



## MEMORANDUM

<b>DATE</b>	July 9, 2020
<b>TO</b>	Veterinary Medical Board
<b>FROM</b>	Timothy Rodda, Administration/Licensing Manager
<b>SUBJECT</b>	<b>14 C. Licensing Report</b>

### **Staff Update**

In April 2020, DCA's Consumer Information Center (CIC) and the Board executed a Memorandum of Understanding (MOU), which allowed us to borrow one of their staff members for processing applications through June 27, 2020 while we worked to fill vacancies.

On June 1, 2020, Katrina Waits was hired to fill the Board's vacant examination technician position. Ms. Waits came from the Board of Accountancy's licensing unit, and we are excited to have her join our team.

### **Fingerprint Requirement**

The Board continues to receive inquiries regarding the fingerprint requirement. Many licensees still report that they were unaware of the 2012 requirement, and some are frustrated with the fingerprint results not automatically matching in the Board's system.

The Board's system requires four matching data sets – first name, last name, Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN), and date of birth. If any of those data sets are incorrect and/or missing, the fingerprint results will not attach to the applicant/license record without manual intervention. The fingerprint results go into a "holding tank" for staff to manually match to the record. According to a few licensees, some Live Scan operators are telling applicants and licensees that their SSN is not required to be entered, which is incorrect.

To help remedy these issues, the Board created and posted on its website the [Clarifications Regarding Fingerprint Requirements](#), which includes frequently asked questions and answers. The Board's July 2020 Update, which was sent out by the Board's List Serv, reminded renewing licensees to include their full SSN or ITIN on the Live Scan form.

In addition to the general email blasts to all stakeholders and the notification included on each renewal notice, the Board sends monthly emails to all licensees eligible to renew notifying them if they still need to be fingerprinted. The notification lets them know they will not be able to renew until the requirement is met and provides links to the Live Scan form, a list of Live Scan facilities, and a reminder that Live Scan operators must enter their SSNs/ITINs, first name, last name, and date of birth (Strategic Plan Objectives 2.4 and 2.7).

## Applications

The Board has seen an increase in the number of applications received, attributed primarily to veterinarian and RVT applicants. The licensing unit received 44% more veterinarian applications, 31% more RVT applications, and 56% more premises registration applications compared to last fiscal year. However, the university license and VACSP applications decreased by 62% and 21%, respectively.

While the number of applications the Board has received has increased, the number of licenses issued has remained flat, overall, with an increase of 13% RVT and 31% HSP licenses issued, and a decrease of 14% veterinarian, 48% university veterinarian, and 2% VACSP licenses.

Also now included are the number of pending applications. The high numbers are primarily due to being short staffed and training new staff while working remotely. Other factors include missing documentation to complete licensure, such as examination results or additional documentation.

<b>Applications Received</b>										
	<b>Fiscal Year 2018-19</b>					<b>Fiscal Year 2019-20</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>
	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun		Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	
<b>VET</b>	126	316	315	183	<b>940</b>	142	242	468	498	<b>1350</b>
<b>UNIV</b>	24	9	19	33	<b>85</b>	3	0	4	25	<b>32</b>
<b>RVT</b>	250	205	219	260	<b>934</b>	264	375	367	217	<b>1223</b>
<b>HSP</b>	54	53	62	92	<b>261</b>	37	120	131	119	<b>407</b>
<b>VACSP</b>	426	421	463	538	<b>1848</b>	397	443	390	230	<b>1460</b>
<b>Total</b>	<b>880</b>	<b>1004</b>	<b>1078</b>	<b>1106</b>	<b>4068</b>	<b>843</b>	<b>1180</b>	<b>1360</b>	<b>1089</b>	<b>4472</b>

<b>Licenses Issued</b>										
	<b>Fiscal Year 2017-18</b>					<b>Fiscal Year 2018-19</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>
	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun		Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	
<b>VET</b>	177	139	85	364	<b>765</b>	187	104	49	319	<b>659</b>
<b>UNIV</b>	15	22	8	17	<b>62</b>	19	9	3	1	<b>32</b>
<b>RVT</b>	144	132	187	200	<b>663</b>	165	163	219	204	<b>751</b>
<b>HSP</b>	39	19	59	128	<b>245</b>	17	98	54	151	<b>320</b>
<b>VACSP</b>	275	322	293	483	<b>1373</b>	226	411	199	514	<b>1350</b>
<b>Total</b>	<b>650</b>	<b>634</b>	<b>632</b>	<b>1192</b>	<b>3108</b>	<b>614</b>	<b>785</b>	<b>524</b>	<b>1189</b>	<b>3112</b>

<b>Pending Applications</b>	
<i>as of July 1, 2020</i>	
Veterinarian	247
University Veterinarian	19
Registered Veterinary Technician	401
Premises Registration	50
Veterinary Assistant Controlled Substance Permit	431

<b>Licensee Population</b>	
<i>as of July 7, 2019</i>	
Veterinarian Licenses*/**	15,049/12,497
Veterinarian Licenses – California**	11,256
University Veterinarian*/**	132/115
Veterinarian – Internship**	18
Veterinarian – Reciprocity**	44
Registered Veterinary Technician Registrations*/**	9,625/7,248
Registered Veterinary Technician Registrations – California**	8,407
Premises Registrations*/**	4,157/3,360
Premises Registrations – Exempt**	88
Veterinary Assistant Controlled Substance Permit*/**	7,018/4,959

*\*includes delinquent, inactive, and clear licensees; \*\*clear licensees*

### **Fiscal Year 2019/2020 Licensing Accomplishments**

#### **Examination Score Interface (Strategic Plan Objective 2.5)**

As previously reported, the Board submitted a work authorization to create licensing interfaces with AAVSB and ICVA to automatically transmit exam scores into our system, eliminating all manual entry workload. In addition, the AAVSB/Board interface would send licensing data, including disciplinary actions, directly to AAVSB. Once this is successful, AAVSB will launch this to all other state boards, enabling a faster, much more reliable data-sharing portal. The goal is to ensure all state boards report license statuses and discipline to AAVSB, not just the 50% that are currently reporting.

Over the last several months, the Department of Consumer Affairs (DCA) Office of Information Services (OIS), AAVSB, and Board staff have been working on this interface, and plan to have it completed by the November/December testing period. OIS, ICVA, and Board staff have conducted preliminary discussions regarding their interface and hope to have it completed early next year.

#### **Electronic License Verifications (Strategic Plan Objective 2.5)**

Earlier this year, the Board began accepting electronic license verifications from other state Boards. Not only does this reduce processing times by a couple weeks (time allotted for regular mail), but it also reduces workload associated with processing that mail. In addition, the Board began performing license verifications through AAVSB's new electronic system. For those applicants who opt into the AAVSB service, state boards can quickly verify the license information, including any disciplinary history, and disseminate the applicant's information directly to the applicable state board.

#### **Electronic Transcripts/Diplomas (Strategic Plan Objective 2.1)**

To streamline the licensing process for new graduates, Board staff worked with Western University and UC Davis to develop a method for transcripts to be electronically transferred to Board staff through DCA's secure portal. It typically takes up to two weeks for mailing and processing through DCA's mail room to the Board. The time for mailing and processing is

eliminated when transcripts are uploaded to the secure portal. Graduates had their information updated within days of the Board receiving the upload from the universities. The new process also reduces the amount of mail processed by the Board's receptionist, allowing her to concentrate on incoming calls.

#### Improved School and Student Communication (Strategic Plan Objectives 2.3, 3.2, and 3.9)

Board staff and the California veterinary schools have been in regular communication to assist students as timely as possible. In addition, the Board launched a student information page specifically for fourth-year veterinary college students and graduates to provide the most updated information regarding their ability to become a California licensed veterinarian. The [student information page](#) can be found on the Board's website next to the Board's Intake Processing Timelines.

#### Increased Transparency (Strategic Plan Objectives 2.3, 2.4, 3.9, and 5.3)

In the past, the Board has not reported complete application cycle times or pending applications during Board meetings, and only intake cycle times are published on its website. Over the past several months, the Board has been working with OIS to create a report showing applications received, approved, and pending, average cycle times for each transaction (from the time an application is received to the time the application is approved), and average cycle times to complete the entire license process. The report is in its final stages and will launch in the coming months.

#### Launched New Licensing Survey (Strategic Plan Objective 5.4)

As reported in the Board's recent Sunset Report, the Board's customer satisfaction survey was created by DCA's IT department to cover the investigation process and was only disseminated to complainants after a complaint was closed. Last month, the Board created and launched a new survey specific to the licensing process. This survey was added to staff signature blocks and will be emailed to new licensees, as well as licensees who recently contacted to Board for assistance.

#### BreEZe Improvements (Strategic Plan Objectives 2.1 and 3.1)

##### Combined RVT Transactions

In the past, RVT applicants would need to submit two separate application transactions in BreEZe – one for exam eligibility review and one for the registration. This created a lot of confusion and frustration for RVT applicants, as many did not understand why they needed to submit two different applications and assumed they were being overcharged. To improve this process, the Board combined the applications into one transaction last fall (October 2019). This will also make it easier for the Board to track complete cycle times (the amount of time from when the application is received to the time the registration is issued).

##### Corrected Expiration Dates

BreEZe was designed to automatically expire applications after 30, 60, or 90 days. However, the Board can only abandon an application if the applicant: (1) fails, without good cause, to appear for examination within one year or two subsequent examinations, whichever first occurs, after notification by the Board; or (2) fails to submit the initial license fee within two years after notification by the Board. (CCR, tit. 16, section [2015.5](#).)

This BreEZe application expiration design resulted in staff manually opening new applications in the system and either transferring the fees to the new application or waiving the fees, since the applicants had already paid. This caused additional delays and frustrated applicants and Board staff.

Earlier this year, the BreEZe design was fixed to align with current law. If the Board's proposed application abandonment legislation takes effect, the design will be changed to mirror the new statute.

**FY 2020/2021 Goals:**

- Issue licenses within four weeks to applicants who complete all licensure requirements. (Strategic Plan Objective 2.1)
- Create step-by-step instructional videos on how to apply for each license and perform basic license maintenance transactions, such as updating an address, disassociating/associating licenses to premises registrations, and change premises ownership information. (Strategic Plan Objectives 2.3, 3.2, 3.9, and 5.8)
- Utilize additional BreEZe communication abilities to reach applicants/licensees directly through their BreEZe accounts for important licensure updates and renewal information. (Strategic Plan Objectives 2.1, 2.4, and 2.7)
- Combine BreEZe transactions for veterinarians (Strategic Plan Objective 2.1, and 2.2)
- Improve BreEZe design to automatically assign applications to appropriate staff based on license type (Strategic Plan Objective 2.1)