

CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS

2013/14 ANNUAL REPORT

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ABOUT THIS BOOK

The Department of Consumer Affairs' (DCAs) *Annual Report 2013–14* was designed and edited by DCAs Office of Publications, Design & Editing and printed on-site by DCAs Digital Print Services.

Our Mission

To protect consumers through effective enforcement activities and oversight of California's licensed professionals.

Our Vision

To be the premier consumer protection agency.

Our Values

ACCOUNTABILITY

We operate transparently and encourage public participation in our decision-making when appropriate.

CONSUMER PROTECTION

We make effective and informed decisions to protect the health and safety of Californians.

CUSTOMER SERVICE

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

INNOVATION

We value creative problem-solving, responsible risk-taking, and enthusiastic pursuit of new ideas.

INTEGRITY

We are committed to honesty, ethical conduct, and responsibility.

DIVERSITY

We foster a welcoming environment of openness and appreciation for all.

EMPLOYEES

We recognize and value employee contributions and talent, and foster leadership development and professional growth of our workforce.

LEADERSHIP

We set the standard for leadership in government by holding ourselves accountable to our employees and stakeholders.



AWET KIDANE
Director

Message from the Director

I am pleased to present the Department of Consumer Affairs' (DCA's) *2013–14 Annual Report*. Under DCA's regulatory umbrella are 40 entities that license and regulate individuals and businesses in a wide range of professions and occupations. Although 18 of the entities are healthcare-related, other professions regulated by DCA range from architects to barbers to professional engineers and fiduciaries. All of these entities set minimum standards for competency, investigate complaints, and discipline those who violate State law. Anyone seeking licensure in a DCA-regulated profession must meet specific qualifications and pass a State-approved occupational examination and a criminal background check. In Fiscal Year 2013–14, DCA kept watch over nearly 3 million licensees in more than 100 business and 200 professional categories.

Here are a few examples of the year's achievements:

The Arbitration Certification Program, which keeps watch over the State's Lemon Law, returned nearly \$7.3 million to consumers in the form of refunds, replacement vehicles, extended service warranties, and repairs awarded by State-certified arbitration programs.

The Medical Board of California established a Prescribing Task Force to address the inappropriate prescribing of controlled substances, including opioids, to consumers.

The State Board of Pharmacy, which is considered a national leader in regulating nonsterile compounding pharmacies, inspected and licensed more than 700 sterile compounding facilities throughout the State using only existing resources.

Students of private postsecondary institutions who suffered a loss due to school closure were refunded nearly \$2 million from the Bureau for Private Postsecondary Education's Student Tuition Recovery Fund.

A record \$4.2 million was paid to victims of real estate fraud via the Bureau of Real Estate's Consumer Recovery Account.

The Bureau of Security and Investigative Services processed more than 3,000 license applications through its Veterans Come First Program.

The examples above are just a few of the ways DCA's regulatory entities assisted consumers, licensees, and stakeholders throughout Fiscal Year 2013–14. In the pages of this report, you will find many more accomplishments and information on all of the services DCA provides and the professions we license.

DCA's Support System

The Department of Consumer Affairs' 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 cashiering 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 Services 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 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 DCA.

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 develop 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 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 DCA'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 DCA'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 DCA'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 that ensures a skilled workforce that can meet DCA's strategic objectives. In addition, SOLID offers strategic planning assistance, process improvement, and more.

DCA Leadership



AWET KIDANE

Director

Awet was appointed Director in July 2014. Previously, Awet served as DCA Chief Deputy Director since 2012. As Director, he oversees the nearly 40 regulatory entities and other divisions within DCA. Before being appointed, he served in various positions in the State Legislature, where he was a chief of staff, a senior advisor, and a consultant.



TRACY RHINE

Chief Deputy Director

Tracy was appointed in July 2014, having previously served as DCA's Deputy Director for Legislation. As Chief Deputy Director, Tracy oversees the internal operations of DCA. Tracy has also previously served as Assistant Executive Officer for the Board of Behavioral Sciences. Prior to coming to DCA, Tracy 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.



DOREATHEA JOHNSON

Deputy Director, Legal Affairs Division

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

DCA LEADERSHIP (CONTINUED)



TAMARA COLSON
Assistant Chief Counsel

Tamara was appointed by Governor Edmund G. Brown Jr. on August 29, 2014, to serve as DCA's Assistant Chief Counsel. She had been the Chief Prosecuting Counsel at the California Department of Alcoholic Beverage Control since 2011. She has also been an adjunct professor at University of the Pacific's McGeorge School of Law and a special assistant inspector general at the Office of the Inspector General. In addition, she was an administrative law judge at the Office of Administrative Hearings and a deputy attorney general at the California Department of Justice, Office of Administrative Hearings. She earned a Juris Doctorate degree from the University of California, Davis, School of Law.



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



CHRISTINE LALLY
Deputy Director, Board and Bureau Relations

Christine was appointed in June 2013. Christine serves as DCA's primary liaison with the Business, Consumer Services and Housing Agency and DCA boards and bureaus. Prior to her appointment, Christine served as Assistant Secretary of Communications and Legislation at the California Technology Agency since 2011. She also served as Deputy Secretary of Legislative Affairs at the California State and Consumer Services Agency, Deputy Director of Development at the California Museum for History, Women and the Arts, and Director of Government Affairs and Constituency Outreach at the Office of Lieutenant Governor John Garamendi. Christine also served as Assistant to the Appointments Secretary in the Office of Governor Gray Davis from 1999 to 2003.

DCA LEADERSHIP (CONTINUED)



RUSS HEIMERICH

Deputy Director, Communications

Russ was appointed in February 2013 and oversees DCA's communications and outreach efforts. Prior to his appointment, Russ was Chief of DCA's Office of Public Affairs from 2005 to 2013. He was an analyst on the customer service team at the California Performance Review from 2004 to 2005, Information Officer II at the California Department of Corrections and Rehabilitation from 2000 to 2005, and government and community relations manager at Comcast from 1999 to 2000. Russ has also previously worked for the Bureau of Automotive Repair and California State University, Sacramento. He served as *Morning Edition* host and producer at Capital Public Radio from 1986 to 1995, editor and reporter at KGNR-AM from 1983 to 1985, and weekend editor and anchor at WOSU AM & FM in 1983.



TONYA CORCORAN

Deputy Director, Administrative Services

Tonya was appointed in June 2014. Tonya oversees DCA's Office of Administrative Services, covering many vital services, including human resources, fiscal operations, and business services functions. She joined DCA in 1989. Over the years, she has held various high-level positions within DCA and has served as its Labor Relations Officer, Bureau Chief for Hearing Aid Dispensers, Naturopathic Medicine, Telephone Medical Advice Services, and the Bureau of Electronic Appliance Repair and Home Furnishings and Thermal Insulation. Most recently, Tonya has served as the Bureau of Automotive Repair's Deputy Chief of the Licensing, Administration and Consumer Assistance Division.



AMY COX-O'FARRELL

Deputy Director, Office of Information Services

Amy became DCA's Chief Information Officer 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.

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 DCA, 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:

106 civil service positions
2 exempt

LICENSEES:

96,452

BOARD MEMBERSHIP:

7 licensees
8 public representatives

STRATEGIC PLAN ADOPTED:

September 20, 2012

www.dca.ca.gov/cba



MAJOR ACCOMPLISHMENTS

- Implemented a temporary fee reduction, reducing renewal, initial application, and exam scheduling fee by 50 to 80 percent.
- Provided enhanced training to all enforcement staff. Enforcement staff now attends a nationally recognized training program—Council on Licensure, Enforcement, and Regulation National Certified Investigator Training—and the DCA Enforcement Academy that focuses on internal performance targets and measures.
- Established a new fingerprinting regulation requiring that all licensees renewing in an active status after December 31, 2013, have a record of their fingerprints on file for purposes of securing a background check by the Department of Justice and Federal Bureau of Investigation.
- Implemented a new license status for active military service members available to licensees engaged in active military service in the California National Guard or United States Armed Forces. While in military inactive status, the licensee is exempt from any continuing education (CE) or peer review reporting requirements or the license renewal fee payment.

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 1057, Medina (Chapter 693, Statutes of 2013), requires every board to ask on its licensure applications whether the applicant is serving or has served in the military.
- Senate Bill 822, Committee on Business, Professions and Economic Development (Chapter 319, Statutes of 2013) provides the CBA citation and fine authority over out-of-state certified public accountants (CPAs) practicing in California via a practice privilege. Additionally, it requires practice privilege holders to notify the CBA of pending criminal charges.
- SB 823, Committee on Business, Professions and Economic Development (Chapter 474, Statutes of 2013) allows candidates enrolled in a program that only confers a baccalaureate degree upon the completion of a master's degree or 150 semester

units to take the CPA Exam after completing the requirements for a baccalaureate degree. It also allows CPA candidates to obtain licensure under the requirements as they existed on December 31, 2013, until January 1, 2016, if they passed the CPA Exam by December 31, 2013.

- Continuing Education (9/10/2013) — This regulation conforms requirements for CE courses to national standards and changes the CE required for applicants whose experience was obtained five or more years prior to application for licensure and for reissuance of a canceled license to be equivalent to the same standard of CE required for active license renewal. It also reduces the number of fraud CE hours from eight to four and expands the scope of the course to include prevention of fraud in financial statements.
- Retired Status (10/16/2013) — This regulation implements a retired license status as provided for in AB 431 of 2011. It outlines the qualifications needed to obtain retired status, provides a form to apply for the status, and provides for restoration of the license back to active status. In addition, it sets the fees and only allows for the status to be granted two times.
- Military Inactive Status (11/13/2013) — This regulation creates the form for applying for military inactive status as established in SB 1405 of 2012. It also clarifies what sort of documentation the CBA would accept as proof of military service and discharge from military service. In addition, it sets forth the means by which a licensee could convert their license from a military inactive status to active status or inactive status.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
INDIVIDUAL	4,600	4,906	39,164
PUBLIC ACCOUNTANT	0	0	12
CORPORATION	210	200	1,526
PARTNERSHIP	91	92	572
FICTITIOUS NAME PERMIT	183	139	138

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
INDIVIDUAL	N/A	90,912	N/A
PUBLIC ACCOUNTANT	N/A	85	N/A
CORPORATION	N/A	3,995	N/A
PARTNERSHIP	N/A	1,460	N/A
FICTITIOUS NAME PERMIT	1,857	N/A	N/A

Renewal and Continuing Education (CE)		
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
3,656*		

* 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 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 2013–14.

Summary of Enforcement Activity

Consumer Complaints—Intake	
2,841	RECEIVED
66	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,777	REFERRED FOR INVESTIGATION
1	PENDING

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

Inspections	
	N/A

Investigations	
2,969	OPENED
2,595	CLOSED
826	PENDING

Number of Days to Complete Intake and Investigations	
2,189	UP TO 90 DAYS
196	91 TO 180 DAYS
150	181 DAYS TO 1 YEAR
105	1 TO 2 YEARS
27	2 TO 3 YEARS
2	OVER 3 YEARS
62	AVERAGE NUMBER OF DAYS TO COMPLETE AN INVESTIGATION

Citations and Fines	
1,522	ISSUED
1,522	ISSUED WITH A FINE
227	WITHDRAWN
0	DISMISSED
33	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$404,520	ASSESSED
\$62,500	REDUCED
\$126,250	COLLECTED

Summary of Enforcement Activity

Criminal/Civil Actions

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

Office of the Attorney General/Disciplinary Actions

71	CASES OPENED/INITIATED
34	CASES CLOSED
89	CASES PENDING

Number of Days to Complete AG Cases

3	1 YEAR
11	1 TO 2 YEARS
10	2 TO 3 YEARS
5	3 TO 4 YEARS
3	OVER 4 YEARS
813	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

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

Administrative Outcomes/Final Orders

20	LICENSE APPLICATIONS DENIED
8	REVOCAION
10	SURRENDER OF LICENSE
6	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
11	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

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

2	TOTAL NUMBER FILED
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Subsequent Disciplinary—Administrative Outcomes/ Final Orders

1	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

1	GRANTED
0	DENIED
1	TOTAL

Cost Recovery to DCA

\$109,575	ORDERED
\$23,397	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$10,000	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 ACUPUNCTURE BOARD

Acupuncture

Regulates acupuncturists and acupuncture schools.

STAFF:

10.5 civil service positions
1 exempt

LICENSES:

17,063

BOARD MEMBERSHIP:

3 licensees
4 public representatives

STRATEGIC PLAN ADOPTED:

2013–2017

www.acupuncture.ca.gov



MAJOR ACCOMPLISHMENTS

- Adopted enforcement regulations to prevent prostitution, a problem that is a major enforcement and public safety issue that stems from illegal use of legal clinics or illegal unlicensed activity. Once implemented, the Board will be able to bring disciplinary actions against licensees as an administrative violation of the Acupuncture Licensing Act. The Board updated hygiene regulations to meet Centers for Disease Control and Prevention and health industry standards. The Board filed its Consumer Protection Enforcement Initiative regulatory package with the Office of Administrative Law and is finalizing its Senate Bill 1441 regulatory package for filing.
- Expanded and improved its education oversight of schools. The Board conducted random continuing education audits of 5 percent of the licensees to ensure compliance with continuing education and professional qualification requirements. With the new Continuing Education Coordinator, the Board will be able to expand its oversight of continuing education courses and providers to include site visits and audits.
- As part of the ongoing exam evaluation, the Office of Professional Examination Services began conducting a new occupational analysis that evaluates changes in the profession. Once completed, the results will guide the development of the California Acupuncture Licensing Exam. To reflect the Board's commitment to outreaching to the entire profession, the entire licensee population was surveyed. The Board plans to audit the national certification exam for acupuncture next year.
- Approved a new Strategic Plan for 2013–2017.
- Added three new positions to Board staff. The Board also created two additional permanent intermittent staff to provide administrative support to the enforcement and education enforcement units. Each additional staff member addresses chronic staffing deficiencies the Board has suffered for the past decade.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ACUPUNCTURE LICENSE	8,969	872	5,029

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ACUPUNCTURE LICENSE	17,059		
ACUPUNCTURE SCHOOLS			38

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

Exams		
PASS	FAIL	TOTAL
568	484	1,052

Summary of Enforcement Activity

Consumer Complaints—Intake	
118	RECEIVED
8	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
108	REFERRED FOR INVESTIGATION
3	PENDING

Conviction/Arrest Notification Complaints	
71	RECEIVED
64	CLOSED/REFERRED FOR INVESTIGATION
7	PENDING

Inspections	
N/A	

Investigations	
167	OPENED
233	CLOSED
154	PENDING

Number of Days to Complete Intake and Investigations	
33	UP TO 90 DAYS
34	91 TO 180 DAYS
38	181 DAYS TO 1 YEAR
95	1 TO 2 YEARS
26	2 TO 3 YEARS
7	OVER 3 YEARS
415	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

Summary of Enforcement Activity

Total Amount of Fines	
\$10,050	ASSESSED .
\$2,150	REDUCED
\$100	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
21	CASES OPENED/INITIATED
9	CASES CLOSED
26	CASES PENDING

Number of Days to Complete AG Cases	
0	1 YEAR
1	1 TO 2 YEARS
5	2 TO 3 YEARS
1	3 TO 4 YEARS
2	OVER 4 YEARS
1,083	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
14	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
3	REVOCAION
0	SURRENDER OF LICENSE
2	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	
9	TOTAL NUMBER FILED

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

Petition for Penalty Relief	
0	GRANTED
2	DENIED
2	TOTAL

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

Cost Recovery to DCA	
\$41,774	ORDERED .
\$17,858	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

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:

23

STRATEGIC PLAN ADOPTED:

August 2013

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

MAJOR ACCOMPLISHMENTS

- Facilitated the return of approximately \$7.3 million to consumers in the form of refunds, replacement vehicles, extended service contracts, and repairs awarded by State-certified arbitration programs.¹
- Revised and republished the *Lemon-Aid for Consumers* booklets to make them more consumer-friendly by providing more detailed information about the arbitration process, the California Lemon Law, and ACP.
- Successfully implemented the California appellate court's opinion in *Martinez v. Kia Motors America, Inc.* This opinion expanded the protections of the Lemon Law to include vehicles no longer owned by consumers.

¹ Based on all State-certified manufacturer arbitration programs' buyback of lemon vehicles for Fiscal Year 2013-14.



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	0	0	N/A

Active Licenses by License Category			
LICENSE NAME	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CERTIFICATION OF ARBITRATION PROGRAM	23	N/A	N/A

License Renewal and Continuing Education (CE)		
LICENSE NAME	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
N/A		

Summary of Enforcement Activity

Complaints	
110	TOTAL COMPLAINTS RECEIVED
110	COMPLAINTS CLOSED
17	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
\$7,300,000	AMOUNT REFUNDED TO CONSUMERS
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$7,300,000	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Timeline for Disposition of Investigations
N/A

CALIFORNIA ARCHITECTS BOARD

Architects

STAFF:

23.8 civil service positions
1 exempt

LICENSES:

20,504

BOARD MEMBERSHIP:

5 licensees
5 public representatives

STRATEGIC PLAN ADOPTED:

February 26, 2014

www.cab.ca.gov

MAJOR ACCOMPLISHMENTS

- Conducted focus groups for the California Supplemental Examination Occupational Analysis (OA). Separate groups of building officials, contractors, and related design professionals were included. DCA's Office of Professional Examination Services is currently analyzing results.
- Participated in the Sunset Review process for the California Council for Interior Design Certification (CCIDC). The Board supported extending the sunset date, contract requirement, and open meeting provisions.
- Discussed the concept of licensure upon graduation at the February 2014 Board meeting in support of integrated degree programs. The Board has also been working in support of the National Council of Architectural Registration Boards' (NCARBs') efforts to integrate the components of licensure into degree programs.
- Developed criteria for the Broadly Experienced Design Professional pathway to licensure. The Executive Officer presented the framework to NCARBs' President at its 2013 Annual Meeting.

MAJOR NEW LEGISLATION OR REGULATIONS

- Adopted a regulatory proposal to reflect NCARBs' change to examination credit expiration.
- Adopted a regulatory proposal to allow candidates to earn Intern Development Program credit through qualifying academic internships approved by NCARB.
- Adopted a regulatory proposal to amend California Code of Regulations (CCR) 121 to allow the Board to recognize NCARB Certification obtained via the Broadly Experienced Foreign Architect Program.
- Adopted a regulatory proposal to amend CCR 103 to allow the Board to delegate authority to its Executive Officer to approve stipulated settlements to revoke or surrender a license.
- Assembly Bill 630, Holden (Chapter 453, Statutes of 2013), prohibits the use of an architect's instruments of service without written contract or written assignment authorization, and became effective January 1, 2014.
- Senate Bill 308, Price (Chapter 333, Statutes of 2013), is the sunset bill for the CCIDC, and became effective January 1, 2014.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
C-ARCHITECTS	483	481	12,168

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
C-ARCHITECTS	0	20,504	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
C-ARCHITECTS	BIENNIAL	5

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
BUILDING DESIGN AND CONSTRUCTION SYSTEMS	371	312	683
BUILDING SYSTEMS	372	271	643
CONSTRUCTION DOCUMENTS AND SERVICES	490	425	915
PROGRAMMING, PLANNING, AND PRACTICE	499	415	914
SCHEMATIC DESIGN	537	234	771
SITE PLANNING AND DESIGN	451	305	756
STRUCTURAL SYSTEMS	406	243	649
CALIFORNIA SUPPLEMENTAL EXAMINATION	488	379	867
TOTALS	3,614	2,584	6,198

Summary of Enforcement Activity

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

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

Inspections	
N/A	

Investigations	
294	OPENED
228	CLOSED
153	PENDING

Number of Days to Complete Intake and Investigations	
120	UP TO 90 DAYS
62	91 TO 180 DAYS
30	181 DAYS TO 1 YEAR
14	1 TO 2 YEARS
1	2 TO 3 YEARS
1	OVER 3 YEARS
126	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
20	ISSUED
20	ISSUED WITH A FINE
0	WITHDRAWN
2	DISMISSED
280	AVERAGE NUMBER OF DAYS TO COMPLETE A CITATION AND FINE

Total Amount of Fines	
\$47,000	ASSESSED
\$6,000	REDUCED
\$26,024	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

2	CASES OPENED/INITIATED
1	CASES CLOSED
2	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
405	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

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

0	ORDERED
\$3,715	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

0	RESTITUTION ORDERED
\$5,710	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$5,710	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

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:

**592.8 civil service positions
2 exempt**

LICENSES, REGISTRATIONS,
AND PERMITS:

77,277

BAR ADVISORY GROUP
MEMBERS:

15

EDUCATIONAL ADVISORY
COMMITTEE:

14

STRATEGIC PLAN ADOPTED:

March 27, 2013

OUTREACH:

348

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

MAJOR ACCOMPLISHMENTS

- Began implementation of On-Board Diagnostic (OBD) inspections on 2000 and newer model-year vehicles using BAR-certified equipment from three vendors. Mandatory Statewide implementation of the BAR OBD Inspection System (BAR-OIS) is scheduled for December 2014.
- Retired 44,999 vehicles and provided financial assistance to repair an additional 8,164 vehicles through the Consumer Assistance Program (CAP), resulting in 6,496 tons of reduced emissions.
- Developed the first online license renewal training course for Smog Check inspectors and training modules for the new BAR-OIS.
- Developed the Automotive Resource Center, an interactive website designed to connect students, automotive technicians, shop owners, and other professionals in the automotive industry.
- BAR conducted more than 3,500 proactive visits of newly registered automotive repair facilities under the Education First Program to discuss responsibilities related to their profession.
- Developed a fifth roadside emissions survey team to collect data used to measure the effectiveness of the new OBD-focused Smog Check inspection.
- Conducted 13,287 roadside emissions surveys throughout the State to validate the Smog Check Program.
- Conducted 126 informal hearings to give licensees an opportunity to appeal Smog Check citations.
- Worked in conjunction with law enforcement agencies to put together stings Statewide to address the growing number of unlicensed individuals and businesses using Craigslist to reach out to consumers.
- Implemented an informal review process for STAR station certification invalidations and conducted 686 informal reviews.
- Began posting on the BAR website a list of individuals and

DEPARTMENT OF CONSUMER AFFAIRS

BAR

Bureau of Automotive Repair

businesses who were issued a citation for performing automotive repairs without a valid registration.

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 8, Perea (Chapter 401, Statutes of 2013), extends the \$1 annual vehicle registration fee funding source for the Enhanced Fleet Modernization Program (EFMP) through January 1, 2024. AB 8 also extends a fee of \$1.75 for the purchasing of new tires through January 1, 2024.
- Senate Bill 459, Pavley (Chapter 437, Statutes of

2013), amends the CAP vehicle retirement option eligibility requirement of two years of continuous vehicle registration in California to two years of vehicle registration without a “substantial lapse.”

- Adopted regulations, pursuant to Assembly Bill 2289, Eng (Chapter 258, Statutes of 2010), to incorporate new OBD-focused emissions testing equipment and procedures into the Smog Check Program for newer vehicles.
- Adopted regulations to adjust the Repair Cost Waiver limit from \$450 to \$650 based on changes to the Consumer Price Index.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
AUTOMOTIVE REPAIR DEALER	4,117	3,587	34,168
SMOG CHECK TEST AND REPAIR STATION	575	528	4,621
SMOG CHECK TEST ONLY STATION	398	375	2,028
SMOG CHECK REPAIR ONLY STATION	38	28	28
SMOG CHECK GOLD SHIELD	N/A	N/A	N/A
STAR CERTIFICATES	1,951	975	N/A
BRAKE AND LAMP STATION	355	281	2,198
SMOG CHECK ADVANCED EMISSION SPECIALIST	N/A	2	6,127
SMOG CHECK BASIC AREA TECHNICIAN	N/A	N/A	181
SMOG CHECK REPAIR TECHNICIAN	854	238	589
SMOG CHECK INSPECTOR	2,558	1,353	830
BRAKE AND LAMP ADJUSTER	2,229	943	N/A

Licensing Population by Type			
TYPE	CERTIFICATIONS/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
AUTOMOTIVE REPAIR DEALER	N/A	36,559	N/A
SMOG CHECK TEST AND REPAIR STATION	N/A	5,001	N/A
SMOG CHECK TEST ONLY STATION	N/A	2,199	N/A
SMOG CHECK REPAIR ONLY STATION	N/A	58	N/A
SMOG CHECK GOLD SHIELD	N/A	N/A	N/A
STAR CERTIFICATES	4,190	N/A	N/A
BRAKE AND LAMP STATION	N/A	2,128	N/A
SMOG CHECK ADVANCED EMISSION SPECIALIST	N/A	743	N/A
SMOG CHECK BASIC AREA TECHNICIAN	0	21	0
SMOG CHECK REPAIR TECHNICIAN	N/A	12,063	N/A
SMOG CHECK INSPECTOR	N/A	15,357	N/A
BRAKE AND LAMP ADJUSTER	N/A	3,148	N/A

Renewal and Continuing Education (CE)		
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	N/A	N/A
STAR CERTIFICATES	N/A	0
BRAKE AND LAMP STATION	EVERY YEAR	0
SMOG CHECK ADVANCED EMISSION SPECIALIST	EVERY 2 YEARS	16
SMOG CHECK BASIC AREA TECHNICIAN	N/A	N/A
SMOG CHECK REPAIR TECHNICIAN	EVERY 2 YEARS	16
SMOG CHECK INSPECTOR	EVERY 2 YEARS	4
BRAKE AND LAMP ADJUSTER	EVERY 4 YEARS	0

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
ADVANCED EMISSION SPECIALIST TECHNICIAN	3	5	8
BASIC AREA TECHNICIAN	*	*	*
REPAIR TECHNICIAN	246	293	539
SMOG CHECK INSPECTOR	1,386	875	2,261
BRAKE ADJUSTER	537	148	685
LAMP ADJUSTER	442	289	731
TOTALS	2,614	1,610	4,224

* License is no longer available due to Licensing Restructure in August 2012.

Summary of Enforcement Activity

Consumer Complaints—Intake

17,719	RECEIVED
269	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
17,543	REFERRED FOR INVESTIGATION
105	PENDING

Conviction/Arrest Notification Complaints

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

Inspections

16,766	INSPECTIONS CONDUCTED
500	INSPECTIONS CITATIONS ISSUED

Investigations

17,543	OPENED
17,672	CLOSED
1,722	PENDING

Number of Days to Complete Intake and Investigations

17,066	UP TO 90 DAYS
373	91 TO 180 DAYS
185	181 DAYS TO 1 YEAR
47	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
38	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

1,389	ISSUED
562	ISSUED WITH A FINE
63	WITHDRAWN
23	DISMISSED
28	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$450,500	ASSESSED*
\$8,700	REDUCED
\$391,946	COLLECTED

* Assessed means final (effective), and does not include citations currently under appeal.

Criminal/Civil Actions

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

Office of the Attorney General/Disciplinary Action

283	CASES OPENED/INITIATED
238	CASES CLOSED*
382	CASES PENDING

* Cases closed will not match the number of licensee actions (Administrative outcomes). BAR has multiple licenses listed in a single case/accusation.

Number of Days to Complete AG Cases

44	1 YEAR
88	1 TO 2 YEARS
59	2 TO 3 YEARS
19	3 TO 4 YEARS
3	OVER 4 YEARS
654	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

45	STATEMENTS OF ISSUES FILED
153	ACCUSATIONS FILED
39	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
9	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
1	ACCUSATIONS WITHDRAWN/DISMISSED

Summary of Enforcement Activity

Administrative Outcomes/Final Orders

15	LICENSE APPLICATIONS DENIED
347	REVOCATION
0	SURRENDER OF LICENSE
56	PROBATION WITH SUSPENSION
3	SUSPENSION ONLY
66	PROBATION ONLY
0	PUBLIC REPRIMAND
9	OTHER DECISIONS

Administrative outcome statistics will not match the number of closed/accusations. BAR has multiple licenses listed in a single case/accusation.

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

\$752,875	ORDERED
\$704,842	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$35,263	RESTITUTION ORDERED
\$2,940,253	AMOUNT REFUNDED
\$1,398,279	REWORK AT NO CHARGE
\$725,597	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$5,099,392	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

BOARD OF BARBERING AND COSMETOLOGY

Barber/Cosmetology

STAFF:

82.1 civil service
1 exempt

LICENSES:

577,425

BOARD MEMBERSHIP:

4 licensees
5 public representatives

STRATEGIC PLAN ADOPTED:

April 8, 2013

www.barbercosmo.ca.gov



MAJOR ACCOMPLISHMENTS

- Implemented the release of the new BreEZe database system. Through the Board's website, licensees can now renew their licenses, pay fines and cost recovery, and update addresses; students can apply for examinations; and consumers can look up licenses and file complaints in a secure environment.
- Made major strides in its language accessibility to licensees and consumers. The Board translated and published its *Rules and Regulation* publication into Korean, and added two new links on its website, one for the Vietnamese language and one for the Spanish language. The Board also reached out to Vietnamese-speaking licensees by hosting a Town Hall meeting that reviewed common violations and allowed for licensees to meet with and ask questions to the Board inspectors.
- Eliminated previous backlogs in the Licensing, Cite and Fine and Cashiering units with the implementation of BreEZe. Cashiering payments are processed within 14 days of their receipt. Licensing applications are processed within 10 days of their receipt into the Board office. Cite and Fine currently processes citations within 45 days from the date of the establishment inspection.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 308, Lieu (Chapter 333, Statutes of 2013), requires that barbering and cosmetology schools must be approved by both the Board and the Bureau for Private Postsecondary Education (BPPE). This bill requires that schools secure approval from the Board before being approved by BPPE, but allows the agencies to process applications for new schools simultaneously. The bill also extends the sunset date for the Board from January 1, 2014, to January 1, 2016.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
BARBER	2,821	1,473	8,562
BARBER APPRENTICE	442	402	N/A
COSMETOLOGIST	26,490	9,622	113,557
COSMETOLOGY APPRENTICE	538	501	N/A
ELECTROLOGIST	33	31	722
ELECTROLOGY APPRENTICE	0	0	N/A
ESTABLISHMENT	7,467	7,205	17,638
ESTHETICIAN	6,190	4,512	26,562
MANICURIST	8,585	4,609	45,073
MOBILE UNIT	6	2	4

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BARBER	N/A	24,865	N/A
BARBER APPRENTICE	N/A	887	N/A
COSMETOLOGIST	N/A	300,196	N/A
COSMETOLOGY APPRENTICE	N/A	1,162	N/A
ELECTROLOGIST	N/A	2,007	N/A
ELECTROLOGY APPRENTICE	N/A	2	N/A
ESTABLISHMENT	N/A	50,473	N/A
ESTHETICIAN	N/A	72,093	N/A
MANICURIST	N/A	125,713	N/A
MOBILE UNIT	N/A	27	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
BARBER	EVERY 2 YEARS	N/A
BARBER APPRENTICE	NO RENEWAL	N/A
COSMETOLOGIST	EVERY 2 YEARS	N/A
COSMETOLOGY APPRENTICE	NO RENEWAL	N/A
ELECTROLOGIST	EVERY 2 YEARS	N/A
ELECTROLOGY APPRENTICE	NO RENEWAL	N/A
ESTABLISHMENT	EVERY 2 YEARS	N/A
ESTHETICIAN	EVERY 2 YEARS	N/A
MANICURIST	EVERY 2 YEARS	N/A
MOBILE UNIT	EVERY 2 YEARS	N/A

Exams		
PASS	FAIL	TOTAL
47,141	15,898	63,039

Summary of Enforcement Activity

Consumer Complaints—Intake	
3,271	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
3,296	REFERRED FOR INVESTIGATION
17	PENDING

Conviction/Arrest Notification Complaints	
1,607	RECEIVED
1,571	CLOSED/REFERRED FOR INVESTIGATION
32	PENDING

Inspections	
11,979	INSPECTIONS CONDUCTED
8,933	INSPECTION CITATIONS ISSUED

Investigations	
4,867	OPENED
4,520	CLOSED
1,026	PENDING

Number of Days to Complete Intake and Investigations	
3,579	UP TO 90 DAYS
351	91 TO 180 DAYS
251	181 DAYS TO 1 YEAR
79	1 TO 2 YEARS
10	2 TO 3 YEARS
1	OVER 3 YEARS
50	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
14,932	ISSUED
14,064	ISSUED WITH A FINE
40	WITHDRAWN
110	DISMISSED
39	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Summary of Enforcement Activity

Total Amount of Fines	
\$5,353,052	ASSESSED
\$550,520	REDUCED
\$2,967,125	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
79	CASES OPENED/INITIATED
54	CASES CLOSED
109	CASES PENDING

Number of Days to Complete AG Cases	
3	1 YEAR
34	1 TO 2 YEARS
12	2 TO 3 YEARS
3	3 TO 4 YEARS
2	OVER 4 YEARS
702	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
1	LICENSE APPLICATIONS DENIED
36	REVOCAION
9	SURRENDER OF LICENSE
24	PROBATION WITH SUSPENSION
1	SUSPENSION ONLY
4	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	
3	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	
\$72,150	ORDERED
*	COLLECTED

Consumer Restitution to Consumer/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

* Number not available from DCA.

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:

40.7 civil service
1 exempt

LICENSES:

102,068

BOARD MEMBERSHIP:

6 licensees
7 public representatives

STRATEGIC PLAN ADOPTED:

2014

www.bbs.ca.gov

MAJOR ACCOMPLISHMENTS

- Established the Out-of-State Education Review Committee to revise licensure requirements to remove potential barriers to licensure and improve portability for out-of-state applicants.
- Created the Supervision Review Committee to conduct a holistic review of the requirements for supervision and supervisors.
- Collaborated with stakeholders to develop the 2014 Strategic Plan.

MAJOR NEW LEGISLATION OR REGULATIONS

- Sponsored Assembly Bill 2213 to revise the educational requirements for out-of-state applicants. This bill proposes to remove requirements that may be too stringent and improves portability of licensure.
- Sponsored AB 1843 to provide the Board statutory authority to gain access to child custody reports for the purpose of investigating allegations that a Board licensee engaged in unprofessional conduct in the creation of the child custody report.
- Proposed regulations to implement the Uniform Standards for Substance Abusing Licensees.
- Proposed regulations to implement Senate Bill 704, Statutes of 2011, Chapter 387-Examination Restructure.



Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
MARRIAGE AND FAMILY THERAPIST (MFT)	2,292	1,150	15,857
MARRIAGE AND FAMILY INTERN	4,367	4,182	11,803
MFT REFERRAL SERVICE	N/A	N/A	N/A
LICENSED CLINICAL SOCIAL WORKER	1,527	723	9,373
ASSOCIATE SOCIAL WORKER	3,051	2,989	8,108
LICENSED EDUCATIONAL PSYCHOLOGIST	110	77	734
CONTINUING EDUCATION PROVIDER	253	227	968
LICENSED PROFESSIONAL CLINICAL COUNSELOR*	72	32	300
LICENSED PROFESSIONAL CLINICAL COUNSELOR INTERN	569	351	284

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

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
MARRIAGE AND FAMILY THERAPIST (MFT)	N/A	36,600	N/A
MARRIAGE AND FAMILY INTERN	N/A	22,275	N/A
MFT REFERRAL SERVICE	N/A	N/A	N/A
LICENSED CLINICAL SOCIAL WORKER	N/A	21,769	N/A
ASSOCIATE SOCIAL WORKER	N/A	14,751	N/A
LICENSED EDUCATIONAL PSYCHOLOGIST	N/A	2,088	N/A
CONTINUING EDUCATION PROVIDER	N/A	2,998	N/A
LICENSED PROFESSIONAL CLINICAL COUNSELOR	N/A	930	N/A
LICENSED PROFESSIONAL CLINICAL COUNSELOR INTERN	N/A	657	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
MARRIAGE AND FAMILY THERAPIST (MFT)	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 (LCSW) STANDARD	995	799	1,794
LICENSED CLINICAL SOCIAL WORKER CLINICAL VIGNETTE (CV)	924	478	1,402
LICENSED EDUCATIONAL PSYCHOLOGIST	57	79	136
MARRIAGE AND FAMILY THERAPIST (MFT) STANDARD	1,820	1,074	2,894
MARRIAGE AND FAMILY THERAPIST CV	1,623	429	2,052
LICENSED PROFESSIONAL CLINICAL COUNSELOR LAW AND ETHICS	34	21	55
LICENSED PROFESSIONAL CLINICAL COUNSELOR GRAND PARENTING (GP) LAW AND ETHICS	303	82	385
LICENSED PROFESSIONAL CLINICAL COUNSELOR GAP LCSW	6	0	6
LICENSED PROFESSIONAL CLINICAL COUNSELOR GAP MFT	189	35	224
TOTALS	5,951	2,997	8,948

Summary of Enforcement Activity

Consumer Complaints—Intake	
1,243	RECEIVED
65	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,206	REFERRED FOR INVESTIGATION
19	PENDING

Conviction/Arrest/Notification Complaints	
714	RECEIVED
706	CLOSED/REFERRED FOR INVESTIGATION
5	PENDING

Inspections	
NOT APPLICABLE TO THIS PROGRAM	

Investigations	
1,929	OPENED
1,240	CLOSED
745	PENDING

Number of Days to Complete Intake and Investigations	
681	UP TO 90 DAYS
240	91 TO 180 DAYS
196	181 DAYS TO 1 YEAR
106	1 TO 2 YEARS
14	2 TO 3 YEARS
3	OVER 3 YEARS
116	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

Total Amount of Fines	
\$46,100	ASSESSED
\$16,500	REDUCED
\$20,850	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	
115	CASES OPENED/INITIATED
18	CASES CLOSED
137	CASES PENDING

Number of Days to Complete AG Cases	
12	1 YEAR
44	1 TO 2 YEARS
35	2 TO 3 YEARS
13	3 TO 4 YEARS
0	OVER 4 YEARS
780	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Petition for Modification or Termination of Probation	
6	GRANTED
2	DENIED
8	TOTAL

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

Cost Recovery to DCA	
\$191,835	ORDERED
\$177,206	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 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:

7 civil service positions
1 exempt

LICENSES:

3,053

COMMISSION MEMBERSHIP:

5 public representatives
1 vacant (public)

STRATEGIC PLAN ADOPTED:

June 2012

www.dca.ca.gov/csac

MAJOR ACCOMPLISHMENTS

- Significantly increased the amount of pension distributions.
- Regulated approximately the same number of boxing, mixed martial arts and kickboxing events this fiscal year as last fiscal year, even with a 42 percent budget reduction.
- Partnered with the Los Angeles Unified School District in an anti-bullying outreach campaign aimed at impacting the lives of high school students. The Commission plans to continue this campaign by partnering with various other school districts throughout the State about anti-bullying and anti-violence.

MAJOR NEW LEGISLATION OR REGULATIONS

- In July 2013, the Commission issued a cease and desist order on all youth pankration activities. Assembly Bill 1186, Bonilla (Chapter 506, Statutes of 2013), confirmed the Commission's authority to regulate youth pankration and required the Commission to form a Youth Pankration Subcommittee (YPS). The YPS was tasked with reviewing youth pankration and making recommendations in an effort to determine a course of action concerning the future of youth pankration.
- Senate Bill 309, Lieu (Chapter 370, Statutes of 2013), creates the new Professional Trainers license type.



Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PROMOTER	28	28	4
REFEREE	0	0	45
TIMEKEEPER	5	5	14
PROFESSIONAL ATHLETE	1,039	1,039	N/A
JUDGE	0	0	54
MATCHMAKER	7	7	7
SECOND	2,100	2,100	N/A
MANAGER	82	82	39

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PROMOTER	N/A	41	N/A
REFEREE	N/A	43	N/A
TIMEKEEPER	N/A	11	N/A
PROFESSIONAL ATHLETE	N/A	970	N/A
JUDGE	N/A	65	N/A
MATCHMAKER	N/A	11	N/A
SECOND	N/A	1,817	N/A
MANAGER	N/A	95	N/A

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

Exams	
	N/A

Summary of Enforcement Activity

Consumer Complaints—Intake	
26	RECEIVED
26	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	
43	ISSUED
36	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
0	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$131,187	ASSESSED
\$0	REDUCED
\$131,187	COLLECTED

Criminal/Civil Actions	
N/A	REFERRALS FOR CRIMINAL/CIVIL ACTION
N/A	CRIMINAL ACTIONS FILED
N/A	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	
1	LICENSE APPLICATIONS DENIED
0	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
9	SUSPENSION ONLY
0	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	
0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA
N/A

Consumer Restitution to Consumers/Refunds/Savings
N/A

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:

20.5 civil service
1 exempt

LICENSES AND
CERTIFICATIONS:

11,576

ADVISORY COMMITTEE
MEMBERSHIP:

4 licensees
3 public representatives

STRATEGIC PLAN ADOPTED:

2011

www.cfb.ca.gov

MAJOR ACCOMPLISHMENTS

- Hosted a workshop to provide information to cemetery licensees on the laws and regulations pertaining to the annual reporting requirements for endowment care and special care funds and the Bureau's audits of those trust funds.
- Held a regulatory hearing on proposed language to amend the funeral citation and fine regulations; the changes will allow the Bureau to issue an administrative citation for violation of any of its laws or regulations, up to a maximum of \$5,000. These regulations were approved by the Office of Administrative Law and will take effect October 1, 2014.
- Drafted proposed language to amend the cemetery cite and fine regulations to allow issuance of an administrative citation for violation of any of its laws or regulations, up to a maximum of \$5,000. The proposed language is currently under DCA review.
- Began development of a new strategic plan for the Bureau for 2015–2018.
- Established specific time frames for enforcement cases transmitted to the Office of the Attorney General to improve processing times.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 119, Calderon (Chapter 205, Statutes of 2013), authorizes crematories licensed by the Bureau to incinerate one or more American flags, separately from the cremation of human remains, in accordance with Federal law, one week before or after Memorial Day, Flag Day, or Independence Day; and requires the crematory to maintain an accurate record of flags incinerated in the crematory.



CEMETERY & FUNERAL
BUREAU

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
CEMETERY BROKER	33	34	250
CEMETERY MANAGER	89	13	266
CREMATORY MANAGER	90	24	446
EMBALMER	53	28	1,595
FUNERAL DIRECTOR	245	140	2,121
APPRENTICE EMBALMER	65	67	N/A
FUNERAL ESTABLISHMENT	15	35	969
CERTIFICATE OF AUTHORITY (CEMETERY)	10	4	195
CREMATORY	21	10	219
CEMETERY SALESPERSON	1,569	1,328	2,589
CREMATED REMAINS DISPOSER	27	26	133

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CEMETERY BROKER	N/A	287	N/A
CEMETERY MANAGER	N/A	351	N/A
CREMATORY MANAGER	N/A	587	N/A
EMBALMER	N/A	1,993	N/A
FUNERAL DIRECTOR	N/A	2,720	N/A
APPRENTICE EMBALMER	262	N/A	N/A
FUNERAL ESTABLISHMENT	N/A	1,038	N/A
CERTIFICATE OF AUTHORITY (CEMETERY)	N/A	196	N/A
CREMATORY	N/A	227	N/A
CEMETERY SALESPERSON	N/A	4,290	N/A
CREMATED REMAINS DISPOSER	227	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
221	76	287

Summary of Enforcement Activity

Consumer Complaints—Intake	
648	RECEIVED
1	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
651	REFERRED FOR INVESTIGATION
4	PENDING

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

Inspections	
1,403	INSPECTIONS CONDUCTED
107	INSPECTION CITATIONS ISSUED

Investigations	
718	OPENED
717	CLOSED
111	PENDING

Summary of Enforcement Activity

Number of Days to Complete Intake and Investigations

563	UP TO 90 DAYS
108	91 TO 180 DAYS
41	181 DAYS TO 1 YEAR
5	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
56	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines

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

Total Amount of Fines

\$83,697	ASSESSED
\$1,001	REDUCED
\$87,852	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
21	CASES CLOSED
19	CASES PENDING

Number of Days to Complete AG Cases

7	1 YEAR
14	1 TO 2 YEARS
0	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
401	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

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

Administrative Outcomes/Final Orders

10	LICENSE APPLICATIONS DENIED
17	REVOCATION
2	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
5	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
1	DENIED
1	TOTAL

Cost Recovery to DCA

\$7,051	ORDERED
\$17,053	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$30,656	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$6,004	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$36,660	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

BOARD OF CHIROPRACTIC EXAMINERS

Chiropractic Examiners

Licenses and regulates chiropractors. Registers and certifies chiropractic corporations, referral services, and satellite offices.

STAFF:

18 civil service positions
1 exempt

LICENSES:

18,407

BOARD MEMBERSHIP:

5 licensees
2 public representatives

STRATEGIC PLAN ADOPTED:

2014

www.chiro.ca.gov



MAJOR ACCOMPLISHMENTS

- Updated the Board's Strategic Plan for 2014–17.
- Experienced a full complement of board members for the first time since 2005, with the appointment of two new professional members by Governor Brown in February and April 2014, respectively.
- Enhanced outreach to licensees and the public through revision and frequent updates to the Board's Twitter and Facebook pages, resulting in an increase in followers of 67 percent and 65 percent, respectively.

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 512, Rendon (Chapter 111, Statutes of 2013), extends the repeal date to January 1, 2018, for licensure exemptions for out-of-state healthcare practitioners who provide healthcare services at sponsored free healthcare events to uninsured or underinsured persons on a short-term, voluntary basis.
- AB 1057, Medina (Chapter 693, Statutes of 2013), requires all licensing boards under DCA to inquire in all licensing applications whether the applicant is serving in, or has previously served in, the military.
- Senate Bill 305, Price (Chapter 516, Statutes of 2013), requires legislative review of the Board by appropriate policy committees as if these provisions were scheduled to be repealed on January 1, 2018.
- AB 258, Chavez (Chapter 227, Statutes of 2013), requires every State agency to request on any written form or publication printed on or after July 1, 2014, or through the Internet website, whether the applicant has ever served in the U.S. military.
- Adopted a regulatory change proposal to repeal California Code of Regulations section 367.7, which removed an inconsistency between requirements for business names of chiropractic corporations and noncorporate chiropractic businesses. The repeal of this regulation became effective in October 2013.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
DOCTOR OF CHIROPRACTIC	357	323	13,376
SATELLITE OFFICES	1,268	1,231	2,517
CHIROPRACTIC CORPORATIONS	114	111	1,274
REFERRAL SERVICES	1	1	N/A

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
DOCTOR OF CHIROPRACTIC	N/A	13,402	N/A
SATELLITE OFFICES	3,612	N/A	N/A
CHIROPRACTIC CORPORATIONS	1,361	N/A	N/A
REFERRAL SERVICES	32	N/A	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
DOCTOR OF CHIROPRACTIC	EVERY YEAR	24
SATELLITE OFFICES	EVERY YEAR	N/A
CHIROPRACTIC CORPORATIONS	EVERY YEAR	N/A
REFERRAL SERVICES	N/A	N/A

Exams		
PASS	FAIL	TOTAL
320	156	476

Summary of Enforcement Activity

Consumer Complaints—Intake	
502	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
496	REFERRED FOR INVESTIGATION
15	PENDING

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

Inspections	
69	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations	
612	OPENED
563	CLOSED
212	PENDING

Summary of Enforcement Activity

Number of Days to Complete Intake and Investigations

316	UP TO 90 DAYS
145	91 TO 180 DAYS
67	181 DAYS TO 1 YEAR
27	1 TO 2 YEARS
3	2 TO 3 YEARS
5	OVER 3 YEARS
126	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines

29	ISSUED
28	ISSUED WITH A FINE
7	WITHDRAWN
0	DISMISSED
234	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$27,600	ASSESSED
\$2,750	REDUCED
\$22,237	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

30	CASES OPENED/INITIATED
17	CASES CLOSED
63	CASES PENDING

Number of Days to Complete AG Cases

0	1 YEAR
4	1 TO 2 YEARS
6	2 TO 3 YEARS
7	3 TO 4 YEARS
0	OVER 4 YEARS
1,163	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

6	STATEMENTS OF ISSUES FILED
38	ACCUSATIONS FILED
3	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
2	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
3	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

6	LICENSE APPLICATIONS DENIED
13	REVOCATION
8	SURRENDER OF LICENSE
4	PROBATION WITH SUSPENSION
1	SUSPENSION ONLY
15	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

1	GRANTED
4	DENIED
5	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

1	GRANTED
3	DENIED
4	TOTAL

Cost Recovery to DCA

\$121,228	ORDERED
\$123,704	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

CONTRACTORS STATE LICENSE BOARD

Contractors

STAFF:

**400.6 civil service positions
1 exempt**

LICENSES, REGISTRATIONS,
PERMITS, AND
CERTIFICATIONS:

300,944

BOARD MEMBERSHIP:

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

STRATEGIC PLAN ADOPTED:

June 2014

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



MAJOR ACCOMPLISHMENTS

- Developed and implemented improved contractor examination software, known as SCORE 1.5 (State Contractors Official Regulatory Examination), that is now accessed by applicants who are taking licensing examinations on touch-screen monitors, and enhanced security measures in all eight testing centers.
- Initiated a contractor education program designed to protect consumers from predatory warm-air heating, ventilating, and air-conditioning (HVAC) businesses that promise low-cost service and then use high-pressure or scare tactics to up-sell unnecessary repairs and equipment replacement. This ongoing HVAC contractor program provides webinar discussions, workshops, and printed materials for contractors and for their potential customers.
- Added CSLB website disclosure information about disciplinary action taken against licensees by partnering State government agencies, which is especially helpful to public works-awarding agencies.
- Established a Veterans Application Assistance program to expedite license applications for military personnel who are transitioning to civilian employment.
- Continued to serve as a key participant in the multiagency California Labor Enforcement Task Force (LETF) that was established on January 1, 2012, to combat the underground economy and improve the State's business environment. LETF teams sweep active construction sites throughout California each week to determine if businesses are operating legally and safely using State-required licensing, employment, taxation, and health and safety guidelines. In 2013, CSLB's investigators were part of 820 site inspections that found 80 percent out of compliance; LETF construction citation penalties and assessments totaled more than \$2.6 million.
- Increased the amount of ordered restitution recovered for consumers during the 2013–14 Fiscal Year from \$44 million to approximately \$51 million.

CONTINUED

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 44, Buchanan (Chapter 258, Statutes of 2013), requires a contractor to include the contractor license number of each subcontractor listed in any bid or offer submitted after July 1, 2014, for the construction of any public work.
- AB 433, Gordon (Chapter 377, Statutes of 2013), authorizes, until January 1, 2017, licensed plumbing contractors to install residential fire protection systems for single- and two-family homes; and authorizes the State Fire Marshal to propose, adopt, and administer regulations to ensure fire safety in buildings and structures and makes those regulations subject to certain requirements.
- AB 811, Lowenthal (Chapter 250, Statutes of 2013), requires regional notification centers to post on their websites information provided by operators and excavators relating to violations of specified State laws governing subsurface excavations.
- AB 1236, Hagman (Chapter 114, Statutes of 2013), authorizes contractors licensed as limited liability companies (LLC) to obtain statutorily required liability insurance from a surplus line insurer.
- Senate Bill 261, Monning (Chapter 163, Statutes of 2013), allows CSLB to take administrative action for specified violations, such as misusing or misrepresenting license information and aiding an unlicensed individual in evading the licensing requirements.
- SB 262, (Monning (Chapter 180, Statutes of 2013), provides that failure of a qualifying individual to exercise direct supervision and control of construction operations constitutes grounds for disciplinary action, and shall be punishable as a misdemeanor or imprisonment in a county jail by a fine of \$3,000 to \$5,000, or both.
- SB 822, Business, Professions and Economic Development (Chapter 319, Statutes of 2013), as it pertains to CSLB, provides that an incomplete renewal application that had originally been submitted on or before the license expiration date shall be returned to the licensee with an explanation, and the licensee shall have 30 days to correct and resubmit those documents and shall not be required to pay the renewal delinquency fee.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ORIGINAL CONTRACTOR LICENSE	17,988	11,195	116,971
HOME IMPROVEMENT SALESPERSON REGISTRATION	9,522	3,989	1,777

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ORIGINAL CONTRACTOR LICENSE	4,153	286,984	N/A
HOME IMPROVEMENT SALESPERSON REGISTRATION	N/A	9,807	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
ORIGINAL CONTRACTOR LICENSE	EVERY 2 YEARS	N/A
HOME IMPROVEMENT SALESPERSON REGISTRATION	EVERY 2 YEARS	N/A

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
LAW AND BUSINESS	6,596	3,987	10,583
GENERAL ENGINEERING (A)	321	204	525
GENERAL BUILDING (B)	2,016	2,773	4,789
ASBESTOS CERTIFICATION	74	29	103
HAZARDOUS CERTIFICATION	64	23	87
INSULATION AND ACOUSTICAL (C-2)	47	62	109
BOILER, HOT-WATER HEATING, AND STEAM FITTING (C-4)	20	12	32
FRAMING AND ROUGH CARPENTRY (C-5)	30	53	83
CABINET, MILLWORK, AND FINISH CARPENTRY (C-6)	176	172	348
LOW VOLTAGE SYSTEMS (C-7)	231	106	337
CONCRETE (C-8)	168	200	368
DRYWALL (C-9)	110	161	271
ELECTRICAL (C-10)	677	494	1,171
ELEVATOR (C-11)	11	13	24
EARTHWORK AND PAVING (C-12)	57	91	148
FENCING (C-13)	56	43	99
FLOORING (C-15)	255	236	491
FIRE PROTECTION (C-16)	39	47	86
GLAZING (C-17)	111	99	210
WARM-AIR HEATING, VENTILATING, AND AIR CONDITIONING (C-20)	316	174	490
BUILDING MOVING/ DEMOLITION (C-21)	47	40	87
ORNAMENTAL METAL (C-23)	42	47	89
LANDSCAPING (C-27)	397	545	942
LOCK AND SECURITY EQUIPMENT (C-28)	22	18	40
MASONRY (C-29)	57	129	186
CONSTRUCTION ZONE TRAFFIC CONTROL (C-31)	23	18	41
PARKING AND HIGHWAY IMPROVEMENT (C-32)	14	30	44

Summary of Licensing Activity

Exam Results (continued)			
EXAM TITLE	PASS	FAIL	TOTAL
PAINTING AND DECORATING (C-33)	534	456	990
PIPELINE (C-34)	15	10	25
LATHING AND PLASTERING (C-35)	56	61	117
PLUMBING (C-36)	395	358	753
REFRIGERATION (C-38)	48	27	75
ROOFING (C-39)	150	164	314
SANITATION SYSTEM (C-42)	22	52	74
SHEET METAL (C-43)	39	31	70
SIGN (C-45)	33	50	83
SOLAR (C-46)	91	53	144
MANUFACTURED HOUSING (C-47)	5	15	20
REINFORCING STEEL (C-50)	16	17	33
STRUCTURAL STEEL (C-51)	57	49	106
SWIMMING POOL (C-53)	71	68	139
TILE (C-54)	233	176	409
WATER CONDITIONING (C-55)	12	12	24
WELL DRILLING (C-57)	17	9	26
WELDING (C-60)	55	50	105
TOTAL	13,826	11,464	25,290

Summary of Enforcement Activity

Consumer Complaints—Intake	
17,785	RECEIVED
118	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
17,667	REFERRED FOR INVESTIGATION
3,835	PENDING

Conviction/Arrest Notification Complaints	
418	RECEIVED
470	CLOSED/REFERRED FOR INVESTIGATION
58	PENDING

Inspections
N/A

Investigations	
18,203	OPENED
18,875	CLOSED
3,893	PENDING

Number of Days to Complete Intake and Investigations	
13,826	UP TO 90 DAYS
2,592	91 TO 180 DAYS
2,350	181 DAYS TO 1 YEAR
107	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
76.4	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
2,203	ISSUED
2,203	ISSUED WITH A FINE
61	WITHDRAWN
4	DISMISSED
168.4	AVERAGE NUMBER OF DAYS TO ISSUE A CITIATION AND FINE

Summary of Enforcement Activity

Total Amount of Fines	
\$4,129,925	ASSESSED
\$511,969	REDUCED
\$1,519,857	COLLECTED

Criminal/Civil Actions	
1,118	REFERRALS FOR CRIMINAL/CIVIL ACTION
NDA*	CRIMINAL ACTIONS FILED
N/A	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
472	CASES OPENED/INITIATED
387	CASES CLOSED
602	CASES PENDING

Number of Days to Complete AG Cases	
174	1 YEAR
149	1 TO 2 YEARS
50	2 TO 3 YEARS
9	3 TO 4 YEARS
5	OVER 4 YEARS
820	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
55	LICENSE APPLICATIONS DENIED
311	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
5	SUSPENSION ONLY
81	PROBATION ONLY
0	PUBLIC REPRIMAND
70	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	
\$2,293,114	ORDERED
\$258,757	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
\$2,178,020	RESTITUTION ORDERED
\$48,071,473	AMOUNT REFUNDED
\$808,094	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$51,057,587	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* No data available.

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 reimburses costs of transcripts for low-income litigants.

STAFF:

4 civil service
1 exempt

LICENSES:

Cert. Shorthand Reporter

BOARD MEMBERSHIP:

2 licensees
3 public representatives

STRATEGIC PLAN ADOPTED:

April 27, 2012

www.courtreportersboard.ca.gov



COURT REPORTERS BOARD
OF CALIFORNIA

MAJOR ACCOMPLISHMENTS

- Updated disciplinary guidelines to foster uniformity of penalties and to ensure that licensees understand the consequences of violating laws or regulations pertaining to court reporting. These guidelines will be of use to everyone involved in and affected by the disciplinary process, namely the general public, attorneys, courts, administrative law judges, licensees, Board staff, and Board members, who review and vote on proposed decisions and stipulations.
- Developed and approved language for a voluntary professional oath in furtherance of the 2012–2014 Strategic Plan. A professional oath helps to protect the consumer by reinforcing the core ethical duties set out in statute and regulation to which the Board holds each licensee.
- Appointed a task force to address the complex issue of electronic signatures and records. The Board's 2012–2014 Strategic Plan calls for the Board to investigate and develop standards for preserving the integrity of electronic records, including the use of digital signatures.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 823, Committee on Business, Professions and Economic Development (Chapter 474, Statutes of 2013), extends the sunset date of a number of provisions related to the Transcript Reimbursement Fund to January 1, 2017.
- Updated Professional Standards of Practice, Title 16, Division 24, Article 8, section 3475 of the California Code of Regulations, effective January 1, 2014. The most significant change to the regulation is a clarification that the \$100 limit pertaining to gift giving or receipt applies to an entity and is not solely limited to individuals within an entity.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
CERTIFIED SHORTHAND REPORTER	119	117	7,058

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CERTIFIED SHORTHAND REPORTER	N/A	7,058	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
CERTIFIED SHORTHAND REPORTER	EVERY YEAR	N/A

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
DICTIONATION	110	274	384
ENGLISH	134	96	230
PROFESSIONAL PRACTICE	137	37	174
TOTALS	381	407	788

Summary of Enforcement Activity

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

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

Inspections
N/A

Summary of Enforcement Activity

Investigations	
101	OPENED
101	CLOSED
21	PENDING

Number of Days to Complete Intake and Investigations	
75	UP TO 90 DAYS
22	91 TO 180 DAYS
2	181 DAYS TO 1 YEAR
2	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	
16	ISSUED
16	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
38	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$17,850	ASSESSED
\$3,000	REDUCED
\$8,500	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	
10	CASES OPENED/INITIATED
13	CASES CLOSED
9	CASES PENDING

Summary of Enforcement Activity

Number of Days to Complete AG Cases	
5	1 YEAR
5	1 TO 2 YEARS
3	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
527	AVERAGE NUMBER DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
1	LICENSE APPLICATIONS DENIED
5	REVOCATION
2	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
5	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	
\$16,950	ORDERED
\$1,821.45	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$2,178.94	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$2,178.94	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:

**68.8 civil service
1 exempt**

LICENSES AND PERMITS:

86,000

BOARD MEMBERSHIP:

**10 dental professionals
5 public representatives**

STRATEGIC PLAN ADOPTED:

December 3, 2012

www.dbc.ca.gov

MAJOR ACCOMPLISHMENTS

- Promulgated a regulation to implement the requirements of its Portfolio examination as a new pathway to dental licensure in California.
- Promulgated a rule-making to require an Administrative Law Judge (ALJ) to order revocation of a license when issuing a proposed decision that contains any findings of fact that: (1) a licensee engaged in any act of sexual contact with a patient, client, or customer; or, (2) the licensee has been convicted of or committed a sex offense. This proposal would prohibit the proposed decision issued by the ALJ under such circumstances from containing an order staying the revocation of the license or placing the licensee on probation.
- Sponsored Senate Bill 1416 (Block) to establish the fees for initial dental licensure and biennial renewal of dental licensure at \$525 beginning January 1, 2015.
- Provided educational presentations of the Board's licensing and enforcement roles to graduating dental students at six California universities. These presentations educate potential applicants on the Board's licensure process, including information on the circumstances that could result in licensure delays and possible denials.
- Updated and published the 2014 Dental Practice Act.



CONTINUED

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 258, Chavez (Chapter 227, Statutes of 2013), requires, after July 1, 2014, every State agency that requests on any written form or written publication or through its Internet website whether a person is a veteran, to request that information only in the following format: "Have you ever served in the United States military?"
- AB 512, Rendon (Chapter 111, Statutes of 2013), extends the repeal date of Business and Professions Code section 901, which provides an exemption for a healthcare practitioner, licensed or certified in another state, from the licensing and regulatory requirements of the applicable California healing arts board to provide services at a sponsored healthcare event to uninsured or underinsured people on a short-term, voluntary basis.
- AB 836, Skinner (Chapter 299, Statutes of 2013), prohibits the Board from requiring a retired dentist who provides only uncompensated care to complete more than 60 percent of the hours of continuing education that are required of other licensed dentists. All of those hours of continuing education are required to be gained through courses related to the actual delivery of dental services to the patient or the community, as determined by the Board.
- Senate Bill 562, Galgiani (Chapter 624, Statutes of 2013), eliminates the one mobile dental clinic or unit limit and requires a mobile dental unit or a dental practice that routinely uses portable dental units, as defined, to be registered and operated in accordance with the regulations of the Board.
- SB 809, DeSaulnier (Chapter 400, Statutes of 2013), establishes the Controlled Substance Utilization Review and Evaluation System (CURES) Fund within the State Treasury to receive funds to be allocated, upon appropriation by the Legislature, to the Department of Justice for the purposes of funding CURES.
- SB 821, Senate Business, Professions and Economic Development Committee (Chapter 473, Statutes of 2013), corrects a reference to the Board's name from "Board of Dental Examiners" to "Dental Board of California."
- SB 512, Block (Chapter 73, Statutes of 2014), sets the fee for an initial dental license and for the renewal of a dental license at \$525. This fee will become effective on January 1, 2015.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ADDITIONAL OFFICE PERMIT	305	329	1,071
CONSCIOUS SEDATION PERMIT	52	53	235
DENTIST (DDS) LICENSE	1,201	1,035	17,662
ELECTIVE FACIAL COSMETIC SURGERY	3	1	10
FICTITIOUS NAME PERMIT	695	807	2,667
GENERAL ANESTHESIA PERMIT	59	48	415
MOBILE DENTAL CLINIC	4	9	13
MEDICAL GENERAL ANESTHESIA PERMIT	59	13	30
ORAL CONSCIOUS SEDATION CERTIFICATE	230	241	1,084
ORAL AND MAXILLOFACIAL SURGERY PERMIT	1	1	40
REGISTERED PROVIDER	121	101	580
SPECIAL PERMIT	10	10	30
REGISTERED DENTAL ASSISTANT (RDA)	3,129	2,045	16,390
RDA IN EXTENDED FUNCTIONS (RDAEF)	145	102	654
ORTHODONTIC ASSISTANT (OA)	200	76	53
DENTAL SEDATION ASSISTANT (DSA)	8	8	9

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ADDITIONAL OFFICE PERMIT	2,245	0	0
CONSCIOUS SEDATION PERMIT	516	0	0
DENTIST LICENSE	0	42,550	0
ELECTIVE FACIAL COSMETIC SURGERY	27	0	0
FICTITIOUS NAME PERMIT	5,731	0	0
GENERAL ANESTHESIA PERMIT	844	0	0
MOBILE DENTAL CLINIC	29	0	0
MEDICAL GENERAL ANESTHESIA PERMIT	80	0	0
ORAL CONSCIOUS SEDATION CERTIFICATE	2,435	0	0
ORAL AND MAXILLOFACIAL SURGERY PERMIT	83	0	0
REGISTERED PROVIDER	1,212	0	0
SPECIAL PERMIT	38	0	0
REGISTERED DENTAL ASSISTANT (RDA)	0	44,267	0
RDA IN EXTENDED FUNCTIONS (RDAEF)	0	1,533	0
ORTHODONTIC ASSISTANT (OA)	170	0	0
DENTAL SEDATION ASSISTANT (DSA)	28	0	0

Summary of Licensing Activity

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
ADDITIONAL OFFICE PERMIT	EVERY 2 YEARS	N/A
CONSCIOUS SEDATION PERMIT	EVERY 2 YEARS	15
DENTIST (DDS) LICENSE	EVERY 2 YEARS	50
ELECTIVE FACIAL COSMETIC SURGERY	EVERY 2 YEARS	N/A
FICTITIOUS NAME PERMIT	EVERY 2 YEARS	N/A
GENERAL ANESTHESIA PERMIT	EVERY 2 YEARS	24
MOBILE DENTAL CLINIC	EVERY 2 YEARS	N/A
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 (DSA)	EVERY 2 YEARS	25

Exams			
TYPE	PASS	FAIL	TOTAL
DDS	N/A	N/A	N/A
RDA AND RDAEF	2,207	1,401	3,608
TOTALS	2,207	1,401	3,608

Summary of Enforcement Activity

Consumer Complaints—Intake	
3,032	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
3,041	REFERRED FOR INVESTIGATION
20	PENDING

Conviction/Arrest Notification Complaints	
650	RECEIVED
659	CLOSED/REFERRED FOR INVESTIGATION
4	PENDING

Inspections	
174	INSPECTIONS CONDUCTED
12	INSPECTION CITATIONS ISSUED

Investigations	
3,699	OPENED
3,753	CLOSED
1,829	PENDING

Number of Days to Complete Intake and Investigations	
1,611	UP TO 90 DAYS
926	91 TO 180 DAYS
647	181 DAYS TO 1 YEAR
386	1 TO 2 YEARS
154	2 TO 3 YEARS
29	OVER 3 YEARS
187	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

Summary of Enforcement Activity

Total Amount of Fines	
\$301,150	ASSESSED
\$6,375	REDUCED
\$28,782	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
95	CASES OPENED/INITIATED
96	CASES CLOSED
172	CASES PENDING

Number of Days to Complete AG Cases	
4	1 YEAR
16	1 TO 2 YEARS
22	2 TO 3 YEARS
30	3 TO 4 YEARS
24	OVER 4 YEARS
1,184	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
5	LICENSE APPLICATIONS DENIED
32	REVOCAION
14	SURRENDER OF LICENSE
51	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
3	PROBATION ONLY
12	PUBLIC REPRIMAND
3	OTHER DECISIONS

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

Subsequent Disciplinary—Administrative Outcomes/ Final Orders	
1	REVOCAION
1	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	
10	GRANTED
2	DENIED
12	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification	
3	GRANTED
2	DENIED
5	TOTAL

Cost Recovery to DCA	
\$681,985.82	ORDERED
\$359,726.32	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

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:

25,662*

* Data does not include deceased, canceled, revoked, voluntary surrenders, or surrenders.

ADVISORY COMMITTEE MEMBERSHIP:

5 dental professionals
4 public representatives

STRATEGIC PLAN ADOPTED:

September 26, 2010

www.dhcc.ca.gov

MAJOR ACCOMPLISHMENTS

- Successfully completed the DHCC's Sunset Review Report and submitted it to the Legislature for review.
- Relocated to a larger office space, which provides more room to fill existing vacant positions, add new positions when needed, and to have more resources readily available to address the DHCC workload.
- As of January 1, 2014, accepted the Central Regional Dental Testing Services (CRDTS) examination as an option that fulfills the California requirements to become a licensed registered dental hygienist. The DHCC now accepts three clinical examinations—CRDTS, Western Regional Examining Board, and the California Clinical Examination—that meet examination requirements for licensure as a registered dental hygienist. Accepting these examinations provides applicants flexibility in meeting California licensure requirements and allows their examination results to be more portable should they choose to pursue licensure in other states.

MAJOR NEW LEGISLATION OR REGULATIONS

- Implemented the Uniform Standards Related to Substance Abuse and Disciplinary Guidelines regulations. Prior to the DHCC's creation in July 2009, dental hygienists were governed by the Dental Board of California (DBC) under its disciplinary guidelines. Since its inception, the DHCC had many operational challenges that prohibited the pursuit of its own disciplinary guidelines and continued to use the DBC's in the interim. The passage of these new regulations provide clarity and direction for both Administrative Law Judges and DHCC members to follow when considering a formal disciplinary action against a dental hygiene license or a licensee's substance abuse issues.



Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
RDH	849	756	7,852
RDHAP	56	56	202
RDHEF	0	0	18
FNP	31	31	42

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

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
RDH	N/A	24,949	N/A
RDHAP	N/A	537	N/A
RDHEF	N/A	38	N/A
FNP	138	N/A	N/A

Renewal and Continuing Education (CE)		
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
282	32	314

Summary of Enforcement Activity

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

Summary of Enforcement Activity

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

Inspections
N/A

Investigations	
166	OPENED
154	CLOSED
31	PENDING

Number of Days to Complete Intake and Investigations	
124	UP TO 90 DAYS
14	91 TO 180 DAYS
10	181 DAYS TO 1 YEAR
5	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
43	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

Total Amount of Fines	
\$13,700	ASSESSED
\$500	REDUCED
\$7,500	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	
17	CASES OPENED/INITIATED
7	CASES CLOSED
11	CASES PENDING

Number of Days to Complete AG Cases	
0	1 YEAR
5	1 TO 2 YEARS
1	2 TO 3 YEARS
1	3 TO 4 YEARS
0	OVER 4 YEARS
730	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
2	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	
0	LICENSE APPLICATIONS DENIED
3	REVOCAION
5	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
11	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	
\$9,120	ORDERED
\$6,911	COLLECTED

Consumer Restitution to Consumers/Refund /Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$3,488	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

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

BEARHFTI

Registers and regulates electronic and appliance repair businesses and has jurisdiction over the sale and administration of service contracts on various consumer products. Licenses and regulates the manufacture and sale (retail, wholesale, and import) of upholstered furniture and bedding, supply dealers, custom upholsterers, bedding sanitizers, and the manufacture of thermal insulation products, and tests for flammability and sanitation.

STAFF:

41.9 civil service
1 exempt

LICENSES AND REGISTRATIONS:

41,411

BUREAU ADVISORY COUNCILS:

6 industry representatives
3 public representatives

STRATEGIC PLAN ADOPTED:

January 2013

www.bearhfti.ca.gov

MAJOR ACCOMPLISHMENTS

- The Bureau’s Field Investigation and Enforcement Units continued to be aggressive with enforcement, including the practice, initiated two years ago, of issuing abatement only/no-fine citations to business owners found to be delinquent or unlicensed. The program was designed to offer first-time offenders a chance to obtain a license and educate, in addition to taking swift enforcement action against the noncompliant business owner. Inspections of businesses have increased 25 percent; the opening of investigations has increased 28 percent; and most notably, citations issued have increased over 300 percent.
- Promulgated regulations to adopt Technical Bulletin (TB) 117-2013 (Title 4, California Code of Regulations (CCR); Article 2, Section 1126, Article 13, Section 1374 and 1374.3), which creates a new flammability standard for upholstered furniture that provides consumer protection and significantly reduces or eliminates manufacturers’ reliance on materials treated with flame retardant chemicals. The new standard now has a smolder test method for outer upholstery cover fabrics, which is the first item to ignite in an actual fire. The adoption of TB 117-2013 benefits consumers by providing greater fire safety protection against smoldering materials, which is the leading ignition source of fires and losses today. This will provide consumers with a more realistic approach to fire safety in addition to reducing the upholstered furniture’s smolder ignition potential.
- Adopted regulations, as amended in Title 4, CCR, Section 1374.2, to exempt 15 additional juvenile products from meeting the flammability requirements of TB 117-2013. The Bureau concluded that these products with less fuel load content are less likely to be ignited or come in contact with an ignition source under the exercise of reasonable care and supervision of adults and, therefore, are not inclined to pose a serious fire hazard. In addition, Title 4, CCR, Section 1374.1 of Article 13 has been repealed. Products exempt from the TB117-2013 flammability standard will no longer require an exempt flammability label (disclosure label indicating noncompliance with the TB117-2013), however the product is still required to have a law label attached.



CONTINUED

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 480, Calderon (Chapter 421, Statutes of 2013), expands the Bureau's authority to include service contracts on consumer optical products. This expansion benefits consumers who purchase contracts for these products, which were previously unregulated, and provides the same contract disclosures, financial backing, and recourse consistent with contracts on products already under the Bureau's scope of authority.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
BEDDING RETAILER	391	390	761
CUSTOM UPHOLSTERER	31	34	215
FURNITURE AND BEDDING MANUFACTURER	132	135	649
FURNITURE AND BEDDING RETAILER	611	924	6,160
FURNITURE AND BEDDING WHOLESALER	33	21	72
FURNITURE RETAILER	148	128	699
IMPORTER	762	729	1207
SANITIZER	10	8	15
SUPPLY DEALER	3	3	61
THERMAL INSULATION	7	7	143
APPLIANCE SERVICE DEALER	246	240	2,142
COMBINATION SERVICE DEALER	33	31	483
ELECTRONIC SERVICE DEALER	947	910	4,671
SERVICE CONTRACT ADMINISTRATOR	5	5	39
SERVICE CONTRACT SELLER	790	1,635	8,430

Licensing by Population Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BEDDING RETAILER	N/A	1,868	N/A
CUSTOM UPHOLSTERER	N/A	496	N/A
FURNITURE AND BEDDING MANUFACTURER	N/A	1,435	N/A
FURNITURE AND BEDDING RETAILER	N/A	11,553	N/A
FURNITURE AND BEDDING WHOLESALER	N/A	162	N/A
FURNITURE RETAILER	N/A	2,265	N/A
IMPORTER	N/A	4,008	N/A
SANITIZER	N/A	20	N/A
SUPPLY DEALER	N/A	130	N/A
THERMAL INSULATION	N/A	123	N/A
APPLIANCE SERVICE DEALER	N/A	2,430	N/A
COMBINATION SERVICE DEALER	N/A	501	N/A
ELECTRONIC SERVICE DEALER	N/A	5,641	N/A
SERVICE CONTRACT ADMINISTRATOR	N/A	47	N/A
SERVICE CONTRACT SELLER	N/A	9,504	N/A

Summary of Licensing Activity

Renewal and Continuing Education (CE)		
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	
	N/A

Consumer Complaints – Intake	
2,855	RECEIVED
322	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,562	REFERRED FOR INVESTIGATION
5	PENDING

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

Summary of Enforcement Activity

Inspections	
4,537	INSPECTIONS CONDUCTED
1,460	INSPECTIONS CITATIONS ISSUED

Investigations	
2,594	OPENED
2,795	CLOSED
382	PENDING

Number of Days to Complete Intake and Investigations	
2,523	UP TO 90 DAYS
188	91 TO 180 DAYS
81	181 DAYS TO 1 YEAR
30	1 TO 2 YEARS
6	2 TO 3 YEARS
0	OVER 3 YEARS
39	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
1,492	ISSUED
55	ISSUED WITH A FINE
38	WITHDRAWN
0	DISMISSED
6	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$18,250	ASSESSED
\$500	REDUCED
\$2,750	COLLECTED

Criminal/Civil Actions	
	N/A

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

Summary of Enforcement Activity

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

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

Administrative Outcomes/Final Orders	
3	LICENSE APPLICATIONS DENIED
0	REVOCAION
1	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	
0	GRANTED
0	DENIED
0	TOTAL

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

Cost Recovery to DCA	
\$4,482.50	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

STATE BOARD OF GUIDE DOGS FOR THE BLIND

Guide Dogs

STAFF:

0.5 civil service
1 exempt

LICENSES AND APPROVALS:

106 licenses
5 approvals

BOARD MEMBERSHIP:

2 guide dog users
5 public representatives

STRATEGIC PLAN ADOPTED:

November 23, 2009

www.guidedogboard.ca.gov



STATE BOARD OF
**GUIDE
DOGS**
FOR THE BLIND

MAJOR ACCOMPLISHMENTS

- Attended, participated, and assisted in the development and production of Senator Ted Lieu’s informational hearing entitled, “Fake Service Dogs, Real Problem or Not?”
- Attended several outreach and education events including the California Council of the Blind’s fall convention and California Restaurant Association chapter meetings in Fresno and Los Angeles.
- Collaborated with licensed guide dog and other service dog schools to create tip sheets on how to accommodate guide and service dog teams in hospitals and restaurants.

MAJOR NEW LEGISLATION OR REGULATIONS

- A regulatory package seeking to amend sections 2285 of the Business and Professions Code was submitted to the Office of Administrative Law. These amendments would specify and clarify specific ethical standards of practice for a Guide Dog Instructor and Guide Dog Schools in order to further protect guide dog users.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
GUIDE DOG INSTRUCTOR	5	5	95
GUIDE DOG SCHOOL	0	0	3
FUNDRAISING LICENSE	0	0	0
INACTIVE INSTRUCTOR	2	2	1

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
GUIDE DOG INSTRUCTOR	0	100	100
GUIDE DOG SCHOOL	0	3	3
FUNDRAISING LICENSE	0	0	0
INACTIVE INSTRUCTOR	0	3	3

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
GUIDE DOG INSTRUCTOR	EVERY YEAR	8
GUIDE DOG SCHOOL	EVERY YEAR	0
FUNDRAISING LICENSE	ONE TIME	0
INACTIVE INSTRUCTOR	EVERY YEAR	0

Exams		
PASS	FAIL	TOTAL
5	0	5

Summary of Enforcement Activity

Consumer Complaints—Intake	
1	RECEIVED
1	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	
3	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	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

LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE

Landscape Architects

Licenses and regulates landscape architects.

STAFF:

5.5 civil service

LICENSES:

3,548

COMMITTEE MEMBERSHIP:

5 licensees

STRATEGIC PLAN ADOPTED:

May 22, 2013

www.latc.ca.gov

MAJOR ACCOMPLISHMENTS

- Concluded the work of the Exceptions and Exemptions Task Force (EETF), which was tasked with ensuring that the provisions of Business and Professions Code (BPC) section 5641 will protect the health, safety, and welfare of the public. On August 20, 2013, the Committee approved the EETF's recommendation that BPC 5641 is sufficiently clear and no revision is warranted.
- Strengthened the Committee's enforcement unit by adding a third technical expert and an additional enforcement officer to assist in the review of complex investigations and reduce the aging of enforcement cases. The Committee upheld its goal in Fiscal Year 2013–14 of reducing the average time to complete an enforcement investigation to less than 18 months, averaging 293 days to complete an investigation compared to 344 days in FY 2012–13.
- Commenced work on the Committee's Sunset Review Report. The report showcases the Committee's endeavors in fulfilling its mission and vision while operating effectively and efficiently to protect the public through examinations, licensure, and regulations.
- Approved the Extension Certificate Programs for University of California, Berkeley (UCB), and University of California, Los Angeles (UCLA), for a period of six years through December 2020, subsequent to the evaluation and site review of UCB's and UCLA's Extension Certificate Programs by the University of California Extension Certificate Task Force.
- Approved the results of the 2014 Occupational Analysis (OA) as prepared by DCA's Office of Professional Examination Services. The OA studied the current practice of landscape architecture to identify anticipated changes in the practice for currency in areas that are not otherwise tested for on the Landscape Architect Registration Examination (LARE), which resulted in a new examination outline containing four content areas.
- Conducted student outreach presentations regarding the new LARE and licensing requirements.

CONTINUED

MAJOR NEW LEGISLATION OR REGULATIONS

- Proposed and prepared a regulatory package to amend California Code of Regulations (CCR) section 2649 to temporarily reduce license renewal fees for one renewal cycle in FY 2015–16 to effectively manage the budget at an appropriate level to comply with Business and Professions Code section 128.5.
- Proposed and prepared a regulatory package to amend CCR section 2610 to change the 70-day filing requirement to register for the LARE to 45 days.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
APPLICATION FOR ELIGIBILITY	156	N/A	N/A
APPLICATION FOR INITIAL LICENSE	76	76	1,759

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
LANDSCAPE ARCHITECT LICENSE	N/A	3,548	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
LANDSCAPE ARCHITECT LICENSE RENEWAL	EVERY 2 YEARS	N/A

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
LANDSCAPE ARCHITECT REGISTRATION EXAMINATION (LARE)	280	152	432
CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE)	71	42	113
TOTALS	351	194	545

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	
5	RECEIVED
5	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
N/A	

Investigations	
32	OPENED
41	CLOSED
21	PENDING

Number of Days to Complete Intake and Investigations	
19	UP TO 90 DAYS
4	91 TO 180 DAYS
3	181 DAYS TO 1 YEAR
11	1 TO 2 YEARS
4	2 TO 3 YEARS
0	OVER 3 YEARS
293	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

Total Amount of Fines	
\$3,750	ASSESSED
\$1,750	REDUCED
\$5,436	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	
1	CASES OPENED/INITIATED
0	CASES CLOSED
1	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
1	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	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

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 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

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:

153,309

BOARD MEMBERSHIP:

8 licensed physicians
7 public representatives

STRATEGIC PLAN ADOPTED:

2014

www.mbc.ca.gov



MAJOR ACCOMPLISHMENTS

- Made the inappropriate prescribing of controlled substances, particularly opioids, a top priority in Fiscal Year 2013–14 by establishing a Prescribing Task Force. The Task Force focused on promoting appropriate prescribing and is in the process of revising the Board's Guidelines for Prescribing Controlled Substances for Pain.
- Instituted a temporary Strike Force named Operation Rx to investigate the most serious overprescribing cases. The Strike Force performed numerous search warrants, filed a number of actions, and arrested multiple physicians.
- Produced a video designed to educate physicians on the steps to appropriately prescribing controlled substances to patients. The Board also produced a public service announcement (PSA) geared toward consumers featuring gold medalist Natalie Coughlin to educate them on how to avoid abuse of prescription drugs. Both video and PSA are available on the Board's website.
- In March 2014, the Board's Executive Director spoke at the National Coalition Against Prescription Drug Abuse (NCAPDA) rally at the State Capitol. In May 2014, the Board's President participated on a panel at the Summit on Prescription Drug Abuse hosted by the U.S. Attorney's Office in San Francisco.
- Established an Outpatient Surgery Setting (OSS) Task Force to review the Board's existing OSS Program and laws to explore ways to improve consumer protection. The Task Force held several meetings to obtain stakeholder feedback on the Board's proposed changes to law that would increase consumer protection. Proposed changes were approved to go into legislation next year.
- Allowed the public to listen and provide public comment at its meeting via the phone in an effort to facilitate consumer participation at the Board's Quarterly Board and Committee Meetings. The public is allowed to make comments and provide input on all agenda items.
- Approved an updated Strategic Plan in May 2014.

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 635, Ammiano (Chapter 707, Statutes of 2013), allows healthcare providers to prescribe, dispense, and issue standing orders for an opioid antagonist to persons at risk of overdose, or their family member, friend, or other person in a position to assist persons at risk, without making them professionally, civilly, or criminally liable, if acting within reasonable care. It also extends this same liability protection to individuals assisting in dispensing, distributing, or administering the opioid antagonist during an overdose. This bill requires a person who is prescribed or possesses an opioid antagonist pursuant to a standing order to receive training provided by an opioid overdose prevention and treatment training program.
- AB 1308, Bonilla (Chapter 665, Statutes of 2013), removes the physician supervision requirement for Licensed Midwives (LMs) and requires LMs to only accept clients who meet the criteria for normal pregnancy and childbirth, as specified in this bill. This bill requires LMs to provide records and speak to the receiving physician if the client is transferred to a hospital, requires the hospital to report each transfer of a planned out-of-hospital birth to the Board and the California Maternal Quality Care Collaborative, and requires all LMs to complete midwifery education programs and does not allow new licensees to substitute clinical experience for formal didactic education beginning January 1, 2015.
- Assembly Concurrent Resolution 40, J. Perez (Chapter 19, Statutes of 2013), makes findings and declarations regarding the importance of organ donation. This resolution encourages all Californians to register with the Donate Life California Registry when applying for or renewing a driver's license or identification card.
- Senate Bill 304, Lieu (Chapter 515, Statutes of 2013), extends the Board's sunset date to January 1, 2018. SB 304 also includes language requiring the Board's investigators, medical consultants, and their support staff to be transferred to the Department of Consumer Affairs (DCA) Division of Investigation and creates a new Health Quality Investigation Unit within DCA by July 1, 2014. Finally, this bill changes the time frame in which an international medical school graduate who attends a disapproved medical school must practice successfully in another state before becoming eligible for licensure in California by reducing the practice requirement from 20 years to 12 years.
- SB 670, Steinberg (Chapter 399, Statutes of 2013), authorizes the Board to inspect the medical records of a patient who is deceased without the consent of the patient's next of kin or a court order in any case that involves the death of a patient, if specified criteria is met. This bill also revises the definition of unprofessional conduct for a licensee who is under investigation if the licensee repeatedly fails to attend and participate in an interview of the Board.

CONTINUED

- SB 809 DeSaulnier and Steinberg, (Chapter 400, Statutes of 2013), makes findings and declarations regarding the Controlled Substance Utilization Review and Evaluation System (CURES) and establishes the Fund that would be administered by the Department of Justice (DOJ), and would consist of funds collected from boards that license prescribers and dispensers, for purposes of funding and upgrading the CURES system. This bill requires the Board to periodically develop and disseminate information and educational materials related to assessing a patient's risk of abusing or diverting controlled substances and information on CURES to each licensed physician and general acute care hospital. This bill requires prescribers and dispensers, before January 1, 2016, or upon receipt of a Federal Drug Enforcement Administration number, to submit an application to DOJ to obtain approval to access information online regarding the controlled substance history of a patient from CURES.
- Senate Concurrent Resolution 8, DeSaulnier (Chapter 26, Statutes of 2013), proclaims the month of March each year as Prescription Drug Abuse Awareness Month and encourages all citizens to participate in prevention programs and activities, and to pledge to "Spread the Word ... One Pill Can Kill."

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
FICTITIOUS NAME PERMIT	1,034	1,104	3,833
LICENSED MIDWIFE	31	28	140
DISPENSING OPTICIAN	65	55	429
CONTACT LENS DISPENSER	57	63	427
SPECTACLE LENS DISPENSER	157	186	935
OUT-OF-STATE OPTICIAN	1	0	2
RESEARCH PSYCHOANALYST	5	3	70
SPECIAL FACULTY PERMIT	6	1	2
PHYSICIAN AND SURGEON	6,308	5,522	64,714
POLYSOMNOGRAPHIC TRAINEEE	26	19	0
POLYSOMNOGRAPHIC TECHNICIAN	72	35	0
POLYSOMNOGRAPHIC TECHNOLOGIST	143	114	0

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
FICTITIOUS NAME PERMIT	10,835	N/A	N/A
LICENSED MIDWIFE	N/A	313	N/A
DISPENSING OPTICIAN	N/A	1,047	N/A
CONTACT LENS DISPENSER	N/A	921	N/A
SPECTACLE LENS DISPENSER	N/A	2,110	N/A
OUT-OF-STATE OPTICIAN	N/A	6	N/A
RESEARCH PSYCHOANALYST	N/A	76	N/A
SPECIAL FACULTY PERMIT	N/A	19	N/A
PHYSICIAN AND SURGEON	N/A	137,320	N/A
POLYSOMNOGRAPHIC TRAINEEE	N/A	30	N/A
POLYSOMNOGRAPHIC TECHNICIAN	N/A	78	N/A
POLYSOMNOGRAPHIC TECHNOLOGIST	N/A	554	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
N/A

Summary of Enforcement Activity LICENSED MIDWIFE

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

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

Inspections
N/A

Summary of Enforcement Activity LICENSED MIDWIFE

Investigations	
25	OPENED
22	CLOSED
10	PENDING

Number of Days to Complete Intake and Investigations*	
14	UP TO 90 DAYS
8	91 TO 180 DAYS
0	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
58	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	
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
1	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

* This number is inaccurate as the BreZe report used to obtain this information does not accurately exclude the days between any closed and reopened activities, resulting in the number of days being greater than the actual number of days to complete these processes.

Summary of Enforcement Activity LICENSED MIDWIFE

Cost Recovery to DCA	
\$10,500	ORDERED
\$17,856	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	
63	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
63	REFERRED FOR INVESTIGATION
1	PENDING

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

Inspections	
N/A	

Investigations	
97	OPENED
55	CLOSED
64	PENDING

* This number is inaccurate as the BreZze report used to obtain this information does not accurately exclude the days between any closed and reopened activities, resulting in the number of days being greater than the actual number of days to complete these processes.

Summary of Enforcement Activity DISPENSING OPTICIANS

Number of Days to Complete Intake and Investigations*	
30	UP TO 90 DAYS
7	91 TO 180 DAYS
10	181 DAYS TO 1 YEAR
7	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
151	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
\$0	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
5	CASES OPENED/INITIATED
3	CASES CLOSED
7	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
7	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Summary of Enforcement Activity DISPENSING OPTICIANS

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
7	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
2	REVOCATION
1	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	
\$1,633	ORDERED
\$1,633	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	
2	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2	REFERRED FOR INVESTIGATION
0	PENDING

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

Inspections	
N/A	

Investigations	
3	OPENED
0	CLOSED
3	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	
0	ISSUED
0	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
0	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

* This number is inaccurate as the BreZe report used to obtain this information does not accurately exclude the days between any closed and reopened activities, resulting in the number of days being greater than the actual number of days to complete these processes.

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

**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	
8,005	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
8,030	REFERRED FOR INVESTIGATION
197	PENDING

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

Inspections	
N/A	

* This number is inaccurate as the BreZe report used to obtain this information does not accurately exclude the days between any closed and reopened activities, resulting in the number of days being greater than the actual number of days to complete these processes.

Investigations	
8,507	OPENED
6,672	CLOSED
5,112	PENDING

Summary of Enforcement Activity PHYSICIANS AND SURGEONS

Number of Days to Complete Intake and Investigations*	
2,923	UP TO 90 DAYS
1,361	91 TO 180 DAYS
753	181 DAYS TO 1 YEAR
496	1 TO 2 YEARS
69	2 TO 3 YEARS
7	OVER 3 YEARS
106	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$51,800	ASSESSED
\$55,150	REDUCED
\$31,350	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
497	CASES OPENED/INITIATED
263	CASES CLOSED**
427	CASES PENDING

Number of Days to Complete AG Cases*	
24	1 YEAR
65	1 TO 2 YEARS
80	2 TO 3 YEARS
55	3 TO 4 YEARS
39	OVER 4 YEARS
984	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
4	STATEMENTS OF ISSUES FILED
274	ACCUSATIONS FILED
74	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED***
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
17	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
45	REVOCAION
71	SURRENDER OF LICENSE
15	PROBATION WITH SUSPENSION
1	SUSPENSION ONLY
109	PROBATION ONLY
89	PUBLIC REPRIMAND
4	OTHER DECISIONS
15	PROBATIONARY LICENSES ISSUED

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

* This number is inaccurate as the BreZe report used to obtain this information does not accurately exclude the days between any closed and reopened activities, resulting in the number of days being greater than the actual number of days to complete these processes.

** In addition to these closed disciplinary actions, the Board closed 112 cases—see Administrative Outcomes/Final Orders and Subsequent Disciplinary—Administrative Outcomes/Final Orders charts.

*** 21 interim suspension orders; 0 temporary restraining orders; 7 automatic suspension orders; 17 Penal Code §23; 15 out-of-state suspension orders; 1 stipulated agreement to suspend or restrict the practice of medicine; 13 suspension/cease practice orders issued by the Chief of Enforcement.

Summary of Enforcement Activity PHYSICIANS AND SURGEONS

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

Petition for Modification or Termination of Probation	
35	GRANTED
11	DENIED
46	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification	
8	GRANTED
7	DENIED
15	TOTAL

Cost Recovery to DCA	
\$23,873	ORDERED
\$41,430	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
\$50,107	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$50,107	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* This number is inaccurate as the BreZze report used to obtain this information does not accurately exclude the days between any closed and reopened activities, resulting in the number of days being greater than the actual number of days to complete these processes.

Summary of Enforcement Activity POLYSOMNOGRAPHIC PROGRAM

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

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

Inspections	
N/A	

Investigations	
8	OPENED
4	CLOSED
4	PENDING

Number of Days to Complete Intake and Investigations*	
3	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
116	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	
N/A	ASSESSED
N/A	REDUCED
N/A	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

* This number is inaccurate as the BreZze report used to obtain this information does not accurately exclude the days between any closed and reopened activities, resulting in the number of days being greater than the actual number of days to complete these processes.

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

STAFF:

0 civil service
1 exempt

LICENSES:

525

COMMITTEE MEMBERS:

5 naturopathic doctors
1 physician
2 public representatives

STRATEGIC PLAN ADOPTED:

November 5, 2010

www.naturopathic.ca.gov



MAJOR ACCOMPLISHMENTS

- Participated in the development and User Acceptance Testing (UAT) of the Department of Consumer Affairs' (DCA's) new BreEZe online database system. The Committee went "live" in October 2013. Throughout the two-year implementation process, staff actively participated in system design and development sessions, UAT, and provided feedback to project management and staff. Committee staff continue to make improvements to internal work processes on ever-changing external system updates and participates within DCA-wide project work groups.
- Searched for and appointed a permanent Executive Officer (EO) as of July 31, 2013. The new EO has started many of the regulatory and legislative changes needed for the program.
- Succeeded in getting a Budget Change Proposal (BCP) approved that requested an Associate Governmental Program Analyst and allocation of funds for the new position. The new analyst was approved to start at the beginning of the fiscal year (effective July 1, 2014). It is the first time the program has additional staffing besides the EO since the program was established as a Committee in October of 2009.
- Redesigned the Committee's website (www.naturopathic.ca.gov). Changes were made to the website that will aid in the protection of consumers.

MAJOR NEW LEGISLATION OR REGULATIONS

- Adopted the trigger options for Senate Bill 1441 (Title 16, Article 4.5 section 1018 of the California Code of Regulations), Disciplinary Guidelines and Uniform Standards for Substance-Abusing Licensees.
- Adopted the language for SB 1111, Proposed Changes Through Regulations.
- Working with DCA's Legal Affairs Division to establish the Disciplinary Guidelines and to complete the regulatory process for SB 1111 and SB 1441.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
NATUROPATHIC DOCTOR	98	69	151

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
NATUROPATHIC DOCTOR	N/A	525	69

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	
211	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
135	REFERRED FOR INVESTIGATION
76	PENDING

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
135	OPENED
29	CLOSED
106	PENDING

Summary of Enforcement Activity

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

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

Total Amount of Fines	
\$2,500	ASSESSED
\$500	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
1	CASES CLOSED
0	CASES PENDING

* Information Unavailable

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

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	REVOCATION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
1	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	
\$7,000	ORDERED
\$7,000	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:

7.6 civil service
1 exempt

LICENSES:

15,584

BOARD MEMBERSHIP:

4 licensees
3 public representatives

STRATEGIC PLAN ADOPTED:

2011

www.bot.ca.gov

MAJOR ACCOMPLISHMENTS

- Experienced a 49 percent increase in consumer complaints from 424 to 633, as well as an increase in the overall number of investigations (including consumer complaints and conviction/arrest reports). The number of investigations opened increased from 557 to 749, or 35 percent.
- Worked closely with the Regional Centers to identify those individuals who provided early intervention services to a medically fragile population when not licensed or provided fraudulent or undocumented services. The Board's efforts resulted in restitution ordered to be repaid to two Regional Centers in the amount \$148,798.
- Increased the number of continuing competence (continuing education) audits by 15 percent, for a total of 449 audits, up from 389 audits the previous year.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 305, Lieu (Chapter 516, Statutes 2013), extends the Board's sunset date from 2014 to January 1, 2018.
- Established new regulations allowing licensees to request retired status; established a new application processing fee; established a retired status fee; and set forth standards of practice when services are delivered via telehealth.
- Amended existing regulations to accept the certified hand therapist (a national competence-based designation) as meeting the Board's advanced practice requirements; issue a limited permit, for a period of up to three months, to new graduates who have passed the required national examination, but are unable to provide official transcripts to the Board due to no fault of their own; and effect technical clean-up language to eliminate the outdated reference to "certified."

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
OCCUPATIONAL THERAPIST	986	854	5,462
OCCUPATIONAL THERAPY ASSISTANT	325	290	973

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
OCCUPATIONAL THERAPIST	59	TBD	968
OCCUPATIONAL THERAPY ASSISTANT	28	TBD	370

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

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

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

Summary of Enforcement Activity

Investigations	
749	OPENED
633	CLOSED
320	PENDING

Number of Days to Complete Intake and Investigations	
373	UP TO 90 DAYS
171	91 TO 180 DAYS
74	181 DAYS TO 1 YEAR
11	1 TO 2 YEARS
4	2 TO 3 YEARS
0	OVER 3 YEARS
100	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
145	ISSUED
145	ISSUED WITH A FINE
11	WITHDRAWN
5	DISMISSED
123	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$30,326	ASSESSED
\$0	REDUCED
\$29,207	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	
12	CASES OPENED/INITIATED
15	CASES CLOSED
11	CASES PENDING

Summary of Enforcement Activity

Number of Days to Complete AG Cases	
2	1 YEAR
8	1 TO 2 YEARS
2	2 TO 3 YEARS
3	3 TO 4 YEARS
0	OVER 4 YEARS
704	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
1	LICENSE APPLICATIONS DENIED
2	REVOCATION
1	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
8	PROBATION ONLY
1	PUBLIC REPRIMAND
2	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	
1	TOTAL NUMBER FILED

Subsequent Disciplinary—Administrative Outcomes/Final Orders	
0	REVOCATION
1	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	
\$28,730	ORDERED
\$11,140	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
\$148,798	RESTITUTION ORDERED
\$59,519	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

STAFF:

10 civil service
1 exempt

LICENSES/PERMITS:

11,761

BOARD MEMBERSHIP:

6 licensees
5 public representatives

STRATEGIC PLAN ADOPTED:

January 24, 2014

www.optometry.ca.gov



MAJOR ACCOMPLISHMENTS

- Celebrated the Board's centennial, marking 100 years of consumer protection. This milestone was commemorated by a resolution from the Honorable Senator Edward Hernandez, O.D., that recognized the Board for its contributions to protecting the health and safety of California's consumers.
- Participated in the Controlled Substance Utilization Review and Evaluation System (CURES) 2.0 project. Once implemented, CURES will allow the Board to monitor drug interactions between optometrists and patients to detect the occurrence of overprescribing. This project will help ensure California consumers are better protected against the diversion and resultant abuse of Schedule II, III, and IV controlled substances.
- Took part in the design and testing in preparation for the second release of the BreEZe database project. BreEZe will merge the Board's existing legacy databases into an easy-to-use online interface to be utilized by consumers, licensees, and regulatory agencies.
- Gained a full complement of Board members—the first full Board since 2009. The added number of Board members cultivates additional input regarding optometry-related issues, ensuring all avenues are explored in the interest of consumer protection.
- Adopted the Board's 2014–2018 Strategic Plan. This plan provides the Board a strategic blueprint over the next five years to meet its mission to protect the health and safety of California consumers.

MAJOR NEW LEGISLATION OR REGULATIONS

- On April 1, 2014, a rule-making package pertaining to California Code of Regulations 1524 became effective. This package provided licensees with a "retired license" option, allowing them to forgo paying renewal fees in order to avoid delinquency. In addition, this package gives licensees the ability to obtain a retired license with volunteer designation, permitting optometrists to provide optometric services without compensation at health fairs, vision screenings, and public service eye programs.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
LICENSED OPTOMETRIST	411	354	3,613
BRANCH OFFICE LICENSE	49	32	337
FICTITIOUS NAME PERMIT	165	133	1,232
STATEMENT OF LICENSURE	288	252	404
THERAPEUTIC PHARMACEUTICAL AGENTS CERTIFICATION	379	359	N/A
LACRIMAL IRRIGATION AND DILATION CERTIFICATION	353	350	N/A
GLAUCOMA CERTIFICATION	701	706	N/A

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
LICENSED OPTOMETRIST	N/A	8,821	N/A
BRANCH OFFICE LICENSE	N/A	401	N/A
FICTITIOUS NAME PERMIT	1,388	N/A	N/A
STATEMENT OF LICENSURE	N/A	1,151	N/A
DIAGNOSTIC PHARMACEUTICAL AGENTS CERTIFICATION	8,678	N/A	N/A
THERAPEUTIC PHARMACEUTICAL AGENTS CERTIFICATION	7,673	N/A	N/A
LACRIMAL IRRIGATION AND DILATION CERTIFICATION	4,239	N/A	N/A
GLAUCOMA CERTIFICATION	3,171	N/A	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
LICENSED OPTOMETRIST	EVERY 2 YEARS	40-50
BRANCH OFFICE LICENSE	EVERY YEAR	N/A
FICTITIOUS NAME PERMIT	EVERY YEAR	N/A
STATEMENT OF LICENSURE	EVERY 2 YEARS	N/A

Exam
N/A

Summary of Enforcement Activity

Consumer Complaints—Intake	
213	RECEIVED
40	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
174	REFERRED FOR INVESTIGATION
0	PENDING

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

Inspections
N/A

Investigations	
200	OPENED
251	CLOSED
70	PENDING

Summary of Enforcement Activity

Number of Days to Complete Intake and Investigations	
101	UP TO 90 DAYS
85	91 TO 180 DAYS
33	181 DAYS TO 1 YEAR
32	1 TO 2 YEARS
11	2 TO 3 YEARS
0	OVER 3 YEARS
177	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$59,500	ASSESSED
\$20,500	REDUCED
\$20,380	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
16	CASES CLOSED
11	CASES PENDING

Number of Days to Complete AG Cases	
0	1 YEAR
6	1 TO 2 YEARS
9	2 TO 3 YEARS
1	3 TO 4 YEARS
0	OVER 4 YEARS
828	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
1	LICENSE APPLICATIONS DENIED
2	REVOCATION
3	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
9	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	REVOCATION
0	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	
0	GRANTED
2	DENIED
2	TOTAL

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

Cost Recovery to DCA	
\$57,081.25	ORDERED
\$40,604.99	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
\$165.20	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$165.20	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA

Osteopathic

STAFF:

10.5 civil service
1 exempt

LICENSES:

8,810 (Lic. & Perm.)

BOARD MEMBERSHIP:

5 licensees
4 public representatives

STRATEGIC PLAN ADOPTED:

January 2012

www.ombc.ca.gov

MAJOR ACCOMPLISHMENTS

- Approved a Code of Ethics for osteopathic physicians and surgeons upon recommendation of the Senate Committee on Business, Professions, and Economic Development and the Assembly Committee on Business, Professions, and Consumer Protection during oversight hearings held in 2013. The Code of Ethics was created to guide osteopathic physicians in making the best decisions concerning their practice of medicine as well as their personal behavior and integrity. The code was adapted, in part, from the American Osteopathic Association's Code of Ethics where allowed by the California Business and Professions Code and the California Code of Regulations.
- Participated on the newly created prescribing task force to create guidelines for healthcare professionals who routinely prescribe dangerous drugs. The task force is comprised of board members, board staff, and licensees from the various affected healthcare boards. The task force aims to develop guidelines for prescribing recommendations, dosage, and monitoring of patients taking opiates.
- Participated in the first release of the Department of Consumer Affairs' BreZE system that went live in October 2013. Board staff changed pre-existing work processes to accommodate the transition from the old licensing and enforcement system to the new system. Throughout the two-year implementation process, staff actively participated in system design sessions, user testing, and provided feedback to project staff. Board staff continue to make improvements to internal work processes and participate in DCA-wide working groups.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
OSTEOPATHIC PHYSICIANS AND SURGEONS	641	608	3,290
FICTITIOUS NAME PERMIT	115	115	523

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
OSTEOPATHIC PHYSICIANS AND SURGEONS	N/A	8,011*	N/A
FICTITIOUS NAME PERMIT	591	N/A	N/A

Renewal and Continuing Education (CE)		
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

Exams
NATIONAL BOARD OF OSTEOPATHIC EXAMINERS (COMLEX)

* Includes 838 delinquent status.

Summary of Enforcement Activity

Consumer Complaints—Intake	
377	RECEIVED
13	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
349	REFERRED FOR INVESTIGATION
36	PENDING

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

Inspections
N/A

Investigations	
263	OPENED
366	CLOSED
188	PENDING

Number of Days to Complete Intake and Investigations	
91	UP TO 90 DAYS
103	91 TO 180 DAYS
88	181 DAYS TO 1 YEAR
73	1 TO 2 YEARS
7	2 TO 3 YEARS
4	OVER 3 YEARS
237	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Summary of Enforcement Activity

Total Amount of Fines	
\$3,250	ASSESSED
\$0	REDUCED
\$750	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	
24	CASES OPENED/INITIATED
27	CASES CLOSED
22	CASES PENDING

Number of Days to Complete AG Cases	
8	1 YEAR
9	1 TO 2 YEARS
4	2 TO 3 YEARS
6	3 TO 4 YEARS
0	OVER 4 YEARS
709	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Cost Recovery to DCA	
\$124,225	ORDERED
\$64,858	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
N/A	

CALIFORNIA STATE BOARD OF PHARMACY

Pharmacy

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

STAFF:

99.7 civil service
1 exempt

LICENSES:

138,744

BOARD MEMBERSHIP:

7 pharmacists
6 public representatives

STRATEGIC PLAN ADOPTED:

April 2012

www.pharmacy.ca.gov



MAJOR ACCOMPLISHMENTS

- Addressed the epidemic of prescription pain medication abuse by forming a Prescription Drug Abuse Prevention subcommittee. Partnered with the Office of the Attorney General and U.S. Drug Enforcement Administration to conduct a number of day-long joint educational programs for pharmacists; created public service announcement videos on the danger of unsecured pain medications in the home; developed a prescription drug abuse prevention page on the Board's website with information for teens, college students, parents, educators, and pharmacists; worked with the California Department of Justice to register pharmacists in Controlled Substance Utilization, Review and Evaluation System (CURES), the State's prescription drug monitoring program; and created a corresponding responsibility brochure to educate pharmacists on their role in preventing prescription drug abuse.
- Implemented new statutory requirements for pharmacies that perform high-risk sterile compounding, whether they reside in or ship medication into California. In less than six months and using only existing resources, inspected and licensed more than 700 new sterile compounding facilities before the July 1, 2014, deadline for licensure. Additionally, initiated out-of-state inspections of nonresident sterile compounders. The Board, viewed as a leader in this subject, attended and provided testimony at a national meeting on sterile compounding, convened by the Federal Food and Drug Administration.
- Joined with District Attorney Offices from San Diego, Riverside, and Alameda counties to prosecute and fine two pharmacy chains \$1.2 million for failing to consult with patients on new prescriptions under the State's unfair business practices provisions.
- Adopted as a precedential decision a Board disciplinary action in full support of a pharmacist's corresponding responsibility, which holds that while a prescriber has the responsibility for the proper prescribing of controlled substances, the pharmacist filling the prescription has a corresponding responsibility to ensure the prescription is legal, appropriate for the patient, or not for purposes of abuse.

- California took an aggressive leadership role in requiring the pharmaceutical track-and-trace program for all prescription medication provided to patients in California, and passed E-pedigree. E-pedigree was preempted by Federal legislation in late 2014 in favor of the national system to be built over the next 10 years. E-pedigree had been in the works for 10 years and requirements would have been effective starting in 2015. The goal of track-and-trace programs is to ensure the integrity of the pharmaceutical products sold in the United States and protect consumers against counterfeits, adulterated, misbranded, or outdated drugs. The Board's law was instrumental in the enactment of the Federal requirements.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 294, Emmerson (Chapter 565, Statutes of 2013), helps ensure patients receive safe medications by prohibiting a pharmacy from compounding sterile drug products for injection, administration into the eye, or inhalation unless the pharmacy has obtained a sterile compounding pharmacy license from the Board. Compounding pharmacies will also be subject to random, annual inspections by the Board, and be required to report to the Board any disciplinary or regulatory action taken against the pharmacy by another state within 10 days and any recall notice within 12 hours.
- Assembly Bill 1045, Quirk-Silva (Chapter 302, Statutes of 2013), requires a pharmacy issuing a recall notice regarding a sterile compounded drug to contact the recipient pharmacy, prescriber, or patient and the Board about the recalled drug within 12 hours if use of or exposure to the recalled drug may cause serious adverse health consequences or death, and revokes the license of a nonresident sterile compounding pharmacy if its license is canceled, revoked, or suspended for any reason in its home state.
- SB 493, Hernandez (Chapter 469, Statutes of 2013), creates an advanced practice pharmacist classification that will allow pharmacists, with proper training, to greater assist in serving patients as healthcare providers. The new law allows pharmacists who receive training, are in a pharmacy setting, and meet additional requirements, to administer biological products that have been ordered by a prescriber; provide self-administered hormonal contraceptives; and provide training and education to patients about drug therapy, disease management and prevention; nicotine replacement products; non-diagnosis requiring drugs for travelers going outside of the United States. Pharmacist can also order and monitor tests to manage the efficacy and toxicity of drug therapies; perform physical assessments; order and interpret medication-related tests; refer patients to other providers; initiate, adjust, and discontinue medications under physician protocol or as part of an integrated system such as an ACO; and participate in the evaluation and management of health conditions in collaboration with other providers; to independently initiate and administer vaccines listed on the routine immunization; and initiate and administer epinephrine or diphenhydramine by injection for the treatment of severe allergic reaction.
- AB 1136, Levine (Chapter 304, Statutes of 2013), requires a pharmacist to determine that if a drug, when taken by itself or when combined with alcohol, may impair a person's ability to operate a vehicle or vessel. If so, the pharmacist shall include a written ancillary label on the prescription container indicating that the drug may impair a person's ability to operate a vehicle or vessel.
- E-pedigree, the Board's track-and-trace program

CONTINUED

to maintain the integrity of the prescription drug supply, was pre-empted in November 2013 when President Obama signed Public Law 113-54, which contains provisions for a national tracking system for prescription medication. California's E-pedigree requirements were enacted in 2004 and were to be in effect on a staggered basis from 2015 to July 2017.

- SB 809, DeSaulnier (Chapter 400, Statutes of 2013), assesses an annual \$6 fee for pharmacists, clinics, wholesalers, pharmacies, and prescribers licensed by DCA to pay toward the cost of upgrading and maintaining CURES (California's prescription drug monitoring program). It also establishes the CURES Fund to provide sufficient revenue to upgrade and modernize the CURES program, maintain program operations, establish enforcement capability, and improve utilization by requiring all practitioners and pharmacists to enroll in CURES once the program is capable of accommodating all users.
- AB 1535, Bloom (Chapter 326, Statutes of 2014), permits pharmacists to furnish the opiate overdose reversal medicine naloxone hydrochloride upon request. Previously, naloxone was available only by prescription from a healthcare provider or from a handful of naloxone distribution programs throughout the State.
- SB 1039, Hernandez (Chapter 319, Statutes of 2014), enables pharmacy technicians to do more under the direct supervision of a pharmacist. New duties may include packaging emergency supplies, sealing emergency containers, performing monthly checks of drug supplies, and reporting irregularities.
- California Code of Regulations 1707.5(a)(1) — The Board approved changes to prescription labels that requires 12-point font be used in the patient-centered portion of the label that contains only the patient name, name and strength of the drug, directions for use, and when entered onto the prescription document, purpose or condition for which the drug was prescribed.
- AB 2605, Bonilla (Chapter 507, Statutes of 2014), establishes regulatory and licensure requirements for third-party logistics providers, large warehouse businesses that sometimes ship, store, select, and distribute prescription medication and devices to patients and providers.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PHARMACIST (EXAM APPLICATIONS)	2,683	N/A	N/A
PHARMACIST (INITIAL LICENSING APPLICATIONS)	1,792	1,839	19,044
INTERN PHARMACIST	2,186	1,913	N/A
PHARMACY TECHNICIAN	8,230	6,841	30,561
PHARMACY	409	350	6,169
HOSPITAL	35	23	481
STERILE COMPOUNDING	669	664	243
CLINIC	102	90	1,123
NONRESIDENT PHARMACY	149	88	330
LICENSED CORRECTIONAL FACILITY	1	1	51
HYPODERMIC NEEDLE AND SYRINGE	16	11	244
NONRESIDENT WHOLESALER	90	81	621
WHOLESALER	90	545	493
VETERINARY FOOD-ANIMAL DRUG RETAILER	1	0	21
DESIGNATED REPRESENTATIVE	536	401	2,664
NONRESIDENT STERILE COMPOUNDING	15	16	71
CENTRALIZED HOSPITAL PACKAGING	9	1	N/A

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PHARMACIST	N/A	43,972	N/A
INTERN PHARMACIST	N/A	6,012	N/A
PHARMACY TECHNICIAN	N/A	73,568	N/A
PHARMACY	N/A	6,361	N/A
HOSPITAL	N/A	494	N/A
STERILE COMPOUNDING	N/A	901	N/A
CLINIC	N/A	1,386	N/A
NONRESIDENT PHARMACY	N/A	516	N/A
LICENSED CORRECTIONAL FACILITY	N/A	53	N/A
HYPODERMIC NEEDLE AND SYRINGE	N/A	343	N/A
NONRESIDENT WHOLESALER	N/A	822	N/A
WHOLESALER	N/A	625	N/A
VERTERINARY FOOD-ANIMAL DRUG RETAILER	N/A	25	N/A
DESIGNATED REPRESENTATIVE	N/A	3,576	N/A
NONRESIDENT STERILE COMPOUNDING	N/A	88	N/A
CENTRALIZED HOSPITAL PACKAGING	N/A	2	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	N/A	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	EVERY YEAR	N/A
CENTRALIZED HOSPITAL PACKAGING	EVERY YEAR	N/A

Exams			
TYPE	PASS	FAIL	TOTAL
CALIFORNIA PRACTICE STANDARDS AND JURISPRUDENCE EXAMINATION FOR PHARMACISTS	2,421	470	2,891
NORTH AMERICAN PHARMACIST LICENSURE EXAMINATION	1,416	158	1,574

Summary of Enforcement Activity

Consumer Complaints—Intake	
1,931	RECEIVED
460	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,535	REFERRED FOR INVESTIGATION*
206	PENDING

Conviction/Arrest Notification Complaints	
1,336	RECEIVED
1,281	CLOSED/REFERRED FOR INVESTIGATION*
37	PENDING

Inspections	
1,729	INSPECTIONS CONDUCTED
73	INSPECTION CITATIONS ISSUED**

Investigations	
2,745	OPENED
3,168	CLOSED
1,613	PENDING

Number of Days to Complete Intake and Investigations	
722	UP TO 90 DAYS
705	91 TO 180 DAYS
1,149	181 DAYS TO 1 YEAR
466	1 TO 2 YEARS
111	2 TO 3 YEARS
15	OVER 3 YEARS
243	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines***	
1,984	ISSUED
1,594	ISSUED WITH A FINE
12	WITHDRAWN
67	DISMISSED
347	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

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

** The Board is not authorized to issue a citation at the time of inspection; however, an inspection may initiate a formal investigation that results in a citation or a citation and fine being issued. There were 73 of these during Fiscal Year 13–14.

*** Seventeen citations were reduced to Letter of Admonishment at Office Conference.

Summary of Enforcement Activity

Total Amount of Fines	
\$13,011,000	ASSESSED
\$741,525	REDUCED
\$2,265,079	COLLECTED

Criminal/Civil Actions	
	0

Office of the Attorney General/Disciplinary Actions	
378	CASES OPENED/INITIATED
339	CASES CLOSED
627	CASES PENDING

Number of Days to Complete AG Cases	
23	1 YEAR
143	1 TO 2 YEARS
104	2 TO 3 YEARS
44	3 TO 4 YEARS
25	OVER 4 YEARS
827	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
59	STATEMENTS OF ISSUES FILED
415	ACCUSATIONS FILED
21	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
19	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
21	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders*	
33	LICENSE APPLICATIONS DENIED
167	REVOCAION
52	SURRENDER OF LICENSE
10	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
52	PROBATION ONLY
11	PUBLIC REPRIMAND
1	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	
27	TOTAL NUMBER FILED

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

Petition for Modification or Termination of Probation	
1	GRANTED
7	DENIED
9	TOTAL

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

Cost Recovery to DCA	
\$897,072	ORDERED
\$482,077	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:

19.1 civil service
1 exempt

LICENSES AND CERTIFICATIONS:

34,043

BOARD MEMBERSHIP:

4 licensees
3 public representatives

STRATEGIC PLAN ADOPTED:

2013

www.ptbc.ca.gov



MAJOR ACCOMPLISHMENTS

- Updated the Board's website to identify what services each Board-Recognized Continuing Competency Approval Agency provides in order to assist licensees in meeting continuing competency requirements.
- Created new and updated existing application and licensing forms for clarity, uniformity, and accessibility.
- Processed a record number of applications for licensure and issued more licenses this fiscal year than in any prior year.
- Continued the Board's commitment to be active participants in the development and design of the BreEZe system. The Board has completed phase one of a three-phase development plan.
- Obtained approval and funding for three additional positions to address increased workload in the Consumer Protection Services program and the Application and Licensing Services program.

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 1000, Wieckowski (Chapter 620, Statutes of 2013), adds Section 2620.1 to the Business and Professions Code, allowing patients to access physical therapy services without a diagnosis for 45 calendar days or 12 visits, whichever occurs first. This bill also expands the types of licensed professionals permitted to work for a professional corporation; adds physical therapy corporations to the list of corporations in section 13401.5 of the Corporations Code, identifying who, other than physical therapists, may be a shareholder, officer, or director of a physical therapy corporation; and permits a licensed physical therapist to be a shareholder, officer, or director of a medical corporation and a podiatric medical corporation.
- Senate Bill 198, Lieu (Chapter 338, Statutes of 2013), revises the Physical Therapy Practice Act and includes provisions that provide specific licensure exemptions; specific license renewal exemptions and waivers; authority for the Board to collect a civil penalty of \$1,000 per day after the 15th day that a licensee fails to comply with a request from the Board for patient records; clarification of specific violations that constitute unprofessional conduct; and, a requirement for applicants who were educated outside the United States at a non-accredited

school to demonstrate English proficiency by achieving a passing score on the Test of English as a Foreign Language. This bill also extends the Board's sunset date to January 1, 2018.

- Effective October 1, 2013, California Code of Regulations (CCR) section 1398.15 requires physical therapists to notify their patients that they, as well as physical therapist assistants, are licensed and regulated by the Board.
- Effective January 1, 2014, CCR section 1398.6, requires, among other things, an applicant or licensee to provide an e-mail address to the Board, if he or she has an e-mail address. The Board will utilize e-mail addresses as a means of communication with applicants and licensees, and to inform applicants and licensees of law and regulation changes as well as other important Board information.
- Effective October 1, 2014, CCR section 1399.15 incorporates the fifth edition of the *Guidelines for Issuing Citations and Imposing Discipline*, revised December 2013, (*Guidelines*) by reference. The fifth edition of the *Guidelines* includes new violations and modifications of the penalties to be consistent and appropriate to the current practice of physical therapy as well as includes provisions from the Uniform Standards Regarding Substance Abusing Healing Arts Licensees (4/2011) (Uniform Standards), which is also incorporated by reference in the language of CCR section 1399.15.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PT	1,204	1,192	11,125
PTA	423	354	2,737
FOREIGN APPLICATIONS	385	N/A	N/A
EK/EN	3	0	30

PT – Physical therapist

PTA – Physical therapist assistant

EK/EN – Kinesiological electromyographer/Electroneuromyographer

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PT	N/A	27,128	N/A
PTA	N/A	6,820	N/A
EK/EN	N/A	95	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	659	354	1,013
NATIONAL PTA EXAM	298	176	474
CALIFORNIA LAW EXAM	1,662	1,102	2,764
TOTALS	2,619	1,632	4,251

Summary of Enforcement Activity

Consumer Complaints—Intake	
1,019	RECEIVED
97	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
930	REFERRED FOR INVESTIGATION
4	PENDING

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

Inspections	
N/A	

Investigations	
1,216	OPENED
1,285	CLOSED
483	PENDING

Number of Days to Complete Intake and Investigations	
864	UP TO 90 DAYS
216	91 TO 180 DAYS
82	181 DAYS TO 1 YEAR
109	1 TO 2 YEARS
10	2 TO 3 YEARS
4	OVER 3 YEARS
118	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$53,450	ASSESSED
0	REDUCED
\$49,950	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

52	CASES OPENED/INITIATED
38	CASES CLOSED
78	CASES PENDING

Number of Days to Complete AG Cases

3	1 YEAR
16	1 TO 2 YEARS
12	2 TO 3 YEARS
10	3 TO 4 YEARS
0	OVER 4 YEARS
883	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

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

Administrative Outcomes/Final Orders

4	LICENSE APPLICATIONS DENIED
5	REVOCATION
6	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
14	PROBATION ONLY
10	PUBLIC REPRIMAND
6	OTHER DECISIONS

Petition for Modification or Termination of Probation

2	GRANTED
3	DENIED
5	TOTAL

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

2	TOTAL NUMBER FILED
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Subsequent Disciplinary—Administrative Outcomes/Final Orders

0	REVOCATION
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
1	DENIED
1	TOTAL

Cost Recovery to DCA

\$151,013	ORDERED
\$78,424	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$950	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:

9,482

BOARD MEMBERSHIP:

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

STRATEGIC PLAN ADOPTED:

February 24, 2014

www.pac.ca.gov

MAJOR ACCOMPLISHMENTS

- Approved the Board's 2014–2018 Strategic Plan on February 24, 2014. The plan was added to the Board's website.
- Updated the Board's "What is a PA?" consumer information brochure in both English and Spanish. Both brochures are available on the Board's website.
- Transitioned to Department of Consumer Affairs' (DCA's) BreEZe licensing and enforcement system in October 2013. Physician assistant applicants now have the option to submit online applications for licensure to the Board.
- Created a diversion program fee schedule to better inform Administrative Law Judges, Deputy Attorney Generals, licensees, and applicants of typical costs involved in participation in the Board's diversion program. This document also informs applicants and licensees of required initial practice restrictions when initially entering the program.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 352 (Pavley, Chapter 286, Stats of 2013) amends Business and Professions Code section 2069 to allow physicians to delegate medical assistant supervision to physician assistants, certified nurse practitioners, and certified nurse midwives. An informational bulletin, "Supervision of Medical Assistants by Physician Assistants," was developed so that physician assistants and supervising physicians may become better informed about supervision of medical assistants. The Frequently Asked Questions on the Board's website was updated to reflect this legislative change.
- Title 16, California Code of Regulations sections 1399.620, 1399.621, 1399.622, and 1399.623, Sponsored Free Health Care Events, establishes requirements for healthcare events at which free care is offered to uninsured and under-insured individuals by volunteer healthcare providers, including physician assistants, where those practitioners may include individuals who may be licensed in other states but not in California.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PHYSICIAN ASSISTANT	770	775	4,360

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PHYSICIAN ASSISTANT	N/A	9,482	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PHYSICIAN ASSISTANT	EVERY 2 YEARS	50 HRS. OR NATIONAL CERTIFICATION

Exam Results
N/A

Summary of Enforcement Activity

Consumer Complaints—Intake	
316	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
312	REFERRED FOR INVESTIGATION
10	PENDING

Conviction/Arrest Notification Complaints	
46	RECEIVED
43	CLOSED/REFERRED FOR INVESTIGATION
3	PENDING

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
355	OPENED
267	CLOSED
194	PENDING

Number of Days to Complete Intake and Investigations	
172	UP TO 90 DAYS
45	91 TO 180 DAYS
27	181 DAYS TO 1 YEAR
19	1 TO 2 YEARS
4	2 TO 3 YEARS
0	OVER 3 YEARS
118	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$9,800	ASSESSED
\$450	REDUCED
\$4,100	COLLECTED

Summary of Enforcement Activity

Criminal/Civil Actions

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

Office of the Attorney General/Disciplinary Actions

49	CASES OPENED/INITIATED
34	CASES CLOSED
26	CASES PENDING

Number of Days to Complete AG Cases

17	1 YEAR
9	1 TO 2 YEARS
5	2 TO 3 YEARS
3	3 TO 4 YEARS
0	OVER 4 YEARS
526	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

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

Administrative Outcomes/Final Orders

2	LICENSE APPLICATIONS DENIED
6	REVOCATION
6	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
15	PROBATION ONLY
1	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
0	TOTAL

Cost Recovery to DCA

\$140,555	ORDERED
\$46,525	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
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Subsequent Disciplinary—Administrative Outcomes/Final Orders

1	REVOCATION
2	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

STAFF:

4 civil service
1 exempt

LICENSES:

2,288

BOARD MEMBERSHIP:

4 licensees
3 public representatives

STRATEGIC PLAN ADOPTED:

November 16, 2012

www.bpm.ca.gov

MAJOR ACCOMPLISHMENTS

- Since implementing the nation's model Continuing Competency Program in 1999, the Board has continued to reap consumer protection benefits as consumer complaints remain at yearly lows and an additional 9.8 percent decrease in complaint volume year over last has been achieved for Fiscal Year 2013–2014.
- Successful participation and implementation of Release 1 of the Department of Consumer Affairs (DCA) BreEZe online database system for the Board's licensing and enforcement functions on October 13, 2013. The Board's successful adoption and migration to the new BreEZe system has offered both consumers and licensees improved data quality, technology, and customer service and has enhanced the Board's licensing and enforcement efficiency.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 809, DeSaulnier (Chapter 400, Statutes of 2013), requires all licensees to be assessed \$6 annually and collected at the time of renewal in order to cover the operation and maintenance of the Controlled Substance Utilization Review and Evaluation System (CURES). The amount of \$12 per renewal cycle has been successfully added to the Board's renewal fee effective April 1, 2014.
- SB 304, Lieu (Chapter 515, Statutes 2013), requires all peace officers, field office medical consultants, and their support positions to be transferred from the Medical Board of California (MBC) to the Health Quality Investigation Unit (HQIU) within the DCA Division of Investigation no later than July 1, 2014. The transition has successfully taken place and the move has not affected the progress of investigations handled for the Board.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PERMANENT DOCTOR OF PODIATRIC MEDICINE	60	77	1,027
FEE-EXEMPT LICENSE	3	2	124
RESIDENT STATUS LICENSE	51	47	75

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PERMANENT DOCTOR OF PODIATRIC MEDICINE	N/A	1,682	N/A
FEE-EXEMPT LICENSE	N/A	216	N/A
RESIDENT STATUS LICENSE	N/A	122	N/A

Renewal and Continuing Education(CE)		
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

Exam Results

* Retired/disabled: CE units not required.
 ** Yearly extension based on resident program approval.
 *** See Section 139 report, page 172.

Summary of Enforcement Activity

Consumer Complaints—Intake	
110	RECEIVED
2	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
108	REFERRED FOR INVESTIGATION
0	PENDING

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
123	OPENED
86	CLOSED
92	PENDING

Number of Days to Complete Intake and Investigations	
40	UP TO 90 DAYS
19	91 TO 180 DAYS
15	181 DAYS TO 1 YEAR
8	1 TO 2 YEARS
4	2 TO 3 YEARS
0	OVER 3 YEARS
177	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
5	ISSUED
5	ISSUED WITH A FINE
2	WITHDRAWN
1	DISMISSED
612	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$12,500	ASSESSED
\$7,500	REDUCED
\$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	
10	CASES OPENED/INITIATED
6	CASES CLOSED
7	CASES PENDING

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

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
7	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
1	REVOCAION
1	SURRENDER OF LICENSE
2	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
2	PROBATION ONLY
0	PUBLIC REPRIMAND
1	OTHER DECISIONS

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

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

Cost Recovery to DCA	
\$35,714	ORDERED
\$33,618	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:

75 civil service
1 exempt

EDUCATIONAL INSTITUTIONS APPROVED:

1,101

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

- Attended four major outreach events to educate California students on what to look for when choosing a private postsecondary college.
- Developed and unveiled workshops designed to assist private postsecondary institutions with the licensing application process and compliance inspection process.
- Processed 707 applications for approval to operate an institution and denied 109 applications for failing to meet statutory and regulatory requirements.
- Conducted 291 compliance inspections, issued 124 notices to comply, and referred 87 cases for investigation and enforcement. Closed 522 investigations.
- Between January 1, 2014, and June 30, 2014, the Compliance Unit completed 213 announced compliance inspections for institutions with approval by means of accreditation. The inspections of these institutions provide them the ability to remain eligible for Title IV funding under State authorization requirements.
- Processed 312 Student Tuition Recover Fund claims and refunded \$1,933,493.29 to compensate those students who suffered a loss because their school closed before they completed their education.



Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	DENIED
NON-ACCREDITED	90	35	14
ACCREDITED INSTITUTION	93	63	5
VERIFICATION OF EXEMPTION	210	128	58
RENEWAL	167	117	16
SUBSTANTIVE CHANGES	407	364	16

Licensing Population by Type			
TYPE	MAIN	BRANCH	SATELLITES
FULL APPROVAL	1,101	396	519

Renewal and Continuing Education (CE)		
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
N/A

Summary of Enforcement Activity

Consumer Complaints—Intake	
772	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,014	REFERRED FOR INVESTIGATION
0	PENDING

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

Summary of Enforcement Activity

Inspections	
291	INSPECTIONS CONDUCTED
124	INSPECTIONS NOTICE TO COMPLY ISSUED
87	REFERRALS TO INVESTIGATIONS & DISCIPLINE
16	NOTICE OF DISAGREEMENT

Investigations	
772	OPENED
522	CLOSED
949	PENDING

Number of Days to Complete Intake and Investigations	
191	UP TO 90 DAYS
99	91 TO 180 DAYS
94	181 DAYS TO 1 YEAR
107	1 TO 2 YEARS
26	2 TO 3 YEARS
5	OVER 3 YEARS
249	AVERAGE NUMBER OF DAYS TO COMPLETE AN INVESTIGATION

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

Total Amount of Fines	
\$296,068	ASSESSED
\$0	REDUCED
\$10,000	COLLECTED

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

Summary of Enforcement Activity

Office of the Attorney General/Disciplinary Actions	
29	CASES OPENED/INITIATED
15	CASES CLOSED
32	CASES PENDING

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

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

Administrative Outcomes/Final Orders	
2	REVOCATION
0	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	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	
\$139,266.88	ORDERED
\$0	COLLECTED

Student Tuition Recovery Fund (STRF)	
8	2011 CARRY-OVER CLAIMS
203	CLAIMS RECEIVED
263	CLAIMS PAID
49	CLAIMS DENIED/INELIGIBLE
101	2012 CARRY-OVER CLAIMS

Consumer Restitution (STRF)	
\$0	RESTITUTION ORDERED
\$1,933,493.29	AMOUNT REFUNDED TO STUDENTS
\$0	REWORK AT NO CHARGE
\$5,792	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

BOARD FOR PROFESSIONAL ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS

BPELSG

STAFF:

42 civil service
1 exempt

LICENSES:

104,947

BOARD MEMBERSHIP:

7 professionals
8 public representatives

STRATEGIC PLAN ADOPTED:

May 12, 2011

www.bpelsg.ca.gov



MAJOR ACCOMPLISHMENTS

- Established a 1.0 Senior Registrar position to serve as a Senior Registrar for the Geology and Geophysicists Program. The Senior Registrar will provide consistent technical expert advice and direction related to examination application evaluation, exam development, preliminary enforcement case review, and technical input on legislative/regulatory review when needed. The position was approved for Fiscal Year 2013–2014 by the Department of Finance.
- Reduced the aging of open investigations over 1 year old from 108 cases to nine cases.
- Changed the administration of the Fundamentals of Engineering exam and the Fundamentals of Surveying to year-round. This change simplifies the process for the applicant by making examinations more convenient, thereby encouraging licensure.

MAJOR NEW LEGISLATION OR REGULATIONS

- Sponsored Senate Bill 152, Roth (Chapter 178, Statutes of 2013), which repealed Business and Professions Code sections 6760, 7848, and 7848.1, to eliminate the issuing of temporary authorizations for out-of-state licensees to practice in any branch of engineering, geology, and geophysics in California.
- Supported SB 822, Lieu (Chapter 319, Statutes of 2013), which created a retired license for geologists and geophysicists. The Geologist and Geophysicist Act (Business and Professions Code sections 7800–7887) did not allow for a retired license status for professional geologists or geophysicists. Previously, if a professional geologists or geophysicist retired from his or her profession, they had one of two options: They could stop paying their renewal fees, which would cause their license to go into a delinquent status after the license expiration date and five years later is canceled, or the other option would be for the individual to continue to pay their renewal fees every two years to keep their license in an active status even though they are retired from the profession.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
AG-AGRICULTURAL	2	1	35
CH-CHEMICAL	102	55	387
CE-CIVIL	5,913	1,425	10,273
CONS-CONSULTING	N/A	N/A	N/A
CS-CONTROL SYSTEM	37	18	154
CR-CORROSION	N/A	N/A	39
E-ELECTRICAL	898	408	2,208
FP-FIRE PROTECTION	61	30	209
GE-GEOTECHNICAL	141	45	249
I-INDUSTRIAL	6	1	47
LS-LAND SURVEYOR	540	90	395
MF-MANUFACTURING	N/A	N/A	73
ME-MECHANICAL	957	361	3,606
MT-METALLURIGICAL	9	3	44
NU-NUCLEAR	2	0	78
PT-PETROLEUM	11	3	73
PHOTO-PHOTO SURVEYOR	N/A	N/A	0
QU-QUALITY	N/A	N/A	68
SF-SAFETY	N/A	N/A	80
SE-STRUCTURAL	450	146	739
TR-TRAFFIC	115	33	476
PG-PROFESSIONAL GEOLOGIST	249	102	2,320
PROFESSIONAL GEOPHYSICIST	8	5	69
CERTIFIED ENGINEERING GEOLOGIST	38	10	719
CERTIFIED HYDROGEOLOGIST	22	11	411
ENGINEER IN TRAINING	2,884	3,388	N/A
GEOLOGIST IN TRAINING	119	75	N/A
LAND SURVEYOR IN TRAINING	46	70	N/A

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
AG-AGRICULTURAL	N/A	148	N/A
CH-CHEMICAL	N/A	1,970	N/A
CE-CIVIL	N/A	54,111	N/A
CONS-CONSULTING	N/A	4	N/A
CS-CONTROL SYSTEM	N/A	1,100	N/A
CR-CORROSION	N/A	57	N/A
E-ELECTRICAL	N/A	9,636	N/A
FP-FIRE PROTECTION	N/A	755	N/A
GE-GEOTECHNICAL	N/A	1,382	N/A
I-INDUSTRIAL	N/A	367	N/A
LS-LAND SURVEYOR	N/A	4,226	N/A
MF-MANUFACTURING	N/A	121	N/A
ME-MECHANICAL	N/A	14,970	N/A
MT-METALLURIGICAL	N/A	224	N/A
NU-NUCLEAR	N/A	439	N/A
PT-PETROLEUM	N/A	350	N/A
PHOTO-PHOTO SURVEYOR	N/A	2	N/A
QU-QUALITY	N/A	134	N/A
SF-SAFETY	N/A	143	N/A
SE-STRUCTURAL	N/A	3,826	N/A
TR-TRAFFIC	N/A	1,474	N/A
PG-PROFESSIONAL GEOLOGIST	N/A	5,056	N/A
PROFESSIONAL GEOPHYSICIST	N/A	158	N/A
CERTIFIED ENGINEERING GEOLOGIST	N/A	1,561	N/A
CERTIFIED HYDROGEOLOGIST	N/A	917	N/A
ENGINEER IN TRAINING	34,309	N/A	N/A
GEOLOGIST IN TRAINING	227	N/A	N/A
LAND SURVEYOR IN TRAINING	1,964	N/A	N/A

Summary of Licensing Activity

Renewal and Continuing Education (CE)		
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
PG-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
GEOLOGIST IN TRAINING	VALID UNTIL PGE ISSUED	0
LAND SURVEYOR IN TRAINING	VALID UNTIL LS ISSUED	0

Exams		
PASS	FAIL	TOTAL
8,715*	8,697*	17,412*

*Amended October 1, 2014.

Summary of Enforcement Activity PROFESSIONAL ENGINEERS AND LAND SURVEYORS

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

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

Inspections	
N/A	

Investigations	
319	OPENED
394	CLOSED
217	PENDING

Citations and Fines	
74	ISSUED
74	ISSUED WITH A FINE
1	WITHDRAWN
8	DISMISSED
557	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$194,450	ASSESSED
N/A	REDUCED
\$71,100	COLLECTED

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

Summary of Enforcement Activity PROFESSIONAL ENGINEERS AND LAND SURVEYORS

Office of the Attorney General/Disciplinary Actions

39	CASES OPENED/INITIATED
34	CASES CLOSED
69	CASES PENDING

Number of Days to Complete AG Cases

2	1 YEAR
5	1 TO 2 YEARS
3	2 TO 3 YEARS
8	3 TO 4 YEARS
16	OVER 4 YEARS
1,482	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

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

Administrative Outcomes/Final Orders

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

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

2	TOTAL NUMBER FILED
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Petition for Modification or Termination of Probation

1	GRANTED
0	DENIED
1	TOTAL

Subsequent Disciplinary—Administrative Outcomes/ Final Orders

1	REVOCAION
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
1	DENIED
0	TOTAL

Cost Recovery to DCA

\$137,005	ORDERED
\$6,857	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$17,000	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$17,000	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Summary of Enforcement Activity GEOLOGISTS

Consumer Complaints—Intake

26	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
26	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	
	N/A

Investigations	
26	OPENED
34	CLOSED
28	PENDING

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

Total Amount of Fines	
\$7,000	ASSESSED
N/A	REDUCED
\$7,000	COLLECTED

Office of the Attorney General/Disciplinary Actions	
3	CASES OPENED/INITIATED
2	CASES CLOSED
6	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
1	OVER 4 YEARS
2,047	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
4	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	REVOCACTION
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	
0	GRANTED
0	DENIED
0	TOTAL

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

Cost Recovery to DCA	
\$11,008	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:

1.0 civil service
0.7 exempt

LICENSES:

780

ADVISORY COMMITTEE MEMBERSHIP:

3 licensees
4 public representatives

STRATEGIC PLAN ADOPTED:

November 19, 2013

www.fiduciary.ca.gov

DEPARTMENT OF CONSUMER AFFAIRS

PFIB

PROFESSIONAL FIDUCIARIES BUREAU

MAJOR ACCOMPLISHMENTS

- New Bureau Chief confirmed in May of 2014.
- Drafted and adopted a 2014–2016 Strategic Plan.
- Filled all seats on the Advisory Committee for the first time since inception of the Bureau.
- Created Facebook and Twitter accounts to extend Bureau's outreach onto social media platforms.
- Made consumer and licensee brochures available in Spanish and other languages via Google Translator on the Bureau's website.
- Performed the Bureau's first annual continuing education audit on a sample population of the total licensee base.

MAJOR NEW LEGISLATION OR REGULATIONS

- 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.
- AB 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.
- AB 1057, Medina (Chapter 693, Statutes of 2013), requires, after January 1, 2015, all licensing programs within the Department of Consumer Affairs (DCA) to ensure all applications for licensure ask whether the applicant is serving in, or has previously served in, the military.
- AB 381, Chau (Chapter 99, Statutes of 2013), extends double-damage provisions to an attorney-in-fact who misappropriates property through undue influence, in bad faith, or through acts of financial elder abuse, and specifically allows a court to award attorneys' fees and costs in addition to double damages.

PROFESSIONAL FIDUCIARIES BUREAU

CONTINUED



- AB 937, Wieckowski (Chapter 127, Statutes of 2013), provides that a conservator's control of a conservatee shall not extend to personal rights retained by the conservatee, such as the right to receive visitors, telephone calls, and personal mail, unless limited by court order. (Probate Code section 2351)
- AB 1339, Maienschein (Chapter 248, Statutes of 2013), requires a court-appointed conservator, or proposed conservator, to disclose their total fees or compensation at the time a petition to appoint a conservator is filed. This bill would also allow for periodic payments from the estate to the conservator but only after a fee schedule or statement of compensation has been properly filed. (Probate Code section 2643.1)

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PROFESSIONAL FIDUCIARY	102	72	527

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PROFESSIONAL FIDUCIARY	N/A	780	N/A

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

Exams		
PASS	FAIL	TOTAL
142	81	223

Summary of Enforcement Activity

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

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

Inspections	
N/A	

Investigations	
103	OPENED
95	CLOSED
35	PENDING

Summary of Enforcement Activity

Number of Days to Complete Intake and Investigations	
57	UP TO 90 DAYS
24	91 TO 180 DAYS
10	181 DAYS TO 1 YEAR
4	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
93	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$4,500	ASSESSED
\$0	REDUCED
\$500	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	
3	CASES OPENED/INITIATED
0	CASES CLOSED
6	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

Summary of Enforcement Activity

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
2	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
1	PROBATION ONLY
1	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 PSYCHOLOGY

Psychology

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

STAFF:

20.3 civil service
1 exempt

LICENSES:

22,336

BOARD MEMBERSHIP:

5 licensees
4 public representatives

STRATEGIC PLAN ADOPTED:

May 16, 2014

www.psychology.ca.gov

MAJOR ACCOMPLISHMENTS

- Implementation of the BreEZe system.
- Reduced processing time frames from 16 weeks to less than a week for all license types.
- Continue to meet the Board's Performance Measure target dates.
- Added probationary documents to the Board's website for easier access and transparency.
- Began utilizing social media platforms Twitter and Facebook to reach licensees and consumers.
- Created a more user-friendly website: www.psychology.ca.gov.
- Increased advocacy by attending legislative stakeholder meetings, testifying on bills in committee, and sending support and opposition letters to authors, legislative committees, and the Governor.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 127, Gaines (Chapter 753, Statutes of 2013), requires a psychotherapist to notify local law enforcement within 24 hours when a person or a person's family member communicates to the therapist a serious threat of physical violence against a reasonably identifiable victim or victims.
- SB 666, Steinberg (Chapter 577, Statutes of 2013), provides for the suspension or revocation of an employer's business license for retaliation based on citizenship/immigration status.



Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PSYCHOLOGIST	1,412	636	9,778
REGISTERED PSYCHOLOGIST	169	120	0
PSYCHOLOGICAL ASSISTANT	1,017	807	1,634

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PSYCHOLOGIST	0	20,183	0
REGISTERED PSYCHOLOGIST	0	321	0
PSYCHOLOGICAL ASSISTANT	0	1,832	0

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

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
EPPP	840	526	1,366
CPSE	726	347	1,073
CPLPEE	55	34	89
TOTAL	1,621	907	2,528

Summary of Enforcement Activity

Consumer Complaints—Intake	
724	RECEIVED
62	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
624	REFERRED FOR INVESTIGATION
38	PENDING

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

Inspections	
	0

Investigations	
624	OPENED
564	CLOSED
131	PENDING

Number of Days to Complete Intake and Investigations	
497	UP TO 90 DAYS
58	91 TO 180 DAYS
4	181 DAYS TO 1 YEAR
3	1 TO 2 YEARS
2	2 TO 3 YEARS
0	OVER 3 YEARS
44	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$5,500	ASSESSED
\$2,000	REDUCED
\$925	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

39	CASES OPENED/INITIATED
31	CASES CLOSED
44	CASES PENDING

Number of Days to Complete AG Cases

5	1 YEAR
13	1 TO 2 YEARS
6	2 TO 3 YEARS
4	3 TO 4 YEARS
3	OVER 4 YEARS
868	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

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

Administrative Outcomes/Final Orders

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

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

2	TOTAL NUMBER FILED
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Subsequent Disciplinary—Administrative Outcomes/ Final Orders

0	
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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

\$172,404	ORDERED
\$71,411.21	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 OF REAL ESTATE

Real Estate

STAFF:

328 civil service
3 exempt

LICENSES:

402,397

ADVISORY COMMITTEE
MEMBERSHIP

N/A licensees
N/A public representatives

STRATEGIC PLAN ADOPTED:

2011–Five year plan

www.bre.ca.gov



MAJOR ACCOMPLISHMENTS

- Paid a record \$4.2 million to victims of real estate fraud via the Consumer Recovery Account (CRA), which has paid out more than \$51 million since its inception.
- Adopted regulations that allow CalBRE to fully implement its citation and fine program. The newly adopted regulations enhance CalBRE's consumer protection capabilities with authority to issue citations for violations of the Real Estate Law with fines up to \$2,500.
- Implemented an online complaint filing program for consumers.
- Launched a searchable public report online database that gives consumers and industry the ability to access public reports.
- Provided current and relevant consumer information to ensure consumers have the information needed to avoid fraud and make informed choices in real estate transactions. New materials published in Fiscal Year 2013–14 include the *Residential Subdivision Buyer's Guide* and *Top Ten Tips for Non-English Speakers to Avoid (I) Becoming a Victim of Real Estate, Home Loan, and Rental Fraud, and, (II) Scams in General*.
- Opened an electronic exam center in Sacramento, which brings the total of testing centers to five. Examinees who pass the exam and who have met the other criteria for licensure are issued their license identification number at the exam center and they may immediately begin engaging in licensed activity.
- Implemented a new exam scheduling system that allows candidates to schedule an exam online up to 6 a.m. on the day of an exam at any of the five exam locations that have space available.
- Provided industry with current and relevant information to ensure licensees have the tools to serve consumers and stay compliant. Posted a narrated PowerPoint presentation detailing the real estate broker requirements for maintaining a trust account, and published *A Guide to Understanding Residential Subdivisions in California*, and *Opening a Real Estate Broker Trust Account*.

CONTINUED

- Conducted 656 audits of real estate brokers. Of the 656 audits, 209 audits revealed trust fund shortages with shortages totaling more than \$8.5 million. Nearly \$3.9 million of the trust fund shortages were cured as a result of the audits.
- Partnered with the State Bar to host periodic meetings to explore greater collaboration among regulatory agencies. The meetings have resulted in actions that will establish broader and more formalized communications and greater collaboration among consumer protection agencies.
- SB 676, Block (Chapter 349, Statutes of 2013), clarifies that willful destruction or falsification of records required to be maintained by a licensee of CalBRE is grounds for disciplinary action.
- Adopted regulations relating to citations and fines. Recent legislation granted this level of disciplinary power to more efficiently handle low-level violations by licensees; citations and fines may also be used to discipline unlicensed real estate practices. The adopted regulations streamline the appeal process for cited licensees who seek to challenge a citation or the amount of a fine, resulting in savings for both the licensee and CalBRE.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 269, Hill (Chapter 436, Statutes of 2013), grants consumers of prepaid rental listing services access to the CRA, requires licensees to disclose their license number and provide a written disclosure to consumers, and gives CalBRE the authority to disconnect phone lines utilized by unlicensed persons.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
BROKER LICENSE	5,956	5,301	30,024
SALESPERSON LICENSE	21,608	17,663	54,537
PREPAID RENTAL LISTING SERVICE (PRLS)	0	0	8
MORTGAGE LICENSE ORIGINATION (MLO) ENDORSEMENTS	N/A	N/A	22,045
PUBLIC REPORT ORIGINALS	2,794	2,396	N/A
PUBLIC REPORT AMEND/ RENEWALS	516	508	N/A
PUBLIC REPORT CONDITIONALS	1,972	1,787	N/A
PUBLIC REPORT PRELIMINARIES	784	789	N/A
PUBLIC REPORT INTERIMS	130	128	N/A
PUBLIC REPORT OUT OF STATE	76	81	N/A
PUBLIC REPORT TIMESHARES	367	299	N/A

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BROKER LICENSE	N/A	138,121	N/A
SALESPERSON LICENSE	N/A	264,816	N/A
PRLS	N/A	15	N/A
MLO ENDORSEMENTS	N/A	24,741	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
BROKER LICENSE	EVERY 4 YEARS	45
SALESPERSON LICENSE	EVERY 4 YEARS	45
PRLS	EVERY YEAR	8

Exams		
PASS	FAIL	TOTAL
21,124	22,742	43,866

Summary of Enforcement Activity

Consumer Complaints—Intake	
6,225	RECEIVED
435	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,290	REFERRED FOR INVESTIGATION
4,666	PENDING

Conviction/Arrest Notification Complaints	
2,022	RECEIVED
1,771	CLOSED/REFERRED FOR INVESTIGATION
1,127	PENDING

Audits	
656	AUDITS CONDUCTED
204	REFERRED TO ENFORCEMENT

Investigations	
5,622	OPENED
4,312	CLOSED
1,809	PENDING

Summary of Enforcement Activity

Number of Days to Complete Intake and Investigations	
N/A	UP TO 90 DAYS
N/A	91 TO 180 DAYS
N/A	181 DAYS TO 1 YEAR
N/A	1 YEAR
N/A	1 TO 2 YEARS
N/A	2 TO 3 YEARS
N/A	OVER 3 YEARS
275.13	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Total Amount of Fines	
\$235,800	ASSESSED
\$0	REDUCED
\$228,132	COLLECTED

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

CalBRE Legal Cases	
1,257	REFERRALS FOR CRIMINAL/CIVIL ACTION
746	CASES CLOSED
1,042	CASES PENDING

Number of Days to Complete Legal Cases	
N/A	1 YEAR
N/A	1 TO 2 YEARS
N/A	2 TO 3 YEARS
N/A	3 TO 4 YEARS
N/A	OVER 4 YEARS
203.52	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
209	STATEMENTS OF ISSUES FILED
687	ACCUSATIONS FILED
182	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
33	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
129	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
71	LICENSE APPLICATIONS DENIED
649	REVOCAION
117	SURRENDER OF LICENSE
N/A	PROBATION WITH SUSPENSION
182	SUSPENSION ONLY
177	RESTRICTED
15	PUBLIC REPROVAL
108	DESIST AND REFRAIN ORDERS

Petition for Modification or Termination of Probation	
N/A	GRANTED
N/A	DENIED
N/A	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification	
91	GRANTED
N/A	DENIED
N/A	TOTAL

Consumer Recovery Account	
152	CLAIMS FILED
104	CLAIMS PAID
\$4,287,000	AMOUNT PAID

BUREAU OF REAL ESTATE APPRAISERS

Real Estate Appraisers

STAFF:

**34 civil service
1 exempt**

LICENSES:

11,738

APPRAISAL MANAGEMENT
COMPANY REGISTRATIONS:

275

STRATEGIC PLAN ADOPTED:

July 28, 2014

OUTREACH:

12 events

www.brea.ca.gov



MAJOR ACCOMPLISHMENTS

- Further implementation and enhancement of the customized Web-based Enterprise Information System known as the Real Estate Appraiser Licensing and Enforcement system yielded new efficiencies and services, including online license renewal and temporary practice permits, automated education verification, and real-time reporting between the California Appraisers License Registry and the Federal Appraisal Subcommittee Registry.
- Attended and made presentations at the Association of Appraiser Regulatory Officials conference in San Francisco. In addition, the Bureau Chief was appointed to the ASC Advisory Committee to participate in making recommendations to the Appraisal Subcommittee (ASC) on the upcoming rule-making process as mandated by the Dodd-Frank legislation.
- *The California Appraiser* newsletter was reintroduced and the Bureau's website was redesigned and includes user-friendly mobile access. Both of these tools allow for increased communication and access to information by Bureau stakeholders.

MAJOR NEW LEGISLATION OR REGULATIONS

- Became the Bureau of Real Estate Appraisers within the Department of Consumer Affairs on July 1, 2013, as part of the Governor's Reorganization Plan.
- Adoption of regulations regarding qualifying requirements for supervisory appraisers is pending.
- Adoption of regulations for 2015 minimum education requirements as per Dodd-Frank legislation amending Title XI, Financial Reform and Recovery Enforcement Act, 1989, is pending.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
TRAINEE	669	262	246
RESIDENTIAL	851	32	759
CERTIFIED RESIDENTIAL	2,821	59	2,539
CERTIFIED GENERAL	1,791	136	1,335
UPGRADES	307	308	N/A
TEMPORAY PRACTICE PERMITS	275	275	N/A
APPRAISAL MANAGEMENT COMPANY (AMC)	161	43	118

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
TRAINEE	N/A	745	N/A
RESIDENTIAL	N/A	1,586	N/A
CERTIFIED RESIDENTIAL	N/A	5,702	N/A
CERTIFIED GENERAL	N/A	3,094	N/A
AMC	N/A	275	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
LICENSEE	EVERY 2 YEARS	28
AMC	EVERY 2 YEARS	0
COURSE PROVIDER	EVERY 4 YEARS	0

Exams		
PASS	FAIL	TOTAL
396	462	858

Summary of Enforcement Activity

Consumer Complaints—Intake	
338	RECEIVED
29	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
305	REFERRED FOR INVESTIGATION
4	PENDING

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

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

Investigations	
305	OPENED
402	CLOSED
183	PENDING

Summary of Enforcement Activity

Number of Days to Complete Intake and Investigations	
202	UP TO 90 DAYS
6	91 TO 180 DAYS
33	181 DAYS TO 1 YEAR
109	1 TO 2 YEARS
14	2 TO 3 YEARS
7	OVER 3 YEARS
260	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Total Amount of Fines	
\$131,500	ASSESSED
0	REDUCED
\$140,070	COLLECTED

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

Office of Attorney General/Disciplinary Actions	
15	CASES OPENED/INITIATED
24	CASES CLOSED
10	CASES PENDING

Number of Days to Complete AG Cases	
1	1 YEAR
10	1 TO 2 YEARS
8	2 TO 3 YEARS
2	3 TO 4 YEARS
3	OVER 4 YEARS
879	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
9	LICENSE APPLICATIONS DENIED
3	REVOCAION
7	SURRENDER OF LICENSE
7	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
16	RESTRICTED
N/A	PUBLIC REPROVAL
70	DESIST AND REFRAIN ORDERS

Petition for Modification or Termination of Probation	
N/A	GRANTED
N/A	DENIED
N/A	TOTAL

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

Cost Recovery to DCA	
\$62,821	ORDERED
\$67,771	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGER
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNS/EXCHANGED
\$0	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 civil service
1 exempt

LICENSES AND
CERTIFICATES:

518,872

BOARD MEMBERSHIP:

5 licensees
4 public representatives

STRATEGIC PLAN ADOPTED:

2014

www.m.ca.gov

MAJOR ACCOMPLISHMENTS

- Developed and adopted a new 2014–17 Strategic Plan.
- Voted to adopt the position that the California Board of Registered Nursing will not become a member of the nursing licensure compact in June 2014. There are 24 states within the United States that allow an applicant to apply for and receive one multi-state license in a “home” state that permits an individual to practice in the 23 other party states. Not all states have continuing education requirements, educational requirements in other states may not be equivalent to California’s, and the scholarship fund would also be negatively impacted. Most importantly, there is great concern that some states do not require background checks, laws and regulations vary from state to state, and we would have difficulty addressing disciplinary issues that could affect public safety because we take disciplinary action against a licensee.
- Transitioned to the Department of Consumer Affairs (DCA) BreZE system on October 8, 2013.
- Completed the *2013 Survey of Nurses’ Educational Experience*. This survey was conducted to gain data in light of the Institute of Medicine’s (IOM) Committee on the Future of Nursing recommendation that more RNs obtain doctoral degrees and that 80 percent of RNs have at least a bachelor’s degree.
- Completed the *2012–2013 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 *2012–13 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.
- Completed and made available the *2013 BRN Report Newsletter* winter edition on the BRN website. It includes BRN updates, information about recent legislative changes, overviews of BRN activities, NCLEX and Nursys updates, and much more.
- Continued participation in DCA’s Consumer Protection Enforcement Initiative. This enforcement model is for all allied health boards regarding the best practices to ensure that complaints, investigations, and administrative actions filed by the Attorney General on behalf of the BRN, and the administrative hearings are processed in a timely manner.



- Realized a full complement of Board members with the appointment of two new members in February 2014.

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 154, Atkins (Chapter 662, Statutes of 2013), allows nurse practitioners, nurse-midwives, and physician assistants who complete specified training and who practice with standardized procedures or protocols, as specified, to perform the functions necessary for an abortion by medication or aspiration techniques in the first trimester of pregnancy, and makes it unprofessional conduct to perform an abortion by aspiration techniques without prior completion of training and validation of clinical competency.
- Senate Bill 352, Hernandez (Chapter 286, Statutes of 2013), deletes the requirement in existing law that the services performed by a medical assistant be performed in a specified clinic when under the specific authorization of a physician assistant, nurse practitioner, or nurse-midwife, and prohibits a nurse practitioner, nurse-midwife, or physician assistant from authorizing a medical assistant to perform any clinical laboratory test or examination for which the medical assistant is not authorized.
- SB 809, DeSaulnier and Steinberg (Chapter 400, Statutes of 2013), establishes funding for the Controlled Substance Utilization Review and Evaluation System (CURES) Fund for use by the Legislature in making appropriations for CURES and its Prescription Drug Monitoring Program, which is an electronic monitoring system for the prescribing and dispensing of Schedule II–IV controlled substances and requires an annual fee of \$6 to be assessed on specified licensees, and requires the regulating body to collect this fee at the time of license renewal.
- Effective April 22, 2014, the Office of Administrative Law endorsed, approved, and made effective a change to California Code of Regulations section 1419(c), increasing the reportable traffic violation fine amount from \$300 to \$1,000.
- AB 633, Salas (Chapter 591, Statutes of 2013), prohibits an employer from having a policy of prohibiting an employee from providing voluntary emergency medical services, including cardiopulmonary resuscitation, in response to a medical emergency, except as specified.
- AB 1057, Medina (Chapter 693, Statutes of 2013), requires, effective January 1, 2015, that each board within the DCA inquire in every application for licensure if the individual applying for licensure is serving in, or has previously served in, the military.
- SB 271, Hernandez (Chapter 384, Statutes of 2013), extends indefinitely the operation of the Associate Degree Nursing Scholarship Program, which is funded by the Registered Nurse Education Fund and requires the Office of Statewide Health Planning and Development to post the Program's statistics and updates on its website.
- AB 512, Rendon (Chapter 111, Statutes of 2013), extends until January 1, 2018, the exemption from licensing requirements for healthcare practitioners who are licensed in another state and who provide services in California at a sponsored event under specified circumstances.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED*
REGISTERED NURSE LICENSE	33,603	20,208	198,525
CLINICAL NURSE SPECIALIST CERTIFICATE	165	157	1,812
NURSE ANESTHETIST CERTIFICATE	192	172	1,134
NURSE MIDWIFE CERTIFICATE	62	55	650
NURSE MIDWIFE FURNISHING CERTIFICATE	61	69	413
NURSE PRACTITIONER CERTIFICATE	1,465	1,611	N/A
NURSE PRACTITIONER FURNISHING	1,657	1,794	6,869
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	18	12	N/A
PUBLIC HEALTH NURSE CERTIFICATE	3,431	2,813	N/A
CONTINUING EDUCATION PROVIDER	242	224	1,415
SCHOOL/PROGRAM APPROVALS	N/A	NDA	NDA
TEMPORARY LICENSE	5,868	1,020	N/A
INTERIM PERMIT	4,070	1,273	N/A

*These totals include Revenue Collected in Advance (RCA) as current reporting capabilities available to the BRN are not able to distinguish between revenue collected in Fiscal Year (FY) 13/14 and applied to renewals for FY 13/14 or FY 14/15, thus all revenue received in FY 13/14 was included in FY13/14 year-to-date revenue. As a result, renewals received appear higher for FY 13/14 than historically reported.

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
REGISTERED NURSE LICENSE	N/A	414,159	N/A
CLINICAL NURSE SPECIALIST CERTIFICATE	3,536	N/A	N/A
NURSE ANESTHETIST CERTIFICATE	2,331	N/A	N/A
NURSE MIDWIFE CERTIFICATE	1,266	N/A	N/A
NURSE MIDWIFE FURNISHING CERTIFICATE	861	N/A	N/A
NURSE PRACTITIONER CERTIFICATE	19,234	N/A	N/A
NURSE PRACTITIONER FURNISHING	15,273	N/A	N/A
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	373	N/A	N/A
PUBLIC HEALTH NURSE CERTIFICATE	58,431	N/A	N/A
CONTINUING EDUCATION PROVIDER	3,408	N/A	N/A
SCHOOL/PROGRAM APPROVALS	N/A	N/A	NDA

**BreEZe is unable to provide accurate License Population reports. License population is BRN's best estimate based on historical data and trend analysis.

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	EVERY 2 YEARS	N/A
NURSE PRACTITIONER FURNISHING	EVERY 2 YEARS	N/A
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	EVERY 2 YEARS	N/A
PUBLIC HEALTH NURSE CERTIFICATE	EVERY 2 YEARS	N/A
CONTINUING EDUCATION PROVIDER	EVERY 2 YEARS	N/A
SCHOOL/PROGRAM APPROVALS	EVERY 5 YEARS	N/A

Exams		
PASS	FAIL	TOTAL
N/A	N/A	N/A

* Due to the limited reporting capabilities currently available to the BRN, accurate data is not currently available.

** Due to the limited reporting capabilities currently available to the BRN, correct data could not be obtained. Manual total counts kept by staff are being reported and are thought to be the most accurate. A breakdown of the data is not available.

Summary of Enforcement Activity

Consumer Complaints—Intake	
3,244	RECEIVED
*	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
*	REFERRED FOR INVESTIGATION
*	PENDING

Conviction/Arrest Notification Complaints	
4,618	RECEIVED
*	CLOSED/REFERRED FOR INVESTIGATION
*	PENDING

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
*	OPENED
*	CLOSED
*	PENDING

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

Citations and Fines	
961	ISSUED
952	ISSUED WITH A FINE
37	WITHDRAWN
9	DISMISSED
457*	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$451,850	ASSESSED
\$37,750	REDUCED
\$270,182**	COLLECTED

Summary of Enforcement Activity

Criminal/Civil Actions

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

Office of the Attorney General/Disciplinary Actions

1,539	CASES OPENED/INITIATED
1,333**	CASES CLOSED
2,060	CASES PENDING

Number of Days to Complete AG Cases

•	1 YEAR
•	1 TO 2 YEARS
•	2 TO 3 YEARS
•	3 TO 4 YEARS
•	OVER 4 YEARS
782*	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

111	STATEMENTS OF ISSUES FILED
1,448	ACCUSATIONS FILED
34	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
1	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
42	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

200	LICENSE APPLICATIONS DENIED
531	REVOCATION
302	SURRENDER OF LICENSE
2	PROBATION WITH SUSPENSION
1	SUSPENSION ONLY
458*	PROBATION ONLY
96	PUBLIC REPRIMAND
15	OTHER DECISIONS

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

65	TOTAL NUMBER FILED
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Subsequent Disciplinary—Administrative Outcomes/Final Orders

22	REVOCATION
87	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
*	PROBATION ONLY
0	PUBLIC REPRIMAND
1	OTHER DECISIONS

Petition for Modification or Termination of Probation

23	GRANTED
5	DENIED
28	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

36	GRANTED
6	32
42	TOTAL

Cost Recovery to DCA

\$1,835,993	ORDERED
\$6,116,016**	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

* Due to the limited reporting capabilities currently available to the BRN, accurate data is not currently available.

** Due to the limited reporting capabilities currently available to the BRN, correct data could not be obtained. Manual total counts kept by staff are being reported and are thought to be the most accurate. A breakdown of the data is not available.

RESPIRATORY CARE BOARD OF CALIFORNIA

Respiratory Care

STAFF:

16.4 civil service
1 exempt

LICENSES:

22,153

BOARD MEMBERSHIP:

4 licensees
1 physician
4 public representatives

STRATEGIC PLAN ADOPTED:

2013

www.rcb.ca.gov



MAJOR ACCOMPLISHMENTS

- Successfully launched the BreEZe Licensing and Enforcement System in October 2013, and modified business processes consistent with new system functionality.
- Finalized a Strategic Plan for 2013–2016, including updating the mission and vision statements, and identifying strategic objectives in the areas of enforcement, practice standards, outreach, and organizational effectiveness.
- Adopted an Enforcement History Web Retention Policy to establish a maximum time period to post citations, fines, and disciplinary matters on the Internet.
- Established a routine e-mail outreach program to inform and educate the respiratory community on current Board updates, trends, and news items related to respiratory care.

MAJOR NEW LEGISLATION OR REGULATIONS

- Pursued legislation Senate Bill 305, Lieu (Chapter 516, Statutes of 2013), to specify that any board under the Department of Consumer Affairs (DCA) is authorized to receive certified records from a local or State agency of all arrests and convictions, certified records regarding probation, and any and all other related documentation needed to complete an applicant or licensee investigation.
- Co-sponsored Assembly Bill 1972, Jones (Chapter 179, Statutes of 2014), to establish the Registered Respiratory Therapist (RRT) examination as the minimum requirement for licensure.
- Initiated the rule-making process to: clarify that the Board shall review the driving history for each applicant as part of its application screening process; increase the number of continuing education (CE) units from 15 to 30 and modify courses recognized for CE credit; amend the fee structure that more accurately reflects fees imposed by the national testing vendor; add a preference to applications from active military personnel and their spouses or domestic partners, and exempt military personnel who are called to active duty from CE and renewal fee requirements; and establish a process for temporary licensure for out-of-state entities and personnel to practice respiratory care in California at a community (sponsored free healthcare) event of not more than 10 days.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
RESPIRATORY CARE PRACTITIONER	1,560	1,422	9,215

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
RESPIRATORY CARE PRACTITIONER	N/A	22,153	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
RESPIRATORY CARE PRACTITIONER	EVERY 2 YEARS	15

Exams		
PASS	FAIL	TOTAL
1,299	771	2,070

Summary of Enforcement Activity

Consumer Complaints—Intake	
244	RECEIVED
18	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
225	REFERRED FOR INVESTIGATION
1	PENDING

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

Inspections	
	N/A

Investigations	
808	OPENED
811	CLOSED
243	PENDING

Number of Days to Complete Intake and Investigations	
513	UP TO 90 DAYS
145	91 TO 180 DAYS
98	181 DAYS TO 1 YEAR
48	1 TO 2 YEARS
7	2 TO 3 YEARS
0	OVER 3 YEARS
119	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$65,950	ASSESSED
\$1,100	REDUCED
\$23,593	COLLECTED

Summary of Enforcement Activity

Criminal/Civil Actions

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

Office of the Attorney General/Disciplinary Actions

67	CASES OPENED/INITIATED
69	CASES CLOSED
62	CASES PENDING

Number of Days to Complete AG Cases

14	1 YEAR
38	1 TO 2 YEARS
9	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
531	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

10	STATEMENTS OF ISSUES FILED
45	ACCUSATIONS FILED
11	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
5	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

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

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

8	TOTAL NUMBER FILED
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Subsequent Disciplinary—Administrative Outcomes/Final Orders

3	REVOCATION
4	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

4	GRANTED
0	DENIED
4	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

0	GRANTED
1	DENIED
1	TOTAL

Cost Recovery to DCA

\$236,091	ORDERED
\$77,685	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:

443,976

DISCIPLINARY REVIEW
COMMITTEES*:

3 industry representatives
2 public representatives

ADVISORY COMMITTEE:

7 industry representatives
6 public representatives

STRATEGIC PLAN ADOPTED:

2012

*There are three disciplinary review committees, and each committee has 3 industry reps, and 2 public reps.

www.bsis.ca.gov



MAJOR ACCOMPLISHMENTS

- Re-established the BSIS Advisory Committee, which is comprised of representatives from the BSIS-regulated industries, organizations representing consumers and the businesses served by private security entities, and State and local law enforcement agencies.
- Processed more than 3,194 veteran applications through the Bureau's Veterans Come First Program. Since the inception of the program in May 2012, a total of 5,554 veteran applications have been processed.
- Utilized the Franchise Tax Board Intercept Program to collect nearly \$6,400 in delinquent outstanding fines and cost recovery orders issued against licensees.
- Established a BSIS Ombudsman to serve as a single point of contact within the Bureau on sensitive and complex BSIS-related issues. The creation of this position has improved the Bureau's response times in the resolution of issues raised by licensees, applicants, and consumers.
- Updated and implemented the BSIS Private Patrol Operator (PPO) Qualified Manager Examination. The new exam more appropriately aligns with the core skills and knowledge PPO licensees must possess to perform their duties safely and competently to promote consumer protection.
- Implemented new procedures to refer complaints relating to civil and contractual issues, where the complainant is requesting repayment of a portion or all fees paid to a licensee, to the Department of Consumer Affairs Complaint Resolution Program.
- Utilized the Bureau's automatic suspension authority for security guards, alarm companies and their employees, and locksmith companies and their employees, to suspend the license or registration of more than 900 licensees and registrants convicted of a crime.

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 791, Hagman (Chapter 340, Statutes of 2013), prohibits a reposessor from selling repossessed collateral or accepting payment from a debtor in lieu of carrying out the repossession. Also, authorizes a reposessor to wear a badge, jacket patch, or cap insignia approved by the Bureau.
- AB 759, Daly (Chapter 14, Statutes of 2014), an urgency measure, provides a limited exemption from Locksmith licensing requirements to a person regulated under the Alarm Company Act if the Locksmith duties performed by the person are in combination with the installation or maintenance of an alarm system, as specified, and restricted to work on electronic locks or access control devices controlled by an alarm system.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ALARM COMPANY OPERATOR-BRANCH	12	20	111
ALARM COMPANY EMPLOYEE REGISTRATION	6,535	5,657	4,363
ALARM COMPANY OPERATOR	160	121	901
ALARM COMPANY QUALIFIED MANAGER	151	117	978
FIREARM PERMIT	12,139	10,649	12,085
SECURITY GUARD REGISTRATION	56,002	50,960	89,016
LOCKSMITH-BRANCH	3	9	18
LOCKSMITH COMPANY OPERATOR	264	233	1,210
LOCKSMITH EMPLOYEE REGISTRATION	372	351	852
PRIVATE INVESTIGATOR	497	366	4,743
PRIVATE INVESTIGATOR-BRANCH	31	25	43
PRIVATE PATROL OPERATOR-BRANCH	49	40	130
PRIVATE PATROL OPERATOR	351	300	1,156
PROPRIETARY PRIVATE SECURITY OFFICER	1,612	1,566	1,272
REPOSSESSION AGENCY	39	32	151
REPOSSESSION AGENCY EMPLOYEE	414	368	330
REPOSSESSION AGENCY-QUALIFIED MANAGER	25	20	118
TRAINING FACILITY-BATON	33	20	78
TRAINING FACILITY-FIREARM	53	45	139
TRAINING INSTRUCTOR-BATON	32	26	114
TRAINING INSTRUCTOR-FIREARM	77	65	255
PROPRIETARY PRIVATE SECURITY EMPLOYER	114	111	134

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ALARM COMPANY OPERATOR-BRANCH	215	N/A	N/A
ALARM COMPANY EMPLOYEE REGISTRATION	N/A	18,996	N/A
ALARM COMPANY OPERATOR	N/A	2,096	N/A
ALARM COMPANY QUALIFIED MANAGER	2,105	N/A	N/A
FIREARM PERMIT	46,597	N/A	N/A
SECURITY GUARD REGISTRATION	N/A	280,702	N/A
LOCKSMITH-BRANCH	59	N/A	N/A
LOCKSMITH COMPANY OPERATOR	N/A	2,908	N/A
LOCKSMITH EMPLOYEE REGISTRATION	N/A	2,854	N/A
PRIVATE INVESTIGATOR	N/A	9,885	N/A
PRIVATE INVESTIGATOR-BRANCH	139	N/A	N/A
PRIVATE PATROL OPERATOR-BRANCH	408	N/A	N/A
PRIVATE PATROL OPERATOR	N/A	2,765	N/A
PROPRIETARY PRIVATE SECURITY OFFICER	N/A	6,201	N/A
REPOSSESSION AGENCY	N/A	309	N/A
REPOSSESSION AGENCY EMPLOYEE	N/A	891	N/A
REPOSSESSION AGENCY-QUALIFIED MANAGER	330	N/A	N/A
TRAINING FACILITY-BATON	196	N/A	N/A
TRAINING FACILITY-FIREARM	353	N/A	N/A
TRAINING INSTRUCTOR-BATON	253	N/A	N/A
TRAINING INSTRUCTOR-FIREARM	642	N/A	N/A
PROPRIETARY PRIVATE SECURITY EMPLOYER	N/A	594	N/A

Summary of Licensing Activity

Renewal and Continuing Education (CE)		
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 MANAGER	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	EVERY 2 YEARS	N/A

Exams		
PASS	FAIL	TOTAL
652	561	1,213

Summary of Enforcement Activity

Consumer Complaints—Intake	
2,378	RECEIVED
203	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,952	REFERRED FOR INVESTIGATION
160	PENDING

Conviction/Arrest Notification Complaints	
20,413	RECEIVED
18,826	CLOSED/REFERRED FOR INVESTIGATION
81	PENDING

Inspections	
61	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
8,509	OPENED
9,453	CLOSED
1,300	PENDING

Number of Days to Complete Intake and Investigations	
5,892	UP TO 90 DAYS
1,796	91 TO 180 DAYS
1,244	181 DAYS TO 1 YEAR
502	1 TO 2 YEARS
27	2 TO 3 YEARS
12	OVER 3 YEARS
108	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$131,684	ASSESSED
\$1,625	REDUCED
\$124,958	COLLECTED

Summary of Enforcement Activity

Criminal/Civil Actions

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

Office of the Attorney General/Disciplinary Actions

92	CASES OPENED/INITIATED
261	CASES CLOSED
122	CASES PENDING

Number of Days to Complete AG Cases

169	1 YEAR
46	1 TO 2 YEARS
32	2 TO 3 YEARS
15	3 TO 4 YEARS
0	OVER 4 YEARS
335	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

24	STATEMENTS OF ISSUES FILED*
27	ACCUSATIONS FILED
7	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
7	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
2	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

1,886	LICENSE APPLICATIONS DENIED
197	REVOCAION
2	SURRENDER OF LICENSE
2	PROBATION WITH SUSPENSION
906	SUSPENSION ONLY
16	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

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

12	TOTAL NUMBER FILED
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* 76 denied via AG's Office.

Subsequent Disciplinary—Administrative Outcomes/Final Orders

22	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

\$80,684	ORDERED
\$63,656	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$21,143	AMOUNT REFUNDED
\$40	REWORK AT NO CHARGE
\$81,520	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$102,701	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Speech & Hearing

STAFF:

8 civil service
1 exempt

LICENSES:

19,472

BOARD MEMBERSHIP:

6 licensees
2 public representatives
1 physician

STRATEGIC PLAN ADOPTED:

July 2012

www.speechandhearing.ca.gov



MAJOR ACCOMPLISHMENTS

- Conducted an occupational analysis of the speech-language pathology profession to define the practice for speech-language pathologists in terms of actual job tasks that new licensees must be able to perform safely and competently at the time of licensure.
- Conducted the first continuing education audit in more than four years to ensure that licensees are compliant with the Speech-Language Pathology and Audiology and Hearing Aid Dispensers Practice Act requirements and to promote continued professional development learning.
- Approved several rule-making files and scheduled public hearings to adopt or amend the Practice Act relating to the approval of the Board's Disciplinary Guidelines, continuing education requirements for hearing aid dispensers, and speech-language pathology assistants' scope of responsibility and supervision provisions.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill B 305, Lieu (Chapter 516, Statutes of 2013), extends the Board to 2018 and provides an avenue for the Board to merge and consolidate the hearing aid regulations with the speech-language pathology and audiology regulations; authorizes the Board to issue, or refuse to issue, a license on specified grounds, including, securing a license by fraud or deceit; and authorizes the Board to issue, or refuse to issue, a license for a violation of a term or condition of a probationary order of a license or a term or condition of a conditional license issued by the Board, as provided.
- SB 1326, Roth (Chapter 226, Statutes of 2014), clarifies warranty provisions as they pertain to hearing aids, changes the 30-day warranty period to 45 days, and requires all new and used hearing aids sold in the State to be accompanied by the retail seller's written warranty, which is required to contain specified language.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
BRANCH	147	282	518
HEARING AID DISPENSER	73	49	907
TEMPORARY/TRAINEE	141	139	122
TEMPORARY	0	5	N/A
SP - SPEECH LANGUAGE PATHOLOGIST	354	964	6,198
AU - AUDIOLOGIST	39	57	267
SPA - SPEECH-LANGUAGE PATHOLOGY ASSISTANT	364	326	747
AIDES	30	40	N/A
RPE - TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSES	723	690	N/A
SPT - SPEECH TEMPORARY LICENSE	0	0	N/A
AUT - AUDIOLOGY TEMPORARY LICENSE	0	0	N/A
PDP - PROFESSIONAL DEVELOPMENT PROVIDER	14	15	65
SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAM	0	0	N/A
DAU - DISPENSING AUDIOLOGIST	17	UA*	973

* Data unavailable.

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BRANCH	N/A	710	N/A
HEARING AID DISPENSER	N/A	913	N/A
TEMPORARY/ TRAINEE	N/A	145	N/A
TEMPORARY	N/A	8	N/A
SP - SPEECH LANGUAGE PATHOLOGIST	N/A	13,285	N/A
AU - AUDIOLOGIST	N/A	1,555	N/A
SPA - SPEECH-LANGUAGE PATHOLOGY ASSISTANT	N/A	1,969	N/A
AIDES	N/A	119	N/A
RPE - TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSES	N/A	768	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	N/A	153
SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAM	N/A	N/A	7
DAU - DISPENSING AUDIOLOGIST	N/A	UA*	N/A

* Data unavailable.

Summary of Licensing Activity

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
BRANCH	EVERY YEAR	N/A
HEARING AID DISPENSER	EVERY YEAR	9
TEMPORARY/TRAINEE	N/A	N/A
TEMPORARY	N/A	N/A
SPEECH LANGUAGE PATHOLOGIST	EVERY 2 YEARS	24
AUDIOLOGIST	EVERY 2 YEARS	24
SPEECH-LANGUAGE PATHOLOGY ASSISTANT	EVERY 2 YEARS	12
AIDES	N/A	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
106	194	300

Exams - Hearing Aid Dispenser - Practical

PASS	FAIL	TOTAL
45	27	72

Summary of Enforcement Activity

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

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

Inspections	
N/A	

Investigations	
161	OPENED
173	CLOSED
129	PENDING

Number of Days to Complete Intake and Investigations	
49	UP TO 90 DAYS
25	91 TO 180 DAYS
36	181 DAYS TO 1 YEAR
33	1 TO 2 YEARS
27	2 TO 3 YEARS
3	OVER 3 YEARS
311	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
11	ISSUED
8	ISSUED WITH A FINE
1	WITHDRAWN
2	DISMISSED
406	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Summary of Enforcement Activity

Total Amount of Fines	
\$10,750	ASSESSED
\$0	REDUCED
\$7,950	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	
15	CASES OPENED/INITIATED
3	CASES CLOSED
22	CASES PENDING

Number of Days to Complete AG Cases	
0	1 YEAR
0	1 TO 2 YEARS
1	2 TO 3 YEARS
1	3 TO 4 YEARS
1	OVER 4 YEARS
1,249	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
1	STATEMENTS OF ISSUES FILED
9	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	REVOCATION
2	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
8	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
2	DENIED
2	TOTAL

Cost Recovery to DCA	
\$19,607.50	ORDERED
\$12,284.36	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
\$6,490	RESTITUTION ORDERED
\$525	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$7,015	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

STRUCTURAL PEST CONTROL BOARD

Structural Pest

STAFF:

28.5 civil service
1 exempt

LICENSES:

24,788

BOARD MEMBERSHIP:

3 licensees
4 public representatives

STRATEGIC PLAN ADOPTED:

2007, 2014–In Progress

www.pestboard.ca.gov

MAJOR ACCOMPLISHMENTS

- An underground enforcement task force with Department of Consumer Affairs (DCA) Division of Investigation led to the arrests and subsequent felony convictions of two individuals in June 2014 for alleged licensing examination subversion. The investigation revealed three other State agencies as victims. In addition to jail time, the company, ACEAPP, and its owner Larry Holmes Jr., were court-ordered to pay \$400,000 in victim restitution. The company owner immediately made restitution in the amount of \$200,000 following the conviction and will make future progress payments to the victims.
- Undercover investigations by the SPCB, Division of Investigation, and Los Angeles Police Department resulted in the arrests and initial felony charges in June 2014, against two individuals for elder abuse, fraud, and theft. Eldad Syton and Yair Zilberman, who often disguised their true identities to their victims, operated American Pest Control, an unlicensed company, and a host of other unlicensed companies. The suspects were taken into custody by L.A. Police, ending an apparent three-year ring of criminal activities.
- Issued a joint enforcement policy directive with the Department of Pesticide Regulation to implement their passage of regulations regarding Second-Generation Anticoagulant Rodenticides, making these products, among other regulatory provisions, California-restricted materials. This regulation limits the sale of these products to pest control licentiates only in order to reduce risks of misapplications that would otherwise harm nontarget pests and possibly the environment.
- Collected over \$39,000 in cost recovery and restitution to consumers. Consumers saved approximately \$82,000 through the SPCB's mediations and investigations programs.
- Implemented computer-based testing (CBT) in March 2014 immediately following the SPCB's return to DCA on July 1, 2013. CBT improves examination accessibility for licensees and applicants and reduces the risks of examination compromise.

CONTINUED

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 662, Galgiani (Chapter 218, Statutes of 2013), increases the minimum liability insurance to \$500,000 and bond coverage to \$12,500 (restoration bond maximum increases to \$25,000) that a registered pest control company must maintain to engage in the practice of structural pest control and prohibits any other type of financial deposit in lieu of those requirements.
- Assembly Bill 1177, Bocanegra (Chapter 596, Statutes of 2013), extends the sunset date of the structural fumigation enforcement program to January 1, 2018; increases fees paid under the program from \$5 to \$8; revises specified reporting requirements; and authorizes a county agricultural commissioner to require payment of delinquent fees.
- Amended Section 1920 of the SPCB's regulations to maximize it's authority to assess fines greater than \$2,500 effective September 1, 2013.
- Amended Section 1937.11 of the SPCB's disciplinary guidelines to expand a judge's or board's discretion on the imposition of disciplinary orders, effective September 1, 2013.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
APPLICATOR	N/A	1,355	513
FIELD REPRESENTATIVE	N/A	793	2,030
OPERATOR	N/A	197	875
COMPANY REGISTRATION	N/A	263	N/A
BRANCH OFFICE	N/A	52	N/A

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
APPLICATOR	N/A	6,385	N/A
FIELD REPRESENTATIVE	N/A	10,919	N/A
OPERATOR	N/A	4,080	N/A
COMPANY REGISTRATION	N/A	2,956	N/A
BRANCH OFFICE	N/A	448	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
APPLICATOR	EVERY 3 YEARS	12
FIELD REPRESENTATIVE	EVERY 3 YEARS	16
OPERATOR	EVERY 3 YEARS	16

Exams		
PASS	FAIL	TOTAL
2,574	4,615	7,189

Summary of Enforcement Activity

Consumer Complaints—Intake	
572	RECEIVED
20	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
548	REFERRED FOR INVESTIGATION
6	PENDING

Conviction/Arrest Notification Complaints	
1,045	RECEIVED
N/A	CLOSED/REFERRED FOR INVESTIGATION
110	PENDING

Inspections	
55	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
548	OPENED
536	CLOSED
191	PENDING

Summary of Enforcement Activity

Number of Days to Complete Intake and Investigations

353	UP TO 90 DAYS
62	91 TO 180 DAYS
78	181 DAYS TO 1 YEAR
30	1 TO 2 YEARS
10	2 TO 3 YEARS
3	OVER 3 YEARS
119	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

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

Total Amount of Fines

\$188,740	ASSESSED
\$6,400	REDUCED
\$116,250	COLLECTED

Criminal/Civil Actions

8	REFERRALS FOR CRIMINAL/CIVIL ACTION
1	CRIMINAL ACTIONS FILED
N/A	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

58	CASES OPENED/INITIATED
43	CASES CLOSED
55	CASES PENDING

Number of Days to Complete AG Cases

21	1 YEAR
16	1 TO 2 YEARS
8	2 TO 3 YEARS
4	3 TO 4 YEARS
0	OVER 4 YEARS
493	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

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

Administrative Outcomes Final Orders

6	LICENSE APPLICATIONS DENIED
26	REVOCATION
5	SURRENDER OF LICENSE
5	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
41	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

3	GRANTED
1	DENIED
4	TOTAL

Cost Recovery to DCA

\$88,937.96	ORDERED
\$32,588.89	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings

\$6,500	RESTITUTION ORDERED
\$43,382	AMOUNT REFUNDED
\$38,402	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
\$88,284	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:

59

BOARD MEMBERSHIP:

0

STRATEGIC PLAN ADOPTED:

March 1, 2014

www.dca.ca.gov/tmas

MAJOR ACCOMPLISHMENTS

- Developed guidelines for a four-year strategic plan.
- Researched unlicensed activity, which has resulted in new registration(s).



Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
TMAS REGISTRANT	7	7	24

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
TMAS REGISTRANT	N/A	59	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
TMAS REGISTRANT	EVERY 2 YEARS	N/A

Exams	
	N/A

Summary of Enforcement Activity

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

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

Inspections	
	N/A

Investigations	
0	OPENED
0	CLOSED
0	PENDING

Summary of Enforcement Activity

Number of Days to Complete Intake and Investigations	
15	UP TO 90 DAYS
1	91 TO 180 DAYS
0	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
20	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

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	REVOCATION
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	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

VETERINARY MEDICAL BOARD

Veterinary Medicine

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

STAFF:

23.7 civil service
1 exempt

LICENSES:

29,783

BOARD MEMBERSHIP:

4 veterinarians
1 registered veterinary technician
3 public representatives

STRATEGIC PLAN ADOPTED:

January 2012

www.vmb.ca.gov



MAJOR ACCOMPLISHMENTS

- Transitioned the Board's examination program for Registered Veterinary Technicians (RVTs) to the Veterinary Technician National Examination (VTNE) and began administering the first CA RVT law and regulation examination as a prerequisite to registration in the State. Changing the examination pathway creates greater portability for applicants between California and other states, and ensures that RVT applicants are being examined on a broad range of animal healthcare tasks and services as well as regulatory expectations specific to California.
- Conducted public hearings on Animal Rehabilitation services to gain a better understanding of the licensed personnel involved in providing rehabilitation therapy and services to animals. Animal rehabilitation is a growing animal healthcare service with a multidisciplinary team approach, involving physical therapists and veterinarians. The Board recognizes the need for such therapy and has worked with interested parties and professionals to develop supervision guidelines for the provision of animal rehabilitation and is continuing to pursue regulations to clearly define expectations for the supervision of individuals involved in this treatment.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 304, Lieu (Chapter 515, Statutes of 2013), requires that, upon the later of January 1, 2015, or the effective date of a specified legislative determination, a veterinary assistant be designated by a licensed veterinarian and hold a valid veterinary assistant controlled substances permit from the Board in order to obtain or administer controlled substances. The bill requires an applicant to furnish a set of fingerprints to the Department of Justice for the purposes of conducting both a State and Federal criminal history record check. SB 304 also increased the Board's responsibility for inspection of veterinary hospitals and requires the Board, contingent on available staffing, to inspect 20 percent of its registered veterinary hospitals.
- SB 809, DeSaulnier and Steinberg (Chapter 400, Statutes of 2013), establishes the Controlled Substance Utilization Review and Evaluation System (CURES) Fund within the State Treasury to receive

VETERINARY MEDICAL BOARD

CONTINUED

funds to be allocated to the Department of Justice for the purposes of funding CURES. The bill requires an annual fee of \$6 to be assessed on specified licensees, including veterinarians, and others authorized to prescribe, order, administer, furnish, or dispense controlled substances, and require the regulating agency of each of those licensees to bill and collect that fee at the time of license renewal.

- California Code of Regulations, sections 2030–2032.25, were amended to update the Minimum Standards for practice at facilities where veterinary medicine is provided. Section 2006 was amended to incorporate the updated Disciplinary Guidelines. The Minimum Standards provide for minimum expectations in terms of sanitation, available equipment, record and drug storage, etc., that must be met by veterinarians who manage veterinary hospitals, vaccination clinics, and mobile veterinary units.
- Adopted regulations updating the Board’s citation and fine program, which will provide greater penalties for repeat offenses and unlicensed activity.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
VETERINARIAN	640	544	5,518
VETERINARY TECHNICIAN	883	497	2,747
HOSPITAL	232	232	3,182
INTERNSHIP	29	24	N/A
RECIPROCITY	101	41	N/A

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
VETERINARIAN	N/A	16,866	N/A
VETERINARY TECHNICIAN	N/A	9,734	N/A
HOSPITAL	N/A	3,131	N/A
INTERNSHIP	N/A	31	N/A
RECIPROCITY	N/A	32	N/A

Renewal and Continuing Education (CE)		
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	769	98	867
REGISTERED VETERINARY TECHNICIAN EXAM	521	223	744
TOTAL	1,290	321	1,611

Summary of Enforcement Activity

Consumer Complaints—Intake	
648	RECEIVED
41	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
523	REFERRED FOR INVESTIGATION
136	PENDING

Conviction/Arrest Notification Complaints	
84	RECEIVED
71	CLOSED/REFERRED FOR INVESTIGATION
26	PENDING

Inspections	
203	INSPECTIONS CONDUCTED
38	INSPECTION CITATIONS ISSUED

Investigations	
129	OPENED
85	CLOSED
407	PENDING

Number of Days to Complete Intake and Investigations	
12	UP TO 90 DAYS
14	91 TO 180 DAYS
32	181 DAYS TO 1 YEAR
26	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
268	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
94	ISSUED
3	ISSUED WITH A FINE
2	WITHDRAWN
25	DISMISSED
601	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Summary of Enforcement Activity

Total Amount of Fines	
\$39,500	ASSESSED
\$10,250	REDUCED
\$25,500	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	
43	CASES OPENED/INITIATED
19	CASES CLOSED
88	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
1	OVER 4 YEARS
805	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Cost Recovery to DCA	
\$157,199.94	ORDERED
\$481,916.60	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:

66.9 civil service
1 exempt

LICENSES, CERTIFICATES, AND PERMITS:

145,805

BOARD MEMBERSHIP:

5 licensees
6 public representatives

STRATEGIC PLAN ADOPTED:

September 2014

www.bvnpt.ca.gov

MAJOR ACCOMPLISHMENTS

- Began direct involvement in Department of Consumer Affairs (DCA) integrated enterprise-wide enforcement and licensing system (BreEZe) on December 3, 2013, as part of the project's Release 2 implementation by assisting in the development, configuration, and design of the new system to meet the Board's business requirements and processes.
- Continued to work on the Board's Psychiatric Technician Occupational Analysis. On January 29, 2014, the Board disseminated task and knowledge surveys to 10,000 licensed psychiatric technicians. The implementation of a new licensure examination is projected to commence in early 2015.
- Filled most of the Board's Nursing Education Consultant vacancies after rigorous recruitment and hiring efforts. As a result, the Board was able to re-establish onsite visits to its approved educational programs. The Board maintains high standards of public protection by removal of Board-approved programs whenever the programs fail to comply with the Board's rules and regulations and standards of education and practice.
- Successfully transitioned to the National Council of State Boards of Nursing's (NCSBN) paperless examination process and converted critical program codes to comply with NCSBN requirements.

MAJOR NEW LEGISLATION OR REGULATIONS

- On September 17, 2013, the Office of Administrative Law approved the Board's rule-making file to implement elements of Senate Bill 539 related to Mandatory Reporting Requirements. Sections 2878.1 and 4521.2 of the California Code of Regulations were amended to require employers to report licensed vocational nurses (VNs) and psychiatric technicians (PTs) who resign for cause; require employment agencies and nursing registries to report VNs and PTs who are rejected from assignment due to acts that would be cause for suspension or termination; defines "employer" to include employment agencies and nursing registries; and includes "resignation for cause" and "rejection from assignment" among the acts that must be reported directly to the Board. The regulations were effective on January 1, 2014.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
VOCATIONAL NURSE (VN)	15,005	8,746	43,390
PSYCHIATRIC TECHNICIANS (PT)	814	561	4,658

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
VN	N/A	126,674	N/A
PT	N/A	13,414	N/A
VN NONRENEWABLE INTERIM PERMITS	133	N/A	N/A
VN INTRAVENOUS THERAPY (IV)	863	N/A	N/A
VN BLOOD WITHDRAWAL (BW)	571	N/A	N/A
VN IV AND BW	4,140	N/A	N/A
PT BW	10	N/A	N/A

Renewal and Continuing Education (CE)		
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	N/A	N/A
PT INTERIM PERMITS	N/A	N/A
POST-LICENSURE CERTIFICATIONS	N/A	N/A

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
VOCATIONAL NURSE (NCLEX)*	7,307	5,766	13,073
PSYCHIATRIC TECHNICIAN (PSI)*	575	282	857
TOTAL	7,882	6,048	13,930

* 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	
642	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
638	REFERRED FOR INVESTIGATION
8	PENDING

Conviction/Arrest Notification Complaints	
5,147	RECEIVED
5,156	CLOSED/REFERRED FOR INVESTIGATION
68	PENDING

Inspections	
N/A	

Investigations	
5,789	OPENED
6,253	CLOSED
3,316	PENDING

Number of Days to Complete Intake and Investigations	
2,959	UP TO 90 DAYS
1,165	91 TO 180 DAYS
785	181 DAYS TO 1 YEAR
681	1 TO 2 YEARS
442	2 TO 3 YEARS
221	OVER 3 YEARS
249	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$102,138	ASSESSED
\$4,650	REDUCED
\$96,452.38	COLLECTED

Summary of Enforcement Activity

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

Office of the Attorney General/Disciplinary Actions	
395	CASES OPENED/INITIATED
287	CASES CLOSED
574	CASES PENDING

Number of Days to Complete AG Cases	
47	1 YEAR
139	1 TO 2 YEARS
72	2 TO 3 YEARS
10	3 TO 4 YEARS
19	OVER 4 YEARS
1,113	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

Subsequent Disciplinary—Administrative Outcomes/Final Orders	
13	REVOCATION
21	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
3	DENIED
3	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification	
7	GRANTED
9	DENIED
16	TOTAL

Cost Recovery to DCA	
\$416,155.54	ORDERED
\$118,437.67	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

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Pg. 175 **Expenditure Categories**

Pg. 178 **Fund Conditions**

Pg. 181 **Revenue Sources**

Section 139 Report

EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination		EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)				COSTS (INTHOUSANDS) ³ per occurrence (PO) or per year (PY)				
BOARD/BUREAU/ COMMITTEES	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	MOST RECENT OA	OA LINKED TO CURRENT EXAM	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PO)	TESTING (PY)	PROGRAM EVALUATION (PO)
			B&P	CCR									
BEHAVIORAL SCIENCES, BOARD OF	LICENSED CLINICAL SOCIAL WORKER (LCSW)	LCSW STANDARD WRITTEN LCSW CLINICAL VIGNETTE	4996.1 4996.2			2010	2010						
	LICENSED EDUCATIONAL PSYCHOLOGIST (LEP)	LEP	4989.20			2009	2009						
	LICENSED PROFESSIONAL CLINICAL COUNSELOR (LPCC)	LPCC	4999.32 4999.33 4999.44 4999.50		OA; ANNUAL INTERNAL/ EXTERNAL REVIEW	2011	2011	MODIFIED ANGOFF	X	\$753		\$556	
	LICENSED MARRIAGE AND FAMILY THERAPIST (MFT)	LMFT STANDARD WRITTEN LMFT CLINICAL VIGNETTE	4980.37 4980.40 4980.41 4980.43			2012	2012						
	CEMETERY BROKER	CEMETERY BROKER	9702			2013	2013			\$1		\$1	
	CEMETERY MANAGER	CEMETERY MANAGER	9723.1	2326.1 (A)(1)		2012	2012					\$1	
	CREMATORY MANAGER	CREMATORY MANAGER	9787 9787.3	2326.1 (A)(1)	ANNUAL INTERNAL REVIEW	2010	2010	MODIFIED ANGOFF	X			\$1	
	EMBALMER	EMBALMER	7642 7643 7646	1235		2014	2014			\$11	\$8	\$15	
	FUNERAL DIRECTOR	FUNERAL DIRECTOR	7618 7619			2011	2011					\$33	
	CHIROPRACTIC EXAMINERS, BOARD OF	DOCTOR OF CHIROPRACTIC	NATIONAL BOARD OF CHIROPRACTIC EXAMINERS EXAMINATION PARTS I, II, III, IV AND PHYSIOTHERAPY CALIFORNIA LAW AND PROFESSIONAL PRACTICE EXAMINATION (CLPPE)	SECTION 6, CHIRO-PRACTIC INITIATIVE ACT	EXTERNAL INTERNAL	2010 2014	2009 2004	MODIFIED ANGOFF AND EQUATING MODIFIED ANGOFF	X	NA 0	NA \$45	NA 0	NA 0

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 (INTHOUSANDS) ³ per occurrence (PO) or per year (PY)				
BOARD/BUREAU/ COMMITTEES	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	MOST RECENT OA	OA LINKED TO CURRENT EXAM	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PO)	TESTING (PY)	PROGRAM EVALUATION (PO)	
			B&P	CCR										
CONTRACTORS STATE LICENSE BOARD	A	GENERAL ENGINEERING CONTRACTOR				2014	2009							
	B	GENERAL BUILDING				2013	2009							
	C-2	INSULATION AND ACOUSTICAL				2011	2011							
	C-4	BOILER, HOT WATER HEATING, AND STEAM FITTING				2011	2011							
	C-5	FRAMING AND ROUGH CARPENTRY				2013	2013							
	C-6	CABINET, MILLWORK, AND FINISH CARPENTRY				2009	2009							
	C-7	LOW VOLTAGE SYSTEMS				2011	2011							
	C-8	CONCRETE				2010	2010							
	C-9	DRYWALL				2010	2010							
	C-10	ELECTRICAL				2013	2008							
	C-11	ELEVATOR				2014	2009							
	C-12	EARTHWORK AND PAVING				2011	2011							
	C-13	FENCING				2013	2008							
	C-15	FLOORING AND FLOOR COVERING				2014	2009							
	C-16	FIRE PROTECTION				2011	2011							
	C-17	GLAZING		7056-7058	825 826	INTERNAL REVIEW AS NEEDED	2010	2010	MODIFIED ANGOFF	X	\$635 (PY)	\$1,125 (PY)	\$1,971 (PY)	\$96 (PY)
	C-20	WARM AIR HEATING, VENTILATING, AND AIR CONDITIONING					2009	2009						
	C-21	BUILDING MOVING AND DEMOLITION					2012	2012						
	C-23	ORNAMENTAL METAL					2009	2009						
	C-27	LANDSCAPING					2010	2010						
	C-28	LOCK AND SECURITY EQUIPMENT					2013	2008						
	C-29	MASONRY					2010	2010						
	C-31	CONSTRUCTION ZONE TRAFFIC CONTROL					2010	2010						
	C-32	PARKING AND HIGHWAY IMPROVEMENT					2010	2010						
	C-33	PAINTING AND DECORATING					2010	2010						
	C-34	PIPELINE					2012	2012						
	C-35	LATHING AND PLASTERING					2013	2008						
	C-36	PLUMBING					2014	2009						
	C-38	REFRIGERATION					2013	2013						

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 (INTHOUSANDS) ³ per occurrence (PO) or per year (PY)				
BOARD/BUREAU/ COMMITTEES	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	MOST RECENT OA	OA LINKED TO CURRENT EXAM	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PO)	TESTING (PY)	PROGRAM EVALUATION (PO)	
			B&P	CCR										
CONTRACTORS STATE LICENSE BOARD	C-39	ROOFING			INTERNAL REVIEW AS NEEDED	2010	2010							
	C-42	SANITATION SYSTEM				2012	2012							
	C-43	SHEET METAL				2009	2009							
	C-45	SIGN				2012	2012							
	C-46	SOLAR				2012	2012							
	C-47	GENERAL MANUFACTURED HOUSING				2012	2012							
	C-50	REINFORCING STEEL				2012	2012							
	C-51	STRUCTURAL STEEL				2014	2009							
	C-53	SWIMMING POOL		7056-7058		825	2011	2011	MODIFIED ANGOFF	X	\$635 (PY)	\$1,125 (PY)	\$1,971 (PY)	\$96 (PY)
	C-54	CERAMIC AND MOSAIC TILE				826	2011	2011						
	C-55	WATER CONDITIONING					2012	2012						
	C-57	WELL DRILLING					2012	2012						
	C-60	WELDING					2013	2008						
	N/A	ASBESTOS REMOVAL CERTIFICATION					2010	2010						
	N/A	HAZARDOUS SUBSTANCE REMOVAL CERTIFICATION					2012	2012						
	N/A	LAW AND BUSINESS					2010	2010						
COURT REPORTERS BOARD OF CALIFORNIA	CERTIFIED SHORTHAND REPORTER (CSR)	CERTIFIED SHORTHAND REPORTER	8020	2418	OA; INTERNAL/ EXTERNAL REVIEW	2010	2010	MODIFIED ANGOFF	X	\$0	\$14	\$74	\$3	
DENTAL BOARD OF CALIFORNIA	DENTIST	PORTFOLIO	1632 (C)(1)			2013								
		WREB	1632 (C)(2)			2007								
		LAW & ETHICS	1632 (B)			2005	2005							
		WRITTEN				2010	2010	MODIFIED ANGOFF	X		\$15			
	REGISTERED DENTAL ASSISTANT	PRACTICAL	1752.1	TITLE 16 DIV 10 1076/1077				SPECIFIED IN STATUTE						
		LAW & ETHICS	1752.16			2013	2013	MODIFIED ANGOFF	X		\$38			
	REGISTERED DENTAL ASSISTANT IN EXTENDED FUNCTIONS	WRITTEN	1753	TITLE 16 DIV 10 1076/1077		2009	2009	MODIFIED ANGOFF	X					
	ORTHODONTIC ASSISTANT	WRITTEN	1750.2			2013	2013	MODIFIED ANGOFF	X		\$30			
	DENTAL SEDATION PERMIT	WRITTEN	1750.4			2010	2010	MODIFIED ANGOFF	X		\$37			

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)							
BOARD/BUREAU/ COMMITTEES	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	MOST RECENT OA	OA LINKED TO CURRENT EXAM	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PO)	TESTING (PY)	PROGRAM EVALUATION (PO)			
			B&P	CCR												
DENTAL HYGIENE COMMITTEE OF CALIFORNIA	REGISTERED DENTAL HYGIENIST (RDH)	CALIFORNIA CLINICAL EXAM	1917 1917.1 1917.2	1082 1082.1 1082.3	INTERNAL REVIEW EVERY 9 YEARS	1998	1998	MODIFIED ANGOFF	X			\$143				
	REGISTERED DENTAL HYGIENIST IN ALTERNATIVE PRACTICE (RDHAP)	CALIFORNIA LAW AND ETHICS EXAM (RDHAP)	1922	1079.2 1082		2010	2010			2013						
ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS, BOARD FOR PROFESSIONAL	AGRICULTURAL ENGINEER	PE AGRICULTURAL	6704 6732 6750-59		OA; INTERNAL/ EXTERNAL REVIEW AS NEEDED	2009	2009	MODIFIED ANGOFF	X							
	CHEMICAL ENGINEER	PE CHEMICAL				2011	2011									
	CIVIL ENGINEER (NATIONAL)	PE CIVIL BREADTH & DEPTH				2006	2006									
	CIVIL ENGINEER (CALIFORNIA)	SEISMIC PRINCIPLES/ ENGINEERING SURVEY	6702 6704 6731 6731.1 6750-59	404 420-424 427.10 438		2011	2011									
	CONTROL SYSTEMS ENGINEER	PE CONTROL SYSTEMS	6704 6732 6750-59			2011	2011									
	ELECTRICAL ENGINEER	PE ELECTRICAL	6702.1 6704 6750-59			2007	2007									
	ENGINEER-IN-TRAINING (EIT)	FUNDAMENTALS OF ENGINEERING (FE)	6704 6750-59			2003	2003									
	FIRE PROTECTION ENGINEER	PE FIRE PROTECTION	6704 6732 6750-59			2012	2012									
	GEO TECHNICAL ENGINEER	GEO TECHNICAL ENGINEER	6730.2 6736.1	404 420-424 426.50 426.51 427.20		2010	2010									
	INDUSTRIAL ENGINEER	PE INDUSTRIAL	6704 6732 6750-59	404-424 427.10 438		2013	2013									
LAND SURVEYOR (NATIONAL)	PRINCIPLES OF SURVEYING (PS)	8741-8743		2003	2003											

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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)			
BOARD/BUREAU/COMMITTEES	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	MOST RECENT OA	OA LINKED TO CURRENT EXAM	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PO)	TESTING (PY)	PROGRAM EVALUATION (PO)	
			B&P	CCR										
ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS, BOARD FOR PROFESSIONAL	LAND SURVEYOR (CALIFORNIA)	PROFESSIONAL LAND SURVEYOR	8708 8741-8743	404-424 427.10 438	OA: INTERNAL/EXTERNAL REVIEW AS NEEDED	2011	2011	MODIFIED ANGOFF	X	\$0	\$1,236	\$14	\$0	
	LAND SURVEYOR-IN-TRAINING (LSIT)	FUNDAMENTALS OF SURVEYING (FS)	8741-8743	404 420-424 438		2003	2003			2010	2010	\$0	\$286	\$220
	MECHANICAL ENGINEER	PE MECHANICAL	6702.2 6704 6750-59	404 420-424 427.10 438	OA: INTERNAL/EXTERNAL REVIEW AS NEEDED	2007	2007	MODIFIED ANGOFF	X	\$0	\$1,236	\$14	\$0	
	METALLURGICAL ENGINEER	PE METALLURGICAL AND MATERIALS	6704 6732 6750-59			2008	2008			2010	2010	\$0	\$286	\$220
	NUCLEAR ENGINEER	PE NUCLEAR	6704 6732 6750-59	404 420-424 427.10 438	OA: INTERNAL/EXTERNAL REVIEW AS NEEDED	2012	2012	MODIFIED ANGOFF	X	\$0	\$1,236	\$14	\$0	
	PETROLEUM ENGINEER	PE PETROLEUM	6730.2 6736 6763.1			2014	2014			2010	2010	\$0	\$286	\$220
	STRUCTURAL ENGINEER (NATIONAL)	LATERAL FORCES VERTICAL FORCES	6704 6732 6750-59	404 420-424 427.10 438	OA: INTERNAL/EXTERNAL REVIEW AS NEEDED	2010	2010	MODIFIED ANGOFF	X	\$0	\$1,236	\$14	\$0	
	TRAFFIC ENGINEER	TRAFFIC ENGINEER	7843 7841			2013	2013			2010	2010	\$0	\$286	\$220
	PROFESSIONAL GEOLOGIST	(NATIONAL) FUNDAMENTALS – GIT (NATIONAL) PRACTICE – PG CALIFORNIA SPECIFIC – CSE	7843 7841	3031	REGULATORY REVIEW	2010	2010	MODIFIED ANGOFF	X	\$0	\$1,236	\$14	\$0	
	PROFESSIONAL GEOPHYSICIST (PGP)	PROFESSIONAL GEOPHYSICIST (PGP)	7841.1	3031		2013	2013			2010	2010	\$0	\$286	\$220
	CERTIFIED ENGINEERING GEOLOGIST	CERTIFIED ENGINEERING GEOLOGIST (CEG)	7842	3032 3041	REGULATORY REVIEW	2013	2013	MODIFIED ANGOFF	X	\$0	\$1,236	\$14	\$0	
	CERTIFIED HYDROGEOLOGIST	CERTIFIED HYDROGEOLOGIST (CHG)		3032 3042		2013	2013			2010	2010	\$0	\$286	\$220
	GUIDE DOGS FOR THE BLIND, STATE BOARD OF	GUIDE DOG INSTRUCTOR	GUIDE DOG INSTRUCTOR WRITTEN EXAMINATION	7208 7209	2261 2265	REGULATORY REVIEW	2012	2012	MODIFIED ANGOFF CRITERION-REFERENCED		\$24	\$2	\$4	\$0
			GUIDE DOG INSTRUCTOR PRACTICAL/ORAL EXAMINATION	7211										

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BOARD/BUREAU/ COMMITTEES	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	MOST RECENT OA	OA LINKED TO CURRENT EXAM	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PO)	TESTING (PY)	PROGRAM EVALUATION (PO)	
			B&P	CCR										
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	LANDSCAPE ARCHITECT (NATIONAL) LANDSCAPE ARCHITECT (SUPPLEMENTAL)	LANDSCAPE ARCHITECTS REGISTRATION EXAMINATION (LARE) CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE)	5650	2610	OA: INTERNAL/ EXTERNAL REVIEW AS NEEDED OA: INTERNAL REVIEW EVERY 5 YEARS OR AS NEEDED	2011	2011			\$1	\$2	\$25	\$10	
			5651	2615 2620 2621		2014	2006	MODIFIED ANGOFF	X	\$56	\$8	\$16	\$10	
MEDICAL BOARD OF CALIFORNIA	PHYSICIAN AND SURGEON CONTACT LENS DISPENSER SPECTACLE LENS DISPENSER LICENSED MIDWIFE POLYSOMNOGRAPHIC TECHNICIAN POLYSOMNOGRAPHIC TECHNOLOGIST	UNITED STATES MEDICAL LICENSING EXAMINATION	2170			2004	2004	MODIFIED ANGOFF WITH RASCH MODEL EQUATING	X					
		NATIONAL CONTACT LENS EXAMINER EXAM	2559.2		PREREQUISITES ARE DETERMINED BY THE AGENCY ADMINISTERING THE EXAMINATION.	2006	2006							
		AMERICAN BOARD OF OPTICIANRY COMPETENCY EXAM	2561			2006	2006							
		NORTH AMERICAN REGISTRY OF MIDWIVES	2512.5 2513		2008-2009	2008-2009	MODIFIED ANGOFF							
		CERTIFIED POLYSOMNOGRAPHIC TECHNICIAN (CPSGT)	3575		2009	2009								
NATUROPATHIC MEDICINE COMMITTEE	NATUROPATHIC DOCTOR	NPLEX 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.	
		OCCUPATIONAL THERAPIST, REGISTERED (OTR) CERTIFIED OCCUPATIONAL THERAPY ASSISTANT (COTA)	2570.6		OA: EXTERNAL REVIEW	2012	2014	MODIFIED ANGOFF	X				EXAMINATIONS ARE ADMINISTERED BY AN EXTERNAL ORGANIZATION. THEREFORE, NO EXPENSES ARE INCURRED BY THE BOARD.	
OPTOMETRY, BOARD OF	OPTOMETRIST (OPT)	CALIFORNIA LAW AND REGULATIONS EXAMINATION (CLRE) NATIONAL EXAMINATION ADMINISTERED BY NATIONAL BOARD OF EXAMINERS IN OPTOMETRY (NBEO)	3041.2 3046	1523	OA: EXTERNAL REVIEW THROUGH OPES OA: EXTERNAL REVIEW THROUGH NBEO	2009	2009	NEDELSKY MODIFIED ANGOFF	X		\$23			
		OSTEOPATHIC PHYSICIAN AND SURGEON	2099.5	1620	EXTERNAL REVIEW EVERY 3-5 YEARS	2012	2012	MODIFIED ANGOFF	X				EXAMINATIONS ARE ADMINISTERED BY THE NATIONAL BOARD OF OSTEOPATHIC MEDICAL EXAMINERS, INC. NO COST TO THE BOARD.	

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BOARD/BUREAU/COMMITTEES	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	MOST RECENT OA	OA LINKED TO CURRENT EXAM	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PO)	TESTING (PY)	PROGRAM EVALUATION (PO)
			B&P	CCR									
PHARMACY, CALIFORNIA STATE BOARD OF	PHARMACIST	CALIFORNIA PRACTICE STANDARDS AND JURISPRUDENCE EXAMINATION FOR PHARMACISTS (CRJE)	4200 4200.1 4200.2 4200.3 4200.4 4209 4400	1719 1720 1720.1 1721 1723.1 1724 1725 1728 1749	OA: INTERNAL/EXTERNAL REVIEW OA	2009/ 2010	2010	MODIFIED ANGOFF	X	\$31	\$153	\$81	\$64
		NORTH AMERICAN PHARMACIST LICENSURE EXAMINATION (NAPLEX)											
PHYSICAL THERAPY BOARD OF CALIFORNIA	PHYSICAL THERAPIST (PT)	NATIONAL PHYSICAL THERAPY EXAMINATION (NPTE)	2650 2653	1398.25 1398.26 1398.26.1 1398.26.5 1398.30 1398.31	INTERNAL: ANNUALLY EXTERNAL: ANNUALLY AND 5 YEARS	NPTE: 2007 CLE: 2012	NPTE: 2007 CLE: 2012	ANGOFF	X				\$5,000 PAID DIRECTLY TO THE FEDERATION OF STATE BOARDS OF PHYSICAL THERAPY FOR NPTE ONLY.
		NATIONAL PHYSICAL THERAPY EXAMINATION (NPTE) CALIFORNIA LAW EXAMINATION (CLE)	2650 2654	1398.47 1398.51	INTERNAL: ANNUALLY EXTERNAL: ANNUALLY AND 5 YEARS	NPTE: 2007 CLE: 2012	NPTE: 2007 CLE: 2012	ANGOFF					
PHYSICIAN ASSISTANT BOARD	PHYSICIAN ASSISTANT	PANCE	3519	1399.507	OA	2010		MODIFIED ANGOFF					
		NBPME PART I NBPME PART II NBPME PART III	2486 (A-C)	1399.660	OA: INTERNAL/EXTERNAL REVIEW	2010		MODIFIED ANGOFF					
PROFESSIONAL FIDUCIARIES BUREAU	PROFESSIONAL FIDUCIARY (PF)	PROFESSIONAL FIDUCIARIES EXAM	6539	4500	EXTERNAL REVIEW EVERY 4 YEARS	2013	2013	CRITERION-REFERENCED	X				EXAM IS CREATED AND ADMINISTERED BY OUTSIDE AGENCIES WITH NO EXPENSE TO THE STATE.
PSYCHOLOGY, BOARD OF	PSYCHOLOGIST	EXAMINATION FOR PROFESSIONAL PRACTICE IN PSYCHOLOGY (EPPP)				2010	2010			\$0	\$0	\$0	\$0
		CALIFORNIA PSYCHOLOGY SUPPLEMENTAL EXAMINATION (CPSE); CALIFORNIA PSYCHOLOGY LAWS AND ETHICS EXAMINATION (CPLEE)	2914	1387 ET SEQ	OA: EXTERNAL REVIEW	2012	2004 (CURRENT EXAM HAS NOT BEEN LINKED TO 2012 OA)	MODIFIED ANGOFF	X	\$0	\$86	\$36	\$0

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BOARD/BUREAU/COMMITTEES	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	MOST RECENT OA	OA LINKED TO CURRENT EXAM	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PO)	TESTING (PY)	PROGRAM EVALUATION (PO)		
			B&P	CCR										OA (PO)	ED (PO)
REAL ESTATE, BUREAU OF	RE SALESPERSON	RE SALESPERSON	10150-10153	N/A	PER STATUTE	2010	2010	PRE-DETERMINED CUT SCORE, TRANSITIONING TO MODIFIED ANGOFF	X	\$89.3	\$122.7	\$36.3	\$17.4		
	RE BROKER	RE Broker													
REAL ESTATE APPRAISERS, BUREAU OF	APPRAISER	Appraiser License	11340	3621	NONE UNTIL 1/1/2015	2013	2013	CRITERION-REFERENCED	X	N/A	N/A	N/A	N/A		
	CERTIFIED RESIDENTIAL	Certified Residential License													
	CERTIFIED GENERAL	Certified General License													
REGISTERED NURSING, BOARD OF	REGISTERED NURSE	NCLEX-RN	144 2736	1412 1426	OA: INTERNAL/EXTERNAL REVIEW; INTERIM 4 YEARS, FULL 8 YEARS	2011	2013	ITEM RESPONSE THEORY	X			\$21			
	RESPIRATORY CARE PRACTITIONER	CERTIFIED RESPIRATORY THERAPIST	3740		OA: ONGOING INTERNAL REVIEW	2007	2009	MODIFIED ANGOFF	X				\$5		
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	ALARM COMPANY OPERATOR	ALARM COMPANY QUALIFIED MANAGER	144 7599			2004	2004					\$16			
	PRIVATE INVESTIGATOR	PRIVATE INVESTIGATOR	144 7525 7526 7541	601 620	INTERNAL REVIEW OF QUALIFYING EXPERIENCE/ OA ONGOING	2004	2004		X	\$46.5	\$33	\$54			
	PRIVATE PATROL OPERATOR	PRIVATE PATROL OPERATOR	144 7582 7583			2012	2012			\$81	\$30				
	REPOSSOR	REPOSSOR QUALIFIED MANAGER	7503 7504			2004	2004			\$46.5	\$33	\$10.5			
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD	SPEECH-LANGUAGE PATHOLOGY		2531 2532 2532.2		OA: INTERNAL/EXTERNAL REVIEW EVERY 5 TO 7 YEARS	2014	1999								
	AUDIOLOGY	THE PRAXIS SERIES	2531 2532 2532.2 2532.25	1399 152.3		2008	2008	MODIFIED TUCKER-ANGOFF	X	\$60	N/A	N/A	N/A		
	HEARING AID DISPENSER	HEARING AID DISPENSER WRITTEN/PRACTICAL EXAMINATIONS	2538.25 2538.26	1399.120	OA: INTERNAL/EXTERNAL REVIEW EVERY 5 YEARS	2012	2012	MODIFIED ANGOFF		\$82	\$45	\$53			

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BOARD/BUREAU/COMMITTEES	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	MOST RECENT OA	OA LINKED TO CURRENT EXAM	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PO)	TESTING (PY)	PROGRAM EVALUATION (PO)		
			B&P	CCR											
STRUCTURAL PEST CONTROL BOARD	APPLICATOR	APPLICATOR	8564.5		INTERNAL/EXTERNAL REVIEW EVERY 5 YEARS	II-2001 III-2002	2001/ 2002								
	FIELD REPRESENTATIVE	FIELD REPRESENTATIVE	8563 8564 8566	1937		I-2008 II-2010 III-2008	I-2008 II-2010 III-2008		SPECIFIED IN STATUTE	X	\$14	\$160	\$103		
	OPERATOR	OPERATOR	8561 8562 8565									N/A	N/A	N/A	
VETERINARY MEDICAL BOARD	VETERINARIAN	NAVLE	2010.1 2014 2015.2		OA	2009 2013	2009 2013				N/A	\$51	\$16		
		CSB	4846.1 4846.2 4848												
		VLE		2023 2024 2025		N/A	N/A	N/A				N/A	N/A	N/A	
	VETERINARY TEMPORARY/RECIPROCTY	VLE	4848												
	REGISTERED VETERINARY TECHNICIAN	CARVT	4833 4839 4841.5		OA	2004	2004					\$36	\$28		
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	VOCATIONAL NURSE	NATIONAL COUNCIL LICENSURE EXAMINATION FOR PRACTICAL NURSES	2866 (A-D)	2516 2521 2530(G) 2532 2533 2534 2534.1 2534J		2012	2012								
PSYCHIATRIC TECHNICIAN	CALIFORNIA PSYCHIATRIC TECHNICIAN LICENSURE EXAM	4511 (A-D)	2575 2578 2585(G) 2586 2587 2588 2588.1		OA- EXTERNAL REVIEW EVERY 5 YEARS	2014	2007								

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Expenditure Categories

FISCAL YEAR 2013-14 – 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		
1111 – BUREAUS & PROGRAMS									
ARBITRATION CERTIFICATION PROGRAM	0166 CERTIFICATION ACCOUNT	\$766	\$344	\$1,110	\$-	\$-	\$1,110		
	0421 VEHICLE INSPECTION AND REPAIR FUND	\$48,829	\$53,833	\$102,662	\$(716)	\$(71)	\$101,875		
	0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT	\$4,582	\$24,850	\$29,432	\$-	\$-	\$29,432		
	3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT	\$344	\$35,960	\$36,304	\$-	\$-	\$36,304		
AUTOMOTIVE REPAIR, BUREAU OF	BAR – TOTAL	\$53,755	\$114,643	\$168,398	\$(716)	\$(71)	\$167,611		
	0717 CEMETERY FUND	\$1,354	\$964	\$2,318	\$(11)	\$(115)	\$2,192		
CEMETERY AND FUNERAL BUREAU	0750 STATE FUNERAL DIRECTORS AND EMBALMERS FUND	\$592	\$1,193	\$1,785	\$(7)	\$-	\$1,778		
	CFB – TOTAL	\$1,946	\$2,157	\$4,103	\$(18)	\$(115)	\$3,970		
ELECTRONIC AND APPLIANCE REPAIR, BUREAU OF	0325 ELECTRONIC AND APPLIANCE REPAIR FUND	\$928	\$1,506	\$2,434	\$(3)	\$(61)	\$2,370		
	0752 BUREAU OF HOME FURNISHINGS AND THERMAL INSULATION FUND	\$2,135	\$2,319	\$4,454	\$(1)	\$-	\$4,453		
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	BEAR/HFTI – TOTAL	\$3,063	\$3,825	\$6,888	\$(4)	\$(61)	\$6,823		
	0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND	\$5,092	\$3,560	\$8,652	\$(6)	\$-	\$8,646		
PROFESSIONAL FIDUCIARIES BUREAU	0960 STUDENT TUITION RECOVERY FUND	\$-	\$1,773	\$1,773	\$-	\$-	\$1,773		
	BPPE – TOTAL	\$5,092	\$5,333	\$10,425	\$(6)	\$-	\$10,419		
BUREAU OF REAL ESTATE APPRAISERS	3108 PROFESSIONAL FIDUCIARY FUND	\$172	\$249	\$421	\$-	\$-	\$421		
	0400 REAL ESTATE APPRAISERS FUND	\$3,008	\$2,054	\$5,062	\$(7)	\$-	\$5,055		
BUREAU OF REAL ESTATE	0317 REAL ESTATE FUND	\$27,917	\$16,750	\$44,667	\$(10)	\$-	\$44,657		
	0239 PRIVATE SECURITY SERVICES FUND	\$3,712	\$7,899	\$11,611	\$(645)	\$(104)	\$10,862		
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	0769 PRIVATE INVESTIGATOR FUND	\$261	\$375	\$636	\$(10)	\$-	\$626		
	BISIS – TOTAL	\$3,973	\$8,274	\$12,247	\$(655)	\$(104)	\$11,488		
TELEPHONE MEDICAL-ADVICE SERVICES BUREAU	0459 TELEPHONE MEDICAL-ADVICE SERVICES FUND	\$121	\$37	\$158	\$-	\$-	\$158		
	1111 – TOTAL	\$99,813	\$153,666	\$253,479	\$(1,416)	\$(351)	\$251,712		

Expenditure Categories

FISCAL YEAR 2013-14 – 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	\$6,820	\$4,901	\$11,721	\$(289)	\$-	\$11,432		
ACUPUNCTURE BOARD	0108 ACUPUNCTURE FUND	\$644	\$1,894	\$2,538	\$(26)	\$-	\$2,512		
ARCHITECTS BOARD, CALIFORNIA	0706 CALIFORNIA ARCHITECTS BOARD FUND	\$1,465	\$1,574	\$3,039	\$(31)	\$(26)	\$2,982		
	0326 STATE ATHLETIC FUND	\$602	\$592	\$1,194	\$-	\$-	\$1,194		
	9250 BOXERS' PENSION	\$35	\$191	\$226	\$-	\$-	\$226		
ATHLETIC COMMISSION, STATE	0492 STATE ATHLETIC COMMISSION NEUROLOGICAL EXAMINATION ACCOUNT	\$-	\$25	\$25	\$-	\$-	\$25		
	ATCOM-TOTAL	\$637	\$808	\$1,445	\$-	\$-	\$1,445		
BARBERING AND COSMETOLOGY, BOARD OF	0069 BARBERING & COSMETOLOGY FUND	\$6,649	\$13,823	\$20,472	\$(125)	\$-	\$20,347		
BEHAVIORAL SCIENCE, BOARD OF	0773 BEHAVIORAL SCIENCE EXAMINERS FUND	\$3,416	\$4,476	\$7,892	\$(161)	\$-	\$7,731		
BOARD OF CHIROPRACTIC EXAMINERS	0152 CHIROPRACTIC EXAMINERS FUND	\$1,491	\$1,707	\$3,198	\$(145)	\$-	\$3,053		
	0735 CONTRACTORS' LICENSE FUND	\$31,052	\$26,816	\$57,868	\$(457)	\$-	\$57,411		
CONTRACTORS' STATE LICENSE BOARD	0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)	\$-	\$158	\$158	\$-	\$-	\$158		
	CSLB-TOTAL	\$31,052	\$26,974	\$58,026	\$(457)	\$-	\$57,569		
	0771 COURT REPORTERS FUND	\$493	\$380	\$873	\$(5)	\$-	\$868		
COURT REPORTERS BOARD OF CALIFORNIA	0410 TRANSCRIPT REIMBURSEMENT FUND	\$-	\$195	\$195	\$-	\$-	\$195		
	CRB-TOTAL	\$493	\$575	\$1,068	\$(5)	\$-	\$1,063		
DENTAL HYGIENE COMMITTEE	3140 STATE DENTAL HYGIENE FUND	\$617	\$674	\$1,291	\$(24)	\$-	\$1,267		
	3142 STATE DENTAL ASSISTANT FUND	\$577	\$1,053	\$1,630	\$(2)	\$-	\$1,628		
DENTAL BOARD OF CALIFORNIA	0741 STATE DENTISTRY FUND	\$5,366	\$5,338	\$10,704	\$(583)	\$-	\$10,121		
	3039 DENTALLY UNDERSERVED ACCOUNT	\$-	\$80	\$80	\$-	\$-	\$80		
	DBC-TOTAL	\$5,943	\$6,471	\$12,414	\$(585)	\$-	\$11,829		
ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL	0770 PROFESSIONAL ENGINEERS' AND LAND SURVEYORS' FUND	\$3,147	\$4,696	\$7,843	\$(92)	\$-	\$7,751		
GEOLOGISTS AND GEOPHYSICISTS PROGRAM	0205 GEOLOGY AND GEOPHYSICS FUND	\$396	\$740	\$1,136	\$-	\$-	\$1,136		
	BPELSGP-TOTAL	\$3,543	\$5,436	\$8,979	\$(92)	\$-	\$8,887		

Expenditure Categories

FISCAL YEAR 2013-14 – 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		
GUIDE DOGS FOR THE BLIND, STATE BOARD OF HEARING AID DISPENSERS COMMITTEE	0024 STATE BOARD OF GUIDE DOGS FOR THE BLIND FUND	\$87	\$59	\$146	\$-	\$-	\$146		
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0208 HEARING AID DISPENSERS ACCOUNT								
	0757 LANDSCAPE ARCHITECTS FUND	\$346	\$365	\$711	\$-	\$-	\$711		
	0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA	\$25,184	\$32,150	\$57,334	\$(1,995)	\$(617)	\$54,722		
	0210 OUTPATIENT SETTING FUND OF THE MEDICAL BOARD OF CALIFORNIA	\$-	\$1	\$1	\$-	\$-	\$1		
MEDICAL BOARD OF CALIFORNIA	0175 DISPENSING OPTICIANS FUND	\$71	\$167	\$238	\$-	\$-	\$238		
	0942 156 SPECIAL DEPOSIT FUND/ASSET FORFEITURE ACCOUNT	\$-	\$443	\$443	\$-	\$-	\$443		
	0755 LICENSED MIDWIFERY FUND (REVENUE ONLY)	\$-	\$-	\$-	\$-	\$-	\$-		
	MBC-TOTAL	\$25,255	\$32,761	\$58,016	\$(1,995)	\$(617)	\$55,404		
NATUROPATHIC MEDICINE COMMITTEE	3069 NATUROPATHIC DOCTOR'S FUND	\$105	\$53	\$158	\$(7)	\$-	\$151		
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 OCCUPATIONAL THERAPY FUND	\$647	\$809	\$1,456	\$(27)	\$-	\$1,429		
OPTOMETRY, STATE BOARD OF	0763 STATE OPTOMETRY FUND	\$659	\$1,083	\$1,742	\$(73)	\$-	\$1,669		
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND	\$774	\$1,058	\$1,832	\$(103)	\$-	\$1,729		
PHARMACY, CALIFORNIA STATE BOARD OF	0767 PHARMACY BOARD CONTINGENT FUND	\$9,049	\$8,419	\$17,468	\$(749)	\$-	\$16,719		
PHYSICAL THERAPY BOARD	0759 PHYSICAL THERAPY FUND	\$1,341	\$2,166	\$3,507	\$(134)	\$-	\$3,373		
PHYSICIAN ASSISTANT BOARD	0280 PHYSICIAN ASSISTANT FUND	\$348	\$1,062	\$1,410	\$(77)	\$-	\$1,333		
PODIATRIC MEDICINE, CALIFORNIA BOARD OF	0295 BOARD OF PODIATRIC MEDICINE FUND	\$501	\$527	\$1,028	\$(78)	\$-	\$950		
PSYCHOLOGY, BOARD OF	0310 PSYCHOLOGY FUND	\$1,334	\$2,296	\$3,630	\$(124)	\$-	\$3,506		
REGISTERED NURSING, BOARD OF	0761 BOARD OF REGISTERED NURSING FUND	\$10,868	\$24,489	\$35,357	\$(1,694)	\$-	\$33,663		
RESPIRATORY CARE BOARD	0319 RESPIRATORY CARE FUND	\$1,477	\$1,445	\$2,922	\$(166)	\$-	\$2,756		
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY BOARD	0376 SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY FUND	\$634	\$966	\$1,600	\$(55)	\$-	\$1,545		
STRUCTURAL PEST CONTROL BOARD	0399 SPC EDUCATION & ENFORCEMENT FUND	\$59	\$303	\$362	\$-	\$-	\$362		
	0775 STRUCTURAL PEST CONTROL FUND	\$1,806	\$1,874	\$3,680	\$(45)	\$-	\$3,635		
	SPCB-TOTAL	\$1,865	\$2,177	\$4,042	\$(45)	\$-	\$3,997		

Expenditure Categories

FISCAL YEAR 2013-14 – 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		
VETERINARY MEDICAL BOARD	0777 VETERINARY MEDICAL BOARD CONTINGENT FUND	\$998	\$2,005	\$3,003	\$(147)	\$-	\$2,856		
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	0779 VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS FUND	\$4,203	\$5,652	\$9,855	\$(135)	\$(37)	\$9,683		
	0780 PSYCHIATRIC TECHNICIANS ACCOUNT, VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIAN EXAMINERS FUND	\$805	\$1,091	\$1,896	\$(26)	\$-	\$1,870		
	VNPTB-TOTAL	\$5,008	\$6,743	\$11,751	\$(161)	\$(37)	\$11,553		
	1110-TOTAL	\$124,066	\$157,796	\$281,862	\$(7,575)	\$(680)	\$273,607		
	DCA-TOTAL	\$223,879	\$311,462	\$535,341	\$(8,991)	\$(1,031)	\$525,319		

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	0166 CERTIFICATION ACCOUNT	\$1,094	\$1,189	\$-	\$1,116	\$1,167	11.3		
AUTOMOTIVE REPAIR, BUREAU OF	0421 VEHICLE INSPECTION AND REPAIR FUND	\$76,247	\$118,628	\$(25,000)	\$117,815	\$52,060	4.8		
	0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT	\$17,037	\$35,304	\$-	\$29,628	\$22,713	6.7		
	3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT	\$17,348	\$31,186	\$-	\$36,477	\$12,057	3.6		
CEMETERY AND FUNERAL BUREAU	0717 CEMETERY FUND	\$2,609	\$2,296	\$-	\$2,203	\$2,702	13.0		
	0750 STATE FUNERAL DIRECTORS AND EMBALMERS FUND	\$1,658	\$1,320	\$-	\$1,786	\$1,192	7.7		
ELECTRONIC AND APPLIANCE REPAIR, BUREAU OF	0325 ELECTRONIC AND APPLIANCE REPAIR FUND	\$2,183	\$2,563	\$-	\$2,370	\$2,376	10.0		
HOME FURNISHINGS AND THERMAL INSULATION, BUREAU OF	0752 BUREAU OF HOME FURNISHINGS AND THERMAL INSULATION FUND	\$1,848	\$4,389	\$1,500	\$4,454	\$3,283	7.8		
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND	\$10,547	\$9,862	\$-	\$8,949	\$11,460	11.9		
PROFESSIONAL FIDUCIARIES BUREAU	0960 STUDENT TUITION RECOVERY FUND	\$28,365	\$1,919	\$-	\$1,773	\$28,511	14.3		
	3108 PROFESSIONAL FIDUCIARY FUND	\$344	\$479	\$-	\$424	\$399	7.8		

[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		
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	0239 PRIVATE SECURITY SERVICES FUND	\$7,285	\$10,978	\$-	\$10,915	\$7,348	7.1		
	0769 PRIVATE INVESTIGATOR FUND	\$525	\$823	\$-	\$629	\$719	12.2		
	0400 REAL ESTATE APPRAISERS FUND	\$2,882	\$4,002	\$8,100	\$5,078	\$9,906			
	0317 REAL ESTATE FUND	\$31,689	\$51,004	\$1	\$44,866	\$37,828	9.3		
	0459 TELEPHONE MEDICAL ADVICE SERVICES FUND	\$815	\$234	\$-	\$159	\$890	58.4		
1110-REGULATORY BOARDS									
ACCOUNTANCY, CALIFORNIA BOARD OF	0704 ACCOUNTANCY FUND	\$15,361	\$10,310	\$-	\$11,486	\$14,185	12.7		
	0108 ACUPUNCTURE FUND	\$2,098	\$2,555	\$-	\$2,513	\$2,140			
ARCHITECTS BOARD, CALIFORNIA	0706 CALIFORNIA ARCHITECTS BOARD FUND	\$4,098	\$4,153	\$-	\$2,999	\$5,252	16.1		
	0326 STATE ATHLETIC FUND	\$245	\$1,452	\$-	\$1,194	\$503	4.3		
ATHLETIC COMMISSION, STATE	0492 STATE ATHLETIC COMMISSION NEUROLOGICAL EXAMINATION ACCOUNT	\$688	\$16	\$-	\$25	\$679	64.2		
	9250 BOXERS' PENSION FUND	\$43	\$543	\$-	\$226	\$360	39.6		
BARBERING AND COSMETOLOGY, BOARD OF	0069 BARBERING & COSMETOLOGY FUND	\$14,726	\$21,634	\$-	\$20,348	\$16,012	9.1		
	0773 BEHAVIORAL SCIENCE EXAMINERS FUND	\$1,683	\$7,994	\$1,400	\$7,768	\$3,309	4.4		
BOARD OF CHIROPRACTIC EXAMINERS	CHIROPRACTIC EXAMINERS FUND	\$2,361	\$3,632	\$-	\$3,070	\$2,923	9.3		
	0735 CONTRACTORS' LICENSE FUND	\$29,082	\$54,992	\$-	\$57,687	\$26,387	5.1		
CONTRACTORS' STATE LICENSE BOARD	0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)	\$138	\$54	\$-	\$159	\$33	2.5		
	0771 COURT REPORTERS FUND	\$1,332	\$973	\$(300)	\$872	\$1,133	14.0		
COURT REPORTERS BOARD OF CALIFORNIA	0410 TRANSCRIPT REIMBURSEMENT FUND	\$317	\$-	\$-	\$195	\$122	4.6		
	3140 STATE DENTAL HYGIENE COMMITTEE	\$588	\$1,512	\$-	\$1,267	\$833	6.3		
DENTAL ASSISTANT PROGRAM	3142 STATE DENTAL ASSISTANT FUND	\$2,759	\$1,703	\$-	\$1,627	\$2,835	18.0		
	0741 STATE DENTISTRY FUND	\$4,963	\$8,598	\$2,700	\$10,121	\$6,140	5.9		
DENTAL BOARD OF CALIFORNIA	3039 DENTALLY UNDERSERVED ACCOUNT	\$-	\$4	\$-	\$80	\$(76)			
	0770 PROFESSIONAL ENGINEERS' AND LAND SURVEYORS' FUND	\$2,088	\$9,038	\$2,500	\$7,794	\$5,832	7.1		

[a] Total Reserves July 1 includes prior year adjustment.

[b] Expenditures in fund conditions include SCC 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		
GEOLOGISTS AND GEOPHYSICISTS PROGRAM	0205 GEOLOGY AND GEOPHYSICS FUND	\$1,166	\$966	\$-	\$1,141	\$991	8.5		
GUIDE DOGS FOR THE BLIND, STATE BOARD OF	0024 STATE BOARD OF GUIDE DOGS FOR THE BLIND FUND	\$123	\$151	\$-	\$146	\$128			
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 LANDSCAPE ARCHITECTS FUND	\$2,445	\$798	\$-	\$715	\$2,528	25.8		
	0175 DISPENSING OPTICIANS FUND	\$311	\$177	\$-	\$239	\$249	9.1		
MEDICAL BOARD OF CALIFORNIA	0210 OUTPATIENT SETTING FUND OF THE MEDICAL BOARD OF CALIFORNIA	\$324	\$17	\$-	\$1	\$340	151.1		
	0755 LICENSED MIDWIFERY FUND	\$218	\$39	\$-	\$-	\$257	237.2		
	0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA	\$26,732	\$56,404	\$-	\$54,983	\$28,153	5.7		
NATUROPATHIC MEDICINE COMMITTEE	3069 NATUROPATHIC DOCTOR'S FUND	\$478	\$250	\$-	\$151	\$577	22.7		
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 OCCUPATIONAL THERAPY FUND	\$1,159	\$1,202	\$2,000	\$1,435	\$2,926	27.1		
OPTOMETRY, STATE BOARD OF	0763 STATE OPTOMETRY FUND	\$1,279	\$1,834	\$-	\$1,668	\$1,445	9.4		
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND	\$3,076	\$1,641	\$-	\$1,737	\$2,980	19.8		
PHARMACY, CALIFORNIA STATE BOARD OF	0767 PHARMACY BOARD CONTINGENT FUND	\$13,885	\$14,673	\$1,000	\$16,789	\$12,769	7.9		
PHYSICAL THERAPY BOARD	0759 PHYSICAL THERAPY FUND	\$949	\$3,315	\$-	\$3,373	\$891	2.8		
PHYSICIAN ASSISTANT BOARD	0280 PHYSICIAN ASSISTANT FUND	\$1,296	\$1,569	\$-	\$1,334	\$1,531	12.4		
PODIATRIC MEDICINE, CALIFORNIA BOARD OF	0295 BOARD OF PODIATRIC MEDICINE FUND	\$908	\$996	\$-	\$951	\$953			
PSYCHOLOGY, BOARD OF	0310 PSYCHOLOGY FUND	\$5,246	\$3,888	\$-	\$3,526	\$5,608	14.7		
REGISTERED NURSING, BOARD OF	0761 BOARD OF REGISTERED NURSING FUND	\$9,541	\$33,816	\$-	\$33,663	\$9,694			
RESPIRATORY CARE BOARD	0319 RESPIRATORY CARE FUND	\$2,672	\$2,711	\$-	\$2,756	\$2,627			
SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY BOARD	0376 SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY FUND	\$796	\$1,674	\$300	\$1,555	\$1,215	7.5		
STRUCTURAL PEST CONTROL BOARD	0168 SPCB RESEARCH FUND	\$307	\$140	\$-	\$-	\$447	1788.0		
VETERINARY MEDICAL BOARD	0399 SPCB EDUCATION & ENFORCEMENT FUND	\$613	\$389	\$-	\$364	\$638	19.5		
	0775 SPC FUND	\$1,717	\$3,981	\$-	\$3,656	\$2,042	5.4		
	0777 VETERINARY MEDICAL BOARD FUND	\$3,171	\$3,526		\$2,870	\$3,827	10.2		
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	0779 VOCATIONAL NURSE EXAMINERS FUND	\$10,068	\$10,309	\$-	\$9,682	\$10,695			
	0780 PSYCHIATRIC TECHNICIANS ACCOUNT, VOCATIONAL NURSE AND PSYCHIATRIC TECHNICIAN EXAMINERS FUND	\$1,617	\$1,742	\$-	\$1,870	\$1,489			

[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 Motor Vehicle Fees (114300)	Division of Real Estate Examination (123400)	Division of Real Estate License Fees (123500)	Subdivision Filing Fees (123600)	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Initial Licensing Fees (125700)	Renewal Fees (125800)	Delinquent Fees (125900)	Interest (150300)	Misc./ Other Revenue	Total Revenues	Total Transfers
1111 - BUREAUS & PROGRAMS													
ARBITRATION CERTIFICATION PROGRAM	0166 CERTIFICATION ACCOUNT	\$-	\$-	\$-	\$-	\$1,187	\$-	\$-	\$-	\$2	\$-	\$1,189	\$-
	0421 VEHICLE INSPECTION AND REPAIR FUND	\$-	\$-	\$-	\$-	\$1,423	\$109,087	\$7,676	\$273	\$132	\$36	\$118,627	\$-
AUTOMOTIVE REPAIR, BUREAU OF	0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT	\$-	\$-	\$-	\$-	\$380	\$34,845	\$-	\$-	\$41	\$38	\$35,304	\$-
	3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT	\$31,142	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$44	\$-	\$31,186	\$-
	BAR - TOTAL	\$31,142	\$-	\$-	\$-	\$1,803	\$143,932	\$7,676	\$273	\$217	\$74	\$185,117	\$-
CEMETERY AND FUNERAL BUREAU	0717 CEMETERY FUND	\$-	\$-	\$-	\$-	\$1,797	\$120	\$362	\$9	\$8	\$-	\$2,296	\$-
	0750 FUNERAL DIRECTORS AND EMBALMERS FUND	\$-	\$-	\$-	\$-	\$168	\$102	\$1,008	\$37	\$4	\$1	\$1,320	\$-
BUREAU OF ELECTRONIC AND APPLIANCE REPAIR, HOME FURNISHINGS AND THERMAL INSULATION	CFB - TOTAL	\$-	\$-	\$-	\$-	\$1,965	\$222	\$1,370	\$46	\$12	\$1	\$3,616	\$-
	0325 ELECTRONIC AND APPLIANCE REPAIR FUND	\$-	\$-	\$-	\$-	\$-	\$346	\$2,128	\$83	\$5	\$1	\$2,563	\$-
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	0752 BUREAU OF HOME FURNISHINGS AND THERMAL INSULATION FUND	\$-	\$-	\$-	\$-	\$84	\$892	\$3,275	\$109	\$20	\$10	\$4,390	\$1,500
	BEAR/HFTI - TOTAL	\$-	\$-	\$-	\$-	\$84	\$1,238	\$5,403	\$192	\$25	\$11	\$6,953	\$1,500
PROFESSIONAL FIDUCIARIES BUREAU	0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND	\$-	\$-	\$-	\$-	\$10	\$673	\$8,827	\$327	\$23	\$3	\$9,863	\$-
	0960 STUDENT TUITION RECOVERY FUND	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$1,919	\$1,919	\$-
BUREAU OF REAL ESTATE APPRAISERS	BPPE - TOTAL	\$-	\$-	\$-	\$-	\$10	\$673	\$8,827	\$327	\$23	\$1,922	\$11,782	\$-
	3108 PROFESSIONAL FIDUCIARY FUND	\$-	\$-	\$-	\$-	\$2	\$105	\$369	\$3	\$1	\$-	\$480	\$-
	0400 REAL ESTATE APPRAISERS FUND	\$-	\$-	\$2,377	\$-	\$-	\$285	\$-	\$-	\$1,164	\$176	\$4,002	\$8,100

Revenue Sources

FISCAL YEAR 2012-13-REVENUE CATEGORIES (IN THOUSANDS)													
	Fund Number and Name	Other Motor Vehicle Fees (114300)	Division of Real Estate Examination (123400)	Division of Real Estate License Fees (123500)	Subdivision Filing Fees (123600)	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Initial Licensing Fees (125700)	Renewal Fees (125800)	Delinquent Fees (125900)	Interest (150300)	Misc./ Other Revenue	Total Revenues	Total Transfers
DCA 1111/1110	0317 REAL ESTATE FUND	\$-	\$3,770	\$38,052	\$7,302	\$-	\$197	\$-	\$-	\$81	\$1,602	\$51,004	\$-
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	0239 PRIVATE SECURITY 5SERVICES FUND	\$-	\$-	\$-	\$-	\$501	\$4,540	\$5,671	\$224	\$15	\$26	\$10,978	\$-
	0769 PRIVATE INVESTIGATOR FUND	\$-	\$-	\$-	\$-	\$9	\$106	\$681	\$25	\$2	\$-	\$823	\$-
	BSIS - TOTAL	\$-	\$-	\$-	\$-	\$510	\$4,646	\$6,352	\$249	\$17	\$26	\$11,801	\$-
TELEPHONE MEDICAL ADVICE SERVICES BUREAU	0459 TELEPHONE MEDICAL ADVICE SERVICES FUND	\$-	\$-	\$-	\$-	\$-	\$60	\$173	\$-	\$2	\$-	\$235	\$-
TOTAL REVENUES, 1111 - BUREAUS & PROGRAMS		\$31,142	\$3,770	\$40,429	\$7,302	\$5,561	\$151,358	\$30,170	\$1,090	\$1,544	\$3,812	\$276,179	\$9,600
1110 - REGULATORY BOARDS													
ACCOUNTANCY, CALIFORNIA BOARD OF	0704 ACCOUNTANCY FUND	\$-	\$-	\$-	\$-	\$278	\$4,826	\$4,968	\$199	\$33	\$6	\$10,310	\$-
ACUPUNCTURE BOARD	0108 ACUPUNCTURE FUND	\$-	\$-	\$-	\$-	\$44	\$792	\$1,697	\$14	\$5	\$3	\$2,555	\$-
ARCHITECTS BOARD, CALIFORNIA	0706 CALIFORNIA ARCHITECTS BOARD FUND	\$-	\$-	\$-	\$-	\$9	\$358	\$3,699	\$73	\$13	\$1	\$4,153	\$-
ATHLETIC COMMISSION, STATE	0326 ATHLETIC COMMISSION FUND	\$-	\$-	\$-	\$-	\$1,193	\$224	\$32	\$-	\$1	\$2	\$1,452	\$-
	0492 STATE ATHLETIC COMMISSION NEUROLOGICAL EXAMINATION ACCOUNT	\$-	\$-	\$-	\$-	\$16	\$-	\$-	\$-	\$-	\$-	\$16	\$-
	9250 BOXERS' PENSION FUND	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$539	\$539	\$-
	ATCOM - TOTAL	\$-	\$-	\$-	\$-	\$1,209	\$224	\$32	\$-	\$1	\$541	\$2,007	\$-
BARBERING AND COSMETOLOGY, BOARD OF	0069 BARBERING AND COSMETOLOGY FUND	\$-	\$-	\$-	\$-	\$4,953	\$4,990	\$10,796	\$846	\$32	\$18	\$21,635	\$-
BEHAVIORAL SCIENCE, BOARD OF	0773 BEHAVIORAL SCIENCE EXAMINERS FUND	\$-	\$-	\$-	\$-	\$81	\$2,339	\$5,071	\$75	\$420	\$8	\$7,994	\$1,400

Revenue Sources

FISCAL YEAR 2012-13-REVENUE CATEGORIES (IN THOUSANDS)													
	Fund Number and Name	Other Motor Vehicle Fees (114300)	Division of Real Estate Examination (123400)	Division of Real Estate License Fees (123500)	Subdivision Filing Fees (123600)	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Initial Licensing Fees (125700)	Renewal Fees (125800)	Delinquent Fees (125900)	Interest (150300)	Misc./ Other Revenue	Total Revenues	Total Transfers
BOARD OF CHIROPRACTIC EXAMINERS	0152 CHIROPRACTIC EXAMINERS FUND	\$-	\$-	\$-	\$-	\$29	\$162	\$3,379	\$53	\$7	\$2	\$3,632	\$-
	0735 CONTRACTORS' LICENSE FUND	\$-	\$-	\$-	\$-	\$108	\$10,218	\$39,876	\$3,102	\$64	\$1,624	\$54,982	\$-
CONTRACTORS' STATE LICENSE BOARD	0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)	\$-	\$-	\$-	\$-	\$-	\$53	\$-	\$-	\$1	\$-	\$54	\$-
	CSLB - TOTAL	\$-	\$-	\$-	\$-	\$108	\$10,271	\$39,876	\$3,102	\$65	\$1,624	\$55,046	\$-
COURT REPORTERS BOARD OF CALIFORNIA	0771 COURT REPORTERS FUND	\$-	\$-	\$-	\$-	\$19	\$40	\$892	\$18	\$4	\$-	\$973	\$(300)
	0410 TRANSCRIPT REIMBURSEMENT FUND	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$1	\$-	\$1	\$-
DENTAL HYGIENE COMMITTEE	CRB - TOTAL	\$-	\$-	\$-	\$-	\$19	\$40	\$892	\$18	\$5	\$-	\$974	\$(300)
	3140 STATE DENTAL HYGIENE FUND	\$-	\$-	\$-	\$-	\$12	\$423	\$1,060	\$14	\$2	\$1	\$1,512	\$-
DENTAL BOARD OF CALIFORNIA	3142 STATE DENTAL ASSISTANT FUND	\$-	\$-	\$-	\$-	\$18	\$345	\$1,256	\$72	\$7	\$6	\$1,704	\$-
	0741 STATE DENTISTRY FUND	\$-	\$-	\$-	\$-	\$47	\$789	\$7,286	\$75	\$394	\$8	\$8,599	\$2,700
	3039 DENTALLY UNDERSERVED ACCOUNT	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$4	\$-	\$4	\$-
BOARD FOR PROFESSIONAL ENGINEERS AND LAND SURVEYORS, GEOLOGISTS & GEOPHYSICISTS	DBC - TOTAL	\$-	\$-	\$-	\$-	\$65	\$1,134	\$8,542	\$147	\$405	\$14	\$10,307	\$2,700
	0770 PROFESSIONAL ENGINEERS' AND LAND SURVEYORS' FUND	\$-	\$-	\$-	\$-	\$117	\$2,572	\$5,962	\$57	\$317	\$13	\$9,038	\$2,500
GUIDE DOGS FOR THE BLIND, STATE BOARD OF	0205 GEOLOGY AND GEOPHYSICS FUND	\$-	\$-	\$-	\$-	\$7	\$182	\$760	\$13	\$3	\$1	\$966	\$-
	BPELGGG - TOTAL	\$-	\$-	\$-	\$-	\$124	\$2,754	\$6,722	\$70	\$320	\$14	\$10,004	\$2,500
	0024 STATE BOARD OF GUIDE DOGS FOR THE BLIND FUND	\$-	\$-	\$-	\$-	\$-	\$2	\$149	\$-	\$-	\$-	\$151	\$-

Revenue Sources

FISCAL YEAR 2012-13-REVENUE CATEGORIES (IN THOUSANDS)													
	Fund Number and Name	Other Motor Vehicle Fees (114300)	Division of Real Estate Examination (123400)	Division of Real Estate License Fees (123500)	Subdivision Filing Fees (123600)	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Initial Licensing Fees (125700)	Renewal Fees (125800)	Delinquent Fees (125900)	Interest (150300)	Misc./Other Revenue	Total Revenues	Total Transfers
DCA 1111/1110	FUND	\$-	\$-	\$-	\$-	\$7	\$63	\$704	\$18	\$6	\$-	\$798	\$-
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 LANDSCAPE ARCHITECTS FUND	\$-	\$-	\$-	\$-	\$-	\$24	\$147	\$5	\$1	\$-	\$177	\$-
	0175 DISPENSING OPTICIANS FUND	\$-	\$-	\$-	\$-	\$-	\$5	\$12	\$-	\$1	\$-	\$18	\$-
	0210 OUTPATIENT SETTING FUND OF THE MEDICAL BOARD OF CALIFORNIA	\$-	\$-	\$-	\$-	\$-	\$9	\$28	\$-	\$1	\$-	\$38	\$-
MEDICAL BOARD OF CALIFORNIA	0755 LICENSED MIDWIFERY FUND	\$-	\$-	\$-	\$-	\$157	\$6,994	\$48,914	\$238	\$75	\$27	\$56,405	\$-
	0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA	\$-	\$-	\$-	\$-	\$-	\$7,032	\$49,101	\$243	\$78	\$27	\$56,638	\$-
	MBC - TOTAL	\$-	\$-	\$-	\$-	\$157	\$7,032	\$49,101	\$243	\$78	\$27	\$56,638	\$-
NATUROPATHIC MEDICINE COMMITTEE	3069 NATUROPATHIC DOCTOR'S FUND	\$-	\$-	\$-	\$-	\$-	\$76	\$171	\$1	\$2	\$-	\$250	\$-
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 OCCUPATIONAL THERAPY FUND	\$-	\$-	\$-	\$-	\$33	\$140	\$906	\$14	\$85	\$24	\$1,202	\$2,000
OPTOMETRY, STATE BOARD OF	0763 STATE OPTOMETRY FUND	\$-	\$-	\$-	\$-	\$49	\$172	\$1,596	\$10	\$4	\$4	\$1,835	\$-
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND	\$-	\$-	\$-	\$-	\$18	\$297	\$1,310	\$9	\$7	\$-	\$1,641	\$-
PHARMACY, CALIFORNIA STATE BOARD OF	0767 PHARMACY BOARD CONTINGENT FUND	\$-	\$-	\$-	\$-	\$2,307	\$2,849	\$9,162	\$150	\$184	\$24	\$14,676	\$1,000
PHYSICAL THERAPY BOARD	0759 PHYSICAL THERAPY FUND	\$-	\$-	\$-	\$-	\$120	\$417	\$2,754	\$18	\$3	\$3	\$3,315	\$-
PHYSICIAN ASSISTANT BOARD	0280 PHYSICIAN ASSISTANT FUND	\$-	\$-	\$-	\$-	\$11	\$212	\$1,336	\$3	\$4	\$2	\$1,568	\$-
PODIATRIC MEDICINE, CALIFORNIA BOARD OF	0295 BOARD OF PODIATRIC MEDICINE FUND	\$-	\$-	\$-	\$-	\$6	\$71	\$913	\$4	\$2	\$-	\$996	\$-

Revenue Sources

FISCAL YEAR 2012-13-REVENUE CATEGORIES (IN THOUSANDS)													
	Fund Number and Name	Other Motor Vehicle Fees (114300)	Division of Real Estate Examination (123400)	Division of Real Estate License Fees (123500)	Subdivision Filing Fees (123600)	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Initial Licensing Fees (125700)	Renewal Fees (125800)	Delinquent Fees (125900)	Interest (150300)	Misc./ Other Revenue	Total Revenues	Total Transfers
DCA 1111/1110	PSYCHOLOGY, BOARD OF	\$-	\$-	\$-	\$-	\$57	\$565	\$3,237	\$15	\$13	\$1	\$3,888	\$-
	REGISTERED NURSING, BOARD OF	\$-	\$-	\$-	\$-	\$1,000	\$5,693	\$26,579	\$456	\$26	\$61	\$33,815	\$-
	RESPIRATORY CARE BOARD	\$-	\$-	\$-	\$-	\$60	\$483	\$2,119	\$41	\$7	\$1	\$2,711	\$-
	SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY BOARD	\$-	\$-	\$-	\$-	\$25	\$291	\$1,332	\$18	\$5	\$3	\$1,674	\$300
	0168 SPCB RESEARCH FUND	\$-	\$-	\$-	\$-	\$139	\$-	\$-	\$-	\$1	\$-	\$140	\$-
	0399 SPCB EDUCATION & ENFORCEMENT FUND	\$-	\$-	\$-	\$-	\$388	\$-	\$-	\$-	\$2	\$-	\$390	\$-
	0775 SPC FUND	\$-	\$-	\$-	\$-	\$3,472	\$172	\$222	\$6	\$5	\$104	\$3,981	\$-
	SPCB - TOTAL	\$-	\$-	\$-	\$-	\$3,999	\$172	\$222	\$6	\$8	\$104	\$4,511	\$-
VETERINARY MEDICAL BOARD	0777 VETERINARY MEDICAL FUND	\$-	\$-	\$-	\$-	\$45	\$737	\$2,701	\$18	\$8	\$17	\$3,526	\$-
	0779 VOCATIONAL NURSE EXAMINERS FUND	\$-	\$-	\$-	\$-	\$223	\$3,475	\$6,427	\$140	\$24	\$21	\$10,310	\$-
	0780 PSYCHIATRIC TECHNICIANS ACCOUNT, VOCATIONAL NURSE AND PSYCHIATRIC TECHNICIAN EXAMINERS FUND	\$-	\$-	\$-	\$-	\$13	\$294	\$1,404	\$26	\$4	\$1	\$1,742	\$-
	VNPTB - TOTAL	\$-	\$-	\$-	\$-	\$236	\$3,769	\$7,831	\$166	\$28	\$22	\$12,052	\$-
	TOTAL REVENUES, 1110 - REGULATORY BOARDS	\$-	\$-	\$-	\$-	\$15,061	\$51,354	\$198,857	\$5,801	\$1,778	\$2,525	\$275,376	\$9,600
		\$31,142	\$3,770	\$40,429	\$7,302	\$20,622	\$202,712	\$229,027	\$6,891	\$3,322	\$6,337	\$551,554	\$19,200



STATE OF CALIFORNIA

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