Veterinary Medical Board
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MEMORANDUM

DATE	November 15, 2018
TO	Veterinary Medical Board Members
FROM	Jessica Sieferman, Executive Officer
SUBJECT	**Agenda Item 20A. BreEZe Updates and Improvements**

Over the last several months, Board staff has focused on identifying, requesting, and designing BreEZe enhancements to streamline processes for licensing and enforcement. The Board currently has 29 pending enhancement requests with DCA's Office of Information Services (OIS) team, and staff meets weekly the Board's Business Integration Analyst (BIA) to ensure proper follow up with each request.

Most notably, the Board's licensing unit is finalizing a streamlined renewal process in BreEZe. Currently, licensees receive a four-page renewal notice for them to complete and mail back to the Board. Depending on mailing and workload, it could take a few weeks for a renewal to be processed through the DCA mailroom and cashiering. The new process will include a brief, one-page renewal notice referring licensees to renew online in BreEZe. QR Codes will be at the bottom of each notice for quick and easy access to BreEZe. Most licensees renewing online experience same day renewals, and staff time devoted to manual cashiering is eliminated. Many DCA Boards have either already implemented this new process or will be shortly. The Board of Registered Nursing was one of the first to implement this process with significant success.

In addition, applicants will soon be able to sign into their BreEZe accounts and check the status of their application in real time. Not only will they be able to see where their application is in the process, but they will also be able to quickly identify any pending deficiencies. This transparent application process will hopefully translate to decreased call volume from those seeking the status of their application and faster processing times.

Further, staff is requesting a new interface to automatically receive national exam scores. This will significantly decrease processing times and allow staff to focus on processing more applications.

Over the next several weeks, the Board's inspections and enforcement managers will be working together to identify BreEZe enhancements in each unit. DCA's OIS Team is also currently working with staff to design enhanced reports to properly track trends and workload.