



Briefing Paper

Agenda Item 12 (a)

Date: August 25, 2026

Prepared for: OMBC Members

Prepared by: Cristy Livramento, Enforcement Program Manager

Subject: Enforcement Program Updates

Purpose: Update on Enforcement Program

Attachments: [12 \(a\) Enforcement Q1-Q4 Stats FY2025/2026](#)

Background:

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

Please refer to Attachment 12 (a) for detailed statistical comparisons.

Analysis:

Despite the temporary absence of the enforcement analyst, who has been on leave since July 2025, the Enforcement Program has upheld its commitment to operational excellence. As of the date of this briefing, the analyst has not yet returned. To ensure uninterrupted operations, OMBC has posted a limited-term Analyst II position to provide coverage during her absence. The application period for this role has closed, and interviews will be conducted in the near future. In addition, OMBC has announced a limited-term office technician position to support the Enforcement Program with complaint intake and a range of administrative duties. Applications for this position are currently being accepted until the designated final filing date.

Key Activities and Statistics (Q4 FY 2025-2026):

- **Complainant Interviews:** Twenty (20) complainant interviews were offered in Q4. Thirteen (13) were completed, six (6) are pending, and one (1) had no response to the interview request.
- **805 Reports Received:** eighteen (18) total 805 reports were received.

- **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. A total of forty-seven (47) educational letters were issued.
- **Closure/Educational Letters:** Updates have been made to the complainant closing letters in cases where a simple departure for record keeping and communication issue(s) have been identified. In instances that do not warrant a citation or disciplinary action, the subject is educated regarding the departure identified, and the consumer is notified in the closing letter when the subject has been educated.

Overall Performance Measures:

- **Performance Measure 1 (PM1 – Consumer Complaints, Arrests, and Convictions):** During the reporting period, the program received a total of 1,340 consumer complaints and 40 notices regarding arrests or convictions, resulting in **1,380** total cases for the fiscal year. This figure reflects a **25%** increase compared to the previous fiscal year's total of 1,035 cases. As previously reported this growth is primarily attributable to expanded outreach initiatives, a rising number of licensees, and the Board's recent implementation of annual FNP audits as well as the newly established CME audit program.
- **Performance Measure 2 (PM2 - Complaint Initiation and Acknowledgment):** The target for initiating and acknowledging complaints is ten (10) days. The year-to-date average was **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 **213 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 777 days, a **31% decrease from 955 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 827 pending enforcement cases, including 147 pending formal investigations and 22 pending formal discipline.
- **Formal Investigations:** At the conclusion of last fiscal year, 81 cases were pending formal investigation. At the conclusion of this fiscal year, 147 cases were pending formal investigation, which has nearly double the amount from last fiscal year.

- Caseload Average: With an analyst on leave, the average caseload per analyst is currently 276 cases.

Formal Discipline Actions:

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

- Filed fifteen (15) accusations
- Filed two (2) accusations 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 one (1) interim suspension order.
- Issued one (1) automatic suspension order.
- Issued fourteen (14) administrative citations.

Action Requested: No Action Required

Osteopathic Medical Board of CA
 13 (A) Attachment
 Enforcement Performance Measures Q1 Q2 Q3 Q4

Enforcement Statistics Report

Complaints

	FY 24/25	Fiscal Year 25/26					Year → Year Change	
	YTD	Q1	Q2	Q3	Q4	YTD		
PM1: Complaints Received	1011	326	320	294	400	1340	↑	33%
PM1: Convictions/Arrest Received	24	8	5	13	14	40	↑	67%
PM1: Total Received	1035	326	325	307	414	1372	↑	33%

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	5	4	5	6	5	5	⇒	0%

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Target: 360 Days	FY 24/25	Fiscal Year 25/26					Year → Year Change	
	YTD	Q1	Q2	Q3	Q4	YTD		
PM3: Volume	875	315	276	271	328	1190		36%
PM3a: Intake Only	4	5	4	5	5	5	↑	19%
PM3b: Investigation Only	175	221	204	219	181	206	↑	18%
PM3c: Post Investigation Only	10	2	9	2	1	4	↓	-65%
PM3: Cycle Time-Investigation	189	228	216	226	187	214	↑	13%
***Pending Cases at HQIU	81	x	x	x	x	147		

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	24	8	7	17	7	39	↑	63%
PM4a: Intake Only	8	7	3	4	5	5	↓	-41%
PM4b: Investigation Only	445	460	326	219	583	397	↓	-11%
PM4c: Pre-AG Transmittal	2	1	1	3	1	2	↓	-25%
PM4d: Post-AG Transmittal	454	390	383	105	188	267	↓	-41%
PM4: Cycle Time-AG	955	804	713	332	777	657	↓	-31%
***Pending Cases at AGO	24	x	x	x	x	22		

Osteopathic Medical Board of CA
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 Enforcement Performance Measures Q1 Q2 Q3 Q4

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	→	0%
ISO-Interim Suspension Order	4	0	0	1	0	1	↓	-300%
ASO-Automatic Suspension Order	0	0	1	0	0	1	↑	100%
Accusations/Amed Accusations Filed	14	1	8	6	0	15	↑	7%
Accusation and Petition to Revoke	1	0	1	0	1	2	↑	50%
Citations	5	1	8	3	2	14	↑	64%
PR/PLR	4	2	2	0	0	4	→	0%
Probation	10	2	1	1	0	4	↓	-150%
Surrender	2	2	0	2	0	4	↑	50%
Revocation	3	2	1	0	0	3	→	0%

805 Reports Received								
	FY 24/25	Fiscal Year 25/26					Year → Year Change	
	YTD	Q1	Q2	Q3	Q4	YTD		
805 Reports Received	19	4	6	3	5	18	↓	-6%

Closure with Educational Leter								
	FY 24/25	Fiscal Year 25/26					Year → Year Change	
	YTD	Q1	Q2	Q3	Q4	YTD		
Educational Letters Issued	26	11	12	16	8	47	↑	45%

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.

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)