



MEMORANDUM

DATE	January 31, 2020
TO	Veterinary Medical Board
FROM	Jessica Sieferman, Executive Officer
SUBJECT	Agenda Item 21D. Licensing Report

Staff Update

As of January 13, 2020, Moneel Singh accepted a position at DCA’s Office of Informational Services (OIS) as a Business Integration Analyst (BIA). He is leaving management to pursue the IT career path. Fortunately, Moneel will be the Board’s assigned BIA assisting with BreZE system design improvements. We are very grateful for all the hard work Moneel has devoted to the Board, and we are happy to see him pursue his new career and grow within the DCA family.

Tim Rodda has been hired as the Board’s new Administration and Licensing Manager. He comes to the Board from the California Architects Board (CAB). Tim brings a wealth of licensing, rulemaking, and management experience to the Board. At CAB, Tim was responsible for independently developing plans to enhance operations to automate and streamline work, drafting proposed statutory and regulatory changes and developing rulemaking packages. Most recently, Tim served as a temporary enforcement manager where he was charged with planning, organizing, and directing CAB’s Enforcement and Administration Units. We are incredibly excited to welcome him to our team.

DCA’s Consumer Information Center (CIC) and Office of Professional Examination Services (OPES) has graciously agreed to extend our Memorandum of Understanding (MOU) through February. This allows us to continue borrowing two of their staff members for processing applications while we work to fill the two vacant technician positions. The Board has conducted two rounds of interviews for the vacant positions; unfortunately, the candidate pool for these positions are very small and the majority are not eligible. We are working with DCA on alternative solutions, which may include reclassification of the positions.

Fingerprints and Renewals

As previously discussed, the Board has received numerous questions and concerns regarding the Board’s “new” fingerprint requirement. The requirement for all Board license applicants to submit a full set of fingerprints for purposes of conducting a criminal history record check was enacted in 1997 in Business and Professions Code (BPC) section 144. Fingerprints are also required for license renewal pursuant to California Code of Regulations (CCR) section 2010.05, which was effective in 2012.

In response, the Board posted the attached [Clarifications Regarding Fingerprint Requirements](#) to provide additional information and answers to the frequently asked questions received. In

addition, after recognizing a delay in processing unmatched fingerprint results¹ and receiving concerns from licensees who have complied with the renewal requirements timely, the Board sent the attached email blast to its subscribers regarding BPC section [121](#).

Further, the Board is working with the DCA's Office of Information Services to identify all licensees who have submitted their renewal applications and are currently "pending" due to the lack of fingerprint results. Once identified, the Board will contact the licensees directly.

Applications

The end of December marks the half way point through the fiscal year, with two full quarters behind us. Here's how our licensing team compares to this time last year: With last month bringing in 469 new applications, we closed the first half of the year with 7% more applications received and 9% more licenses issued.

Due to staff vacancies, our licensing team is currently processing applications received within 18-20 weeks. Our system is currently showing just shy of 1,800 pending applications; however, after meeting with our team, we believe this is not indicative of what is truly pending within the Board's control. Hundreds of these applications contain deficiencies, and the applicants have not responded. With the Board unable to expire applications, they remain on our pending statistics. In addition, there appears to be many instances of people submitting duplicate applications and submitting the wrong application. Further, many applicants opened applications, but they failed to "submit" them in the system. Thus, they show as an open application pending in the system, but no payment has been received.

The licensing team will be utilizing a "Pending Application Workload" report created in BreZE. This report allows them to track what applications are pending in the system, for how long, and who they're assigned to. It also allows the team to quickly identify areas that need clean up; this includes things such as merging duplicative applications and withdrawing applications that were created in error.

Applications Received										
	Fiscal Year 2018-19					Fiscal Year 2019-20				
	Q1	Q2	Q3	Q4	YTD	Q1	Q2	Q3	Q4	YTD
	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun		Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	
VET	126	316	315	183	940	142	242			384
UNIV	24	9	19	33	85	3	0			3
RVT	250	205	219	260	934	264	375			639
HSP	54	53	62	92	261	37	120			157
VACSP	426	421	463	538	1848	397	443			840
Total	880	1004	1078	1106	4068	843	1180			2023

¹ Unmatched fingerprint results happen with either the first name, last name, date of birth, or social security number does not match the Board's system.

Licenses Issued										
	Fiscal Year 2017-18					Fiscal Year 2018-19				
	Q1	Q2	Q3	Q4	YTD	Q1	Q2	Q3	Q4	YTD
	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun		Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	
VET	177	139	85	364	765	187	104			291
UNIV	15	22	8	17	62	19	9			28
RVT	144	132	187	200	663	165	163			328
HSP	39	19	59	128	245	17	98			115
VACSP	275	322	293	483	1373	226	411			637
Total	650	634	632	1192	3108	614	785			1399

Licensee Population	
<i>as of January 21, 2019</i>	
Veterinarian Licenses*/**	14,845/12,599
Veterinarian Licenses – California**	11,888
University Veterinarian*/**	127/122
Veterinarian – Internship**	26
Veterinarian – Reciprocity**	43
Registered Veterinary Technician Licenses*/**	9,392/7,217
Registered Veterinary Technician Licenses – California**	7,194
Premise Permits*/**	4,101/3,712
Premise Permits – Exempt**	106
Veterinary Asst. Cont. Sub. Permit*/**	6,327/4,729
<i>*includes delinquent, inactive, and clear licensees; **clear licensees</i>	

Clarifications Regarding Fingerprint Requirements



The Veterinary Medical Board has received numerous questions and concerns regarding the Board's "new" fingerprint requirement. The requirement for all Board license applicants to submit a full set of fingerprints for purposes of conducting a criminal history record check was enacted in 1997 in Business and Professions Code section 144. Fingerprints are also required for license renewal pursuant to California Code of Regulations (CCR) [section 2010.05](#), which states, in part, the following:

As a condition of renewal of a license, a veterinarian who was initially licensed prior to January 1, 1960, a registered veterinary technician who was initially licensed prior to January 1, 2004, or any licensee for whom an electronic record of the submission of fingerprints no longer exists or was never created, shall furnish to the Department of Justice a full set of fingerprints for the purpose of conducting a criminal history record check and to undergo a state and federal level criminal offender record information search conducted through the Department of Justice.

This regulation took effect in 2012. Unfortunately, the Board's electronic licensing system was not designed to check for or hold renewals in the absence of fingerprint results at that time.

The Department of Consumer Affairs (DCA) recently implemented BreEZe, the online licensing and enforcement system that allows licensees and license applicants to do business with DCA electronically. All Board license renewals are processed through the BreEZe system. BreEZe was recently designed to check for and receive Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) fingerprint results. If fingerprint results are missing from a licensee's electronic file, licensees are notified on their renewal notices that fingerprints must be submitted to the DOJ, and license renewals are held until fingerprint results are received by the Board. If a licensee previously submitted fingerprints to the DOJ but the BreEZe system indicates the need for fingerprint results, *an electronic record of the submission of fingerprints no longer exists or was never created.*

Licensees are encouraged to read their renewal notice carefully. If the notice indicates the need to be fingerprinted, please do so as soon as possible. Do not

wait until right before the license expires. Fingerprint results typically take 48 hours to be sent from the DOJ and FBI to BreEZe, but it could take up to two weeks depending on the quality of the fingerprints.

TO OBTAIN AND SUBMIT ELECTRONIC FINGERPRINTS, YOU MUST DO THE FOLLOWING:

- 1) Download and complete the [Board's Request for Live Scan Service form](#). (If you are renewing from out-of-state, [special conditions](#) may apply.)
- 2) Go to an [authorized Live Scan provider](#) with the completed form, driver's license or other valid form of identification, such as a passport or state DVM I.D., and DOJ processing fee payment.
- 3) Ensure that the Live Scan technician enters your name in the system exactly as it is on file with the Board (including any hyphens).
- 4) If you have a social security number, ensure that the Live Scan technician correctly enters your social security number in the system. The Board has received reports of Live Scan technicians telling individuals that social security numbers are not necessary to submit fingerprints to the DOJ. This is incorrect. If you have a social security number, you must enter it on the form, and the Live Scan technician must enter your social security number into the Live Scan system.
- 5) Once the form is complete, make a copy and email it to VMB@dca.ca.gov with the subject line of "Live Scan, [license type] [license #]" e.g., "Live Scan, Veterinarian License #123456."



Live Scan will transmit your fingerprints electronically. If this is successful, your license should renew in BreEZe within a few business days.

If you choose not to get fingerprinted and the Board does not have fingerprint results in your electronic licensing file, your renewal application will show “pending” in your “Quick Start Menu.” Your license will not be renewed until you have completed steps 1-5 above.

If, after completing the above steps, you experience issues with renewing a license online, contact the Board at (916) 515-5220.

FREQUENTLY ASKED QUESTIONS

Why did the Board implement this new fingerprinting requirement?

The requirement to be fingerprinted for license renewal is not a new requirement. Rather, CCR section [2010.05](#) took effect in 2012. Unfortunately, the Board’s electronic licensing system was not designed to check for or hold renewals in the absence of fingerprint results at that time. The Board is now using the BreEZe system for electronic license renewals. The BreEZe system was recently designed to check for and receive DOJ and FBI fingerprint results. If fingerprint results are missing from the licensee’s electronic license file, licensees are notified on their renewal notices that fingerprints must be submitted to the DOJ, and the renewals are held until fingerprint results are received by the Board.

How do I know if I need to be fingerprinted?

Your license renewal notice is sent out 90 days prior to your license expiration. The notice will clearly indicate whether you need to be fingerprinted. If you know you were fingerprinted prior to 2012 or do not recall ever being fingerprinted for the Board, you are encouraged to be fingerprinted again to avoid any license renewal delays.

Do I need to wait until I receive my renewal notice to be fingerprinted?

No. If you know you have not been fingerprinted since 2012, there is no need to wait. You can submit fingerprints at any time. The Board encourages you to submit fingerprints as soon as possible to avoid any delays in renewing your license.

I renewed my license online and paid the fee, but my application status shows “pending.” Why did I not get renewed?

If you were able to complete payment online and your license was not renewed, check your renewal notice or contact the Board to see if you must submit fingerprints to successfully complete your renewal. If you were initially fingerprinted for the Board prior to 2012 and have not been fingerprinted since, you will need to be fingerprinted again.

I recently got fingerprinted, but my license is not renewed. Why not?

If your fingerprint results are not properly applied to your electronic license file in BreEZe, the license will not be renewed. The DOJ, FBI, and the Board match fingerprint



results based on four data sets: first name, last name, date of birth, and social security number. If the information entered by the Live Scan operator does not match the Board’s license information in the BreEZe system, the fingerprint results will not be properly applied to your electronic licensing file. A common problem is the Live Scan operator may transpose or incorrectly enter the numbers for your date of birth or social security number. Another common problem is if you legally changed your name but did not provide notice to the Board of your name change.

Fingerprint results typically take 48 to 72 hours to enter the BreEZe system. If your license has not been renewed after 72 hours from the time your fingerprints are submitted through Live Scan, you may contact the Board for further assistance. Your results may be unmatched in the BreEZe system and require manual intervention.

I have already been fingerprinted for another agency. Can I use those to fulfill the fingerprint requirement?

No. Fingerprint results are only sent to the agency you indicated on your Live Scan application and cannot be transferred. Agencies cannot share fingerprint results with any other agency. In addition, different agencies have authority from the DOJ and FBI to see more information than others. If you were previously fingerprinted and sent your results to another agency, you must be fingerprinted again and have those results sent to the Board.

I was informed my fingerprints were rejected. Why was that?

Poor quality fingerprints will be rejected by the DOJ/FBI. Poor quality fingerprints are often caused by dry fingertips. If you typically have dry skin, be sure to apply some lotion to your fingertips prior to submitting your fingerprints.



From: [Veterinary Medical Board email list](#) on behalf of [Veterinary Medical Board](#)
To: VMB-GENERAL@SUBSCRIBE.DCALISTS.CA.GOV
Subject: Important Information Regarding License Renewals
Date: Tuesday, January 28, 2020 9:35:37 AM



Important Information Regarding License Renewals

The Veterinary Medical Board is currently experiencing significant delays in processing renewal applications involving unmatched fingerprint results. Pursuant to Business and Professions Code section [121](#), if you have met all renewal requirements prior to license expiration, including submitting fingerprints to the Department of Justice as required under CCR section [2010.05](#), you will not be deemed to have expired or illegally engaged in the practice of veterinary medicine pending receipt of evidence of license renewal. Make sure to retain your copy of your Live Scan form from submitting your fingerprints as evidence of completing the fingerprint requirement prior to license expiration.

For additional information regarding fingerprints and frequently asked questions, please read [Clarifications Regarding Fingerprint Requirements](#) on our website.

Attention: Please do NOT reply to this e-mail. If you have any questions or require further assistance, please contact the Board at VMB@dca.ca.gov.
If this e-mail came to you in error or you do not wish to receive these notifications, please click "UNSUBSCRIBE" below or use the following link <https://www.vmb.ca.gov/webapps/subscribe.php> to unsubscribe. Choose the "Unsubscribe" radio button, enter your e-mail address, and click on the "Submit" button. You will be immediately removed from the system.

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