

DOUGLAS A. DUCEY
GOVERNOR



VICTORIA WHITMORE
EXECUTIVE DIRECTOR

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

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September 17, 2020

Honorable Douglas A. Ducey
Governor
via email: tguzman@az.gov

ANNUAL REPORT FY 2020

Dear Governor Ducey:

Pursuant to A.R.S. § 32-2203, the Arizona State Veterinary Medical Examining Board submits the following as its annual report.

LICENSING

- At the close of FY 2020 the agency oversaw the practice of:

	FY20	FY19*	FY18	FY17*	FY16
Licensed Veterinarians	2885	2598	2596	2381	2382
Certified Veterinary Technicians	1263	1127	1101	1006	1053
Licensed Veterinary Premises	974	927	966	913	938
Licensed Animal Crematories	16	16	17	19	18

*FY 17 and 19 were license renewal years. Historically, a decrease in licensees is seen in the first 6-9 months following the renewal period. However, over the entire year, the numbers tend to rebound to previous levels or exceed them.

- Licenses/Certificates issued:

	FY20	FY19	FY18	FY17	FY16
Veterinarians	295	247	214	181	179
Certified Veterinary Technicians	130	117	87	66	79
Veterinary Premises	165	207	190	166	144
Animal Crematories	1	2	2	2	0

- Licenses/Certificates denied – FY20:
 - Veterinarian: 3 (denied for failure to pass the State exam)
 - Certified Veterinary Technicians: 30 (denied for failure to pass either the State exam or national exam, or both)
 - Premises: 0
 - Animal Crematory: 0

- There were 26 Veterinary Temporary Permits issued.*
 - *Due to COVID-19-related procedures, the issuance of these permits stopped in April 2020, as they are tied to in-person State exams, which are on hold indefinitely.

- There were 157 license verifications processed with fees collected.
 - *Due to COVID-19-related procedures, the Board voted to charge no fees beginning in April 2020.

- There were 9 in-person testing dates (July 2019-March 2020) for licensure of veterinarians and 2 in-person testing dates for certification of veterinary technicians (August/December 2019).
 - *Due to COVID-19-related procedures, starting in April 2020, in-person exams were cancelled and emailed exams were substituted and provided to applicants once their applications were complete vs. waiting for a particular exam date.

INVESTIGATIONS/COMPLAINTS

- During FY 2020, the Board received 125 new complaints and 23 complaints had been carried over from FY 2019 for a total of 148 cases.
 - 94 of these have been reviewed by the Investigative Committee/Investigative Division.
 - *Due to COVID-19-related procedures, Investigative Committee meetings were not held in March and May 2020.
 - 54 of the 148 total cases were carried over to FY 2019 for Investigative Committee and Board review.

- The A.M. Investigative Committee held 8 meetings
- The P.M. Investigative Committee held 8 meetings

- The average number of days from receipt to the Investigative Committee was 84 days.
- The average number of days from receipt to the Board's Initial Investigative Review was 101 days.
 - *Due to COVID-19-related concerns, some cases were delayed when meetings needed to be cancelled.

- The average number of days from receipt to Informal Interview was 194 days.
 - *Due to COVID-19-related concerns, some cases were delayed when in-person meetings needed to be cancelled.

BOARD ACTIONS

- The Board held 14 meetings in FY20.
- During FY 2020, the Board conducted the following:
 - 84 Initial Investigative Reviews*
 - 12 Informal Interviews
 - 0 Formal hearings

*Note: due to COVID-10-related procedures, Initial Investigative Reviews were not held in April and May 2020, when the Board held telephonic meetings.

- 16 Consent Agreements were offered
- 5 Letters of Concern were issued, which are non-disciplinary actions.
- Of the cases resolved by the Board, 20 cases involved discipline, resulting in the following:

Revocation	0
Suspension	1
Probation	15
Censure	2
Civil Penalty	12

UNLICENSED PRACTITIONERS

- There were 15 new cases opened regarding unlicensed practitioners with outcomes as follows:
 - 6 closed
 - 1 forwarded to the County Attorney and Attorney General's Office
 - 1 settled via a Consent Agreement.
- 7 cases were carried over to FY2021.

FACILITY INSPECTIONS

- Staff completed 244 facility inspections (on-site).
- 64 "self-inspections were completed.*"

*Note: due to COVID-19-related procedures, in-person inspections were stopped in April 2020. "Self-inspections" that included document/photo submissions, which were reviewed by Board staff, were completed in the interim.

CUSTOMER SATISFACTION

- 55 Customer Surveys were submitted. 100% of those surveyed rated the overall performance of the agency as "outstanding" or "good."

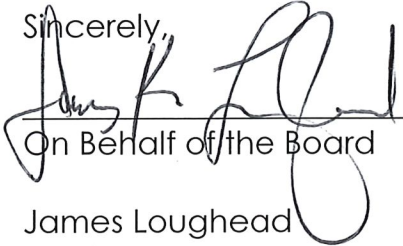
- 98% rated timeliness of response as "outstanding" (80%) or "good" (18%).
- 100% rated the courtesy/professionalism of staff as "outstanding" (91%) or "good" (9%).
- 100% rated the knowledge of staff as "outstanding" (91%) or "good" (9%).

BUDGET

A copy of the annual financial statement for FY 2020 is attached. Note that all civil penalties resulting from disciplinary actions are deposited (100%) into the General Fund.

If you should need any further information, please contact Victoria Whitmore, Executive Director at 602-542-8150 or Victoria.whitmore@vetboard.az.gov.

Sincerely,



On Behalf of the Board

James Loughead
Chairman

Arizona State Veterinary Medical Examining Board
Trend Report for VTA Fund 2018
State Fiscal Year 2020

2020	Rev	July	August	September	October	November	December	January	February	March	April	May	June	Adjustments	YTD
4312 - EXAMINATION FEES	(1,485.00)	(2,970.00)	(5,400.00)	(5,400.00)	(5,400.00)	(6,039.00)	(6,720.00)	(4,985.00)	(5,265.00)	(9,720.00)	(7,155.00)	(3,760.00)	(3,240.00)	(1,620.00)	(50,355.00)
4472 - PUBLICATIONS AND REPRODUCTIONS	(1,332.50)	(1,332.50)	(1,282.01)	(230.40)	(230.40)	(603.90)	(672.30)	(4,446.00)	(1,307.93)	(6,777.70)	(2,780.64)	(674.93)	(2,667.65)	(1,417.50)	(12,191.11)
4475 - OCCUPATIONAL AND PROFESSIONAL LICENSES	(17,032.50)	(17,032.50)	(6,952.50)	(13,152.50)	(13,152.50)	(6,795.00)	(5,872.50)	(4,446.00)	(3,262.50)	(8,824.50)	(3,658.50)	(7,065.00)	(5,301.00)	(1,417.50)	(88,515.00)
4476 - OTHER FINES OR FORFEITURES OR PENALTIES	(90.00)	(90.00)	(22.50)	(22.50)	(22.50)	(118.50)	(118.50)	(90.00)	(45.00)	(45.00)	(90.00)	(90.00)	(45.00)	(1,417.50)	(630.00)
4699 - MISCELLANEOUS RECEIPTS	(186.75)	(513.23)	(112.50)	(223.20)	(223.20)	(280.35)	(118.50)	(282.50)	(414.00)	(216.00)	(135.00)	(171.00)	(13.50)	(2,729.00)	(2,729.00)
6011 - Regular Base Salary	(21,939.18)	(21,939.18)	(11,938.60)	(15,948.28)	(15,948.28)	(14,280.95)	(15,948.28)	(17,789.05)	(10,294.43)	(19,483.20)	(13,729.14)	(11,720.53)	(11,260.35)	(3,037.50)	(154,420.14)
6017 - Board And Comm Members Compensation	25,689.27	18,810.75	15,707.07	15,948.28	14,280.95	15,948.28	16,000.00	1,200.00	1,200.00	600.00	17,054.48	17,007.54	15,250.92	(3,037.50)	205,514.82
6031 - Overtime	1,200.00	1,600.00	1,750.00	1,248.08	1,248.08	86.28	126.20	86.28	517.63	86.28					10,550.00
6035 - Incentive Pay	2,407.47	283.34	230.05	687.12	687.12	1,411.31	254.09	4,688.33	(108.17)	939.95	172.54	86.27	961.55		2,763.00
6042 - Sick Leave	715.67	8,378.24	791.95	816.65	816.65	432.70	504.81	2,449.95	816.65	48.08					11,510.46
6046 - Annual Leave Payout	965.13	2,336.78	1,399.82	1,411.23	1,411.23	1,294.19	1,391.69	2,199.94	1,391.69	1,328.78	1,279.84	1,269.72	816.65		22,166.69
6111 - Field Leave Taken	3,593.49	2,395.66	1,857.66	1,857.66	1,857.66	1,857.66	1,857.66	2,796.79	1,857.66	1,857.66	1,857.66	1,857.66	1,857.66		18,718.96
6113 - Medical Insurance	11,104.00	2,978.66	6,211.00	6,211.00	6,211.00	5,521.00	5,521.00	2,796.79	1,857.66	1,857.66	1,857.66	1,857.66	1,857.66		25,498.68
6114 - Basic Life	36,338.00	24,778.00	19,666.00	24,778.00	24,778.00	26,662.00	26,662.00	43,077.00	27,366.00	26,662.00	26,662.00	26,662.00	26,662.00		334,911.00
6116 - Long-Term Disability - Asrs	30,555.00	28,655.00	18,311.00	18,311.00	18,311.00	16,719.00	18,201.00	39,576.00	18,119.00	17,366.00	16,719.00	16,801.00	16,531.00		245,131.00
6118 - Unemployment Compensation	27,448.00	18,321.00	13,774.00	13,774.00	13,774.00	13,774.00	13,774.00	39,576.00	26,338.00	26,338.00	26,338.00	26,338.00	26,338.00		272,223.00
6119 - Workers Compensation	341,277.00	217,175.00	192,011.00	199,774.00	199,774.00	193,448.00	192,811.00	321,801.00	197,078.00	193,708.00	196,071.00	194,566.00	193,921.00		2,634,009.00
6155 - Arizona State Retirement System	2,584.45	1,741.07	1,380.41	1,705.14	1,705.14	1,869.62	1,874.39	3,023.78	1,921.12	1,970.81	1,859.32	1,859.32	1,859.32		23,547.56
6158 - ACR Contributions-Reemployed Retirees	233.53	76.23	146.52	146.52	146.52	144.56	133.65	309.86	145.53	144.54	172.26	158.40	151.67		1,959.29
6185 - Personnel System Pro Rate Charges	289.23	250.59	160.77	162.03	162.03	147.74	159.81	253.72	160.72	151.77	148.15	147.01	146.45		2,157.99
6186 - Info Tech Pro Rate Charges	134.59	125.30	80.37	80.37	80.37	73.87	79.90	126.87	80.36	75.88	74.08	73.51	72.23		1,078.98
6188 - Accumulated Sick Leave Fund Charge	112.28	108.02	62.94	65.80	65.80	62.43	63.59	102.09	65.15	62.63	62.28	62.28	62.28		891.77
6221 - Attorney General Legal Services	93.09	326.31	289.77	1,589.15	1,589.15	203.45	286.25	6,250.00	175.00	97.90	96.25	115.00	442.85		18,750.00
6238 - Other Professional And Outside Services	371.99	104.13	384.96	124.58	124.58	124.88	188.89	184.70	82.90	79.79	119.00	119.00	149.97		1,255.68
6531 - Lodging	87.87	23.99	114.14	23.99	23.99	37.36	37.36	35.71	15.80	12.00	28.00	28.00	24.00		372.40
6542 - Meals Without Overnight Stay	235.61	44.97	162.21	70.96	70.96	98.17	66.35	152.44	117.52	75.52	70.74	70.74	546.01		1,095.49
7111 - Risk Management Charges, To State Agency	2,400.00	2,400.00	781.95	775.65	775.65	788.36	792.87	802.12	825.95	789.97	814.92	814.92	546.01		7,944.80
7151 - Internal Service Computer Processing	243.00	243.00	781.95	775.65	775.65	788.36	792.87	802.12	825.95	789.97	814.92	814.92	546.01		405.00
7154 - External Programming & System Development Costs	573.66	573.66	553.25	596.49	596.49	848.66	589.78	830.09	694.32	175.40	506.00	1,081.62	963.88		846.66
7161 - Pmt for AFIS Development & Usage	35.00	35.00	416.45	416.45	416.45	34,000.00	589.78	830.09	694.32	88.24	85.73	23.13	23.13		7,179.48
7172 - External Telecommunication Charges	35.00	35.00	416.45	416.45	416.45	34,000.00	589.78	830.09	694.32	88.24	85.73	23.13	23.13		34,000.00
7227 - Rental Of Other Machinery And Equipment	35.00	35.00	416.45	416.45	416.45	34,000.00	589.78	830.09	694.32	88.24	85.73	23.13	23.13		1,729.91
7229 - Miscellaneous Rent	35.00	35.00	416.45	416.45	416.45	34,000.00	589.78	830.09	694.32	88.24	85.73	23.13	23.13		254.43
7232 - Interest On Overdue Payments	35.00	35.00	416.45	416.45	416.45	34,000.00	589.78	830.09	694.32	88.24	85.73	23.13	23.13		6.00
7241 - Internal Acq/Budg/Financial Svcs	221.17	221.17	215.61	197.39	197.39	446.39	284.68	6,600.00	127.39	206.73	337.88	284.13	149.97		6,884.13
7266 - Repair And Maintenance - Other Equipment	19.54	19.54	19.54	19.54	19.54	19.54	19.54	19.54	19.54	19.54	19.54	19.54	19.54		1,255.68
7321 - Office Supplies	31.29	31.29	215.61	197.39	197.39	446.39	284.68	6,600.00	127.39	206.73	337.88	284.13	149.97		5,757.54
7341 - Housekeeping Supplies	31.29	31.29	215.61	197.39	197.39	446.39	284.68	6,600.00	127.39	206.73	337.88	284.13	149.97		5,757.54
7384 - Other Printing Services	31.29	31.29	215.61	197.39	197.39	446.39	284.68	6,600.00	127.39	206.73	337.88	284.13	149.97		5,757.54
7456 - Other Education And Training Costs	31.29	31.29	215.61	197.39	197.39	446.39	284.68	6,600.00	127.39	206.73	337.88	284.13	149.97		5,757.54
7474 - Internal Printing	31.29	31.29	215.61	197.39	197.39	446.39	284.68	6,600.00	127.39	206.73	337.88	284.13	149.97		5,757.54
7472 - External Printing	31.29	31.29	215.61	197.39	197.39	446.39	284.68	6,600.00	127.39	206.73	337.88	284.13	149.97		5,757.54
7481 - Postage And Delivery	35.00	35.00	416.45	416.45	416.45	34,000.00	589.78	830.09	694.32	88.24	85.73	23.13	23.13		2,033.34
7482 - Document shredding and Destruction Services	35.00	35.00	416.45	416.45	416.45	34,000.00	589.78	830.09	694.32	88.24	85.73	23.13	23.13		1,953.31
7511 - Awards	35.00	35.00	416.45	416.45	416.45	34,000.00	589.78	830.09	694.32	88.24	85.73	23.13	23.13		4,632.92
7531 - Dues	35.00	35.00	416.45	416.45	416.45	34,000.00	589.78	830.09	694.32	88.24	85.73	23.13	23.13		175.00
7541 - Books-Subscriptions And Publications	35.00	35.00	416.45	416.45	416.45	34,000.00	589.78	830.09	694.32	88.24	85.73	23.13	23.13		116.03
7565 - Security Services	35.00	35.00	416.45	416.45	416.45	34,000.00	589.78	830.09	694.32	88.24	85.73	23.13	23.13		500.00
7599 - Other Miscellaneous Operating	35.00	35.00	416.45	416.45	416.45	34,000.00	589.78	830.09	694.32	88.24	85.73	23.13	23.13		95.84
8521 - Furniture Non-Capital Purchase	35.00	35.00	416.45	416.45	416.45	34,000.00	589.78	830.09	694.32	88.24	85.73	23.13	23.13		4,613.75
8571 - Computer Equipment Non-Capital Purchase	35.00	35.00	416.45	416.45	416.45	34,000.00	589.78	830.09	694.32	88.24	85.73	23.13	23.13		5,557.94
9101 - Operating Transfers Out	600.00	600.00	1,039.29	1,039.29	1,039.29	2,853.20	2,853.20	338.91	597.69	111.49	169.07	748.26	288.21		6,215.03
Exp Total	42,827.99	41,827.41	33,632.71	30,388.86	30,388.86	51,149.74	35,985.53	60,598.91	28,400.34	26,841.59	26,588.42	31,550.78	32,977.32	(3,037.50)	529,649.59
2019	36,341.21	19,888.23	21,946.70	11,350.28	11,350.28	55,470.45	26,931.23	18,105.91	16,105.91	7,326.59	12,859.28	19,829.85	21,716.97	(3,037.50)	278,245.70
6221 - Attorney General Legal Services	245.70	245.70	790.43	790.43	790.43	816.65	816.65	816.65	816.65	816.65	816.65	816.65	816.65		1,107.84
6238 - Other Professional And Outside Services	0.00	1,107.84	81.00	81.00	81.00	408.29	408.29	408.29	408.29	408.29	408.29	408.29	408.29		81.00
7154 - External Programming & System Development Costs	582.11	340.16	23.12	23.12	23.12	34.25	34.25	34.25	34.25	34.25	34.25	34.25	34.25		950.40
7227 - Rental Of Other Machinery And Equipment	76.02	1,228.26	2,853.20	2,853.20	2,853.20	2,853.20	2,853.20	2,853.20	2,853.20	2,853.20	2,853.20	2,853.20	2,853.20		340.16
7229 - Miscellaneous Rent	76.02	1,228.26	2,853.20	2,853.20	2,853.20	2,853.20	2,853.20	2,853.20	2,853.20	2,853.20	2,853.20	2,853.20	2,853.20		57.37
7241 - Internal															