



Briefing Paper

Agenda Item 11

Date: January 22, 2026

Prepared for: OMBC Members

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Subject: Enforcement Program Updates

Purpose: Update on Enforcement Program

Attachments: [11 \(a\) Enforcement and Probation Performance Measures Q2, 2025/2026](#)

Background:

This is a report on the updates involving the Board's Enforcement Unit for Q2, FY 2025/2026.

Please also refer to attachment 11(a), which encompasses the Enforcement Program statistics.

Analysis:

Enforcement staff continue to work hard on all enforcement related matters. During Q2, enforcement staff focused on aged cases meeting regularly with me and Executive Director Erika Calderon. During these meetings, we focused on sending quality of care cases for review to a medical consultant, and forwarding to HQIU as necessary, based on the medical consultant's review. In addition to focusing on aged cases, statistics report an increase from Q1 to Q2 in administrative actions and complainant interviews conducted.

Effective October 1, 2025, the Board was granted additional citation authority for all violations of the practice act. This additional authority will allow the Board to issue more administrative citations after enforcement review of complaints, which in the past may have been closed without action because the Board did not have authority to issue citations for certain violations, and the violations did not rise to the level of formal discipline. Eight (8) administrative citations were issued just in quarter 2.

Twenty-two (22) complainant interviews were offered. Eleven (11) were completed, six (6) had no response, and the remaining five (5), are pending, as the interview notice was

mailed in December.

Board Program Statistics:

For statistics, please refer to attachment 11(a) which covers the Enforcement Program's total numbers report out by the end of Q2, fiscal year 2025/2026.

Performance Measure 1 (PM1): covers the amount of consumer complaints, arrests, and convictions received. So far this fiscal year the Board has received a total of 630 complaints and 12 arrest/conviction notices. A significant increase of an overall 25% of total complaints and arrest/convictions in comparison to last fiscal year. The increase in complaints received can still be attributed to the Board's outreach efforts and the increase in licensee population.

Performance Measure 2 (PM2): is the average number of days it takes for our analysts to initiate complaints and acknowledge receipt. The target for this performance measure is ten (10) days and we are at five (5) days year to date.

Performance Measure 3 (PM3): is the average number of days it takes to complete investigations and enforcement action for cases that are not referred to the Attorney General's Office for formal discipline. Case aging here fluctuates greatly because it takes an average of all cases, and one or two very complicated cases can skew these numbers drastically. These numbers include the timeline for desk and formal investigation timelines. The target for PM3 is 360 days. Our average is at 222 days. Although this average is a bit higher than last fiscal year, this slight increase can be attributed to an increase in formal investigations. Last year around this time the Board had 91 formal investigations pending. This year the Board is at 134 active formal investigations. This is a 47% increase.

Performance Measure 4 (PM4): is the average number of days it takes to complete investigations and enforcement actions that are transmitted to the Attorney General's Office for formal disciplinary action. Case aging in this category is at 759 days, which is down from 1027 days, a 26% decrease.

For Q2 2025/2026, the Board continues to be well under its performance measure targets for three (3) of its performance measures. As previously reported PM4 is the measure that unfortunately the Board has less control over as this measure takes into consideration the timeline from the Attorney General's Office, respondent's legal representatives, and the Office of Administrative Hearings.

The Board currently has 733 pending enforcement cases, with 134 of those cases pending formal investigations, and 20 of those pending cases at the Attorney General's Office. The remaining 599 cases are split between enforcement analysts.

YTD the Board has filed nine (9) accusations, one (1) petition to revoke probation, issued four (4) public letters of reprimand, placed three (3) licensees on probation, issued three (3) cease practice orders, and issued one (1) automatic suspension order. Additionally, five (5) probationers completed probation, and the Board issued two (2) orders accepting the surrender of a license and ordered three (3) revocations of license. Nine (9) administrative citations have been issued as well.

Five (5)- Year Comparison Chart of Complaints Received/Discipline Imposed

	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025
Complaints and Arrest Received	596	650	669	889	1041
Accusations/Amended Accusations Filed	9	21	16	14	13
Accusation and Petition to Revoke	0	0	0	1	1
Citations	3	3	11	7	3
PR/PLR	1	4	0	12	4
Probation	9	3	5	11	10
Surrender	1	4	3	2	2
Revocation	1	2	4	2	3

Action Requested: No Action Required