

# Board of Directors Meeting

June 26, 2024

1:00 PM

333 E. Franklin Street  
Richmond, VA 23219



# Proposed Rule on Rescheduling Marijuana

**Dr. Gillian Schauer, PhD, MPH,**

*Executive Director Cannabis Regulators  
Association (CANNRA)*

# Budget and Finance Update

*CCA Staff*

# Budget and Finance Update

- Overview of FY24
- Discussion of Board's Budget Approval Process
- Board approval of FY25 Budget

# Medical Cannabis Program Update

*CCA Staff*

# Medical Cannabis Program

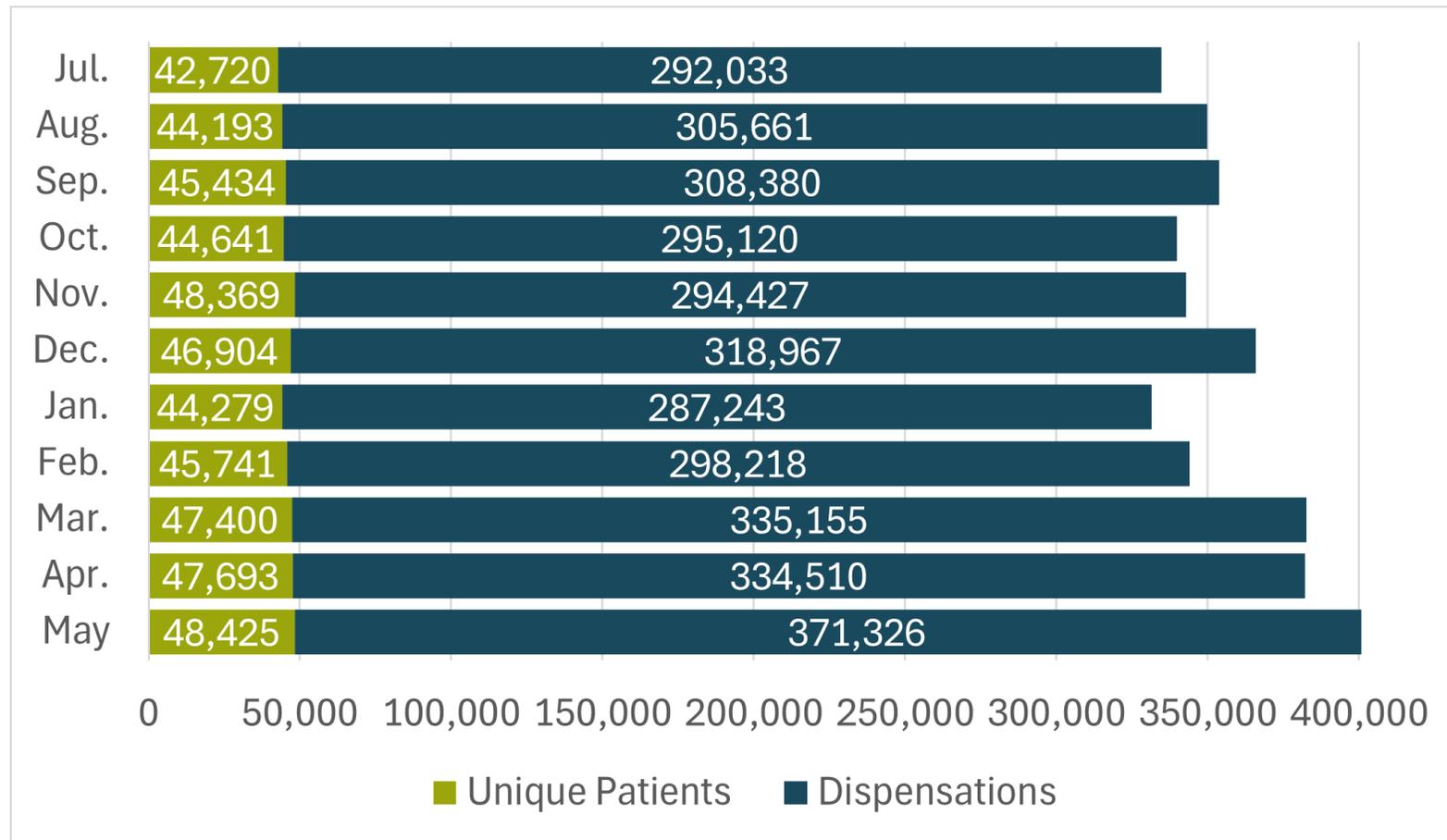
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## Operations Update

- Patients
- Product Registrations
- Licensing
- Medical Cannabis Inquiries
- Website Visits

# Medical Cannabis Program

## Unique Patients and Dispensations



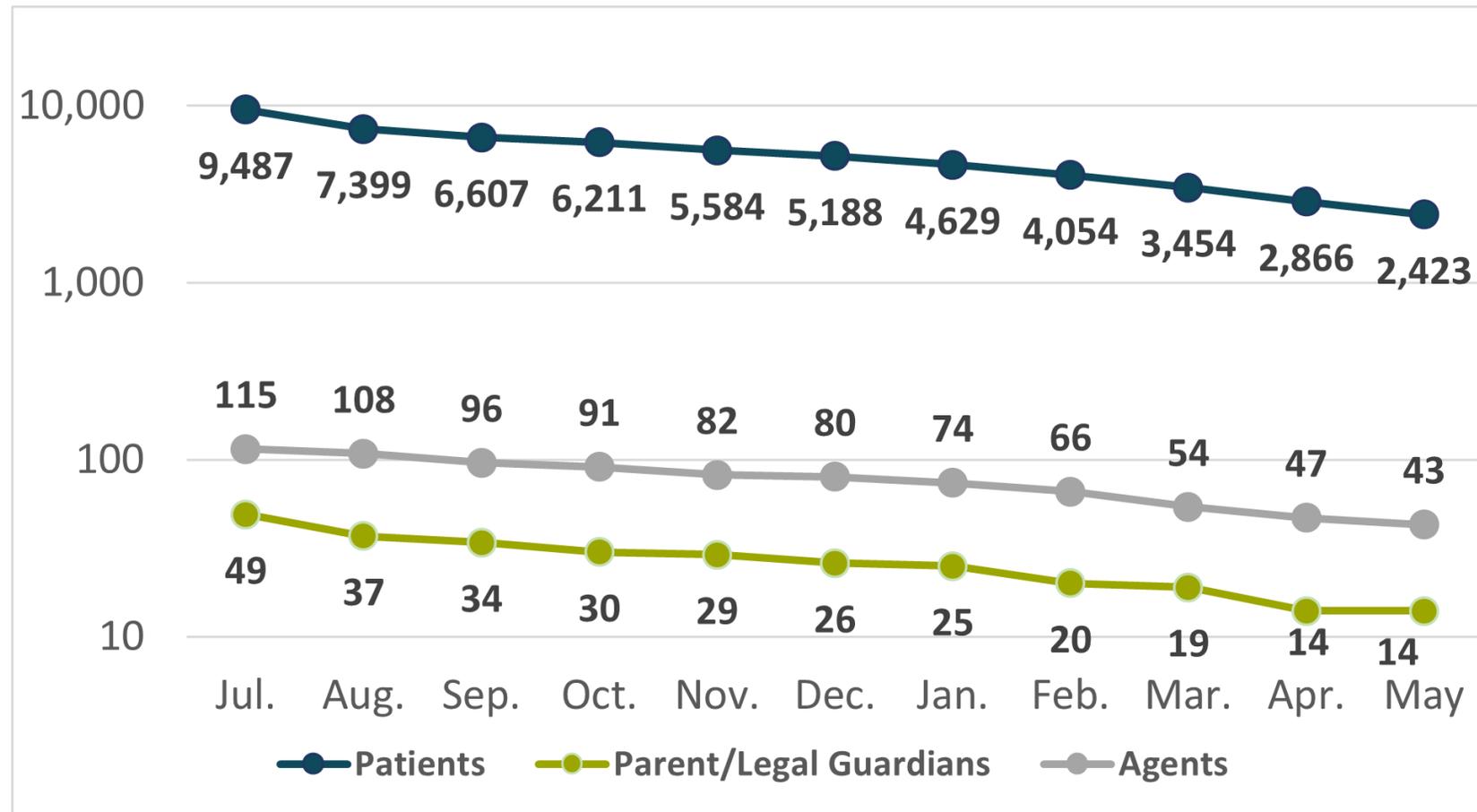
# Medical Cannabis Program

## Written Certifications

Month	Portal Total	Portal Increase	Portal % Change	Box Total
Dec	11,389			
Jan	17,148	5,759	51%	6,645
Feb	24,389	7,241	42%	7,563
Mar	31,846	7,457	31%	6,837
Apr	39,527	7,681	24%	2,530
May	47,262	7,735	20%	4,172

# Medical Cannabis Program

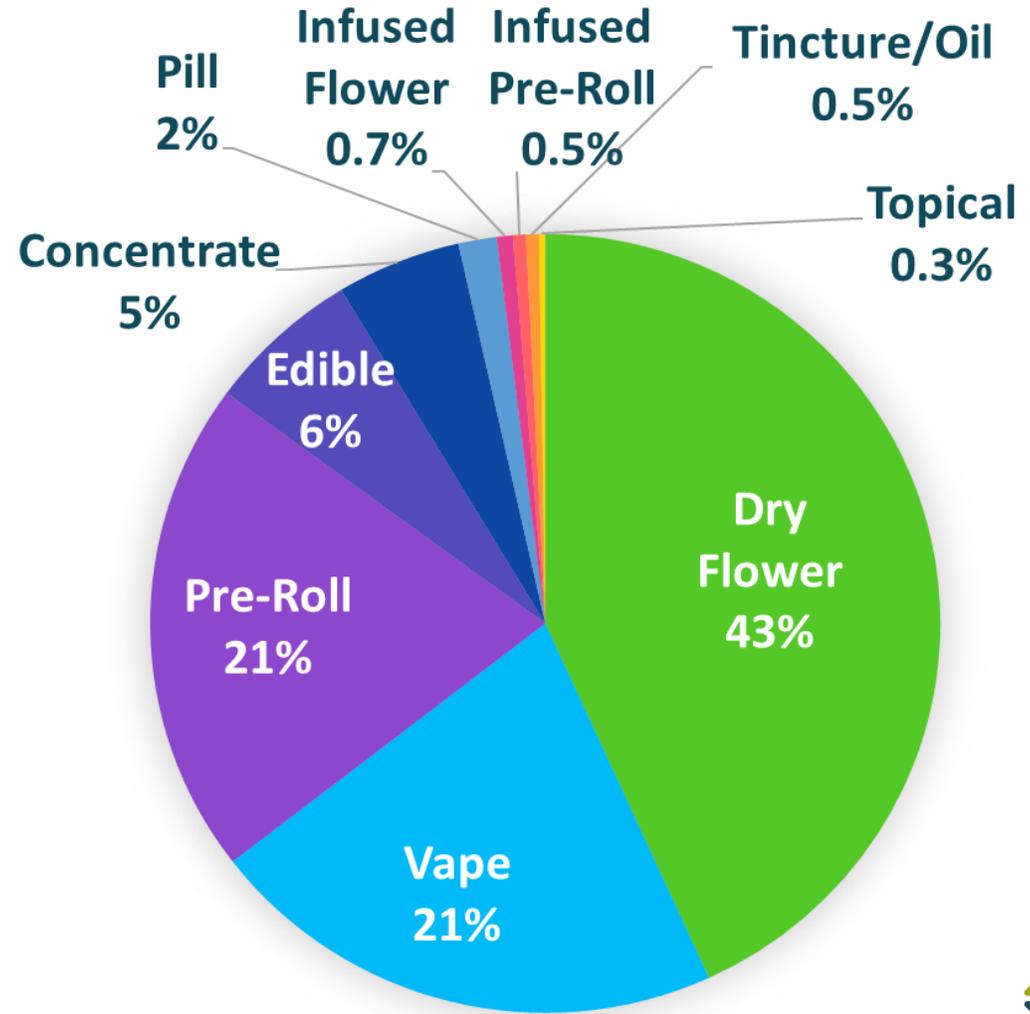
## Registrations



# Medical Cannabis Program

## Licensing Updates

- Product registrations
  - January: 59
  - February: 180
  - March: 162
  - April: 240
  - May: 123
- Total 764



# Medical Cannabis Program

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## Licensing Updates

- License renewals
  - January: 2 Dispensaries, 1 Pharmaceutical Processor
  - February: 3 Dispensaries
  - March: 1 Dispensary
  - April: 1 Pharmaceutical Processor
  - May: 1 Pharmaceutical Processor, 2 Dispensaries
- New licenses issued
  - May 1 Cultivation Facility

# Medical Cannabis Program

## Medical Cannabis Inquiries – 1 of 3

### Contacted Via (HelpSpot)

Month	Phone	Email	Total
Feb	196	543	739
Mar	192	633	825
Apr	183	524	707
May	286	472	758

### Phone Inquiries

Month	Calls	Workdays	Est. Calls / Workday
Jan	433	21	21
Feb	360	20	18
Mar	436	21	21
Apr	396	22	18
May	517	22	24

# Medical Cannabis Program

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## Medical Cannabis Inquiries – 2 of 3

### Common Inquiry Categories (Helpspot)

Response	Feb	Mar	Apr	May
Not finding WC email	52	125	93	105
How to obtain medical cannabis	32	43	51	46
Obtaining a physical card	0	3	15	8
Want to cancel certification	3	3	6	3
Previously Registered ("cannabis oil")	2	3	4	4

# Medical Cannabis Program

## Medical Cannabis Inquiries – 3 of 3

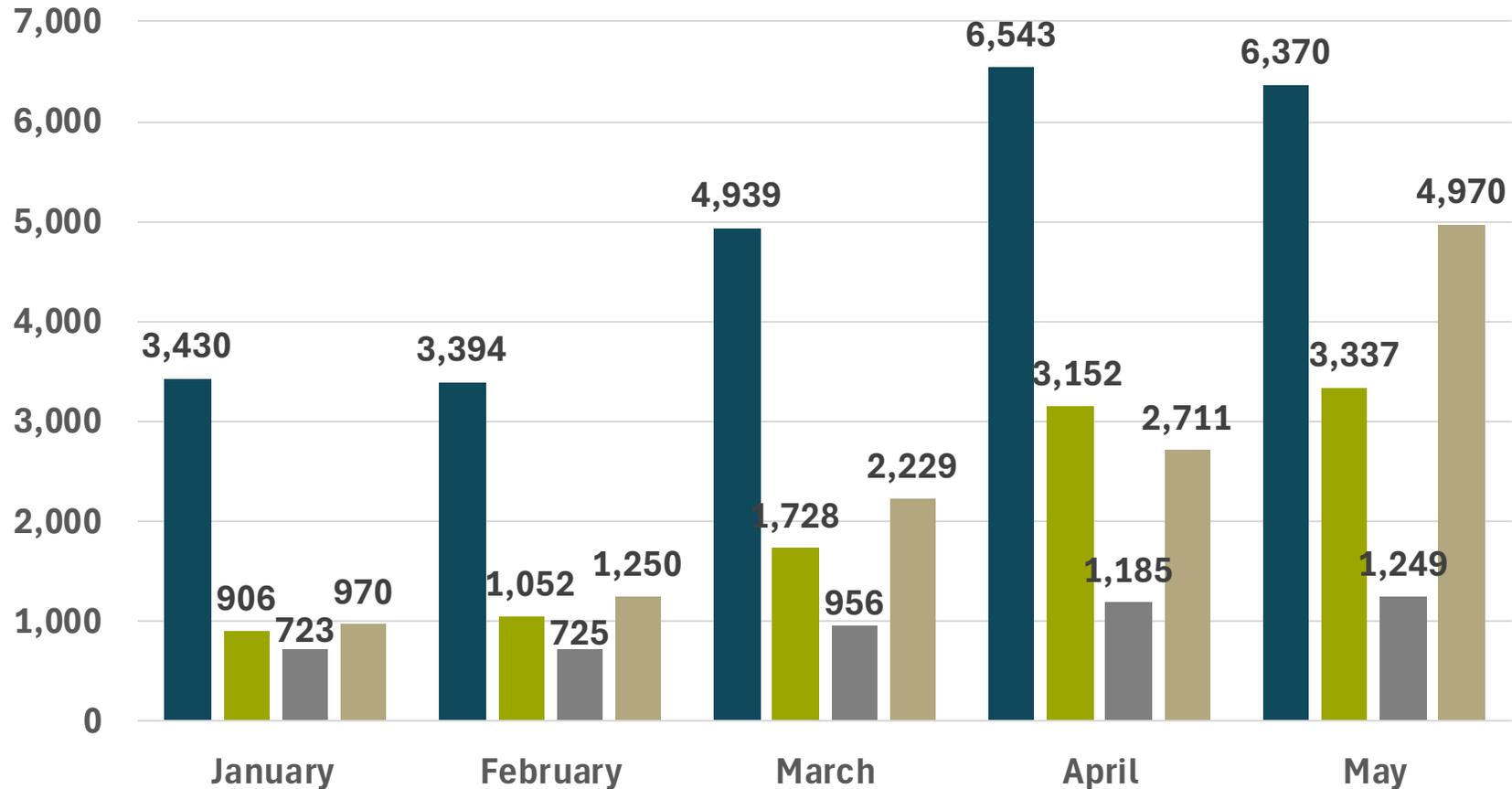
### Replies by Count (HelpSpot)

Reply Count	Feb.	Mar.	Apr.	May
0	81	106	61	49
1	586	644	588	673
2	51	59	50	47
3	12	12	8	5
4	10	3	1	3
>=5	2	3	1	2

### Resolution Speed (HelpSpot)

Month	Requests	Median (hours)	Average (hours)
February	518	1.67	7.33
March	616	1.55	5.92
April	491	0.55	2.76
May	450	0.68	3.39

# Medical Cannabis Program



## Website Visits

■ Medical Cannabis Home Page  
■ Healthcare Providers

■ Patients, Parents, Guardians, Agents  
■ Dispensary Locations Map

# Medical Cannabis Patient Survey

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Goal: to inform the CCA, medical cannabis businesses, legislators, and the public of the medical program's benefits, shortcomings, and potential improvements.

- Survey construction
  - Anonymous, 10-15 minutes
  - Qualifying and optional questions
- Survey distribution
  - Dispensaries
  - Website carousel/landing page
  - Social media/press release
- Timeline
  - Live this week(!), closes Aug 9th
  - Expect analyzed results fall 2024

# Medical Cannabis Program

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## Health Service Area 1, Notice of Open Applications Update

- Application period closed April 30, 2024
- Received 40 completed applications
- 5-member review committee scored the applications
- Before presenting the review committee's scores to the Board, CCA staff & legal counsel are finalizing review of the scores and checking the application materials to ensure they comply with all regulatory requirements and prohibitions
- An updated timeline for the HSA 1 decision will be provided as soon as it is available

# Public Comment

*John Keohane, Board Chair*