



# MEMORANDUM

<b>DATE</b>	January 19, 2021
<b>TO</b>	Veterinary Medical Board (Board)
<b>FROM</b>	Patty Rodriguez, Inspection Program Manager
<b>SUBJECT</b>	<b>Inspection Program Report</b>

**Staff Update**

Staff continues working from home due to the COVID-19 surge. As of the beginning of December, our two team members that had been assisting with front desk duties have completed those duties; one has returned to her Inspection duties fulltime, while the other is on leave until February. Our regular contact via MS Teams remains as we continue to work in partnership on program issues and the ongoing development and modification of processes. Training on enforcement case reviews and preparation for administrative and disciplinary action is in progress.

**Inspection Process Analysis/Maximizing BreZE** (Strategic Plan Objective 6.3)

Work with the Department of Consumer Affairs (DCA), Organizational Improvement Office continues. As gaps are identified in the premises inspection processes, discussions take place to make process improvements and develop better monitoring methods. Staff continue their ongoing efforts in the area of data cleanup. Ongoing discussions continue to understand the importance of BreZE and how to expand utilization of the system, not only to improve the review process but also case tracking and enhance statistical reporting. Staff will be working closely with the BreZE Business Integration Analyst to make necessary changes to the Inspection module and explore the possibility of utilizing the Enforcement module for all inspection data.

**Mobile Inspection App** (Strategic Plan Objective 6.3)

Last month, staff joined DCA, Office of Information Services (OIS) staff in a software demonstration presented by Accela, a government software company that provides cloud solutions for, among other things, code enforcement. The mobile application will allow inspectors, utilizing a tablet, to identify minimum standards violations and attach evidence of the violation, along with detailed descriptions. Additionally, the application will interface with BreZE, resulting in a direct data transfer.

Along with Accela developers, staff will have the opportunity to design the template to fit the Board's needs. This is still in the early stages of development, and a budget analysis is needed to determine feasibility.

**Inspection Survey** (Strategic Plan Objective 6.6)

Staff is finalizing a new general inspection survey that will capture customer satisfaction for all stakeholders with whom Inspection staff interact, including veterinary premises registration applicants. Results of this survey will be shared at a future Board meeting.

**Routine/Complaint/Probation Inspections**

As previously reported, staff remains focused on reviewing complaint-related inspections, reviewing those cases with the oldest inspection dates first. Staff continues reviewing multiple

complex, high-profile complaint cases and preparing them for citations or transmittal to the Office of the Attorney General. As expected, this shift is affecting processing times and will continue to do so for some time as the team continues to transition to this new direction. Currently there are 62 pending complaint-related inspections, and with the Enforcement team leaning more on Inspections, these numbers, as well as cycle times, continue to increase. The Inspection support staff has been assisting in the review of routine compliance documents, as well as preparing cases for issuance of citations and fines. Staff continues to monitor and collect data, which indicates the additional legislative positions from Senate Bill [1480](#) (Hill, Chapter 571, Statutes of 2018) appear to be inadequate. Due to ongoing data cleanup and procedure changes, statistics vary slightly from the previous reporting period.

## Inspection Statistics

FY 2020-2021

		Q1			Q2			Total
		July	Aug.	Sept.	Oct.	Nov.	Dec.	
<b>Routine</b>	Assigned	0	0	0	0	0	0	0
	Performed	3	0	0	0	0	0	3
	Closed*	0	5	3	0	4	1	13
	Pending**	74	69	66	66	62	61	61
	Avg. Cycle Time***	N/A	1417	878	N/A	816	482	1036
	Compliance Rate	N/A	0%	0%	N/A	0%	100%	25%
	Document Review	Apr-20	Apr-20	Apr-20	Apr-20	Apr-20	Apr-20	Apr-20
<b>Complaint Related</b>	Requested	2	0	1	0	1	0	4
	Assigned	2	2	0	0	0	6	10
	Performed	4	1	2	0	1	2	10
	Closed*	0	2	1	10	2	0	15
	Pending**	69	69	68	58	56	62	62
	Compliance Rate	N/A	0%	0%	0%	0%	N/A	0%
	Avg. Cycle Time***	N/A	398	668	314	327	N/A	351
<b>Probation Related</b>	Requested	5	0	0	0	0	0	5
	Assigned	5	0	2	0	0	0	7
	Performed	4	3	4	0	0	0	11
	Closed*	0	0	0	0	0	0	0
	Pending**	29	29	31	31	31	31	31
	Compliance Rate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Avg. Cycle Time***	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Citations</b>	Issued	0	0	0	0	0	0	0
	Fines Ordered							
	Fines Collected							
	Fines Outstanding							

\*Closed means all corrections have been addressed (or citation issued), and the inspection record is closed.

\*\*Pending means any assigned inspections that have not been closed.

\*\*\*Cycle Time means the average number of days from assignment to closure.