

# Supply Chain Conference

Orlando, Florida

April 1 - 3, 2025



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# **Diversion Control Division**

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# **Diversion Control Division**

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# Welcome

Kerry Hamilton

Deputy Assistant Administrator,  
Diversion Control Division

# Diversion Control Program Vision

Tom Prevoznik  
Assistant Administrator  
Diversion Control Division

## Purpose



To empower registrants through **collaboration**, **data-driven insights**, and **shared commitment** with DEA to enhance regulatory **compliance**.

## INTENDED OUTCOMES



Shared understanding of registrants as valued and recognized partners to meet the mission (force multipliers)



Improved data access and platforms to enable informed decision-making



Agreed upon forums for increased engagement and learning to accelerate and amplify mission outcomes



## Vision Statement

DEA's Diversion Control (DC) Program, in partnership with DEA registrants, serve as the gatekeepers of the controlled prescription drug & chemical supply chain.

We have **shared responsibility** to prevent abuse & misuse, while facilitating adequate and uninterrupted supply.

We set a **standard of excellence** that **inspires innovation, shapes a better tomorrow**, and **provides safety** to the American public we serve.



The Diversion Control Program will harness the power of data to bring transparency to the registrant supply chain, enabling registrants to make ethical and informed risk-based decisions.



Together, through predictive analysis and a steadfast commitment to compliance, we will anticipate challenges, uncover opportunities, and provide seamless, reliable, and ever-evolving processes that deliver measurable value.



By building trust and driving innovation, our insights will create lasting change for the registrant community and provide safety to the American public.

# IT Transformation

## Updates & Overview

Matthew Strait  
Deputy Assistant  
Administrator

Hyun Choe  
Supervisory Information  
Technology Specialist





We asked you  
what you  
wanted to see



You told us in  
the survey



We heard  
you

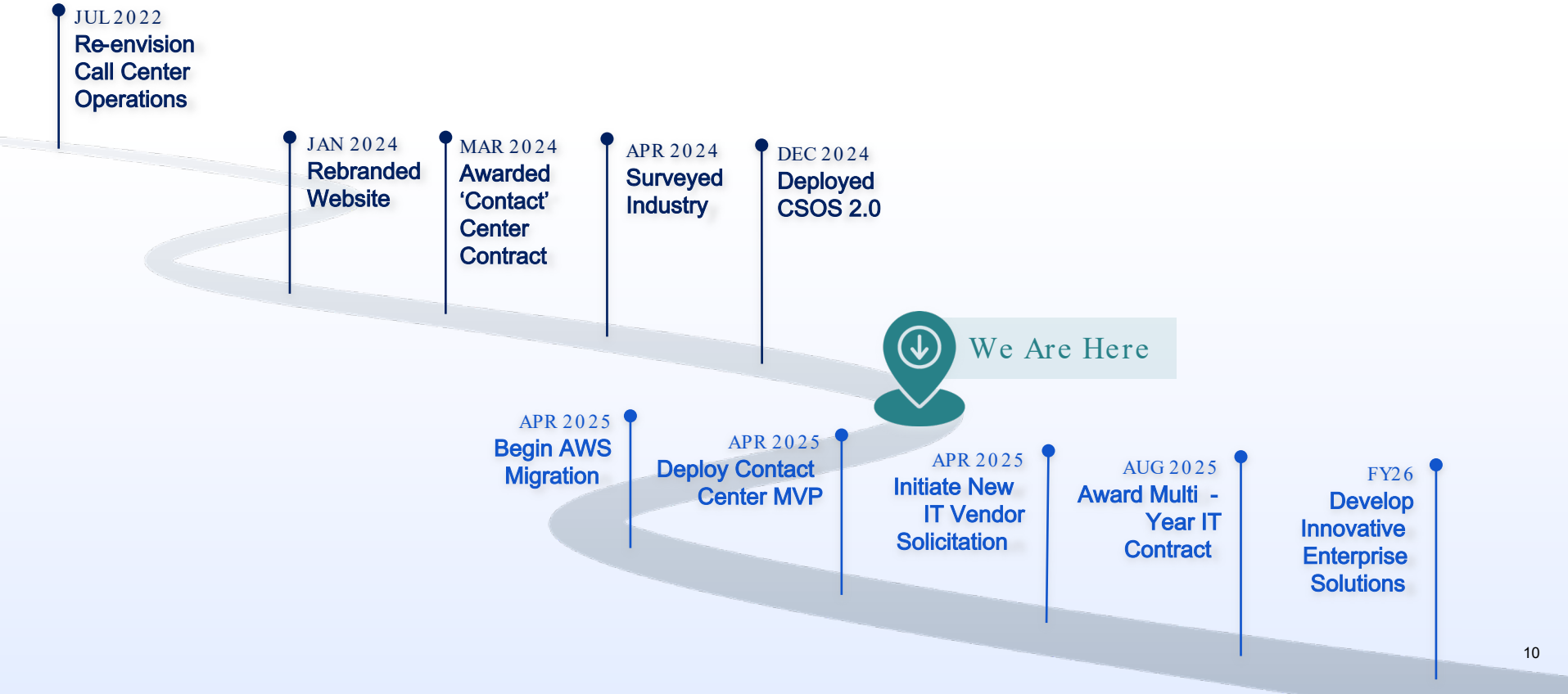


And now we  
are acting on  
those requests



# IT Transformation Roadmap

SUPPLY CHAIN CONFERENCE





### INITIATIVE 1



# Technology



**Prioritize Single Sign On**



**Consider a policy change  
regarding application access**



**App Updates ( facilitate  
ARCOS and SORS reporting)**



### INITIATIVE 2



## Contact Center



Call center only



High speed self -service capabilities, allowing contact center to focus on high -value and/or complex Registrant issues



### INITIATIVE 3



## Improved Communication



Establishing agreed -upon forums for engagement, learning, and collaboration to accelerate mission outcomes

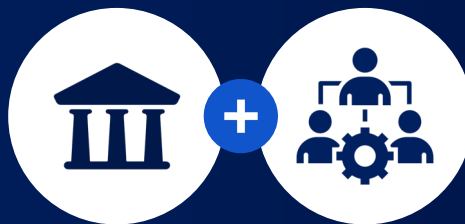


Your insights, experiences, and feedback will help shape the way forward —we want to have open dialogue and shared progress

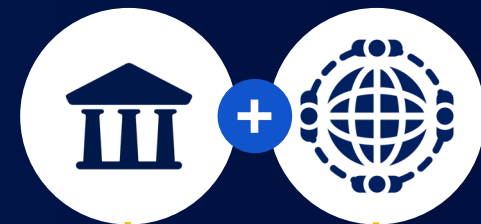
## Registrant Engagement



Diversion



Diversion and  
Registrants



Diversion and  
Association Support

Stronger Together

# Thank You

# BREAK





# LUNCH



# BREAK



# **Q&A from Question Corner**



# Break Out Session



**Conclusion of Day 1**  
**Conference begins at 8:30 a.m.**

# Thank You

