
CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS

2012/13
**ANNUAL
REPORT**

Table of Contents

DIRECTOR'S MESSAGE	2	CALIFORNIA STATE BOARD OF OPTOMETRY	83
DCA'S SUPPORT SYSTEM	3	OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	87
DCA'S LEADERSHIP TEAM	6	CALIFORNIA STATE BOARD OF PHARMACY	90
OVERVIEW OF STATISTICAL INFORMATION	8	PHYSICAL THERAPY BOARD OF CALIFORNIA	95
CALIFORNIA BOARD OF ACCOUNTANCY	10	PHYSICIAN ASSISTANT BOARD	98
ACUPUNCTURE BOARD	13	CALIFORNIA BOARD OF PODIATRIC MEDICINE	101
ARBITRATION CERTIFICATION PROGRAM	16	BUREAU FOR PRIVATE POSTSECONDARY EDUCATION	104
CALIFORNIA ARCHITECTS BOARD	18	BOARD FOR PROFESSIONAL ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS	107
CALIFORNIA STATE ATHLETIC COMMISSION	21	PROFESSIONAL FIDUCIARIES BUREAU	112
BUREAU OF AUTOMOTIVE REPAIR	24	CALIFORNIA BOARD OF PSYCHOLOGY	115
BOARD OF BARBERING AND COSMETOLOGY	29	BOARD OF REGISTERED NURSING	119
BOARD OF BEHAVIORAL SCIENCES	32	RESPIRATORY CARE BOARD OF CALIFORNIA	123
CEMETERY AND FUNERAL BUREAU	36	BUREAU OF SECURITY AND INVESTIGATIVE SERVICES	126
CONTRACTORS STATE LICENSE BOARD	40	SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD	130
COURT REPORTERS BOARD OF CALIFORNIA	45	TELEPHONE MEDICAL ADVICE SERVICES BUREAU	134
DENTAL BOARD OF CALIFORNIA	48	VETERINARY MEDICAL BOARD	137
DENTAL HYGIENE COMMITTEE OF CALIFORNIA	53	BOARD OF VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS	140
BUREAU OF ELECTRONIC & APPLIANCE REPAIR, HOME FURNISHINGS & THERMAL INSULATION	56	SECTION 139	144
STATE BOARD OF GUIDE DOGS FOR THE BLIND	60	EXPENDITURE CATEGORIES	155
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	63	FUND CONDITIONS	158
MEDICAL BOARD OF CALIFORNIA	66	REVENUE SOURCES	161
NATUROPATHIC MEDICINE COMMITTEE	76		
CALIFORNIA BOARD OF OCCUPATIONAL THERAPY	79		

ABOUT THIS BOOK

The Department of Consumer Affairs' *Annual Report 2012-13* was designed and edited by DCA's Office of Publications, Design & Editing and printed onsite by DCA's Digital Print Services.

Our Mission

To protect and serve the interests of California consumers.

Our Vision

California consumers make informed choices and have access to competent and ethical service providers.

Our Values

As a government agency dedicated to serving the interests of California consumers, the Department of Consumer Affairs values:

ACCOUNTABILITY

We are accountable to the people of California and each other as stakeholders. We operate transparently and encourage public participation in our decision-making whenever possible.

EFFICIENCY

We diligently identify the best ways to deliver high-quality services with the most efficient use of our resources.

EFFECTIVENESS

We make informed decisions that make a difference and have a positive, measurable impact.

INTEGRITY

We are honest, fair, and respectful in our treatment of everyone.

CUSTOMER SERVICE

We acknowledge all stakeholders as our customers, listen to them, and take their needs into account.

EMPLOYEES

We are an employer of choice and strategically recruit, train, and retain employees. We value and recognize employee contributions and talent.

UNITY

We draw strength from our organizational diversity as well as California's ever-changing cultural and economic diversity.



Message from the Director

I am pleased to present the *2012-13 Annual Report* for the Department of Consumer Affairs (DCA). Through its 36 entities, DCA licenses and regulates businesses and individuals in a wide range of professions and occupations from healthcare to contractors, cosmetology, and more. These entities set minimum standards for competency, investigate complaints, and discipline those who violate the law. Anyone seeking a license in a DCA-regulated profession must meet specific qualifications and pass a State-approved occupational exam and a criminal background check.

In 2012-13, DCA had more than 2.8 million licenses, certifications, or approvals covering individuals and businesses in more than 250 categories.

Here are some examples of the year's achievements:

The Bureau for Private Postsecondary Education issued more than \$1 million in refunds to students whose private postsecondary school closed before they completed their education.

The California State Athletic Commission expanded its efforts to reach retired boxers eligible for payouts from the Professional Boxer's Pension Fund. Under the leadership of new Executive Officer Andy Foster, the Commission distributed pension payouts to several former boxers for the first time in several years.

The Bureau of Automotive Repair engineered a complete restructuring of the State's Smog Check program. The changes included three new license types, and a new method for certifying high-performing Smog Check technicians and stations to better protect vehicle owners.

On the healthcare front, the State Board of Pharmacy and the Medical Board of California convened a high-profile forum addressing the crisis of prescription drug abuse. A task force was formed to propose solutions that could include improved oversight, prevention, and enforcement action.

Also during the past fiscal year, entities throughout the Department adopted various measures to benefit California's active military personnel, veterans, and their families. The measures included:

- Temporarily waiving renewal fees and continuing education requirements for license holders while they are on active duty in the U.S. armed forces or California National Guard.
- Expediting licensure for spouses or domestic partners of military personnel stationed in California who are already licensed in the same occupation or profession in another jurisdiction.
- Streamlining the process for licensing military veterans transitioning to careers as civilian security guards.

Finally, work continued in 2012-13 on BreEZe, DCA's new licensing and enforcement database, which will replace long-outdated systems and be a single, centralized source for managing and tracking license holders and applicants. When fully implemented, BreEZe will be the largest licensing system of its kind in the world.

We invite you to explore our services and the professions we license, and call us if we can help.

DENISE D. BROWN, DIRECTOR
DEPARTMENT OF CONSUMER AFFAIRS

DCA's Support System

DCA's boards, bureaus, and other entities are supported by a dedicated and highly skilled staff of legal, technical, and administrative professionals. These professionals provide a wide range of support services including human resources, information technology, investigations, professional examinations, training, strategic planning, budgeting, and more.

Here is an overview of DCA's support divisions and what they do.

THE OFFICE OF ADMINISTRATIVE SERVICES

provides accounting, business, personnel, and budget services. It consists of Business Services, Human Resources, and Fiscal Operations. Business Services ensures that DCA entities promote sound business decisions and practices in contracting and purchasing goods and services. It also manages DCA's many facilities, vehicle fleet, emergency response, and its mailroom, copying, and imaging services. Human Resources provides human resources support for DCA employees. Fiscal Operations provides budget, accounting, and central cashing services.

THE OFFICE OF INFORMATION SERVICES

directs and manages information technology for all of DCA. It consists of Applications Services, Enterprise Technology Services, Infrastructure Services, Client Services, Enterprise Project Services, and the Information Security Office. Application Services maintains the Consumer Affairs System and the Applicant Tracking System databases that form the core of DCA's

business processes. Enterprise Technology maintains and supports DCA's UNIX/Wide Area Network as well as the Internet and intranet sites, and maintains the enterprise architecture. Infrastructure Services maintains the desktop and network services, and phone services. Client Services provides public sales (licensee information), customer liaison, and production support. It includes the Family Support Unit, which maintains systems that involve processing limited license hold issues related to child support systems, and the Service Desk. Enterprise Project Services provides project management assistance, control agency liaison services, oversees the OIS change management and release process, manages the BreEZe project that will replace the DCA legacy systems, and is implementing IT Governance. The Information Security Office establishes the IT security and data privacy policies, maintains the business continuity planning process, investigates IT security breaches, and acts as liaison to the State Information Technology Agency in matters related to the IT security of DCA.

THE COMPLAINT RESOLUTION

PROGRAM helps resolve complaints that consumers have filed after experiencing difficulty or disappointment in the California marketplace.

THE CONSUMER INFORMATION

CENTER is DCA's information resource center for consumers and licensees. Through its Call Center and Correspondence Unit, CIC provides consumers and licensees with user-friendly information and identifies for them the government agency or community organization that can best address their needs. CIC phone agents answer calls from consumers to DCA's toll-free number. Correspondence Unit staff respond to e-mails and letters sent to the Department.

THE EQUAL EMPLOYMENT OPPORTUNITY

OFFICE promotes equal employment opportunity at DCA. The EEO Office also promotes affirmative action for people with disabilities and works to prevent and eliminate discriminatory practices through policy implementation, training, education, and outreach.

THE DIVISION OF INVESTIGATION

is the law enforcement and investigative branch of DCA. It is the only entity within DCA that employs investigators who are designated peace officers. DOI staff work to provide timely, objective, and cost-effective investigations regarding allegations of misconduct by licensees of client agencies, and to developing information for filing criminal,

administrative, and civil actions on behalf of these agencies. DOI field investigations frequently involve allegations of the illegal use and theft of drugs, sexual misconduct, quality-of-care issues, and unlicensed activity. Within the DOI is the Special Operations Unit which is responsible for workplace security and employee safety at DCA.

THE LEGAL DIVISION

includes the Legal Office, the Legal Services Unit, and the Administrative Unit. These units provide legal services to the Department's Executive staff and to all DCA entities. The Legal Office serves as in-house counsel for the Director as well as the boards, bureaus, programs, and other entities of DCA. Legal Office lawyers provide legal analysis and opinions on laws, issues, proposed legislation, government contracts, employer-employee matters, the Open Meetings Act, the Public Records Act, and the Information Practices Act. The Legal Services Unit counsels the Director in carrying out the consumer mandates of the Consumer Affairs Act. This unit created and maintains several consumer handbooks and guides, including *California Tenants: A Guide to Residential Tenants' and Landlords' Rights and Responsibilities*; *The Small Claims Court: A Guide to Its Practical Use*; and more than 30 consumer-oriented legal guides. The Administrative Unit provides in-house counsel to the Department's administrative divisions and Division of Investigation and represents DCA before the State Personnel Board and the Department of Personnel Administration.

THE LEGISLATIVE AND POLICY REVIEW

DIVISION serves as the Department's resource on legislative, policy, and regulatory matters, representing DCA's positions on these matters before the Legislature. The Division monitors and analyzes legislative bills on consumer issues, reviews proposed regulation packages, and provides substantive policy consultation and review on myriad issues throughout DCA and its entities. Division staff also advise the Director on public policy affecting consumers, as well as on any proposed regulations that impact the health, safety, and welfare of Californians. Division staff attend all board and bureau meetings to identify, analyze, and monitor policy issues, as well as other matters of interest.

THE OFFICE OF PROFESSIONAL EXAMINATION SERVICES

provides psychometric consulting services for the management of occupational licensure examination programs. OPES' services include occupational analysis, item writing, examination development, standard setting, program evaluation, and statistical analysis of examination performance. OPES follows the highest technical and professional standards in the industry to ensure that licensing examinations are valid, job-related, and legally defensible. In addition to servicing 30–40 interagency contracts with DCA boards, bureaus, and committees, OPES also oversees the master contract for examination administration at computer-based testing centers throughout the State. In June 2013, OPES implemented a new master contract with PSI Services LLC, resulting in cost savings of 10 percent for its clients that use the contract.

THE OFFICE OF PUBLIC AFFAIRS

creates and executes strategic media and communications plans for DCA, proactively provides news media with information of interest to consumers, and responds to media inquiries. OPA alerts media to unlicensed activity sweeps.

THE OFFICE OF PUBLICATIONS, DESIGN & EDITING

designs, edits, updates, and distributes more than 200 consumer publications, newsletters, and reports produced by DCA's various entities and by its Executive Office. PDE supports DCA's licensees by producing and publishing online newsletters for many of its boards and bureaus, and supports DCA staff by producing *Did You Know?*, the monthly online newsletter for employees. PDE staff also write, edit, design, and distribute DCA's award-winning quarterly consumer magazine, *Consumer Connection*.

SOLID TRAINING SOLUTIONS

supports the development of all DCA employees through the design, delivery, evaluation, and administration of training and education programs. Its mission is to develop and manage a centralized program for training, education, and human resources development which ensures a skilled workforce that can meet DCA's strategic objectives. In addition, SOLID offers strategic planning assistance, process improvement, and more.

DCA's Leadership Team



DENISE BROWN

Director

Denise was appointed by Governor Edmund G. Brown Jr. on January 9, 2012. As Director, she oversees the nearly 40 regulatory entities and other divisions within the Department. She has more than 30 years of service with DCA and, during that time, has held numerous positions within the Department and its various boards.



AWET KIDANE

Chief Deputy Director

Awet was appointed in January 2012. As Chief Deputy Director, Awet oversees the internal operations of the Department. Before being appointed to DCA, he served in various positions in the State Legislature, where he was a chief of staff, a senior advisor, and a consultant.



MICHAEL GOMEZ

Deputy Director, Division of Investigation and Enforcement Programs

Michael was appointed in October 2012 to oversee DCA's enforcement activities. He comes to the Department after working as a bureau chief with the Commission on Peace Officer Standards and Training and has more than 30 years' worth of law enforcement experience. He has also served as Vice Mayor of Dixon, and was Chief of DCA's Division of Investigation from 1995 to 2004.



AMY COX-O'FARRELL

Deputy Director, Office of Information Services

Amy was appointed in February 2012. She oversees all of DCA's IT and telecommunications services. She has been in State service for more than 30 years and has held numerous positions within DCA.

DCA'S LEADERSHIP TEAM (CONTINUED)



DOREATHEA JOHNSON

Deputy Director, Legal Affairs Division

Doreathea was appointed in 2000 and reappointed in 2004. She directs the activities of the Department's Legal Affairs Division and advises the Director, the Department's executive staff, and the staff and executive officers of DCA's regulatory entities.



SANDRA MAYORGA

Deputy Director, Office of Administrative Services

Sandra oversees the administrative functions within DCA, including Human Resources, Business Services, Accounting, Fiscal Operations, SOLID Training Solutions, and the Office of Professional Examination Services. In her 30 years of State service, she has worked for the Attorney General's Office, Caltrans, the Department of Insurance, and the Department of Consumer Affairs.



TRACY RHINE

Deputy Director, Legislative and Policy Review Division

Tracy was appointed in March 2012, having previously served as the Assistant Executive Officer for the Board of Behavioral Sciences. Before coming to DCA, she served as a consultant to the California State Assembly Committee on Business, Professions and Consumer Protection from 2005 to 2008 and as a consultant to the Speaker's Office of Member Services from 2002 to 2005. She was a graduate research assistant in the Governor's Office of Innovation in 2002 and a program coordinator at Changing Courses from 1988 to 2001.



DON CHANG

Assistant Chief Counsel

Don was appointed Assistant Chief Counsel for the DCA effective August 1, 2012. He has held multiple positions within the Department's Legal Affairs Office since 1979, including serving as Supervising Staff Counsel and Staff Counsel I, II, and III.

Overview of Statistical Information

DCA's regulatory boards and bureaus protect the public by licensing, registering, certifying, or approving individuals or businesses in various professions. These entities also investigate complaints and discipline license holders who violate practice requirements.

In this *Annual Report*, each DCA entity notes its significant accomplishments and new laws or regulations for the 2012-13 fiscal year. Tables that follow summarize the licensing and enforcement activities of each entity. Boards and bureaus vary in the data they report because they are governed by different laws. Therefore, not all categories of data apply to all programs. If a particular category does not apply, the table will indicate that.

Here is an overview of the information included.

STAFF

The number of civil service positions and the number of exempt positions approved in the State budget (including vacancies). Exempt employees are executive-level personnel (usually an executive officer or a bureau chief) appointed by the board, the DCA Director, or the Governor.

BOARD MEMBERSHIP

Boards are semiautonomous entities. Members of a board are usually split between people representing the profession and people representing the public. Board members are appointed by the Governor, the Senate Rules Committee, or the Speaker of the Assembly. The number of board members, who they represent, and who appoints them is set in State law. Membership on a DCA board is not a salaried position. Those who serve receive a small

stipend and travel expenses to attend meetings. More information about board membership can be found by visiting the DCA Online Board Member Resource Center at www.dcaboardmembers.ca.gov.

BUREAU ADVISORY COMMITTEE MEMBERSHIP

Bureaus, committees, programs, and commissions are under the direct control of the Department of Consumer Affairs, but may have an advisory committee made up of professionals and public members.

STRATEGIC PLAN

Each DCA entity is expected to have its own strategic plan that outlines its mission, vision, and goals.

LICENSES

The total number of licenses, permits, certificates, and approvals granted by each entity during the fiscal year. Totals for each type of license or permit can be found in the Summary of Licensing Activity.

SUMMARY OF LICENSING ACTIVITY

INITIAL LICENSES/CERTIFICATES/PERMITS

The number of initial applications, the number of licenses issued, and the number of licenses renewed.

LICENSING POPULATION BY TYPE

How many licenses, certificates, or permits each entity has as of the end of the fiscal year. Listed by type.

RENEWAL AND CONTINUING EDUCATION

How often a license must be renewed and how many hours of continuing education, if any, are required for renewal.

EXAM RESULTS

The number of candidates who passed or failed an exam for licensure.

SUMMARY OF ENFORCEMENT ACTIVITY

CONSUMER COMPLAINTS—INTAKE

These include complaints from the public, government, law enforcement, licensed professional groups, internal, others, or anonymous. A complaint is defined as, “an allegation or inquiry from any source indicating a probable violation of any law, rule, or order of any regulatory agency, including violations of the Business and Professions Code relating to businesses and professions licensed by any agency of the Department of Consumer Affairs.”

CONVICTION/ARREST NOTIFICATION COMPLAINTS

Convictions, applicant-reported convictions, or subsequent arrests are listed. “Pending” includes all conviction/arrest notification complaints pending at the end of the fiscal year regardless of the date the complaint was received.

INSPECTIONS (IF APPLICABLE)

The total number of enforcement inspections conducted during the fiscal year. The total includes initial, routine, complaint-driven, and follow-up inspections and the number of citations issued as a result of an inspection.

INVESTIGATIONS

An investigation is defined as the collection and verification of facts to determine jurisdiction and potential violations of law. Investigations begin as soon as they are assigned. The number includes desk investigations and field investigations.

NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

The timeline begins from the date the complaint was received to the date the investigation was closed, plus the average number of days to complete intake and investigation.

CITATIONS AND FINES

These numbers show citations issued with or without an administrative fine, and citations withdrawn or dismissed. The average refers to the average number of days from the date the complaint was received to the date a citation was issued.

TOTAL AMOUNT OF FINES

Amount assessed, reduced, and collected.

CRIMINAL/CIVIL ACTIONS

These are referrals to or filings by a District Attorney or City Attorney for criminal or civil action. These may include misdemeanor citations. A referral may be made both to the District Attorney and the Office of the Attorney General and will be reflected in both categories.

OFFICE OF THE ATTORNEY GENERAL/ DISCIPLINARY ACTIONS

Complaints and investigations in which the evidence and facts have substantiated a violation of the law are referred to the Attorney General for disciplinary action. Outcomes of disciplinary action may affect the status of a professional's license.

NUMBER OF DAYS TO COMPLETE ATTORNEY GENERAL (AG) CASES

This table refers to the number of closed cases in the previous table. The timeline covers the date the complaint was received to the date the order became effective.

FORMAL ACTIONS FILED/WITHDRAWN/DISMISSED

All actions filed, withdrawn, or dismissed during the year.

ADMINISTRATIVE OUTCOMES/FINAL ORDERS

Disciplinary action taken in the cases closed by the Attorney General.

PETITION FOR MODIFICATION OR TERMINATION OF PROBATION

Outcome of petitions by licensees to reduce terms and conditions of probation or to terminate probation early.

PETITION FOR REINSTATEMENT OF REVOKED LICENSE/REGISTRATION/CERTIFICATION

The outcome of those requests.

COST RECOVERY TO DCA

Total dollar amount of administrative costs ordered repaid to DCA. Costs ordered may never be received.

CONSUMER RESTITUTION TO CONSUMERS/ REFUNDS/SAVINGS (IF APPLICABLE)

The total of court-ordered restitution to consumers as a result of mediation efforts. In some instances, services were performed without charge to the consumer, a consumer's bill was reduced, or a product was returned or exchanged.

CALIFORNIA BOARD OF ACCOUNTANCY

Accountancy

Licenses and regulates accountants and accountancy firms.

STAFF:

83.8 civil service positions
2 exempt

LICENSES ISSUED:

92,386

BOARD MEMBERSHIP:

7 licensees
8 public representatives

STRATEGIC PLAN ADOPTED:

September 20, 2012

www.dca.ca.gov/cba



MAJOR ACCOMPLISHMENTS

- Established and implemented a new practice privilege program known as mobility.
- Added LinkedIn and Pinterest accounts to its existing social media platforms and improved Facebook fan engagement by 94.62 percent over Fiscal Year 2011-12.
- Placed the guidelines defining 20 semester hours of accounting education into regulation.
- Conducted an analysis and adjustment of Board processes, which included additional staff training, to increase efficiencies.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 1405, De León (Chapter 411, Statutes of 2012) establishes a new no-notice, no-fee practice privilege program effective July 1, 2013. Additionally, it provides for a new military inactive license status while a licensee is engaged in active duty as a member of the California National Guard or the U.S. armed forces, beginning January 1, 2014.
- Assembly Bill 1588, Atkins (Chapter 742, Statutes of 2012) allows a licensee to have the biennial license renewal fee and continuing education requirements waived if he or she is called to active duty as a member of the California National Guard or the U.S. armed forces.
- Assembly Bill 1904, Block (Chapter 399, Statutes of 2012) requires boards to expedite the licensure process for an applicant who holds a license in the same profession or vocation in another jurisdiction and is married to, or in a legal union with, an active duty member of the U.S. armed forces who is stationed in California.
- Practice Privilege (Emergency) - This rulemaking defined substantially equivalent states, defined terms, and created the forms to implement the new practice privilege program as established in SB 1405 (De León) of 2012. It also requires out-of-state registered firms to keep certain information current and to renew their registration every two years. It also provides for an appeals process, requires a notification of intent to administratively suspend, and modifies the CBA's Disciplinary Guidelines.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
INDIVIDUAL	3,654	3,474	38,334
PUBLIC ACCOUNTANT	0	0	25
CORPORATION	221	174	1,560
PARTNERSHIP	89	70	579
FICTITIOUS NAME PERMIT	169	105	116

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
INDIVIDUAL	N/A	87,015	N/A
PUBLIC ACCOUNTANT	N/A	105	N/A
CORPORATION	N/A	3,835	N/A
PARTNERSHIP	N/A	1,431	N/A
FICTITIOUS NAME PERMIT	1,679	N/A	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
CPA - INDIVIDUAL	EVERY 2 YEARS	80
PA - PUBLIC ACCOUNTANT	EVERY 2 YEARS	80
CPA - CORPORATION	EVERY 2 YEARS	0
CPA - PARTNERSHIP	EVERY 2 YEARS	0
CPA - FICTITIOUS NAME PERMIT	EVERY 5 YEARS	0

Exams

PASS	FAIL	TOTAL
3,362*		

* This number represents the total number of candidates who passed their final section of the Uniform CPA Examination (CPA Exam). The CPA Exam consists of four sections - Auditing and Attestation, Business Environment and Concepts, Financial Accounting and Reporting, and Regulation. The CPA Exam is computerized and candidates sit for each section individually. Once a candidate successfully completes one section of the CPA Exam, the candidate must then pass the remaining sections of the CPA Exam within 18 months to pass the CPA Exam. The California Board of Accountancy does not currently have the capability to provide the number of candidates who failed the CPA Exam during FY 2012-2013.

Summary of Enforcement Activity

Consumer Complaints—Intake

3,094	RECEIVED
182	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,919	REFERRED FOR INVESTIGATION
2	PENDING

Conviction/Arrest Notification Complaints

177	RECEIVED
179	CLOSED/REFERRED FOR INVESTIGATION
1	PENDING

Inspections

N/A

Investigations

2,951	OPENED
2,870	CLOSED
522	PENDING

Number of Days to Complete Intake and Investigations

2,332	UP TO 90 DAYS
237	91 TO 180 DAYS
145	181 DAYS TO 1 YEAR
109	1 TO 2 YEARS
39	2 TO 3 YEARS
8	OVER 3 YEARS
73	AVERAGE NUMBER OF DAYS TO COMPLETE AN INVESTIGATION

Citations and Fines

1,883	ISSUED
1,877	ISSUED WITH A FINE
107	WITHDRAWN
0	DISMISSED
67	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$487,350	ASSESSED
\$37,550	REDUCED
\$245,550	COLLECTED

Summary of Enforcement Activity

Criminal/Civil Actions

2	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

62	CASES OPENED/INITIATED
59	CASES CLOSED
57	CASES PENDING

Number of Days to Complete AG Cases

6	1 YEAR
18	1 TO 2 YEARS
18	2 TO 3 YEARS
14	3 TO 4 YEARS
3	OVER 4 YEARS
830	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

3	STATEMENTS OF ISSUES FILED
50	ACCUSATIONS FILED
4	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

1	LICENSE APPLICATIONS DENIED
15	REVOCAION
11	SURRENDER OF LICENSE
11	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
18	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

3	TOTAL NUMBER FILED
---	--------------------

Subsequent Disciplinary—Administrative Outcomes/ Final Orders

2	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
1	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

1	GRANTED
0	DENIED
1	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification

0	GRANTED
3	DENIED
3	TOTAL

Cost Recovery to DCA

\$309,299	ORDERED
\$286,472	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

ACUPUNCTURE BOARD

Acupuncture

Licenses and regulates acupuncture practitioners.

STAFF:

8 civil service positions
1 exempt

LICENSES:

13,636

BOARD MEMBERSHIP:

2 licensees
3 public representatives

STRATEGIC PLAN ADOPTED:

March 15, 2007

www.acupuncture.ca.gov

MAJOR ACCOMPLISHMENTS

- Adopted enforcement regulations to prevent false advertising and promote ethical conduct. The Board required that all acupuncturists include their license number in all advertisements. The Board refined the continuing education requirement to include no less than four hours of professional ethics coursework.
- Expanded and improved its education oversight of schools. The Board resumed its school site visits for school approval and education oversight. The site visit team was upgraded to include licensed subject matter experts who can analyze curriculum and clinical compliance. The Board conducted random continuing education audits of 5 percent of the licensees to ensure compliance with continuing education and professional qualification requirements.
- Conducted a comprehensive investigation and independent review of the August 2012 California Acupuncture Licensing Exam (CALE). The Board found that the exam was accurate, credible, and reliable and was not a cause of low exam scores. These findings were then upheld and confirmed by an independent review by the Department of Consumer Affairs.
- Improved outreach and customer services. To improve customer service, phone calls were shifted to DCA's Call Center, which allows callers directly to speak to a phone agent. To improve its outreach, the Board began regularly webcasting its meetings, so that licensees from around the country and consumers from California can understand public health and safety issues in acupuncture. Since the Board approves schools throughout the country, Board meetings are of national interest and webcasting meetings promotes transparency and public discourse. The Board also streamlined its Web site so it is easier to navigate and documents are updated.



Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ACUPUNCTURE LICENSE	625	600	5,132

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ACUPUNCTURE LICENSE	0	13,636	0
ACUPUNCTURE SCHOOLS	0	0	37

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
ACUPUNCTURE LICENSE	EVERY 2 YEARS	50 HOURS

Exams		
PASS	FAIL	TOTAL
635	455	1,090

Summary of Enforcement Activity

Consumer Complaints—Intake	
73	RECEIVED
3	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
87	REFERRED FOR INVESTIGATION
1	PENDING

Conviction/Arrest Notification Complaints	
126	RECEIVED
196	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
N/A	

Investigations	
282	OPENED
129	CLOSED
211	PENDING

Number of Days to Complete Intake and Investigations	
27	UP TO 90 DAYS
33	91 TO 180 DAYS
44	181 DAYS TO 1 YEAR
23	1 TO 2 YEARS
2	2 TO 3 YEARS
0	OVER 3 YEARS
216	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
0	ISSUED
0	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
0	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Summary of Enforcement Activity

Total Amount of Fines

\$0	ASSESSED
\$0	REDUCED
\$15,158	COLLECTED

Criminal/Civil Actions

1	REFERRALS FOR CRIMINAL/CIVIL ACTION
1	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

6	CASES OPENED/INITIATED
11	CASES CLOSED
17	CASES PENDING

Number of Days to Complete AG Cases

0	1 YEAR
2	1 TO 2 YEARS
5	2 TO 3 YEARS
3	3 TO 4 YEARS
1	OVER 4 YEARS
988	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

0	STATEMENTS OF ISSUES FILED
4	ACCUSATIONS FILED
1	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

0	LICENSE APPLICATIONS DENIED
4	REVOCAION
0	SURRENDER OF LICENSE
2	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
3	PROBATION ONLY
2	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

0	TOTAL NUMBER FILED
---	--------------------

Subsequent Disciplinary—Administrative Outcomes/ Final Orders

0	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Penalty Relief

0	GRANTED
1	DENIED
1	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA

\$41,342	ORDERED
\$31,534	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

0	RESTITUTION ORDERED
0	AMOUNT REFUNDED
0	REWORK AT NO CHARGE
0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

ARBITRATION CERTIFICATION PROGRAM

Arbitration Certification

Certifies and monitors third-party arbitration programs of participating automobile manufacturers to ensure that they comply with California law on new vehicle warranties and State-certified arbitration programs.

STAFF:

8 civil service positions

CERTIFICATIONS:

24

STRATEGIC PLAN ADOPTED:

July 2013

www.dca.ca.gov/acp
www.LemonLaw.ca.gov



MAJOR ACCOMPLISHMENTS

- Facilitated the return of approximately \$8 million to consumers in the form of refunds, replacement vehicles, extended service contracts, and repairs awarded by State-certified arbitration programs¹.
- Approved the joint certification applications of two manufacturers. Land Rover's certification was extended to include Jaguar USA as part of Land Rover North America, LLC, to form Jaguar Land Rover North America, LLC, and its selected arbitration program, the BBB AUTO LINE.
- Approved the joint certification of Tesla Motors, Inc., and its selected arbitration program, the California Dispute Settlement Program.
- Audited 345 dealerships in the past year, up 47 percent from the previous reporting year. The purpose of the ACP dealership audits is to ensure manufacturers comply with dealership audit requirement #1, which requires the manufacturer to disclose to consumers, either in its written warranty or in a separate section of the materials accompanying each vehicle sold or leased in California, in clear and readily understood language, information about the manufacturer's arbitration program. Dealership audit requirement #2 requires the manufacturer to take steps reasonably calculated to make consumers aware of the arbitration program's existence at the time consumers experience warranty disputes.
- Determined that 11 percent or 39 dealerships did not meet dealership audit requirement #1. The primary reasons were: 1) unable to verify with dealership management or personnel simply not aware of the proper disclosure requirements; and, 2) dealership personnel simply refer consumers to their respective manufacturers or their toll-free phone number.
- Determined that 19 percent or 65 dealerships did not meet dealership audit requirement #2. The primary reasons were: 1) unable to verify with dealership management or personnel with respect to making consumers aware of the State-certified arbitration program's existence at the time consumers experience warranty disputes; and, 2) dealership personnel simply refer consumers to their respective manufacturers or their toll-free phone number.

1. Based on all State-certified manufacturer arbitration programs buyback of lemon vehicles for FY 2012-13.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits Received, Issued and Renewed This Fiscal Year

LICENSE NAME	APPS RECEIVED	ISSUED	RENEWED
CERTIFICATION OF ARBITRATION PROGRAM	2	2	N/A

Active Licenses by License Category

LICENSE NAME	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CERTIFICATION OF ARBITRATION PROGRAM	24	N/A	N/A

License Renewal and Continuing Education

LICENSE NAME	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
N/A		

Summary of Enforcement Activity

Complaints

89	TOTAL COMPLAINTS RECEIVED
89	COMPLAINTS CLOSED
0	COMPLAINTS REFERRED FOR INVESTIGATION
0	COMPLAINTS PENDING

Convictions and Arrest Notifications

N/A

Investigations

N/A

Formal Actions Filed

N/A

Citations And Fines

N/A

Summary of Enforcement Activity

Inspections/Audits

7	TOTAL NUMBER OF INSPECTIONS
0	INSPECTION CITATIONS ISSUED

Petition for Modification or Termination of Probation

N/A

Petition for Reinstatement of Revoked License/ Registration/Certification

N/A

Administrative Outcomes/Final Orders

N/A

Cost Recovery

N/A	AMOUNT OF ORDERED TO DCA
N/A	TOTAL AMOUNT COLLECTED:
N/A	AMOUNT OF COURT ORDERED RESTITUTION TO CONSUMERS
\$8,000,000	AMOUNT REFUNDED TO CONSUMERS
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$8,000,000	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Timeline for Disposition of Investigations

N/A

CALIFORNIA ARCHITECTS BOARD

Architects

Licenses and regulates architects who practice in California.

STAFF:

28.8 civil service positions
1 exempt

LICENSES:

20,217

BOARD MEMBERSHIP:

5 licensees
5 public representatives

STRATEGIC PLAN ADOPTED:

March 7, 2013

www.cab.ca.gov

MAJOR ACCOMPLISHMENTS

- Continues to keep its current caseload under 100 cases. The Board has reduced the number of pending cases from about 300 five years ago, which has helped produce positive case aging outcomes.
- Presented the National Council of Architectural Registration Boards (NCARB) with the framework for the criteria for a broadly experienced design professional as an additional pathway to licensure.
- Began developing a strategy to expedite the reciprocal licensing for spouses or domestic partners of active duty members serving in the U.S. armed forces and stationed in California. The Board also has implemented legislation to temporarily waive the renewal fees and continuing education requirements of licensees during the time they are on active military duty. The Board has also participated in an effort of the Department of Consumer Affairs to ensure that military veterans receive appropriate credit for their architectural experience to count toward licensure.

MAJOR NEW LEGISLATION OR REGULATIONS

- Adopted a regulatory change proposal to allow candidates to earn Intern Development Program credit through qualifying academic internships approved by NCARB.
- Adopted a regulatory change proposal to adopt modified language to reflect updated requirements for an approved extension certificate program for the Landscape Architects Technical Committee.
- Adopted a regulatory change proposal to establish the possibility of recognizing architects licensed in foreign countries (other than Canada, which is specifically excluded from NCARB's Broadly Experienced Foreign Architect Program) through reciprocity in California.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
C-ARCHITECTS	480	489	8,119

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
C-ARCHITECTS	0	20,217	0

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
C-ARCHITECTS	EVERY TWO YEARS	5

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
BUILDING DESIGN AND CONSTRUCTION SYSTEMS	451	359	810
BUILDING SYSTEMS	467	329	796
CONSTRUCTION DOCUMENTS AND SERVICES	584	515	1,099
PROGRAMMING, PLANNING, AND PRACTICE	502	453	955
SCHEMATIC DESIGN	704	248	952
SITE PLANNING AND DESIGN	529	323	852
STRUCTURAL SYSTEMS	537	243	780
CALIFORNIA SUPPLEMENTAL EXAMINATION	456	272	728
TOTALS	4,230	2,742	6,972

Summary of Enforcement Activity

Consumer Complaints—Intake	
296	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
296	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
0	RECEIVED
0	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
N/A	

Investigations	
296	OPENED
279	CLOSED
85	PENDING

Number of Days to Complete Intake and Investigations	
208	UP TO 90 DAYS
38	91 TO 180 DAYS
23	181 DAYS TO 1 YEAR
7	1 TO 2 YEARS
3	2 TO 3 YEARS
0	OVER 3 YEARS
87	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
22	ISSUED
22	ISSUED WITH A FINE
3	WITHDRAWN
4	DISMISSED
447	AVERAGE NUMBER OF DAYS TO COMPLETE A CITATION AND FINE

Total Amount of Fines	
\$30,750	ASSESSED
\$8,750	REDUCED
\$34,992	COLLECTED

* PLEASE REFER TO PAGE 8 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Criminal/Civil Actions

2	REFERRALS FOR CRIMINAL/CIVIL ACTION
1	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

2	CASES OPENED/INITIATED
2	CASES CLOSED
1	CASES PENDING

Number of Days to Complete AG Cases

1	1 YEAR
1	1 TO 2 YEARS
0	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
215	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

1	STATEMENTS OF ISSUES FILED
0	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

0	LICENSE APPLICATIONS DENIED
0	REVOCAION
0	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

1	TOTAL NUMBER FILED
---	--------------------

Subsequent Disciplinary—Administrative Outcomes/ Final Orders

0	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
1	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA

\$2,125	ORDERED
\$7,015	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$2,167	RESTITUTION ORDERED
\$1,736	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$2,167	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

CALIFORNIA STATE ATHLETIC COMMISSION

Athletic Commission

Licenses and regulates boxing, kickboxing, and mixed-martial arts by licensing all participants and supervising the events. Also administers the Professional Boxer's Pension Fund.

STAFF:

6 civil service positions
1 exempt

LICENSES:

3,561

COMMISSION MEMBERSHIP:

7 public representatives

STRATEGIC PLAN ADOPTED:

June 2012

www.dca.ca.gov/csac

MAJOR ACCOMPLISHMENTS

- Hired Andy Foster as Executive Officer on November 7, 2012. Foster is former Executive Director of the Georgia Athletic and Entertainment Commission and Regional Director of the Association of Boxing Commissions.
- Broadened its outreach efforts on paying eligible boxers from the Professional Boxer's Pension Fund. While more work still needs to be done, the Commission made three payouts to fighters who attributed their awareness of eligibility to recent outreach activity:
 - Payment to a homeless former boxer who fought 140 lifetime rounds, who had only a few days left on an annual allotment of days at an area homeless shelter.
 - Payment to another homeless former boxer who fought 384 lifetime rounds.
 - The Commission's first ever early retirement for medical purposes to a 45-year old former boxer suffering from the degenerative brain disease chronic traumatic encephalopathy, the symptoms of which include memory loss, confusion, depression, and emotional outbursts.



Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PROMOTER	44	44	17
REFEREE	34	34	2
TIMEKEEPER	10	10	0
PROFESSIONAL ATHLETE	1,114	1,114	56
JUDGE	6	6	1
MATCHMAKER	11	11	1
SECOND	2,092	2,092	138
MANAGER	93	93	6

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PROMOTER	N/A	61	N/A
REFEREE	N/A	36	N/A
TIMEKEEPER	N/A	10	N/A
PROFESSIONAL ATHLETE	N/A	1,170	N/A
JUDGE	N/A	7	N/A
MATCHMAKER	N/A	12	N/A
SECOND	N/A	2,230	N/A
MANAGER	N/A	99	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PROMOTER	EVERY YEAR	N/A
REFEREE	EVERY YEAR	N/A
TIMEKEEPER	EVERY YEAR	N/A
PROFESSIONAL ATHLETE	EVERY YEAR	N/A
JUDGE	EVERY YEAR	N/A
MATCHMAKER	EVERY YEAR	N/A
SECOND	EVERY YEAR	N/A
MANAGER	EVERY YEAR	N/A

Exams
N/A

Summary of Enforcement Activity

Consumer Complaints—Intake	
7	RECEIVED
7	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
0	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints
N/A

Inspections
N/A

Investigations
N/A

Number of Days to Complete Intake and Investigations
N/A

Citations and Fines	
60	ISSUED
44	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
0	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$0	ASSESSED
\$0	REDUCED
\$34,080	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
0	CASES OPENED/INITIATED
0	CASES CLOSED
0	CASES PENDING

Summary of Enforcement Activity

Number of Days to Complete AG Cases

N/A

Formal Actions Filed/Withdrawn/Dismissed

N/A

Administrative Outcomes/Final Orders

0	LICENSE APPLICATIONS DENIED
1	REVOCATION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
5	SUSPENSION ONLY
2	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

N/A

Petition for Reinstatement of Revoked License/ Registration/Certification

1	GRANTED
0	DENIED
1	TOTAL

Cost Recovery to DCA

N/A

Consumer Restitution to Consumers/Refunds/ Savings

N/A

BUREAU OF AUTOMOTIVE REPAIR

Auto Repair

Licenses and regulates automotive repair dealers, brake and lamp adjusters and stations, and Smog Check stations and technicians; administers Consumer Assistance Program.

STAFF:

**594.8 civil service positions
2 exempt**

LICENSES, REGISTRATIONS,
AND PERMITS:

73,032

BAR ADVISORY GROUP
MEMBERS:

12

EDUCATIONAL ADVISORY
COMMITTEE:

15

STRATEGIC PLAN ADOPTED:

March 27, 2013

OUTREACH:

304 events

www.bar.ca.gov
www.smogcheck.ca.gov

MAJOR ACCOMPLISHMENTS

- Implemented the STAR Program on January 1, 2013. The STAR Program replaced the Gold Shield Program as a means of certifying high-performing Smog Check stations and technicians. STAR-certified stations are able to test and certify directed vehicles, which generally represent California's highest polluters, to ensure that these vehicles receive proper inspections and repairs. During Fiscal Year 2012-13, BAR certified 2,708 STAR stations. This program won the 2013 Best of California Green IT Award presented by the Center for Digital Government in August 2013.
- Conducted more than 50 informal hearings to give licensees an opportunity to appeal a citation affecting STAR certification.
- Restructured the Smog Check licensing program options through regulation. The regulation introduced three new license types: Inspector; Repair technician; and Repair Only Smog Check station. These new license types provide individuals and businesses additional options for licensure and provide consumers additional options when it comes to selecting services related to the Smog Check Program.
- In support of the Statewide Drag Net Street Racing Prevention program, a cooperative effort that includes BAR, the California Office of Traffic Safety, the California Highway Patrol and local law enforcement agencies, BAR reinitiated training focused on identifying modified, disconnected, or tampered emissions reduction systems on vehicles that are excessive polluters and in violation of various laws.
- Through the Consumer Assistance Program, BAR retired 36,894 vehicles and provided financial assistance toward the repair of an additional 8,800 vehicles.
- Partnered with DCA to increase awareness of BAR's no-cost Auto Body Inspection and Complaint Program. The program inspected 100 consumer vehicles after auto body repairs had been performed to ensure consumers had received services for which they were invoiced. These voluntary inspections were in addition to the 1,728 inspections performed in response to consumer complaints. Auto body-related services result in the second-highest number of consumer complaints involving automotive repair services.

DEPARTMENT OF CONSUMER AFFAIRS

BAR

Bureau of Automotive Repair

CONTINUED

MAJOR ACCOMPLISHMENTS (CONTINUED)

- Instituted priority processing of applications received from active duty military veterans transitioning to civilian employment.
- Developed a nine-module educational program for Smog Check inspectors, consumers, and law enforcement on the Smog Check Program. The program is available on BAR's Web site and has been viewed by more than 11,000 people.
- Posted the *2013 Smog Check Performance Report* on the Web Site. The report is required annually pursuant to Assembly Bill 2289, Eng (Chapter 258, Statutes of 2010). The report must include an analysis of the effectiveness of the improvements mandated by the bill. BAR now has regulations in place to implement the improvements and is gathering data to facilitate future analysis.

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 1588, Atkins (Chapter 742, Statutes of 2012) requires the Bureau to waive renewal requirements for any licensee or registrant called to active duty as a member of the U.S. armed forces or the California National Guard.
- Assembly Bill 1854, Brownley (Chapter 97, Statutes of 2012) makes it a crime to install, reinstall, rewire, tamper with, alter, or modify a vehicle's computer system or supplemental restraint so that it falsely indicates that the supplemental restraint system is in proper working order. The bill also makes it a crime to knowingly distribute or sell a previously deployed air bag or previously deployed air bag component that will no longer meet the original equipment manufacturing form or function for proper operation. Makes these acts punishable by a fine of up to \$5,000.
- Assembly Bill 1904, Block (Chapter 399, Statutes of 2012) requires the Bureau to expedite the licensure process for any applicant who is married to, in a domestic partnership with, or in any other legal union with, an active duty member of the U.S. armed forces who is assigned to a duty station in this State, and who holds a current license in another state, district, or territory of the United States in the profession or vocation for which he or she seeks a license from BAR.
- Senate Bill 1576, Committee on Business, Professions and Economic Development (Chapter 661, Statutes of 2012) allows for a service dealer licensed by the Bureau of Electronic and Appliance Repair, Home Furnishings and Thermal Insulation to install, calibrate, service, maintain, and monitor ignition interlock devices.
- Adopted regulations to modify the consumer co-pay amount for the repair assistance option under the Consumer Assistance Program (CAP). A consumer co-payment obligation of \$20 was replaced with a requirement that the consumer pay for the testing and diagnosis of the repairs needed for the vehicle to pass its Smog Check.
- Adopted regulations to increase the fines for violations of the Smog Check Program authorized by Assembly Bill 2289, Eng (Chapter 258, Statutes of 2010). AB 2289 and regulations adopted by BAR expanded the list of Smog Check violations for which a citation and fine are now authorized. These regulations increased the maximum amount of fines up to the \$5,000 statutory limit. Regulations were also adopted to authorize monetary penalties on technicians ranging from \$500 to \$1,500 in addition to required training.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
AUTOMOTIVE REPAIR DEALER	4,464	3,949	29,528
SMOG CHECK TEST AND REPAIR STATION	721	608	3,926
SMOG CHECK TEST ONLY STATION	503	464	1,715
SMOG CHECK REPAIR ONLY STATION	70	63	N/A¹
SMOG CHECK GOLD SHIELD	29	19	N/A²
STAR CERTIFICATES	5,862	2,708	N/A⁴
BRAKE AND LAMP STATION	369	275	1,670
SMOG CHECK ADVANCED EMISSION SPECIALIST	909	522	345
SMOG CHECK BASIC AREA TECHNICIAN	27	11	6
SMOG CHECK REPAIR TECHNICIAN	586	156	7,103³
SMOG CHECK INSPECTOR	1,291	661	7,760³
BRAKE AND LAMP ADJUSTER	1,809	799	N/A

Licensing Population by Type

TYPE	CERTIFICATIONS/PERMITS	LICENSES/REGISTRATIONS	APPROVALS
AUTOMOTIVE REPAIR DEALER	N/A	36,353	N/A
SMOG CHECK TEST AND REPAIR STATION	N/A	4,914	N/A
SMOG CHECK TEST ONLY STATION	N/A	2,357	N/A
SMOG CHECK REPAIR ONLY STATION	N/A	35	N/A
SMOG CHECK GOLD SHIELD	504²	N/A	N/A
STAR CERTIFICATES	2,708⁴	N/A	N/A
BRAKE AND LAMP STATION	N/A	2,116	N/A
SMOG CHECK ADVANCED EMISSION SPECIALIST	N/A	9,002	N/A
SMOG CHECK BASIC AREA TECHNICIAN	N/A	332	N/A
SMOG CHECK REPAIR TECHNICIAN	N/A	5,551	N/A
SMOG CHECK INSPECTOR	N/A	6,498	303
BRAKE AND LAMP ADJUSTER	N/A	3,166	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
AUTOMOTIVE REPAIR DEALER	EVERY YEAR	0
SMOG CHECK TEST AND REPAIR STATION	EVERY YEAR	0
SMOG CHECK TEST ONLY STATION	EVERY YEAR	0
SMOG CHECK REPAIR ONLY STATION	EVERY YEAR	0
SMOG CHECK GOLD SHIELD	0	0
STAR CERTIFICATES	0	0
BRAKE AND LAMP STATION	EVERY YEAR	0
SMOG CHECK ADVANCED EMISSION SPECIALIST	EVERY 2 YEARS	16
SMOG CHECK BASIC AREA TECHNICIAN	EVERY 2 YEARS	16
SMOG CHECK REPAIR TECHNICIAN	EVERY 2 YEARS	16
SMOG CHECK INSPECTOR	EVERY 2 YEARS	16
BRAKE AND LAMP ADJUSTER	EVERY 4 YEARS	0

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
ADVANCED EMISSION SPECIALIST TECHNICIAN	528	528	1,056
BASIC AREA TECHNICIAN	11	22	33
REPAIR TECHNICIAN	178	186	364
SMOG CHECK INSPECTOR	776	417	1,193
BRAKE ADJUSTER	445	202	647
LAMP ADJUSTER	360	392	752
TOTALS	2,298	1,747	4,045

¹ The Repair Only Station is a new license type that will not have renewals until Fiscal Year 2013-14.

² Gold Shield Program was eliminated on December 31, 2012, thereby eliminating all Gold Shield stations. Gold Shield certificates were nonrenewable.

³ Effective August 1, 2012, through license restructure, during renewal period the Advanced Emission Specialist and Basic Area Technician are transitioning to new license types, to the Repair Technician and/or Inspector.

⁴ STAR Certification Program replaces Gold Shield Program effective January 1, 2013. STAR certificates are non-renewable.

Summary of Enforcement Activity

Consumer Complaints—Intake

17,157	RECEIVED
244	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
16,862	REFERRED FOR INVESTIGATION
197	PENDING

Conviction/Arrest Notification Complaints

N/A	RECEIVED
N/A	CLOSED/REFERRED FOR INVESTIGATION
N/A	PENDING

Inspections

19,209	INSPECTIONS CONDUCTED
949	INSPECTIONS CITATIONS ISSUED

Investigations

16,862	OPENED
17,548	CLOSED
1,809	PENDING

Number of Days to Complete Intake and Investigations

16,545	UP TO 90 DAYS
802	91 TO 180 DAYS
141	181 DAYS TO 1 YEAR
53	1 TO 2 YEARS
3	2 TO 3 YEARS
0	OVER 3 YEARS
48	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

1,112	ISSUED
405	ISSUED WITH A FINE
26	WITHDRAWN
5	DISMISSED
22	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$523,000	ASSESSED*
\$5,000	REDUCED
\$448,250	COLLECTED

* Assessed does not include fines currently under appeal.

Criminal/Civil Actions

63	REFERRALS FOR CRIMINAL/CIVIL ACTION
N/A	CRIMINAL ACTIONS FILED
N/A	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Action

185	CASES OPENED/INITIATED
217	CASES CLOSED*
251	CASES PENDING

* Cases closed do not match the number of outcomes against licenses. BAR has multiple licenses listed on a single case/accusation.

Number of Days to Complete AG Cases

85	1 YEAR
94	1 TO 2 YEARS
56	2 TO 3 YEARS
12	3 TO 4 YEARS
0	OVER 4 YEARS
556	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

55	STATEMENTS OF ISSUES FILED
133	ACCUSATIONS FILED
51	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
14	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
9	ACCUSATIONS WITHDRAWN/DISMISSED

Summary of Enforcement Activity

Administrative Outcomes/Final Orders

4	LICENSE APPLICATIONS DENIED
372	REVOCAION
0	SURRENDER OF LICENSE
109	PROBATION WITH SUSPENSION
2	SUSPENSION ONLY
55	PROBATION ONLY
N/A	PUBLIC REPRIMAND
28	OTHER DECISIONS

BAR has multiple licenses listed on a single case/accusation. Therefore, cases closed will not match the number of outcomes against licenses.

Petition for Modification or Termination of Probation

1	GRANTED
0	DENIED
1	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA

\$671,961	ORDERED
\$368,364	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$33,906	RESTITUTION ORDERED
\$2,427,910	AMOUNT REFUNDED
\$1,205,217	REWORK AT NO CHARGE
\$770,315	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$4,403,442	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

BOARD OF BARBERING AND COSMETOLOGY

Cosmetology

Licenses and regulates barbers, cosmetologists, manicurists, estheticians, electrologists, and the establishments they work in.

STAFF:

96.2 civil service
1 exempt

LICENSES:

535,358

BOARD MEMBERSHIP:

4 licensees
5 public representatives

STRATEGIC PLAN ADOPTED:

April 8, 2013

www.barbercosmo.ca.gov



MAJOR ACCOMPLISHMENTS

- Provided a Sunset Review report to the Senate Business, Professions, and Economic Development Committee. After a Committee review, the Board responded to the Senate Committee's recommendations.
- Launched its Safe Sandal Season campaign to teach consumers about nail salon safety using social and traditional media. With the help from DCA's Office of Public Affairs and the Office of Publications, Design & Editing, the Board created messages for its Facebook and Twitter accounts, produced a nail salon safety video, conducted TV and newspaper interviews, created signature graphics for emails, created a Safe Sandal Season logo, and created a pedicure safety tip pamphlet.
- Redesigned the Board Web site. The site now provides industry updates in the form of bulletins, alerts, news headlines, fact sheets, and videos and discloses enforcement actions. In addition, consumers have access to information on health and safety issues.

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 1904, Block (Chapter 395, Statutes of 2012) requires the Board to expedite the granting of reciprocity (granting a California license to people holding a barbering and cosmetology license from another state) to spouses and legal domestic partners of people serving on active duty in the U.S. armed forces who are stationed in California.
- Assembly Bill 1588, Atkins (Chapter 742, Statutes of 2012) waives the renewal fees for persons who hold a current and valid license at the time they are called to active duty in the U.S. armed forces. The licensee is prohibited from performing any services during the period the waiver is in effect, unless their duties in the military include providing barbering and cosmetology services (a military barber, for instance).

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
BARBER	2,231	1,515	8,739
BARBER APPRENTICE	375	323	N/A
COSMETOLOGIST	24,405	12,306	113,017
COSMETOLOGY APPRENTICE	451	392	N/A
ELECTROLOGIST	39	25	775
ELECTROLOGY APPRENTICE	0	0	N/A
ESTABLISHMENT	6,060	6,292	16,390
ESTHETICIAN	7,110	5,012	25,867
MANICURIST	8,446	4,987	45,631
MOBILE UNIT	4	4	9

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BARBER	N/A	24,141	N/A
BARBER APPRENTICE	N/A	762	N/A
COSMETOLOGIST	N/A	266,321	N/A
COSMETOLOGY APPRENTICE	N/A	1,017	N/A
ELECTROLOGIST	N/A	2,077	N/A
ELECTROLOGY APPRENTICE	N/A	0	N/A
ESTABLISHMENT	N/A	49,974	N/A
ESTHETICIAN	N/A	67,781	N/A
MANICURIST	N/A	123,261	N/A
MOBILE UNIT	N/A	24	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
BARBER	EVERY 2 YEARS	0
BARBER APPRENTICE	NONE	0
COSMETOLOGIST	EVERY 2 YEARS	0
COSMETOLOGY APPRENTICE	NONE	0
ELECTROLOGIST	EVERY 2 YEARS	0
ELECTROLOGY APPRENTICE	NONE	0
ESTABLISHMENT	EVERY 2 YEARS	0
ESTHETICIAN	EVERY 2 YEARS	0
MANICURIST	EVERY 2 YEARS	0
MOBILE UNIT	EVERY 2 YEARS	0

Exams		
PASS	FAIL	TOTAL
49,345	16,037	65,382

Summary of Enforcement Activity

Consumer Complaints—Intake	
2,836	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,816	REFERRED FOR INVESTIGATION
35	PENDING

Conviction/Arrest Notification Complaints	
1,785	RECEIVED
1,784	CLOSED/REFERRED FOR INVESTIGATION
1	PENDING

Inspections	
11,580	INSPECTIONS CONDUCTED
8,994	INSPECTION CITATIONS ISSUED

Investigations	
4,600	OPENED
4,712	CLOSED
740	PENDING

Number of Days to Complete Intake and Investigations	
3,420	UP TO 90 DAYS
812	91 TO 180 DAYS
360	181 DAYS TO 1 YEAR
103	1 TO 2 YEARS
13	2 TO 3 YEARS
4	OVER 3 YEARS
75	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
15,269	ISSUED
13,021	ISSUED WITH A FINE
N/A	WITHDRAWN
N/A	DISMISSED
30-40	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Summary of Enforcement Activity

Total Amount of Fines

\$7,853,890	ASSESSED
\$523,800	REDUCED
\$5,326,113	COLLECTED

Criminal/Civil Actions

10	REFERRALS FOR CRIMINAL/CIVIL ACTION
14	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

93	CASES OPENED/INITIATED
53	CASES CLOSED
95	CASES PENDING

Number of Days to Complete AG Cases

5	1 YEAR
18	1 TO 2 YEARS
20	2 TO 3 YEARS
10	3 TO 4 YEARS
0	OVER 4 YEARS
782	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

2	STATEMENTS OF ISSUES FILED
68	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
1	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

2	LICENSE APPLICATIONS DENIED
40	REVOCAION
11	SURRENDER OF LICENSE
29	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
23	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petitions to Revoke Probation Filed Petitions and Accusations to Revoke Probation Filed

5	TOTAL NUMBER FILED
---	--------------------

Subsequent Disciplinary—Administrative Outcomes/ Final Orders

10	REVOCAION
7	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
7	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification

3	GRANTED
4	DENIED
7	TOTAL

Cost Recovery to DCA

\$130,774	ORDERED
\$101,551	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

N/A	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
N/A	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

BOARD OF BEHAVIORAL SCIENCES

Behavioral Sciences

Licenses and regulates marriage and family therapists and interns; clinical social workers and associates; educational psychologists; professional clinical counselors and interns; and referral services.

STAFF:

42.5 civil service
1 exempt

LICENSES:

86,047

BOARD MEMBERSHIP:

6 licensees
7 public representatives

STRATEGIC PLAN ADOPTED:

2010

www.bbs.ca.gov



MAJOR ACCOMPLISHMENTS

- Collaborated with stakeholders to draft regulatory changes to revise and strengthen the Board's Continuing Education Program. The regulatory changes were submitted to the Office of Administrative Law during the summer of 2013.
- Developed two publications related to Professional Clinical Counselor Interns, *A Guide to the Supervision of Professional Clinical Counselor Interns* and *Answers to Most Frequently Asked Questions Relating to PCC Interns*.
- Completed the evaluation of school degree programs to determine compliance with the educational requirements for licensure as a Licensed Professional Clinical Counselor. Identified 76 California schools that have degree programs that may meet the educational requirements.

MAJOR NEW LEGISLATION OR REGULATIONS

- Effective January 1, 2013, Senate Bill 363, Emmerson (Chapter 384, Statutes of 2011) allows a trainee to counsel clients while not enrolled in a practicum course only if the lapse in enrollment is less than 90 days and is immediately preceded and immediately followed by enrollment in practicum. This law only applies to individuals enrolled in a Licensed Marriage and Family Therapist degree program.
- Effective January 1, 2014, Senate Bill 1527, Negrete-McLeod (Chapter 800, Statutes of 2012) specifies that an individual seeking ASW registration or LCSW licensure shall complete coursework in California law and ethics. The coursework may be imbedded within more than one course.
- Effective July 1, 2013, amendments to Division 18 of Title 16 of the California Code of Regulations sections 1803, 1845, 1858, and 1881, and the addition of sections 1823 and 1888.1 were implemented to make the Board's enforcement process more efficient.
- Effective April 1, 2013, amendments to Division 18 of Title 16 of the California Code of Regulations sections 1811, 1870, and 1887.3 clarify the law related to advertising by Board licensees and registrants, require supervisors of associate social workers to be licensed for two years prior to any supervision, and require licensed professional clinical counselors to take a one-time, seven-hour continuing education course covering the assessment and treatment of people living with HIV and AIDS.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
MARRIAGE AND FAMILY THERAPIST	2,378	1,837	15,809
MARRIAGE AND FAMILY INTERN	4,382	3,900	12,006
MFT REFERRAL SERVICE	N/A	N/A	N/A
LICENSED CLINICAL SOCIAL WORKER	1,583	995	9,513
ASSOCIATE SOCIAL WORKER	2,886	2,799	7,899
LICENSED EDUCATIONAL PSYCHOLOGIST	104	70	845
CONTINUING EDUCATION PROVIDER	262	227	1,076
LICENSED PROFESSIONAL CLINICAL COUNSELOR*	57	373	15
LICENSED PROFESSIONAL CLINICAL COUNSELOR INTERN	398	220	51

* Traditional applications. Grandparenting application period expired 12/31/11.

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
MARRIAGE AND FAMILY THERAPIST	N/A	33,713	N/A
MARRIAGE AND FAMILY INTERN	N/A	16,385	N/A
MFT REFERRAL SERVICE	N/A	N/A	N/A
LICENSED CLINICAL SOCIAL WORKER	N/A	20,076	N/A
ASSOCIATE SOCIAL WORKER	N/A	10,714	N/A
LICENSED EDUCATIONAL PSYCHOLOGIST	N/A	1,813	N/A
CONTINUING EDUCATION PROVIDER	N/A	2,646	N/A
LICENSED PROFESSIONAL CLINICAL COUNSELOR	N/A	61	N/A
LICENSED PROFESSIONAL CLINICAL COUNSELOR INTERN	N/A	273	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
MARRIAGE AND FAMILY THERAPIST	EVERY 2 YEARS	36
MARRIAGE AND FAMILY INTERN	EVERY YEAR	N/A
MFT REFERRAL SERVICE	N/A	N/A
LICENSED CLINICAL SOCIAL WORKER	EVERY 2 YEARS	36
ASSOCIATE SOCIAL WORKER	EVERY YEAR	N/A
LICENSED EDUCATIONAL PSYCHOLOGIST	EVERY 2 YEARS	36
CONTINUING EDUCATION PROVIDER	EVERY 2 YEARS	N/A
LICENSED PROFESSIONAL CLINICAL COUNSELOR	EVERY 2 YEARS	36
LICENSED PROFESSIONAL CLINICAL COUNSELOR INTERN	EVERY YEAR	N/A

Summary of Licensing Activity

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
LICENSED CLINICAL SOCIAL WORKER STANDARD	1,053	831	1,884
LICENSED CLINICAL SOCIAL WORKER CV	998	427	1,425
LICENSED EDUCATIONAL PSYCHOLOGIST	68	58	126
MARRIAGE AND FAMILY THERAPIST STANDARD	1,935	1,112	3,047
MARRIAGE AND FAMILY THERAPIST CV	1,838	282	2,120
LICENSED PROFESSIONAL CLINICAL COUNSELOR LAW AND ETHICS	24	19	43
LICENSED PROFESSIONAL CLINICAL COUNSELOR GP LAW AND ETHICS	257	51	308
LICENSED PROFESSIONAL CLINICAL COUNSELOR GAP LCSW	9	0	9
LICENSED PROFESSIONAL CLINICAL COUNSELOR GAP MFT	159	2	161
TOTALS	6,341	2,782	9,123

Summary of Enforcement Activity

Consumer Complaints—Intake	
991	RECEIVED
1	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
992	REFERRED FOR INVESTIGATION
35	PENDING

Conviction/Arrest/Notification Complaints	
1,074	RECEIVED
1,074	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
2,066	OPENED
1,999	CLOSED
707	PENDING

Number of Days to Complete Intake and Investigations	
1,137	UP TO 90 DAYS
456	91 TO 180 DAYS
274	181 DAYS TO 1 YEAR
124	1 TO 2 YEARS
6	2 TO 3 YEARS
2	OVER 3 YEARS
120	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
105	ISSUED
101	ISSUED WITH A FINE
62	WITHDRAWN
1	DISMISSED
147	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$209,450	ASSESSED
\$41,025	REDUCED
\$28,650	COLLECTED

Summary of Enforcement Activity

Criminal/Civil Actions

0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

86	CASES OPENED/INITIATED
102	CASES CLOSED
130	CASES PENDING

Number of Days to Complete AG Cases

2	1 YEAR
35	1 TO 2 YEARS
43	2 TO 3 YEARS
22	3 TO 4 YEARS
0	OVER 4 YEARS
871	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

28	STATEMENTS OF ISSUES FILED
86	ACCUSATIONS FILED
2	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
16	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

47	LICENSE APPLICATIONS DENIED
34	REVOCAION
28	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
47	PROBATION ONLY
2	PUBLIC REPRIMAND
3	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

15	TOTAL NUMBER FILED
----	--------------------

Subsequent Disciplinary—Administrative Outcomes/Final Orders

7	REVOCAION
6	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
2	OTHER DECISIONS

Petition for Modification or Termination of Probation

8	GRANTED
2	DENIED
10	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA

\$128,590	ORDERED
\$55,346	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

N/A	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
N/A	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

CEMETERY AND FUNERAL BUREAU

Cemetery/Funeral

Licenses and regulates funeral establishments and funeral directors; embalmers and apprentices; cemetery brokers, sales people, and managers; cremated remains disposers, crematories and crematory managers; and privately owned cemeteries in California.

STAFF:

23.5 civil service
1 exempt

LICENSES AND
CERTIFICATIONS:

11,901

ADVISORY COMMITTEE
MEMBERSHIP:

4 licensees
3 public representatives

STRATEGIC PLAN ADOPTED:

2011

www.cfb.ca.gov

MAJOR ACCOMPLISHMENTS

- Revised the *Consumer Guide to Funeral and Cemetery Purchases*, which provides information to help consumers make informed decisions about funeral and cemetery arrangements for themselves or their loved ones.
- Updated the *Preneed Q&A*, which is a guide to assist consumers with planning and making advance funeral and cemetery arrangements.
- Established probation monitoring guidelines and procedures to ensure that licensees placed on probation comply with the terms and conditions of their probation and that cost recovery payments are submitted promptly.
- Appointed a new seven-member Advisory Committee composed of four industry members and three public members. The Bureau selected Committee members from a diverse and representative mix of geographic regions, licensing and consumer advocacy backgrounds, and professional experience to better serve licensees and consumers and meet its regulatory obligations in an open and transparent forum.
- Updated procedure manuals for field operations, licensing functions, and enforcement procedures to ensure continuity and consistent interpretation and application of the laws and regulations and training of new and existing staff.
- Reorganized and revised the Bureau's Web site to make it easier to navigate.
- Continued review of proposed changes to funeral regulations and creation of language for cemetery Limited Liability Company regulations. The Bureau held a workshop with stakeholders on August 16, 2012, and discussed the proposed changes at public Advisory Committee meetings held on November 12, 2012; March 5, 2013, and June 13, 2013. The regulatory packages are currently under internal Departmental review in preparation for the formal rulemaking process.



CEMETERY & FUNERAL
BUREAU

CONTINUED

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 1490, Ducheny (Chapter 401, Statutes of 2006) establishes the minimum standards necessary to prevent the offensive deterioration of an endowment care cemetery licensed by the Bureau. Cemeteries must, at minimum, follow the items listed by the regulation (exception provided to certain items for natural condition sections), or may choose to incorporate those items into their rules and regulations in accordance with Health and Safety Code Section 8300, and must provide consumers with a written copy of their maintenance standards upon request. The cemetery must reconsider annually the amount collected in endowment care fees based upon current and projected maintenance expenditures.
- Assembly Bill 374, Hill (Chapter 364, Statutes of 2012) allows an applicant to proceed with the assignment of a funeral establishment license by requesting approval from the Bureau to post and maintain a bond in an amount equal to 50 percent greater than the corpus of the trust guaranteeing the payment of any shortages in the establishment's trust funds in the absence of an unqualified audit due to estate matters or litigation.
- Assembly Bill 1777, Ma (Chapter 79, Statutes of 2012) allows cremated remains to be transferred from a durable container into a scattering urn (a closed container containing cremated remains that will dissolve and release its contents within four hours of being placed at sea) no more than seven days before scattering the cremated remains at sea from a boat.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
CEMETERY BROKER	12	27	249
CEMETERY MANAGER	33	14	266
CREMATORY MANAGER	58	25	441
EMBALMER	44	37	1,685
FUNERAL DIRECTOR	228	124	2,113
APPRENTICE EMBALMER	57	65	N/A
FUNERAL ESTABLISHMENT	37	36	978
CERTIFICATE OF AUTHORITY (CEMETERY)	1	5	191
CREMATORY	14	15	212
CEMETERY SALESPERSON	1,625	1,362	2,674
CREMATED REMAINS DISPOSER	28	16	135

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CEMETERY BROKER	N/A	282	N/A
CEMETERY MANAGER	N/A	354	N/A
CREMATORY MANAGER	N/A	566	N/A
EMBALMER	N/A	2,037	N/A
FUNERAL DIRECTOR	N/A	2,670	N/A
APPRENTICE EMBALMER	277	N/A	N/A
FUNERAL ESTABLISHMENT	N/A	1,018	N/A
CERTIFICATE OF AUTHORITY (CEMETERY)	N/A	195	N/A
CREMATORY	N/A	223	N/A
CEMETERY SALESPERSON	N/A	4,056	N/A
CREMATED REMAINS DISPOSER	223	N/A	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
CEMETERY BROKER	EVERY YEAR	N/A
CEMETERY MANAGER	EVERY YEAR	N/A
CREMATORY MANAGER	EVERY YEAR	N/A
EMBALMER	EVERY YEAR	N/A
FUNERAL DIRECTOR	EVERY YEAR	N/A

Exams		
PASS	FAIL	TOTAL
228	79	307

Summary of Enforcement Activity

Consumer Complaints—Intake	
590	RECEIVED
5	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
581	REFERRED FOR INVESTIGATION
8	PENDING

Conviction/Arrest Notification Complaints	
75	RECEIVED
75	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
1,265	INSPECTIONS CONDUCTED
74	INSPECTION CITATIONS ISSUED

Investigations	
657	OPENED
605	CLOSED
121	PENDING

Summary of Enforcement Activity

Number of Days to Complete Intake and Investigations

505	UP TO 90 DAYS
74	91 TO 180 DAYS
24	181 DAYS TO 1 YEAR
2	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
48	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines

125	ISSUED
80	ISSUED WITH A FINE
2	WITHDRAWN
0	DISMISSED
33	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$75,697	ASSESSED
\$1,402	REDUCED
\$72,645	COLLECTED

Criminal/Civil Actions

0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

22	CASES OPENED/INITIATED
14	CASES CLOSED
22	CASES PENDING

Number of Days to Complete AG Cases

3	1 YEAR
8	1 TO 2 YEARS
1	2 TO 3 YEARS
1	3 TO 4 YEARS
1	OVER 4 YEARS
710	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

5	STATEMENTS OF ISSUES FILED
12	ACCUSATIONS FILED
1	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
1	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

1	LICENSE APPLICATIONS DENIED
16	REVOCAION
6	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
4	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

1	GRANTED
1	DENIED
2	TOTAL

Cost Recovery to DCA

\$2,500	ORDERED
\$8,500	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$29,509	AMOUNT REFUNDED
\$5,154	REWORK AT NO CHARGE
\$2,376	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$37,040	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

CONTRACTORS STATE LICENSE BOARD

Contractors

Licenses and regulates contractors in 43 classifications.

STAFF:

**400.6 civil service positions
1 exempt**

LICENSES, REGISTRATIONS,
PERMITS, AND
CERTIFICATIONS:

304,719

BOARD MEMBERSHIP:

**5 representing the
profession, consumer
group, or government
entity
10 public representatives**

STRATEGIC PLAN ADOPTED:

June 2013

www.cslb.ca.gov
www.ChecktheLicenseFirst.com



MAJOR ACCOMPLISHMENTS

- Serves as a key participant in the multiagency California Labor Enforcement Task Force that was established on January 1, 2012, to combat the underground economy and improve the State's business environment. The group sweeps active construction sites throughout California each week to determine if businesses are operating legally and safely. In its first year of participation, CSLB citation penalties totaled \$479,750; legal actions from January 1, 2012, through June 2013 totaled 897.
- Provided overwhelming evidence that resulted in the Ventura County Grand Jury indicting 13 people – including a notorious revoked licensee – for their roles in an elaborate home improvement scheme that defrauded Southern California consumers out of millions of dollars. Five others pleaded guilty to felony conspiracy charges prior to the Grand Jury indictments.
- Reduced wait times for the more than 1 million callers contacting the Board's Licensing Information Center (LIC), or call center, each year. The call wait time in March 2013, for example, was 2:07 with 97 percent of all incoming calls answered. April 2013 was even better, with a 1:34 call wait time and 98 percent of incoming calls answered. May 2013 had a 1:58 call wait time and 97 percent answer rate, and June 2013 had a wait time of 48 seconds with a 99 percent answer rate.
- Strengthened consumer and employee protection when Business and Professions Code section 7125.5 (Assembly Bill 397) took effect on January 1, 2012. The law requires (at the time of license renewal every two years) active licensees to recertify that they have workers' compensation insurance or are exempt because they do not have employees. Hundreds of CSLB licensees who previously claimed an exemption were found to be operating with employees or underreporting the number of employees.
- Increased the amount of ordered restitution recovered for consumers from 2012-13 from \$36 million to approximately \$44 million.
- Supported DCA's need to administer Enforcement Representative examinations through the expanded use of its State Contractor Official Regulatory Examination (SCORE) system. More than 500 individuals have taken the ER exam at one of CSLB's testing centers since offering that service for other DCA offices.

CONTINUED

MAJOR NEW LEGISLATION OR REGULATIONS

- AB 2237, Monning (Chapter 371, Statutes of 2012) clarified the definition of a contractor to include consultants who oversee a project.
- AB 2554, Berryhill (Chapter 85, Statutes of 2012) specified that revocation of a license under the Contractors State License Law does not deprive the Board of jurisdiction to proceed with, among other things, any investigation or disciplinary proceeding against the licensee.
- AB 2219, Knight (Chapter 389, Statutes of 2012) extended the requirement for all C-39 Roofing licensees to maintain workers' compensation insurance.
- AB 1794, Williams (Chapter 811, Statutes of 2012) authorized, until January 1, 2019, the Employment Development Department to provide new employee information filed by employers to the Joint Enforcement Strike Force, for the purposes of auditing, investigating, and prosecuting violations of tax and cash-pay reporting laws.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
ORIGINAL CONTRACTOR LICENSE	17,109	11,894	121,765
HOME IMPROVEMENT SALESMAN REGISTRATION	7,346	3,993	1,673

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ORIGINAL CONTRACTOR LICENSE	4,185	291,293	N/A
HOME IMPROVEMENT SALESMAN REGISTRATION	N/A	9,241	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
ORIGINAL CONTRACTOR LICENSE	EVERY 2 YEARS	N/A
HOME IMPROVEMENT SALESMAN REGISTRATION	EVERY 2 YEARS	N/A

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
LAW AND BUSINESS	7,649	4,839	12,488
GENERAL ENGINEERING (A)	387	360	747
GENERAL CONTRACTOR (B)	2,820	4,576	7,396
ASBESTOS CERTIFICATION	80	41	121
HAZARDOUS CERTIFICATION	56	25	81
INSULATION AND ACOUSTICAL (C-2)	36	82	118
BOILER, HOT-WATER HEATING AND STEAM FITTING (C-4)	19	8	27
FRAMING AND ROUGH CARPENTRY (C-5)	23	43	66
CABINET, MILLWORK AND FINISH CARPENTRY (C-6)	159	173	332
LOW VOLTAGE SYSTEMS (C-7)	248	174	422
CONCRETE (C-8)	148	239	387
DRYWALL (C-9)	107	164	271
ELECTRICAL (C-10)	702	742	1,444
ELEVATOR (C-11)	11	5	16
EARTHWORK AND PAVING (C-12)	52	61	113
FENCING (C-13)	59	49	108
FLOORING (C-15)	194	220	414
FIRE PROTECTION (C-16)	57	63	120
GLAZING (C-17)	118	107	225
WARM-AIR HEATING, VENTILATING, AND AIR COND. (C-20)	417	331	748
BUILDING MOVING/ DEMOLITION (C-21)	51	61	112
ORNAMENTAL METAL (C-23)	32	54	86
LANDSCAPING (C-27)	427	633	1,060
LOCK AND SECURITY EQUIPMENT (C-28)	20	32	52
MASONRY (C-29)	49	121	170
CONSTRUCTION ZONE TRAFFIC CONTROL (C-31)	17	15	32
PARKING AND HIGHWAY IMPROVEMENT (C-32)	25	24	49

Summary of Licensing Activity

Exam Results (continued)			
EXAM TITLE	PASS	FAIL	TOTAL
PAINTING AND DECORATING (C-33)	506	524	1,030
PIPELINE (C-34)	12	11	23
LATHING AND PLASTERING (C-35)	49	58	107
PLUMBING (C-36)	493	507	1,000
REFRIGERATION (C-38)	55	58	113
ROOFING (C-39)	161	177	338
SANITATION SYSTEM (C-42)	11	48	59
SHEET METAL (C-43)	43	27	70
SIGN (C-45)	22	51	73
SOLAR (C-46)	73	76	149
MANUFACTURED HOUSING (C-47)	10	29	39
REINFORCING STEEL (C-50)	10	8	18
STRUCTURAL STEEL (C-51)	45	42	87
SWIMMING POOL (C-53)	88	68	156
TILE (C-54)	217	214	431
WATER CONDITIONING (C-55)	9	15	24
WELL DRILLING (C-57)	20	7	27
WELDING (C-60)	36	38	74
TOTAL	15,893	15,200	31,023

Summary of Enforcement Activity

Consumer Complaints—Intake	
17,521	RECEIVED
124	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
17,397	REFERRED FOR INVESTIGATION
3,681	PENDING

Conviction/Arrest Notification Complaints	
580	RECEIVED
614	CLOSED/REFERRED FOR INVESTIGATION
81	PENDING

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
18,101	OPENED
19,118	CLOSED
3,762	PENDING

Number of Days to Complete Intake and Investigations	
14,310	UP TO 90 DAYS
2,225	91 TO 180 DAYS
2,458	181 DAYS TO 1 YEAR
119	1 TO 2 YEARS
4	2 TO 3 YEARS
2	OVER 3 YEARS
76.6	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
1,968	ISSUED
1,968	ISSUED WITH A FINE
57	WITHDRAWN
4	DISMISSED
165	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

* PLEASE REFER TO PAGE 8 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Total Amount of Fines

\$3,672,325	ASSESSED
\$452,160	REDUCED
\$1,165,111	COLLECTED

Criminal /Civil Actions

1,106	REFERRALS FOR CRIMINAL/CIVIL ACTION
NDA	CRIMINAL ACTIONS FILED
N/A	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

521	CASES OPENED/INITIATED
375	CASES CLOSED
655	CASES PENDING

Number of Days to Complete AG Cases

165	1 YEAR
167	1 TO 2 YEARS
39	2 TO 3 YEARS
3	3 TO 4 YEARS
1	OVER 4 YEARS
789	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

78	STATEMENTS OF ISSUES FILED
237	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
10	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
20	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

51	LICENSE APPLICATIONS DENIED
322	REVOCATION
0	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
10	SUSPENSION ONLY
59	PROBATION ONLY
0	PUBLIC REPRIMAND
79	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

NDA	GRANTED
NDA	DENIED
NDA	TOTAL

Cost Recovery to DCA

\$1,209,854	ORDERED
\$223,957	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

NDA	RESTITUTION ORDERED
\$43,230,313	AMOUNT REFUNDED
\$744,478	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$43,974,791	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

COURT REPORTERS BOARD OF CALIFORNIA

Court Reporters

Licenses and regulates certified shorthand reporters, also known as court reporters, and oversees California's schools of court reporting. Also manages the Transcript Reimbursement Fund, which provides free or low-cost transcripts to low-income people.

STAFF:

4 civil service
1 exempt

LICENSES:

7,145

BOARD MEMBERSHIP:

2 licensees
3 public representatives

STRATEGIC PLAN ADOPTED:

April 27, 2012

www.courtreportersboard.ca.gov

MAJOR ACCOMPLISHMENTS

- Adopted a new strategic plan. The Board worked with DCA's Strategic Planning and Development Unit to work through the strategic planning process and develop an ambitious strategic plan for 2012-14.
- Developed a video for the Sunset Review Report. The Board worked with DCA's Office of Public Affairs and Office of Publications, Design & Editing to produce a three-minute video for inclusion with the Sunset Review Report submitted to the Legislature. The video provided background information to the Legislature and highlighted the technological side of the current court reporting industry.
- Developed scope of practice language. The Board approved language for an expanded scope of practice regulation to be initiated, to reinforce that the practice of court reporting is more complicated than simply writing machine shorthand.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 1236, Price (Chapter 332, Statutes of 2012) extends the Board's sunset date to January 1, 2017, as well as extends the pilot project of the Transcript Reimbursement Fund to the same date.



COURT REPORTERS BOARD
OF CALIFOR N I

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
CERTIFIED SHORTHAND REPORTER	104	104	7,145

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CERTIFIED SHORTHAND REPORTER	N/A	7,145	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
CERTIFIED SHORTHAND REPORTER	EVERY YEAR	0

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
DICTATION	109	177	286
ENGLISH	141	140	281
PROFESSIONAL PRACTICE	130	54	184
TOTALS	380	371	751

Summary of Enforcement Activity

Consumer Complaints—Intake	
133	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
133	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
2	RECEIVED
1	CLOSED/REFERRED FOR INVESTIGATION
1	PENDING

Inspections
NOT APPLICABLE TO THIS PROGRAM

Summary of Enforcement Activity

Investigations	
133	OPENED
139	CLOSED
21	PENDING

Number of Days to Complete Intake and Investigations	
98	UP TO 90 DAYS
29	91 TO 180 DAYS
10	181 DAYS TO 1 YEAR
2	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
75	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
30	ISSUED
30	ISSUED WITH A FINE
0	WITHDRAWN
1	DISMISSED
58	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$28,500	ASSESSED
\$4,050	REDUCED
\$9,390	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
11	CASES OPENED/INITIATED
6	CASES CLOSED
9	CASES PENDING

Summary of Enforcement Activity

Number of Days to Complete AG Cases

3	1 YEAR
3	1 TO 2 YEARS
0	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
420	AVERAGE NUMBER DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

1	STATEMENTS OF ISSUES FILED
6	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

1	LICENSE APPLICATIONS DENIED
1	REVOCATION
1	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
2	PROBATION ONLY
0	PUBLIC REPRIMAND
1	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA

\$3,718	ORDERED
\$810	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$1,036	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$1,036	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

DENTAL BOARD OF CALIFORNIA

Dentistry

Licenses and regulates dentists, registered dental assistants, registered dental assistants in extended functions, and holders of orthodontic assistant and dental sedation assistant permits.

STAFF:

68.3 civil service
1 exempt

LICENSES AND PERMITS:

97,845

BOARD MEMBERSHIP:

9 dental professionals
5 public representatives

STRATEGIC PLAN ADOPTED:

December 3, 2012

www.dbc.ca.gov

MAJOR ACCOMPLISHMENTS

- Updated and adopted the goals and objectives of the Board's Strategic Plan which will cover the years 2013-2015.
- Completed the "Development and Validation of a Portfolio Examination for Initial Dental Licensure" report with the assistance of an outside contractor.
- Revised the Orthodontic Assistant Permit Examination.
- Appointed a new Executive Officer.
- The Governor appointed six new Board members and reappointed three members.
- The Enforcement Program's ongoing efforts to address unlicensed activity resulted in five search warrants, four felony arrests for unlicensed dentistry, and 17 criminal filings.
- Provided educational presentations of the Board's licensing and enforcement roles to graduating dental students at four California universities.



CONTINUED

MAJOR NEW LEGISLATION OR REGULATIONS

- A new regulation became effective on November 28, 2012, that requires licensed dentists to provide conspicuous notification to consumers that they are licensed and regulated by the Dental Board of California.
- A new regulation became effective on December 7, 2012, that established the application and registration requirements to allow dentists licensed out-of-state to participate in sponsored free healthcare events on a short-term voluntary basis.
- Assembly Bill 1588 Atkins (Chapter 742, Statutes of 2012) requires boards within the Department of Consumer Affairs to waive the renewal fees, continuing education requirements, and other renewal requirements for any licensee or registrant who is called to active duty as a member of the U.S. armed forces or the California National Guard if certain requirements are met. The bill also prohibits a licensee or registrant from engaging in any activities requiring a license while a waiver is in effect.
- AB 1904 Block (Chapter 399, Statutes of 2012) requires boards within the Department of Consumer Affairs to expedite the licensure process for an applicant who holds a license in the same profession or vocation in another jurisdiction and is married to, or in a legal union with, an active duty member of the U.S. armed forces stationed in California.
- AB 2570, Hill (Chapter 561, Statutes of 2012) prohibits a licensee who is regulated by the Department of Consumer Affairs or various boards, bureaus, or programs from including a provision in an agreement to settle a civil dispute that prohibits the other party in that dispute from filing a complaint, withdrawing a complaint, or cooperating with DCA or one its boards, bureaus, or programs.
- Senate Bill 1575, Senate Business, Professions and Economic Development Committee (Chapter 799, Statutes of 2012) revised special permit eligibility requirements for a person who completes an advanced education program accredited by the Commission on Dental Accreditation of the American Dental Association or a national accrediting body approved by the Board.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ADDITIONAL OFFICE PERMIT	333	305	936
CONSCIOUS SEDATION PERMIT	46	42	237
DENTIST LICENSE	1,151	1,059	17,559
ELECTIVE FACIAL COSMETIC SURGERY	6	0	0
FICTITIOUS NAME PERMIT	549	537	2,449
GENERAL ANESTHESIA PERMIT	61	37	373
MOBILE DENTAL CLINIC	0	5	11
MEDICAL GENERAL ANESTHESIA PERMIT	0	0	0
ORAL CONSCIOUS SEDATION CERTIFICATE	207	202	1,105
ORAL AND MAXILLOFACIAL SURGERY PERMIT	2	4	41
REGISTERED PROVIDER	124	92	423
SPECIAL PERMIT	2	2	28
REGISTERED DENTAL ASSISTANT (RDA)	3,456	1,903	16,727
RDA IN EXTENDED FUNCTIONS (RDAEF)	108	69	649
ORTHODONTIC ASSISTANT (OA)	26	63	18
DENTAL SEDATION ASSISTANT (DSA)	8	9	10

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ADDITIONAL OFFICE PERMIT	2,562	0	0
CONSCIOUS SEDATION PERMIT	507	0	0
DENTIST LICENSE	0	45,443	0
ELECTIVE FACIAL COSMETIC SURGERY	26	0	0
FICTITIOUS NAME PERMIT	6,534	0	0
GENERAL ANESTHESIA PERMIT	844	0	0
MOBILE DENTAL CLINIC	36	0	0
MEDICAL GENERAL ANESTHESIA PERMIT	103	0	0
ORAL CONSCIOUS SEDATION CERTIFICATE	2,811	0	0
ORAL AND MAXILLOFACIAL SURGERY PERMIT	91	0	0
REGISTERED PROVIDER	0	2,024	0
SPECIAL PERMIT	45	0	0
REGISTERED DENTAL ASSISTANT (RDA)	0	53,191	0
RDA IN EXTENDED FUNCTIONS (RDAEF)	0	1,633	0
ORTHODONTIC ASSISTANT (OA)	88	0	0
DENTAL SEDATION ASSISTANT (DSA)	21	0	0

Summary of Licensing Activity

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
ADDITIONAL OFFICE PERMIT	EVERY 2 YEARS	0
CONSCIOUS SEDATION PERMIT	EVERY 2 YEARS	15
DENTIST LICENSE	EVERY 2 YEARS	50
ELECTIVE FACIAL COSMETIC SURGERY	EVERY 2 YEARS	0
FICTITIOUS NAME PERMIT	EVERY 2 YEARS	0
GENERAL ANESTHESIA PERMIT	EVERY 2 YEARS	24
MOBILE DENTAL CLINIC	EVERY 2 YEARS	0
MEDICAL GENERAL ANESTHESIA PERMIT	EVERY 2 YEARS	24
ORAL CONSCIOUS SEDATION CERTIFICATE	EVERY 2 YEARS	7
ORAL AND MAXILLOFACIAL SURGERY PERMIT	EVERY 2 YEARS	50
REGISTERED PROVIDER	EVERY 2 YEARS	0
SPECIAL PERMIT	EVERY YEAR	25
REGISTERED DENTAL ASSISTANT (RDA)	EVERY 2 YEARS	25
RDA IN EXTENDED FUNCTIONS (RDAEF)	EVERY 2 YEARS	25
ORTHODONTIC ASSISTANT (OA)	EVERY 2 YEARS	25
DENTAL SEDATION ASSISTANT	EVERY 2 YEARS	25

Exams			
TYPE	PASS	FAIL	TOTAL
DDS	0	0	0
RDA AND RDAEF	2,745	443	3,188
TOTALS	2,745	443	3,188

Summary of Enforcement Activity

Consumer Complaints—Intake	
2,876	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,890	REFERRED FOR INVESTIGATION
23	PENDING

Conviction/Arrest Notification Complaints	
1,083	RECEIVED
1,082	CLOSED/REFERRED FOR INVESTIGATION
12	PENDING

Inspections	
146	INSPECTIONS CONDUCTED
5	INSPECTION CITATIONS ISSUED

Investigations	
3,973	OPENED
3,723	CLOSED
1,837	PENDING

Number of Days to Complete Intake and Investigations	
1,856	UP TO 90 DAYS
859	91 TO 180 DAYS
575	181 DAYS TO 1 YEAR
292	1 TO 2 YEARS
120	2 TO 3 YEARS
21	OVER 3 YEARS
156	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
27	ISSUED
23	ISSUED WITH A FINE
1	WITHDRAWN
0	DISMISSED
435	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

* PLEASE REFER TO PAGE 8 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Total Amount of Fines

\$50,200	ASSESSED
\$2,500	REDUCED
\$88,026	COLLECTED

Criminal/Civil Actions

19	REFERRALS FOR CRIMINAL/CIVIL ACTION
3	CRIMINAL ACTIONS FILED
3	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

85	CASES OPENED/INITIATED
97	CASES CLOSED
183	CASES PENDING

Number of Days to Complete AG Cases

12	1 YEAR
34	1 TO 2 YEARS
20	2 TO 3 YEARS
31	3 TO 4 YEARS
20	OVER 4 YEARS
893	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

15	STATEMENTS OF ISSUES FILED
74	ACCUSATIONS FILED
5	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
2	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
12	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

4	LICENSE APPLICATIONS DENIED
27	REVOCAION
10	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
45	PROBATION ONLY
11	PUBLIC REPRIMAND
15	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

4	TOTAL NUMBER FILED
---	--------------------

Subsequent Disciplinary—Administrative Outcomes/ Final Orders

2	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
3	OTHER DECISIONS

Petition for Modification or Termination of Probation

1	GRANTED
1	DENIED
2	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification

0	GRANTED
5	DENIED
5	TOTAL

Cost Recovery to DCA

\$326,987	ORDERED
\$272,639	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$37,500	RESTITUTION ORDERED
0	AMOUNT REFUNDED
0	REWORK AT NO CHARGE
0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

DENTAL HYGIENE COMMITTEE OF CALIFORNIA

Dental Hygiene

Licenses and regulates registered dental hygienists, registered dental hygienists in extended functions, and registered dental hygienists in alternative practice.

STAFF:

7 civil service
1 exempt

LICENSES AND PERMITS:

30,770

ADVISORY COMMITTEE MEMBERSHIP:

5 dental professionals
4 public representatives

STRATEGIC PLAN ADOPTED:

September 26, 2010

www.dhcc.ca.gov

MAJOR ACCOMPLISHMENTS

- Published the first *DHCC Newsletter* so licensees and consumers would be better informed about the DHCC and its functions, activities, and accomplishments as well as any legislative or regulatory changes.
- Became fully staffed in all positions so we can better respond to consumers, applicants, licensees, DCA, and the Legislature.
- Implemented new regulations which allow the DHCC to issue a citation and a fine up to \$5,000 for any violation of dental hygiene laws, including unlicensed practice, unprofessional conduct, failure to identify yourself in the patient record, refusal to release a patient's records, or even minor violations such as failure to notify the DHCC of a name change within 10 days or an address change or e-mail address change within 30 days.

MAJOR NEW LEGISLATION OR REGULATIONS

- Established retroactive fingerprint regulations that require that, as a condition of renewal for an active license expiring on or after July 1, 2011, a licensee who was initially licensed prior to January 1, 1994, or for whom an electronic record of the submission of fingerprints no longer exists, must furnish a full set of electronic fingerprints for the purpose of conducting both a criminal history record check and a State and Federal level criminal offender record information search conducted through the Department of Justice,- This requirement protects consumers from DHCC licensees who have been convicted of a crime.
- Sponsored free health care events – This regulation allows RDHs licensed in other states to obtain a temporary license to work at sponsored, free health care events in California.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
RDH	1,258	843	8,739
RDHEF	0	0	8
RDHAP	106	54	181
FNP	23	29	33

RDH - Registered Dental Hygienist
 RDHAP - Registered Registered Dental Hygienist in Extended Functions
 RDHEF - Registered Dental Hygienist in Alternative Practice
 FNP - Fictitious Name Permit

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
RDH	N/A	31,113	N/A
RDHAP	N/A	494	N/A
RDHEF	N/A	38	N/A
FNP	126	N/A	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
RDH	EVERY 2 YEARS	25
RDHAP	EVERY 2 YEARS	35
RDHEF	EVERY 2 YEARS	25

Exams		
PASS	FAIL	TOTAL
370	31	401

Summary of Enforcement Activity

Consumer Complaints—Intake	
23	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
22	REFERRED FOR INVESTIGATION
1	PENDING

Summary of Enforcement Activity

Conviction/Arrest Notification Complaints	
162	RECEIVED
161	CLOSED/REFERRED FOR INVESTIGATION
1	PENDING

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
183	OPENED
197	CLOSED
10	PENDING

Number of Days to Complete Intake and Investigations	
156	UP TO 90 DAYS
20	91 TO 180 DAYS
17	181 DAYS TO 1 YEAR
1	1 TO 2 YEARS
2	2 TO 3 YEARS
1	OVER 3 YEARS
50	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
8	ISSUED
8	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
110	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$8	ASSESSED
\$0	REDUCED
\$8	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Summary of Enforcement Activity

Office of the Attorney General/Disciplinary Actions

13	CASES OPENED/INITIATED
6	CASES CLOSED
14	CASES PENDING

Number of Days to Complete AG Cases

2	1 YEAR
2	1 TO 2 YEARS
1	2 TO 3 YEARS
1	3 TO 4 YEARS
0	OVER 4 YEARS
581	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

2	STATEMENTS OF ISSUES FILED
8	ACCUSATIONS FILED
1	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

0	LICENSE APPLICATIONS DENIED
2	REVOCATION
1	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
1	PROBATION ONLY
0	PUBLIC REPRIMAND
2	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

1	GRANTED
0	DENIED
1	TOTAL

Cost Recovery to DCA

\$13,100	ORDERED
\$5,518	COLLECTED

Consumer Restitution to Consumers/Refund /Savings

\$10,000	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$2,906	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

BUREAU OF ELECTRONIC & APPLIANCE REPAIR, HOME FURNISHINGS & THERMAL INSULATION

BEARHFTI

Licenses and registers electronic and appliance repair businesses and has jurisdiction over sale and administration of service contracts on various consumer products. Regulates the manufacture and sale of upholstered furniture, bedding, and thermal insulation products; tests for flammability and sanitization.

STAFF:

41 civil service
1 exempt

LICENSES AND REGISTRATIONS:

39,567

BUREAU ADVISORY COUNCILS:

6 industry representatives
3 public representatives

STRATEGIC PLAN ADOPTED:

January 2013

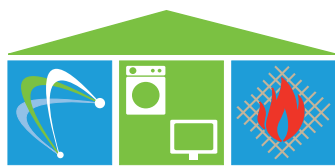
www.bearhfti.ca.gov

MAJOR ACCOMPLISHMENTS

- Re-evaluated the enforcement approach of issuing citations to businesses not cooperating with compliance. Statistically, the Bureau found low compliance results and issues with collecting fines from businesses already being hit with fees, which was pushing them further away from complying with licensing laws. Therefore, the regulatory code, along with citation amounts, was evaluated on how to be more effectively administered, along with restructured procedures which provided an aggressive approach for swift enforcement to achieve compliance.
- Established a probationary license program to more effectively monitor troublesome licensees and to provide opportunity to applicants who have been successfully rehabilitated. Applicants showing they have been successfully rehabilitated are given an opportunity to be licensed under close scrutiny with systematic monitoring. Additionally, businesses with questionable practices are given a chance to correct those practices before being put out of business by having their license revoked.

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 1443, Logue (Chapter 90, Statutes of 2012) provides product reimbursement for retailers on furniture samples taken by the Bureau for testing.
- Technical Bulletin 117, the upholstery furniture standard to meet fire safety standards, was revised. Additionally, the Bureau sought and evaluated concepts for additional exemptions on juvenile products from the requirement of TB 117.



BUREAU OF ELECTRONIC & APPLIANCE REPAIR,
HOME FURNISHINGS & THERMAL INSULATION

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
BEDDING RETAILER	133	124	838
CUSTOM UPHOLSTERER	29	29	232
FURNITURE AND BEDDING MANUFACTURER	147	127	626
FURNITURE AND BEDDING RETAILER	682	643	4,271
FURNITURE AND BEDDING WHOLESALER	30	16	74
FURNITURE RETAILER	121	86	1,470
IMPORTER	779	686	1,126
SANITIZER	6	5	3
SUPPLY DEALER	8	6	69
THERMAL INSULATION	8	7	118
APPLIANCE SERVICE DEALER	271	223	1,470
COMBINATION SERVICE DEALER	18	10	362
ELECTRONIC SERVICE DEALER	600	820	4,499
SERVICE CONTRACT ADMINISTRATOR	2	8	37
SERVICE CONTRACT SELLER	2,196	1,293	8,159

Licensing by Population Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BEDDING RETAILER	N/A	1,846	N/A
CUSTOM UPHOLSTERER	N/A	494	N/A
FURNITURE AND BEDDING MANUFACTURER	N/A	1,420	N/A
FURNITURE AND BEDDING RETAILER	N/A	11,313	N/A
FURNITURE AND BEDDING WHOLESALER	N/A	176	N/A
FURNITURE RETAILER	N/A	2,445	N/A
IMPORTER	N/A	3,765	N/A
SANITIZER	N/A	15	N/A
SUPPLY DEALER	N/A	133	N/A
THERMAL INSULATION	N/A	122	N/A
APPLIANCE SERVICE DEALER	N/A	2,399	N/A
COMBINATION SERVICE DEALER	N/A	493	N/A
ELECTRONIC SERVICE DEALER	N/A	5,298	N/A
SERVICE CONTRACT ADMINISTRATOR	N/A	42	N/A
SERVICE CONTRACT SELLER	N/A	9,606	N/A

Summary of Licensing Activity

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
BEDDING RETAILER	EVERY 2 YEARS	0
CUSTOM UPHOLSTERER	EVERY 2 YEARS	0
FURNITURE AND BEDDING MANUFACTURER	EVERY 2 YEARS	0
FURNITURE AND BEDDING RETAILER	EVERY 2 YEARS	0
FURNITURE AND BEDDING WHOLESALER	EVERY 2 YEARS	0
FURNITURE RETAILER	EVERY 2 YEARS	0
IMPORTER	EVERY 2 YEARS	0
SANITIZER	EVERY 2 YEARS	0
SUPPLY DEALER	EVERY 2 YEARS	0
THERMAL INSULATION	EVERY YEAR	0
APPLIANCE SERVICE DEALER	EVERY YEAR	0
COMBINATION SERVICE DEALER	EVERY YEAR	0
ELECTRONIC SERVICE DEALER	EVERY YEAR	0
SERVICE CONTRACT ADMINISTRATOR	EVERY YEAR	0
SERVICE CONTRACT SELLER	EVERY YEAR	0

Summary of Enforcement Activity

Exams	
NOT APPLICABLE TO THIS PROGRAM	

Consumer Complaints—Intake	
1,879	RECEIVED
9	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,877	REFERRED FOR INVESTIGATION
21	PENDING

Conviction/Arrest Notification Complaints	
0	RECEIVED
0	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Summary of Enforcement Activity

Inspections	
3,385	INSPECTIONS CONDUCTED
1	INSPECTIONS CITATIONS ISSUED

Investigations	
1,879	OPENED
1,886	CLOSED
306	PENDING

Number of Days to Complete Intake and Investigations	
1,534	UP TO 90 DAYS
208	91 TO 180 DAYS
112	181 DAYS TO 1 YEAR
29	1 TO 2 YEARS
3	2 TO 3 YEARS
0	OVER 3 YEARS
62	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
467	ISSUED
86	ISSUED WITH A FINE
40	WITHDRAWN
0	DISMISSED
65	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$28,000	ASSESSED
\$250	REDUCED
\$14,250	COLLECTED

Criminal/Civil Actions	
NOT APPLICABLE TO THIS PROGRAM	

Office of the Attorney General/Disciplinary Actions	
11	CASES OPENED/INITIATED
9	CASES CLOSED
18	CASES PENDING

Summary of Enforcement Activity

Number of Days to Complete AG Cases

2	1 YEAR
3	1 TO 2 YEARS
1	2 TO 3 YEARS
3	3 TO 4 YEARS
0	OVER 4 YEARS
599	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

7	STATEMENTS OF ISSUES FILED
1	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
2	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

11	LICENSE APPLICATIONS DENIED
0	REVOCATION
1	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
2	PROBATION ONLY
0	PUBLIC REPRIMAND
1	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA

\$0	ORDERED
\$0	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$144,646	AMOUNT REFUNDED
\$28,255	REWORK AT NO CHARGE
\$62,156	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$235,057	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

STATE BOARD OF GUIDE DOGS FOR THE BLIND

Guide Dogs

Licenses and regulates schools and instructors that train and supply guide dogs for the blind.

STAFF:

.5 civil service
1 exempt

LICENSES AND APPROVALS:

105 licenses
2 approvals

BOARD MEMBERSHIP:

2 guide dog users
5 public representatives

STRATEGIC PLAN ADOPTED:

November 23, 2009

www.guidedogboard.ca.gov

MAJOR ACCOMPLISHMENTS

- Updated resource materials, including best practice etiquette tips for guide dog teams in restaurants.
- Held Guide Dog Day 2012, at which the Board announced a partnership with the California Restaurant Association.
- Attended several outreach and education events including the National Federation of the Blind California/California Association of Guide Dog Users fall convention; California Council of the Blind/Guide Dog Users of California fall and spring conventions; Guide Dogs for the Blind Alumni Association meeting; and California Restaurant Association chapter meetings in Sacramento and Los Angeles.
- Submitted a Sunset Review Report to the Senate Business, Professions, and Economic Development Committee. The Board also submitted a legislative proposal to make nonsubstantive changes to Business and Professions Code section 7206, eliminating the Board members from the guide dog instructor examination review panel and removing the reference to "seeing eye dog."

MAJOR NEW LEGISLATION OR REGULATIONS

- A regulatory package seeking to amend sections 2268.2 and 2271 of the Business and Professions Code was submitted to the Office of Administrative Law. These amendments would add verification that documents to solicit funds to establish a guide dog school were sent by the licensee to the Office of the Attorney General and make more specific requirements for the conditions of a guide dog school dormitory and dog kennel.



Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
GUIDE DOG INSTRUCTOR	2	2	101
GUIDE DOG SCHOOL	0	0	3
FUNDRAISING LICENSE	0	0	0
INACTIVE INSTRUCTOR	0	0	1

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
GUIDE DOG INSTRUCTOR	0	104	104
GUIDE DOG SCHOOL	0	3	3
FUNDRAISING LICENSE	0	0	0
INACTIVE INSTRUCTOR	0	1	1

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
GUIDE DOG INSTRUCTOR	EVERY YEAR	8
GUIDE DOG SCHOOL	EVERY YEAR	N/A
FUNDRAISING LICENSE	ONE TIME	N/A
INACTIVE INSTRUCTOR	EVERY YEAR	N/A

Exams

PASS	FAIL	TOTAL
2	0	2

Summary of Enforcement Activity

Consumer Complaints—Intake

4	RECEIVED
4	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
0	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints

0	RECEIVED
0	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections

2	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations

0	OPENED
0	CLOSED
0	PENDING

Number of Days to Complete Intake and Investigations

0	UP TO 90 DAYS
0	91 TO 180 DAYS
0	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
0	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines

0	ISSUED
0	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
0	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Summary of Enforcement Activity

Total Amount of Fines	
0	ASSESSED
0	REDUCED
0	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
0	CASES OPENED/INITIATED
0	CASES CLOSED
0	CASES PENDING

Number of Days to Complete AG Cases	
0	1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
0	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
0	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
0	REVOCATION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA	
\$0	ORDERED
\$0	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE

Landscape Architects

Licenses and regulates landscape architects.

STAFF:

5.5 civil service

LICENSES:

3,552

COMMITTEE MEMBERSHIP:

5 licensees

STRATEGIC PLAN ADOPTED:

June 13, 2013

www.latc.ca.gov

MAJOR ACCOMPLISHMENTS

- Concluded an Exceptions and Exemptions Task Force to determine how to ensure clarity about Business and Professions Code Division 3, Chapter 3.5, Article 3, section 5641, "Chapter Exceptions, Exemptions" and ensure that these provisions adequately protect the public health, safety, and welfare.
- Concluded a University of California Extension Certificate Program Task Force to review and develop the standards and procedures for approval of the extension certificate programs and conduct reviews of the programs utilizing the new procedures.
- Convened new exam development workshops to develop a new California Supplemental Examination to ensure that candidates are tested on critical California-specific issues and that other issues on the national examination are covered sufficiently.
- Initiated new Occupational Analysis processes to ensure that candidates are tested on current and relevant California-specific issues and that other issues on the national examination are covered sufficiently.
- Continued to improve the timeliness of enforcement actions and focused on reducing the aging of enforcement cases. As of June 30, 2013, the pending enforcement caseload has reduced dramatically by 67 percent since Fiscal Year 2009-10.

MAJOR NEW LEGISLATION OR REGULATIONS

- The Committee obtained approval of regulations to allow transitional credit to candidates for previous divisions of the national licensing examination.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
APPLICATION FOR ELIGIBILITY	120	N/A	N/A
APPLICATION FOR INITIAL LICENSE	119	119	1,725

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
LANDSCAPE ARCHITECT LICENSE	N/A	3,552	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
LANDSCAPE ARCHITECT LICENSE RENEWAL	EVERY 2 YEARS	0

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
LANDSCAPE ARCHITECT REGISTRATION EXAMINATION (LARE)	1,683	811	2,494
CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE)	115	9	124
TOTALS	1,798	820	2,618

Summary of Enforcement Activity

Consumer Complaints—Intake	
27	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
27	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
0	RECEIVED
0	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
NOT APPLICABLE TO THIS PROGRAM	

Investigations	
27	OPENED
23	CLOSED
30	PENDING

Number of Days to Complete Intake and Investigations	
9	UP TO 90 DAYS
1	91 TO 180 DAYS
3	181 DAYS TO 1 YEAR
8	1 TO 2 YEARS
2	2 TO 3 YEARS
0	OVER 3 YEARS
346	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
1	ISSUED
1	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
967	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$2,000	ASSESSED
\$0	REDUCED
\$1,472	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
0	CASES OPENED/INITIATED
0	CASES CLOSED
0	CASES PENDING

Summary of Enforcement Activity

Number of Days to Complete AG Cases	
0	1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
0	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
0	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAW/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
0	REVOCATION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED
0	TOTAL

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed	
0	TOTAL NUMBER FILED

Subsequent Disciplinary—Administrative Outcomes/Final Orders	
0	REVOCATION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA	
\$0	ORDERED
\$0	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 8 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

MEDICAL BOARD OF CALIFORNIA

Medical Board

Licenses and regulates physicians and certain allied healthcare professionals.

STAFF:

270.1 civil service
1 exempt

LICENSES AND PERMITS:

155,190

BOARD MEMBERSHIP:

8 licensed physicians
7 public representatives

STRATEGIC PLAN ADOPTED:

2012

www.mbc.ca.gov

MAJOR ACCOMPLISHMENTS

- On February 21-22, 2013, the Board, in collaboration with the Board of Pharmacy, held a Joint Forum to Promote Appropriate Prescribing and Dispensing for all interested parties in San Francisco. The forum focused on inappropriate prescribing; inappropriate security of drugs; responsible parties, including prescribers, dispensers, patients, and regulators/law enforcement; and solutions to the problem including education, enforcement, and necessary tools (e.g., CURES). As a result of the forum, a task force was formed by the Board to address solutions to the problem, including responsibilities of physicians and pharmacists when prescribing and dispensing, revisiting pain management guidelines, and successful approaches to prescribing controlled substances.
- In November 2012, the Board submitted its Sunset Review Report to the Senate Business, Professions, and Economic Development Committee and the Assembly Business, Professions, and Consumer Protection Committee. In the report, the Board suggested changes to law that would improve and enhance the Board's programs and stressed the importance of enhanced consumer protection related to prescription drug use. The Board recommended in the report that an appropriate funding source be found to upgrade and fund the CURES system, which is California's prescription drug monitoring program. The Board also recommended that coroners be required to inform the Board of all prescription drug deaths, allowing the Board to evaluate the incident and determine if there is a prescribing violation that needs to be investigated. Bills have been introduced to address most of the issues identified by the Board in its Sunset Review Report. The Licensing Program for the entire last fiscal year was within its strategic plan goal of reviewing applications within 45 days of receipt. This is the first time the Board has been under this goal in several years.
- In coordination with the Office of Administrative Hearings, the Board has recommended and secured training for Administrative Law Judges (ALJs) who hear Board disciplinary cases. Government Code section 11371 requires that ALJs receive medical training as recommended by the Board and a training program has been developed that includes topics such as pain management and appropriate medication standards, chronic pain issues, new developments in medicine, cardiology, electronic health records, anatomy and physiology, and other relevant subjects. The first training was a day-long course conducted via video conferencing.



MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 589 Perea (Chapter 339, Statutes of 2012) creates the Steven M. Thompson Medical School Scholarship Program (STMSSP) within the Health Professions Education Foundation. STMSSP participants must commit in writing to three years of full-time professional practice in direct patient care in an eligible setting. The maximum amount per total scholarship is \$105,000 per recipient, to be distributed over the course of attendance at medical school. The STMSSP is funded by private donations, and would only be implemented if sufficient funds are available.
- AB 1533 Mitchell (Chapter 109, Statutes of 2012), sponsored by the Board and the University of California, authorizes a pilot for the UCLA International Medical Graduate Program. The pilot allows program participants to engage in supervised patient care for 16 weeks as part of an approved and supervised clinical clerkship/rotation at UCLA healthcare facilities or other approved UCLA affiliates. All training will occur with supervision by licensed physicians. This bill sunsets the pilot program on January 1, 2019.
- AB 1548 Carter (Chapter 140, Statutes of 2012), supported by the Board, prohibits outpatient cosmetic surgery centers from violating the prohibition of the corporate practice of medicine and defines “outpatient elective cosmetic medical procedures or treatments.” This bill enhances the penalty for corporations violating the prohibition of the corporate practice of medicine to a public offense punishable by imprisonment for up to five years and/or by a fine not exceeding \$50,000.
- Senate Bill 122 Price (Chapter 789, Statutes of 2012), supported by the Board, allows individuals who have attended and/or graduated from an unrecognized or disapproved international medical school to be eligible for physician and surgeon licensure in California if they have continuously practiced in another state for 10 years (if they attended an unrecognized school) or 20 years (if they attended a disapproved school). These individuals must be certified by a specialty board of the American Board of Medical Specialties; have successfully completed the licensing exam required in existing law; have successfully completed three years of postgraduate training; and not had any discipline on their license in another state or any adverse judgments or settlements relating to the practice of medicine.
- SB 1095 Rubio (Chapter 454, Statutes of 2012), supported by the Board, expands the type of clinics that may be issued a limited license by the Board of Pharmacy to include accredited outpatient settings and Medicare-certified ambulatory surgical centers. The license issued by the Board of Pharmacy allows these clinics to purchase drugs at wholesale for administration or dispensing to clinic patients for pain and nausea under the direction of a physician.
- SB 1274 Wolk (Chapter 793, Statutes of 2012), supported by the Board, narrowly expands the corporate practice of medicine exemption to allow Shriners Hospital for Children to continue to employ physicians, and also allows the hospital to bill insurers for the services rendered to patients with insurance coverage.
- Section 1364.50 in Article 10 of Chapter 2, Division 13, of Title 16 of the California Code of Regulations was added. On October 26, 2012, regulations were proposed regarding physician availability whenever a properly licensed healthcare provider uses a laser or intense pulse light device for elective cosmetic procedures. The regulations specified that a physician must be immediately available by telephonic or electronic means without delay. The regulations became effective July 1, 2013.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
FICTITIOUS NAME PERMIT	1,251	1,281	5,045
LICENSED MIDWIFE	33	31	126
DISPENSING OPTICIAN	72	57	436
CONTACT LENS DISPENSER	93	90	410
SPECTACLE LENS DISPENSER	216	204	919
OUT-OF-STATE OPTICIAN	0	0	4
RESEARCH PSYCHOANALYST	4	4	3
SPECIAL FACULTY PERMIT	5	4	12
PHYSICIAN AND SURGEON	6,697	5,439	62,924
POLYSOMNOGRAPHIC TRAINEEE	20	9	0
POLYSOMNOGRAPHIC TECHNICIAN	96	40	0
POLYSOMNOGRAPHIC TECHNOLOGIST	518	329	0

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
FICTITIOUS NAME PERMIT	14,106	N/A	N/A
LICENSED MIDWIFE	N/A	297	N/A
DISPENSING OPTICIAN	N/A	1,174	N/A
CONTACT LENS DISPENSER	N/A	998	N/A
SPECTACLE LENS DISPENSER	N/A	2,331	N/A
OUT-OF-STATE OPTICIAN	N/A	10	N/A
RESEARCH PSYCHOANALYST	N/A	91	N/A
SPECIAL FACULTY PERMIT	N/A	17	N/A
PHYSICIAN AND SURGEON	N/A	135,208	N/A
POLYSOMNOGRAPHIC TRAINEEE	N/A	9	N/A
POLYSOMNOGRAPHIC TECHNICIAN	N/A	40	N/A
POLYSOMNOGRAPHIC TECHNOLOGIST	N/A	329	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
FICTITIOUS NAME PERMIT	EVERY 2 YEARS	N/A
LICENSED MIDWIFE	EVERY 2 YEARS	36
DISPENSING OPTICIAN	EVERY 2 YEARS	N/A
CONTACT LENS DISPENSER	EVERY 2 YEARS	N/A
SPECTACLE LENS DISPENSER	EVERY 2 YEARS	N/A
OUT-OF-STATE OPTICIAN	EVERY 2 YEARS	N/A
RESEARCH PSYCHOANALYST	EVERY 2 YEARS	N/A
SPECIAL FACULTY PERMIT	EVERY 2 YEARS	50
PHYSICIAN AND SURGEON	EVERY 2 YEARS	50
POLYSOMNOGRAPHIC TRAINEEE	EVERY 2 YEARS	N/A
POLYSOMNOGRAPHIC TECHNICIAN	EVERY 2 YEARS	N/A
POLYSOMNOGRAPHIC TECHNOLOGIST	EVERY 2 YEARS	N/A

Exams
NOT APPLICABLE TO THIS PROGRAM

Summary of Enforcement Activity LICENSED MIDWIFE

Consumer Complaints—Intake	
20	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
20	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
1	RECEIVED
1	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections
NOT APPLICABLE TO THIS PROGRAM

Summary of Enforcement Activity LICENSED MIDWIFE

Investigations

21	OPENED
20	CLOSED
8	PENDING

Number of Days to Complete Intake and Investigations

10	UP TO 90 DAYS
6	91 TO 180 DAYS
0	181 DAYS TO 1 YEAR
4	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
137	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

N/A	ISSUED
N/A	ISSUED WITH A FINE
N/A	WITHDRAWN
N/A	DISMISSED
N/A	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

N/A	ASSESSED
N/A	REDUCED
N/A	COLLECTED

Criminal/Civil Actions

3	REFERRALS FOR CRIMINAL/CIVIL ACTION
1	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

1	CASES OPENED/INITIATED
3	CASES CLOSED
1	CASES PENDING

Number of Days to Complete AG Cases

0	1 YEAR
2	1 TO 2 YEARS
1	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
743	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

0	STATEMENTS OF ISSUES FILED
1	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

0	LICENSE APPLICATIONS DENIED
1	REVOCAION
2	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Summary of Enforcement Activity LICENSED MIDWIFE

Cost Recovery to DCA	
\$0	ORDERED
\$12,265	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Summary of Enforcement Activity DISPENSING OPTICIANS

Consumer Complaints—Intake	
31	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
30	REFERRED FOR INVESTIGATION
2	PENDING

Conviction/Arrest Notification Complaints	
16	RECEIVED
16	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
NOT APPLICABLE TO THIS PROGRAM	

Investigations	
46	OPENED
61	CLOSED
18	PENDING

Summary of Enforcement Activity DISPENSING OPTICIANS

Number of Days to Complete Intake and Investigations	
12	UP TO 90 DAYS
23	91 TO 180 DAYS
17	181 DAYS TO 1 YEAR
9	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
196	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
0	ISSUED
0	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
0	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$0	FINES ASSESSED
\$0	REDUCED
\$6,100	COLLECTED

Criminal/Civil Actions	
5	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
7	CASES OPENED/INITIATED
1	CASES CLOSED
7	CASES PENDING

Number of Days to Complete AG Cases	
0	1 YEAR
0	1 TO 2 YEARS
1	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
740	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Summary of Enforcement Activity DISPENSING OPTICIANS

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
3	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
1	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification	
0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA	
\$0	ORDERED
\$0	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Summary of Enforcement Activity RESEARCH PSYCHOANALYST

Consumer Complaints—Intake	
1	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
0	RECEIVED
0	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
NOT APPLICABLE TO THIS PROGRAM	

Investigations	
1	OPENED
1	CLOSED
0	PENDING

Number of Days to Complete Intake and Investigations	
0	UP TO 90 DAYS
0	91 TO 180 DAYS
1	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
224	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
0	ISSUED
0	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
0	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$0	ASSESSED
\$0	REDUCED
\$0	COLLECTED

* PLEASE REFER TO PAGE 8 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity RESEARCH PSYCHOANALYST

Criminal/Civil Actions

0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

0	CASES OPENED/INITIATED
0	CASES CLOSED
0	CASES PENDING

Number of Days to Complete AG Cases

0	1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
0	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

0	STATEMENTS OF ISSUES FILED
0	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

0	LICENSE APPLICATIONS DENIED
0	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA

\$0	ORDERED
\$0	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Summary of Enforcement Activity PHYSICIANS AND SURGEONS

Consumer Complaints—Intake

7,082	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
7,007	REFERRED FOR INVESTIGATION
224	PENDING

Conviction/Arrest Notification Complaints

377	RECEIVED
378	CLOSED/REFERRED FOR INVESTIGATION
3	PENDING

Inspections

NOT APPLICABLE TO THIS PROGRAM

Investigations

7,385	OPENED
7,437	CLOSED
2,335	PENDING

Summary of Enforcement Activity PHYSICIANS AND SURGEONS

Number of Days to Complete Intake and Investigations

4,156	UP TO 90 DAYS
1,922	91 TO 180 DAYS
709	181 DAYS TO 1 YEAR
582	1 TO 2 YEARS
66	2 TO 3 YEARS
2	OVER 3 YEARS
125	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

157	ISSUED
102	ISSUED WITH A FINE
65	WITHDRAWN
0	DISMISSED
140	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$150,400	ASSESSED
\$46,775	REDUCED
\$62,250	COLLECTED

Criminal/Civil Actions

122	REFERRALS FOR CRIMINAL/CIVIL ACTION
50	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

447	CASES OPENED/INITIATED
321	CASES CLOSED*
507	CASES PENDING

*In addition to these closed disciplinary actions, the Board closed 78 cases – see Administrative Outcomes/Final Orders charts.

Number of Days to Complete AG Cases

82	1 YEAR
77	1 TO 2 YEARS
78	2 TO 3 YEARS
48	3 TO 4 YEARS
36	OVER 4 YEARS
790	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

4	STATEMENTS OF ISSUES FILED
291	ACCUSATIONS FILED
60	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED*
1	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
27	ACCUSATIONS WITHDRAWN/DISMISSED

27 ISO; 14 PC23; 8 out-of-state suspension orders; 4 automatic suspension orders; 7 suspension/cease practice orders issued by Chief of Enforcement.

Administrative Outcomes/Final Orders

4	LICENSE APPLICATIONS DENIED
51	REVOCATION
76	SURRENDER OF LICENSE
17	PROBATION WITH SUSPENSION
3	SUSPENSION ONLY
112	PROBATION ONLY
79	PUBLIC REPRIMAND
7	OTHER DECISIONS
27	PROBATIONARY LICENSES ISSUED

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

28	TOTAL NUMBER FILED
-----------	--------------------

Summary of Enforcement Activity PHYSICIANS AND SURGEONS

Subsequent Disciplinary—Administrative Outcomes/ Final Orders

7	REVOCATION
4	SURRENDER OF LICENSE
2	PROBATION WITH SUSPENSION
1	SUSPENSION ONLY
7	PROBATION ONLY
1	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

30	GRANTED
5	DENIED
35	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification

7	GRANTED
13	DENIED
20	TOTAL

Cost Recovery to DCA

\$45,000	ORDERED
\$21,004	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$240	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$240	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Summary of Enforcement Activity POLYSOMNOGRAPHIC PROGRAM

Consumer Complaints—Intake

0	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
0	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints

1	RECEIVED
0	CLOSED/REFERRED FOR INVESTIGATION
1	PENDING

Inspections

NOT APPLICABLE TO THIS PROGRAM

Investigations

0	OPENED
0	CLOSED
0	PENDING

Number of Days to Complete Intake and Investigations

0	UP TO 90 DAYS
0	91 TO 180 DAYS
0	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
0	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

N/A	ISSUED
N/A	ISSUED WITH A FINE
N/A	WITHDRAWN
N/A	DISMISSED
N/A	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Summary of Enforcement Activity POLYSOMNOGRAPHIC PROGRAM

Total Amount of Fines

\$0	ASSESSED
\$0	REDUCED
\$0	COLLECTED

Criminal/Civil Actions

0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

0	CASES OPENED/INITIATED
0	CASES CLOSED
0	CASES PENDING

Number of Days to Complete AG Cases

0	1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
0	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

0	STATEMENTS OF ISSUES FILED
0	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

0	LICENSE APPLICATIONS DENIED
0	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA

\$0	ORDERED
\$0	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

NATUROPATHIC MEDICINE COMMITTEE

Naturopathic

Licenses and regulates naturopathic doctors.

STAFF:

0 civil service
1 exempt

LICENSES:

613

COMMITTEE MEMBERS:

5 naturopathic doctors
1 physician
2 public representatives

STRATEGIC PLAN ADOPTED:

November 5, 2010

www.naturopathic.ca.gov



MAJOR ACCOMPLISHMENTS

- Issued its first oversight report since becoming a committee. This allowed the Committee to report to the Oversight Committee the deficiencies in staffing issues and the current steps that the Committee is taking to resolve the issues. Feedback from the Oversight Committee was well-received and a beneficial tool for the Committee to resolve the reported issues.
- Enhanced enforcement policies and procedures to comply with the latest departmental standards and legislative requirements. Staff training precipitated more efficient procedures, enhancing response time to consumers and licensees in matters of public safety.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 305, Lieu (Chapter 516, Statutes of 2013) extends the Naturopathic Doctors Act through January 1, 2018.
- Assembly Bill 2109, Pan (Chapter 821, Statutes of 2012) amends Section 120365 of the Health and Safety Code. This law goes into effect on January 1, 2014, and would no longer require immunizations of a person for admission to a school or other institution listed in Section 120335 if a parent or guardian waives it. The legislation includes "health care practitioners" to be naturopathic doctors who are authorized to furnish or order drugs under a physician and surgeon's supervision.
- SB 1446, Negrete McLeod (Chapter 333, Statutes of 2012) amends sections 3640 and 3640.7 and adds to section 3640.8 of the Business and Professions Code. The law authorizes naturopathic doctors to furnish nutraceuticals, vitamins, amino acids, and minerals, among other substances, as specified, and to independently prescribe and administer epinephrine and natural and synthetic hormones. The legislation further authorizes a naturopathic doctor to independently prescribe and administer nutraceuticals, vitamins, amino acids, and minerals, among other substances, that may be administered by intramuscular, intravenous, or other specified routes only when such substances are chemically identical to those for sale without a prescription. The law also requires a naturopathic doctor, in order to qualify for intravenous therapy administration, to demonstrate that he or she has complied with specified requirements.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
NATUROPATHIC DOCTOR	59	60	238

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
NATUROPATHIC DOCTOR	N/A	613	0

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
NATUROPATHIC DOCTOR	EVERY 2 YEARS	60

Exams	
NOT APPLICABLE TO THIS PROGRAM	

Summary of Enforcement Activity

Consumer Complaints—Intake	
72	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
40	REFERRED FOR INVESTIGATION
32	PENDING

Conviction/Arrest Notification Complaints	
2	RECEIVED
2	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
NOT APPLICABLE TO THIS PROGRAM	

Investigations	
40	OPENED
15	CLOSED
25	PENDING

Summary of Enforcement Activity

Number of Days to Complete Intake and Investigations	
0	UP TO 90 DAYS
31	91 TO 180 DAYS
39	181 DAYS TO 1 YEAR
1	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
270	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
10	ISSUED
10	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
5	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$2,000	ASSESSED
\$0	REDUCED
\$2,000	COLLECTED

Criminal/Civil Actions	
1	REFERRALS FOR CRIMINAL/CIVIL ACTION
1	CRIMINAL ACTIONS FILED
1	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
1	CASES OPENED/INITIATED
0	CASES CLOSED
1	CASES PENDING

Number of Days to Complete AG Cases	
0	1 YEAR
1	1 TO 2 YEARS
0	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
210	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

* PLEASE REFER TO PAGE 8 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Formal Actions Filed/Withdrawn/Dismissed

0	STATEMENTS OF ISSUES FILED
0	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

0	LICENSE APPLICATIONS DENIED
0	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA

\$0	ORDERED
\$0	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

CALIFORNIA BOARD OF OCCUPATIONAL THERAPY

Occupational Therapy

Licenses and regulates occupational therapists and occupational therapy assistants.

STAFF:

11.9 civil service
1 exempt

LICENSES:

14,658

BOARD MEMBERSHIP:

4 licensees
3 public representatives

STRATEGIC PLAN ADOPTED:

2011

www.bot.ca.gov

MAJOR ACCOMPLISHMENTS

- Underwent legislative Sunset Review resulting in the Senate Bill 305, Lieu (Chapter 516, Statutes 2013) which extended the Board's sunset date to January 1, 2018.
- Opened 557 investigations surrounding allegations of criminal and/or professional misconduct against occupational therapy practitioners. The Board closed 493 investigations with an average processing time of 75 days, an improvement of nearly 53 percent since Fiscal Year 2010-11, when the average processing time was 140 days.
- Collaborated with the Department of Developmental Services and the 21 nonprofit Regional Centers that provide early intervention services and support to at-risk infants and children, to provide more oversight of the services provided due to a developmental disability.
- Focused on holding accountable those individuals who provide services when not licensed or who bill the Regional Centers for undocumented or fraudulent services. Through the efforts of the Office of the Attorney General, the Board is working to facilitate restitution to the affected Regional Centers.
- Conducted 389 continuing competence (continuing education) audits for practitioners renewing their license with active status. Of those audits, 28 licensees had not complied with the continuing competence requirement and were issued citations.
- Improved its Web site to provide easier access for consumers and employers to identify practitioners that had been subject to disciplinary action.

CONTINUED

MAJOR NEW LEGISLATION OR REGULATIONS

- The Board adopted new regulations to implement legislation allowing an out-of-state occupational therapy practitioner to provide services at registered, sponsored free healthcare events in California.
- The Board amended regulatory language to delegate functions to the Executive Officer to streamline processing of enforcement issues and decisions; adopted new regulations establishing the Board can order an applicant for licensure to undergo a physical or mental examination; identified additional acts considered unprofessional conduct, and established that any finding of fact that a practitioner engaged in a sexual contact with a client, as determined in an administrative hearing, shall contain an order revoking the license.
- The Board adopted new regulations clarifying the role and extent occupational therapy assistants may function in administrative and supervisory positions and clarified in regulatory language that an aide is prohibited from documenting a patient's record.
- The Board began the process to amend regulations enhancing the qualification requirements for instructors who provide post-professional education to practitioners, and to establish effective dates of disciplinary orders.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
OCCUPATIONAL THERAPIST	849	860	5,175
OCCUPATIONAL THERAPY ASSISTANT	262	256	907

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
OCCUPATIONAL THERAPIST	57	12,347	917
OCCUPATIONAL THERAPY ASSISTANT	30	2,311	285

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
OCCUPATIONAL THERAPIST	EVERY 2 YEARS	24
OCCUPATIONAL THERAPY ASSISTANT	EVERY 2 YEARS	24

Exams	
ADMINISTERED BY NATIONAL BOARD OF CERTIFICATION IN OCCUPATIONAL THERAPY	

Summary of Enforcement Activity

Consumer Complaints—Intake	
424	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
425	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
131	RECEIVED
132	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
N/A	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Summary of Enforcement Activity

Investigations	
557	OPENED
493	CLOSED
198	PENDING

Number of Days to Complete Intake and Investigations	
343	UP TO 90 DAYS
121	91 TO 180 DAYS
16	181 DAYS TO 1 YEAR
12	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
75	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
158	ISSUED
158	ISSUED WITH A FINE
5	WITHDRAWN
7	DISMISSED
93	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$34,703	ASSESSED
\$2,200	REDUCED
\$30,845	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
21	CASES OPENED/INITIATED
4	CASES CLOSED
20	CASES PENDING

* PLEASE REFER TO PAGE 8 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Number of Days to Complete AG Cases	
2	1 YEAR
1	1 TO 2 YEARS
1	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
419	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
3	STATEMENTS OF ISSUES FILED
10	ACCUSATIONS FILED
1	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
1	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
1	LICENSE APPLICATIONS DENIED
1	REVOCATION
1	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation	
1	GRANTED
1	DENIED
2	TOTAL

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed	
2	TOTAL NUMBER FILED

Subsequent Disciplinary—Administrative Outcomes/ Final Orders	
0	REVOCATION
3	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Reinstatement of Revoked License/ Registration/Certification	
1	GRANTED
0	DENIED
1	TOTAL

Cost Recovery to DCA	
\$3,000	ORDERED
\$7,674	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

CALIFORNIA STATE BOARD OF OPTOMETRY

Optometry

Licenses and regulates optometrists.

STAFF:

9 civil service
1 exempt

LICENSES

12,496

BOARD MEMBERSHIP:

6 licensees
5 public representatives

STRATEGIC PLAN ADOPTED:

2010

www.optometry.ca.gov

MAJOR ACCOMPLISHMENTS

- Worked with the Department of Consumer Affairs to redesign the Board's Web site. The design was the winner of the 2010 Best of the Web and Digital Government Achievement Awards.
- Obtained a resolution from State Senator Ed Hernandez to commemorate the Board's centennial.
- Concluded litigation after 10 years which upheld the constitutionality of Business and Professions Code section 655. This section of law prohibits business and financial relationships between optometrists and registered dispensing opticians, and optical companies.

MAJOR NEW LEGISLATION OR REGULATIONS

- Amended the Board's Uniform Standards Related to Substance Abuse and Disciplinary Guidelines. This regulation became effective April 1, 2013, and amends the Board's enforcement disciplinary guidelines, which had not been updated since 1999. This change also added the uniform standards related to substance abuse to handle substance-abusing licensees more effectively.
- Added regulations to allow out-of-state optometrists to participate in sponsored free healthcare events. This regulation became effective April 15, 2013, and establishes a process for sponsoring entities to hold charitable events in California, and an authorization process for out-of-State optometrists to work at these events for a limited period of days.
- Continued the process of adding a regulation to establish retired and retired volunteer status licensing fees. These license statuses were requested by the profession.
- Senate Bill 305, Lieu (Chapter 516, Statutes of 2013) extends the Board's sunset date from January 1, 2014, to January 1, 2018.



Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
BRANCH OFFICE LICENSE	47	35	N/A
FICTITIOUS NAME PERMIT	165	134	N/A
STATEMENT OF LICENSURE	278	297	N/A
OPTOMETRY APPLICATION	364	206	N/A
THERAPEUTIC PHARMACEUTICAL AGENTS CERTIFICATION	360	206	N/A
LACRIMAL IRRIGATION AND DILATION	336	206	N/A
GLAUCOMA	710	680	N/A

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BRANCH OFFICE LICENSE	N/A	109	N/A
FICTITIOUS NAME PERMIT	1,715	N/A	N/A
STATEMENT OF LICENSURE	N/A	1,852	N/A
OPTOMETRY APPLICATION	N/A	12,496	N/A
OPTOMETRY APPLICATION - THERAPEUTIC PHARMACEUTICAL AGENTS	966	N/A	N/A
LACRIMAL IRRIGATION AND DILATION	1,177	N/A	N/A
GLAUCOMA	2,239	N/A	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
BRANCH OFFICE LICENSE	EVERY YEAR	NONE
FICTITIOUS NAME PERMIT	EVERY YEAR	NONE
STATEMENT OF LICENSURE	EVERY 2 YEARS	NONE
OPTOMETRY APPLICATION	EVERY 2 YEARS	40-50
OPTOMETRY APPLICATION - THERAPEUTIC PHARMACEUTICAL AGENTS	EVERY 2 YEARS	N/A
LACRIMAL IRRIGATION AND DILATION	EVERY 2 YEARS	N/A
GLAUCOMA	EVERY 2 YEARS	N/A

Exam

NOT APPLICABLE TO THIS PROGRAM

Summary of Enforcement Activity

Consumer Complaints—Intake

199	RECEIVED
10	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
190	REFERRED FOR INVESTIGATION
1	PENDING

Conviction/Arrest Notification Complaints

54	RECEIVED
55	CLOSED/REFERRED FOR INVESTIGATION
1	PENDING

Inspections

NOT APPLICABLE TO THIS PROGRAM

Investigations

242	OPENED
276	CLOSED
133	PENDING

Summary of Enforcement Activity

Number of Days to Complete Intake and Investigations

127	UP TO 90 DAYS
57	91 TO 180 DAYS
43	181 DAYS TO 1 YEAR
40	1 TO 2 YEARS
6	2 TO 3 YEARS
3	OVER 3 YEARS
191	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

3	ISSUED
3	ISSUED WITH A FINE
1	WITHDRAWN
1	DISMISSED
852	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$27,501	ASSESSED
\$25,001	REDUCED
\$2,500	COLLECTED

Criminal/Civil Actions

2	REFERRALS FOR CRIMINAL/CIVIL ACTION
2	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

15	CASES OPENED/INITIATED
10	CASES CLOSED
21	CASES PENDING

Number of Days to Complete AG Cases

0	1 YEAR
1	1 TO 2 YEARS
4	2 TO 3 YEARS
1	3 TO 4 YEARS
0	OVER 4 YEARS
699	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

1	STATEMENTS OF ISSUES FILED
17	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
1	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

0	LICENSE APPLICATIONS DENIED
1	REVOCAION
1	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
4	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

1	TOTAL NUMBER FILED
---	--------------------

Subsequent Disciplinary—Administrative Outcomes/ Final Orders

1	REVOCAION
1	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Summary of Enforcement Activity

Petition for Modification or Termination of Probation

1	GRANTED
1	DENIED
2	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification

0	GRANTED
2	DENIED
2	TOTAL

Cost Recovery to DCA

\$33,238	ORDERED
\$31,539	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$165	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA

Osteopathic Doctors

Licenses and regulates osteopathic physicians and surgeons.

STAFF:

7 civil service
1 exempt

LICENSES:

6,796

BOARD MEMBERSHIP:

5 licensees
4 public representatives

STRATEGIC PLAN ADOPTED:

January 2012

www.ombc.ca.gov

MAJOR ACCOMPLISHMENTS

- Participated in the Joint Oversight Hearing before the Senate Committee on Business, Professions, and Economic Development and the Assembly Committee on Business, Professions, and Consumer Protection, which was held on March 11, 2013. OMBC prepared an overview of the Osteopathic Medical Board and reported to the committees on the performance measures, customer satisfaction surveys, Board programs, finances, staffing, and other issues brought forth by the Committee.
- Added five new members to the Board, all appointed by the Governor. Based on the recommendations from the joint oversight committee, the Board created subcommittees that prepared a Code of Ethics and a policy on Internet prescribing. Both documents are pending approval by the full Board.
- Hired an additional Enforcement Analyst. The OMBC has had a problem with staff shortage, particularly in the enforcement unit. In addition to the enforcement analyst, OMBC hired an in-house Medical Consultant to reduce the time to review complaints received in the office. The OMBC also received approval to hire a Staff Services Manager I.
- The OMBC is one of the DCA entities in the first release of the new BreEZe database. OMBC staff has spent numerous hours preparing for the change. BreEZe will change all internal work processes of the Board.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 305, Lieu (Chapter 516, Statutes of 2013) extends the Board's sunset date from January 1, 2014, to January 1, 2018.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
OSTEOPATHIC PHYSICIANS AND SURGEONS	511	524	3,272
FICTITIOUS NAME PERMIT	59	59	526

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
OSTEOPATHIC PHYSICIANS AND SURGEONS	N/A	6,796	N/A
FICTITIOUS NAME PERMIT	545	N/A	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
OSTEOPATHIC PHYSICIANS AND SURGEONS	EVERY 2 YEARS	150 HOURS EVERY 3 YEARS
FICTITIOUS NAME PERMIT	EVERY YEAR	0

Summary of Enforcement Activity

Consumer Complaints—Intake

383	RECEIVED
3	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
360	REFERRED FOR INVESTIGATION
24	PENDING

Conviction/Arrest Notification Complaints

19	RECEIVED
18	CLOSED/REFERRED FOR INVESTIGATION
1	PENDING

Investigations

378	OPENED
277	CLOSED
356	PENDING

Number of Days to Complete Intake and Investigations

72	UP TO 90 DAYS
81	91 TO 180 DAYS
57	181 DAYS TO 1 YEAR
35	1 TO 2 YEARS
21	2 TO 3 YEARS
11	OVER 3 YEARS
282	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

0	ISSUED
0	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
0	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Summary of Enforcement Activity

Total Amount of Fines

\$1,000	ASSESSED
\$0	REDUCED
\$1,000	COLLECTED

Criminal/Civil Actions

0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

20	CASES OPENED/INITIATED
8	CASES CLOSED
30	CASES PENDING

Number of Days to Complete AG Cases

2	1 YEAR
2	1 TO 2 YEARS
1	2 TO 3 YEARS
3	3 TO 4 YEARS
0	OVER 4 YEARS
868	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

1	STATEMENTS OF ISSUES FILED
17	ACCUSATIONS FILED
2	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

2	LICENSE APPLICATIONS DENIED
1	REVOCAION
3	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
3	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

1	GRANTED
1	DENIED
2	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA

\$74,716	ORDERED
\$33,790	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$0

CALIFORNIA STATE BOARD OF PHARMACY

Pharmacy

Licenses and regulates pharmacies, pharmacists, pharmacist interns and technicians, and drug wholesalers.

STAFF:

79.8 civil service
1 exempt

LICENSES:

137,455

BOARD MEMBERSHIP:

7 pharmacists
6 public representatives

STRATEGIC PLAN ADOPTED:

May 2012

www.pharmacy.ca.gov

MAJOR ACCOMPLISHMENTS

- Published and distributed a new "Notice to Consumers" for posting in all pharmacies to advise patients about their rights and information needed to understand how to take their prescription medication. The Board also developed a video to use instead of the poster. Additionally, the Board implemented requirements to post information that interpreters in multiple languages are available at no cost to patients.
- Co-hosted with the Medical Board of California a two-day Joint Forum on Appropriate Prescribing and Dispensing for 500 individuals in the Bay Area in February.
- Implemented a new pharmacy licensure category of centralized hospital packaging pharmacies to allow for the barcoding of unit-dose medication. Barcoding is an important tool to prevent medication errors in hospitals.
- Implemented requirements that wholesalers, nonresident pharmacies, and designated representatives submit a self-query report from the NPDB/HIPDB (a national databank that collects discipline against health care licensees in all states) as part of their applications for licensure.
- Convened a day-long Technology Summit for companies selling automation equipment that delivers and stores medication to demonstrate their equipment to the Board. The Board held this summit to advise the vendors whether or not their equipment could be used in California.



MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 294, Emmerson (Chapter 565, Statutes of 2013) ensures that California's strict requirements for sterile compounded drug products are enforced against all pharmacies compounding sterile drug products for use in California.
- SB 493, Hernandez (Chapter 469, Statutes of 2013) creates provisions to allow pharmacists to provide immunizations, hormonal contraceptions, and nicotine cessation products.
- SB 809, DeSaulnier (Chapter 400, Statutes of 2013) establishes a fee of \$6 per year on every prescriber, pharmacy, wholesaler, and pharmacist to ensure funding for the Controlled Substances Utilization and Review System.
- Assembly Bill 1045, Quirk-Silva (Chapter 302, Statutes of 2013) requires any pharmacy that recalls a compounded drug product to advise the Board of the recall within 12 hours, and cancels the nonresident pharmacy license or nonresident sterile compounding license if the home state pharmacy license is cancelled, revoked, or surrendered.
- The Board promulgated regulations for the first three regulations to implement California's ePedigree requirements—the parameters for the unique serialized number that must be applied to each drug product set to be sold in California.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PHARMACIST (EXAM APPLICATIONS)	2,493	N/A	N/A
PHARMACIST (INITIAL LICENSING APPLICATIONS)	1,806	1,733	17,545
INTERN PHARMACIST	1,996	1,772	N/A
PHARMACY TECHNICIAN	8,772	8,269	29,062
PHARMACY	510	445	5,945
HOSPITAL	16	19	515
STERILE COMPOUNDING	64	38	238
CLINIC	105	99	1,104
NONRESIDENT PHARMACY	110	113	345
LICENSED CORRECTIONAL FACILITY	0	2	50
HYPODERMIC NEEDLE AND SYRINGE	21	16	252
NONRESIDENT WHOLESALER	110	112	578
WHOLESALER	86	81	449
VETERINARY FOOD-ANIMAL DRUG RETAILER	0	6	15
DESIGNATED REPRESENTATIVE	514	382	2,677
NONRESIDENT STERILE COMPOUNDING (NSC)	18	17	63

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PHARMACIST	N/A	42,518	N/A
INTERN PHARMACIST	N/A	5,925	N/A
PHARMACY TECHNICIAN	N/A	74,008	N/A
PHARMACY	N/A	6,391	N/A
HOSPITAL	N/A	536	N/A
STERILE COMPOUNDING	N/A	267	N/A
CLINIC	N/A	1,371	N/A
NONRESIDENT PHARMACY	N/A	492	N/A
LICENSED CORRECTIONAL FACILITY	N/A	53	N/A
HYPODERMIC NEEDLE AND SYRINGE	N/A	348	N/A
NONRESIDENT WHOLESALER	N/A	809	N/A
WHOLESALER	N/A	616	N/A
VERTERINARY FOOD-ANIMAL DRUG RETAILER	N/A	27	N/A
DESIGNATED REPRESENTATIVE	N/A	4,001	N/A
NONRESIDENT STERILE COMPOUNDING (NSC)	N/A	93	N/A

Summary of Licensing Activity

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PHARMACIST	EVERY 2 YEARS	30
INTERN PHARMACIST	NONE	N/A
PHARMACY TECHNICIAN	EVERY 2 YEARS	N/A
PHARMACY	EVERY YEAR	N/A
HOSPITAL	EVERY YEAR	N/A
STERILE COMPOUNDING	EVERY YEAR	N/A
CLINIC	EVERY YEAR	N/A
NONRESIDENT PHARMACY	EVERY YEAR	NA
LICENSED CORRECTIONAL FACILITY	EVERY YEAR	N/A
HYPODERMIC NEEDLE AND SYRINGE	EVERY YEAR	N/A
NONRESIDENT WHOLESALER	EVERY YEAR	N/A
WHOLESALER	EVERY YEAR	N/A
VETERINARY FOOD-ANIMAL DRUG RETAILER	EVERY YEAR	N/A
DESIGNATED REPRESENTATIVE	EVERY YEAR	N/A
NONRESIDENT STERILE COMPOUNDING (NSC)	EVERY YEAR	N/A

Exams

TYPE	PASS	FAIL	TOTAL
CPJE	1,702	466	2,168
NAPLEX	1,988	80	2,068

Summary of Enforcement Activity

Consumer Complaints—Intake	
1,921	RECEIVED
304	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,555	REFERRED FOR INVESTIGATION*
227	PENDING

* Cases closed/referred for investigation may have been received in a prior fiscal year.

Conviction/Arrest Notification Complaints	
1,707	RECEIVED
1,737	CLOSED/REFERRED FOR INVESTIGATION*
1	PENDING

* Cases closed/referred for investigation may have been received in a prior fiscal year.

Inspections	
2,752	INSPECTIONS CONDUCTED
52	INSPECTION CITATIONS ISSUED**

** The Board is not authorized to issue a citation at the time of inspection; however, an inspection may initiate an investigation that results in a citation or a citation and fine being issued. There were 52 of these during FY 12-13.

Investigations	
3,209	OPENED
3,401	CLOSED
1,966	PENDING

Number of Days to Complete Intake and Investigations	
725	UP TO 90 DAYS
736	91 TO 180 DAYS
1,115	181 DAYS TO 1 YEAR
726	1 TO 2 YEARS
86	2 TO 3 YEARS
13	OVER 3 YEARS
256	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
1,483	ISSUED
1,284	ISSUED WITH A FINE
6	WITHDRAWN
35	DISMISSED
379	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Summary of Enforcement Activity

Total Amount of Fines

\$16,034,000	ASSESSED
\$303,077,750*	REDUCED
\$2,301,849	COLLECTED

* Fines reduced include reductions from fines assessed in previous years for large Internet cases.

Criminal/Civil Actions

N/A

Office of the Attorney General/Disciplinary Actions

494	CASES OPENED/INITIATED
209	CASES CLOSED
641	CASES PENDING

Number of Days to Complete AG Cases

8	1 YEAR
86	1 TO 2 YEARS
69	2 TO 3 YEARS
23	3 TO 4 YEARS
24	OVER 4 YEARS
892	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

59	STATEMENTS OF ISSUES FILED
175	ACCUSATIONS FILED
7	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
12	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
12	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders*

29	LICENSE APPLICATIONS DENIED
100	REVOCAION
33	SURRENDER OF LICENSE
9	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
46	PROBATION ONLY
1	PUBLIC REPRIMAND
6	OTHER DECISIONS

*Cases may include multiple respondents with multiple outcomes.

Summary of Enforcement Activity

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

15	TOTAL NUMBER FILED
----	--------------------

Subsequent Disciplinary—Administrative Outcomes/ Final Orders

3	REVOCAION
1	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
1	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

7	GRANTED
2	DENIED
9	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification

2	GRANTED
1	DENIED
3	TOTAL

Cost Recovery to DCA

\$758,634	ORDERED
\$632,975	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

N/A	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
N/A	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

PHYSICAL THERAPY BOARD OF CALIFORNIA

Physical Therapy

Licenses and regulates physical therapists and physical therapist assistants.

STAFF:

13.1 civil service
1 exempt

LICENSES AND CERTIFICATIONS:

39,858

BOARD MEMBERSHIP:

3 licensees
3 public representatives

STRATEGIC PLAN ADOPTED:

May 9, 2013

www.ptbc.ca.gov

MAJOR ACCOMPLISHMENTS

- Developed and adopted the 2013 Strategic Plan.
- In collaboration with the DCA Internet Team, redesigned and reorganized the Web site to provide easier access to Board information for physical therapy consumers, licensees, and other interested parties.
- Commenced Recognized Continuing Competency Approval Agency audits to make certain these entities are in compliance with the Board's requirements to approve continuing competency providers and their courses.
- Began providing notice of disciplinary actions taken against licensees on social media; i.e., Facebook and Twitter, for immediate public consumption.
- Revised the California Law Examination (CLE). The Board established a task force of subject matter experts to review and update the CLE to be consistent with current laws and regulations. The CLE was also reassessed to ensure it is psychometrically sound. The CLE tests applicants' knowledge of the laws and regulations in California.

MAJOR NEW LEGISLATION OR REGULATIONS

- Enacted revisions to Title 16, California Code of Regulations (CCR). Added sections 1399.23, "Required Actions Against Sex Offenders," and 1399.24, "Unprofessional Conduct." Also enacted revisions to section 1399.15, Guidelines for Issuing Citations and Imposing Discipline.
- Enacted 16 CCR 1399.99.1-1399.99.4 implementing Business and Professions Code section 901, which was enacted by Assembly Bill 2699, Bass (Chapter 270, Statutes of 2010). Section 901 provides a regulatory framework for certain healthcare events at which free care is offered to uninsured or under-insured individuals by volunteer healthcare practitioners where those practitioners may be licensed in other states, but not in California. The provisions of 16 CCR 1399.99.1-1399.99.4 specify procedures and forms to be used by sponsoring entities and out-of-state licensed physical therapists who desire to participate in sponsored events.



Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PT	1,127	1,150	10,870
PTA	419	281	2,627
FOREIGN APPLICATIONS	357	-	-
EK/EN	3	0	21

PT – Physical therapist
 AT – Physical therapist assistant
 EK/EN – Kinesiological electromyographer/Electroneuromyographer

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PT	N/A	33,185	N/A
PTA	N/A	6,614	N/A
EK/EN	N/A	33/26	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PT	EVERY 2 YEARS	30
PTA	EVERY 2 YEARS	30
EK/EN	EVERY 2 YEARS	N/A

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
NATIONAL PT EXAM	695	382	1,077
NATIONAL PTA EXAM	194	189	383
CALIFORNIA LAW EXAM	1,409	358	1,767
TOTALS	2,298	929	3,227

Summary of Enforcement Activity

Consumer Complaints—Intake	
1,356	RECEIVED
21	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,334	REFERRED FOR INVESTIGATION
11	PENDING

Conviction/Arrest Notification Complaints	
182	RECEIVED
175	CLOSED/REFERRED FOR INVESTIGATION
9	PENDING

Inspections	
	N/A

Investigations	
1,507	OPENED
1,577	CLOSED
560	PENDING

Number of Days to Complete Intake and Investigations	
992	UP TO 90 DAYS
137	91 TO 180 DAYS
98	181 DAYS TO 1 YEAR
242	1 TO 2 YEARS
93	2 TO 3 YEARS
15	OVER 3 YEARS
177	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
254	ISSUED
254	ISSUED WITH A FINE
30	WITHDRAWN
2	DISMISSED
103	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$54,550	ASSESSED
\$3,350	REDUCED
\$51,300	COLLECTED

Summary of Enforcement Activity

Criminal/Civil Actions

0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

58	CASES OPENED/INITIATED
63	CASES CLOSED
81	CASES PENDING

Number of Days to Complete AG Cases

5	1 YEAR
14	1 TO 2 YEARS
5	2 TO 3 YEARS
10	3 TO 4 YEARS
0	OVER 4 YEARS
742	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

5	STATEMENTS OF ISSUES FILED
33	ACCUSATIONS FILED
4	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
3	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
9	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

2	LICENSE APPLICATIONS DENIED
6	REVOCATION
9	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
10	PROBATION ONLY
5	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

1	GRANTED
3	DENIED
4	TOTAL

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

2	TOTAL NUMBER FILED
---	--------------------

Subsequent Disciplinary—Administrative Outcomes/ Final Orders

0	REVOCATION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
3	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Reinstatement of Revoked License/ Registration/Certification

1	GRANTED
0	DENIED
1	TOTAL

Cost Recovery to DCA

\$70,323	ORDERED
\$39,502	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

PHYSICIAN ASSISTANT BOARD

Physician Assistants

Licenses and regulates physician assistants.

STAFF:

4 civil service
1 exempt

LICENSES AND PERMITS:

9,101

BOARD MEMBERSHIP:

4 licensees
1 member of the Medical Board of California
4 public representatives

STRATEGIC PLAN ADOPTED:

November 5, 2009

www.pac.ca.gov

MAJOR ACCOMPLISHMENTS

- Added physician assistants to 800-series (Business and Professions Code sections 800, 801.01, 802.1, 802.5, 803, 803.1, 803.5, 803.6, and 805) reporting requirements. These reporting requirements include mandatory malpractice reporting to the Board and apply to professional liability insurers, self-insured governmental agencies, physician assistants and/or their attorneys and employers. Reporting also includes peer review bodies, such as in hospitals to report specific disciplinary, restrictions, revoked privileges, suspensions. Also self-reporting of indictments and convictions.
- Added continuing medical education reporting requirements for all licenses expiring on or after January 2013. All licensees must now report compliance with the Board's continuing medical education reporting requirements.
- Updated the Board's Web site to reflect the name change from Physician Assistant Committee to Physician Assistant Board; updated the Physician Assistant Laws and Regulations Book, and the 800-series reporting requirements. Also updated the Web site to include information and instructions for expedited review of physician assistant applications for spouses and partners of active duty military personnel, and the renewal fee waiver for active duty military personnel.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 1236, Price (Chapter 332, Statutes of 2012) did the following: made the Medical Board of California physician member of the Board a nonvoting member; added the Board to Business and Professions Code section 800 series reporting requirements; changed the name from Physician Assistant Committee to Physician Assistant Board; and added a retired status for licensees.
- Regulatory action amended section 1399.536 of Title 16 of the California Code of Regulations. This amendment allows for a variety of licensed healthcare providers to supplement physicians as preceptors of physician assistant students during their training, permits preceptors to supervise more than one student at a time, and deletes outdated fee information.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
PHYSICIAN ASSISTANT	703	701	4,210

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PHYSICIAN ASSISTANT	N/A	9,101	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PHYSICIAN ASSISTANT	EVERY 2 YEARS	50

Exam Results

N/A

Summary of Enforcement Activity

Consumer Complaints—Intake

244	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
241	REFERRED FOR INVESTIGATION
7	PENDING

Conviction/Arrest Notification Complaints

41	RECEIVED
40	CLOSED/REFERRED FOR INVESTIGATION
1	PENDING

Inspections

NOT APPLICABLE TO THIS PROGRAM

Investigations

281	OPENED
281	CLOSED
103	PENDING

Number of Days to Complete Intake and Investigations

186	UP TO 90 DAYS
54	91 TO 180 DAYS
23	181 DAYS TO 1 YEAR
17	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
104	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

9	ISSUED
9	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
153	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$5,600	ASSESSED
\$0	REDUCED
\$5,250	COLLECTED

Summary of Enforcement Activity

Criminal/Civil Actions

0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

29	CASES OPENED/INITIATED
15	CASES CLOSED
30	CASES PENDING

Number of Days to Complete AG Cases

4	1 YEAR
2	1 TO 2 YEARS
8	2 TO 3 YEARS
1	3 TO 4 YEARS
0	OVER 4 YEARS
701	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

3	STATEMENTS OF ISSUES FILED
18	ACCUSATIONS FILED
5	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

0	LICENSE APPLICATIONS DENIED
3	REVOCAION
2	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
7	PROBATION ONLY
2	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA

\$30,361	ORDERED
\$54,731	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

1	TOTAL NUMBER FILED
---	--------------------

Subsequent Disciplinary—Administrative Outcomes/Final Orders

0	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

CALIFORNIA BOARD OF PODIATRIC MEDICINE

Podiatric Doctors

Licenses and regulates doctors of podiatric medicine.

STAFF:

4 civil service
1 exempt

LICENSES:

2,276

BOARD MEMBERSHIP:

4 licensees
3 public representatives

STRATEGIC PLAN ADOPTED:

November 16, 2012

www.bpm.ca.gov

MAJOR ACCOMPLISHMENTS

- Raised the cap on postgraduate medical education for Doctors of Podiatric Medicine from four to eight years.
- Achieved an amendment allowing gubernatorial appointees to BPM to hold mail ballot votes on disciplinary decisions for actual face-to-face discussion with the other Board members in “the jury room.” The prior law requiring two votes to hold meant this almost never happened and undercut the Board’s adjudicatory role as the final judges under the Administrative Procedure Act.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 1236, Price (Chapter 332, Statutes of 2012) extended the BPM sunset date four years to January 1, 2017.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
PERMANENT DOCTOR OF PODIATRIC MEDICINE	69	66	881
FEE-EXEMPT LICENSE	16	16	75
RESIDENT STATUS LICENSE	45	45	76

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PERMANENT DOCTOR OF PODIATRIC MEDICINE	N/A	1,955	N/A
FEE-EXEMPT LICENSE	N/A	200	N/A
RESIDENT STATUS LICENSE	N/A	121	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PERMANENT DOCTOR OF PODIATRIC MEDICINE	EVERY 2 YEARS	50
FEE-EXEMPT LICENSE	EVERY 2 YEARS	50 *UNLESS WAIVED
RESIDENT STATUS LICENSE	N/A**	N/A

* Retired/Disabled: CE Units not required

** Yearly extension based on resident program approvals

Exams

NOT APPLICABLE TO THIS PROGRAM

Summary of Enforcement Activity

Consumer Complaints—Intake

122	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
124	REFERRED FOR INVESTIGATION
1	PENDING

Conviction/Arrest Notification Complaints

16	RECEIVED
16	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections

NOT APPLICABLE TO THIS PROGRAM

Investigations

140	OPENED
123	CLOSED
31	PENDING

Number of Days to Complete Intake and Investigations

73	UP TO 90 DAYS
46	91 TO 180 DAYS
17	181 DAYS TO 1 YEAR
10	1 TO 2 YEARS
1	2 TO 3 YEARS
1	OVER 3 YEARS
115	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

2	ISSUED
2	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
827	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$5,000	ASSESSED
\$2,500	REDUCED
\$0	COLLECTED

Summary of Enforcement Activity

Criminal/Civil Actions

0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

7	CASES OPENED/INITIATED
5	CASES CLOSED
5	CASES PENDING

Number of Days to Complete AG Cases

0	1 YEAR
2	1 TO 2 YEARS
2	2 TO 3 YEARS
1	3 TO 4 YEARS
0	OVER 4 YEARS
944	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

0	STATEMENTS OF ISSUES FILED
2	ACCUSATIONS FILED
5	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

0	LICENSE APPLICATIONS DENIED
1	REVOCATION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
4	PROBATION ONLY
0	PUBLIC REPRIMAND
2	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA

\$42,216	ORDERED
\$34,422	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

BUREAU FOR PRIVATE POSTSECONDARY EDUCATION

Postsecondary Education

Oversees and regulates private postsecondary educational institutions located in California.

STAFF:

56 civil service
1 exempt

EDUCATIONAL INSTITUTIONS APPROVED:

1,960

BUREAU ADVISORY COMMITTEE:

10 professionals
representing educational
institutions, students,
employers, or consumers
2 public representatives

STRATEGIC PLAN ADOPTED:

2012

www.bppe.ca.gov



MAJOR ACCOMPLISHMENTS

- Overhauled the Bureau's Web site to better suit students' and school owners' needs. In addition, the Bureau launched Facebook and Twitter accounts in February of 2013.
- Processed 698 applications for approval to operate an institution and denied 83 applications for failing to meet statutory and regulatory requirements.
- Conducted 244 compliance inspections, issued 11 notices to comply, and referred 49 cases for investigation and enforcement. Also closed 503 investigations.
- Processed 188 Student Tuition Recovery Fund claims and refunded \$1,069,469 to compensate those students who suffered a loss because their school closed before they completed their education.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 71, Committee on Budget and Fiscal Review (Chapter 28, Statutes of 2013) enacted various budget-related items, among which was a provision allowing exempt institutions to voluntarily seek operating approval from the Bureau.
- Assembly Bill 2296, Block (Chapter 585, Statutes of 2012) requires institutions regulated by the Bureau to provide additional disclosures to prospective students on their Web site, in published materials, and in a Student Performance Fact Sheet.
- SB 1289, Corbett (Chapter 623, Statutes of 2012) requires higher education institutions to disclose certain student loan information in appropriate online and printed financial aid materials.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	DENIED
NON-ACCREDITED	93	39	12
ACCREDITED INSTITUTION	83	55	0
VERIFICATION OF EXEMPTION	173	72	40
RENEWAL	278	118	13
SUBSTANTIVE CHANGES	519	414	18

Licensing Population by Type			
TYPE	MAIN	BRANCH	SATELLITES
FULL APPROVAL	1,107	340	513

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
NON-ACCREDITED	EVERY 5 YEARS	N/A
ACCREDITED INSTITUTION	VARIABLE	N/A
VERIFICATION OF EXEMPTION	NONE	N/A

Exams
NOT APPLICABLE TO THIS PROGRAM

Summary of Enforcement Activity

Consumer Complaints—Intake	
636	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
883	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
N/A	RECEIVED
N/A	CLOSED/REFERRED FOR INVESTIGATION
N/A	PENDING

Summary of Enforcement Activity

Inspections	
244	INSPECTIONS CONDUCTED
111	INSPECTIONS NOTICE TO COMPLY ISSUED
49	REFERRALS TO INVESTIGATIONS & DISCIPLINE
4	NOTICE OF DISAGREEMENT

Investigations	
636	OPENED
503	CLOSED
707	PENDING

Number of Days to Complete Intake and Investigations	
223	UP TO 90 DAYS
100	91 TO 180 DAYS
95	181 DAYS TO 1 YEAR
78	1 TO 2 YEARS
7	2 TO 3 YEARS
0	OVER 3 YEARS
179	AVERAGE NUMBER OF DAYS TO COMPLETE AN INVESTIGATION

Citations and Fines	
16	ISSUED
16	ISSUED WITH A FINE
1	WITHDRAWN
0	DISMISSED
191	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$459,709	ASSESSED
\$87,454	REDUCED
\$12,255	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

* PLEASE REFER TO PAGE 8 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Office of the Attorney General/Disciplinary Actions

22	CASES OPENED/INITIATED
3	CASES CLOSED
18	CASES PENDING

Number of Days to Complete AG Cases

0	1 YEAR
3	1 TO 2 YEARS
0	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
413	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

6	STATEMENTS OF ISSUES FILED
1	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
3	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

1	REVOCAION
1	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
1	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

0	TOTAL NUMBER FILED
---	--------------------

Subsequent Disciplinary—Administrative Outcomes/Final Orders

0	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA

\$7,260	ORDERED
\$0	COLLECTED

Student Tuition Recovery Fund (STRF)

377	2011 CARRY OVER CLAIMS
343	CLAIMS RECEIVED
174	CLAIMS PAID
25/150	CLAIMS DENIED/INELIGIBLE
150	2012 CARRY OVER CLAIMS

Consumer Restitution (STRF)

\$0	RESTITUTION ORDERED
\$1,027,178	AMOUNT REFUNDED TO STUDENTS
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

BOARD FOR PROFESSIONAL ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS

BPELSG

Licenses and regulates engineers, land surveyors, geologists, and geophysicists.

STAFF:

41 civil service
1 exempt

LICENSES:

103,545

BOARD MEMBERSHIP:

5 professionals
7 public representatives

STRATEGIC PLAN ADOPTED:

May 5, 2011

www.bpelsg.ca.gov



MAJOR ACCOMPLISHMENTS

- Developed a Budget Change Proposal for Fiscal Year 2013-14 to establish a 1.0 Senior Registrar position to serve as a Senior Registrar for the Geology and Geophysicists Program.
- Converted all Board-developed State examinations to computer-based testing (CBT). Administering examinations using CBT allows the Board to receive an enhanced determination of minimum competency, advanced statistical feedback, and improved examiner and site security. CBT also provides the applicants with a uniform testing experience, more frequent testing opportunities, more locations, and a faster turnaround time.
- Administration of the Fundamentals of Engineering (FE) exam and the Fundamentals of Surveying (FS) is now being conducted by NCEES. In an effort to streamline the certification process, the candidates register to take exams on the National Council of Examiners for Engineering and Surveying (NCEES) Web site. After passing the FE/FS exam, the candidates have to submit a certification application to the Board, along with a \$50 application fee, in order to obtain an EIT/LSIT certification.
- The Board was chosen to host the National Council of Examiners for Engineering and Surveying (NCEES) Western Zone Meeting held in San Francisco April 18-20, 2013. At the NCEES event, Richard Moore, the Board's Executive Officer, was elected Secretary/Treasurer by the Western Zone of NCEES member boards.
- Eliminated the backlog of cases awaiting issuance of a citation. Issued 84 citations and conducted 74 informal conferences and appeal hearings. A total of 102 citations became final, with fines totaling \$167,200.
- Implemented an interim solution to accept credit card payments for license renewal pending the launch of the BreEZe licensing database.
- Implemented an online license verification process being used successfully through NCEES's Web site. Nearly 50 percent of licensees use this system in place of manual paper requests. The online system has reduced verification waiting times as well as aided licensees' ability to seek reciprocity in other states.

MAJOR NEW LEGISLATION OR REGULATIONS

None

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
AG-AGRICULTURAL	4	0	86
CH-CHEMICAL	11	47	970
CE-CIVIL	6,033	1,328	26,147
CONS-CONSULTING	N/A	N/A	2
CS-CONTROL SYSTEM	30	13	2
CR-CORROSION	N/A	N/A	80
E-ELECTRICAL	883	408	5,636
FP-FIRE PROTECTION	51	25	419
GE-GEOTECHNICAL	104	33	609
I-INDUSTRIAL	4	3	264
LS-LAND SURVEYOR	448	72	1,992
MF-MANUFACTURING	N/A	N/A	265
ME-MECHANICAL	880	466	7,700
MT-METALLURGICAL	10	4	91
NU-NUCLEAR	7	5	135
PT-PETROLEUM	6	4	171
PHOTO-PHOTO SURVEYOR	N/A	N/A	0
QU-QUALITY	N/A	N/A	315
SF-SAFETY	N/A	N/A	169
SE-STRUCTURAL	468	144	1,836
TR-TRAFFIC	100	36	751
PROFESSIONAL GEOLOGIST	212	114	2,608
PROFESSIONAL GEOPHYSICIST	6	3	89
CERTIFIED ENGINEERING GEOLOGIST	25	22	803
CERTIFIED HYDROGEOLOGIST	15	9	487
ENGINEER IN TRAINING	3,417	2,828	N/A
LAND SURVEYOR IN TRAINING	106	76	N/A

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
AG-AGRICULTURAL	N/A	148	N/A
CH-CHEMICAL	N/A	1,944	N/A
CE-CIVIL	N/A	53,710	N/A
CONS-CONSULTING	N/A	6	N/A
CS-CONTROL SYSTEM	N/A	1,121	N/A
CR-CORROSION	N/A	221	N/A
E-ELECTRICAL	N/A	9,474	N/A
FP-FIRE PROTECTION	N/A	742	N/A
GE-GEOTECHNICAL	N/A	1,402	N/A
I-INDUSTRIAL	N/A	368	N/A
LS-LAND SURVEYOR	N/A	4,229	N/A
MF-MANUFACTURING	N/A	420	N/A
ME-MECHANICAL	N/A	14,727	N/A
MT-METALLURGICAL	N/A	238	N/A
NU-NUCLEAR	N/A	473	N/A
PT-PETROLEUM	N/A	362	N/A
PHOTO-PHOTO SURVEYOR	N/A	2	N/A
QU-QUALITY	N/A	528	N/A
SF-SAFETY	N/A	426	N/A
SE-STRUCTURAL	N/A	3,957	N/A
TR-TRAFFIC	N/A	1,427	N/A
PROFESSIONAL GEOLOGIST	N/A	5,132	N/A
PROFESSIONAL GEOPHYSICIST	N/A	175	N/A
CERTIFIED ENGINEERING GEOLOGIST	N/A	1,581	N/A
CERTIFIED HYDROGEOLOGIST	N/A	907	N/A
ENGINEER IN TRAINING	45,395	N/A	N/A
LAND SURVEYOR IN TRAINING	2,671	N/A	N/A

Summary of Licensing Activity

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
AG-AGRICULTURAL	EVERY 2 YEARS	0
CH-CHEMICAL	EVERY 2 YEARS	0
CE-CIVIL	EVERY 2 YEARS	0
CONS-CONSULTING	EVERY 2 YEARS	0
CS-CONTROL SYSTEM	EVERY 2 YEARS	0
CR-CORROSION	EVERY 2 YEARS	0
E-ELECTRICAL	EVERY 2 YEARS	0
FP-FIRE PREVENTION	EVERY 2 YEARS	0
GE-GEOTECHNICAL	EVERY 2 YEARS	0
I-INDUSTRIAL	EVERY 2 YEARS	0
LS-LAND SURVEYOR	EVERY 2 YEARS	0
MF-MANUFACTURING	EVERY 2 YEARS	0
ME-MECHANICAL	EVERY 2 YEARS	0
MT-METALLURGICAL	EVERY 2 YEARS	0
NU-NUCLEAR	EVERY 2 YEARS	0
PT-PETROLEUM	EVERY 2 YEARS	0
PHOTO-PHOTO SURVEYOR	EVERY 2 YEARS	0
QU-QUALITY	EVERY 2 YEARS	0
SF-SAFETY	EVERY 2 YEARS	0
SE-STRUCTURAL	EVERY 2 YEARS	0
TR-TRAFFIC	EVERY 2 YEARS	0
PROFESSIONAL GEOLOGIST	EVERY 2 YEARS	0
PROFESSIONAL GEOPHYSICIST	EVERY 2 YEARS	0
CERTIFIED ENGINEERING GEOLOGIST	EVERY 2 YEARS	0
CERTIFIED HYDROGEOLOGIST	EVERY 2 YEARS	0
ENGINEER IN TRAINING	VALID UNTIL PE ISSUED	0
LAND SURVEYOR IN TRAINING	VALID UNTIL PLS ISSUED	0

Exams		
PASS	FAIL	TOTAL
10,443	9,883	20,326

Summary of Enforcement Activity PROFESSIONAL ENGINEERS AND LAND SURVEYORS

Consumer Complaints—Intake	
300	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
300	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
N/A	RECEIVED
N/A	CLOSED/REFERRED FOR INVESTIGATION
N/A	PENDING

Inspections	
NOT APPLICABLE TO THIS PROGRAM	

Investigations	
300	OPENED
340	CLOSED
297	PENDING

Citations and Fines	
102	ISSUED
99	ISSUED WITH A FINE
3	WITHDRAWN
24	DISMISSED
1,217	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$167,200	ASSESSED
\$4,500	REDUCED
\$85,019	COLLECTED

Criminal/Civil Actions	
11	REFERRALS FOR CRIMINAL/CIVIL ACTION
10	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

* PLEASE REFER TO PAGE 8 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity PROFESSIONAL ENGINEERS AND LAND SURVEYORS

Office of the Attorney General/Disciplinary Actions

41	CASES OPENED/INITIATED
37	CASES CLOSED
111	CASES PENDING

Number of Days to Complete AG Cases

0	1 YEAR
3	1 TO 2 YEARS
4	2 TO 3 YEARS
4	3 TO 4 YEARS
14	OVER 4 YEARS
1,576	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

1	STATEMENTS OF ISSUES FILED
35	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
2	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

1	LICENSE APPLICATIONS DENIED
4	REVOCAION
5	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
11	PROBATION ONLY
1	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

2	TOTAL NUMBER FILED
---	--------------------

Petition for Modification or Termination of Probation

0	GRANTED
1	DENIED
1	TOTAL

Subsequent Disciplinary—Administrative Outcomes/ Final Orders

3	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
2	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Reinstatement of Revoked License/ Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA

\$98,601	ORDERED
\$44,870	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$1,932	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$1,932	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Summary of Enforcement Activity GEOLOGISTS

Consumer Complaints—Intake

18	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
18	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints

N/A	RECEIVED
N/A	CLOSED/REFERRED FOR INVESTIGATION
N/A	PENDING

Summary of Enforcement Activity GEOLOGISTS

Inspections

NOT APPLICABLE TO THIS PROGRAM

Investigations

18	OPENED
28	CLOSED
32	PENDING

Citations and Fines

1	ISSUED
1	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
1,014	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$5,000	ASSESSED
\$0	REDUCED
\$0	COLLECTED

Criminal/Civil Actions

0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

4	CASES OPENED/INITIATED
0	CASES CLOSED
4	CASES PENDING

Number of Days to Complete AG Cases

0	1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
0	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

0	STATEMENTS OF ISSUES FILED
1	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes Final Orders

0	LICENSE APPLICATIONS DENIED
0	REVOCATION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA

0	ORDERED
0	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

0	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

PROFESSIONAL FIDUCIARIES BUREAU

Fiduciaries

Licenses and regulates professional fiduciaries.

STAFF:

1 civil service
.7 exempt

LICENSES:

708

ADVISORY COMMITTEE MEMBERSHIP:

3 licensees
4 public representatives

STRATEGIC PLAN ADOPTED:

September 2010

www.fiduciary.ca.gov

MAJOR ACCOMPLISHMENTS

- Created and released the first edition of the Professional Fiduciaries Bureau E-Newsletter, which will serve to notify and inform all interested parties of the Bureau's updates throughout the year.
- Participated in the creation of the Senior Gateway Web Portal, a one-stop source for information on reporting of abuse and neglect, fraud, financial abuse, scams, healthcare, rights, and other resources for seniors, their families, and caregivers.
- Created a section on the Web site to post formal disciplinary accusations and citations and fines issued against licensed fiduciaries.
- A permanent Bureau Chief was appointed by Governor Edmund G. Brown Jr. on June 17, 2013.

MAJOR NEW LEGISLATION OR REGULATIONS

None

DEPARTMENT OF CONSUMER AFFAIRS

PFIB

PROFESSIONAL FIDUCIARIES BUREAU

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PROFESSIONAL FIDUCIARY	106	78	504

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PROFESSIONAL FIDUCIARY	N/A	708	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PROFESSIONAL FIDUCIARY	EVERY YEAR	15

Exams		
PASS	FAIL	TOTAL
173	81	254

Summary of Enforcement Activity

Consumer Complaints—Intake	
98	RECEIVED
1	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
99	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
0	RECEIVED
0	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
99	OPENED
122	CLOSED
27	PENDING

Summary of Enforcement Activity

Number of Days to Complete Intake and Investigations	
54	UP TO 90 DAYS
31	91 TO 180 DAYS
17	181 DAYS TO 1 YEAR
15	1 TO 2 YEARS
3	2 TO 3 YEARS
2	OVER 3 YEARS
161	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
11	ISSUED
11	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
309	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$13,500	ASSESSED
\$0	REDUCED
\$0	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
3	CASES OPENED/INITIATED
1	CASES CLOSED
4	CASES PENDING

Number of Days to Complete AG Cases	
1	1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
0	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

* PLEASE REFER TO PAGE 8 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Formal Actions Filed/Withdrawn/Dismissed

0	STATEMENTS OF ISSUES FILED
1	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

0	LICENSE APPLICATIONS DENIED
0	REVOCAION
1	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
4	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA

\$25,622	ORDERED
\$0	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

CALIFORNIA BOARD OF PSYCHOLOGY

Psychology

Licenses and regulates psychologists, registered psychologists, and psychological assistants.

STAFF:

16.3 civil service
1 exempt

LICENSES:

24,716

BOARD MEMBERSHIP:

5 licensees
4 public representatives

STRATEGIC PLAN ADOPTED:

May 2011

www.psychboard.ca.gov



MAJOR ACCOMPLISHMENTS

- Moved Board offices to the Department of Consumer Affairs (DCA) headquarters in September 2012. This provided easier access between Board staff and the executive office, and streamlined units within the Board to establish more efficient operations.
- Participated in the development, implementation, and testing for DCA's new licensing and enforcement database system, BreEZe.
- Completed a Sunset Review Report and submitted it to the Senate Committee on Business, Professions and Economic Development. Legislation was passed to extend the Board and its executive officer for four more years, through January 1, 2017.
- Began webcasting all Board meetings and posting all meeting materials on the Board's Web site prior to each Board meeting to provide greater transparency for licensees, applicants, stakeholders, and consumers.
- Began implementation of the new Continuing Education Regulations, which became effective January 1, 2013, to redefine the Board's continuing education provider approval system and transfer the auditing system for continuing education hours from the Mandatory Continuing Education for Psychologists Accrediting Agency to the Board.
- Implemented new legislation (Assembly Bill 1904), to expedite the licensure of a spouse or domestic partner of an active duty member of the U.S. armed forces serving in California.
- Completed a comprehensive training program for all enforcement staff, including two newly hired special investigators. Staff completed the Basic and Advanced Investigative Training by the Council for Licensing, Enforcement and Regulation and the Department of Consumer Affairs' Enforcement Academy.
- Increased consumer protection by increasing the frequency of biological fluid testing for licensees who are on probation due to a substance abuse issue, consistent with the requirements for Senate Bill 1441, Ridley-Thomas (Chapter 548, Statutes of 2008).
- Served three search warrants resulting in the arrest of suspects for unlicensed practices and the filing of criminal charges in four cases.

CONTINUED

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 1172, Lieu (Chapter 657, Statutes of 2012) prohibits a mental health provider from engaging in sexual orientation change efforts with a minor under 18 years of age and subjects the provider to discipline.
- Assembly Bill 1588, Atkins (Chapter 742, Statutes of 2012) requires Boards under DCA to waive professional license renewal fees, continuing education requirements, and other renewal requirements for any licensee or registrant called to active duty.
- Assembly Bill 1904, Block (Chapter 399, Statutes of 2012) requires a Board under DCA to expedite the licensure process for military spouses, domestic partners, or persons in other legal unions with an active duty member of the U.S. armed forces serving in California.
- Senate Bill 1236, Price (Chapter 332, Statutes of 2012) extends the Board's sunset date and the term of the Executive Officer until January 1, 2017.
- Continuing Education Requirements – Effective March 17, 2012, operative January 1, 2013. This regulatory package updated Title 16, Division 13.1, California Code of Regulations, Article 10, sections 1397.60 – 1397.71 to redefine the Board's continuing education provider approval system and transfer the auditing system for continuing education hours from the Mandatory Continuing Education for Psychologists Accrediting Agency to the Board.
- Delegation of Functions and Unprofessional Conduct – Effective August 22, 2012. This regulatory package updated Title 16, Division 13.1, California Code of Regulations (CCR) sections 1380.4 and 1397.2 to delegate authority to the Executive Officer to order an applicant for licensure to submit to a physical or mental examination or to approve a settlement agreement for the revocation, surrender, or interim suspension of a license or registration, and authorizes the Board to take disciplinary action against a licensee who includes a provision in a civil settlement that prohibits the other party from filing a complaint or cooperating with the Board.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PSYCHOLOGIST	1,242	686	8,629
REGISTERED PSYCHOLOGIST	187	168	N/A
PSYCHOLOGICAL ASSISTANT	949	809	889

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PSYCHOLOGIST	0	22,682	0
REGISTERED PSYCHOLOGIST	0	1,717	0
PSYCHOLOGICAL ASSISTANT	0	317	0

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PSYCHOLOGIST	EVERY 2 YEARS	36
REGISTERED PSYCHOLOGIST	NON RENEWABLE	0
PSYCHOLOGICAL ASSISTANT	EVERY YEAR	0

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
EPPP	873	610	1,483
CPSE	848	137	985
CPLPEE	71	44	115
TOTAL	1,792	791	2,583

Summary of Enforcement Activity

Consumer Complaints—Intake	
665	RECEIVED
94	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
571	REFERRED FOR INVESTIGATION
6	PENDING

Conviction/Arrest Notification Complaints	
42	RECEIVED
44	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
N/A	

Investigations	
676	OPENED
622	CLOSED
123	PENDING

Number of Days to Complete Intake and Investigations	
499	UP TO 90 DAYS
49	91 TO 180 DAYS
33	181 DAYS TO 1 YEAR
37	1 TO 2 YEARS
3	2 TO 3 YEARS
1	OVER 3 YEARS
65	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
10	ISSUED
10	ISSUED WITH A FINE
1	WITHDRAWN
0	DISMISSED
227	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$14,250	ASSESSED
\$2,500	REDUCED
\$8,000	COLLECTED

* PLEASE REFER TO PAGE 8 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Criminal/Civil Actions

6	REFERRALS FOR CRIMINAL/CIVIL ACTION
4	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

38	CASES OPENED/INITIATED
23	CASES CLOSED
57	CASES PENDING

Number of Days to Complete AG Cases

4	1 YEAR
2	1 TO 2 YEARS
6	2 TO 3 YEARS
11	3 TO 4 YEARS
0	OVER 4 YEARS
985	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

2	STATEMENTS OF ISSUES FILED
31	ACCUSATIONS FILED
3	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
1	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

1	LICENSE APPLICATIONS DENIED
2	REVOCAION
10	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
11	PROBATION ONLY
0	PUBLIC REPRIMAND
1	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

1	TOTAL NUMBER FILED
---	--------------------

Subsequent Disciplinary—Administrative Outcomes/ Final Orders

1	
---	--

Petition for Modification or Termination of Probation

1	GRANTED
0	DENIED
1	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification

1	GRANTED
1	DENIED
2	TOTAL

Cost Recovery to DCA

\$206,617	ORDERED
\$58,048	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$2,734	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$2,734	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

BOARD OF REGISTERED NURSING

Registered Nursing

Licenses and regulates registered nurses and evaluates them for certification in nursing specialties.

STAFF:

129.8 civil service
1 exempt

LICENSES AND
CERTIFICATES:

503,555

BOARD MEMBERSHIP:

5 licensees
4 public representatives

STRATEGIC PLAN ADOPTED:

2006

www.rn.ca.gov

MAJOR ACCOMPLISHMENTS

- Completed and made available the *2011-2012 Annual School Report* for both pre- and post-licensure nursing education programs, Data Summary and Historical Trend Analysis, Regional Reports, and Interactive Database. Development of the *2011-12 Board of Registered Nursing School Survey* was the work of the Board's Education Advisory Committee, which consists of nursing education stakeholders from across California. The survey collects data about nursing programs and their students and faculty.
- Completed and made available the *Forecasts of the Registered Nurse Workforce in California* (2012) report. This report provides the most current RN supply and demand projections in California. The report indicates California will likely need to maintain the present number of nursing graduates in order to meet long-term healthcare needs of California consumers.
- Completed and posted on the Board Web site the *2012 BRN Report Newsletter* winter edition. It includes BRN updates, information about recent legislative changes, overviews of BRN activities, NCLEX and Nursys updates and much more.
- Two new Board members were appointed in November 2012 and April 2013.

MAJOR NEW LEGISLATION OR REGULATIONS

- Effective November 27, 2012, was the Board's rulemaking action implementing Business and Professions Code section 901, which permits healthcare professionals, including registered nurses, licensed in another state to provide free healthcare services at sponsored healthcare events without obtaining a California license.



Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
REGISTERED NURSE LICENSE	35,105	21,679	185,140
CLINICAL NURSE SPECIALIST CERTIFICATE	236	192	1,532
NURSE ANESTHETIST CERTIFICATE	182	173	967
NURSE MIDWIFE CERTIFICATE	62	49	611
NURSE MIDWIFE FURNISHING CERTIFICATE	60	48	380
NURSE PRACTITIONER CERTIFICATE	1,404	1,196	N/A
NURSE PRACTITIONER FURNISHING	1,917	1,620	5,898
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	0	3	N/A
PUBLIC HEALTH NURSE CERTIFICATE	3,430	3,144	N/A
CONTINUING EDUCATION PROVIDER	242	212	1,655
SCHOOL/PROGRAM APPROVALS	N/A	1	49
TEMPORARY LICENSE	5,408	1,993	N/A
INTERIM PERMIT	4,416	3,719	N/A

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
REGISTERED NURSE LICENSE	N/A	403,438	N/A
CLINICAL NURSE SPECIALIST CERTIFICATE	3,402	N/A	N/A
NURSE ANESTHETIST CERTIFICATE	2,238	N/A	N/A
NURSE MIDWIFE CERTIFICATE	1,260	N/A	N/A
NURSE MIDWIFE FURNISHING CERTIFICATE	826	N/A	N/A
NURSE PRACTITIONER CERTIFICATE	18,366	N/A	N/A
NURSE PRACTITIONER FURNISHING	13,849	N/A	N/A
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	374	N/A	N/A
PUBLIC HEALTH NURSE CERTIFICATE	56,364	N/A	N/A
CONTINUING EDUCATION PROVIDER	3,438	N/A	N/A
SCHOOL/PROGRAM APPROVALS	N/A	N/A	143

Summary of Licensing Activity

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
RN LICENSES	EVERY 2 YEARS	30
CLINICAL NURSE SPECIALIST CERTIFICATE	EVERY 2 YEARS	N/A
NURSE ANESTHETIST CERTIFICATE	EVERY 2 YEARS	N/A
NURSE MIDWIFE CERTIFICATE	EVERY 2 YEARS	N/A
NURSE MIDWIFE FURNISHING CERTIFICATE	EVERY 2 YEARS	N/A
NURSE PRACTITIONER CERTIFICATE	N/A	N/A
NURSE PRACTITIONER FURNISHING	EVERY 2 YEARS	N/A
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	N/A	N/A
PUBLIC HEALTH NURSE CERTIFICATE	N/A	N/A
CONTINUING EDUCATION PROVIDER	EVERY 2 YEARS	N/A
SCHOOL/PROGRAM APPROVALS	EVERY 5 YEARS	N/A

Exams		
PASS	FAIL	TOTAL
11,922	8,173	20,095

Summary of Enforcement Activity

Consumer Complaints—Intake	
2,876	RECEIVED
508	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,406	REFERRED FOR INVESTIGATION
106	PENDING

Conviction/Arrest Notification Complaints	
5,454	RECEIVED
5,456	CLOSED/REFERRED FOR INVESTIGATION
74	PENDING

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
8,633	OPENED
9,160	CLOSED
3,702	PENDING

Number of Days to Complete Intake and Investigations	
5,308	UP TO 90 DAYS
946	91 TO 180 DAYS
1,040	181 DAYS TO 1 YEAR
1,351	1 TO 2 YEARS
371	2 TO 3 YEARS
143	OVER 3 YEARS
188	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
769	ISSUED
767	ISSUED WITH A FINE
80	WITHDRAWN
1	DISMISSED
358	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$326,325	ASSESSED
\$18,930	REDUCED
\$241,163	COLLECTED

* PLEASE REFER TO PAGE 8 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Criminal/Civil Actions

0	REFERRALS FOR CRIMINAL/CIVIL ACTION
54	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

1,773	CASES OPENED/INITIATED
959	CASES CLOSED
2,110	CASES PENDING

Number of Days to Complete AG Cases

89	1 YEAR
458	1 TO 2 YEARS
271	2 TO 3 YEARS
141	3 TO 4 YEARS
0	OVER 4 YEARS
755	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

131	STATEMENTS OF ISSUES FILED
1,164	ACCUSATIONS FILED
23	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
6	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
18	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

90	LICENSE APPLICATIONS DENIED
304	REVOCAION
167	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
360	PROBATION ONLY
81	PUBLIC REPRIMAND
2	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

77	TOTAL NUMBER FILED
----	--------------------

Subsequent Disciplinary—Administrative Outcomes/Final Orders

26	REVOCAION
20	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
22	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

19	GRANTED
0	DENIED
19	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

19	GRANTED
13	32
21	TOTAL

Cost Recovery to DCA

\$1,197,316	ORDERED
\$735,666	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

RESPIRATORY CARE BOARD OF CALIFORNIA

Respiratory Care

Licenses and regulates respiratory care practitioners.

STAFF:

16.4 civil service
1 exempt

LICENSES:

21,473

BOARD MEMBERSHIP:

4 licensees
1 physician
4 public representatives

STRATEGIC PLAN ADOPTED:

2008

www.rcb.ca.gov



MAJOR ACCOMPLISHMENTS

- Submitted a Sunset Review Report to the Senate Committee on Business, Professions and Economic Development, and the Assembly Committee on Business, Professions and Consumer Protection, and subsequently underwent a hearing before the same committees resulting in a recommendation to extend the Board's sunset date for an additional four years.
- Passed a motion to recognize the Registered Respiratory Therapist (RRT) examination as the minimum requirement for licensure, and established a proposed timeline for implementation.
- Conducted strategic planning to update the Board's mission, vision, and goals.
- Began issuing cease practice orders for major violations of probation.
- Welcomed several new public and professional members.

MAJOR NEW LEGISLATION OR REGULATIONS

- Through Sunset Review, requested the establishment of a general Business and Professions Code to authorize boards to receive certified arrest and conviction records from a local or state agency, as part of an applicant or licensee investigation.
- Senate Bill 1575 (Chapter 799, Statutes of 2012) amended several sections of the Business and Professions Code aimed at strengthening consumer protection. Specifically:
 - Section 3750.5(a) was amended to include illegal possession of drug paraphernalia as grounds for disciplinary action.
 - Section 3750(p) was amended to include substandard care or negligence in any capacity as a healthcare worker, consultant, supervisor, manager or health facility owner, or as party responsible for the care of another, as grounds for disciplinary action.
 - Section 3742 was amended to specify that a person providing supervision to a student/applicant must hold an unrestricted license issued by the Board.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
RESPIRATORY CARE PRACTITIONER	1,655	1,674	9,039

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
RESPIRATORY CARE PRACTITIONER	N/A	21,473	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
RESPIRATORY CARE PRACTITIONER	EVERY 2 YEARS	15

Exams

PASS	FAIL	TOTAL
1,431	801	2,232

Summary of Enforcement Activity

Consumer Complaints—Intake

199	RECEIVED
6	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
193	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints

663	RECEIVED
662	CLOSED/REFERRED FOR INVESTIGATION
1	PENDING

Inspections

NOT APPLICABLE TO THIS PROGRAM

Investigations

181	OPENED
823	CLOSED
237	PENDING

Number of Days to Complete Intake and Investigations

502	UP TO 90 DAYS
177	91 TO 180 DAYS
96	181 DAYS TO 1 YEAR
46	1 TO 2 YEARS
2	2 TO 3 YEARS
0	OVER 3 YEARS
103	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

68	ISSUED
68	ISSUED WITH A FINE
1	WITHDRAWN
0	DISMISSED
142	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$24,800	ASSESSED
\$250	REDUCED
\$24,702	COLLECTED

Summary of Enforcement Activity

Criminal/Civil Actions

0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

84	CASES OPENED/INITIATED
72	CASES CLOSED
67	CASES PENDING

Number of Days to Complete AG Cases

20	1 YEAR
38	1 TO 2 YEARS
7	2 TO 3 YEARS
6	3 TO 4 YEARS
1	OVER 4 YEARS
560	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

16	STATEMENTS OF ISSUES FILED
60	ACCUSATIONS FILED
9	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
1	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

1	LICENSE APPLICATIONS DENIED
16	REVOCAION
14	SURRENDER OF LICENSE
10	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
24	PROBATION ONLY
3	PUBLIC REPRIMAND
4	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

15	TOTAL NUMBER FILED
----	--------------------

Subsequent Disciplinary—Administrative Outcomes/ Final Orders

7	REVOCAION
2	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
3	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

12	GRANTED
1	DENIED
13	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA

\$250,655	ORDERED
\$98,285	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

N/A	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
N/A	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

Security & Investigative

Licenses and regulates security guards, proprietary private security employers and officers, private investigators, alarm companies and employees, locksmith companies and locksmiths, private patrol operators, and repossession agencies and their employees. The Bureau also has jurisdiction over firearm and baton training facilities and their instructors.

STAFF:

49.9

LICENSES, CERTIFICATES, OR PERMITS:

483,464

DISCIPLINARY REVIEW COMMITTEES:

3 industry representatives
2 public representatives

STRATEGIC PLAN ADOPTED:

2012

www.bsis.ca.gov



MAJOR ACCOMPLISHMENTS

- Processed more than 2,000 veterans' applications through the Bureau's Veterans Come First Program (VCFP). The VCFP helps veterans with their civilian employment efforts by providing priority application processing, dedicated staff, and unique postal and electronic mailing addresses.
- Began using the Franchise Tax Board Intercept Program to collect delinquent outstanding fines and cost recovery orders issued against licensees. The Bureau collected nearly \$3,000.
- Automatically suspended the registration of nearly 900 security guards who had been convicted of a crime. This was done by more effectively using the Bureau's authority to carry out an automatic suspension. This process reduced a sizeable backlog of disciplinary cases and is creating significant cost savings to the Bureau.
- Initiated administrative actions against three firearm training facilities, which together trained approximately 1,000 security guards annually, for failing to provide training that complied with legal requirements and the Bureau's Firearm Training Manual.
- Trained approximately 64 local law enforcement agencies to help them recognize violations to private security, proprietary security, and reposessor laws to help extend the reach of the Bureau's enforcement activities.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 1077, Price (Chapter 291, Statutes of 2012) allows alarm companies to be organized and licensed as limited liability companies until January 1, 2016. The bill also grants BSIS the authority to cite and fine unlicensed alarm company activities and authorizes the Bureau and the Alarm Company Operator Disciplinary Review Committee to grant a probationary license, registration, or permit under specified conditions.
- Assembly Bill 1821, Hall (Chapter 117, Statutes of 2012) permits security guards waiting to receive a new or replacement firearms qualification card to use a firearm while on duty if they possess a hardcopy printout of the Bureau's approval from the Bureau's Web site and valid picture identification.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ALARM COMPANY OPERATOR-BRANCH	43	39	46
ALARM COMPANY EMPLOYEE REGISTRATION	5,326	4,686	3,963
ALARM COMPANY OPERATOR	216	153	949
ALARM COMPANY QUALIFIED MANAGER	159	91	977
FIREARM PERMIT	13,329	11,768	11,389
SECURITY GUARD REGISTRATION	57,474	54,396	84,560
LOCKSMITH-BRANCH	34	13	29
LOCKSMITH COMPANY OPERATOR	251	208	1,201
LOCKSMITH EMPLOYEE REGISTRATION	530	439	1,135
PRIVATE INVESTIGATOR	670	445	4,362
PRIVATE INVESTIGATOR-BRANCH	28	24	47
PRIVATE PATROL OPERATOR-BRANCH	71	69	162
PRIVATE PATROL OPERATOR	380	300	1,075
PROPRIETARY PRIVATE SECURITY OFFICER	1,747	1,526	1,717
REPOSSESSION AGENCY	27	23	136
REPOSSESSION AGENCY EMPLOYEE	440	389	301
REPOSSESSION AGENCY-QUALIFIED MNGR	31	19	196
TRAINING FACILITY-BATON	48	32	65
TRAINING FACILITY-FIREARM	48	49	123
TRAINING INSTRUCTOR-BATON	40	29	91
TRAINING INSTRUCTOR - FIREARM	104	79	236
PROPRIETARY PRIVATE SECURITY EMPLOYER (PSE)	190	166	183

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ALARM COMPANY OPERATOR-BRANCH	228	N/A	N/A
ALARM COMPANY EMPLOYEE REGISTRATION	N/A	16,722	N/A
ALARM COMPANY OPERATOR	N/A	2,067	N/A
ALARM COMPANY QUALIFIED MANAGER	2,086	N/A	N/A
FIREARM PERMIT	48,124	N/A	N/A
SECURITY GUARD REGISTRATION	N/A	278,206	N/A
LOCKSMITH-BRANCH	50	N/A	N/A
LOCKSMITH COMPANY OPERATOR	N/A	2,868	N/A
LOCKSMITH EMPLOYEE REGISTRATION	N/A	2,867	N/A
PRIVATE INVESTIGATOR	N/A	9,996	N/A
PRIVATE INVESTIGATOR-BRANCH	146	N/A	N/A
PRIVATE PATROL OPERATOR-BRANCH	429	N/A	N/A
PRIVATE PATROL OPERATOR	N/A	2,735	N/A
PROPRIETARY PRIVATE SECURITY OFFICER	N/A	6,136	N/A
REPOSSESSION AGENCY	N/A	313	N/A
REPOSSESSION AGENCY EMPLOYEE	N/A	956	N/A
REPOSSESSION AGENCY-QUALIFIED MNGR	333	N/A	N/A
TRAINING FACILITY-BATON	199	N/A	N/A
TRAINING FACILITY-FIREARM	334	N/A	N/A
TRAINING INSTRUCTOR-BATON	255	N/A	N/A
TRAINING INSTRUCTOR - FIREARM	633	N/A	N/A
PROPRIETARY PRIVATE SECURITY EMPLOYER (PSE)	N/A	537	N/A

Summary of Licensing Activity

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
ALARM COMPANY OPERATOR-BRANCH	EVERY 2 YEARS	N/A
ALARM COMPANY EMPLOYEE REGISTRATION	EVERY 2 YEARS	N/A
ALARM COMPANY OPERATOR	EVERY 2 YEARS	N/A
ALARM COMPANY QUALIFIED MANAGER	EVERY 2 YEARS	N/A
FIREARM PERMIT	EVERY 2 YEARS	8
SECURITY GUARD REGISTRATION	EVERY 2 YEARS	16
LOCKSMITH-BRANCH	EVERY 2 YEARS	N/A
LOCKSMITH COMPANY OPERATOR	EVERY 2 YEARS	N/A
LOCKSMITH EMPLOYEE REGISTRATION	EVERY 2 YEARS	N/A
PRIVATE INVESTIGATOR	EVERY 2 YEARS	N/A
PRIVATE INVESTIGATOR-BRANCH	EVERY 2 YEARS	N/A
PRIVATE PATROL OPERATOR-BRANCH	EVERY 2 YEARS	N/A
PRIVATE PATROL OPERATOR	EVERY 2 YEARS	N/A
PROPRIETARY PRIVATE SECURITY OFFICER	EVERY 2 YEARS	4
REPOSSESSION AGENCY	EVERY 2 YEARS	N/A
REPOSSESSION AGENCY EMPLOYEE	EVERY 2 YEARS	N/A
REPOSSESSION AGENCY-QUALIFIED MNGR	EVERY 2 YEARS	N/A
TRAINING FACILITY-BATON	EVERY 2 YEARS	N/A
TRAINING FACILITY-FIREARM	EVERY 2 YEARS	N/A
TRAINING INSTRUCTOR-BATON	EVERY 2 YEARS	N/A
TRAINING INSTRUCTOR - FIREARM	EVERY 2 YEARS	N/A
PROPRIETARY PRIVATE SECURITY EMPLOYER (PSE)	EVERY 2 YEARS	N/A

Exams		
PASS	FAIL	TOTAL
688	516	1,204

Summary of Enforcement Activity

Consumer Complaints—Intake	
3,543	RECEIVED
97	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
3,296	REFERRED FOR INVESTIGATION
200	PENDING

Conviction/Arrest Notification Complaints	
19,265	RECEIVED
16,652	CLOSED/REFERRED FOR INVESTIGATION
92	PENDING

Inspections	
325	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
15,544	OPENED
16,052	CLOSED
1,748	PENDING

Number of Days to Complete Intake and Investigations	
8,081	UP TO 90 DAYS
5,348	91 TO 180 DAYS
1,902	181 DAYS TO 1 YEAR
641	1 TO 2 YEARS
75	2 TO 3 YEARS
5	OVER 3 YEARS
111	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
129	ISSUED
127	ISSUED WITH A FINE
3	WITHDRAWN
4	DISMISSED
81	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$92,491	ASSESSED
\$6,975	REDUCED
\$90,265	COLLECTED

Summary of Enforcement Activity

Criminal/Civil Actions

39	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

121	CASES OPENED/INITIATED
660	CASES CLOSED
150	CASES PENDING

Number of Days to Complete AG Cases

273	1 YEAR
264	1 TO 2 YEARS
99	2 TO 3 YEARS
24	3 TO 4 YEARS
0	OVER 4 YEARS
450	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

18	STATEMENTS OF ISSUES FILED
30	ACCUSATIONS FILED
7	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
24	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
36	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

1,776*	LICENSE APPLICATIONS DENIED
501	REVOCAION
6	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
885	SUSPENSION ONLY
37	PROBATION ONLY
1	PUBLIC REPRIMAND
15	OTHER DECISIONS

* 76 deined via AG's Office

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

24	TOTAL NUMBER FILED
-----------	--------------------

Subsequent Disciplinary—Administrative Outcomes/Final Orders

6	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
2	DENIED
2	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

0	GRANTED
1	DENIED
1	TOTAL

Cost Recovery to DCA

\$110,961	ORDERED
\$64,082	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$17,283	AMOUNT REFUNDED
\$1,509	REWORK AT NO CHARGE
\$68,373	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$87,166	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD

Speech & Hearing

Licenses and regulates speech-language pathologists and assistants, audiologists, and hearing aid dispensers.

STAFF:

8 civil service
1 exempt

LICENSES:

16,983

BOARD MEMBERSHIP:

6 licensees
2 public representatives
1 physician

STRATEGIC PLAN ADOPTED:

July 2012

www.speechandhearing.ca.gov



MAJOR ACCOMPLISHMENTS

- Compiled a comprehensive Sunset Review Report on the activities of the recently merged Board. The report captures licensing and enforcement data, and raises issues related to governing the professions of speech-language pathology, audiology, and hearing aid dispensing. Neither the former Speech-Language Pathology and Audiology Board nor the Hearing Aid Dispensers Bureau had been reviewed by the Legislature since 1998. The 2012 Sunset Report was the first comprehensive document explaining the governance of the merged Board.
- Developed a strategic plan for 2012-15. The document identifies strategic objectives that address current practice and workforce trends and the Board's enforcement efforts. Major areas noted are workforce shortages in specialty areas, remote acquisition of hearing aids, amendments to supervision requirements for support personnel, assessing national examination validity, and implementing continued competency models for assurance of ongoing professional competency.
- Amended the Hearing Aid Dispensers Advertising Guidelines. The Board sought input from licensees, consumer groups, and professional organizations to assist with amending its advertising regulations for hearing aid dispensers. The current advertising regulations are confusing, overly restrictive, and do not promote clear and informative advertising. The modified advertising guidelines, which will be adopted by regulation, emphasize the legal threshold that advertisements must be based on verifiable data and must disclose all pertinent facts regarding the sale of a particular product.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 305, Lieu (Chapter 516, Statutes of 2013) will extend the Board for another four years. The bill also removes antiquated continuing education language from current law and clarifies what constitutes unprofessional conduct by a licensee.
- The Board has amended its disciplinary guidelines and standards regarding substance abusing licensees. The amended standards reflect current practice issues that should be appropriately addressed and monitored following administrative discipline. While the Board is currently working to adopt the changes by regulation, it is able to use the updated disciplinary guidelines in its settlement cases.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
BRANCH	175	175	515
HEARING AID DISPENSER	39	84	876
TEMPORARY/TRAINEE	101	101	104
TEMPORARY	10	10	N/A
SP - SPEECH LANGUAGE PATHOLOGIST	400	1,056	5,605
AU - AUDIOLOGIST	35	76	614
SPA - SPEECH-LANGUAGE PATHOLOGY ASSISTANT	415	407	724
AIDES	49	63	N/A
RPE - TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSES	692	725	N/A
SPT - SPEECH TEMPORARY LICENSE	0	0	N/A
AUT - AUDIOLOGY TEMPORARY LICENSE	1	4	N/A
PDP - PROFESSIONAL DEVELOPMENT PROVIDER	11	10	58
SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAM	1	1	N/A
DAU - DISPENSING AUDIOLOGIST	N/A	N/A	784

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BRANCH	N/A	653	N/A
HEARING AID DISPENSER	N/A	946	N/A
TEMPORARY/TRAINEE	N/A	95	N/A
TEMPORARY	N/A	9	N/A
SP - SPEECH LANGUAGE PATHOLOGIST	N/A	12,696	N/A
AU - AUDIOLOGIST	N/A	609	N/A
SPA - SPEECH-LANGUAGE PATHOLOGY ASSISTANT	N/A	1,771	N/A
AIDES	N/A	120	N/A
RPE - TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSES	N/A	682	N/A
SPT - SPEECH TEMPORARY LICENSE	N/A	0	N/A
AUT - AUDIOLOGY TEMPORARY LICENSE	N/A	0	N/A
PDP - PROFESSIONAL DEVELOPMENT PROVIDER	N/A	156	N/A
SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAM	N/A	N/A	7
DAU - DISPENSING AUDIOLOGIST	N/A	942	N/A

Summary of Licensing Activity

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
BRANCH	EVERY YEAR	N/A
HEARING AID DISPENSER	EVERY YEAR	9
TEMPORARY/TRAINEE	NONE	N/A
TEMPORARY	NONE	N/A
SPEECH LANGUAGE PATHOLOGIST	EVERY 2 YEARS	24
AUDIOLOGIST	EVERY 2 YEARS	24
SPEECH-LANGUAGE PATHOLOGY ASSISTANT	EVERY 2 YEARS	12
AIDES	0	N/A
TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSES	VARIES	N/A
SPEECH TEMPORARY LICENSE	ONCE FOR 6 MONTHS	N/A
AUDIOLOGY TEMPORARY LICENSE	ONCE FOR 6 MONTHS	N/A
PROFESSIONAL DEVELOPMENT PROVIDER	EVERY 2 YEARS	N/A
SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAM	N/A	N/A
DAU - DISPENSING AUDIOLOGIST	EVERY YEAR	12

Exams - Hearing Aid Dispenser - Written

PASS	FAIL	TOTAL
101	134	235

Exams - Hearing Aid Dispenser - Practical

PASS	FAIL	TOTAL
82	37	119

Summary of Enforcement Activity

Consumer Complaints—Intake

119	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
119	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints

48	RECEIVED
48	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections

NOT APPLICABLE TO THIS PROGRAM

Investigations

167	OPENED
190	CLOSED
140	PENDING

Number of Days to Complete Intake and Investigations

50	UP TO 90 DAYS
25	91 TO 180 DAYS
47	181 DAYS TO 1 YEAR
47	1 TO 2 YEARS
14	2 TO 3 YEARS
7	OVER 3 YEARS
313	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

9	ISSUED
4	ISSUED WITH A FINE
0	WITHDRAWN
2	DISMISSED
724	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Summary of Enforcement Activity

Total Amount of Fines

\$13,450	ASSESSED
\$1,200	REDUCED
\$13,750	COLLECTED

Criminal/Civil Actions

1	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

14	CASES OPENED/INITIATED
4	CASES CLOSED
24	CASES PENDING

Number of Days to Complete AG Cases

0	1 YEAR
2	1 TO 2 YEARS
0	2 TO 3 YEARS
0	3 TO 4 YEARS
2	OVER 4 YEARS
1,070	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

3	STATEMENTS OF ISSUES FILED
4	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
2	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

0	LICENSE APPLICATIONS DENIED
0	REVOCAION
1	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
4	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

1	GRANTED
0	DENIED
1	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA

\$15,347	ORDERED
\$13,999	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$36,003	RESTITUTION ORDERED
\$39,649	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$75,652	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

TELEPHONE MEDICAL ADVICE SERVICES BUREAU

TMAS

Registers businesses that provide telephone medical advice to California residents.

STAFF:

1 civil service

REGISTRATIONS:

55

BOARD MEMBERSHIP:

None

STRATEGIC PLAN ADOPTED:

July 1, 2009

www.dca.ca.gov/tmas

MAJOR ACCOMPLISHMENTS

Completely revised and updated our Web site. We added a biographical section of our Bureau Chief and also a section on the Executive Officers of the Department. We have included a list of all our registrants in alphabetical order and by registration number.

MAJOR NEW LEGISLATION OR REGULATIONS

Began work on clarifying Bureau regulations. Our intention is to submit legislation to clarify and clean up our laws and regulations during the 2013-14 legislative session.



Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
TMAS REGISTRANT	4	4	26

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
TMAS REGISTRANT	N/A	55	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
TMAS REGISTRANT	EVERY 2 YEARS	0

Exams
NOT APPLICABLE TO THIS PROGRAM

Summary of Enforcement Activity

Consumer Complaints—Intake	
9	RECEIVED
9	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
0	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
0	RECEIVED
0	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
0	OPENED
0	CLOSED
0	PENDING

Summary of Enforcement Activity

Number of Days to Complete Intake and Investigations	
9	UP TO 90 DAYS
0	91 TO 180 DAYS
0	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
10	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
0	ISSUED
0	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
0	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$0	ASSESSED
\$0	REDUCED
\$0	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
0	CASES OPENED/INITIATED
0	CASES CLOSED
0	CASES PENDING

Number of Days to Complete AG Cases	
0	1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
0	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

* PLEASE REFER TO PAGE 8 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Formal Actions Filed/Withdrawn/Dismissed

0	STATEMENTS OF ISSUES FILED
0	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

0	LICENSE APPLICATIONS DENIED
0	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

0	TOTAL NUMBER FILED
---	--------------------

Subsequent Disciplinary—Administrative Outcomes/Final Orders

0	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA

\$0	ORDERED
\$0	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

VETERINARY MEDICAL BOARD

Veterinary Medicine

Licenses and regulates veterinarians, registered veterinary technicians, and veterinary premises.

STAFF:

12.2 civil service
1 exempt

LICENSES:

28,310

BOARD MEMBERSHIP:

4 veterinarians
1 registered veterinary technician
3 public representatives

STRATEGIC PLAN ADOPTED:

January 2012

www.vmb.ca.gov



MAJOR ACCOMPLISHMENTS

- Prepared and submitted its Sunset Review Report in October 2012 to the Legislature in response to the Board's sunset date in January 2014. The report provides a synopsis of the Board and its public protection activities since the last sunset review. It also provides the Board an opportunity to address concerns of the public and Legislature.
- Approved several rulemaking files and scheduled public hearings to adopt and/or amend the Practice Act relating to the approval of California registered veterinary technician schools accredited by the American Veterinary Medical Association, transition to the Veterinary Technician National Examination, and provide sponsorship and oversight of a Department of Motor Vehicles spay-neuter specialized license plate program.
- Conducted a one-day public meeting to provide enforcement training for all Board members and to review the disciplinary process. The training included representatives from staff, the Division of Investigations, and the Attorney General's Office.

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 1839, Ma (Chapter 239, Statutes of 2013) authorizes veterinary assistants to administer controlled substances once they have undergone a background check, allows the Board to limit access to specified dangerous drugs as determined by the Board, and changes the reference to unregistered assistants to veterinary assistants throughout the Practice Act.
- Senate Bill 1162, Runner (Chapter 594, Statutes of 2013) authorizes animal control or humane officers to possess and administer tranquilizers that contain controlled substances provided the officer undergoes a training program approved by the Board.
- California Code of Regulations section 2006 was amended to incorporate the updated Disciplinary Guidelines. The Disciplinary Guidelines are used as a guide for the Board, Administrative Law Judges, and the public in interpreting the various sections of the applicable Business and Professions Code when initiating discipline for violations to the Practice Act.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
VETERINARIAN	564	577	5,354
VETERINARY TECHNICIAN	649	437	2,789
HOSPITAL	117	117	3,141
INTERNSHIP	33	31	N/A
RECIPROCITY	118	52	N/A

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
VETERINARIAN	N/A	16,095	N/A
VETERINARY TECHNICIAN	N/A	9,042	N/A
HOSPITAL	N/A	3,416	N/A
INTERNSHIP	N/A	28	N/A
RECIPROCITY	N/A	29	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
VETERINARIAN	EVERY 2 YEARS	36
VETERINARY TECHNICIAN	EVERY 2 YEARS	20
HOSPITAL	EVERY YEAR	N/A
INTERNSHIP	NONE	N/A
RECIPROCITY	NONE	N/A

Exam

EXAM TITLE	PASS	FAIL	TOTAL
CALIFORNIA STATE BOARD EXAM	734	70	804
REGISTERED VETERINARY TECHNICIAN EXAM	409	180	589
TOTAL	1,143	250	1,393

Summary of Enforcement Activity

Consumer Complaints—Intake

592	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
592	REFERRED FOR INVESTIGATION
513	PENDING

Conviction/Arrest Notification Complaints

26	RECEIVED
26	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections

272	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations

592	OPENED
702	CLOSED
592	PENDING

Number of Days to Complete Intake and Investigations

0	UP TO 90 DAYS
0	91 TO 180 DAYS
9	181 DAYS TO 1 YEAR
19	1 TO 2 YEARS
15	2 TO 3 YEARS
30	OVER 3 YEARS
823	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

121	ISSUED
121	ISSUED WITH A FINE
0	WITHDRAWN
18	DISMISSED
503	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Summary of Enforcement Activity

Total Amount of Fines	
\$48,750	ASSESSED
\$5,500	REDUCED
\$32,500	COLLECTED

Criminal/Civil Actions	
25	REFERRALS FOR CRIMINAL/CIVIL ACTION
6	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
36	CASES OPENED/INITIATED
24	CASES CLOSED
98	CASES PENDING

Number of Days to Complete AG Cases	
4	1 YEAR
10	1 TO 2 YEARS
2	2 TO 3 YEARS
2	3 TO 4 YEARS
2	OVER 4 YEARS
741	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
4	STATEMENTS OF ISSUES FILED
23	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
1	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
1	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
1	REVOCATION
0	SURRENDER OF LICENSE
7	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
6	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification	
3	GRANTED
0	DENIED
3	TOTAL

Cost Recovery to DCA	
\$52,180	ORDERED
\$1,753	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

BOARD OF VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS

VN & PT

Licenses and regulates licensed vocational nurses (LVNs) and psychiatric technicians (PTs).

STAFF:

67.4 civil service
1 exempt

LICENSES, CERTIFICATES,
AND PERMITS:

137,533

BOARD MEMBERSHIP:

5 licensees
6 public representatives

STRATEGIC PLAN ADOPTED:

May 2013

www.bvnpt.ca.gov

MAJOR ACCOMPLISHMENTS

- Conducted training for qualified individuals to be expert witnesses for the Board. The training included instruction on how to review enforcement cases, provide quality expert opinions, and testify at administrative hearings.
- Continued development of the Board's new Investigations Unit. The Board has significantly reduced the number of cases referred to DCA's Division of Investigation and increased its field work by Board investigators. All Board investigators have completed formal training relevant to their duties as investigators.
- Continued to distribute customer service surveys at all public meetings and at the public counter in the Board's Sacramento office. The surveys provide valuable feedback regarding the Board's effectiveness.
- Continued Director Forums in Northern and Southern California. These forums provide the program directors and faculty of VN and PT programs with information regarding current education and practice including pending or approved legislation and regulations, updates on licensure examination requirements, and new techniques and strategies to improve student achievement and pass rates.

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 1588, Atkins (Chapter 472, Statutes of 2012), effective January 1, 2013, requires a waiver of the license renewal requirements for any licensee who is called to active duty as a member of the U.S. armed forces or the California National Guard. The licensee would be restricted from engaging in any practice requiring a vocational nurse or psychiatric technician license. The Board approved proposed regulations to implement this new requirement.
- Senate Bill 539, Price (Chapter 338, Statutes of 2011) authorizes the Board to inspect or review all vocational nursing and psychiatric technician programs to determine if approval should be granted or continued. The Board approved proposed regulations to implement this new law.
- The Board's proposed regulations to implement Uniform Standards for Substance Abuse and to revise its Disciplinary Guidelines were approved by the Office of Administrative Law and were effective December 29, 2012.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
VOCATIONAL NURSE (VN)	15,850	6,031	42,424
PSYCHIATRIC TECHNICIANS (PT)	752	443	4,609

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
VOCATIONAL NURSE (VN)	N/A	124,497	N/A
PSYCHIATRIC TECHNICIANS (PT)	N/A	13,036	N/A
VN NON-RENEWABLE INTERIM PERMITS	1	N/A	N/A
VN INTRAVENOUS THERAPY (IV)	16,707	N/A	N/A
VN BLOOD WITHDRAWAL (BW)	1,153	N/A	N/A
VN IV AND BW	17,533	N/A	N/A
PT BW	169	N/A	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
VN LICENSE	EVERY 2 YEARS	30
PT LICENSE	EVERY 2 YEARS	30
VN INTERIM PERMITS	NONE	N/A
PT INTERIM PERMITS	NONE	N/A
POST-LICENSURE CERTIFICATIONS	NONE	N/A

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
VOCATIONAL NURSE (NCLEX)*	6,550	5,551	12,101
PSYCHIATRIC TECHNICIAN (PSI)*	476	215	691
TOTAL	7,026	5,766	12,792

* The *Annual Report's* examination data does not match the Board's *Sunset Report* in regard to examination pass rates. The *Annual Report* data is the total number of examination candidates, regardless of their qualification method, whereas the *Sunset Report* pass rate is the total number of first-time examination candidates, who graduated from accredited vocational nursing or psychiatric technician programs.

Summary of Enforcement Activity

Consumer Complaints—Intake	
713	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
735	REFERRED FOR INVESTIGATION
3	PENDING

Conviction/Arrest Notification Complaints	
4,303	RECEIVED
4,418	CLOSED/REFERRED FOR INVESTIGATION
32	PENDING

Inspections	
NOT APPLICABLE TO THIS PROGRAM	

Investigations	
5,137	OPENED
5,538	CLOSED
3,642	PENDING

Number of Days to Complete Intake and Investigations	
2,324	UP TO 90 DAYS
1,086	91 TO 180 DAYS
928	181 DAYS TO 1 YEAR
646	1 TO 2 YEARS
338	2 TO 3 YEARS
216	OVER 3 YEARS
261	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
199	ISSUED
199	ISSUED WITH A FINE
7	WITHDRAWN
2	DISMISSED
364	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$116,405	ASSESSED
\$11,964	REDUCED
\$91,917	COLLECTED

Summary of Enforcement Activity

Criminal/Civil Actions

1	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

285	CASES OPENED/INITIATED
313	CASES CLOSED
516	CASES PENDING

Number of Days to Complete AG Cases

5	1 YEAR
59	1 TO 2 YEARS
123	2 TO 3 YEARS
64	3 TO 4 YEARS
62	OVER 4 YEARS
1,085	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

68	STATEMENTS OF ISSUES FILED
217	ACCUSATIONS FILED
9	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
10	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
7	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

16	LICENSE APPLICATIONS DENIED
156	REVOCAION
48	SURRENDER OF LICENSE
3	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
63	PROBATION ONLY
1	PUBLIC REPRIMAND
40	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

22	TOTAL NUMBER FILED
----	--------------------

Subsequent Disciplinary—Administrative Outcomes/ Final Orders

17	REVOCAION
11	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
2	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
1	DENIED
1	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification

10	GRANTED
14	DENIED
24	TOTAL

Cost Recovery to DCA

\$493,844	ORDERED
\$144,712	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

N/A	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
N/A	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

PG. 144 **Section 139**

PG. 155 **Expenditure Categories**

PG. 158 **Fund Conditions**

PG. 161 **Revenue Sources**

Section 139 Report

EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination		EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)				COSTS (IN THOUSANDS) ³ per occurrence (PO) or per year (PY)			
LICENSE TYPE(S)	EXAM TITLES(S)	MANDATING CODE(S)	ASSESSMENT		MOST RECENT OA	ED LINKED TO OA	PASSING SCORE METHOD	ONGOING ITEM ANALYSIS	OA (PO)	ED (PO)	TESTING (PY)	PROGRAM EVALUATION (PY)
			B&P	CCR								
ACCOUNTANCY, CALIFORNIA BOARD OF	UNIFORM CERTIFIED PUBLIC ACCOUNTANT EXAMINATION (CPA EXAM)	5081 5092 5093	9.2	OA: INTERNAL/ EXTERNAL REVIEW AS NEEDED	2008	2008	PSYCHO-METRIC		\$0	\$0	\$648	\$0
	PROFESSIONAL ETHICS FOR CERTIFIED PUBLIC ACCOUNTANTS - SUPPLEMENTAL EXAMINATION	5018 5082 5092 5093	10	PREREQUISITES APPLY TO LICENSURE ONLY	2010	2010	SET IN REGULATION	X	\$0	\$0	\$0	\$0
ACUPUNCTURE BOARD	CALIFORNIA ACUPUNCTURE LICENSING EXAMINATION	4938 4939 4940	1399.420 1399.432 1399.436 1399.439	NO NATIONAL STANDARDS EXIST FOR PROFESSION, SO OA IS USED AND OA IS UPDATED EVERY 5 YEARS	2008	2008	MODIFIED ANGOFF	X	\$83	\$211	\$297	\$211
		5550 5552	116	OA: INTERNAL REVIEW AS NEEDED	2007	2001	MODIFIED ANGOFF	X	NCARB	\$113	\$134	\$14
ARCHITECTS BOARD, CALIFORNIA	ARCHITECT REGISTRATION EXAMINATION (ARE)											
	CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE)											
	PROMOTER		TITLE 4 213									
	JUDGE		379									
	MANAGER		218									
	MATCHMAKER		217									
ATHLETIC COMMISSION, CALIFORNIA STATE	REFEREE		371	PREREQUISITES APPLY TO LICENSURE ONLY								
	SECOND		218									
	TIMEKEEPER		218									
AUTOMOTIVE REPAIR, BUREAU OF	SMOG CHECK INSPECTOR		3340.28 3340.29	OA: INTERNAL REVIEW EVERY 5 YEARS	2009	2009	MODIFIED ANGOFF	X	\$62	\$126.1		\$80
	SMOG CHECK REPAIR TECHNICIAN				2009	2009		X				
	BRAKE ADJUSTER (A.B.C)		44014 44031.5		2011	2011		X				
	LAMP ADJUSTER		9887.2		2011	2011		X				

CURRENTLY, THE ATHLETIC COMMISSION DOES NOT ADMINISTER ANY EXAMS TO ITS LICENSEES.

1. Prerequisites for admittance to the examination are mandated by Business and Professions (B&P) Code and/or California Code of Regulations (CCR), and assessed using a number of methods, including valid occupational analyses, national standards, and regulatory review. CCR codes are Title 16 unless otherwise indicated.
 2. Methods used to establish passing scores vary across exam administrations, and are based on minimum competence criteria necessary for licensure.
 3. Included are costs for personnel required to perform these functions.

Section 139 Report

EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination		EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)				COSTS (IN THOUSANDS) ³ per occurrence (PO) or per year (PY)				
LICENSE TYPE(S)	EXAM TITLES	MANDATING CODE(S)	ASSESSMENT		MOST RECENT OA	ED LINKED TO OA	PASSING SCORE METHOD	ONGOING ITEM ANALYSIS	OA (PO)	ED (PO)	TESTING (PY)	PROGRAM EVALUATION (PT)	
			B&P	CCR									
BARBERING AND COSMETOLOGY, BOARD OF	BARBER	7321.5	909 910 924 926	INTERNAL REVIEW AS NEEDED	NEW CONTENT ROLL OUT CONFIRMED FOR EARLY 2014	2006		X					
													7321
	ELECTROLOGY	7330			2011	2011	SPECIFIED IN REGULATION	X					
	ESTHETICIAN	7324	909 910		NEW CONTENT ROLL OUT CONFIRMED FOR MID-2014	2007		X					
	MANICURIST	7326			WORK IN PROGRESS, STARTED IN JULY 2013	2008		X					
	LICENSED CLINICAL SOCIAL WORKER (LCSW)	LCSW STANDARD WRITTEN	4996.2 4996.23 4996.17			2010	2010		X				
		LCSW CLINICAL VIGNETTE											
	LICENSED EDUCATIONAL PSYCHOLOGIST (LEP)	LEP WRITTEN	4989.20			2009	2009		X				
		LPCC GAP LMFT	4999.54			2011	2011	MODIFIED ANGOFF	X		\$547	\$450	\$85
	BEHAVIORAL SCIENCES, BOARD OF	LPCC LAW & ETHICS	4999.32 4999.33			ANNUAL INTERNAL/EXTERNAL REVIEW							
LMFT STANDARD WRITTEN		4980.36 4980.37 4980.41 4980.43			2007	2007		X					
	LMFT CLINICAL VIGNETTE												

1. Prerequisites for admittance to the examination are mandated by Business and Professions (B&P) Code and/or California Code of Regulations (CCR), and assessed using a number of methods, including valid occupational analyses, national standards, and regulatory review. CCR codes are Title 16 unless otherwise indicated.
 2. Methods used to establish passing scores vary across exam administrations, and are based on minimum competence criteria necessary for licensure.
 3. Included are costs for personnel required to perform these functions.

Section 139 Report

EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination		EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)				COSTS (IN THOUSANDS) ³ per occurrence (PO) or per year (PY)					
LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT	MOST RECENT OA	ED LINKED TO OA	PASSING SCORE METHOD	ONGOING ITEM ANALYSIS	OA (PO)	ED (PO)	TESTING (PY)	PROGRAM EVALUATION (PY)		
		B&P	CCR											
CEMETERY AND FUNERAL BUREAU	CEMETERY BROKER	9702	CCR	ANNUAL INTERNAL REVIEW	2013	2013		X	\$6	\$6	\$29			
	CEMETERY MANAGER	9715.1 9723.1	2326.1 (A)(1)		2012	2012		X	\$4	\$4	\$16			
	CREMATORY MANAGER	9787 9787.3	2326.1 (B)		2010	2010		MODIFIED ANGOFF	X			\$1		
	EMBALMER	7642 7643 7646	1235		2009	2009			X			\$1		
	FUNERAL DIRECTOR	7618 7619			2011	2011			X			\$7		
	A	GENERAL ENGINEERING CONTRACTOR				2009	2009		X					
	B	GENERAL BUILDING				2013	2009		X					
	C-2	INSULATION AND ACOUSTICAL				2011	2011		X					
	C-4	BOILER, HOT WATER HEATING, AND STEAM FITTING				2011	2011		X					
	C-5	FRAMING AND ROUGH CARPENTRY				2013	2008		X					
CONTRACTORS STATE LICENSE BOARD	C-6	CABINET, MILLWORK, AND FINISH CARPENTRY			2009	2009		X						
	C-7	LOW VOLTAGE SYSTEMS			2011	2011		X						
	C-8	CONCRETE			2010	2010		X						
	C-9	DRYWALL	7056-7058	825	2010	2010		MODIFIED ANGOFF	\$512 (PY)	\$904 (PY)	\$1,586 (PY)	\$77 (PY)		
	C-10	ELECTRICAL		826	2013	2008		X						
	C-11	ELEVATOR			2009	2009		X						
	C-12	EARTHWORK AND PAVING			2011	2011		X						
	C-13	FENCING			2013	2008		X						
	C-15	FLOORING AND FLOOR COVERING			2009	2009		X						
	C-16	FIRE PROTECTION			2012	2012		X						
	C-17	GLAZING			2010	2010		X						
C-20	WARM AIR HEATING, VENTILATING, AND AIR CONDITIONING			2009	2009		X							
C-21	BUILDING MOVING AND DEMOLITION			2012	2012		X							

1. Prerequisites for admittance to the examination are mandated by Business and Professions (B&P) Code and/or California Code of Regulations (CCR), and assessed using a number of methods, including valid occupational analyses, national standards, and regulatory review. CCR codes are Title 16 unless otherwise indicated.
 2. Methods used to establish passing scores vary across exam administrations, and are based on minimum competence criteria necessary for licensure.
 3. Included are costs for personnel required to perform these functions.

Section 139 Report

EXAMINATION PROGRAM		PREREQUISITES ¹ for admittance to the examination		EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)					COSTS (IN THOUSANDS) ³ per occurrence (PO) or per year (PY)			
LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT	MOST RECENT OA	ED LINKED TO OA	PASSING SCORE METHOD	ONGOING ITEM ANALYSIS	OA (PO)	ED (PO)	TESTING (PY)	PROGRAM EVALUATION (PY)
		B&P	CCR									
C-23	ORNAMENTAL METAL				2009	2009		X				
C-27	LANDSCAPING				2010	2010		X				
C-28	LOCK AND SECURITY EQUIPMENT				2013	2008		X				
C-29	MASONRY				2010	2010		X				
C-31	CONSTRUCTION ZONE TRAFFIC CONTROL				2010	2010		X				
C-32	PARKING AND HIGHWAY IMPROVEMENT				2010	2010		X				
C-33	PAINTING AND DECORATING				2010	2010		X				
C-34	PIPELINE				2012	2012		X				
C-35	LATHING AND PLASTERING				2013	2008		X				
C-36	PLUMBING				2009	2009		X				
C-38	REFRIGERATION				2013	2008		X				
C-39	ROOFING				2010	2010		X				
C-42	SANITATION SYSTEM				2012	2012		X				
C-43	SHEET METAL	7056-7058	825	INTERNAL REVIEW AS NEEDED	2009	2009	MODIFIED ANGOFF	X	\$512 (PY)	\$904 (PY)	\$1,586 (PY)	\$77 (PY)
C-45	SIGNS		826		2012	2012		X				
C-46	SOLAR				2012	2012		X				
C-47	GENERAL MANUFACTURED HOUSING				2012	2012		X				
C-50	REINFORCING STEEL				2012	2007		X				
C-51	STRUCTURAL STEEL				2009	2009		X				
C-53	SWIMMING POOL				2011	2011		X				
C-54	TILE (CERAMIC AND MOSAIC)				2011	2011		X				
C-55	WATER CONDITIONING				2012	2007		X				
C-57	WELL DRILLING (WATER)				2012	2007		X				
C-60	WELDING				2013	2008		X				
N/A	ASBESTOS CERTIFICATION				2010	2010		X				
N/A	HAZARDOUS CERTIFICATION				2012	2012		X				
N/A	LAW AND BUSINESS				2010	2010		X				

1. Prerequisites for admittance to the examination are mandated by Business and Professions (B&P) Code and/or California Code of Regulations (CCR); and assessed using a number of methods, including valid occupational analyses, national standards, and regulatory review. CCR codes are Title 16 unless otherwise indicated.
 2. Methods used to establish passing scores vary across exam administrations, and are based on minimum competence criteria necessary for licensure.
 3. Included are costs for personnel required to perform these functions.

Section 139 Report

EXAMINATION PROGRAM				PREREQUISITES ¹ for admittance to the examination			EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)					COSTS (IN THOUSANDS) ³ per occurrence (PO) or per year (PY)			
COURT REPORTERS BOARD OF CALIFORNIA	LICENSE TYPE(S)	EXAM TITLES(S)	MANDATING CODE(S)		ASSESSMENT	MOST RECENT OA	ED LINKED TO OA	PASSING SCORE METHOD	ONGOING ITEM ANALYSIS	OA (PO)	ED (PO)	TESTING (PY)	PROGRAM EVALUATION (PT)		
			B&P	CCR											
COURT REPORTERS BOARD OF CALIFORNIA	CERTIFIED SHORTHAND REPORTER	CERTIFIED SHORTHAND REPORTER	8020	2418	OA: INTERNAL/ EXTERNAL REVIEW	2010	2010	MODIFIED ANGOFF	X	S0	\$13	\$80	\$3		
	DENTIST	PORTFOLIO	1632 (CY1)			2005									
		WEB	1632 (CY2)			2005									
	REGISTERED DENTAL ASSISTANT	WRITTEN				2010	2010	MODIFIED ANGOFF	X	S2 (PY)					
		PRACTICAL						SPECIFIED IN STATUTE							
		LAW & ETHICS	1752.1	1076/ 1077		2013	2013	MODIFIED ANGOFF	X		\$52 (PY)				
	REGISTERED DENTAL ASSISTANT IN EXTENDED FUNCTIONS	WRITTEN		1753		2009	2009	MODIFIED ANGOFF	X						
		PRACTICAL/CLINICAL						SPECIFIED IN STATUTE							
	DENTAL BOARD OF CALIFORNIA	ORTHODONTIC ASSISTANT	WRITTEN	1750.2				MODIFIED ANGOFF	X		\$30 (PY)				
		DENTAL SEDATION PERMIT	WRITTEN	1750.4				MODIFIED ANGOFF	X	S37 (PY)					
DENTAL HYGIENE COMMITTEE OF CALIFORNIA	REGISTERED DENTAL HYGIENIST (RDH)	CLINICAL	1917 1917.1 1917.2	1082.1 1082.3	INTERNAL REVIEW EVERY 9 YEARS	1998			X			\$125.1			
		SUPPLEMENTAL (LAW AND ETHICS)	1917	1082 1082.3		2010	2010	MODIFIED ANGOFF	X		\$6.4				
		CONTACT WITH EDUCATIONAL PROGRAM	1902.3			2012	2012		X						
	REGISTERED DENTAL HYGIENIST IN ALTERNATIVE PRACTICE (ROHAP)	WRITTEN LAW/ETHICS	1922	1079.2 1082	INTERNAL REVIEW EVERY 9 YEARS	2012	2012		X						
ENGINEERS AND LAND SURVEYORS AND GEOLOGISTS BOARD FOR PROFESSIONAL	AGRICULTURAL ENGINEER	PE AGRICULTURAL	6704 6732 6750-59	404 420-424 42710 438	OA: INTERNAL/ EXTERNAL REVIEW AS NEEDED	2009	2010		X						
		CHEMICAL ENGINEER	6704 6732 6750-59	404 420-424 42710 438		2011	2011	MODIFIED ANGOFF	X	S0	\$641	\$14	\$4		
	CIVIL ENGINEER (NATIONAL)	PE CIVIL BREADTH & DEPTH				2006	2008		X						

1. Prerequisites for admittance to the examination are mandated by Business and Professions (B&P) Code and/or California Code of Regulations (CCR); and assessed using a number of methods, including valid occupational analyses, national standards, and regulatory review. CCR codes are Title 16 unless otherwise indicated.
 2. Methods used to establish passing scores vary across exam administrations, and are based on minimum competence criteria necessary for licensure.
 3. Included are costs for personnel required to perform these functions.

Section 139 Report

EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination		EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)					COSTS (IN THOUSANDS) ³ per occurrence (PO) or per year (PY)			
LICENSE TYPE(S)	EXAM TITLES(S)	MANDATING CODE(S)		ASSESSMENT	MOST RECENT OA	ED LINKED TO OA	PASSING SCORE METHOD	ONGOING ITEM ANALYSIS	OA (PO)	ED (PO)	TESTING (PY)	PROGRAM EVALUATION (PT)	
		B&P	CCR										
ENGINEERS AND LAND SURVEYORS AND GEOLOGISTS, BOARD FOR PROFESSIONAL	CIVIL ENGINEER (CALIFORNIA)	SEISMIC PRINCIPLES/ ENGINEERING SURVEY	6702	404	2011	2012		X					
			6704	420-424									
			6731	42710									
			6731.1	438									
	CONTROL SYSTEM ENGINEER	PE CONTROL SYSTEMS	6704	404	2011	2011		X					
			6732	420-424									
			6750-59	42710									
	ELECTRICAL ENGINEER	PE ELECTRICAL	6702.1	404	2007	2009		X					
			6704	420-424									
			6750-59	42710									
	ENGINEER-IN-TRAINING (EIT)	FUNDAMENTALS OF ENGINEERING (FE)	6704	404	2003	2009		X					
			6732	420-424									
6750-59			42710										
FIRE PROTECTION ENGINEER	PE FIRE PROTECTION	6704	404	2012	2012		X		S0	S641	S14	S4	
		6732	420-424										
		6750-59	42710										
GEOTECHNICAL ENGINEER	GEOTECHNICAL ENGINEER	6730.2	404	2010	2011		X						
		6736.1	42650										
			42651										
INDUSTRIAL ENGINEER	PE INDUSTRIAL	6704	404	2013	2013		X						
		6732	420-424										
		6750-59	42710										
LAND SURVEYOR (NATIONAL)	PRINCIPLES OF SURVEYING (PS)	8741-8743	404-424	2003	2005		X						
			42710										
			438										
LAND SURVEYOR (CALIFORNIA)	PROFESSIONAL LAND SURVEYOR	8708	404-424	2011	2012		X						
		8741-8743	42710										
			438										
LAND SURVEYOR-IN-TRAINING	FUNDAMENTALS OF SURVEYING (FS)	8741-8743	404	2003	2005		X						
			420-424										
			438										

1. Prerequisites for admittance to the examination are mandated by Business and Professions (B&P) Code and/or California Code of Regulations (CCR); and assessed using a number of methods, including valid occupational analyses, national standards, and regulatory review. CCR codes are Title 16 unless otherwise indicated.

2. Methods used to establish passing scores vary across exam administrations, and are based on minimum competence criteria necessary for licensure.

3. Included are costs for personnel required to perform these functions.

Section 139 Report

EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination		EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)					COSTS (IN THOUSANDS) ³ per occurrence (PO) or per year (PY)			
LICENSE TYPE(S)	EXAM TITLES	MANDATING CODE(S)		ASSESSMENT	MOST RECENT OA	ED LINKED TO OA	PASSING SCORE METHOD	ONGOING ITEM ANALYSIS	OA (PO)	ED (PO)	TESTING (PY)	PROGRAM EVALUATION (PT)	
		B&P	CCR										
MECHANICAL ENGINEER	PE MECHANICAL	6702.2	404	OA: INTERNAL / EXTERNAL REVIEW AS NEEDED	2007	2008	MODIFIED ANGOFF	X	S0	S\$41	S14	S4	
		6704	420-424		2008	2009		X					
6760-59	42710	2012	2012		X								
438	438	2006	2007		X								
6704	404	2011	2011		X								
6732	420-424	2010	2010		X								
6760-59	42710	2010	2010		X								
438	438	2010	2010		X								
6730.2	404	2005	2005		X								
6736	420-424	2000	2000		X								
6763.1	426.10-426.14	1999	1999	X									
TRAFFIC ENGINEER	TRAFFIC ENGINEER	6704	404	REGULATORY REVIEW	2010	2010	MODIFIED ANGOFF	X	S184	S279	S176	S1	
		6732	420-424		2005	2005		X					
6760-59	42710	2000	2000		X								
438	438	1999	1999		X								
7841	3031	2011	2011		X								
7841.1	3031	2005	2005		X								
7842	3041	2000	2000		X								
7842	3042	1999	1999		X								
7208	2260	2011	2011		X								
2266	2266	2005	2005		X								
GUIDE DOG INSTRUCTOR	GUIDE DOG INSTRUCTOR EXAM	7208	2260	N/A	2011	2005	PASS/FAIL	N/A	S10 (PY)	N/A	N/A	N/A	
GUIDE DOG INSTRUCTOR	GUIDE DOG INSTRUCTOR EXAM	7208	2266		2011	2005		PASS/FAIL					N/A

1. Prerequisites for admittance to the examination are mandated by Business and Professions (B&P) Code and/or California Code of Regulations (CCR); and assessed using a number of methods, including valid occupational analyses, national standards, and regulatory review. CCR codes are Title 16 unless otherwise indicated.
 2. Methods used to establish passing scores vary across exam administrations, and are based on minimum competence criteria necessary for licensure.
 3. Included are costs for personnel required to perform these functions.

Section 139 Report

EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination		EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)				COSTS (IN THOUSANDS) ³ per occurrence (PO) or per year (PY)				
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT	MOST RECENT OA	ED LINKED TO OA	PASSING SCORE METHOD	ONGOING ITEM ANALYSIS	OA (PO)	ED (PO)	TESTING (PY)	PROGRAM EVALUATION (PD)
			B&P	CCR									
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	LANDSCAPE ARCHITECTURE (NATIONAL)	LANDSCAPE ARCHITECTS REGISTRATION EXAMINATION (LARE)	5650	2610 2615 2620 2621	OA: INTERNAL REVIEW AS NEEDED	2011	2011	MODIFIED ANGOFF	X	\$1	\$1	\$25	\$11
	LANDSCAPE ARCHITECTURE (SUPPLEMENTAL)	CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE)	5651			2006	2006		X	\$24	\$64	\$16	\$9
MEDICAL BOARD OF CALIFORNIA	PHYSICIAN AND SURGEON	UNITED STATES MEDICAL LICENSING EXAMINATION	2170			2004	YES	MODIFIED ANGOFF WITH RASCH MODEL EQUATING	X				
	CONTACT LENS DISPENSER	NATIONAL CONTACT LENS EXAMINER EXAM				2006		MODIFIED ANGOFF: 72% MINIMUM PASSING SCORE					
	SPECTACLE LENS DISPENSER	AMERICAN BOARD OF OPTICIANRY COMPETENCY EXAM	2559,2 2561		PREREQUISITES ARE DETERMINED BY THE AGENCY ADMINISTERING THE EXAMINATION.	2006		MODIFIED ANGOFF: 70% MINIMUM PASSING SCORE					EXAMINATIONS ARE ADMINISTERED BY OUTSIDE AGENCIES. THEREFORE, NO EXPENSES ARE INCURRED BY THE BOARD.
	LICENSED MIDWIFE	NORTH AMERICAN REGISTRY OF MIDWIVES	2512,5 2513			2008-2009		MODIFIED ANGOFF: SCALED SCORE					
MEDIATION BOARD OF CALIFORNIA	POLYSOMNOGRAPHIC TECHNICIAN	CERTIFIED POLYSOMNOGRAPHIC TECHNICIAN (CPSBT)	3575			2009		MODIFIED ANGOFF: 350 MINIMUM PASSING SCORE					
	POLYSOMNOGRAPHIC TECHNOLOGIST	REGISTERED POLYSOMNOGRAPHIC TECHNOLOGIST (RPSBT)	3575			2009							
MEDIATION BOARD OF CALIFORNIA	MATUROPATHIC DOCTOR	MPLEX I & II	3630 3631	4220	EXTERNAL REVIEW EVERY 5 YEARS	2012	2012	MODIFIED ANGOFF	X				NO COST TO THE COMMITTEE. NATIONAL EXAMS ARE CREATED, ADMINISTERED, AND EVALUATED BY EXTERNAL SOURCES.
	OCUPATIONAL THERAPIST	OTR			OA: EXTERNAL REVIEW	2008	2009	MODIFIED ANGOFF	X				EXAMINATIONS ARE ADMINISTERED BY AN EXTERNAL ORGANIZATION WITH NO EXPENSE TO THE BOARD.
MEDIATION BOARD OF CALIFORNIA	OCUPATIONAL THERAPY ASSISTANT	COTA	2570,6			2008	2009		X				
						2008	2009		X				

1. Prerequisites for admittance to the examination are mandated by Business and Professions (B&P) Code and/or California Code of Regulations (CCR); and assessed using a number of methods, including valid occupational analyses, national standards, and regulatory review. CCR codes are Title 16 unless otherwise indicated.
 2. Methods used to establish passing scores vary across exam administrations, and are based on minimum competence criteria necessary for licensure.
 3. Included are costs for personnel required to perform these functions.

Section 139 Report

EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination		EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)				COSTS (IN THOUSANDS) ³ per occurrence (PO) or per year (PY)			
LICENSE TYPE(S)	EXAM TITLES	MANDATING CODE(S)	ASSESSMENT		MOST RECENT OA	ED LINKED TO OA	PASSING SCORE METHOD	ONGOING ITEM ANALYSIS	OA (PO)	ED (PO)	TESTING (PY)	PROGRAM EVALUATION (PT)
			B&P	CCR								
OPTOMETRY, BOARD OF	CA LAWS AND REGULATIONS	3041.2		DA- EXTERNAL REVIEW	2009	2009	NEDELSKY, MODIFIED ANGOFF	X		\$24.3		
	NATIONAL EXAM ADMINISTERED BY NATIONAL BOARD OF EXAMINERS IN OPTOMETRY (NBEO)	3046	1523		2006							
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	COMPLEX LEVELS I, II, IIPE, III	2098.5	1620	EXTERNAL REVIEW EVERY 3-5 YEARS	2012	2012	MODIFIED ANGOFF	X		NO COST TO BOARD		
PHARMACY, CALIFORNIA STATE BOARD OF	CALIFORNIA PRACTICE STANDARDS AND JURISPRUDENCE EXAMINATION FOR PHARMACISTS (CPJE)	4200	1719	DA- INTERNAL/ EXTERNAL REVIEW	2009/2010	2010	MODIFIED ANGOFF	X	N/A	\$184	\$81	\$52
	NORTH AMERICAN PHARMACIST LICENSE EXAMINATION (NAPLEX)	4200.1 4200.2 4200.3 4200.4 4209 4400	1720 1721 1723.1 1724 1725 1728 1749									
PHYSICAL THERAPY BOARD OF CALIFORNIA	PHYSICAL THERAPIST	2650	1398.25	DA- INTERNAL/ EXTERNAL REVIEW	2011/2012		MODIFIED ANGOFF					
	PHYSICAL THERAPIST ASSISTANT	2653	1398.26 1398.30 1398.31									
PHYSICIAN ASSISTANT BOARD	PHYSICIAN THERAPIST ASSISTANT	2655.3	1398.47	DA- INTERNAL/ EXTERNAL REVIEW	2011/2012		MODIFIED ANGOFF		NPTE/CLE- \$5,000 PAID DIRECTLY TO THE FEDERATION OF STATE BOARDS OF PHYSICAL THERAPY.			
	KINESIOLOGICAL ELECTROMYOGRAPHER	2655.9	1398.51									
	ELECTRONEURO-MYOGRAPHER		1399.63 1399.65 1399.64 1399.65									
PHYSICIAN ASSISTANT BOARD	PHYSICIAN ASSISTANT	3519	1399.507	DA	2010		MODIFIED ANGOFF	X		EXAMINATIONS ARE ADMINISTERED BY AN OUTSIDE AGENCY WITH NO EXPENSE TO THE STATE		
	PODIATRIC MEDICINE CALIFORNIA BOARD OF	2486 (A-C)		DA- INTERNAL/ EXTERNAL REVIEW	2010		MODIFIED ANGOFF					
PROFESSIONAL FIDUCIARIES BUREAU	PROFESSIONAL FIDUCIARY EXAM	6539	4500	EXTERNAL REVIEW EVERY 4 YEARS	2012	2012	EXPERT PANEL	X				EXAMINATION IS ADMINISTERED BY AN OUTSIDE AGENCY (GGC) WITH NO EXPENSE TO THE STATE.

1. Prerequisites for admittance to the examination are mandated by Business and Professions (B&P) Code and/or California Code of Regulations (CCR); and assessed using a number of methods, including valid occupational analyses, national standards, and regulatory review. CCR codes are Title 16 unless otherwise indicated.
 2. Methods used to establish passing scores vary across exam administrations, and are based on minimum competence criteria necessary for licensure.
 3. Included are costs for personnel required to perform these functions.

Section 139 Report

EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination			EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)					COSTS (IN THOUSANDS) ³ per occurrence (PO) or per year (PY)			
LICENSE TYPE(S)	EXAM TITLES	MANDATING CODE(S)	ASSESSMENT		MOST RECENT OA	ED LINKED TO OA	PASSING SCORE METHOD	ONGOING ITEM ANALYSIS	OA (PO)	ED (PO)	TESTING (PY)	PROGRAM EVALUATION (PT)		
			B&P	CCR										
PSYCHOLOGIST	EXAMINATION FOR PROFESSIONAL PRACTICE IN PSYCHOLOGY				2010	2010		X	\$0	\$0	\$0	\$0		
	CALIFORNIA PSYCHOLOGY SUPPLEMENTAL EXAMINATION/ CALIFORNIA PSYCHOLOGY LAWS AND ETHICS EXAMINATION	2914	1387 ET SEQ	OA: EXTERNAL REVIEW	2011	2004	MODIFIED ANGOFF	X	\$0	\$97	\$97	\$0		
REGISTERED NURSING, BOARD OF	REGISTERED NURSE		144 2736	OA: INTERNAL/ EXTERNAL REVIEW; INTERIM 4 YEARS, FULL 8 YEARS	2011	2013	ITEM RESPONSE THEORY	X			\$24			
RESPIRATORY CARE BOARD OF CALIFORNIA	RESPIRATORY CARE PRACTITIONER		3740	OA: ONGOING INTERNAL REVIEW	2007	2009	MODIFIED ANGOFF	X			\$5			
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	ALARM COMPANY OPERATOR		144 7599		2004	2009			\$34.5	\$25	\$14			
	PRIVATE INVESTIGATOR		144 7525 7526 7541		2004	2009			\$34.5	\$25	\$31			
	PRIVATE INVESTIGATOR QUALIFIED MANAGER		601 620	INTERNAL REVIEW OF QUALIFYING EXPERIENCE/ OA ONGOING	2004	2009	MODIFIED ANGOFF		\$34.5	\$24	\$31			
	PRIVATE PATROL OPERATOR		144 7582 7583		2004	2009			\$34.5	\$26	\$8			
	REPOSSORER		7503 7504		2004	2011			\$34.5	\$26	\$8			
SPEECH-LANGUAGE PATHOLOGY AND HEARING AID DISPENSERS BOARD	SPEECH-LANGUAGE PATHOLOGY		2581 2532 2532.2		1999	1999	MODIFIED TUCKER- ANGOFF	X	\$60	I/A	I/A	I/A		
	AUDIOLOGY		2581 2532 2532.2 2532.25	OA: INTERNAL/ EXTERNAL REVIEW EVERY 5-7 YEARS	2008	2011		X	\$60	I/A				
	HEARING AID DISPENSER		2538.25 2538.26		2012	2013	MODIFIED ANGOFF	X	\$82	\$45	\$53	I/A		

1. Prerequisites for admittance to the examination are mandated by Business and Professions (B&P) Code and/or California Code of Regulations (CCR); and assessed using a number of methods, including valid occupational analyses, national standards, and regulatory review. CCR codes are Title 16 unless otherwise indicated.
 2. Methods used to establish passing scores vary across exam administrations, and are based on minimum competence criteria necessary for licensure.
 3. Included are costs for personnel required to perform these functions.

Section 139 Report

EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination		EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)					COSTS (IN THOUSANDS) ³ per occurrence (PO) or per year (PY)			
LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)	ASSESSMENT		MOST RECENT OA	ED LINKED TO OA	PASSING SCORE METHOD	ONGOING ITEM ANALYSIS	OA (PO)	ED (PO)	TESTING (PY)	PROGRAM EVALUATION (PT)	
			B&P	CCR									
VETERINARY MEDICAL BOARD	NAVLE	2010.1	OA	2009	2009	2009							
		2014											
	VETERINARIAN	CSB	4846.1	OA	2001	2001	2001		X	\$43		\$16	
			4846.2										
	VLE	4848											
	VLE	4848					MODIFIED ANGOFF						
	VLE	2021											
	VLE	2021.1											
	VLE	2021.3											
	RVT	2065	OA	2004	2004	2004		X		\$47		\$28	
	RVT	2067											
	RVT	2068											
	RVT	2068.5											
	RVT	2068.6											
	VOCATIONAL NURSE	2516	NATIONAL COUNCIL LICENSURE EXAMINATION FOR PRACTICAL NURSES	OA - EXTERNAL REVIEW EVERY 3 YEARS	2012	2011		X		\$3			
	VOCATIONAL NURSE	2521											
	VOCATIONAL NURSE	2530(G)											
	VOCATIONAL NURSE	2532											
	VOCATIONAL NURSE	2533											
	VOCATIONAL NURSE	2534											
	VOCATIONAL NURSE	2534J											
	PSYCHIATRIC TECHNICIAN	2575	CALIFORNIA PSYCHIATRIC TECHNICIAN LICENSURE EXAM	OA - EXTERNAL REVIEW EVERY 5 YEARS	2013	2011		X		\$63.6		\$37.3	
	PSYCHIATRIC TECHNICIAN	2578											
	PSYCHIATRIC TECHNICIAN	2585(G)											
	PSYCHIATRIC TECHNICIAN	2586											
	PSYCHIATRIC TECHNICIAN	2587											
	PSYCHIATRIC TECHNICIAN	2588											
	PSYCHIATRIC TECHNICIAN	2588.1											

1. Prerequisites for admittance to the examination are mandated by Business and Professions (B&P) Code and/or California Code of Regulations (CCR); and assessed using a number of methods, including valid occupational analyses, national standards, and regulatory review. CCR codes are Title 16 unless otherwise indicated.
2. Methods used to establish passing scores vary across exam administrations, and are based on minimum competence criteria necessary for licensure.
3. Included are costs for personnel required to perform these functions.

Expenditure Categories

FISCAL YEAR 2012-13 -- NET EXPENDITURES (IN THOUSANDS)							
DCA 1111/1110	FUND NUMBER AND NAME	PERSONAL SERVICES	OPERATING EXPENSES	SUBTOTAL (MONTH *3)	LESS (-) REIMBURSEMENTS	LESS (-) DISTRIBUTED COSTS	TOTAL NET EXPENDITURES
1111 - BUREAUS & PROGRAMS							
ARBITRATION CERTIFICATION PROGRAM	0166 CERTIFICATION ACCOUNT	\$735	\$332	\$1,067			\$1,067
AUTOMOTIVE REPAIR, BUREAU OF	0421 VEHICLE INSPECTION AND REPAIR FUND	\$45,818	\$49,036	\$94,854	\$(466)	\$(71)	\$94,317
	0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT	\$4,502	\$24,882	\$29,384	\$-	\$-	\$29,384
	3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT	\$300	\$34,160	\$34,460	\$-	\$-	\$34,460
	BAR - TOTAL	\$50,620	\$108,078	\$158,698	\$(466)	\$(71)	\$158,161
CEMETERY AND FUNERAL BUREAU	0717 CEMETERY FUND	\$1,234	\$845	\$2,079	\$(8)	\$(115)	\$1,956
	0750 STATE FUNERAL DIRECTORS AND EMBALMERS FUND	\$528	\$852	\$1,380	\$(5)		\$1,375
	CFB - TOTAL	\$1,762	\$1,697	\$3,459			\$3,459
ELECTRONIC AND APPLIANCE REPAIR, BUREAU OF	0325 ELECTRONIC AND APPLIANCE REPAIR FUND	\$824	\$1,388	\$2,212	\$(10)	\$(61)	\$2,141
HOME FURNISHINGS AND THERMAL INSULATION, BUREAU OF	0752 BUREAU OF HOME FURNISHINGS AND THERMAL INSULATION FUND	\$2,060	\$2,281	\$4,341			\$4,341
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND	\$4,543	\$3,136	\$7,679			\$7,679
	0960 STUDENT TUITION RECOVERY FUND	\$-	\$1,098	\$1,098			\$1,098
	BPPE - TOTAL			\$-			\$-
PROFESSIONAL FIDUCIARIES BUREAU	3108 PROFESSIONAL FIDUCIARY FUND	\$100	\$262	\$362	\$-	\$-	\$362
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	0239 PRIVATE SECURITY SERVICES FUND	\$3,513	\$7,613	\$11,126	\$(576)	\$(104)	\$10,446
	0769 PRIVATE INVESTIGATOR FUND	\$243	\$367	\$610	\$(11)	\$-	\$599
	BSIS - TOTAL	\$116,782	\$236,027	\$352,809			\$352,809
TELEPHONE MEDICAL ADVICE SERVICES BUREAU	0469 TELEPHONE MEDICAL ADVICE SERVICES FUND	\$118	\$33	\$151			\$151
TOTAL NET EXPENDITURES 1111 - BUREAUS & PROGRAMS		\$173,001	\$350,098	\$523,099	\$(476)	\$(132)	\$522,491

Expenditure Categories

FISCAL YEAR 2012-13 -- NET EXPENDITURES (IN THOUSANDS)									
DCA 1111/1110	FUND NUMBER AND NAME	PERSONAL SERVICES	OPERATING EXPENSES	SUBTOTAL (MONTH 13)	LESS (-) REIMBURSEMENTS	LESS (-) DISTRIBUTED COSTS	TOTAL NET EXPENDITURES		
1110 - REGULATORY BOARDS									
ACCOUNTANCY, CALIFORNIA BOARD OF	0704 ACCOUNTANCY FUND	\$6,240	\$3,966	\$10,206	\$ (866)	\$-	\$9,340		
ACUPUNCTURE BOARD	0108 ACUPUNCTURE FUND	\$461	\$1,517	\$1,978	\$ (43)	\$-	\$1,935		
ARCHITECTS BOARD, CALIFORNIA	0706 CALIFORNIA ARCHITECTS BOARD FUND	\$1,351	\$1,494	\$2,845	\$ (43)	\$ (26)	\$2,776		
ATHLETIC COMMISSION, STATE	0326 STATE ATHLETIC FUND	\$644	\$657	\$1,301	\$-	\$-	\$1,301		
	9250 BOXERS' PENSION	\$14	\$64	\$78	\$-	\$-	\$78		
	0492 STATE ATHLETIC COMMISSION NEUROLOGICAL EXAMINATION ACCOUNT	\$21	\$18	\$39	\$-	\$-	\$39		
	ATCOM - TOTAL	\$679	\$739	\$1,418	\$-	\$-	\$1,418		
BARBERING AND COSMETOLOGY, BOARD OF	0069 BARBERING & COSMETOLOGY FUND	\$6,156	\$12,748	\$18,904	\$ (223)	\$-	\$18,681		
BEHAVIORAL SCIENCE, BOARD OF	0773 BEHAVIORAL SCIENCE EXAMINERS FUND	\$3,191	\$4,346	\$7,537	\$ (143)	\$-	\$7,394		
CONTRACTORS' STATE LICENSE BOARD	0735 CONTRACTORS' LICENSE FUND	\$28,671	\$25,358	\$54,029	\$ (401)	\$-	\$53,628		
	0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)	\$-	\$134	\$134	\$-	\$-	\$134		
	CSLB - TOTAL	\$28,671	\$25,492	\$54,163	\$ (401)	\$-	\$53,762		
COURT REPORTERS BOARD OF CALIFORNIA	0771 COURT REPORTERS FUND	\$419	\$296	\$715	\$ (3)	\$-	\$712		
	0410 TRANSCRIPT REIMBURSEMENT FUND	\$-	\$201	\$201	\$-	\$-	\$201		
	CRB - TOTAL	\$419	\$497	\$916	\$ (3)	\$-	\$913		
DENTAL HYGIENE COMMITTEE	3140 STATE DENTAL HYGIENE FUND	\$586	\$657	\$1,243	\$ (12)	\$-	\$1,231		
DENTAL ASSISTANT PROGRAM	3142 STATE DENTAL ASSISTANT FUND	\$530	\$931	\$1,461	\$-	\$ (3)	\$1,458		
DENTAL BOARD OF CALIFORNIA	0741 STATE DENTISTRY FUND	\$5,203	\$4,865	\$10,068	\$ (490)	\$-	\$9,598		
	3039 DENTALLY UNDERSERVED ACCOUNT	\$-	\$-	\$-	\$-	\$-	\$-		
	DBC - TOTAL	\$5,203	\$4,865	\$10,068	\$ (490)	\$-	\$9,598		
ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL	0770 PROFESSIONAL ENGINEERS' AND LAND SURVEYORS' FUND	\$2,989	\$3,878	\$6,867	\$ (49)	\$-	\$6,818		
GEOLOGISTS AND GEOPHYSICISTS PROGRAM	0205 GEOLOGY AND GEOPHYSICS FUND	\$339	\$701	\$1,040	\$-	\$-	\$1,040		
GUIDE DOGS FOR THE BLIND, STATE BOARD OF	0024 STATE BOARD OF GUIDE DOGS FOR THE BLIND FUND	\$115	\$73	\$188	\$-	\$-	\$188		
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 LANDSCAPE ARCHITECTS FUND	\$300	\$377	\$677	\$-	\$-	\$677		

Expenditure Categories

FISCAL YEAR 2012-13 -- NET EXPENDITURES (IN THOUSANDS)									
DCA 1111/1110	FUND NUMBER AND NAME	PERSONAL SERVICES	OPERATING EXPENSES	SUBTOTAL (MONTH *3)	LESS (-) REIMBURSEMENTS	LESS (-) DISTRIBUTED COSTS	TOTAL NET EXPENDITURES		
MEDICAL BOARD OF CALIFORNIA	0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA	\$23,586	\$29,996	\$53,182	\$(1,895)	\$(628)	\$50,659		
	0210 OUTPATIENT SETTING FUND OF THE MEDICAL BOARD OF CALIFORNIA	\$-	\$1	\$1			\$1		
	0175 DISPENSING OPTICIANS FUND	\$48	\$163	\$211			\$210		
	0765 LICENSED MIDWIFERY FUND (REVENUE ONLY)			\$-			\$-		
	MBC - TOTAL	\$23,634	\$29,760	\$53,394	\$(1,896)	\$(628)	\$50,870		
NATUROPATHIC MEDICINE COMMITTEE	3069 NATUROPATHIC DOCTOR'S FUND	\$87	\$55	\$142	\$(2)		\$140		
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 OCCUPATIONAL THERAPY FUND	\$805	\$661	\$1,266	\$(26)	\$-	\$1,240		
OPTOMETRY, STATE BOARD OF	0763 STATE OPTOMETRY FUND	\$657	\$829	\$1,486	\$(63)		\$1,433		
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0284 OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND	\$613	\$824	\$1,437	\$(65)		\$1,372		
PHARMACY, CALIFORNIA STATE BOARD OF	0767 PHARMACY BOARD CONTINGENT FUND	\$8,247	\$6,365	\$14,612	\$(761)	\$-	\$13,851		
PHYSICAL THERAPY BOARD	0769 PHYSICAL THERAPY FUND	\$1,433	\$1,870	\$3,303	\$(88)	\$-	\$3,215		
PHYSICIAN ASSISTANT BOARD	0280 PHYSICIAN ASSISTANT FUND	\$419	\$849	\$1,268	\$(95)		\$1,173		
PODIATRIC MEDICINE, CALIFORNIA BOARD OF	0295 BOARD OF PODIATRIC MEDICINE FUND	\$404	\$518	\$922	\$(63)	\$-	\$859		
PSYCHOLOGY, BOARD OF	0310 PSYCHOLOGY FUND	\$1,151	\$2,168	\$3,319	\$(140)	\$-	\$3,179		
REGISTERED NURSING, BOARD OF	0761 BOARD OF REGISTERED NURSING FUND	\$9,718	\$22,333	\$32,051	\$(1,676)	\$-	\$30,375		
RESPIRATORY CARE BOARD	0319 RESPIRATORY CARE FUND	\$1,318	\$1,373	\$2,691	\$(206)		\$2,485		
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY BOARD	0376 SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY FUND	\$688	\$992	\$1,680	\$(66)	\$-	\$1,614		
VETERINARY MEDICAL BOARD	0777 VETERINARY MEDICAL BOARD CONTINGENT FUND	\$921	\$1,796	\$2,717	\$(102)		\$2,615		
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	0779 VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS FUND	\$3,400	\$6,140	\$9,540	\$(131)	\$(37)	\$9,372		
	0780 PSYCHIATRIC TECHNICIANS ACCOUNT, VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIAN EXAMINERS FUND	\$882	\$1,145	\$2,027	\$(67)	\$-	\$1,960		
	VNPTB - TOTAL	\$4,282	\$7,285	\$11,567	\$(168)	\$(37)	\$11,362		
TOTAL NET EXPENDITURES 1110 - REGULATORY BOARDS		\$111,407	\$139,979	\$251,386	\$(7,650)	\$(694)	\$243,042		
TOTAL NET EXPENDITURES 1111/1110 - BUREAUS & PROGRAMS AND REGULATORY BOARDS		\$284,408	\$490,077	\$774,485	\$(8,126)	\$(826)	\$765,533		

Fund Conditions

FISCAL YEAR 2012-13 – FUND CONDITIONS (IN THOUSANDS)									
DCA 1111/1110	FUND NUMBER AND NAME	TOTAL RESERVES JULY 1 [A]	TOTAL REVENUES	TRANSFERS	TOTAL EXPENDITURES [B]	RESERVE JUNE 30	ESTIMATED MONTHS OF RESERVE		
1111 - BUREAUS & PROGRAMS									
	ARBITRATION CERTIFICATION PROGRAM	\$1,048	\$1,127	\$-	\$1,074	\$1,101	11.4		
	AUTOMOTIVE REPAIR, BUREAU OF		\$117,040	\$-	\$128,820				
	0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT	\$10,945	\$34,642	\$-	\$29,592	\$15,995	4.6		
	3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT	\$20,325	\$30,176	\$-	\$34,645	\$15,856	4.3		
	CEMETERY AND FUNERAL BUREAU		\$2,205	\$-	\$1,970	\$2,609	12.3		
	0750 STATE FUNERAL DIRECTORS AND EMBALMERS FUND	\$1,769	\$1,268	\$-	\$1,386	\$1,651	11.0		
	ELECTRONIC AND APPLIANCE REPAIR, BUREAU OF	\$1,935	\$2,373	\$-	\$2,156	\$2,152	9.6		
	HOME FURNISHINGS AND THERMAL INSULATION, BUREAU OF	\$2,271	\$3,879	\$-	\$4,370	\$1,780	4.4		
	PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	\$8,350	\$9,928	\$-	\$7730	\$10,548	13.2		
	0960 STUDENT TUITION RECOVERY FUND	\$22,238	\$725	\$-	\$1,098	\$28,365	14.2		
	PROFESSIONAL FIDUCIARIES BUREAU	\$234	\$479	\$-	\$365	\$348	9.4		
	SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	\$6,553	\$10,964	\$-	\$10,514	\$7,003	7.0		
	0769 PRIVATE INVESTIGATOR FUND	\$403	\$708	\$-	\$603	\$508	9.3		
	TELEPHONE MEDICAL ADVICE SERVICES BUREAU	\$885	\$284	\$-	\$152	\$817	56.3		

[a] Total reserves July 1 includes prior year adjustment.

[b] Expenditures in fund conditions include SCO and/or other charges that are not included in final Month 13 CALSTARs expenditure totals.

Fund Conditions

FISCAL YEAR 2012-13 – FUND CONDITIONS (IN THOUSANDS)									
DCA 1111/1110	FUND NUMBER AND NAME	TOTAL RESERVES JULY 1 [A]	TOTAL REVENUES	TRANSFERS	TOTAL EXPENDITURES [B]	RESERVE JUNE 30	ESTIMATED MONTHS OF RESERVE		
1110 - REGULATORY BOARDS									
ACCOUNTANCY, CALIFORNIA BOARD OF	0704 ACCOUNTANCY FUND	\$14,457	\$10,066	\$-	\$9,401	\$15,122	15.6		
ACUPUNCTURE BOARD	0108 ACUPUNCTURE FUND	\$1,404	\$2,637	\$-	\$1,951	\$2,090	8.9		
ARCHITECTS BOARD, CALIFORNIA	0706 CALIFORNIA ARCHITECTS BOARD FUND	\$4,067	\$2,791	\$-	\$2,797	\$4,061	12.7		
ATHLETIC COMMISSION, STATE	0326 STATE ATHLETIC FUND	\$39	\$1,589	\$-	\$1,310	\$318	3.2		
	0492 STATE ATHLETIC COMMISSION NEUROLOGICAL EXAMINATION ACCOUNT	\$710	\$19	\$-	\$39	\$690	66.8		
BARBERING AND COSMETOLOGY, BOARD OF	9250 BOXERS' PENSION FUND	\$230	\$94	\$-	\$281	\$43	4.9		
	0069 BARBERING & COSMETOLOGY FUND	\$10,524	\$22,100	\$-	\$18,792	\$18,832	8.1		
BEHAVIORAL SCIENCE, BOARD OF	0773 BEHAVIORAL SCIENCE EXAMINERS FUND	\$1,818	\$7088	\$-	\$7,438	\$1,468	2.2		
CONTRACTORS' STATE LICENSE BOARD	0735 CONTRACTORS' LICENSE FUND	\$27,321	\$55,587	\$-	\$53,957	\$28,952	5.6		
	0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)	\$252	\$48	\$-	\$135	\$165	14.7		
COURT REPORTERS BOARD OF CALIFORNIA	0771 COURT REPORTERS FUND	\$1,347	\$992	\$(250)	\$717	\$1,372	18.4		
	0410 TRANSCRIPT REIMBURSEMENT FUND	\$281	\$1	\$250	\$212	\$319	12.2		
DENTAL HYGIENE COMMITTEE	3140 STATE DENTAL HYGIENE COMMITTEE	\$868	\$960	\$-	\$1,239	\$589	4.6		
DENTAL ASSISTANT PROGRAM	3142 STATE DENTAL ASSISTANT FUND	\$2,434	\$1,758	\$-	\$1,468	\$2,724	17.6		
DENTAL BOARD OF CALIFORNIA	0741 STATE DENTISTRY FUND	\$6,313	\$8,121	\$-	\$9,662	\$4,772	4.6		
	3039 DENTALLY UNDERSERVED ACCOUNT	\$1,873	\$6	\$-	\$-	\$1,878	1.8		
ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL	0770 PROFESSIONAL ENGINEERS' AND LAND SURVEYORS' FUND	\$658	\$8,137	\$-	\$6,870	\$1,925	2.3		
GEOLOGISTS AND GEOPHYSICISTS PROGRAM	0205 GEOLOGY AND GEOPHYSICS FUND	\$1,060	\$1,055	\$-	\$1,048	\$1,067	9.2		
GUIDE DOGS FOR THE BLIND, STATE BOARD OF	0024 STATE BOARD OF GUIDE DOGS FOR THE BLIND FUND	\$163	\$149	\$-	\$189	\$123	7.5		
HEARING AID DISPENSERS COMMITTEE	0208 HEARING AID DISPENSERS ACCOUNT								
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 LANDSCAPE ARCHITECTS FUND	\$2,283	\$814	\$-	\$684	\$2,413	24.7		

[a] Total reserves July 1 includes prior year adjustment.

[b] Expenditures in fund conditions include SCO and/or other charges that are not included in final Month 13 CALSTARs expenditure totals.

Fund Conditions

FISCAL YEAR 2012-13 – FUND CONDITIONS (IN THOUSANDS)									
DCA 1111/1110	FUND NUMBER AND NAME	TOTAL RESERVES JULY 1 [A]	TOTAL REVENUES	TRANSFERS	TOTAL EXPENDITURES [B]	RESERVE JUNE 30	ESTIMATED MONTHS OF RESERVE		
MEDICAL BOARD OF CALIFORNIA	0175 DISPENSING OPTICIANS FUND	\$344	\$176	\$-	\$212	\$308	18.3		
	0210 OUTPATIENT SETTING FUND OF THE MEDICAL BOARD OF CALIFORNIA	\$257	\$70	\$-	\$1	\$326	144.9		
	0755 LICENSED MIDWIFERY FUND	\$185	\$36	\$-	\$-	\$221	N/A		
	0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA	\$24,574	\$52,895	\$-	\$50,970	\$26,499	5.5		
NATUROPATHIC MEDICINE COMMITTEE	3069 NATUROPATHIC DOCTOR'S FUND	\$362	\$259	\$-	\$141	\$480	33.9		
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 OCCUPATIONAL THERAPY FUND	\$611	\$1,144	\$640	\$1,240	\$1,155	9.7		
OPTOMETRY, STATE BOARD OF	0763 STATE OPTOMETRY FUND	\$974	\$1,737	\$-	\$1,442	\$1,269	8.1		
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264-OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND	\$2,889	\$1,569	\$-	\$1,381	\$3,077	20.0		
PHARMACY, CALIFORNIA STATE BOARD OF	0767 PHARMACY BOARD CONTINGENT FUND	\$13,597	\$13,933	\$-	\$13,935	\$13,595	10.3		
PHYSICAL THERAPY BOARD	0759 PHYSICAL THERAPY FUND	\$915	\$3,241	\$-	\$3,233	\$923	3.5		
PHYSICIAN ASSISTANT BOARD	0280 PHYSICIAN ASSISTANT FUND	\$997	\$1,423	\$-	\$1,180	\$1,240	9.8		
PODIATRIC MEDICINE, CALIFORNIA BOARD OF	0295 BOARD OF PODIATRIC MEDICINE FUND	\$863	\$895	\$-	\$865	\$898	7.6		
PSYCHOLOGY, BOARD OF	0310 PSYCHOLOGY FUND	\$4,616	\$3,669	\$-	\$3,204	\$5,081	13.6		
REGISTERED NURSING, BOARD OF	0761 BOARD OF REGISTERED NURSING FUND	\$7,412	\$32,122	\$-	\$30,375	\$8,997	3.6		
RESPIRATORY CARE BOARD	0319 RESPIRATORY CARE FUND	\$2,412	\$2,688	\$-	\$2,503	\$2,597	9.7		
SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY BOARD	0376 SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY FUND	\$860	\$1,590	\$-	\$1,670	\$780	4.9		
VETERINARY MEDICAL BOARD	0777 VETERINARY MEDICAL BOARD FUND	\$2,319	\$3,397	\$-	\$5,716	\$3,085	12.5		
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	0779 VOCATIONAL NURSE EXAMINERS FUND	\$9,103	\$10,172	\$-	\$9,430	\$9,845	11.7		
	0780 PSYCHIATRIC TECHNICIANS ACCOUNT, VOCATIONAL NURSE AND PSYCHIATRIC TECHNICIAN EXAMINERS FUND	\$1,874	\$1,686	\$-	\$2,003	\$1,530	8.7		

[a] Total reserves July 1 includes prior year adjustment.

[b] Expenditures in fund conditions include SCO and/or other charges that are not included in final Month 13 CALSTARs expenditure totals.

Revenue Sources

FISCAL YEAR 2012-13 – REVENUE CATEGORIES (IN THOUSANDS)									
DCA 1111/1110	FUND NUMBER AND NAME	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Initial Licensing Fees (125700)	Renewal Fees (125800)	Delinquent Fees (125900)	Interest (150300)	Miscellaneous Other Revenue	Total Revenues	Total Transfers
1111 - BUREAUS & PROGRAMS									
ARBITRATION CERTIFICATION PROGRAM	0166 CERTIFICATION ACCOUNT	\$1,124				\$3		\$1,127	
AUTOMOTIVE REPAIR, BUREAU OF	0421 VEHICLE INSPECTION AND REPAIR FUND	\$1,324	\$107,624	\$7,539	\$250	\$269	\$34	\$117,040	\$-
	0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT	\$456	\$34,089	\$54	\$40	\$-	\$3	\$34,642	
	3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT	\$30,126	\$-	\$-	\$-	\$50	\$-	\$30,176	\$-
	BAR - TOTAL	\$31,906	\$141,713	\$7,593	\$290	\$269	\$37	\$181,808	\$-
CEMETERY AND FUNERAL BUREAU	0717 CEMETERY FUND	\$1,746	\$97	\$347	\$6	\$8	\$1	\$2,205	
	0750 FUNERAL DIRECTORS AND EMBALMERS FUND	\$149	\$84	\$992	\$36	\$5	\$2	\$1,268	
	CFB - TOTAL	\$1,895	\$181	\$1,339	\$42	\$13	\$3	\$3,473	\$-
ELECTRONIC AND APPLIANCE REPAIR, BUREAU OF	0325 ELECTRONIC AND APPLIANCE REPAIR FUND	\$-	\$275	\$2,016	\$74	\$6	\$2	\$2,373	\$-
HOME FURNISHINGS AND THERMAL INSULATION, BUREAU OF	0752 BUREAU OF HOME FURNISHINGS AND THERMAL INSULATION FUND	\$87	\$748	\$2,932	\$101	\$7	\$4	\$3,879	\$-
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND	\$7	\$734	\$8,790	\$370	\$25	\$2	\$9,928	\$-
	0960 STUDENT TUITION RECOVERY FUND	\$-	\$-				7,225	\$7,225	
	BPPE - TOTAL	\$7	\$734	\$8,790	\$370	\$25	\$7,227	\$17,153	\$-
PROFESSIONAL FIDUCIARIES BUREAU	3108 PROFESSIONAL FIDUCIARY FUND	\$7	\$116	\$353	\$2	\$1	\$-	\$479	\$-
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	0239 PRIVATE SECURITY SERVICES FUND	\$542	\$4,720	\$5,462	\$197	\$17	\$26	\$10,964	\$-
	0769 PRIVATE INVESTIGATOR FUND	\$13	\$110	\$558	\$24	\$2	\$1	\$708	\$-
	BSIS - TOTAL	\$555	\$4,830	\$6,020	\$221	\$19	\$27	\$11,672	\$-
TELEPHONE MEDICAL ADVICE SERVICES BUREAU	0459 TELEPHONE MEDICAL ADVICE SERVICES FUND	\$-	\$23	\$255	\$4	\$2	\$-	\$284	\$-
TOTAL REVENUES, 1111 - BUREAUS & PROGRAMS		\$35,561	\$148,620	\$29,298	\$1,104	\$395	\$7,300	\$222,298	\$-

Revenue Sources

FISCAL YEAR 2012-13 – REVENUE CATEGORIES (IN THOUSANDS)									
DCA 1111/1110	FUND NUMBER AND NAME	Other Licensing and Regulatory Fees, Fines, and Penalties (125800)	Initial Licensing Fees (125700)	Renewal Fees (125800)	Delinquent Fees (125900)	Interest (150300)	Miscellaneous Other Revenue	Total Revenues	Total Transfers
1110 - REGULATORY BOARDS									
	ACCOUNTANCY, CALIFORNIA BOARD OF	\$236	\$4,639	\$4,920	\$221	\$41	\$9	\$10,066	\$-
	ACUPUNCTURE BOARD	\$46	\$848	\$1,721	\$13	\$5	\$4	\$2,637	\$-
	ARCHITECTS BOARD, CALIFORNIA	\$3	\$290	\$2,447	\$40	\$10	\$1	\$2,791	\$-
	ATHLETIC COMMISSION, STATE	\$1,341	\$232	\$15	\$1	\$-	\$-	\$1,589	\$-
	0492 STATE ATHLETIC COMMISSION NEUROLOGICAL EXAMINATION ACCOUNT	\$19	\$-	\$-	\$-	\$-	\$-	\$19	\$-
	9250 BOXERS' PENSION FUND	\$-	\$-	\$-	\$-	\$1	\$93	\$94	\$-
	ATCOM - TOTAL	\$1,360	\$232	\$15	\$1	\$1	\$93	\$1,702	\$-
	BARBERING AND COSMETOLOGY, BOARD OF	\$5,394	\$4,941	\$10,947	\$759	\$33	\$26	\$22,100	\$-
	BEHAVIORAL SCIENCE, BOARD OF	\$75	\$2,322	\$4,599	\$76	\$7	\$9	\$7,088	\$-
	CONTRACTORS' STATE LICENSE BOARD	\$104	\$9,966	\$41,304	\$2,857	\$85	\$1,271	\$55,587	\$-
	0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)	\$-	\$47	\$-	\$-	\$1	\$-	\$48	\$-
	CSLB - TOTAL	\$104	\$10,013	\$41,304	\$2,857	\$86	\$1,271	\$55,635	\$-
	COURT REPORTERS BOARD OF CALIFORNIA	\$27	\$43	\$899	\$18	\$5	\$-	\$992	\$(250)
	0410 TRANSCRIPT REIMBURSEMENT FUND	\$-	\$-	\$-	\$-	\$1	\$-	\$1	\$250
	CRB - TOTAL	\$27	\$43	\$899	\$18	\$6	\$-	\$993	\$-
	DENTAL HYGIENE COMMITTEE	\$9	\$175	\$766	\$13	\$2	\$5	\$960	\$-
	DENTAL ASSISTANT PROGRAM	\$15	\$417	\$1,244	\$68	\$8	\$6	\$1,758	\$-
	DENTAL BOARD OF CALIFORNIA	\$106	\$744	\$7,183	\$63	\$17	\$8	\$8,121	\$-
	3039 DENTALLY UNDERSERVED ACCOUNT	\$-	\$-	\$-	\$-	\$6	\$-	\$6	\$-
	DBC - TOTAL	\$121	\$1,161	\$8,427	\$131	\$31	\$14	\$9,885	\$-
	ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL	\$88	\$2,560	\$5,415	\$57	\$8	\$9	\$8,137	\$-

Revenue Sources

FISCAL YEAR 2012-13 – REVENUE CATEGORIES (IN THOUSANDS)									
DCA 1111/1110	FUND NUMBER AND NAME	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Initial Licensing Fees (125700)	Renewal Fees (125800)	Delinquent Fees (125900)	Interest (150300)	Miscellaneous Other Revenue	Total Revenues	Total Transfers
GEOLOGY AND GEOPHYSICISTS PROGRAM	0205 GEOLOGY AND GEOPHYSICS FUND	\$1	\$221	\$815	\$13	\$4	\$1	\$1,055	\$-
GUIDE DOGS FOR THE BLIND, STATE BOARD OF	0024 STATE BOARD OF GUIDE DOGS FOR THE BLIND FUND	\$-	\$1	\$148	\$-	\$-	\$-	\$149	\$-
HEARING AID DISPENSERS COMMITTEE	0208 HEARING AID DISPENSERS ACCOUNT							\$-	
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 LANDSCAPE ARCHITECTS FUND	\$2	\$85	\$702	\$18	\$7	\$-	\$814	\$-
MEDICAL BOARD OF CALIFORNIA	0175 DISPENSING OPTICIANS FUND	\$1	\$28	\$141	\$5	\$1		\$176	\$-
	0210 OUTPATIENT SETTING FUND OF THE MEDICAL BOARD OF CALIFORNIA	\$-	\$-	\$69	\$-	\$1	\$-	\$70	\$-
	0755 LICENSED MIDWIFERY FUND	\$-	\$9	\$26	\$-	\$1	\$-	\$36	\$-
	0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA	\$366	\$6,174	\$46,108	\$94	\$99	\$54	\$52,895	\$-
	MBC - TOTAL	\$367	\$6,211	\$46,344	\$99	\$102	\$54	\$53,177	\$-
NATUROPATHIC MEDICINE COMMITTEE	3069 NATUROPATHIC DOCTOR'S FUND	\$1	\$64	\$190	\$1	\$-	\$3	\$269	\$-
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 OCCUPATIONAL THERAPY FUND	\$34	\$135	\$864	\$15	\$2	\$104	\$1,144	\$640
OPTOMETRY, STATE BOARD OF	0763 STATE OPTOMETRY FUND	\$27	\$153	\$1,539	\$10	\$4	\$4	\$1,737	\$-
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND	\$26	\$229	\$1,297	\$8	\$9	\$-	\$1,569	\$-
PHARMACY, CALIFORNIA STATE BOARD OF	0767 PHARMACY BOARD CONTINGENT FUND	\$2,503	\$2,469	\$8,742	\$150	\$42	\$27	\$13,933	\$-
PHYSICAL THERAPY BOARD	0759 PHYSICAL THERAPY FUND	\$128	\$388	\$2,699	\$20	\$4	\$2	\$3,241	\$-
PHYSICIAN ASSISTANT BOARD	0280 PHYSICIAN ASSISTANT FUND	\$13	\$151	\$1,250	\$3	\$4	\$2	\$1,423	\$-
PODIATRIC MEDICINE, CALIFORNIA BOARD OF	0295 BOARD OF PODIATRIC MEDICINE FUND	\$5	\$61	\$819	\$5	\$3	\$2	\$895	\$-
PSYCHOLOGY, BOARD OF	0310 PSYCHOLOGY FUND	\$11	\$515	\$3,111	\$13	\$16	\$3	\$3,669	\$-
REGISTERED NURSING, BOARD OF	0761 BOARD OF REGISTERED NURSING FUND	\$1,040	\$5,733	\$24,821	\$437	\$30	\$61	\$32,122	\$-
RESPIRATORY CARE BOARD	0319 RESPIRATORY CARE FUND	\$59	\$496	\$2,079	\$46	\$8	\$-	\$2,668	\$-
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY BOARD	0376 SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY FUND	\$31	\$297	\$1,238	\$19	\$3	\$2	\$1,590	\$-
VETERINARY MEDICAL BOARD	0777 VETERINARY MEDICAL FUND	\$53	\$661	\$2,639	\$20	\$8	\$16	\$3,397	\$-

Revenue Sources

FISCAL YEAR 2012-13 – REVENUE CATEGORIES (IN THOUSANDS)									
DCA 1111/1110	FUND NUMBER AND NAME	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Initial Licensing Fees (125700)	Renewal Fees (125800)	Delinquent Fees (125900)	Interest (150300)	Miscellaneous Other Revenue	Total Revenues	Total Transfers
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	0779 VOCATIONAL NURSE EXAMINERS FUND	\$215	\$3,418	\$6,364	\$135	\$26	\$14	\$10,172	\$-
	0780 PSYCHIATRIC TECHNICIANS ACCOUNT, VOCATIONAL NURSE AND PSYCHIATRIC TECHNICIAN EXAMINERS FUND	\$15	\$263	\$1,383	\$18	\$6	\$1	\$1,686	\$-
	VNPTB - TOTAL	\$230	\$3,681	\$7,747	\$153	\$32	\$15	\$11,658	\$-
TOTAL REVENUES, 1110 - REGULATORY BOARDS		\$11,994	\$48,775	\$188,484	\$5,216	\$508	\$1,737	\$256,714	\$640

STATE OF CALIFORNIA



DEPARTMENT OF CONSUMER AFFAIRS

DCA | HEADQUARTERS

1625 NORTH MARKET BLVD.
SACRAMENTO, CALIFORNIA 95834
(800) 952-5210 www.dca.ca.gov