



California State Board of Pharmacy

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STATE AND CONSUMER SERVICES AGENCY
DEPARTMENT OF CONSUMER AFFAIRS
GRAY DAVIS, GOVERNOR

**STATE BOARD OF PHARMACY
DEPARTMENT OF CONSUMER AFFAIRS
PUBLIC BOARD MEETING
MINUTES**

DATE: January 26, 2000

TIME: 8:00 a.m. - 3:30 p.m.

LOCATION: Mission Inn
3649 Mission Inn Avenue
Riverside, CA 92501

BOARD MEMBER

PRESENT: Richard Mazzoni, President
Robert Elsner, Vice President
Thomas Nelson
Holly Strom
Darlene Fujimoto
Marilyn Shreve
Andrea Zinder
John Jones
Steven Litsey
Caleb Zia

BOARD MEMBER

ABSENT: Sandra Bauer

STAFF

PRESENT:

Patricia Harris, Executive Officer
Virginia Herold, Assistant Executive Officer
Ruta Arellano, Associate Analyst
Robert Ratcliff, Supervising Inspector
Gilbert Castillo, Supervising Inspector
William Marcus, Deputy Attorney General
Lavone Powell, Department Legal Counsel
Brenda Barnard, Pharmacy Inspector

CLOSED SESSION

The board moved into closed session pursuant to section 11126(c) and (3) of the Government Code to deliberate upon proposed decisions and stipulated settlements.

CALL TO ORDER

President Mazzoni called the meeting to order at 9:00 a.m. on January 26, 2000.

COMMITTEE REPORTS AND ACTION

COMMUNICATION AND PUBLIC EDUCATION COMMITTEE

Marilyn Shreve reported on the Communication and Public Education Committee. All review and editing of the Health Notes publication dealing with the care of children and adults with developmental disabilities has been completed. The publication will be mailed mid-February provided there is adequate funding for printing and mailing.

An interagency contract is in development with the University of California, San Francisco, School of Pharmacy, to produce the next Health Notes on alternative medicines. Administrative costs for this project are estimated to be \$25,000. Not included in that amount are additional estimates: design - \$5,000, printing - \$46,000, and mailing/postage - \$14,000. The total projected expenditure for the project is approximately \$90,000.

A contract for \$19,986 has been awarded to Meta Information Services to conduct a telephone survey to evaluate the effectiveness of the board's public education program. This survey will measure the public's awareness and opinions of the Board of Pharmacy, the importance of medication compliance and consulting with their pharmacist about their medication. The survey will establish a baseline measurement of what is and is not working with our present programs, and provide information necessary for improving our outreach efforts. The survey will be completed by April 28, 2000.

Ms. Shreve also reported that the text of the January issue of The Script has been delivered to the Office of State Publishing for design mailing. The estimated mailing date was January 25, 2000.

The Pharmacy Law with Rules and Regulations 2000 has been printed and distributed to California pharmacies. The cost of purchasing and mailing the books is estimated at \$55,000. The lawbooks are also available to purchase from the publisher.

Since the last meeting, staff has notified all pharmacists and pharmacies regarding California Code of Regulations section 1714.1 – Pharmacy operating during the temporary absence of a pharmacist. This emergency regulation allows pharmacists to have duty free breaks and a meal period in pharmacies where there is only one pharmacist became effective January 1, 2000. The Board prepared a one-page letter that also contained the exact language of the regulation, to notify all pharmacists and pharmacists before January 1st. However, because of OSP reproduction problems, some letters were not mailed until December 29th and the remainders were mailed several days later. Unfortunately these mailing delays resulted in failure to notify some licensees by January 1, 2000.

Also mentioned in the same letter was a notice for the board's second opinion-gathering Pharmacy Manpower Forum that was scheduled January 25, 2000. The Board's first forum was held in Sacramento in September 1999. The second meeting was designed to allow interested parties in southern California to offer opinions and solutions to a perceived pharmacist shortage.

The same day, the Public Education and Communication Committee's held it's annual public meeting. Deputy Attorney General and Liaison Counsel William Marcus provided his analysis on the law governing technology and privacy in light of recent amendments (SB 19, Chapter 526, Statutes of 1999) to the Confidentiality of Medical Information Act. The Communications and Public Education Committee formed a Medication Information Technology Task Force to address these issues; however, the task force was put on hold pending the outcome of last year's legislation on privacy.

One primary task of the Medication Technology Task Force is to determine how patient compliance programs are in compliance with California Pharmacy and privacy laws. The purpose of this public forum was to seek input on how compliance programs can be administered consistently with these laws and whether additional safeguards are necessary for public safety.

A budget change proposal (BCP) for FY 2000/01 was submitted requesting a funding augment of \$500,000 to hire a public relations firm to design and implement a quantifiable ongoing public education campaign and provide for an associate analyst to oversee the program. However, the Board was granted only \$238,000, which did not include a staff person. Because the need still exists, the board will redirect funds from the allotted amount to secure a staff person to implement and oversee the present public education program. Fortunately, the \$238,000 is permanent funding.

In December 1999, the North American Precis Syndicate (NAPs) released an article for publication in newspapers developed by Ms. Shreve entitled, “No Ifs, Ands, or Butts...Your Pharmacist Can Help You Quit Smoking”

LICENSING COMMITTEE REPORT

Holly Strom reported that the Licensing Unit's processing times for pharmacy application is extending slightly since the last quarterly report. Possible methods to reduce the processing times were discussed including cross training for staff, additional staffing, and revising the process. The possibility of completing applications on line, once the board's web site is up and running was also suggested; however, because applications must be submitted to the board with an original signature, the applicant must be required to print the application and mail it to the board. However, the web site could be set up so that incomplete applications could not be printed.

Ms. Strom addressed a request from University of California San Francisco (UCSF) to modify auditing requirements, on the “tech check tech” evaluative study. In May 1998, the board approved a pilot project with the UCSF, School of Pharmacy, Long Beach Memorial Medical Center and Cedars Sinai Medical Center to evaluate pharmacy technicians checking pharmacy technicians in a unit-dose drug distribution system.

In April 1999, the second phase of the study began, which entailed performing monthly audits on validated technicians who were checking unit-dose cassettes. The researchers are requesting that the monthly audit be conducted for 3 months, and if the accuracy rate meets or exceeds the minimum target or 99.8 percent for three consecutive audits, future audits will be conducted quarterly thereafter for that technician. Technicians failing a quarterly audit will have to pass three consecutive monthly audits before resuming quarterly audits.

The Licensing Committee recommended that the board approve the quarterly audit process as proposed by the researchers.

MOTION: Approve as submitted.

M/S/C: Strom/Mazzoni

SUPPORT: 9 OPPOSE: 0 ABSTAIN 0

The Licensing Committee evaluated a request from Guaranteed Returns to adopt a regulation that would require manufacturers to accept expired drugs for full credit.

The recommendation of the licensing committee is to advise Guaranteed Returns that the board will take no action on this request.

MOTION: Approve as submitted.

M/S/C: Strom/Mazzoni

SUPPORT: 9 OPPOSE: 0 ABSTAIN 0

Ms Strom also reported that the job analysis of pharmacy practices conducted as part of the validation process for the pharmacist licensure exams received 932 responses. In the coming months, the Competency Committee will use these responses to revise the structure of the pharmacist exam, and develop new questions.

ENFORCEMENT COMMITTEE REPORT

John Jones reported that on December 17, 1999, the Enforcement Committee held it's quarterly meeting.

The board's staff will interview potential new inspectors in February.

The complaint unit now has a complaint mediation team, staffed by three analysts. This team will decrease the number of cases assigned to pharmacy inspectors, and allow the inspectors to focus their efforts on unprofessional conduct investigations and resume compliance inspections.

Inspectors reported that complaint calls from pharmacists concern changes in the Labor Code and their inability to work 12-hour shifts. Inspectors have been advised to direct these pharmacists, and the others who inquire about hours of employment to the Labor Commission.

Mr. Jones noted that another topic discussed at the enforcement team meeting was that an ethics course is sometimes made a condition in the decision of an administrative case. There are very few ethics courses available for pharmacists. The Committee members decided that requiring the pharmacist to take a pharmacy law class is an appropriate substitute when no ethics course can be found.

The Committee discussed the success of the team concept of the enforcement staff. However, due to staffing issues and the recent expansion of the mediation team specific performance measures need to be developed for reporting.

Due to the vacancies of inspector staff, the board's direction has been to concentrate its efforts on the most serious cases. These cases have been referred to the Attorney Generals Office at a much higher rate than formerly occurred. The result is higher AG expenditures.

Darlene Fujimoto reported that on February 4, 2000, the CURES Task Force is sponsoring a conference style meeting to consider the future direction of California's policy regarding tracking of Schedule II prescriptions. The board is facilitating this conference with the goal of developing a consensus proposal to serve as the framework for board-sponsored legislation. Groups expected to attend include law enforcement, regulatory agencies, health care providers, and patient advocates. The conference will feature both informational presentations from these groups and a facilitated discussion among stakeholders.

Dr. Fujimoto also reported that the Legislation and Regulation Committee is recommending that the board sponsor legislation to continue the CURES project, and eliminate triplicate prescriptions. The Enforcement Committee recommends support of this proposal.

John Berger requested that at a future public meeting of the Enforcement Committees a presentation on the mediation process be provided including the functions of the team, as well as what employee category performs each function.

LEGISLATION AND REGULATION COMMITTEE

Tom Nelson introduced Paul Riches who has been hired to perform legislation analyses. Mr. Nelson reported that the Legislation and Regulation Committee has met three times since the last board meeting, including the October public meeting.

On December 14, 1999, the Legislation and Regulation Committee met to refine language for a required quality assurance program, which has been introduced as SB 1339. Senator Figueroa is the author.

The Legislation and Regulation Committee recommends that the board sponsor SB 1339.

Bruce Young representing the California Retailers Association (CRA), stated that the CRA supports the purpose of the legislation, but opposes the language of this bill. The wording surrenders too much of the board's regulatory power and puts it in the statute where the legislation has control.

John Cronin representing the California Pharmacists Association (CPhA), stated that CPhA also supports the concept, but expressed concern with regards to civil discovery.

Steve Gray representing Kaiser Permanente stated that Kaiser also supports the concept of this bill. Kaiser is also concerned about the supposed protection of data into the program from civil discovery. In addition there should be language to protection individuals on the quality assurance committees from being subpoenaed.

MOTION: The committee recommends that the board sponsor SB 1339.

M/S/C: Nelson/Mazzoni

SUPPORT: 9 OPPOSE: 0 ABSTAIN 0

Mr. Nelson also referred members to a legislative proposal in the packet to make the CURES program permanent. The committee recommends that board sponsor this legislative proposal. The committee also wants the board to determine what its policy is with respect to the triplicate form, a change to a single serialized prescription, or whether a special form is even needed if all data is entered into CURES.

The board has contacted several legislators to author this bill.

There will be a conference on February 4, 2000, where the board hopes to achieve credibility policy consensus with regards to this bill. Invited are law enforcement agencies, regulatory agencies, professional associations' legislators, pain treatment advocates, treating physicians, and patients. Each group is a stakeholder.

The board has put a great deal of time and money into this important issue, and it is critical that the board continues moving forward with this project. If legislation is not enacted by January 2002, the board will have exhausted the funding for the CURES program, and the CURES program will have to be shut down.

MOTION: The committee recommends that the board sponsor the legislative proposal to repeal the triplicate prescription program and make the CURES program permanent.

SUPPORT: 9 **OPPOSE:** 0 **ABSTAIN** 0

The board considered sponsoring a proposed amendment to the Business and Professions Code that will permit pharmacies to restock drugs used by ambulances when providing emergency treatment. Additionally board staff has submitted two technical clean-up amendments to correct inappropriate references to two sections of the Business and Professions Code.

MOTION: The committee recommends that the ambulance restocking proposal and the two technical changes be included in the omnibus bill that the board will sponsor.

SUPPORT: 9 **OPPOSE:** 0 **ABSTAIN** 0

Mr. Nelson continued his report stating that the committee also discussed regulations proposed for 2000. The self-assessment forms will be updated and submitted for board approval by the end of 2000, which will require an amendment to the self-assessment regulation.

The committee determined that an amendment to allow evaluation of semester units for foreign graduate transcripts would be noticed in late 2000.

Also the board's disciplinary guidelines will be amended to correct grammatical errors and update some sections. The amendments will be coordinated with the Enforcement Committee with a board vote at the October meeting.

An informational hearing on regulations to authorize the board to cite and fine for all violations of pharmacy law will be held at the April board meeting and the formal regulation hearing will be scheduled for July.

Mr. Nelson stated that modified language was added to pending regulation section 1707, waiver requirements for off-site storage of records. The modifications would extend the time allowed for retrieval of records off-site from 48 hours to two business days. Thus, the two-year retention time for on-site controlled drug records would remain consistent with federal law.

MOTION: The committee recommends that the board adopt the modified language as drafted.

SUPPORT: 9 OPPOSE: 0 ABSTAIN 0

OTHER ITEMS

The implementation of SB 393 will occur February 1, 2000.

At the end of the legislative season SB 393 (Speier) was enacted. The bill requires pharmacies that sell drugs to Medi-Cal patients, to sell prescription drugs to any Medicare patients at Medi-Cal prices if the patient pays for the cost of the drug. The Department of Health Services intends to have Medi-Cal computer systems changed to permit pharmacies to submit dummy claims to EDS to obtain the prices of drugs sold at retail to Medicare beneficiaries. The board of Pharmacy has agreed to take consumer inquiries and questions regarding this new law. The board is developing a consumer brochure. However, the board stated that violations of the Medi-Cal pricing requirements will be enforced by the California Department of Health Services, not by the board. Sanctions would include loss of Medi-Cal provider status.

The committee was provided with the White House press release detailing the President's proposal to have the Food and Drug Administration license internet pharmacies. The committee was also advised that Senator Jackie Speier would be introducing legislation creating new penalties for unlicensed practice on the internet. Fines would be increased to a maximum of \$25,000.

William Marcus, Deputy Attorney General informed the board that after many years of debate a needle exchange law is now in effect. California is one of the last remaining states to require a prescription for a hypodermic needle

Steve Gray representing Kaiser Permanente requested that the board consider modification of the regulation dealing with the prohibition on filling more than one item on a preprinted prescription pad. According to Mr. Gray Kaiser, as well as many other institutions, has found that by using preprinted prescription documents is an effective way to prevent medication errors.

REGULATION HEARING – Pharmacy Operations During the Temporary Absence of a Pharmacist

(Adopt section 1714.1 of Division 17 of Title 16 of the California Code of Regulations)

President Mazzone stated that this regulation hearing is to consider the adoption of section 1714.1 of Division 17 of Title 16 of the California Code of Regulations. This regulation change would specify the criteria for operating a pharmacy when breaks are taken by a pharmacist during a work shift.

Cookie Quandt, representing Longs Drug Stores, offered testimony in general support of adopting section 1714.1. However, Ms. Quandt stated that while the board's proposal was well written, the references made to "ancillary staff" needed to be more clearly defined.

Guy du Pascal representing Albertsons/Savon, offered support for the board's proposal. With regard to the wording of the second paragraph in subsection (a), Mr. du Pascal suggested that the phrase "or otherwise" needs to be more clearly defined. He stated that reasons not directly related to pharmacy operations might be used by a pharmacist who wished to close the pharmacy during his or her break.

John Cronin, representing the California Pharmacists Association (CPhA), stated that in general the approach for the regulation should be the reverse with closure of the pharmacy during the pharmacist's break or meal period being the standard. Dr. Cronin stated that the pharmacist could leave the pharmacy open if it was appropriate to do so. Further, he stated that having the pharmacy closed is not necessarily bad. Dr. Cronin stated that the cost of operating a pharmacy will increase with the implementation of this regulation.

With regard to the wording of the board's proposal, Dr. Cronin stated that it is too detailed and that there is no need to restate existing law in the regulation. He stated that subsection (h) is not really an immunity for a pharmacist who leaves staff in the pharmacy to conduct business while he or she is on a break. Rather, the presence of this wording does nothing to deter the board from making an accusation against a pharmacist for actions taken during his or her absence.

Dr. Cronin stated that the CPhA does not know how to word an alternative to subsection (h) that would provide immunity; therefore, he suggested that the

current wording should be eliminated as it offers a false sense of protection for the pharmacist.

Teresa Miller, representing the California Society of Health-System Pharmacists, stated that her organization supports the proposal.

After all interested parties were heard, no other individuals wished to submit testimony and the issue stood submitted.

The board's modifications made during this meeting will be noticed for a 15-day comment period.

During discussions among board members, the board agreed to remove subsection (h) from the regulation.

Mr. Nelson asked whether the term "ancillary staff" should be defined for the purposes of the proposal. The board members then developed a definition of "ancillary staff" with the assistance of departmental counsel LaVonne Powell and Deputy Attorney General William Marcus.

Further discussion included that subsection (e) is unnecessary as it restates the provision contained in subsection (a) that establishes the pharmacist staffing conditions for breaks.

Board member Caleb Zia stated that a pharmacy should be closed when a pharmacist is on break. Mr. Zia stated that patients should have a pharmacist present to answer questions even if they are receiving a refill medication. He stated that break times should be posted at the pharmacy so that patients are able to plan to be at the pharmacy during times when it is open.

MOTION: Amend the proposed section 1714.1 as follows and send out for 15-day notice. Absent any substantive comments received during the 15-day comment period, the proposal stands adopted.

1. Define "ancillary staff" to read:

"For the purposes of this section, ancillary staff includes: an intern pharmacist, a pharmacy technician, non-licensed personnel as defined in Section 1793.3 of the California Code of Regulations and a pharmacy technician trainee as defined in Section 4115.5(a) of the Business and Professions Code." and

Remove the phrase "shall be considered ancillary staff, and" from subsection (d).

2. Delete the phrase "for security reasons or otherwise" from the second paragraph of subsection (a).

3. Remove subsections (e) and (h).

M/S/C:Nelson/Elsner

SUPPORT: 9 OPPOSE: 0

ORGANIZATIONAL DEVELOPMENT

Bob Elsner reported on the January 4, 2000, Organizational Development Committee meeting. The committee had a number of projects underway or completed:

Plans are underway to hire four to six inspectors in the next few months. Inspector team leads will perform the interviews with the supervising inspector.

California pharmacy Lawbooks were revised, published, and mailed to over 6,000 pharmacies.

Budget proposals to extend the public education program and expand staff training funding were approved, and added to the Governors 2000/01-budget proposal. Additional staffing for both programs was not approved, so existing staff's workload will increase.

The Department of Finance denied augmenting this year's budget to cover increased rent and build-out expenses associated with the additional office space available to the board in Sacramento. The board will need to carefully monitor all expenditures this year, if it will have to absorb increased rent charges. In addition over \$300,000 in increased AG expenditures are projected this year, so a mid-year deficiency to augment this line item will be submitted to the Department of Finance.

Y2K arrived without failures of any board computers. A business continuity plan was developed that will address any possible disruption caused by a disaster, not just computer failures.

The board installed a new telephone system. The system is now undergoing modification to improve the system and correct problems.

At the October Board Meeting, the board approved the committee's recommendation to proceed with a management workload audit. However, due to funding concerns for the year, staff will delay selecting a consultant until all expenditures for the year are finalized.

The Organizational Development Committee concurs with the assessment of the Legislation and Regulation Committee not to move forward to seek legislation to increase the fees of pharmacy technicians, interns and the fee for regrading of pharmacists exams, based on inequities identified in the fee audit released in 1999. The result would have been fees for interns and technicians that were substantially higher than the current comparable fees for the licensure and renewal of pharmacists. Moreover, the board currently has a healthy reserve in its fund. The committee will consider the results of the fee audit at a future meeting later this year.

Staff has designed a new website for the board, and an example of the web page was shared with board members. Final staff work is being completed on the website's articles and components. Staff hopes to have the system operating in the next month or so, after review of all materials by the Department of Consumer Affairs.

Each year the board updates its strategic plan at its early spring meeting. This year, the comparable meeting is scheduled for April 12 and 13. Typically the board is required to submit its new strategic plan to the Administration before July 1.

MOTION: The committee recommends that the board add April 11, 2000, to the board meeting already scheduled for April 12 & 13, if a third day is needed to accommodate board business. During this session the board will revise the board's strategic plan.

SUPPORT: 9 **OPPOSE:** 0 **ABSTAIN** 0

At the October board meeting, at the committee's request, the board considered a policy and procedures manual for board members. All board members were asked to review the draft manual, submit comments and changes, and then the committee would provide the revised manual to the board for action at its January meeting.

MOTION: The committee recommends that the board adopt the board member policy and procedure manual.

SUPPORT: 9 **OPPOSE:** 0 **ABSTAIN** 0

BUDGET REPORT

Mr. Elsner presented the budget report, and stated that the board has an 18-month surplus in its fund projected for the end of June 2000.

1. 1999/00 Budget Year

Revenue Projected: \$5,139,696

The board decreased fees effective July 1, reducing annual revenue by an estimated \$1,125,125. The projected revenue for the year is comprised of \$4,693,158 in revenue from licensing fees and \$446,538 in interest.

The board has also collected \$67,885 in cost recovery this year (which is not included in the revenue projection).

Expenditures Projected: \$6,722,837

The board has been authorized \$5,874,009 in baseline expenditures. In addition, a one-time augment of \$382,000 for Y2K modifications (only \$95,000 was spent) and \$466,345 to fund two more years of CURES.

At the October board meeting, staff indicated that budget change proposals to increase spending for this fiscal year were prepared to increase rent and facilities operations expenditures, increase salaries for staff awarded through collective bargaining agreements, and several other adjustments (such as to provide funding for staff to enter data in the Health Care Practitioners Data Bank). The board received an augment directly in its budget only for increased salaries and associated benefits. All other current year budget change proposals were denied.

The result is that the board must absorb any increase in rent associated with the additional office space once the space is vacated. As we near the end of the 7th month of the fiscal year, it appears that the space may not be available until May or June, which would require the board to absorb only one or two months of additional rent.

However, at current expenditure levels, the board will have a \$330,000 deficit in its AG expenditures if current levels of service are continued. The board is budgeted \$521,091 in AG expenses, but projections are that it may spend \$836,008. There are related increases in expenditures at the Office of Administrative Hearings and in evidence fees.

Last year, the board overspent its AG appropriation by \$120,000. The increase in expenditures is principally due to the increased number of cases transferred to the AG's Office for discipline, reflecting a shift in focus of board inspectors to pursue and complete the most serious cases, even though the board has inspector vacancies.

The board cannot curtail AG prosecution costs. As a result, the board is preparing a deficiency request to augment its AG spending by \$330,000. By the next board meeting, the board will know whether this augment will be received. Without an augment, the board must redirect money from other line items in the budget; however, the board cannot redirect sufficient funding to absorb this increase.

Fund Condition: \$9,377,299

According to recent budget forecasts prepared by the department, the board will have approximately 18.1 months in its reserve on June 30, 2000.

2. 2000/01 Budget Year

Expected Revenue: \$6,535,849

Revenue for the year is expected to be comprised of \$4,860,985 in licensing fees, \$461,864 in interest and \$1,213,000 as the final repayment of the 1991/92 money transferred to the state's General Fund.

Projected Expenditures: \$6,214,000

The department's budget office projects expenditures for year at \$6,214,000. This figure includes a number of budget change proposals approved by the Administration, which currently are undergoing review by the Legislature, including:

- \$238,000 for ongoing funding of the public education program (but without any staff to perform these functions),
- \$45,000 for staff training and development (without any staff to coordinate training requests and perform other basic personnel functions), and
- \$75,000 for a half-time inspector position created to oversee implementation of AB 1545 regarding the ability of nurse practitioners and physician assistants to sign for drug samples.

In addition, the department submitted BCPs on behalf of all departmental entities to authorize expenditures for various functions; the board's share of these are:

- \$62,000 for one year for the board to report data to the Health Integrity Data Bank from 1996 to present.
- \$37,000 for increased worker's compensation rates
- \$3,000 to the department for board-member training
- \$17,000 to the department for a consumer ombudsman program

- \$29,000 for a 6 percent increase in the hourly charged by the Attorney General's Office.

At the above projected revenue and expenditure levels, and with the BCPs listed above all approved, the board will have approximately 18.2 months remaining in its reserve on June 30, 2001, which is projected to decrease to 15.6 months at the end of 2001/02 if revenue and expenditures remain constant.

PERSONNEL UPDATE

Paul Riches joined the board in November, as an associate analyst. Mr. Riches will be the board's legislative analyst.

The Complaint Unit has been expanded to include two new limited-term consumer services analyst positions to aid in the mediation process. Cassandra Kearney has been promoted to one of these positions. The other new analyst is Vicki Almes who worked for the board in this unit several years ago.

Stephanie Jones has been promoted to an analyst position to provide computer support for the board. Ms. Jones recently completed her AA degree in management information systems.

The board has also promoted Susan Cappelto to a SSA position in the Enforcement Unit to issue citations and fines.

The board has eight vacancies in the inspector staff. In February Supervising Inspector Bob Ratcliff, and the three team leads will conduct interviews with applicants for these positions.

THE COMMUNICATION TEAM UPDATE

The Communication Team (TCT) has held 14 team meetings to date. A total of eleven issues have been brought to the TCT. Nine of the issues have been resolved and two issues are pending.

On December 16, 1999, the TCT held its fourth and final all-staff meeting for the year. As usual the all-staff meeting was opened with Memorable Events that have occurred among board employees since the last meeting. The Recognition Program for Tenure that was started at the September staff meeting was continued and people that had completed designated milestones of employment with the board were recognized.

At the March meeting staff will elect new team members. Members stay on the team for two years with three of the six-member team rotating from the team each year. The members retiring from the team are Linda Kapovich, Debbie Anderson, and Valerie Knight. All three have graciously spent time over the last two years working to improve communication within the board.

The board expressed it's gratitude to all TCT members and acknowledged these three members who are retiring from the TCT.

APPROVAL OF MINUTES

Full Board Minutes – October 20 & 21, 1999

MOTION: Approve as submitted.

M/S/C: Strom/Elsner

SUPPORT: 9 OPPOSE: 0 ABSTAIN 0

Southern Compliance Minutes – November 16, 1999

MOTION: Approve as submitted

M/S/C: Strom/Elsner

SUPPORT: 9 OPPOSE: 0 ABSTAIN 0

ADJOURNMENT

There being no new business President Mazzoni adjourned the meeting at 3:30 p.m.