



NOTICE OF TELECONFERENCE **GOVERNMENT AND PUBLIC AFFAIRS COMMITTEE MEETING**

Committee Members

Janette N.V. Cruz, Chair
David Paris, D.C.
Claudia Sandino, D.C.

The Board of Chiropractic Examiners' (Board) Government and Public Affairs Committee will meet by teleconference on:

Monday, December 16, 2024
3:00 p.m. to 5:00 p.m.
(or until completion of business)

This teleconference meeting will be held in accordance with the provisions of Government Code section 11123.5. Board staff will be present at the primary physical meeting location below and all Committee members will be participating virtually from remote locations.

Teleconference Instructions: The Government and Public Affairs Committee will hold a public meeting via Webex Events. To access and participate in the meeting via teleconference, attendees will need to click on, or copy and paste into a URL field, the link below and enter their name, email address, and the event password, or join by phone using the access information below:

<https://dca-meetings.webex.com/dca-meetings/j.php?MTID=mbffb1906b78df80c4703b8467636a383>

If joining using the link above

Webinar number: 2492 263 1816
Webinar password: BCE1216

If joining by phone

+1-415-655-0001 US Toll
Access code: 2492 263 1816
Passcode: 2231216

Instructions to connect to the meeting can be found at the end of this agenda.

Members of the public may, but are not obligated to, provide their names or personal information as a condition of observing or participating in the meeting. When signing into the Webex platform, participants may be asked for their name and email address. Participants who choose not to provide their names will be required to provide a unique identifier, such as their initials or another alternative, so that the meeting moderator can identify individuals who wish to make a public comment. Participants who choose not to provide their email address may utilize a fictitious email address in the following sample format: XXXXX@mailinator.com.

Note: Members of the public may also submit written comments to the Committee on any agenda item by Wednesday, December 11, 2024. Written comments should be directed to chiro.info@dca.ca.gov for Committee consideration.

Primary Physical Meeting Location

**Department of Consumer Affairs
El Dorado Room
1625 N. Market Blvd., Suite N-220
Sacramento, CA 95834**

AGENDA

- 1. Call to Order / Roll Call / Establishment of a Quorum**
- 2. Public Comment for Items Not on the Agenda**

Note: Members of the public may offer public comment for items not on the agenda. However, the Committee may not discuss or take action on any matter raised during this public comment section that is not included on this agenda, except to decide whether to place the matter on the agenda of a future meeting. [Government Code Sections 11125, 11125.7(a).]
- 3. Review and Possible Approval of December 4, 2023 Committee Meeting Minutes**
- 4. Update on Board’s Administration Program, Including Budget and Fund Condition, Business Modernization, and Status of Board’s Pending Rulemaking Packages and 2022–2026 Strategic Plan Objectives**
- 5. Review, Discussion, and Possible Recommendation Regarding Action Plan to Prepare for Board’s 2026 Sunset Review**
- 6. Review, Discussion, and Possible Recommendation Regarding Strategic Plan Objective 3.3 to Create Diverse Outreach Plans to Increase Awareness About the Profession and the Board’s Role to Build Relationships with Stakeholders and Diversify the Profession**
- 7. Review, Discussion, and Possible Recommendation Regarding Strategic Plan Objective 3.5 to Improve the Board’s Website by Providing Informative, Language Accessible Content for Applicants, Licensees, the Public, and Other Stakeholders and Enhancing the Functionality and User Experience**
- 8. Future Agenda Items**

Note: Members of the Committee and the public may submit proposed agenda items for a future Committee meeting. However, the Committee may not discuss or take action on any proposed matter except to decide whether to place the matter on the agenda of a future meeting. [Government Code Section 11125.]

9. Adjournment

This agenda can be found on the Board's website at www.chiro.ca.gov. The time and order of agenda items are subject to change at the discretion of the Committee Chair and may be taken out of order. In accordance with the Bagley-Keene Open Meeting Act, all meetings of the Board are open to the public.

Government Code section 11125.7 provides the opportunity for the public to address each agenda item during discussion or consideration by the Committee prior to it taking any action on said item. Members of the public will be provided appropriate opportunities to comment on any issue before the Committee, but the Committee Chair may, at their discretion, apportion available time among those who wish to speak. Members of the public will not be permitted to yield their allotted time to other members of the public to make comments. Individuals may appear before the Committee to discuss items not on the agenda; however, the Committee can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125 and 11125.7(a)).

The meeting is accessible to individuals with disabilities. A person who needs a disability-related accommodation or modification to participate in the meeting may make a request by contacting the Board at:

Contact Person: Tammi Pitto

Telephone: (916) 263-5355

Email: chiro.info@dca.ca.gov

Telecommunications Relay Service: Dial 711

Mailing Address:

Board of Chiropractic Examiners

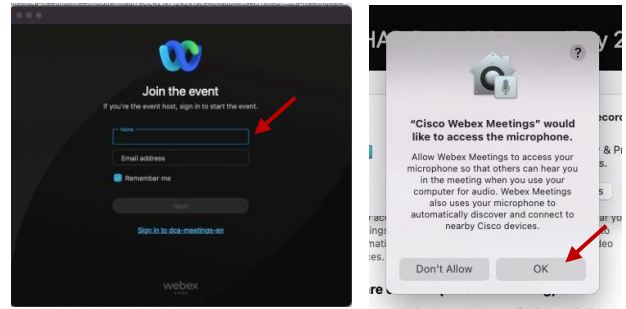
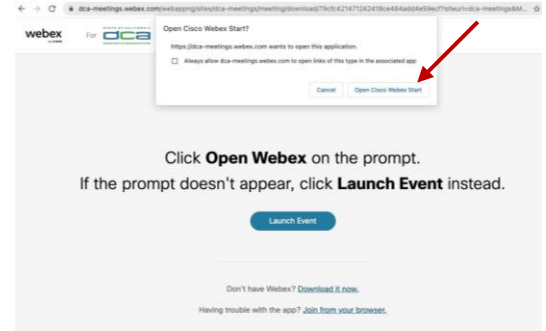
1625 N. Market Blvd., Suite N-327

Sacramento, CA 95834

Providing your request at least five (5) business days before the meeting will help to ensure availability of the requested accommodation.

If joining using the meeting link

- 1 Click on the meeting link. This can be found in the meeting notice you received.
- 2 If you have not previously used Webex on your device, your web browser may ask if you want to open Webex. Click "Open Cisco Webex Start" or "Open Webex", whichever option is presented. DO NOT click "Join from your browser", as you will not be able to participate during the meeting.
- 3 Enter your name and email address*. Click "Join as a guest". Accept any request for permission to use your microphone and/or camera.

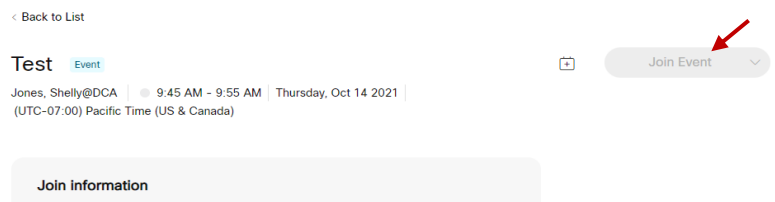
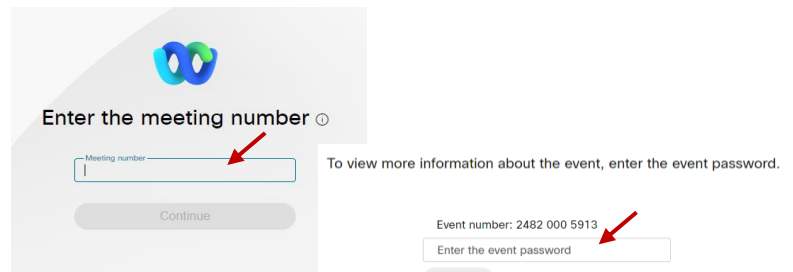
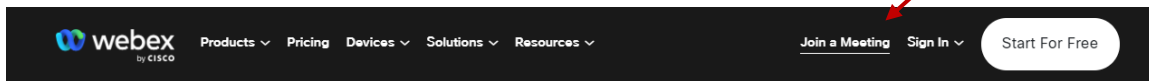


* Members of the public are not obligated to provide their name or personal information and may provide a unique identifier such as their initials or another alternative, and a fictitious email address like in the following sample format: XXXXX@mailinator.com.

OR

If joining from Webex.com

- 1 Click on "Join a Meeting" at the top of the Webex window.
- 2 Enter the meeting/event number and click "Continue". Enter the event password and click "OK". This can be found in the meeting notice you received.
- 3 The meeting information will be displayed. Click "Join Event".



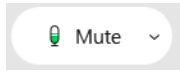
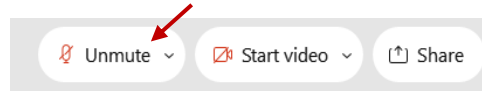
OR

Connect via telephone*:

You may also join the meeting by calling in using the phone number, access code, and passcode provided in the meeting notice.

Microphone

Microphone control (mute/unmute button) is located on the command row.



Green microphone = Unmuted: People in the meeting can hear you.



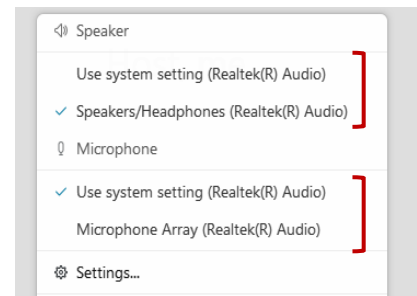
Red microphone = Muted: No one in the meeting can hear you.

Note: Only panelists can mute/unmute their own microphones. Attendees will remain muted unless the moderator enables their microphone at which time the attendee will be provided the ability to unmute their microphone by clicking on "Unmute Me".



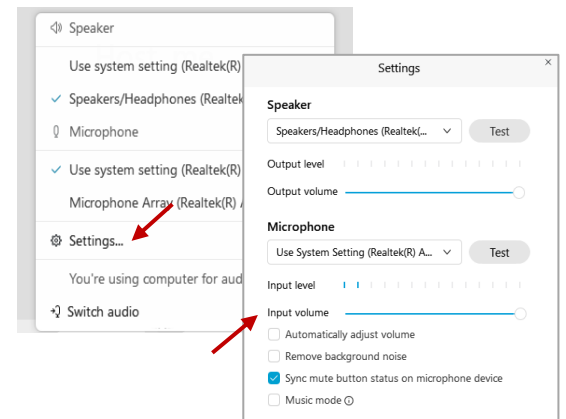
If you cannot hear or be heard

- 1 Click on the bottom facing arrow located on the Mute/Unmute button.
- 2 From the pop-up window, select a different:
 - Microphone option if participants can't hear you.
 - Speaker option if you can't hear participants.



If your microphone volume is too low or too high

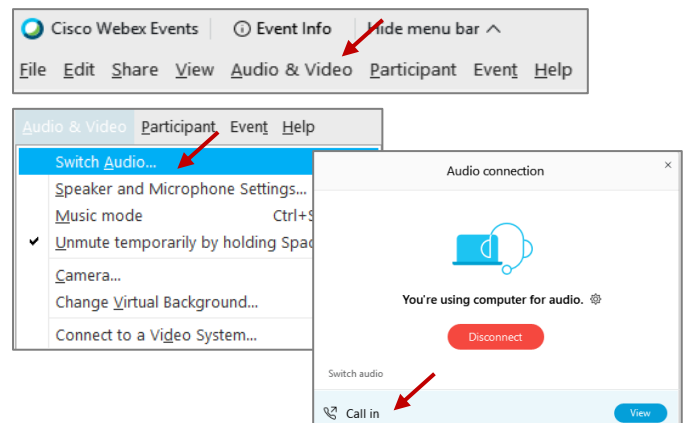
- 1 Locate the command row – click on the bottom facing arrow located on the Mute/Unmute button.
- 2 From the pop-up window:
 - Click on "Settings...":
 - Drag the "Input Volume" located under microphone settings to adjust your volume.



Audio Connectivity Issues

If you are connected by computer or tablet and you have audio issues or no microphone/speakers, you can link your phone through Webex. Your phone will then become your audio source during the meeting.

- 1 Click on "Audio & Video" from the menu bar.
- 2 Select "Switch Audio" from the drop-down menu.
- 3 Select the "Call In" option and following the directions.



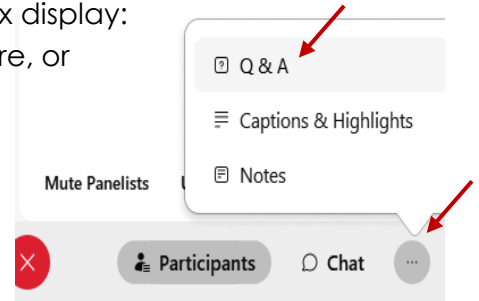
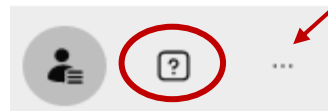
The question-and-answer (Q&A) and hand raise features are utilized for public comments.

NOTE: This feature is not accessible to those joining the meeting via telephone.

Q&A Feature

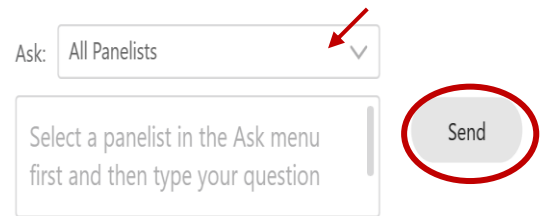
1 Access the Q&A panel at the bottom right of the Webex display:

- Click on the icon that looks like a “?” inside of a square, or
- Click on the 3 dots and select “Q&A”.



2 In the text box:

- Select “All Panelists” in the dropdown menu,
- Type your question/comment into the text box, and
- Click “Send”.



OR

Hand Raise Feature

- 1
- Hovering over your own name.
 - Clicking the hand icon that appears next to your name.
 - Repeat this process to lower your hand.

If connected via telephone:

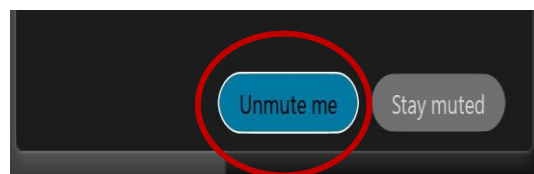
- Utilize the raise hand feature by pressing *3 to raise your hand.
- Repeat this process to lower your hand.

Unmuting Your Microphone



The moderator will call you by name and indicate a request has been sent to unmute your microphone. Upon hearing this prompt:

- Click the **Unmute me** button on the pop-up box that appears.

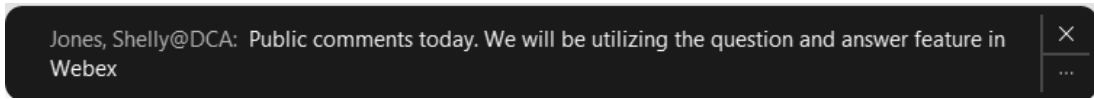


OR

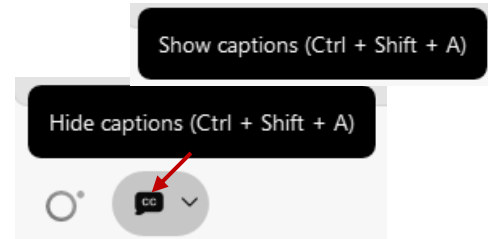
If connected via telephone:

- Press *3 to unmute your microphone.

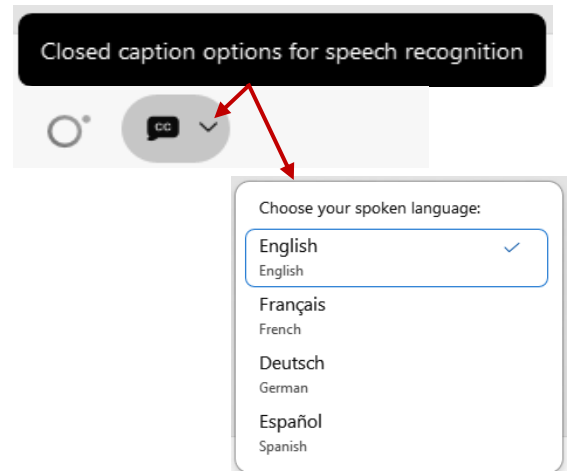
Webex provides real-time closed captioning displayed in a dialog box on your screen. The captioning box can be moved by clicking on the box and dragging it to another location on your screen.



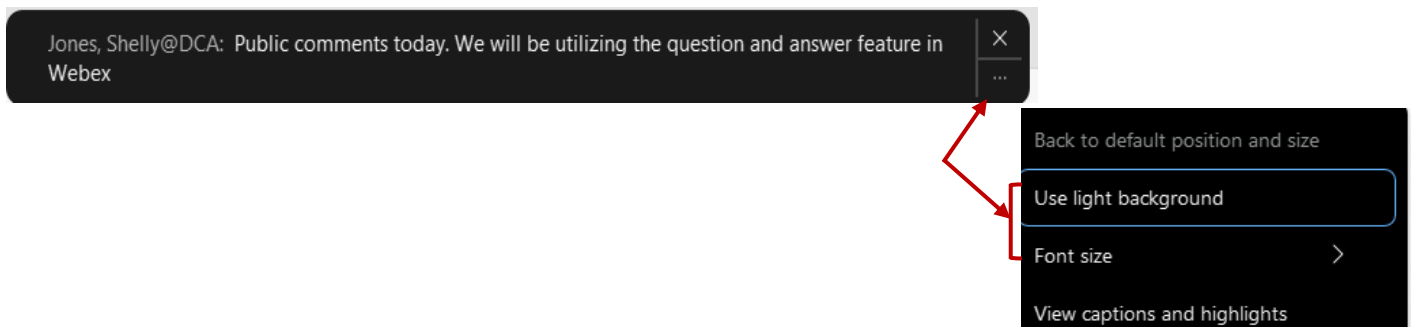
The closed captioning can be hidden from view by clicking on the closed captioning icon. You can repeat this action to unhide the dialog box.



You can select the language to be displayed by clicking the drop-down arrow next to the closed captioning icon.



You can view the closed captioning dialog box with a light or dark background or change the font size by clicking the 3 dots on the right side of the dialog box.





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**Agenda Item 1
December 16, 2024**

Call to Order / Roll Call / Establishment of a Quorum

Purpose of the Item

Janette N.V. Cruz, Chair of the Board's Government and Public Affairs Committee, will call the meeting to order. Roll will be called by David Paris, D.C.

Committee Members

Janette N.V. Cruz, Chair
David Paris, D.C.
Claudia Sandino, D.C.



**Agenda Item 2
December 16, 2024**

Public Comment for Items Not on the Agenda

Purpose of the Item

At this time, members of the public may offer public comment for items not on the meeting agenda.

The Committee may not discuss or take action on any matter raised during this public comment section that is not included on the agenda, except to decide whether to place the matter on the agenda of a future meeting. [Government Code Sections 11125, 11125.7, subd. (a).]



**Agenda Item 3
December 16, 2024**

Review and Possible Approval of December 4, 2023 Committee Meeting Minutes

Purpose of the Item

The Committee will review and possibly approve the minutes of the previous meeting held on December 4, 2023.

Action Requested

The Committee will be asked to make a motion to approve the December 4, 2023 meeting minutes.

Attachment

- December 4, 2023 Government and Public Affairs Committee Meeting Minutes (Draft)



**Agenda Item 3
Attachment**

**BOARD OF CHIROPRACTIC EXAMINERS
GOVERNMENT AND PUBLIC AFFAIRS COMMITTEE
MEETING MINUTES
December 4, 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 December 4, 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
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 11:00 a.m. Mr. Sweet called the roll. All members were present, and a quorum was established.

**2. Review and Possible Approval of June 16, 2023 and September 18, 2023
Committee Meeting Minutes**

Motion: Mr. Sweet moved to approve the minutes of the June 16, 2023 and September 18, 2023 Government and Public Affairs Committee meetings.

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, Implementation of Connect System and**

2023 Legislation, and Status of Board's Pending Rulemaking Packages and 2022–2026 Strategic Plan Objectives

Ms. Walker shared that the agenda for the next Board meeting on January 12, 2024, will include elections of Board officer positions for 2024 and guest speakers from the California chiropractic colleges and the Council on Chiropractic Education (CCE). She highlighted the Board's recent outreach efforts with the profession including continuing education (CE) lectures on ethics and law and participation in roundtable discussions with leaders from the California Chiropractic Association (CalChiro) and the California chiropractic colleges.

She added staff has been meeting with DCA's Office of Information Services (OIS) to set priorities for the maintenance and operations of the Connect system. She noted the vendor is working on upgrading the Board to a new version of the system, and staff is finalizing the business requirements for new CE functionality in the system. She explained staff is focusing on the development of the CE course application workflow due to the high volume of applications received. She added staff is also seeking functionality to be able to retroactively apply CE credits to prior renewal cycles to enhance the audit process and enable the Board to grant hardship extensions to the annual CE requirements.

Ms. Cruz asked about the priority level for the expansion of cashiering functionality in the Connect system. Ms. Walker replied that new CE functionality is the highest priority followed by the expansion of cashiering in the system. She explained the Board currently has a manual cashiering process for checks and money orders and is trying to reduce the number of paper applications and checks received by encouraging applicants and licensees to submit their applications through the Connect system. Mr. Sweet commented that the new CE functionality will be very helpful for the Board and stakeholders.

Ms. Walker briefed the Committee on the implementation of 2023 legislation. She explained DCA developed a platform to implement Senate Bill (SB) 143 (Committee on Budget and Fiscal Review, Chapter 196, Statutes of 2023) and the Federal License Portability Law for Servicemembers. She added DCA also created a workflow for the implementation of SB 372 (Menjivar, Chapter 225, Statutes of 2023), which requires programs to confidentially handle certain name or gender changes. She stated Assembly Bill 883 (Mathis, Chapter 348, Statutes of 2023) has a delayed implementation date of July 1, 2024, and requires the Board to update the initial doctor of chiropractic license application to inquire if an applicant is enrolled in the U.S. Department of Defense SkillBridge program and update the Board's regulations to reflect that change. She stated staff is developing a regulatory package to implement AB 883 along with AB 107 (Salas, Chapter 693, Statutes of 2021), which requires programs to issue temporary licenses to military spouses and domestic partners.

She highlighted the Board's significant regulatory workload and indicated the Board has eight regulatory packages in the production phase and 12 concept proposals under development. She noted the Board initially had a high volume of backlog at the concept level, but as the Board's committees reviewed the issues and made recommendations, that workload has shifted to preparing the production documents for the formal rulemaking process.

Ms. Cruz asked about any potential challenges in implementing the requirements of AB 107 and AB 883. Ms. Walker explained the bill requirements are simple to incorporate into the application workflows; however, the regulations are more complex because the Board's existing regulations on the initial licensure process are unclear and must be amended along with the addition of the new requirements.

Ms. Cruz inquired about potential staff workload capacity issues in addressing the regulations and other strategic plan objectives. Ms. Walker indicated regulations are the primary challenge due to the specific skillset needed to research and gather the background information and reports and draft the rulemaking file to meet the standards of the Office of Administrative Law (OAL). She noted the Board has struggled to recruit new staff with the interest and skills to perform that work during the recruitment process.

Public Comment: None.

4. Review, Discussion, and Possible Recommendation Regarding 2022–2026 Strategic Plan Objective 1.4 to Continue to Monitor the Board's License Fee Structure to Ensure the Board's Financial Stability, Maintain Access to the Board's Services, and Determine Whether the Board Needs to Consider Plans for Restructuring Its Fees

Ms. Walker provided an overview of the Board's current fund condition. She stated the Board's fund condition is currently stable primarily due to cost savings from position vacancies; however, she cautioned that the Board would begin to see a diminishing fund condition as the Board returns to its full staffing level.

She explained the Board's last fee study in 2021 concluded that the Board needs approximately \$6 million per year to fund its operations, repay the outstanding loan balance to the Bureau of Automotive Repair, and build a six-month reserve over a five-year period. She noted that fee study failed to account for the elasticity of the Board's fee-based services, particularly the CE course application fee, so some of the revenue projections from that study are not being reflected in staff's workload and revenue estimates for future fiscal years. She stated staff plans to work with DCA's Budget Office on an updated fee analysis for presentation to the Legislature during the Board's next sunset review.

Mr. Sweet asked about the current revenue from the new CE course application fee compared to the estimate in the 2021 fee study. Ms. Walker explained CE providers

have indicated they do not plan to offer as many courses due to the cost and the Board's pending regulations would extend the approval period to three years, so staff is estimating the actual revenue will be approximately 50 percent of the projection in the fee study report.

Mr. Sweet asked if the Board has the capability and time to complete an updated fee analysis. Ms. Walker responded affirmatively. Mr. Sweet also inquired about the cost of the 2021 fee study. Ms. Walker indicated it cost about \$20,000.

Ms. Cruz noted that the spending projections for future fiscal years assume full staffing levels and the Board's maximum possible expenditures.

Public Comment: None.

5. Review, Discussion, and Possible Recommendation Regarding 2022–2026 Strategic Plan Objective 4.1 to Increase Efficiency in Rulemaking Processes to Move Pending Regulatory Packages Forward, Prevent a Backlog of Packages, and Improve Staff and Board Effectiveness

Ms. Walker provided a brief presentation on the four stages of the regulation process: concept phase; production phase; initial filing phase; and final filing phase. She explained the concept phase is the most crucial for Board and committee-level involvement and collaboration in the development of regulations. She indicated for the Board to be effective and efficient in the rulemaking process, the advisory committees must focus on a clearly identified problem, solution, and alternatives. She noted many of the Board's current regulations have been delayed historically due to staff and committees putting the potential solution ahead of problem identification and analysis.

She indicated the Board and committees have been doing an excellent job over the past year in engaging in policy discussions and providing direct feedback on proposals so staff and regulatory counsel can draft regulatory language that reflects the policy issue and regulatory concept. She noted another best practice to gain efficiency in the rulemaking process is for staff to draft the final production documents as the proposals are being presented to the Board for review, so the packages can begin the departmental and agency review processes immediately upon Board approval of the text.

Ms. Cruz suggested adding the four stages of the regulation workflow and the OAL review standards to the new Board member onboarding procedures and using the four phases when providing status updates on the Board's regulatory packages.

Mr. Sweet asked if the current volume of eight regulatory packages in the production phase is a normal or elevated workload level. Ms. Walker explained the workload is currently high as the Board has been moving quickly to address the pending backlog of

proposals in the production phase. She estimated a workload of three to four packages in each phase is a sustainable long-term goal to prevent delays.

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 to Create Effective Board Members

Tammi Pitto shared that staff has been working on developing an electronic Board member resource shared folder and an updated resource binder and plans to distribute the materials in 2024. She noted the overview of the rulemaking phases is included in those resources.

Mr. Sweet thanked staff for their efforts in developing those resources for Board members. Ms. Cruz asked about the request from the October 19, 2023 Board meeting for DCA email addresses for Board members. Ms. Walker stated staff is consulting with OIS on possible access solutions for Board members. Ms. Cruz proposed a future Committee discussion on the ease of access and communication using DCA email addresses and other applications.

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 12:02 p.m.



**Agenda Item 4
December 16, 2024**

Update on Board's Administration Program, Including Budget and Fund Condition, Business Modernization, and Status of Board's Pending Rulemaking Packages and 2022–2026 Strategic Plan Objectives

Purpose of the Item

The Executive Officer and Board staff will provide the Committee with an update on the Board's Administration Program activities, including:

- Budget and Fund Condition
- Business Modernization and Implementation of the Connect System
- Board's Pending Rulemaking Packages
- 2022–2026 Strategic Plan Objectives

Action Requested

This agenda item is informational only and provided as a status update to the Committee. No action is required or requested at this time.

Attachments

1. Executive Officer's December 12, 2024 Memo to Committee Members Regarding Administration Program Activities
2. Fund Condition Statement
3. 2022–2026 Strategic Plan Objectives Progress Report



MEMORANDUM

Agenda Item 4 Attachment

DATE	December 12, 2024
TO	Members of the Board of Chiropractic Examiners' Government and Public Affairs Committee
FROM	Kristin Walker, Executive Officer
SUBJECT	Update on Board's Administration Program

This report provides an overview of recent Board of Chiropractic Examiners' (BCE) Administration Program activities.

BCE Board and Committee Meetings

The following meetings have been scheduled:

- December 13, 2024 – Continuing Education Committee (Teleconference)
- December 16, 2024 – Government and Public Affairs Committee (Teleconference)
- December 19, 2024 – Enforcement Committee (Teleconference)
- January 9, 2025 – Licensing Committee (Teleconference)
- February 2025 (Date TBD) – Board (Teleconference)
- April 17–18, 2025 – Board (Northern California)
- July 25, 2025 – Board (Teleconference)
- October 9–10, 2025 – Board (Southern California)

Business Modernization and Implementation of the Connect System

BCE continues to collaborate with the Department of Consumer Affairs (DCA) Office of Information Services (OIS) on a business modernization project to implement the Connect system for BCE's application, licensing, and enforcement workflows. BCE's planned upgrade to the latest version of the Connect software has been temporarily placed on hold due to limited vendor resources.

BCE is currently developing continuing education (CE) functionality in the system, beginning with a public CE course search web page similar to the existing [course search](#) maintained by the Acupuncture Board, followed by the CE course application

workflow and the CE provider dashboard. This additional functionality is planned to be implemented through phased software releases in 2025.

Federation of Chiropractic Licensing Boards (FCLB) and National Board of Chiropractic Examiners (NBCE) – 2025 Key Dates

FCLB and NBCE have scheduled the following key dates for 2025:

- FCLB 2025 Annual Conference and NBCE 2025 Annual Meeting: April 30, 2025 through May 4, 2025, St. Louis, Missouri
- NBCE Spring Part IV Examination: May 17–18, 2025
- NBCE Part IV Test Development Committee and Part IV Standard Setting Workshop: June 6–7, 2025, Greeley, Colorado
- FCLB Districts I & IV Regional Meeting: September 25–28, 2025, Omaha, Nebraska
- NBCE Fall Part IV Examination: November 8–9, 2025

BCE staff is requesting out-of-state travel approval for up to two Board members and the Executive Officer to attend and participate in the FCLB annual conference and regional meeting. Staff is also seeking approval for up to two licensee Board members to be able to participate in the NBCE Part IV Test Development Committee meeting and standard setting workshop.

Legislation: 2025–26 Session

The Legislature convened for the 2025–26 session on December 2, 2024, and the Assembly and Senate adopted rules reducing the number of bills that each member can introduce during the two-year session to 35.

Below are important dates and deadlines on the 2025 legislative calendar:

- January 10, 2025: Budget bill must be submitted by Governor
- February 21, 2025: Last day for bills to be introduced
- April 11–20, 2025: Spring recess
- May 2, 2025: Last day for policy committees to hear and report to fiscal committees fiscal bills introduced in their house
- May 9, 2025: Last day for policy committees to hear and report to the Floor nonfiscal bills introduced in their house
- May 23, 2025: Last day for fiscal committees to hear and report to the Floor bills introduced in their house

- June 6, 2025: Last day for each house to pass bills introduced in that house
- June 15, 2025: Budget bill must be passed by midnight
- July 18, 2025: Last day for policy committees to hear and report bills
- July 19, 2025 through August 17, 2025: Summer recess
- August 29, 2025: Last day for fiscal committees to hear and report bills to the Floor
- September 5, 2025: Last day to amend on the Floor
- September 12, 2025: Last day for each house to pass bills
- October 12, 2025: Last day for Governor to sign or veto bills
- January 1, 2026: Statutes take effect

Occupational Analysis of the Chiropractic Profession

DCA's Office of Professional Examination Services (OPES) completed the [2024 Occupational Analysis of the Chiropractic Profession](#) (OA) in August 2024. The results of this OA provide a description of practice for the chiropractic profession that can be used to review the national chiropractic examination developed by NBCE and to provide a basis for constructing a valid and legally defensible California Chiropractic Law Examination (CCLE). The description of practice is structured into four content areas: patient intake history; examination and assessment; treatment and case management; and laws and ethics.

Throughout fiscal year 2024–25, OPES will be conducting workshops with subject matter experts to review, reclassify, and write items and set the passing score for the September 2025 CCLE based on the new OA examination outline. Additionally, OPES will conduct a review of NBCE Parts I–IV and Physiotherapy and a linkage study on behalf of BCE after NBCE releases their 2025 Practice Analysis of Chiropractic report.

Outreach

On June 25, 2024, Executive Officer Kristin Walker and Special Investigator Denise Robertson provided an informational presentation on BCE regulations and potential issues within chiropractic offices to attendees of the National Insurance Crime Bureau's (NICB) Los Angeles Medical Fraud Task Force meeting.

Additionally, Ms. Walker represented BCE at the California Chiropractic Round Table meeting hosted by the California Chiropractic Association (CalChiro) on October 12, 2024. Attendees included representatives from Palmer Chiropractic College – West Campus, Southern California University of Health Sciences, Los Angeles College of Chiropractic, the CalChiro Board of Directors, and the Foundation for

Chiropractic Progress. The group shared updates and discussed potential opportunities for collaboration on licensing and consumer protection issues.

Personnel Updates

Recruitment efforts are currently underway to refill three Associate Governmental Program Analyst positions to act as leads in the Administration, Licensing and Continuing Education, and Enforcement Units, an Office Technician (Typing) position in the Administration Unit, and a Program Technician II position in the Licensing and Continuing Education Unit.

Proposed Regulations

Production Phase

- 1. Filing of Addresses and Contact Information (Amend California Code of Regulations [CCR], Title 16, Section 303):** This proposal will implement the requirement from [Senate Bill 1434 \(Roth, Chapter 623, Statutes of 2022\)](#) for the Board to include licensees' telephone numbers and email addresses in the Board's directory and clarify the requirement for filing of a public "address of record." The Board approved the proposed regulatory text at its April 20, 2023 meeting. This package is anticipated to be submitted to the Office of Administrative Law (OAL) for publication in the Notice Register and a 45-day public comment period in early 2025.
- 2. Discipline by Another Jurisdiction and Licensee Reporting Requirements (Amend CCR, Title 16, Sections 304 and 314):** This Consumer Protection Enforcement Initiative (CPEI) proposal will update the reporting of licensee arrests, convictions, and discipline by other public agencies and clarify a licensee's duty to report any violation of the statutes and regulations governing the practice of chiropractic to the Board. The Board approved the proposed regulatory text at its July 20, 2023 meeting. This package is anticipated to be submitted to OAL for publication in the Notice Register and a 45-day public comment period in early 2025.
- 3. Delegation of Certain Functions to the Executive Officer (Amend CCR, Title 16, Section 306):** This CPEI proposal will delegate additional functions to the Executive Officer to expedite the Board's handling of disciplinary cases. The Board approved the proposed regulatory text at its October 19, 2023 meeting. This package is anticipated to be submitted to OAL for publication in the Notice Register and a 45-day public comment period in early 2025.

- 4. Licensing and Regulatory Fees (Section 100 Changes Without Regulatory Effect: Amend CCR, Title 16, Sections 310.1, 317.1, 321, 323, 360, 362, 363, 367.5, 367.10, 370, and 371):** This action under CCR, title 1, section 100 will update the licensing and regulatory fee amounts within the Board's regulations and forms for consistency with the fee amounts codified in [Business and Professions Code \(BPC\) section 1006.5](#). This package is anticipated to be submitted to OAL in December 2024.
- 5. Prohibited Activities by Inactive Licensees (Add CCR, Title 16, Section 310.3):** This proposal will identify the specific activities that cannot be performed by the holder of an inactive doctor of chiropractic license. The Board approved the proposed regulatory text at its October 24, 2024 meeting. This package is anticipated to be submitted to OAL for publication in the Notice Register and a 45-day public comment period in early 2025.
- 6. Repeal Mental Illness Regulation (Repeal CCR, Title 16, Section 315):** This proposal will repeal a regulation that allows the Board to order a license holder to be examined by one or more physicians specializing in psychiatry when reasonable cause exists that the licensee is mentally ill to the extent that it may affect their ability to practice. This regulation is unnecessary because the Board already has broader statutory authority under [BPC sections 820–828](#) to order a physical or mental examination of a licensee whenever it appears the licensee may be unable to practice safely due to mental illness or physical illness affecting competency. The Board approved the proposed regulatory text at its October 24, 2024 meeting. This package is anticipated to be submitted to OAL for publication in the Notice Register and a 45-day public comment period in early 2025.
- 7. Repeal Successful Examination (Obsolete Provision) [Repeal CCR, Title 16, Section 354]:** This proposal will repeal an obsolete provision in the Board's regulations that conflicts with other existing laws and regulations that prohibit the unlicensed practice of chiropractic. This package is anticipated to be submitted to OAL for publication in the Notice Register and a 45-day public comment period in early 2025.
- 8. Continuing Education Requirements (Amend CCR, Title 16, Sections 360, 361, 362, 363, 363.1, 364, and 365, and Add CCR, Title 16, Section 360.1):** This proposal will amend the annual CE requirements for licensees, establish five course competency areas that will be approved by the Board, define the three recognized learning formats for CE courses, update the CE course review and approval process, create a re-approval process for CE courses that have been previously approved by the Board, and update the CE requirements for petitions for reinstatement of revoked or surrendered licenses. The Board approved the proposed regulatory text at its May 23, 2024 meeting. This package is anticipated to be submitted to OAL for publication in the Notice Register and a 45-day public comment period in early 2025.

- 9. Sexual Contact with a Patient and Required Actions Against Registered Sex Offenders (Add CCR, Title 16, Sections 384.1 and 384.2):** This CPEI proposal will require any proposed decision containing a finding of fact that a licensee engaged in any act of sexual contact, as defined, or is subject to registration as a sex offender in any tier, to contain an order of revocation and prohibit the decision from containing a stay of the revocation. In addition, this proposal will require any Board decision containing a finding of fact that a licensee engaged in any act of sexual contact to contain an order of revocation, and require the Board to deny or revoke a license for any applicant, licensee, or petitioner who is subject to registration as a sex offender in any tier and prohibit the Board from issuing a stay of the revocation for any individual who is subject to registration as a tier two or three offender. The Board approved the proposed regulatory text at its April 20, 2023 meeting. This package is anticipated to be submitted to OAL for publication in the Notice Register and a 45-day public comment period in early 2025.
- 10. Appeal Process for Contested Citations and Licensee Compliance with Assessed Fines (Amend CCR, Title 16, Sections 390.4 and 390.5):** This regulatory proposal makes conforming changes to the Board's system for issuing citations for consistency with the required provisions of [BPC section 125.9](#). The Board approved the proposed regulatory text at its October 19, 2023 meeting. This package is anticipated to be submitted to OAL for publication in the Notice Register and a 45-day public comment period in early 2025.

Concept Phase

- 11. Chiropractic Practice Locations and Display of License (Add CCR, Title 16, Section 303.1 and Amend CCR, Title 16, Section 308):** This CPEI proposal will update the requirements for filing practice locations with the Board and displaying a license/certificate and notice to patients at each practice location. Staff is developing this proposal based on the discussion by the Licensing Committee at its March 8, 2024 meeting.
- 12. Minimum Supervision and Training Requirements for Chiropractic Assistants Within a Chiropractic Practice (Amend CCR, Title 16, Section 312):** This CPEI proposal will clarify the role of and delineate the activities that can be performed by chiropractic assistants within a chiropractic practice, define and establish the supervision requirements by a licensed doctor of chiropractic, and require that chiropractic assistants follow and provide only the treatment defined in the supervising doctor's treatment plan. This proposal will be discussed by the Enforcement Committee at its December 19, 2024 meeting.

- 13. Record Keeping and Retention Requirements for Chiropractic Patient Records (Amend CCR, Title 16, Section 318):** This proposal will update the record keeping requirements to specify the necessary documentation for the patient history, complaint, diagnosis/analysis, and treatment and to differentiate between an initial patient encounter and an established patient visit. In addition, this proposal will specify the retention period and requirements for the disposition of patient records. This proposal will be discussed by the Enforcement Committee at its December 19, 2024 meeting.
- 14. Application and Examination Process for Doctor of Chiropractic Licensure, Including Temporary and Expedited Licensure and Fee Waiver for Military Spouses and Domestic Partners and Expedited Licensure for Veterans, Applicants Enrolled in U.S. Department of Defense SkillBridge Program, Refugees, Asylees, and Special Immigrant Visa Holders (Amend CCR, Title 16, Sections 320, 321, and 340–349):** This proposal will clarify the application and examination process for initial licensure as a doctor of chiropractic, including the qualifying circumstances for expedited review of a license application. Additionally, this proposal will implement [Assembly Bill \(AB\) 107 \(Salas, Chapter 693, Statutes of 2021\)](#), which provides for the temporary licensure of military spouses, and [AB 883 \(Mathis, Chapter 348, Statutes of 2023\)](#), which requires the Board to expedite the initial licensure process for applicants who are active-duty members of the United States Armed Forces enrolled in the United States Department of Defense SkillBridge program. This proposal is planned to be discussed by the Licensing Committee at the January 9, 2025 meeting.
- 15. Retired License Status and Fee (Add CCR, Title 16, Section 328):** This proposal will establish a new retired status for doctor of chiropractic licenses and implement an application fee to cover the reasonable regulatory cost of issuing a retired license in accordance with [BPC section 464](#). This proposal is planned to be discussed by the Licensing Committee at the January 9, 2025 meeting.
- 16. Approval of Chiropractic Doctor of Chiropractic Degree Programs and Educational Requirements (Amend or Repeal CCR, Title 16, Sections 330–331.16):** This proposal will amend the regulations regarding approval of chiropractic colleges to align with the accrediting body, the Council on Chiropractic Education, and eliminate any unduly prescriptive content that could be restrictive to the evolving nature of higher education. This proposal will also update the minimum curriculum and clinical experience requirements for Board-approved chiropractic colleges. This proposal will be discussed by the Licensing Committee at the January 9, 2025 meeting.

- 17. Hardship Extensions to Annual CE Requirements (Add CCR, Title 16, Section 364.1):** This proposal will create a process for granting an extension to the annual CE requirement for a licensee who provides satisfactory proof to the Board that they have been adversely affected by a natural disaster, a state or federal declared state of emergency, or other hardship. This proposal will be discussed by the Continuing Education Committee at its December 13, 2024 meeting.
- 18. Renewal and Restoration of Doctor of Chiropractic Licenses (Amend CCR, Title 16, Sections 370 and 371):** This proposal will clarify the processes for renewal and restoration of doctor of chiropractic licenses, extend the timeframe for cancellation of a license from three to four years, and update the continuing education and competency requirements that must be met prior to the restoration of a cancelled license. This proposal is planned to be discussed by the Licensing Committee at the January 9, 2025 meeting.
- 19. Basic Life Support Certification for All Licensees (Add CCR, Title 16, Section 371.1):** This proposal will mandate the maintenance of basic life support provider or advisor certification, including cardiopulmonary resuscitation (CPR), for all licensees as a condition of licensure in active status. This proposal will be discussed by the Continuing Education Committee at its December 13, 2024 meeting.
- 20. Disciplinary Guidelines and Uniform Standards for Substance Abusing Licensees (Amend CCR, Title 16, Section 384):** This proposal will update the *Disciplinary Guidelines and Model Disciplinary Orders* and implement the Uniform Standards for Substance Abusing Licensees. This proposal will be discussed by the Enforcement Committee at its December 19, 2024 meeting.
- 21. Filing and Evaluation Process for Petitions for Reinstatement, Reduction of Penalty, or Early Termination of Probation (Amend CCR, Title 16, Sections 384.1 and 385):** This CPEI proposal will update and enhance the process for petitions for reinstatement, reduction of penalty, and early termination of probation before the Board. Staff is developing proposed regulatory text based on the Enforcement Committee's discussion and input at its June 8, 2023 meeting. This proposal is planned to be presented to the Board for review at its February 2025 meeting.
- 22. Appeal Process for Denial of Continuing Education Courses and Providers:** This proposal will establish update the process for appealing the denial of a CE course or provider application. This proposal is currently being developed by staff and the Continuing Education Committee.

Agenda Item 4 Attachment 2

0152 - Board of Chiropractic Examiners Analysis of Fund Condition (Dollars in Thousands)

Prepared 10.9.2024

2024-25 Governor's Budget W 23-24 ACTUAL

	Actuals 2023-24	CY 2024-25	BY 2025-26	BY +1 2026-27
BEGINNING BALANCE	\$ 2,026	\$ 3,033	\$ 1,542	\$ -74
Prior Year Adjustment	\$ -146	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 1,880	\$ 3,033	\$ 1,542	\$ -74
 REVENUES, TRANSFERS AND OTHER ADJUSTMENTS				
Revenues				
4121200 - Delinquent fees	\$ 52	\$ 57	\$ 57	\$ 57
4127400 - Renewal fees	\$ 4,166	\$ 4,023	\$ 4,023	\$ 4,023
4129200 - Other regulatory fees	\$ 120	\$ 112	\$ 112	\$ 112
4129400 - Other regulatory licenses and permits	\$ 804	\$ 872	\$ 872	\$ 872
4163000 - Income from surplus money investments	\$ 141	\$ 9	\$ 3	\$ -
4170400 - Capital Asset Sales Proceeds	\$ 9	\$ -	\$ -	\$ -
4171400 - Escheat of unclaimed checks and warrants	\$ 5	\$ -	\$ -	\$ -
4172500 - Miscellaneous revenues	\$ 2	\$ 1	\$ 1	\$ 1
Totals, Revenues	\$ 5,299	\$ 5,074	\$ 5,068	\$ 5,065
Transfers and loans to/from other funds				
Estimate Repayment of FO0421 To Vehicle Inspection and Repair Fund per Item 1111-011-0421, Budget Act 2014	\$ -250	\$ -250	\$ -250	\$ -250
Totals, Transfers and Other Adjustments	\$ -250	\$ -250	\$ -250	\$ -250
 TOTALS, REVENUES, TRANSFERS AND OTHER ADJUSTMENTS	\$ 5,049	\$ 4,824	\$ 4,818	\$ 4,815
 TOTAL RESOURCES	\$ 6,929	\$ 7,857	\$ 6,360	\$ 4,741
Expenditures:				
1111 Department of Consumer Affairs Regulatory Boards, Bureaus, Divisions (State Operations)	\$ 3,569	\$ 6,019	\$ 6,200	\$ 6,386
9892 Supplemental Pension Payments (State Operations)	\$ 85	\$ 62	\$ -	\$ -
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 242	\$ 234	\$ 234	\$ 234
TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS	\$ 3,896	\$ 6,315	\$ 6,434	\$ 6,620
 FUND BALANCE				
Reserve for economic uncertainties	\$ 3,033	\$ 1,542	\$ (74)	\$ -1,878
Months in Reserve	5.8	2.9	-0.1	-3.3

NOTES:

1. Assumes workload and revenue projections are realized in BY and ongoing.
2. Expenditure growth projected at 3% beginning BY.

BCE 2022-2026 Action Plan		Responsibility	Due Date	Current Status
Goal Area 1: Licensing and Professional Qualification				
1.1	Complete comprehensive updates to the Board's continuing education program and regulations to provide clarity and accessibility, and to ensure continuing licensee competency and public protection.			
Success Measure:	Promulgated updated continuing education regulations and educated licensees and continuing education providers on those regulations.		Q2 2025	71%
1.1.1	Identify proposed framework for licensee continuing education (CE) requirements and course approval process and obtain CE Committee and Board approval.	EO	Q1 2023	Completed
1.1.2	Draft proposed language for updated regulations and obtain approval from DCA regulatory counsel.	EO	Q1 2023	Completed
1.1.3	Conduct fiscal analysis of CE regulations and develop proposed fee amounts for course approval and reapproval.	EO	Q1 2023	Completed
1.1.4	Present final regulatory proposal (language and fee amounts) to Board for approval.	EO	Q2 2023	Completed
1.1.5	Finalize regulatory package and initiate the rulemaking process.	EO	Q2 2023	Completed
1.1.6	Inform licensees and CE providers of changes through written notices, outreach, and information sessions.	EO	Q3 2023 – ongoing	In Progress
1.1.7	Complete regulatory process.	EO	Q1 2024	In Progress
1.2	Establish a robust, effective Licensing Committee to identify issues and increase efficiency.			
Success Measure:	The completion of the action plan for all current pending licensing issues.		Q3 2023	20%
1.2.1	Gather background information to educate Licensing Committee members on pending licensing issues.	Licensing Manager	Q1 2023	Completed
1.2.2	Train Licensing Lead (staff member) as a Licensing Committee liaison (calendar, meeting agendas, etc.).	EO and AEO	Q2 2023	Not Started
1.2.3	Educate Licensing Committee members on background and history of prior actions.	EO	Q2 2023 – ongoing	In Progress
1.2.4	Identify current issues, discuss possible solutions, and present recommendations to the Licensing Committee Chair.	AEO	Q2 2023	In Progress
1.2.5	Staff works with the Licensing Committee Chair to create an action plan for pending and current issues identified above.	AEO and Licensing Lead/Licensing Liaison	Q3 2023	In Progress
1.3	Review reciprocity requirements to minimize barriers to licensure in California.			
Success Measure:	The Board has identified how they are going to minimize any potential barriers to licensure through reciprocity.		Q3 2024	33%
1.3.1	Conduct an environmental scan of reciprocity requirements (1. BCE, 2. Other states, and 3. Other DCA healing art boards).	AEO	Q2 2023	Completed
1.3.2	Analyze the data that has been collected.	AEO	Q3 2023	Completed
1.3.3	Develop potential options and recommendation for the Licensing Committee on how to minimize barriers to licensure.	AEO	Q3 2023	In Progress
1.3.4	Summarize environmental scan, analysis, potential options, and recommendation.	AEO	Q4 2023	In Progress
1.3.5	Present findings and recommendations to the Licensing Committee.	Licensing Lead/Licensing Committee Liaison	Q1 2024	Not Started
1.3.6	Present Licensing Committee's recommendation to the Board.	EO	Q3 2024	Not Started
1.4	Continue to monitor the Board's license fee structure to ensure the Board's financial stability, maintain access to the Board's services, and determine whether the Board needs to consider plans for restructuring its fees.			
Success Measure:	The Board has delivered its report on its fee structures and recommendation to the Legislature.		Q4 2026	57%
1.4.1	Bring any budget issues to the Board's attention.	EO	Q3 2022 – ongoing	Completed
1.4.2	Establish regular and thorough monthly process to monitor BCE's budget and fund condition.	Lead Administrative Analyst	Q1 2023	Completed
1.4.3	Establish quarterly budget meetings with budget analyst at DCA.	Lead Administrative Analyst	Q1 2023	Completed
1.4.4	Conduct analysis of the impact of recent fee restructuring.	Lead Administrative Analyst	Q3 2023 - ongoing	Completed
1.4.5	Provide reports to the Government and Public Affairs Committee on the impact of recent fee restructuring.	Lead Administrative Analyst	Q3 2023 - ongoing	In Progress
1.4.6	Create report on license fee structure (due to Legislature by January 1, 2027).	EO and AEO	Q2 2025	In Progress
1.4.7	Submit license fee structure report to the Legislature with 2026 Sunset Review Report.	EO	Q4 2025	Not Started
Goal Area 2: Enforcement				
2.1	Implement updated disciplinary guidelines, Uniform Standards for Substance Abusing Licensees, and Consumer Protection Enforcement Initiative (CPEI) regulations, to provide consistency and clarity in disciplinary penalties, help educate licensees and the public, and deter violations.			
Success Measure:	Completed regulation process for all three areas (Disciplinary Guidelines, Uniform Standards for Substance Abusing Licensees, and CPEI regulations).		Q4 2025	54%
2.1.1	Disciplinary Guidelines & Uniform Standards – finish developing the proposed guidelines.	AEO	Q1 2023	Completed

2.1.2	Disciplinary Guidelines & Uniform Standards – vet through Regulatory Counsel and DAG Liaison (AGs office).	AEO	Q1 2023	In Progress
2.1.3	Disciplinary Guidelines & Uniform Standards – present proposal to Enforcement Committee.	Enforcement Lead	Q2 2023	Completed
2.1.4	Disciplinary Guidelines & Uniform Standards – present proposal to Board.	Enforcement Lead	Q4 2023	In Progress
2.1.5	Disciplinary Guidelines & Uniform Standards – begin regulatory process.	AEO	Q1 2024	Not Started
2.1.6	Disciplinary Guidelines & Uniform Standards – complete regulatory process.	AEO	Q1 2025	Not Started
2.1.7	CPEI (12 regulations) – develop an action plan for the different regulations (assigning to committees), formalizing plans with committee chairs to clarify assignments.	EO	Q1 2023	Completed
2.1.8	CPEI – develop proposals.	AEO	Q4 2023	Completed
2.1.9	CPEI – vet through DCA Regulatory Counsel.	AEO	Q4 2023	Completed
2.1.10	CPEI – present proposals to appropriate Committees.	Enforcement Lead / Licensing Lead	Q1 2024	Completed
2.1.11	CPEI – present proposals to Board.	Enforcement Lead / Licensing Lead	Q3 2024	Completed
2.1.12	CPEI – begin regulatory process.	AEO	Q4 2024	In Progress
2.1.13	CPEI – complete regulatory process.	AEO	Q4 2025	Not Started
2.2 Streamline internal enforcement processes and standards, including complaint intake, investigations, and case management activities, to increase efficiency and ensure timely action.				
Success Measure:	Enforcement Program is meeting the established performance measure targets.		Q2 2025	43%
2.2.1	Conduct process review with OIO.	Enforcement Analysts	Q4 2022	Completed
2.2.2	Document baseline processing times.	EO	Q1 2023	Completed
2.2.3	Standardize internal enforcement process – make sure all standards are met each time – considering OIO recommendations.	AEO and Enforcement Manager	Q1 2023	Completed
2.2.4	Update duty statements for staff in Enforcement Unit, separating case management from investigations (increasing specialization).	EO	Q1 2023	In Progress
2.2.5	Update and document all processes/ procedures.	AEO and Enforcement Manager	Q2 2023	In Progress
2.2.6	Update training of all staff, cross-train on all tasks.	Enforcement Manager	Q2 2023	In Progress
2.2.7	Measure impact of process improvements on enforcement timeframes.	EO	Q2 2025	In Progress
2.3 Improve the effectiveness of the Enforcement Program by implementing Expert Witness program enhancements, including recruitment, training, and ongoing assessment of diverse subject matter experts in specific areas of chiropractic practice.				
Success Measure:	Program enhancements implemented, observed improvement in expert reports, and higher success rate at hearings.		Q4 2025	0%
2.3.1	Begin recruitment process for new SMEs.	EO	Q1 2023	In Progress
2.3.2	Staff review SME applications.	Enforcement Manager	Q1 2023	Not Started
2.3.3	Enforcement Committee members interview and vet potential SMEs.	Enforcement Committee	Q2 2023 – ongoing	Not Started
2.3.4	Contract with SMEs selected experts.	Enforcement Lead	Q2 2023 – ongoing	Not Started
2.3.5	Train SMEs.	EO and AEO	Q3 2023 – ongoing	Not Started
2.3.6	Measure effectiveness of expert witnesses (success ratio, input from Deputy Attorney General (DAG)).	AEO and Enforcement Manager	Q4 2023 – ongoing	In Progress
2.3.7	Report on effectiveness of SMEs to Enforcement Committee and provide any further recommendations.	Enforcement Lead	Q4 2023 – ongoing	In Progress
2.3.8	Continue monitoring effectiveness of Expert Witness Program (identify benchmarks - outcomes and hearing success).	EO and Enforcement Committee	Q4 2025 – ongoing	Not Started
2.4 Develop and implement clearly defined standards for licensee recordkeeping by updating regulations to provide consistency, clarity, and accessibility to licensees, the public, and other stakeholders.				
Success Measure:	Adopted updated standards for licensee recordkeeping into regulation.		Q4 2024	57%
2.4.1	Review and discuss requirements in other states.	EO and Enforcement Committee	Q4 2022	Completed
2.4.2	Develop a regulatory proposal for consideration by Enforcement Committee.	EO	Q1 2023	Completed
2.4.3	Have Legal/Regulations Counsel review proposal.	EO	Q1 2023	Completed
2.4.4	Present proposal to Enforcement Committee for review, discussion, and possible recommendation to Board.	EO	Q2 2023	Completed
2.4.5	Obtain Board approval of proposal.	EO	Q4 2023	In Progress
2.4.6	Begin regulatory process (formally submitting to DCA for approval, ready for Director's Review).	AEO and Enforcement Lead	Q4 2023	Not Started
2.4.7	Complete regulatory process.	AEO and Enforcement Lead	Q4 2024	Not Started
Goal Area 3: Public Relations and Outreach				
3.1 Include more stakeholder ideas and perspectives in Board activities by continuing to foster relationships with legislators, other healing arts boards, professional organizations, and government agencies.				
Success Measure:	Improved at least five relationships with stakeholders across all above groups.		Q4 2023	60%
3.1.1	Identify relationships (existing and potential).	EO and AEO	Q1 2023	Completed
3.1.2	Define each relationship's plan (avenues, content) (include dialogues).	EO and AEO	Q2 2023	Completed
3.1.3	Arrange introductions/open channels of communication when needed.	EO	Q2 2023	Completed

3.1.4	Schedule meetings/forums (develop MOUs if needed).	EO	Q4 2023 – ongoing	In Progress
3.1.5	Managers network/regularly communicate with other healing arts peers (include staff as appropriate).	Enforcement and Licensing Managers	Q4 2023 – ongoing	In Progress
3.2	Continue to increase the Board's presence and availability through diverse outreach opportunities where the Board can collaborate and engage with stakeholders to allow for sharing of feedback, input, and suggestions.			
Success Measure:	Participated in at least three external outreach opportunities and hosted at least three listening sessions.		Q3 2023	20%
3.2.1	Identify existing outreach opportunities where the Board can participate.	EO	Q1 2023	Completed
3.2.2	Publicize opportunities to give feedback to the Board.	AEO	Q1 2023	In Progress
3.2.3	Host roundtable discussions / listening sessions (document feedback).	EO	Q2 2023 – ongoing	In Progress
3.2.4	Review feedback given.	EO and AEO	Q2 2023 – ongoing	In Progress
3.2.5	Communicate feedback to appropriate policy committee chair, determine action (address in public meeting, etc.).	EO and AEO	Q3 2023 – ongoing	In Progress
3.3	Create diverse outreach plans to increase awareness about the profession and the Board's role to build relationships with stakeholders and diversify the profession.			
Success Measure:	Board has approved its outreach plan and released at least three updated materials.		Q1 2024	71%
3.3.1	Document existing communication challenges, opportunities.	EO and AEO	Q1 2023	Completed
3.3.2	Discern what stakeholder groups would like to know (internal, anecdotal, environmental scan feedback).	Licensing/Admin Manager	Q1 2023	Completed
3.3.3	Touch base with DCA outreach/communications unit (what's available, state fair booths, etc.).	EO	Q1 2023	Completed
3.3.4	Develop plan for modes of communication (social media, events, brochures, etc.).	AEO	Q2 2023	Completed
3.3.5	Get plan approval from Government & Public Affairs Committee, then to Board for approval.	AEO	Q3 2023	Completed
3.3.6	Create/maintain outreach calendar.	AEO	Q4 2023	In Progress
3.3.7	Create/update materials (printed materials, PDE) (get Board and legal review).	AEO	Q1 2024	In Progress
3.4	Build an interactive, language accessible social media presence to engage with stakeholders and assess stakeholder sentiment of the Board.			
Success Measure:	Board has developed a presence with at least bi-weekly posts across all accounts.		Q2 2024	56%
3.4.1	Brainstorm among staff on what to share, identify priority items, clarify audiences.	EO	Q1 2023	Completed
3.4.2	Establish internal procedure for use and management of social media accounts.	EO	Q1 2023	Completed
3.4.3	Meet with DCA Office of Public Affairs (strategy and graphics).	EO	Q1 2023	Completed
3.4.4	Discuss social media outreach with Government & Public Affairs Committee, get feedback on what to share.	Lead Admin Analyst	Q2 2023	In Progress
3.4.5	Get input from Board members about information to share (events of interest).	Lead Admin Analyst	Q2 2023	In Progress
3.4.6	Develop bank of material to share on an ongoing basis.	AEO	Q2 2023 – ongoing	Completed
3.4.7	Develop a system to track other accounts to monitor for sharing potential.	AEO	Q2 2023	Completed
3.4.8	Ask Board-approved colleges for material to share.	Licensing Manager	Q4 2023	In Progress
3.4.9	Review and determine how to measure stakeholder sentiment.	AEO	Q2 2024	In Progress
3.5	Improve the Board's website by providing informative, language accessible content for applicants, licensees, the public, and other stakeholders and enhancing the functionality and user experience.			
Success Measure:	Updated format and content included for all business areas.		Q4 2024	33%
3.5.1	Meet with OIS to determine process, timeline.	EO	Q1 2023	Completed
3.5.2	Assess current site - Get and review metrics from OIS, identify structure and updates needed.	EO	Q1 2023	Completed
3.5.3	Review other DCA boards' websites to get layout ideas, identify a template to adopt.	AEO	Q1 2023	Completed
3.5.4	Prioritize easy fixes and removing any obsolete information.	AEO	Q2 2023	In Progress
3.5.5	Identify what informative content should appear on site (including FAQs, requirements in plain language, and steps).	AEO	Q2 2023	In Progress
3.5.6	Review all current forms to improve them (verify ADA compliance, ensure fillable pdf versions, optimize for Connect, and confirm mobile device access).	EO	Q2 2023	In Progress
3.5.7	Communicate website redesign request to OIS.	AEO	Q3 2023	In Progress
3.5.8	Update forms.	AEO	Q2 2024	In Progress
3.5.9	Obtain feedback from external users on new website functionality through polls, listening sessions, and informal discussions.	EO and AEO	Q4 2024	Not Started
Goal Area 4: Laws and Regulations				
4.1	Increase efficiency in rulemaking processes to move pending regulatory packages forward, prevent a backlog of packages, and improve staff and Board effectiveness.			
Success Measure:	No current package older than two years.		Q2 2026	78%

4.1.1	Implement regular (monthly) monitoring and reporting progress for pending regulations to maintain visibility.	EO	Q1 2023	Completed
4.1.2	Identify challenges observed in regulatory process.	EO	Q1 2023	Completed
4.1.3	Develop action plan to address all pending regulatory workload items.	EO	Q1 2023	Completed
4.1.4	Discuss proposals as a team to get staff input.	EO	Q1 2023 – ongoing	Completed
4.1.5	Train all lead AGPA and higher staff on rulemaking through DCA and OAL.	AEO	Q2 2023	In Progress
4.1.6	Thoroughly research and develop background information and justification for all regulatory proposals before submitting to a committee for consideration.	AEO and Committee Liaisons	Q2 2023 – ongoing	Completed
4.1.7	Develop initial package as proposals make their way through the committee process (to catch issues before final Board approval).	AEO	Q2 2023 – ongoing	In Progress
4.1.8	Educate Board and Committee members on rulemaking process and best practices (include in onboarding).	EO and DCA Regulatory Counsel	Q3 2023	Completed
4.1.9	Monitor pending regulatory workload volume and completion time.	EO	Q3 2023 – Q2 2026 and ongoing	Completed
4.2 Perform a comprehensive review of existing regulations to identify and address any unnecessary or obsolete regulations and to clarify current regulations as needed.				
Success Measure:	Board has addressed issues identified during comprehensive review.		Q4 2026	44%
4.2.1	Create action plan for review of regulations (possibly group by topic – licensing, enforcement, general).	EO	Q1 2023	Completed
4.2.2	Review all existing regulations to identify unnecessary, obsolete, or unclear regulations (as grouped by topic with staff SMEs).	AEO	Q4 2023	Completed
4.2.3	Develop recommendations to address identified issue(s) for each regulation.	AEO	Q2 2024	Completed
4.2.4	Consult with DCA Regulatory Counsel.	AEO	Q3 2024	Completed
4.2.5	Present final recommendations to appropriate committee for review and discussion.	AEO, Committee Liaisons	Q1 2025	In Progress
4.2.6	Committee makes recommendation to full Board.	Committees	Q4 2025	In Progress
4.2.7	Board approves proposal to amend or repeal as appropriate.	Board	Q4 2025	In Progress
4.2.8	Begin regulatory process.	AEO and Lead Admin Analyst	Q1 2026	In Progress
4.2.9	Complete regulatory process.	AEO and Lead Admin Analyst	Q4 2026	Not Started
Goal Area 5: Organizational Development				
5.1 Update processes and procedures, key staff roles, and staff organizational structure to establish clear responsibilities and increase efficiency.				
Success Measure:	Completed reorganization and have up-to-date documentation for staff roles.		Q3 2023	25%
5.1.1	Ensure all staff duties are accounted for.	EO	Q4 2022	Completed
5.1.2	Finalize reorganization plan and submit it to DCA Office of Human Resources for approval.	EO	Q1 2023	Completed
5.1.3	Conduct change management activities.	Enforcement Manager and Licensing Manager	Q1 2023	In Progress
5.1.4	Issue updated duty statements to staff.	Enforcement Manager and Licensing Manager	Q1 2023	In Progress
5.1.5	Implement new organizational structure.	EO	Q1 2023	In Progress
5.1.6	Document current processes and ask for staff feedback and recommendations on proposed improvements (i.e., paperless, customer-focused).	AEO	Q1 2023	In Progress
5.1.7	Standardize, document, and store updated processes and procedures.	AEO	Q2 2023	In Progress
5.1.8	Train staff on the updated processes and procedures.	AEO	Q3 2023	In Progress
5.2 Maintain a high-performance, engaged, and inclusive culture focused on effective training, individual development, and continuous improvement, to recruit and retain quality staff.				
Success Measure:	Improvement in employee engagement scores.		Q2 2024	64%
5.2.1	Encourage an open, receptive, and problem-solving mindset.	EO	Q4 2022	Completed
5.2.2	Put together methods to solicit feedback and suggestions on the different processes. Possible method = role play activities during meetings for staff to better understand and serve stakeholders including consumers, licensees.	EO	Q4 2022	Completed
5.2.3	Conduct employee engagement survey to assess staff morale and establish baseline.	EO	Q1 2023	Completed
5.2.4	Conduct listening sessions to obtain feedback (concerns, problems, etc.) from staff.	EO	Q1 2023	Completed
5.2.5	Review and update job announcements (include telework opportunity).	EO	Q1 2023	Completed
5.2.6	Conduct all staff meetings to maintain line of communication and follow up on concerns, questions, etc. from listening sessions.	EO	Q1 2023 – ongoing	Completed
5.2.7	Identify potential training topics for staff and management.	AEO	Q1 2023 – ongoing	Completed
5.2.8	Implement basic cross-training for all Board processes (including Connect training).	AEO	Q1 2023 – ongoing	In Progress
5.2.9	Develop and deliver and/or sign up for staff trainings as a team.	AEO	Q2 2023	Completed
5.2.10	Develop and disseminate customer satisfaction survey.	AEO	Q2 2023 – ongoing	In Progress

5.2.11	Encourage Individual Development Plans (IDP) and conduct regular check ins to help staff to be effective and well-rounded in their own position and develop additional areas of interest.	EO	Q4 2023 – ongoing	In Progress
5.2.12	Conduct second employee engagement survey to assess staff morale and identify additional opportunities for improvement (from 5.2.3).	EO	Q1 2024	In Progress
5.2.13	Create action plan for improvement based on engagement survey results.	EO	Q2 2024	Completed
5.2.14	Implement action plan to address employee engagement results and improvements.	EO and AEO	Q4 2024	In Progress
5.3	Promote diverse, inclusive, and effective communication styles and opportunities to improve intraorganizational collaboration.			
Success Measure:	Positive results on the annual communication survey.		Q2 2023	36%
5.3.1	Encourage staff feedback and two-way communication during unit meetings.	EO	Q4 2022 – ongoing	Completed
5.3.2	Implement and share a monthly structured report (follow through on updates and decisions) with Board members and staff.	EO	Q1 2023	In Progress
5.3.3	Present monthly report highlights during Board meetings.	EO	Q1 2023	In Progress
5.3.4	Re-establish regular unit meetings.	Licensing Manager, Enforcement Manager	Q1 2023	Completed
5.3.5	Encourage staff to review Board and committee meeting agendas, meeting minutes, and relevant meeting materials.	EO	Q1 2023	Completed
5.3.6	Create a resource list for liaisons to know which staff members to reach out to regarding specific topics.	AEO	Q1 2023	In Progress
5.3.7	Introduce committee liaison to committees' chairs.	EO	Q1 2023	In Progress
5.3.8	Introduce Board liaison to Board members.	EO	Q1 2023	Not Started
5.3.9	Add liaison contact information to existing rosters and the Board's website.	EO	Q1 2023	Not Started
5.3.10	Communicate any updates (new Board members) to staff.	AEO	Q2 2023	Completed
5.3.11	Create and distribute an annual survey to get feedback from staff and Board members regarding communication and collaboration.	AEO	Q4 2023 – ongoing	Not Started
5.4	Re-design the board member onboarding procedures and orientation processes, considering diverse learning styles, to create effective and engaged board members.			
Success Measure:	Board has implemented the new onboarding and orientation process and the new materials have been shared with all Board members.		Q2 2023	67%
5.4.1	Present proposed framework for a new orientation and onboarding process for new Board members to Government and Public Affairs Committee	EO	Q4 2022	Completed
5.4.2	Create welcome package (include forms).	Board Liaison/EO	Q1 2023	Completed
5.4.3	Update Board member resource binder.	Board Liaison/EO	Q1 2023	Completed
5.4.4	Update new Board member training session materials.	Board Liaison/EO	Q1 2023	Completed
5.4.5	Outline Board member mentor responsibilities.	Board Liaison/EO	Q1 2023	Completed
5.4.6	Familiarize staff with mandatory Board member paperwork that needs to be completed upon appointment and annually.	Board Liaison/EO	Q2 2023	Completed
5.4.7	Create desk manual/guidelines for Board Liaison and share with all staff.	Board Liaison/EO	Q2 2023	In Progress
5.4.8	Update Board Member Administrative Procedure Manual with updated framework.	Board Liaison/EO	Q2 2023	In Progress



Agenda Item 5 December 16, 2024

Review, Discussion, and Possible Recommendation Regarding Action Plan to Prepare for Board's 2026 Sunset Review

Purpose of the Item

The Committee will receive an update from staff on the timeline and process for the Board's next sunset review in 2026.

Action Requested

The Committee will be asked to provide input to staff on the proposed action plan to prepare for the Board's sunset review.

Background

Each year, the Assembly Business and Professions Committee and the Senate Business, Professions, and Economic Development Committee hold joint sunset review oversight hearings to review the boards and bureaus under the Department of Consumer Affairs (DCA). The sunset review process provides an opportunity for the Legislature, DCA, the boards, and interested parties and stakeholders to discuss the performance of the boards and make recommendations for improvements.

The Board was last reviewed in 2022 and is scheduled for its next sunset review in 2026.

Overview of Sunset Review Process

The sunset review process involves five main phases:

1. **Sunset Review Report:** In summer 2025, the Assembly Business and Professions Committee or the Senate Business, Professions, and Economic Development Committee will provide a report template requesting specific information and data from the Board. Staff drafts the Sunset Review Report for review and discussion by the Board. The final report must be reviewed and approved by the Board before it is submitted to the Legislature in or around December 2025.
2. **Background Paper/Issue Document:** About two weeks before the Board's scheduled hearing date in February or March 2025, the Board will receive a background paper from Assembly Business and Professions Committee or the Senate Business, Professions, and Economic Development Committee staff

summarizing the Sunset Review Report information and identifying any issues that need to be addressed by the Board.

3. **Sunset Review Hearing:** The Board Chair and Executive Officer will testify before the Assembly Business and Professions Committee and the Senate Business, Professions, and Economic Development Committee in a joint sunset review oversight hearing in February or March 2025.
4. **Submission of Written Responses to Issues and Recommendations:** The Board has 30 calendar days from the date of the sunset hearing to prepare written responses to the new issues and recommendations identified in the background paper, as well as any additional questions or issues that may have come up during the hearing. The Board must meet and approve the written responses before submission.
5. **Sunset Bill:** A bill will be introduced to extend the Board’s sunset review date. The bill may also include more substantive policy issues based on the Board’s recommendations in the Sunset Review Report and issues identified by committee staff in the background paper.

Action Plan for 2026 Sunset Review

The Board should begin preparing for the 2026 sunset review cycle in early 2025. Staff recommends that the Board leverage the Government and Public Affairs Committee to provide oversight and guide the process.

Below is a proposed action plan for the Board’s next sunset review:

Action Description	Responsible	Due Date
Begin drafting 2026 Sunset Review Report based on 2024 template	Executive Officer	Feb 2025
Identify remaining issues from 2022 Sunset Review Report that require discussion and input from Board/Committees	Executive Officer	Mar 2025
Summarize key issues from 2022–2024 sunset hearings and brief Board/Committees	Executive Officer	Mar 2025
Attend 2025 sunset hearings and brief Board/Committees on current issues for other boards	Executive Officer	Mar 2025
Identify new policy issues for inclusion in 2026 Sunset Review Report	Committee Chairs and Executive Officer	Apr 2025

Action Description	Responsible	Due Date
Discuss remaining issues from 2022 Sunset Review Report and develop responses	Committee Chairs and Executive Officer	Jun 2025
Review and provide input on initial draft of 2026 Sunset Review Report	Board	Jul 2025
Discuss and develop new policy issues for inclusion in 2026 Sunset Review Report	Committee Chairs and Executive Officer	Aug 2025
Review and approve final draft of 2026 Sunset Review Report	Board	Oct 2025
Finalize 2026 Sunset Review Report and submit to Legislature	Executive Officer	Dec 2025
Draft Board Chair's introductory statement for sunset hearing	Executive Officer	Jan 2026
Receive and review background paper, develop initial responses, finalize introductory statement, and prepare for hearing	Board Chair and Executive Officer	Feb 2026
Testify at Joint Sunset Review Oversight hearing	Board Chair and Executive Officer	Mar 2026
Review and approve written responses to issues in background paper	Board	Mar 2026
Work with legislative staff on Board's sunset bill, attend and testify at hearings, and submit position letters	Executive Officer	Mar – Aug 2026
Develop implementation plan for Board's sunset bill (effective date January 1, 2027) and begin drafting regulations, if necessary	Executive Officer	Sep 2026

At this meeting, the Committee will be asked to discuss and provide input on the proposed action plan to prepare for the Board's 2026 sunset review.



**Agenda Item 6
December 16, 2024**

Review, Discussion, and Possible Recommendation Regarding Strategic Plan Objective 3.3 to Create Diverse Outreach Plans to Increase Awareness About the Profession and the Board’s Role to Build Relationships with Stakeholders and Diversify the Profession

Purpose of the Item

The Committee will discuss additional opportunities to build relationships with stakeholders and diversify the profession.

Action Requested

The Committee will be asked to review the Board’s current outreach plan and provide input on additional opportunities to build relationships with stakeholders and diversify the profession.

Background

The Board’s 2022–2026 Strategic Plan, as amended on October 24, 2024, contains a modified objective to create diverse outreach plans to increase awareness about the profession and the Board’s role to build relationships with stakeholders and diversify the profession.

The prior strategic plan objective was to create an outreach plan to improve communication with stakeholders, share helpful information, and clarify the Board’s role and duties. To support that objective, staff identified potential opportunities to directly engage with distinct groups of stakeholders – the public/patients, licensees, applicants, students, chiropractic colleges, continuing education providers, professional associations, other state agencies, and other state chiropractic boards – through the development of updated website content and targeted communications for these groups.

The Committee previously reviewed and approved the following outreach plan:

Audience	Communication Plan
General Public and Chiropractic Patients	<ul style="list-style-type: none"> Update the “Consumers” section of the Board’s website with additional information and resources to assist consumers in knowing what to expect when visiting a chiropractic practice

Create Diverse Outreach Plans

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Audience	Communication Plan
	<ul style="list-style-type: none">• Develop relevant social media content and videos based on these consumer resources
Licensees	<ul style="list-style-type: none">• Expand the “Licensees” section of the Board’s website to include informative guides on licensing applications and requirements• Update the Frequently Asked Questions (FAQs) to provide helpful solutions to common licensee questions• Develop and post instructions for navigating and completing transactions in the Connect system• Create a database of social media content based on common licensee issues and reminders (i.e., office closures, license renewals, availability of the Connect system, etc.)
Applicants	<ul style="list-style-type: none">• Update the “Applicants” section of the Board’s website to include the steps for applying for initial licensure and information regarding the background check process• Create FAQs to assist applicants in understanding the licensure requirements
Students	<ul style="list-style-type: none">• Send welcome messages to new chiropractic students and congratulatory messages to graduating students• Conduct presentations for students on the licensure process and tips to avoid common enforcement violations
Chiropractic Colleges	<ul style="list-style-type: none">• Provide a quarterly update to chiropractic colleges on the Board’s activities and proposals• Schedule listening sessions to solicit feedback
Continuing Education Providers	<ul style="list-style-type: none">• Update and expand the continuing education content on the Board’s website• Create and disseminate a quarterly update to continuing education providers• Schedule listening sessions to solicit feedback
Professional Associations	<ul style="list-style-type: none">• Conduct presentations regarding the Board and issues of importance to members• Create and disseminate a quarterly update to professional associations

Create Diverse Outreach Plans

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Audience	Communication Plan
Other State Agencies and Chiropractic Boards	<ul style="list-style-type: none"><li data-bbox="583 380 1339 487">• Develop relationships with other state agencies and other chiropractic boards to facilitate the sharing of information and discussion of emerging issues

At this meeting, the Committee will be asked to review the existing outreach plan and provide input on additional opportunities for further stakeholder engagement in support of the modified strategic plan objective.



Agenda Item 7 December 16, 2024

Review, Discussion, and Possible Recommendation Regarding Strategic Plan Objective 3.5 to Improve the Board's Website by Providing Informative, Language Accessible Content for Applicants, Licensees, the Public, and Other Stakeholders and Enhancing the Functionality and User Experience

Purpose of the Item

The Committee will receive an update from staff on their plans to improve the content and layout of the Board's website.

Action Requested

The Committee will be asked to engage in a policy discussion and provide input to staff regarding the Board's website.

Background

The Board's 2022–2026 Strategic Plan contains an objective to improve the Board's website, www.chiro.ca.gov, by providing informative, language accessible content for applicants, licensees, the public, and other stakeholders and enhancing the functionality and user experience.

According to U.S. Census data, over 200 languages are spoken in the state; 45 percent of Californians speak a language other than English at home, and almost 20 percent have limited English proficiency in speaking, reading, and writing. The Department of Consumer Affairs (DCA) has a variety of language access resources available to the boards and bureaus, including interpretation and translation services. Additionally, programs have been asked to implement plain language to improve communications with Californians in their primary language.

In August 2023, staff met with DCA's Office of Information Services (OIS) to discuss the process and timeline for updating the content on the Board's website and upgrading to the latest version of the [California web template](#). The project involves three main phases:

1. Review and assess the 65 web pages associated with the Board's website and identify the content that should be updated or archived.
2. Develop new content to be posted on the website.
3. Upgrade to the latest version of the state website template and determine the appropriate layout and format of each web page.

Additionally, DCA's Office of Public Affairs (OPA) is in the initial phases of a department-wide project to standardize and deliver a consistent, accessible user experience across all boards and bureaus websites. OPA is consulting with the Office of Data and Innovation (ODI) on the project and will share additional information with the programs as the project progresses through the implementation phases.

During summer 2024, all Board staff completed training in California's plain language standard and writing tips through ODI.

Throughout 2025, Board staff will be working with the Committee and DCA's Office of Publications, Design and Editing (PDE) to update the Board's existing publications (*A Consumer's Guide to Chiropractic Care* and *About the Board of Chiropractic Examiners*) and translate them to additional languages, and to create additional publications and website content.

At this meeting, the Committee will receive an update from staff on this objective and the planned improvements to the Board's website.



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**Agenda Item 8
December 16, 2024**

Future Agenda Items

Purpose of the Item

At this time, members of the Committee and the public may submit proposed agenda items for a future Committee meeting.

The Committee may not discuss or take action on any proposed matter except to decide whether to place the matter on the agenda of a future meeting. [Government Code Section 11125.]



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Agenda Item 9
December 16, 2024

Adjournment

Time: _____