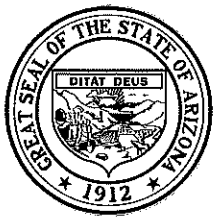
DOUGLAS A. DUCEY
GOVERNOR



VICTORIA WHITMORE
EXECUTIVE DIRECTOR

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

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September 15, 2016

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

ANNUAL REPORT FY 2016

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 2016 the agency oversaw the practice of:

	FY16	FY15*	FY14	FY13*
Licensed Veterinarians	2382	2192	2226	2047
Certified Veterinary Technicians	1053	947	990	902
Licensed Veterinary Premises	938	892	831	798
Licensed Animal Crematories	18	18	16	16

*FY 13 and 15 were license renewal years. Typically, a drop 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:

	FY16	FY15	FY14	FY13
Veterinarians	179	175	163	144
Certified Veterinary Technicians	79	72	65	70
Veterinary Premises	144	262	141	118
Animal Crematories	0	3	1	1

- Licenses/Certificates denied - FY16:
    - Veterinarian: 3 (denied for failure to pass the State exam)
    - Certified Veterinary Technicians: 38 (denied for failure to pass either the State exam or national exam, or both)
    - Premises: 0
    - Animal Crematory: 0

- There were twelve formal testing dates for licensure of veterinarians and three formal testing dates for certification of veterinary technicians.

INVESTIGATIONS/COMPLAINTS

- During FY 2016, the Board received 96 new complaints and 28 complaints had been carried over from FY 2015 for a total of 124 cases.
    - 102 of these have been reviewed by the Investigative Committee/Investigative Division.
    - 22 of the 124 total cases were carried over to FY 2017 for Investigative and Board review.

- The Investigative Committee reviewed 102 complaints and made recommendations to the Board on each case.

- The A.M. Investigative Committee held 9 meetings
- The P.M. Investigative Committee held 9 meetings

- The average number of days from receipt to the Investigative Committee was 73 days.
- The average number of days from receipt to the Board's Initial Investigative Review was 93 days.

BOARD ACTIONS

- The Board held 13 meetings in FY16

- During FY 2016, the Board conducted the following:
    88 Initial Investigative Reviews
    22 Informal Interviews
    2 Formal hearings

- Of the cases resolved by the Board, 25 cases involved discipline, resulting in the following:

Revocation	1
Suspension	2
Probation	12
Censure	0
Civil Penalty	20

- 12 Consent Agreements were offered
- 10 Letters of Concern were issued, which are non-disciplinary actions.

UNLICENSED PRACTITIONERS

- There were 5 new cases opened regarding unlicensed practitioners; 9 cases had been carried over from FY15. Of the 14 cases:

  2 issued Cease and Desist orders
  10 closed with final letter of inquiry
  1 closed
  1 pended
  0 are new and will be reviewed by the Board in FY17.

FACILITY INSPECTIONS

- Staff completed the following facility inspections:

  143 Statutory-required premise inspections
  117 Random premise inspections

CUSTOMER SATISFACTION

- 99 Customer Surveys were submitted. 100% of those surveyed rated the overall performance of the agency as "outstanding" (92%) or "good" (8%).
  - 99% rated timeliness of response as "outstanding" or "good."
  - 100% rated the courtesy/professionalism of staff as "outstanding" or "good."
  - 100% rated the knowledge of staff as "outstanding" or "good."

BUDGET

A copy of the annual financial statement for FY 2016 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 me at 602-542-8150.

Sincerely,

Prepared by:
Victoria Whitmore
Executive Director

Reviewed and submitted by:
James Loughead
Board Chairman

Enclosure

Arizona State Veterinary Medical Examining Board
Trend Report for VTA Fund 2078
State Fiscal Year 2016
Year-to-Date
7/31/2016

REV/EXP	Account	July	August	September	October	November	December	January	Febuary	March	April	May	June	Total
REV	4312 - EXAMINATION FEES	(2,160.00)	(2,160.00)	(2,970.00)	(5,400.00)	(1,080.00)	(1,080.00)	(3,510.00)	(7,695.00)	(6,075.00)	(6,480.00)	(7,965.00)	(10,530.00)	(57,105.00)
	4372 - PUBLICATIONS AND REPRODUCTIONS	(1,704.39)	(1,873.80)	(1,827.90)		(132.48)	(1,076.18)	(630.18)	(541.75)	(525.20)	(200.79)	(1,046.71)	(2,158.88)	(11,718.26)
	4415 - OCCUPATIONAL AND PROFESSIONAL LICENSES	(5,895.00)	(10,359.00)	(6,241.50)	(5,827.50)	(7,020.00)	(6,624.00)	(4,567.50)	(5,155.00)	(7,717.50)	(5,670.00)	(7,560.00)	(16,717.50)	(90,364.50)
	4519 - OTHER FINES OR FORFEITURES OR PENALTIES	(585.00)	(22.50)	(495.00)	(22.50)	(270.00)	(247.50)	405.00	(67.50)	(112.50)	(22.50)		(90.00)	(1,530.00)
	4699 - MISCELLANEOUS RECEIPTS	(131.18)	(222.75)	(137.48)	(148.50)	(270.00)	(85.50)	(195.75)	(193.50)	(297.00)	(202.50)	(252.00)	(414.00)	(2,550.16)
REV Total		(10,475.57)	(14,638.05)	(11,671.88)	(11,398.50)	(8,772.48)	(9,113.18)	(8,498.43)	(14,662.75)	(14,727.20)	(12,575.79)	(16,823.71)	(29,910.38)	(163,267.92)
EXP	6011 - Regular Base Salary	7,874.00	26,435.72	24,372.65	14,970.32	16,365.05	15,827.49	15,221.93	17,244.31	24,208.78	18,221.64	17,117.27	16,566.24	214,425.40
	6017 - Board And Comm Members Compensation			2,800.00	1,000.00	1,400.00	1,800.00		1,400.00	1,600.00	3,400.00	1,800.00	1,800.00	17,000.00
	6031 - Overtime										57.33		351.16	408.49
	6041 - Annual Leave	57.33	1,758.45	1,884.34	2,803.35	1,318.77	1,342.02	1,368.76	554.70	1,432.78	324.87	1,415.36	628.30	14,889.03
	6042 - Sick Leave	19.11	19.11	1,072.92	151.80	184.61	717.91	375.31	88.46	1,550.33	252.38	266.68	407.59	5,216.21
	6047 - Annual Leave Payout							2,027.90						2,027.90
	6048 - Holiday Leave Taken	883.38		883.38	883.38	921.42	921.42	1,842.84	921.42	921.42			921.42	9,100.08
	6111 - Fica Taxes	643.38	2,061.08	2,275.25	1,450.55	1,479.71	1,511.74	1,549.51	1,501.49	2,213.98	1,658.86	1,531.37	1,537.11	19,414.03
	6113 - Medical Insurance	1,740.01	5,220.03	5,220.03	3,480.02	3,480.02	3,480.02	2,804.32	2,804.32	4,206.48	2,804.32	2,804.32	2,804.32	40,848.21
	6114 - Basic Life	2.76	10.35	10.35	6.90	6.90	6.90	6.90	6.90	10.35	6.90	6.90	6.90	89.01
	6116 - Long-Term Disability - Asrs	10.59	31.77	31.77	21.18	21.18	21.18	21.18	21.18	31.77	21.25	21.18	21.61	275.84
	6117 - Unemployment Compensation	8.40	26.91	29.71	18.94	19.32	19.74	20.25	19.62	28.93	21.68	20.01	20.10	253.61
	6118 - Dental Insurance	13.19	39.57	39.57	26.38	26.38	26.38	26.38	26.38	39.57	26.38	26.38	26.38	342.94
	6119 - Workers Compensation	66.35	211.92	211.92	141.28	141.13	141.28	141.28	141.28	211.92	141.57	141.20	140.89	1,832.02
	6155 - Arizona State Retirement System	1,002.64	3,007.94	3,007.93	2,005.30	2,005.30	2,005.30	2,005.30	2,005.30	3,007.95	2,011.81	2,005.28	2,045.15	26,115.20
	6158 - Acr Contributions-Reemployed Retirees		160.23	160.23	106.82	105.04	106.82	106.82	106.82	160.23	106.82	105.93	80.11	1,305.87
	6183 - Personnel System Pro Rata Charges	75.97	242.64	266.72	170.36	173.64	177.24	179.20	173.80	256.40	191.49	177.16	177.80	2,262.42
	6185 - Info Tech Pro Rata Charges	17.67	56.43	62.03	39.62	40.38	41.22	41.68	40.42	59.63	44.53	41.20	41.35	526.16
	6189 - Accumulated Sick Leave Fund Charge	35.35	106.05	106.05	70.70	70.70	70.70	78.81	70.70	106.05	70.92	70.70	72.10	928.83
	6221 - Attorney General Legal Services					11,250.00			5,625.00		5,625.00			22,500.00
	6299 - Other Professional And Outside Services		102.00	208.45	714.65	139.95	25.20	3,131.75	3,566.65	2,821.00	7,511.52	262.50	2,175.15	20,658.82
	6516 - Mileage - Private Vehicle	8.06	114.37	490.92	179.83	401.24	472.46	23.72	273.59	346.67	154.29	364.41	340.99	3,170.55
	6521 - Motor Pool Charges				168.54	99.85	199.28	138.64	128.39	220.63	215.72		195.06	1,366.11
	6599 - Other Misc In-State Travel									27.00				27.00
	7111 - Risk Management Charges To State Agency		1,700.00											1,700.00
	7151 - Internal Service Data Processing												2,179.17	2,179.17
	7153 - Internal Service Data Proc- Pc/Lan		848.33		1,711.51	873.57		1,745.84	906.85	879.53	919.04	908.33	961.20	9,754.20
	7160 - Othr External Data Proc-Pc/Lan/Serv/Web		92.98											92.98
	7179 - Other External Telecommunication Service		85.06		823.27	639.59	1,004.46	85.04	476.56	479.35	867.32	455.69	863.12	5,779.46
	7211 - Building Rent Charges To State Agencies					25,300.00								25,300.00
	7229 - Miscellaneous Rent				6.09	6.09	6.09	12.18		12.18	6.09	6.09	12.18	66.99
	7266 - Repair And Maintenance - Other Equipment				394.88				197.44		197.44			789.76
	7321 - Office Supplies			264.95		296.48	35.45	160.18	12.04	565.84	385.89	64.12	1,434.95	3,219.90
	7455 - Conference Registration-Attendance Fees			60.00			25.00		78.00					163.00
	7456 - Other Education And Training Costs		950.00					415.00				442.00	950.00	2,757.00
	7471 - Internal Printing											1,035.77		1,035.77
	7472 - External Printing											139.97		139.97
	7481 - Postage And Delivery			223.67		753.68	427.66	328.81	797.68	23.42	699.57	393.17	816.00	4,463.66
	7511 - Awards					27.00		27.00		158.73				212.73
	7531 - Dues		240.00							500.00		150.00		890.00
	8521 - Furniture Non-Capital Purchase												536.11	536.11
	8531 - Computer Equipment Non-Capital Purchase											904.71		904.71
EXP Total		12,458.19	43,520.94	43,682.84	31,345.67	67,547.00	30,412.96	33,886.53	39,189.30	46,180.92	45,954.63	32,677.70	38,112.46	464,969.14
Grand Total		1,982.62	28,882.89	32,010.96	19,947.17	58,774.52	21,299.78	25,388.10	24,526.55	31,453.72	33,378.84	15,853.99	8,202.08	301,701.22