



BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR EDMUND G. BROWN JR.  
**Board of Vocational Nursing and Psychiatric Technicians**  
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DATE: May 2, 2016  
TO: Board Members  
FROM: Shawn Nibbelink, Associate Information Systems Analyst  
Amy (Daisy) Fuentes, Associate Governmental Program Analyst  
SUBJECT: Information Technology Update

**BreEZe Update**

**BACKGROUND**

The Board went live with the BreEZe licensing system on January 19, 2016. Over the previous three years, two Enforcement, two Licensing, and one Informational Technology staff members worked with DCA and external vendor to configure the BreEZe system for the Board. In the past year, three additional staff, one Enforcement and two Licensing, were added to assist in the data validation process converting from the legacy systems to BreEZe.

A System Investigation Request (SIR) is raised when the Board discovers a problem with the BreEZe system. These problems can be as simple as fixing the spelling of words, to as large as preventing a license from being renewed.

**CURRENT STATE**

The numbers below reflect outstanding SIRs directly affecting our Board, Global SIRs that are affecting all DCA Boards/Bureaus, and Multiple Board SIRs. These numbers change as the SIRs are worked on a daily basis and as problems continue to arise.

Pending Board SIRs	89
Global SIRs	31
Multiple Board SIRs	178

Since the release of the BreEZe system, the Board has continued to dedicate specific staff members towards working on the BreEZe project. These tasks range from cleaning up records that failed to convert from the legacy system correctly, as listed below, to researching and processing the above listed SIRs.

Data Clean Up Enforcement Division	7,740
Data Clean Up Licensing Division	*Total unknown

\* Due to the large number of records affected the Board is unable to provide an exact count.

## RESOLUTION

Due to the increased processing times, DCA, Office of Information Systems (OIS) is offering their Business Integration Analysts (BIA) overtime to assist Boards with cleaning the data from the legacy systems.

### Telephone Calls

#### BACKGROUND

The Board's telephone calls have increased by 400% since November 2015 as the Board prepared for the BreEZe system. The cost of the increased call volume is an additional \$1,800 per month to the Board. The increased number of calls is due to the current backlogs in renewal processing times, exam application processing times and BreEZe online account sign up questions.

#### CURRENT STATE

The Board is currently working with DCA, OIS to provide alternatives to the current call flow and the costs associated. The potential solutions include increasing the "on-hold" capacity of the current system, using additional features of the current system such as call backs, and looking at alternative call systems. The Board is currently working with DCA and OIS to route over flow calls to the DCA Consumer Information Center (CIC) as a temporary solution.

## RESOLUTION

The Board has submitted a 2017-Budget Change Proposal (BCP) to improve the capacity of the telephone system including a new server, call back feature, and increase user capacity (additional staff).

### Website Update

#### CURRENT STATE

The Board's current website is challenging for staff and consumers to navigate. It contains an overwhelming amount of information presented in an overwhelming format.

## RESOLUTION

The Board is slated for a July 1, 2016 to launch DCA's version IV website which will be visually more appealing as well as mobile compatible.

### MISSION

To protect and educate consumers of California through licensing, enforcement, and regulation of Doctors of Podiatric Medicine.

The California Board of Podiatric Medicine (Board) strives to provide effective licensing and enforcement of podiatric physicians as a means to protect the public from any unfit and incompetent doctors practicing in this specialty field.

Through the years, these efforts have been greatly assisted by a number of unique initiatives advanced and adopted by the Board that have sought not simply to maintain entry-level standards for podiatric physicians, but also to elevate professional competency standards, reduce medical error, and prevent patient harm.

### VISION

All California-licensed podiatric physicians will provide safe and competent foot and ankle care.

### News

- NEW: Sentencing Against Roseville Doctor of Podiatric Medicine For Healthcare Fraud
- VIDEO: "How to Apply for a Resident Doctor of Podiatric Medicine (DPM) License"
- SB 1039 introduced to remove BPM from MBC jurisdiction
- MBC report to the Legislature Vertical Enforcement and Prosecution Model – March 2016
- AB 2193 Bill introduced as the sunset extension for the BPM through January 1, 2021
- IMPORTANT NOTICE: Registration Deadline for CURES July 1, 2016 / CURES 2.0 Registration Information

### Upcoming Events

Quarterly Committee Meetings	
2005 Evergreen Street, Sacramento, CA	
<b>MAY</b> <b>11</b>	8:00 A.M. <b>Public Education Committee</b> Agenda
	10:00 A.M. <b>Licensing Committee</b> Agenda
	12:00 P.M. <b>Enforcement Committee</b> Agenda
	2:00 P.M. <b>Legislative Committee</b> Agenda
	4:00 P.M. <b>Executive Management Committee</b>



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**Governor**  
**Edmund G. Brown Jr.**  
Visit His Webpage

**Acting Secretary**  
**Alexis Podesta**  
ASCA

**Director**  
**Awet Kidane**  
Department of Consumer Affairs

**Executive Officer**  
**Jason S. Campbell**  
Board of Podiatric Medicine

### Popular Pages

- AG Case Referrals
- Orthotics
- File a Complaint
- Recent Disciplinary Actions
- Guides & Publications
- Medical Assistants Information

### Translate

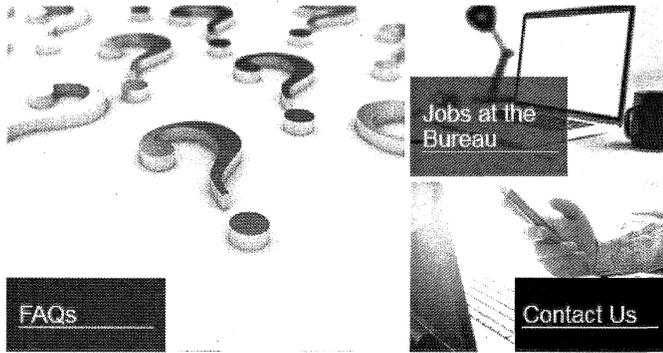
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## Bureau of Medical Marijuana Regulation

In 2015, the Legislature passed and the Governor signed into law three bills (Assembly Bills 243 and 266, and Senate Bill 643) that create a licensing and regulatory framework for medical marijuana. It is anticipated that the regulations will be developed by January 1, 2018.

The Department of Consumer Affairs (DCA) is in the early stages of establishing the Bureau of Medical Marijuana Regulation and is not issuing licenses at this time. DCA recommends interested parties continue to work with their city or county governments to procure the local licenses and permits required to establish a medical marijuana business.

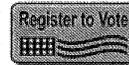


### Popular Pages

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## INFORMATIONAL SESSIONS

The Bureau of Medical Marijuana Regulation will be traveling to various regions in the state as part of a listening tour to provide information to the public about the Bureau and the regulatory process. Click here for more information.

Please provide your feedback through our survey: <https://www.surveymonkey.com/r/BMMRfeedback>.

Subscribe to email alerts to hear about updates as they become available.