

STATISTICAL DATA 11/12

New complaints since 7/01/12	182
Total Hospital inspections assigned:	273
Total Veterinary licensees:	16,047
Total Veterinary licensees in CA:	8,671
Total Registered Veterinary Technician licensees:	8,747
Total Registered Veterinary Technician licensees in CA:	5,366
Total premise permits:	3,442

COMPLAINT PROGRAM

In the first quarter of FY 2012/13, since July 1, 2012 the Board has received 182 complaints. Of the 182 complaints, 39 involve unlicensed activity. Over the last three years the Board has consistently received over 750 complaints each year. Since 09/10 the number of complaint received has increased almost 30%. Combined with dramatic staff decreases, this has resulted in a backlog situation. Enforcement is currently backlogged in every area except complaint intake and cases are taking much longer than 4-8 months to complete. In addition, Monica Ochoa, Associate Program Analyst, accepted a position with another State agency and is no longer with the Board. Ms. Ochoa's responsibilities included inspection program assignment and review, probation monitoring, and assisting the Enforcement Program Manager with Attorney General cases. Enforcement staff will have to absorb her workload which will cause the backlog problem to compound.

Given the current number of complaints received each year, citations pending and discipline cases pending with the Office of the Attorney General, existing enforcement workload requires a minimum of eight persons, a program manager, a lead analyst, four full time enforcement analysts, a probation monitor analyst and an intake clerical position. The Board currently has four persons performing all of the enforcement duties and trying to keep up with a growing backlog, an enforcement program manager, one full time enforcement analyst and one part time enforcement analyst, and one part time clerical support person. In addition to desk investigations of every complaint received, enforcement analyst duties include, but are not limited to, referring cases to the Division of Investigation, issuing and handling all aspects of citations, coordinating the consultant review, assigning inspections, and reviewing compliance documentation, helping to monitor probation cases. The two enforcement analysts are also responsible for responding to consumer and to licensee inquiries and at times assisting with answering main incoming phone calls. Moreover, the enforcement staff is continuing to work with the Division of Investigation and local District Attorney Offices on open cases regarding anesthesia-free dental cleaning.

The Enforcement Manager, in addition to overseeing all of the above activities must now take on the majority of duties previously done by Ms Ochoa and prepare and forward all necessary documents in discipline cases to the Office of the Attorney General, review all Accusations and Stipulated Settlements, prepare cases for closed session, schedule Petition for Reduction of Penalty and Reinstatement hearings, monitor 43 probationers, shadow 5 inspectors, facilitate two annual inspection roundtables, and meet monthly with the Division of Investigation to discuss unlicensed activity cases. The strain on enforcement staff is becoming increasingly difficult and management is looking into possible solutions to help alleviate the backlog.

CITATION PROGRAM

Eleven (11) citations have been served since July 1, 2012. Of the 11 citations issued, 7 were for unlicensed activity. The citation program has been severely impacted by the furlough days and employee vacancies and is significantly backlogged.

INSPECTION PROGRAM

As of July 1, 2012, 267 routine inspections were assigned and we now have five inspectors statewide. The number of inspections assigned each year to each region is based on the total number of veterinary facilities in each region. In addition to the routine inspections, 6 complaint related inspections have been assigned. There was a delay in assigning the regular inspections due to the fact that we had to pull all staff away from enforcement work to help with the sunset review reports so at this point there have been no inspections performed, but we anticipate that our new inspectors will still be able to complete all assigned inspections by the end of the fiscal year.

DISCIPLINE PROGRAM

Currently there is a large number of cases pending with the Office of the Attorney General – a total of 72 cases. Of the 72 cases, 62 are pending Accusations and 10 are Statements of Issue (License denial).

Currently there are 43 probationers and, fortunately, all are in compliance with their probation orders.