

## **Complaint Investigation**

The Board received a total of 238 complaints during the fourth quarter of the 17/18 fiscal year, 20 of which include allegations of unlicensed activity. This brings the 17/18 fiscal year total to 1022 complaints received between July 1, 2017 and June 30, 2018.

In response to a request by the Board at the May 2018 meeting, the following statistics are provided relative to the receipt of Rodeo Injury Reports:

2017/2018 - 10  
2016/2017 - 10  
2015/2016 - 16  
2014/2015 - 6  
2013/2014 - 3  
2012/2013 - 6  
2011/2012 - 4  
2010/2011 - 4  
2009/2010 - 2  
2008/2009 - 0

## **Probation Monitoring**

The Board is currently monitoring a total of 100 probationers on active probation.

The Board currently has a total of 18 Petitions to Revoke Probation pending against probationers for issues of non-compliance.

## **Statistical Report**

The enforcement statistical report for the 17/18 fiscal year-to-date is attached.

## **Enforcement Forecast (FY 18/19 Q1)**

Board members can anticipate two mail votes between the August 2018 and November 2018 Board meetings.

## **Staffing Update**

The Board's Enforcement Chief, Candace Raney, accepted a promotion position at the Board of Vocational Nursing and Psychiatric Technicians. Ms. Raney will be greatly missed and we wish her the best.

# ENFORCEMENT REPORT

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August 2018

The enforcement unit currently has three vacancies:

- Office Technician: Intake
- Staff Services Analyst: Investigations
- Staff Services Manager 1: Enforcement Manger

Interviews have been completed and conditional offers have been made for all three positions. The Enforcement Unit should be fully staffed by mid-late September.

# ENFORCEMENT STATISTICS FISCAL YEAR 2017 - 2018

Veterinary Medical Board

## COMPLAINTS AND CONVICTIONS

Complaints and Convictions	QTR 1 (Jul - Sep)	QTR 2 (Oct - Dec)	QTR 3 (Jan - Mar)	QTR 4 (Apr - Jun)	FY 2017 - 2018 TOTAL
Complaints Received	281	238	265	238	1022
Convictions Received	20	22	22	15	79
Average Days to Intake	3	3	7	12	6
Closed at Intake	0	0	0	0	0
Pending at intake	0	4	28	20	13

*Average Days to Intake - Average cycle time from complaint receipt to the date the complaint was assigned to an investigator.*

## DESK INVESTIGATIONS

Desk Investigations	QTR 1 (Jul - Sep)	QTR 2 (Oct - Dec)	QTR 3 (Jan - Mar)	QTR 4 (Apr - Jun)	FY 2017 - 2018 TOTAL
Assigned	304	257	263	264	1088
Closed	201	268	186	114	769
Average Days to Complete	235	178	261	316	247
Pending	807	779	851	1002	3439/4 = 859

*Average Days to Complete Desk Investigations - Average cycle time from complaint receipt to closure of the investigation process.*

## UNLICENSED COMPLAINTS RECEIVED

Unlicensed Complaints	QTR 1 (Jul - Sep)	QTR 2 (Oct - Dec)	QTR 3 (Jan - Mar)	QTR 4 (Apr - Jun)	FY 2017 - 2018 TOTAL
	34	27	9	20	90

## SWORN INVESTIGATIONS

Sworn Investigations	QTR 1 (Jul - Sep)	QTR 2 (Oct - Dec)	QTR 3 (Jan - Mar)	QTR 4 (Apr - Jun)	FY 2017 - 2018 TOTAL
Assigned	4	32	19	17	72
Closed	15	13	16	11	55
Average Days to Complete	490	279	482	345	349
Pending	60	77	81	81	299/4= 75

*Average Days to Complete Sworn Investigations - Average cycle time from complaint receipt to closure of the investigation process.*

## ALL TYPES OF INVESTIGATIONS

All Types of Investigations	QTR 1 (Jul - Sep)	QTR 2 (Oct - Dec)	QTR 3 (Jan - Mar)	QTR 4 (Apr - Jun)	FY 2017 - 2018 TOTAL
Closed Without Discipline	176	243	155	263	837
Cycle Time - No Discipline	261	161	233	333	247
All pending cases	867	860	960	1103	3790/4=948

## CITATIONS

Citations	QTR 1 (Jul - Sep)	QTR 2 (Oct - Dec)	QTR 3 (Jan - Mar)	QTR 4 (Apr - Jun)	FY 2017 - 2018 TOTAL
Issued	13	2	2	8	25
Avg Days to Complete Cite	703	175	753	755	596
Citations appealed	3	0	0	0	3

*Average Days to Issue a Citation - Average cycle time from complaint receipt to the effective date of the citation.*

## ENFORCEMENT STATISTICS FISCAL YEAR 2017 - 2018

Veterinary Medical Board

### ATTORNEY GENERAL CASES

Attorney General Cases	QTR 1 (Jul - Sep)	QTR 2 (Oct - Dec)	QTR 3 (Jan - Mar)	QTR 4 (Apr - Jun)	FY 2017 - 2018 TOTAL
Initiated / Referred to the AG	27	19	15	5	66
Pending at the AG	95	100	95	86	376
Statement of Issues Filed	11	8	16	8	43
Accusations Filed	9	11	5	11	36

AG Case Action	QTR 1 (Jul - Sep)	QTR 2 (Oct - Dec)	QTR 3 (Jan - Mar)	QTR 4 (Apr - Jun)	FY 2017 - 2018 TOTAL
Closed Without Discipline	2	2	0	1	5
Closed With Discipline	11	10	9	15	45
Probation	7	5	7	11	30
Public Letter of Reprimand	0	0		0	0
Surrender of License	1	3		4	8
License Revoked	3	1	2	0	6
License Denied (SOI)	0	1		0	1
W/D, Dismissed, Declined	2	2		1	5
Average Days to Close	756	553	566	909	696

*Average Days to Close a Discipline Case - Average cycle time from complaint receipt to the effective date of the disciplinary order.*

AG Case Violation Type	QTR 1 (Jul - Sep)	QTR 2 (Oct - Dec)	QTR 3 (Jan - Mar)	QTR 4 (Apr - Jun)	FY 2017 - 2018 TOTAL
Substance Abuse (A)		1			
Unsafe/Unsanitary Cond (E)					
Applicant Investigation (I)	2	3	5	6	16
Incompetence/Gross Negligence (N)	3	2	2	4	11
Unprofessional Conduct (R)	3	1		2	6
Criminal Conduct/Conv (V)	2	1	2		5
Discipline by Another State (T)		1			1
Unlicensed Activity (U)	1			1	2
Drug Related Offenses (D)		1			1
Fraud (F)				2	2

### PROBATION

Probation	QTR 1 (Jul - Sep)	QTR 2 (Oct - Dec)	QTR 3 (Jan - Mar)	QTR 4 (Apr - Jun)	FY 2017 - 2018 TOTAL
New Probation Cases	11	4	8		
Probation Completed	4	7	2		
Active Cases	108	106	104		
Probationary Licenses	4	1	0		
All applicants pending licensure	17	22	18		
Tolled	6	7	6		
Petition to Revoke	4	9	12		