

## Agency Summary

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### Veterinary Medical Examining Board

Victoria Whitmore, Executive Director

Phone: 6025428150

A.R.S. § 32-2201

#### Mission:

*To protect the health, safety, and welfare of Arizona citizens as well as the welfare of animals by the regulation of Veterinarians, veterinary Technicians, veterinary premises, and animal crematories.*

#### Description:

The Veterinary Medical Examining Board is responsible for licensing Veterinarians, certifying veterinary Technicians, licensing veterinary medical premises, and licensing animal crematories. The Board administers examinations for Veterinarians and veterinary Technicians, inspects all fixed locations for veterinary medical premises and animal crematories, investigates complaints and violations, and takes appropriate regulatory disciplinary action to ensure the public's protection.

#### Agency Summary: (\$ Thousands)

Program	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
► Licensing and Regulation	660.8	785.1	871.8
<b>Agency Total:</b>	<b>660.8</b>	<b>785.1</b>	<b>871.8</b>

#### Funding:

	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
Other Appropriated Funds	660.8	785.1	871.8
<b>Total Funding</b>	<b>660.8</b>	<b>785.1</b>	<b>871.8</b>

<b>FTE Positions</b>	<b>5.0</b>	<b>7.0</b>	<b>7.0</b>
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## 5 Year Plan

**Issue 1** E-Licensing continuation

**Description:** The agency continually strives to increase efficiency, cost-effectiveness, and customer satisfaction. By providing an online solution for license applications, renewals, license verifications, and other needs, all these objectives can be enhanced. The agency's new E-license solution is scheduled to launch in fall 2023 with great improvements to the current processes.

This new program will add web-based capabilities for licensees to track their continuing education credits, notify the Board of address and employment changes, request license verifications, etc. - which is expected to significantly improve customer satisfaction and save funds and staff resources. As well, the ability to apply for licenses online and provide payment is a critically needed improvement that will also launch in late 2023. As more of the licensees and applicants embrace online activities, the agency wants to be able to address their needs with the most time-efficient and cost effective methods available.

#### Solutions:

While the new E-licensing system is expected to launch in late 2023, there will continue to be ongoing enhancements that are identified, as well as new requirements caused by statute and/or administrative rule change that will require action. E-licensing is a huge step forward for the entire agency and it will continue to need our focus with resources into the future to maintain its viability.

**Issue 2** Document Imaging System

**Description:** To operate more efficiently and cost-effectively, while improving customer service, the transition away from paper documents is critical.

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The agency has limited space for storing paper records that must be retained for long time periods. Keeping those documents safe from fire, flood, etc. is also a concern. The public and licensees increasingly expect instant access to public records via the website and other methods. Electronic management and easy retrieval of documents by staff will increase productivity, allowing more time for direct program-related activities. A project to digitize a portion of the agency's case file has been proposed for the FY25 budget.

**Solutions:**

Obtaining a high-quality document imaging/management system would provide many solutions. Retrieving and organizing records would be simplified, creating more efficient internal operations as well as enhanced customer satisfaction, as it is expected that more public records could be provided electronically or posted on the agency's website. Currently, most public record requests involve staff manually pulling a record file, photocopying pages, completing redactions, then sending to the requestor.

Depending on the system obtained, it is possible that record retention management could also be automated by use of an electronic system with storage/destruction capabilities.

This project is not expected to be implemented until the full impact of the Board's new E-licensing system are known. That system is expected to launch in late 2023.

**Issue 3** Aftercare Monitoring & Treatment Program

**Description:** Few resources exist for licensees to seek support and treatment when challenged with substance abuse issues. Currently, the Board staff implements and monitors Board Orders for individuals who have been required to enter treatment and monitoring.

As part of the Board's mission to ensure that veterinary professionals provide competent care to animals, taking action to assist a professional struggling with substance abuse issues is sometimes necessary. The Board has the statutory authority to develop a monitored treatment program specifically for the agency's licensees and certificate holders, in which they may confidentially enter if no other Board action is pending.

**Solutions:**

Efforts have been underway to research best practices in regulatory board diversion programs and consider partnerships with other Boards to develop a treatment/monitoring program. Upon review, the agency determined that a program specific to each profession was more desirable to licensees. While costs for treatment, testing, and monitoring are, and will be, paid by the licensee, the agency will incur expenses related to the assistance that will be needed from the contracted program's staff and/or medical director for tasks such as expert witness testimony and consulting on various clients. The State currently has a contract with several vendors who can provide assistance to Board staff as well as provide treatment and monitoring services for those impacted.

Once implemented, the Board's resources to direct treatment and monitor licensees will be decreased, as the treatment/monitoring program's administrator will take on the majority of that role.

**Issue 4** Staff Recruitment & Retention

**Description:** The Personal Services budget is currently insufficient to accommodate staff progression through the State Personnel System grade levels. As the length of tenure of individual employees increases, those whose performance warrants it, should be able to move up through the State Personnel System's salary schedule. Currently, the agency budget is expected to allow small progression for the next 1-2 fiscal years; however, beyond that time period, the agency will be unable to appropriately and fairly compensate its staff.

As most agencies and private businesses have encountered, it is challenging to attract and retain highly performing employees. The agency needs to be appropriately funded to meet those future needs in order to continue to operate all functions at expected high professional levels.

**Solutions:**

Within the next 1-2 fiscal years, the Board is expected to request additional appropriation of its current revenues (the agency receives zero funding from the General Fund) to meet projected personnel and ERE budget needs.

## Resource Assumptions

	FY 2026 Estimate	FY 2027 Estimate	FY 2028 Estimate
<b>Full-Time Equivalent Positions</b>	8.0	8.0	8.0
<b>General Fund</b>	-	-	-
<b>Other Appropriated Funds</b>	855,000.0	860,000.0	860,000.0
<b>Non-Appropriated Funds</b>	-	-	-
<b>Federal Funds</b>	-	-	-

- ◆ **Goal 1** To license veterinarians, veterinary technicians, premises, and animal crematories in accordance with requirements and mandated timeframes.

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
Premises licensed	226	200	232	200	200
Veterinary applications processed	290	275	294	275	275
Veterinary technicians certified	85	95	111	95	95
Administration as a % of total cost	7	7	7	7	7
Licensing of qualified veterinarians in compliance with mandatory timeframes (number of overall days)	21	21	21	21	21
Total number of premise renewals	0	900	886	0	900
Temporary licenses issued	28	25	29	25	25
Total number of veterinarians licensed annually, including renewals	3,247	2,925	3,215	3,415	3,415
Total number of veterinary renewals in biennial renewal process. Reinstatements included.	0	3,045	2,971	0	3,125
Total number of technician renewals in biennial process. Reinstatements included.	0	1,195	1,241	0	1,200
Total certified technicians	1,373	1,245	1,312	1,407	1,300
Total number of premises	1,038	110	950	1,075	1,050

- ◆ **Goal 2** To rapidly investigate complaints and provide enforcement to protect the public from incompetent service and unprofessional and unethical conduct.

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
Number of complaints docketed	144	145	161	175	175
Number of complaints resolved	173	150	154	150	150
Disciplinary actions	25	15	31	20	20
Average number of calendar days from receipt of complaint to resolution	143	180	132	180	180
Number of annual investigations conducted	147	130	168	130	130
Number of investigations resulting in enforcement action	26	20	31	20	20

- ◆ **Goal 3** To ensure that licenses are granted to competent professionals with high standards of professional and ethical conduct.

<b>Performance Measures</b>	<b>FY 2022 Actual</b>	<b>FY 2023 Estimate</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Estimate</b>	<b>FY 2025 Estimate</b>
Percent of disciplinary actions to number of licensed veterinarians	1	1	1	1	1
Total licenses, permits, and certificates issued (excluding renewals)	616	580	671	600	600
Number of licenses revoked or suspended	2	1	1	1	1
Percent of customers responding excellent or good on customer satisfaction survey	100	96	100	96	96

◆ **Goal 4** To ensure that premises and animal crematories have met requirements prior to licensure by conducting timely inspections.

<b>Performance Measures</b>	<b>FY 2022 Actual</b>	<b>FY 2023 Estimate</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Estimate</b>	<b>FY 2025 Estimate</b>
Number of licenses issued for pet crematory facilities	1	1	4	1	1
Number of licensed pet crematories.	16	15	16	15	15

# Budget Related Performance Measures

## VTA Veterinary Medical Examining Board

### PROGRAM SUMMARY

**Program:** Veterinary Medical Examining Board (VTA)  
**Contact:** Victoria Whitmore, Executive Director 6025428150  
**2nd Contact:** Victoria Whitmore, Executive Director 6025428150  
**Statute:** A.R.S. § 32-2201

ML	Budget Type	Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
X	X	OP Total number of veterinarians licensed annually, including renewals	3,247	2,925	3,215	3,415	3,415
X	X	EF Average number of calendar days from receipt of complaint to resolution	143	180	132	180	180
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**VTA Veterinary Medical Examining Board**

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