



MEMORANDUM

DATE	January 6, 2021
TO	Veterinary Medical Board (Board)
FROM	Timothy Rodda, Administration/Licensing Manager
SUBJECT	18.D. Licensing Report

Licensing Unit Staff Update

On November 23, 2020, Melissa Caudillo and Jennifer Tarrant, the Board's licensing technicians for Veterinary Assistant Controlled Substance Permits (VACSPs) and registered veterinary technicians (RVTs), accepted promotions within the Board's Enforcement Unit. Recruitment efforts are underway to fill those vacant licensing technician positions.

Licensing Customer Survey (Strategic Plan Objective 3.2)

Licensing Unit staff began utilizing the new licensing customer satisfaction survey as part of their signature blocks. To date, the Board has received 21 responses, most indicating difficulty reaching staff and poor staff responsiveness. Staff have discussed responses and will continue to follow up with the survey link for additional feedback.

Renewal Requirements (Strategic Plan Objectives 2.2 and 2.4)

With the increased pandemic numbers, the Board continues to receive inquiries regarding the fingerprint and continuing education (CE) requirements for licensure renewal. Most of the inquiries express frustration with the current pandemic guidelines on the fingerprint requirement.

The Board continues to send monthly informational email blasts to all stakeholders. The information includes important information regarding Board actions, and programmatic and waiver updates.

California State Board Examination (Strategic Plan Objective 2.3)

Strategic Plan Objective 2.3 seeks to increase access to veterinary care, which includes analyzing existing licensure requirements, including clinical practice hours and eliminating unnecessary barriers to licensure. Following the Board's vote at its October 22-23, 2020 meeting to eliminate the California State Board Examination, Board staff analyzed veterinarian licensure requirements and have made recommendations as identified in Agenda Item 8.

Continuing Education Audit

The Board has reallocated one of its existing administration positions to support the continuing education (CE) audit program. The staff member sends out letters to randomly selected licensees, who must submit to the Board documentation of their compliance with CE requirements in accordance with California Code of Regulations, title 16, section [2085.9](#). Citations will be issued to those not in compliance with the regulation.

Licensing Unit Performance Measures

Applications

The Board has seen a decrease from the prior quarter in the number of applications received. The Licensing Unit received 2% fewer veterinarian applications, 47% fewer university veterinarian applications, 42% fewer RVT applications, 17% fewer premises registrations, and 20% fewer VACSP applications compared to last quarter.

Additionally, the number of licenses issued as compared to last quarter has decreased overall. The licenses issued for veterinarians decreased by 57%, university licenses decreased 38%, and RVT licenses decreased 13%. However, there was a 13% increase in premises registrations and 32% increase in VACSPs issued.

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

Processing Times and Pending Applications (Strategic Plan Objective 2.1)

Strategic Plan Objective 2.1 intends to “[d]ecrease licensure processing times by issuing a license to any candidate who completes the licensure 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 15 days, which exceeds the 28-day goal.

Increased BreZE Usage (Strategic Plan Object 2.3)

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 BreZE when applying and renewing licenses. All veterinarian, university license, 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 January 5, 2021</i>	
Veterinarian Licenses*/**	15,134/12,448
Veterinarian Licenses – California**	11,315
University Veterinarian*/**	151/128
Veterinarian – Internship**	15
Veterinarian – Reciprocity**	55
Registered Veterinary Technician Registrations*/**	9,934/7,439
Registered Veterinary Technician Registrations – California**	8,601
Premises Registrations*/**	4,213/3,708
Premises Registrations – Exempt**	96
Veterinary Assistant Controlled Substance Permits*/**	7,633/4,816

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

Attachment:

1. VMB Monthly Application Statistics – Individual Transactions Report (July 1, 2020 to Dec 31, 2020)



CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS
 BREEZE SYSTEM
 VMB Monthly Application Statistics - Individual
 Transactions
 From Jul 1, 2020 to Dec 31, 2020



Veterinarian CA Graduate Application for Exam Eligibility	2020						FY
	Quarter 1			Quarter 2			
	Jul	Aug	Sep	Oct	Nov	Dec	Total
Received Paper	0	0	0	0	0	0	0
Received Online	2	2	14	51	81	32	182
Approved Paper	0	0	0	0	0	0	0
Approved Online	0	1	1	6	2	120	130
Pending Paper	0	0	0	0	0	0	0
Pending Online	8	5	15	58	136	47	47
Average Paper Cycle Time (In Days)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Average Online Cycle Time (In Days)	N/A	11	9	37	48	41	41

Veterinarian Non-CA Grad Application for Exam Eligibility	2020						FY
	Quarter 1			Quarter 2			
	Jul	Aug	Sep	Oct	Nov	Dec	Total
Received Paper	0	0	0	1	0	2	3
Received Online	16	19	12	15	20	28	110
Approved Paper	0	0	0	1	0	2	3
Approved Online	29	28	7	12	3	34	113
Pending Paper	7	6	6	5	5	5	5
Pending Online	45	29	31	31	48	35	35
Average Paper Cycle Time (In Days)	N/A	N/A	N/A	0	N/A	0	0
Average Online Cycle Time (In Days)	89	48	35	54	31	54	60



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Veterinarian Reciprocity Application	2020						FY
	Quarter 1			Quarter 2			
	Jul	Aug	Sep	Oct	Nov	Dec	Total
Received Paper	3	0	0	0	1	2	6
Received Online	22	20	16	14	9	10	91
Approved Paper	3	3	0	2	0	1	9
Approved Online	26	31	20	19	7	9	112
Pending Paper	15	12	12	10	11	10	10
Pending Online	70	55	51	45	42	42	42
Average Paper Cycle Time (In Days)	72	155	N/A	262	N/A	0	134
Average Online Cycle Time (In Days)	90	90	98	83	68	160	95

Final License Application	2020						FY
	Quarter 1			Quarter 2			
	Jul	Aug	Sep	Oct	Nov	Dec	Total
Received Paper	0	1	0	0	0	1	2
Received Online	71	67	58	40	20	28	284
Approved Paper	0	0	0	0	0	0	0
Approved Online	80	67	62	39	22	24	294
Pending Paper	10	10	10	2	2	2	2
Pending Online	28	27	22	22	20	22	22
Average Paper Cycle Time (In Days)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Average Online Cycle Time (In Days)	19	21	16	9	8	29	17



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RVT Licensure Application	2020						FY
	Quarter 1			Quarter 2			
	Jul	Aug	Sep	Oct	Nov	Dec	Total
Received Paper	4	0	2	2	1	0	9
Received Online	97	105	98	80	56	84	520
Approved Paper	5	2	1	4	0	2	14
Approved Online	78	70	85	86	51	66	436
Pending Paper	45	41	37	15	14	12	12
Pending Online	293	326	328	293	269	268	268
Average Paper Cycle Time (In Days)	325	10	304	164	N/A	263	223
Average Online Cycle Time (In Days)	50	79	71	88	71	61	70

Premises Application	2020						FY
	Quarter 1			Quarter 2			
	Jul	Aug	Sep	Oct	Nov	Dec	Total
Received Paper	7	10	17	7	15	14	70
Received Online	14	20	16	18	7	13	88
Approved Paper	15	13	13	13	14	20	88
Approved Online	11	10	20	15	17	14	87
Pending Paper	20	17	21	15	16	10	10
Pending Online	22	30	20	18	7	4	4
Average Paper Cycle Time (In Days)	71	54	34	37	31	30	42
Average Online Cycle Time (In Days)	49	25	35	24	28	14	29



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Temporary License Initial Application	2020						FY
	Quarter 1			Quarter 2			
	Jul	Aug	Sep	Oct	Nov	Dec	Total
Received Paper	0	0	0	0	0	0	0
Received Online	8	10	4	6	6	7	41
Approved Paper	0	0	0	0	0	0	0
Approved Online	10	13	3	3	3	4	36
Pending Paper	3	3	3	3	3	3	3
Pending Online	16	12	9	11	13	13	13
Average Paper Cycle Time (In Days)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Average Online Cycle Time (In Days)	35	68	76	57	37	32	52

Temporary License Licensure Application	2020						FY
	Quarter 1			Quarter 2			
	Jul	Aug	Sep	Oct	Nov	Dec	Total
Received Paper	1	0	0	0	0	1	2
Received Online	8	12	4	3	3	4	34
Approved Paper	0	0	0	0	0	1	1
Approved Online	8	11	6	4	1	4	34
Pending Paper	1	1	1	1	1	1	1
Pending Online	2	3	1	0	2	2	2
Average Paper Cycle Time (In Days)	N/A	N/A	N/A	N/A	N/A	17	17
Average Online Cycle Time (In Days)	2	10	5	28	0	12	9



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VACSP Application	2020						FY
	Quarter 1			Quarter 2			
	Jul	Aug	Sep	Oct	Nov	Dec	Total
Received Paper	36	50	17	16	29	14	162
Received Online	97	114	139	114	102	86	652
Approved Paper	51	30	14	54	7	31	187
Approved Online	78	33	64	91	62	111	439
Pending Paper	94	112	111	58	73	50	50
Pending Online	303	360	418	408	433	393	393
Average Paper Cycle Time (In Days)	54	110	44	56	81	28	59
Average Online Cycle Time (In Days)	45	37	38	32	68	72	51

University License Initial Application	2020						FY
	Quarter 1			Quarter 2			
	Jul	Aug	Sep	Oct	Nov	Dec	Total
Received Paper	0	0	0	0	0	0	0
Received Online	0	1	0	0	1	0	2
Approved Paper	0	0	0	0	0	0	0
Approved Online	8	10	0	1	1	0	20
Pending Paper	0	0	0	0	0	0	0
Pending Online	10	1	1	0	0	0	0
Average Paper Cycle Time (In Days)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Average Online Cycle Time (In Days)	86	103	N/A	41	3	N/A	88



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University License Licensure Application	2020						FY
	Quarter 1			Quarter 2			Total
	Jul	Aug	Sep	Oct	Nov	Dec	
Received Paper	0	0	0	0	0	0	0
Received Online	3	5	6	4	2	1	21
Approved Paper	0	0	0	0	0	0	0
Approved Online	2	6	5	4	2	2	21
Pending Paper	0	0	0	0	0	0	0
Pending Online	1	0	1	1	1	0	0
Average Paper Cycle Time (In Days)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Average Online Cycle Time (In Days)	4	4	7	6	23	27	9