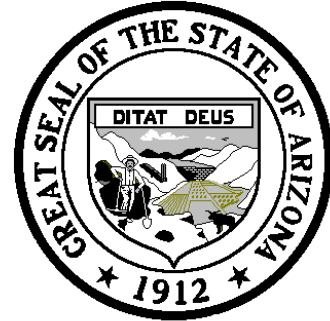


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Sunset Review of the  
Arizona State Veterinary Medical  
Examining Board



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**Report**  
**December 2017**

**SENATE MEMBERS**

Senator Gail Griffin, Co-Chair  
Senator Sylvia Allen  
Senator Judy Burges  
Senator Andrea Dalessandro  
Senator Lisa Otondo

**HOUSE MEMBERS**

Representative Brenda Barton, Co-Chair  
Representative David L. Cook  
Representative Eric Descheenie  
Representative Kirsten Engel  
Representative Michelle Udall

# TABLE OF CONTENTS

## I. **Report**

- A. [Background](#)
- B. [Committee of Reference Sunset Review Procedures](#)
- C. [Committee Recommendations](#)

## II. **Appendix**

- A. [Arizona State Veterinary Medical Examining Board's Response to the Sunset Factors](#)
- B. [Meeting Notice](#)
- C. [Minutes of the Committee of Reference Meeting](#)
- D. [Arizona State Veterinary Medical Examining Board's PowerPoint Presentation](#)

## Background

Pursuant to [A.R.S. § 41-2953](#), the Joint Legislative Audit Committee assigned the sunset review of the Arizona State Veterinary Medical Examining Board (Board) to the Senate Natural Resources, Energy and Water and the House of Representatives Energy, Environment and Natural Resources Committee of Reference (COR).

The Board was established by Laws 1967, Chapter 76. The Board is comprised of five licensed veterinarians, one certified veterinary technician, two non-veterinarian members representing the general public and one non-veterinarian member representing the livestock industry ([A.R.S. § 32-2202](#)). All members are appointed by the Governor, confirmed by the Senate, and may serve up to two four-year terms. The Board's primary duty is to "protect the public from unlawful, incompetent, unqualified, impaired or unprofessional practitioners of veterinary medicine through licensure and regulation of the profession in this State" ([A.R.S. § 32-2207](#)). The Board licenses veterinarians, veterinary medical premises and animal crematories, and certifies veterinary technicians. The Board also administers examinations for veterinarians and veterinary technicians, inspects veterinary medical premises and animal crematories, investigates complaints and violations, and may take disciplinary action against licensees.

The Board has two investigative committees (ICs) that investigate all complaints, with legal advice from an Assistant Attorney General, and recommend to the Board that complaints either be dismissed or a violation be found. Each IC is comprised of three licensed veterinarians and two members of the public, appointed by the Board for up to four consecutive two-year terms ([A.R.S. § 32-2237](#)). All cases and IC reports are reviewed by the Board at open meetings where the Board may dismiss the case, issue a letter of concern, conduct an informal interview or formal hearing to gather more information, or find a violation. If the Board finds a violation, it may censure, assess a civil penalty, issue probation, or suspend or revoke the violator's license ([A.R.S. §§ 32-2233 and 32-2234](#)).

According to the Board's Annual Report for FY 2016, the Board oversaw the practice of 2,382 licensed veterinarians, 1,053 certified veterinary technicians, 938 veterinary medical premises and 18 animal crematories. During that time, the Board received 96 new complaints and carried over 28 complaints from FY 2015. The ICs reviewed 102 complaints and carried 22 over to FY 2017. Of the reviewed cases, the Board offered 12 consent agreements and found violations in 13 cases, for a total of 25 cases involving disciplinary action. The Board placed 12 licensees on probation, suspended 2 licenses and revoked 1 license. The Board also issued 10 non-disciplinary letters of concern and assessed 20 civil penalties. Finally, the Board completed 143 statutorily-required premise inspections and 117 random premise inspections.

The Board is a 90/10 board – 10% of Board revenues and all civil penalties are deposited in the State General Fund and 90% of revenues are deposited in the Board's Fund, subject to appropriation, for administration and enforcement ([A.R.S. §§ 32-2205 and 32-2233](#)). Every license issued by the Board is renewable biennially. In FY 2016 (a non-renewal year), the Board collected \$163,267.92 and in FY 2015 (a renewal year), the Board collected \$1,134,537.31.

## **Committee of Reference Sunset Review Procedures**

The COR held one public meeting on Wednesday, November 8, 2017, to review and consider the Arizona State Veterinary Medical Examining Board's responses to the sunset factors (See *Appendix A*) and to receive public testimony (See *Appendix C*). Testimony was received from Victoria Whitmore, Executive Director of the Arizona Veterinary Medical Examining Board (See *Appendix D*), Jim Loughead, Chairman of the Arizona Veterinary Medical Examining Board and Mike Sorum, President of the Arizona Veterinary Medical Association.

A video recording of the committee can found at:

[http://azleg.granicus.com/MediaPlayer.php?clip\\_id=19947](http://azleg.granicus.com/MediaPlayer.php?clip_id=19947)

## **Committee Recommendations**

The Committee of Reference recommended that the Legislature continue the Arizona State Veterinary Medical Examining Board for eight years.



# ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

## SUNSET FACTORS



**AUGUST 2017**



# ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

9535 E. DOUBLETREE RANCH ROAD, SUITE 100

SCOTTSDALE, ARIZONA 85258

PHONE: 602-364-1738 FAX: 602-364-1039

VETBOARD.AZ.GOV

August 31, 2017

**GOVERNOR**  
DOUGLAS A. DUCEY

The Honorable Brenda Barton  
Chair, House Energy, Environment & Natural Resources Committee of Reference  
1700 W. Washington St.  
Phoenix, AZ 85007

RE: Sunset Review Factors

JAMES LOUGHEAD  
CHAIRMAN

Dear Chairman Barton and Members of the Committee of Reference:

CHRISTINA BERTCH-  
MUMAW, D.V.M.

On behalf of the Arizona State Veterinary Medical Examining Board ("Board"), I am pleased to submit the Board's response to the sunset factors as prescribed in Title 41, Chapter 27, Arizona Revised Statutes. The Board respectfully requests that the Committee of Reference support and recommend that the Board be renewed for no less than 10 years.

J. GREGORY BYRNE,  
D.V.M.

JESSICA CREAGER

NICOLE FROST, C.V.T.

## SUNSET FACTORS

LES HATFIELD, D.V.M.

### 1. The objective and purpose in establishing the agency and the extent to which the objective and purpose are met by private enterprises in other states.

Protecting the safety and welfare of the public and animals in Arizona has been an important part of Arizona's history since 1923 when the first licensing statutes were passed.

The mission and primary duties of the Board continue to be to protect the health, safety and welfare of the general public, as well as the welfare of animals, by enforcing the licensing standards prescribed by statute for the licensing and regulation of veterinarians, veterinary technicians, veterinary premises, and animal crematories.

The Board's objectives are to:

- Examine, license, require continuing education, and provide disciplinary action if warranted for veterinarians;
- Examine, certify, require continuing education, and provide disciplinary action if warranted for certified veterinary technicians (CVT);
- Inspect and license veterinary medical premises and take action as needed;
- Inspect and license animal crematories and take action as needed;
- Investigate and take action against unlicensed practitioners; and
- Provide oversight over the dispensing of drugs and devices by veterinarians and staff.

The Board is not aware of private enterprises fulfilling these regulatory roles in other states.

**EXECUTIVE DIRECTOR**

VICTORIA WHITMORE

2. **The extent to which the agency has met its statutory objective and purpose and the efficiency with which it has operated.**

The agency has successfully met its statutory objective and purpose while continuously finding methods to operate more effectively and efficiently.

The Board has met 129 times since the last sunset review period, typically meeting every month, unlike the Boards in many other states. (Please see Tab #1 for the current Board and Investigative Committee membership lists and list of Board meeting dates 2007-2017.) Conducting frequent meetings on a regular basis allows licenses to be issued as promptly as possible and helps reduce the timeframes for conducting complaint investigations through to resolution. Also included in Tab #1 is information regarding the Board member training program, which assists in ensuring that Board members have obtained the knowledge to competently and effectively perform their duties.

The Board's main functions to meet its objectives are:

- Veterinary licensing/CVT certification
- Premises inspections/licensing
- Animal crematory inspections/licensing
- Complaint investigations/disciplinary processes
- Public information dissemination and public involvement

Veterinarian License/Certified Veterinary Technicians

Please see Tab #2 for an overview of the types of licenses and the main requirements for licensure including education, testing, and continuing education (for license renewals). Information about veterinary technician certification, which is a voluntary designation (not required for working as a technician) is also included.

The Board endeavors to provide fast, responsive, professional service to all applicants and regularly meet all required timeframes. (See Tab #2 for Timeframe information).

With the initiation of an online license renewal system in FY17, the efficiency of the renewal operation improved tremendously. Rather than a complete paper process, over half of veterinarians and CVTs renewed online, saving staff time and resources. As well, customers' satisfaction with the process improved, as they could immediately print their own renewal licenses and update their personal information online. Since online accounts have been set up, customers can easily access the system during the next renewal period.

Premises Licensing

Unlike physician offices for humans, veterinary premises (facilities) are places where surgeries and treatments are conducted; controlled substances and a wide variety of medications are stored, administered, and dispensed; where animals are hospitalized and kept beyond normal operating hours; and sadly, where many owners say goodbye to their beloved pet during a euthanasia service. Upholding minimum standards for sanitation, safety, and veterinary medical procedures is the Board's responsibility to ensure that the entire public's interests are served. Without premises licensure, which includes inspections by the Board, the public would have no validated information from which to make proper choices about health care for their animals.

It is important to note that applicants' facilities may begin operation as soon as an application is received; the premises inspection occurs during the first 90 days of operation and are scheduled in the most cost-effective manner. Random inspections are also conducted for currently licensed

facilities. Only the Board may find premises violations; the inspector primarily serves as an “extra set of eyes” to help ensure compliance with minimum standards. The license holder always has the opportunity to correct potential violations before any action would be taken. Issues that are not corrected are brought to the Board’s attention. Since FY09, 1851 inspections have been completed.

Efficiency in the inspection process also greatly improved in FY17 with the development of a cloud-based inspection template application that is accessed via a tablet at the facility. This will significantly cut staff time and costs of preparing paper inspection report packets and completing them manually. At the end of the inspection, the customer is now emailed the inspection report rather than needing to photocopy the document while the inspector is on-site.

#### Animal Crematory Licensing

This type of licensing was created as a response to consumer demand for oversight of these services. While it is a very small segment of the Board’s operations, with only 18 animal crematories currently licensed, the same process is followed as with veterinary medical premises.

#### Complaint Investigations/Disciplinary Process

Unlike some other states’ boards, the Board reviews all complaints filed with the agency. The Board is assisted by two Investigative Committees, each comprised of three veterinarians and two public members who volunteer their time to thoroughly review cases, interview all parties, and make a recommendation to the Board as to whether the complaint should be dismissed or a violation(s) found. This process increases operational efficiency by minimizing the time the Board takes to resolve a complaint. All cases are reviewed by the Board at open public meetings where all parties may provide input. More information about this topic is discussed in Question #6.

To effectively discipline and/or re-educate licensees who have provided care that fell below the standards of veterinary medicine, the Board has ample authority to find violations and issue Letters of Concern (non-disciplinary action). Please see Tab #3 for a list of the 10 most frequently found violations and the number of Board Orders/Consent Agreements issued during FY13-FY17.

#### Public Information Dissemination and Public Involvement

As further discussed in questions #3 and #5, the Board considers assisting and involving the public to be a high priority. Board staff is always available to promptly respond to public record requests, send information, or answer questions. As well, the Board has a positive relationship with the regulated community and will continue to maintain an “open door” policy for input.

Effectiveness in providing agency information was greatly improved with the launch of a new website in 2014 that enabled the Board to upload a greater quantity and variety of documents much more easily and faster. Board staff is trained to modify the site, allowing for up-to-date information to be available at all times.

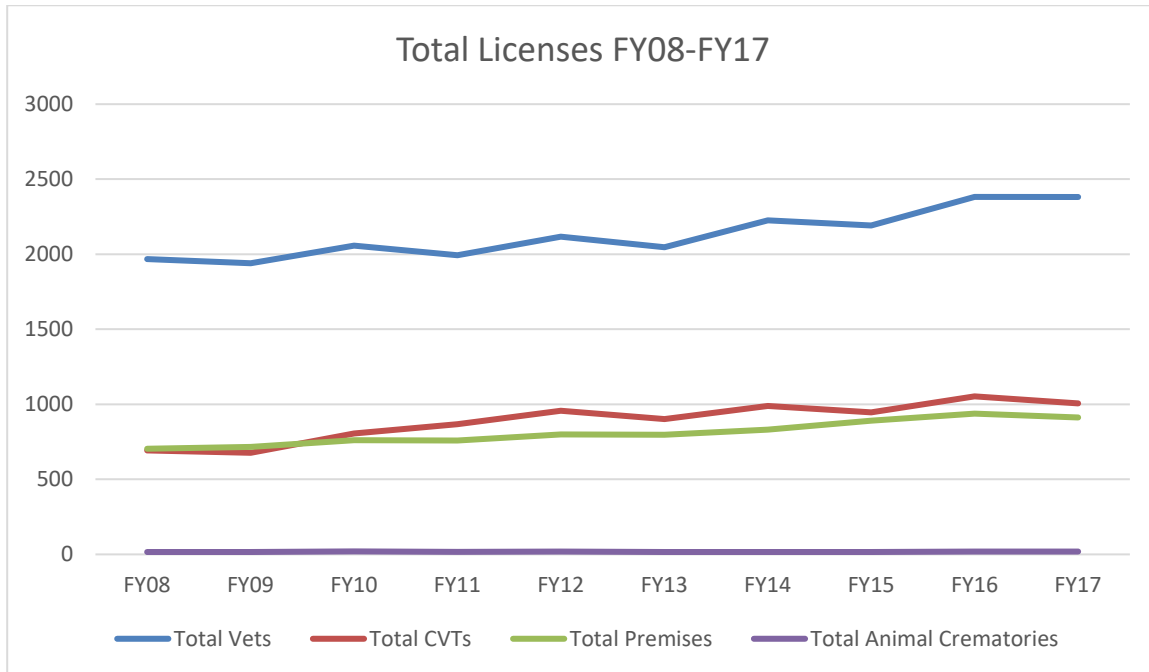
#### Board Data Collection/Reporting

To properly review and maintain high levels of operational efficiency, many performance measures are recorded on a regular basis. Please see Tab #4 for fiscal year-end Performance Measure reports from FY07-FY17 that capture data such as number of applicants, licenses issued, renewals, etc.

Tab #5 includes the agency Annual Reports to the Governor from FY07-FY16. The Board’s FY17 Annual Report is expected to be approved by the Board at its September 2017 meeting; this report can be provided to the Committee at that time. Below is a chart to illustrate the relatively steady number of total licenses/certificate in effect back to the last sunset review period. Fluctuations every two years is



due to the renewal period where an approximate 10% drop in veterinarians and 15% drop in CVTs is expected. However, over the following 1-2 years, the totals tend to rise again back to and slightly above the previous year-end figure.



### Agency Financial Status

The Board operates within its legislative appropriation and in fact, expenditures are typically below the appropriation. The agency has taken a very conservative approach to budgeting and operational costs and will continue to do so. Please see Tab #6 for the FY18 Appropriations Report and FY17 Year End Summary Report of expenditures and revenues. It is important to note that the Board's revenue increases significantly in license renewal period years (every 2 years); this revenue carries the agency through the following year when revenue is much lower.

### Agency Shared Services

To operate as efficiently as possible, the Board utilizes shared services offered by other agencies that are best equipped to handle those tasks. The Arizona Department of Administration's (ADOA) Central Services Bureau completes the Board's financial reporting, portions of accounts payable, and payroll services. The Board has an interagency service agreement with ADOA – ASET for information technology services and with the Arizona Attorney General's Office for legal services. ADOA's Human Resources office provides assistance as needed.

### **3. The extent to which the agency serves the entire state rather than specific interests.**

The Board has operated, and will continue to operate, within the public interest as indicated in the Board's mission.

The Board operates transparently and any member of the public may attend a public meeting, request public records, obtain licensee status/employment information/complaint history, and view a variety of documents and information on the Board's website (vetboard.az.gov). All meeting agendas, approved minutes, applications, forms, agency reports, as well as pdfs of Board

Orders/Consent Agreements are available to the public on the website. Information is also available by calling Board staff or sending questions/comments electronically.

The opportunity for any member of the public to file a complaint that will be investigated by the Board is also a strong indicator of serving the public at large. All complaints follow the same complaint/investigation process where ample opportunity is provided to both the complainant and respondent to provide input.

**4. The extent to which rules adopted by the agency are consistent with the legislative mandate.**

The Board has only promulgated rules that adhere to legislative mandates and directly reflect back to Arizona statutes. Required Five-Year-Review Reports were completed and approved in 2009 and 2014.

The last Rule Package process and approval by the Governor's Regulatory Review Council (GRCC) occurred in 2012-2013, primarily to update rules that were in need of clarification and to encompass provisions for recently enacted legislative changes.

**5. The extent to which the agency has encouraged input from the public before adopting its rules and the extent to which it has informed the public as to its actions and their expressed impact on the public.**

In compliance with A.R.S. §41-1023, all proposed rule changes have included public participation, written statements, and oral proceedings. At the early stages of modifying rules, the proposed revisions have been discussed at regularly scheduled Board meetings, which are publicly noticed on the Board's meeting agenda and website.

The Board has sought and received input from stakeholder groups such as the Arizona Veterinary Medical Association, the Southern Arizona Veterinary Medical Association, the Arizona Department of Agriculture, and the Arizona State Veterinarian before opening a docket and during the review process. Input has been received formally, via written comments, as well as through informal small group meetings to better understand constituents' concerns.

In the 2012-2013 process, some veterinarians who primarily treat exotic animals brought their concerns about the requirements to examine certain animal species. The Board requested detailed suggestions to fully address the concern; those suggestions were incorporated in the final package.

Overall, the Board solicits comments a variety of ways including posting information on the Board website, providing information about public comment opportunities in the Board's newsletters and encouraging stakeholder groups to also publish the information, setting Board meeting agenda items to discuss the proposals, and conducting oral comment opportunities. Proposed rules, including a notice of hearings being held to obtain public comment, are published in the Arizona Administrative Register. All comments are reviewed and considered by the Board, as it is strongly believed that input from the public and regulated community create regulations that are the most reasonable and effective.

Even when a Rules revision process is not underway, the public may always review the statutes and rules that pertain to the Board at the Board's website or request a written copy. All new

license/certificate applicants receive a copy of the statutes and rules upon receipt of their application. Board staff encourage input during their regular duties of interacting with the public and licensees as well.

**6. The extent to which the agency has been able to investigate and resolve complaints that are within its jurisdiction.**

Investigating and resolving complaints, a key responsibility of the Board, is provided by statutory authority. As briefly described in Question #2, the complaint/investigation process is very thorough and allows all parties involved to participate. The Board believes that complaints are appropriately investigated and resolved using the current process. Board investigators obtain certification through the Council on Licensure, Enforcement & Regulation training.

Please see Tab #7 for the public information brochure and documents that explain the complaint/investigation process.

Investigations	FY17	FY16	FY15	FY14	FY13	FY12
# of complaints received per year	112	96	107	100	97	93
# complaint cases carried over from previous year*	22	28	30	32	28	33
# reviewed by Investigative Committee	108	102	109	109	101	108
Avg. # of days from receipt to the initial Board review**	100	93	92	109	124	129
Average # of days from receipt to Informal Interview	125	154	This data began being tracked in FY16			
<b>Notes:</b> *Cases are carried over due to being received late in the fiscal year. Process overlaps 2 fiscal years. **Approximately 80% of cases are resolved at the Board's initial review.						

**7. The extent to which the attorney general or any other applicable agency of state government has the authority to prosecute actions under the enabling legislation.**

The Board has the statutory authority to contract with other state and federal agencies to carry out its prescribed duties. The Arizona Attorney General's Office has provided legal services to the Board through an interagency service agreement since FY2004 to ensure consistent and appropriate representation. This includes acting on behalf of the State at formal hearings and in Superior Court matters that occur when a licensee appeals to the courts after hearings and reviews at the Board level.

As well, the Board may request the Arizona Attorney General to file charges against a person who the Board has probable cause to believe is not licensed, but who is performing acts that are required to be performed by a person licensed by the statutes pertaining to the Board.

**8. The extent to which agencies have addressed deficiencies in their enabling statutes that prevent them from fulfilling their statutory mandate.**

Since the last sunset review, a few new provisions have been added or modified to the statutes that pertain to the Board.

- 2010: Following a national trend to provide consistency in the requirements related to certifying veterinary technicians, as well as to encourage more individuals to become properly trained, the law was changed to require graduation from an accredited 2-year veterinary technician program. Previously, an applicant could apply based on work experience alone. As written, the law provides for the Board to also approve certification for a person who has what the Board determines to be equivalent education to a 2-year veterinary technician program (e.g. college degree, etc.)
- 2014: A Veterinary Faculty Member License was created in response to the opening of Midwestern University's Veterinary College, which was the first veterinary college in Arizona. This license type limits the licensee to his/her work at a veterinary college.
- 2014: To address concerns of providing timely, appropriate care to animals during a state of emergency in Arizona, an Emergency Temporary Permit was created. The Permit would be used by licensed veterinarians from other states who may travel to Arizona to assist. The permit process is highly simplified, yet still provides public protection by verifying credentials and giving the Board authority over the individual while in our state.

9. **The extent to which changes are necessary in the laws of the agency to adequately comply with the factors listed in this subsection.**

The Board has identified omissions that would enhance the Board's ability to fulfill its mission to protect the health and safety of the public and Arizona's animals.

While the statutes outline violations for veterinarians that relate to chronic inebriety or unlawful use of narcotics, dangerous drugs or controlled substances, there is no direct language relating to an individual who may be placing themselves or their patients at risk due to the effects of a mental or physical illness. In those situations, the Board would not be seeking disciplinary action, but may need to place a restriction on that licensee's practice for a period until which they are fit to practice.

Further, the statutes that pertain to CVTs do not include the ability for the Board to discipline a certificate holder for dispensing/administering controlled substances and other prescription-only drugs for other than legitimate purposes. This concern also relates to individuals who are known to have stolen drugs from their place of employment at a veterinary facility.

Also, as technology continues to evolve, it is expected that some laws may need to be amended to address telemedicine as it relates to the veterinary field.

10. **The extent to which the termination of the agency would significantly affect the public health, safety or welfare.**

Termination of the agency would significantly endanger the safety, welfare, and health of animals as well as the public. Oversight of veterinary medicine by the State has been considered a cornerstone of public protection since the 1920's.

Without regulatory licensing and the authority for the Board to take disciplinary action, the public has no assurance that the medical professionals they trust to care for their pets and livestock are well educated, competent, ethical individuals.

Veterinarians not only deal with routine health needs of animals, but may also be on the front line of recognizing and dealing with zoonotic diseases (spread between animals and people) that can widely impact public health. Large animal veterinarians manage contagious diseases that may spread through economically important segments of the State's resources, such as livestock, poultry, and other farm animals.

Without the Board's regulation, any individual could potentially claim competence in the veterinary field, offering no consumer protection at all.

**11. The extent to which the level of regulation exercised by the agency compares to other states and is appropriate and whether less or more stringent levels of regulation would be appropriate.**

The Board believes the current level of regulation is appropriate. Licensing requirements for veterinarians, veterinary premises, and animal crematories and voluntary certification of veterinary technicians provides the means to ensure that veterinary care is provided by competent medical professionals in facilities that are maintained in a sanitary and safe manner.

All U.S. states and provinces in Canada regulate veterinarians. Most states license, register, or certify veterinary technicians and approximately half license veterinary hospitals/clinics. Many states' Funeral Boards oversee the regulation of animal cremation; it appears that Arizona may be the only Veterinary Board that has this function. Other states provide regulation that Arizona does not in the areas of euthanasia technicians, animal shelters, and embryo transfer technicians.

**12. The extent to which the agency has used private contractors in the performance of its duties as compared to other states and how more effective use of private contractors could be accomplished.**

Across other state veterinary boards, the use of private contractors is not widespread. If used, however, contractors typically consist of private attorneys to provide legal services to the agency and information technology staff to maintain databases, websites, and computer equipment.

In the past, the Board has relied on private contractors to perform activities beyond its staff resources in the areas of rule writing, information technology services, legislative services (lobbyist), security guards (for Board meetings), court reporters, interpreters for individuals who request an accommodation at public meetings, and expert witnesses who assist with complaint case testimony.

The Board is currently developing a monitored aftercare/treatment program for licensees and certificate holders which will be predominantly operated by a private contractor. Other research is ongoing to investigate the cost-effectiveness of utilizing an outside provider to administer the State licensing/certification exams.

**13. The extent to which the agency potentially creates unexpected negative consequences that might require additional review by the Committee of Reference, including increasing the price of goods, affecting the availability of services, limiting the abilities of individuals and businesses to operate efficiently and increasing the cost of government.**

It is unlikely that regulation of veterinary medicine directly affects the availability of veterinary care or services provided. As highly-educated health care professionals, the veterinary community supports licensing to maintain high standards of practice, which in turn, protect the public and animals in need of care. While there may be a shortage of some specialists and/or large animal veterinarians in some less populated areas of the state, those shortages are not due to veterinarians opposing licensure.

The statutes and administrative rules that pertain to the Board do not limit the abilities of individuals and businesses to operate efficiently. Rules adopted by the Board over the many decades of its existence are reasonable, minimum standards that were supported by the regulated community. In fact, some premises inspections (veterinary facilities) highlight ways that a clinic can be more efficient, simply by learning about best practices.

The Board is a "90/10" Board, which is largely financially supported by the regulated community. The Board receives no General Fund monies and returns 10% of its revenues and 100% of civil penalties collected to the State's General Fund.

### **ADDITIONAL QUESTIONS:**

1. **Identify the problem or the needs that the agency is intended to address.**

The Board was established to address the need for only qualified individuals to provide veterinary care. As discussed throughout this response, veterinary medicine not only impacts animals, but may impact public health and safety as well.

2. **State, to the extent practicable, in quantitative and qualitative terms, the objectives of the agency and its anticipated accomplishments.**

Please see goals and objectives listed below as well as Tab #8, which includes 2017-2019 actual and projected values for objectives and performance measures as reported through the Arizona Integrated Planning System.

- To license veterinarians, veterinary technicians, premises, and animal crematories within mandated time frames.

**Objective: Ensure that license personnel are qualified and meet the standards in accordance with the Veterinary Practice Act.**

Performance Measures:

- Premises licensed
- Veterinary applications processed
- Veterinary technicians certified
- Licensing of qualified veterinarians in compliance with mandatory time frames
- Total number of premise renewals
- Temporary permits issued
- Total number of veterinarians licensed annually, including renewals
- Total number of veterinary renewals, in even years that are reinstatements
- Total number of technical renewals, in even years that are reinstatements
- Total certified technicians
- Total number of premises

- Rapidly investigate complaints and provide enforcement to protect the public from incompetent service and unethical and unprofessional conduct.

**Objective: Ensure that investigations proceed in a timely and thorough manner and to carry through with the enforcement of discipline when required.**

Performance Measures:

- Number of complaints docketed
  - Number of complaints resolved
  - Disciplinary actions
  - Average number of calendar days from receipt of complaint to resolution
  - Number of annual investigations conducted
  - Number of investigations resulting in enforcement action
- Ensure that licenses are granted to competent professionals with high standards of professional and ethical conduct.

**Objective: Review all applications of candidates, veterinarians, technicians, premises, and animal crematories applying for licensure or certification; administer state exams; and check for possible previous disciplinary action before granting licensure.**

Performance Measures:

- Complaints per 100 practitioners
- Percent of disciplinary actions to number of licensed veterinarians
- Number of licenses revoked or suspended
- Percent of customers responding excellent or good on customer satisfaction survey (Please see Tab #9 for a sampling of customer comments.)

#### Strategic Issues and Strategies toward Accomplishments

The Board's 5-year plan as related to funding issues is included in Tab #8.

### **3. Identify any other agencies having similar, conflicting or duplicative objectives, and an explanation of the manner in which the agency avoids duplication or conflict with other such agencies.**

The Board is not aware of any other agencies providing similar, conflicting, or duplicative objectives. While the Board has jurisdiction over some matters pertaining to the storing, dispensing, and administration of controlled substances, typically this broad overview does not conflict with the U.S. Drug Enforcement Agency's primary role of enforcing federal regulations pertaining to diversion, etc. In the past, the Board has referred such allegations to the proper agency, as needed.

### **4. Assess the consequences of eliminating the agency or consolidating it with another agency.**

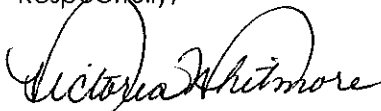
The elimination of the agency would significantly endanger the safety, welfare, and health of animals as well as the public. The consequences would surely include animals being harmed after being diagnosed and treated improperly by unqualified individuals. Animal cruelty cases would rise as these unqualified providers attempt procedures such as surgery and dental procedures. Zoonotic and other contagious diseases that can impact humans and animals may be missed if licensed, qualified veterinarians are not serving the community.

Consequences of consolidation include:

- Losing the expertise and knowledge in veterinary medicine that is necessary to adequately meet the agency's mission when staff is grouped by position, rather than by medical expertise area.
- There would absolutely be a decrease in knowledgeable, caring customer service, since in consolidated agencies, staff must respond to inquiries that cover many agencies. Our experience on a weekly basis is that applicants from many states complain about the service received at "umbrella" agencies in other states where they are licensed. Our own experience includes the inability to speak to a "live" person or even identify an appropriate contact in some states.
- Diversity in licensing would be difficult to maintain and the regulated community would lose its own identity.
- As a "90/10" Board, which is self-sufficient, does not receive General Fund monies, and provides 10% of all revenue and 100% of civil penalties to the General Fund, it is difficult to foresee how the regulated community would respond to funding other agencies in a consolidation.
- "90/10" Boards are typically well-managed, efficient, and respected by their specific profession or industry. Consolidating loses the individual's association with their Board, making it more difficult to involve them in the public processes related to a consolidated agency.
- While there could be some efficiencies created in a consolidated agency, quality will suffer as staff position types "silo" and do not understand their role and importance to the mission. Rather than working as a team to support the regulatory efforts of one profession, staff may feel and actually be isolated from information that would help them provide better service.
- Consolidation will bring high costs of combining databases, e-licensing systems, online services applications, retraining staff, revising and reproducing hundreds of documents, etc.
- As well, the resources involved in revising statutes and rules would require additional staffing and/or outside vendor assistance to accomplish that huge task.

Thank you for the opportunity to address these sunset factors. We are happy to provide additional information upon your request. I may be reached at [Victoria.whitmore@vetboard.az.gov](mailto:Victoria.whitmore@vetboard.az.gov) or 602-542-8150.

Respectfully,



Victoria Whitmore  
Executive Director



**TAB 1**

# CURRENT BOARD MEMBERSHIP

## BOARD MEMBERS

(5 veterinarians, 1 C.V.T., 3 public members (1 of which represents the livestock industry))

Jim Loughead (Chair) (Public member -livestock)

Christina Bertch-Mumaw, D.V.M.

Les Hatfield, D.V.M.

Gregory Byrne, D.V.M.

Sarah Heinrich, D.V.M.

Jessica Creager (Public member)

Darren Wright, D.V.M.

Nicole Frost, C.V.T.

Julie Young (Public member)

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## INVESTIGATIVE COMMITTEES

(3 veterinarians + 2 public members each)

### A.M. COMMITTEE

Ryan Ainsworth, D.V.M.

Robyn Jaynes, D.V.M.

Alex Casuccio, D.V.M.

Mary Williams (Public member)

Ed Hunter, R.Ph (Public member)

### P.M. COMMITTEE

Adam Almaraz (Public member)

Tamara Murphy (Public member)

Donald Noah, D.V.M.

Amrit Rai, D.V.M.

Robert Kritsberg, D.V.M.

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# BOARD MEETING DATES

2007-2017

## 2007

January 17  
February 21  
March 21  
April 18  
May 16  
June 20  
August 15  
September 19  
October 17  
November 21  
December 19

## 2009

January 21  
February 18  
March 18  
April 15  
May 20  
June 17  
August 19  
September 16  
October 21  
November 18  
December 17

## 2011

January 19  
February 4  
February 16  
March 16  
April 20  
May 18  
June 15  
August 17  
September 21  
October 19  
November 16  
December 21

## 2008

January 16  
February 20  
February 27  
March 19  
April 16  
May 21  
June 18  
July 7  
August 20  
September 17  
October 15  
November 19  
December 17

## 2010

January 20  
February 3  
February 17  
March 17  
April 5  
April 21  
May 19  
June 16  
August 18  
September 15  
October 20  
November 17  
December 15

## 2012

January 18  
February 22  
March 12  
March 21  
April 18  
May 16  
June 20  
August 15  
September 19  
October 17  
November  
December 19

## 2013

January 16  
February 20  
March 20  
April 17  
May 15  
June 19  
August 21  
September 18  
October 16  
November 20  
December 18

## 2014

January 15  
February 19  
March 26  
April 16  
May 14  
June 18  
July 16  
August 20  
September 17  
October 1  
October 15  
November 19  
December 17

## 2015

January 21  
February 4  
February 18  
March 18  
April 15  
May 13  
June 17  
July 15  
August 19  
September 16  
October 21  
November 19  
December 16

## 2016

January 20  
February 17  
March 16  
April 20  
May 18  
June 15  
July 20  
August 17  
September 14  
October 19  
November 17  
December 14

## 2017

January 18  
February 15  
March 15  
April 19  
May 17  
June 21  
July 19  
August 16  
September 20 (scheduled)  
October 18 (scheduled)  
November 15 (scheduled)  
December 20 (scheduled)

DOUGLAS A. DUCEY  
GOVERNOR



VICTORIA WHITMORE  
EXECUTIVE DIRECTOR

## ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

9535 E. DOUBLETREE RANCH RD., SUITE 100, SCOTTSDALE, AZ, 85258  
PHONE (602) 364-1PET (1738) FAX (602) 364-1039

### Required Board Training – A.R.S. § 32-3218

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#### 32-3218. Health profession regulatory boards: members: training: definitions

A. Beginning January 1, 2015, each member of a health profession regulatory board shall complete a twelve-hour training within one year after the member's initial appointment to the board. Any member of a health profession regulatory board whose initial appointment was before January 1, 2015 has until January 1, 2016 to complete the training required by this subsection. **The training must include the subjects of governance and administrative management, disciplinary procedures, conduct of quasi-judicial proceedings, administrative procedure and rule adoption and licensure as they apply to the health profession regulatory board.** Any training completed by a current board member on and after January 1, 2014 on the topics specified in this subsection may count toward the requirements of this subsection.

B. The training of board members required by this section may be provided by the staff of any health profession regulatory board, the office of the attorney general, the department of administration, the auditor general or an outside educational institution or any other provider that is approved by the health profession regulatory board on which the member is serving.

C. Any board action taken by a health profession regulatory board is not subject to challenge or invalidation because a board member has not completed the training required by this section.

D. For the purposes of this section:

1. "Health profession regulatory board" means any board that regulates one or more health professional in this state.
2. "Health professional" means a person who is certified or licensed pursuant to chapter 7, 8, 11, 13, 14, 15, 15.1, 16, 17, 18, 19, 19.1, 21, 25, 28, 29, 34, 35, 39, 41 or 42 of this title.

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- A blended approach to completing the requirements has been used with a combination of individual instruction, e-learning, group instruction, and participation/observation.
  - Board members have been offered a "menu" of training opportunities to select their required 12 hours of training, with the CLEAR (Council on Licensure, Enforcement & Regulation) online Board member training being a required core component.

- Board members are required to submit evidence of completion of training components to the Executive Director, who will track/record the training.
- The CLEAR training covers most of the required topics and covers 5 of the required 12 hours of training. There is some overlap of topics that the CLEAR training covers.
- Originally, this “menu” was reviewed quarterly by the Board, but after 1 year, the Board voted to renew it annually to identify other training opportunities as needed.

Required per law	CLEAR
Governance & Administrative Management	1. Roles & Responsibilities of a Board Member 2. Foundation of Occupational & Professional Regulation
Disciplinary Procedures	Professional Discipline
Administrative Procedures	
Rule Adoption	Administrative Rulemaking
Licensure	1. Assessing Competence 2. Foundation of Occupational & Professional Regulation
Conduct of Quasi-judicial Proceedings	Professional Discipline

MENU		
Course/Training	Hours Earned	Notes
CLEAR Board Member online (required)	5	Online, independent scheduling. See bottom of page for login info.
Board Member handbook review	2	
New Board Member orientation	1-2	Conducted by ED & staff
New members: Public Service orientation	1	(Online via Governor’s Boards & Commissions website). Required by law completion within 6 months of appointment.
IC Meeting attendance	2-3	Board members would need to recuse themselves from the cases they observe when the cases reach the Board.
AAVSB Conference attendance	5 max.	
Open Meeting Law/Conflict of Interest	1	Training by AG @ Board meeting or individually as needed
Vet Board’s Complaint/Investigation process	1	Training @ Board meeting or individually as needed
Agency Administrative Procedures/Financial process	1	Training @ Board meeting or individually as needed
State of AZ Rulemaking Processes	1	Training @ Board meeting or offered by GRCC

Vet Board's Licensing Process/Premise Inspection Process	1	Training @ Board meeting +/- or individual review of materials
Board meeting procedures & Parliamentary Procedures	1	Training @ Board meeting &/or individual review &/or individual training
Disciplinary actions/ Vet Board statute & rule review highlights	1	Training @ Board meeting &/or individual review &/or individual training
Attend a Board meeting of another health Board	1-2	Examples: Nursing, Medical, Psychology, Physical Therapy, etc.
"The Perfect Board" book read	2	Borrow book from Victoria
Viewing of 2015 AAVSB Conference videos re: Supreme Court ruling (North Carolina Dental Board case) (2 videos @ 1 hr. each)	2	<ul style="list-style-type: none"> <li>• Background of the SCOTUS Decision on NC Dental Board, Jack Nichols, JD: <a href="https://vimeo.com/140847593">https://vimeo.com/140847593</a></li> <li>• Update of the SCOTUS Decision on NC Dental Board, Jennifer Semko, JD: <a href="https://vimeo.com/140847826">https://vimeo.com/140847826</a></li> </ul> <p>USE PASSWORD: <i>conference</i></p>
Select FARB (Federation of Associations of Regulatory Board) webinars/training	2-4	TBA

**TAB 2**



# ARIZONA VETERINARY LICENSES

Specific Type	Description	Training (Education) & Testing Requirements	Biennial Continuing Education Requirements
<b>Regular</b>	<p>A.R.S. § 32-2215</p> <p>Typically for new veterinary college graduates who are not licensed in any other states. Applicant has passed the required North American Veterinary Licensing Exam (NAVLE) within the past 5 years.</p> <p>-Most common license obtained</p>	<p>Graduate of an AVMA* accredited veterinary college or holds a certificate issued by the Educational Commission for Foreign Veterinary Graduates (ECFVG) or the Program for the Assessment of Veterinary Education (PAVE).</p> <p>Must pass the NAVLE and State Veterinary Exam**.</p>	<p>20 hours</p> <p>(or 10 hours if received initial license in an even-numbered year)</p>
<b>Endorsement</b>	<p>A.R.S. §32-2215(C)</p> <p>Typically for those who are licensed in another state(s) and have been actively working; applicant passed the NAVLE more than 5 years ago. Does not have to re-take NAVLE.</p>	<p>Graduate of an AVMA accredited veterinary college or holds a certificate issued by the ECFVG or PAVE.</p> <p>Must pass the State Veterinary Exam.</p>	<p>20 hours</p> <p>(or 10 hours if received initial license in an even-numbered year)</p>
<b>Specialty</b>	<p>A.R.S. §32-2215(D)</p> <p>For applicants who have not passed the NAVLE, but who hold a current certification as a specialist of a national specialty board or college (i.e. a "diplomat").</p> <p>Practice is limited to area that applicant is a diplomat.</p>	<p>Graduate of an AVMA accredited veterinary college or holds a certificate issued by the ECFVG or PAVE.</p> <p>Must pass the State Veterinary Exam.</p>	<p>20 hours</p> <p>(or 10 hours if received initial license in an even-numbered year)</p>
<b>Veterinary Faculty Member</b>	<p>A.R.S. §32-2215</p> <p>Applicant is employed by a veterinary college in Arizona. Practice is limited to the licensee's official academic responsibilities.</p>	<p>Graduate of an AVMA accredited veterinary college or holds a certificate issued by the ECFVG or PAVE.</p> <p>No exam required.</p>	<p>None</p>

<b>State Employee</b>	A.R.S. §32-2217  Applicant is a current State employee serving as a veterinarian. Practice is limited to work for the State.	Graduate of an AVMA accredited veterinary college or holds a certificate issued by the ECFVG or PAVE.  No exam required.	20 hours  (or 10 hours if received initial license in an even-numbered year)
<b>Non-Resident Permit</b>	A.R.S. §32-2217.01  Issued to a person residing within 25 miles of Arizona in California, Nevada, New Mexico, or Utah who is licensed to practice veterinary medicine in their state of residence and whose practice extends into Arizona.	Licensed in California, Nevada, New Mexico, Utah.  No exam required.	None

\*American Association of Veterinary Medicine (AVMA)

\*\*The State Veterinary Exam is primarily comprised of questions related to the statutes and administrative rules pertaining to the AZ State Veterinary Medical Examining Board, and hazards and diseases of the Southwest.

## LICENSES – Other Types

Specific Type	Description
<b>Premises</b>  (i.e. Animal hospitals, clinics, vaccine clinics, mobile veterinary services, etc.)	A.R.S. § 32-2271  Licenses a fixed location or mobile practice where veterinary medical services are performed on a regular basis for the public.  An AZ-licensed veterinarian who resides in Arizona is named as the “Responsible Veterinarian” (i.e. the individual responsible to the Board for policies and procedures at the facility).  Unlike some states, any person may own a veterinary facility/practice.
<b>Animal Crematory</b>	A.R.S. §32-2291  Licenses a fixed location where animal cremation is offered to the public and occurs.

# CERTIFICATION

Specific Type	Description	Training (Education) & Testing Requirements	Biennial Continuing Education Requirements
<b>Certified Veterinary Technicians</b>	<p>A.R.S. § 32-2241</p> <p>A <b>voluntary</b> designation for a veterinary technician who has fulfilled the education and testing requirements.</p>	<p>Graduate of an AVMA* accredited 2-year curriculum in veterinary technology, or the equivalent of such graduation as determined by the Board.</p> <p>Must pass the Veterinary Technician National Exam (VTNE) and State Veterinary Exam***.</p>	<p>10 hours</p> <p>(or 5 hours if received initial license in an even-numbered year)</p>

\*American Association of Veterinary Medicine (AVMA)

\*\*\*The State CVT Exam is primarily comprised of questions related to the statutes and administrative rules pertaining to the AZ State Veterinary Medical Examining Board, and hazards and diseases of the Southwest.

# License Timeframes: Approvals

License Type	Average Time (calendar days) to Approve	Notes
<p><b>Veterinary</b></p>	<p>Defined timeframe: 60 days overall</p> <p>Actual calendar days from application deadline to issuance (if issuance fee paid): approximately 45 days</p> <p>Actual Board staff time processing applications/administration of exam per applicant: approximately 3-4 calendar days on average.</p>	<p>Applicants are typically sent incomplete or complete notices about their application within 1-2 days.</p> <p>Currently, per Administrative rule, complete applications must be submitted 30 days prior to the required State exam; however, that amount of time is typically not needed to prepare for the Board's approval at the next Board meeting. The Board is reviewing the need to amend this Rule.</p> <p>The Board meets monthly to approve licenses as quickly as possible; however, the Board meeting is a restrictive time barrier, as is the monthly State exam. The Board is reviewing options for exam administration.</p> <p>Unlike some Boards, the Veterinary Board must approve all licenses; the Executive Director does not have the statutory authority to approve licenses.</p>
<p><b>Premises</b></p>	<p>Defined timeframe: 90 days overall.</p> <p>Actual calendar days from submission of application: average 65 days.</p>	<p><b>Veterinary facility/practice may operate as soon as application/fee submitted!</b> The overall timeframe does not impact the business operation of the premises.</p> <p>The 90-day timeframe allows the agency with 1 inspector to act in the most cost effective way for scheduling inspections state-wide.</p>
<p><b>Animal Crematory</b></p>	<p>Defined timeframe: 90 days overall.</p> <p>Actual calendar days from submission of application: average 65 days.</p>	<p><b>Animal crematory may operate as soon as application/fee submitted!</b> The overall timeframe does not impact the business operation of the crematory.</p> <p>The 90-day timeframe allows the agency with 1 inspector to act in the most cost effective way for scheduling inspections state-wide.</p>

**TAB 3**

# FY13-FY17 Disciplinary Actions

- Number of Consent Agreements/Board Orders\* issued per fiscal year:

FY13 = 32

FY14 = 16

FY15 = 37

FY16 = 28

FY17 = 25

- Total amount of civil penalties in FY13-FY17 = \$41,825. Pursuant to A.R.S. §32-2233(C), civil penalties are deposited in the State General Fund; the Board retains no civil penalty funds.

- Ten most frequent violations resulting in disciplinary action:

1. **A.R.S. §32-2232(18):** "Violating or attempting to violate, directly or indirectly, or assisting or abetting the violation or conspiracy to violate any provisions of the this chapter, a rule adopted by the Board or a written order of the Board" **as related to A.A.C. R3-11-501(1)** "A veterinarian shall show respect for the veterinarians' colleagues, the owner of an animal to whom veterinary medical services are being provided, and the public through courteous verbal or written interchange, considerate treatment, professional appearance, professionally acceptable procedures, and use of current professional and scientific knowledge."
2. **A.R.S. §32-2233(B)(3):** Minor records violations that are routine entries into a medical record and that do not affect the diagnosis or care of the animal.
3. **A.R.S. §32-2232(11):** Malpractice, gross incompetence or gross negligence in the practice of veterinary medicine.
4. **A.R.S. §32-2232(21):** Failure to maintain adequate records of veterinary services provided **as related to A.A.C. R3-11-502(L)(7)(B)** A veterinarian shall maintain for three years after the last date an animal receives veterinary medical services a written medical record containing the *name* of each medication administered including the *amount*.

5. **A.R.S. §32-2232(21)**: Failure to maintain adequate records of veterinary services provided **as related to A.A.C. R3-11-502(L)(7)(A)** A veterinarian shall maintain for three years after the last date an animal receives veterinary medical services a written medical record containing the *name* of each medication administered including the *concentration*.
  
6. **A.R.S. §32-2232(21)**: Failure to maintain adequate records of veterinary services provided **as related to A.A.C. R3-11-502(L)(4)** A veterinarian shall maintain for three years after the last date an animal receives veterinary medical services a written medical record containing *the results of examination, including the temperature, heart rate, respiration rate, and general condition of the animal, except for livestock and species or in situations that make the examination impractical or potentially detrimental to the animal or examiner.*
  
7. **A.R.S. §32-2232(21)**: Failure to maintain adequate records of veterinary services provided **as related to A.A.C. R3-11-502(L)(6)** A veterinarian shall maintain for three years after the last date an animal receives veterinary medical services a written medical record containing *the treatment provided to the animal.*
  
8. **A.R.S. §32-2232(22)**: Medical incompetence in the practice of veterinary medicine.
  
9. **A.R.S. §32-2232(21)**: Failure to maintain adequate records of veterinary services provided **as related to A.A.C. R3-11-502(L)(7)(d)** A veterinarian shall maintain for three years after the last date an animal receives veterinary medical services a written medical record containing the *name* of each medication administered and the *route of administration*.
  
10. **A.R.S. §32-2232(21)**: Failure to maintain adequate records of veterinary services provided **as related to A.A.C. R3-11-502(L)(5)** A veterinarian shall maintain for three years after the last date an animal receives veterinary medical services a written medical record containing the *animal's tentative or definitive diagnosis*.

**TAB 4**



Arizona State Veterinary Medical Examining Board

Performance Measures

FY2017

FY2016

	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL	TOTALS
<b>VETERINARIANS:</b>														
Applications Received and Processed:	13	9	9	9	6	8	17	14	32	27	54	11	198	195
State Exam:	13	9	8	8	6	7	16	14	28	27	52	11	199	189
No State Exam:	0	0	1	1	0	1	1	0	4	0	2	0	10	6
Apps./Licenses Denied:	1	0	0	0	0	0	0	0	1	0	0	0	2	3
Licenses Issued:	19	26	9	8	1	1	19	10	8	12	29	49	142	179
Regular:	16	9	4	4	0	0	7	6	4	2	21	44	117	124
Endorsement:	1	6	5	3	1	1	8	3	3	9	6	5	51	46
Specialty	2	1	0	0	0	0	1	1	1	1	0	0	7	5
State:	0	0	0	1	0	0	1	0	0	0	0	0	2	3
Non-Resident Permit	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Faculty:	0	0	0	0	0	0	2	0	0	0	2	0	4	1
<b>Other:</b>														
Temporary Permits:	15	5	4	1	1	2	2	3	3	6	1	14	57	55
Temporary Permits Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biennial Renewal of Licenses:	0	0	0	0	36				0	0	0	0	2229	0
Reinstatements:	0	1	1	1	0	1	0	0	2	1	0	0	7	9
Renewal/Reinstatements Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Verification of Licensure:	20	16	12	14	14	11	12	14	21	17	14	7	168	167

	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE				
<b>VETERINARY TECHNICIANS:</b>																
Applications Received and Processed:	1	3	27	13	2	1	34	3	0	3	34	1	122	157		
Certificates Issued:	1	4	5	7	0	1	20	9	7	4	6	2	66	79		
Apps./Certificates Denied:	0	9	19	0	0	11	7	0	0	0	0	0	46	38		
Reinstatements:	0	1	0	0	1	0	0	2	0	5	0	0	9	13		
Biennial Renewal of Licenses:	0	0	0	0	11				0	0	0	0	935	0		
<b>VETERINARY PREMISES:</b>																
Applications Received and Processed:	17	12	6	13	14	7	26	43	8	6	50	14	216	150		
Licenses Issued:	10	15	9	7	9	6	18	10	22	15	12	33	166	144		
Licenses Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Biennial Renewal of Licenses:	0	0	0	0	17				0	0	0	0	833	0		
<b>CREMATORY: Rules in effect beginning April 7, 2007</b>																
Applications Received and Processed	0	0	1	0	1	0	0	0	0	0	0	0	2	0		
Licenses Issued	0	0	0	0	0	0	1	1	0	0	0	0	2	0		
Licensed Denied	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Biennial Renewal of License	0	0	0	0	3	6	5	1	0	0	0	0	15	0		
<b>TOTAL TO DATE - DATE PREPARED</b>														7/5/2016		
			Vets	2399	2414	2424	2433	2430	2451	2220	2277	2287	2297	2361	2381	2382
			Techs	1055	1060	1066	1072	1072	1084	922	968	981	990	1004	1006	1053
			Premise	929	935	942	943	943	940	827	858	878	889	885	913	938
			Crem.	18	18	18	18	18	18	16	17	19	19	19	19	18

Arizona State Veterinary Medical Examining Board

Performance Measures

FY2016

FY2015

	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL	TOTALS
<b>VETERINARIANS:</b>														
Applications Received and Processed:	9	12	12	14	8	10	14	19	21	30	29	17	195	170
State Exam:	8	11	11	13	7	9	14	19	21	30	29	17	189	168
No State Exam:	1	1	1	1	1	1	0	0	0	0	0	0	6	2
Apps./Licenses Denied:	0	0	0	0	0	0	1	1	0	0	1	0	3	0
Licenses Issued:	13	11	20	13	7	8	5	10	11	12	20	49	179	175
Regular:	12	9	11	7	5	2	4	3	7	7	15	42	124	116
Endorsement:	1	0	7	4	1	6	1	7	4	5	2	7	45	56
Specialty:	0	1	1	1	1	0	0	0	0	0	1	0	5	2
State:	0	1	0	1	0	1	0	0	0	0	0	0	3	1
Non-Resident Permit	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Faculty:	0	0	1	0	0	0	0	0	0	0	0	0	1	0
Other:														
Temporary Permits:	6	10	5	3	1	1	1	6	4	1	9	8	55	47
Temporary Permits Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biennial Renewal of Licenses:	0	0	0	0	0	0	0	0	0	0	0	0	0	2083
Reinstatements:	2	1	0	0	1	2	0	1	2	0	0	0	9	11
Renewal/Reinstatements Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Verification of Licensure:	6	19	12	16	9	4	13	14	20	20	18	16	167	209



Arizona State Veterinary Medical Examining Board

Performance Measures

FY2015

FY2014

	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL	TOTALS
<b>VETERINARIANS:</b>														
Applications Received and Processed:	9	11	7	7	5	7	8	16	41	20	21	18	170	143
State Exam:	9	11	7	6	4	7	8	16	41	20	21	18	168	137
No State Exam:	0	0	0	1	1	0	0	0	0	0	0	0	2	2
Apps./Licenses Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Licenses Issued:	24	17	11	13	5	0	13	5	8	4	18	57	175	163
Regular:	19	11	7	5	2	0	4	1	1	2	11	53	116	126
Endorsement:	5	6	3	8	2	0	9	4	6	2	7	4	56	37
Specialty:	0	0	1	0	0	0	0	0	1	0	0	0	2	2
State:	0	0	0	0	1	0	0	0	0	0	0	0	1	2
Non-Resident Permit	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Faculty:	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other:														
Temporary Permits:	6	5	6	1	1	1	0	2	0	7	10	8	47	55
Temporary Permits Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biennial Renewal of Licenses:	0	0	0	0	324	1300	430	29	0	0	0	0	2083	0
Reinstatements:	1	1	1	0	0	0	3	1	1	0	1	2	11	19
Renewal/Reinstatements Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Verification of Licensure:	21	29	11	9	10	7	15	18	19	22	27	21	209	187

	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	FY 15 TOTAL	
<b>VETERINARY TECHNICIANS:</b>														
Applications Received and Processed:	1	5	19	20	0	3	13	7	1	9	38	29	145	187
Certificates Issued:	2	9	13	7	1	0	24	4	0	4	6	2	72	65
Apps./Certificates Denied:	0	37	5	0	0	8	0	0	0	13	0	0	63	64
Reinstatements:	0	0	2	0	0	0	2	1	13	2	2	2	24	14
Biennial Renewal of Licenses:	0	0	0	0	70	453	284	78	0	0	0	0	885	0
<b>VETERINARY PREMISES:</b>														
Applications Received and Processed:	52	20	11	12	11	36	57	13	30	10	8	9	269	156
Licenses Issued:	14	13	6	39	27	16	4	32	12	51	36	12	262	141
Licenses Denied:	0	0	1	0	0	0	0	0	0	0	0	0	1	1
Biennial Renewal of Licenses:	0	0	0	0	172	431	191	7	0	0	0	0	801	0
<b>CREMATORY: Rules in effect beginning April 7, 2007</b>														
Applications Received and Processed	0	0	0	1	0	1	0	0	1	0	0	0	3	1
Licenses Issued	0	0	1	0	0	1	0	0	1	0	0	0	3	0
Licensed Denied	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biennial Renewal of License	0	0	0	0	4	8	3	0	0	1	0	0	16	0
<b>TOTAL TO DATE - DATE PREPARED</b>														
	7/31/14	9/8/14	10/6/14	11/4/14	12/2/14	1/13/15	2/5/15	3/4/15	4/2/15	5/8/15	6/2/15	7/8/15		
Vets	2250	2268	2279	2291	2279	2284	2076	2103	2114	2116	2137	2192		
Techs	992	1003	1019	1022	1023	1037	852	902	923	932	940	947		
Premise	794	789	791	825	845	840	773	809	809	860	887	892		
Crem.	16	17	17	16	16	17	15	15	16	17	18	18		

Arizona State Veterinary Medical Examining Board

Performance Measures

FY2014

FY2013

	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL	TOTALS
<b>VETERINARIANS:</b>														
Applications Received and Processed:	11	8	6	3	10	5	8	13	34	31	30	22	143	141
State Exam:	11	8	6	3	9	4	8	13	34	31	30	22	137	139
No State Exam:	0	0	0	0	1	1	0	0	0	0	0	0	2	2
Apps./Licenses Denied:	1	0	0	0	0	1	0	0	0	0	0	0	2	4
Licenses Issued:	30	12	10	11	4	6	6	5	8	6	24	47	163	144
Regular:	27	10	7	6	3	1	2	2	1	5	22	42	126	109
Endorsement:	3	1	3	5	0	4	4	3	7	1	2	4	37	33
Specialty:	0	1	0	0	0	0	0	0	0	0	0	1	2	1
Special:	0	0	0	0	1	1	0	0	0	0	0	0	2	1
Non-Resident Permit	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Other:														
Temporary Permits:	9	6	6	1	1	2	2	3	1	1	8	17	55	45
Temporary Permits Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biennial Renewal of Licenses:	0	0	0	0	0	0	0	0	0	0	0	0	0	1948
Reinstatements:	3	5	1	1	3	2	0	1	0	2	1	0	19	7
Renewal/Reinstatements Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Verification of Licensure:	24	13	15	15	7	13	13	6	17	21	23	20	187	157





Arizona State Veterinary Medical Examining Board

Performance Measures

FY2013

FY2012

	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL	TOTALS
<b>VETERINARIANS:</b>														
Applications Received and Processed:	8	7	7	6	4	4	8	7	14	20	42	14	141	15
State Exam:	8	7	7	5	4	4	8	7	14	19	42	14	139	15
No State Exam:	0	0	0	1	0	0	0	0	0	1	0	0	2	0
Apps./Licenses Denied:	1	0	0	0	0	0	1	0	1	0	0	1	4	1
Licenses Issued:	24	11	5	6	7	4	5	5	4	6	29	38	144	27
Regular:	22	10	2	3	4	1	1	1	4	2	22	37	109	26
Endorsement:	2	1	3	2	3	3	4	4	0	4	6	1	33	1
Specialty:	0	0	0	0	0	0	0	0	0	0	1	0	1	0
Special:	0	0	0	1	0	0	0	0	0	0	0	0	1	0
Non-Resident Permit	0	0	0	0	0	0	0	0	0	0	1	0	1	0
<b>Other:</b>														
Temporary Permits:	1	4	1	5	1	4	1	6	1	4	1	16	45	15
Temporary Permits Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biennial Renewal of Licenses:	0	0	0	0	327	1048	528	45	0	0	0	0	1948	0
Reinstatements:	0	0	0	0	0	0	1	1	3	0	2	0	7	0
Renewal/Reinstatements Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Verification of Licensure:	13	17	10	12	7	17	5	16	12	19	16	13	157	18

	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL	
<b>VETERINARY TECHNICIANS:</b>														
Applications Received and Processed:	2	3	9	44	2	0	19	17	2	13	6	40	157	0
Certificates Issued:	1	4	5	6	1	14	17	3	1	3	15	0	70	0
Apps./Certificates Denied:	7	0	0	0	0	14	11	0	1	0	11	0	44	0
Reinstatements:	0	1	1	1	0	2	0	2	3	1	3	1	15	2
Biennial Renewal of Licenses:	0	0	0	0	59	354	358	95	0	0	0	0	866	0
<b>VETERINARY PREMISES:</b>														
Applications Received and Processed:	12	10	9	8	10	12	31	9	7	9	9	5	131	16
Licenses Issued:	1	11	14	11	6	10	5	11	15	12	9	13	118	9
Licenses Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biennial Renewal of Licenses:	0	0	0	0	147	438	129	18	6	1	0	0	739	0
<b>CREMATORY: Rules in effect beginning April 7, 2007</b>														
Applications Received and Processed	0	0	0	0	0	1	0	0	0	0	0	0	1	0
Licenses Issued	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Licensed Denied	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biennial Renewal of License	0	0	0	0	3	7	4	1	0	0	0	0	15	0
<b>TOTAL TO DATE - DATE PREPARED</b>														
	8/13/12	9/5/12	10/11/12	11/6/12	12/3/12	1/15/13	2/7/13	3/12/13	4/3/13	5/2/13	6/3/13	7/30/13		
Vets	2145	2143	2160	2163	2167	2172		1979	1986	1992	2009	2047		2118
Techs	960	964	974	977	978	989		884	889	892	901	902		958
Premise	793	803	808	816	809	785		750	765	781	785	798		800
Crem.	19	19	19	19	19	19		14	16	16	16	16		19

Arizona State Veterinary Medical Examining Board \* Performance Measures FY2012

	<u>JULY</u>	<u>AUG</u>	<u>SEPT</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUNE</u>	<u>TOTAL</u>
<b>VETERINARIANS:</b>													
<b>Applications Received and Processed:</b>	34	4	7	1	7	8	11	15	22	28	19	15	171
*State Exam:	5	3	7	1	6	2	7	13	22	28	19	15	109
NAVLE only:	27	1	0	0	1	6	4	2	0	0	0	0	41
*NAVLE with State Exam:	2	0	0	0	0	0	0	0	0	0	0	0	2
<b>Apps./Licenses Denied:</b>	0	1	0	0	0	0	0	0	0	0	2	1	4
<b>Licenses Issued:</b>	16	13	6	7	4	1	2	3	12	15	21	27	127
Regular:	16	11	4	4	1	0	1	1	7	12	16	26	99
Endorsement:	0	2	2	3	3	1	1	2	3	3	5	1	26
Specialty:	0	0	0	0	0	0	0	0	0	0	0	0	0
Special:	0	0	0	0	0	0	0	0	1	0	0	0	1
Non-Resident Permit	0	0	0	0	0	0	0	0	1	0	0	0	1
<b>Other:</b>													
Temporary Permits:	4	5	3	3	0	2	1	3	1	4	6	15	41
Temporary Permits Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0
Biennial Renewal of Licenses:	0	0	0	0	0	0	0	0	0	0	0	0	0
Reinstatements:	1	1	0	0	0	0	0	2	0	0	0	0	4
Renewal/Reinstatements Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0
Verification of Licensure:	18	6	16	12	5	13	9	12	20	13	21	18	142
<b>VETERINARY TECHNICIANS:</b>													
Applications Received and Processed:	0	3	43	1	0	1	5	11	4	53	0	0	121
Certificates Issued:	9	1	8	8	7	3	11	6	4	2	4	0	63
Apps./Certificates Denied:	0	0	40	0	0	2	10	0	0	3	4	0	59
Reinstatements:	2	4	4	1	0	5	7	2	2	0	0	2	29
Biennial Renewal of Licenses:	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>VETERINARY PREMISES:</b>													
Applications Received and Processed:	9	11	13	10	7	13	7	9	7	7	8	16	117
Licenses Issued:	0	12	11	8	7	11	11	8	9	6	9	9	101
Licenses Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0
Biennial Renewal of Licenses:	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>CREMATORY: Rules in effect beginning April 7, 2007</b>													
Applications Received and Processed	0	0	0	1	0	0	0	1	1	0	0	0	3
Licenses Issued	0	0	0	0	0	0	0	0	0	0	1	0	1
Licensed Denied	0	0	0	0	1	0	0	0	0	0	0	0	1
Biennial Renewal of License	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL TO DATE - DATE PREPARED</b>	8/2/11	9/7/11	10/4/11	11/4/11	12/6/11	1/4/12	2/1/12	3/5/12	4/6/12	5/1/12	6/1/12	#####	

			Vets	2013	2028	2035	2038	2042	2043	2044	2048	2060	2069	2088	2118	
			Techs	878	884	896	907	912	919	937	945	951	951	955	958	
			Premise	755	759	765	762	765	771	780	782	789	794	794	800	
			Crem.	17	17	17	17	17	17	17	17	17	18	19	19	

Arizona State Veterinary Medical Examining Board \* Performance Measures FY2011

	<u>JULY</u>	<u>AUG</u>	<u>SEPT</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUNE</u>	<u>TOTAL</u>
<b><u>VETERINARIANS:</u></b>													
<b>Applications Received and Processed:</b>	35	7	2	5	4	3	12	10	21	22	20	11	152
*State Exam:	15	6	2	5	3	2	6	8	21	20	19	9	116
NAVLE only:	18	0	0	0	1	1	5	2	0	2	0	2	31
*NAVLE with State Exam:	2	1	0	0	0	0	1	0	0	0	1	0	5
<b>Apps./Licenses Denied:</b>	1	0	0	0	0	0	0	0	0	0	0	0	1
<b>Licenses Issued:</b>	26	11	10	3	6	3	5	4	5	6	15	30	124
Regular:	22	10	8	2	4	1	2	2	3	5	14	29	102
Endorsement:	4	1	2	1	3	0	2	2	1	1	1	1	19
Specialty:	0	1	0	0	0	0	1	0	1	0	0	0	3
Special:	0	0	0	0	0	0	0	0	0	0	0	0	0
Non-Resident Permit	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Other:</b>													
Temporary Permits:	2	8	2	2	1	0	2	3	1	1	7	10	39
Temporary Permits Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0
Biennial Renewal of Licenses:	0	0	0	0	378	1022	474	34	24	3	1	0	1936
Reinstatements:	1	0	2	2	0	0	0	0	1	0	0	1	7
Renewal/Reinstatements Denied:	0	0	0	0	0	0	0	0	0	0	1	0	1
Verification of Licensure:	17	20	14	9	13	16	16	20	17	19	28	18	207
<b><u>VETERINARY TECHNICIANS:</u></b>													
Applications Received and Processed:	108	9	123	1	3	7	0	1	22	1	7	2	284
Certificates Issued:	0	0	31	7	0	1	2	67	12	7	14	5	146
Apps./Certificates Denied:	0	0	0	0	0	1	1	1	0	0	0	0	3
Reinstatements:	6	0	1	1	0	1	3	2	0	1	2	2	19
Biennial Renewal of Licenses:	0	0	0	0	106	297	295	35	19	5	2	3	762
<b><u>VETERINARY PREMISES:</u></b>													
Applications Received and Processed:	35	12	30	13	16	53	9	24	14	7	3	10	226
Licenses Issued:	0	13	26	10	9	8	18	11	50	22	22	11	200
Licenses Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0
Biennial Renewal of Licenses:	0	0	0	0	230	311	111	17	3	0	1	0	673
<b><u>CREMATORY: Rules in effect beginning April 7, 2007</u></b>													
Applications Received and Processed	1	1	1	0	0	1	0	0	0	0	0	0	4
Licenses Issued	0	1	0	1	0	0	0	0	0	0	0	0	2
Licensed Denied	0	0	0	0	0	0	0	0	0	0	0	0	0
Biennial Renewal of License	0	0	0	0	5	5	6	0	0	0	1	0	17
<b>TOTAL TO DATE - DATE PREPARED</b>	8/3/10	9/14/10	10/8/10	11/2/11	12/6/10	1/4/11	2/9/11	3/1/11	4/5/11	5/2/11	6/14/11	7/6/11	

			Vets	2085	2101	2110	2115	2121	2125	2130	1904	1939	1945	0	1995	
			Techs	807	839	850	858	858	860	862	794	825	838	0	868	
			Premise	741	723	741	743	752	733	714	681	730	745	0	758	
			Crem.	19	19	19	20	20	20	20	16	16	16	0	17	

		<u>JULY</u>	<u>AUG</u>	<u>SEPT</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUNE</u>	<u>TOTAL</u>
<b><u>VETERINARIANS:</u></b>														
Applications Received and Processed:		26	5	4	2	5	6	4	17	19	19	22	17	146
	*State Exam:	8	3	4	2	5	1	4	13	19	19	22	13	113
	NAVLE only:	18	2	0	0	0	4	0	4	0	0	0	4	32
	*NAVLE with State Exam:	0	0	0	0	0	1	0	0	0	0	0	0	1
Apps./Licenses Denied:		0	0	2	0	1	0	0	0	0	0	0	0	3
Licenses Issued:		20	12	13	6	7	3	7	5	2	1	20	30	126
	Regular:	17	7	7	4	3	1	5	3	2	1	16	29	95
	Endorsement:	3	5	6	2	4	2	2	2	0	0	2	0	28
	Specialty:	0	0	0	0	0	0	0	0	0	0	2	1	3
	Special:	0	0	0	0	0	0	0	0	0	0	0	0	0
	Non-Resident Permit	0	0	0	0	0	0	0	0	0	0	0	0	0
Other:														
	Temporary Permits:	14	4	3	1	3	3	2	1	3	3	11	22	70
	Temporary Permits Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0
	Biennial Renewal of Licenses:	0	0	0	0	0	0	0	0	0	0	0	0	0
	Reinstatements:	2	1	2	3	4	1	1	1	1	0	1	0	17
	Renewal/Reinstatements Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0
	Verification of Licensure:	13	12	12	16	17	5	19	14	18	34	10	25	195
<b><u>VETERINARY TECHNICIANS:</u></b>														
Applications Received and Processed:		0	1	6	125	84	0	0	1	14	189	3	7	430
Certificates Issued:		4	29	2	1	1	1	1	9	50	13	1	8	120
Apps./Certificates Denied:		0	74	0	0	0	0	0	0	0	0	0	0	74
Reinstatements:		1	1	3	3	0	2	0	0	2	0	0	2	14
Biennial Renewal of Licenses:		0	0	0	0	0	0	0	0	0	0	0	0	0
<b><u>VETERINARY PREMISES:</u></b>														
Applications Received and Processed:		11	6	12	8	5	7	13	4	13	8	15	7	109
Licenses Issued:		0	13	12	7	7	10	8	5	8	8	11	15	104
Licenses Denied:		0	0	0	0	0	0	0	0	0	0	0	0	0
Biennial Renewal of Licenses:		0	0	0	0	0	0	0	0	0	0	0	0	0
<b><u>CREMATORY: Rules in effect beginning April 7, 2007</u></b>														
Applications Received and Processed		2	0	0	0	1	1	0	0	0	0	0	1	5
Licenses Issued		0	3	0	0	0	1	0	0	0	0	0	0	4
Licensed Denied		0	0	0	0	0	0	0	0	0	0	0	0	0
Biennial Renewal of License		0	0	0	0	0	0	1	0	1	0	0	0	2
<b>TOTAL TO DATE - DATE PREPARED</b>		8/6/09	9/14/09	10/1/09	#####	12/7/09	1/12/10	2/4/10	3/1/10	4/2/10	5/7/10	6/2/10	#####	
	Vets	1949	1963	1968	1981	1989	1995	2000	2004	2007	2010	2033	2058	
	Techs	679	709	715	718	719	723	724	734	787	798	799	806	
	Premise	716	714	732	734	738	744	746	748	754	747	751	760	
	Crem.	16	19	19	19	19	20	21	21	21	21	20	20	

## Arizona State Veterinary Medical Examining Board

\* Performance Measures FY 2009

		<u>JULY</u>	<u>AUG</u>	<u>SEPT</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUNE</u>	<u>TOTAL</u>
<b><u>VETERINARIANS:</u></b>														
Applications Received and Processed:		28	17	5	3	4	4	3	13	36	19	18	9	159
	*State Exam:	10	8	5	2	3	3	2	9	36	19	18	7	122
	NAVLE only:	18	9	0	1	1	1	1	4	0	0	0	2	37
	*NAVLE with State Exam:	0	0	0	0	0	0	0	0	0	0	0	0	0
Apps./Licenses Denied:		0	1	2	0	1	0	0	0	1	0	0	1	6
Licenses Issued:		20	10	25	12	10	5	4	6	5	4	21	38	160
	Regular:	19	8	19	4	5	2	1	1	2	3	18	38	120
	Endorsement:	1	2	6	6	4	3	3	5	3	1	3	0	37
	Specialty:	0	0	0	2	1	0	0	0	0	0	0	0	3
	Special:	0	0	0	0	0	0	0	0	0	0	0	0	0
	Non-Resident Permit	0	0	0	0	0	0	0	0	0	0	0	0	0
Other:														
	Temporary Permits:	3	9	4	6	0	0	2	3	3	10	4	14	58
	Temporary Permits Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0
	Biennial Renewal of Licenses:	0	0	0	250	268	722	545	27	27	8	0	1	1848
	Reinstatements:	0	1	1	0	0	0	1	0	0	0	0	1	4
	Renewal/Reinstatements Denied:	0	0	0	0	0	0	0	0	0	0	0	0	0
	Verification of Licensure:	14	14	8	16	13	6	13	10	13	28	17	22	174
<b><u>VETERINARY TECHNICIANS:</u></b>														
Applications Received and Processed:		0	0	4	50	101	0	0	3	18	133	0	0	309
Certificates Issued:		0	27	5	0	0	0	1	0	34	9	1	1	78
Apps./Certificates Denied:		0	89	0	0	0	0	0	0		0	0	0	89
Reinstatements:		0	4	2	0	0	1	2	1	1	0	1	0	12
Biennial Renewal of Licenses:		0	0	0	39	66	179	279	27	21	9	4	6	630
<b><u>VETERINARY PREMISES:</u></b>														
Applications Received and Processed:		4	8	12	5	11	7	19	11	9	9	8	10	113
Licenses Issued:		0	19	4	6	5	11	8	8	19	13	10	20	123
Licenses Denied:		0	0	0	0	0	0	0	0	0	0	0	0	0
Biennial Renewal of Licenses:		0	0	0	219	89	191	142	29	6	1	0	0	677
<b>CREMATORY: Rules in effect beginning April 7, 2007</b>														
Applications Received and Processed		0	0	0	0	0	1	0	0	0	1	0	1	3
Licenses Issued		0	1	1	0	0	0	0	0	1	0	0	1	4
Licensed Denied		0	0	0	0	0	0	0	0	0	0	0	0	0
Biennial Renewal of License		0	0	0	3	2	6	5	0	0	0	0	0	16
<b>TOTAL TO DATE - DATE PREPARED</b>		7/31/08	9/2/08	10/8/08	11/4/08	12/4/08	1/8/09		3/4/09	4/8/09	5/7/09	6/5/09	#####	
	Vets	1989	1992		2027	2037	2041			1857	1865	1894	1940	
	Techs	692	728	735	749	749	750			651	666	670	677	
	Premise	702	708	706	703	702	698			691	702	708	717	
	Crem.	16	17	18	18	18	18			17	16	16	16	





<b>CREMATORY: Rules in effect beginning April 7, 2007</b>																
Applications Received and Processed			0	0	0	0	1	0	0	2	0	0	1	1	5	
Licenses Issued			4	0	1	0	0	0	0	0	0	1	0	0	6	
Licensed Denied			0	0	0	0	0	0	0	0	0	0	0	0	0	
Bienniel Renewal of License			0	0	0	0	0	0	0	0	0	0	0	0	0	
Date Prepared:																
			8/9/07	9/6/07	10/4/07	11/1/07	12/5/07	1/3/08	2/6/08	3/6/08	4/2/08	5/13/08	6/11/08	7/2/08		
<b>TOTAL TO DATE:</b>																
		Vets	1826	1845	1845	1878	1883	1888	1893	1897	1901	1913	1933	1968		
		Techs	611	633	637	643	647	649	650	663	681	690	691	692		
		Premise	668	665	669	676	677	681	679	683	684	692	700	704		
		Crem.	18	18	*16	16	17	16	16	16	16	17	16	16		

\*July figure of 18 was incorrect

			<u>JULY</u>	<u>AUG</u>	<u>SEPT</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUNE</u>	<u>TOTAL</u>
<b>VETERINARIANS:</b>															
Applications Received and Processed:			21	23	4	5	5	9	18	30	18	6	34	13	186
*State Exam:			10	5	4	5	3	6	12	21	18	6	34	13	137
NAVLE only:			11	12	0	0	2	4	6	9	0	0	0	0	44
*NAVLE with State Exam:			0	6	0	0	0	0	0	0	0	0	0	0	6
Licenses Denied:															
	from Minutes		0	4	0	1	0	0	0	1	0	2	1	3	12
Licenses Issued:													23	27	50
Regular:			26	17	4	1	1	0	6	0	5	6	18	23	107
Endorsement:			4	2	5	3	2	0	2	3	5	4	1	3	34
Specialty:			0	0	0	0	1	0	0	0	0	0	1	0	2
Special:			0	0	0	0	0	0	0	0	0	0	0	0	0
Non-Resident Permit			0	0	0	0	0	0	0	0	0	0	0	0	0
Other:															
Temporary Permits:			4	2	0	3	0	0	1	4	9	4	5	29	61
Temporary Permits Denied:			0	0	0	0	0	0	0	0	0	0	0	0	0
Biennial Renewal of Licenses:			0	0	0	58	486	758	372	25	24	1	0	0	1724
Reinstatements:			0	0	0	1	0	1	0	0	12	16	4	2	36
Verification of Licensure:			13	17	4	11	13	6	9	5	11	15	9	22	135
<b>VETERINARY TECHNICIANS:</b>															
Applications Received and Processed:			0	1	1	10	119	0	1	0	4	102	0	0	238
Certificates Issued:			0	32	7	1	1	1	0	1	33	7	3	0	86
Certificates Denied:			0	0	0	0	0	0	0	0	75	0	0	0	75
Reinstatements:			0	1	0	0	3	2	3	0	5	12	12	4	42
Biennial Renewal of Licenses:			0	0	0	16	122	276	108	15	13	1	0	0	551
<b>VETERINARY PREMISES:</b>															
Applications Received and Processed:			7	10	9	4	9	13	17	2	10	29	6	6	122
Licenses Issued:			0	9	4	11	10	9	10	8	14	5	10	26	116
Licenses Denied:			0	0	0	0	0	0	0	0	0	0	0	0	0
Biennial Renewal of Licenses:			0	0	0	67	257	222	94	5	0	0	0	0	645
<b>CREMATORY: Rules in effect beginning April 7, 2007</b>															
Applications Received and Processed											8	8	0	0	16
Licenses Issued											0	0	0	8	8
Licensed Denied											0	0	0	0	0
Biennial Renewal of License											0	0	0	0	0
Date Prepared:			8/4/06	9/7/06	10/2/06	11/2/06	12/6/06	1/3/07	2/2/07	3/2/07	4/9/07	5/4/07	7/18/07	7/18/07	
<b>TOTAL TO DATE:</b>															
		Vets	1802	1819	1845	1852	1854	1854	1832	1829	1833	1735		1775	20030
		Techs	696	729	736	738	743	745	748	749	780	590		611	7865
		Premis	673	680	683	690	686	680	680	681	667	644		672	7436
		Crem.	0	0	0	0	0	0	0	0	0	0		8	8

**TAB 5**

DOUGLAS A. DUCEY  
GOVERNOR



VICTORIA WHITMORE  
EXECUTIVE DIRECTOR

## ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

9535 E. DOUBLETREE RANCH RD., SUITE 100, SCOTTSDALE, AZ 85258  
PHONE (602) 364-1738 FAX (602) 364-1039  
VETBOARD.AZ.GOV

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 pending
  - 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**

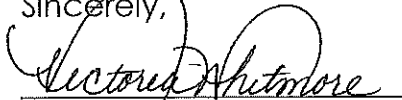
- 99 Customer Surveys were submitted. 100% of those surveyed rated the overall performance of the agency as "outstanding" (92%) or "good" (8%).
  - 99% rated timeliness of response as "outstanding" or "good."
  - 100% rated the courtesy/professionalism of staff as "outstanding" or "good."
  - 100% rated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

### **BUDGET**

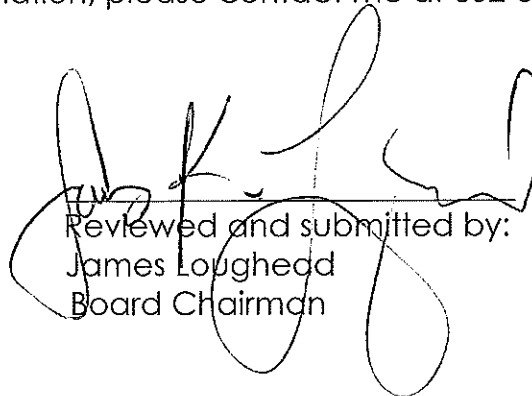
A copy of the annual financial statement for FY 2016 is attached. Note that all civil penalties resulting from disciplinary actions are deposited (100%) into the General Fund.

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 Loughhead  
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	February	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)	(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)	(6,165.00)	(7,717.50)	(6,670.00)	(7,560.00)	(18,717.50)	(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)	(1,530.00)
	4699 - MISCELLANEOUS RECEIPTS	(131.18)	(222.75)	(137.48)	(148.50)	(270.00)	(95.50)	(195.75)	(193.50)	(297.00)	(202.50)	(252.00)	(414.00)	(2,550.16)
REV Total		(10,475.57)	(14,638.05)	(11,871.88)	(11,398.50)	(8,772.48)	(9,113.18)	(8,488.43)	(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	1,650.33	262.38	266.68	407.59	5,216.21
	6047 - Annual Leave Payout													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	1,658.66	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	106.04	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	242.84	266.72	170.36	173.64	177.24	179.20	173.80	256.40	191.49	177.16	177.80	2,282.42
	6185 - Info Tech Pro Rata Charges	17.57	56.43	62.03	39.62	40.38	41.22	41.68	40.42	59.63	44.53	41.20	41.35	526.16
	6188 - 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		22,800.00	22,800.00
	6299 - Other Professional And Outside Services		102.00	208.45	714.65	139.95	25.20	3,131.75	3,568.85	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- Po/Lan		948.33		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-Po/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	389.17	816.00	4,463.66
	7511 - Awards					27.00		27.00		158.73				212.73
	7531 - Dues		240.00							500.00				890.00
	8521 - Furniture Non-Capital Purchase											150.00		150.00
	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



DOUGLAS A. DUCEY  
GOVERNOR



VICTORIA WHITMORE  
EXECUTIVE DIRECTOR

## ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

9535 E. DOUBLETREE RANCH RD., SUITE 100, SCOTTSDALE, AZ 85258  
PHONE (602) 364-1738 FAX (602) 364-1039  
VETBOARD.AZ.GOV

September 9, 2015

Honorable Douglas A. Ducey  
Governor  
State of Arizona  
1700 West Washington St.  
Phoenix, AZ 85007

### ANNUAL REPORT FY 2015

Dear Governor Ducey:

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

#### LICENSING

- At the close of FY 2015 the agency oversaw the practice of:

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

\*FY15 was a license renewal year. 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:

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

- Licenses/Certificates denied - FY15:
  - Veterinarian: 0
  - Certified Veterinary Technicians: 63 (denied for failure to pass either the State exam or national exam, or both)
  - Premises: 1
  - 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 2015, the Board received 107 new complaints and 30 complaints had been carried over from FY 2014 for a total of 137 cases.
  - One hundred nine (109) of these have completed the investigative process.
  - 28 of the 137 total cases were carried over to FY 2016 for Investigative and Board review.
  
- The Investigative Committee reviewed 109 complaints and made recommendations to the Board on each case.
  
- The average number of days from receipt to the Investigative Committee was 75. The number of days from receipt to the Board's Initial Investigative Review improved from 109 days in FY14 to 92 days in FY15.

**BOARD ACTIONS**

- During FY 2015, the Board conducted the following:
  - 86 Initial Investigative Reviews
  - 23 Informal Interviews
    - 1 Formal hearing
  - 12 Reviewed cases concerning license renewal issues
  
- Of the cases resolved by the Board, 36 cases involved discipline, resulting in the following:
 

Revocation	1
Suspension	1
Probation	25
Censure	0
Civil Penalty	18

Plus, 8 Letters of Concern were issued, which are non-disciplinary actions.

## UNLICENSED PRACTITIONERS

- There were 17 complaints regarding unlicensed practitioners; 3 cases had been carried over from FY14 and 14 were new. Of the 17 cases:
  - 4 issued Cease and Desist orders
  - 2 issued civil penalties
  - 2 closed
  - 1 pended
  - 8 are new and will be reviewed by the Board in FY16.

## FACILITY INSPECTIONS

- Staff completed the following facility inspections:
  - 119 Random premise inspections
  - 268 Statutory premise inspections
  - 4 Statutory animal crematory inspections

## CUSTOMER SATISFACTION

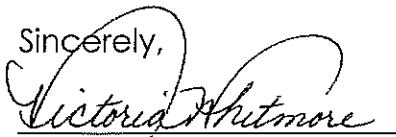
- 94 Customer Surveys were submitted. 98% of those surveyed rated the overall performance of the agency as "excellent" or "good."
  - 99.5% rated timeliness of response as "excellent" or "good."
  - 99% rated the courtesy/professionalism of staff as "excellent" or "good."
  - 98.8% rated the knowledge of staff as "excellent" or "good."

## BUDGET

A copy of the annual financial statement for FY 2015 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:  
Brian Serbin, D.V.M.  
Board Chairman

Enclosure

**Financial Report Trend**  
**AZ STATE VETERINARY MED EXAMINING BOARD**  
**for fiscal year 2015**

Fund Number 2078	July Activity	August Activity	September Activity	October Activity	November Activity	December Activity	January Activity	February Activity	March Activity	April Activity	May Activity	June Activity	YTD Activity
<b>Sales</b>													
4312 EXAMINATION FEES	\$ 1,485.00	\$ 1,620.00	\$ 3,780.00	\$ 2,970.00	\$ 540.00	\$ 540.00	\$ 1,350.00	\$ 4,185.00	\$ 6,885.00	\$ 7,020.00	\$ 9,585.00	\$ 8,775.00	\$ 48,735.00
4372 PUBLICATIONS AND REPRODUCTIONS	\$ 1,762.21	\$ 0.00	\$ 510.08	\$ 1,256.85	\$ 0.00	\$ 1,269.00	\$ 753.53	\$ 1,215.81	\$ 508.60	\$ 1,851.98	\$ 1,169.55	\$ 484.65	\$ 10,782.26
4415 OCCUPATIONAL AND PROFESSIONAL	\$ 450.00	\$ 450.00	\$ 270.00	\$ 0.00	\$ 180.00	\$ 2,980.00	\$ 0.00	\$ 900.00	\$ 2,250.00	\$ 1,980.00	\$ 1,890.00	\$ 1,080.00	\$ 12,330.00
4417 OCCUPATIONAL AND PROFESSIONAL	\$ 6,165.50	\$ 5,053.50	\$ 5,355.00	\$ 4,637.50	\$ 3,189.50	\$ 4,365.00	\$ 12,465.00	\$ 3,442.50	\$ 10,336.50	\$ 3,771.00	\$ 5,580.00	\$ 11,497.50	\$ 75,978.00
4519 OTHER FINES OR FORFEITURES OR	\$ 0.00	\$ 810.00	\$ 0.00	\$ 90.00	\$ 82,710.00	\$ 495,243.00	\$ 342,783.00	\$ 52,668.00	\$ 5,962.50	\$ 540.00	\$ 540.00	\$ 1,260.00	\$ 982,606.50
4520 OTHER FINES OR FORFEITURES OR	\$ 0.00	\$ 112.50	\$ 0.00	\$ 22.50	\$ 0.00	\$ 90.00	\$ 292.50	\$ 1,327.50	\$ 135.00	\$ 1,125.00	\$ 90.00	\$ 180.00	\$ 3,375.00
4699 MISCELLANEOUS RECEIPTS	\$ 315.00	\$ 369.00	\$ 224.33	\$ 108.00	\$ 189.00	\$ -2,057.88	\$ 261.00	\$ 229.50	\$ 253.35	\$ 355.50	\$ 225.00	\$ 0.00	\$ 739.55
<b>TOTAL Sales</b>	\$ 10,677.21	\$ 7,915.00	\$ 10,139.41	\$ 9,284.85	\$ 86,728.50	\$ 502,329.12	\$ 357,905.03	\$ 63,968.31	\$ 27,320.95	\$ 15,653.48	\$ 19,079.55	\$ 23,535.90	\$ 1,134,537.31
<b>Expenditures</b>													
6011 REGULAR BASE SALARY	\$ 19,131.96	\$ 18,574.92	\$ 18,778.91	\$ 27,705.07	\$ 17,869.20	\$ 18,688.30	\$ 16,747.00	\$ 19,266.71	\$ 28,106.57	\$ 19,643.08	\$ 19,520.48	\$ 17,571.32	\$ 241,403.52
6017 BOARD AND COM MEMBERS COMPENSATION	\$ 0.00	\$ 0.00	\$ 1,600.00	\$ 3,200.00	\$ 1,800.00	\$ 1,600.00	\$ 0.00	\$ 0.00	\$ 3,000.00	\$ 1,200.00	\$ 1,400.00	\$ 1,400.00	\$ 15,200.00
6031 OVERTIME	\$ 0.00	\$ 0.00	\$ 417.04	\$ 0.00	\$ 0.00	\$ 143.20	\$ 372.40	\$ 458.52	\$ 0.00	\$ 83.40	\$ 539.33	\$ 333.63	\$ 2,347.52
6041 ANNUAL LEAVE	\$ 345.41	\$ 790.77	\$ 555.99	\$ 1,549.20	\$ 1,490.01	\$ 986.22	\$ 1,479.18	\$ 123.60	\$ 1,029.09	\$ 1,066.98	\$ 610.55	\$ 1,393.20	\$ 11,421.20
6042 SICK LEAVE	\$ 196.16	\$ 1,344.33	\$ 339.64	\$ 318.94	\$ 315.32	\$ 0.00	\$ 489.33	\$ 350.79	\$ 893.90	\$ 0.00	\$ 579.04	\$ 710.08	\$ 5,537.53
6047 ANNUAL LEAVE PAYOUT	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 4,160.23	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 3,697.75	\$ 7,857.98
6048 HOLIDAY LEAVE TAKEN	\$ 1,035.50	\$ 0.00	\$ 1,035.50	\$ 1,035.50	\$ 1,035.50	\$ 1,035.50	\$ 2,071.00	\$ 1,035.50	\$ 1,035.50	\$ 0.00	\$ 0.00	\$ 1,035.50	\$ 10,350.50
6049 OTHER COMPENSATED LEAVE	\$ 0.00	\$ 0.00	\$ 456.36	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 456.36
6100 EMPLOYEE RELATED EXP.	\$ 6,318.48	\$ 6,318.48	\$ 6,549.34	\$ 9,964.86	\$ 6,887.51	\$ 7,237.22	\$ 8,973.50	\$ 8,606.78	\$ 13,004.30	\$ 8,617.03	\$ 8,761.22	\$ 9,029.20	\$ 100,267.93
6221 ATTORNEY GENERAL LEGAL SERVICES	\$ 5,602.50	\$ 0.00	\$ 0.00	\$ 5,602.50	\$ 0.00	\$ 0.00	\$ 5,602.50	\$ 0.00	\$ 5,602.50	\$ 0.00	\$ 0.00	\$ 0.00	\$ 22,410.00
6271 EDUCATION AND TRAINING	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 345.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 345.00
6299 OTHER PROFESSIONAL AND OUTSIDE	\$ 164.75	\$ 136.09	\$ 511.99	\$ 134.92	\$ 134.92	\$ 1,370.97	\$ 232.43	\$ 37.45	\$ 5,245.34	\$ 1,901.55	\$ 1,857.80	\$ 1,866.20	\$ 13,259.49
6500 IN-STATE TRAVEL	\$ 41.61	\$ 272.90	\$ 497.83	\$ 1,120.72	\$ 566.11	\$ 927.14	\$ 546.66	\$ 103.19	\$ 814.39	\$ 1,252.88	\$ 223.77	\$ 650.81	\$ 7,018.01
6600 OUT-OF-STATE TRAVEL	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 488.32	\$ 329.27	\$ 462.70	\$ 0.00	\$ 1,917.37
7111 RISK MANAGEMENT CHARGES TO STATE	\$ 2,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 2,000.00
7153 INTERNAL SERVICE DATA PROC- PC/LAN	\$ 0.00	\$ 756.74	\$ 769.70	\$ 760.79	\$ 784.82	\$ 782.46	\$ 797.02	\$ 819.32	\$ 850.98	\$ 899.16	\$ 1,088.28	\$ 832.30	\$ 9,139.57
7179 OTHER EXTERNAL TELECOMMUNICATION	\$ 0.00	\$ 498.01	\$ 477.17	\$ 478.17	\$ 26.21	\$ 792.99	\$ 614.23	\$ 496.63	\$ 497.32	\$ 476.20	\$ 472.86	\$ 498.86	\$ 5,328.65
7211 BUILDING RENT CHARGES TO STATE	\$ 0.00	\$ 23,300.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 2,000.00	\$ 0.00	\$ 0.00	\$ 25,300.00
7229 MISCELLANEOUS RENT	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 2.32	\$ 2.32	\$ 0.00	\$ 2.32	\$ 6.09	\$ 6.09	\$ 19.14
7241 INTERNAL ACCT/BUDG/FINANCIAL SVCS	\$ 0.00	\$ 1,650.00	\$ 0.00	\$ 1,650.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,650.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,650.00	\$ 6,600.00
7266 REPAIR AND MAINTENANCE - OTHER	\$ 9.60	\$ 65.81	\$ 65.81	\$ 200.81	\$ 65.81	\$ 65.81	\$ 65.81	\$ 65.81	\$ 65.81	\$ 65.81	\$ 65.72	\$ 65.72	\$ 869.33
7269 OTHER REPAIR AND MAINTENANCE	\$ 0.00	\$ 0.00	\$ 300.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 300.00
7321 OFFICE SUPPLIES	\$ 0.00	\$ 105.87	\$ 116.01	\$ 0.00	\$ 721.67	\$ 251.85	\$ 719.72	\$ 376.99	\$ 1,113.79	\$ 395.60	\$ 138.10	\$ 102.66	\$ 4,042.26
7381 OTHER OPERATING SUPPLIES	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 87.27	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 87.27
7455 CONFERENCE REGISTRATION-ATTENDANCE	\$ 375.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 75.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 450.00
7471 INTERNAL PRINTING	\$ 0.00	\$ 0.00	\$ 0.00	\$ 51.42	\$ 0.00	\$ 118.43	\$ 0.00	\$ 0.00	\$ 380.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 368.00
7472 EXTERNAL PRINTING	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,697.44	\$ 0.00	\$ 1,894.08	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 3,591.52
7491 POSTAGE AND DELIVERY	\$ 0.00	\$ 269.06	\$ 259.86	\$ 1,722.91	\$ 18.20	\$ 3,428.19	\$ 1,914.86	\$ 1,325.30	\$ 618.93	\$ 408.92	\$ 273.16	\$ 670.97	\$ 10,910.36
7511 AWARDS	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 62.33
7531 DUES	\$ 0.00	\$ 240.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 500.00	\$ 0.00	\$ 0.00	\$ 740.00
7541 BOOKS- SUBSCRIPTIONS AND	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 259.00	\$ 0.00	\$ 0.00	\$ 259.00
7599 OTHER MISCELLANEOUS OPERATING	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 25.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 25.00
8521 FURNITURE NON-CAPITAL PURCHASE	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 60.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 10,216.69	\$ 377.95	\$ 0.00	\$ 277.32	\$ 10,931.96
8531 COMPUTER EQUIPMENT NON-CAPITAL	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 2,113.66	\$ 754.57	\$ 0.00	\$ 2,868.23
8591 PURCHASED OR LICENSED	\$ 0.00	\$ 101.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 358.39	\$ 0.00	\$ 0.00	\$ 459.39
9101 OPERATING TRANSFERS OUT	\$ 0.00	\$ 0.00	\$ 0.00	\$ 3,365.98	\$ 0.00	\$ 0.00	\$ 0.00	\$ -3,545.27	\$ 0.00	\$ 1,035.50	\$ 0.00	\$ 0.00	\$ 1,856.22
<b>TOTAL Expenditures</b>	\$ 35,057.22	\$ 54,452.65	\$ 31,897.89	\$ 59,695.23	\$ 32,487.36	\$ 38,925.72	\$ 44,810.87	\$ 34,153.99	\$ 73,310.75	\$ 42,628.31	\$ 37,112.06	\$ 42,221.94	\$ 526,753.99
<b>Admin. Adjmt.</b>													
6221 ATTORNEY GENERAL LEGAL SERVICES	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ -9,139.47	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ -9,139.47
6500 IN-STATE TRAVEL	\$ 0.00	\$ 0.00	\$ 0.00	\$ 52.29	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 52.29
7179 OTHER EXTERNAL TELECOMMUNICATION	\$ 0.00	\$ 401.23	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 401.23
7456 OTHER EDUCATION AND TRAINING COSTS	\$ 0.00	\$ 950.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 950.00
7541 BOOKS- SUBSCRIPTIONS AND	\$ 0.00	\$ 64.45	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 64.45
8521 FURNITURE NON-CAPITAL PURCHASE	\$ 0.00	\$ 0.00	\$ 0.00	\$ 609.24	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 609.24
8531 EDP EQUIP MAINFRAME NON-CAPITAL	\$ 0.00	\$ 873.32	\$ 268.80	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,142.12
8571 OTHER EQUIPMENT NON-CAPITAL PURCHASE	\$ 0.00	\$ 162.43	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 162.43
9101 OPERATING TRANSFERS OUT	\$ 0.00	\$ -228.75	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ -228.75
4416 LICENSE	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ -45.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ -45.00
<b>TOTAL Admin. Adjmt.</b>	\$ 0.00	\$ 2,222.68	\$ 268.80	\$ 661.53	\$ -45.00	\$ -9,139.47	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ -6,031.46
<b>Net Income</b>	\$ -24,380.01	\$ -46,760.33	\$ -22,027.28	\$ -51,071.91	\$ 54,286.14	\$ 472,542.87	\$ 313,094.16	\$ 29,814.32	\$ -45,989.80	\$ -26,974.83	\$ -18,032.51	\$ -18,686.04	\$ 613,814.78

JANICE K. BREWER  
GOVERNOR



VICTORIA WHITMORE  
EXECUTIVE DIRECTOR

## ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

9535 E. DOUBLETREE RANCH RD., SUITE 100, SCOTTSDALE, AZ 85258  
PHONE (602) 364-1-PET (364-1738) FAX (602) 364-1039  
WWW.VETBOARD.AZ.GOV

September 19, 2014

Honorable Janice K. Brewer  
Governor  
State of Arizona  
1700 West Washington St.  
Phoenix, AZ 85007

### ANNUAL REPORT FY 2014

Dear Governor Brewer:

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

At the close of FY 2014 the agency oversaw the practice of:

- 2226 licensed veterinarians
  - 990 certified veterinary technicians (CVT)
  - 831 licensed veterinary premises
  - 16 licensed animal crematories.
- 
- During FY 2014, the Board received 100 new complaints and 32 complaints had been carried over from FY 2013 for a total of 132 cases. One hundred nine (109) of these have completed the investigative process.
    - 23 of the 132 total cases were carried over to FY 2015 for Investigative and Board review.
      - 11 cases are ready for Investigative Committee review
      - 12 cases are new and have not been reviewed by the Investigative Committee
  - The Investigative Committee reviewed 95 complaints and made recommendations to the Board on each case. The Investigative Division staff

also covered an additional 7 cases that went straight to the Board.

- The number of days from receipt to the Investigative Committee improved from 89 days in FY13 to 68 days in FY14. The number of days from receipt to the Board's Initial Investigative Review improved from 124 days in FY13 to 109 days in FY14.
- During FY 2014, the Board conducted the following:
  - 26 Informal Interviews
  - 3 Formal hearings
- Of the complaints resolved by the Board, 16 cases involved discipline, resulting in the following:

Orders of Suspension	1
Orders of Probation	11
Revoked	2
Censure	0
Civil Penalty	2

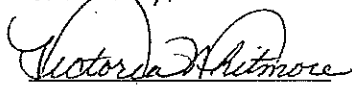
Plus, 22 Letters of Concern were issued, which are non-disciplinary actions.

- There were 12 complaints regarding unlicensed practitioners, these were addressed as follows:
  - 9 issued Cease and Desist orders
  - 1 injunctions were pursued
  - 2 closed
- Staff completed the following premise inspections:
  - 39 Random inspections
  - 127 Statutory inspections
- 143 Customer Surveys were submitted. 99% of those surveyed rated the overall performance of the agency as "excellent" or "good."
- There were twelve formal testing dates for licensure of veterinarians and three formal testing dates for certification of veterinary technicians.
- The agency launched a new, modern website in June 2014, giving the public and the Board's licensees the opportunity to easily view and find a wide variety of information.

A copy of the annual financial statement for FY 2014 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:  
Brian Serbin, D.V.M.  
Board Chairman

Enclosure

**Financial Report Trend**  
**AZ STATE VETERINARY MED EXAMINING BOARD**  
**for fiscal year 2014**

Fund Number 2078	July Activity	August Activity	September Activity	October Activity	November Activity	December Activity	January Activity	February Activity	March Activity	April Activity	May Activity	June Activity	YTD Activity
<b>Sales</b>													
4821 PRIOR YEAR REIMBURSEMENTS (REFUNDS)	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 50.00	\$ 0.00	\$ 0.00	\$ 50.00
4312 EXAM FEES	\$ 1,620.00	\$ 2,700.00	\$ 4,320.00	\$ 3,105.00	\$ 810.00	\$ 2,565.00	\$ 2,025.00	\$ 3,915.00	\$ 7,250.00	\$ 11,070.00	\$ 9,990.00	\$ 9,450.00	\$ 58,960.00
4372 PUB/DIRECTORIES	\$ 0.00	\$ 425.93	\$ 531.45	\$ 735.75	\$ 93.60	\$ 2,247.76	\$ 672.98	\$ 0.00	\$ 1,107.82	\$ 1,015.72	\$ 2,204.33	\$ 0.00	\$ 9,039.34
4415 APPLICATIONS	\$ 540.00	\$ 910.00	\$ 180.00	\$ 90.00	\$ 270.00	\$ 0.00	\$ 270.00	\$ 450.00	\$ 2,250.00	\$ 2,700.00	\$ 2,205.00	\$ 1,710.00	\$ 11,475.00
4416 LICENSE	\$ 4,140.00	\$ 9,802.50	\$ 4,662.00	\$ 4,957.50	\$ 4,815.00	\$ 3,055.50	\$ 4,761.00	\$ 5,895.50	\$ 5,400.00	\$ 5,670.00	\$ 6,921.00	\$ 10,800.00	\$ 70,879.50
4417 RENEWALS	\$ 1,170.00	\$ 720.00	\$ 90.00	\$ 540.00	\$ 1,080.00	\$ 1,350.00	\$ 90.00	\$ 720.00	\$ 360.00	\$ 1,170.00	\$ 90.00	\$ 90.00	\$ 7,470.00
4519 PENALTIES	\$ 157.50	\$ 90.00	\$ 22.50	\$ 90.00	\$ 135.00	\$ 202.50	\$ 22.50	\$ 90.00	\$ 90.00	\$ 157.50	\$ 22.50	\$ 22.50	\$ 1,102.50
4699 MISC REC	\$ 94.50	\$ 414.00	\$ 144.00	\$ 274.73	\$ 147.15	\$ 162.00	\$ 195.75	\$ 54.50	\$ 236.25	\$ 376.43	\$ 355.50	\$ 320.62	\$ 2,816.33
TOTAL Sales	\$ 7,722.00	\$ 14,962.43	\$ 9,950.65	\$ 9,792.98	\$ 7,350.75	\$ 9,582.76	\$ 8,037.23	\$ 11,164.50	\$ 16,734.07	\$ 33,213.65	\$ 21,788.33	\$ 22,393.12	\$ 161,692.67
<b>Expenditures</b>													
6011 REGULAR BASE SALARY	\$ 14,836.49	\$ 15,686.34	\$ 14,846.00	\$ 23,147.60	\$ 16,116.18	\$ 16,360.37	\$ 14,332.15	\$ 14,540.66	\$ 13,828.15	\$ 24,309.05	\$ 17,908.94	\$ 19,335.69	\$ 205,247.66
6017 BOARD & COMMISSION MEMBERS	\$ 0.00	\$ 0.00	\$ 1,600.00	\$ 3,200.00	\$ 1,600.00	\$ 0.00	\$ 1,800.00	\$ 0.00	\$ 1,600.00	\$ 3,400.00	\$ 1,800.00	\$ 1,200.00	\$ 16,200.00
6031 OVERTIME	\$ 0.00	\$ 0.00	\$ 333.63	\$ 667.25	\$ 333.63	\$ 0.00	\$ 166.82	\$ 458.74	\$ 0.00	\$ 0.00	\$ 134.26	\$ 355.40	\$ 2,006.19
6041 ANNUAL LEAVE	\$ 1,438.31	\$ 1,064.84	\$ 420.42	\$ 471.45	\$ 520.92	\$ 1,431.08	\$ 2,343.68	\$ 553.58	\$ 2,678.52	\$ 1,090.95	\$ 933.50	\$ 75.06	\$ 12,959.31
6042 SICK LEAVE	\$ 0.00	\$ 0.00	\$ 320.42	\$ 171.43	\$ 190.16	\$ 152.32	\$ 323.26	\$ 2,643.31	\$ 196.53	\$ 286.46	\$ 925.56	\$ 85.85	\$ 5,501.49
6047 ANNUAL LEAVE PAYOUT	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 802.11	\$ 0.00	\$ 0.00	\$ 0.00	\$ 802.11
6048 HOLIDAY LEAVE TAKEN	\$ 820.36	\$ 0.00	\$ 820.36	\$ 820.36	\$ 820.36	\$ 944.40	\$ 1,888.80	\$ 944.40	\$ 944.40	\$ 0.00	\$ 0.00	\$ 991.27	\$ 8,994.71
6100 EMPLOYEE RELATED EMP.	\$ 5,833.40	\$ 5,757.16	\$ 5,879.52	\$ 8,357.60	\$ 5,377.78	\$ 6,047.94	\$ 6,755.66	\$ 6,096.88	\$ 8,112.06	\$ 5,721.23	\$ 6,428.15	\$ 7,845.65	\$ 77,183.65
6221 ATTORNEY GENERAL LEGAL SERVICES	\$ 5,602.50	\$ 0.00	\$ 0.00	\$ 5,602.50	\$ 0.00	\$ 0.00	\$ 5,602.50	\$ 0.00	\$ 5,602.50	\$ 0.00	\$ 0.00	\$ 0.00	\$ 22,410.00
6299 OTHER PROFESSIONAL & OUTSIDE	\$ 0.00	\$ 131.20	\$ 114.14	\$ 206.81	\$ 161.12	\$ 257.31	\$ 78.80	\$ 5,261.34	\$ 87.80	\$ 185.98	\$ 220.24	\$ 1,124.13	\$ 7,845.67
6500 IN-STATE TRAVEL	\$ 78.28	\$ 146.84	\$ 449.29	\$ 779.57	\$ 375.59	\$ 726.70	\$ 350.75	\$ 69.38	\$ 1,342.93	\$ 316.68	\$ 732.19	\$ 1,631.92	\$ 7,200.12
6600 OUT-OF-STATE TRAVEL	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,092.97	\$ 1,092.97
7111 RISK MANAGEMENT CHARGES TO STATE	\$ 2,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 2,000.00
7153 INTERNAL SERVICE DATA	\$ 0.00	\$ 626.14	\$ 646.34	\$ 660.36	\$ 501.53	\$ 899.36	\$ 705.81	\$ 689.63	\$ 649.11	\$ 692.56	\$ 715.83	\$ 2,571.16	\$ 9,357.93
7160 OTHER EXTERNAL DATA PROCESSING	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 107.05	\$ 107.05
7179 OTHER EXTERNAL TELECOMMUNICATION	\$ 0.00	\$ 332.26	\$ 817.77	\$ 397.56	\$ 435.25	\$ 382.07	\$ 0.00	\$ 812.52	\$ 390.24	\$ 391.32	\$ 496.02	\$ 627.82	\$ 5,083.23
7211 BUILDING RENT CHARGES TO STATE	\$ 0.00	\$ 0.00	\$ 22,900.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 22,900.00
7221 RENT OF LAND & BUILDINGS	\$ 0.00	\$ 22,900.00	\$ -22,900.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
7241 INTERNAL ACCT/HQ/FINANCIAL SVCS	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,650.00	\$ 0.00	\$ 0.00	\$ 1,650.00	\$ 1,650.00	\$ 0.00	\$ 1,650.00	\$ 0.00	\$ 0.00	\$ 6,600.00
7266 REPAIR & MAINTENANCE--OTHER	\$ 0.00	\$ 75.56	\$ 65.94	\$ 65.94	\$ 65.94	\$ 65.94	\$ 65.94	\$ 65.94	\$ 65.94	\$ 65.94	\$ 65.94	\$ 122.15	\$ 751.17
7269 OTHER REPAIR & MAINTENANCE	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,792.58	\$ 1,792.58
7321 OFFICE SUPPLIES	\$ 0.00	\$ 107.20	\$ 266.97	\$ 103.37	\$ 261.01	\$ 464.70	\$ 172.18	\$ 68.21	\$ 24.86	\$ 93.93	\$ 16.85	\$ 1,949.87	\$ 3,529.15
7381 OTHER OPERATING SUPPLIES	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 45.31	\$ 0.00	\$ 0.00	\$ 0.00	\$ 239.59	\$ 285.30
7456 OTHER EDUCATION AND TRAINING COSTS	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 100.00	\$ 509.08	\$ 82.04	\$ 691.12
7461 ADVERTISING	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 99.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 99.00
7471 INTERNAL PRINTING	\$ 0.00	\$ 0.00	\$ 54.00	\$ 790.80	\$ 0.00	\$ 27.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 111.50	\$ 27.00	\$ 487.00	\$ 1,497.30
7472 EXTERNAL PRINTING	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 756.53	\$ 756.53
7481 POSTAGE & DELIVERY	\$ 0.00	\$ 226.10	\$ 229.15	\$ 376.73	\$ 323.90	\$ 248.13	\$ 0.00	\$ 561.23	\$ 380.72	\$ 326.73	\$ 309.93	\$ 681.06	\$ 3,657.78
7511 AWARDS	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 24.20	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 24.20
7531 DUES	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 500.00	\$ 0.00	\$ 0.00	\$ 500.00
7541 BOOKS-- SUBSCRIPTIONS AND	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 149.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 149.00
7599 OTHER MISCELLANEOUS OPERATING	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 32.27	\$ 0.00	\$ 10.76	\$ 0.00	\$ 0.00	\$ 43.03
8521 FURNITURE NON-CAPITAL PURCHASE	\$ 0.00	\$ 0.00	\$ 24.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 769.99
8531 EDP EQUIP MAINFRAME NON-CAPITAL	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,751.99	\$ 1,751.99
8571 OTHER EQUIPMENT NON-CAPITAL PURCHASE	\$ 0.00	\$ 9.75	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 149.98	\$ 149.98
8581 MAINFRAME SOFTWARE NON-CAPITAL	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 716.79	\$ 716.79
9101 OPERATING TRANSFERS OUT	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ -437.20	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 4,941.19	\$ 555.29	\$ 0.00	\$ 5,059.28
TOTAL Expenditures	\$ 30,609.34	\$ 47,083.39	\$ 26,587.95	\$ 47,463.33	\$ 26,312.54	\$ 28,173.94	\$ 36,130.18	\$ 35,462.37	\$ 29,256.70	\$ 52,157.61	\$ 31,052.25	\$ 45,220.99	\$ 435,810.59
<b>Admin. Adjtmnt.</b>													
6221 ATTORNEY GENERAL LEGAL SERVICES	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ -362.55	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ -362.55
6299 OTHER PROFESSIONAL & OUTSIDE	\$ 0.00	\$ 946.00	\$ 186.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,132.00
7156 EXTERNAL PROGRAMMING -- PC/LAN	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
7179 OTHER EXTERNAL TELECOMMUNICATION	\$ 0.00	\$ 332.26	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 332.26
7266 REPAIR & MAINTENANCE--OTHER	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
7321 OFFICE SUPPLIES	\$ 0.00	\$ 351.62	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 351.62
7481 POSTAGE & DELIVERY	\$ 0.00	\$ 294.74	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 294.74
7599 OTHER MISCELLANEOUS OPERATING	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 191.24	\$ 0.00	\$ 0.00	\$ 0.00	\$ 191.24
8471 OTHER EQUIPMENT CAPITAL PURCHASE	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
8521 FURNITURE NON-CAPITAL PURCHASE	\$ 0.00	\$ 25.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 25.00
8531 EDP EQUIP MAINFRAME NON-CAPITAL	\$ 0.00	\$ 4,676.32	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 4,676.32
8561 TELECOMM EQUIP NON-CAPITAL PURCHASE	\$ 0.00	\$ 818.19	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 818.19
TOTAL Admin. Adjtmnt.	\$ 0.00	\$ 7,444.13	\$ 186.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ -362.55	\$ 0.00	\$ 191.24	\$ 0.00	\$ 0.00	\$ 7,458.82



**Financial Report Trend**  
**AZ STATE VETERINARY MED EXAMINING BOARD**  
**for fiscal year 2014**

Fund Number 2078

	July Activity	August Activity	September Activity	October Activity	November Activity	December Activity	January Activity	February Activity	March Activity	April Activity	May Activity	June Activity	YTD Activity
Net Income	\$ -22,987.34 \$	\$ -39,565.09 \$	\$ -17,123.10 \$	\$ -37,670.35 \$	\$ -18,961.79 \$	\$ -18,581.18 \$	\$ -28,092.95 \$	\$ -23,935.32 \$	\$ -12,522.63 \$	\$ -30,135.20 \$	\$ -9,263.92 \$	\$ -22,827.87 \$	\$ -281,576.74

Janice K. Brewer  
Governor



Victoria Whitmore  
Executive Director

## ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

9535 E. Doubletree Ranch Rd., Suite 100, Scottsdale, AZ 85258  
Phone (602) 364-1-PET (364-1738) FAX (602) 364-1039  
WWW.VETBOARD.AZ.GOV

September 27, 2013

Honorable Janice K. Brewer  
Governor  
State of Arizona  
1700 West Washington St.  
Phoenix, AZ 85007

Re: ANNUAL REPORT FY 2013

Dear Governor Brewer:

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

At the close of FY 2013 the agency had 2047 licensed veterinarians, 798 licensed veterinary premises, 902 certified veterinary technicians, and 16 licensed animal crematories.

During FY 2013, the Board received 97 complaints and 28 complaints were carried over from FY 2012 for a total of one hundred twenty-five 125 cases. The cases resulted in the following:

Disciplinary action	28
Dismissed/No Violation	73
Carry over to FY13	24

In addition, during FY 2013 the Investigative Committee reviewed 85 complaints and made recommendations to the Board on each case. The Investigative Division staff also covered an additional 16 cases that went straight to the Board.

Board adjudication of the 101 investigations was as follows:

- 93 of these investigations were resolved by the following:
  - 55 were dismissed,
  - 22 were moved for further Board consideration
  - 16 went straight to the Board from Investigative Division
- 24 were pending to FY 2014 for Investigative and Board review.
  - 8 cases were scheduled for FY13 Board meetings
  - 16 cases are new and have not been reviewed by the Investigative Committee.

There were 96 Complaints resolved by the Board, 28 cases involved discipline, resulting in the following:

Orders of Suspension	3
Orders of Probation	22
Revoked	0
Censure	2
Civil Penalty	8

During FY 2013, the Board conducted the following:

Informal Interviews	27
Formal hearings	5

There were 11 complaints regarding unlicensed practitioners, these were addressed as follows:

- 10 issued Cease and Desist orders,
- 0 injunctions were pursued,
- 0 enforcement of injunction sought

Staff completed the following premise inspections:

- 21 Random inspections,
- 130 Statutory inspections,
- 1 Animal crematory inspections.

There were twelve formal testing dates for licensure of veterinarians and three formal testing dates for certification of veterinary technicians. In addition, staff responded to a large number of inquiries regarding possible complaints, some


requested we send a complaint packet, many others utilized our website and downloaded a copy of the complaint forms. The public utilizes our website for information and most of the submitted complaint forms are downloaded from the website.

A copy of the annual financial statement for FY 2013 is attached. Note that all civil penalties resulting from disciplinary actions are deposited (100%) into the General Fund.

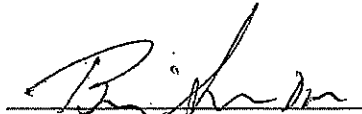
While the Board continues to receive excellent customer service scores, per customer surveys, improving performance, efficiency and cost effectiveness will continue to be our goals. In FY13 we initiated an online license renewal process which will enhance services offered to our licensees and significantly lower staff labor time and costs into the future and invested in technology to lessen the time required to complete premise inspections. Also, we expanded our Certified Veterinary Technician testing to include three dates, to mirror the Veterinary Technician National Exam offered by the American Association of Veterinary State Boards.

If you should need any further information, I can be reached at 602-542-8150.

Sincerely,



Prepared by:  
Victoria Whitmore  
Executive Director



Reviewed and submitted by:  
Brian Serbin, D.V.M.  
Board Chairman

Enclosure

**Financial Report Trend**  
**AZ STATE VETERINARY MED EXAMINING BOARD**  
**for fiscal year 2013**

Fund Number 2078

	July	August	September	October	November	December	January	February	March	April	May	June	YTD
	Activity	Activity	Activity	Activity	Activity	Activity	Activity	Activity	Activity	Activity	Activity	Activity	Activity
<b>sales</b>													
4312 EXAMINATION FEES	\$ 1,890.00	\$ 1,755.00	\$ 2,295.00	\$ 6,210.00	\$ 1,620.00	\$ 0.00	\$ 2,700.00	\$ 4,050.00	\$ 3,780.00	\$ 7,425.00	\$ 11,070.00	\$ 8,910.00	\$ 51,705.00
4372 PUBLICATIONS & REPRODUCTIONS	\$ 1,976.41	\$ 0.00	\$ 0.00	\$ 540.90	\$ 499.60	\$ 0.00	\$ 1,036.13	\$ 504.00	\$ 680.45	\$ 4.50	\$ 1,546.79	\$ 909.68	\$ 7,688.46
4415 OCCUPATIONAL & PROFESSIONAL LICENSES	\$ 607.50	\$ 382.50	\$ 350.00	\$ 90.00	\$ 450.00	\$ 0.00	\$ 540.00	\$ 540.00	\$ 1,170.00	\$ 2,700.00	\$ 3,420.00	\$ 1,170.00	\$ 11,430.00
4416 OCCUPATIONAL & PROFESSIONAL LICENSES	\$ 4,702.50	\$ 2,227.50	\$ 3,600.00	\$ 3,177.00	\$ 3,442.50	\$ 3,645.00	\$ 6,255.00	\$ 3,892.50	\$ 6,367.50	\$ 3,375.00	\$ 4,522.50	\$ 11,542.50	\$ 56,749.50
4417 OCCUPATIONAL & PROFESSIONAL LICENSES	\$ 0.00	\$ 180.00	\$ 0.00	\$ 270.00	\$ 132,700.50	\$ 403,479.00	\$ 327,973.50	\$ 51,210.00	\$ 7,749.00	\$ 1,250.00	\$ 180.00	\$ 360.00	\$ 925,362.00
4519 OTHER FEES, FORTIFURS & PENALTIES	\$ 0.00	\$ 45.00	\$ 0.00	\$ 67.50	\$ 0.00	\$ 0.00	\$ 202.50	\$ 4,027.50	\$ 1,755.00	\$ 202.50	\$ 45.00	\$ 45.00	\$ 6,390.00
4689 MISCELLANEOUS RECEIPTS	\$ 224.78	\$ 282.38	\$ 216.46	\$ 148.50	\$ 117.00	\$ 198.00	\$ 157.50	\$ 213.53	\$ 233.56	\$ 298.36	\$ 238.50	\$ 236.25	\$ 2,564.82
<b>TOTAL sales</b>	<b>\$ 9,401.19</b>	<b>\$ 4,872.38</b>	<b>\$ 6,471.46</b>	<b>\$ 10,503.90</b>	<b>\$ 138,819.60</b>	<b>\$ 407,322.00</b>	<b>\$ 338,864.63</b>	<b>\$ 64,437.53</b>	<b>\$ 21,735.51</b>	<b>\$ 15,265.36</b>	<b>\$ 21,022.79</b>	<b>\$ 23,173.43</b>	<b>\$ 1,061,889.78</b>
<b>Expenditures</b>													
6011 REGULAR BASE SALARY	\$ 12,003.60	\$ 13,579.49	\$ 13,749.07	\$ 18,852.22	\$ 11,966.45	\$ 14,106.57	\$ 10,713.56	\$ 12,942.18	\$ 12,877.36	\$ 13,920.22	\$ 21,857.47	\$ 15,255.82	\$ 171,724.01
6017 BOARD & COMMISSION MEMBERS	\$ 0.00	\$ 1,600.00	\$ 0.00	\$ 3,700.00	\$ 0.00	\$ 1,600.00	\$ 1,400.00	\$ 0.00	\$ 1,500.00	\$ 1,400.00	\$ 3,100.00	\$ 1,800.00	\$ 16,100.00
6031 OVERTIME	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 403.80	\$ 403.80
6041 ANNUAL LEAVE	\$ 2,019.11	\$ 1,449.80	\$ 126.96	\$ 1,585.60	\$ 847.16	\$ 211.84	\$ 1,883.24	\$ 322.39	\$ 434.64	\$ 211.84	\$ 226.78	\$ 460.26	\$ 9,593.56
6042 SICK LEAVE	\$ 272.37	\$ 18.11	\$ 90.55	\$ 353.87	\$ 172.77	\$ 0.00	\$ 289.76	\$ 213.05	\$ 213.05	\$ 0.00	\$ 243.30	\$ 36.22	\$ 2,310.99
6048 HOLIDAY LEAVE TAKEN	\$ 752.32	\$ 0.00	\$ 715.92	\$ 715.92	\$ 1,431.84	\$ 0.00	\$ 1,431.84	\$ 715.92	\$ 715.92	\$ 0.00	\$ 0.00	\$ 781.30	\$ 7,260.98
6049 OTHER COMPENSATED LEAVE	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
6058 CRITICAL RETENTION PAY	\$ 0.00	\$ 0.00	\$ 0.00	\$ 715.92	\$ 715.92	\$ 715.92	\$ 715.92	\$ 715.92	\$ 715.92	\$ 715.92	\$ 1,122.93	\$ 546.00	\$ 690.88
6100 EMPLOYEE RELATED EXP.	\$ 4,369.38	\$ 4,238.65	\$ 5,311.91	\$ 8,342.33	\$ 5,390.19	\$ 5,535.76	\$ 5,515.76	\$ 5,388.37	\$ 5,824.85	\$ 5,515.77	\$ 8,564.52	\$ 6,276.44	\$ 69,973.93
6221 ATTORNEY GENERAL LEGAL SERVICES	\$ 0.00	\$ 5,602.50	\$ 5,602.50	\$ 0.00	\$ 0.00	\$ 5,602.50	\$ 0.00	\$ 0.00	\$ 5,602.50	\$ 0.00	\$ -9,000.00	\$ 0.00	\$ 13,410.00
6271 EDUCATION & TRAINING	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 950.00	\$ 0.00	\$ 950.00
6299 OTHER PROFESSIONAL & OUTSIDE	\$ 0.00	\$ 131.25	\$ 28.00	\$ 27.70	\$ 187.24	\$ 37.45	\$ 160.27	\$ 186.78	\$ 219.45	\$ 170.71	\$ 144.76	\$ 5,047.96	\$ 6,341.57
6500 IN-STATE TRAVEL	\$ 39.32	\$ 337.62	\$ 542.66	\$ 553.65	\$ 214.46	\$ 493.14	\$ 363.40	\$ 187.14	\$ 507.32	\$ 654.36	\$ 1,018.32	\$ 1,018.32	\$ 5,437.25
6500 OUT-OF-STATE TRAVEL	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,020.71	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,020.71
7111 RISK MANAGEMENT CHARGES TO STATE	\$ 2,100.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 2,100.00
7153 INTERNAL SERVICE DATA	\$ 0.00	\$ 595.79	\$ 702.61	\$ 651.14	\$ 0.00	\$ 698.47	\$ 1,232.44	\$ 558.71	\$ 550.60	\$ 765.79	\$ 775.06	\$ 2,624.25	\$ 9,144.96
7156 EXTERNAL PROGRAMMING -- PC/LAN	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 20,520.00	\$ 20,520.00
7179 OTHER EXTERNAL TELECOMMUNICATION	\$ 341.03	\$ 45.04	\$ 0.00	\$ 324.85	\$ 290.49	\$ 304.33	\$ 624.90	\$ 0.00	\$ 597.45	\$ 340.30	\$ 308.12	\$ 339.73	\$ 3,516.29
7211 BUILDING RENT CHARGES TO STATE	\$ 16,600.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 16,600.00
7241 INTERNAL ACCOUNTING	\$ 1,220.00	\$ 0.00	\$ 0.00	\$ 1,220.00	\$ 0.00	\$ 0.00	\$ 1,220.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 4,880.00
7266 REPAIR & MAINTENANCE--OTHER	\$ 56.84	\$ 56.84	\$ 56.84	\$ 56.84	\$ 56.84	\$ 56.84	\$ 56.84	\$ 113.68	\$ 56.84	\$ 56.84	\$ 56.84	\$ 112.64	\$ 737.88
7321 OFFICE SUPPLIES	\$ 33.17	\$ 0.00	\$ 99.60	\$ 226.84	\$ 48.79	\$ 605.26	\$ 627.01	\$ 98.18	\$ 0.00	\$ 244.45	\$ 158.86	\$ 5,184.59	\$ 7,326.75
7381 OTHER OPERATING SUPPLIES	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 78.67	\$ 78.67
7471 INTERNAL PRINTING	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,550.00	\$ 70.20	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,620.20
7481 POSTAGE & DELIVERY	\$ 0.00	\$ 241.01	\$ 362.80	\$ 254.96	\$ 1,286.84	\$ 1,732.71	\$ 655.88	\$ 2,543.74	\$ 840.52	\$ 340.32	\$ 352.35	\$ 401.29	\$ 9,012.42
7531 DUES	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 500.00	\$ 0.00	\$ 240.00	\$ 0.00	\$ 740.00
7541 BOOKS, SUBSCRIPTIONS & PUBLICATIONS	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 149.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 149.00
7599 OTHER MISCELLANEOUS OPERATING	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 25.00	\$ 13.38	\$ 0.00	\$ 0.00	\$ 0.00	\$ 43.00	\$ 0.00	\$ 81.38
8471 OTHER EQUIPMENT CAPITAL PURCHASE	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 5,000.21	\$ 5,000.21
8521 FURNITURE NON-CAPITAL PURCHASE	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 3,077.50	\$ 3,077.50
8531 EDP EQUIP MAINTENANCE NON-CAPITAL	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 141.43
8561 TELECOMM EQUIP NON-CAPITAL PURCHASE	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 3,320.42	\$ 1,542.76	\$ 4,863.18	
8571 OTHER EQUIPMENT NON-CAPITAL PURCHASE	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 162.45	\$ 162.45	
9101 OPERATING TRANSFERS OUT	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 69.51
<b>TOTAL Expenditures</b>	<b>\$ 39,806.14</b>	<b>\$ 27,885.10</b>	<b>\$ 27,389.32</b>	<b>\$ 38,642.10</b>	<b>\$ 24,059.19</b>	<b>\$ 31,795.99</b>	<b>\$ 26,847.36</b>	<b>\$ 24,259.94</b>	<b>\$ 30,933.86</b>	<b>\$ 43,192.87</b>	<b>\$ 34,979.94</b>	<b>\$ 70,996.07</b>	<b>\$ 420,787.88</b>
<b>Admin. Adjmt.</b>													
6221 ATTORNEY GENERAL LEGAL SERVICES	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ -3,227.65	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ -3,227.65
6500 IN-STATE TRAVEL	\$ 0.00	\$ 39.32	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 39.32
7153 INTERNAL SERVICE DATA	\$ 0.00	\$ 662.51	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 662.51
7179 OTHER EXTERNAL TELECOMMUNICATION	\$ 0.00	\$ 141.43	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 141.43
8521 FURNITURE NON-CAPITAL PURCHASE	\$ 0.00	\$ 1,017.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,017.00
<b>TOTAL Admin. Adjmt.</b>	<b>\$ 0.00</b>	<b>\$ 1,860.26</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ -3,227.65</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ -1,367.39</b>
<b>Net Income</b>	<b>\$ -30,404.95</b>	<b>\$ -24,872.98</b>	<b>\$ -20,917.86</b>	<b>\$ -28,139.20</b>	<b>\$ 114,760.41</b>	<b>\$ 375,526.01</b>	<b>\$ 315,244.92</b>	<b>\$ 40,177.59</b>	<b>\$ -9,198.35</b>	<b>\$ -27,927.51</b>	<b>\$ -13,957.15</b>	<b>\$ -47,822.64</b>	<b>\$ 642,469.28</b>

Janice K. Brewer  
Governor



Victoria Whitmore  
Executive Director

## ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

1400 W. Washington, Room 240, Phoenix, Arizona 85007-2937  
Phone (602) 364-1-PET (364-1738) . FAX (602) 364-1039  
WWW.VETBOARD.AZ.GOV

September 26, 2012

Honorable Janice K. Brewer  
Governor  
State of Arizona  
1700 West Washington St.  
Phoenix, AZ 85007

Re: ANNUAL REPORT FY 2012

Dear Governor Brewer:

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

At the close of FY 2012 the agency had 2118 licensed veterinarians, 800 licensed veterinary premises, 958 certified veterinary technicians, and 19 licensed animal crematories.

During FY 2012, the Board received ninety-three (93) complaints and thirty-three (33) Board complaints were carried over from FY 2011 for a total of one hundred twenty-six (126) cases. The cases resulted in the following:

Disciplinary action	18
Dismissed/No Violation	78
Carry over to FY13	30

In addition, during FY 2012 the Investigative Committee reviewed 108 complaints and made recommendations to the Board on each case.

Board adjudication of the 108 investigations was as follows:

- 88 of these investigations were resolved by the following:
  - 67 were dismissed,
  - 21 were moved for further Board consideration
- 38 were pended to FY 2013 for Investigative and Board review.
  - 20 cases were scheduled for FY13 Board meetings
  - 18 cases are new and have not been reviewed by the Investigative Committee.

There were 96 Complaints resolved by the Board, 18 cases involved discipline, resulting in the following:

Orders of Suspension	1
Orders of Probation	9
Revoked	0
Censure	6
Civil Penalty	2
Dismissed/No Violation	78

During FY 2012, the Board conducted the following:

Informal Interviews	21
Formal hearings	2

There were 9 complaints regarding unlicensed practitioners, these were addressed as follows:

- 9 issued Cease and Desist orders,
- 0 injunctions were pursued,
- 0 enforcement of injunction sought

Staff completed the following premise inspections:

- 52 Random inspections,
- 101 Statutory inspections,
- 6 Animal crematory inspections.

There were twelve formal testing dates for licensure of veterinarians and two formal testing dates for certification of veterinary technicians. In addition, staff responded to a large number of inquiries regarding possible complaints, some requested we send a complaint packet, many others utilized our website and downloaded a copy of the complaint forms. The public utilizes our website for information and most of the submitted complaint forms are downloaded from the website.

A copy of the annual financial statement for FY 2012 and a copy of the service measurements used for the budget request for FY 2012-13 are attached. Note that all civil penalties resulting from disciplinary actions are deposited (100%) into the General Fund.

The Board is continuously seeking to improve its performance and customer service. The agency updated its licensee database in FY2007, which allowed us to make licensure information available to the public through our website during FY2008. That improvement allows the public 24 hour access to license information regarding veterinarians, premises, and crematories. In FY11, we adjusted the website to list the disciplinary history for veterinarians in accordance with legislation that had recently been enacted. This year we have initiated an online license renewal process, which will enhance our services offered to our licensees and significantly lower staff labor time and costs into the future.

If you should need any further information, I can be reached at 602-542-8150.

Sincerely,



Prepared by:  
Victoria Whitmore  
Executive Director



Reviewed and submitted by:  
Scott Plummer, D.V.M.  
Board Chairman

Enclosures



**AFIS FY 2012 REVENUES BY AGENCY, AFUND, FUND, AND COMPTROLLER OBJECT - No Accruals**

	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>Total</u>
VTA State Veterinary Medical Examining Board													
AFUND 1000 GENERAL FUND													
Detail Fund 1000 GENERAL FUND													
4312 EXAMINATION FEES	90.00	195.00	585.00	135.00	60.00	30.00	150.00	615.00	525.00	1,605.00	540.00	420.00	4,950.00
4372 PUBLICATIONS AND REPRODUCTIONS	57.65	177.87	67.15	108.15	108.32	114.20	108.59	111.46	57.25	115.05	151.69	111.77	1,289.15
4415 OCCUPATIONAL AND PROFESSIONAL LICENSES	842.50	642.50	665.00	440.00	402.50	295.00	529.00	530.50	767.50	475.10	685.00	785.00	7,059.60
4519 OTHER FINES OR FORFEITURES OR PENALTIES	260.00	12.50	105.00	7.50	2.50	12.50	1,017.50	1,817.50	2.50	0.00	105.00	0.00	3,342.50
4699 MISCELLANEOUS RECEIPTS	30.25	15.50	28.92	32.45	12.00	22.82	14.80	18.47	37.72	19.30	40.50	29.50	302.23
<b>Fund Total 1000</b>	<b>1,280.40</b>	<b>1,043.37</b>	<b>1,451.07</b>	<b>723.10</b>	<b>585.32</b>	<b>474.52</b>	<b>1,819.89</b>	<b>3,092.93</b>	<b>1,389.97</b>	<b>2,214.45</b>	<b>1,522.19</b>	<b>1,346.27</b>	<b>16,943.48</b>
<b>Total for Afund 1000</b>	<b>1,280.40</b>	<b>1,043.37</b>	<b>1,451.07</b>	<b>723.10</b>	<b>585.32</b>	<b>474.52</b>	<b>1,819.89</b>	<b>3,092.93</b>	<b>1,389.97</b>	<b>2,214.45</b>	<b>1,522.19</b>	<b>1,346.27</b>	<b>16,943.48</b>
AFUND 2078 VETERINARY MEDICAL EXAMINING BOARD FUND													
Detail Fund 2078 VETERINARY MEDICAL EXAMINING BOARD FUND													
4312 EXAMINATION FEES	810.00	1,755.00	5,265.00	1,215.00	540.00	270.00	1,350.00	5,535.00	4,725.00	14,445.00	4,860.00	3,780.00	44,550.00
4372 PUBLICATIONS AND REPRODUCTIONS	518.85	1,600.93	604.35	973.35	974.93	1,027.80	977.41	1,003.24	515.25	1,035.45	1,365.31	1,005.98	11,602.85
4415 OCCUPATIONAL AND PROFESSIONAL LICENSES	7,582.50	5,782.50	5,985.00	3,960.00	3,622.50	2,655.00	4,761.00	4,774.50	6,907.50	4,275.90	6,165.00	7,065.00	63,536.40
4519 OTHER FINES OR FORFEITURES OR PENALTIES	90.00	112.50	45.00	67.50	22.50	112.50	157.50	157.50	22.50	0.00	45.00	0.00	832.50
4699 MISCELLANEOUS RECEIPTS	272.25	139.50	260.33	292.05	108.00	205.45	133.20	166.28	339.33	173.70	364.50	265.50	2,720.27
<b>Fund Total 2078</b>	<b>9,273.60</b>	<b>9,390.43</b>	<b>12,159.68</b>	<b>6,507.90</b>	<b>5,267.93</b>	<b>4,270.73</b>	<b>7,379.11</b>	<b>11,636.52</b>	<b>12,509.78</b>	<b>19,930.05</b>	<b>12,799.81</b>	<b>12,116.48</b>	<b>123,242.02</b>
<b>Total for Afund 2078</b>	<b>9,273.60</b>	<b>9,390.43</b>	<b>12,159.68</b>	<b>6,507.90</b>	<b>5,267.93</b>	<b>4,270.73</b>	<b>7,379.11</b>	<b>11,636.52</b>	<b>12,509.78</b>	<b>19,930.05</b>	<b>12,799.81</b>	<b>12,116.48</b>	<b>123,242.02</b>

**Financial Report Trend**  
**AZ STATE VETERINARY MED EXAMINING BOARD**  
for fiscal year 2012

Fund Number 2078

	July	August	September	October	November	December	January	February	March	April	May	June	YTD
	Activity	Activity	Activity	Activity	Activity	Activity	Activity	Activity	Activity	Activity	Activity	Activity	Activity
<b>Sales</b>													
4312 EXAMINATION FEES	\$ 810.00	\$ 1,755.00	\$ 5,265.00	\$ 1,215.00	\$ 540.00	\$ 270.00	\$ 1,350.00	\$ 5,535.00	\$ 4,725.00	\$ 14,445.00	\$ 4,860.00	\$ 3,790.00	\$ 44,550.00
4372 PUBLICATIONS & REPRODUCTIONS	\$ 518.85	\$ 1,600.93	\$ 604.35	\$ 973.35	\$ 974.93	\$ 1,027.80	\$ 977.41	\$ 1,003.24	\$ 515.25	\$ 1,035.45	\$ 1,365.31	\$ 1,005.98	\$ 11,602.85
4415 OCCUPATIONAL & PROFESSIONAL LICENSES	\$ 2,857.50	\$ 1,080.00	\$ 180.00	\$ 0.00	\$ 360.00	\$ 450.00	\$ 810.00	\$ 1,440.00	\$ 1,440.00	\$ 2,430.00	\$ 1,620.00	\$ 1,260.00	\$ 19,927.50
4416 OCCUPATIONAL & PROFESSIONAL LICENSES	\$ 4,545.00	\$ 4,072.50	\$ 5,625.00	\$ 3,510.00	\$ 3,172.50	\$ 1,755.00	\$ 3,411.00	\$ 2,344.50	\$ 5,377.50	\$ 1,845.90	\$ 4,365.00	\$ 5,805.00	\$ 45,828.90
4417 OCCUPATIONAL & PROFESSIONAL LICENSES	\$ 180.00	\$ 630.00	\$ 180.00	\$ 450.00	\$ 90.00	\$ 450.00	\$ 90.00	\$ 990.00	\$ 90.00	\$ 0.00	\$ 180.00	\$ 0.00	\$ 3,780.00
4519 OTHER FINES, FORFEITURES & PENALTIES	\$ 90.00	\$ 112.50	\$ 45.00	\$ 67.50	\$ 22.50	\$ 112.50	\$ 157.50	\$ 157.50	\$ 22.50	\$ 0.00	\$ 45.00	\$ 0.00	\$ 832.50
4699 MISCELLANEOUS RECEIPTS	\$ 272.25	\$ 139.50	\$ 260.33	\$ 282.05	\$ 108.00	\$ 205.43	\$ 133.20	\$ 166.28	\$ 339.53	\$ 173.70	\$ 364.50	\$ 265.50	\$ 2,720.27
<b>TOTAL Sales</b>	\$ 9,273.60	\$ 9,390.43	\$ 12,159.68	\$ 6,507.90	\$ 5,267.53	\$ 4,270.73	\$ 7,379.11	\$ 11,636.52	\$ 12,509.78	\$ 19,930.05	\$ 12,799.81	\$ 12,116.48	\$ 123,242.02
<b>Expenditures</b>													
6011 REGULAR BASE SALARY	\$ 19,952.13	\$ 15,847.52	\$ 15,882.71	\$ 14,638.23	\$ 23,915.59	\$ 16,213.13	\$ 13,527.42	\$ 17,150.53	\$ 16,380.22	\$ 14,901.56	\$ 22,134.42	\$ 14,238.29	\$ 204,791.75
6017 BOARD & COMMISSION MEMBERS	\$ 1,400.00	\$ 1,750.00	\$ 0.00	\$ 1,425.00	\$ 3,000.00	\$ 0.00	\$ 1,400.00	\$ 0.00	\$ 1,500.00	\$ 1,650.00	\$ 3,400.00	\$ 1,400.00	\$ 16,925.00
6031 OVERTIME	\$ 139.02	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 139.02
6041 ANNUAL LEAVE	\$ 5,507.72	\$ 1,932.08	\$ 344.30	\$ 2,221.12	\$ 807.24	\$ 1,480.56	\$ 1,555.32	\$ 36.22	\$ 151.98	\$ 1,203.57	\$ 325.15	\$ 94.05	\$ 15,674.92
6042 SICK LEAVE	\$ 425.59	\$ 72.44	\$ 732.43	\$ 100.10	\$ 270.04	\$ 158.32	\$ 81.50	\$ 665.31	\$ 427.34	\$ 159.21	\$ 108.02	\$ 108.75	\$ 3,335.35
6048 HOLIDAY LEAVE TAKEN	\$ 892.60	\$ 0.00	\$ 892.60	\$ 892.60	\$ 1,785.20	\$ 0.00	\$ 2,677.80	\$ 0.00	\$ 892.60	\$ 0.00	\$ 0.00	\$ 0.00	\$ 8,755.72
6049 OTHER COMPENSATED LEAVE	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 144.88	\$ 0.00	\$ 0.00	\$ 144.88
6100 EMPLOYEE RELATED EXP.	\$ 9,811.05	\$ 6,545.10	\$ 6,381.42	\$ 6,514.70	\$ 9,852.70	\$ 6,381.45	\$ 6,464.53	\$ 6,337.11	\$ 6,473.67	\$ 5,932.33	\$ 9,077.47	\$ 5,493.46	\$ 84,964.99
6221 ATTORNEY GENERAL LEGAL SERVICES	\$ 0.00	\$ 5,577.50	\$ 5,577.50	\$ 0.00	\$ 0.00	\$ 5,577.50	\$ 0.00	\$ 0.00	\$ 5,577.50	\$ 0.00	\$ 0.00	\$ 0.00	\$ 22,310.00
6299 OTHER PROFESSIONAL & OUTSIDE	\$ 0.00	\$ 176.40	\$ 35.45	\$ 0.00	\$ 93.90	\$ 0.00	\$ 3,334.70	\$ 71.20	\$ 5,577.50	\$ 38.20	\$ 49.25	\$ 3,678.36	\$ 13,054.96
6500 IN-STATE TRAVEL	\$ 14.07	\$ 210.48	\$ 457.93	\$ 257.30	\$ 345.76	\$ 263.58	\$ 293.02	\$ 235.82	\$ 710.95	\$ 526.09	\$ 1,001.42	\$ 709.71	\$ 5,026.13
6530 OUT-OF-STATE TRAVEL	\$ 0.00	\$ 0.00	\$ 0.00	\$ 940.59	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 940.59
7111 RISK MANAGEMENT CHARGES TO STATE	\$ 0.00	\$ 2,100.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 2,100.00
7153 INTERNAL SERVICE DATA	\$ 0.00	\$ 744.50	\$ 1,142.82	\$ 430.83	\$ 0.00	\$ 440.19	\$ 440.45	\$ 448.52	\$ 0.00	\$ 1,048.76	\$ 595.11	\$ 1,523.87	\$ 7,363.54
7171 INTERNAL SERVICE TELECOMMUNICATIONS	\$ 0.00	\$ 32.69	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 32.69
7179 OTHER EXTERNAL TELECOMMUNICATIONS	\$ 0.00	\$ 486.11	\$ 240.86	\$ 250.19	\$ 0.00	\$ 356.68	\$ 264.05	\$ 478.54	\$ 185.30	\$ 432.31	\$ 199.45	\$ 203.75	\$ 1,681.11
7211 BUILDING RENT CHARGES TO STATE	\$ 0.00	\$ 18,100.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 18,100.00
7241 INTERNAL ACCT/BUDG/FINANCIAL SVCS	\$ 0.00	\$ 0.00	\$ 1,220.00	\$ 0.00	\$ 1,220.00	\$ 0.00	\$ 1,220.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,220.00	\$ 0.00	\$ 4,880.00
7266 REPAIR & MAINTENANCE-OTHER	\$ 0.00	\$ 113.68	\$ 56.84	\$ 56.84	\$ 56.84	\$ 56.84	\$ 56.84	\$ 56.84	\$ 56.84	\$ 56.84	\$ 56.84	\$ 56.84	\$ 682.08
7321 OFFICE SUPPLIES	\$ 0.00	\$ 0.00	\$ 0.00	\$ 154.57	\$ 0.00	\$ 197.89	\$ 4.28	\$ 0.00	\$ 213.48	\$ 27.13	\$ 1,389.66	\$ 0.00	\$ 3,836.33
7455 CONFERENCE, EDUCATION & TRAINING	\$ 0.00	\$ 0.00	\$ 0.00	\$ 450.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 450.00
7471 INTERNAL PRINTING	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 552.00	\$ 156.40	\$ 436.46	\$ 0.00	\$ 1,144.86
7481 POSTAGE & DELIVERY	\$ 0.00	\$ 157.80	\$ 405.90	\$ 428.19	\$ 243.76	\$ 671.27	\$ 183.99	\$ 598.91	\$ 310.67	\$ 2,232.35	\$ 370.82	\$ 647.82	\$ 6,251.49
7511 AWARDS	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 28.26	\$ 36.82	\$ 0.00	\$ 0.00	\$ 0.00	\$ 65.08
7531 DUES	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 500.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 500.00
7541 BOOKS, SUBSCRIPTIONS & PUBLICATIONS	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 75.17	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 129.00	\$ 0.00	\$ 205.17
7599 OTHER MISCELLANEOUS OPERATING	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
8521 FURNITURE NON-CAPITAL PURCHASE	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 325.00
8531 EDP EQUIP MAINTENANCE NON-CAPITAL	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 325.00
8571 OTHER EQUIPMENT NON-CAPITAL PURCHASE	\$ 0.00	\$ 174.22	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 174.22
9101 OPERATING TRANSFERS OUT	\$ 4,400.00	\$ 5,500.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 9,900.00
<b>TOTAL Expenditures</b>	\$ 42,242.18	\$ 59,500.51	\$ 33,370.76	\$ 28,780.26	\$ 42,107.39	\$ 31,797.66	\$ 31,521.97	\$ 25,658.74	\$ 40,595.53	\$ 28,095.98	\$ 39,623.84	\$ 30,956.97	\$ 434,331.79
<b>Admin. Adjst.</b>													
6500 IN-STATE TRAVEL	\$ 0.00	\$ 191.10	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 191.10
7153 INTERNAL SERVICE DATA	\$ 0.00	\$ 571.09	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 571.09
7321 OFFICE SUPPLIES	\$ 0.00	\$ 754.21	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 754.21
7481 POSTAGE & DELIVERY	\$ 0.00	\$ 406.95	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 406.95
7511 AWARDS	\$ 0.00	\$ 32.54	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 32.54
<b>TOTAL Admin. Adjst.</b>	\$ 0.00	\$ 1,955.89	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,955.89
<b>Net Income</b>	\$ -32,968.58	\$ -52,165.97	\$ -21,211.08	\$ -22,252.36	\$ -36,839.86	\$ -27,526.93	\$ -24,142.86	\$ -14,022.22	\$ -28,085.75	\$ -8,165.93	\$ -26,824.03	\$ -18,840.49	\$ -313,045.66



Janice K. Brewer  
Governor

Jenna Jones  
Executive Director

**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**

1400 W. Washington St., Room 240, Phoenix, Arizona 85007-2937

Phone (602) 364-1-PET

FAX (602) 364-1039

[www.vetboard.az.gov](http://www.vetboard.az.gov)

September 28, 2011

Honorable Janice K. Brewer  
Governor  
1700 West Washington  
Phoenix, AZ 85007

Re: **ANNUAL REPORT FY 2011**

Dear Governor Brewer:

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

At the close of FY 2011 the agency had 1993 licensed veterinarians, 758 licensed veterinary premises, 758 certified veterinary technicians, and 17 licensed animal crematories.

During FY 2011, the Board received one hundred twelve (112) complaints and twenty four (24) Board complaints were carried over from FY 2010 for a total of one hundred thirty six (136) cases. The cases resulted in the following:

Disciplinary action	29
Dismissed/No Violation	64
Carry over to FY12	43

In addition, during FY 2011 the Investigative Committee reviewed 103 complaints and made recommendations to the Board on each case.

Board adjudication of the 103 investigations was as follows:

- 93 of these investigations were resolved by the following:  
63 were dismissed,  
30 were moved for further Board consideration, and  
10 are pending Board review.
- 33 were pended to FY 2012 for Investigative and Board review.

There were 93 Complaints resolved by the Board, 29 cases involved discipline, resulting in the following:

Orders of Suspension	3
Orders of Probation	15
Revoked	1
Censure	3
Civil Penalty	7
Dismissed/No Violation	63

During FY 2011, the Board conducted the following:

Informal Interviews	22
Formal hearings	1

There were 9 complaints regarding unlicensed practitioners, these were addressed as follows:

- 2 were issued Cease and Desist orders,
- 2 injunctions were pursued,
- 1 enforcement of injunction sought, and
- 7 were closed.

Staff completed the following premise inspections:

- 10 Random inspections,
- 211 Statutory inspections, and
- 1 Animal crematory inspections.

There were twelve formal testing dates for licensure of veterinarians and three formal testing dates for certification of veterinary technicians. In addition, staff responded to a large number of inquiries regarding possible complaints, some requested we send a complaint packet, many others utilized our website and downloaded a copy of the complaint forms. The public utilizes our website for information and most of the submitted complaint forms are downloaded from the website.

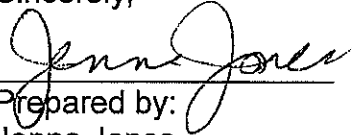
Honorable Janice K. Brewer  
September 28, 2011  
Pg. 3

A copy of the annual financial statement for FY 2011 and a copy of the service measurements used for the budget request for FY 2012-13 are attached. Note that all civil penalties resulting from disciplinary actions are deposited (100%) into the General Fund.

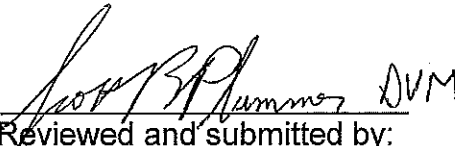
The Board is continuously seeking to improve its performance and customer service. The agency updated its licensee database in FY2007, this allowed us to make licensure information available to the public through our website during FY2008. The improvement allows the public 24 hour access to license information regarding veterinarians, premises, and crematories. In FY11, we adjusted the website to list the disciplinary history for veterinarians in accordance with recent legislation.

If you should need any further information, I can be reached at 602-364-1739.

Sincerely,

  
Prepared by:

Jenna Jones  
Executive Director

  
Reviewed and submitted by:  
Scott Plummer, D.V.M.  
Board Chairman

Enclosure

**Financial Report**  
**AZ STATE VETERINARY MED EXAMINING BOARD**  
for period ending THIRTEENTH 2011  
Percent of year elapsed 100 %

Fund 2078			CURRENT	YTD		% OF	GF 10%
BUDGET			ACTIVITY	ACTIVITY	VARIANCE	BUDGET	REVENUE
<b>Revenues</b>							
0	4312	EXAM FEES	\$ 0.00	\$ 64,260.00	\$ 64,260.00		\$ 7,140.00
0	4372	PUB/DIRECTORIES	\$ 0.00	\$ 12,425.01	\$ 12,425.01		\$ 1,380.49
0	4415	APPLICATIONS	\$ 0.00	\$ 13,320.00	\$ 13,320.00		\$ 1,480.00
0	4416	LICENSE	\$ 112.50	\$ 52,236.00	\$ 52,236.00		\$ 5,804.00
0	4417	RENEWALS	\$ 0.00	\$ 890,968.50	\$ 890,968.50		\$ 98,996.50
0	4519	PENALTIES	\$ 0.00	\$ 6,660.00	\$ 6,660.00		\$ 740.00
0	4520	CIVIL PENALTIES	\$ 0.00	\$ 0.00	\$ 0.00		\$ 8,300.00
0	4699	MISC REC	\$ 125.55	\$ 3,598.38	\$ 3,598.38		\$ 399.79
0	4901	OPERATING TRANSFERS IN	\$ 0.00	\$ 47.07	\$ 47.07		\$ 0.00
0		<b>TOTAL Revenues</b>	\$ 238.05	\$ 1,043,514.96	\$ -1,043,514.96		\$ 124,240.78
<b>Expenditures</b>							
225,200	6011	REGULAR BASE SALARY	\$ 0.00	\$ 188,873.68	\$ 36,326.32	% 83.87	
19,800	6017	BOARD & COMMISSION MEMBERS COMPENSATION	\$ 0.00	\$ 13,500.00	\$ 6,300.00	% 68.18	
0	6028	2.5% PERFORMANCE PAY	\$ 0.00	\$ 240.26	\$ -240.26		
0	6031	OVERTIME	\$ 0.00	\$ 377.34	\$ -377.34		
17,000	6041	ANNUAL LEAVE	\$ 0.00	\$ 11,263.21	\$ 5,736.79	% 66.25	
0	6042	SICK LEAVE	\$ 0.00	\$ 11,909.38	\$ -11,909.38		
0	6047	ANNUAL LEAVE PAYOUT	\$ 0.00	\$ 2,475.93	\$ -2,475.93		
8,000	6048	HOLIDAY LEAVE TAKEN	\$ 0.00	\$ 8,538.66	\$ -538.66	% 106.73	
0	6049	OTHER COMPENSATED LEAVE	\$ 0.00	\$ 1,393.49	\$ -1,393.49		
85,600	6100	EMPLOYEE RELATED EXP.	\$ 0.00	\$ 85,976.14	\$ -376.14	% 100.44	
4,880	6211	FINANCIAL SERVICES FROM OTHER STATE AGY	\$ 0.00	\$ 4,880.00	\$ 0.00	% 100.00	
20,800	6221	ATTORNEY GENERAL LEGAL SERVICES	\$ 0.00	\$ 20,100.00	\$ 700.00	% 96.63	
150	6222	EXTERNAL LEGAL SERVICES	\$ 0.00	\$ 127.20	\$ 22.80	% 84.80	
26,808	6299	OTHER PROFESSIONAL & OUTSIDE SERVICES	\$ 0.00	\$ 10,534.50	\$ 16,273.50	% 39.30	
5,000	6500	IN-STATE TRAVEL	\$ 0.00	\$ 4,256.58	\$ 743.42	% 85.13	
2,800	7111	RISK MANAGEMENT CHARGES TO STATE AGY'S	\$ 0.00	\$ 2,800.00	\$ 0.00	% 100.00	
6,000	7171	INTERNAL SERVICE TELECOMMUNICATIONS	\$ -72.50	\$ 6,089.05	\$ -89.05	% 101.48	
25,200	7211	BUILDING RENT CHARGES TO STATE AGENCIES	\$ 0.00	\$ 25,200.00	\$ 0.00	% 100.00	

**Financial Report**  
**AZ STATE VETERINARY MED EXAMINING BOARD**  
for period ending THIRTEENTH 2011  
Percent of year elapsed 100 %

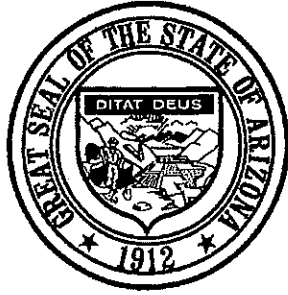
**Fund 2078**

BUDGET		CURRENT ACTIVITY	YTD ACTIVITY	VARIANCE	% OF BUDGET	GF 10% REVENUE
1,000	7229	MISCELLANEOUS RENT \$	0.00 \$	0.00 \$	1,000.00 %	0.00
5,000	7263	REPAIR & MAINTENANCE--INFO TECH-PC/LAN \$	72.50 \$	4,182.75 \$	817.25 %	83.66
1,200	7266	REPAIR & MAINTENANCE--OTHER EQUIPMENT \$	0.00 \$	984.47 \$	215.53 %	82.04
3,000	7321	OFFICE SUPPLIES \$	0.00 \$	1,924.93 \$	1,075.07 %	64.16
0	7381	OTHER OPERATING SUPPLIES \$	0.00 \$	113.53 \$	-113.53	
1,000	7455	CONFERENCE, EDUCATION & TRAINING REGISRT \$	0.00 \$	375.00 \$	625.00 %	37.50
1,500	7471	INTERNAL PRINTING \$	468.00 \$	959.00 \$	541.00 %	63.93
12,000	7481	POSTAGE & DELIVERY \$	0.00 \$	10,976.00 \$	1,024.00 %	91.47
100	7511	AWARDS \$	0.00 \$	88.34 \$	11.66 %	88.34
500	7531	DUES \$	0.00 \$	500.00 \$	0.00 %	100.00
62	7541	BOOKS, SUBSCRIPTIONS & PUBLICATIONS \$	0.00 \$	62.00 \$	0.00 %	100.00
0	7599	OTHER MISCELLANEOUS OPERATING \$	0.00 \$	25.00 \$	-25.00	
0	8521	FURNITURE NON-CAPITAL PURCHASE \$	0.00 \$	5,415.50 \$	-5,415.50	
500	8531	EDP EQUIP MAINFRAME NON-CAPITAL PURCHASE \$	0.00 \$	2,269.74 \$	-1,769.74 %	453.95
0	8571	OTHER EQUIPMENT NON-CAPITAL PURCHASE \$	0.00 \$	4,471.72 \$	-4,471.72	
0	8581	MAINFRAME SOFTWARE NON-CAPITAL PURCHASE \$	0.00 \$	1,831.92 \$	-1,831.92	
0	9101	OPERATING TRANSFERS OUT \$	0.00 \$	12,800.00 \$	-12,800.00	
473,100	<b>TOTAL</b>	<b>Expenditures</b> \$	468.00 \$	445,515.32 \$	27,584.68	
<b>Prior YR Activity</b>						
	6221	ATTORNEY GENERAL LEGAL SERVICES \$	0.00 \$	858.55		
	6222	EXTERNAL LEGAL SERVICES \$	0.00 \$	-61.80		
	6500	IN-STATE TRAVEL \$	0.00 \$	-185.05		
	7171	INTERNAL SERVICE TELECOMMUNICATIONS \$	0.00 \$	-237.90		
	7263	REPAIR & MAINTENANCE--INFO TECH-PC/LAN \$	0.00 \$	-645.85		
	7321	OFFICE SUPPLIES \$	0.00 \$	-30.02		
0	<b>TOTAL</b>	<b>Prior YR Activity</b> \$	0.00 \$	-302.07		

**Financial Report**  
**AZ STATE VETERINARY MED EXAMINING BOARD**  
 Percent of year elapsed 100 %

BUDGET		CURRENT ACTIVITY		YTD ACTIVITY		VARIANCE	% OF BUDGET	GF 10% REVENUE
Cash	Beginning Cash Balance	Cash Revenues	Cash Expenditures	Ending Cash Balance	NSF Checks	Expenditure Accruals	Revenue Accruals	
Activity	\$ 1,121,458.98	\$ 238.05	\$ 468.00	\$ 1,121,229.03	\$ 550.00	\$ 0.00	\$ 0.00	





Janice K. Brewer  
Governor

Jenna Jones  
Executive Director

**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**

1400 W. Washington St., Room 240, Phoenix, Arizona 85007-2937

Phone (602) 364-1-PET

FAX (602) 364-1039

[www.vetboard.az.gov](http://www.vetboard.az.gov)

September 24, 2010

Honorable Janice K. Brewer  
Governor  
1700 West Washington  
Phoenix, AZ 85007

Re: **ANNUAL REPORT FY 2010**

Dear Governor Brewer:

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

At the close of FY 2010 the agency had 2058 licensed veterinarians, 760 licensed veterinary premises, 806 certified veterinary technicians, and 20 licensed animal crematories.

During FY 2010, the Board reviewed one hundred seventeen (117) complaints and twenty five (25) Board complaints were carried over from FY 2009 for a total of one hundred forty-two (142) cases. The cases resulted in the following:

Disciplinary action	33
Dismissed/No Violation	79
Carry over to FY11	30

In addition, during FY 2010 the Investigative Committee reviewed 118 complaints and made recommendations to the Board on each case.

Board adjudication of the 142 investigations were as follows:

- 118 of these investigations were resolved by the following:
  - 68 were dismissed,
  - 44 were moved for further Board consideration, and
  - 6 are pending Board review.
- 24 were pended to FY 2011 for Investigative and Board review.

There were 112 Complaints resolved by the Board, 33 cases involved discipline, resulting in the following:

Orders of Suspension	2
Orders of Probation	21
Revoked	1
Censure	2
Civil Penalty	6
Violation but no penalty	1
Dismissed/No Violation	79

During FY 2010, the Board conducted the following:

Informal Interviews	31
Formal hearings	1

There were 26 complaints regarding unlicensed practitioners or premises, these were addressed as follows:

- 11 were issued Cease and Desist orders,
- 3 injunctions were pursued,
- 1 enforcement of injunction sought, and
- 8 were closed.

Staff completed the following premise inspections:

- 12 Random inspections,
- 101 Statutory inspections, and
- 3 Animal crematory inspections.

There were twelve formal testing dates for licensure of veterinarians and two formal testing dates for certification of veterinary technicians. In addition, staff responded to 63 inquiries regarding possible complaints and requested we send a complaint packet. The public utilizes our website for information and most of the submitted complaint forms are downloaded from the website.

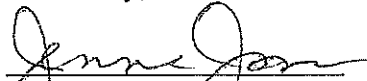
Honorable Janice K. Brewer  
September 28, 2010  
Pg. 3

A copy of the annual financial statement for FY 2010 and a copy of the service measurements used for the budget request for FY 2011-13 are attached. Note that all civil penalties resulting from disciplinary actions are deposited (100%) into the General Fund.

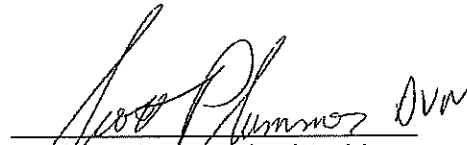
The Board is continuously seeking to improve its performance and customer service. The agency updated its licensee database in FY2007, this allowed us to make licensure information available to the public through our website during FY2008. The improvement allows the public 24 hour access to license information regarding veterinarians, premises, and crematories. In FY10, we were able to add the complaint and disciplinary history for veterinarians to the website. Due to recent regulatory changes the website's information to the public will be revised in the near future.

If you should need any further information, I can be reached at 602-364-1739.

Sincerely,



Prepared by:  
Jenna Jones  
Executive Director



Reviewed and submitted by:  
Scott Plummer, D.V.M.  
Board Chairman

Enclosure



Janice K. Brewer  
Governor

Jenna Jones  
Executive Director

**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**

1400 W. Washington St., Room 240, Phoenix, Arizona 85007-2937

Phone (602) 364-1-PET

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[www.vetboard.az.gov](http://www.vetboard.az.gov)

September 28, 2009

Honorable Janice K. Brewer  
Governor  
1700 West Washington  
Phoenix, AZ 85007

Re: **ANNUAL REPORT FY 2009**

Dear Governor Brewer:

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

At the close of FY 2009 the agency had 1940 licensed veterinarians, 717 licensed veterinary premises, 670 certified veterinary technicians, and 16 licensed animal crematories.

During FY 2009, the Board opened one hundred seven (107) complaints and twelve (12) Board complaints were carried over from FY 2008 for a total of one hundred nineteen (119) cases. The carry over cases resulted in the following:

Disciplinary action	11
Dismissed/No Violation	1

In addition, during FY 2009 the Board addressed the following:

Investigative Committee Docket, both consumer and board instituted:  
127 new investigative complaints  
24 investigations were carried forward from FY 2008

Board adjudication of the 151 investigations were as follows:

- 126 investigative complaints have been reviewed by an Investigative Committee
- 126 of these investigations were resolved by the following:
  - 65 were dismissed,
  - 45 were moved to Board complaints, and
  - 16 are pending Board review.
- 25 were pended to FY 2010 for Investigative and Board review.

Board Complaints, both Board instituted and investigative committee referred, resulted in 72 cases being resolved:

Cases involving discipline – 39	and Cases dismissed - 33
Orders of Suspension	2
Orders of Probation	23
Consent Agreements	13
Revoked	0
Dismissed/No Violation	33

During FY 2009, the Board conducted the following:

Informal Interviews	28
Formal hearings	1

There were 9 complaints regarding unlicensed practitioners or premises, these were addressed as follows:

- 9 new cases
  - 3 were issued Cease and Desist orders,
  - 6 were closed.

Staff completed the following premise inspections:

- 27 Random inspections,
- 115 Statutory inspections, and
- 4 Animal crematory inspections.

There were twelve formal testing dates for licensure of veterinarians and two formal testing dates for certification of veterinary technicians. In addition, staff responded to 88 inquiries regarding possible complaints. We are finding that most of the submitted complaint forms are downloaded from our website.

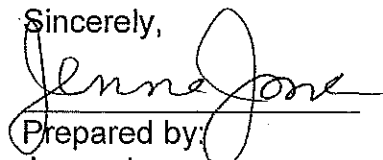
Honorable Janice K. Brewer  
September 28, 2009  
Pg. 3

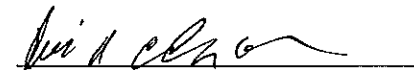
A copy of the annual financial statement for FY 2009 and a copy of the service measurements used for the budget request for FY 2010-11 are attached. Note that all civil penalties resulting from disciplinary actions are deposited (100%) into the General Fund.

The Board is continuously seeking to improve its performance and customer service. The agency updated its licensee database in FY2007, this allowed us to make licensure information available to the public through our web site during FY2008. The improvement allows the public 24 hour access to license information regarding veterinarians, premises, and crematories.

If you should need any further information, I can be reached at 602-364-1739.

Sincerely,

  
Prepared by:  
Jenna Jones  
Executive Director

  
Reviewed and submitted by:  
Richard Crisler, D.V.M.  
Board Chairman

Enclosure

**Financial Report Trend**  
**AZ STATE VETERINARY MED EXAMINING BOARD**  
**for fiscal year 2009**

Fund Number 2078

	July	August	September	October	November	December	January	February	March	April	May	June	YTD
	Activity	Activity	Activity	Activity	Activity	Activity	Activity	Activity	Activity	Activity	Activity	Activity	Activity
<b>Sales</b>													
4312 EXAM FEES	\$ 2,970.00	\$ 1,890.00	\$ 1,350.00	\$ 4,050.00	\$ 18,810.00	\$ 0.00	\$ 0.00	\$ 1,215.00	\$ 9,859.00	\$ 24,030.00	\$ 5,940.00	\$ 2,970.00	\$ 73,080.00
4372 PUB/DIRECTORIES	\$ 442.80	\$ 1,354.51	\$ 452.60	\$ 452.93	\$ 923.66	\$ 923.63	\$ 0.00	\$ 414.68	\$ 2,028.84	\$ 843.75	\$ 1,266.53	\$ 885.16	\$ 9,892.09
4415 APPLICATIONS	\$ 2,436.00	\$ 1,620.00	\$ 360.00	\$ 360.00	\$ 45.00	\$ 90.00	\$ 90.00	\$ 720.00	\$ 2,700.00	\$ 1,620.00	\$ 1,980.00	\$ 1,620.00	\$ 13,638.00
4416 LICENSE	\$ 7,997.50	\$ 4,905.00	\$ 1,485.00	\$ 6,277.50	\$ 2,542.50	\$ 3,757.50	\$ 2,542.50	\$ 3,537.50	\$ 6,727.50	\$ 3,037.50	\$ 6,390.00	\$ 11,137.50	\$ 60,437.50
4417 RENEWALS	\$ 45.00	\$ 315.00	\$ 405.00	\$ 95,668.00	\$ 140,813.00	\$ 258,678.00	\$ 238,725.00	\$ 92,790.00	\$ 14,940.00	\$ 3,870.00	\$ 810.00	\$ 225.00	\$ 848,954.00
4519 PENALTIES	\$ 22.50	\$ 45.00	\$ 90.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 90.00	\$ 0.00	\$ 0.00	\$ 565.00	\$ 225.00	\$ 247.50	\$ 7,762.50
4699 MISC REC	\$ 202.50	\$ 212.18	\$ 119.70	\$ 247.95	\$ 251.79	\$ 483.53	\$ 169.21	\$ 196.65	\$ 305.77	\$ 251.38	\$ 471.83	\$ 479.03	\$ 3,431.62
<b>TOTAL Sales</b>	<b>\$ 14,010.30</b>	<b>\$ 10,341.69</b>	<b>\$ 4,263.30</b>	<b>\$ 107,076.38</b>	<b>\$ 169,487.95</b>	<b>\$ 263,932.66</b>	<b>\$ 241,616.71</b>	<b>\$ 102,963.83</b>	<b>\$ 39,324.61</b>	<b>\$ 34,277.63</b>	<b>\$ 17,083.36</b>	<b>\$ 19,094.19</b>	<b>\$ 1,017,472.61</b>
<b>Expenditures</b>													
6011 REGULAR BASE SALARY	\$ 20,147.98	\$ 14,317.68	\$ 15,334.40	\$ 14,195.39	\$ 13,365.22	\$ 17,428.10	\$ 10,038.94	\$ 12,962.17	\$ 14,179.86	\$ 12,555.77	\$ 12,745.97	\$ 13,814.39	\$ 169,085.79
6017 BOARD & COMMISSION MEMBERS	\$ 1,800.00	\$ 1,800.00	\$ 1,800.00	\$ 1,800.00	\$ 0.00	\$ 0.00	\$ 1,800.00	\$ 0.00	\$ 1,600.00	\$ 0.00	\$ 0.00	\$ 1,400.00	\$ 13,600.00
6028 2.5% PERFORMANCE PAY	\$ 640.86	\$ 427.24	\$ 421.80	\$ 421.80	\$ 421.80	\$ 695.76	\$ 353.96	\$ 397.52	\$ 421.28	\$ 414.20	\$ 421.28	\$ 421.28	\$ 5,448.78
6041 ANNUAL LEAVE	\$ 2,216.43	\$ 831.72	\$ 999.07	\$ 415.12	\$ 0.00	\$ 841.05	\$ 3,323.54	\$ 1,413.11	\$ 287.40	\$ 896.95	\$ 2,080.41	\$ 2,006.18	\$ 546.67
6042 SICK LEAVE	\$ 211.52	\$ 385.92	\$ 277.04	\$ 0.00	\$ 404.24	\$ 497.76	\$ 0.00	\$ 131.84	\$ 453.88	\$ 242.16	\$ 425.22	\$ 566.97	\$ 18,857.62
6047 ANNUAL LEAVE RAYOUT	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 2,802.94
6048 HOLIDAY LEAVE TAKEN	\$ 727.05	\$ 0.00	\$ 727.05	\$ 0.00	\$ 0.00	\$ 0.00	\$ 2,275.39	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 2,275.39
6100 EMPLOYEE RELATED EXP.	\$ 8,750.35	\$ 5,882.40	\$ 5,841.87	\$ 727.05	\$ 5,895.28	\$ 5,703.74	\$ 8,976.52	\$ 4,940.64	\$ 5,098.29	\$ 5,842.91	\$ 6,052.76	\$ 6,148.85	\$ 7,109.24
6211 FINANCIAL SERVICES FROM OTHER STATE	\$ 0.00	\$ 0.00	\$ 1,122.50	\$ 0.00	\$ 0.00	\$ 0.00	\$ 330.62	\$ 0.00	\$ 956.00	\$ 668.44	\$ 380.55	\$ 341.89	\$ 4,508.18
6221 ATTORNEY GENERAL LEGAL SERVICES	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 9,970.00	\$ 0.00	\$ 4,985.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 4,211.00	\$ 0.00	\$ 19,166.00
6222 EXTERNAL LEGAL SERVICES	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 229.13
6290 OTHER PROFESSIONAL & OUTSIDE	\$ 70.45	\$ 355.20	\$ 995.70	\$ 566.45	\$ 20.45	\$ 30.00	\$ 35.70	\$ 30.00	\$ 30.00	\$ 82.68	\$ 164.95	\$ 94.20	\$ 2,510.98
7111 IN-STATE TRAVEL	\$ 0.00	\$ 230.95	\$ 998.83	\$ 157.22	\$ 411.70	\$ 204.28	\$ 486.30	\$ 173.55	\$ 413.98	\$ 200.33	\$ 173.93	\$ 1,024.35	\$ 4,475.42
7171 INTERNAL SERVICE TELECOMMUNICATIONS	\$ 2,900.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 2,900.00
7211 BUILDING REY CHARGES TO STATE	\$ 331.20	\$ 545.28	\$ 525.05	\$ 556.69	\$ 487.79	\$ 507.28	\$ 533.34	\$ 548.34	\$ 571.61	\$ 617.83	\$ 382.59	\$ 987.14	\$ 6,564.14
7229 MISCELLANEOUS RENT	\$ 0.00	\$ 25,200.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 25,200.00
7263 REPAIR & MAINTENANCE--INFO	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 125.00
7266 REPAIR & MAINTENANCE--OTHER	\$ 0.00	\$ 171.25	\$ 196.25	\$ 382.50	\$ 175.00	\$ 175.00	\$ 175.00	\$ 245.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 2,480.00
7321 OFFICE SUPPLIES	\$ 0.00	\$ 91.89	\$ 91.89	\$ 91.89	\$ 91.89	\$ 91.89	\$ 91.89	\$ 91.89	\$ 91.89	\$ 91.89	\$ 91.89	\$ 91.89	\$ 1,102.68
7455 CONFERENCE, EDUCATION & TRAINING	\$ 0.00	\$ 0.00	\$ 0.00	\$ 51.40	\$ 0.00	\$ 0.00	\$ 0.00	\$ 76.89	\$ 0.00	\$ 322.74	\$ 0.00	\$ 0.00	\$ 342.25
7471 INTERNAL PRINTING	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 733.90	\$ 139.73	\$ 1,314.66
7491 POSTAGE & DELIVERY	\$ 0.00	\$ 323.72	\$ 515.83	\$ 429.37	\$ 2,728.56	\$ 963.72	\$ 1,033.83	\$ 1,497.96	\$ 918.42	\$ 670.22	\$ 591.98	\$ 970.92	\$ 10,545.93
7511 AWARDS	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 82.21
7531 DUES	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 15.44	\$ 30.09	\$ 0.00
8521 FURNITURE NON-CAPITAL PURCHASE	\$ 66.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 525.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 525.00
9101 OPERATING TRANSFERS OUT	\$ 0.00	\$ 0.00	\$ 109,800.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 4,300.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 66.00
<b>TOTAL Expenditures</b>	<b>\$ 37,861.84</b>	<b>\$ 50,904.50</b>	<b>\$ 137,348.28</b>	<b>\$ 35,647.80</b>	<b>\$ 25,459.72</b>	<b>\$ 43,975.45</b>	<b>\$ 26,619.65</b>	<b>\$ 24,659.80</b>	<b>\$ 26,106.20</b>	<b>\$ 28,510.10</b>	<b>\$ 25,335.03</b>	<b>\$ 528,168.72</b>	<b>\$ 990,597.09</b>
<b>Admin. Adjmt.</b>													
6211 FINANCIAL SERVICES FROM OTHER STATE	\$ 0.00	\$ 277.56	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 277.56
6221 ATTORNEY GENERAL LEGAL SERVICES	\$ 0.00	\$ 0.00	\$ -4,855.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ -4,855.00
6500 IN-STATE TRAVEL	\$ 0.00	\$ 141.66	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ -1,598.24	\$ 0.00	\$ -6,453.24
7171 INTERNAL SERVICE TELECOMMUNICATIONS	\$ 0.00	\$ 223.26	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 141.66
7263 REPAIR & MAINTENANCE--INFO	\$ 0.00	\$ 240.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 240.00
<b>TOTAL Admin. Adjmt.</b>	<b>\$ 0.00</b>	<b>\$ 882.48</b>	<b>\$ 4,855.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ -1,598.24</b>	<b>\$ 0.00</b>	<b>\$ -5,570.76</b>
<b>Net Income</b>	<b>\$ -23,851.54</b>	<b>\$ -41,445.29</b>	<b>\$ -128,225.98</b>	<b>\$ 71,428.58</b>	<b>\$ 139,028.23</b>	<b>\$ 215,957.21</b>	<b>\$ 214,997.06</b>	<b>\$ 78,304.03</b>	<b>\$ 13,218.41</b>	<b>\$ 5,767.53</b>	<b>\$ -6,653.43</b>	<b>\$ -509,074.53</b>	<b>\$ 32,446.28</b>



Janet Napolitano  
Governor

Jenna Jones  
Executive Director

**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**

1400 W. Washington St., Room 240, Phoenix, Arizona 85007-2937

Phone (602) 364-1-PET

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[www.vetboard.az.gov](http://www.vetboard.az.gov)

September 26, 2008

Honorable Janet Napolitano  
Governor  
1700 West Washington  
Phoenix, AZ 85007

Re: **ANNUAL REPORT FY 2008**

Dear Governor Napolitano:

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

At the close of FY 2008 the agency had 1968 licensed veterinarians, 704 licensed veterinary premises, 692 certified veterinary technicians, and 16 licensed animal crematories.

During FY 2008, the Board opened seventy-four (74) complaints and eleven (11) Board complaints were carried over from FY 2007 for a total of eighty-five cases. The carry over cases resulted in the following:

Disciplinary action	4
Dismissed/No Violation	7

In addition, during FY 2008 the Board addressed the following:

Investigative Committee Docket, both consumer and board instituted:  
117 new investigative complaints  
42 investigations were carried forward from FY 2007



Board adjudication of the 159 investigations were as follows:

- 135 investigative complaints have been reviewed by an Investigative Committee
- 122 of these investigations were resolved by the following:
  - 68 were dismissed,
  - 54 were moved to Board complaints, and
  - 13 are pending Board review.
- 24 were pended to FY 2008 for Investigative and Board review.

Board Complaints, both Board instituted and investigative committee referred, resulted in 73 cases being resolved:

Cases involving discipline – 42	and	Cases dismissed - 31
Orders of Suspension		3
Orders of Probation		13
Consent Agreements		18
Revoked		1
Dismissed/No Violation		31
Pended to FY2009		12

During FY 2008, the Board conducted the following:

Informal Interviews	28
Formal hearings	4

There were 17 complaints regarding unlicensed practitioners, these were addressed as follows:

- 17 new cases
  - 6 were issued Cease and Desist orders,
  - 5 were closed,
  - 1 Injunction issued, and
  - 5 will be reviewed in FY 2009.

Staff completed the following premise inspections:

58	Random inspections,
97	Statutory inspections, and
9	Animal crematory inspections.

There were twelve formal testing dates for licensure of veterinarians and two formal testing dates for certification of veterinary technicians. In addition, staff responded to 79 inquiries regarding possible complaints. We are finding that most of the submitted complaint packets are downloaded from our website.

Honorable Janet Napolitano  
September 26, 2008  
Pg. 3

A copy of the annual financial statement for FY 2008 and a copy of the service measurements used for the budget request for FY 2009-10 are attached. Note that all civil penalties resulting from disciplinary actions are deposited (100%) into the General Fund.

The Board is continuously seeking to improve its performance and customer service. The agency updated its licensee database in FY2007, this allowed us to make licensure information available to the public through our web site during FY2008. The improvement allows the public 24 hour access to license information regarding veterinarians, premises, and crematories.

If you should need any further information, I can be reached at 602-364-1739.

Sincerely,



Prepared by:  
Jenna Jones  
Executive Director



Reviewed and submitted by:  
Richard Crisler, D.V.M.  
Board Chairman

Enclosure

VETERINARY MEDICAL EXAMINERS  
FUND 2078  
FOR PERIOD ENDING DECEMBER 31, 2007

FY 2008 - Beginning Cash Balance	\$789,365.02
NSF Receivable	650.00
AY 2007 Activity	(21,403.99)
<b>Total Cash Carried Forward</b>	<b>\$768,611.03</b>

<b>FY 2008 Projected Revenue</b>	
General Fund 10%	\$ 11,270.00
Board Fund 90%	\$ 103,200.00

Est. 90% Revenue	AOBJ Code	Fiscal YTD Fees Deposited to Board Fund				% YTD
		Type of Fee	Prior YTD	Cur Month	Cur YTD	
\$ 43,200.00	4312	Examinations	\$ 74,925.00	\$ 270.00	\$ 75,195.00	174.06%
4,000.00	4372	Directories	9,637.60	-	9,637.60	240.94%
9,000.00	4415	Applications	14,670.00	90.00	14,760.00	164.00%
45,000.00	4416	License	51,066.00	855.00	51,921.00	115.38%
-	4417	Renewals	5,220.00	-	5,220.00	0.00%
-	4519	Penalty	1,260.00	-	1,260.00	0.00%
2,000.00	4699	Misc. Fee	3,564.53	-	3,564.53	178.23%
<b>\$ 103,200.00</b>		<b>Total fees collected</b>	<b>\$ 160,343.13</b>	<b>\$ 1,215.00</b>	<b>\$ 161,558.13</b>	<b>156.55%</b>

<b>Other Revenue:</b>						
		NSF	\$ -	\$ -	\$ -	0.00%
		Petty Cash	\$ -	\$ -	\$ -	0.00%

Expendable cash to be accounted for	\$930,169.16
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Est. 10% Revenue	AOBJ code	Fiscal YTD Fees Deposited to General Fund				% YTD
		Type of Fee	Prior YTD	Cur Month	Cur YTD	
\$ 4,800.00	4312	Examinations	\$ 8,325.00	\$ 30.00	\$ 8,355.00	174.06%
450.00	4372	Directories	1,070.75	-	1,070.75	237.94%
900.00	4415	Applications	1,630.00	10.00	1,640.00	182.22%
4,900.00	4416	License	5,674.00	95.00	5,769.00	117.73%
-	4417	Renewals	580.00	-	580.00	0.00%
-	4519	Penalty	640.00	-	640.00	0.00%
-	4520	Civil Penalty	6,500.00	-	6,500.00	0.00%
220.00	4699	Misc. Fees	395.98	-	395.98	179.99%
<b>\$ 11,270.00</b>		<b>General Fund 10% fees</b>	<b>\$ 24,815.73</b>	<b>\$ 135.00</b>	<b>\$ 24,950.73</b>	<b>221.39%</b>

<b>Total Amount Collected</b>	<b>\$ 185,158.86</b>	<b>\$ 1,350.00</b>	<b>\$ 186,508.86</b>
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<b>DISBURSEMENTS - AY07</b>						
Budgeted Amount	COBJ Code	Fiscal YTD Expenses				% YTD
		Type of Expense	Prior YTD	Current Mo	YTD	
<b>Personal Services &amp; ERE</b>						
\$ 227,900.00	6011	Regular Position	\$ 216,524.49	\$ -	\$ 216,524.49	95.01%
19,800.00	6017	Board Meetings	18,650.00	-	18,650.00	94.19%
76,200.00	6111	Emp. Rel. Exp	85,640.62	-	85,640.62	112.39%
<b>\$ 323,900.00</b>		<b>Subtotal</b>	<b>\$ 320,815.11</b>	<b>\$ -</b>	<b>\$ 320,815.11</b>	<b>99.05%</b>
<b>Professional And Outside Services</b>						
\$ 4,600.00	6211	Fin Svc Agy	\$ 3,584.16	\$ 350.13	\$ 3,934.29	85.53%
25,000.00	6221	A.G. Fees	17,204.32	4,855.00	22,059.32	88.24%
1,750.00	6222	Court Reporting	778.00	-	778.00	44.46%
-	6299	Consultant	-	-	-	0.00%
27,000.00	6299	Exam	13,860.00	13,910.00	27,770.00	102.85%
3,500.00	6299	Rules/Law	2,860.00	-	2,860.00	81.71%
-	6299	Jnt Office Costs	-	-	-	0.00%
4,350.00	6299	Misc P&O Services	823.45	30.00	853.45	19.62%
<b>\$ 66,200.00</b>		<b>Subtotal</b>	<b>\$ 39,109.93</b>	<b>\$ 19,145.13</b>	<b>\$ 58,255.06</b>	<b>88.00%</b>

VETERINARY MEDICAL EXAMINERS  
FUND 2078  
FOR PERIOD ENDING DECEMBER 31, 2007

		Travel				
\$ 9,100.00	6500	In-State	\$ 4,788.73	\$ -	\$ 4,788.73	52.62%
\$ 9,100.00		Subtotal	\$ 4,788.73	\$ -	\$ 4,788.73	52.62%
\$ 1,000.00	6600	Out-of-State	\$ -	\$ -	\$ -	0.00%
\$ 10,100.00		Subtotal	\$ -	\$ -	\$ -	0.00%
		Other Operating Expenses				
\$ 2,900.00	7111	Insurance	\$ 2,900.00	\$ -	\$ 2,900.00	100.00%
5,000.00	7171	Telecom.	6,870.22	-	6,870.22	137.40%
23,400.00	7211	General Rent	25,200.00	-	25,200.00	107.69%
1,250.00	7229	Room Rent	750.00	250.00	1,000.00	80.00%
2,850.00	7263	Mainframe Repair	6,067.50	-	6,067.50	212.89%
-	7266	Repair Other Equip	918.90	91.89	1,010.79	0.00%
5,400.00	7270	Software Support	-	-	-	0.00%
5,000.00	7321	Office Supplies	5,052.49	155.00	5,207.49	104.15%
-	7455	Conf/Training	820.63	-	820.63	0.00%
8,000.00	7471	Internal Printing	4,127.10	-	4,127.10	51.59%
-	7472	External Printing	-	-	-	0.00%
14,000.00	7481	Postage	6,776.60	461.48	7,238.08	51.70%
100.00	7511	Awards	77.62	-	77.62	77.62%
500.00	7531	Dues	500.00	-	500.00	100.00%
100.00	7541	Books/Materials	45.89	-	45.89	45.89%
-	7599	Other Misc.	-	-	-	0.00%
\$ 68,500.00		Subtotal	\$ 60,106.95	\$ 958.37	\$ 61,065.32	89.15%
		Non-Capital Furniture & Equipment				
\$ -	8521	NC Furniture	\$ -	\$ 1,738.80	\$ 1,738.80	0.00%
-	8551	NC EDP Equip	2,268.50	-	2,268.50	0.00%
11,500.00	8571	NC Off Equipment	-	-	-	0.00%
-	8583	NC Software	607.80	-	607.80	0.00%
11,500.00		Subtotal	\$ 2,876.30	\$ 1,738.80	\$ 4,615.10	
		Operating Transfer				
-	9101	Operating Tsfr Out	-	-	-	0.00%
\$ -		Subtotal	\$ -	\$ -	\$ -	0.00%
\$ 480,200.00		YTD Expenses	\$ 427,697.02	\$ 21,842.30	\$ 449,539.32	93.62%
\$ 480,200.00	Total Appropriation		Approp. Balance Remaining		\$30,660.68	
	% YR Elapse				100.00%	
Cash transfer to GF					\$4,300.00	
<b>Current Cash Balance</b>					<b>\$476,329.84</b>	

Completed by: Tatyana Shevnina Date: 8/15/08

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_



Janet Napolitano  
Governor

Jenna Jones  
Executive Director

**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**

1400 W. Washington St., Room 240, Phoenix, Arizona 85007-2937

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September 19, 2007

Honorable Janet Napolitano  
Governor  
1700 West Washington  
Phoenix, AZ 85007

Re: **ANNUAL REPORT FY 2007**

Dear Governor Napolitano:

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

At the close of FY 2007 the agency had 1775 licensed veterinarians, 672 licensed veterinary premises, 611 certified veterinary technicians, and 8 licensed animal crematories.

During FY 2007, the Board opened seventy-nine (79) complaints and ten (10) Board complaints were carried over from FY 2006. The carry over cases resulted in the following:

Disciplinary action	8
Dismissed/No Violation	2

In addition, during FY 2007 the Board addressed the following:

Investigative Committee Docket, both consumer and board instituted:  
143 new investigative complaints  
59 investigations were carried forward from FY 2006

Board adjudication of the 202 investigations were as follows:

- 160 investigative complaints have been reviewed by an Investigative Committee
- 141 of these investigations were resolved by the following:
  - 79 were dismissed,
  - 62 were moved to Board complaints, and
  - 19 are pending Board review.
- 42 were pended to FY 2008

Board Complaints, both Board instituted and investigative committee referred, resulted in 78 cases being resolved:

Cases involving discipline – 50	Cases dismissed - 28
Orders of Suspension	3
Orders of Probation	20
Consent Agreements	18
Revoked	1
Dismissed/No Violation	30
Pended to FY2008	11

During FY 2007, the Board conducted the following:

Informal Interviews	28
Formal hearings	5

There were 17 complaints regarding unlicensed practitioners were addressed as follows:

- 17 new cases
  - 4 were issued Cease and Desist orders
  - 9 were closed
  - 1 referred to another Board
  - 3 will be reviewed in FY 2008.

Staff completed the following premise inspections:

51	Random inspections
115	Statutory inspections
8	Animal crematory inspections

There were twelve formal testing dates for licensure of veterinarians and two formal testing dates for certification of veterinary technicians. In addition, staff responded to 106 inquiries regarding possible complaints. We are finding that most of the submitted complaint packets are downloaded from our website.

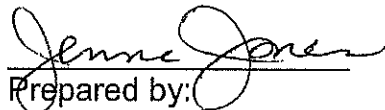
Honorable Janet Napolitano  
September 19, 2007  
Pg. 3

A copy of the annual financial statement for FY 2007 and a copy of the service measurements used for the budget request for FY 2008-09 are attached. Note that all civil penalties resulting from disciplinary actions are deposited (100%) into the General Fund.


The Board is continuously seeking to improve its performance and customer service. The agency has recently updated its licensee database from an obsolete program to a more current and user-friendly program. The next goal will be to allow the public to view licensee's public information from our web site. This will allow the public 24 hour access to information regarding licensees, this will be accomplished when funding is available later this year. In addition, a new rule package was initiated and completed regarding animal crematories.

If you should need any further information, I can be reached at 602-364-1739.

Sincerely,



Prepared by:  
Jenna Jones  
Executive Director



Reviewed and submitted by:  
Richard Crisler, D.V.M.  
Board Chairman

Enclosure

**TAB 6**



## Arizona State Veterinary Medical Examining Board

	FY 2016 ACTUAL	FY 2017 ESTIMATE	FY 2018 APPROVED
<b>OPERATING BUDGET</b>			
<i>Full Time Equivalent Positions</i>	6.0	6.0	6.0
Personal Services	263,100	359,200	359,200
Employee Related Expenditures	94,200	111,500	116,700
Professional and Outside Services	43,500	104,800	37,700
Travel - In State	4,600	4,500	4,500
Travel - Out of State	0	1,600	1,600
Other Operating Expenditures	63,400	68,800	68,800
Equipment	1,500	1,500	1,500
<b>AGENCY TOTAL</b>	<b>470,300</b>	<b>651,900</b>	<b>590,000<sup>1/</sup></b>
<b>FUND SOURCES</b>			
<i>Other Appropriated Funds</i>			
Veterinary Medical Examining Board Fund	470,300	651,900	590,000
SUBTOTAL - Other Appropriated Funds	470,300	651,900	590,000
SUBTOTAL - Appropriated Funds	<b>470,300</b>	<b>651,900</b>	<b>590,000</b>
TOTAL - ALL SOURCES	470,300	651,900	590,000

**AGENCY DESCRIPTION** — The board licenses and regulates veterinarians, veterinary technicians, and veterinary premises.

### Operating Budget

The budget includes \$590,000 and 6 FTE Positions from the Veterinary Medical Examining Board Fund in FY 2018 for the operating budget. These amounts fund the following adjustments:

#### Remove One-Time Funding

The budget includes a decrease of \$(67,100) from the Veterinary Medical Examining Board Fund in FY 2018 to eliminate one-time funding for expert witness fees \$(8,000), and online licensing implementation costs \$(59,100).

#### Statewide Adjustments

The budget includes an increase of \$5,200 from the Veterinary Medical Examining Board Fund in FY 2018 for statewide adjustments. *(Please see the Agency Detail and Allocations section.)*

<sup>1/</sup> General Appropriation Act funds are appropriated as a Lump Sum by Agency.

Arizona State Veterinary Medical Examining Board  
Trend Report for VTA Fund 2078  
State Fiscal Year 2017  
Year-to-Date  
7/28/2017  
REV/EXP Account

		July	August	September	October	November	December	January	February	March	April	May	June	YTD	
2017	Rev	4312 - EXAMINATION FEES	(1,890.00)	(1,215.62)	(3,510.00)	(4,590.00)	(1,215.00)	(1,485.00)	(3,240.00)	(3,915.00)	(4,995.00)	(7,560.00)	(13,500.00)	(13,095.00)	(60,210.62)
		4372 - PUBLICATIONS AND REPRODUCTIONS		(914.58)	1.67	(656.78)	(12.65)	(550.80)	(327.83)	(569.03)	(7.83)	(631.57)	(741.82)	(4,411.22)	
		4415 - OCCUPATIONAL AND PROFESSIONAL LICENSES	(6,412.50)	(3,217.50)	(4,774.50)	(6,097.50)	(4,635.00)	(320,877.00)	(256,932.00)	(477,566.00)	(22,449.00)	(14,704.40)	(15,592.50)	(19,732.50)	(1,152,990.40)
		4519 - OTHER FINES OR FORFEITURES OR PENALTIES		(67.50)	(45.00)	(45.00)	(67.50)	(45.00)	(1,800.00)	(3,060.00)	(787.50)	(112.50)	(22.50)	(6,052.50)	
		4645 - CREDIT CARD DISCOUNT FEES PAID					0.05						12,859.48	12,859.53	
		4649 - CREDIT CARD CONVENIENCE FEES REVENUE							(6,440.00)	(124.00)	(60.00)			(6,624.00)	
		4699 - MISCELLANEOUS RECEIPTS	(243.00)	(231.08)	(239.40)	(214.50)	(262.50)	(135.00)	(181.35)	(382.89)	(382.50)	(256.50)	(171.00)	(297.00)	(2,996.72)
	<b>Rev Total</b>		<b>(8,545.50)</b>	<b>(5,646.28)</b>	<b>(8,567.23)</b>	<b>(11,603.78)</b>	<b>(6,192.60)</b>	<b>(322,497.00)</b>	<b>(260,949.15)</b>	<b>(490,431.72)</b>	<b>(31,579.53)</b>	<b>(23,376.23)</b>	<b>(30,007.57)</b>	<b>(21,029.34)</b>	<b>(1,220,425.93)</b>
	Exp	6011 - Regular Base Salary	16,557.91	24,043.87	13,986.87	12,884.87	11,630.54	12,624.21	14,302.66	21,709.35	14,303.47	15,184.41	14,035.94	181,848.19	
		6017 - Board And Comm Members Compensation		1,600.00	1,800.00	1,400.00	1,400.00		1,800.00	2,800.00	1,400.00	1,600.00		13,800.00	
		6031 - Overtime				222.86	86.03	494.48	394.15	43.02	465.81	963.59	508.81	3,178.75	
		6041 - Annual Leave	815.18	1,285.03	430.92	1,281.26	1,749.06	1,715.42	2,950.07	298.87	702.85		489.97	11,718.63	
		6042 - Sick Leave	514.33	1,115.16	127.27	359.82	1,146.33	186.32	223.26	152.88	152.88	86.00		4,064.25	
		6047 - Annual Leave Payout		5,367.19										5,367.19	
		6048 - Holiday Leave Taken	768.54	152.88	744.50	744.50	744.50	744.50	744.50	744.50			744.50	7,621.92	
		6049 - Other Compensated Leave									111.22			111.22	
		6111 - Fica Taxes	1,382.70	2,504.78	1,270.63	1,255.60	1,245.12	1,169.30	1,298.89	1,913.99	1,273.75	1,327.12	1,675.64	17,429.59	
		6113 - Medical Insurance	2,804.32	3,948.48	2,288.32	2,288.32	2,288.32	2,288.32	2,288.32	3,432.48	2,288.32	2,288.32	1,745.56	30,237.40	
		6114 - Basic Life	6.90	10.35	5.52	5.52	5.52	5.52	5.52	8.28	5.52	5.52	5.52	75.21	
		6116 - Long-Term Disability - Asrs	24.53	34.84	19.81	20.10	19.90	20.47	19.78	20.33	29.73	20.43	21.13	28.85	
		6117 - Unemployment Compensation	18.07	32.74	16.60	16.41	16.28	15.28	14.53	16.98	25.02	16.65	17.35	227.81	
		6118 - Dental Insurance	26.38	37.28	21.80	21.80	21.80	21.80	21.80	32.70	21.80	21.80	21.80	289.08	
		6119 - Workers Compensation	140.13	199.78	114.85	115.81	115.13	117.18	116.68	172.27	117.04	119.53	165.78	1,607.02	
		6155 - Arizona State Retirement System	1,986.20	2,822.00	1,604.44	1,627.54	1,612.03	1,658.34	1,602.26	1,646.95	2,408.26	1,655.08	1,711.51	22,670.65	
		6158 - Acr Contributions-Reemployed Retirees	108.08	162.12	108.08	108.08	108.08	108.08	84.66	108.08	162.12	108.08	108.08	1,428.97	
		6183 - Personnel System Pro Rata Charges	160.44	288.66	146.98	145.29	144.11	135.59	129.21	150.21	221.46	147.39	153.37	2,013.99	
		6185 - Info Tech Pro Rata Charges	37.31	67.12	34.18	33.79	33.51	31.53	30.05	34.93	51.49	34.27	35.67	468.33	
		6189 - Accumulated Sick Leave Fund Charge	70.08	121.05	56.61	57.42	56.87	58.51	56.54	58.11	84.98	58.40	60.37	821.35	
		6221 - Attorney General Legal Services		5,800.00			5,800.00			5,800.00				17,400.00	
		6241 - Temporary Agency Services								691.25	1,343.80			2,035.05	
		6299 - Other Professional And Outside Services	30.00	235.60	644.09	107.70	3,759.91	1,043.30	1,553.79	63.70	816.47	1,654.45	562.21	842.48	
		6516 - Mileage - Private Vehicle	44.56	271.27	251.90	210.28	299.71	41.85	196.01	226.43	466.48	379.42	273.30	18.46	
		6521 - Motor Pool Charges			298.09	245.92	165.36		69.18	264.08	130.14	70.81	129.00	49.50	
		6531 - Lodging	62.88		12.83					217.81		122.53	105.97	522.02	
		6541 - Meals With Overnight Stay	25.43		(3.33)					46.42		21.78	26.17	116.47	
		6599 - Other Misc In-State Travel				72.61			32.37	36.12	52.58	17.76	59.42	270.86	
		7111 - Risk Management Charges To State Agency	1,700.00											1,700.00	
		7151 - Internal Service Data Processing			2,708.71								1,005.57	3,714.28	
		7153 - Internal Service Data Proc- Pc/Lan		956.12	912.62	905.01	976.99	915.59	940.56	946.74	899.33	1,009.18	974.48	9,436.62	
		7156 - External Programming- Pc/Lan/Serv/Web			20,648.00		38,422.00			1,800.00	1,400.00		24,800.00	87,070.00	
		7160 - Othr External Data Proc-Pc/Lan/Serv/Web	101.00											101.00	
		7179 - Other External Telecommunication Service		512.74	476.38	473.80	475.50	473.18	500.58	482.87	476.21	361.83	359.55	441.64	
		7211 - Building Rent Charges To State Agencies					25,300.00							25,300.00	
		7227 - Rental Of Other Machinery And Equipment								74.05			291.09	365.14	
		7229 - Miscellaneous Rent		6.09			18.27		6.09		6.09	24.36	6.09	66.99	
		7266 - Repair And Maintenance - Other Equipment		28.76		260.69			239.27		462.54			991.26	
		7269 - Other Repair And Maintenance							199.00					199.00	
		7321 - Office Supplies		28.45		117.22	182.11			81.18	430.67	479.83	805.06	2,124.52	
		7455 - Conference Registration-Attendance Fees		1,090.00	200.00						250.00			1,540.00	
		7471 - Internal Printing				7.00						1,001.00		1,008.00	
		7472 - External Printing							1,991.35					1,991.35	
		7481 - Postage And Delivery		7.36	354.69	1,186.29	7.36	1,793.72	1,046.25	2,428.67	2,291.18	420.21	677.41	10,213.14	
		7531 - Dues	250.00								500.00			750.00	
		7541 - Books- Subscriptions And Publications									169.00		84.95	253.95	
		7599 - Other Miscellaneous Operating						25.51	25.00					50.51	
		8531 - Computer Equipment Non-Capital Purchase								1,258.63				1,258.63	

2017	Exp	8581 - Purchased Or Licensed Software/Website						68.92							68.92			
		9101 - Operating Transfers Out				3,800.00			0.00						3,800.00			
		6035 - Incentive Pay												6,462.00	6,462.00			
		8571 - Other Equipment Non-Capital Purchase												1,308.34	1,308.34			
		6271 - Education And Training												950.00	950.00			
		<b>Exp Total</b>				<b>27,634.97</b>	<b>52,729.72</b>	<b>49,281.36</b>	<b>26,175.51</b>	<b>101,630.34</b>	<b>25,756.92</b>	<b>25,276.47</b>	<b>31,548.76</b>	<b>50,076.16</b>	<b>28,392.66</b>	<b>28,089.78</b>	<b>60,184.58</b>	<b>506,777.23</b>
<b>2017 Net (Revenue)/Expenditure</b>						<b>19,089.47</b>	<b>47,083.44</b>	<b>40,714.13</b>	<b>14,571.73</b>	<b>95,437.74</b>	<b>(296,740.08)</b>	<b>(235,672.68)</b>	<b>(458,882.96)</b>	<b>18,496.63</b>	<b>5,016.43</b>	<b>(1,917.79)</b>	<b>39,155.24</b>	<b>(713,648.70)</b>
2016	Exp	6221 - Attorney General Legal Services											(137.43)				(137.43)	
		6299 - Other Professional And Outside Services	0.00														0.00	
		6516 - Mileage - Private Vehicle		20.00													20.00	
		6521 - Motor Pool Charges		392.45	74.24												466.69	
		6531 - Lodging			62.88												62.88	
		6541 - Meals With Overnight Stay			25.43												25.43	
		7153 - Internal Service Data Proc- Pc/Lan	925.81														925.81	
		7156 - External Programming- Pc/Lan/Serv/Web	16,020.00														16,020.00	
		7179 - Other External Telecommunication Service	475.28														475.28	
		7229 - Miscellaneous Rent		6.09													6.09	
		7241 - Internal Acct/Budg/Financial Svcs		6,600.00													6,600.00	
		7321 - Office Supplies		17.21													17.21	
		7481 - Postage And Delivery	92.36														92.36	
		8491 - Other Capital Asset Purchases	7,335.66														7,335.66	
		<b>Exp Total</b>				<b>24,849.11</b>	<b>7,035.75</b>	<b>162.55</b>					<b>(137.43)</b>				<b>31,909.98</b>	
<b>2016 Net (Revenue)/Expenditure</b>						<b>24,849.11</b>	<b>7,035.75</b>	<b>162.55</b>					<b>(137.43)</b>				<b>31,909.98</b>	
<b>Grand Total</b>						<b>43,938.58</b>	<b>54,119.19</b>	<b>40,876.68</b>	<b>14,571.73</b>	<b>95,437.74</b>	<b>(296,740.08)</b>	<b>(235,672.68)</b>	<b>(459,020.39)</b>	<b>18,496.63</b>	<b>5,016.43</b>	<b>(1,917.79)</b>	<b>39,155.24</b>	<b>(681,738.72)</b>

**TAB 7**

## MISSION STATEMENT

The Arizona State Veterinary Medical Examining Board protects the health, safety, and welfare of the general public, as well as the welfare of animals, by enforcing the licensing standards prescribed by the state for the licensing and regulation of veterinarians, certified veterinary technicians, veterinary premises, and animal crematories in our state.



### Disciplinary Action Terms

**“Censure”**: reflects that a veterinarian's license has been disciplined.

**“Probation”**: a timeframe to complete sanctions. Typical sanctions are orders to complete continuing education courses or pay a civil penalty. Some situations require licensees to make regular Board appearances, and/or provide progress reports. Probation does not limit a licensee's ability to practice.

**“Suspension”**: the licensee is prohibited from offering veterinary services during the suspension timeframe. For suspensions longer than 30 days, the determination must be made as part of a Formal Hearing.

**“Revocation”**: a veterinarian's license or a certified veterinary technician's certificate is revoked. Action must occur as part of a Formal Hearing unless agreed to via Consent Agreement.



## Arizona State Veterinary Medical Examining Board

9535 E. Doubletree Ranch Rd.,  
Suite 100

Scottsdale, AZ 85258

602-364-1738

Visit our website at:

[vetboard.az.gov](http://vetboard.az.gov)

for news and more information  
about Board services.

## Arizona State Veterinary Medical Examining Board

### Complaint/ Investigation Process





# Arizona State Veterinary Medical Examining Board

It is important to know that the Board reviews and has the final authority over ALL cases, even if the Investigative Committee (Step 3) has recommended that the complaint case be dismissed.

## Step 1: Complaint form is received at the Board office.

The subject of the complaint ("Respondent") may be a veterinarian or certified veterinary technician. (C.V.T.).

Anonymous complaints may be submitted regarding an unlicensed practitioner or in cases of suspected substance abuse. However, without the means to follow up for more information, some anonymous complaints are difficult to investigate.

## Step 2: Investigation Division: Gathering of Information

1. The Respondent is sent information concerning the complaint and asked to respond and include pertinent medical records of the pet. If applicable, witnesses and other veterinarians that treated the animal may be contacted (i.e. "consulting veterinarians").
2. When all the pertinent statements, records, and responses are received, the case is compiled by Investigative Staff.

## Step 3: Investigative Committee

The Investigative Committee (IC) is comprised of 3 veterinarians and 2 public members who are volunteers appointed by the Board.

Making a recommendation to the Board regarding whether a violation of the Veterinary Practice Act may have occurred is the IC's primary role. Only the Board can make a final decision.

1. Each IC member reviews the case file materials prior to the meeting.
2. IC Meeting notices are sent to the Complainant (person who filed the complaint), the Respondent, the Respondent's attorney (if applicable), and any consulting veterinarians and witnesses. Attendance is not mandatory, but recommended. The Committee determines who they wish to interview about the case. Some may appear by phone.
3. The IC is an open public meeting, however, since the case is under investigation, the interviews are held in "Executive Session," which involves only the IC members, the interviewee, Board staff, and an Assistant Attorney General. Others in attendance may wait in the Board Room lobby.
4. The IC's discussion is held in "open session" for all to hear. The IC, by majority vote, determines a recommendation to pass on to the Board. They may recommend that the case should be dismissed with no violation or that the Board should determine that a violation(s) has occurred.
5. Notices regarding the IC's recommendation and date the Board will review the case are sent to the Respondent and Complainant.

## Step 4: Board Review & Action

The Veterinary Board is an adjudicating body comprised by law of 5 veterinarians, 1 certified veterinary technician, and 3 public members. All are appointed by the Governor.

1. Each Board member reviews the case file materials and Investigative Committee Report prior to the meeting.
2. The complaint case will first be heard at the Board's "**Initial Investigative Review.**" While not mandatory, participation by the Respondent and Complainant is recommended. Each individual in attendance at the meeting may be given up to 5 minutes to address the Board. The Board cannot ask questions of these individuals at this proceeding.
3. The Board will discuss the case in open session and may accept or reject the IC's recommendation. The Board may:
  - a) Dismiss the case
  - b) Dismiss the case and issue a Letter of Concern
  - c) Adjudicate by Consent Agreement, where the Respondent enters into an agreement to accept the violations and sanctions imposed.
  - d) Refer the case to an Informal Interview or Formal Hearing to gather more information.
4. At an **Informal Interview** or **Formal Hearing**, the Board will hear from and may ask questions of the participants. The Board may vote to dismiss the case, issue a Letter of Concern, or determine a violation(s) occurred. Sanctions may include: Censure, Probation with various requirements to fulfill, Suspension (must be for less than 30 days or be heard at a Formal Hearing), or Revocation (only after a Formal Hearing). Board Orders are issued as a final step.



**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**  
9535 E. DOUBLETREE RANCH ROAD, SUITE 100, SCOTTSDALE, AZ 85258  
PHONE (602) 364-1738 FAX (602) 364-1039  
VETBOARD.AZ.GOV

**WHAT TO EXPECT AFTER A COMPLAINT IS FILED**

Upon receipt of the complaint, the complaint is logged and the complainant is notified of the Agency's receipt of the complaint. The respondent (the veterinarian the complaint is filed against) is sent a copy of the complaint. Once a case is opened, it must go through the entire process and cannot be withdrawn. The case will then pass through three distinct divisions of the Agency.

**Investigative Division:** *(Staff of the Agency)*

1. The respondent veterinarian is contacted, as well consulting veterinarians and witnesses, and any pertinent medical records and information are requested.
2. After all the medical records, pertinent information and statements are received, the Investigative Division reviews the file for completeness. If any additional information is needed, such as expert review or other statements, staff issues a request for further information.
3. When the file is complete, it is ready to be sent to the Investigative Committee. A report that includes the "Proposed Findings of Fact" is forwarded to the Committee members for their review.

**Investigative Committee:** *(An investigative body comprised of 3 veterinary and 2 public members, all of whom volunteer their time and receive no remuneration)*

1. Each Committee member reviews the case as a whole prior to the Committee meeting.
2. Notices are sent to the complainant, respondent veterinarian, consulting veterinarians and witnesses. Attendance is not mandatory, but recommended. The Committee may then interview those in attendance in executive session.
3. The Committee will discuss the case in open session. The Committee then makes a recommendation that is included in the report for the Board's review. The Investigative Committee report includes the Proposed Findings of Fact, Proposed Conclusions of Law, and their recommendations. The recommendations may be either to dismiss the case with no violations, or to find (a) violation(s) of the Veterinary Practice Act.
4. The report is forwarded, along with case information and records, to the Board for review.



**Veterinary Board:** (An adjudicating body comprised of 5 veterinarians, 3 public members, and 1 certified veterinary technician, all of who are appointed by the Governor to serve a 4 year term)

1. All case file materials and the Investigative Committee Report is forwarded to the Board members for review prior to the Board meeting.
2. Notices are sent to the complainant and respondent veterinarian. Attendance is not mandatory. Each individual in attendance may be given 5 minutes to address the Board in open session. No interviews will take place at this meeting.
3. The Board will discuss the case in open session and may accept or reject the Committee's recommendations.
4. The Board may:
  - a. Dismiss the case,
  - b. Dismiss the case and issue a Letter of Concern if there are practices or policies that could lead to violations if left uncorrected,
  - c. Adjudicate by a Consent Agreement, which is used for conflict resolution whereby the veterinarian enters into an agreement with the Board to accept sanctions imposed,
  - d. Refer the case to an Informal Interview to gather further information. The complainant and respondent will be notified when the interview will take place at a later date and time,
  - e. Or refer the case to a Formal hearing to gather further information. The complainant and respondent will be notified when the interview will take place at a later date and time.
5. At an Informal Interview or Formal hearing, the Board will interview the complainant, the veterinarian and any consulting veterinarians or witnesses that attend, in open session. After discussion, the Board may:
  - a. Dismiss the case if no violations of the Veterinary Practice Act have occurred.
  - b. Dismiss the case but issue a Letter of Concern if there are practices or policies that could lead to violations if left uncorrected.
  - c. Find violations of the Veterinary Practice Act.
6. If violations have occurred, the discussion of sanctions will proceed at a subsequent Board meeting. Attendance of the complainant and veterinarian is not necessary. Sanctions can include:
  - a. Censure – reflects that a veterinarian's license has been disciplined.
  - b. Probation – a licensee will generally be given requirements to fulfill within a certain time period. The Board may require continuing education, civil penalty, written progress reports, and/or appearances before the board.
  - c. Suspension – a Formal hearing must be set before a license is suspended for longer than 30 days.
  - d. Revocation – a Formal hearing must be set before a license is revoked.
7. Once sanctions are approved, a Board Order will be sent to the respondent veterinarian. A copy will also be sent to the complainant.



## Frequently Asked Questions

### Complaints and Investigations

**Q. Can I file a complaint because I think my veterinarian charges too much or keeps billing me for fees I owe? Can the Board help me get my money back?**

A. The Veterinary Board does not have jurisdiction over fees or fee disputes. However, per a new State of Arizona law that became effective August 9, 2017, if requested by the complainant on the Board's Complaint Form at the time the complaint is submitted, the Board may order the licensee to reimburse the fees paid by the pet owner or on their behalf.

**Q. Can I file a complaint if my veterinarian will not treat my pet until I pay him? I had a disagreement with my veterinarian and now he/she will not see my pets. Is this ethical?**

A. According to the Veterinary Practice Act, A.A.C. R3-11-501(7), a veterinarian is free to choose whom he/she will serve. The Board has no jurisdiction over business practices.

**Q. Is my complaint valid?**

A. Board staff cannot offer advice, legal or otherwise regarding the validity of a complaint. Any person may file a complaint if they believe there have been issues regarding medical care, ethics or professional conduct of licensees or certificate holders.

**Q. If I file a complaint is anything done about it?**

A. The complaint process is outlined in "What to Expect After a Complaint is Filed," which can be found on our website. The Board reviews all cases. If violations of the Veterinary Practice Act are found, sanctions may be taken against the licensee.

**Q. How do I know the Arizona State Veterinary Medical Examining Board is not just protecting the veterinarians?**

A. The mission of the Veterinary Board is to protect the interest of the general public and the welfare of their pets. Every complaint is investigated as outlined in "What to Expect After a Complaint is Filed" hand-out, which can also be found on our website.

**Q. I want to file a complaint but I want to remain anonymous. How is that handled?**

A. Anonymous complaints are accepted regarding unlicensed persons practicing veterinary medicine and allegations of substance abuse by a licensee or certificate holder. Although other types of anonymous complaints can be accepted, we cannot guarantee anonymity. It is also important to realize that the case may be dismissed due to insufficient evidence. Adequate documentation and substantiation of allegations is essential in order to ensure a thorough investigation of the case.

**Q. Can you tell me if a veterinarian has had any disciplinary action in the past?**

A. Yes, you may visit our website for this information. Click on the "directory" and type in the veterinarian's name and select that person. If any disciplinary action has been taken against that person's license, information regarding that complaint case will show. You may also phone the Board office and a staff member can assist you with that and/or provide a listing of any other complaints that were dismissed.

**Q. My pet requires a specialist. Can you refer me to one?**

A. No. The Board office cannot provide referrals. You may want to search online, or contact the Arizona Veterinary Medical Association (602-242-7936), which may have a list of their members and their specialties. Be aware that this may not be a complete listing, as membership in the Arizona Veterinary Medical Association is voluntary.

**Q. I need clarification on a statute or rule; can you help me? Where can I get a copy of the statutes and administrative rules?**

A. Staff cannot interpret the statutes or rules for you but will try to assist you if possible. You may need to consult an attorney. Printer friendly versions of the Arizona Statutes and Administrative Rules are located on our "Statutes and Rules" page of our website or you may send a written request with \$5.00 to the AzVMEB, 9535 E. Doubletree Ranch Road, Suite 100, Scottsdale, AZ 85258

**TAB 8**

2017 - 2019 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

VTA 0.0	<b>Agency Summary</b>
	VETERINARY MEDICAL EXAMINING BOARD
	Victoria Whitmore, Executive Director
	Veterinary Medical Examining Board (602) 542-8150
	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 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.

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

- Objective: 1 FY2017: Ensure that licensed personnel are qualified and meet the standards in accordance with the Veterinary Practice Act.
- FY2018: Ensure that licensed personnel are qualified and meet the standards in accordance with the Veterinary Practice Act.
- FY2019: Ensure that licensed personnel are qualified and meet the standards in accordance with the Veterinary Practice Act.

Performance Measures	FY 2017 Actual	FY 2018 Estimate	FY 2019 Estimate
Premises licensed	169	150	150
Veterinary applications processed	209	200	200
Veterinary technicians certified	66	65	65
Administration as a % of total cost	8	8	8
Total number of premise renewals	833	0	900
Total number of veterinarians licensed annually, including renewals	2382	2,580	2400
number of licensed veterinarians at end of FY			
Total number of veterinary renewals in biennial renewal process. Reinstatements included.	2229	10	2300
Total number of technician renewals in biennial process. Reinstatements included.	944	5	935
Total certified technicians	1006	1070	950

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

- Objective: 1 FY2017: Ensure that investigations proceed in a timely and thorough manner and to carry through with the enforcement of discipline when required.
- FY2018: Ensure that investigations proceed in a timely and thorough manner and to carry through with the enforcement of discipline when required.
- FY2019: Ensure that investigations proceed in a timely and thorough manner and to carry through with the enforcement of discipline when required.

Performance Measures	FY 2017 Actual	FY 2018 Estimate	FY 2019 Estimate
Number of complaints docketed	112	100	100
Number of complaints resolved	99	100	100
Disciplinary actions	23	20	20
Average number of calendar days from receipt of complaint to resolution	125	160	160
Number of annual investigations conducted	104	110	110
Number of investigations resulting in enforcement action	21	20	20

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

- Objective: 1 FY2017: Review all applications of candidates, veterinarians, technicians, premises and crematories applying for licensure or certification, administer state exams, and check for possible previous disciplinary action before granting licensure.
- FY2018: Review all applications of candidates, veterinarians, technicians, premises and crematories applying for licensure or certification, administer state exams, and check for possible previous disciplinary action before granting licensure.
- FY2019: Review all applications of candidates, veterinarians, technicians, premises and crematories applying for licensure or certification, administer state exams, and check for possible previous disciplinary action before granting licensure.

Performance Measures	FY 2017 Actual	FY 2018 Estimate	FY 2019 Estimate
Percent of disciplinary actions to number of licensed veterinarians	1	1	1
Total licenses, permits, and certificates issued (excluding renewals)	415	420	420
Percent of customers responding excellent or good on customer satisfaction survey	100	98	98

◆ **Goal 4** To ensure that the rules developed to license pet crematory facilities are met when licensing and thereafter.

- Objective: 1 FY2017: To ensure that licenses are granted to competent animal crematory facilities that have met a minimum standard of requirements.
- FY2018: To ensure that licenses are granted to competent animal crematory facilities that have met a minimum standard of requirements.
- FY2019: To ensure that licenses are granted to competent animal crematory facilities that have met a minimum standard of requirements.

Performance Measures	FY 2017 Actual	FY 2018 Estimate	FY 2019 Estimate
Number of licenses issued for pet crematory facilities	2	2	1

**AGENCY SUMMARY**

**Program:** VTA 0 . 0 VETERINARY MEDICAL EXAMINING BOARD  
**Director:** Victoria Whitmore, Executive Director  
**Phone:** Veterinary Medical Examining Board (602) 542-8150  
**Statute:** 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 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

◆ **Goal:** 1 To license veterinarians, veterinary technicians, and premises in accordance with mandated timeframes.

**Objectives:** 1 2017 Obj: Ensure that licensed personnel are qualified and meet the standards in accordance with the Veterinary Practice Act.  
 2018 Obj: Ensure that licensed personnel are qualified and meet the standards in accordance with the Veterinary Practice Act.  
 2019 Obj: Ensure that licensed personnel are qualified and meet the standards in accordance with the Veterinary Practice Act.

**Performance Measures:**

ML	Budget	Type		FY 2016 Actual	FY 2017 Estimate	FY 2017 Actual	FY 2018 Estimate	FY 2019 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Premises licensed	140	150	169	150	150
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Veterinary applications processed	195	185	209	200	200
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Veterinary technicians certified	79	70	66	65	65
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Administration as a % of total cost	9	9	8	8	8
5	<input type="checkbox"/>	<input type="checkbox"/>	OP	Licensing of qualified veterinarians in compliance with mandatory timeframes (number of overall days)	45	45	40	40	40
Overall licensing days dependent on applicant's payment of issuance fee. This is not the number of days the agency took to process the application; it is the overall average time from application deadline when application is complete to Board approval.									
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Total number of premise renewals	0	850	833	0	900
7	<input type="checkbox"/>	<input type="checkbox"/>	OP	Temporary permits issued	55	45	57	45	45
8	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Total number of veterinarians licensed annually, including renewals	2,385	2,200	2382	2,580	2400
9	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Total number of veterinary renewals in biennial renewal process. Reinstatements included.	9	2,200	2229	10	2300
10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Total number of technician renewals in biennial process. Reinstatements included.	13	900	944	5	935
11	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Total certified technicians	1,053	950	1006	1070	950
After renewal periods, it is common that 10-15% do not renew, thus, fiscal years that include renewal periods will likely show total number of technicians lower than the previous fiscal year end.									
12	<input type="checkbox"/>	<input type="checkbox"/>	OP	Total number of premises	938	950	913	1060	950

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

**Objectives:** 1 2017 Obj: Ensure that investigations proceed in a timely and thorough manner and to carry through with the enforcement of discipline when required.  
 2018 Obj: Ensure that investigations proceed in a timely and thorough manner and to carry through with the enforcement of discipline when required.  
 2019 Obj: Ensure that investigations proceed in a timely and thorough manner and to carry through with the enforcement of discipline when required.

**Performance Measures:**

ML	Budget	Type		FY 2016 Actual	FY 2017 Estimate	FY 2017 Actual	FY 2018 Estimate	FY 2019 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Number of complaints docketed	96	100	112	100	100
This is the total number of new complaints received. It does not include unlicensed practitioners.									
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Number of complaints resolved	97	100	99	100	100
Number of cases resolved may be higher than number of complaints submitted in fiscal year because there is a carry-over of some cases from previous year that get resolved in the next fiscal year.									

ML	Budget	Type		FY 2016 Actual	FY 2017 Estimate	FY 2017 Actual	FY 2018 Estimate	FY 2019 Estimate	
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Disciplinary actions	27	20	23	20	20
4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Average number of calendar days from receipt of complaint to resolution	154	160	125	160	160
*Beginning with FY16 report, resolution calculated as date of Board decision of case.									
5	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Number of annual investigations conducted	116	110	104	110	110
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Number of investigations resulting in enforcement action	27	25	21	20	20

This includes licensees and unlicensed practitioner/premise cases as of 8/10.

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

**Objectives:** 1 2017 Obj: Review all applications of candidates, veterinarians, technicians, premises and crematories applying for licensure or certification, administer state exams, and check for possible previous disciplinary action before granting licensure.

2018 Obj: Review all applications of candidates, veterinarians, technicians, premises and crematories applying for licensure or certification, administer state exams, and check for possible previous disciplinary action before granting licensure.

2019 Obj: Review all applications of candidates, veterinarians, technicians, premises and crematories applying for licensure or certification, administer state exams, and check for possible previous disciplinary action before granting licensure.

**Performance Measures:**

ML	Budget	Type		FY 2016 Actual	FY 2017 Estimate	FY 2017 Actual	FY 2018 Estimate	FY 2019 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	Percent of disciplinary actions to number of licensed veterinarians	1.1	1	1	1	
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Total licenses, permits, and certificates issued (excluding renewals)	402	410	415	420	420
Total number includes all licenses issued per FY, does not include temporary permits.									
3	<input type="checkbox"/>	<input type="checkbox"/>	OP	Number of licenses revoked or suspended	1	1	4	1	1
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Percent of customers responding excellent or good on customer satisfaction survey	99	98	100	98	98
Includes measurements of									
1. timeliness of response									
2. courtesy/professionalism of staff									
3. knowledge of staff									
4. overall performance of agency									

◆ **Goal:** 4 To ensure that the rules developed to license pet crematory facilities are met when licensing and thereafter.

**Objectives:** 1 2017 Obj: To ensure that licenses are granted to competent animal crematory facilities that have met a minimum standard of requirements.

2018 Obj: To ensure that licenses are granted to competent animal crematory facilities that have met a minimum standard of requirements.

2019 Obj: To ensure that licenses are granted to competent animal crematory facilities that have met a minimum standard of requirements.

**Performance Measures:**

ML	Budget	Type		FY 2016 Actual	FY 2017 Estimate	FY 2017 Actual	FY 2018 Estimate	FY 2019 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Number of licenses issued for pet crematory facilities	0	1	2	2	1
2	<input type="checkbox"/>	<input type="checkbox"/>	OC	Number of licensed pet crematories.	18	18	19	20	20

# Agency 5-Year Plan

**Issue 1** Current database which links with website for public information reporting capabilities, lacks some features to effectively record and report some critical data items.

**Description:** Our current database does not capture all the fields/data that are needed to best analyze and report all information. These changes can only be made by an IT professional. With completion of the online license renewal system in FY17, some enhancements are needed prior to using the system during the next renewal cycle in late 2018. This goal was partially completed in FY17 and tasks will continue as funding is available in FY18 and FY19.

**Solutions:**

Short-term IT projects can be initiated and completed within approximately 3 months to correct some functions and enhance our database system functionalities and online license renewal system. Some issues were added and modified during FY17, with more to be addressed as funding allows in FY18 and FY19.

**Issue 2** Few resources exist for licensees to seek support and treatment when challenged with substance abuse issues. Currently, Board staff implements and monitors Board Orders for individuals who have been ordered into treatment/monitoring.

**Description:** 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. Efforts are underway in FY18 to launch the new program by the end of FY18. While costs for treatment, testing, and monitoring will be paid by the licensee, the agency will have expenses related to assistance needed from the program's medical director and staff for expert witness duties and other consultations.

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 3** Licensees need more online tools and information to manage their license requirements and be provided with pertinent news.

**Description:** One of the agency's goals is to increase communication frequency and methods to support our mission by providing pertinent news and information as needed to our licensees.

Adding web-based capabilities for licensees to track their continuing education credits, notify the Board of address and employment changes, request license verifications, etc. would significantly improve customer satisfaction and save funds and staff resources. As more of our licensees embrace online activities, the Board wants to be able to address their needs with the most time-efficient and cost effective methods available.

Licensees are required to submit written address/employment changes within 20 days of the change. Staff receives those changes and must manually input the information into our database. Enhancements to our website/database would allow licensees to create an account online and make those changes themselves, thus ensuring that it is done in the required timeframe and saving staff resources to complete the task.

Many licensees who are in the process of obtaining licenses in other states need the Board to provide an official license verification. The Board proposes to create an online function to request and pay for such a verification, making the process more convenient for the customer and saving resources for the agency.

**Solutions:**

In FY17, the agency acquired tools to send mass emails to licensees. Our goal is to transition away from paper newsletters and renewal notices that are distributed prior to renewal periods to notification via email. This will involve heavy communication with licensees to educate them about the transition.

In FY17 the agency acquired the capability for licensees to update address/employment information through the new online license renewal system. An IT project to add the ability for licensees to change address/employment information online at any time, which will link to the agency's database, saving staff time/resources to input by hand, is expected in FY19-20.

IT projects to add capabilities to order and pay for license verifications is expected to be initiated in FY19 pending funding approval.

The agency is working with the American Association of Veterinary State Boards to develop methods for licensees to easily track and maintain records of continuing education completed that is necessary for license renewal.

**Issue 4** To operate more efficiently and cost-effectively, while improving customer service, the transition away from paper documents is critical.  
**Description:** With the agency's move to 1740 W. Adams, there will be very limited space for storing paper documents that must be kept for long timeframes. 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 procure and implement a document imaging/storage system is proposed.

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 records requests involve staff manually pulling a record file, photocopying needed pages, then mailing 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.

**Solutions:**  
 Procuring and implementing a document imaging/management system is planned to solve the issues noted and enhance the agency's capability to more quickly respond to public record and Board requests. As most organizations move to electronic documents as the norm, we expect that additional uses would follow in the next few years as well.

The document imaging/management system project is expected to be developed in FY19-20. Part of the research prior to procuring a vendor involves study of state laws and best practices pertaining to digital records. A state-wide enterprise solution for document management is expected to be available for procurement in mid-FY18.

**Issue 5** License applications are submitted via paper form. Staff must organize documents as they come in to the office and manually input applicant information into database.

**Description:** The agency continually strives to increase efficiency, cost-effectiveness, and customer satisfaction. By providing an online solution for license applications, all these are expected to be enhanced.

**Solutions:**  
 Research on e-licensing systems began in FY16. There are various possibilities open to the agency, including partnering with the American Association of Veterinary State Boards, expanding on the online license renewal system currently under development, and/or procuring e-licensing software. Depending on progress and success of the E-licensing solution initiated by a group of other 90/10 Boards, the agency will study and consider procuring that system as needed after thoroughly analyzing costs/benefits of all options available.

### Resource Assumptions

	FY2020 Estimate	FY2021 Estimate	FY2022 Estimate
<b>Full-Time Equivalent Positions</b>	6.0	6.0	6.0
<b>General Fund</b>	0.0	0.0	0.0
<b>Other Appropriated Funds</b>	645,000.0	645,000.0	650,000.0
<b>Non-Appropriated Funds</b>	0.0	0.0	0.0
<b>Federal Funds</b>	0.0	0.0	0.0

**TAB 9**



# Customer Feedback

*Out of all the Vet Boards I've interacted with, AZVMEB has by far been the most professional and helpful. Thank you!*

**Investigations:**

*I appreciate the courtesy that was extended to me throughout this process and the high level of professionalism. Thank you!*

**Licensing:**

*The best state board to deal with - -- a good experience!*

*Thank you so much for your kindness and promptness in getting the certification of my license sent to Texas. It was so wonderful to encounter such a caring group of people.*

**Public Record Request:**

*Thank you for the prompt reply...always a pleasure dealing with your efficient professionalism!*

**Rules Review:**

*I appreciate you keeping me in the loop as the process moves forward. I appreciate the involvement regardless of the outcome.*

**Premises Inspection:**

*Staff was excellent! She answered all our questions and helped us fix any concerns that were found at the inspection!*

**Licensing:**

*I really appreciate how easy it was to get in contact with the Licensing Administrator. She is much easier to work with than her counterparts in other states. Thank you!*

**Premises Inspection:**

*A very professional, instructive, rational, efficient encounter for an inspection!*

# ARIZONA STATE LEGISLATURE

## INTERIM MEETING NOTICE OPEN TO THE PUBLIC

### SENATE NATURAL RESOURCES, ENERGY AND WATER AND HOUSE ENERGY, ENVIRONMENT AND NATURAL RESOURCES COMMITTEE OF REFERENCE FOR THE SUNSET REVIEW OF THE ARIZONA STATE VETERINARY MEDICAL BOARD

**Date:** Wednesday, November 8, 2017

**Time:** 2:30 P.M. OR UPON ADJOURNMENT OF THE SENATE NATURAL RESOURCES,  
ENERGY AND WATER AND HOUSE LAND, AGRICULTURE AND RURAL AFFAIRS

**Place:** HHR 1

#### AGENDA

1. Call to Order
2. Roll Call
3. Sunset Review of the Arizona State Veterinary Medical Examining Board
  - Presentation by Arizona State Veterinary Medical Examining Board
  - Public Testimony
  - Discussion and Recommendations by the Committee of Reference
4. Adjourn

#### Members:

Senator Gail Griffin, Co-Chair  
Senator Sylvia Allen  
Senator Judy Burges  
Senator Andrea Dalessandro  
Senator Lisa Otondo

Representative Brenda Barton, Co-Chair  
Representative David L. Cook  
Representative Eric Descheenie  
Representative Kirsten Engel  
Representative Michelle Udall

10/26/17  
jy

**People with disabilities may request reasonable accommodations such as interpreters, alternative formats, or assistance with physical accessibility. If you require accommodations, please contact the Chief Clerk's Office at (602) 926-3032 or through Arizona Relay Service 7-1-1.**

# ARIZONA STATE LEGISLATURE

## SENATE NATURAL RESOURCES, ENERGY AND WATER AND HOUSE ENERGY, ENVIRONMENT AND NATURAL RESEOURCES COMMITTEE OF REFERENCE FOR THE SUNSET REVIEW OF THE ARIZONA STATE VETERINARY MEDICAL BOARD

### Minutes of the Meeting

November 8, 2017

2:30 p.m., or upon adjournment of the Senate Natural Resources,  
Energy and Water and House Land, Agriculture and Rural  
Affairs, House Hearing Room 1

#### Members Present:

Senator Gail Griffin, Co-Chair  
Senator Sylvia Allen  
Senator Judy Burges  
Senator Lisa Otondo

Representative Brenda Barton, Co-Chair  
Representative David L. Cook  
Representative Eric Descheenie  
Representative Michell Udall

#### Members Excused:

Senator Andrea Dalessandro  
Representative Kirsten Engel

#### Staff:

Kathi Knox, Senate Research Staff  
Sharon Carpenter, House Research Staff

Co-Chairman Barton called the meeting to order at 2:39 p.m. and attendance was noted.

### SUNSET REVIEW OF THE ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

#### Presentation by the Arizona State Veterinary Medical Examining Board

**Victoria Whitmore, Executive Director, Arizona State Veterinary Medical Examining Board**, distributed and explained a PowerPoint presentation entitled "Arizona State Veterinary Medical Examining Board" (Attachment A) and shared that the first Arizona veterinary college, Midwestern University will be graduating their first veterinary class in 2018. Ms. Whitmore answered questions posed by the Committee.

**Jim Loughead, Chairman, Arizona State Veterinary Medical Examining Board**, expressed his strong support for the continuation of the Arizona State Veterinary Medical Examining Board.

The Committee shared their comments for the topic mentioned above.

## PUBLIC TESTIMONY

**Mike Sorum, President, Arizona Veterinary Medical Association**, testified in support of the veterinary practice act renewal and appreciates the work done by the Arizona State Veterinary Medical Examining Board.

### **Recommendation by the Committee of Reference**

Representative Barton requested a motion on the continuation of the Arizona State Veterinary Medical Examining Board.

**Senator Griffin moved that the Committee of Reference recommend to the full Legislature that the Arizona State Veterinary Medical Examining Board be continued for 8 years. The motion CARRIED by voice vote.**

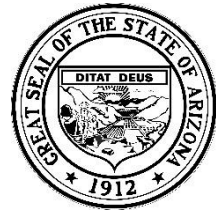
Attached is the form noting the individual who submitted a Speaker slip on the agenda items (Attachment B).

There being no further business, the meeting was adjourned at 3:07 p.m.

Respectfully submitted,

Imee L. Andrew  
Committee Secretary

(Audio recordings and attachments are on file in the Secretary of the Senate's Office/Resource Center, Room 115. Audio archives are available at <http://www.azleg.gov>)



ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

# MISSION STATEMENT

The Arizona State Veterinary Medical Examining Board protects the health, safety and welfare of the general public, as well as the welfare of animals, by enforcing the licensing standards prescribed by statute for the licensing and regulation of veterinarians, veterinary technicians, veterinary premises, and animal crematories.

# AGENCY QUICK FACTS

- An important part of public protection since 1923 – first licensing laws
- 90/10 agency: 10% of all revenue paid into the State's General Fund.
  - 100% of civil penalties go the State's General Fund.
- FY18 Budget appropriation = \$590,000
- FY17 revenue (renewal year) = \$1,200,000
- FY16 revenue (non-renewal year) = \$163,000
- 9 Board Members, 5 FTE

# BOARD COMPOSITION

Appointed by the Governor for 4-year terms:

- 5 veterinarians
- 1 Certified Veterinary Technician
- 3 public members  
(1 of which represents the livestock industry)



➤ Board meets monthly

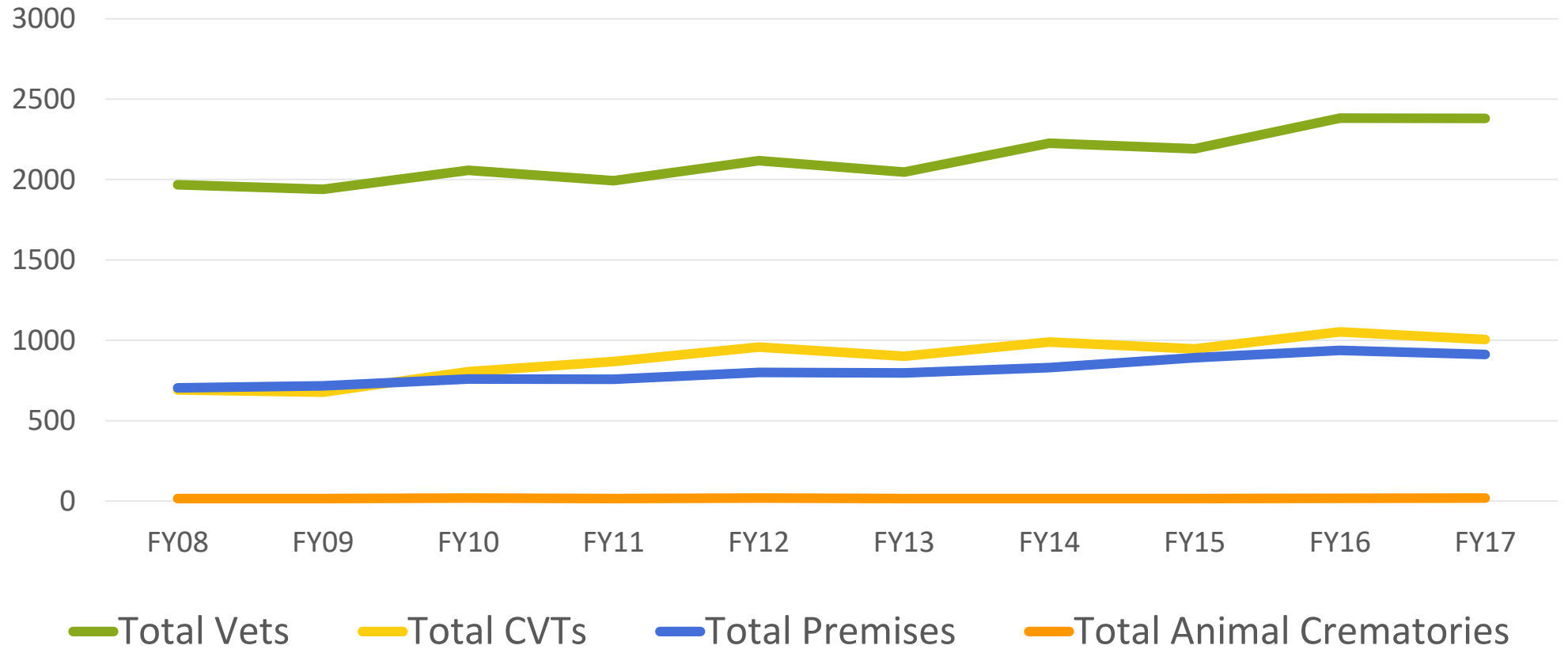


# MAIN FUNCTIONS



- Veterinary Licensing / Certification of Veterinary Technicians
- Premises Inspections/Licensing
- Complaint Investigations/Disciplinary Processes
- Animal Crematory Inspections/Licensing
- Public Information

# Total Licenses FY08-FY17



# COMPLAINT/INVESTIGATION PROCESS DIFFERENCES

- Per statute: **Investigative Committee** (IC) created to review case file information, interview all parties, and make a recommendation to the Board.
  - 2 Investigative Committees, each comprised of 3 veterinarians + 2 public members – **All volunteers!**
  - Meet monthly. Each committee reviews 4-6 cases per meeting.
- The Board reviews ALL cases to make a final determination.
  - Initial Investigative Review
  - Informal Interview
  - Formal Hearing

# DISCIPLINARY ACTIONS

License placed on Probationary Status to complete:

- Continuing Education requirements
- Civil Penalties
- Practice Restrictions (e.g. no surgical procedures)
- Substance abuse monitoring (e.g. counseling, testing)
- Suspension
- Revocation



# TECHNOLOGY PROJECTS

- 2014 - New website to enhance access to public information
  - Meeting minutes posted 2014 – current
  - Board Orders/Consent Agreements available
  - More licensee/certificate information on directory (education, employment)
  - All fillable forms for easy completion and submittal
  - Up-to-date announcements
- 2016 – Online license renewal system
- 2017 – Digital premises inspection system (tablet-based)
- 2018-19: Online license verification ordering/payment system
- 2018-20: Document imaging/management system

# NEWS & ISSUES AHEAD



- Spring 2018: Arizona's first veterinary college (Midwestern University) will graduate first class!
- University of Arizona's goal to launch a veterinary college
- Board's Monitored Aftercare and Treatment Program for substance abuse issues (confidential track)
- Telemedicine
- Compacts with other states: telemedicine, portability of licenses, acceptance of electronic documents for licensure
- E-Licensing and more online services