



MEMORANDUM

DATE	October 9, 2020
TO	Veterinary Medical Board
FROM	Timothy Rodda, Administration/Licensing Manager
SUBJECT	16.C. Licensing Report

Staff Update

On October 16, 2020, Katrina Waits, the Board’s veterinarian examination technician, separated from state service to pursue other career goals. Recruitment efforts are underway to fill the vacant position.

Licensing Customer Survey (Strategic Plan Objective 5.4)

Licensing Unit staff began utilizing the new licensing customer satisfaction survey as part of their signature blocks. To date, the Board has received 13 responses, most indicating difficulty reaching staff and poor staff responsiveness. The Licensing Unit will review the responses, identify causes, and work together to improve customer satisfaction. In order to obtain more responses quarterly, staff will send a link to all stakeholders who have been assisted through the Board’s Licensing email account. In addition, Licensing Unit staff will send a link to the survey after assisting stakeholders.

Renewal Requirements (Strategic Plan Objectives 2.4 and 2.7)

The Board continues to receive inquiries regarding the fingerprint and continuing education (CE) requirements for renewal. 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.

Board staff continue to update licensees with the relevant information, such as the process for submitting fingerprints for license renewal and the Department of Consumer Affairs (DCA) Director’s extended [waiver](#) of CE requirements.

To assist with disseminating information and updating our stakeholders, the Board sends monthly informational email blasts to all stakeholders, and notifications are included on each license renewal notice. Also, 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 their license until the fingerprint 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 the licensee’s Social Security Number (SSN) or Individual Tax Identification Number (ITIN), first name, last name, and date of birth.

Reciprocal/Out of State Requirements (Strategic Plan Objective 2.2)

Strategic Plan Objective 2.2 is to analyze existing requirements for reciprocal/out-of-state/foreign license applicants to increase consumer access to veterinary care and to increase candidate access to licensure.

As discussed in more detail in Agenda Item 6.B, the potential removal of the California State Board Examination (CSBE) has significant ripple effects to reciprocal/out-of-state applicants. As such, a preliminary analysis of existing licensure requirements has been initiated. Board staff will continue analyzing the requirements and bring recommendations to a future Board meeting.

Licensing Unit Performance Measures

Applications

The Board has seen an increase in the number of applications received, attributed primarily to registered veterinary technician (RVT) and veterinary assistant controlled substance permit (VACSP) applicants. The Licensing Unit received 38% more RVT applications and 92% more VACSP applications compared to last quarter. However, the veterinarian applications decreased 21%, university license applications decreased 40%, and premises registration applications dropped 29%.

Additionally, the number of licenses issued as compared to last quarter has decreased overall. The licenses issued for veterinarians decreased by 29%, premises registrations decreased by 46%, and VACSPs decreased by 47%. However, there was an increase of 12 university licenses issued, and a 19% increase in RVT registrations issued.

Board staff are making progress working on pending applications, with a majority of the pending applications decreasing from the last report. The pending VACSP applications have increased due to staffing shortages.

Processing Times and Pending Applications (Strategic Plan Objective 2.1)

To increase transparency for applicants, the Licensing Unit worked with DCA's Office of Information Systems to develop a report that tracks the number of applications received, processing times for all applications received, and the amount of pending applications by license type (attached). This report will help establish a baseline for measuring unit performance going forward.

Strategic Plan Objective 2.1 intends to "Deliver a license to any candidate that completes the requirements within 4 weeks to increase consumer access to veterinary care and to increase candidate access to licensure." As demonstrated in the attached statistics, the average cycle time to process veterinarian license applications is 19 days, which exceeds the 28-day goal.

All other license transactions include incomplete/deficient applications, so the report it does not capture how long it takes for Board staff to issue a license once all requirements are met. However, staff recently started using a milestone feature in BreEZe that removes any time periods related to deficient documents. For example, if the Board sends a deficiency letter to an RVT, the processing time of the registration application will pause until the deficiency has been met. This will enable the Board to accurately measure performance within the Licensing Unit.

Increased BreEZe Usage (Strategic Plan Object 3.5)

As demonstrated in the attached Monthly Application Statistics report, paper applications for most license types have dramatically decreased. Over the last year, all applicants and licensees have been encouraged to use BreEZe when applying and renewing licenses. All veterinarian, university, RVT, and temporary license paper applications have been removed from the Board's website. Premises registration and VACSP paper applications will be removed shortly. This

transition to electronic license application submission and processing not only streamlines the process for applicants, licensees, and licensing staff, but it also significantly reduces physical mail received and processed through cashiering and front office staff.

Licensee Population	
<i>as of October 1, 2020</i>	
Veterinarian Licenses*/**	15,168/12,538
Veterinarian Licenses – California**	11,330
University Veterinarian*/**	144/125
Veterinarian – Internship**	17
Veterinarian – Reciprocity**	59
Registered Veterinary Technician Registrations*/**	9,795/7,350
Registered Veterinary Technician Registrations – California**	8,533
Premises Registrations*/**	4,177/3,649
Premises Registrations – Exempt**	91
Veterinary Assistant Controlled Substance Permit*/**	7,268/4,775
<i>*includes delinquent, inactive, and clear licensees; **clear licensees</i>	

Attachments:

1. VMB Monthly Application Statistics – Individual Transactions Report (7/1/2020 – 9/30/2020)



CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS
 BREEZE SYSTEM
 VMB Monthly Application Statistics - Individual
 Transactions
 From Jul 1, 2020 to Sep 30, 2020



Veterinarian CA Graduate Application for Exam Eligibility	2020			FY
	Quarter 1			
	Jul	Aug	Sep	Total
Received Paper	0	0	0	0
Received Online	2	2	14	18
Approved Paper	0	0	0	0
Approved Online	0	1	1	2
Pending Paper	0	0	0	0
Pending Online	8	5	15	15
Average Paper Cycle Time (In Days)	N/A	N/A	N/A	N/A
Average Online Cycle Time (In Days)	N/A	11	9	10

Veterinarian Non-CA Grad Application for Exam Eligibility	2020			FY
	Quarter 1			
	Jul	Aug	Sep	Total
Received Paper	0	0	0	0
Received Online	16	19	12	47
Approved Paper	0	0	0	0
Approved Online	29	28	7	64
Pending Paper	7	6	6	6
Pending Online	45	29	31	31
Average Paper Cycle Time (In Days)	N/A	N/A	N/A	N/A
Average Online Cycle Time (In Days)	89	48	35	66



CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS
 BREEZE SYSTEM
 VMB Monthly Application Statistics - Individual
 Transactions
 From Jul 1, 2020 to Sep 30, 2020



Veterinarian Reciprocity Application	2020			FY
	Quarter 1			
	Jul	Aug	Sep	Total
Received Paper	3	0	0	3
Received Online	22	20	17	59
Approved Paper	3	3	0	6
Approved Online	26	31	18	75
Pending Paper	15	12	12	12
Pending Online	70	55	52	52
Average Paper Cycle Time (In Days)	72	155	N/A	114
Average Online Cycle Time (In Days)	90	90	97	92

Veterinarian Final License Application	2020			FY
	Quarter 1			
	Jul	Aug	Sep	Total
Received Paper	0	1	0	1
Received Online	71	68	58	197
Approved Paper	0	0	0	0
Approved Online	80	67	59	206
Pending Paper	10	10	10	10
Pending Online	28	28	23	23
Average Paper Cycle Time (In Days)	N/A	N/A	N/A	N/A
Average Online Cycle Time (In Days)	19	21	17	19



CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS
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 Transactions
 From Jul 1, 2020 to Sep 30, 2020



RVT Licensure Application	2020			FY
	Quarter 1			
	Jul	Aug	Sep	Total
Received Paper	4	0	2	6
Received Online	98	108	104	310
Approved Paper	5	2	1	8
Approved Online	78	70	79	227
Pending Paper	43	39	35	35
Pending Online	307	342	346	344
Average Paper Cycle Time (In Days)	325	10	304	244
Average Online Cycle Time (In Days)	50	79	75	68

Premises Application	2020			FY
	Quarter 1			
	Jul	Aug	Sep	Total
Received Paper	7	10	17	34
Received Online	14	20	17	51
Approved Paper	15	13	13	41
Approved Online	11	10	20	41
Pending Paper	20	17	21	21
Pending Online	22	30	21	21
Average Paper Cycle Time (In Days)	71	54	34	54
Average Online Cycle Time (In Days)	49	25	35	36



CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS
BREEZE SYSTEM
VMB Monthly Application Statistics - Individual
Transactions
From Jul 1, 2020 to Sep 30, 2020



Temporary License Initial Application	2020			FY
	Quarter 1			Total
	Jul	Aug	Sep	
Received Paper	0	0	0	0
Received Online	8	10	4	22
Approved Paper	0	0	0	0
Approved Online	10	13	3	26
Pending Paper	3	3	3	3
Pending Online	16	12	9	9
Average Paper Cycle Time (In Days)	N/A	N/A	N/A	N/A
Average Online Cycle Time (In Days)	35	68	76	56

Temporary License Licensure Application	2020			FY
	Quarter 1			Total
	Jul	Aug	Sep	
Received Paper	1	0	0	1
Received Online	8	12	4	24
Approved Paper	0	0	0	0
Approved Online	8	11	6	25
Pending Paper	1	1	1	1
Pending Online	2	3	1	1
Average Paper Cycle Time (In Days)	N/A	N/A	N/A	N/A
Average Online Cycle Time (In Days)	2	10	5	6



CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS
 BREEZE SYSTEM
 VMB Monthly Application Statistics - Individual
 Transactions
 From Jul 1, 2020 to Sep 30, 2020



VACSP Application	2020			FY
	Quarter 1			
	Jul	Aug	Sep	Total
Received Paper	36	50	17	103
Received Online	98	116	143	357
Approved Paper	51	30	13	94
Approved Online	78	33	62	173
Pending Paper	94	112	111	111
Pending Online	305	364	426	426
Average Paper Cycle Time (In Days)	54	110	48	71
Average Online Cycle Time (In Days)	45	37	36	40

University License Initial Application	2020			FY
	Quarter 1			
	Jul	Aug	Sep	Total
Received Paper	0	0	0	0
Received Online	0	1	0	1
Approved Paper	0	0	0	0
Approved Online	8	10	0	18
Pending Paper	0	0	0	0
Pending Online	10	1	1	1
Average Paper Cycle Time (In Days)	N/A	N/A	N/A	N/A
Average Online Cycle Time (In Days)	86	103	N/A	95



CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS
 BREEZE SYSTEM
 VMB Monthly Application Statistics - Individual
 Transactions
 From Jul 1, 2020 to Sep 30, 2020



University License Licensure Application	2020			FY
	Quarter 1			
	Jul	Aug	Sep	Total
Received Paper	0	0	0	0
Received Online	3	5	6	14
Approved Paper	0	0	0	0
Approved Online	2	6	5	13
Pending Paper	0	0	0	0
Pending Online	1	0	1	1
Average Paper Cycle Time (In Days)	N/A	N/A	N/A	N/A
Average Online Cycle Time (In Days)	4	4	7	5