



**BOARD OF CHIROPRACTIC EXAMINERS
GOVERNMENT AND PUBLIC AFFAIRS COMMITTEE
MEETING MINUTES
June 16, 2023**

In accordance with the statutory provisions of Government Code section 11133, the Government and Public Affairs Committee (Committee) of the Board of Chiropractic Examiners (Board) met via teleconference/Webex Events with no physical public locations on June 16, 2023.

Committee Members Present

Janette N.V. Cruz, Chair
Rafael Sweet

Staff Present

Kristin Walker, Executive Officer
Tammi Pitto, Assistant Executive Officer
Dixie Van Allen, Licensing & Administration Manager
William Walker III, Enforcement Manager
Amanda Ah Po, Enforcement Analyst
Sabina Knight, Board Counsel, Attorney III, Department of Consumer Affairs (DCA)
Steven Vong, Regulatory Counsel, Attorney III, DCA

1. Call to Order / Roll Call / Establishment of a Quorum

Ms. Cruz called the meeting to order at 1:00 p.m. Mr. Sweet called the roll. All members were present, and a quorum was established.

2. Review and Possible Approval of March 13, 2023 Committee Meeting Minutes

Motion: Mr. Sweet moved to approve the minutes of the March 13, 2023 Government and Public Affairs Committee meeting.

Second: Ms. Cruz seconded the motion.

Public Comment: None.

Vote: 2-0 (Ms. Cruz-AYE and Mr. Sweet-AYE).

Motion: Carried.

3. Update on Board's Administration Program, Including Budget and Fund Condition, Business Modernization and Implementation of Connect System, and Status of Board's Pending Rulemaking Packages

Ms. Walker shared that Austin Maha was recently hired to fill the Administrative Technician position and will be providing front desk and general office support and handling all cashiering duties. She also announced that Tammi Pitto was recently promoted to the Assistant Executive Officer position and noted that recruitment efforts are underway to fill vacant Enforcement Analyst and Special Investigator positions.

Ms. Walker explained the statutory provisions of Government Code section 11133 that currently allow the Board to conduct meetings remotely with no physical locations will expire on June 30, 2023, and the Board will need to revert to the traditional teleconference meeting requirements within the Bagley-Keene Open Meeting Act beginning July 1, 2023. She shared that the July 20, 2023 Board meeting will be conducted as a hybrid meeting with a primary physical location at the DCA headquarters building in Sacramento, and Board members will have the option to either travel to that meeting location or participate remotely via Webex from a publicly identified and accessible meeting location.

Ms. Walker announced that Assembly Bill (AB) 765 (Wood) [Physicians and surgeons: medical specialty titles] was held in the Assembly Appropriations Committee and is dead for 2023. She also explained that Senate Bill (SB) 372 (Menjivar) [Department of Consumer Affairs: licensee and registrant records: name and gender changes] was recently amended with technical assistance by DCA to narrow the circumstances under which the Board would need to remove prior name information and enforcement records from the DCA Search license information system. She noted the technical changes to the bill eliminated the potential fiscal impact on the Board, and staff expects to receive guidance from DCA on the implementation of the bill. She informed the Committee that staff is monitoring SB 447 (Atkins) [GO-Biz], which would repeal the existing ban on state-funded or state-sponsored travel to states with discriminatory laws, and plans to request out-of-state travel approval to send Board representatives to the 2024 Annual Meeting of the Federation of Chiropractic Licensing Boards (FCLB) in Arizona if the bill passes. Ms. Walker also highlighted the efforts of staff and the Board's committees to review and discuss the pending regulatory proposals and move them forward for consideration by the full Board.

Ms. Walker updated the Committee on the implementation of the Connect system and stated the last major software release occurred on February 28, 2023, followed by a maintenance outage in March 2023. She explained some users are still experiencing system errors when they attempt to renew their doctor of chiropractic licenses online and staff is troubleshooting that issue with the vendor. She shared staff is also testing the implementation of temporary licenses and satellite certificates for military spouses and partners beginning July 1, 2023, as required by AB 107 (Salas, Chapter 693, Statutes of 2021). She also shared that DCA boards and bureaus recently experienced

two major outages with a contracted printing vendor, so staff and the Board should begin discussing the feasibility of replacing printed renewal notices and licenses with a modern, paperless solution.

Ms. Walker explained the Board's budget and fund condition are stable, and the Board is expected to revert a significant portion of current year revenue back to its reserves primarily due to savings in personnel costs and legal fees from the Attorney General's office. She added that the Board will begin making annual repayments of \$250,000 over the next six years to repay the outstanding loan from the Bureau of Automotive Repair (BAR).

Ms. Cruz inquired about the status of fully implementing cashiering in the Connect system. Ms. Walker replied that the vendor is still developing that functionality, but had to shift their focus to the implementation of temporary licenses to meet the statutorily mandated deadline of July 1, 2023. She added that she expects the vendor to resume working on the remaining cashiering functions in late 2023. Ms. Cruz also asked if the instructional guides to assist users in navigating the Connect system would consist of mouseover text or an online tutorial. Ms. Walker replied that staff intends to release a combination of both tools.

Ms. Cruz noted the need for reminders to Board members on the requirements for publicly accessible meeting locations as staff prepares for the July 20, 2023 Board meeting. She commended Board members and staff on the significant amount of regulations being considered and requested that the status reports on those proposals be organized by the development phase. She also welcomed Mr. Maha and congratulated Ms. Pitto on her recent promotion. Mr. Sweet concurred.

Mr. Sweet asked about the Board's recruitment efforts and plans to reorganize the Board's staff positions in late 2023. Ms. Walker explained that the Board received applications for two positions – an Enforcement Analyst and a Special Investigator – and management is in the process of scoring the applications and identifying the top candidates to invite for interviews. She added management is also working on a broader reorganization plan to shift some assignments and positions around to increase efficiency by having staff specialize in certain areas and ensure staff's duty statements accurately reflect their assignments and the expectations of their positions.

Mr. Sweet inquired if the current year fund reversion was higher than originally anticipated and about the outstanding balance on the BAR loan. Ms. Walker confirmed that the reversion amount increased because the Board spent less than projected during the current fiscal year, and she noted the outstanding balance on the BAR loan is approximately \$1.5 million.

Public Comment: None.

4. Update and Discussion on the Status, Tracking, and Reporting of 2022–2026 Strategic Plan Objectives

Ms. Walker shared a tool that was developed by DCA’s SOLID Planning Solutions to assist staff and the Board in tracking their progress toward completing each of the action items and tasks associated with the Board’s 2022–2026 Strategic Plan objectives. Ms. Cruz commented that the Gantt chart and percentage of completion view were helpful in measuring staff’s progress in addressing each objective. Mr. Sweet agreed that the information is helpful and supported including the report in future meeting materials. Ms. Walker explained that the tool contains staff’s current estimated timelines for completion of the action items and objectives, and staff will adjust those estimates as necessary based on projected workloads. She noted staff’s environmental scan of the requirements for licensure through reciprocity in other states is taking longer than originally anticipated due to inconsistencies in the verbiage used by the different states and the need for staff to individually contact each state to confirm the accuracy of the information gathered from their websites. Mr. Sweet noted the update in the meeting materials contains the current status along with an explanation of any delays or impediments, which is beneficial for Board members when reviewing the document.

Ms. Cruz asked how staff plans to share these updates with the Board. Ms. Walker explained that staff is planning to establish an electronic Board Member Resource Center using Box or similar software where staff will make monthly reports and meeting materials available to the Board in a central location. She also stated staff will send email alerts to Board members with direct links as additional materials are added to the platform.

Ms. Cruz observed that a few of the action items are on hold due to the Board’s current staffing levels and asked if there were any other notable updates to share with the Committee. Ms. Walker commented that the Board is in a good position and on track with the objectives, and she expects the current capacity issues to subside as the Board fills its vacant staff positions. Ms. Cruz also recommended that staff enhance the tracking tool by adding slicers to filter the data.

Public Comment: None.

5. Review, Discussion, and Possible Recommendation Regarding 2022–2026 Strategic Plan Objective 3.3 to Create an Outreach Plan to Improve Communication with Stakeholders, Share Helpful Information, and Clarify the Board’s Role and Duties

Ms. Walker provided an overview of staff’s proposed outreach plan to consumers, licensees, applicants, students, chiropractic colleges, continuing education providers, professional associations, and other agencies. She explained staff’s recommended strategy of focused messaging to each group using the Board’s existing resources such as the website, social media content, email distribution lists, and listening sessions. She

stated staff plans to begin by expanding the information that is available to the public, applicants, and licensees on the Board's website.

Mr. Sweet expressed his support for the proposed outreach plan and inquired about the Board's social media presence. Ms. Walker stated the Board has accounts on the major social media platforms, but there has not yet been a very high level of engagement or usage. She explained staff needs to develop a significant amount of evergreen content that can be incorporated into regularly scheduled posts to increase user interactions with the Board's social media accounts. Mr. Sweet asked who would be the person primarily working on that content. Ms. Walker shared the plan to redirect an existing analyst position from the Board's Licensing Unit to the Administration Unit and task that staff member with developing the social media content and responding to users who interact with the accounts under management supervision. Ms. Knight suggested reviewing the social media accounts for the Board of Behavioral Sciences and the Board of Barbering and Cosmetology (BBC), as both programs have established their presence on multiple platforms.

Mr. Sweet also asked for additional information regarding the proposed quarterly updates to continuing education providers. Ms. Walker explained that staff intends to draft and disseminate email updates to the providers with helpful information and tips regarding course approvals along with general updates on Board activities that they can share with licensees attending their courses.

Ms. Cruz expressed her support for facilitating listening sessions because they provide a great opportunity for engagement and direct feedback from stakeholders. She also noted the need to measure the Board's level of engagement with the different groups using analytical tools and data. Ms. Walker agreed and shared that staff has gathered detailed metrics on the usage of the Board's website, and DCA has many internal resources in the Office of Information Services and Office of Public Affairs to help improve the user experience when navigating the Board's website or Connect system. Ms. Knight added that BBC regularly holds virtual town halls where licensees and the public can call in with questions and have them answered live by staff.

Ms. Cruz asked for further information regarding the planned redirection of an existing staff position to handle the outreach activities. Ms. Walker explained the strategy is to redirect an existing Licensing Analyst to the Administration Unit as an Administrative Analyst to focus on assignments such as outreach, communications, contracts, and other administrative projects, and shift the licensing duties to an existing Licensing Technician position. She noted there would be no changes in the Board's staffing levels or expenses, as the Board will just be moving existing positions around. Ms. Cruz acknowledged the opportunity for individual staff development through their involvement in the outreach activities. Ms. Walker agreed and shared it will involve an officewide effort to develop the new materials and increase the level of engagement with all stakeholders. Ms. Cruz expressed her support for staff being fiscally responsible in the outreach efforts and finding a solution to absorb them within existing resources.

Public Comment: None.

6. Review, Discussion, and Possible Recommendation Regarding 2022–2026 Strategic Plan Objective 5.4 to Re-Design the Board Member Onboarding Procedures and Orientation Process

Ms. Walker highlighted the Committee's efforts to redesign the Board member onboarding procedures and orientation process, beginning with the Committee's October 2022 discussion of improvements to the onboarding process followed by the development of an onboarding and orientation plan in December 2022. She shared a draft outline for the new Board member orientation session which contains an overview of the Board and its regulation of the chiropractic profession, DCA, the Bagley-Keene Open Meeting Act, and the Board's administrative, licensing, continuing education, and enforcement functions.

Ms. Cruz suggested adding a brief meeting with the new member and committee chair before their first public committee meeting to the onboarding procedures and a summary of Robert's Rules of Order to assist the new member during meetings. Mr. Sweet concurred. Ms. Cruz also recommended adding a high-level process map of the steps of an enforcement case along with identifying the roles of Board members and staff in that process. Ms. Walker agreed and offered to develop those materials. Ms. Cruz then requested that the Committee's role in monitoring the governance of the Board and recommending positions on legislation be added to the orientation session outline. Ms. Walker concurred.

Public Comment: None.

7. Public Comment for Items Not on the Agenda

Public Comment: None.

8. Future Agenda Items

Public Comment: None.

9. Adjournment

Ms. Cruz adjourned the meeting at 2:17 p.m.