



MEMORANDUM

DATE	May 10, 2021
TO	Physician Assistant Board
FROM	Rozana Khan, Executive Officer
SUBJECT	Agenda Item 6b. Executive Officer’s Report

Pandemic Response

The Board’s office is operational and open to the public during the COVID-19 pandemic. Board staff continues to be on a rotational telework schedule and are able to provide essential services to applicants, licensees, and consumers.

Personnel

Effective March 8, 2021, Jasmine Dhillon filled the legislative and regulatory analyst position. Ms. Dhillon received her bachelor’s degree in Business Administration from California State University, Chico. Ms. Dhillon later attended and graduated from University of the Pacific, McGeorge School of Law with a concentration in business and tax law. While at McGeorge, she worked as a legal clerk. Ms. Dhillon joined state service in September 2020 as a Staff Services Analyst for the Medical Board. During her time there, Ms. Dhillon ensured the Medical Board complied with all phases of the administrative hearing process and performed complex and analytical duties requiring a thorough knowledge of the Business & Professions Code, the Administrative Procedure Act and regulations of the Medical Board.

Effective May 3, 2021, Margarita Soto has filled the licensing analyst position behind Julie Caldwell. Ms. Soto received her bachelor’s degree in Child Development and Education from California State University, Sacramento. Ms. Soto joined state service with the Medical Board in 2017 as an office assistant in the cashiering unit, later promoting to an office technician in the same unit. Ms. Soto was briefly cross-trained in the executive office before eventually transferring to the enforcement team as a consumer services analyst where she worked since March 2020. Please join me in welcoming both Ms. Dhillon and Ms. Soto to the PAB team.

Recruitment efforts are underway to fill the vacant Staff Services Manager I (SSM I) position. As you may recall, this position was approved through the budget change proposal. This is the Board’s very first approved SSM I position. An essential component to the mission’s success is providing the Board with the proper organizational structure based on state-approved management-to-staff ratios. Adding the SSM I position will properly align the Board’s management-to-staff ratio with CalHR staffing-allocation guidelines, which recommends one SSM I should manage three to five professional-level staff. The SSM I would directly manage and supervise the licensing and enforcement programs, which would comprise of five analysts and one office technician. The SSM I would also be required to provide general management-level support to all Board activities and would report directly to the Executive Officer.

MISSION: To protect and serve consumers through licensing, education, and objective enforcement of the Physician Assistant laws and regulations.



Information Technology

Effective February 26, 2021, the Board migrated to the DCA server. As a result, Board member and staff email extensions have changed to @dca.ca.gov. I would like to thank the DCA Office of Information Services team for the smooth transition and providing assistance with onboarding.

To better serve consumers, licensees and applicants, Board staff continues to work with DCA Office of Information Services – Internet Team to review and redesign the Board’s website. The new design and layout of the website will streamline the information presented and make it more user friendly. Board staff anticipates the website redesign to be complete by the end of the year.

Board staff continues to utilize Facebook <https://www.facebook.com/PABofCalifornia> and Twitter <https://twitter.com/PABofCA> social media platforms to maximize outreach and communication.

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