



## **Briefing Paper**

## **Agenda Item 14**

**Date:** April 23, 2026  
**Prepared for:** OMBC Members  
**Prepared by:** Cristy Livramento, Enforcement Program Manager  
**Subject:** Enforcement Program Updates

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**Purpose:** Update on Enforcement Program  
**Attachments:** [14\(A\) Enforcement Q1-Q3 Stats 2025/2026](#)

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### **Background:**

This report provides an overview of the Enforcement Program's activities and performance for the first three quarters of Fiscal Year 2025-2026, with comparative data from Fiscal Year 2024-2025.

Please refer to Attachment 14(A) for detailed statistical comparisons.

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### **Analysis:**

Despite the temporary absence of an enforcement analyst on leave since early July 2025 (expected return July 2026), the program continues to operate diligently.

### **Key Activities and Statistics (Q3 FY 2025-2026):**

- **Complainant Interviews:** Thirteen (13) complainant interviews were offered this quarter. Five (5) were completed, three (3) resulted in no response, and five (5) are pending due to late mailing of interview notices.
- **805 Reports Received:** Three (3) Form 805 reports were received this quarter. One report was submitted twice, leading to the closure of that case. The remaining two are under investigation. Year-to-date, thirteen (13) Form 805 reports have been received, compared to fourteen (14) received during the entirety of the previous fiscal year.
- **Educational Letters Issued:** Educational letters are issued for minor violations, such as record-keeping or communication issues, that do not warrant administrative citations or disciplinary action. Year-to-date, thirty-nine (39) educational letters have been issued, a significant increase from the eighteen (18)

issued during the previous fiscal year.

### **Overall Performance Measures:**

- **Performance Measure 1 (PM1 - Consumer Complaints, Arrests, and Convictions):** The program has received a total of 913 complaints and 24 arrest/conviction notices, totaling 937 cases. This represents a 22% increase from the previous fiscal year's total of 768 cases. This rise is attributed to enhanced outreach efforts and an expanding licensee population.
- **Performance Measure 2 (PM2 - Complaint Initiation and Acknowledgment):** The target for initiating and acknowledging complaints is ten (10) days. The year-to-date average is five (5) days, exceeding the target.
- **Performance Measure 3 (PM3 - Investigation and Enforcement Completion - Non-AG Referral):** The target for completing investigations and enforcement actions for cases NOT referred to the Attorney General's Office is 360 days. The current year-to-date average is 223 days, meeting the performance measure. Fluctuations in this metric are influenced by the inclusion of both desk and formal investigations, with complex cases potentially skewing the average.
- **Performance Measure 4 (PM4 - Investigation and Enforcement Completion - AG Referral):** The target for completing investigations and enforcement actions referred to the Attorney General's Office is 540 days. The year-to-date average is 616 days, a 33% decrease from 925 days last fiscal year. This measure is influenced by timelines beyond the Board's direct control, including those of the Attorney General's Office, respondents' legal representatives, and the Office of Administrative Hearings.

### **Case Inventory:**

- **Overall Pending Cases:** The Board currently has 788 pending enforcement cases, including 136 pending formal investigations and 21 pending formal discipline.
- **Formal Investigations:** There has been a 48% increase in pending formal investigations compared to the previous year.
- **Caseload Average:** With an analyst on leave, the average caseload per analyst is currently 262 cases.

### **Formal Discipline Actions:**

Year-to-date, the Board has taken the following actions:

- Filed fifteen (15) accusations (an 88% increase, or seven more, compared to the previous FY).

- Filed one (1) accusation and petition to revoke probation.
- Issued four (4) public letters of reprimand.
- Placed four (4) licenses on probation.
- Accepted four (4) license surrenders.
- Revoked three (3) licenses.
- Issued twelve (12) administrative citations under the expanded citation authority.

It is noteworthy that while the volume of probation cases has not increased, enforcement actions, including license surrenders and revocations, have doubled compared to the previous year.

**Action Requested:** No Action Required

## Enforcement Statistics Report

### Complaints

	FY 24/25	Fiscal Year 25/26					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
PM1: Complaints Received	749	320	310	283		913	↑ 22%
PM1: Convictions/Arrest Received	19	7	5	12		24	↑ 26%
PM1: Total Received	768	327	315	295	0	937	↑ 22%

### Complaint Intake

Target: 10 Days	FY 24/25	Fiscal Year 25/26					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
PM2: Intake/Avg. Days	4	5	5	6		5	↑ 33%

### Investigations

Target: 360 Days	FY 24/25	Fiscal Year 25/26					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
PM3: Volume	694	315	276	271		862	↑ 24%
PM3a: Intake Only	3	5	4	5		5	↑ 56%
PM3b: Investigation Only	176	221	204	219		215	↑ 22%
PM3c: Post Investigation Only	10	2	9	2		4	↓ -57%
PM3: Cycle Time-Investigation	191	228	216	226		223	↑ 17%
<b>***Pending Formal Investigations</b>	<b>92</b>	x	x	x		<b>136</b>	<b>↑ 48%</b>

### Transmittals to Attorney General (AG)

Target: 540 Days	FY 24/25	Fiscal Year 25/26					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
PM4: Volume	13	8	7	17		32	↑ 146%
PM4a: Intake Only	6	7	3	4		5	↓ -22%
PM4b: Investigation Only	490	460	326	219		335	↓ -32%
PM4c: Pre-AG Transmittal	3	1	1	3		2	↓ -44%
PM4d: Post-AG Transmittal	426	390	383	105		293	↓ -31%
PM4: Cycle Time-AG	925	804	713	332		616	↓ -33%
<b>***Pending Cases at AGO</b>	<b>21</b>	x	x	x		<b>21</b>	<b>⇒ 0%</b>

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 14 (A) Attachment  
 Enforcement Performance Measures Q1-3

Other Legal Actions							
	FY 24/25	Fiscal Year 25/26					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
PC 23 Ordered	0	0	0	0		0	→ 0%
ISO-Interim Suspension Order	4	0	0	1		1	↓ -75%
ASO-Automatic Suspension Order	0	0	1	0		1	→ 0%

Actions							
	FY 24/25	Fiscal Year 25/26					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Accusations/Amended Accusations Filed	8	1	8	6		15	↑ 88%
Accusation and Petition to Revoke	0	0	1	0		1	↑ 100%
PR/PLR	2	2	2	0		4	↑ 100%
Probation	7	2	1	1		4	↓ -43%
Surrender	2	2	0	2		4	↑ 100%
Revocation	1	2	1	0		3	↑ 200%
Citations	3	1	8	3		12	↑ 300%

805 Reports Received							
	FY 24/25	Fiscal Year 25/26					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
805 Reports Received	14	4	6	3		13	↓ -7%

Closure with Educational Letter							
	FY 24/25	Fiscal Year 25/26					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Educational Letters Issued	18	11	12	16		39	↑ 117%

**PM1: Complaint Intake-** Complaints and Convictions Received

**PM2: Cycle Time - Intake** - Average number of days from the date the complaint was received to the date the complaint was closed or assigned for investigation (assigned to staff).

**PM3: Cycle Time - Investigations** - Average number of days to complete the entire enforcement process for complaints not transmitted to the AG for formal discipline. (includes intake and investigation days)

**PM3a: Intake Only** - Of the cases included in PM3, the average number of days from the date the complaint was received to the date the complaint was assigned for investigation.

**PM3b: Investigation Only** - Of the cases included in PM3, the average number of days from the date the complaint was assigned for investigation to the date the investigation was completed. (without intake)

**PM3c: Post Investigation Only** - Of the cases included in PM3, the average number of days from the date the investigation was completed to the date of the case outcome or non-AG formal discipline effective date.

**PM4: Cycle Time-AG Transmittal** - Average number of days to complete the enforcement process for cases investigated and transmitted to the AG for formal discipline. (includes intake & investigation to final outcome of cases transmitted to the AG - includes withdraws, dismissals, etc.)

**PM4a: AG Transmittal - Intake Only** - Of the cases included in PM4, the average number of days from the date the complaint was received to the date the complaint was assigned for investigation.

**PM4b: AG Transmittal - Investigation Only** - Of the cases in PM4, the average number of days from the date the complaint was assigned for investigation to the date the investigation was completed.

**PM4c: AG Transmittal - Pre AG Transmittal** - Of the cases in PM4, the average number of days from the date the investigation was completed to the date the case was transmitted to the AG.

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14 (A) Attachment

Enforcement Performance Measures Q1-3

**PM4d: AG Transmittal - Post AG Transmittal** - Of the cases in PM4, the average number of days from the date the case is transmitted to the AG to the date of the case outcome or formal discipline effective date. (AG days only)