



Briefing Paper

Agenda Item 11

Date: October 22, 2025

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 Q1, 2025/2026](#)

Background:

This is a report on the updates involving the Board's Enforcement Unit for Q1, FY 2025/2026.

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

Analysis:

On September 22, 2025, the Board welcomed new Enforcement Analyst Rachel Molina. Ms. Molina has over 10 years of experience working for the State of California, with all 10 years at the Department of General Services, Office of Administrative Hearings. Prior to State service, Ms. Molina was living and working in Colorado. Since joining the OMBC, Ms. Molina has participated in a two-week in-house enforcement training session, and continues to receive training on a regular basis. Ms. Molina already has her own caseload, working cases from "cradle to grave" and has already worked cases at multiple stages of the enforcement process. Ms. Molina is happy to be at OMBC and is enjoying her new assignments. I'm so pleased to have had Ms. Molina join our unit.

In July 2025, the Board posted a limited term enforcement analyst position. This position has not been filled. The Board hopes to fill this position soon.

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

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, and the violations did not rise to the level of formal discipline.

During Q1, ten (10) complainant interviews were offered. Eight (8) were completed, and for the remaining two (2), the Board has not received a response from the complainant.

Board Program Statistics:

For statistics, please refer to attachment 11(a) which covers the Enforcement Program's Q1, fiscal year 2025/2026 in comparison to Q1, of last fiscal year, 2024/2025.

Performance Measure 1 (PM1): covers the amount of consumer complaints, arrests, and convictions received. The unit has received 320 complaints, and 7 arrest/conviction notices. A significant increase of 33% of total complaints and arrest/convictions in comparison to last year. The increase in complaints received can still be attributed to the Board's outreach efforts.

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 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 number include the timeline for desk and DOI's Health Quality Investigation Unit (HQIU) investigations. The target for PM3 is 360 days. Our average for Q1 is at 221 days. Although this average was higher than last fiscal year, the Board still below the target of 360 days. This increase can be attributed to the fact that the unit was down one enforcement analyst, in comparison to Q1 of FY 2024/2025.

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 804 days, which is down from 902 days for Q1, FY2024/2025. The target for PM4 is 540 days, and although we did not meet the target in this category, YTD, it did go down 11% in comparison to last fiscal year.

For FY 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 648 pending enforcement cases, with 114 of those cases pending at HQIU, 21 assigned to our in-house special investigator, and 19 of those pending cases at the Attorney General's Office. The remaining 494 cases are split

between the three enforcement analyst, with each analyst averaging 164 cases.

YTD the Board has filed one (1) accusation, issued two (2) public letters of reprimand, placed two (2) licensees on probation, and issued one (1) cease practice order. Additionally, two (2) probationers completed probation, and the Board issued two (2) orders accepting the surrender of a license, and ordered two (2) revocations of license. One (1) administrative citation has been issued as well.

Action Requested: No Action Required