

SUNSET OVERSIGHT REVIEW

SUPPLEMENTAL REPORT

2020



**CALIFORNIA STATE
BOARD OF PHARMACY**

BE AWARE AND TAKE CARE: Talk to your pharmacist!

State of California

Governor Gavin Newsom
Kimberly Kirchmeyer, Director, Department of Consumer Affairs

California State Board of Pharmacy

Additional copies of this report can be obtained from www.pharmacy.ca.gov

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Business, Consumer Services and Housing Agency
Department of Consumer Affairs
Gavin Newsom, Governor



December 1, 2020

The Honorable Steven Glazer, Chair
Senate Business, Professions and
Economic Development Committee
State Capitol
Sacramento, CA 95814

The Honorable Evan Low, Chair
Assembly Business and Professions Committee

State Capitol
Sacramento, CA 95814

Dear Senator Glazer and Assemblymember Low:

On behalf of the California State Board of Pharmacy (Board), it is my pleasure to present to your committees this Supplemental Sunset Review Report. This report highlights the Board's activities and achievements during the supplemental reporting period as well as the Board's significant efforts to assist in California's response to the COVID-19 pandemic.

Beginning in early March 2020, the Board has relied heavily on its extraordinary authority to issue waivers to provisions of Pharmacy Law and its regulations, that in the Board's opinion, will aid in the protection of the public and the provision of patient care. It is with this authority the Board has taken quick and meaningful action. In addition to actions taken independently by the Board, it has partnered with other agencies within the administration and stakeholders, to release guidance documents and advocate for waivers to expand access to care. Our efforts are ongoing and evolve as the nation and California respond to conditions and the eventual distribution of vaccines and immunization of the public.

The Board has balanced these efforts with other essential functions, notably including the promulgation of regulations to expand access to HIV preexposure and postexposure prophylaxis, by adopting emergency regulations that took effect on April 30, 2020, and adopting community pharmacy staffing regulations.

There are many challenges ahead, the current pandemic among the most immediate. On behalf of the Board I would like to thank you for the opportunity to share some of the Board's recent efforts to fulfill its consumer protection mandate. We look forward to partnering with the Legislature, the Administration, and stakeholders to address these challenges and to continue protecting and promoting the health and safety of Californians.

Sincerely,

Gregory N. Lippe
President, California State Board of Pharmacy

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Section 1

Background and Description of the Board and Regulated Professions

- ❖ Brief History and Function
- ❖ Makeup and Functions of Each of the Board's Committees
- ❖ Meeting Quorums
- ❖ Major Changes
- ❖ Major Studies
- ❖ National Associations

Related Appendices

- ◆ Appendix 1 – Table 1a Attendance
- ◆ Appendix 2 – Table 1b Board Committee Roster
- ◆ Appendix 3 – Committee Accomplishments

Brief History and Function

The Board has no significant supplemental information.

Makeup and Functions of Each of the Board's Committees

Board Composition

The Board comprises 13 members: seven pharmacists and six public representatives. The Senate Rules Committee and the Speaker of the Assembly each appoint one public member. The other 11 members are appointed by the Governor. The Board currently has two vacancies.

Greg Lippe, President, Public Member

Debbie Veale, Vice President, Licensee Member

Maria Serpa, Treasurer, Licensee Member

Ryan Brooks, Public Member

Lavanza Butler, Licensee Member

Shirley Kim, Public Member

Seung Oh, Licensee Member

Jignesh Patel, Licensee Member

Ricardo Sanchez, Public Member

Jason Weisz, Public Member

Albert Wong, Licensee Member

Appendices 1 and 2 contain supplemental tables documenting Board member appointments, terms, committee assignments and attendance for fiscal year 2019/20. (Table 1a - Board Member Attendance, Supplement and Table 1b – Board/Committee Roster, Supplement.)

Board Committees and their Functions

The Board performs much of its work in committees. These committees develop and recommend policies that advance mission-related goals in the Board's strategic plan. The Board discusses, modifies and acts upon committee recommendations at public meetings. In addition to standing committees, the Board has temporary task force or ad hoc committees and one specialized standing committee.

The Board's strategic plan establishes five standing committees. The Board manages, plans, and tracks its operations through its strategic plan, which is annually updated and

fully reassessed about every five years. The current plan was established in 2016. Committee memberships are periodically updated in part because of Board membership changes.

Licensing Committee

This committee oversees the professional qualifications of licensees entering the practice of pharmacy, establishes minimum standards for Board-licensed facilities, and ensures appropriate practice standards.

Current members:

Debbie Veale, Chair, Licensee Member

Seung Oh, Vice-Chair, Licensee Member

Lavanza Butler, Licensee Member

Jignesh Patel, Licensee Member

Jason Weisz, Licensee Member

Albert Wong, Licensee Member

Enforcement and Compounding Committee

This committee exercises oversight of all drug distribution and dispensing activities – including drug compounding – and enforcement of state and federal pharmacy laws. Subsequent to the release of the initial Sunset Report, the Board’s Compounding Committee, charged with evaluating current and proposed compounding standards developed by the United States Pharmacopeia (USP) as well as the Board’s current regulations, was reintegrated in to the Enforcement Committee.

Current members:

Maria Serpa, Chair, Licensee Member

Jignesh Patel, Vice-Chair, Licensee Member

Greg Lippe, Public Member

Ricardo Sanchez, Public Member

Debbie Veale, Licensee Member

Albert Wong, Licensee Member

Communication and Public Education Committee

This committee is responsible for outreach and information for consumers, including the importance of discussing medications with their pharmacists, patients complying with their prescription treatment regimens, and becoming better informed about drug therapy and health. The committee also ensures development of educational materials for licensees regarding new laws, Board policies, and emerging issues.

Current members:

Ricardo Sanchez, Chair, Public Member

Jason Weisz, Vice-Chair, Public Member

Ryan Brooks, Public Member

Shirley Kim, Public Member

Seung Oh, Licensee Member

Legislation and Regulation Committee

This committee advocates legislation and promulgates regulations that advance the Board's vision and mission.

Current members:

Greg Lippe, Chair, Public Member

Maria Serpa, Vice-Chair, Licensee Member

Ryan Brooks, Public Member

Lavanza Butler, Licensee Member

Shirley Kim, Public Member

Seung Oh, Licensee Member

Organizational Development Committee

This Board president and vice president are the only members of this committee, which typically does not meet in public. The committee is responsible for strategic planning, budget management, and staff development activities. The committee reports on the Board's expenditures, revenue, and fund condition at quarterly Board meetings.

Current members:

Greg Lippe, President, Public Member

Debbie Veale, Vice President, Licensee Member

Appendix 3 provides Committee Accomplishments - Supplement for each of the committees during the supplemental reporting period.

Meeting Quorums

Business and Professions Code section 4002 requires the presence of seven Board members to take action at meetings.

A total of 49 Board meetings and 76 committee meetings were held during this reporting period.

Fiscal Year	Number of Board Meetings	Board Meeting Days	Committee Meetings
FY 2015/16	10	17	13
FY 2016/17	11	15	14
FY 2017/18	10	14	16
FY 2018/19	10	14	17
FY 2019/20	8	11	16
Total	49	71	76

Major Changes

Change in Leadership

After 29 years of leadership with the Board, Executive Officer Virginia Herold retired at the end of 2018. Ms. Herold had served as the Board's assistant executive officer from 1990 until assuming the role of Executive Officer in 2007. In January 2020 Anne Sodergren was appointed as the Board's Executive Officer.

Strategic Plan

In 2016 the Board completed development of a new strategic plan. The plan was a joint effort between Board members, staff and the public to identify key issues and create action plans. As part of its process, the Board leveraged its prior strategic plan and analyzed trends in pharmacy practice, consumer needs and health care. The Board's vision statement, "Healthy Californians through safe, quality pharmacist care" remains relevant and reflects how the Board establishes its priorities and policies.

COVID-19

The most significant change to the Board during this supplemental period is the Board's efforts to respond to the COVID-19 pandemic. Additional information is provided in Section 12 of this supplemental report.

Board-Sponsored Legislation and Legislation Affecting the Board

Consumer protection involves more than enforcing legal requirements. It includes devising and implementing strategies that also serve to protect consumers, address the misuse and abuse of prescription drugs, and secure the integrity of the drug supply chain to prevent the introduction of counterfeit drugs. As a regulator of a dynamic profession, the Board remains vigilant to ensure outdated laws are updated or repealed and new laws – reflecting new practices or responding to emerging issues – are advocated and enacted. Legislation involving licensing and enforcement activities is continually evaluated, and the Board works to secure enforcement tools necessary to effectuate consumer protection. Provided below is a summary of 2020 significant legislation affecting the Board.

2020 Legislation

Board Sponsored

Given the unprecedented nature of the COVID-19 pandemic and 2020 Legislative Session, the Board did not sponsor any legislation.

Enacted Legislation Impacting the Board

- ❖ AB 1710 (Wood, Chapter 123, Statutes of 2020) provides pharmacists with the authority to independently order and administer an FDA authorized or approved COVID-19 vaccine.
- ❖ AB 2077 (Ting, Chapter 274, Statutes of 2020) extends provisions for needle exchange programs.
- ❖ AB 2113 (Low, Chapter 186, Statutes of 2020) requires the Board to expedite applications for refugees, asylees and immigrants.
- ❖ AB 3330 (Calderon, Chapter 359, Statutes of 2020) increases the annual CURES fee.
- ❖ Senate Bill 878 (Jones, Chapter 131, Statutes of 2020) requires the Board to post application and renewal processing times.

- ❖ Senate Bill 1474 (Committee on Business, Professions and Economic Development, Chapter 312, Statutes of 2020) provides a one-year extension of the Board's sunset date.

Supplemental Information Regulation Changes

2020 Regulation Changes

- ❖ Amend Section 1749 – Increase application, renewal, and other fees to the statutory maximum to address a structural imbalance within the Board's budget.

Effective Date: April 1, 2020

- ❖ Amend Section 1746.3 – Authorizes the executive officer to approve a naloxone fact sheet consistent with the requirements of section 1746.3.

Effective Date: April 1, 2020

- ❖ Emergency Regulation to Add Section 1747 – Establishes the criteria for a training program for participating pharmacists seeking to furnish HIV preexposure prophylaxis (PrEP) and HIV postexposure prophylaxis (PEP).

Effective: April 30, 2020

- ❖ Add Section 1714.3 – Establishes the requirements a pharmacy must meet to comply with personnel assigned to assist a pharmacist.

Effective Date: September 15, 2020

- ❖ Amend Section 1706.2 – Provides clarity to the regulated public with respect to the criteria used by the Board to deem an application abandoned.

Effective Date: October 1, 2020

- ❖ Amend Section 1707.2 – Clarifies and makes specific the standards that apply to all pharmacies, mail order pharmacies or pharmacies that deliver medications, to fulfill their patient consultation requirements.

Effective Date: October 1, 2020

The Board Currently Has 14 Regulations in Various Stages of Promulgation

- ❖ Amend Sections 1702, 1702.1 and 1702.5 and repeal Section 1702.2 – Updates the Board’s renewal requirements regulation to include all current and future license types.
- ❖ Amend Section 1707 – Updates the Board’s off-site storage regulation to remove the restriction prohibiting approval if the licensee has a records violation within the last five years.
- ❖ Amend Section 1709 – Sets requirements for premises licensees owned or managed by a Trust.
- ❖ Amend Sections 1711 and 1713 and add Section 1715.1 – Creates licensing and operation requirements for automated drug delivery systems.
- ❖ Amend Section 1715 – Incorporates form requirements into regulation and update the self-assessment forms used by licensees as a self-inspection tool to assist compliance with pharmacy law.
- ❖ Add Section 1717.5 – Establishes requirements for automatic refill programs.
- ❖ Amend Sections 1769 – 1770 – Updates the substantial relationship criteria and rehabilitation criteria for applicants and licensees.
- Amend Sections 1780-1783 – Incorporates operating requirements for third-party logistics providers.
- ❖ Amend Section 1784 – Incorporates form requirements into regulation and update the self-assessment forms used by licensees as a self-inspection tool to assist compliance with pharmacy law.
- ❖ Amend Sections 1793.5, 1793.6, and Section 1793.65 – Updates the pharmacy technician application form, which is incorporated by reference, to conform to new statutory requirements as well as provide better guidance to applicants about requirements for licensure. Updates the pharmacy technician training course requirements and establish certification programs approved by the Board.
- ❖ Add and Amend section 1747 – Establishes the criteria that a training program for participating pharmacists seeking to furnish HIV preexposure prophylaxis (PrEP) and HIV postexposure prophylaxis (PEP) on a permanent basis.
- ❖ Amend Section 1715.65 – Clarifies the inventory and reconciliation requirements.
- ❖ Amend Section 1715.6 – Modifies the drug loss reporting requirements.
- ❖ Amend Section 1704 – Establishes a notification requirement for licensees to maintain a current electronic mail address, should the licensee have one.
- ❖ Amend Section 1708.1 – Establishes a notification requirement for the temporary closure of a licensed facility.

Additional information on the status of these regulations is provided in Section 10.

Major Studies

The Board contracted with the Office of Professional Examination Services to conduct an audit of the pharmacist licensure examination. The report is anticipated to be finalized in early 2021.

National Associations

The Board is a member of the National Association of Boards of Pharmacy.

Meetings of National Associations Attended:

- ❖ NABP Executive Officers Interactive Forum – Mount Prospect (October 2019), IL
- ❖ NABP 115th Annual Meeting (May 2020) – Virtual Meeting

Committees, Workshops and Working Group Involvement:

- ❖ FDA 2019 Intergovernmental Working Meeting on Drug Compounding (October 2019)
– Silver Spring, MD
- ❖ Western State Opioid Summit (November 2019) – San Diego

National Exam Involvement

The Board does not have any significant supplemental information to provide.

Section 2

Performance Measures and Customer Satisfaction Surveys

- ❖ Enforcement Performance Measures
- ❖ Licensing Performance Measures
- ❖ Customer Satisfaction Survey

Related Appendices

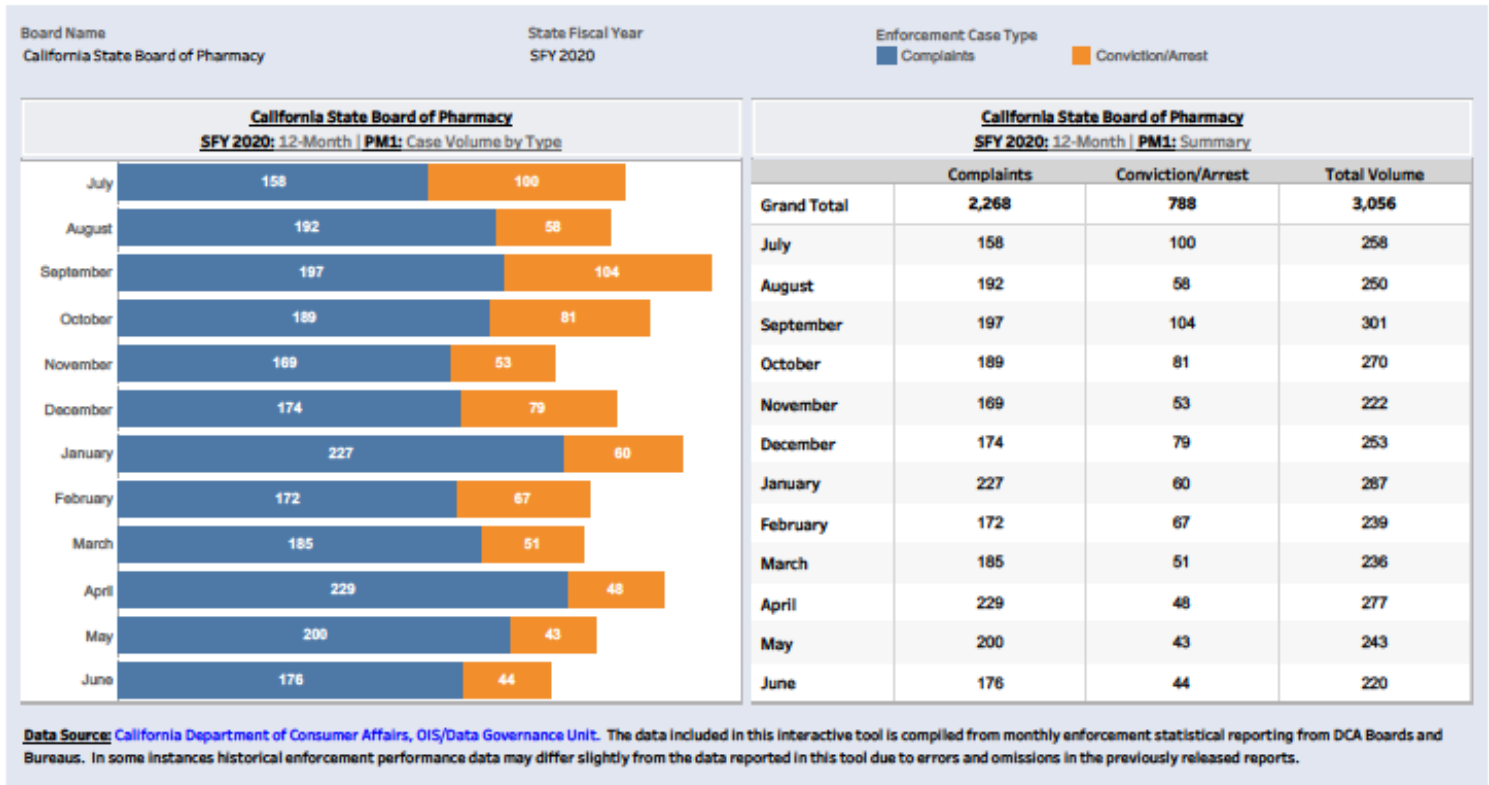
- ♦ Appendix 4 – Enforcement Performance Measures
- ♦ Appendix 5 – Licensing Performance Measures
- ♦ Appendix 6 – Board Consumer Satisfaction Survey

PERFORMANCE MEASURES AND CUSTOMER SATISFACTION SURVEYS

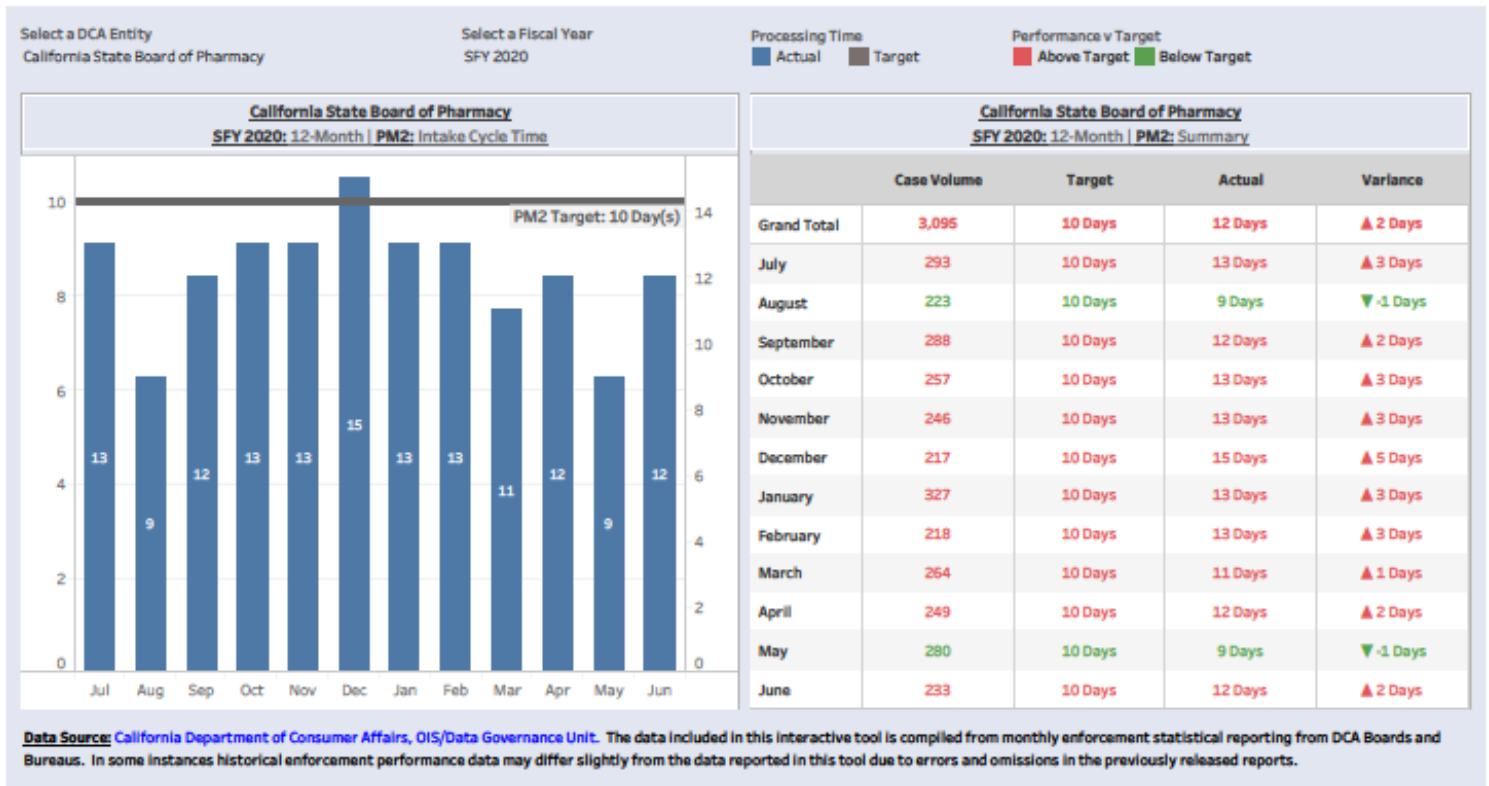
Enforcement performance measures for fiscal year 2019/20 are provided in the following pages.

Enforcement Performance Measures FY 2019/2020

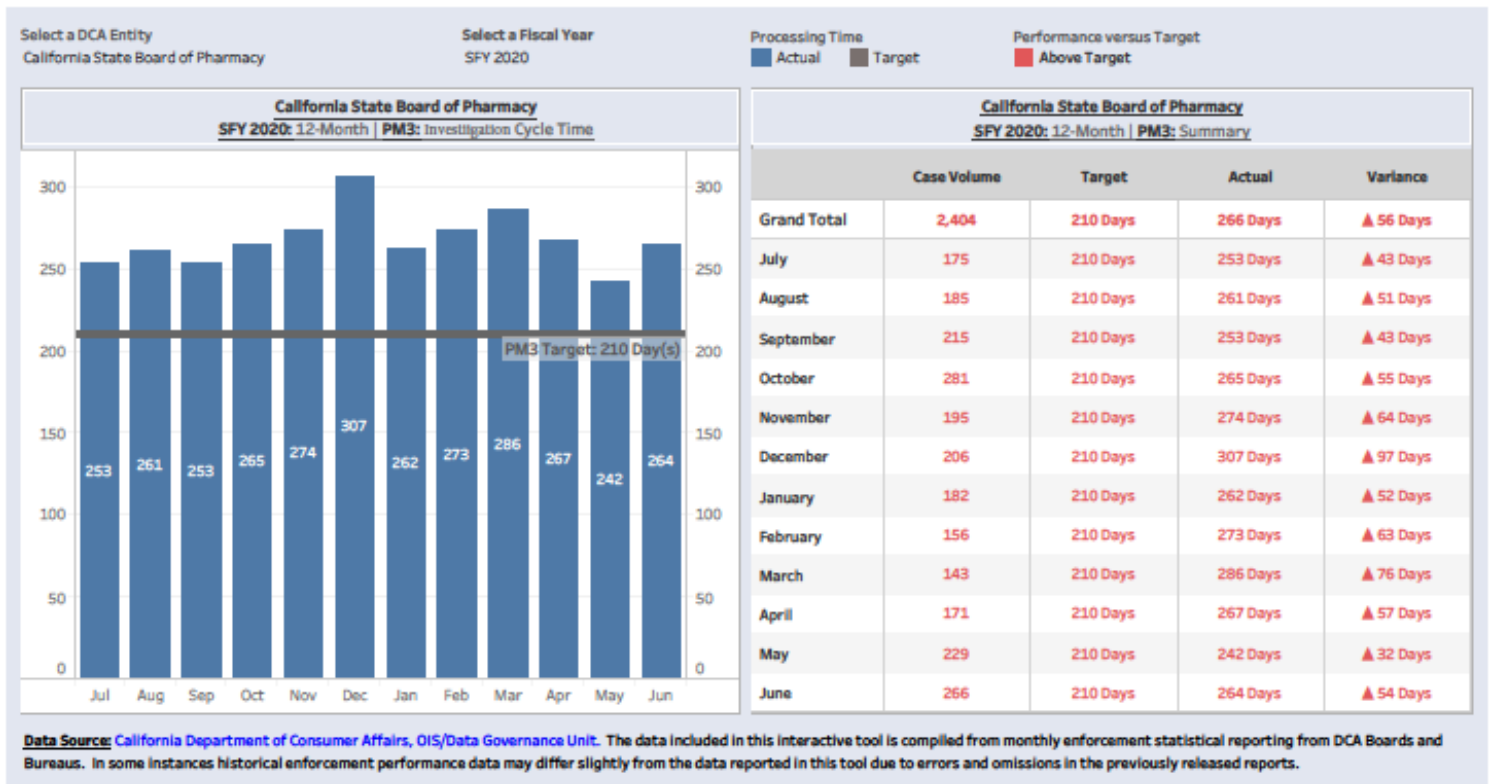
FY 2019/2020 Performance Measure 1



FY 2019/2020 Performance Measure 2

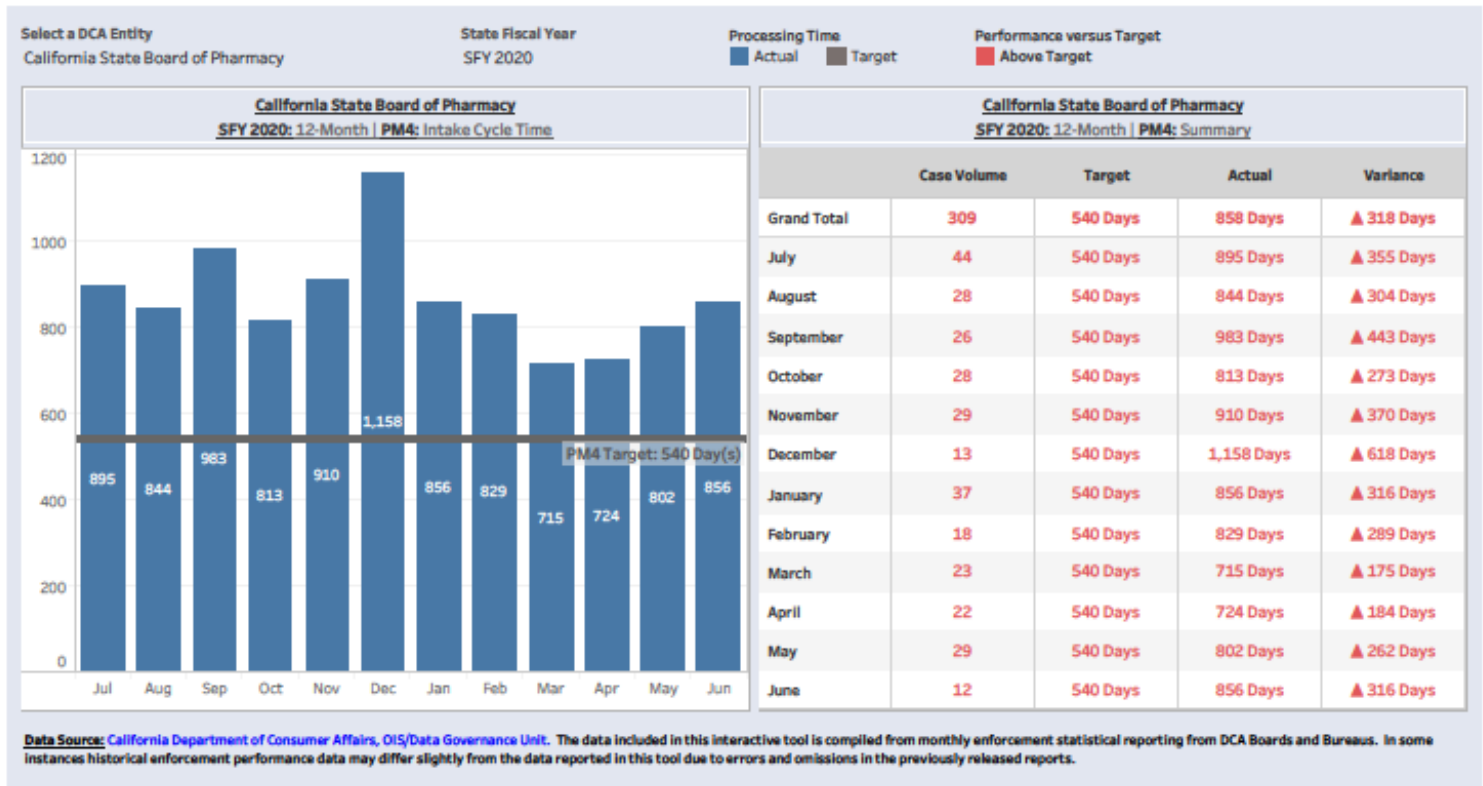


FY 2019/2020 Performance Measure 3



PERFORMANCE MEASURES AND CUSTOMER SATISFACTION SURVEYS

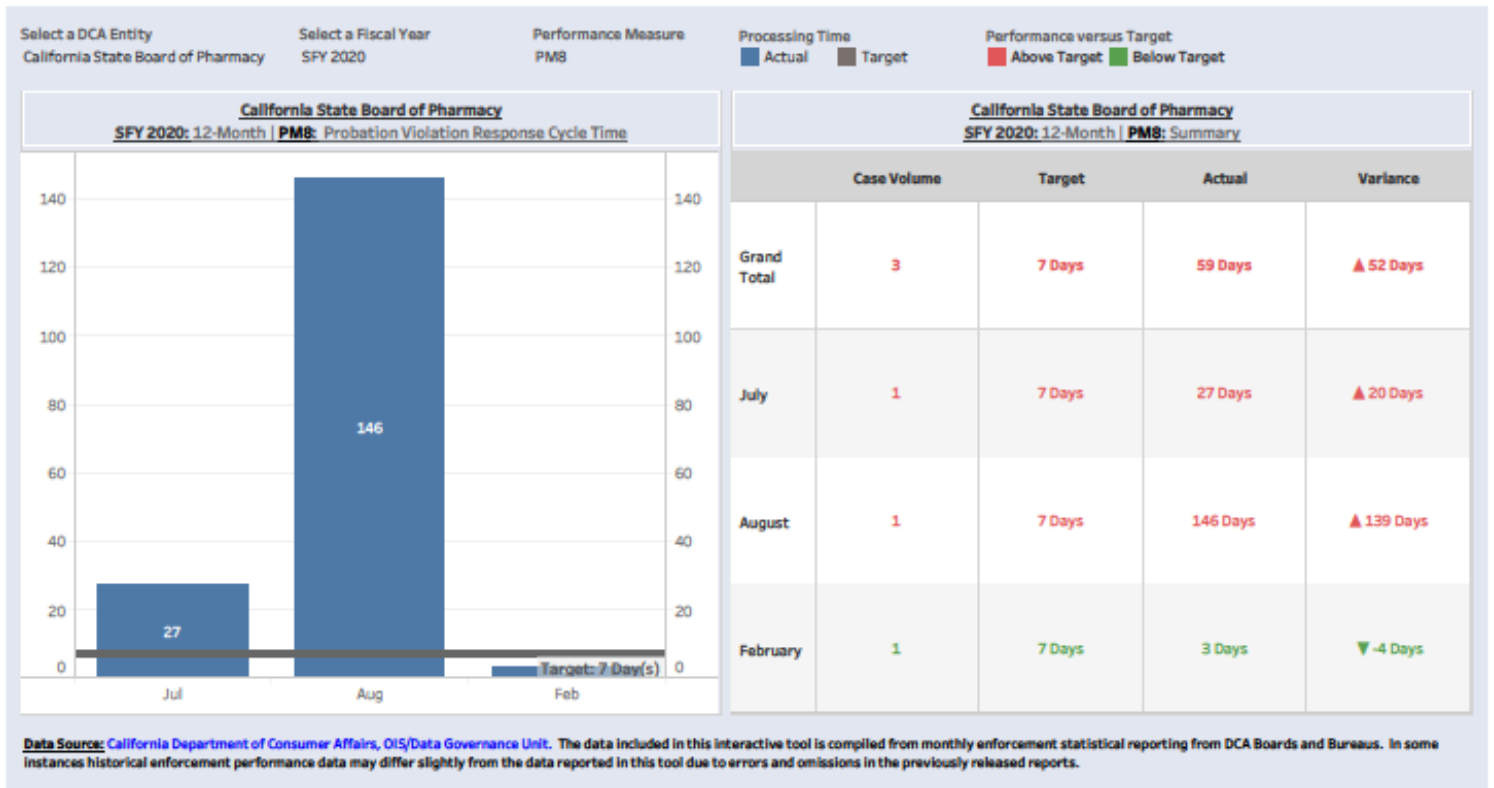
FY 2019/2020 Performance Measure 4



FY 2019/2020 Performance Measure 7



FY 2019/2020 Performance Measure 8



Licensing Performance Measures FY 2019/2020

Effective July 1, 2019, the Board implemented the Automated Drug Delivery Systems (ADDS) licensing program. Supplemental information provided below includes updated information for FY 2019/20, including information on the ADDS' program.

Licensing Performance Measures – FY 2019/20

License Type	Application Type	Target Cycle Time Complete Applications	Volume Complete Applications	Cycle Time Complete Applications	Volume Incomplete Applications	Cycle Time Incomplete Applications
Advanced Practice Pharmacist	Advanced Practice Pharmacist Application	30	30	53	223	253
Automated Patient Dispensing System 340B Clinic	Automated Patient Dispensing System 340B Clinic Application	30	0	N/A	0	N/A
Automated Drug Delivery System	Automated Drug Delivery System Application	30	0	N/A	1,012	65
Automated Drug Delivery System EMS	Automated Drug Delivery System EMS Application	30	0	N/A	1	50
Centralized Hospital Packaging	Centralized Hospital Packaging Pharmacy License Application	45	1	3	0	N/A
Clinic	Clinic Permit Application	30	314	28	419	183
Designated Paramedic	Application for a Designated Paramedic License	30	0	N/A	3	44
Designated Representative – 3PL	Application for Designated Representative – Representative – 3PL	30	53	80	34	174
Designated Representative – Reverse Distributor	Application for a Designated Representative Reverse Distributor License	30	0	N/A	2	264
Designated Representative – Veterinary Food- Animal Drug Retailer	Designated Representative – Veterinary Food-Animal Drug Retailer Application	30	2	81	4	179

PERFORMANCE MEASURES AND CUSTOMER SATISFACTION SURVEYS

License Type	Application Type	Target Cycle Time Complete Applications	Volume Complete Applications	Cycle Time Complete Applications	Volume Incomplete Applications	Cycle Time Incomplete Applications
Designated Representative – Wholesaler	Application for a Designated Representative License	30	124	79	225	174
Exempt Hospital Pharmacy	Exempt Hospital Pharmacy Application	30	0	N/A	0	N/A
Hospital	Hospital Pharmacy Permit Application	30	2	1	10	150
Hospital Satellite Sterile Compounding	Hospital Satellite Sterile Compounding Pharmacy License	45	0	N/A	2	356
Hypodermic Needle and Syringe	Application for Hypodermic Needle and Syringe Permit	30	2	53	4	97
Intern Pharmacist	Application for Registration as an Intern Pharmacist	15	1597	16	353	77
Licensed Correctional Facility	Licensed Correctional Facility	30	0	N/A	1	349
Outsourcing Facility	Outsourcing Facility Application	45	0	N/A	0	N/A
Outsourcing Facility-Nonresident	Outsourcing Facility-Nonresident Application	45	1	29	6	184
Pharmacist	Application for Pharmacist Examination and Licensure	15	2128	24	805	79
Pharmacist	Application for Pharmacist Initial License	5	1893	3	24	23
Pharmacy	Pharmacy Permit Application	30	118	17	250	143
Pharmacy - Nonresident	Nonresident Pharmacy Permit Application	30	24	12	82	196
Pharmacy Technician	Pharmacy Technician Application	30	2,685	44	1,959	98
Remote Dispensing Pharmacy	Remote Dispensing Pharmacy Permit Application	30	0	N/A	1	73

License Type	Application Type	Target Cycle Time Complete Applications	Volume Complete Applications	Cycle Time Complete Applications	Volume Incomplete Applications	Cycle Time Incomplete Applications
Sterile Compounding Pharmacy	Application for a Sterile Compounding Pharmacy License	45	20	154	78	285
Sterile Compounding Pharmacy - Nonresident	Application for a Nonresident Pharmacy Sterile Compounding License	45	0	N/A	9	223
Surplus Medication Collection and Distribution Intermediary	Application for Surplus Medication Collection and Distribution Intermediary	45	0	N/A	1	221
Third-Party Logistics Provider	Application for Third-Party Logistics Provider License	30	2	37	6	95
Third-Party Logistics Provider - Nonresident	Application for Nonresident Third-Party Logistics Provider License	30	3	2	20	145
Veterinary Food- Animal Drug Retailer	Veterinary Food-Animal Drug Retailer Application	30	0	N/A	0	N/A
Wholesaler	Application for Wholesaler License	30	15	19	40	106
Wholesaler - Nonresident	Application for Nonresident Wholesaler License	30	17	40	79	238

Customer Satisfaction Survey

During the reporting period the Board received 81 customer satisfaction survey responses. No additional responses were received during Fiscal Year 2019/20

Website Satisfaction Survey

Visitors to the Board's website may complete a satisfaction survey. During the supplemental reporting period the Board received 3 surveys.

PERFORMANCE MEASURES AND CUSTOMER SATISFACTION SURVEYS

Did you find the website easy to navigate?	Number	% of Total
Yes	2	66
No	1	33

Did you find the website informative?	Number	% of Total
Yes	2	66
No	1	33

Did you experience any problems downloading files?	Number	% of Total
Yes	0	
No	2	66
N/A	1	33

Overall, how satisfied are you with your visit to this website?	Number	% of Total
Very Satisfied	1	33
Satisfied	1	33
Neutral	0	
Dissatisfied	1	33
Very Dissatisfied	0	

How often do you visit this website?	Number	% of Total
Daily	1	33
Weekly	0	
Monthly	0	
Infrequently	0	
First Visit	2	66
No Answer	0	

Section 3

Fiscal Issues

- ❖ Fiscal Issues
- ❖ Staffing Issues

Related Appendices

- ♦ Appendix 7 – Table 2 Fund Condition
- ♦ Appendix 8 – Table 3 Expenditures by Program Component
- ♦ Appendix 9 – Table 4 Fee Schedule and Revenue
- ♦ Appendix 10 – Table 5 Budget Change Proposals

Fiscal Issues

Fund Appropriation

Board Senate Bill 212 (Jackson, Chapter 1002, Statutes of 2018), established the Pharmaceutical and Sharps Stewardship Fund, and provided provisions for the Board to seek reimbursement from the fund for purposes of administering and enforcing the measure.

Reserve Level/Spending

Business and Professions Code section 4400(p), provides that it is the intent of the Legislature that, in setting fees, the Board shall seek to maintain a reserve in its fund equal to approximately one year's operating expenditure. The Board is currently significantly below this level. At the end of fiscal year 2019/20, the Board's reserve level is at 3.4 months, which is about \$8,889,000.

Fund Condition	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Fund Balance	\$10,518	\$8,084	\$8,614	\$10,597	\$8,889
Months in Reserve	5.8	3.9	4.1	4.7	3.4

Future Fee Increases

Absent a fee increase, the Board's fund would have been insolvent in fiscal year 2019/20. To prevent such an occurrence, effective April 1, 2020, many of the Board's fees were increased to the statutory maximum levels.

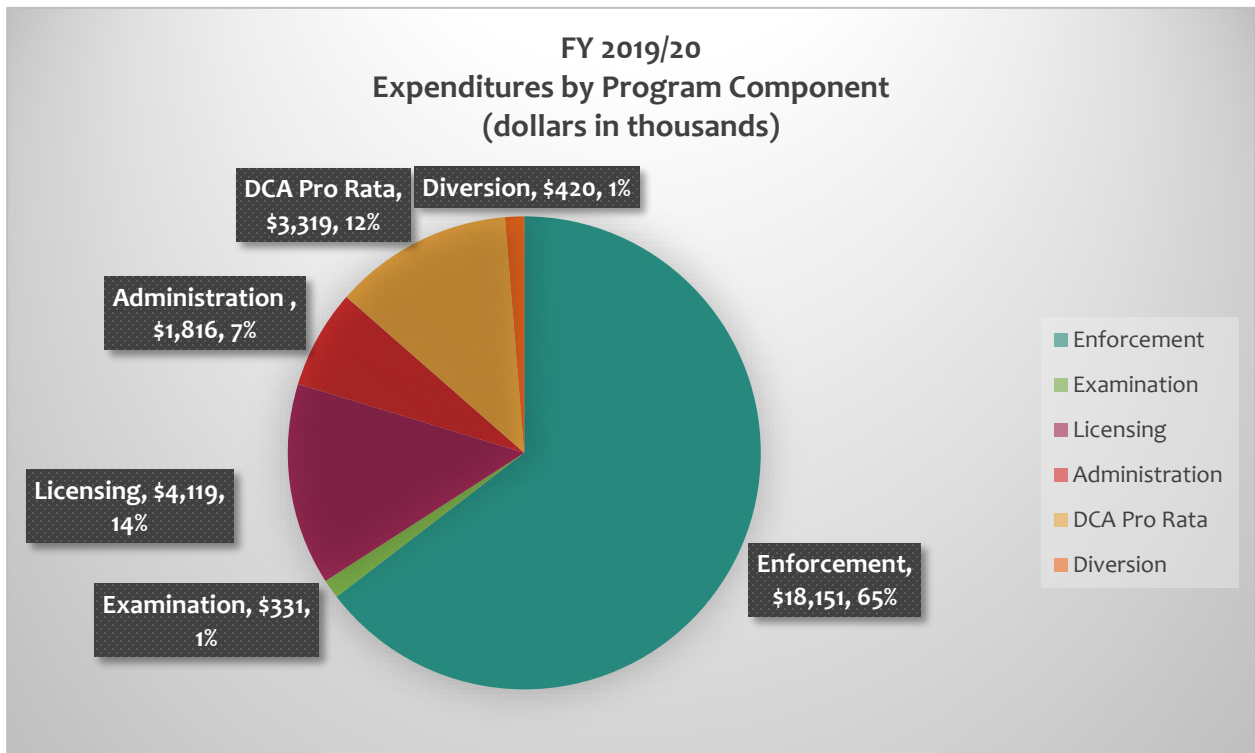
Fund Condition	FY 2018/19	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23
Fund Balance	\$10,597	\$8,889	\$7,774	\$8,894	9,231
Months in Reserve	4.7	3.4	2.9	3.3	3.3

General Fund Loans

The Board loaned \$2.4M to the general fund in FY 2020/21.

Program Expenditures

The chart below displays the Board's projected expenditures for FY 2019/20.



The enforcement program is the largest budget expenditure, about 65 percent, followed by the licensing program, about 15 percent, and DCA prorata at about 12 percent. Historical data for expenditures since FY 2015/16 is provided in Appendix 8, Table 3.

BreEZe Contribution

The Board has no supplemental information to provide regarding BreEZe contributions.

License Renewal Cycles/Fee Changes in the Last 10 Years

The Board has no supplemental information to provide.

The Board's new fee schedule is provided in Appendix 9, Table 4.

Budget Change Proposals

Appendix 10, Table 5 provides a summary of approved BCPs for fiscal year 2019/20. As indicated in the table, these BCPs were primarily for:

- ❖ New staff associated with workload for new legislative mandates.
- ❖ Limited term positions to assist with Business Modernization activities

Staffing Issues

The Board has no significant supplemental information but notes its current authorized position count is 134, with 16 vacancies.

Staff Development

As previously stated, the Board believes a well-trained staff is essential to fulfill its mandate. To that end, the Board provides training to improve and enhance performance as well as encourage learning and development.

The Board relies on training provided by Board staff, DCA, and outside trainers. As an example, the Board provides specialized training to inspector and supervising inspector staff on sterile compounding practices, current Good Manufacturing Practices (cGMPs), and investigative and inspection techniques. The Board uses a variety of training modalities for all staff, including web-based and in-person training. Additionally, the Board uses team meetings and conference calls to reduce costs associated with travel.

Summary information of trainings and costs are provided below.

	Number of Courses FY 2015/16	Number of Attendees FY 2015/16	Number of Courses FY 2016/17	Number of Attendees FY 2016/17	Number of Courses FY 2017/18	Number of Attendees FY 2017/18	Number of Courses FY 2018/19	Number of Attendees FY 2018/19	Number of Courses FY 2019/20	Number of Attendees FY 2019/20
Department Provided Training	42	106	49	84	65	220	33	39	28	38
External Vendor Training	11	38	20	61	16	133	25	109	12	12
Internal Staff Training	6	195	21	526	5	142	9	297	7	352

Training Expenses (travel costs not included)

	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Outside Vendor Training Costs	\$4,728	\$19,263	\$22,840	\$80,434	\$3,287

Section 4

Licensing Programs

- ❖ Licensing Programs
- ❖ Performance Targets
- ❖ Licenses Issued/Renewed
- ❖ Examinations
- ❖ School Approvals
- ❖ Continuing Education/Competency Requirements

Related Appendices

- ◆ Appendix 11 – Table 6 Licensee Population
- ◆ Appendix 12 – Table 7a Licensing Data by Type
- ◆ Appendix 13 – Table 7b Total Licensing Data
- ◆ Appendix 14 – Table 8 Examination Data

Licensing Programs

The Board's licensees compound, transport, dispense, and store prescription drugs and devices that are essential for patient care and treatment. Pharmacists, as experts in pharmaceutical care and management, convey critical information about drug therapy management to patients and other health care providers. In addition, because of their extensive education (at least eight years of education after high school) and accessibility to consumers, the scope of practice for pharmacists is evolving and expanding. Effective July 1, 2019, the Board implemented the Automated Drug Delivery Systems licensing program. The increase in the Board's Licensee population reflected below is in part as a result of the new licensing program along with implementation of correction clinics provisions established in Assembly Bill 1812 (Chapter 36, effective June 27, 2018).

Licensee Population

FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
139,341	139,947	140,783	140,723	143,242

Appendix 11 includes Table 6, Licensee Population. Appendix 12 includes Table 7a, Licensing Data by Type. Appendix 13 includes Table 7b, Total Licensing Data, with FY 2019/20 data.

Performance Targets

The Board publicly reports its performance at quarterly meetings. The Board established extremely aggressive targets that balance the Board's mandate to protect consumers with the needs of individuals and businesses entering the marketplace.

The Board's performance targets are provided below.

Board of Pharmacy Licensing Performance Measures - Target Dates

License Type	Application Type	Target (In Days) For Complete Applications
Advanced Practice Pharmacist	Advanced Practice Pharmacist Application	30
Automated Patient Dispensing System 340B Clinic	Automated Patient Dispensing System 340B Clinic Application	30
Automated Drug Delivery System	Automated Drug Delivery System Application	30
Automated Drug Delivery System EMS	Automated Drug Delivery System EMS Application	30
Centralized Hospital Packaging	Centralized Hospital Packaging Pharmacy License Application	45
Clinic	Clinic Permit Application	30

ENFORCEMENT PROGRAMS

License Type	Application Type	Target (In Days) For Complete Applications
Designated Paramedic	Application for Designated Paramedic License	30
Designated Representative – Reverse Distributor	Application for a Designated Representative Reverse Distributor License	30
Designated Representative – Reverse Distributor	Application for a Designated Representative Reverse Distributor License	30
Designated Representative – Wholesaler	Application for a Designated Representative License	30
Designated Representative – 3PL	Application for Designated Representative – 3PL	30
Designated Representative – Veterinary Food-Animal Drug Retailer	Designated Representative – Veterinary Food-Animal Drug Retailer Application	30
Exempt Hospital Pharmacy	Exempt Hospital Pharmacy Application	30
Hospital	Hospital Pharmacy Permit Application	30
Hospital Satellite Sterile Compounding	Hospital Satellite Sterile Compounding License	45
Hypodermic Needle and Syringe	Application for Hypodermic Needle and Syringe Permit	30
Intern Pharmacist	Application for Registration as an Intern Pharmacist	15
Licensed Correctional Pharmacy	Licensed Correctional Pharmacy	30
Outsourcing Facility	Outsourcing Facility Application	45
Outsourcing Facility – Nonresident	Outsourcing Facility-Nonresident Application	45
Pharmacist	Application for Pharmacist Examination and Licensure	15
Pharmacist	Application for Pharmacist Initial License	5
Pharmacy	Pharmacy Permit Application	30
Pharmacy - Nonresident	Nonresident Pharmacy Permit Application	30
Pharmacy Technician	Pharmacy Technician Application	30

ENFORCEMENT PROGRAMS

License Type	Application Type	Target (In Days) For Complete Applications
Sterile Compounding Pharmacy	Application for a Sterile Compounding Pharmacy License	45
Surplus Medication Collection and Distribution Intermediary	Application for Surplus Medication Collection and Distribution Intermediary License	45
Third-Party Logistics Provider – Nonresident	Application for Nonresident Third-Party Logistics Provider License	30
Wholesaler	Application for Wholesaler License	30

At the end of FY 2019/20, the Board was not meeting some of these aggressive performance standards in part because of the transition to teleworking and the Board's reliance on paper processing. As workflow changes including scanning of documents are standardized, processing times have improved.

Average Time to Process Applications, Administer Exams and/or Issue License

The Board does not have significant supplemental information to report.

Licenses Issued/Renewed

The Board issues a license upon determining an applicant has satisfied the requirements for licensure.

Licenses Issued

FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
11,917	11,784	11,064	10,672	11,733

ENFORCEMENT PROGRAMS

Until FY 2019/20 renewal of licenses remained relatively constant. The increase in FY 2019/20 is in part a result of new licensing programs added to the Board's jurisdiction.

Licenses Renewed

FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
64,729	64,206	64,644	64,474	67,405

In addition to issuing and renewing licenses, Board staff also approve applications and processes change notifications as required by law. For example, the Board must approve the designation of pharmacists-in-charge reported by pharmacies.

Mandatory Change Notifications

FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
4,689	4,287	3,853	4,053	3,914

In addition, the Board processed 507 discontinuance of business notifications and over 12,892 name and address changes during the supplemental reporting period.

Licenses or Registrations Denied Based on Criminal History

During the supplemental reporting period the Board received over 13,803 applications. The Board issued over 11,733 licenses and denied 48 applications.

Application Denials

	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Criminal Conviction	66	48	47	47	28
Total Denial	99	77	77	63	48

Provided below is a breakdown of the general categories of the convictions for which an application was denied.

Categories of Convictions

	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Acts Involving Drugs/Alcohol	42	31	29	30	18
Acts Involving Theft/Fraud	29	19	19	17	11
Criminal Sexual Behavior	1	1	3	4	2
Violent Crime	1	1	4	1	1

Note: The data above includes convictions for all categories. If an applicant had a conviction in more than one of the above categories, both are reflected.

Provided below is some summary information for applications that were denied during the supplemental reporting period:

FY 2019/20

- ❖ Pharmacy technician: The Board denied 27 pharmacy technician applications, typically for one or more convictions of a crime substantially related to the functions of a pharmacy technician, including driving under the influence of alcohol or illicit substances, theft, credit card fraud, lewd conduct, assault with a deadly weapon, and possession of a controlled substance.
- ❖ Intern pharmacist and pharmacist: The Board denied one intern pharmacist licenses and four pharmacist applications, primarily for convictions of a crime substantially related to the functions of an intern pharmacist or pharmacist, examination misconduct, and submission of fraudulent intern hours.
- ❖ Pharmacy: The Board denied 11 pharmacy applications and two sterile compounding applications, primarily due to pending investigations of pharmacies with common ownership.
- ❖ Outsourcing: The Board denied two outsourcing facility license applications based on non-compliance with good manufacturing practices and/or failure to comply with regulators adopted by the Board.
- ❖ Wholesaler: The Board denied one wholesaler application due to a pending investigation of a pharmacy with common ownership

Summary case information is provided in Attachment D.

Verification of Information from Applicants

Application Information

The Board has no supplemental information to provide regarding application information.

National Databank

The Board has no supplemental information to provide regarding the use of the National Practitioner Data Bank.

Primary Source Documentation

The Board has no supplemental information to provide regarding its use of primary source documentation.

Out-of-State/Out-of-Country Applications

The Board has no supplemental information to provide regarding out-of-state and out-of-county applications.

Military Education and Training

During the supplemental reporting period, the Board received 90 applications from veterans.

The Board has waived renewal fees and continuing education requirements for 2 individuals pursuant to BPC section 114.3 during the supplemental reporting period. This has not caused a significant impact on revenues.

The Board has expedited the processing of 29 applications pursuant to BPC section 115.5 during the supplemental reporting period. The Board also expedited 23 applications for individuals serving in the military, pursuant to BPC 114.5.

No Longer Interested Notifications

The Board sends “No Longer Interested” notifications to the DOJ’s web portal; however, this process is slow. In 2017, the Board began working with the department to improve this process and expects automation of the process in December 2020.

Examinations

Examinations Required for Licensure

The Board has no significant supplemental information to report.

Pass Rates for First Time vs. Retakes

Twice a year the Board publishes passing rate information for both the CPJE as well as the NAPLEX for California applicants who have taken both exams. Provided in Appendix 14, Table 8 Examination Data is supplemental exam performance data for fiscal year 2019/20.

Computer-Based Testing

Consistent with actions taken nationwide in response to COVID-19, Pearson Vue testing centers were temporarily closed. Beginning April 15, 2020, essentials workers (including pharmacist candidates) were allowed to sit for the NAPLEX at reopened test administration facilities in a limited capacity consistent with CDC guidelines for physical

distancing and other precautions. As of May 27, 2020, Pearson Vue had 28 test centers available in California.

The Board contracts through the Department of Consumer Affairs with PSI, Inc. for the administration of the computer-based California Practice Standards and Jurisprudence Examination for Pharmacists (CPJE). As of February 2020, the Board scheduled the following ten single testing dates for the CPJE in FY 2019/20: Nov. 16; Nov. 17; Dec. 19; Dec. 20; Dec. 21; Jan. 18, Feb. 21, May 22; Jun. 26; and Jun. 27. On March 19, 2020, PSI announced in response to the global pandemic the closure of testing facilities from March 19, 2020, through April 13, 2020. Fortunately, this closure did not impact CPJE testing based on the FY 2019/20 schedule.

On March 30, 2020, as the global pandemic continued to worsen and in response to Governor Newsom's major initiative to expand health care workforce to fight COVID-19, the Board approved four additional testing dates, Apr. 21, May 7, June 12, and June 19, 2020. During these two additional single testing dates, PSI testing locations in California included: Agoura Hills, Atascadero, El Monte/Santa Fe Springs; Lawndale; Redding; Riverside/Mission Grove; San Francisco; Santa Clara; Santa Rosa; Sacramento; Ventura; and Visalia. (The Board was later advised testing was available throughout the United States on May. 7.) As gatherings of 10 or more people were prohibited during this time, the CA PSI locations were limited to one proctor and eight candidates and practiced social distancing. Monitoring of scheduling data revealed enough testing space was available to accommodate applicants, although it was very common for applicants to schedule for an early test date, only to reschedule to future dates.

Statutes that Hinder Processing of Applications/Examinations

The Board has no supplemental information to report regarding statutes hindering the processing of applications and examinations.

School Approvals

As previously reported, the Board has no formal role in approval of pharmacy schools. Since its last report, the California Health Sciences University (CHSU) pre-accreditation status was withdrawn by the ACPE. Information released by CHSU indicates that the ACPE Board determined that the CHSU program was not sufficiently compliant in three of the 25 standards, and that according to ACPE policy, more time could not be granted for accreditation. CHSU advised that 44 students accepted for admittance in the fall of 2020 must transition to another California pharmacy school. However, existing students are allowed to continue their education through a "teachout" program.

Continuing Education/Competency Requirements

The Board has no supplemental information to provide regarding continuing education and competency requirements.

CE Verification

The Board has no supplemental information to provide regarding CE Verification.

CE Audits

Auditing for Compliance

The Board randomly audits renewal applications to ensure licensees fulfill CE requirements.

	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Audits Performed	464	603	629	612	208
Passed	405	545	571	586	200
Failed	59	58	58	26	8

The Board notes a decline in the number of audits completed. This is in part a result of redirection of staff to other functions in response to the COVID-19 pandemic as well as military and other leave for the responsible personnel.

Accreditation Agencies

The Board has no supplemental information to provide regarding accreditation agencies.

Board Policy

Title 16, California Code of Regulations section 1732.2(d) and (e) provides the authority of a pharmacist or pharmacy technician to earn continuing education credit for attending a Board or committee meeting, as specified. As provided in this section, individuals seeking such credit must sign in and out on an attendance sheet at the meeting, and provide their first and last name, license number, time of arrival and departure from the meeting. With the transition to the WebEx platform, credit for such attendance cannot be given at this time given the requirements of the regulation. Over the coming months, the Board will be looking to technology solutions to address this issue.

Section 5

Enforcement Programs

- ❖ Enforcement Programs Overview
- ❖ Board Performance Targets/Expectations
- ❖ Citation and Fine
- ❖ Cost Recovery and Restitution
- ❖ Inspection Program

Related Appendices

- ◆ Appendix 15 – Table 9a, 9b Enforcement Statistics
- ◆ Appendix 16 – Table 10 Enforcement Aging
- ◆ Appendix 17 – Table 11 Cost Recovery
- ◆ Appendix 18 – Table 12 Restitution

Enforcement Programs Overview

Enforcement is central to the Board's consumer protection mandate. Timely and thorough investigations are critical to protecting and promoting public health and safety in California.

From 2015/16 through 2019/20, the Board:

- ❖ Completed 14,445 investigations.
- ❖ Referred 1,583 licensees and applicants for formal discipline.
- ❖ Issued 8,649 citations.
- ❖ Revoked or accepted surrender of 1,069 licenses.
- ❖ Placed 562 licensees on probation.

One of the Board's principal enforcement objectives is to quickly identify and prevent violations that could harm patients. The Board uses various tools; interim suspension orders, cease and desist orders, and Penal Code 23 restrictions to ensure immediate public protection. During the combined reporting period the Board secured:

- ❖ 34 interim suspension orders.
- ❖ 99 Penal Code 23 restrictions.
- ❖ 13 cease and desist orders.

The Board's enforcement program elements are strong and supported by the bulk of staff and resources.

Appendix 15 includes updated enforcement data requested by the Sunset Review Committee - Tables 9a and 9b.

Board Performance Targets/Expectations

Performance Measures: Intake Cycle Time

Intake cycle time reflects the average number of days from receipt of complaint to the date the matter was assigned for investigation or closed without investigation.

Performance Measure 2 – Intake Cycle Time

Fiscal Year	Complaints Received	Performance Measure	Average Closure
FY 2015/16*	3,821	20	23-51
FY 2016/17	3,504	20	21
FY 2017/18	3,367	20	21
FY 2018/19	3,264	10	26
FY 2019/20	3,056	10	11

*Annual reports were not provided for FY 2015/2016.

The Board notes significant improvement in its intake cycle time, in part resulting from a process change in case assignments.

Performance Measures: Investigation Cycle Time

Investigation cycle time reflects the average number of days from the time the matter was received until the case was closed for those investigations not referred to the Attorney General for disciplinary action.

Performance Measure 3 – Investigation Cycle Time

Fiscal Year	Investigations Closed	Performance Measure	Average Closure
FY 2015/16*	Not Included	210	206-286
FY 2016/17	3,176	210	318
FY 2017/18	2,840	210	288
FY 2018/19	2,288	210	260
FY 2019/20	2,353	210	261

* Annual reports were not provided for FY 2015/2016.

In addition to the performance measures reported by DCA, the Board internally seeks to complete desk investigations within 90 days and field investigations within 120 days. Additional information about the Board's investigation performance is provide in the table below.

Investigation Closed within Performance Standards – Percentage of Cases Completed within Performance Standard

	Performance Standard	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Desk Investigations	90 days	43%	54%	49%	55%	61%
Field Investigation	120 days	55%	43%	42%	34%	65%
Total Investigation Time Including Supervisor's Review	180 days	65%	51%	45%	49%	46%

As indicated in the table above, the Board is not meeting its aggressive performance measures for investigation time frames, but data indicates overall improvement with completion times for desk and field investigation. The Board, through the Enforcement and Compounding Committee, continues to monitor the progress towards meeting these performance standards and expects improvement with Supervisor's Review time, which will ultimately result in a reduction in total investigation time.

Disciplinary Actions

The Board has no supplemental information to provide regarding disciplinary actions.

Disciplinary Steps

The Board has no supplemental information to provide regarding disciplinary steps.

Performance Measures: Formal Discipline Cycle Time

Formal discipline cycle time reflects the average number of days from receipt of the complaint through closure at the Office of the Attorney General. The average closure time includes time that cases are in the Attorney General's office. The Board is partnering with the Attorney General's office to reduce average closure times.

Performance Measure 4 – Formal Discipline Cycle Time

Fiscal Year	Investigations Closed	Performance Measure	Average Closure
FY 2015/16*	Not Included	540	795-914
FY 2016/17	320	540	873
FY 2017/18	265	540	907
FY 2018/19	296	540	862
FY 2019/20	278	540	876

* Annual reports were not provided for FY 2015/2016.

Information about closure times for cases referred to the Office of the Attorney General for the identified fiscal years is provided in the table below.

Enforcement Aging – Attorney General Cases (Average %)

Closed Within:	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20	Cases Closed	Average %
1 Year	121	124	103	92	26	466	32.6%
2 Years	71	81	76	138	122	488	34.2%
3 Years	37	34	34	49	61	215	15.1%
4 Years	21	26	16	7	26	96	6.7%
Over 4 Years	33	44	33	10	4	163	11.4%
Total Cases Closed	283	309	262	296	278	1,428	

Appendix 16 includes Table 10, Enforcement Aging

Enforcement Trends: Investigations

The Board does not have significant supplemental information to provide regarding enforcement trends for FY 2019/20, but notes a significant decline in the number of subsequent arrest notifications received over the full reporting period, FY 2015/16 – FY 2019/20.

Enforcement Trends: Discipline

During the initial and supplemental reporting period the Board continued its efforts to secure consumer protection where egregious violations warranted removal or restriction of the license.

- ❖ Number of accusations filed: 1420
- ❖ Number of disciplinary actions secured against respondents: 1,678
- ❖ Number of new probationers: 562

Five Most Common Violations Included in Accusations

FY 2019/2020

1. Unprofessional conduct; violation of any statutes of the state or federal government regulating controlled substances and dangerous drugs.
2. Unprofessional conduct; violating directly or indirectly or assisting in the violation of or conspiring to violate Pharmacy Law or other applicable laws.
3. Unprofessional conduct; violations involving dishonesty or fraud among other such acts.
4. Unprofessional conduct; conviction of a crime substantially related to the qualifications, functions and duties of a licensee.
5. Unprofessional conduct; administering to oneself a controlled substance or the use of any dangerous drugs or alcoholic beverage to the extent as to be dangerous to oneself or the public.

Case Prioritization

The Board does not have supplemental information to provide regarding case prioritization.

Mandatory Reporting

The Board does not have significant supplemental information to provide regarding mandatory reporting.

Over the last five years, the Board has received 438 Section 800 reports and 377 reports of employee impairment.

In addition, the Board has received 43,182 reports of drug losses. The table below shows an increase in drug reports during the past five years, as the Board began highlighting in public discussions the need for better inventory control and management. The Board

adopted a regulation that took effect in April 2018 requiring pharmacies to perform regular inventory reconciliation.

Drug Loss Reports

	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Reports Received	3,585	7,194	8,940	11,468	11,995

Settlements Entered with Licensees

The number of cases, post-accusation, that were settled over the past five fiscal years is provided in the table below.

Post-Accusation Case Settlements

	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20	Total
Settlements	178	247	222	205	184	1,036

Statute of Limitations

The Board does not have supplemental information to provide regarding statute of limitations.

Unlicensed Activity and the Underground Economy

The Board does not have significant supplemental information to provide regarding unlicensed activity but has provided updated investigation information.

Unlicensed Activity Investigations

	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20	Total
Investigations	232	167	169	195	137	900

Citation and Fine

The Board does not have significant supplemental information to provide regarding its citation and fine program but has provided supplemental data below.

Citation and Fines/Letters of Admonishment

	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Letters of Admonishment	234	475	256	288	330
Citations with No Fine	376	439	504	342	536

	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Citation with Fine	1,599	1,497	1,664	803	891
Fines Assessed	\$2,264,650	\$2,354,525	\$2,268,625	\$1,176,950	\$1,462,300
Fines Collected	\$2,145,397	\$2,071,478	\$2,079,806	\$1,227,977	\$963,446

Appeal Process

The Board does not have significant supplemental information to provide regarding the appeal process but has provided updated information.

In the last five fiscal years, the Board issued 8,651 citations with and without fines and held 1,216 informal office conferences for citation and fine cases. As a result of the office conferences, 560 were affirmed; 281 were either dismissed or reduced to a letter of admonishment; and the remaining 808 were modified. Note: Some cases are still pending.

The Board issued 1,583 letters of admonishment during the last five fiscal years, including 191 that were contested at an informal office conference.

During the last five fiscal years, the Board referred 214 citation and fine appeals to the Office of the Attorney General to proceed with a request for hearing.

Five Most Common Violations for which Citations are Issued

FY 2019/20

1. Medication error.
2. Operational standards and security relating to maintaining facilities.
3. Failure to report change of pharmacist-in-charge.
4. Duty to Consult.
5. Unauthorized disclosure of prescription and medical information in the pharmacy.

Average Fine Pre- and Post-Appeal

FY 2019/20	Number Appealed	Pre-Appeal Average	Post-Appeal Average
General Authority	20	\$950	\$950

Franchise Tax Board Intercepts

DCA notifies the Board when the Franchise Tax Board (FTB) has intercepted California tax refunds to pay monies owed to the Board. (The FTB cannot intercept corporation or partnership funds but can intercept funds from sole ownership.) During the reporting period, the Board opened 381 intercept accounts and closed 240 accounts.

Cost Recovery and Restitution

Cost Recovery

The Board does not have significant supplemental information to provide regarding cost recovery but has provided updated information.

Costs Awarded

	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Revoked Licenses	\$22,620	\$211,235	\$146,226	\$115,525	\$315,345
Surrendered Licenses	\$496,483	\$513,162	\$387,259	\$534,060	\$780,589
Licenses on Probation	\$595,656	\$990,770	\$991,757	\$871,074	\$831,939
Public Repeal	\$14,282	\$115,649	\$3,664	\$89,726	\$304,029

Included in Appendix 17 is Table 11 providing cost recovery information requested by the Sunset Review Committee.

Restitution

The Board does not have significant supplemental information to provide regarding restitution.

Inspection Program

In response to statewide stay at home orders stemming from COVID-19, the Board suspended in-person inspections in March 2020. Where possible inspector staff transitioned to desk audit processes to allow for the review and assessment of operations, primarily for sterile compounding pharmacies and outsourcing facilities, which, as a requirement for licensure or renewal, must be inspected for compliance with pharmacy law. Inspections of in-state facilities resumed in June 2020, where conditions were deemed appropriate. Additional information on this is provided in the COVID-19 supplemental information.

The Board's policy is to inspect all pharmacies at least once every four years. As a result of the suspension of in person inspection activity, inspection activity data completed in FY 2019/20 is lower than prior years. Specifically, the Board completed 2,444 inspections, including 1,579 routine pharmacy inspections that included assessment and evaluation of the overall practice. As part of those, 730 inspections conducted were for the sole purpose of assessing operations, as opposed to complaint investigation or probation monitoring. About 39 percent of the inspections resulted in orders of correction, and about 8 percent resulted in a violation notice.

The top corrections ordered include:

- ❖ Prescription labeling requirements.
- ❖ Maintaining a safe and secure facility.
- ❖ Maintaining pharmacies in a clean and orderly condition.

Top violations identified include:

- ❖ Variation from a prescription.
- ❖ Maintaining a clean and orderly facility.
- ❖ Maintaining an area suitable for confidential patient consultation.

Section 6

Public Information Policies

- ❖ Internet Use and Meeting Materials
- ❖ Webcasts
- ❖ Meeting Schedule
- ❖ Complaint Disclosure Policy and Posting of Enforcement Actions
- ❖ Public Information about Licensees
- ❖ Consumer Outreach

Internet Use and Meeting Materials

The Board uses the internet as its primary communication channel with the public. Electronic communication is the fastest way to disseminate important information on policy, regulatory, enforcement and consumer matters to patients, licensees and stakeholders. This has been especially true during the pandemic. The Board was well positioned to maintain communication with licensees using its subscriber alert system, a system that licensees are required to enroll in. Such a system has proven integral to the Board's dissemination of information during the pandemic and other declared disasters. Samples of COVID-19 related communications are provided in Attachment B.

Webcasts

In response to stay at home orders, and consistent with Governor Gavin Newsom's Executive Order N-29-20, Board meetings transitioned to a virtual platform, WebEx. The transition to the WebEx format appears to allow for additional public participation in Board and Committee meetings. In addition to WebEx, all Board and Committee meetings are also webcast for individuals interested in watching the meeting, either in real time or subsequent to the meeting.

Meeting Schedule

The Board does not have supplemental information to provide regarding meeting schedules.

Complaint Disclosure Policy and Posting of Enforcement Actions

The Board does not have supplemental information to report regarding its complaint disclosure policy.

Public Information about Licensees

The Board does not have supplemental information to report regarding public information about licensees.

Consumer Outreach

The Board does not have significant supplemental information to provide regarding its consumer outreach activities. In-person consumer outreach activities were suspended in response to COVID-19. The Board has been using its Twitter and "news and information"

subscriber alert system to disseminate information to consumers, including COVID-19 related information. A sample is included in Attachment B.

Section 7

Online Practice Issues

- ❖ Patients Buying Drugs Online
- ❖ Pharmacies Filling Internet Prescriptions
- ❖ Offshoring of Prescription Dispensing Functions

Online Practice Issues

The Board has no significant supplemental information regarding online practice issues

Section 8

Workforce Development

- ❖ Workforce Development
- ❖ Impact of Licensing Delays
- ❖ Informing Potential Licensees of the Licensing Requirements and Licensing Process
- ❖ Barriers to Licensure and/or Employment
- ❖ Workforce Development Data

Workforce Development

The Board has no significant supplemental information to provide regarding workforce development.

Impact of Licensing Delays

As indicated in its prior report, the Board recognizes its role in helping applicants enter the workforce, especially during the pandemic. The Board works diligently to process applications and has sought changes to facilitate online submission of documents where possible. With the transition to teleworking for many staff, retooling application processing was necessary. The Board has worked hard to minimize the impact to processing times. Further, the Board continues to provide transparency in its application processing timeframes by publicly reporting current application processing times and current deficiency mail processing times. With the assistance of the Department of Consumer Affairs, the Board implemented an online system for the submission of pharmacist licensure applicants. Under this system, successful candidates are issued licenses more quickly, in some cases on the same day as payment is received.

Informing Potential Licensees of the Licensing Requirements and Licensing Process

Board staff continue to partner with schools of pharmacy and pharmacy technician programs, providing information on common deficiencies and efforts to streamline application processes. In response to COVID-19 challenges and changes in graduation dates, the Board added additional examination dates for the California Practice Standards and Jurisprudence Examination. Such changes were announced via the Board's subscriber alert system and posted on the Board's website.

Barriers to Licensure and/or Employment

The Board has no significant supplemental information to provide regarding workforce development.

Workforce Development Data

Workforce Shortages

The Board has no supplemental information to provide regarding workforce development.

Successful Training Programs

The Board has no supplemental information to provide regarding workforce development.

Section 9

Current Issues

- ❖ Uniform Standards for Substance Abusing Licensees
- ❖ Consumer Protection Enforcement Initiative
- ❖ BreEZe

Current Issues

The Board has no significant updates to the Current Issues identified in its initial Sunset Report.

Section 10

Board Action and Response to Prior Sunset Issues

- ❖ Issue 1: BreEZe
- ❖ Issue 2: Regulation Issues
- ❖ Issue 3: Budget Issues
- ❖ Issue 4: Licensing Issues
- ❖ Issue 5: Outsourcing Facilities
- ❖ Issue 6: Automated Delivery Devices
- ❖ Issue 7: Professional Corporations
- ❖ Issue 8: Enforcement Prioritization
- ❖ Issue 9: Case Timelines
- ❖ Issue 10: Timely Receipt of Information
- ❖ Issue 11: Cease and Desist for Unlicensed Activity
- ❖ Issue 12: Uniform Standards for Substance Abuse and the Board's Pharmacist Recovery Program
- ❖ Issue 13: Prescription Label Standards
- ❖ Issue 14: Implementation of Recently Enacted Legislation
- ❖ Issue 15: Technical Changes
- ❖ Issue 16: Continued Regulation by the Board of Pharmacy

Board Action and Response to Prior Sunset Issues

During its last Sunset Review, the Board was asked to respond to 16 current issues covering areas of operations, including administration and budget issues, licensing issues, enforcement issues, pharmacy related statutory implementation efforts, and technical changes.

Issue 1: BreEZe

The Board has no significant supplemental information to provide; however, notes that Business Modernization efforts have slowed in response to operational issues and redirection to COVID-19 related tasks.

Issue 2: Regulation Issues

The Board does not have significant supplemental information regarding regulation issues. Provided below is an updated list of current pending regulations, the date of Board approval, the regulation status, and the status date.

Regulation Subject Matter	Board Approval Date	Current Status	Status Date
Dangerous Drug Distributors - 3PL	October 26, 2016	DCA Legal Review	October 26, 2020
Pharmacy Ownership, Management and Control, Including Trusts	October 26, 2016	DCA Legal Review	October 21, 2020
Off-Site Storage	January 24, 2017	Agency Review	November 2, 2020
Automatic Refill Programs	May 3, 2017	DCA Legal Review	November 6, 2020
Self-Assessment Forms (PHY/HSP)	November 9, 2017	DCA Legal Review	December 24, 2018
Self-Assessment Forms (WLS)	November 9, 2017	DCA Budgets	October 6, 2020
Pharmacy Technician Requirements	March 27, 2018	Board staff for edits	September 3, 2020
Renewal Requirements	May 2, 2018	Office of Administrative Law	September 2, 2020
Automated Drug Delivery Systems	January 30, 2019	Board staff to prepare final rulemaking binder	October 28, 2020
Substantial Relationship and Rehabilitation Criteria	May 6, 2019	Office of Administrative Law	July 17, 2020
Drug Loss Reporting	January 29, 2020	Board staff for edits	October 27, 2020
Inventory Reconciliation	January 29, 2020	DCA Legal review	May 11, 2020
Electronic Mail Address Notification	July 29, 2020	Board staff to prepare initial rulemaking documents	November 9, 2020
Temporary Facility Closure Notification	July 29, 2020	Board staff to prepare initial rulemaking documents	November 9, 2020

Issue 3: Budget Issues

The Board does not have significant supplemental information to provide on budgeting issues.

Issue 4: Licensing Issues

The Board does not have supplemental information to provide regarding licensing issues.

Issue 5: Outsourcing Facilities

In response to COVID-19, inspection staff transitioned to a desk audit evaluation prior to the renewal of outsourcing facilities along with quarterly reporting from outsourcing facilities. Additional information is provided in the COVID-19 section.

Issue 6: Automated Delivery Devices

In response to COVID-19, inspection staff transitioned to a desk audit evaluation prior to the issuance of an ADDS license. Additional information is provided in the COVID-19 section.

Issue 7: Professional Corporations

The Board has no supplemental information to provide on professional corporations.

Issue 8: Enforcement Prioritization

The Board has no supplemental information to provide regarding case prioritization.

Issue 9: Case Timelines

The Board has no significant supplemental information to provide regarding case timelines.

Issue 10: Timely Receipt of Information

The Board has no supplemental information to provide regarding timely receipt of information.

Issue 11: Cease and Desist for Unlicensed Activity

The Board does not have significant supplemental information to provide regarding cease and desist orders issued for unlicensed activity.

Issue 12: Uniform Standards for Substance Abuse and the Board's Pharmacist Recovery Program

Consistent with the provisions of the Uniform Standards, an audit of the Board's current vendor, Maximus, is underway.

Issue 13: Prescription Label Standards

The Board does not have supplemental information to provide regarding prescription label standards.

Issue 14: Implementation of Recently Enacted Legislation

The Board does not have supplemental information to provide regarding implementation of SB 493 (Chapter 469, Statutes of 2013).

Issue 15: Technical Changes

The Board does not have additional technical changes to Pharmacy Law.

Issue 16: Continued Regulation by the Board of Pharmacy

The Board looks forward to working with the Committee during the Sunset Review process.

Section 11

New Issues

- ❖ Issues Raised Under Prior Sunset Review That Have Not Been Addressed
- ❖ New Issues Identified by the Board in this Report
- ❖ New Issues Not Previously Discussed in this Report
- ❖ New Issues Raised by the Committee

Issues Raised Under Prior Sunset Review that have not been Addressed

The Board believes it has responded to all issues identified in the prior Sunset report.

New Issues Identified by the Board in this Report

In addition to the new issues identified during its prior report, provided below are supplemental issues identified in response to the COVID-19

COVID-19 Related Issues

Throughout the Pandemic, the Board has issued and sought waiver authority where it deemed such action was in the best interest of California consumers. As waivers are temporary in nature, the Board believes that permanent changes in several areas would be in the best interest of California. Such permanent changes include seeking statutory changes to allow pharmacists to perform point-of-care, CLIA waived tests for influenza and COVID-19 and expansion of authority for pharmacy technicians to administer influenza and COVID-19 vaccinations under specified conditions.

Further, the Board believes its authority to issue temporary licenses should be extended to all facility license types issued by the Board.

New Issues Raised by the Committee

The Board looks forward to working with the Committee on new items identified during the Sunset Review process.

Section 12

COVID-19

- ❖ Teleworking Policies
- ❖ Existing State of Emergency Statutes
- ❖ DCA Waivers
- ❖ Other Actions Taken in Response to COVID-19
- ❖ Identified Statutory Changes in Response to COVID-19

Beginning in early March, in response to the pandemic, the Board has taken significant steps to ensure continuity of operations and patient care. As of November 25, 2020, over 5,400 hours of staff time have been dedicated to COVID related or resulting activities, five staff redirected to perform COVID-19 contact tracing, and over 900 hours of EFLMA. In addition to staff resources impact, the Board has expended \$112,500 in supplies and equipment directly related to COVID. Further, the Board has balanced its policy and enforcement decision making with public discussion on Pharmacy Law waivers during its meetings, beginning in March 2020.

Teleworking Information

Throughout the pandemic the flexibility of Board operations has been essential. In March, the Board's office closed to the public and office staff transitioned to full time or a rotational teleworking schedule. Prior to reopening offices to the public and resumption of some core functions, including inspections, reopening plans were developed and training was provided to all staff. Staff continue to respond to the dynamic nature of the pandemic, by making adjustments to operations to ensure the safety of staff and the public.

It is important to note that there are several limiting factors that must be addressed long term to sustain this rotational teleworking schedule, most notably more robust and portable computers and a decreased reliance on paper. Internal assessments are ongoing for both short-term and long-term solutions.

Emergency Statutes

Subsequent to Governor Newsom's March 4, 2020 declaration of emergency, the Board developed and implemented a waiver request process consistent with the provisions of Business and Professions Code (BPC) section 4062. This statute provides the Board the authority to waive provisions of Pharmacy Law or its regulations if, in the Board's opinion, the waiver will aid in the protection of public health or the provision of patient care. It is important to note that some waiver requests cannot be approved, either because they are outside the scope of the Board's jurisdiction or they seek to expand the scope of practice of a licensee.

During the initial phase of the pandemic, the Board itself reviewed and approved broad and site-specific waivers but also, to allow more flexibility in responding to waiver requests, the Board delegated authority to the Board's President to review and make final determination on waiver approvals. Under the current delegated authority, the Board's president may grant a waiver for 90 days, and has the authority to extend waivers for two additional 90-day periods, as appropriate.

Broad Waivers

The first waivers were approved on March 11, 2020. Since that time, the Board has approved 21 broad waivers. While some broad waivers are developed both in response to site specific waivers that indicate larger applicability, others are developed and recommended by staff or the Board's President. Approval of waivers with broad application are communicated through the Board's subscriber alert system and posted on the website. As these waivers are limited in duration, licensees and others are notified of subsequent extensions or expiration of waivers, also through the Board's website and subscriber alert system. Board staff maintains regular communication with DCA on such waiver actions. Also, Board staff are providing information about waivers and other items of interests to stakeholders at meetings. Staff monitor the use of broad waivers through surveys of licensees as well as through data collection during desk audits and inspections. This information is considered in the decision-making process for extensions or expiration of broad waivers.

Broad waivers typically include conditions for use and recordkeeping requirements to demonstrate compliance with the conditions.

Provided below is a list of the broad waivers issued, with the issue date and expiration date. Attachment B includes a copy of the full language for each of these waivers that includes the conditions for use.

Certification in Basic Life Support (BPC section 4052.8(b)(2))

Effective: April 6, 2020

Expiration: August 5, 2020

Signature Requirement for Receipt of Delivery of Drugs (BPC section 4059.5)

Effective: March 17, 2020

Expiration: December 21, 2020, or until the emergency declaration is lifted, whichever is sooner.

Prescriber Dispensing Medications to Emergency Room Patient (BPC sections 4068(a)(1), 4068(a)(5), and 4068(a)(6))

Effective: March 27, 2020

Expiration: December 21, 2020 or under the emergency declaration is lifted, whichever is sooner.

Remote Processing (BPC section 4071.1(a))

Effective: March 18, 2020

Expiration: October 31, 2020, or until the emergency declaration is lifted, whichever is sooner.

Staffing Ratio of Pharmacists to Intern Pharmacists and General Supervision – Immunizations (BPC section 4114)

Effective: July 23, 2020

Expiration: January 18, 2021

Pharmacist Direct Supervision of Interns (BPC 4114)

Effective: April 21, 2020

Expiration: July 19, 2020

Staffing Ratio of Pharmacists to Intern Pharmacists (BPC section 4114(b))

Effective: March 20, 2020

Expiration: June 24, 2020, or until the emergency declaration is lifted, whichever is sooner.

Staffing Ratio of Pharmacists to Pharmacy Technicians (BPC sections 4115(f)(1) and 4127(c)(2) and CCR section 1793.7)

Effective: March 19, 2020

Expiration: June 24, 2020, or until the emergency is lifted, whichever is sooner.

Prelicensure Inspection at Proposed Location of an Automated Drug Delivery System (ADDs) (BPC sections 4119.11(a)(9) and 4427.2(e))

Effective: April 13, 2020

Expiration: October 9, 2020

USP <797> Requires Related to the Use of Personal Protective Equipment (BPC section 4126.8)

Effective: March 1, 2020

Expiration: December 21, 2020

Sterile Compounding Renewal Requirements for Facilities Located Within a Hospital (BPC sections 417.1(c)&(d) and 4127.15(b))

Effective: March 21, 2020 and modified March 27, 2020

Expiration: July 1, 2020

Prohibited Acts Involving Dangerous Drugs or Devices (BPC 4169(a)(1) and 4161(b))

Effective: March 21, 2020

Expiration: July 24, 2020, or until the emergency declaration is lifted, whichever is sooner.

Requirement for Consulting Pharmacist to Make Quarterly Visits to Clinic (BPC sections 4182(a)&(b) and 4192(a)&(b))

Effective: March 17, 2020

Expiration: September 22, 2020 or until the emergency declaration is lifted, whichever is sooner.

Duty to Consult (CCR section 1707.2(a))

Effective: April 1, 2020

Expiration: December 28, 2002

Use of Sterile Disinfectant Agents (CCR section 1751.4(d)(1))

Effective: April 3, 2020

Expiration: July 1, 2020

Use of PPE in Certain Compounding Aseptic Isolators or Compounding Aseptic Containment Isolators (CCR section 1751.5)

Effective: April 1, 2020

Expiration: December 28, 2020

Use of Alcohol Sanitizer before Donning Sterile Gloves (CCR section 1751.5(a)(5))

Effective: March 17, 2020

Expiration: July 24, 2020

Reassessment/Revalidation/Re-evaluation Requirements for Sterile Compounding Staff Competencies (CCR section 1751.6(e)(2) and 1751.7(b)&(d))

Effective: April 15, 2020

Expiration: August 12, 2020

Inventory Reconciliation Report of Controlled Substances (CCR section 171.65(c))

Effective: March 24, 2020

Expiration: June 22, 2020

Intern Pharmacist Licenses (BPC section 4208)

In addition, one broad waiver provided authority for the Board to reinstate a license under specified conditions or extend an intern license that would have otherwise expired. As of July 1, 2020, the Board extended 692 intern licenses and reinstated 194 licenses.

Site Specific Waivers

Site specific waivers are also considered and granted by either the full Board, or through the Board President's delegated authority. Site specific waivers are granted for various reasons, including allowing for the issuance or renewal of a license using a desk audit in lieu of an in-person extension. In other instances, site-specific waivers typically address a specific challenge at a worksite, that on balance, can be granted without negatively impacting consumers. Further, as broad waivers expire, licensees are reminded of the waiver request process to seek a site-specific waiver if conditions in a specific location still require use of the waived provisions. As of November 4, 2020, about 300 site-specific waivers were granted including in the following areas.

- Waivers Granted to Allow for the Issuance of a License: 26
- Waivers Granted to Allow for the Renewal of a License: 104
- Waivers Granted to Allow for Remote Processing: 148

Temporary Licenses

As part of California surge capacity planning, Board staff partnered with CDPH, California Office of Emergency Services (OES) and others to issue temporary licenses to facilitate pharmacy services at alternate care sites as well as to facilitate distribution of essential supplies including ventilators and PPE. To date the Board has issued 16 temporary licenses.

DCA Waivers

Board staff partner with DCA in reviewing waiver requests submitted to the DCA Director for review and consideration and fall within the Board's jurisdiction. It is important to note that the Board does not have authority to make decisions on such waivers, but recommendations are offered to the DCA for consideration.

Although many of the DCA Director approved waivers do not impact the Board, others either directly impact Board licensees or serve as a basis for a Board waiver.

As an example, the DCA waiver - Reinstatement of Licensure, could be leveraged for several of the Board's licensees; however, a Board waiver was necessary to allow for the reinstatement of pharmacist licenses because of additional provisions contained within Pharmacy Law.

The Board also advocated for DCA waivers expanding provisions for specimen collection for COVID-19 Tests and a subsequent waiver to facilitate point of care testing for CLIA waived COVID-19 tests. In both instances, along with the DCA Directors' waiver, joint guidance was released providing additional information and resources for pharmacists and pharmacy technicians interested in performing the expanded functions.

The Board formally requested a waiver from the DCA Director to allow for the pharmacists to independently order and initiate COVID-19 vaccines. Following enactment of AB 1710, which would allow pharmacists to independently order and initiate FDA-approved or authorized COVID-19 vaccines, as of January 1, 2021, the Board resubmitted its request. The request is pending with the department.

More recently, in addition, the Board submitted a waiver request to expand the authorized duties of a pharmacy technician to include provisions to allow for a pharmacy technician to administer flu vaccines under specified conditions, a waiver to allow for a pharmacy technician to administer COVID-19 vaccines under specified conditions, and a separate request to allow pharmacists to perform point of care, CLIA waived influenza testing. The Board awaits replies to its request.

Other Actions Taken

In addition to waivers, the Board has worked to consolidate resources for pharmacies and other licensees to provide assistance during the pandemic, including COVID-19 FAQs. Further, in response to drug shortages, the Board developed and posted a list of sources for compounding products in high demand.

Other regulators are similarly taking action. Where appropriate, Board staff is partnering with the sister agencies in developing policy or guidance. In instances where the Board staff is not involved in of the policy or guidance, we have released the information to licensees on our website.

As an example, Board staff, DCA and the California Department of Public Health partnered to develop and release pharmacy specific workplace guidelines. In addition to these guidelines, the Board posted links to various guidance documents issued. As examples, the link to the Cal/OSHA and Statewide Industry Guidance on COVID-19 is provided as is the FDA's Policy for Temporary Compounding of Certain Alcohol-Based Hand Sanitizer Products.

In June five Board staff were temporarily redirected to perform contact tracing activities for the administration. Also, since July, in partnership with several other state agencies, inspector staff are assessing for compliance with the statewide face mask requirement and other physical distancing and protective measures as part of inspections of licensed facilities.

Identified Statutory Changes in Response to COVID-19

The Board is offering statutory changes to permanently establish the authority for pharmacists to provide COVID-19 CLIA waived testing along with seeking authority for pharmacists to provide CLIA waived tests for influenza. Below is the Board's policy statement in support of the changes:

The CDC has acknowledged that the flu and COVID-19 are both respiratory illnesses that are caused by different viruses that may be difficult to differentiate based on symptoms alone without testing to confirm a diagnosis. The Board also recognizes that community pharmacies provide unique access for patients to obtain tests in a safe and convenient location. In recognition of these facts and the existing authority pharmacists already may provide certain CLIA waived tests, the Board hereby declares its support for all efforts to secure temporary authority for pharmacists to perform CLIA-waived tests for influenza and COVID during the declared disaster, as well as a more permanent solution through statutory changes that facilitate authority for pharmacists to perform CLIA-waived COVID and influenza testing in a safe manner.

In addition, the Board is offering statutory changes to provide authority of pharmacy technicians to administer influenza and COVID-19 vaccines. The Board's policy statement in support of the proposal states:

In recognition of the current COVID-19 crisis and consistent with the recommendations from health experts, including the CDC, on the importance of influenza and COVID-19 vaccinations, the Board supports all efforts to facilitate influenza and COVID-19 administration in a safe manner. Further, in recognition of the unique access patients have to community pharmacies, such locations provide a safe and convenient option to receive such vaccinations. The Board further believes that influenza and COVID-19 vaccine administration may be safely performed by a specially trained licensed pharmacy technician under specified conditions and as such supports efforts to secure such temporary authority under waivers during the declared disaster, as well as a more permanent solution through statutory or regulatory changes.

Further, the Board believes its authority to issue temporary licenses should be extended to all facility license types issued by the Board.

Section 13

Appendices

- ❖ Appendix 1 - Table 1a Supplemental Attendance Report
- ❖ Appendix 2 - Table 1b Supplemental Board Committee Roster
- ❖ Appendix 3 – Supplemental Committee Accomplishments
- ❖ Appendix 4 – Enforcement Performance Measures
- ❖ Appendix 5 – Licensing Performance Measures
- ❖ Appendix 6 – Board Consumer Satisfaction Survey
- ❖ Appendix 7 – Table 2 Fund Condition
- ❖ Appendix 8 – Table 3 Expenditures by Program Component
- ❖ Appendix 9 – Table 4 Fee Schedule and Revenue
- ❖ Appendix 10 – Table 5 Budget Change Proposals
- ❖ Appendix 11 – Table 6 Licensee Population
- ❖ Appendix 12 – Table 7a Licensing Data by Type
- ❖ Appendix 13 – Table 7b Total Licensing Data
- ❖ Appendix 14 – Table 8 Examination Data (CPJE/NAPLEX)
- ❖ Appendix 15 – Table 9a and 9b Enforcement Statistics
- ❖ Appendix 16 – Table 10 Enforcement Aging
- ❖ Appendix 17 – Table 11 Cost Recovery
- ❖ Appendix 18 – Table 12 Restitution

Appendix 1 – Table 1a. Supplemental Attendance

Ryan Brooks - Appointed: 10/28/2008

FY 2019/20 Meeting Type	Date	Location	Attendance
Communication and Public Education Committee	7/24/2019	Anaheim	N
Legislation and Regulation Committee	7/24/2019	Anaheim	N
Board Meeting	7/24/2019	Anaheim	N
Board Meeting	7/25/2019	Anaheim	N
Board Meeting	9/13/2019	Sacramento	Y
Legislation and Regulation Committee	11/5/2019	Sacramento	Y
Board Meeting	11/5/2019	Sacramento	Y
Board Meeting	11/6/2019	Sacramento	Y
Board Meeting	12/13/2019	Sacramento	Y
Communication and Public Education Committee	1/29/2020	Glendale	Y
Legislation and Regulation Committee	1/29/2020	Glendale	Y
Board Meeting	1/29/2020	Glendale	Y
Board Meeting	1/30/2020	Glendale	Y
Board Meeting	3/27/2020	Teleconference	Y
Board Meeting	5/7/2020	Teleconference	Y
Board Meeting	6/18/2020	Teleconference	Y

Lavanza Butler - Appointed: 2/01/2013

FY 2019/20 Meeting Type	Date	Location	Attendance
Legislation and Regulation Committee	7/24/2019	Anaheim	Y
Board Meeting	7/24/2019	Anaheim	Y
Board Meeting	7/25/2019	Anaheim	Y
Board Meeting	9/13/2019	Sacramento	N
Licensing Committee	9/25/2019	Sacramento	N
Licensing Committee	11/5/2019	Sacramento	N
Legislation and Regulation Committee	11/5/2019	Sacramento	N
Board Meeting	11/5/2019	Sacramento	N
Board Meeting	11/6/2019	Sacramento	N
Licensing Committee	12/12/2019	Sacramento	N
Board Meeting	12/13/2019	Sacramento	N
Licensing Committee	1/9/2020	Sacramento	N
Legislation and Regulation Committee	1/29/2020	Glendale	Y

APPENDICIES

FY 2019/20 Meeting Type	Date	Location	Attendance
Board Meeting	1/29/2020	Glendale	Y
Board Meeting	1/30/2020	Glendale	Y
Board Meeting	3/27/2020	Teleconference	Y
Board Meeting	5/7/2020	Teleconference	Y
Board Meeting	6/18/2020	Teleconference	Y

¹ Dr. Butler was out on disability during FY 2019/2020.

Amjad Khan - Appointed: 04/28/2017²

FY 2019/20 Meeting Type	Date	Location	Attendance
Board Meeting	7/24/2019	Anaheim	N
Board Meeting	7/25/2019	Anaheim	N

Shirley Kim - Appointed: 05/19/2018

FY 2019/20 Meeting Type	Date	Location	Attendance
Communication and Public Education Committee	7/24/2019	Anaheim	Y
Legislation and Regulation Committee	7/24/2019	Anaheim	Y
Board Meeting	7/24/2019	Anaheim	Y
Board Meeting	7/25/2019	Anaheim	N
Board Meeting	9/13/2019	Sacramento	Y
Legislation and Regulation Committee	11/5/2019	Sacramento	Y
Board Meeting	11/5/2019	Sacramento	Y
Board Meeting	11/6/2019	Sacramento	Y
Board Meeting	12/13/2019	Sacramento	N
Communication and Public Education Committee	1/29/2020	Glendale	N
Legislation and Regulation Committee	1/29/2020	Glendale	Y
Board Meeting	1/29/2020	Glendale	Y
Board Meeting	1/30/2020	Glendale	Y
Board Meeting	3/27/2020	Teleconference	Y
Board Meeting	5/7/2020	Teleconference	Y
Board Meeting	6/18/2020	Teleconference	N

Victor Law - Appointed: 08/29/2012³

FY 2019/20 Meeting Type	Date	Location	Attendance
Compounding Committee	7/11/2019	Sacramento	N

Greg Lippe - Appointed: 02/26/2009

FY 2019/20 Meeting Type	Date	Location	Attendance
Enforcement Committee	7/10/2019	Sacramento	Y
Compounding Committee	7/11/2019	Sacramento	Y
Legislation and Regulation Committee	7/24/2019	Anaheim	Y
Board Meeting	7/24/2019	Anaheim	Y
Board Meeting	7/25/2019	Anaheim	Y
Compounding Committee	9/5/2019	Irvine	Y
Board Meeting	9/13/2019	Sacramento	Y
Compounding Committee	9/24/2019	Sacramento	Y
Compounding Committee	11/5/2019	Sacramento	Y
Enforcement Committee	11/5/2019	Sacramento	Y
Legislation and Regulation Committee	11/5/2019	Sacramento	Y
Board Meeting	11/5/2019	Sacramento	Y
Board Meeting	11/6/2019	Sacramento	Y
Board Meeting	12/13/2019	Sacramento	Y
Enforcement Committee	1/29/2020	Glendale	Y
Legislation and Regulation Committee	1/29/2020	Glendale	Y
Board Meeting	1/29/2020	Glendale	Y
Board Meeting	1/30/2020	Glendale	Y
Board Meeting	3/27/2020	Teleconference	Y
Board Meeting	5/7/2020	Teleconference	Y
Board Meeting	6/18/2020	Teleconference	Y

Valerie Muñoz - Appointed: 08/01/2016¹

FY 2019/20 Meeting Type	Date	Location	Attendance
Communication and Public Education Committee	7/24/2019	Anaheim	N
Board Meeting	7/24/2019	Anaheim	N
Board Meeting	7/25/2019	Anaheim	N
Board Meeting	9/13/2019	Sacramento	N
Board Meeting	11/5/2019	Sacramento	N
Board Meeting	11/6/2019	Sacramento	N
Board Meeting	12/13/2019	Sacramento	N
Communication and Public Education Committee	1/29/2020	Glendale	N
Board Meeting	1/29/2020	Glendale	N

¹ Resigned effective 2/13/20

APPENDICIES

FY 2019/20 Meeting Type	Date	Location	Attendance
Board Meeting	1/30/2020	Glendale	N

Seung Oh - Appointed: 2/24/2020

FY 2019/20 Meeting Type	Date	Location	Attendance
Board Meeting	3/27/2020	Teleconference	Y
Board Meeting	5/7/2020	Teleconference	Y
Board Meeting	6/18/2020	Teleconference	Y

Jignesh Patel - Appointed: 2/24/2020

FY 2019/20 Meeting Type	Date	Location	Attendance
Board Meeting	3/27/2020	Teleconference	Y
Board Meeting	5/7/2020	Teleconference	Y
Board Meeting	6/18/2020	Teleconference	Y

Ricardo Sanchez - Appointed: 11/12/2014

FY 2019/20 Meeting Type	Date	Location	Attendance
Communication and Public Education Committee	7/10/2019	Sacramento	Y
Enforcement Committee	7/10/2019	Sacramento	Y
Board Meeting	7/24/2019	Anaheim	Y
Board Meeting	7/25/2019	Anaheim	Y
Board Meeting	9/13/2019	Sacramento	N
Enforcement Committee	11/5/2019	Sacramento	Y
Board Meeting	11/5/2019	Sacramento	Y
Board Meeting	11/6/2019	Sacramento	Y
Board Meeting	12/13/2019	Sacramento	Y
Communication and Public Education Committee	1/29/2020	Glendale	Y
Enforcement Committee	1/29/2020	Glendale	Y
Board Meeting	1/29/2020	Glendale	Y
Board Meeting	1/30/2020	Glendale	Y
Board Meeting	3/27/2020	Teleconference	Y
Board Meeting	5/7/2020	Teleconference	Y
Board Meeting	6/18/2020	Teleconference	Y

Allen Schaad - Appointed: 01/08/2014

FY 2019/20 Meeting Type	Date	Location	Attendance
Enforcement Committee	7/10/2019	Sacramento	Y

APPENDICIES

FY 2019/20 Meeting Type	Date	Location	Attendance
Compounding Committee	7/11/2019	Sacramento	Y
Board Meeting	7/24/2019	Anaheim	Y
Board Meeting	7/25/2019	Anaheim	Y
Compounding Committee	9/5/2019	Irvine	Y
Board Meeting	9/13/2019	Sacramento	Y
Compounding Committee	9/24/2019	Sacramento	Y
Licensing Committee	9/25/2019	Sacramento	Y
Compounding Committee	11/5/2019	Sacramento	Y
Enforcement Committee	11/5/2019	Sacramento	Y
Licensing Committee	11/5/2019	Sacramento	Y
Board Meeting	11/5/2019	Sacramento	Y
Board Meeting	11/6/2019	Sacramento	Y
Licensing Committee	12/12/2019	Sacramento	Y
Board Meeting	12/13/2019	Sacramento	Y
Licensing Committee	1/9/2020	Sacramento	Y
Enforcement Committee	1/29/2020	Glendale	Y
Board Meeting	1/29/2020	Glendale	Y
Board Meeting	1/30/2020	Glendale	Y

Maria Serpa - Appointed: 06/19/2018

FY 2019/20 Meeting Type	Date	Location	Attendance
Compounding Committee	7/11/2019	Sacramento	Y
Legislation and Regulation Committee	7/24/2019	Anaheim	Y
Board Meeting	7/24/2019	Anaheim	Y
Board Meeting	7/25/2019	Anaheim	Y
Compounding Committee	9/5/2019	Irvine	Y
Board Meeting	9/13/2019	Sacramento	Y
Compounding Committee	9/24/2019	Sacramento	Y
Compounding Committee	11/5/2019	Sacramento	Y
Enforcement Committee	11/5/2019	Sacramento	Y
Legislation and Regulation Committee	11/5/2019	Sacramento	Y
Board Meeting	11/5/2019	Sacramento	Y
Board Meeting	11/6/2019	Sacramento	Y
Board Meeting	12/13/2019	Sacramento	Y
Enforcement Committee	1/29/2020	Glendale	Y
Legislation and Regulation Committee	1/29/2020	Glendale	Y
Board Meeting	1/29/2020	Glendale	Y
Board Meeting	1/30/2020	Glendale	Y
Board Meeting	3/27/2020	Teleconference	Y

APPENDICIES

FY 2019/20 Meeting Type	Date	Location	Attendance
Board Meeting	5/7/2020	Teleconference	Y
Board Meeting	6/18/2020	Teleconference	Y

Debbie Veale - Appointed: 01/12/2010

FY 2019/20 Meeting Type	Date	Location	Attendance
Communication and Public Education Committee	7/24/2019	Anaheim	Y
Board Meeting	7/24/2019	Anaheim	Y
Board Meeting	7/25/2019	Anaheim	Y
Board Meeting	9/13/2019	Sacramento	Y
Licensing Committee	9/25/2019	Sacramento	Y
Licensing Committee	11/5/2019	Sacramento	Y
Board Meeting	11/5/2019	Sacramento	Y
Board Meeting	11/6/2019	Sacramento	Y
Licensing Committee	12/12/2019	Sacramento	Y
Board Meeting	12/13/2019	Sacramento	Y
Licensing Committee	1/9/2020	Sacramento	Y
Communication and Public Education Committee	1/29/2020	Glendale	Y
Board Meeting	1/29/2020	Glendale	Y
Board Meeting	1/30/2020	Glendale	Y
Board Meeting	3/27/2020	Teleconference	Y
Board Meeting	5/7/2020	Teleconference	Y
Board Meeting	6/18/2020	Teleconference	Y

Albert Wong - Appointed: 06/12/2012

FY 2019/20 Meeting Type	Date	Location	Attendance
Enforcement Committee	7/10/2019	Sacramento	Y
Board Meeting	7/24/2019	Anaheim	Y
Board Meeting	7/25/2019	Anaheim	Y
Board Meeting	9/13/2019	Sacramento	N
Licensing Committee	9/25/2019	Sacramento	Y
Enforcement Committee	11/5/2019	Sacramento	Y
Licensing Committee	11/5/2019	Sacramento	Y
Board Meeting	11/5/2019	Sacramento	Y
Board Meeting	11/6/2019	Sacramento	Y

APPENDICIES

FY 2019/20 Meeting Type	Date	Location	Attendance
Licensing Committee	12/12/2019	Sacramento	Y
Board Meeting	12/13/2019	Sacramento	Y
Licensing Committee	1/9/2019	Sacramento	Y
Enforcement Committee	1/29/2020	Glendale	Y
Board Meeting	1/29/2020	Glendale	Y
Board Meeting	1/30/2020	Glendale	Y
Board Meeting	3/27/2020	Teleconference	Y
Board Meeting	5/7/2020	Teleconference	Y
Board Meeting	6/18/2020	Teleconference	Y

Appendix 2 – Table 1b. Supplemental Board/Committee Member Roster

Registered Pharmacist 1

Member Name	Date First Appointed	Date Re-Appointed	Date Term Expires	Appointing Authority	Type (Public or Licensee)
Patel, Jignesh	2/24/2020		6/1/2023	Governor	Licensee
Schaad, Allen	1/8/2014	6/1/2015	6/1/2019	Governor	Licensee

Registered Pharmacist 2

Member Name	Date First Appointed	Date Re-Appointed	Date Term Expires	Appointing Authority	Type (Public or Licensee)
Oh, Seung	2/24/2020		6/1/2023	Governor	Licensee
Weisser, Stanley	11/1/2007	12/22/2012; 6/1/2015	6/1/2019	Governor	Licensee

Registered Pharmacist Labor Union

Member Name	Date First Appointed	Date Re-Appointed	Date Term Expires	Appointing Authority	Type (Public or Licensee)
Butler, Lavanza	2/1/2013	7/2/2013; 6/1/2017	6/1/2021	Governor	Licensee

Registered Pharmacist Long-Term Care/Skilled Nursing

Member Name	Date First Appointed	Date Re-Appointed	Date Term Expires	Appointing Authority	Type (Public or Licensee)
Wong, Albert	6/12/2012	6/24/2016	6/1/2020	Governor	Licensee

Registered Pharmacist Chain Community Pharmacy

Member Name	Date First Appointed	Date Re-Appointed	Date Term Expires	Appointing Authority	Type (Public or Licensee)
Veale, Debbie	1/12/2010	6/21/2013; 6/1/2017	6/1/2021	Governor	Licensee

Registered Pharmacist Independent Community Pharmacy

Member Name	Date First Appointed	Date Re-Appointed	Date Term Expires	Appointing Authority	Type (Public or Licensee)
Vacant					
Law, Victor	8/29/2012	6/1/2016	7/15/2019	Governor	Licensee

Registered Pharmacist Acute Care

Member Name	Date First Appointed	Date Re-Appointed	Date Term Expires	Appointing Authority	Type (Public or Licensee)
Serpa, Maria	6/19/2018		6/1/2022	Governor	Licensee
Gutierrez, Amarylis	6/12/2012	6/1/2014	6/1/2018	Governor	Licensee

Public Member 1

Member Name	Date First Appointed	Date Re-Appointed	Date Term Expires	Appointing Authority	Type (Public or Licensee)
Brooks, Ryan	10/28/2008	6/6/2012; 6/27/2016	6/1/2020	Governor	Public

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Public Member 2

Member Name	Date First Appointed	Date Re-Appointed	Date Term Expires	Appointing Authority	Type (Public or Licensee)
Vacant					
Khan, Amjad	4/28/2017		8/9/2019	Assembly	Public

Public Member 3

Member Name	Date First Appointed	Date Re-Appointed	Date Term Expires	Appointing Authority	Type (Public or Licensee)
Kim, Shirley	5/19/2018		6/1/2022	Governor	Public
Murphy, Greg	12/3/2013		9/30/2017	Governor	Public

Public Member 4

Member Name	Date First Appointed	Date Re-Appointed	Date Term Expires	Appointing Authority	Type (Public or Licensee)
Lippe, Greg	2/26/2009	6/6/2012; 6/5/2016	6/1/2020	Governor	Public

Public Member 5

Member Name	Date First Appointed	Date Re-Appointed	Date Term Expires	Appointing Authority	Type (Public or Licensee)
Weisz, Jason	8/19/2020		6/1/2024	Senate	Public
Muñoz, Valerie	8/1/2016		2/13/2020	Senate	Public
Castellblanch, Ramón	4/22/2009	6/1/2012	6/1/2016	Senate	Public

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Public Member 6

Member Name	Date First Appointed	Date Re-Appointed	Date Term Expires	Appointing Authority	Type (Public or Licensee)
Sanchez, Ricardo	11/12/2014	6/1/2018	6/1/2022	Governor	Public

Appendix 3 – Committee Accomplishments

Licensing Committee Recommendations and Accomplishments

FY 19/20 Accomplishments

- Recommend to direct staff to work with counsel to draft a statutory proposal that would define if completion of one requirement as identified in BPC 4210(a)(2) is subsumed within completion of another requirement specified, such completion would satisfy the requirement of the law in BPC 4210(a)(2). Further, to accept if certification is earned as part of the requirements for completion of a residency or completion of 1,500 hours of collaborative practice experience or a residency is completed that included the 1,500 hours of collaborative practice experience regarding application for advanced practice pharmacist. The Board approved the recommendation.
- Recommend to direct staff to work with counsel and the chair to develop a statutory proposal related to ADDS and AUDS. The Board approved the recommendation.
- Recommended to the Board to pursue a statutory change to expand the authority for the Board to cancel a facility license to include all Board licensed facilities. The Board approved the recommendation.
- Recommended to the Board to direct staff to work with counsel and the chair to incorporate changes into the regulation to require reporting of any person with management and control into Title 16, CCR section 1709 and to incorporate this change into the current regulatory package. The Board approved the recommendation.
- Recommended to direct staff to work with counsel and the chair to develop proposed amendments to standardize designated representative statutory requirements and to bring to the Board for consideration. The Board approved the recommended statutory language.
- Recommended to the Board to approve the Collaborative Practice Agreement with minor changes and approved by the Board.
- Recommend the Board's adoption of the proposed emergency regulations related to independent HIV preexposure and postexposure prophylaxis furnishing. The Board approved the recommendation.

Enforcement Committee Recommendations and Accomplishments

FY 19/20 Accomplishments

- Recommended licensee addresses of record be removed from the Board's website to protect the personal safety of licensees. (Under state law, licensee addresses of record are public information and would be released upon request.) The Board approved the recommendation.
- Recommended amending Business and Professions Code section 4314 to state a letter of admonishment is not a disciplinary action. The Board approved the recommendation.
- Recommended adoption of a Board policy statement encouraging pharmacies and pharmacists to report drug diversion losses to law enforcement. The Board approved the recommendation.
- Recommended amending Title 16, California Code of Regulations, section 1715.65, to clarify that an inventory reconciliation for Schedule III-V medications is required every two years and other elements of the regulation. The Board approved the recommendation.
- Recommended amending Title 16, California Code of Regulations, section 1715.6, to clarify when and how drug losses must be reported to the Board of Pharmacy. The Board approved the recommendation.
- Recommended application requirements for implementation of AB 690 (Aguiar-Curry, Chapter 679, Statutes of 2019) to include signed affidavits from pharmacy technicians confirming compliance with the statutory requirements to the Board. The Board approved this committee recommendation.
- Recommend to the Board to authorize staff to work with the Chairperson to develop guidance strategies to disseminate for the implementation of SB 569 (Stone, Chapter 705, Statutes of 2019) regarding the filling of controlled substance prescriptions in a declared local, state, or federal emergency. The Board approved the committee recommendation.

Communications and Public Education Committee Recommendations and Accomplishments

Accomplishments 2019-20

- The Board approved a Committee recommendation to delegate to the executive officer the ability to expand the Board's listservs to provide more flexibility in communicating with various groups and avoid overloading any listserv with subscriber alerts. Staff created a News and Information listserv to provide information about the Board's activities to non-licensees, including consumers, stakeholder organizations, and news media. Almost 2,400 subscribers have signed up to receive alerts about Board and committee meetings and agendas, rulemakings,

new laws and regulations, press releases, consumer tips, and other important information.

- The Board approved a Committee recommendation to evaluate the possibility of creating a voluntary list of California pharmacies and pharmacists providing health care services for posting on the Board’s website. Staff is working with DCA to develop and launch an online registry of pharmacies and pharmacists health care services such as hormonal contraception, naloxone, vaccinations, and HIV preexposure and postexposure prophylaxis.
- The Committee oversaw the successful implementation of a statewide public health campaign approved by the Board to remind Californians to safely dispose of unused, unwanted or expired prescription drugs. Roadside billboards in the Sacramento, Fresno, and Southern California areas displayed the “Use, Don’t Abuse” message, which urged consumers to help prevent prescription drug abuse by safely eliminating unwanted medications from their homes. The message also directed consumers to the Board’s website, where visitors can search by city, ZIP code or name for a pharmacy providing drug take-back bins or mail-back envelopes.
- The Committee directed staff to seek input from consumers about what types of information might be relevant for updating the Notice to Consumers poster. The Committee also directed staff to report back on what kind of statutory or regulatory changes would be required if the Board were to decide to repeal the Notice to Consumers requirement.

Legislation and Regulation Committee Recommendations and Accomplishments

FY 19/20 Accomplishments

- Recommended approval of CCR section 1714.3 related to community pharmacy staffing.
- Adopted proposed regulation to amend CCR section 1749 related to fees.
- Adopted proposed regulation to amend CCR section 1746.3 related to the naloxone fact sheet.
- Reviewed and confirmed strategic goals Legislation and Regulation Committee without updates.
- Adopted emergency proposed regulation to amend CCR section 1747 related to HIV preexposure and postexposure prophylaxis furnishing.
- Adopted proposed regulation to amend CCR section 1746.2 related to abandonment of applications filed with the Secretary of State June 15, 2020, with an effective date of October 1, 2020.
- Adopted proposed regulation to amend CCR section 1707.2 related to duty to consult filed with the Secretary of State June 19, 2020, with an effective date of October 1, 2020.

- Recommended to the Board to pursue a statutory change including VAWD accreditation as another alternative pathway to licensure for non-resident third-party logistic provider. The Board approved the recommendation.
- Recommended to the Board to pursue a statutory change to clarify that a hearing date for a cease and desist appeal must be held within five business days from the date the request is received by the Board. Additionally, this clarifies that the president's decision in writing after the hearing must be rendered within five business days. The Board approved the recommendation.
- Recommended to the Board to pursue a statutory change to prohibit the word "pharmacy" or words of similar import on a website without a license issued by the Board pursuant to Section 4110. The Board approved this recommendation.
- Recommended to the Board to pursue a statutory change to expand the authority for the Board to cancel a facility license to include all Board licensed facilities. The Board approved this recommendation.
- Recommended to the Board to pursue a statutory change to clarify the Board does not consider a citation as a disciplinary action. The Board approved this recommendation.
- Received approval for Board sponsored legislation when signed by the governor:

Organizational Development Committee Recommendations and Accomplishments

- Continued implementing online credit card renewal for license types. Beginning with pharmacists and advanced practice pharmacists in February 2019 and continuing with designated representatives in June 2019.

Compounding Committee

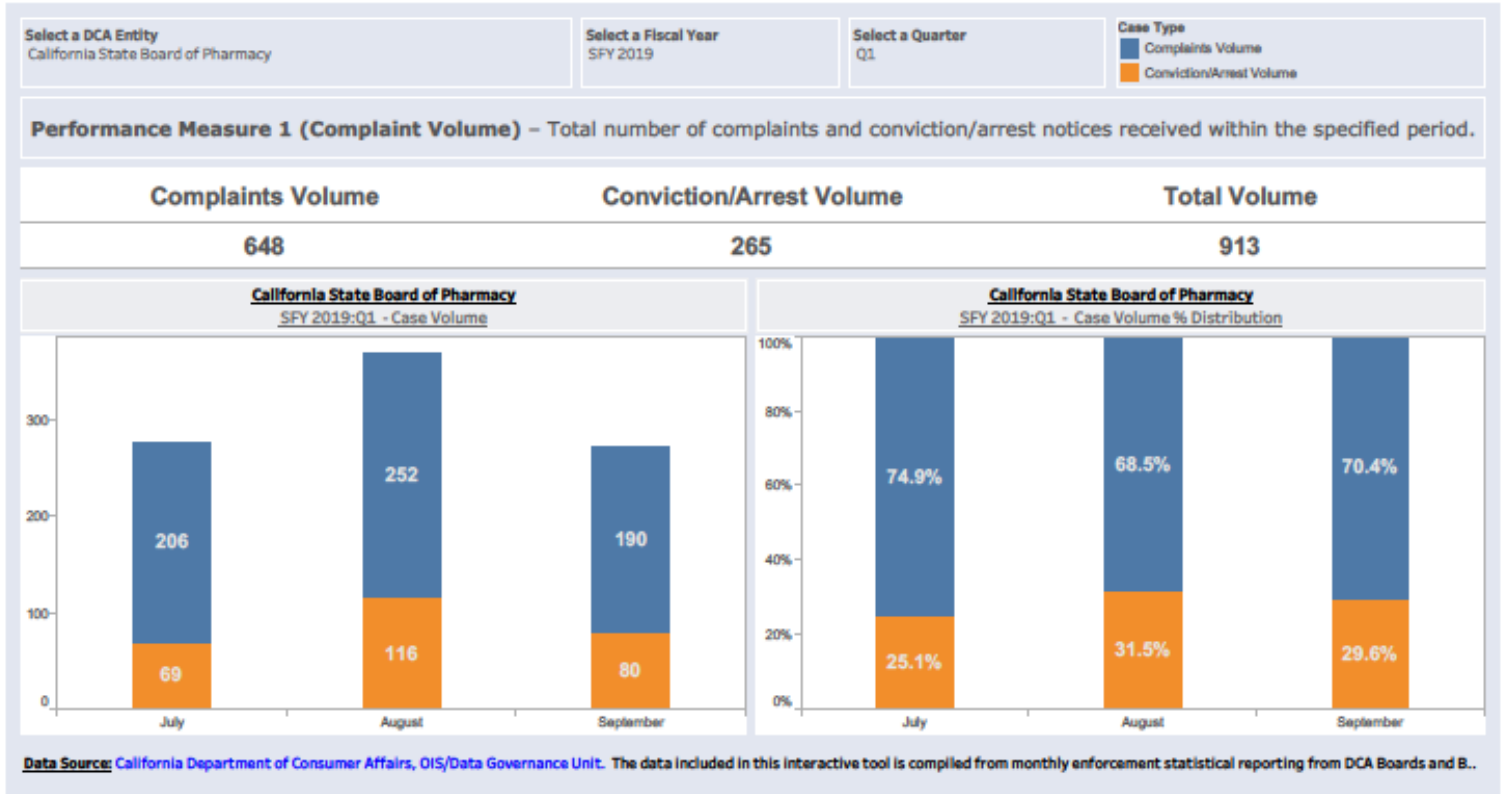
FY 19/20 Accomplishments

- Performed an extensive review of proposed revisions to the United States Pharmacopeia (USP), a compendia of recognized drug standards for the pharmacy profession. The committee held four of eight public hearings in FY 19/20 and received numerous public comments regarding proposed changes to specific USP chapters, which were appealed and ultimately left unchanged by USP pending further review.
- Recommended to the Board issuing a [statement](#) clarifying the legal requirements for compounding drug products to protect the health and safety of California consumers. In addition to discussing the status of various USP chapters, the statement reminded licensees that existing pharmacy laws and Board regulations on compounding remain in effect. The Board accepted the recommendation and issued the statement.

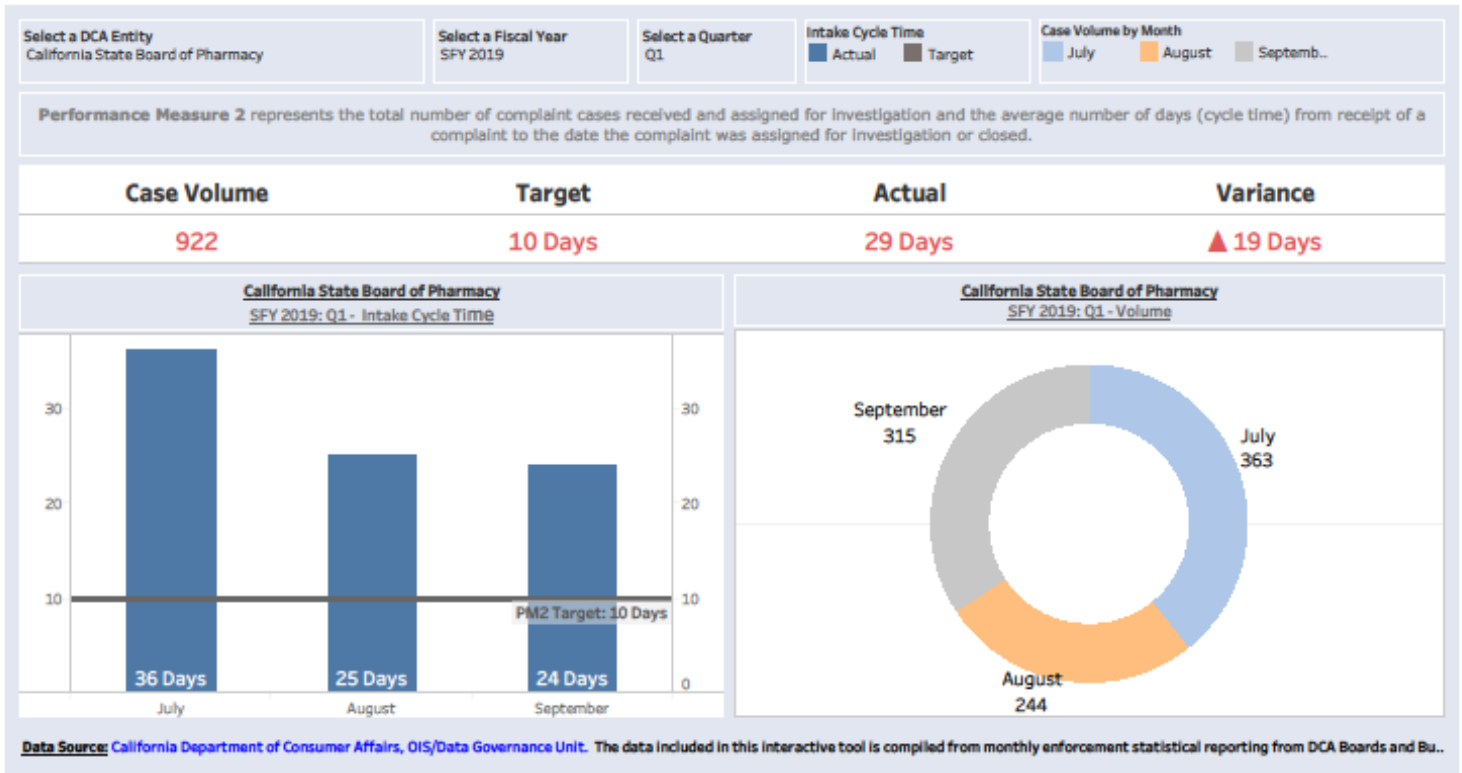
Appendix 4 – Enforcement Performance Measures

FY 2018/2019 Performance Measures (Quarterly Reports)

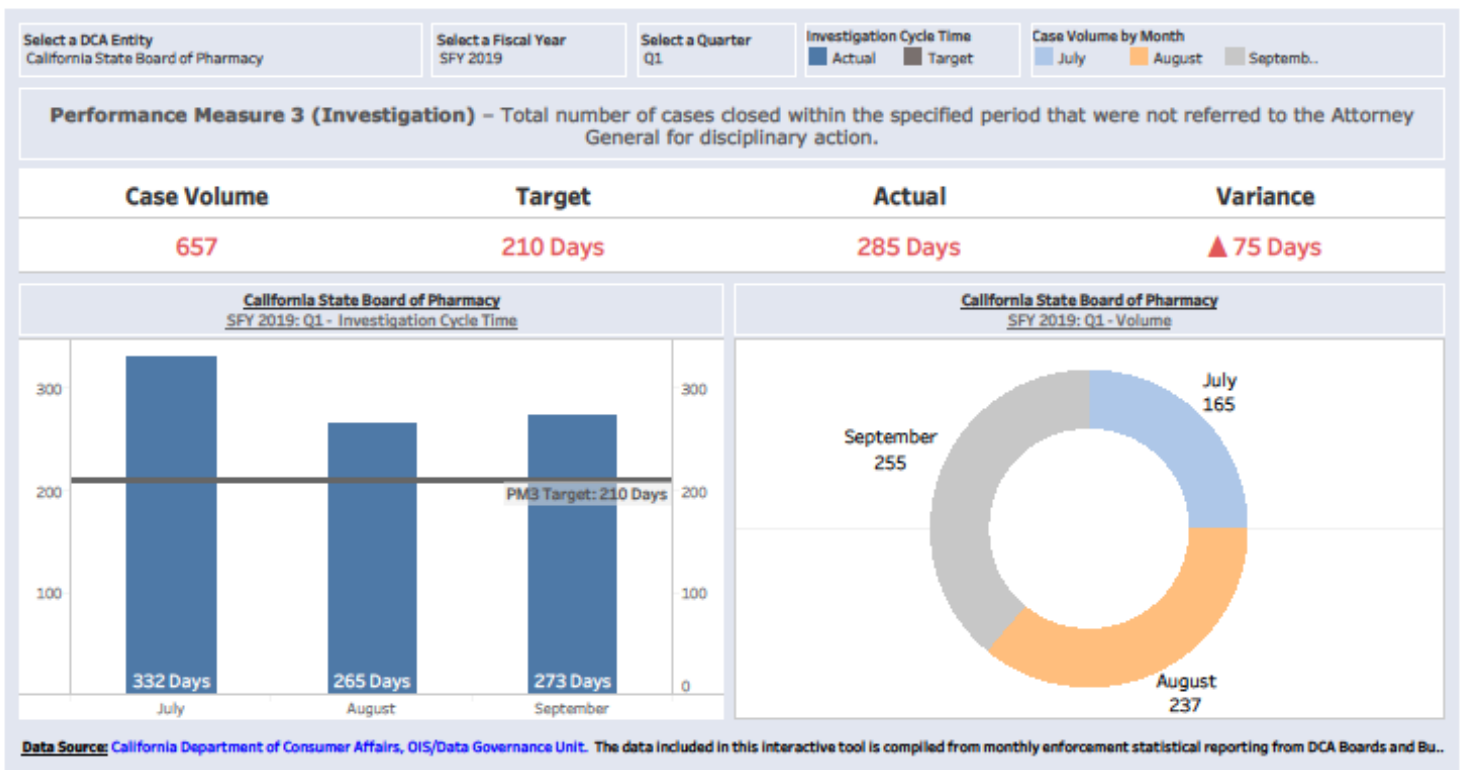
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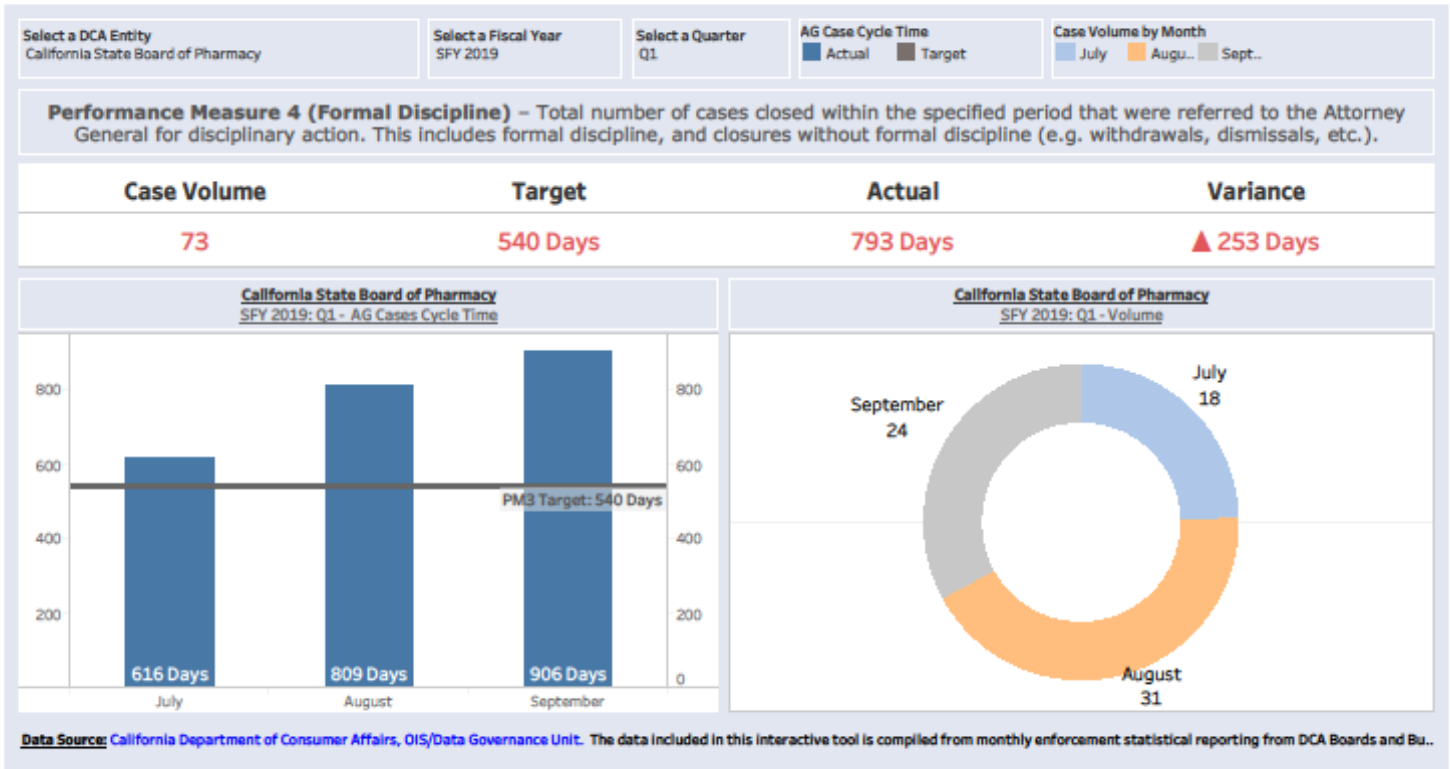
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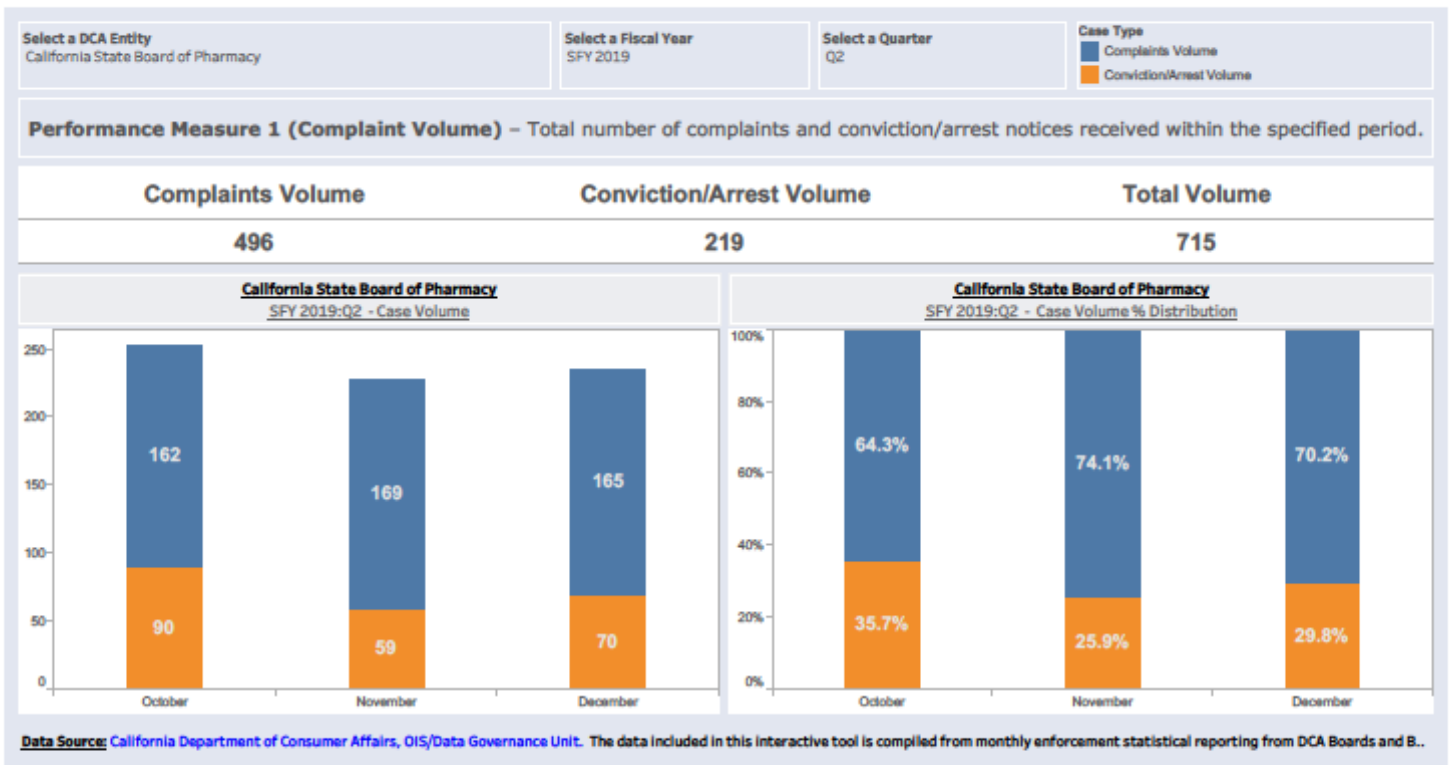
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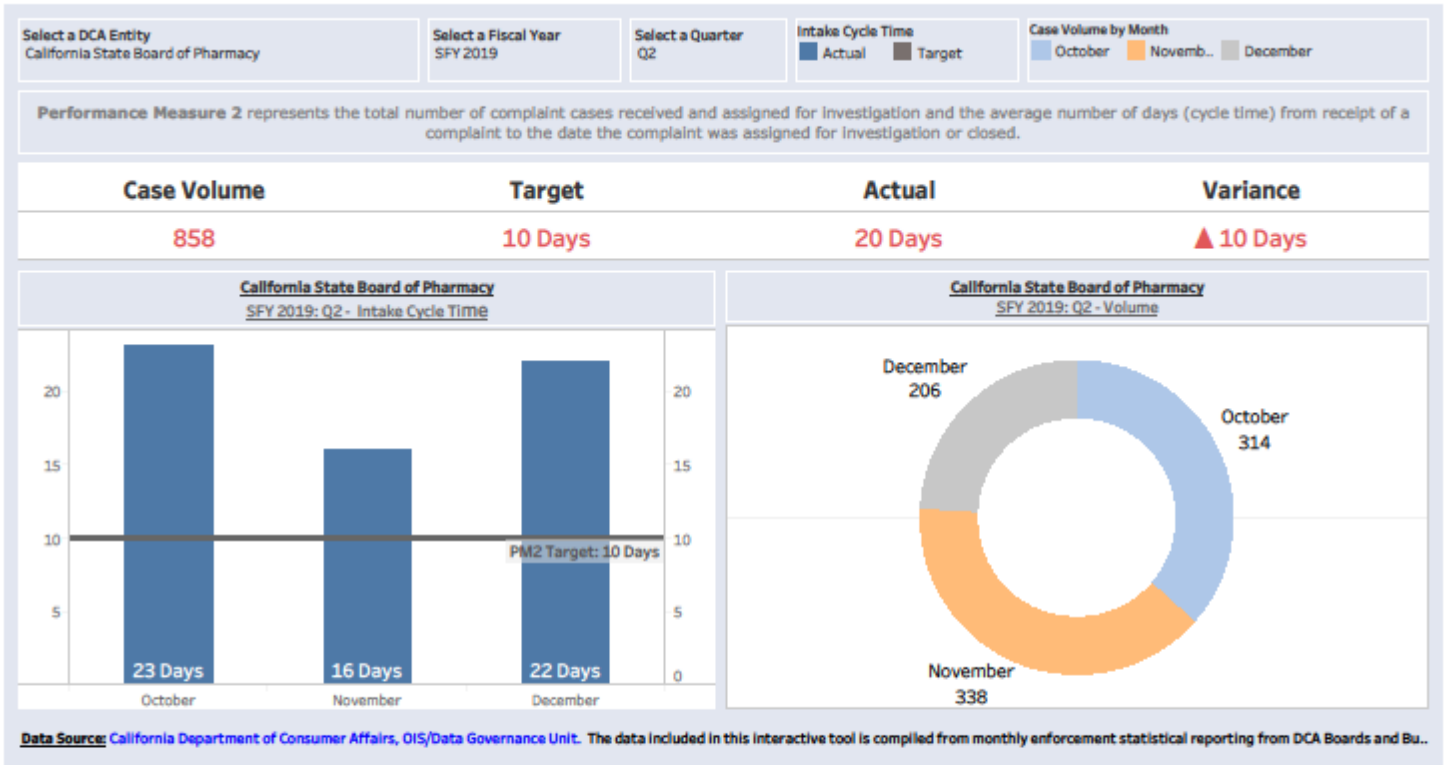
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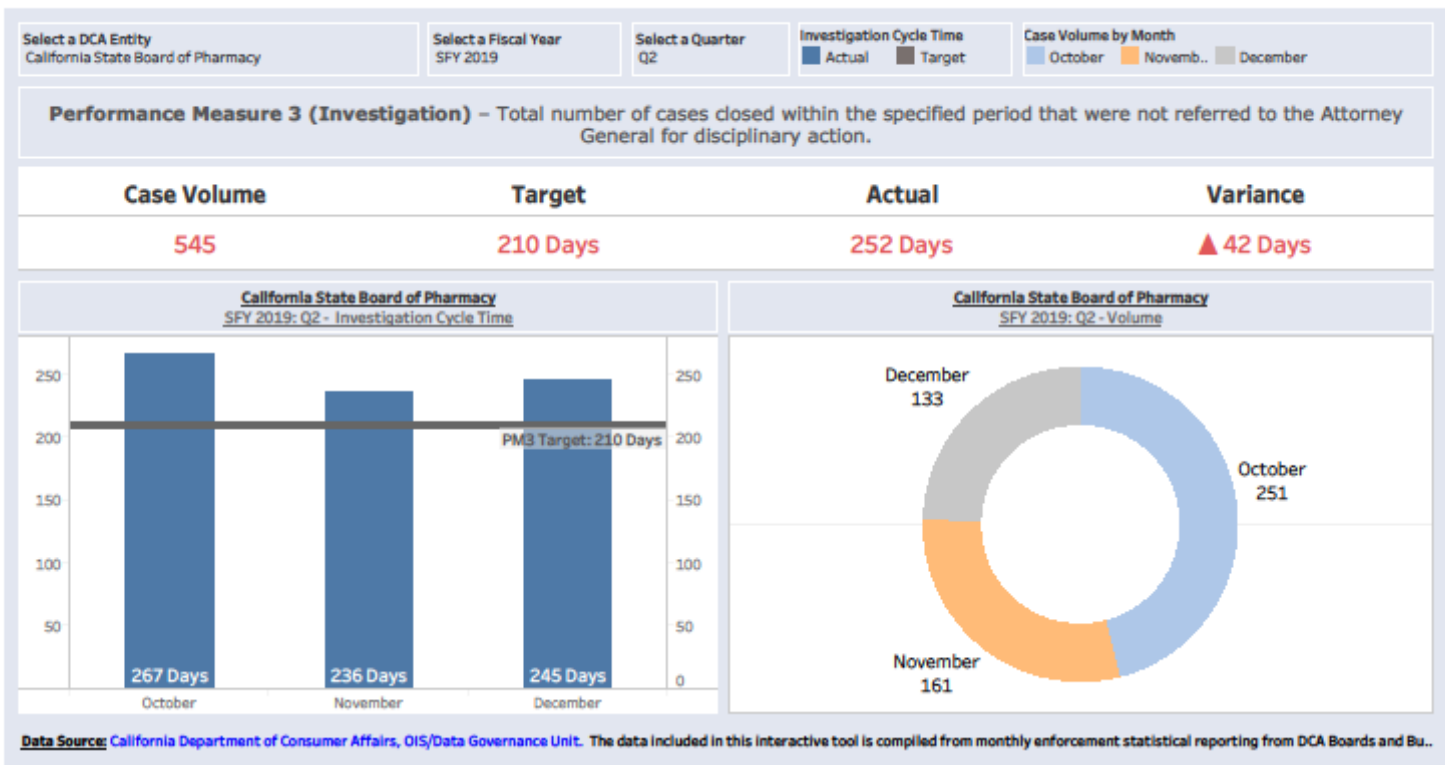
FY 2018/2019 Quarter 2 - Performance Measure 1



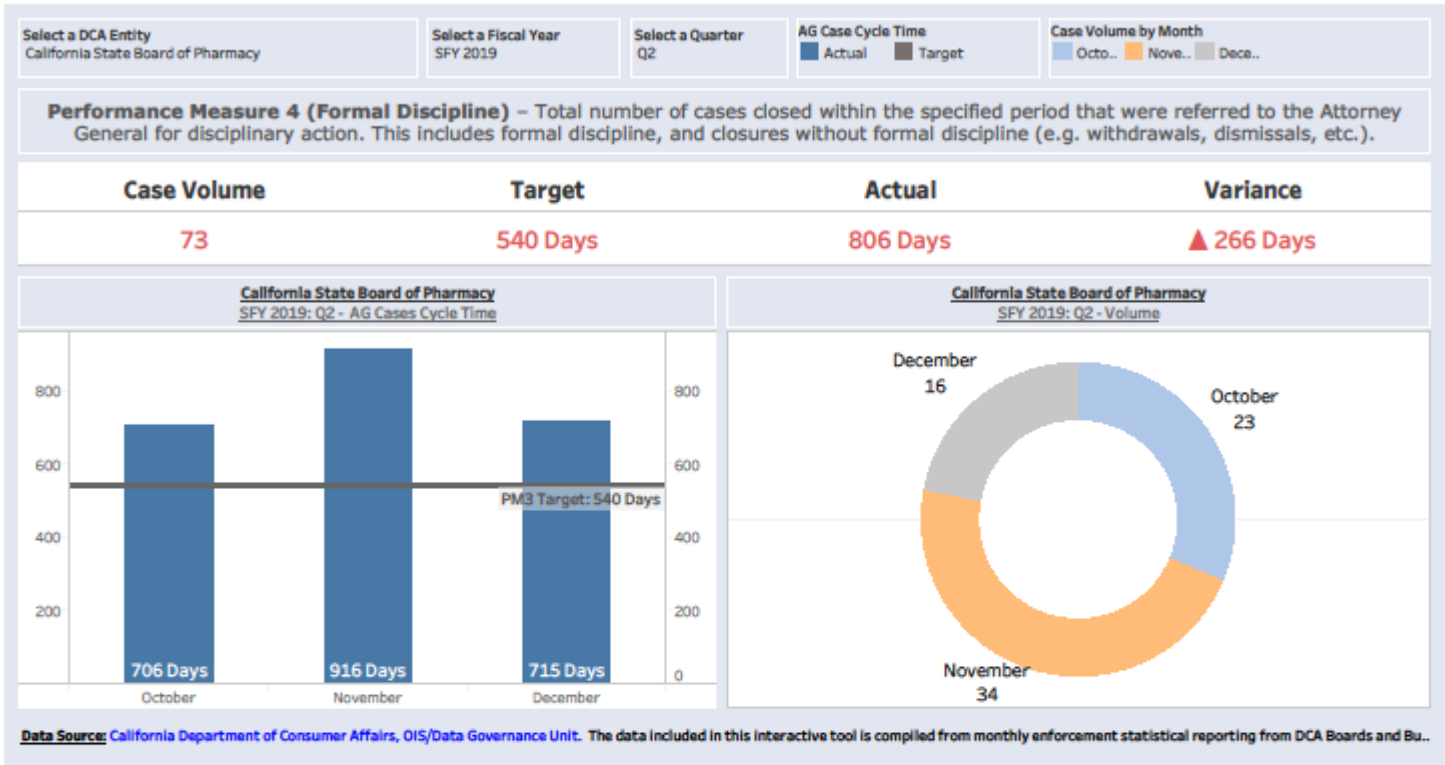
FY 2018/2019 Quarter 2 - Performance Measure 2



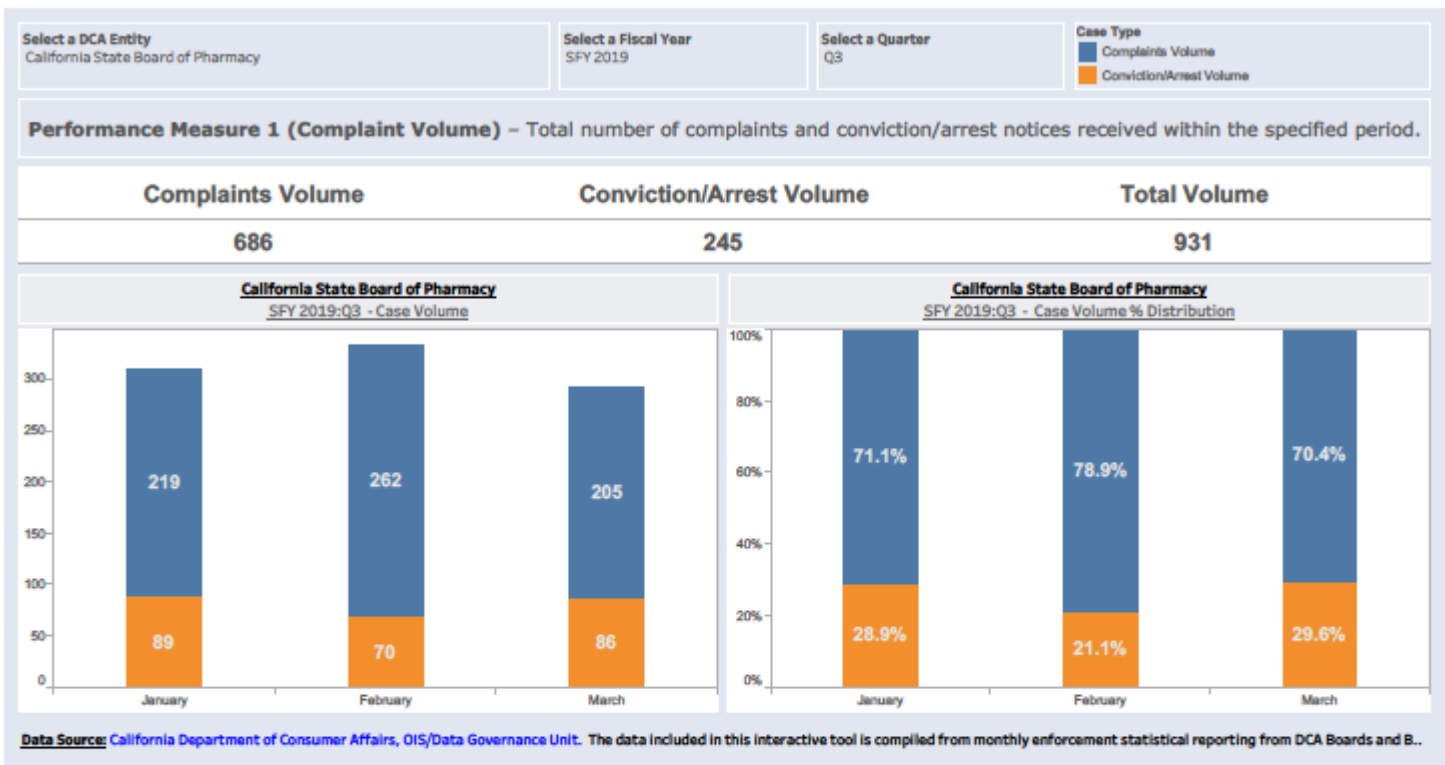
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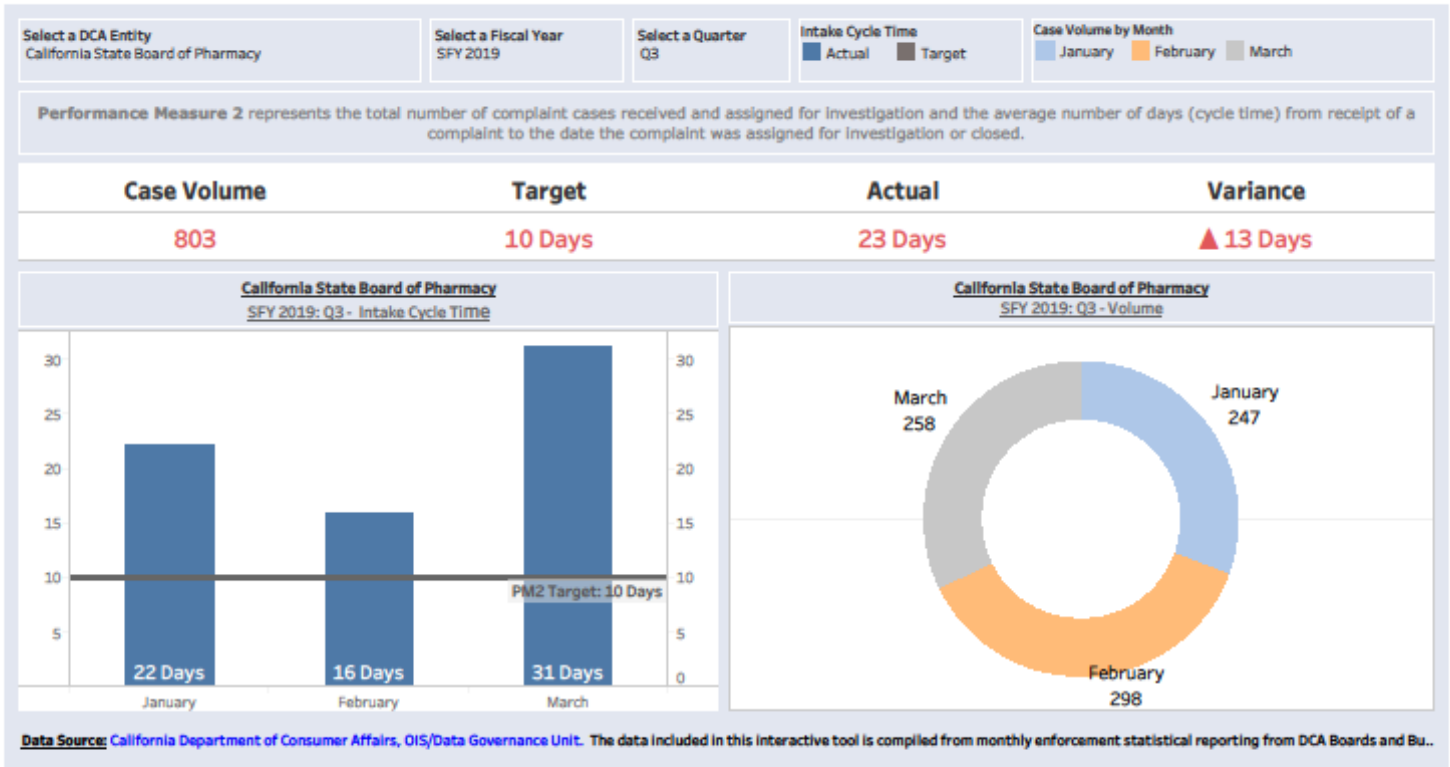
FY 2018/2019 Quarter 2 - Performance Measure 4



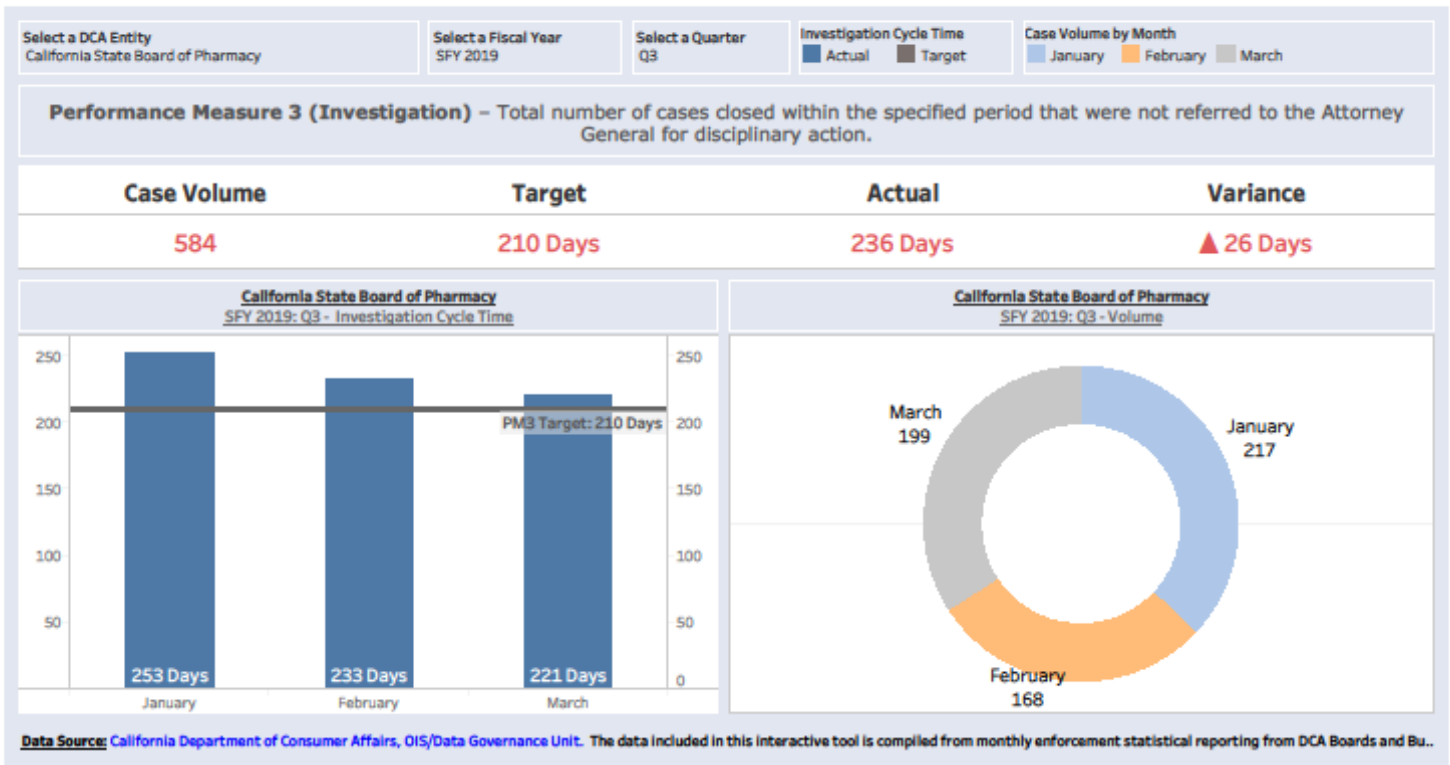
FY 2018/2019 Quarter 3 - Performance Measure 1



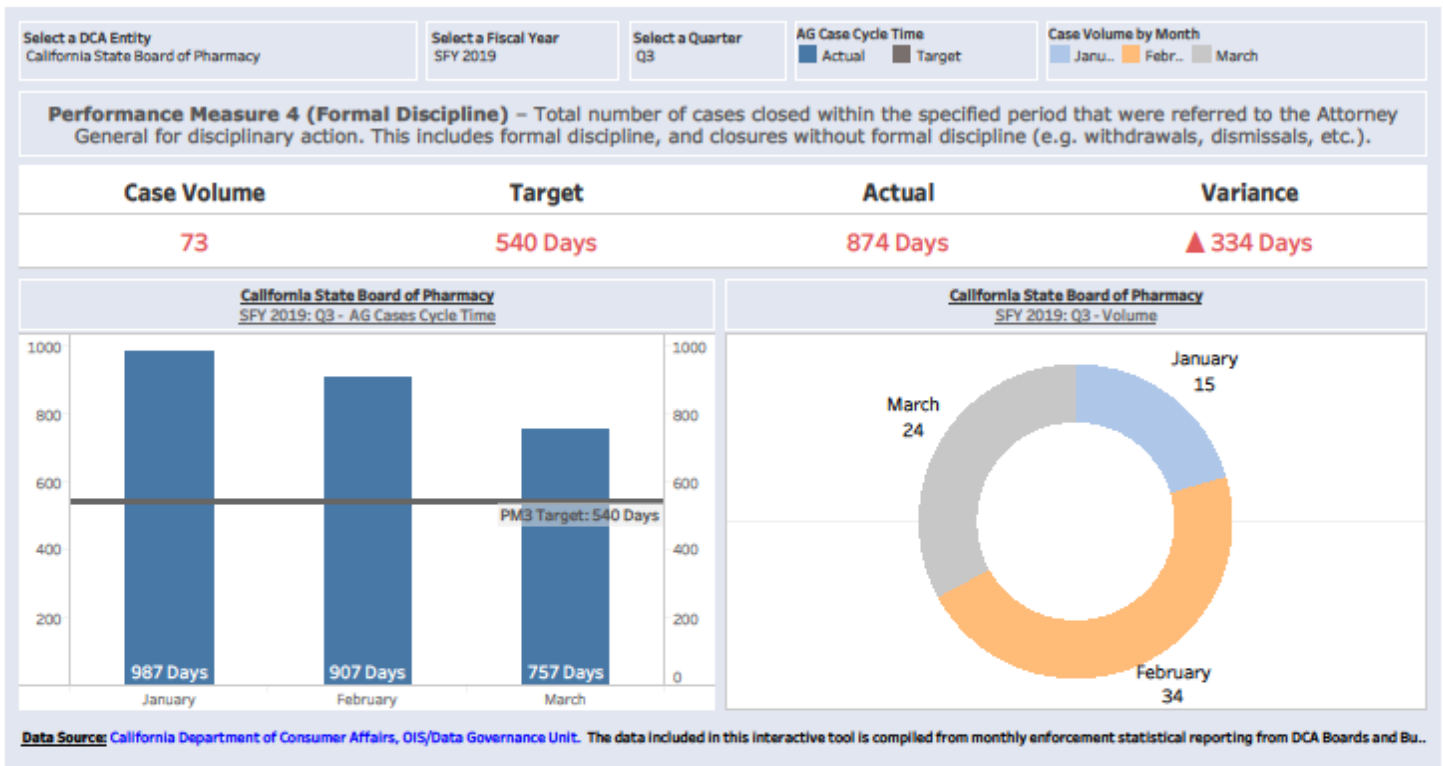
FY 2018/2019 Quarter 3 - Performance Measure 2



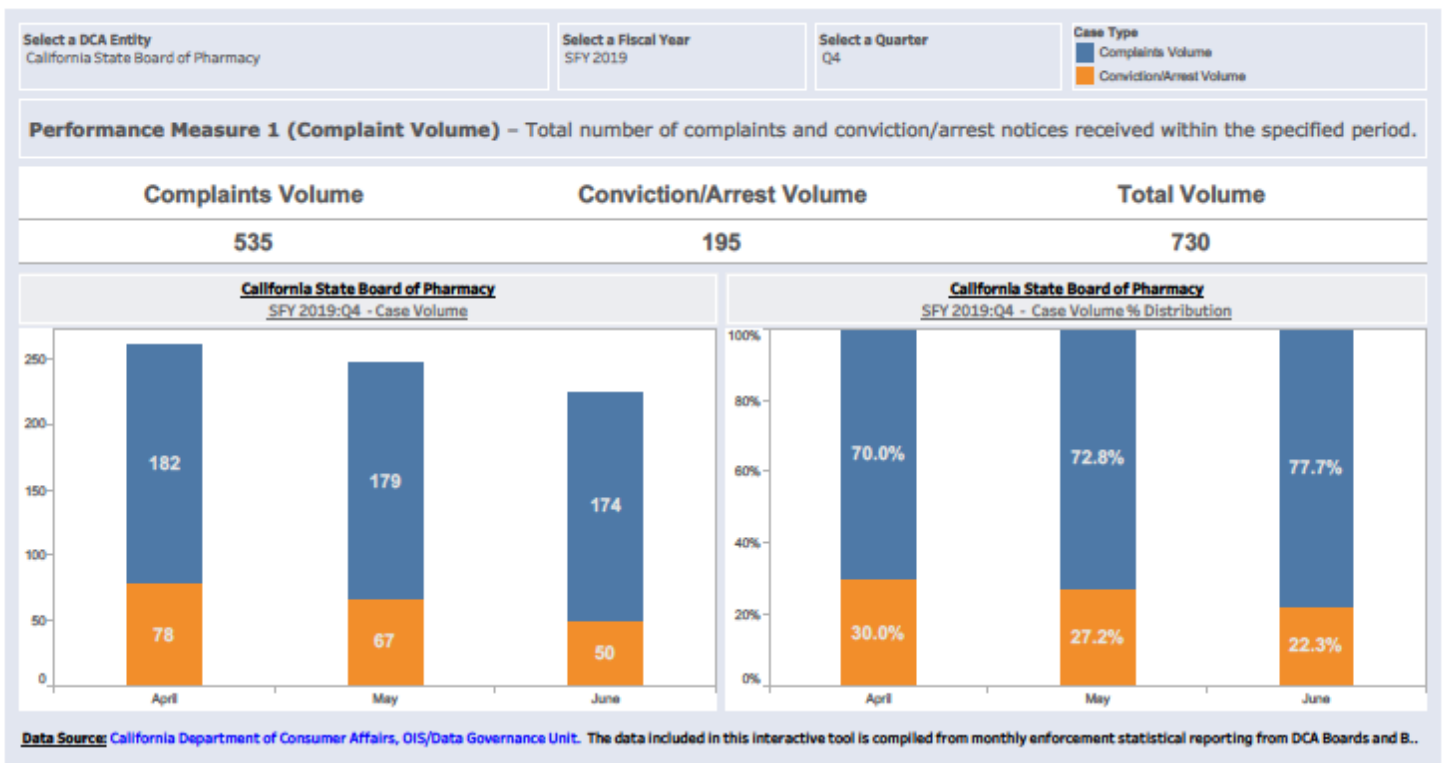
FY 2018/2019 Quarter 3 - Performance Measure 3



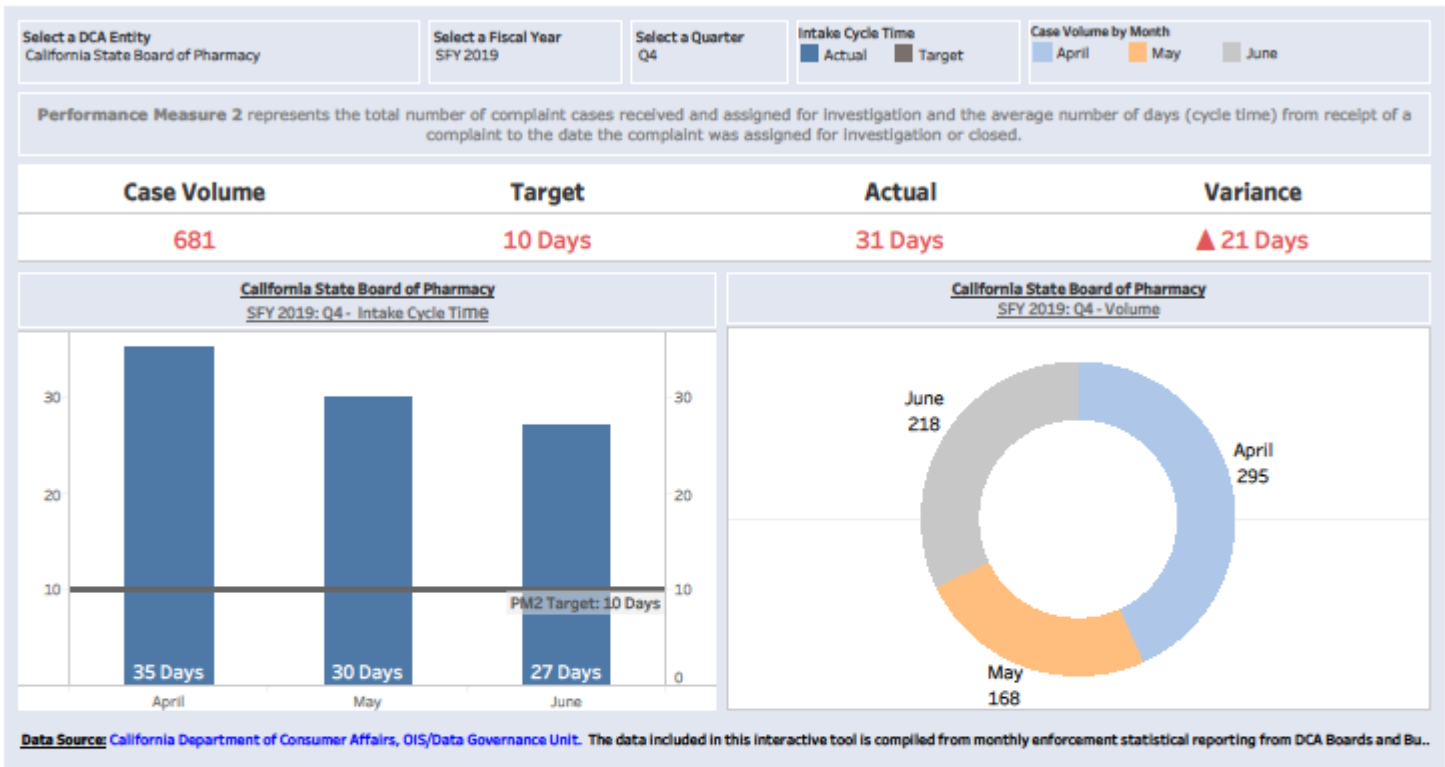
FY 2018/2019 Quarter 3 - Performance Measure 4



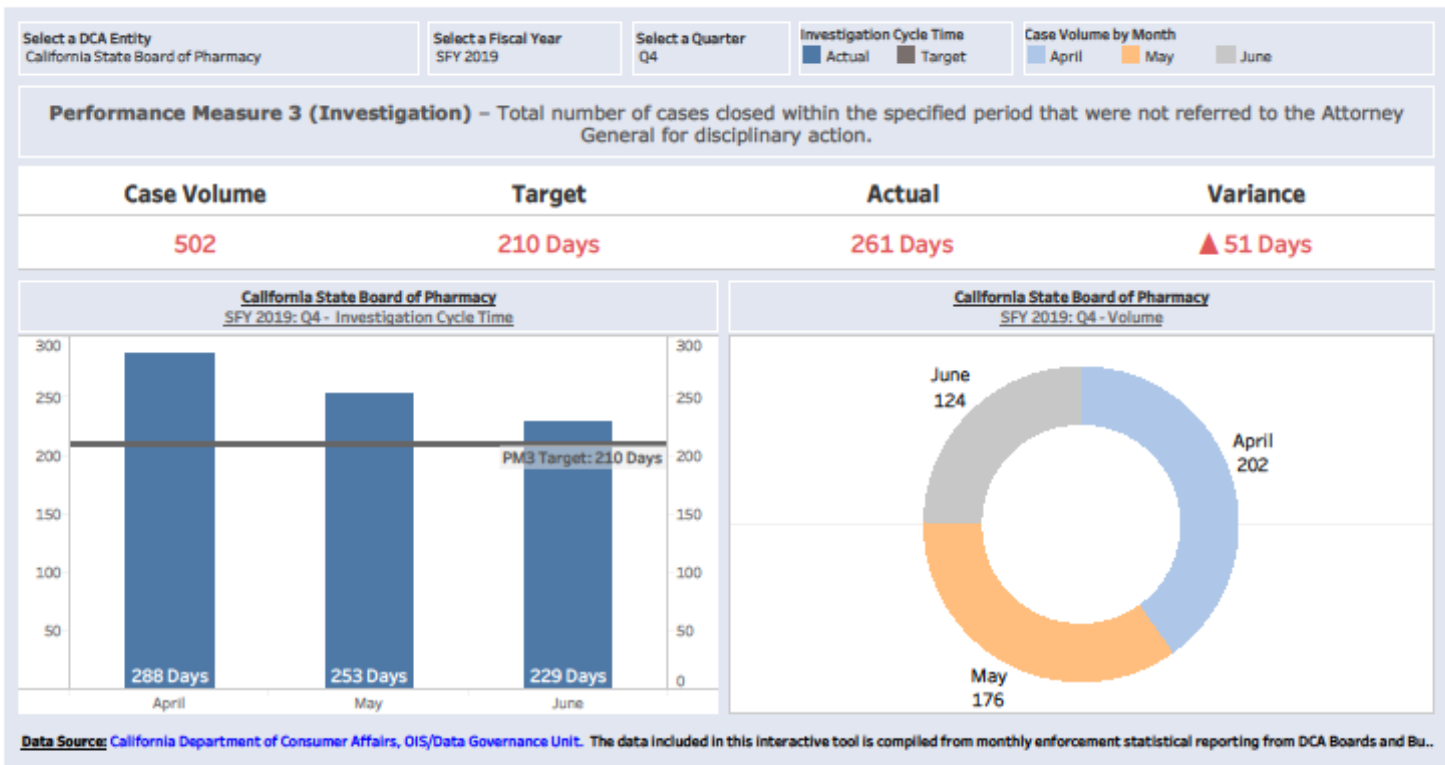
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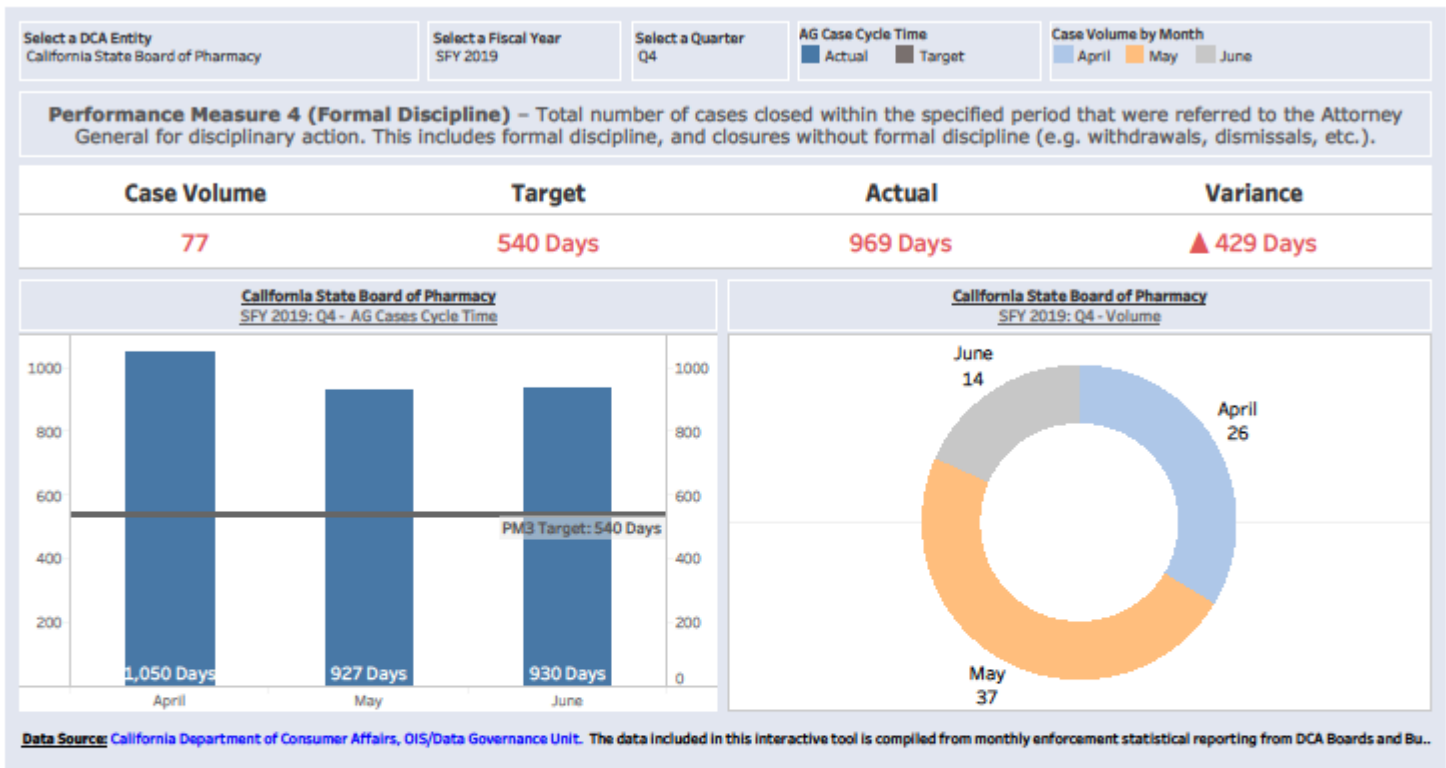
FY 2018/2019 Quarter 4 - Performance Measure 2



FY 2018/2019 Quarter 4 - Performance Measure 3



FY 2018/2019 Quarter 4 - Performance Measure 4



Appendix 5 – Licensing Performance Measures

Licensing Performance measure will be provided.

Appendix 6 – Board Consumer Satisfaction Survey

As indicated previously, no consumer satisfaction surveys were submitted during the supplemental reporting period.

Appendix 7 – Fund Condition

Table 2. Fund Condition (Dollars in Thousands)

	FY 2015/16	FY 2016/17	FY 2017/18 ¹	FY 2018/19 ¹	FY 2019/20 ²	FY 2020/21 ³
Beginning Balance	\$11,768	\$10,675	\$8,084	\$8,614	\$10,598	\$8,889
Revenues and Transfers	\$18,835	\$19,102	\$25,574	\$25,904	\$26,258	\$32,926
Total Revenue	\$30,603	\$29,777	\$33,658	\$34,518	\$35,803	\$39,426
Budget Authority	\$21,780	\$21,871	\$24,074	\$26,560	\$28,612	\$29,314
Expenditures	\$20,050	\$20,502	\$23,671	\$23,528	\$24,730	\$29,314
Direct to Fund Charges	\$35	\$1,191	\$1,373	\$1,552	\$2,181	\$2,338
Loans to General Fund	\$-	\$-	\$-	\$-	\$-	\$-2.4
Accrued Interest, Loans to General Fund	\$-	\$-	\$-	\$-	\$-	\$-
Loans Repaid from General Fund	\$-	\$-	\$-	\$-	\$-	\$-
Fund Balance	\$10,518	\$8,084	\$8,614	\$10,597	\$8,889	\$7,774
Months in Reserve	5.8	3.9	4.1	4.7	2.4	2.9

³ Assumes fully expended budget and projected revenue with regulatory fee increase effective full year.

Appendix 8 – Expenditures by Program Component

Table 3. Expenditures by Program Component

Unit	FY 2016/17 Personnel Services	FY 2016/17 OE&E	FY 2017/18 ² Personnel Services	FY 2017/18 ² OE&E	FY 2018/19 ³ Personnel Services	FY 2018/19 ³ OE&E	FY 2019/20 Personnel Services	FY 2019/20 OE&E
Enforcement	9,461	4,704	10,510	4,786	10,912	4,968	11,706	6,445
Examination	101	197	113	179	117	203	127	204
Licensing	2,660	367	2,955	440	3,068	329	3,491	628
Administration ¹	1,198	115	1,250	134	1,546	114	1,557	259
DCA Pro Rata		2,520		2,347		3,009		3,319
Diversion	137	201	152	150	158	171	169	251
TOTALS	\$13,557	\$8,104	\$14,980	\$8,036	\$15,801	\$8,794	\$17,050	\$11,106

¹ Administration includes costs for executive staff, Board, administrative support, and fiscal services.

Appendix 9 – Fee Schedule and Revenue

Personal License Types

Table 4. Fee Schedule and Revenue – Application Fees (revenue dollars in thousands)

Personal License Types	Fees prior to 4/1/2020 Amount	New Fee Amount Effective 4/1/2020	Statutory Limit	FY 2015/16 Revenue	FY 2016/17 Revenue	FY 2017/18 Revenue ¹	FY 2018/19 Revenue ²	FY 2019/20 Revenue	% of Total Revenue ³
Advanced Practice Pharmacist	\$300.00	\$300.00	\$300.00	n/a	74	78	72	59	0.24%
Designated Representative (EXC)	\$150.00	\$210.00	\$210.00	165	159	70	59	55	0.22%
Designated Representative (EXV)	\$150.00	\$210.00	\$210.00	2	4	0	2	1	0.00%
Designated Representative – Third-Party Logistics Provider	\$150.00	\$210.00	\$210.00	63	25	13	14	13	0.05%
Designated Representative – Reverse Distributor	\$150.00	\$210.00	\$210.00	n/a	n/a	n/a	0	0	0.00%
Designated Paramedic	\$140.00	\$140.00	\$140.00	n/a	n/a	n/a	0	0	0.00%
Intern Pharmacist	\$165.00	\$230.00	\$230.00	270	282	393	363	338	1.35%
Pharmacist Exam	\$260.00	\$285.00	\$285.00	783	864	717	646	664	2.65%
Pharmacist Exam Retake	\$260.00	\$285.00	\$285.00	n/a	n/a	198	224	286	1.14%
Pharmacist Licensure	\$195.00	\$215.00	\$215.00	382	366	392	394	367	1.46%
Pharmacy Technician	\$140.00	\$195.00	\$195.00	658	654	753	736	641	2.55%

Facility License Types

Table 4. Fee Schedule and Revenue – Application Fees (revenue dollars in thousands)

Facility License Types	Fee amount prior to 4/1/2020	New Fee Amount Effective 4/1/2020	Statutory Limit	FY 2015/16 Revenue	FY 2016/17 Revenue	FY 2017/18 Revenue ¹	FY 2018/19 Revenue ²	FY 2019/20 Revenue	% of Total Revenue ³
340B Clinic Automated Patient Dispensing System	\$300.00	\$300.00	\$500.00	n/a	n/a	n/a	0	0	0.00%
Automated Patient Dispensing System (APDS)	\$200.00	\$200.00	\$250.00	n/a	n/a	n/a	0	2	0.01%
Automated Unit Dispensing System (AUDS)	\$200.00	\$200.00	\$250.00	n/a	n/a	n/a	84	157	0.62%
Centralized Hospital Packaging	\$820.00	\$1,150.00	\$1,150.00	1	0	17	3	0	0.00%
Clinic Permit	\$520.00	\$570.00	\$570.00	57	42	48	103	62	0.25%
Co-Location Agreement App	\$750.00	\$750.00	\$750.00	n/a	n/a	1	0	0	0.00%
Correctional Automated Drug Delivery System (ADDS)	\$200.00	\$200.00	\$250.00	n/a	n/a	n/a	0	0	0.00%
Correctional Clinic	\$520.00	\$570.00	\$570.00	n/a	n/a	n/a	0	0	0.00%
Exempt Hospital Pharmacy	\$520.00	\$570.00	\$570.00	0	1	0	0	0	0.00%
EMS Automated Drug Delivery System	\$100.00	\$100.00	\$100.00	n/a	n/a	n/a	0	0	0.00%
Hospital Pharmacy	\$520.00	\$570.00	\$570.00	0	7	11	27	14	0.06%

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Facility License Types	Fee amount prior to 4/1/2020	New Fee Amount Effective 4/1/2020	Statutory Limit	FY 2015/16 Revenue	FY 2016/17 Revenue	FY 2017/18 Revenue ¹	FY 2018/19 Revenue ²	FY 2019/20 Revenue	% of Total Revenue ³
Hospital Satellite Compounding Pharmacy	\$1,645.00	\$2,305.00	\$2,305.00	n/a	n/a	5	12	3	0.01%
Hypodermic Needle	\$170.00	\$240.00	\$240.00	2	4	4	2	1	0.00%
Nonresident Third-Party Logistics Provider	\$780.00	\$820.00	\$820.00	42	13	14	13	16	0.07%
Nonresident Pharmacy	\$520.00	\$570.00	\$570.00	101	65	70	85	60	0.24%
Nonresident Outsourcing Facility	\$2,380.00	\$3,335.00	\$3,335.00	n/a	68	19	12	26	0.10%
Nonresident Sterile Compounding	\$2,380.00	\$3,335.00	\$3,335.00	29	16	41	41	31	0.13%
Nonresident Wholesaler (OSD)	\$780.00	\$820.00	\$820.00	91	100	105	76	78	0.31%
Nonresident Wholesaler 21+ facilities	\$780.00	\$820.00	\$820.00	0	0	0	0	0	0.00%
Outsourcing Facility	\$2,270.00	\$3,180.00	\$3,180.00	n/a	16	2	5	3	0.01%
Pharmacy	\$520.00	\$570.00	\$570.00	353	575	511	254	188	0.75%
Remote Dispense Site Pharmacy	\$520.00	\$570.00	\$570.00	n/a	n/a	n/a	0	2	0.01%
Sterile Compounding	\$1,645.00	\$2,305.00	\$2,305.00	63	56	176	244	171	0.68%
Third-Party Logistics Provider	\$780.00	\$820.00	\$820.00	10	6	3	9	8	0.03%

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Facility License Types	Fee amount prior to 4/1/2020	New Fee Amount Effective 4/1/2020	Statutory Limit	FY 2015/16 Revenue	FY 2016/17 Revenue	FY 2017/18 Revenue ¹	FY 2018/19 Revenue ²	FY 2019/20 Revenue	% of Total Revenue ³
Vet Food-Animal Drug Retailer	\$435.00	\$610.00	\$610.00	2	0	0	2	0	0.00%
Wholesaler Drug	\$780.00	\$820.00	\$820.00	40	53	63	52	44	0.18%
Wholesaler w/more 21+ facilities	\$780.00	\$820.00	\$820.00	0	0	0	0	0	0.00%
Wholesaler Emergency Medical Service Provider	\$780.00	\$780.00	\$780.00	n/a	n/a	n/a	0	0	0.00%

Miscellaneous Fees

Table 4. Fee Schedule and Revenue (revenue dollars in thousands)

Miscellaneous Fees	Fee amount prior to 4/1/2020	New Fee Amount Effective 4/1/2020	Statutory Limit	FY 2015/16 Revenue	FY 2016/17 Revenue	FY 2017/18 Revenue ¹	FY 2018/19 Revenue ²	FY 2019/20 Revenue	% of Total Revenue ³
Change of Address/Trade style Name (Facility Only)	\$45.00	\$45.00	\$45.00	14	11	4	8	11	0.04%
Change of Designated Representative in Charge	\$100.00	\$130.00	\$130.00	18	15	11	16	16	0.07%
Change of Pharmacist in Charge	\$100.00	\$130.00	\$130.00	224	213	201	203	201	0.80%

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Miscellaneous Fees	Fee amount prior to 4/1/2020	New Fee Amount Effective 4/1/2020	Statutory Limit	FY 2015/16 Revenue	FY 2016/17 Revenue	FY 2017/18 Revenue ¹	FY 2018/19 Revenue ²	FY 2019/20 Revenue	% of Total Revenue ³
Change Responsible Manager	\$100.00	\$130.00	\$130.00	1	3	3	2	3	0.01%
Change of Permit	\$100.00	\$130.00	\$130.00	143	138	129	120	106	0.43%
Duplicate/ Replacement Certificate	\$45.00	\$45.00	\$45.00	39	39	44	68	62	0.25%
Evaluation of Continuing Education Courses	\$40 per hour	\$40 per hour	\$40 per hour	0	0	0	0	0	0.00%
Regrade of Pharmacist Exam	\$115.00	\$115.00	\$115.00	2	2	1	0	0	0.00%
Retired Pharmacist License	\$45.00	\$45.00	\$45.00	5	4	7	7	9	0.04%
Transfer of Intern Hours/License Verification	\$30.00	\$30.00	\$30.00	40	34	33	32	22	0.09%

Temporary License Fees

Table 4. Fee Schedule and Revenue (revenue dollars in thousands)

License Types	Fee Amount prior to 4/1/2020	New Fee Amount Effective 4/1/2020	Statutory Limit	FY 2015/16 Revenue	FY 2016/17 Revenue	FY 2017/18 Revenue ¹	FY 2018/19 Revenue ²	FY 2019/20 Revenue	% of Total Revenue ³
Exempt Hospital Pharmacy Temporary Permit	\$325.00	\$325.00	\$325.00	0	0	0	0	0	0.00%
Hospital Temporary Permit	\$325.00	\$325.00	\$325.00	0	4	5	15	8	0.03%
Hospital Satellite Compound Pharmacy Temporary Permit	\$550.00	\$715.00	\$715.00	n/a	n/a	0	2	0	0.01%
Nonresident Pharmacy Temporary Permit	\$325.00	\$325.00	\$325.00	9	9	17	31	25	0.10%
Nonresident Outsourcing Facility Temporary Permit	\$715.00	\$715.00	\$715.00	n/a	n/a	2	2	4	0.01%
Nonresident Sterile Compounding Temporary Permit	\$550.00	\$715.00	\$715.00	6	3	5	7	3	0.01%
Nonresident Third-Party Logistics Provider Temporary Permit	\$715.00	\$715.00	\$715.00	1	2	5	3	6	0.02%

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License Types	Fee Amount prior to 4/1/2020	New Fee Amount Effective 4/1/2020	Statutory Limit	FY 2015/16 Revenue	FY 2016/17 Revenue	FY 2017/18 Revenue ¹	FY 2018/19 Revenue ²	FY 2019/20 Revenue	% of Total Revenue ³
Nonresident Wholesaler Temporary Permit	\$715.00	\$715.00	\$715.00	14	15	26	21	27	0.11%
Pharmacy Temporary Permit	\$325.00	\$325.00	\$325.00	44	262	55	281	83	0.33%
Outsourcing Facility Temporary Permit	\$715.00	\$715.00	\$715.00	n/a	n/a	0	1	0	0.00%
Remote Dispensing Site Pharmacy Temporary Permit	\$325.00	\$325.00	\$325.00	n/a	n/a	n/a	0	0	0.00%
Sterile Compounding Temporary Permit	\$550.00	\$715.00	\$715.00	18	17	20	49	27	0.11%
Third-Party Logistics Provider Temporary Permit	\$715.00	\$715.00	\$715.00	0	1	1	4	3	0.01%
Vet Food-Animal Drug Retailer Temporary Permit	\$250.00	\$250.00	\$250.00	1	0	0	0	0	0.00%
Wholesaler Temporary Permit	\$715.00	\$715.00	\$715.00	7	8	20	20	19	0.07%

Renewal Fees

Biennial

Table 4. Fee Schedule and Revenue – Renewal Fees (revenue dollars in thousands)

License Type	Fee Amount prior to 4/1/2020	New Fee Amount Effective 4/1/2020	Statutory Limit	FY 2015/16 Revenue	FY 2016/17 Revenue	FY 2017/18 Revenue ¹	FY 2018/19 Revenue ²	FY 2019/20 Revenue	% of Total Revenue ³
Advanced Practice Pharmacist	\$300.00	\$300.00	\$300.00	0	1	20	53	81	0.32%
Pharmacist License	\$360.00	\$505.00	\$505.00	3,927	3,891	7,119	7,520	8,074	32.18%
Pharmacy Technician	\$140.00	\$195.00	\$195.00	4,016	3,982	4,197	4,267	4,366	17.40%

Annual

Table 4. Fee Schedule and Revenue – Renewal Fees (revenue dollars in thousands)

License Type	Fee Amount prior to 4/1/2020	New Fee Amount Effective 4/1/2020	Statutory Limit	FY 2015/16 Revenue	FY 2016/17 Revenue	FY 2017/18 Revenue ¹	FY 2018/19 Revenue ²	FY 2019/20 Revenue	% of Total Revenue ³
Designated Representative (EXC)	\$215.00	\$300.00	\$300.00	507	462	555	544	562	2.24%
Designated Representative (EXV)	\$215.00	\$300.00	\$300.00	12	12	14	13	14	0.05%
Designated Representative Third-Party Logistics Provider	\$215.00	\$300.00	\$300.00	7	28	49	49	53	0.21%

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License Type	Fee Amount prior to 4/1/2020	New Fee Amount Effective 4/1/2020	Statutory Limit	FY 2015/16 Revenue	FY 2016/17 Revenue	FY 2017/18 Revenue ¹	FY 2018/19 Revenue ²	FY 2019/20 Revenue	% of Total Revenue ³
Designated Representative Reverse Distributor	\$215.00	\$300.00	\$300.00	n/a	n/a	n/a	0	0	0.00%
Designated Paramedic	\$140.00	\$140.00	\$140.00	n/a	n/a	n/a	0	0	0.00%
340B Clinic Automated Patient Dispensing System	\$300.00	\$500.00	\$500.00	n/a	n/a	n/a	0	0	0.00%
Automated Patient Delivery System	\$200.00	\$250.00	\$250.00	n/a	n/a	n/a	0	0	0.00%
Automated Unit Dispensing System	\$200.00	\$250.00	\$250.00	n/a	n/a	n/a	0	123	0.49%
Centralized Hospital Packaging	\$805.00	\$1,125.00	\$1,125.00	4	4	6	6	6	0.02%
Clinic Permit	\$325.00	\$360.00	\$360.00	327	303	346	328	348	1.39%
Correctional Automatic Dispensing System	\$200.00	\$250.00	\$250.00	n/a	n/a	n/a	(1)	0	0.00%
Correctional Clinic	\$325.00	\$360.00	\$360.00	n/a	n/a	n/a	0	0	0.00%
Exempt Hospital Pharmacy	\$665.00	\$930.00	\$930.00	0	0	0	0	1	0.00%
EMS Automated Drug Delivery System	\$100.00	\$100.00	\$100.00	n/a	n/a	n/a	0	0	0.00%

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License Type	Fee Amount prior to 4/1/2020	New Fee Amount Effective 4/1/2020	Statutory Limit	FY 2015/16 Revenue	FY 2016/17 Revenue	FY 2017/18 Revenue ¹	FY 2018/19 Revenue ²	FY 2019/20 Revenue	% of Total Revenue ³
Hospital Application	\$665.00	\$930.00	\$930.00	0	0	0	0	32	0.13%
Hospital Satellite Compounding Pharmacy	\$1,325.00	\$1,855.00	\$1,855.00	n/a	n/a	0	1	3	0.01%
Hypodermic Needle	\$200.00	\$280.00	\$280.00	43	42	50	48	52	0.21%
Nonresident Third-Party Logistics Provider	\$780.00	\$820.00	\$820.00	9	39	44	48	43	0.18%
Nonresident Pharmacy	\$665.00	\$930.00	\$930.00	138	128	314	297	339	1.35%
Nonresident Outsourcing Facility	\$2,270.00	\$3,180.00	\$3,180.00	n/a	n/a	7	39	42	0.14%
Nonresident Sterile Compounding	\$2,270.00	\$3,180.00	\$3,180.00	71	54	187	136	153	0.61%
Nonresident Wholesaler (OSD)	\$780.00	\$820.00	\$820.00	507	453	502	495	485	1.93%
Nonresident Wholesaler 21+ facilities	\$780.00	\$820.00	\$820.00	0	0	0	0	0	0.00%
Outsourcing Facility	\$1,325.00	\$1,855.00	\$1,855.00	n/a	n/a	0	1	7	0.03%
Pharmacy	\$665.00	\$930.00	\$930.00	2,145	2,121	4,474	4,418	4,870	19.41%
Remote Dispense Site Pharmacy	\$665.00	\$930.00	\$930.00	n/a	n/a	n/a	0	0	0.00%
Sterile Compounding	\$1,325.00	\$1,855.00	\$1,855.00	640	553	1,016	894	942	3.75%
Third-Party Logistics Provider	\$780.00	\$820.00	\$820.00	1	11	21	14	17	0.07%

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License Type	Fee Amount prior to 4/1/2020	New Fee Amount Effective 4/1/2020	Statutory Limit	FY 2015/16 Revenue	FY 2016/17 Revenue	FY 2017/18 Revenue ¹	FY 2018/19 Revenue ²	FY 2019/20 Revenue	% of Total Revenue ³
Vet Food – Animal Drug Retailer	\$330.00	\$460.00	\$460.00	6	6	6	6	7	0.03%
Wholesaler Drug	\$780.00	\$820.00	\$820.00	388	330	360	350	333	1.33%
Wholesaler w/more 21+ facilities	\$780.00	\$820.00	\$820.00	0	0	0	0	0	0.00%
Wholesaler Emergency Medical Service Provider	\$780.00	\$780.00	\$780.00	n/a	n/a	n/a	0	0	0.00%

Renewal Delinquency Fees

Biennial

Table 4. Fee Schedule and Revenue – Renewal Delinquency Fees (revenue dollars in thousands)

License Type	Fee Amount prior to 4/1/2020	New Fee Amount Effective 4/1/2020	Statutory Limit	FY 2015/16 Revenue	FY 2016/17 Revenue	FY 2017/18 Revenue ¹	FY 2018/19 Revenue ²	FY 2019/20 Revenue	% of Total Revenue ³
Advanced Practice Pharmacist	\$150.00	\$150.00	\$150.00	0	0	1	0	1	0.00%
Pharmacist License	\$150.00	\$150.00	\$150.00	31	32	36	38	43	0.17%
Pharmacy Technician	\$70.00	\$97.50	\$97.50	123	126	106	109	122	0.49%

Annual

Table 4. Fee Schedule and Revenue – Renewal Delinquency Fees (revenue dollars in thousands)

License Type	Fee Amount prior to 4/1/2020	New Fee Amount Effective 4/1/2020	Statutory Limit	FY 2015/16 Revenue	FY 2016/17 Revenue	FY 2017/18 Revenue ¹	FY 2018/19 Revenue ²	FY 2019/20 Revenue	% of Total Revenue ³
Designated Representative (EXC)	\$107.50	\$150.00	\$150.00	12	11	16	16	17	0.07
Designated Representative (EXV)	\$107.50	\$150	\$150	0	0	0	0	1	0.00%
Designated Representative Third-Party Logistics Provider	\$107.50	\$150	\$150	0	0	1	2	2	0.01
Designated Representative Reverse Distributor	\$107.50	\$150	\$150	n/a	n/a	n/a	0	0	0.00%
Designated Paramedic	\$65.0	\$65.00	\$65.00	n/a	n/a	n/a	0	0	0.00%
340B Clinic Automated Patient Dispensing System	\$150	\$150	\$150	n/a	n/a	n/a	0	0	0.00%
Automated Drug Delivery System	\$100	\$100	\$100	n/a	n/a	n/a	0	0	0.00%
Centralized Hospital Packaging	\$150	\$150	\$150	0	0	0	0	0	0
Clinic Permit	\$150	\$150	\$150	10	7	11	13	12	0.05%
Correctional Automatic Dispensing System	\$100	\$100	\$100	n/a	n/a	n/a	(1)	0	0.00%

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License Type	Fee Amount prior to 4/1/2020	New Fee Amount Effective 4/1/2020	Statutory Limit	FY 2015/16 Revenue	FY 2016/17 Revenue	FY 2017/18 Revenue ¹	FY 2018/19 Revenue ²	FY 2019/20 Revenue	% of Total Revenue ³
Correctional Clinic	\$150	\$150	\$150	n/a	n/a	n/a	0	0	0.00%
Exempt Hospital Pharmacy	\$150	\$150	\$150	0	0	0	0	0	0.00%
EMS Automated Drug Delivery System	\$35	\$35	\$35	n/a	n/a	n/a	0	0	0.00%
Hospital Application	\$150	\$150	\$150	0	0	0	0	0	0.00%
Hospital Satellite Compounding Pharmacy	\$150	\$150	\$150	n/a	n/a	0	0	0	0.00%
Hypodermic Needle	\$100	\$140	\$140	2	1	1	2	3	0.01%
Nonresident Third-Party Logistics Provider	\$150	\$150	\$150	0	0	0	0	0	0.00%
Nonresident Pharmacy	\$150	\$150	\$150	2	2	1	2	3	0.01%
Nonresident Outsourcing Facility	\$150	\$150	\$150	n/a	n/a	0	0	0	0.00%
Nonresident Sterile Compounding	\$150	\$150	\$150	0	0	0	0	0	0.00
Nonresident Wholesaler (OSD)	\$150	\$150	\$150	5	4	4	3	4	0.02%
Nonresident Wholesaler 21+ facilities	\$150	\$150	\$150	0	0	0	0	0	0.00%
Outsourcing Facility	\$150	\$150	\$150	n/a	n/a	0	0	0	0.00%

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License Type	Fee Amount prior to 4/1/2020	New Fee Amount Effective 4/1/2020	Statutory Limit	FY 2015/16 Revenue	FY 2016/17 Revenue	FY 2017/18 Revenue ¹	FY 2018/19 Revenue ²	FY 2019/20 Revenue	% of Total Revenue ³
Pharmacy	\$150	\$150	\$150	5	4	4	3	4	0.02%
Remote Dispense Site Pharmacy	\$150	\$150	\$150	n/a	n/a	n/a	0	0	0.00%
Sterile Compounding	\$150	\$150	\$150	1	0	0	0	0	0.00%
Third-Party Logistics Provider	\$150	\$150	\$150	0	0	0	0	0	0.005
Vet Food – Animal Drug Retailer	\$150	\$150	\$150	0	0	0	0	0	0.00%
Wholesaler Drug	\$150	\$150	\$150	3	3	2	2	2	0.01
Wholesaler w/more 21+ facilities	\$150	\$150	\$150	0	0	0	0	0	0.00%
Wholesaler Emergency Medical Service Provider	\$150	\$150	\$150	n/a	n/a	n/a	0	0	0.00%

¹ Figures are based on the Preliminary Fiscal Month 12 Fi\$Cal report. Final year-end figures for fiscal year 2017-18 are delayed due to the Department of Consumer Affairs' transition to Fi\$Cal.

² Figures are based on the Preliminary Fiscal Month 12 Fi\$Cal report. Final year-end figures for fiscal year 2018-19 are delayed due to the Department of Consumer Affairs' transition to Fi\$Cal.

³ Calculated based on Fiscal Year 2018-19 Revenue.

Appendix 10 – Budget Change Proposals (BCPs)

Table 5. Supplemental Budget Change Proposals

BCP ID #	Fiscal Year	Description of Purpose of BCP	Personnel Services # Staff Requested (include classification)	Personnel Services # Staff Approved (include classification)	Personnel Services \$ Requested	Personnel Services \$ Approved	OE&E \$ Requested	OE&E \$ Approved
1111-001	19/20	One-year limited term funding and position authority to provide program support during the Business Modernization Plans	Associate Governmental Program Analyst: 2	Associate Governmental Program Analyst: 2	\$224,000	\$224,000	\$27,000	\$27,000
1111-031	19/20	Funding and position authority to complete the process and additional workload associated with regulating the new license types set forth in AB 2037 and SB 1447	Inspector: 1.5 Associate Governmental Program Analyst: 1	Inspector: 1.5 Associate Governmental Program Analyst: 1	\$422,000	\$422,000	Initial: \$48,000 Outgoing: \$16,000	Initial: \$48,000 Outgoing: \$16,000
1111-013	19/20	Funding and position authority to establish a stewardship program set forth in SB 212.	2-YR LT Attorney: 1 Supervising Inspector: 1 Inspector: 3.0 Associate Governmental Program Analyst: 2	2-YR LT Attorney: 1 Supervising Inspector: 1 Inspector: 3.0 (20/21) Associate Governmental Program Analyst: 1 (19/20) and 1 (20/21)	\$388,000 (FY19/20); \$1,252,000 (FY 20/21); \$1,058,00 (FY 21/22)	\$388,000 (FY19/20); \$1,252,000 (FY 20/21); \$1,058,00 (FY 21/22)	\$88,000 (FY 19/20); \$177,000 (FY 20/21) \$123,000 (FY 21/22)	\$88,000 (FY 19/20); \$177,000 (FY 20/21) \$123,000 (FY 21/22)

Appendix 11 – Licensee Population

Table 6. Licensee Population

License Type/Status	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Designated Representative Wholesaler (Active)	2,896	2,858	2,901	2,791	2,771
Designated Representative Wholesaler (Delinquent)	159	112	103	118	114
Designated Representative Veterinary Food-Animal Drug Retailer (Active)	63	72	66	63	65
Designated Representative Veterinary Food-Animal Drug Retailer (Delinquent)	1	0	3	3	2
Designated Representative Third-Party Logistics Provider (Active)	197	250	276	292	333
Designated Representative Third-Party Logistics Provider (Delinquent)	1	5	10	8	14
Designated Representative Reverse Distributor (Active)	n/a	n/a	n/a	2	4
Designated Representative Reverse Distributor (Delinquent)	n/a	n/a	n/a	0	0
Designated Paramedic (Active)	n/a	n/a	n/a	0	3
Designated Paramedic (Delinquent)	n/a	n/a	n/a	0	0
Intern Pharmacist (Active)	6,364	6,584	6,800	6,541	6,943
Intern Pharmacist (Delinquent)	n/a	n/a	n/a	n/a	n/a
Pharmacist (Active)	38,540	39,216	39,983	40,594	42,852
Pharmacist (Delinquent)	2,086	2,194	2,463	2,758	2,867
Pharmacist (Inactive)	3,192	3,406	3,542	3,733	2,207
Pharmacist (Retired)	897	1,013	1,143	1,250	1,501
Advanced Practice Pharmacist (Active)	n/a	130	334	547	795
Advanced Practice Pharmacist (Delinquent)	n/a	0	0	3	8
Pharmacy Technician (Active)	71,422	70,624	69,734	68,597	67,729
Pharmacy Technician (Delinquent)	1,867	1,758	1,626	1,529	1,504
Automated Drug Delivery System (Active)	n/a	n/a	n/a	n/a	910
Automated Drug Delivery System (Delinquent)	n/a	n/a	n/a	n/a	0
Automated Drug Delivery System EMS (Active)	n/a	n/a	0	0	1
Automated Drug Delivery System EMS (Delinquent)	n/a	n/a	0	0	0
Automated Patient Dispensing System 340B Clinic (Active)	n/a	n/a	n/a	1	1
Automated Patient Dispensing System 340B Clinic (Delinquent)	n/a	n/a	n/a	0	0
Centralized Hospital Packaging (Active)	6	8	10	10	10

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License Type/Status	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Centralized Hospital Packaging (Delinquent)	2	0	0	0	0
Clinic (Active)	1,265	1,304	1,311	1,444	2,086
Clinic (Delinquent)	43	30	40	60	95
Exempt Hospital Pharmacy (Active)	35	34	32	32	31
Exempt Hospital Pharmacy (Delinquent)	1	0	0	0	1
Hospital (Active)	482	479	468	468	470
Hospital (Delinquent)	0	1	0	0	1
Hospital Satellite Sterile Compounding (Active)	n/a	n/a	0	3	5
Hospital Satellite Sterile Compounding (Delinquent)	n/a	n/a	0	0	0
Hypodermic Needle and Syringe (Active)	272	274	257	259	248
Hypodermic Needle and Syringe (Delinquent)	13	20	36	38	52
Licensed Correctional Facility (Active)	55	59	58	60	61
Licensed Correctional Facility (Delinquent)	0	0	0	0	0
Outsourcing Facility (Active)	n/a	n/a	2	5	4
Outsourcing Facility (Delinquent)	n/a	n/a	0	0	0
Outsourcing Facility – Nonresident (Active)	n/a	n/a	18	23	24
Outsourcing Facility – Nonresident (Delinquent)	n/a	n/a	0	0	0
Pharmacy (Active)	6,540	6,588	6,625	6,558	6,503
Pharmacy (Delinquent)	26	16	21	27	31
Pharmacy – Nonresident (Active)	492	521	533	532	544
Pharmacy – Nonresident (Delinquent)	17	13	21	21	37
Remote Dispensing Pharmacy (Active)	n/a	n/a	n/a	0	1
Remote Dispensing Pharmacy (Delinquent)	n/a	n/a	n/a	0	0
Sterile Compounding Pharmacy (Active)	917	879	870	869	858
Sterile Compounding Pharmacy (Delinquent)	0	5	5	0	1
Sterile Compounding Pharmacy Nonresident (Active)	90	86	70	69	64
Sterile Compounding Pharmacy Nonresident (Delinquent)	2	5	7	1	4
Surplus Medication Collection Distribution Intermediary (Active)	1	1	1	1	1
Surplus Medication Collection Distribution Intermediary (Delinquent)	0	0	0	0	0
Third-Party Logistics Provider (Active)	16	23	23	25	29
Third-Party Logistics Provider (Delinquent)	0	0	0	1	4
Third-Party Logistics Provider Nonresident (Active)	60	64	64	68	84
Third-Party Logistics Provider Nonresident (Delinquent)	0	0	1	0	0
Veterinary Food-Animal Drug Retailer (Active)	20	20	20	20	19

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License Type/Status	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Veterinary Food-Animal Drug Retailer (Delinquent)	3	3	0	1	2
Wholesaler (Active)	523	525	530	516	509
Wholesaler (Delinquent)	49	27	26	28	50
Wholesaler – Nonresident (Active)	680	705	708	712	727
Wholesaler – Nonresident (Delinquent)	46	35	42	42	62

Appendix 12 – Licensing Data by Type

Fiscal Year 2019/20

Table 7a. Licensing Data by Type

Application Type	Received	Closed/ Withdrawn	Issued/ Approved	Incomplete Applications Cycle Time	Complete Applications Cycle Time	All Applications	Applications Pending
Designated Representative – Wholesaler	344	15	349	174	79	140	379
Designated Representative – Veterinary Food-Animal Drug Retailer	7	1	6	179	81	147	5
Designated Representative – Third-Party Logistics Provider	85	6	87	174	80	118	103
Designated Representative – Reverse Distributor	2	0	2	264	n/a	264	2
Designated Paramedic	3	0	3	44	n/a	44	0
Intern Pharmacist	2,015	5	1,931	77	16	27	113
Pharmacist Initial Examination	2,417	179	2,933	79	24	39	n/a
Pharmacist License	1,958	n/a	1,917	23	3	3	n/a
Advanced Practice Pharmacist*	119	69	253	253	53	229	71
Pharmacy Technician	4,422	63	4,644	98	44	67	1,091
Automated Drug Delivery System**	352	100	1,012	65	n/a	65	144
Automated Drug Delivery System EMS**	1	0	1	50	n/a	50	0
Automated Patient Dispensing System 340B Clinic**	0	0	0	n/a	n/a	n/a	0
Centralized Hospital Packaging**	3	2	1	n/a	3	3	5
Clinic*	637	34	733	183	28	117	119
Exempt Hospital Pharmacy*	0	0	0	n/a	n/a	n/a	0
Exempt Hospital Pharmacy – Temporary License***	0	n/a	0	n/a	n/a	n/a	0
Hospital*	33	4	2	150	1	125	22
Hospital – Temporary License***	25	n/a	10	n/a	n/a	n/a	3

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Application Type	Received	Closed/ Withdrawn	Issued/ Approved	Incomplete Applications Cycle Time	Complete Applications Cycle Time	All Applications	Applications Pending
Hospital Satellite Sterile Compounding**	3	2	1	n/a	3	3	5
Hospital Satellite Sterile Compounding – Temporary License***	1	n/a	0	n/a	n/a	n/a	0
Hypodermic Needle and Syringe*	6	9	6	139	53	104	2
Licensed Correctional Facility*	0	0	1	349	n/a	349	0
Outsourcing Facility**	1	1	0	n/a	n/a	n/a	1
Outsourcing Facility – Temporary License***	1	n/a	0	n/a	n/a	n/a	0
Outsourcing Facility – Nonresident**	12	4	4	184	29	162	5
Outsourcing Facility – Nonresident – Temporary License***	6	n/a	3	n/a	n/a	n/a	2
Pharmacy*	379	31	123	143	17	102	152
Pharmacy – Temporary License***	265	n/a	245	196	12	154	128
Pharmacy – Nonresident*	124	8	28	196	12	154	128
Pharmacy – Nonresident – Temporary License***	81	n/a	78	n/a	n/a	n/a	45
Remote Dispensing Pharmacy*	4	0	1	73	n/a	n/a	0
Sterile Compounding Pharmacy**	112	16	62	285	154	258	94
Sterile Compounding Pharmacy – Temporary License***	51	n/a	36	n/a	n/a	n/a	9
Sterile Compounding Pharmacy – Nonresident**	10	1	2	223	n/a	223	9
Sterile Compounding Pharmacy – Nonresident – Temporary License***	4	n/a	7	n/a	n/a	n/a	3
Surplus Medication Collection Distribution Intermediary	0	0	1	221	n/a	221	0
Third-Party Logistics Provider*	7	5	5	95	37	80	0
Third-Party Logistics Provider – Temporary License***	4	n/a	7	n/a	n/a	n/a	3

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Application Type	Received	Closed/ Withdrawn	Issued/ Approved	Incomplete Applications Cycle Time	Complete Applications Cycle Time	All Applications	Applications Pending
Third-Party Logistics Provider – Nonresident*	22	13	16	145	2	126	43
Third-Party Logistics Provider – Nonresident – Temporary License***	7	n/a	7	n/a	n/a	n/a	0
Veterinary Food-Animal Drug Retailer*	0	0	0	n/a	n/a	n/a	1
Veterinary Food-Animal Drug Retailer – Temporary License***	0	n/a	0	n/a	n/a	n/a	0
Wholesaler*	56	8	31	106	19	83	38
Wholesaler – Temporary License***	37	n/a	24	n/a	n/a	n/a	7
Wholesaler – Nonresident*	102	31	63	238	40	203	89
Wholesaler – Nonresident – Temporary License***	30	n/a	34	n/a	n/a	n/a	3

* processing times include the time between application approval and license issuance.

** processing times include the time the Board is awaiting the inspection approval

***Temporary applications received identify the number of initial applications received with a temporary license request. Temporary Licenses issued is segregated from the total licenses issued to identify the number of temporary licenses issued. The pending temporary number reflects the number of temporary licenses issued that are pending full licensure.

Appendix 13 – Total Licensing Data

Table 7b. Initial Licensing Data

	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Initial License/Initial Exam Applications Received	16,147	16,575	15,661	16,074	13,796
Initial License/Initial Exam Applications Approved *add exam approved	14,371	14,217	13,621	12,934	14,666
Initial License/Initial Exam Applications Closed/Withdrawn	599	977	1,450	914	605
License Issued	11,917	11,784	11,064	10,671	11,733

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Table 7b. Initial License/Initial Exam Pending Application Data

	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Pending Applications (total at close of FY)	2,869	2,904	3,389	4,041	2,792
Pending Applications (outside of Board control)*	n/a	n/a	n/a	n/a	n/a
Pending Applications (within the Board control)*	n/a	n/a	n/a	n/a	n/a

Table 7b. Initial License/Initial Exam Cycle Time Data (WEIGHTED AVERAGE)

	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Average Days to Application Approval (All - Complete/Incomplete)	57	57	53	56	59
Average Days to Application Approval (incomplete applications)*	100	108	106	109	113
Average Days to Application Approval (complete applications)*	26	27	23	27	26

Table 7b. License Renewal Data

	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Designated Representative – Wholesaler	2,502	2,477	2,476	2,552	2,464
Designated Representative – Veterinary Food-Animal Drug Retailer	66	60	58	55	63
Designated Representative – Third-Party Logistics	53	181	202	228	254
Designated Representative – Reverse Distributor	n/a	n/a	n/a	0	2
Designated Paramedic	n/a	n/a	n/a	0	0
Pharmacist	20,400	20,029	20,663	20,573	21,920
Advanced Practice Pharmacist	n/a	3	91	180	311
Pharmacy Technician	30,914	30,666	30,151	30,172	30,705
Automated Drug Delivery System	n/a	n/a	n/a	0	604
Automated Drug Delivery System EMS	n/a	n/a	0	0	0
Automated Patient Dispensing System 340B Clinic	n/a	n/a	n/a	0	1
Centralized Hospital Packaging	0	6	9	9	8
Clinic	1,187	1,209	1,268	1,196	1,413

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	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Exempt Hospital Pharmacy	31	32	34	29	33
Hospital	469	461	498	439	454
Hospital Satellite Sterile Compounding	n/a	n/a	n/a	1	4
Hypodermic Needle and Syringe Permit	259	260	216	243	240
Licensed Correctional Facility	53	55	60	56	59
Outsourcing Facility	n/a	0	0	5	6
Outsourcing Facility – Nonresident	n/a	0	3	16	12
Pharmacy	6,350	6,277	6,382	6,313	6,369
Pharmacy – Nonresident	391	425	449	442	486
Remote Dispensing Pharmacy	n/a	n/a	n/a	0	0
Sterile Compounding Pharmacy	876	840	852	777	792
Sterile Compounding Pharmacy – Nonresident	76	76	70	52	60
Surplus Medication Collection Distribution Intermediary	0	1	1	1	0
Third-Party Logistics Provider	1	17	19	16	27
Third-Party Logistics Provider – Nonresident	12	59	52	49	68
Veterinary Food-Animal Drug Retailer	24	17	18	18	16
Wholesaler	464	447	471	438	426
Wholesaler – Nonresident	601	608	601	614	608
Total Licenses Renewed	64,729	64,206	64,644	64,474	67,405

Table 7b. Keeping Licensing Information Current

Applications Processed	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Change of Pharmacist-in-Charge	2,428	2,321	2,001	2,368	2,2128
Change of Designated Representative-in-Charge	181	157	114	155	185
Change of Responsible Manager	1	20	18	19	28
Change of Professional Director***					111
Change of Permit	2,079	1,789	1,720	1,511	1,462
Discontinuance of Business	423	394	357	428	507
Change of Name/Address	11,992	11,558	11,411	13,071	12,892

*** The Board did not start reporting Change of Professional Director until FY 2019/20.

Appendix 14 – Examination Data (CPJE/NAPLEX) Supplement

Fiscal Year 2019/20

Overall Pass/Fail Results for CPJE/NAPLEX²

Overall Pass/Fail results for all candidates – CPJE

CPJE	Frequency	Percent
Pass	1,923	60.1
Fail	1,278	39.9
Total	3,201	100

Overall Pass/Fail results for all candidates – NAPLEX

NAPLEX	Frequency	Percent
Pass	2,758	92.8
Fail	215	7.2
Total	2,973	100.0

Overall Pass/Fail results for first time candidates – CPJE

CPJE	Frequency	Percent
Pass	878	71.7
Fail	347	28.3
Total	1,225	100.0

Overall Pass/Fail results for first time candidates – NAPLEX

NAPLEX	Frequency	Percent
Pass	1,070	66.1
Fail	548	33.9
Total	1,618	100.0

² The board also displays NAPLEX scores associated with any candidate who took the CPJE during this time period and was reported to the board, regardless of when the NAPLEX may have been taken (it could have occurred outside the 12-month reporting period noted above).

Overall Pass/Fail results for multiple time candidates – CPJE

CPJE	Frequency	Percent
Pass	1,045	52.9
Fail	931	47.1
Total	1,976	100.0

Overall Pass/Fail results for multiple time candidates – NAPLEX

NAPLEX	Frequency	Percent
Pass	717	52.9
Fail	638	47.1
Total	1,355	100.0

Pass Rates – Location

Pass Rates – Location by Number – CPJE

Location	Pass	Fail
California	1,073	482
Other US	724	691
Foreign	125	105
Unclassified	1	0
Total	1,923	1,278

Pass Rates – Location by Percent – CPJE

Location	Pass	Fail
California	69.0	31.0
Other US	51.2	48.8
Foreign	54.3	45.7
Unclassified	100	0
Total	60.1	39.9

Pass Rates – Location by Number – NAPLEX

Location	Pass	Fail
California	1,350	94
Other US	1,230	87
Foreign	175	34
Unclassified	3	0
Total	2,758	215

Pass Rates – Location by Percent – NAPLEX

Location	Pass	Fail
California	93.5	6.5
Other US	93.4	6.6
Foreign	83.7	16.3
Unclassified	100	0
Total	92.8	7.2

Pass Rates – Gender*Pass Rates – Gender by Number – CPJE*

Gender	Pass	Fail
Female	1,253	753
Male	670	525

Pass Rates – Gender by Percent – CPJE

Gender	Pass	Fail
Female	62.5	37.5
Male	56.1	43.9

Pass Rates – Gender by Number – NAPLEX

Gender	Pass	Fail
Female	1,723	132
Male	1,035	83

Pass Rates – Gender by Percent – NAPLEX

Gender	Pass	Fail
Female	92.9	7.1
Male	92.6	7.4

Pass Rate by California School*Pass Rate – California School of Pharmacy by Number – CPJE*

CA School	Pass	Fail
UCSF	103	34
UOP	211	98
USC	180	47

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CA School	Pass	Fail
Western	133	22
Loma Linda	59	37
UCSD	64	11
Touro U	79	38
Cal Northstate	60	32
Keck	50	41
West Coast U	35	30
Chapman	70	46
CA Health Sci U	29	45
Marshall B Ketchum	0	1
Total	1,073	482

Pass Rate – California School of Pharmacy by Percent – CPJE

CA School	Pass	Fail
UCSF	75.2	24.8
UOP	68.3	31.7
USC	79.3	20.7
Western	85.8	14.2
Loma Linda	61.5	38.5
UCSD	85.3	14.7
Touro U	67.5	32.5
Cal Northstate	65.2	34.8
Keck	54.9	45.1
West Coast U	53.8	46.2
Chapman	60.3	39.7
CA Health Sci U	39.2	60.8
Marshall B. Ketchum	0	100
Total	69.0	31.0

Pass Rate – California School of Pharmacy by Number – NAPLEX

CA School	Pass	Fail
UCSF	82	1
UOP	280	10
USC	209	7
Western	139	8
Loma Linda	87	6
UCSD	75	0
Touro U	109	6

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CA School	Pass	Fail
Cal Northstate	85	4
Keck	68	20
West Coast U	55	9
Chapman	103	10
CA Health Sci U	58	13
Marshall B. Ketchum	0	0
Total	1,350	94

Pass Rate – California School of Pharmacy by Percent – NAPLEX

CA School	Pass	Fail
UCSF	98.8	1.2
UOP	96.6	3.4
USC	96.8	3.2
Western	94.6	5.4
Loma Linda	93.5	6.5
UCSD	100	0
Touro U	94.8	5.2
Cal Northstate	95.5	4.5
Keck	77.3	22.7
West Coast U	85.9	14.1
Chapman	91.2	8.8
CA Health Sci U	81.7	18.3
Marshall B. Ketchum	0	0
Total	93.5	6.5

Pass/Fail Results by School – CPJE

School	Pass	Fail
Auburn	1	1
Samford	1	2
U of AZ	13	10
U of AR	1	0
UCSF	103	34
U of Pacific	211	98
USC	180	47
U of CO	30	19
U of Conn	2	0
Howard DC	3	2
FL A&M	1	3

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School	Pass	Fail
U of FL	10	5
Mercer	2	6
U of GA	4	2
Idaho SU	3	2
U of IL Chi	14	16
Butler U	3	2
Purdue	11	3
Drake	5	2
U of IA	8	5
U of KS	5	1
U of KY	5	6
NE LA U	1	0
Xavier	4	3
U of MD	11	16
MA Col Pharm	29	27
NE-MA	15	8
Ferris	4	3
U of MI	10	5
Wayne SU	0	4
U of MN	8	4
U of MS	2	2
St. Louis Col of PH	13	7
UMKC	4	4
U of MT	3	4
Creighton	18	8
U of NE	1	2
Rutgers	9	9
U of NM	4	5
Western	133	22
Midwestern U Chicago	27	27
A&M Schwartz	5	6
St. Johns	4	6
SUNY-Buff	3	4
Union U	11	5
UNC	4	2
ND SU	0	6
Oh Northern U	2	5
OH State U	12	0
U of Cinn	3	1
U of Toledo	5	3
SW OK State	0	3
U of OK	0	1

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School	Pass	Fail
OR State U	9	0
Duquesne	2	2
Phl C of Pharm	7	9
Temple	1	13
U of Pitt	3	3
U of PR	1	0
U of RI	5	12
Med U of SC	1	0
U of SC	2	1
SD SU	1	0
U of TN	6	2
TX SO U	2	5
U of Hous	5	2
U of TX	5	4
U of UT	9	7
Med C of VA	3	5
U of WA	14	5
WA State U	17	12
WV U	3	1
U of WI-Madison	10	2
U of WY	0	2
Campbell U	4	0
Nova Southeastern	9	11
Texas Tech	1	8
Bernard J Dunn	6	5
Midwestern AZ	25	34
Nevada College of Pharm	59	63
Loma Linda U	59	37
UCSD	64	11
MA School of Pharm – Worcester	24	26
Palm Beach Atlantic University	4	2
Lake Erie Col	12	27
Touro U	79	38
U of Charleston	3	2
South U School of Pharm	3	0
Hampton U (VA)	2	0
Pac U of Or	16	15
Wingate U	1	0
U of Findlay	0	2
U of Incarnate Word	1	8
Sullivan U	2	4

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School	Pass	Fail
Cal Northstate	60	32
Unclassified	1	0
Other/FG	125	105
U of HI – Hilo	21	35
NE Ohio Universities	1	0
Texas A&M	2	3
Thomas Jefferson U	6	2
Belmont U	4	2
Harding U	1	5
Husson U	1	0
Appalachian College of Pharm	2	5
Lipscomb U	3	1
Chicago St U	5	8
U of New England	7	8
Regis University	11	3
Notre Dame of MD	1	4
St. John Fisher	2	0
Concordia U of Coll Pharm	1	0
Rosalind Franklin U	3	2
U of Saint Joseph	1	9
Roosevelt U	1	6
Presbyterian	1	2
D'Youville	0	2
Touro New York	7	4
South College	4	5
Manchester U	4	6
Marshall U Schl Pharm	2	4
U of South Florida	2	1
Keck Grad Inst Schl Pharm	50	41
CA Health Sci U	29	45
Fairleigh Dickinson	0	3
Cedarville U	1	1
U of the Sciences	16	9
UNTX Col of Pharm	2	0
West Cst Univ Col Pharm	35	30
Chapman U Schl Pharm	70	46
Marshall B Ketchum	0	1
Total	1,923	1,278

Pass/Fail Results by Country – CPJE

Country	Pass	Fail
Armenia	2	2
Argentina	0	1
Belgium	1	0
Bulgaria	0	2
Brazil	0	1
Canada	4	1
China	0	1
Germany	1	1
Egypt	40	27
United Kingdom	6	2
India	4	11
Iraq	4	3
Iran	8	5
Italy	1	0
Jordan	8	10
S. Korea	1	0
Lebanon	4	3
Libya	0	1
Nigeria/New Guinea	1	2
Philippines	21	27
Pakistan	3	1
Poland	0	1
Sudan	1	0
Singapore	1	0
Syria	11	3
Thailand	1	0
Taiwan	1	0
Ukraine	2	0
USA	1,797	1,173
Total	1,923	1,278

Appendix 15 – Enforcement Statistics

Table 9a. Enforcement Statistics – Complaint Intake

Intake	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Received	2,619	2,385	2,305	2,365	2,268
Closed*	391	354	423	635	588
Referred to INV*	2,298	2,031	1,953	1,763	1,690
Average Time to Close	33	27	27	26	13
Pending (close of FY)	215	151	101	98	544

* Referred for Investigation and Closed Without Investigation may include cases received in a previous fiscal year that were referred or closed in the subsequent fiscal year shown.

Table 9a. Enforcement Statistics – Source of Complaint

Source of Complaint	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Public	1,072	940	1,038	1,242	1,202
Licensee/Professional Groups	363	322	342	346	294
Governmental Agencies**	1,062	1,022	826	673	658
Other	122	101	102	104	114

** Government Agencies includes internally initiated complaints.

Table 9a. Enforcement Statistics – Conviction / Arrest

Conviction / Arrest	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
CONV Received	1,160	1,116	1,023	927	788
CONV Closed*	1,531	1,261	1,200	981	798
Average Time to Close	3	5	4	10	8
CONV Pending (close of FY)	0	15	35	24	8

*Does not include cases closed without investigation.

Table 9a. Enforcement Statistics – License Denial

License Denial	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
License Applications Denied	15	12	8	12	11
SOIs Filed	49	28	35	37	32
SOIs Withdrawn	20	15	11	11	14
SOIs Dismissed	1	1	1	0	0
SOIs Declined	0	0	0	0	0
Average Days SOI	346	257	266	126	489

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Table 9a. Enforcement Statistics – Accusations

Accusations	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Accusations Filed	289	239	267	235	210
Accusations Withdrawn	11	41	26	20	13
Accusations Dismissed	4	5	1	0	2
Accusations Declined	0	0	1	2	2
Average Days Accusations	595	610	579	273	913

Table 9a. Enforcement Statistics – Discipline

Disciplinary Actions	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Proposed/Default Decisions	145	163	129	151	132
Stipulations	178	146	133	117	146
Average Days to Complete	864	863	899	860	876
AG Cases Initiated	370	351	350	264	248
AG Cases Pending (close of FY)	540	455	454	398	324

Table 9a. Enforcement Statistics – Discipline

Disciplinary Outcomes	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Revocation	139	146	112	140	113
Voluntary Surrender	72	101	78	82	102
Suspension	0	0	0	0	0
Probation with Suspension	20	23	12	8	0
Probation	77	95	105	97	100
Probationary License Issued	13	7	5	4	2
Other	0	2	7	1	8

Table 9a. Enforcement Statistics – Probation

Probation	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
New Probationers	103	129	124	106	100
Probations Successfully Completed	20	33	28	50	55
Probationers (close of FY)	270	344	340	335	346
Petitions to Revoke Probation	11	4	9	3	6
Probations Revoked	7	7	6	9	1
Probations Modified	2	4	8	10	6
Probations Extended	17	22	21	19	1

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	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Probation					
Probationers Subject to Drug Testing	92	96	98	95	95
Drug Tests Ordered	1,152	1,264	1,254	1,005	710
Positive Drug Tests	16	14	16	14	11
Petition for Reinstatement Granted	1	2	1	3	2

Table 9a. Enforcement Statistics – Diversion

	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Pharmacist Recovery Program					
New Participants	15	16	31	26	17
Successful Completions	13	8	14	5	10
Participants (close of FY)	51	47	51	57	59
Terminations	10	6	7	7	4
Terminations for Public Threat	7	7	6	9	3
Drug Tests Ordered	2,729	2,469	2,250	2,230	2,237
Positive Drug Tests*	19	5	5	5	6

*Data reflects the number of relapses

Appendix 15 – Enforcement Statistics - Investigations

Table 9b. Enforcement Statistics – Investigation

	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
All Investigations					
First Assigned	3,405	3,083	2,898	2,656	2,448
Closed	3,084	3,238	3,184	2,586	2,353
Average days to close	230	311	293	264	261
Pending (close of FY)	2,224	2,171	1,927	1,964	1,657

Table 9b. Enforcement Statistics – Investigation

	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Desk Investigations					
Closed	1,633	1,342	1,266	1,104	725
Average days to close	166	126	131	146	109
Pending (close of FY)	468	417	351	328	369

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Table 9b. Enforcement Statistics – Investigation

Non-Sworn Investigations	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Closed	1,451	1,896	1,918	1,482	1679
Average days to close	303	442	400	351	335
Pending (close of FY)	1,756	1,754	1,576	1,636	1,288

Table 9b. Enforcement Statistics – Investigation

Sworn Investigations	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Closed	2	-	4	2	1
Average days to close	1,073	-	668	260	
Pending (close of FY)	2	4	1	-	1

Table 9b. Enforcement Statistics – Investigation

Compliance Action	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/19
ISO & TRO Issued	11	2	7	3	11
PC 23 Orders Requested	31	21	18	17	12
Other Suspension Orders	2	1	6	2	8
Public Letter of Reprimand	21	44	31	39	58
Cease & Desist/Warning	2	2	3	4	2
Referred for Diversion	0	0	1	0	0
Compel Examination	0	1	3	8	0

Table 9b. Enforcement Statistics – Investigation

Citation and Fine	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Citations Issued	1,975	1,936	2,168	1,144	1,426
Average Days to Complete	311	363	381	381	400
Amount of Fines Assessed	\$2,265,150	\$2,355,150	\$2,268,600	\$1,176,450	\$1,462,300
Reduced, Withdrawn, Dismissed**	\$15,519,225	\$5,960,441	\$1,920,790	\$1,104,675	\$388,115
Amount Collected	\$2,119,894	\$2,032,745	\$2,027,656	\$1,210,086	\$863,446

** Citations modified may be from citations issued in a previous year.

Table 9b. Enforcement Statistics – Investigation

Criminal Action	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Referred for Criminal Prosecution	n/a	n/a	n/a	n/a	n/a

Appendix 16 – Enforcement Aging

Table 10. Enforcement Aging

Attorney General Cases (Average %) Closed Within:	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20	Cases Closed	Average %
0 – 1 Year	121	124	103	92	26	466	32.6%
1 – 2 Years	71	81	76	138	122	488	34.2%
2 – 3 Years	37	34	34	49	61	215	15.1%
3 – 4 Years	21	26	16	7	26	96	6.7%
Over 4 Years	33	44	33	10	43	163	11.4%
Total Attorney General Cases Closed	283	309	262	296	278	1,428	

Table 10. Enforcement Aging

Investigations (Average %) Closed Within:	FY 2015/16	FY 2016/1 7	FY 2017/1 8	FY 2018/1 9	FY 2019/2 0	Cases Closed	Average %
90 Days	655	660	593	543	540	2,991	20.6%
91 – 180 Days	786	654	594	533	446	3,013	20.8%
181 – 1 Year	1,119	999	1,061	911	748	4,838	33.4%
1 – 2 Years	459	671	759	489	601	2,979	20.6%
2 – 3 Years	59	136	146	94	63	498	3.4%
Over 3 Years	6	118	31	16	6	177	1.2%
Total Investigation Cases Closed	3,084	3,238	3,184	2,586	2,404	14,496	

Appendix 17 – Cost Recovery

Table 11. Cost Recovery

	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Total Enforcement Expenditures	\$3,520,201	\$3,711,060	\$3,596,431	\$3,907,674	\$4,452,747
Potential Cases for Recovery *	157	204	159	179	
Cases Recovery Ordered	157	204	159	179	211
Amount of Cost Recovery Ordered	\$1,407,769	\$1,981,063	\$1,659,726	\$1,640,135	\$2,184,364
Amount Collected	\$7,497,523	\$998,384	\$7,581,462	\$811,724	\$1,361,647

* “Potential Cases for Recovery” are those cases in which disciplinary action has been taken based on violation of the license practice act.

Appendix 18 – Restitution

Table 12. Restitution

	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Amount Ordered	-	-	-	-	-
Amount Collected	-	-	-	-	-

Table 12 Restitution, which has no data because the Board lacks this authority.



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