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Briefing Paper **Agenda Item 13**

Date: November 5, 2026

Prepared for: OMBC Members

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Subject: Enforcement and Probation Program Updates

Purpose: Enforcement and Probation Program Updates

Attachments: 13 (a) Enforcement Q1 Stats FY2026/2027

Background:

This report provides an overview of the Enforcement Program's activities and performance for Quarter 1, Fiscal Year 2026/2027, with comparative data from Quarter 1, Fiscal Year 2025/2026.

Please refer to Attachment 13 (a) for detailed statistical comparisons.

Enforcement Analysis:

The Board has filled the limited-term office technician position that was reported at the last board meeting. In this role, the office technician serves to support the Enforcement Program with complaint intake and a range of administrative duties.

On August 31, 2026, the Board welcomed Angel Arias as its newest Office Technician. New to state service, Mr. Arias has completed enforcement-related training and manages case initiation, enforcement inquiries, and file-room maintenance. He also processes incoming mail and maintains office supplies. We are pleased to welcome him to the team.

Since Mr. Arias joined the Board, Ms. Andrea Harmon, who previously managed case initiation, has begun handling her own caseload. Since transitioning into this role, she has received enforcement training from Board management and other enforcement staff. We thank Ms. Harmon for taking on this responsibility and the enforcement staff for supporting her training.

The Enforcement Academy was recently offered to enforcement staff from the Department of Consumer Affairs (DCA). The four-day, in-person program provides a high-level overview of the enforcement process, along with guidance, training, and

education on enforcement responsibilities and best practices to help protect California consumers. It also offers networking opportunities and access to enforcement resources. Congratulations to Andrea Harmon, Steve Ly, and Rachel Molina on completing the Enforcement Academy.

Key Activities and Statistics (Q1 FY 2026/2027):

- **Complainant Interviews:** Twenty-six (26) complainant interviews were offered in Q1. Sixteen (16) were completed, nine (9) are still pending, and one (1) had no response to the interview request.

- **805 Reports Received:** Six (6) 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 ten (10) educational letters were issued.

Overall Performance Measures:

- Performance Measure 1 (PM1 – Consumer Complaints, Arrests, and Convictions): During the reporting period, the program received a total of 327 consumer complaints and 21 notices regarding arrests or convictions, resulting in **348** total cases for quarter 1. This figure reflects a **6%** increase compared to the previous fiscal year, quarter 1 cases total of 348 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 **four (4) 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 **409 days**. 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 **916 days**, a **14% increase from 804 days** last fiscal year, quarter 1. 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 799 pending enforcement cases.

- Formal Investigations: 147 cases are formal investigations**.**

- Attorney General: 22 cases are at the Attorney Generals Office pending formal discipline.

- Caseload Average: The average caseload per analyst is currently **200** cases.

Formal Discipline Actions:

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

- Filed four (4) accusations
- Issued two (2) public letters of reprimand.
- Placed six (6) licenses on probation.
- Accepted one (1) license surrender.
- Revoked one (1) license.
- Issued six (6) administrative citations.
- Note: No petition to revoke probation have been filed, nor have any interim suspension orders or automatic suspension orders been issued.

Action Requested: No Action Required

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

Enforcement Statistics Report

Complaints

	FY 25/26	Fiscal Year 26/27					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
PM1: Complaints Received	320	327				**327**	2%
PM1: Convictions/Arrest Received	7	21				**21**	200%
PM1: Total Received	327	348	0	0		**348**	6%

Complaint Intake

Target: 10 Days	FY 25/26	Fiscal Year 26/27					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
PM2: Intake/Avg. Days	5	4				**4**	-20%

5

Target: 360 Days	FY 25/26	Fiscal Year 26/27					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
PM3: Volume	315	409				**409**	30%
PM3a: Intake Only	5	10				**10**	100%
PM3b: Investigation Only	221	139				**139**	-37%
PM3c: Post Investigation Only	2	1				**1**	-50%
PM3: Cycle Time-Investigation	228	150				**150**	-34%
***Pending Cases at HQIU	69	147				**147**	113%

Transmittals to Attorney General (AG)

Target: 540 Days	FY 25/26	Fiscal Year 26/27					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
PM4: Volume	8	8				**8**	0%
PM4a: Intake Only	7	8				**8**	14%
PM4b: Investigation Only	460	685				**685**	49%
PM4c: Pre-AG Transmittal	1	20				**20**	1900%
PM4d: Post-AG Transmittal	390	256				**256**	-34%
PM4: Cycle Time-AG	804	916				**916**	14%
***Pending Cases at AGO	20	22				**22**	10%

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

Actions

	FY 25/26	Fiscal Year 26/27					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
PC 23 Ordered	0	0				**0**	0%
ISO-Interim Suspension Order	0	0				**0**	0%
ASO-Automatic Suspension Order	0	0				**0**	0%
Accusations/Amed Accusations Filed	1	4				**4**	75%
Accusation and Petition to Revoke	0	0				**0**	0%
Citations	1	6				**6**	83%
PR/PLR	2	2				**2**	0%
Probation	2	6				**6**	67%
Surrender	2	1				**1**	-100%
Revocation	2	1				**1**	-100%

805 Reports Received

	FY 25/26	Fiscal Year 26/27					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
805 Reports Received	4	6				**6**	33%

Closure with Educational Leter

	FY 25/26	Fiscal Year 26/27					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
Educational Letters Issued	11	10				**10**	-10%

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)