



California State Board of Pharmacy
1625 N. Market Blvd, Suite N 219, Sacramento, CA 95834
Phone (916) 574-7900
Fax (916) 574-8618
www.pharmacy.ca.gov

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. Budget Report and Constraints for 2009-10

Attachment 1

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.

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: \$8,647,000
- Expenditures: \$9,812,000

Also, after releasing his proposed budget, 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. We are awaiting further guidance on implementation of the order and will provide an update during the meeting.

Attachment 1 displays various graphs depicting projected board revenues and expenditures for 2009 as well as a copy of the executive order.

2. Fund Condition

Attachment 2

According to a fund condition report prepared by the department (**Attachment 2**): the board will have the following fund conditions at the end of the identified fiscal years:

2008/09	\$11,001,000	13.8 months in reserve (actual)
2009/10	\$9,836,000	8.7 months in reserve
2010/11	\$5,592,000	4.9 months in reserve
2011/12	\$1,013,000	-3.2 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).

3. Budget Change Proposals for 2010/11

On January 8, the governor released his proposed budget for 2010-11. Included in this budget is an augmentation to add two licensing technicians to address the significant growth we have experienced over the past several years.

Also included in the governor's budget are 22.5 positions to review and investigate consumer complaints. Over the last several months, board staff has been working with the department and a consultant to evaluate our enforcement related activities and resources needed. 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.

4. Reimbursement to Board Members

Attachment 3

Expenses and per diem payments to board members are provided in **Attachment 3**. 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). A feasibility study report was approved by the Department of Finance several years ago.

This project was recently replaced with a new BreEZe proposal 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: Recognition Program of Pharmacists Who Have Been Licensed 50 Years in California

Since July 2005, the board has acknowledged more than 895 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.

During this meeting, we will again take the opportunity to acknowledge these pharmacists.

c. FOR INFORMATION: Personnel Update

1. Board Member Changes

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

2. Staff Changes

Two inspectors retired in December – Dolly Harris who has been a board inspector for 25 years, and Ralph Orlandella, who has been with the board for about six. The board hopes to conduct civil service interviews for inspector positions in February. Once this list is compiled, the top scoring applicants will be interviewed.

The board has hired:

- Debi Mitchell as a manager over those who process applications for individual licenses (technicians, interns, pharmacists).
- Denise Davis accepted a full time position to assist with the processing of pharmacy technician applications. Ms. Davis was previously in a part-time position.

d. FOR INFORMATION: Second Quarterly Report on the Committee's Goals for 2009/10

Attachment 4

The second quarterly report on the Organizational Development Committee's goals is provided at the back of the tab session in **Attachment 4**.

Attachment 1

- *2009-10 Graphic Displays of Board Revenue and Expenditures*
- *Executive Order S-01-10*

**FY 2009/2010
Origin of Revenue
\$4,701,987
FM5**

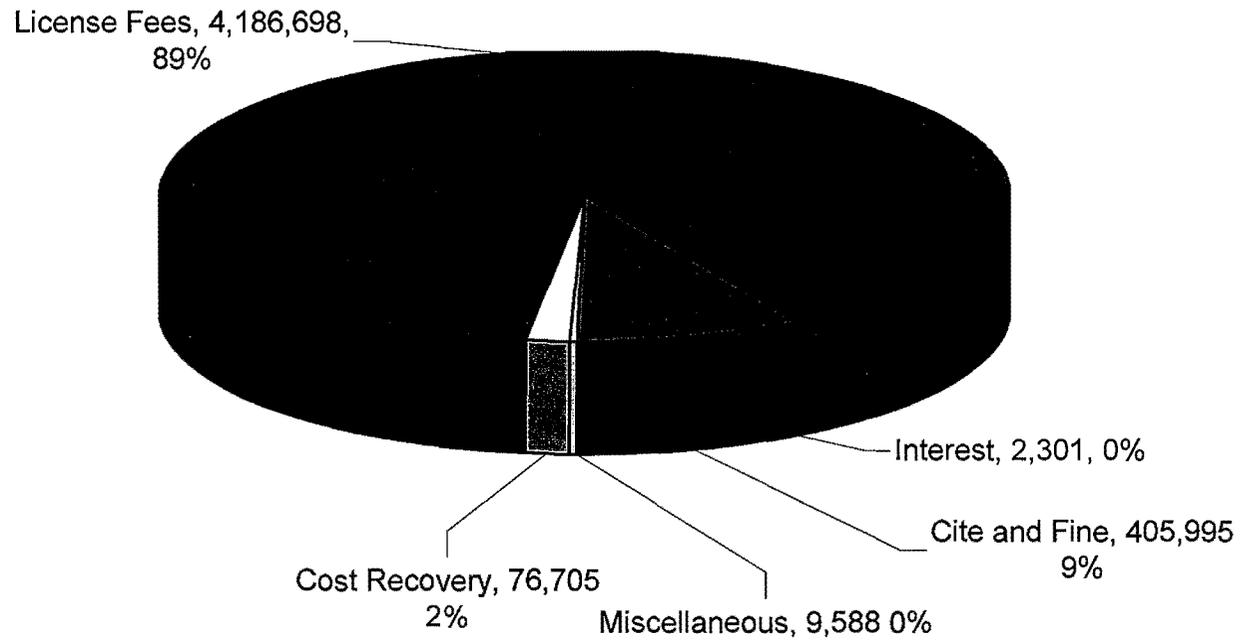


Chart 2
FY 2009/2010
Application vs Renewal Fees Collected
\$4,186,698

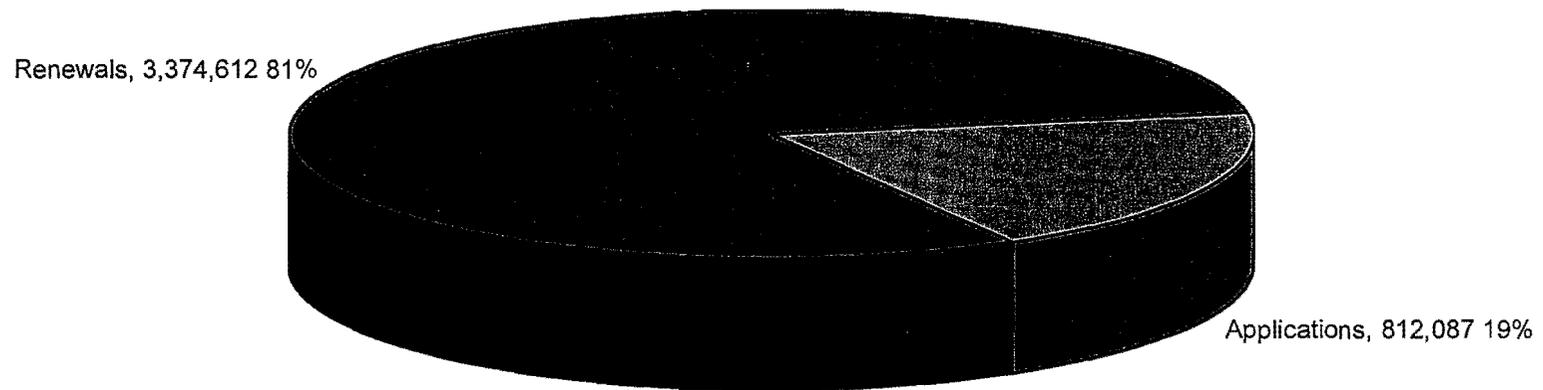


Chart 3
FY 2009/2010
Revenue by Program
\$4,240,533

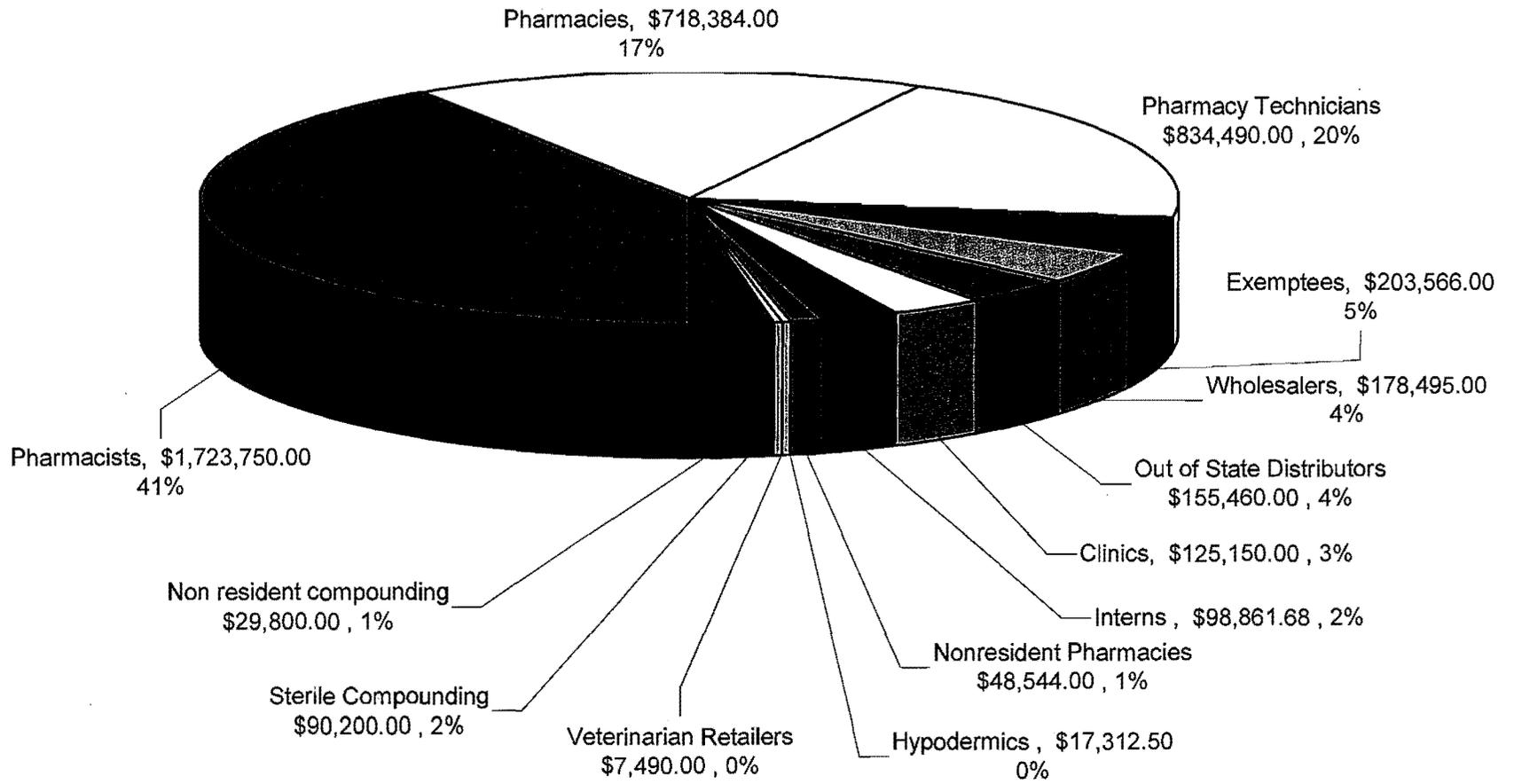


Chart 4
FY 2009/2010
Expenditures
\$4,158,383
FM5, CALSTARS

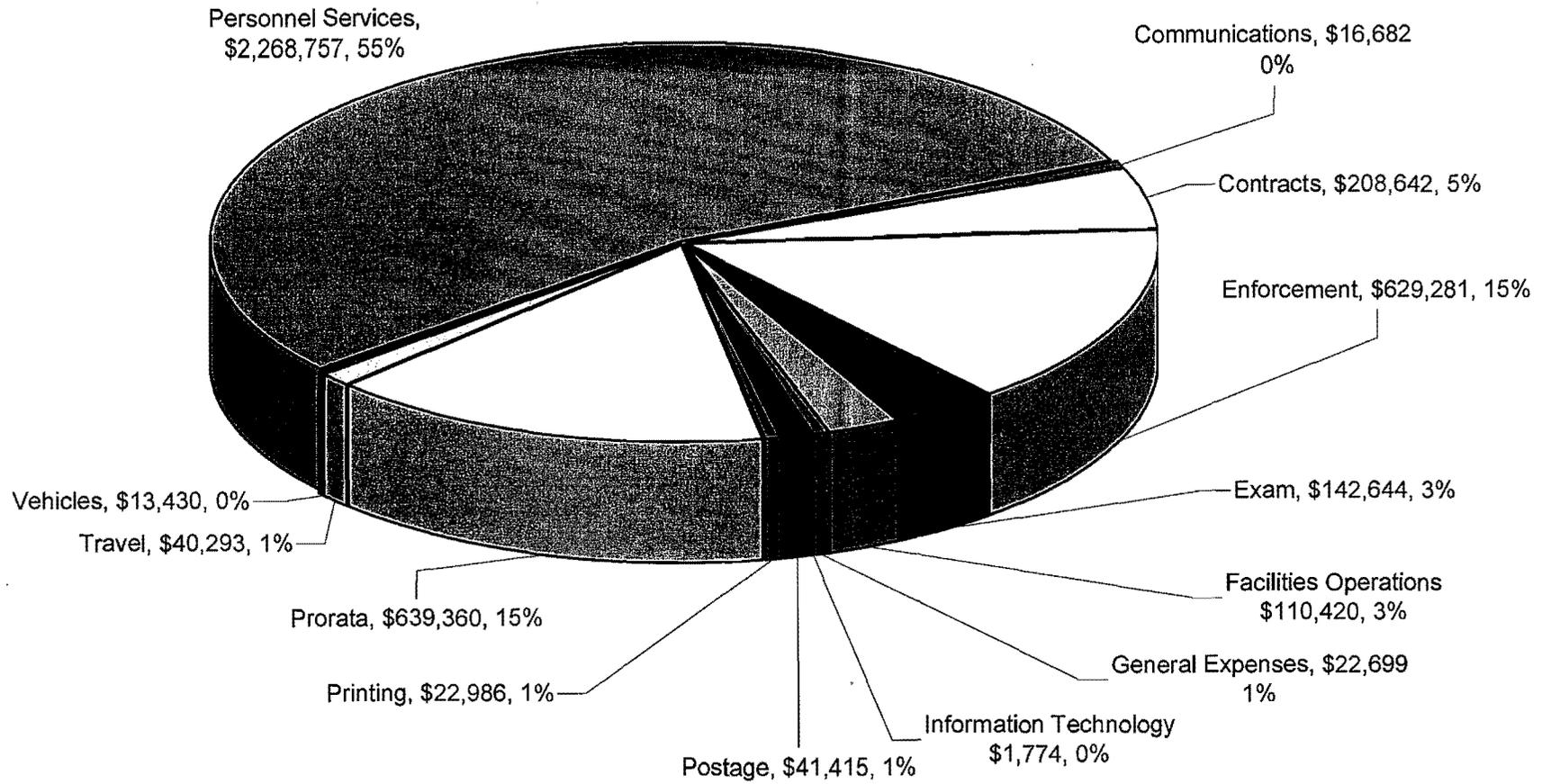
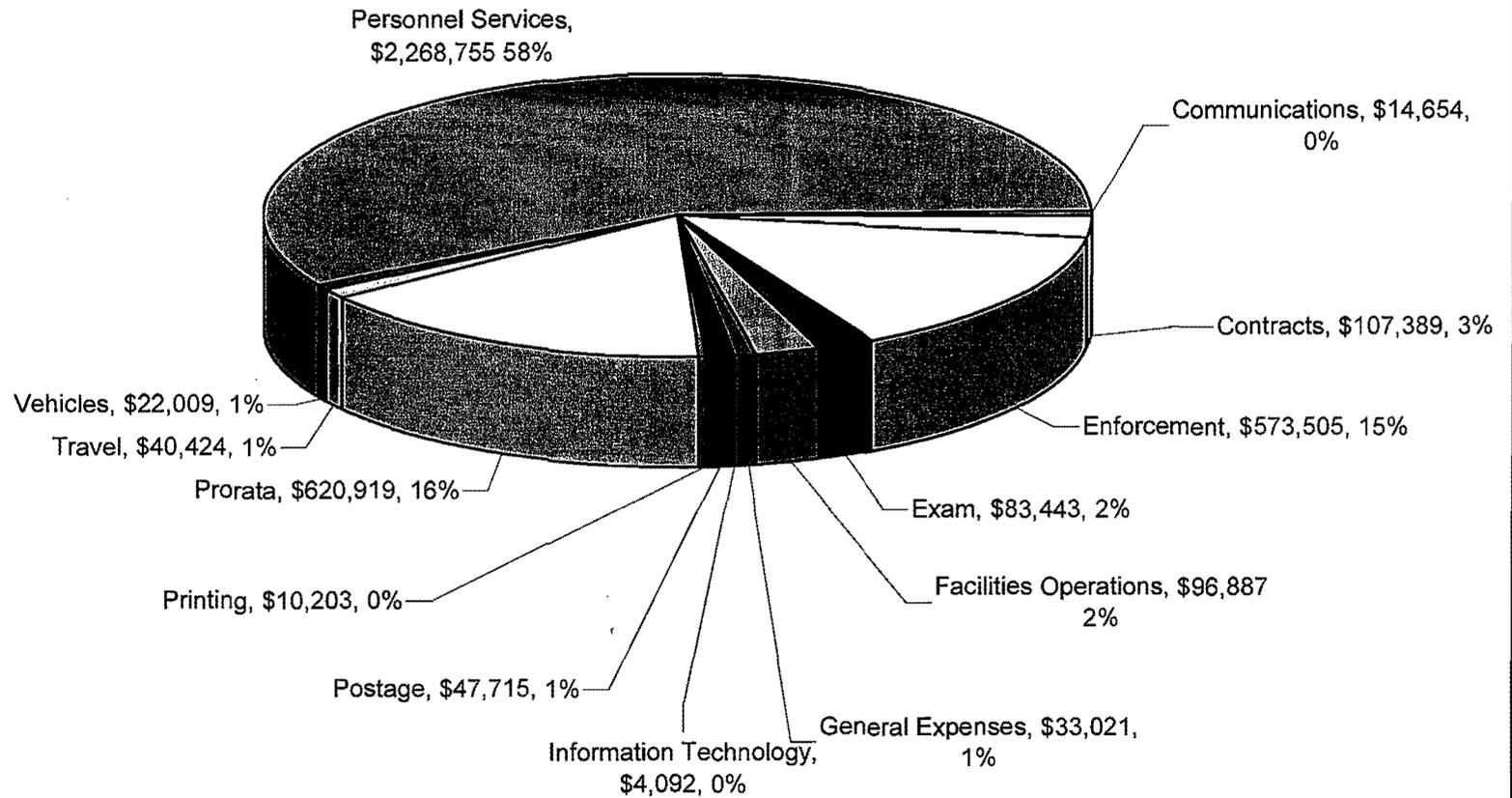


Chart 5
FY 2009/2010
Expenditures
\$3,923,016
*as of 1/5/10





Office of the Governor

ARNOLD SCHWARZENEGGER
THE PEOPLE'S GOVERNOR

SEARCH

[Home](#) [About Arnold](#) [About Maria](#) [Newsroom](#) [Multimedia](#) [Issues](#) [Blog](#) [Interact](#) [Appointments](#) [Español](#)

Executive Order

01/08/2010 [Print Version](#) | [ShareThis](#)

EXECUTIVE ORDER S-01-10

by the
Governor of the State of California

WHEREAS there is continuing weak performance in the California economy and there is an anticipated \$21.0 billion General Fund deficit through the 2010-11 fiscal year; and

WHEREAS immediate and comprehensive action to 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 the State's employee attrition rate is approximately 12 percent per year due to employee retirements and separations from service; and

WHEREAS given the current rate of attrition and the need to maintain essential services, particularly in periods of economic downturn when the need for many services escalates, it is not prudent to freeze all state hiring.

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, issue this Order to become effective immediately:

IT IS ORDERED that all Agency Secretaries and Department Directors shall take immediate steps to cap the workforce by achieving an additional 5 percent salary savings by July 1, 2010, and maintain the additional salary savings levels.

IT IS FURTHER ORDERED that every effort shall be made to achieve the additional 5 percent salary savings through attrition.

IT IS FURTHER ORDERED that all State agencies and departments under my direct executive authority shall develop a plan to achieve the additional 5 percent salary savings.

IT IS FURTHER ORDERED that by February 1, 2010, all State agencies and departments under my direct executive authority shall submit their plan to the Cabinet Secretary, the Director of the Department of Finance, and the Director of the Department of Personnel Administration for review to ensure that the plan is sufficient to achieve the additional 5 percent salary savings.

IT IS FURTHER ORDERED that by March 1, 2010, all State agencies and departments under my direct executive authority shall implement their plan.

IT IS FURTHER ORDERED that the Director of the Department of Personnel Administration and the Director of the Department of Finance shall monitor compliance with the plans to ensure that the State agencies and departments will achieve the additional 5 percent salary savings.

IT IS FURTHER ORDERED that this workforce cap shall not apply to the Franchise Tax Board's direct revenue collection functions in order that revenues for the State are not adversely affected.

IT IS FURTHER ORDERED that this workforce cap shall not apply to the constitutional offices because the Fiscal Year 2009-2010 budget of each of those officers included a permanent reduction that achieves savings. However, the Constitutional Officers are invited to implement similar or other mitigation measures to achieve similar salary savings for the current and next fiscal years.

RELATED CONTENT

- ▶ [Gov. Schwarzenegger on Twitter](#)
- ▶ [Gov. Newsroom on Twitter](#)

MORE GOVERNOR'S OFFICE EXECUTIVE ORDERS

- [11/16/09 - S-23-09](#)
- [09/8/09 - S-20-09](#)
- [07/17/09 - S-14-09](#)
- [06/16/09 - S-10-09](#)



IT IS REQUESTED that other entities of State government not under my direct executive authority, including the Board of Equalization, University of California, the California State University, California Community Colleges, the legislative branch (including the Legislative Counsel Bureau and the Bureau of State Audits), and judicial branch, implement similar or other mitigation measures to achieve similar salary savings for the current and next fiscal years.

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 DIRECT 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 8th day of January 2010.

ARNOLD SCHWARZENEGGER
Governor of California

ATTEST:

DEBRA BOWEN
Secretary of State

[Email the Governor](#) | [Email Alerts](#) | [Internship Program](#) | [Technical Contact](#) |
[RSS Feeds](#) | [Site Map](#) | [Privacy Policy](#) | [Conditions of Use](#) | [Office Contact](#)

[CA State Homepage](#) | [Save Our Water](#)

© 2009 State of California



Attachment 2

Fund Condition Report

0767 - State Board of Pharmacy Analysis of Fund Condition

(Dollars in Thousands)

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

	ACTUAL 2008-09	CURRENT YEAR 2009-10	GOVERNOR'S BUDGET + FEE 2010-11	2011-12	2012-13
BEGINNING BALANCE	\$ 10,884	\$ 11,001	\$ 9,836	\$ 5,592	\$ 1,013
Prior Year Adjustment	\$ 48	\$ -	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 10,932	\$ 11,001	\$ 9,836	\$ 5,592	\$ 1,013
REVENUES AND TRANSFERS					
Revenues:					
125600 Other regulatory fees	\$ 1,175	\$ 655	\$ 655	\$ 655	\$ 655
125700 Other regulatory licenses and permits	\$ 2,084	\$ 1,722	\$ 1,722	\$ 1,722	\$ 1,722
125800 Renewal fees	\$ 6,460	\$ 5,422	\$ 5,422	\$ 5,422	\$ 5,422
125900 Delinquent fees	\$ 106	\$ 147	\$ 147	\$ 147	\$ 147
FEE INCREASE REVENUE (LOW)		\$ 586	\$ 1,171	\$ 1,171	\$ 1,171
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	\$ 92	\$ 110	\$ 20	\$ -
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	\$ 8,647	\$ 9,250	\$ 9,160	\$ 9,140
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					
Transfers to Other Funds					
T00001 GF loan per Item 1490-011-0767, BA of 2002 GF LOAN	\$ -	\$ -	\$ -	\$ -	\$ -
Totals, Revenues and Transfers	\$ 9,100	\$ 8,647	\$ 9,250	\$ 9,160	\$ 9,140
Totals, Resources	\$ 20,032	\$ 19,648	\$ 19,085	\$ 14,752	\$ 10,153
EXPENDITURES					
Disbursements:					
0840 State Controller (State Operations)	\$ 4	\$ 7	\$ 17	\$ -	\$ -
1110 Program Expenditures (State Operations)	\$ 9,027	\$ 9,805	\$ 13,470	\$ 13,739	\$ 14,014
8880 FISC (State Operations)			\$ 6		
9670 Equity Claims / Board of Control (State Operations)	\$ -	\$ -	\$ -	\$ -	\$ -
Total Disbursements	\$ 9,031	\$ 9,812	\$ 13,493	\$ 13,739	\$ 14,014
FUND BALANCE					
Reserve for economic uncertainties	\$ 11,001	\$ 9,836	\$ 5,592	\$ 1,013	\$ (3,862)
Months in Reserve	13.5	8.7	4.9	0.9	-3.2

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.

Reimbursement to Board Members

Board Member Reimbursement And Expenses

July 1, 2009 through January 7, 2010

Board Members	Attendance Hours	Travel Expenses
Randy Kajioka	40	\$0.00
Ryan Brooks	0	\$247.83
Gregory Lippe	40	\$636.27
Rosalyn Hackworth	37	\$585.71
Kenneth Schell	62	\$1059.34
Robert Swart	32	\$359.60
Stan Weisser	63.75	\$1737.21
Shirley Wheat	40	\$0.00
James Burgard	0	\$800.54
Susan Ravnan	0	\$49.50
Stanley Goldenberg	0	\$311.25
Ramón Castellblanch	40	\$0.00

Second 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"> • <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> <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> <i>2nd Qtr. 09/10: Redirections continue to address workload demands.</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.</i> <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> <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> <i>2nd Qtr. 09/10: Twenty-two enforcement staff added in Governor's 2010/2011 Budget to reduce investigation time.</i> <i>Two licensing staff proposed to address increase in applications.</i>

3. Perform strategic management of the board through all committees and board activities.

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.

2nd Qtr 08/09: Quarterly reports provided at board meeting updating Strategic Plan.

3rd Qtr 08/09: Quarterly reports provided at board meeting updating Strategic Plan.

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.

1st Qtr 09/10: Quarterly reports provided at board meeting updating Strategic Plan.

2nd Qtr. 09/10: Quarterly reports provided at board meeting updating Strategic Plan.

4. Manage the board's financial resources to ensure fiscal viability and program integrity.

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.

2nd Qtr 08/09: Fee audit completed.

3rd Qtr 08/09: Fee audit submitted to board at January Meeting; proposed new fees for 2010 identified.

4th Qtr 08/09: Budget examined to identify expenses in future fiscal year.

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.

Jan 2010: New fees take effect.

Objective 5.2	Maintain 100 percent staffing of all board positions.
Measure:	Percentage staffing of board positions.
Tasks:	<ol style="list-style-type: none"> 1. Continue active recruitment of pharmacists for inspector positions. <i>1st Qtr 08/09: Board inspectors positions at full staffing.</i> <i>Dec 2009: Two inspectors retire. Board secures continuous recruitment for inspector positions, and begins plans to hold a civil service exam for this class.</i> 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. 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>Dec 2009: One office technician (OT) position vacant, recruiting underway,</i> 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:	<ol style="list-style-type: none"> 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> <i>2nd Qtr 08/09: Supervising Inspector Dang accepted into Department of Consumer Affairs Management Academy.</i> <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> <i>4th Qtr 08/09: Staff participate in team building exercises led by Department of Consumer Affairs training office and TCT.</i>

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="375 218 1503 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="375 323 1503 1591">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="375 1591 1503 1919">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.

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.

2nd Qtr. 09/10: Office reconfigured to establish workspace for 7 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"> 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> 2. Continue Enforcement Team meetings with board members and enforcement staff. 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> 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> 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>

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. Convene Workgroup to implement e-pedigree. Host the National Association of Boards of Pharmacy District 7 & 8 Meeting in California. Attends and presents at annual association meetings.</i> 2. Outreach programs 2007/2008. <i>Continue subcommittee on Medicare Part D implementation. Continue workgroup to implement e-pedigree. Initiates public campaign on SB 472 (Corbett) - Standardization of the prescription label. Attends and presents at annual association meetings.</i> 3. Outreach programs 2008/2009. <i>July 2008 Board Meeting focuses on medication errors and prevention. Presentation on sharps disposal before the California Integrated Waste Management Board to a statewide audience in November 2008 and February 2009. Nationwide presentations on implementation of e-pedigree.</i> 4. Professionals Achieving Consumer Trust Summit - November 2008. <i>Board sponsors forum on e-prescribing. 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. <i>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.</i>

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: 1st Qtr 08/09: Assistant Executive Officer Anne Sodergren and Supervising Judi Nurse complete Department of Consumer Affairs first Management Academy.
 3rd Qtr 08/09: Supervising Inspector Dang completes training.



Objective 5.8 Respond to all public record requests within 10 days.
Measure: Percentage response to public record requests within 10 days.

Tasks: 1. Respond to public records requests within 10 days (e.g., license verifications, investigative/disciplinary information, licensing information).

	Qtr 1		Qtr 2		Qtr 3		Qtr 4	
	N	%	N	%	N	%	N	%
a) License Verifications								
≤ 10 days	167	67%	154	53%				
11-30 days	58	23%	110	38%				
31 + days	24	10%	26	9%				
b) Disciplinary Information								
≤ 10 days	12	80%	13	52%				
11-30 days	3	20%	11	44%				
31 + days	0	0%	1	4%				
c) Other Information								
≤ 10 days	22	46%	24	28%				
11-30 days	14	29%	17	20%				
31 + days	12	25%	45	52%				

2. Respond to subpoenas within the timeline specified.

	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Subpoenas Received	2	3		
Responded within required time	2	2		
Not responded to within required time	0	1		

3. Respond to specific requests for data reports list.

*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.*