$ 2,084	\$ 2,084	\$ 2,084
125800 Renewal fees	\$ 6,460	\$ 7,010	\$ 7,560	\$ 7,560	\$ 7,560
125900 Delinquent fees	\$ 106	\$ 147	\$ 147	\$ 147	\$ 147
131700 Misc. revenue from local agencies	\$ 12	\$ 12	\$ 12	\$ 12	\$ 12
141200 Sales of documents	\$ -	\$ -	\$ -	\$ -	\$ -
142500 Miscellaneous services to the public	\$ 1	\$ -	\$ -	\$ -	\$ -
150300 Income from surplus money investments	\$ 249	\$ 116	\$ 72	\$ 66	\$ 35
150500 Interest Income From Interfund Loans	\$ -	\$ -	\$ -	\$ -	\$ -
160400 Sale of fixed assets	\$ 2	\$ -	\$ -	\$ -	\$ -
161000 Escheat of unclaimed checks and warrants	\$ 8	\$ 9	\$ 9	\$ 9	\$ 9
161400 Miscellaneous revenues	\$ 3	\$ 2	\$ 2	\$ 2	\$ 2
Totals, Revenues	\$ 10,100	\$ 10,555	\$ 11,061	\$ 11,055	\$ 11,024
Transfers from Other Funds					
F00001 GF loan per Item 1490-011-0767, BA of 2002					
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	\$ 10,555	\$ 11,061	\$ 11,055	\$ 11,024
Totals, Resources	\$ 20,032	\$ 21,556	\$ 22,805	\$ 20,367	\$ 17,643
EXPENDITURES					
Disbursements:					
0840 State Operations	\$ 4	\$ 7	\$ 17	\$ -	\$ -
1110 Program Expenditures (State Operations)	\$ 9,027	\$ 9,805	\$ 13,470	\$ 13,739	\$ 14,014
1110-1B Cal-Licensing BCP				\$ 9	\$ 129
8880 FISC (State Operations)			\$ 6		
9670 Equity Claims / Board of Control (State Operations)	\$ -	\$ -	\$ -	\$ -	\$ -
Total Disbursements	\$ 9,031	\$ 9,812	\$ 13,493	\$ 13,748	\$ 14,143
FUND BALANCE					
Reserve for economic uncertainties	\$ 11,001	\$ 11,744	\$ 9,312	\$ 6,619	\$ 3,500
MONTHS IN RESERVE	13.5	10.4	8.1	5.6	2.9

NOTES:

- ASSUMES WORKLOAD AND REVENUE PROJECTIONS ARE REALIZED FOR 2009-10 AND ON-GOING.
- ASSUMES INTEREST RATE AT 2%.
- ASSUMES APPROPRIATION GROWTH OF 2% PER YEAR.
- FEE INCREASE APPLIES TO ALL LICENSE BASED REVENUE CODES.

Attachment B

Reimbursement to Board Members

Board Member Reimbursement And Expenses

July 1, 2009 through April 13, 2010

Board Members	Attendance Hours	Travel Expenses
Brooks, Ryan	0	\$564.07
Burgard, James	0	\$800.54
Castellblanch, Ramón	56	\$167.33
Goldenberg, Stanley	0	\$311.25
Hackworth, Rosalyn	61	\$1500.03
Kajioka, Randy	56	\$428.11
Lippe, Gregory	56	\$636.27
Ravnan, Susan	0	\$49.50
Schell, Kenneth	78	\$1885.33
Swart, Robert	32	\$359.60
Veale, Deborah	0	\$0.00
Weisser, Stanley	87.75	\$2511.96
Wheat, Shirley	56	\$213.66
Zee, Tappan	0	\$0.00

Attachment C

NABP Agenda

welcome to Anaheim

The largest and most populated city of Orange County, CA, Anaheim is an engaging and relaxing setting for the NABP 106th Annual Meeting, which will be held May 22-25, 2010, at the Hyatt Regency Orange County. Attracting large volumes of visitors year round, Anaheim will provide Annual Meeting attendees an opportunity to explore the remarkable sites Orange County has to offer while participating in important NABP Business Sessions, during which delegates elect new Executive Committee officers and members and learn of proposed amendments to the NABP Constitution and Bylaws. In addition, attendees may earn up to six hours of continuing pharmacy education (CPE) while networking with peers.

Keynote Address

Presenting this year's keynote address, Health Care Economist Joe Flower has been writing, speaking, and consulting about change and the future for nearly two decades. Living on a principal of "What if..." Flower will share with attendees his views on the future of health care and new technology while speaking on the topic "Health Care: Better, Faster, Cheaper."

Flower is the principal author of "Technological Advances and the Next 50 Years of Cardiology," *Journal of the American College of Cardiology*, and has written frequently about genomics and the biotech revolution for, among others, *Health Forum Journal*, HealthCentral.com, and the American College of Cardiology.

Flower has also authored three major health care compendia and several hundred articles, and is a contributing editor at *Health Forum Journal* and *Physician Executive*. His recent clients include DNA.com, the Global Business Network, the World Health Organization, and the Department of Defense.

Flower holds a master's degree from San Francisco State University, with postgraduate work in education at University of California, Berkeley.



Schedule of Events (* Schedule subject to change.)

Saturday, May 22, 2010

9 AM - 7 PM
Registration/Information Desk Open

2 - 4 PM
Pre-Meeting Special Program
Boards of Pharmacy and ACPE -
Mining the Standards

5 - 6 PM
Annual Meeting Orientation

7 - 10 PM
President's Welcome Reception
Honoring NABP President
Gary A. Schnabel and his wife Tammy
Sponsored by Medco Health Solutions, Inc
Dinner will be served.
Dress: business casual

Sunday, May 23, 2010

6:30 AM - 6 PM
Registration/Information Desk Open

7:30 - 8:30 AM
Fun Run/Walk

8 - 11:30 AM
Joint CPE
Educational Poster Session -
Innovative Public Protection Projects
ACPE #205-000-10-001-L04-P
(0.1 CEU - 1 contact hour)

8 - 11:30 AM
Hospitality Brunch and
Educational Table Top Display
Sponsored by Omnicare, Inc

Noon - 4 PM
First Business Session

12:30 - 1:30 PM
Keynote Address
Joe Flower, Health Care Economist

4 - 5 PM
Special Program
NABP Programs and Services Update

5 - 6 PM
NABP Executive Director Service
Recognition Reception

Monday, May 24, 2010

7 AM - 2 PM
Registration/Information Desk Open

7 - 8:15 AM
NABP/USP Breakfast
Sponsored by United States
Pharmaceutical Convention

8:15 - 10:15 AM
Joint CPE
Protecting the Public Safety -
Partnering CQI with Science
ACPE #205-000-10-002-L05-P
(0.2 CEUs - 2 contact hours)
Sponsored by CVS Caremark

10:30 AM - noon
Second Business Session

Noon - 12:30 PM
Informal Member/Candidate Discussion

1:30 - 6 PM
Optional Tour: Southern California
Experience
(Afternoon free)

Tuesday, May 25, 2010

7:30 AM - 4:15 PM
Registration/Information Desk Open

8 - 9 AM
Continental Breakfast

9 - 10:30 AM
Executive Officer and Board Member CPE
State and Federal Agencies Protecting the
Public - The National Practitioner Data Bank
ACPE #205-000-10-003-L03-P
(0.15 CEUs - 1.5 contact hours)
Sponsored by Walgreen Co

9 - 10:30 AM
Compliance Officer CPE
Protecting Against Cargo Theft -
Agencies and Industries Partner Together
ACPE #205-000-10-004-L03-P
(0.15 CEUs - 1.5 contact hours)

10:45 AM - 12:15 PM
Joint CPE
The Controlled Substances Act -
A New Frontier
ACPE #205-000-10-005-L03-P
(0.15 CEUs - 1.5 contact hours)

12:15 - 1:30 PM
Lunch Break *(On your own)*

1:30 - 4 PM
Final Business Session

5:45 - 6:45 PM
Awards Dinner Reception

7 - 11 PM
Annual Awards Dinner
Dress: semiformal

Attachment D

*Third Quarterly Report on the
Organizational Development
Committee's Strategic Plan*

ORGANIZATIONAL DEVELOPMENT COMMITTEE

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

Outcome: An effective organization.

Objective 5.1	Obtain 100 percent approval for identified program needs by June 30, 2011.
Measure:	Percentage approved for identified program needs.
Tasks:	<p>1. Review workload and resources to streamline operations, target backlogs and maximize services.</p> <p><i>1st Qtr 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"> • <i>Loss of six staff</i> • <i>Suspension of all contracts for two months</i> • <i>Inability to hire for three vacant positions, including two manager positions and three enforcement positions.</i> • <i>Suspend response to all status inquiries in Licensing Unit to focus on application processing.</i> <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> <p><i>2nd Qtr 09/10: Redirections continue to address workload demands.</i></p> <p><i>3rd Qtr 09/10: Deferred furloughs to address licensing backlog.</i></p> <p>2. Develop budget change proposals to secure funding for needed resources.</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> <p><i>2nd Qtr 09/10: Twenty-two enforcement staff added in Governor's 2010/2011 Budget to reduce investigation time.</i></p> <p><i>Two licensing staff proposed to address increase in applications.</i></p>

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| | <p>3. Perform strategic management of the board through all committees and board activities.</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> <p><i>1st Qtr 09/10: Quarterly reports provided at board meeting updating Strategic Plan.</i></p> <p><i>2nd Qtr 09/10: Quarterly reports provided at board meeting updating Strategic Plan.</i></p> <p><i>3rd Qtr 09/10: Quarterly reports provided at board meeting updating Strategic Plan.</i></p> <p>4. Manage the board's financial resources to ensure fiscal viability and program integrity.</p> <p><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> <p><i>1st Qtr 09/10: Fee bill (AB1077 , Emmerson) enacted to increase statutory maximum in fees, the first fee bill sought by the board since 1987. New fees for nine classes will take effect 1/1/10; other fees will remain essentially the same.</i></p> <p><i>Jan. 2010: New fees take effect.</i></p> <p><i>3rd Qtr 09/10: Staff submit a 5% reduction plan to DCA</i></p> |
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Objective 5.2	Maintain 100 percent staffing of all board positions.
Measure:	Percentage staffing of board positions.
Tasks:	<ol style="list-style-type: none"> <li data-bbox="367 216 1528 359">1. Continue active recruitment of pharmacists for inspector positions. <i>1st Qtr 08/09: Board inspectors positions at full staffing.</i> <i>2nd Qtr 09/10: Two inspectors retire. Board secures continuous recruitment for inspector positions, and begins plans to hold a civil service exam for this class.</i> <li data-bbox="367 359 1528 730">2. Vigorously recruit for any vacant positions. <i>1st Qtr 08/09: Initiate recruitment for enforcement analyst and legislation and regulation manager.</i> <i>Recruitment suspended on vacant positions pursuant to the Executive Order.</i> <i>Board seeks exemptions to rehire key staff. All exemptions denied.</i> <i>2nd Qtr 08/09: Three staff vacancies exist.</i> <i>3rd Qtr 08/09: One staff vacancy exists.</i> <i>4th Qtr 08/09: All positions filled.</i> <i>2nd Qtr 09/10: One office technician (OT) position vacant, recruiting underway.</i> <i>3rd Qtr 09/10: Inspector Exam administered.</i> <li data-bbox="367 730 1528 802">3. Perform annual performance and training assessments of all staff. <i>1st Qtr 08/09: Complete annual performance review on 25% of staff.</i>

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.</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. 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> <p><i>3rd Qtr 09/10: Begin recruitment for SSA budget person. Management perform probation reports and annual performance for 20 staff.</i></p> <p><i>Two board managers attend supervisory training.</i></p> <p><i>One board manager accepted into Department of Consumer Affairs Management Academy.</i></p> <p><i>Assistant Executive Officer develops training materials for departments newly developed Enforcement Academy.</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="370 216 1495 321">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="370 321 1495 1581">2. Implement online license renewal and application submission features (I-Licensing). <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> <i>2nd Qtr 09/10: Project rethought, revamped, and re-contracted.</i> <li data-bbox="370 1581 1495 1906">3. Integrate telephone features to improve board services without adding staff resources. <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>

2nd Qtr 09/10: Staff work with the department to secure reports to better manage phone systems. Work will continue in next quarter.

3rd Qtr 09/10: Management staff continue to advocate changes to telephone system to better meet caller needs.

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*

3rd Qtr 09/10: Several staff trained in report functionality.

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.

2nd Qtr 09/10: Office reconfigured to establish workspace for 5 new positions.

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 (DCA) pilot program to achieve scanning of paper files.

1st - 4th Qtrs 08/09: Staff participate in planning meetings with other DCA staff.

1st - 2nd Qtrs 09/10: Staff participate in planning meetings with other DCA 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="367 220 1495 283">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> <i>2nd Qtr 09/10: TCT hosts staff meeting for Sacramento staff, Inspectors have team meetings</i> <li data-bbox="367 405 1458 436">2. Continue Enforcement Team meetings with board members and enforcement staff. <li data-bbox="367 443 1495 506">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> <i>1st Qtr 09/10: Inspectors meeting where aggressive timelines for case completions put in place.</i> <li data-bbox="367 741 1487 919">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="367 926 1422 1251">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> <i>2nd Qtr 09/10: Approval from outside agencies needed before purchase of software can occur.</i> <i>3rd Qtr 09/10: Inspector meeting held in conjunction with report writing training. Staff advised and order approved. Software not yet received.</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.

9. Outreach programs 2009/2010.

Executive Officer gives a presentation on new laws and regulations at the California Society of Health Systems Pharmacists (CSHP) Annual Meeting.

Board Inspectors provide a presentation to the California Pharmacists Association (CPhA) as part of "Compounding Day".

Supervising Inspector Nurse provides information to national narcotics officers and officials at the National Association of Controlled Substances Authority Meeting.

Executive Officer Herold, Board President Schell, and Supervising Inspector Nurse attended California Integrated Waste Management Board Conference and advocated for use of their guidelines for pharmacies and other sites establishing drug "take back" programs.

Executive Officer Herold and several Board Members attended a conference on e-prescribing for practitioners and regulators, hosted by the California Healthcare Foundation.

Executive Officer Herold presents information on e-pedigree to the Healthcare Distribution Management Associations Track and Trace national meeting.

Executive Officer Herold and Board President Schell provides information to subcommittee on drug distribution in hospital meeting hosted by the California Hospital Association.

Executive Officer Herold provides information to CPhA's Long-Term Care Association on prescription container labels.

Executive Officer Herold provides information about drug "take back" to Local 20 Rural County Government representatives.

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> <p><i>3rd Qtr 09/10: Enforcement staff attend report writing class.</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="370 289 1435 825"> <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>154</td> <td>53%</td> <td>47</td> <td>20%</td> <td></td> <td></td> </tr> <tr> <td> 11-30 days</td> <td>58</td> <td>23%</td> <td>110</td> <td>38%</td> <td>103</td> <td>45%</td> <td></td> <td></td> </tr> <tr> <td> 31 + days</td> <td>24</td> <td>10%</td> <td>26</td> <td>9%</td> <td>80</td> <td>35%</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>13</td> <td>52%</td> <td>15</td> <td>48%</td> <td></td> <td></td> </tr> <tr> <td> 11-30 days</td> <td>3</td> <td>20%</td> <td>11</td> <td>44%</td> <td>9</td> <td>29%</td> <td></td> <td></td> </tr> <tr> <td> 31 + days</td> <td>0</td> <td>0%</td> <td>1</td> <td>4%</td> <td>7</td> <td>23%</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>24</td> <td>28%</td> <td>23</td> <td>44%</td> <td></td> <td></td> </tr> <tr> <td> 11-30 days</td> <td>14</td> <td>29%</td> <td>17</td> <td>20%</td> <td>19</td> <td>39%</td> <td></td> <td></td> </tr> <tr> <td> 31 + days</td> <td>12</td> <td>25%</td> <td>45</td> <td>52%</td> <td>10</td> <td>19%</td> <td></td> <td></td> </tr> </tbody> </table> <p>2. Respond to subpoenas within the timeline specified.</p> <table border="1" data-bbox="370 898 1435 1140"> <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>3</td> <td>3</td> <td></td> </tr> <tr> <td>Responded within required time</td> <td>2</td> <td>2</td> <td>3</td> <td></td> </tr> <tr> <td>Not responded to within required time</td> <td>0</td> <td>1</td> <td>0</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> <p><i>3rd Qtr 09/10: Department initiates monthly enforcement reporting.</i></p>		Qtr 1		Qtr 2		Qtr 3		Qtr 4		N	%	N	%	N	%	N	%	a) License Verifications									≤ 10 days	167	67%	154	53%	47	20%			11-30 days	58	23%	110	38%	103	45%			31 + days	24	10%	26	9%	80	35%			b) Disciplinary Information									≤ 10 days	12	80%	13	52%	15	48%			11-30 days	3	20%	11	44%	9	29%			31 + days	0	0%	1	4%	7	23%			c) Other Information									≤ 10 days	22	46%	24	28%	23	44%			11-30 days	14	29%	17	20%	19	39%			31 + days	12	25%	45	52%	10	19%				Qtr 1	Qtr 2	Qtr 3	Qtr 4	Subpoenas Received	2	3	3		Responded within required time	2	2	3		Not responded to within required time	0	1	0	
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