Douglas A. Ducey Governor



VICTORIA WHITMORE EXECUTIVE DIRECTOR

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

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September 23, 2019

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

ANNUAL REPORT FY 2019

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 2019 the agency oversaw the practice of:

	FY19*	FY18	FY17*	FY16	FY15*
Licensed Veterinarians	2598	2596	2381	2382	2192
Certified Veterinary Technicians	1127	1101	1006	1053	947
Licensed Veterinary Premises	927	966	913	938	892
Licensed Animal Crematories	16	17	19	18	18

^{*}FY 15, 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:

	FY19	FY18	FY17	FY16	FY15
Veterinarians	247	214	181	179	175
Certified Veterinary Technicians	117	87	66	79	72
Veterinary Premises	207	190	166	144	262
Animal Crematories	2	2	2	0	3

Arizona Veterinary Medical Examining Board Annual Report for FY19

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- Licenses/Certificates denied FY19:
 - o Veterinarian: 6 (denied for failure to pass the State exam)
 - o Certified Veterinary Technicians: 47 (denied for failure to pass either the State exam or national exam, or both)
 - o Premises: 0
 - o Animal Crematory: 0
- There were 39 Veterinary Temporary Permits issued.
- There were 219 license verifications processed.
- There were twelve formal testing dates for licensure of veterinarians and three formal testing dates for certification of veterinary technicians.

INVESTIGATIONS/COMPLAINTS

- During FY 2019, the Board received 96 new complaints and 41 complaints had been carried over from FY 2018 for a total of 137 cases.
 - o 114 of these have been reviewed by the Investigative Committee/Investigative Division.
 - o 23 of the 137 total cases were carried over to FY 2019 for Investigative Committee and Board review.
- The Investigative Committee reviewed 114 complaints and made recommendations to the Board on each case.
- The A.M. Investigative Committee held 10 meetings
- The P.M. Investigative Committee held 9 meetings
- The average number of days from receipt to the Investigative Committee was 80 days.
- The average number of days from receipt to the Board's Initial Investigative Review was 106 days.
- The average number of days from receipt to Informal Interview was 160 days.

BOARD ACTIONS

- The Board held 13 meetings in FY19.
- During FY 2019, the Board conducted the following:
 - 117 Initial Investigative Reviews
 - 9 Informal Interviews
 - 2 Formal hearings
- 15 Consent Agreements were offered

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

Revocation	1
Suspension	2
Probation	12
Censure	0
Civil Penalty	6

UNLICENSED PRACTITIONERS

- There were 2 new cases opened regarding unlicensed practitioners. Of the 2 cases:
 - 1 closed
 - 1 forwarded to the County Attorney

FACILITY INSPECTIONS

• Staff completed 255 facility inspections.

CUSTOMER SATISFACTION

- 126 Customer Surveys were submitted. 99% of those surveyed rated the overall performance of the agency as "outstanding" (94%) or "good" (5%).
 - o 100% rated timeliness of response as "outstanding" (89%) or "good" (11%).
 - o 100% rated the courtesy/professionalism of staff as "outstanding" (99%) or "good" (1%).
 - o 100% rated the knowledge of staff as "outstanding" (96%) or "good" (4%).

<u>BUDGET</u>

A copy of the annual financial statement for FY 2019 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 602-5/42/-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 2078 State Fiscal Year 2019 Year-to-Date 8/8/2019 REV/EXP Account

Account		luly	August	Contambor	October	November	Docombor	lanuani	Echruspy	March	Anril	May	luno	Adjustment
Rev	4312 - EXAMINATION FEES	July (1,350.00)	August (1,890.00)	September (2,565.00)	(4,995.00)	November (1,080.00)	December (540.00)	January (3,240.00)	February (5,805.00)	(11,070.00)	April (10,125.00)	May (15,120.00)	June (9,990.00)	Adjustment (270.00)
	4372 - PUBLICATIONS AND REPRODUCTIONS	(1,226.24)	(122.80)	(1,196.54)	(292.85)		(606.60)			(61.37)			(691.07)	(,
	4415 - OCCUPATIONAL AND PROFESSIONAL LICENSES	(7,110.00)	(7,461.00)	(7,348.50)	(3,600.00)	(7,875.00)	(533,458.00)	(528,973.40)	(75,356.40)	(20,297.50)	(13,380.00)	(20,407.50)	(22,927.50)	(1,417.50) (1
	4519 - OTHER FINES OR FORFEITURES OR PENALTIES		(67.50)	(45.00)		(45.00)		(112.50)	(2,610.00)	(2,272.50)	(472.50)	(225.00)	(180.00)	1
	4645 - CREDIT CARD DISCOUNT FEES PAID									7,831.85	39.67			
	4649 - CREDIT CARD FEE REVENUE	1005 50	(000 50)	((0.1.00)	(455.70)	(00 (50)	(2,496.00)	(3,024.00)	(824.00)	(104.00)	(070.05)	(105.00)	(007 00)	
	4699 - MISCELLANEOUS RECEIPTS 4821 - PRIOR YEAR REIMBURSEMENT - REFUNDS	(265.50)	(292.50)	(191.92)	(155.70)	(364.50)	(265.95)	(137.70)	(275.84)	(225.67)	(376.65)	(495.00)	(297.00)	
Rev Tota		(9,951.74)	(9,833.80)	(1,708.24) (13,055.20)	(9,043.55)	(9,364.50)	(537,366.55)	(535,487.60)	(84,871.24)	(26,199.19)	(24,314.48)	(36,247.50)	(34,085.57)	(1,687.50) (1
Exp	6011 - Regular Base Salary	12,812.33	21,152.52	13,409.26	11,977.13	13,697.67	13,125.99	19,681.46	11,915.66	14,283.51	16,993.45	18,763.94	18,537.08	(1,007.00) (1
-AP	6017 - Regular Dass Calary 6017 - Board And Comm Members Compensation	1,400.00	1,600.00	1,800.00	1,600.00	10,037.07	2,400.00	1,600.00	1,000.00	1,800.00	1,050.00	1,600.00	10,331,00	
	6031 - Overtime	186.34	50.17	1,000.00	125.10	97.74	551.22	43.01	172.01	157.69	236.52	263,85	1,072.29	
	6035 - Incentive Pay	700.04	00.11		120.10	01.14	001.22	40.01	172.01	107.00	200.02	5,867.64	1,072.20	
	6041 - Annual Leave	1,808.63	1,371.70	1,154.68	2,272.26	579.58	1,756.08	1,346.65	736.76	771.32		390.70	84.13	
	6042 - Sick Leave	9,56	210.21	.,,	152.88	143.33	100.33	261.48	1,477.48	55,61	418.78	361.37	288,45	
	6047 - Annual Leave Payout	,							1,980.20					
	6048 - Holiday Leave Taken	744.50		744.50	744.50	744.50	744.50	2,233.50	744.50				955.13	
	6049 - Other Compensated Leave								662.30	331.15				
	6111 - Fica Taxes	1,267.56	1,820.43	1,278.81	1,260.69	1,137.63	1,398.89	1,879.44	1,399.17	1,315.85	1,399.98	2,045.77	1,562.99	
	6113 - Medical Insurance	1,839.84	2,759.76	1,839.84	1,839.84	1,839.84	1,839.84	2,759.76	1,839.84	1,839.84	1,839.84	2,383.72	2,383.72	
	6114 - Basic Life	5.52	8.28	5.52	5.52	5.52	6.90	8.97	6.21	6.21	6.90	7.59	6.90	
	6116 - Long-Term Disability - Asrs	22.91	34.00	22.62	22.82	22.82	23.50	34.03	22.89	22.87	22.99	30.84	24.95	
	6117 - Unemployment Compensation	16.58	23.81	16.72	16.48	14.87	18.27	24.59	18.29	17.21	18.31	26.75	20.44	
	6118 - Dental Insurance	18.32	27.48	18.32	18.32	18.32	18.32	27.48	18.32	18.32	18.32	18.32	18.32	
	6119 - Workers Compensation	116.59	171.28	115.15	113.18	113.18	119.60	175.03	116.31	115.53	130.57	189.94	152.93	
	6155 - Arizona State Retirement System	1,644.97	2,472.81	1,644.64	1,659.20	1,659.25	1,708.81	2,475.22	1,664.66	1,663.00	1,672.17	2,243.22	1,814.49	
1	6158 - Acr Contributions-Reemployed Retirees	125.05	162.23 209.72	124.18	107.15	106.15	168.23	242.35	148.21	138.19	143.20	266.37	158.22	
	6183 - Personnel System Pro Rata Charges 6185 - Info Tech Pro Rata Charges	145.89 33.92	209.72 65.48	147.13 51.32	145.11 50.61	131.26 45.78	160.80 56.02	216.44 75.50	160.74 56.05	149.65 52.18	160.89 56.09	234.33 81.74	180.06 62.80	
1	6189 - Accumulated Sick Leave Fund Charge	33.92 57.27	85.48 85.00	51.32 56.54	50.61 57.03	45.78 57.03	56.02 59.93	75.50 85.89	55.05 65.94	52,18 57,96	56.09 65.77	81.74 93.26	62.80 77.74	
	6221 - Attorney General Legal Services	31.21	05.00	30.34	6,250.00	37.03	58.83	12,500.00	05,54	31,30	03.77	2,817.52	11.14	
	6299 - Other Professional And Outside Services			493.65	166.95		34.95	59.45	86.70	44.70	21.70	60.45	631.70	
	6516 - Mileage - Private Vehicle	99.41	284.32	199.83	197.23	251.31	427.02	198.53	2.60	206.67	201.46	289.77	410.69	
	6531 - Lodging		101.48	105.36				191.07	2.55			104.30	245.84	
1	6541 - Meals With Overnight Stay		12.95	14.43				35.86				13.96	33.02	
	6599 - Other Misc In-State Travel		127.92	132.61	21.39		103.57	114.98				307.79	226.78	
	6641 - Meals With Overnight Stay								24.00					
	7111 - Risk Management Charges To State Agency	1,900.00												
	7151 - Internal Service Computer Processing		969.18		1,941.28	983.73	978.48	1,028.05	1,038.09	985.86	1,055.81	1,090.08	1,126.05	
	7154 - External Programming & System Development Costs				14,600.00					6,000.00		243.00	2,126.25	
	7161 - Pmt for AFIS Development & Usage			1,106.53										
	7172 - External Telecommunication Charges		429.61	417.44	412.86	412.61	85.40	734.77	405,56	407.79	407.70	684.78	383.66	
	7211 - Building Rent Charges To State Agencies		29,700.00	440.00	77.44	77.44		101.00			070 50	404.04		
	7227 - Rental Of Other Machinery And Equipment 7229 - Miscellaneous Rent		146.17	112.09	77.44	77.44	18.78	191.09	9.39	24.00	376.50	191.84	228.25	
	7229 - Miscellaneous Rent 7241 - Internal Acct/Budg/Financial Svcs					28.17	10./6		3,300.00	24.00		23.12	3,300.00	
1	7241 - Internal According/Financial Svcs			221.17		254.00		259.62	3,300.00		280.10		3,300.00	
	7321 - Office Supplies		68.00	749.80		237.52		537.35	257.16	55,78	1,183.40	762.21	819.45	
1	7455 - Conference Registration-Attendance Fees		00.00	,0.00		_5,.52		307.00	207.10	250.00	.,.00.70		310.43	
	7456 - Other Education And Training Costs												950.00	
	7471 - Internal Printing		12.30	12.30	1,501.50			112.30	24.60	12.30	192.50	19.10		
	7472 - External Printing						2,048.35					1,607.82		
	7481 - Postage And Delivery		281.22	2,303.11	1,700.00		(1,451.63)		5,950.61	598.04	446.74	7.60		
	7482 - Document shredding and Destruction Services		30.00			30.00			35.00			35,00		
	7511 - Awards				46.87				31.70			89.80		
	7531 - Dues										500.00	250,00		
	7541 - Books- Subscriptions And Publications		41077		,,,,,,,,,	676.66	675.67	40.00	477.55	299.00	400.00		84.95	
	7565 - Security Services		116.74	57.07	109.43	270.38	276.81	121.03	174.66	89.28	182.82	215,52	201.62	
	7599 - Other Miscellaneous Operating 8521 - Furniture Non-Capital Purchase					65.16	25.00	25.00				345,11	9,095.22	
	8581 - Purchased Or Licensed Software/Website				315.40							340.11	9,093.22	
Exp Tota		24,255,19	64.504.77	28,354,62	49,508,17	23,024.79	26,803,96	49,279,90	35,545.61	31,769.51	29,082,51	44,028.12	47,264.12	
	/Expenditure	14,303.45	54,670.97	15,299.42	40,464.62	13,660.29	(510,562.59)	(486,207.70)	(49,325.63)	5,570.32	4,768.03	7,780.62	13,178.55	(1,687.50)
Rev	4312 - EXAMINATION FEES		270.00		(1,620.00)		,-,-=,,) I- I			. ,	, -, (, 0.00	7.120,1001
1	4415 - OCCUPATIONAL AND PROFESSIONAL LICENSES		(270.00)		(765.00)						90.00			
	4645 - CREDIT CARD DISCOUNT FEES PAID				,						(0.19)	0.02		ĺ
	4699 - MISCELLANEOUS RECEIPTS				(13.50)						13.50			
Rev Tota			0.00		(2,398.50)						103.31	0.02		
Ехр	6221 - Attorney General Legal Services												(166.86)	
1	6299 - Other Professional And Outside Services	92.50												
	7151 - Internal Service Computer Processing	964.48												
1	7172 - External Telecommunication Charges	398.33												
	7227 - Rental Of Other Machinery And Equipment	0.00	74.93											
	7229 - Miscellaneous Rent	9.39												
	7266 - Repair And Maintenance - Other Equipment	67.42												-
	7321 - Office Supplies	610.50												
Exp Tota	7481 - Postage And Delivery	422.75 2,565.37	74.93										(166.86)	
	/Expenditure	2,565.37	74.93		(2,398.50)						103.31	0.02	(166.86)	
Revenue	4415 - OCCUPATIONAL AND PROFESSIONAL LICENSES	2,303.31	14.53		(2,380.50)					404.00	(2,045.20)	90.00	(100.00)	
Rev Tota										404.00	(2,045.20)	90.00		
	/Expenditure		************************	***************************************					,	404.00	(2,045.20)	90.00	***************************************	
Rev	4312 - EXAMINATION FEES									704,00	135.00	30.00		
1	4415 - OCCUPATIONAL AND PROFESSIONAL LICENSES										(66.82)			
	4699 - MISCELLANEOUS RECEIPTS										13.50			
Rev Tota											81,68			
	/Expenditure						***************************************				81.68			
tal		16,868.82	54,745.90	15,299.42	38,066.12	13,660.29	(510,562.59)	(486,207.70)	(49,325.63)	5,974.32	2,907.82	7,870.64	13,011.69	(1,687.50)

