



**Enforcement Committee  
Meeting Minutes  
Monday, November 7, 2011**  
Sportsmen's Lodge, 12825 Ventura Blvd.  
Studio City, CA 91604

**Members Present:**

Rebecca Downing, Public Member, Chair  
John Bettinger, DDS, Vice Chair  
Steven Afriat, Public Member  
Stephen Casagrande, DDS  
Huong Le, DDS  
Thomas Olinger, DDS

**Members Absent:**

**Staff Present:**

Richard DeCuir, Executive Officer  
Kim Trefry, Enforcement Chief  
Dawn Dill, Dental Assisting Program Manager  
Teri Lane, Supervising Investigator I  
Jocelyn Campos, Enforcement Coordinator  
Adrienne Mueller, Enforcement Analyst  
Sarah Wallace, Legislative and Regulatory Analyst  
Karen Fischer, Associate Analyst  
Linda Byers Executive Assistant  
Kristy Shellans, DCA Senior Staff Counsel  
Greg Salute, Deputy Attorney General

**Roll Call and Establishment of a Quorum:**

Chair Rebecca Downing called the meeting to order at 4:03 and established a quorum.

**ENF 1 – Approval of the August 11, 2011 Enforcement Committee Meeting Minutes:**

M/S/C (Afriat/Bettinger) to approve the August 11, 2011 Enforcement Committee meeting minutes. The motion passed unanimously.

**ENF 2 – Enforcement Program – Statistics and Status:**

Kim Trefry, Enforcement Chief, reported that statistics for the past 12 month period show that the Complaint Intake and Investigations Unit received an average of 234 complaints per month. There are 535 cases pending (open) as of 9/30/2011. The average caseload for each Consumer Services Analyst was 93. The unit closed 2,813 cases averaging 255 per month. The average number of days to closure of a complaint was 87.

The Investigation Offices currently have 859 open investigative cases, 283 probation cases, and 85 open inspection cases. The average caseload per full time Investigator for the past 12 month period was 42, Special Investigator/Analyst was 45.5 and Inspector was 42.5. The total number of investigation cases closed, filed with the Attorney General's Office or filed with the District/City Attorney

during the last 12 months was 1,192. This was a 75% increase from the previous year. The average number of days to complete an investigation was 383, a 20% decrease from the previous year's average.

Ms. Trefry reported that case aging continues to improve. They are down to 7 cases that are over three years old which is a huge improvement from the previous year's high of 38. Ms. Trefry explained the reasons that a case may age for that length of time include: unlicensed activity where the subject either can't be identified or cannot be found, those cases remain open as long as they feel that there is a chance that they might locate or identify the subject, settlement cases where the subject is unwilling to cooperate and/or provide records and pending criminal matters that are waiting for the criminal case to be adjudicated before they move forward with an administrative case.

Ms. Downing thanked Teri Lane and Nancy Butler for diligently monitoring and focusing resources on the older and high priority cases resulting in closures getting closer and closer to the 18 month standard that the Legislature set.

Ms. Trefry reported a 95% decrease in unassigned cases. Investigative Activity is still in the first year of reporting so the statistics are not complete. The consumer satisfaction survey was implemented about a year ago based on an enforcement monitors' recommendation. Response rates are still very low. Out of 875 case closures during the last quarter, only 11 responses were received.

**ENF 3 – Diversion Statistics:**

Mr. DeCuir reported that we are still negotiating with our consultant MAXIMUS to change the data fields to be more dental specific in the Diversion report. He gave an overview of the statistics that were provided.

**Public Comment:**

There was no public comment.

**Adjournment:**

The committee adjourned at 4:19 p.m.