On Behalf of the Consumer

California Department of Consumer Affairs Annual Report 1994 -1995

Pete Wilson, Governor
Joanne Corday Kozberg, Secretary, State and Consumer Services Agency
Marjorie M. Berte, Director

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Consumer Affairs
Annual Report
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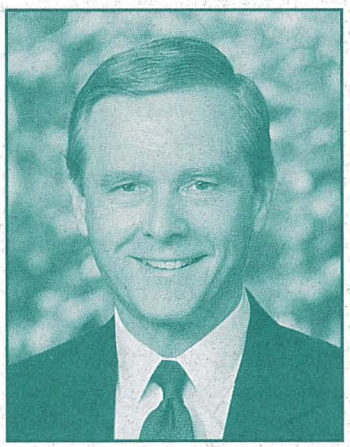


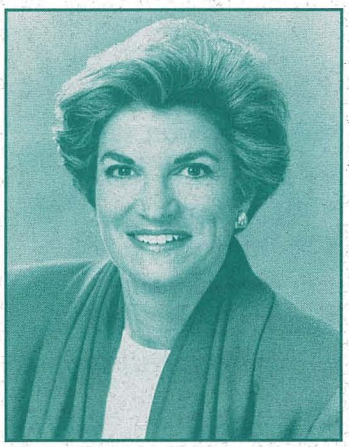
PETE WILSON

Governor

California has long served as a model for the rest of the nation in a number of areas. Our consumer protection and licensee regulation programs have become more effective with each passing year. The Department of Consumer Affairs has moved forward aggressively in a unique Performance-Based Budgeting Pilot Project based on private sector management techniques. This highly successful effort has already helped the Department save money, increase productivity, and improve service to California consumers.

During this fiscal year, the Department began a statewide smog control program designed to help clean the air by significantly reducing auto emissions. This program is being watched carefully by the federal government, other states, and other countries eager to learn from our experiences and modify their own programs accordingly. Despite a number of hurdles which must be overcome, I am confident that California will succeed in this endeavor to reduce vehicle emissions.

The staff of the Department of Consumer Affairs are to be commended for their innovative approaches to protecting Californians and the environment, and for their courageous and tireless efforts *"On Behalf of the Consumer."*



JOANNE CORDAY KOZBERG

Secretary,
State and Consumer Services Agency

I am pleased to report that during the 1994-1995 fiscal year the Department of Consumer Affairs (DCA) continued its innovative and highly successful consumer protection programs, many of which are detailed in the following pages. Director Marjorie Berte and Interim Director Dr. C. Lance Barnett deserve a great deal of credit for guiding the Department steadily toward its vision. Their leadership has been invaluable. I am also grateful to the Department's employees for another year of professionalism and hard work *"On Behalf of the Consumer."*

California consumers have benefited in myriad ways this fiscal year, as have the Department's licensees. The functional reorganization of the Department, completed during the fiscal year, has eliminated duplication and redundancy and allowed better use of limited resources. Complaint processing procedures have been consolidated and streamlined to speed resolution. The Department-sponsored *Contract for the Future: Rebuilding After the Floods* forums held in January and March provided a valuable service to Northern California flood victims, as did subsequent arrests of unlicensed contractors. Other public forums brought to light the health and safety hazards of improper autobody repair. Investigations conducted by the Department and its associated boards resulted in thousands of citations, fines, suspensions, revocations, and other disciplinary actions. Savings to consumers exceeded $22.5 million.

The Department also updated its technology in several areas. Pilot testing was conducted of a remote sensing device for detecting automotive emissions, the applicant tracking system was automated on a pilot basis for several boards and bureaus, and computer systems were linked to allow better communication among the various DCA headquarters and field offices.

We are justifiably proud of the many accomplishments of the California Department of Consumer Affairs this year *"On Behalf of the Consumer"* and look forward to the Department's continued success in the years to come.

MARJORIE M. BERTE

Director

The vision of the Department of Consumer Affairs (DCA) is to be a world-class consumer protection organization. Over the past several years, the leadership of the Department has focused its resources on its core functions in order to become more efficient and effective in serving the Department's primary customers—consumers and licensees.

The core functions of the Department are licensing, complaint mediation, consumer information and education, and enforcement. In addition, the Department has a goal of clean air through implementation of the new Smog Check ✓✓ Program.

DCA licenses more than 2 million Californians in more than 180 occupations. The principal purpose of licensing is to ensure a fair process for establishing qualified professionals and practitioners for California consumers.

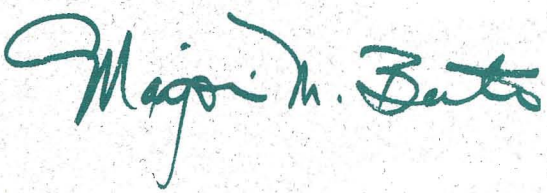
The Consumer Information Center now fields nearly one million calls per year to DCA's toll-free consumer line. Consumer advisors provide information on hundreds of topics, provide complaint assistance, and make referrals to other government agencies as appropriate. Information can be provided in 140 different languages.

DCA seeks the quickest and least costly means to satisfy consumer needs and complaints. More than 31,000 consumer complaints were resolved by the Department's mediation services during the 1994-1995 fiscal year.

Enforcement remains a high priority for DCA. Properly focused enforcement activities that are tough and certain protect consumers by eliminating unscrupulous or incompetent practitioners. Targeted enforcement in the Smog Check ✓✓ Program will allow DCA to go after gross polluters—cars we see on the road that are causing the highest proportion of unhealthy air.

As we look forward, DCA is anticipating the Sunset Review process for regulatory boards and programs within the Department's umbrella. The Sunset Review process is an opportunity for all parties to reexamine how the State of California conducts occupational regulation; to review the necessity, scope, and structure of our programs; and to make changes appropriate to the needs of consumers in the next century.

It is an exciting time at DCA, both for the internal restructuring and innovation that make the Department more effective, and for the external reevaluation of the role of regulation in the lives of California consumers. Through the Performance-Based Budgeting Pilot Project, DCA has turned its focus to results. The management and staff of the Department are eager to continue achieving better results "*On Behalf of the Consumer.*"



DCA's Mission & 1994-1995 Achievements

Five years ago, the Department of Consumer Affairs (DCA) developed ten mission statements that summarize its commitment to consumer protection. Each year since that time, DCA staff have worked tirelessly to honor those commitments. The following list highlights a few of the Department's achievements during fiscal year 1994-1995.

MISSION

TO REPRESENT THE CONSUMER INTEREST

ACHIEVEMENTS

In order to better meet the needs of consumers, the Consumer Services Division developed a survey to request input from consumers on the quality and effectiveness of the Division's service. The Arbitration Review Program also conducted its annual survey of consumer concerns about certified arbitration programs. Survey forms mailed to callers by the Consumer Information Center consistently rank the Center's services at the top end of the scale. The Complaint Mediation Division continued its policy of mailing surveys to both the complainant and the respondent after a complaint is closed.

MISSION

TO FOSTER CONSUMER AWARENESS

ACHIEVEMENTS

The Department significantly increased the number of public speaking engagements to foster public awareness of consumer issues. The Consumer Services Division focused particularly on seniors, minorities, and students. The Public Affairs Division arranged speakers for meetings of the Society of Consumer Affairs Professionals in Business and Rotary Club International, as well as trade and professional association gatherings.

More than 40 newsletters were distributed during the year to update licensees and other interested persons on activities of the Department, its bureaus, and associated boards. In addition, brochures, fact sheets, and handbooks were developed and distributed to consumers and licensees on such topics as proper auto repair invoicing procedures, engineering and land surveying laws, the need to consult with pharmacists regarding prescription drugs, health club memberships, furniture flammability and safety standards, hiring an architect, and precautions to take when entering into a service contract. More than 100 consumer publications are now available from the Department and its associated boards.

Numerous public events were held during the year, including "Annual Guide Dog Day at the Capitol," four forums seeking public input on laws regulating professional engineers (with an additional seven scheduled for the next fiscal year), forums on autobody repair issues, and a public hearing on revisions to the State Implementation Plan regarding the California Smog Check ✓✓ Program. In addition, Department personnel once again staffed booths at numerous fairs and expos, including the California State Fair, answering questions and providing handouts to thousands of visitors.

MISSION

TO ADVOCATE INDIVIDUAL CONSUMER RESPONSIBILITY

ACHIEVEMENTS

In January and again in March the Department sponsored *Contract for the Future: Rebuilding After the Floods* forums in Northern California, participated in by four DCA boards and several state, federal, and local agencies. Flood victims were given advice on obtaining competent licensed contractors, geologists, landscape architects, and engineers to help them recover from flood damage. Information was also provided on the National Flood Insurance Program and federal and state disaster loan and grant programs.

The Department mailed out nearly 300,000 brochures and fact sheets to encourage California consumers to make wise and responsible choices.

MISSION

TO PROMOTE BUSINESSES' & PROFESSIONS' COMMITMENT TO EXCELLENCE

ACHIEVEMENTS

The Board of Pharmacy developed a *Board Pain Management Statement* to educate pharmacists about advances in appropriate pain management, published *Guidelines for Protocols Developed for Pharmacists to Manage Patients' Drug Therapy,* distributed newsletters, and made presentations to encourage pharmacists to provide consultations to patients about their prescription and over-the-counter medications.

Five forums were held throughout the state to seek public and industry comment on—and recommended solutions to—the problem of improper and hazardous autobody repair.

The Department mobilized public and private sector quality specialists to design and implement a California version of the Baldrige National Quality Award Program. In February 1995 Governor Wilson presented Golden State Quality Awards to Granite Rock Company, a building and roadway construction materials supplier; Solectron Corporation, a leader in surface mount technology; and Varian Oncology Systems, the world's leading supplier of irradiation equipment for cancer treatment.

MISSION

TO ENCOURAGE & FACILITATE EARLY RESOLUTION OF DISPUTES

ACHIEVEMENTS

Again this fiscal year the Department's Complaint Mediation Division acted as a mediator between disputing parties to promote a mutually acceptable solution to problems. The mediators *propose,* but do not dictate, terms to settle disputes. A brochure explaining the mediation process and the role of the Complaint Mediation Division is mailed with each complaint form.

In addition, the Department's Dispute Resolution Office oversaw dispute resolution programs of 31 counties and 63 other entities, participated as a board member in the Northern California Mediation Association, and spoke at the International Conference of the Society of Professionals in Dispute Resolution.

MISSION

TO PROTECT CONSUMERS THROUGH FAIR, IMPARTIAL, AGGRESSIVE, & TIMELY ENFORCEMENT

ACHIEVEMENTS

In December, a settlement was reached in the third largest case in the Department's history involving a major retailer of brake and front end repairs. Parnelli Jones/Dobs Tire paid $800,000 in penalties for selling unnecessary parts and services. A settlement was also reached with Toyota of Garden Grove, which agreed to pay more than $300,000 in penalties for smog check violations.

Undercover investigations by Department staff resulted in confiscation of smog testing equipment, destruction of below-standard mattresses, and arrests and citations of numerous smog technicians, auto mechanics, and unlicensed contractors. The Department also conducted investigations of electronic and appliance repair dealers, resulting in a major sweep in Southern California, and in the disconnection of 36 business telephone numbers for a San Francisco service dealer operating with a revoked registration.

The Hearing Aid Dispensers Examining Committee (HADEC) targeted out-of-state companies conducting unlicensed mail-order and retail sales of so-called "hearing enhancers" in California. Consumers were warned that unlicensed sale of these products is illegal and their inappropriate use can cause permanent hearing loss. HADEC's efforts made California the first state in the nation to effectively curtail the unlicensed sale of these hearing aids.

MISSION

TO ADVOCATE ONLY THOSE LICENSING STANDARDS THAT PROTECT THE CONSUMER

ACHIEVEMENTS

The Legislative and Regulatory Review Division coordinated the Department's response to SB 2036 (McCorquodale), which mandates legislative review of each of the Department's boards and committees to determine those that can demonstrate a public need for continued existence. This will be an ongoing effort until all board reviews are completed in 1999. In addition, the Division tracked bills dealing with the automatic license suspension of physicians and surgeons imprisoned on felony convictions and license revocation of psychologists involved sexually with patients or former patients.

The Arbitration Review Program played a significant role in the development of legislation and in ongoing negotiations with auto manufacturers, consumer groups, and legislators regarding the improvement of consumer protection and fairness of California's Lemon Law.

MISSION

TO PROMOTE PARTNERSHIPS AMONG CONSUMERS, BUSINESSES & PROFESSIONALS, & GOVERNMENT

ACHIEVEMENTS

To assist companies in recognizing and resolving problem areas, the Complaint Mediation Division has begun issuing a semiannual report listing complaint and violation activity for each participating retailer.

Working with the California State Automobile Association (of Northern California) and the Automobile Club of Southern California, the Arbitration Review Program distributed 10,000 *Lemon-Aid for New Car Buyers* pamphlets in the American Automobile Association's (AAA) new vehicle pricing packets.

The Bureau of Home Furnishings and Thermal Insulation assisted The Danny Foundation by disseminating a crib safety flyer to alert the public of the hazards of purchasing used cribs or cribs that are not in compliance with federal law.

In September 1994 the publication and distribution of the *California Newcomers Guide* was completed in collaboration with the Bank of America, American Telephone and Telegraph, Pacific Gas & Electric Company, and local community groups. The guidebook, available in Spanish and Chinese, assists newly arriving immigrants into the United States.

The Department continued its partnership with government, industry, and the public to identify ways to put licensed contractors back to work.

MISSION

TO BE VISIONARY: LEARN FROM YESTERDAY; PLAN FOR TOMORROW.

ACHIEVEMENTS

The Department began implementation of the statewide Smog Check ✓✓ Program, which is expected to significantly reduce air pollution caused by vehicle emissions without causing excessive financial hardship or inconvenience to vehicle owners. The program includes a remote sensing pilot project with a comprehensive study in Sacramento to identify gross polluting vehicles, an evaluation of the feasibility of profiling high emitters for test-only stations, and a study of the effectiveness of remote sensing in identifying high emitting vehicles.

The Administrative and Information Services Division streamlined and redesigned various administrative processes and implemented the Calcard (Visa) charge card program to simplify and expedite the procurement of office supplies. In addition, newly developed contracting guidelines now allow purchasers to consider product or service quality, speed of delivery, and other factors *in addition to* price when contracting with a vendor.

A new computer tracking system in the Consumer Services Division has improved response to and tracking of consumer correspondence. The system also enables staff to report on trends and new or recurring issues.

In addition, a "Rapid Response Team" was formed in the Department's Insulation Testing Laboratory to expedite product sample testing to aid in the completion of investigations.

The Department's Legal Services Unit actively participated in a multidepartmental task force to research public policy and consumer issues surrounding the newly emerging biotechnology industry. The Unit also served on an advisory committee to investigate the possible existence of adverse effects to humans from electric and magnetic fields.

MISSION

TO VALUE EXCELLENCE & TEAMWORK WITHIN THE DEPARTMENT

ACHIEVEMENTS

Three new classification series—technical, professional, and leadership—have been proposed for division and program staff. The new system will recognize and reward qualified employees, remove constraints to employee growth, encourage team concepts, empower managers, reduce paperwork and processing time, and allow greater flexibility for both managers and employees.

The Complaint Mediation Division provides technical training and experience to staff members to enable them to reach their next obtainable job goal. In addition, results from consumer surveys are used to reward employees for outstanding job performance.

During the year, Merit Awards were presented to Lavonne Anderson, Mary K.Compton, Marlene V. Deputy, Barbara Howe, Karin M. Lindemeyer, Judy Miller, Maggi Reetz, Debbie Romani, Thomas J. Rose, and Carol M. Smith. Sustained Superior Accomplishment Awards for 24 months of continuous superior performance (1992-1994) were earned by Clyde Brown, Lily Dong, Kami Dudley, Heidi Goodman, Jean Harlow, Joyce Leavitt, and Arlene Paganini. Supervisory Performance Bonus Awards were presented to David Amlin and Arnetta Threadgill.

Department Regulatory Bureaus & Programs

Arbitration Review Program

Peter Brightbill, Chief

The Arbitration Review Program certifies and monitors California's automobile manufacturer arbitration programs to ensure compliance with the new car Lemon Law and other statutes and regulations regarding automobiles under warranty. Currently in California 18 automobile manufacturers participate in three certified arbitration programs.

Consumer Satisfaction Survey/Statistics: The Arbitration Review Program (ARP) conducted its annual survey of consumers who applied to certified arbitration programs, including those whose cases were resolved by means other than an actual arbitration hearing. Of the 5,053 surveys mailed, over 1,845 responses were received and tabulated for use by ARP staff in identifying consumer concerns with the certified programs. Results of the annual survey reveal that (1) the certified programs awarded buybacks in approximately 28% of arbitrations; (2) respondents feel that adequate vehicle inspections, impartial and well-trained arbitrators, and the ability to make oral presentations are key factors in earning consumer confidence in the process; and (3) consumers consider that efforts to resolve vehicle warranty disputes by settlement are quicker and less complicated than arbitration or litigation. The complete results were published along with statistical data reported by the programs in order to give a comprehensive view of certified arbitration activity.

Certified Programs: As of June 30, 1994, 68% of new car manufacturers in California were represented by a certified arbitration program. Three additional manufacturers were certified in 1995: Kia Motors America, Inc. and Porsche Cars North America, Inc. (certified on January 26, 1995), and Hyundai Motor Company (certified on June 8, 1995). Two applications are pending: Honda North America and AM General.

ARP staff monitored the activities of certified programs, including arbitration hearings and arbitrator training, to ensure compliance with state and federal guidelines. ARP staff attended more than 500 of the 2,080 arbitration hearings conducted in fiscal year 1994-1995.

Accomplishments: Through responses to telephone inquiries, radio interviews, and newspaper articles, ARP has successfully informed Californians about consumer rights and manufacturer responsibility under the California Lemon Law. In addition, ARP has enhanced communication between arbitration programs and consumers.

Working with the California State Automobile Association (of Northern California) and the Automobile Club of Southern California, ARP distributed 10,000 *Lemon-Aid for New Car Buyers* pamphlets in the American Automobile Association's (AAA) new vehicle pricing packets.

Meetings with Industry Representatives: ARP played a significant role in the development of legislation and in ongoing negotiations with auto manufacturers, consumer groups, and legislators regarding the improvement of consumer protection and fairness of California's Lemon Law.

Bureau of Automotive Repair

K. Martin Keller, Bureau Chief

The Bureau of Automotive Repair (BAR) registers more than 35,000 California automotive repair facilities and licenses 1,400 lamp, 1,430 brake, and 8,363 smog inspection certification stations, as well as more than 15,000 smog check technicians. BAR is also responsible for managing the statewide Smog Check ✓✓ Program to reduce vehicle emissions.

Consumer Protection Operations

Autobody Repair: Early in fiscal year 1994-1995, the Consumer Protection Operations (CPO) team of the Bureau of Automotive Repair met a legislative mandate to provide a report identifying problems in the automotive collision repair industry and recommending solutions. In the process of developing the report, the 12-member committee held five public forums throughout the state to give industry and other interested parties an opportunity to discuss auto repair collision issues. Media coverage in the five major markets was coordinated by the Public Affairs Division to promote the forums and to further educate the public about problems in the collision industry.

Out-of-Court Settlements: The Bureau's CPO team, in conjunction with the California Attorney General and the

Alameda County District Attorney's office, reached an $800,000 out-of-court settlement with Parnelli Jones/Dobs Tires for selling unnecessary parts and services. The settlement, the largest of the year, came after a two-year investigation. A settlement was also reached with Toyota of Garden Grove, which agreed to pay more than $300,000 in penalties for smog check violations.

ENFORCEMENT: In addition, the CPO team handled more than 12,000 consumer complaints, conducted over 460 undercover runs with a positive "hit" rate of 90%, and filed over 470 investigative cases with the Attorney General's office and various local district attorneys.

INSPECTION AND MAINTENANCE

SMOG CHECK PROGRAM DESIGN: On June 30, 1995, the Bureau submitted to the federal Environmental Protection Agency (USEPA) an inspection and maintenance program that will meet the performance standards of the Federal Clean Air Act. The program design was based on a series of pilot studies conducted during fiscal year 1994-1995 to demonstrate that the state's Smog Check ✓✓ Program will meet the federal standards. In Sacramento, the first part of the pilot program was a comprehensive study of remote sensing devices to identify gross polluting vehicles within a designated geographic area. The second part of the pilot program was to evaluate the feasibility of profiling high emitters for test-only stations and to evaluate the effectiveness of remote sensing in identifying high emitting vehicles. In El Monte, staff worked with the Air Resources Board to evaluate an alternative to the USEPA's Inspection and Maintenance 240 program (I/M 240).

PILOT PROGRAM: Results of the pilot indicated that (1) the state's alternative testing procedure, Acceleration Simulation Mode (ASM) was nearly as effective as the federal I/M 240 testing procedure; (2) only 45-50% of the vehicle population in Sacramento was detected by remote sensing devices during 2-1/2 months of testing using 10 devices at 337 test sites; and (3) the profile of high emitters was able to identify 65% of vehicles with excessive emissions.

STATE IMPLEMENTATION PLAN: The Department of Consumer Affairs conducted a public hearing on June 15, 1995 to present a proposed revision to the California State Implementation Plan (SIP). Emergency regulations associated with the SIP were to be heard September 27, 1995 in Los Angeles. The SIP was declared complete by USEPA on June 30, 1995. USEPA has up to 12 months to grant approval.

BUREAU OF ELECTRONIC AND APPLIANCE REPAIR

CURT AUGUSTINE, BUREAU CHIEF

The Bureau of Electronic and Appliance Repair registers and regulates the more than 8,800 California businesses involved in (1) installation and repair of automobile radios, stereos, and security systems, cellular phones, and residential antennas; (2) repair of home entertainment electronics, home office electronics, and major home appliances, and (3) sales or administration of service contracts.

MAJOR ENFORCEMENT ACTIVITIES: The Bureau conducted numerous investigations, including a major sweep of service dealers in the Covina area that resulted in the initiation of criminal proceedings against all of the service dealers involved. A second major investigation resulted in the disconnection of 36 business telephone numbers for a service dealer who had continued to operate after his registration was revoked for fraud and incompetence. Another service dealer, who was unregistered, was convicted in criminal court of petty theft and consumer fraud and was sentenced to six months in jail. The Bureau increased use of its citation and fine process for fraud and incompetence. Efforts were also increased to bring dealers with delinquent registrations into compliance.

SERVICE CONTRACTS: Legislation chaptered in 1993 gave the Bureau regulatory authority over individuals and companies selling and administering service contracts for the repair of consumer electronic equipment and appliances. During the fiscal year the Bureau held a summit meeting with representatives of the service contracts industry before final submission of the regulations package to the Office of Administrative Law. Action on the package is expected early in the next fiscal year. Licensing Division staff were hired to process applications and disseminate information to interested parties.

MARKET CONDITIONS INDEX: The Bureau was selected to be the pilot for designing and implementing a Market Conditions Index (MCI) for the electronic and appliance repair industry. The index, designed to reveal the state of health of the market, was derived from internal statistics and external sources. One of the items included was a telephone survey of 750 California consumers to determine their perspectives on the repair and service contract industries.

EDUCATION/OUTREACH: A regular column was developed for a trade association newsletter. "Ask the Chief" invites service dealers to ask questions about the Bureau's policies and operations and to address any concerns relevant to the repair industry. In addition, a Bureau Chief's Advisory Council is being formed with membership from the various facets of the electronic and appliance repair industries. This Council will meet as needed to discuss issues and concerns of mutual interest to the industry and the Bureau. A formal education plan for the Bureau was developed to educate consumers and the repair industry. As a result of this plan, the Bureau created various publications, including guidelines for service dealers on estimates, invoices, service calls, and diagnosis fee charges. Development began on a service contract fact sheet and a guide to electronic and appliance repair for the consumer and the service dealer for distribution during the next fiscal year.

BUREAU OF HOME FURNISHINGS AND THERMAL INSULATION

KAREN HATCHEL, BUREAU CHIEF

The Bureau enforces California statutes and regulations governing upholstered furniture, bedding, and thermal insulation industries, regulating more than 19,000 licensees.

ENFORCEMENT ACTIVITIES: During the fiscal year, the Bureau investigated 166 cases, several of which resulted in filings against large manufacturers and importers for marketing furniture in California that is not fire retardant. Once adjudicated, these cases should lead to substantial civil monetary penalties.

Enforcement staff conducted 2,094 routine site inspections, issued 717 notices of violation, and held off-sale 39,342 manufactured products on suspicion of being in violation of state law. Additionally, several referrals were made to the Unlicensed Activity Unit.

Three civil cases were adjudicated against manufacturers of children's furniture and Halloween costumes that were not fire retardant. District Attorney's offices have received a total of $170,000 in stipulated penalties, and the Bureau received $4,120 in recovery costs.

In conjunction with the Licensing and Enforcement divisions, the Bureau recently instituted a license denial process for companies suspected of blatant and continued violations of the Home Furnishings Act. Formal denial actions have been initiated against two companies and the cases referred to the Office of the Attorney General.

FULL-SCALE FIRE TESTING PROGRAM: The Bureau's state-of-the-art cone calorimeter continues to be used in a study with the Association of Contract Textiles and the Decorative Fabrics Association. The study, which began last fiscal year, assesses the flammability performance of various fabric/fill combinations in upholstered furniture.

More than 1,400 home furnishings products and components were tested by the Bureau's laboratory to ensure their compliance with consumer safety laws. Test information is provided to manufacturers to assist them in correcting violations.

INSULATION PROGRAM: The Bureau's insulation program is part of an extensive statewide effort to promote the use of safe insulation to conserve energy and reduce utility costs. During the year, the program tested 47 California licensed products, and an additional 39 products were tested under independent contract.

The Bureau published the *1994 Annual Directory of Certified Products and Consumer Guide* which contains 3,911 listings of separate insulation products and their application specifications. The directory was issued to California's 492 building inspection departments and insulation manufacturers.

CONSUMER AND INDUSTRY EDUCATIONAL OUTREACH: As part of the Bureau's mission to represent the interests of both the consumer and industry, the *Information Bulletin* was mailed in October 1994 to trade associations and other industry partners to advise them of regulatory issues affecting the home furnishings market. Additionally, the Bureau assisted The Danny Foundation by disseminating a crib safety flyer in conjunction with its bulletin to alert the public of the hazards of purchasing used cribs or cribs that are not in compliance with federal law.

The Bureau's Ad Hoc Committee on False and Misleading Advertising was formed in December 1994 to address ethics in advertising. Composed of Bureau staff and representatives from the home furnishings industry, the Committee is charged with proposing revisions to clarify advertising laws and promoting truth in advertising.

The Bureau participated in the Second Annual International Consumer Product Health and Safety Organization Symposium in March 1995. The Symposium focused on examining the latest national and international developments in consumer health and safety issues. Because California's expanding market now includes an increasing percentage of imported furniture, the Bureau's participation was both essential and beneficial.

CLOTHING TESTS: The Bureau's laboratory completed a contract with the United States Consumer Product Safety Commission to test clothing products for compliance with federal flammability standards. A total of 73 products, including dresses, skirts, blouses, and scarfs, were tested during the year; 13 were found to be in violation of federal standards. As a result, the United States Consumer Product Safety Commission took disciplinary action against a number of importers and manufacturers and banned the sale of these products in the United States.

BEAN BAG CHAIRS: A Bureau inspector identified certain bean bag chair products as dangerous because they contained small beads covered by fabric with zippers that were easily opened. Laboratory testing revealed a potential inhalation, ingestion, and/or suffocation hazard to children. The United States Consumer Product Safety Commission was notified and initiated a nationwide recall program involving 15 chair manufacturers. At least five deaths of small children had been attributed to this hazard.

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

JAMES C. DIAZ, BUREAU CHIEF

The Bureau of Security and Investigative Services licenses and regulates approximately 200,000 licensees in the seven industries listed below:

PRIVATE PATROL OPERATORS/ SECURITY GUARDS: Provide services for the protection of persons and/or property in accordance with a contractual agreement. Those services include but are not limited to making investigations incidental to the theft, loss, embezzlement, misappropriation, or concealment of any property the company was hired or engaged to protect.

TRAINING FACILITIES AND INSTRUCTORS: Provide required firearm training to licensed private investigators, power to arrest and firearm training to alarm agents who respond to alarm systems; and power to arrest, firearm, and baton training to security guards.

PRIVATE INVESTIGATORS: Conduct civil, criminal, and domestic investigations for private individuals, businesses, attorneys, insurance companies, and public agencies.

ALARM COMPANY OPERATORS: Install, maintain, alter, sell on premises, monitor, or service alarm systems for private individuals, businesses, and public entities.

REPOSSESSORS: Repossess personal property on behalf of a credit grantor when a consumer defaults on a conditional sales contract that contains a repossession clause.

ENFORCEMENT: The Bureau's primary enforcement responsibility is to protect the consumer/client from inadequate or incompetent service, potential theft/burglary, misrepresentation, exertion of undue force, intimidation, and threats of violence from its regulated industries. This is accomplished by denying initial license or registration applications and by taking disciplinary action against licensees or registrants.

TRAINING FOR ARMED SECURITY GUARDS: In accordance with SB 1713, which was enacted by the Legislature in 1994, the Bureau of Security and Investigative Services began the task of recommending upgraded training requirements and psychological screening for security guards who carry firearms. The Bureau is working with representatives from all affected licensee groups (private patrol operators, security guards, training facilities, and private investigators). This effort represents a major step in dramatically improving the caliber of armed security guards in the field. Task force meetings and a public hearing will be held during fiscal year 1995-1996, and the new regulations should be ready for implementation by January 1, 1996.

TAX PREPARER PROGRAM

JACQUELINE BRADFORD, ADMINISTRATOR

The Tax Preparer Program regulates the state's 33,586 tax preparers, administers the Tax Preparer Act, and adopts necessary regulations. The Program's complaint responsibility includes the investigation of conviction of any crime related to the qualifications, functions, and duties of a tax preparer or tax interviewer, and fraud or deceit in obtaining a certificate as a tax preparer.

FUNCTIONAL TRANSFER: During fiscal year 1994-1995, the Program completed the transfer of its licensing, intake, mediation, and enforcement functions to the appropriate DCA divisions. Policy issues continue to be handled at the Program level.

APPLICANT TRACKING: An automated Applicant Tracking System was implemented on a pilot basis for the Program and six other DCA boards and bureaus by the Administrative and Information Services Division. The system automates the cashiering and licensing functions.

ENFORCEMENT: A primary enforcement focus during the year was on bringing the large population of unregistered tax preparers into compliance. Approximately 500 investigations of unregistered tax preparer activity were completed by the Enforcement Division. Enforcement staff are also working with the Internal Revenue Service and the Franchise Tax Board in a team effort to educate the public regarding this profession and to put an end to problem preparers and unlicensed activity.

Department Headquarters Divisions

Administrative and Information Services Division

Cindy Thompson, Chief

The Administrative and Information Services Division (AISD) consists of two offices—the Office of Administrative Services (OAS) and the Office of Information Services (OIS). The Division is responsible for providing administrative and information services to the boards, committees, commission, bureaus, programs, and divisions of the Department of Consumer Affairs (DCA).

As part of a Department-wide effort to include more staff in the strategic planning process, AISD employees embarked on a systematic SWOT analysis (identification of the Division's strengths, weaknesses, opportunities, and threats). These SWOT sessions resulted in the development of a strategic baselines plan that includes a mission and vision for the Division.

The OAS and OIS deliver services through teams. The OAS is organized into cross-disciplinary client service teams that provide all administrative services to our clients. In addition, there are specialized disciplinary-based teams, such as the Administrative Resources Team, Support Services Team, and all of the Information Services Teams.

Office of Administrative Services

Cost Accounting: The Cost Accounting Team, with the assistance of the OIS staff, designed and implemented a new activity reporting system that links operating costs to performance measures and funding sources. In partnership with the CALSTARS (California State Accounting and Reporting System) Team, the OAS staff established a new financial structure to monitor budgets, trace appropriations, and track expenditures for the new divisions (Licensing, Consumer Information, Complaint Mediation, Enforcement, and Education).

Streamlined Purchasing Process: The Administrative Resources Team has been proactive in streamlining and redesigning various administrative processes. First, the Calcard (Visa) charge card program was implemented throughout the Department. The card simplifies and expedites the procurement of office supplies. Second, using the flexibility to experiment authorized as part of DCA's Performance-Based Budgeting Pilot Project, the OAS implemented alternative "best-value" procurement and contracting guidelines that allow purchasers to consider product or service quality, speed of delivery, and other factors *in addition to* price when contracting with a vendor.

New Classifications: The OAS also developed three new classification series—technical, professional, and leadership—for division and program employees currently in 80 servicewide classifications. This proposal will achieve maximum flexibility to recognize and reward qualified employees, remove constraints to employee growth, encourage team concepts, empower managers, and reduce paperwork and processing to allow maximum flexibility. It is anticipated that the Department of Personnel Administration and the California State Employees Association will evaluate and concur with this proposal for implementation during the first quarter of fiscal year 1995-96.

Surveys: Client Services Teams are responsible for delivering administrative services such as accounting, purchasing, and contracts to our clients. Surveys have been conducted to measure the teams' success in ensuring that services are clear, courteous, concise, complete, concerned, committed, and correct—the seven C's. Feedback sheets are routinely sent to our clients. In addition, a semiannual satisfaction survey will measure our overall level of service and assess areas where improvement may be necessary. A Client Services Team Handbook with current procedures, guidelines, and services available has also been distributed to our clients.

Mission

We provide outstanding and innovative administrative and technology services in partnership with our clients to improve program operations, exceed clients' expectations, and support our Department's mission.

Vision

Clients recognize the division as providing extraordinary customer service—the first time, every time, in time.

Support Services: Support Services Teams consist of three sections: Cashiering, Mailroom, and Central Records. The Cashiering Team now is able to deposit revenue within twenty-four hours of receipt, has absorbed the cashiering for four allied health committees, and has implemented the applicant tracking system. The Mailroom at headquarters is a consolidation of several separate bureau and program mail centers. The Mailroom Team has developed and implemented a consolidated mail distribution system and established an internal messenger service to do routine delivery to the boards and other local offices. Central Records at headquarters is also a consolidation of files from bureaus, programs, and divisions. The team has implemented a consolidated filing system, including microfilming of records.

Office of Information Services

Applicant Tracking System: The pilot applicant tracking system was fully implemented for several client boards and bureaus. The pilot included the Board of Registered Nursing, Board of Vocational Nurse and Psychiatric Technician Examiners, Court Reporters Board, Board of Behavioral Science Examiners, Bureau of Electronic and Appliance Repair, Bureau of Home Furnishings and Thermal Insulation, and the Tax Preparer Program. This automated system allows the boards and bureaus to determine an applicant's eligibility for examination, performs exam site scheduling, and produces letters informing the applicant of exam scheduling and exam results. Phase I of the "rollout" project—expanding this automated system to interested boards—is currently underway and is projected to be completed by January 1, 1996.

Local Area Network Expansion: The OIS implemented Local Area Networks (LANs) for the Licensing, Consumer Information, Complaint Mediation, and Enforcement divisions. An implementation plan to expand the LAN to the consolidated field offices and shops throughout the state was also developed. LANs enhance communication between employees in the field and at headquarters in Sacramento. By making information on applicants, licensees, and enforcement activity more readily available to all DCA staff, LANs help employees work more efficiently.

Client User Groups: Client user groups were also developed to improve communications with clients who use the enforcement and applicant tracking systems. These groups meet on a regular basis and provide an excellent forum for clients to share their concerns and to receive ongoing training on automated systems.

Executive Advisory Committees: Two Executive Advisory Committees—one for boards and one for internal divisions—were established to assist the OIS in the identification and review of critical automation projects. The Division Committee includes representatives of the Licensing, Consumer Information, Complaint Mediation, and Enforcement divisions.

Wide Area Network: The Wide Area Network (WAN) pilot was completed at four sites statewide. It will significantly expand the Department's communications capabilities by directly linking the LANs within the various DCA offices, regardless of their locations.

Computer Training Lab: Individual and group computer classes are now conducted by members of the OIS Client Services Team in the Department's new training laboratory. Classes are available on a variety of software applications, including Microsoft Word, WordPerfect, Excel, Lotus 1-2-3, and Lotus Notes.

OIS Help Desk: The Client Services Team also established and staffs a Help Desk to help DCA employees resolve computer-related problems via the telephone during normal business hours. "Office visits" are made as necessary.

BOARD RELATIONS

Nancy Campbell, Deputy Director

The Deputy Director, Board Relations acts as the liaison between the Executive Office of the Department of Consumer Affairs and the Department's various licensing boards, committees, and commission. The Deputy Director's responsibility is to ensure that the Department's mission is accomplished; that board, committee, and commission administrative needs are met; and that budget, personnel, accounting, business services, and other problems are quickly resolved.

COMPLAINT MEDIATION DIVISION

RUALETTE WHITE, CHIEF

RESPONSIBILITIES: The Complaint Mediation Division (CMD), created in February 1994, is responsible for handling complaints for the Bureaus of Security and Investigative Services, Electronic and Appliance Repair, Automotive Repair, Home Furnishings and Thermal Insulation, and the Tax Preparer Program. Complaints that meet specified criteria as to severity and consumer harm are referred to the DCA Enforcement Division for appropriate action. The vast majority of complaints, however, are handled by the CMD. This frees time for field investigators to handle the more egregious complaints. The CMD's four centers are in Sacramento, Hayward, South El Monte, and Riverside.

The CMD acts as a mediator between disputing parties to promote a mutually acceptable solution to the problem. The mediators *propose*, but do not dictate, terms to settle disputes. Mediation of a complaint is conducted by telephone or in writing.

IMPROVED PROCEDURES: Complaint processing procedures have been consolidated and streamlined, with the average complaint being mediated and closed within 69 days. The number of days required to refer or assign a complaint has been reduced from ten to five. Quality is being maintained through the use of the Continuous Improvement and Process Teams.

STAFF TRAINING: Technical training was developed and presented to CMD staff to enable each center to process complaints for each program. Since CMD job functions are performed by staff at *all* levels, employees receive the training and experience necessary to reach their next obtainable job goal. Customer Response Surveys are computer-generated each time a complaint is closed. Both the complainant and the respondent are surveyed and their responses analyzed, and the resulting information is used to focus training on areas needing improvement and to reward employees for outstanding job performance.

ACCESSIBILITY: A brochure explaining the mediation process and our service is mailed with each complaint form. The brochure is available in English, Spanish, Chinese, and Vietnamese.

CENTRALIZED COMPLAINT PROGRAM: A Centralized Program established for non-BAR bureaus has reduced consumer frustration while generating a more responsive and informative communication system between large retailers and the CMD. It is particularly beneficial in identifying problems that may be recurring within a company's operation. CMD provides a semiannual report listing complaint and violation activity for each participating retailer to assist companies in recognizing and resolving problem areas.

CONSUMER INFORMATION AND ANALYSIS DIVISION

ARNOLD HAMILTON, ACTING CHIEF

The Consumer Information and Analysis Division, created during fiscal year 1993-1994 as part of the Department's reorganization, is the first DCA point of contact for the public and for licensees of its client agencies via a toll-free telephone number (800) 952-5210 and TDD (800) 326-2297. Callers in the Sacramento area and out of state may call (916) 445-1254 and TDD (916) 322-1700.

CONSUMER INFORMATION CENTER

The Division's Consumer Information Center provides answers to consumer questions; referrals to appropriate local, state, federal, or private agencies; information on licensing requirements; and complaint forms for the programs represented. Technicians are trained to provide information on a wide variety of subjects, as well as on jurisdictional issues for the represented programs (Tax Preparer Program; Bureaus of Automotive Repair, Electronic and Appliance Repair, Home Furnishings and Thermal Insulation, and Security and Investigative Services; Respiratory Care Board; Hearing Aid Dispensers Examining Committee; and Acupuncture Committee). Through use of the AT&T Language Line, technicians can provide information to callers in 140 different languages.

The call volume of the DCA automated attendant, which formerly provided recorded information on landlord/tenant, credit, automobile, and sales and promotion issues, was incorporated into the Center in August 1994.

During fiscal year 1994-1995, the Center received 833,208 telephone calls. Callers are placed in a "queue" until a technician is available. The average caller must wait less than 90 seconds in the queue before being assisted, and during that time, recorded

messages provide essential information on the most common referrals—Department of Motor Vehicles, Smog Check referees, the Medical Board of California, and the Contractors State License Board. Thirty percent of the callers chose not to wait to speak with a technician. (It is assumed that these persons hung up after receiving the information they needed via the recordings or because they intended to call back later when the lines were less busy.)

More than 2,600 written requests for information or complaints were received and referred to the correct agencies. In addition, 100 consumers received written responses regarding their particular consumer issue or problem. The Center mailed more than 55,000 publications to the public on request during the fiscal year.

Data Interpretation and Program Support Unit

The Data Interpretation and Program Support Unit is responsible for collecting and interpreting function-related data that is reported in a variety of documents. The Unit has the primary responsibility for the development and implementation of the performance measures that make up a large portion of the Department's Performance-Based Budgeting Pilot Project. In addition, the Unit collects and interprets data for a variety of clients, including legislators and reporters. The Unit is also responsible for collecting and analyzing data related to the Smog Check ✓✓ Program.

Reports Published: During the fiscal year, the Unit developed and published the Business Strategic Plan (July 1994), Performance Measurement Plan (July 1994, revised September 1994), Performance Measure Baseline Report (November 1994), Performance-Based Budgeting Pilot Project Status Report (December 1994), Three-Year Strategic Target Plan (March 1995), May 31st Status Report (May 1995), Market Condition Indices (June 1995), and DCA Statistical Profile (Fiscal Year 1993-1994).

CONSUMER SERVICES DIVISION

Lowayne Shieh, Chief

The Consumer Services Division assists and informs consumers and licensees who have been referred by the Governor's Office, the Legislature, the State and Consumer Services Agency, and the Director's Office by providing effective complaint resolution, relevant information and education, helpful resources, and referrals. The Division also acts as liaison and advocate to boards, bureaus, committees, consumers, licensees, and outside agencies.

Computer Tracking System: A new computer tracking system has improved the Division's service to consumers. Workflow is closely monitored, and staff can track the current status of correspondence and check for prior communication with the same consumer or on the same topic. The system also enables staff to report on trends and new or recurring issues.

Consumer Survey: A consumer survey was developed to request input on the quality and effectiveness of service provided by the Division. Initial distribution of the survey is scheduled to occur in July 1995.

Outreach: The Division has significantly increased its education presentations, particularly to seniors, minorities, and students, in an effort to ensure that these California residents are aware of their consumer rights. In September 1994 the publication and distribution of the *California Newcomers Guide* was completed. This helpful, informational guidebook was published in both Spanish and Chinese versions. Created through a collaboration of private and public partnerships, it offers consumer protection information to non-English speaking residents in Northern California.

Correspondence: During the fiscal year, the Division responded to nearly 1,000 letters referred to the Department by the Governor's Office, state and federal legislators, the Agency Secretary, and the Department Director. Most consumer concerns dealt with board and program issues, including licensure, enforcement activity, complaints of unprofessional conduct or poor quality of service, and dissatisfaction with the handling of complaints and investigations.

The Division also responded to 229 written or verbal inquiries regarding such consumer concerns as billing disputes, collection agency practices, business practices, refunds, fraud, discrimination, and defective goods. Complaints are thoroughly researched, and consumers are provided advice, educational materials, and referrals to appropriate governmental or private agencies for complaint resolution.

Conference Coordination: During the 1994-1995 fiscal year, the Division's special project staff coordinated several conferences, workshops, and summits, including the California Consumer Affairs Association meeting in Los Gatos in October 1994 and the Innovations at Work Conference for State Managers in November 1994.

EDUCATION DIVISION

LOUIS BONSIGNORE, DEPUTY DIRECTOR

The Education Division was created in June 1994 to oversee and consolidate the Department's education efforts. To carry out its mission, the Division works with Policy Chiefs to design educational programs that address specific marketplace problems within each industry. The Division also partners with the Enforcement Division to teach licensees how to operate within the law.

STRATEGIC PLANNING: During the fiscal year the Division developed a divisional strategic plan that harmonizes with the Department's strategic plan. In addition, Division staff participated in the Public Affairs Division's strategic planning session. The Public Affairs Division's role in the Department's education efforts was clarified, in order to maximize efficient use of staff resources.

SURVEYS: Staff conducted a Departmental survey to determine the current status of and need for specific education and outreach methods. A survey was also made of education programs at several state agencies to identify methodologies and tools used to reach specific target audiences.

SHORT-TERM PLANNING: The Division developed short-term consumer and industry education plans for all DCA bureaus and programs. The short-term plans laid the necessary groundwork (e.g., brochure and video development) for next fiscal year's education plans and identified goals, key messages, target audiences (geographical and ethnic), key staff, education tools, and implementation schedules.

PERFORMANCE MEASURES: Working with the Data Interpretation and Program Support Unit, the Division developed a set of performance measures to evaluate the success of the program's education and outreach methods.

ENFORCEMENT DIVISION

AMPARO GARCIA, CHIEF

The DCA Enforcement Division investigates licensee and registrant conduct on behalf of the Department's Tax Preparer Program and Bureaus of Automotive Repair, Electronic and Appliance Repair, and Security and Investigative Services. The Division also investigates product safety and labeling for the Bureau of Home Furnishings and Thermal Insulation. Field staff determine if laws and regulations have been violated and investigate consumer complaints. Below are summaries of enforcement actions taken during the fiscal year. More detailed enforcement information may be found elsewhere in this report under the Department Regulatory Bureaus and Programs section.

AUTOMOTIVE REPAIR/SMOG CHECK: A reorganization has begun that will consolidate the current Bureau of Automotive Repair (BAR) field office structure from 32 to 11 offices and reduce from 12 to 5 the number of documentation shops. The reorganization will allow more cost-effective, focused enforcement efforts in the geographic or market areas that have the greatest need.

The major enforcement effort for BAR has been in the areas of autobody and brake and front end repair. Settlement was reached in the third largest case in BAR history involving a major retailer of brake and front end repairs. Staff also met with various members of the autobody industry to develop legislation and new approaches to invoicing and repairs. In addition, 367 administrative, civil, or criminal actions were filed against registrants.

Approximately 300 citations were issued against smog check stations and technicians for improper inspection procedures. All were issued within a single three-day period, the largest number of citations ever issued in such a short time. In addition, approximately 258 administrative, civil, or criminal actions were filed against California smog check licensees.

A pilot program identified more than 25% of the vehicles being sold from used car lots as not being in compliance with smog check laws. In cooperation with the Air Resources Board, enforcement activities will be directed in this area. Aggressive action also continues in the area of "clean piping" (vehicles issued smog certificates without being tested) and smog check technician competency.

ELECTRONIC AND APPLIANCE REPAIR: During the fiscal year, attention was directed toward television and appliance repair dealers. As a result of consumer complaints and undercover sting operations, disciplinary action was initiated which resulted in the revocation of 15 electronic and appliance repair dealer registrations for fraud.

HOME FURNISHINGS AND THERMAL INSULATION: During the 1994-1995 fiscal year, the Division began preparing to use several statutory enforcement tools not previously available, including infractions for unlicensed activity, citation and fine

authority, telephone disconnect, and license denial and revocation. In addition, a "Rapid Response Team" was formed in the Department's Insulation Testing Laboratory to expedite product sample testing to aid in the completion of investigations. Several cases have been filed against violators of upholstered furniture standards, using statewide product off-sale orders and administrative/civil case filings. Television coverage of these cases has alerted consumers to the product hazards and given notice to the industry that violations will not be tolerated. Enforcement continues in the areas of false and misleading advertising, upholstered furniture, mattress, futon, and flip-top chair flammability, and sanitation of used mattresses and bedding.

SECURITY AND INVESTIGATIVE SERVICES: Enforcement efforts have focused on fraud and unlicensed activity in the repossession industry; unlicensed activity in the locksmith industry; failure to provide services as agreed in the alarm and private investigations industries; and unprofessional conduct in the security industry. Staff met with representatives of the various industries to define, clarify, and reiterate one of DCA's primary objectives—consumer protection—by ensuring licensee compliance with the law.

DIVISION OF INVESTIGATION

MICHAEL G. GOMEZ, CHIEF

The mission of the Division of Investigation (DOI) is to provide accurate, timely, and objective investigations regarding allegations of misconduct by licensees of the Department of Consumer Affairs and to develop information for filing criminal, administrative, and civil actions on behalf of client agencies.

The Division investigates allegations of unlicensed and/or unregistered activity; narcotics violations for theft, illegal sales, possession, self-administration, and unlicensed dispensing; incompetence, negligence, and unprofessional conduct; manslaughter, sexual misconduct, and battery on patients; perjury, forgery, and fraud; and false advertising and misrepresentation.

INVESTIGATIONS: The Division of Investigation provides centralized investigative services for the various licensing boards within the Department of Consumer Affairs. DOI employs approximately 60 sworn officers who perform a full range of peace officer duties, including conducting investigations to detect or verify suspected violations of provisions of the Business and Professions Code, Health and Safety Code, and Penal Code; making arrests; submitting criminal complaints; and issuing misdemeanor Notice to Appear criminal citations.

In fiscal year 1994-1995, the relative proportion of major case types was: 29% - unlicensed activity; 19% - probation monitoring; 12% - negligence; 10% - narcotics violations; 10% - fraud; 9% - unprofessional conduct; 8% - other; and 3% - sexual misconduct.

INVESTIGATION COST RECOVERY: On behalf of its client agencies, DOI staff coordinate and track court-ordered cost recovery payments and request assistance from district attorneys in obtaining restitution of investigative costs from subjects in criminal cases. Nearly $360,000 has been recovered since the project's inception five years ago.

PROBATION MONITORING: DOI currently conducts probation monitoring for the Physical Therapy Examining Committee, Respiratory Care Board, Acupuncture Committee, Hearing Aid Dispensers Examining Committee, and Board of Behavioral Science Examiners. The standardized quarterly monitoring may include urine screening for controlled substances.

CASE HIGHLIGHTS: Below are noteworthy cases for fiscal year 1994-1995:

Narcotics Diversion: DOI investigators confirmed that a San Francisco area surgical nurse diverted massive quantities of narcotics from an acute care facility for self-administration. Extensive investigation resulted in the nurse's subsequent arrest by DOI investigators on felony narcotics warrants.

While investigating suspected diversion of narcotics by a San Bernardino area nurse, Pomona field office investigators ascertained the nurse's employment and drug diversion pattern and alerted the hospital where the nurse had recently been hired. Based on the investigator's contact, the unsuspecting hospital administrators audited drug records and confirmed the drug diversion pattern. Criminal complaints for felony and misdemeanor violations of the Penal, Health and Safety, and Business and Professions Codes were filed against the nurse with the County of San Bernardino. Adjudication is pending on the cases.

In October 1994, San Diego field office investigators filed a felony criminal complaint with the Imperial County District Attorney's Office against a licensed vocational nurse who had been diverting narcotics from patients in an acute care hospital. The nurse was also found to be under the influence of drugs while on duty at the facility. The nurse pled guilty to Health and Safety Code violations and was sentenced to three years' probation, six months in jail, fines, and fees, and was ordered to register as a drug offender pursuant to Health and Safety Codes. Additionally, the Board suspended the nurse's license.

Fraud: San Francisco field office investigators conducted an investigation into a high profile, media-sensitive case against a licensed clinical social worker who allegedly committed insurance fraud and permitted unlicensed individuals to provide therapy to clients.

An audit of records substantiated the allegations, and the case was presented to the San Francisco District Attorney's office, where it is currently under review for the filing of criminal charges against the therapist.

DOI investigators conducted an investigation into the alleged fraudulent insurance billing practices and incompetence of a hearing aid dispenser. Interviews of numerous former clients were conducted and evidence was obtained that substantiated the original allegations, as well as allegations of patient abuse. Criminal charges are pending against the dispenser.

Long Beach field office investigators conducted an investigation of the owners of a Los Angeles cemetery who, from 1988 to 1994, allegedly embezzled $500,000 from the cemetery's endowment care trust fund. During the course of the investigation, ten search warrants were executed for financial records from nine different financial institutions. The investigation is currently pending before the Los Angeles District Attorney's office.

Sexual Misconduct: On behalf of the Board of Behavioral Science Examiners, San Francisco field office investigators conducted an investigation of a marriage, family, and child counselor who allegedly engaged in a sexual relationship with a client in his business office during therapy. Numerous interviews of the therapist's former clients and their subsequent treating therapists confirmed that the therapist had sexual relations with the client during a two-year period. Although the statute of limitations for criminal prosecution had expired, evidence obtained during the course of the investigation was submitted to the Board for possible administrative action.

OFFICE OF EXAMINATION RESOURCES

NORMAN HERTZ, MANAGER

The Office of Examination Resources (OER) assists all licensing agencies in the Department of Consumer Affairs in the development and administration of licensing programs that meet technical, professional, and legal standards. Staff from the Office of Examination Resources works directly with the licensing agencies in studies of the occupations, in examination development, and in program evaluation.

OER completed occupational analyses for veterinary medicine, geotechnical engineers, and court reporters, and published a validation report for cabinetmakers and millworkers. The Office published and distributed an examination security manual that covers all aspects of examination security, including computer security. Staff also assisted the Board of Behavioral Science Examiners to implement electronic administration of the written examination for licensed clinical social workers, the Board of Optometry to use the results of an occupational analysis to update its licensing examination, and the Board of Registration for Geologists and Geophysicists and Board of Professional Engineers and Land Surveyors to implement computer-based item banking for several examinations.

INTERNAL AUDIT OFFICE

CAROLYN VAN HOECKE, PRINCIPAL AUDITOR

The Internal Audit Office has the responsibility for reviewing Departmental management systems and making recommendations regarding management accountability and information integrity. The DCA Audit Committee, composed of the Director, the Chief Counsel, and the Deputy for Legislation, selects the areas for audit and defines the scope of audit activities.

As one of the participants in the state's Performance-Based Budgeting Pilot Project, the Department is changing its management, accounting, automation, and public service processes. As part of this program, the Internal Audit Office participated in a risk assessment of internal operations, which the Audit Committee then used to develop a two-year audit plan. As a result, the scope of audit functions was expanded from a narrow focus on accounting controls to the broader concept of management systems evaluations. The new scope also includes the areas of information integrity and security, business process continuity, and effective quality control.

This year, the Office issued a final report on the use of evidence funds. Five additional functional audits are in progress: proctors hiring review, enforcement review, Registered Nursing, Medical Board, and Contractors State License Board trust funds.

The Office continued to provide counseling to DCA staff on methods to increase security and to safeguard accountable documents. Staff also provided management systems consulting to the Department in the areas of accounting internal control, performance auditing, and investigation.

LEGAL AFFAIRS DIVISION

DERRY KNIGHT, DEPUTY DIRECTOR

The Legal Affairs Division comprises the Legal Office and the Legal Services Unit.

LEGAL OFFICE

The Legal Office rendered the following legal opinions during the fiscal year:

- Inspectors for the Bureau of Home Furnishings and Thermal Insulation are authorized to inspect the premises of both registered and unregistered persons who are engaged in activities regulated by the Home Furnishings and Thermal Insulation Act.
- The presence of upholstered seats on exercise bicycles and rowing machines does not cause such articles to be subject to licensure under the Home Furnishings and Thermal Insulation Act.
- The exemption from licensure for registered professional engineers under Business and Professions Code Section 7051 does not authorize the engineer to contract for the construction of the design work done by the engineer.
- A licensing board is required to provide a reasonable accommodation under the Americans with Disabilities Act for testing for applicants with dyslexia.
- The law which became effective 1/1/95 requiring revocation of a psychologist's license for an act of sexual contact with a patient applies to any administrative disciplinary decision where the *hearing* occurred on or after 1/1/94, even though the act occurred and the accusation was filed prior to that date.
- A person who sells new or used upholstered furniture at a retail level is required to hold a retail furniture/bedding dealer's license.
- Certain devices marketed as "assistive listening devices" are actually hearing aids under the law.

The Legal Office also addressed a series of complicated issues arising under the Physician Ownership and Referral Act and completed 11 contracts for the Accountancy, Architectural Examiners, Barbering and Cosmetology, Contractors State License, Engineers and Land Surveyors, Medical, Pharmacy, and Respiratory Care boards; 14 contracts for the Bureau of Automotive Repair; and 12 contracts for the Department and its various divisions.

In addition, the Legal Office:

- Drafted an extensive, in-depth analysis of SB 523, a bill sponsored by the California Law Revision Commission to substantially amend the Administrative Procedure Act as it relates to license discipline.
- Drafted extensive amendments to SB 141 to authorize the Contractors State License Board to issue contractor licenses to limited liability companies.
- Assisted in drafting the proposed legislation merging the Cemetery Board with the Board of Funeral Directors and Embalmers.
- Drafted language for Medical Board legislation, including regulation of out-of-state contact lens sellers doing business in California.

THE LEGAL OFFICE PROVIDES LEGAL SERVICES TO THE DIRECTOR AND THE AGENCIES OF THE DEPARTMENT, INCLUDING ITS BOARDS, BUREAUS, COMMITTEES, PROGRAM, AND COMMISSION.

Staff also (1) drafted citation and fine regulations for the Acupuncture Committee, Physician Assistant Examining Committee, Medical Board of California, and Boards of Registration for Geologists and Geophysicists, Pharmacy, Registered Nursing, and Vocational Nurse and Psychiatric Technician Examiners; (2) developed regulations regarding pension plans for professional boxers and service contractors; and (3) developed regulations regarding continuing education programs for licensed psychologists and pharmacy technicians. The Legal Office also assisted the Medical Board of California in drafting regulations governing the Permit Reform Act, letters of reprimand, information disclosure, medical assistants, midwifery, and outpatient surgery setting accreditation agencies.

LEGAL SERVICES UNIT

The Legal Services Unit assists the DCA director to carry out the Consumer Affairs Act and to represent the interests of California consumers pursuant to Business and Professions Code sections 320 and 321. The Unit's activities fall into the following major categories: litigation; legislation; administrative rulemaking; investigation, research, and advocacy; education, information, and training; informal dispute settlement; small claims support; compliance; service; and liaison. Significant activities during fiscal year 1994-1995 are highlighted below.

TELECOMMUNICATIONS: The Public Utilities Commission (PUC) has instituted proceedings to open the local telephone market to competition and to address related issues, including the redesign of the universal lifeline telephone services program. The Department, through the Unit, has become a party to the PUC's proceedings and has participated actively in

them by analyzing the issues and filing comments and recommendations.

Consumer Law Sourcebook: During the year the Unit was actively engaged in revising and updating the 1991 edition of the *Consumer Law Sourcebook,* a comprehensive summary and analysis of small claims procedures and consumer laws most often encountered in small claims court. This two-volume, 700-page text is widely used and acclaimed by small claims court judges, advisors, and consumer representatives. The revised edition will include data on all of the Department's regulatory boards and bureaus.

Consumer Law Training Program: The Unit continued its consumer law training program aimed at "front line" consumer representatives and advisors, presenting the six-hour program to the Department's Consumer Information Center, which responds to more than 70,000 consumer inquiries each month. The 200-page training packet was also updated for the program.

Disaster-Related Activities: In January and March, staff participated in a series of local disaster workshops sponsored by the Department to help homeowners in the aftermath of the 1995 floods. The Unit also updated and distributed a legal guide for landlords and tenants on damaged or destroyed residential rental units.

InfoCalifornia and "800" Info Line: The Unit prepared scripts on 23 key consumer issues for inclusion in the proposed statewide expansion of the InfoCal information kiosk system, and also edited and updated the department's "800" telephone information hotline scripts.

Rent-To-Own: The Unit provided extensive technical assistance to a consortium of consumer and rent-to-own (RTO) industry representatives working on proposed state legislation to regulate RTO transactions. That group's product became a bill that was signed into law (Stats. 1994, ch. 1026).

North American Free Trade Agreement: The Unit developed an implementation plan for the Department's boards and bureaus and other state agencies for achieving compliance with NAFTA's Chapter 12 on cross-border trade in services and acted as the Department's liaison with the US Trade Representative.

Board/Bureau-Specific Research and Analysis: In addition to providing general consultation to the Legal Office and its board/bureau clients, the Unit responded to inquiries from DCA boards and bureaus on specific consumer issues, such as deceptive advertising directed to physicians and financing the skip-a-smog-check fee as part of an automobile sale transaction.

> The Legal Services Unit provides a wide range of legal advocacy and support services on behalf of consumers, including technical assistance to DCA divisions, bureaus, programs, and boards.

Board/Bureau Seminars: The Unit continued its series of training programs for DCA boards and bureaus with seminars on "Effective Negotiations" and training regarding the implications of NAFTA to licensing agencies.

Unlawful Detainer Assistants: The Department was required by recent legislation to promulgate regulations containing a standardized contract for use by "unlawful detainer assistants" when contracting with their clients. The Unit prepared and filed a regulatory package and noticed a hearing for public comment.

Small Claims Court: The Unit assisted the Legislative Unit in analyzing legislative proposals on the small claims court, including a proposal to raise the jurisdictional limit to $10,000. The Unit also conducted training for small claims judges in rural counties. A Unit attorney was appointed by the Chief Justice to the Judicial Council's Standing Advisory Committee on Civil and Small Claims.

Informal Dispute Settlement: The Unit administers the Dispute Resolution Programs Act (DRPA) and staffs the DCA Dispute Resolution Office, overseeing the 31 counties and 63 programs participating in the DRPA.

Governor's Technology Council: During the fiscal year, the Unit responded to a request from the Governor's Technology Council to identify laws that might affect the design and implementation of a hypothetical "universal database."

Governor's Credit Card Task Force: The Unit served as legal counsel to the Governor's Credit Card Task Force and assisted in writing and editing the Task Force report, which was issued during the fiscal year. The Task Force is charged with expanding payment options for consumers of state government services.

Uniform Commercial Code: At the request of the dean of the Loyola Law School in Los Angeles, the Unit supervisor submitted an article for a law review symposium on the merits of the Uniform Commercial Code. The article discussed the need for quality- and market-oriented uniform laws on consumer topics.

Quality Awards: Working with the DCA executive staff, the Unit mobilized public and private sector quality specialists to design and implement a California state version of the Baldrige National Quality Award Program using a newly-formed Section 501(c)(3) corporation. The California program is a success, and the first awards were presented by the Governor during the fiscal year.

LEGISLATIVE AND REGULATORY REVIEW DIVISION

RAY SAATJIAN, DEPUTY DIRECTOR

The mission of the Legislative and Regulatory Review Division is to provide objective and thoughtful analyses of legislation and proposed regulatory changes which will become the basis for the Department's recommendations to the Governor's office. Staff also review all proposed DCA regulations for public health, safety, and welfare impacts.

BILL ANALYSIS: During the fiscal year, the Division followed approximately 850 bills that would potentially impact consumers or the Department and its licensing or enforcement agencies. Positions were advo-cated on approximately 400 bills.

SPONSORED BILLS: The Division took a lead role on behalf of the Department in the ongoing effort to craft legislation (AB 597, Speier) to reform and merge the Board of Funeral Directors and Embalmers with the Cemetery Board. AB 597 became a two-year bill. Efforts will continue in the 1996 session to craft a permanent legislative solution to the consumer protection inadequacies identified in these boards. In the interim, AB 910 (Speier) placed the boards under the direction of the Department of Consumer Affairs effective January 1, 1996.

SUNSET REVIEW: The Division coord–inated the Department's response to SB 2036 (McCorquodale) which mandates legislative review of each of the Department's boards and committees to determine those that can demonstrate a public need for continued existence. In addition, the Department's four bureaus and two programs will participate in similar review as part of the performance-based budgeting process. The Division assisted the boards to prepare mandated reports to the Joint Legislative Sunset Review Committee. The reports will be the basis for legislative hearings on the future of each board. This will be an ongoing effort until all board reviews are completed in 1999.

SIGNIFICANT LEGISLATION: A number of bills benefitting consumers were signed by the Governor in late 1994 and early 1995 with input from the Division, including the following:

SB 2036 (McCorquodale, Chapter 908, Statutes of 1994) creates the Joint Legislative Sunset Review Committee to conduct a review of each board in the Department of Consumer Affairs. The provisions that establish the board and authorize the appointment of an executive officer become inoperative on July 1, 1997, 1998, or 1999, and are repealed effective January 1, 1998, 1999, or 2000, respectively, if a public need for continued existence is not demonstrated.

AB 910 (Speier, Chapter 381, Statutes of 1995) transfers duties, responsibilities, and powers of the Board of Funeral Directors and Embalmers and the Cemetery Board to the Department of Consumer Affairs on January 1, 1996.

AB 3302 (Speier, Chapter 1135, Statutes of 1994) lengthens from three to four years the period during which a consumer may file a complaint against a contractor for a patent act or omission. The period to file a complaint for a latent act or omission is extended to ten years. The bill also prohibits any DCA board or bureau from processing an application for an original license or license renewal unless the applicant or licensee provides a federal employer identification number or Social Security Number.

SB 1775 (Presley, Chapter 1206, Statutes of 1994) provides for the automatic suspension of a physician and surgeon license if the physician is incarcerated after being convicted of a felony.

SB 2039 (McCorquodale, Chapter 1274, Statutes of 1994) protects consumers by requiring the Board of Psychology to order the revocation of any license to practice psychology upon the finding of fact that the licensee or registrant engaged in any act of sexual contact with a patient or with a former patient in described circumstances.

SB 1288 (Calderon, Chapter 535, Statutes of 1994) requires the Board of Barbering and Cosmetology to notify licensees that state law prohibits gender-based pricing. The statute also requires the Department to develop and make available consumer information on gender-based price discrimination and raises the maximum penalty for violations of Civil Code § 52 (denial of equal rights) from $250 to $1,000.

AB 969 (Davis, Chapter 117, Statutes of 1995) requires an architect to use a written contract when contracting to provide professional services to a client, with specified exceptions.

SB 469 (Beverly, Chapter 1200, Statutes of 1994) creates the California Limited Liability Company Act which governs the formation of limited liability companies and authorizes such companies to engage in any lawful business activity except for professions that require a professional license. The bill did not authorize the Department to license limited liability companies.

LICENSING DIVISION

PETER BRIGHTBILL, CHIEF

The Licensing Division is committed to protecting California consumers by ensuring that only applicants who meet the minimum licensing requirements are licensed or registered. The Division's mission is to produce accurate licenses in a timely manner while providing quality customer service, and to provide information and guidance to licensees, consumers, DCA divisions, and other departments regarding licensing standards and requirements. To accomplish this mission, the Division strives to provide prompt, courteous, and efficient service when licensing and registering its clients. In addition to its five licensing programs, the Division is responsible for the administration of the Family Support Program and the Arbitration Review Program.

CROSS-TRAINING: During the fiscal year, management instituted the team concept and began a comprehensive cross-training program. The goal is to ensure that each team member is sufficiently trained to respond to any inquiry concerning any of the Division's five programs.

FINGERPRINT SCREENING: A working committee is continuing to meet with appropriate Department of Justice (DOJ) staff to resolve fingerprint and processing issues. Staff are also conducting ongoing meetings with DOJ to establish processing timeframes and eliminate firearm permit delays.

IMPROVED SERVICE: Division staff are working with other Department units to share ideas and improve client services. Staff continue to study the licensing procedures of each program to identify common practices. Once identified, procedures will be set up to consolidate like functions. The result will not only be a cost savings to the Division, but more efficient service to its clients. In addition, the Division is active in proposing legislative changes where appropriate.

PUBLIC AFFAIRS DIVISION

LOUIS BONSIGNORE, DEPUTY DIRECTOR

The Public Affairs Division is responsible for providing the public, through California and national media, with accurate, timely information on consumer issues and activities of the Department and its bureaus, boards, divisions, and programs.

MEDIA RELATIONS: Public Affairs staff received or initiated more than 2,000 media calls during the fiscal year on such issues as fraud involving smog certificates, auto repair, or appliance repair; revocations, suspensions, and other enforcement actions taken against licensees; "busts" of smog technicians; cemetery and funeral home investigations and enforcement; gender pricing; and flood safety.

Approximately 145 news releases were issued covering the above topics. Releases also alerted the public to illegal "assistive listening devices" being sold by California stores or made available through catalog sales and introduced the Smog Check ✓✓ Program.

Major stories covered by California media included the Smog Check ✓✓ Program's remote sensing pilot project in Sacramento, five public forums held by the Department statewide to discuss problems in the autobody repair industry, and the new Consumer Information Center, whose technicians respond to nearly one million calls annually. News conferences were held in Sacramento in July to present the remote sensing pilot project and in September to announce the notification phase of the Program (letters to randomly chosen Sacramentans inviting them for a free smog check).

FLOOD ASSISTANCE: To provide Northern California flood victims with information about rebuilding safely and wisely, staff arranged with local print and broadcast media to cosponsor rebuilding forums in Roseville, Sacramento, Napa, and Sebastopol in January, and in Pajaro and Castroville in March. Along with experts from the Department and several of its boards, panelists were from the Department of Insurance, Office of Emergency Services, Federal Emergency Management Agency, and National Flood Insurance Program. Print and broadcast media covered the forums, and consumer reporters served as moderators.

PUBLICATIONS: More than 100 fact sheets, booklets, brochures, and consumer guides are currently avail-able from the Department. During the year, the Division worked with DCA boards and bureaus to develop14 new brochures and flyers for reproduction and distribution to the public, including *Facts About Older Adults and Medicines; Skip Your First Smog Check; 14 Reasons to Talk to Your Pharmacist; Memberships in Health Clubs, Spas, and Studios.* and *Service Contracts.*

EVENTS: Staff coordinated media coverage of five well-attended public forums on autobody repair issues in July 1994 in Sacramento, San Diego, Costa Mesa, Los Angeles, and San Francisco. Media coordination was also provided for the California CARES job information fair in Merced in October, as well as for transportation and rideshare fairs in Sacramento and Torrance, where automotive repair and smog check publications were distributed and public questions about the programs answered.

SPEAKERS: The Division arranged for DCA executive staff to make presentations to various California groups, including the Society of Consumer Affairs Professionals in Business and Rotary Club International. Speakers were also provided for senior and community groups, trade and professional associations, and students.

LICENSING & REGULATORY BOARDS

BOARD MEMBERS

Avedick Poladian, CPA

President

Robert J. Shackleton, CPA

Vice President

Robert E. Badham
Victor M. Calderon, CPA
E. Eileen Duddy, CPA
Walter F. Finch, PA
Harry E. Mikkelsen, CPA
Baxter Rice
Diane M. Rubin, CPA
Michael S. Schneider, CPA
Joseph C. Tambe

Jeffery Martin, CPA

Secretary-Treasurer
(Elected by the Board)

Carol Sigmann

Executive Officer

BOARD OF ACCOUNTANCY

CASE MANAGEMENT: In order to streamline case disposition, the Board has significantly changed the way it prioritizes cases. Cases that are considered a high risk to the consumer continue to be given top priority. Other cases are now taken on a "first in, first out" basis. While a sizeable inventory of older cases exists, and the number of new cases has increased over the years, staff have been able to keep pace with new cases and to reduce the number of older ones.

EXPIRED LICENSE INQUIRY PROJECT: In October 1994, the Board initiated the Expired License Inquiry Project to determine the extent of licensee nonrenewal, encourage renewals, and identify and discipline unlicensed practitioners. In December 1994 a questionnaire was mailed to 276 randomly selected licensees to determine their reasons for nonrenewal. The Winter/Spring 1995 issue of the Board's official publication *UPDATE* included the names and addresses of 1,096 licensees with expired licenses. By June 1995, nearly 1,000 licensees had responded to the two mailings.

AMERICANS WITH DISABILITIES ACT (ADA): During 1994, staff worked with the Department of Justice and the Board of Behavioral Science Examiners to identify and resolve outstanding ADA issues, specifically those relating to learning disabilities. As a result, the Board has been able to make more effective reasonable accommodations for applicants sitting for examinations, while continuing to ensure exam security.

POLICY INQUIRIES PROJECT: Between November 1994 and March 1995, the Board conducted a study of the methods and practices employed to respond to inquiries from licensees and the public regarding policy issues. This included a time study of Board staff, a National State Boards of Accountancy quick poll, and a survey of 54 states and jurisdictions. The 42 responses received were included in a comprehensive report presented to the Board in March 1995.

COMMITTEE MEMBERS

M. Jane Barnett

Chairperson

Margaret Filante, MD

Vice Chairperson

Marguerite Hung, OMD, LAc
Jun Min Kim, OMD, LAc
Sandra McCubbin
Shawn Steel
Angela Tu, OMD, LAc
Jeanne Tumanjan, LAc
Lloyd Wright, LAc

Jeff Wallack

Executive Officer

ACUPUNCTURE COMMITTEE

ENFORCEMENT: The Committee continued working with various law enforcement agencies, the Department of Health Services, the Attorney General's Medical Fraud Unit, and investigators from both the Medical Board of California and the DCA Division of Investigation on a coordinated enforcement program. In July 1994, the Committee began the transition from using Medical Board investigators to using investigators from the Division of Investigation.

In June, the Office of Administrative Law approved new regulations establishing a program of citations and fines for violations of the Acupuncture Licensing Act.

EXAMINATION AND LICENSING: The Committee successfully administered the California Acupuncture Licensing Examination (CALE) in July (431 clinical examinees), January (164 clinical examinees), and May (485 written examinees). As a result of these examinations, 351 new licenses were issued.

EDUCATION: The Committee inspected two acupuncture schools for approval, one in Santa Fe, New Mexico, and the other in New York City. Graduates of Committee-approved schools may sit for the CALE.

In May, the Committee's revised continuing education regulations became effective. The revised regulations ensure proper monitoring, establish procedures for verifications of attendance, and establish criteria for auditing providers.

BOARD MEMBERS

Ed Oreman
President

Betsy Weisman
Vice President

Raymond Cheng
Secretary

Billy Barty
Gordon Carrier
Sheldon Grossfeld
Christine Lampert
Lynn Morris

Stephen P. Sands
Executive Officer

CALIFORNIA BOARD OF ARCHITECTURAL EXAMINERS

Canadian Reciprocity: Since July 1, 1994, an Interrecognition Agreement between the Committee of Canadian Architectural Councils (CCAC) and the National Council of Architectural Registration Boards (NCARB) has allowed reciprocal licensure for qualified Canadian and US architects. The CCAC provincial associations and NCARB member boards must first execute a Letter of Undertaking stating the jurisdiction's intent to license qualified architects (those who meet NCARB's certification requirements). In June the Board approved its reciprocal regulations agreement and submitted its Letter of Undertaking. Canadian licensees can now obtain California licensure upon successful completion of the Board's oral examination.

Strategic Planning: On October 17-18, 1994, the California Board of Architectural Examiners (CBAE) convened a special meeting of its members and senior staff to clarify and reaffirm the CBAE mission; identify current and future trends which might impact CBAE's work; develop a shared vision and organizational goals; and establish a strategic action plan for advancing the Board's mission, visions, and goals. The Board spent the next six months refining the plan, and on April 19, 1995, approved the final version, which will guide the Board in its activities.

Legislation: The Board sponsored AB 2702 (Frazee) which increases the maximum imprisonment term for a misdemeanor from six months to one year and authorizes the Board to take disciplinary action against a licensee who has been disciplined by another public agency. The bill was signed by the Governor, and the amendment became effective January 1, 1995.

Flood Recovery: The Board participated in DCA-sponsored forums in Roseville, Sacramento, Napa, and Sebastopol for victims of the 1995 winter floods. In addition, the Board's architect consultant met with building officials in the affected areas, and the Board issued a statewide news release and sent information to all local building officials.

COMMISSION MEMBERS

William E. Eastman
Chairperson

Willie J. Buchanon
Vice Chairperson

H. Andrew Kim
Carlos R. Palomino
Manuel "Cal" Soto
Kim Welshons

Richard E. DeCuir
Executive Officer

ATHLETIC COMMISSION

Redrafting Rules and Regulations: The Commission completed a total review and update of the regulations that govern professional boxing and professional and amateur full-contact martial arts. This redraft streamlined the regulations and incorporated numerous Commission-adopted health and safety policies.

Program Administration: The Commission placed a "cap" or maximum amount of taxes that could be collected on television revenues received for any single professional boxing or full-contact martial arts event. The cap was set at $25,000 in an effort to attract major professional boxing events to California and increase the Commission's revenue base. This policy was instituted to compete with Nevada, Texas, New Jersey, and Florida, which attract the major large-scale revenue televised events.

Program Administration: In order to enforce rules and regulations and protect the health and safety of professional and amateur boxers, the Commission implemented an inspection program for the approximately 200 gymnasiums in the state where boxers train and spar.

BOARD MEMBERS

Rosemary Faulkner

President

Daniel Sierras

Vice President

DiAnn Eastman
Joan Castle Joseff
Jeanette Keaton
Ronald Lind
Carole Matchette
Howard Stein, DDS
Philip Taylor

Pamela Ramsey

Executive Officer

BOARD OF BARBERING AND COSMETOLOGY

Regulations: The Board promulgated new regulations, including those for the citation and fine program, required as a result of the merger of the Board of Barber Examiners and Board of Cosmetology. The rulemaking process took two years to complete, with the final package being approved by the Office of Administrative Law in November 1994. The Board then reprinted its new health and safety regulations, which emphasize updated and enhanced disinfection and sterilization techniques for the barbering, cosmetology, electrology, and related professions. The information was disseminated to the Board's approximately 400,000 licensees in April 1995.

Occupational Analysis: The Board has begun a major project to analyze the barber occupation in California. When completed, this analysis will identify the tasks that licensed barbers perform and the knowledge, skills, and abilities they must have to perform them. The end product will be job-related plans for a comprehensive written and performance examination.

Inspections: The Board must inspect approximately 40,000 licensed establishments in the state at least once per year to assure compliance with California laws and regulations. With the implementation of the citation and fine program in December 1994, inspections now result in the fining of licensees for establishment violations of the Board's laws, rules, and regulations. Individual operators are also subject to separate citations and fines. Fines range from $25 for a first offense to $1,000 for a third offense.

Photographic Licenses: The Board is participating with the Department of Consumer Affairs in a formal bid process to select a business partner to provide photographic licenses for verification of licensure. Implementation of the photographic licensure requirement is expected to begin by January 1, 1996. (This will affect approximately 400,000 existing individual licensees, as well as 35,000 to 40,000 candidates who are tested and licensed each year.)

BOARD MEMBERS

Judy Brislain, LEP

Chairperson

Jerry Miller

Vice Chairperson

Marsena Buck, LCSW
Stephanie Carter
Selma Fields, MFCC
Evelyn Hart
Thomas Knutson
Diego Ramirez-Cardenas, MFCC
Lorie Rice
Jeanne Smith

Sherry Mehl

Executive Officer

BOARD OF BEHAVIORAL SCIENCE EXAMINERS

Executive Officer: The Board's new Executive Officer, Sherry Mehl, was hired on February 1, 1995. She served from 1986 to 1991 as a member of the Santa Cruz Board of Supervisors and from 1991 to 1994 as Executive Officer of DCA's Acupuncture Committee. Under her direction, the Board has made significant accomplishments in enforcement, licensing, and examinations, and has seen tremendous improvement in relations with associations, licensees, and the public.

Examination Accommodations: In light of the Americans with Disabilities Act, the Board has finalized policies and procedures which provide reasonable, appropriate, and effective accommodations, including auxiliary aids, to qualified examination candidates with disabilities. The Examination Unit reviews and arranges the special accommodations.

Enforcement Cost Recovery: Since investigative/prosecution cost recovery was provided for by the Statutes of 1991, the Board's recovered costs have increased annually, from $1,500 in FY 1992-93, to $4,050 in FY 1993-94, to $69,317 in FY 1994-95, with restitution for 1994-95 totalling $20,000. This has provided much-needed funding for the Board's enforcement activities.

Cashiering: The reorganization and workflow prioritization in the Board's Cashiering Unit have decreased cashiering times considerably, benefitting licensees and the public. Internal processing of license renewals went from ten days to three days, and license certifications and verifications decreased from thirty days to ten days. Cashier productivity was also greatly increased with the implementation of the applicant tracking system, which allows for faster processing of refunds.

BOARD MEMBERS

Steve Doukas

Chairperson

Janie Emerson
R. Keith Hargrave
Lilyan "Cuffie" Joslin
Linda Trujillo

Raymond Giunta

Executive Officer

CEMETERY BOARD

ROLE: The Cemetery Board licenses and regulates cemeteries, crematories, cemetery brokers, cemetery salespersons, and cremated remains disposers; regulates endowment care funds; and administers the laws relating to mausoleum and columbarium construction. The Board's complaint responsibility includes contract problems, upkeep of cemetery grounds, burial problems, grave marker problems, and trust fund questions.

FUNDING: In December 1994 the Cemetery Board exhausted its expenditure authority and was forced to shut down operations. Eventually, funding was restored for the balance of the 1994-1995 fiscal year.

ENFORCEMENT: The Board regulates the fewer than 200 private cemeteries in California; however, these cemeteries are responsible for approximately 60% of the burials in the state. The Board also monitors endowment care funds of those cemeteries. Endowment care funds are monies collected from cemetery property purchasers and placed in trust for the maintenance and upkeep of the cemetery. The state establishes the minimum amount that can be collected; however, the cemetery is permitted to collect more than the minimum to build the fund. Generally, only the income from such funds may be used.

In June the Board began investigating Paradise Memorial Park in Santa Fe Springs on suspicion of illegal disinterment, consumer fraud, and misappropriation of funds. The Board worked with the Los Angeles County Sheriff's Department on the investigation, which continued into fiscal year 1995-1996.

BOARD MEMBERS

Robert A. Laurie

Chairperson

David Lucchetti

Vice Chairperson

Robert H. Alvarado
Douglas Barnhart
John E. Chalker
Marilyn J. Dailey
James L. Frayne
Sharon J. Kowertz
Mrs. Phil Moore
Timothy Strader
Nina S. Tate
Sun G. Wong

Gail W. Jesswein

Registrar

CONTRACTORS STATE LICENSE BOARD

ENFORCEMENT: During the fiscal year the Contractor's State License Board (CSLB) closed more than 30,000 complaints filed against construction contractors. In addition, the Board filed more legal actions against unlicensed and licensed contractors and referred twice the number of complaints to arbitration than during the previous year. Stings and sweeps were well-publicized in order to maximize consumer education regarding hiring licensed contractors. (A sting involves Board undercover officers making appointments with contractors for bids on reconstruction work at a particular structure, then checking their licenses. A sweep is a generalized license check on construction sites.)

The Board continues to be an integral part of the Joint Enforcement Strike Force created by Governor Wilson to combat the state's underground economy. CSLB participates in an average of 100 job site investigations per month, focusing on illegal activities in the construction, automotive, and clothing industries.

DISASTER ASSISTANCE: Disaster response continues to generate a large workload. The Earthquake Response Center in Van Nuys was opened in December 1994 due to the large number of earthquake-related repair complaints. CSLB staff also participated in DCA-sponsored flood forums, held well-publicized stings to alert disaster area victims of the dangers of unscrupulous contractors.

CONSUMER OUTREACH: Communications were expanded and improved. The Board was the first DCA entity to merge on to the information superhighway via the Internet. More than four million business and home personal computers now have access to various CSLB forms and information.

CSLB also launched a statewide public awareness campaign, "Get Smart. Get a Licensed Contractor." This theme was chosen to emphasize to consumers the importance of educating themselves before hiring a contractor so the experience will be mutually satisfactory.

BOARD MEMBERS

Teri Jackson

Chairperson

Carolyn Gregor, CSR
Peggy Porter, CSR
William Sarnoff

Rick Black

Executive Officer

COURT REPORTERS BOARD OF CALIFORNIA

EXAMINATION VALIDATION UPDATE: During this fiscal year, the Board completed its update of the examination validation process with the assistance of the Department's Office of Examination Resources. This will ensure that the exam is relevant to the occupation and will provide the basis for writing new questions.

NEW COMMITTEES: The Board established the following committees to review items and areas of interest to both the profession and consumers: Code of Conduct/Ethics, Continuing Education, Examination & Appeals, Registration of Firm Owners, School Oversight, and Technology/Realtime. These committees are responsible for developing goals in their respective areas and for providing specific recommendations consistent with the goals developed during the Board's strategic planning session. The recommendations are expected to result in Board-sponsored legislation and Board adoption or amendment of regulations.

Board Chairperson Teri Jackson instructed the committee chairpersons to focus on the needs of consumers and on how the Board can provide consumer protection while decreasing government interference with business. As with most areas, technology is playing an ever-increasing role in court reporting. This raises issues of appropriate levels of regulation, standards of competence, standards of conduct, and ethics. The Board, through its committees, is attempting to define the appropriate Board role in these areas.

By the end of the fiscal year, (1) the School Oversight Committee had presented a draft *School Inspection Manual* to the Board and had forwarded draft revisions to the school curriculum to the Technology Committee for input and comment; (2) the Continuing Education Committee had forwarded proposals to the Board and recommended that the Board seek legislation in this area; and (3) the Technology/Realtime and Registration of Firm Owners committees had requested legal opinions on proposed recommendations from the DCA Legal Office. All committees continued to work on their goals as the year came to a close.

BOARD MEMBERS

Stephen Yuen, DDS
President

Joel Strom, DDS
Vice President

Victoria Camilli
Secretary

Richard Benveniste, DDS
John Berry, DDS
Robert Christoffersen, DDS
Peter Hartmann, DDS
Genevieve Klugman, RDH
Linda Lucks
Kit Neacy, DDS
Roger Simonian, DDS
Hazel O. Torres, RDA

Georgetta Coleman
Executive Officer

BOARD OF DENTAL EXAMINERS

EXAMINATIONS: During the previous fiscal year, 242 applications had to be returned to candidates because the restorative technique examination was filled to capacity. This year the Board added a third day to the examination, and was able to accommodate the increased demand for testing of foreign-trained dental program graduates and avoid having to return applications. An additional 120 examinees were tested.

The Board is seeing the impact of the 1993 legislation which limits examination attempts to three prior to the candidate's being required to obtain further education. From January 1993 through March 1995, 94 candidates failed for the third time. Of this number, 41 successfully passed the examination after obtaining remedial education, the majority passing on the first attempt.

OCCUPATIONAL ANALYSIS: A Budget Change Proposal was approved by the Department of Finance to obtain funding for an occupational analysis of dentistry in California. The analysis is expected to be completed in July 1996.

ENFORCEMENT: Board inspection in dental offices pursuant to complaints, which began in the 1992-1993 fiscal year, has been an efficient and effective enforcement tool. During the 1994-1995 fiscal year, the Board conducted 65 office inspections and issued fines totaling $25,550. Over 60% of the violations observed were for failure to follow infection control standards and for unsanitary office conditions.

As a result of mediation, the Board's consumer services representatives saved consumers a total of $225,057 in the form of refunds and reworked dental treatment.

The Board also increased referrals for disciplinary filings against licensees by 34% and also had a 20% increase in the number of revocations, suspensions, and probations.

COMMITTEE MEMBERS

Sandra Laderas, RDAEF
Chairperson

Stephanie Lemos, RDH
Vice Chairperson

Diane Owen
Secretary

Wayne Del Carlo, DDS
DiAnne Davis, RDA
Liza Karamardian, DDS
Genevieve Klugman, RDH
Rhona Lee, RDHEF
Linda Rasner, RDH

Karen R. Wyant
Executive Officer

COMMITTEE ON DENTAL AUXILIARIES

ON-SITE EVALUATIONS: The Committee achieved a long-sought goal of conducting on-site evaluations of the facilities and curriculum of all previously-approved registered dental assistant educational programs every five years.

OCCUPATIONAL ANALYSES: A subcommittee of practitioners, dentist employers, and educators began conducting an occupational analysis of registered dental hygienists and extended functions licensees to assure relevancy, validity, and reliability of the licensure examinations.

FINGERPRINT PROGRAM: In order to increase public protection, the Committee began processing applicant fingerprints for criminal history screening prior to licensure.

FEE/EXPENDITURE REDUCTIONS: Effective January 1, 1995, renewal fees for all auxiliary licensees were reduced by 25%, from $40 to $30 every two years. By increasing exam and internal processing efficiencies, the Committee spent less in fiscal year 1994-1995 than in any year since fiscal year 1990-1991; future fee reductions will be explored.

BOARD MEMBERS

Barbara K. Repa
President

Lottie L. Jackson
Vice President

Michael B. Bennett

Richard P. Yanes
Executive Officer

BOARD OF FUNERAL DIRECTORS AND EMBALMERS

ROLE: The Board of Funeral Directors and Embalmers is responsible for administering the Funeral Directors and Embalmers Law. The primary goals and objectives of the Board are to 1) ensure that licensees are qualified and competent to practice safely and effectively, with accountability to the public; and 2) to reduce the incidence and impact of fraudulent, negligent, incompetent, and deceptive trade practices by the industry upon consumers. The law authorizes the Board to regulate funeral establishments; personnel; and activities related to the preparation and arrangements for funerals, transportation, and disposition of human remains in California. This is accomplished through licensing, investigation and enforcement, and auditing activities.

ADMINISTRATIVE: The Board underwent a serious funding crisis that at one point left it unfunded for three months of the 1994-1995 fiscal year and severely understaffed for five months.

ENFORCEMENT: Despite this funding crisis, the Board still managed to close 258 complaints, issue 65 citations and 71 Notices of Warning, complete 203 inspections, and monitor $250 million in trust accounts through auditing and review of licensee annual reports.

LICENSING: The Board licensed 19 funeral directors and 56 embalmers and certified 114 apprentice embalmers. In addition, the Board gave two funeral director examinations and two embalmer examinations.

BOARD MEMBERS

Robert Lindblom
President

Seena Hoose
Vice President

John Barna
Monta Huber
Art Letter
John Larson
Karen Melikian
James Rezowalli

Dalton Pollard
Executive Officer

BOARD OF REGISTRATION FOR GEOLOGISTS AND GEOPHYSICISTS

HYDROGEOLOGY CERTIFICATION: On August 17, 1994, the title of Certified Hydrogeologist became protected as a geology specialty under the authority of the Geologists and Geophysicists Act. Certification assures governmental agencies and the public that hydrogeologists have defined work experience and have passed a stringent examination in the field of hydrogeology. The first full examination for certification was given in March 1995, at which time 224 registered geologists became certified hydrogeologists.

CITATION AND FINE REGULATIONS: The Board is in the final stages of submitting proposed citation and fine regulations to the Office of Administrative Law for approval. Once the regulations are approved, the Board will have the authority to issue citations for violations of registration laws and to impose fines of up to $2,500 for licensed and unlicensed activities. Additionally, the Board will have telephone disconnect authority.

DISASTER/FLOOD FORUM: Once again, the Board was called upon to assist and advise victims in the aftermath of a natural disaster. In March the Executive Officer participated in DCA-sponsored *Contract for the Future: Rebuilding After the Floods* forums in Roseville, Sacramento, Napa, and Sebastopol, along with three other DCA boards and several state, federal, and local agencies. Flood victims were advised how to obtain competent licensed geologists (when needed) to help them recover from flood damage.

EXAMINATIONS: After more than seven years of giving examinations once a year, the Board returned to a twice a year schedule beginning in March 1995. Four examinations are administered on the same days in the greater Los Angeles area and Sacramento: geology, geophysics, engineering geology, and hydrogeology. In September 1994 and March 1995, the Board administered more than 1,400 examinations.

BOARD MEMBERS

Harry Thomas
President

Manuel Urena
Secretary

Beatrice Gambetti
Audrey Hebner
Sondra Kinsell

Pat Urena
Executive Officer

BOARD OF GUIDE DOGS FOR THE BLIND

During fiscal year 1994-1995, the Board faced some unique challenges as it sought to protect the interests of consumers of the services of guide dog schools.

FUNDING: The Board continued integrating its programs for the shift from General Fund support to support entirely from licensee fees. The Board's mailing list was substantially increased, and it now includes all instructor licensees.

INSPECTIONS: During the year the Board inspected each of California's three licensed schools at least once, identified some operational problems, and was able to resolve them without incident.

PUBLIC ACCESS: The Board sponsored an array of initiatives to assist guide dog users in problems of public access. In addition to dealing with individual problems as they arose, the Board produced informational placards for distribution to guide dog users. The Board also participated in "Annual Guide Dog Day at the Capitol," its annual project during which guide dog users and their friends visit with legislators and their staffs and provide them materials and information about guide dogs. Emphasis this year was on access issues.

LICENSING: The Board licensed six new guide dog instructors. One new organization received a fund-raising license in order to establish a school.

COMMITTEE MEMBERS

Keld Helmuth
Chairperson

Betty Cordoba
Vice Chairperson

Gus Gill, MD
Marilyn Havens
Deborah P. Kelly
James McCartney, Ph.D.
Gloria Schaefer de Cordova

M. Elizabeth Ware
Executive Officer

HEARING AID DISPENSERS EXAMINING COMMITTEE

ENFORCEMENT: The most prominent enforcement issue of the year centered on out-of-state companies conducting unlicensed mail-order and retail sales of so-called "hearing enhancers" in California. Consumers were warned that unlicensed sale of these products is illegal and their inappropriate use can cause permanent hearing loss. HADEC's efforts made California the first state in the nation to effectively curtail unlicensed sale of these hearing aids.

EXAMINATION AND LICENSING: A study was conducted to determine if a significant number of individuals with expired licenses were still practicing hearing aid dispensing. Based on the study, unlicensed practice of formerly licensed individuals does not appear to be a significant problem. Twenty percent of those individuals no longer in practice were retired. Among others, the most commonly mentioned reason for leaving practice was inability to make enough money.

OUTREACH: The Committee expanded efforts to use the media to reach the public with consumer protection information. Press releases announced disciplinary actions and warned consumers about illegal and dangerous products. New fact sheets, *Information Disclosure Policy* and *What Dispensers Should Know About Blood-Borne Diseases,* were developed and the *Guidelines for Hearing Aid Receipts* and *Advertising Guidelines for Hearing Aid Dispensers* fact sheets were revised.

BOARD MEMBERS

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Executive Officer

BOARD OF LANDSCAPE ARCHITECTS

ENFORCEMENT: All complaints are now prioritized, and staff members are trained to implement lesser disciplinary methods, including citation and fine and mediation. As a result, cases are being closed more quickly, and the entire program is more cost-effective.

EDUCATION: The Board has conducted two of its three site visits to evaluate University of California Extension Schools of Landscape Architecture to determine their certification status. UCLA Extension and UC Berkeley Extension schools have been reviewed and have received full certification. UC Irvine Extension School is to be site visited this fall. The site team is composed of an expert in national accreditation site visits, an educator from a four-year program, and a landscape architect in private practice.

EXAM: The Board is evaluating its financial ability to continue offering its California-developed exam. The exam is highly regarded by many psychometricians for its defensibility and passrate, but its loss of national recognition (and hence loss of reciprocity for California licensees) has required the Board to reconsider its options. The Board's candidate population has dropped from 500 in 1991 to 150 in 1994. While our exam was once considered cost-effective, the loss of candidates has made it an increasingly costly endeavor that must be subsidized by licensees.

LEGISLATION: The Board has pooled its resources to develop two blue ribbon task forces and hire a consultant to assist with gathering and compiling data required in the coming fiscal year by SB 2036, the "Sunset Review" bill. SB 2036 calls for a report to be sent to the Legislature on October 1, 1995, a review by six legislators, testimony at a hearing in November, and a recommendation for an alternative structure to be sent to the Department of Consumer Affairs for its consideration. Board Member Tom Lockett will be a key witness in the Board's testimony before the Legislature, and the Board plans to propose legislation to address areas needing improvement.

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Dixon Arnett

Executive Director

MEDICAL BOARD OF CALIFORNIA

During the 1994-1995 fiscal year, the Medical Board reached an all-time high in categories across the range of complaints and discipline. Complaints from the public were up by over 1,000. Discipline, meted out after due process, reached new heights, with record numbers of revocations, suspensions, suspensions with probation, probations, citations and fines, and public letters of reprimand. There were also a record number of stipulations, showing the Board's emphasis on resolving patient protection issues without protracted hearings.

MEDICAL QUALITY REVIEW: The Board implemented the recommendations of its Task Force on Medical Quality Review, which revamped the Board's use of its medical resources in the enforcement process and in making recommendations to the Board. The new system establishes a formal reporting relationship, minimum qualifications, training, oversight, and evaluation for the Board's consultants and experts. Over 1,200 California physicians have volunteered to serve as experts under the new system.

ENFORCEMENT: The Board adopted a system of case prioritization, to be implemented after formal adoption of regulations. The system consists of an eight-part list of the most egregious cases to be handled on an expedited basis. The Board's Division of Medical Quality implemented the legislatively created citation and fine program and Public Letter of Reprimand, which permit the Board to impose alternative sanctions for less serious violations. The Board also began the first-ever automatic license suspensions for physicians who have been incarcerated for felony convictions.

LICENSING: Neil Fippin, the new manager of the Board's Division of Licensing, has joined a committee of the Federation of State Medical Boards to implement a new national service to authenticate core documents needed for licensure throughout the 62 member boards in the nation.

LAWSUITS: The California Medical Association's lawsuit to enjoin the Medical Board's information disclosure policy is still pending. In the lawsuit by the *Los Angeles Times*, the *San Jose Mercury News*, and *The Sacramento Bee* for access to the Board's raw computer data that is public record, a Sacramento Superior Court judge ruled for the plaintiffs. In December 1994 the Board began releasing customized lists of information in computer disc format in response to requests from reporters statewide.

PUBLIC INFORMATION/RECORDS: The Board adopted a three-year information systems/data processing plan that includes placing all the Board's public records "on-line" through Internet and similar services by the end of the calendar year.

BOARD MEMBERS

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Sister Siena Wald
Madale Watson

Kim Smith

Executive Officer

BOARD OF NURSING HOME ADMINISTRATORS

BOARD MISSION: The Board's mission is to protect the health, safety, and public welfare by regulating the practice of nursing home administrators. This is achieved by licensing qualified applicants, establishing regulations, enforcing laws and regulations, and taking enforcement action as warranted against negligent or incompetent licensees.

LEGISLATION AND REGULATION: Legislation which became effective January 1, 1995 changed the Board's name from the Board of Examiners of Nursing Home Administrators to the Board of Nursing Home Administrators. The legislation also extended the deadline from 12 months to 24 months for the Board to serve accusations following a temporary suspension order issued to a facility, service of an accusation by the Department of Health Services (DHS) to revoke a facility's license, or final decertification of a facility from the Medi-Cal or Medicare programs.

The Board held three regulatory hearings during the fiscal year. The regulatory changes broadened applicant qualifications, expanded the Board's continuing education program, and set forth additional requirements for the Board's Administrator-in-Training Program. Additionally, the Board promulgated regulations that changed its renewal cycle from biennial to birthdate cyclical, prorated the initial license fee proportionately to actual number of months licensed, and increased applicant examination fees to cover actual costs of purchasing and administering its licensure examinations.

ENFORCEMENT: In order to increase efficiency and control enforcement costs, the Board held quarterly meetings with the Attorney General's Office to clear up case backlog and establish guidelines for efficient and timely case preparation.

The Board and DHS continued to work together to develop a Memorandum of Understanding calling for DHS to share with the Board the results of its enforcement actions against nursing homes and establishing terms for the timely reporting of statutorily required information.

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Patricia L. Gee, EdD
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Mel Santos
R. Mona Tawatao
Sheilah S. Titus, OD

Karen L. Ollinger

Executive Officer

BOARD OF OPTOMETRY

LEGISLATION: The Board continued to actively support legislation (SB 510 and AB 1869) that would expand the scope of optometric practice and authorize the use of specified therapeutic drugs.

REGULATIONS: Amendments were proposed to the California Code of Regulations that would (1) clearly delineate licensure and examination requirements by placing all related Code Sections in one location, (2) allow up to four hours of patient care management continuing education (CE) course work, (3) grant blanket CE approval to courses approved by the International Association of Boards of Examiners in Optometry's Council on Optometric Practitioner Education, and (4) expand the list of approved topical pharmaceutical agents to include "AK-T-Caine."

LICENSURE EXAMINATION: The 1995 licensure examination incorporated findings of a recently completed occupational analysis. The exam, now reduced from four days to two, still provides a comprehensive and fair assessment of entry level competency.

BOARD MEMBERS

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Vice President

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Executive Officer

BE AWARE & TAKE CARE:
Talk to your pharmacist!

CALIFORNIA
Board of Pharmacy

BOARD OF PHARMACY

Proposed Automation of the Triplicate Prescription Monitoring System: In the past two years, California has initiated a number of significant efforts to address the problems of prescription drug abuse and undertreatment of pain. In the process, deficiencies in the current triplicate prescription monitoring program have been highlighted. The program was originally developed by the California Department of Justice (DOJ) to track and monitor the prescribing and dispensing of Schedule II controlled drugs. (Schedule II drugs, such as Percodan and Dilaudid, have important medical applications, but also have substantial potential for abuse and diversion to illegal use.)

This year, the Board provided principal funding for a feasibility study (also funded in part by the Medical Board of California and Board of Dental Examiners) of a replacement system that would strengthen the objectives of the triplicate system by: 1) tracking controlled substance prescriptions without restricting the prescribing or dispensing of medications to patients when medically indicated, 2) providing timely and useful information to law enforcement agencies to prevent and prosecute drug diversion, and 3) providing information to regulatory agencies whose licensees prescribe or dispense controlled drugs. This system is envisioned to operate as follows: Upon filling a controlled substance prescription, a pharmacy would directly input the information into a computer linked electronically to the Department of Justice. The DOJ could then conduct expedient analysis, as could regulatory boards, and take action when appropriate. Funding and statutory changes for activation of this system will be pursued during the coming fiscal years.

JOB ANALYSIS: The Board surveyed more than 1,300 California pharmacists regarding their specific duties and used the results to develop questions for the June 1995 and future pharmacist licensing examinations.

ADVOCACY FOR PATIENT CONSULTATION: The Board adopted and implemented a public education program to help inform consumers about pharmacists' responsibilities, prescription drugs, and the importance of consulting with pharmacists about proper dosages, potential side effects, and drug interactions. The Board also adopted a new logo that depicts effective pharmacist-patient communication.

ENFORCEMENT: The Board worked with the Office of the Attorney General and the Office of Administrative Hearings to reduce the backlog of old cases awaiting administrative discipline and to expedite action on current and future cases. At the close of the fiscal year, the backlog had been reduced to four cases referred before 1990, one referred in 1990, one in 1991, and four in 1992. In addition, efforts to collect cost recovery from all administrative disciplinary cases have resulted in the awarding of nearly 75 percent of cost of the Office of the Attorney General's time in pursuing the cases.

The Board developed guidelines and procedures for obtaining interim suspension orders or temporary restraining orders in cases where public safety is jeopardized by the activities of a pharmacy or pharmacist.

COMMITTEE MEMBERS

Valerie Sinkus, PT

Chairperson

Louis Garcia
Gerald Kaufman, PT
June Koefelda
George Suey

Steven Hartzell

Executive Officer

PHYSICAL THERAPY EXAMINING COMMITTEE

Mission and Goals: As a result of a strategic planning meeting, the Physical Therapy Examining Committee adopted new goals, a vision statement, and a revised mission statement.

Examination: The Committee, with the assistance of the DCA Office of Examination Resources, developed an examination on the laws and regulations governing the practice of physical therapy mandated by AB 2836. The first administration of the examination was on March 1, 1995.

PT Assistant Supervision: On May 16, 1995, the Committee voted to adopt proposed language revisions to the existing unwieldy regulation regarding physical therapist assistant supervision. The draft regulation was developed by a Committee-appointed task force with representatives from a variety of health care settings. Public testimony will be sought during the next fiscal year.

Exam Fees: Through regulation, the Committee increased the examination and reexamination fees for physical therapists and physical therapist assistants from $140 to $235. The increase is consistent with the actual cost to administer the exams.

Work experience: After June 30, 1996, individuals seeking licensure as physical therapist assistants based on equivalent training and experience will be required to have obtained half of their work experience in an acute care inpatient facility.

Abandoned Applications: The Committee made the following determinations regarding the application process: (1) an application not completed within one year (either by the provision of missing documentation or by the submission of required fees) will be considered to have been abandoned, and (2) an application will be considered abandoned when an applicant fails to pass the examination within one year from the date of the original notice to appear.

Complaint Handling: The Committee appropriated processing of complaints against physical therapists from the Medical Board of California on July 1, 1994 and transferred the investigation of complaints from the Medical Board to the DCA Division of Investigation. This has dramatically decreased complaint resolution time.

COMMITTEE MEMBERS

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Executive Officer

PHYSICIAN ASSISTANT EXAMINING COMMITTEE

Adoption of Strategic Plan 1995-2000: Early in the fiscal year the Committee developed and adopted its *Strategic Plan 1995-2000*. The document sets out the Committee's purpose, vision for success, strategies, goals, and functions for the next five years.

Mailing of Law Updates: Several laws affecting physician assistant practice have been added or amended over the last few years. The Committee mailed an update of pertinent laws to all licensed physician assistants, approved supervising physicians, and interested others.

Informational Lectures: At the Committee's direction, staff contacted every primary care physician assistant training program in California and conducted training lectures at several locations for graduating students. The lectures and question and answer periods covered multiple topics, including licensing, consumer complaints, enforcement, scope of practice, supervision, consumer education, and the duties and organization of the Physician Assistant Examining Committee.

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Executive Officer

BOARD OF PODIATRIC MEDICINE

Upgraded Training: In a major victory for quality assurance, Governor Pete Wilson signed SB 1775 (Presley), a Medical Board of California omnibus bill that included the hard-fought measure upgrading podiatric medical residency training. The new law requires that by 1998 all entry-level residencies include at least some surgical training as a minimum standard for licensure.

"UC Access" Teams: Although the Legislature has provided hundreds of thousands of dollars to the University of California annually since 1974 for training podiatric medical doctors, there is no structured program or systematic access for podiatric residents at UC's five health science teaching centers and related teaching hospitals. The Board's California Liaison Committee for Podiatric Medical Education is negotiating structured access.

Residents' Research Conference: The Board cosponsored a Podiatric Medical Residents' Research Conference in May, the first such conference held anywhere in the world. Eighteen residents competed enthusiastically, with many expressing interest in presenting again next year.

Amputations: The Board encouraged the podiatric and orthopaedic associations to work out a compromise on hospital privileging for partial amputations of the foot. Podiatrists are recognized by many hospitals as the experts in care and preservation of the diabetic foot, as well as removal of dead tissue when necessary. But a 1921 statute prohibiting amputations by podiatrists is still on the books. Discussions are underway.

Enforcement: The Board's enforcement continues to keep pace with heightened action by the Medical Board, which services the Board through its complaint intake and investigation teams. During 1994-1995, 3 podiatry licenses were revoked and 10 were placed on probation. All together, 37 podiatrists are being monitored by Medical Board probation officers, a record number.

The Board established a new committee chaired by former state senator Robert Presley. The Presley Committee will advance good public policy in the areas of licensing and discipline reform.

BOARD MEMBERS

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Executive Officer

BOARD OF REGISTRATION FOR PROFESSIONAL ENGINEERS AND LAND SURVEYORS

ADMINISTRATION: The Board adopted regulations that allow use of the Quality Based Selection (QBS) method rather than the Minimum Qualified/Lowest Bid method when contracting for the professional services of engineers and land surveyors. With QBS, cost is negotiated only *after* bidders have been ranked according to demonstrated qualifications and competence in relation to the scope and needs of the project.

The Board revised its Operating Procedures Manual to clarify existing procedures, delete outdated references, and add new, more efficient procedures. A reference manual was also developed for new Board members that includes the Board's mission and vision statements, general information such as travel policy, and details on the Board's examination and enforcement operations.

ENFORCEMENT: Citation and fine regulations were adopted that will allow the Board to take direct action against unlicensed practice and to more efficiently deal with minor violations of the Professional Engineers and Land Surveyors Acts by licensees or registrants.

The Board published a new *Handbook of Laws and Rules* and has made it available for purchase for $5.00.

EXAMINATIONS: In response to the North American Free Trade Agreement (NAFTA), the Board administered the Engineer-in-Training examination to twelve candidates from Mexico. The Board also waived the Engineer-in-Training examination requirement for tenure-track engineering faculty members and added applied engineering research to the activities that constitute qualifying experience. In addition, the test plan for the geotechnical engineering examination was updated.

PROPOSED LEGISLATION: At a special meeting in early 1994, the Board reviewed the ways other states regulate the practice of engineering, discussed the deficiencies of the current California act, and identified numerous legislative changes needed. Subsequently, the Board began development of a new Professional Engineers Act. Under the resulting proposal, the practice of *all* professional engineering would be regulated by the Board. This would eliminate turf considerations, clearly define the responsibilities of practicing engineers, and better protect consumers through improved coverage and stronger enforcement. To seek public input on the proposed regulations, the Board held four forums in various California locations and scheduled another seven forums for the first quarter of fiscal year 1995-1996.

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Thomas O'Connor

Executive Officer

BOARD OF PSYCHOLOGY

LICENSING PROGRAM: In response to testimony at many quarterly board meetings, the Board Chairperson appointed an ad hoc committee to review the current regulations relating to supervised professional experience and to make recommendations for amendments, repeals, additions, or reinterpretations. The goal of the Committee on Supervision is to ensure that the regulations reflect the realities of the state of mental health training opportunities in California in the '90's.

EXAMINATION PROGRAM: The Board continues to work with the DCA Office of Examination Resources (OER) to enhance the validity and increase the standardization of the oral licensing examination.

CONTINUING EDUCATION: The Board's proposed regulations to implement the continuing education program were approved by the Office of Administrative Law in December 1994, and the program went into effect January 1, 1995. The Board immediately began to track regulation efficiency and to draft amendments and additions to regulations that will ensure continued competency of licensees.

ENFORCEMENT: The Board's enforcement program continues to grow as it has over the past two decades. Board-sponsored legislation (SB 2039, McCorquodale) was passed by the Legislature and in September 1994 was signed into law by Governor Wilson. The new law, which is consistent with long-term Board policy, requires Administrative Law Judges to revoke the license outright of any psychologist found to have had sexual contact with a patient.

CONSUMER EDUCATION: In its first year of existence, the Consumer Education Committee produced *BOP Update,* the Board of Psychology's first newsletter. The newsletter extensively covered the details of the new continuing education program, the Board's enforcement process, procedural due process, examination statistics, enforcement statistics, and various bits and pieces of information vital to licensees and the public alike. The Consumer Education Committee also endorsed the continued issuance of news releases on every Board of Psychology final disciplinary decision.

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Michael Moran, Esq.
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Ruth Ann Terry, MPH, RN

Executive Officer

BOARD OF REGISTERED NURSING

STRATEGIC PLAN: The Board of Registered Nursing has adopted a strategic plan that focuses on its mission to protect the health and safety of consumers and to promote quality registered nursing in the state of California. The plan identifies four goals: (1) to maximize external effectiveness for consumer protection and customer service; (2) to evaluate nursing trends in order to make sound policy decisions and update the Board's strategic plan; (3) to take a proactive role in structuring twenty-first century health care; and (4) to make the Board a more effective organization and a more rewarding place to work.

TOLL-FREE LICENSE VERIFICATION NUMBER: A registered nursing license may now be verified seven days a week, 24 hours a day from any touchtone telephone by dialing toll-free 1-800-838-6828.

UNLICENSED ASSISTIVE PERSONNEL: Managed care and other models of health care delivery have brought forward a universal caregiver model that frequently includes unlicensed assistive personnel. With consumer safety its priority, the Board has adopted an advisory statement to assist registered nurses in assigning functions to unlicensed assistive personnel that calls for the use of unlicensed caregivers only to assist licensed nursing personnel.

ADVANCED PRACTICE ISSUES: The Board can now process public health nurse, nurse practitioner, nurse midwife, and nurse anesthetist certificates through the applicant tracking system. This will enable the Board to provide more accurate and timely certification. The tracking system will also help the Board to assess nursing trends and redirect resources to more efficiently serve consumers.

The First Annual Advanced Practice Meeting was held on March 10, 1995 with the directors of Advanced Practice Nursing Programs to address issues faced by programs and students in the changing nursing environment.

DIVERSION PROGRAM: The Diversion Program protects the public by providing immediate intervention, rehabilitation, and monitored reentry into safe nursing practice for RNs who have been impaired by chemical dependency and/or mental illness. Since its inception, 451 nurses have successfully completed the program.

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Cathleen A. McCoy

Executive Officer

MISSION: TO PROTECT AND SERVE THE CONSUMER BY ADMINISTERING AND ENFORCING THE RESPIRATORY CARE PRACTICE ACT AND ITS REGULATIONS IN THE INTEREST OF THE SAFE PRACTICE OF RESPIRATORY CARE.

RESPIRATORY CARE BOARD

LICENSEE RESPONSIBILITIES: Licensed respiratory care practitioners (RCPs) regularly perform critical lifesaving and life support procedures prescribed by physicians that directly affect major organs of the body. Over 18,000 RCP licenses have been issued in the State of California. RCPs provide care directly to the patient in either a hospital setting or at the patient's home. Patients may be suffering from lung cancer, emphysema, asthma, or cystic fibrosis, or may be premature infants whose lungs have not yet fully developed.

NAME CHANGE: Effective January 1, 1995, the Respiratory Care Examining Committee officially became the Respiratory Care Board, pursuant to Business and Professions Code Section 3710.

LICENSES: Beginning in May 1995, the Board began issuing credit card style licenses. The new licenses are easily distinguished, difficult to forge or alter, and durable, to enable licensees to produce them for inspection on request. The Board also began issuing licensees who are placed on probation a special license that states "On Probation." The RCB is the only DCA board to make this requirement.

PROBATION INCREASES: Since fiscal year 1989-1990, when 10 licensees received probationary status, the number of probationers has steadily increased each year. In fiscal year 1994-1995, 85 licensees were placed on probation. The revocation rate has also significantly risen, from 10% to 33%, due to more stringent monitoring.

OUTREACH: The Board developed two newsletters for dissemination beginning in January 1995:

Respiratory Stat was created to provide licensees, the public, and employing entities with information regarding administrative and disciplinary actions taken against licensees.

Respiratory Update was mailed to all licensees, hospitals, members of the legislature, and other interested parties. It provides current licensing information; updates on legislation, issues of patient care, and disciplinary procedures; and information on various licensing and application issues.

LEGISLATIVE CHANGES: Major legislative changes were made to the Business and Professions Code regarding inspection of facilities, pocket licenses, causes for disciplinary actions, cost recovery, and education review.

COMMITTEE MEMBERS

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Vice Chairperson

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Marilyn J. Dailey
Margaret "Meg" L. Devane
Louise C. Gelber

Carol Richards

Executive Officer

MISSION: TO PROTECT THE CONSUMER BY REQUIRING ADHERENCE TO STATUTES AND REGULATIONS DESIGNED TO ENSURE THE QUALIFICATIONS AND COMPETENCY OF PROVIDERS OF SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY SERVICES.

SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY EXAMINING COMMITTEE

MISSION/EVALUATION: The Committee adopted a new mission statement, began setting goals, and began developing procedures for the annual evaluation of the executive office to be implemented in the 1995-1996 fiscal year.

SCOPE OF PRACTICE: The ad hoc committee appointed during the last fiscal year continued its work on expanding the scope of practice of the professions to include invasive procedures such as oral or nasal endoscopy. An outline of the desired qualifications, training, and specifications is being developed.

OCCUPATIONAL ANALYSIS: An occupational analysis of both professions was initiated and will be completed in the next fiscal year. The analysis, which will be conducted by the DCA Office of Examination Resources, is expected to provide valuable information on the actual scope of services provided in these professions.

TRAVELING THERAPISTS: The Committee experienced an upsurge in applications from traveling professionals from other states seeking to provide services on a temporary basis in California. Traveling therapists work for rehabilitation agencies that have contracts with skilled nursing facilities in multiple states.

ENFORCEMENT: During this fiscal year, the Committee filed one accusation and placed two licensees on probation following stipulated agreements. The probation of one licensee was terminated.

The Committee adopted a policy on disclosure of information on citations, fines, and orders of abatement. Disclosure will be made (1) after the fine is paid, action is abated, or 30 days after the date of issuance, whichever occurs first; (2) when a final decision is reached subsequent to an informal conference; or (3) upon filing of an accusation when a formal hearing is requested. In all instances, the Committee will also release information concerning the underlying violation of law.

LEGISLATION: The Committee did not sponsor legislation during this period, but did offer testimony on several bills, including AB 2101, DCA's Omnibus bill, and SB 2037 (later pulled by the author), to merge the Speech-Language Pathology and Audiology Examining Committee with the Hearing Aid Dispensers Examining Committee.

LIAISON ACTIVITIES: Committee members and staff participated in a number of meetings and conferences related to the profession. In addition, staff presented licensing information and educational materials at the annual speech and hearing conference in San Diego on March 17-18, 1995.

BOARD MEMBERS

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Theodora Poloynis-Engen

Vice President

R. C. "Chuck" Brasiel
Wayne Grisham
Nicholas Papadakis
John Van Hooser
Mary Photias Zak

Mary Lynn Ferreira

Registrar

STRUCTURAL PEST CONTROL BOARD

Liaison Activities: The Board continues to serve on a statewide committee to prepare for the migration of Africanized honey bees, which are already infesting areas in Southern California.

Examinations: The Board revised the Branch 2 and Branch 3 Field Representative and Operator licensing examinations. The Branch 2 Field Representative licensing examination was administered in Salt Lake City, Utah, to over 300 applicants seeking licensure in California.

Fees: The fee for the pesticide applicator license examination has been increased from $10 to $15.

Research: Two Board-funded projects were completed during the fiscal year: (1) a study of the control of Argentine Ants in and around structures in Southern California and (2) a study of the effects of temperature and humidity on the movement of the Western Drywood Termite.

Chaptered Legislation: Senate Bill 250 (Kelley) permits an applicant for Branch 2 licensure to elect to be certified in the handling, control, and techniques of removal of Africanized honey bees and requires the Board to develop a program to certify applicants in this specialty or approve a program for certification developed by the Pest Control Operators of California, Inc.

Assembly Bill 1851 (Connolly), which requires that the Board have available a list of simple asphyxiants, has been amended for clarification.

Senate Bill 2070 (Calderon) specifies qualifications and procedures for licensure as an applicator and includes other amendments to the Structural Pest Control Act.

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Vice Chairperson

Alberto Aldrete, DVM
Michael Clark, DVM
Ellen O'Connor
Robert Weber, DVM

Gary Hill

Executive Officer

VETERINARY MEDICAL BOARD

REGISTERED VETERINARY TECHNICIAN EXAMINING COMMITTEE

Complaint Review Program: The Board processed over 500 complaints during the fiscal year, including jurisdictional, nonjurisdictional, and unlicensed activity complaints.

Citation and Fine Program: In fiscal year 1994-1995, the Board expanded its citation and fine program to encompass minor violations that previously were handled with informal letters of reprimand. As a result, the Board issued 51 citation and fine actions—for negligence and/or incompetence, fraud and/or deception, improper recordkeeping, unprofessional conduct, unlicensed activity, and other administrative violations.

Hospital Inspection Program: Hospital inspector contracts were increased from one to two years to reduce inspector training time as well as provide continuity and consistency during inspections. This year the Board inspected 306 hospitals and issued 326 violations.

Licensing/Examinations: The Board has revised the test plan for the California State Board Examination based on the results of an extensive analysis of the veterinary occupation in California conducted by the DCA Office of Examination Resources.

Legislative Review: SB 1821 (Kelley), vetoed last year and subsequently reintroduced with amendments this year as SB 42 (Kelley), was signed by Governor Wilson on July 6, 1995. The legislation added practice definitions, changed the Board and Committee titles, and expanded the Board's reciprocal enforcement authority.

COMMITTEE MEMBERS

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Chairperson

Tara Gee, DVM

Vice Chairperson

Caesar Churchwell, DDS
Suresh Dogra, DVM

Gary Hill

Executive Officer

RVT Candidates: The Board adopted a Legislative Committee proposal for a new eligibility category for registered veterinary technicians (RVTs) which allows the combined use of education and experience to qualify as an RVT candidate. The RVT Examining Committee also added alternative RVT-specific courses available from community colleges and approved continuing education seminars to existing educational requirements and developed a list of specific tasks that qualify as work experience.

Liaison Activities: The executive officer of the Veterinary Medical Board and individual Board and Committee members attend many functions throughout the year to answer questions regarding the practice of veterinary medicine in California today. These functions include attending meetings held by the California Veterinary Medical Association and the School of Veterinary Medicine, University of California, Davis. The Board has a representative on both the American Association of State Veterinary Boards and the National Board Examination Committee, which oversees the preparation and administration of both parts of the written licensing examination.

BOARD MEMBERS

Charles L. Bennett, LVN

President

Carolyn Duncan, PT

Vice President

Regina Carey
Holly Donn, PT
Cecelia Estrada, RN
Karen Feller, LVN
Elinor Glenn
Mary Humphrey
Helen Lee

Teresa Bello-Jones, JD, MSN, RN

Executive Officer

BOARD OF VOCATIONAL NURSE AND PSYCHIATRIC TECHNICIAN EXAMINERS

Consumer Brochures: The Board developed two consumer information brochures and mailed them to professional organizations, state agencies, and vocational nurse and psychiatric technician schools in June 1995. *For Your Health Care...Know Your Rights* presents information about consumer health care rights as they relate to licensed vocational nurses and psychiatric technicians. *The Disciplinary Process...Know Your Rights* describes the complaint process.

Probationary Licenses: During the fiscal year, the Board issued three vocational nurse and two psychiatric technician licenses on probation by stipulated agreement, without going through the formal administrative procedures process. This has resulted in a savings of at least $17,000.

Citation and Fine Program: In March 1995, the Board adopted proposed regulations to establish an administrative citation and fine program. The rulemaking file was approved by the DCA Director in June 1995 and forwarded to the Office of Administrative Law. Final approval is expected in August 1995.

Computer-Adaptive Testing: In April 1994 the Board implemented year-round computer-adaptive testing for its vocational nurse candidates. More than 7,000 candidates have been tested since April.

Examination Development: In January 1995 the Board formally adopted a new psychiatric technician test plan based on an occupational analysis that determined the knowledge, skills, and abilities necessary for current practice. Educational conferences in Northern and Southern California have been held to prepare program directors, faculty, and students for the new test plan, which will be implemented in January 1996.

Unlicensed Assistive Personnel: As health care facilities continue to search for innovative ways to reduce costs, the use of unlicensed assistive personnel is becoming widespread, both in California and nationally. The Board is gravely concerned about the potential health care impact of allowing unlicensed individuals with little or no training to perform the duties of licensed vocational nurses and psychiatric technicians. For this reason, the Board developed a position statement to educate and inform consumers about the issue.

DEPARTMENT OF CONSUMER AFFAIRS

STATISTICAL PROFILE 1994-1995

The Statistical Profile was compiled by the Department from data collected from the boards, committees, commission, and programs, as well as the Office of Administrative Services and the Licensing, Consumer Information and Analysis, Complaint Mediation, Enforcement, and Education divisions.

DEPARTMENT OVERVIEW

FISCAL YEAR 1994-95	NO. BOARD MEMBERS	CIVIL SERVICE POSITIONS	EXEMPT EMPLOYEES	NO. FIELD OFFICES	NO. LICENSE CLASSES	ANNUAL BUDGET FY 95-96	EXPENDITURES FY 94-95
Accountancy	12	67.7	1.0	0	5	$ 9,610,000	$ 6,983,963
Architectural Examiners	10	23.5	1.0	0	1	3,828,000	3,136,519
Athletic Commission	8	8.9	1.0	1	15	947,000	862,449
Barbering & Cosmetology	9	82.2	1.0	2	9	9,170,000	7,151,150
Behavioral Science Examiners	11	31.8	0.6	0	5	4,709,000	4,800,731
*Cemetery	6	2.6	1.0	1	6	418,000	357,450
Contractors	13	427.4	1.0	23	72	38,231,000	36,848,314
Court Reporters	5	4.2	1.0	0	1	842,000	824,966
Dental Examiners	14	49.2	1.0	1	1	5,972,000	5,365,567
Dental Auxiliaries	9	8.0	1.0	0	4	1,262,000	979,421
*Funeral Directors & Embalmers	5	9.4	1.0	0	2	919,000	721,204
Geologists & Geophysicists	8	5.1	1.0	0	4	773,000	584,268
Guide Dogs for the Blind	7	0.5	0.0	0	2	46,000	42,967
Landscape Architects	7	2.8	1.0	0	1	495,000	449,627
MEDICAL BOARD							
Acupuncture	11	8.2	1.0	0	1	1,152,000	943,932
Dispensing Opticians	0	1.6	0.0	0	3	253,000	166,669
Hearing Aid Dispensers	7	2.5	1.0	0	3	501,000	477,934
Licensed Midwifery	0	1.0	0.0	0	1	34,000	38,950
Physical Therapy	6	5.7	1.0	0	4	1,229,000	1,082,648
Physician Assistant	9	4.1	1.0	0	2	731,000	662,000
Physicians/Surgeons	19	253.7	1.0	14	2	32,807,000	31,557,095
Podiatric Medicine	6	4.0	1.0	0	2	982,000	887,097
Psychology	8	9.8	1.0	0	3	2,803,000	2,621,925
Respiratory Care	9	10.3	1.0	0	1	1,717,000	1,578,367
Speech-Language Pathology & Audiology	9	1.6	1.0	0	2	321,000	278,341
Nursing Home Administrators	9	4.9	0.9	0	1	585,000	510,726
Optometry	9	5.3	1.0	0	2	1,013,000	832,208
Pharmacy	10	45.0	1.0	0	12	4,909,000	4,978,021
Professional Engineers & Land Surveyors	13	51.3	1.0	0	19	6,016,000	5,690,811
Registered Nursing	9	81.7	1.0	1	1	13,588,000	11,331,810
Structural Pest Control	7	27.7	1.0	0	5	2,993,000	2,726,319
Veterinary Medicine	6	5.0	1.0	0	3	1,056,000	955,781
Registered Veterinary Technicians	8	1.0	0.0	0	1	94,000	86,097
*Vocational Nurse	11	27.9	1.0	1	2	3,597,000	3,538,736
Psychiatric Technician	0	4.7	0.0	0	1	1,099,000	1,041,297
Bureaus, Programs, and Divisions	15	1,177.1	18.6	38	54	146,184,000	115,801,413
Department TOTAL	305	2,457.4	48.1	82	253	$ 300,886,000	$ 256,896,773

* Endnotes appear at the end of the report
n/a - Not applicable
NDA - Due to the nature of the tracking systems, the data cannot be displayed in this format

LICENSING

FISCAL YEAR 1994-95	LICENSING ACTIVITY				DENIALS BY TYPE		
	TOTAL NO. LICENSES	APPLICATIONS RECEIVED	LICENSES ISSUED	LICENSES RENEWED	CRIMINAL	ADMINISTRATIVE	LICENSES DENIED (B&P)
Accountancy	60,875	2,600	2,470	25,431	0	0	0
Architectural Examiners	23,585	656	656	9,189	n/a	n/a	2
Athletic Commission	1,658	1,670	1,658	957	0	8	4
Automotive Repair	*66,412	25,916	11,860	47,608	0	0	51
Barbering & Cosmetology	460,269	36,029	21,728	146,255	0	0	48
Behavioral Science Examiners	56,977	4,934	4,461	27,255	NDA	1	7
Contractors	279,103	30,426	18,779	105,354	n/a	n/a	293
Court Reporters	9,948	1,233	273	7,614	0	*11	0
Dental Examiners	29,411	1,772	941	12,955	0	0	9
Dental Auxiliaries	60,880	4,585	3,203	16,971	0	0	0
Electronic & Appliance Repair	8,842	3,505	1,180	6,625	3	10	2
Funeral Directors & Embalmers	4,400	345	90	3,055	1	9	10
Geologists & Geophysicists	4,250	896	193	2,762	0	0	3
Guide Dogs for the Blind	70	8	8	62	0	0	0
Home Furnishings & Thermal Insulation	19,212	1,387	866	10,707	0	0	0
Landscape Architects	3,168	59	59	1,327	0	0	0
MEDICAL BOARD							
Acupuncture	4,503	352	352	3,057	0	0	0
Hearing Aid Dispensers	3,363	152	326	1,547	0	0	4
Physical Therapy	19,398	1,508	1,218	7,750	0	0	0
Physician Assistant	13,128	1,735	1,689	3,776	0	0	1
Physicians/Surgeons	*150,259	3,870	3,741	50,663	0	0	0
Podiatric Medicine	2,093	79	103	1,021	0	0	0
Psychology	*14,709	1,789	1,468	6,691	7	n/a	20
Respiratory Care	15,142	882	823	5,967	53	0	13
Speech-Language Pathology & Audiology	9,718	518	475	3,966	0	0	0
Nursing Home Administrators	4,009	*312	140	1,721	0	0	1
Optometry	7,385	247	186	7,054	0	0	0
Pharmacy	36,920	7,004	5,481	26,677	0	0	16
Professional Engineers & Land Surveyors	123,510	17,117	2,758	19,334	n/a	n/a	NDA
Registered Nursing	252,905	18,417	10,602	117,419	NDA	NDA	33
Security & Investigative Services	197,917	64,249	57,047	46,649	2,437	0	0
Structural Pest Control	14,805	8,195	2,364	2,207	n/a	n/a	23
Tax Preparers	33,586	6,175	6,019	25,925	0	0	0
Veterinary Medicine	9,360	261	261	3,802	0	0	0
Vocational Nurse	101,514	5,433	4,783	29,231	1	0	0
Psychiatric Technician	18,186	390	392	5,570	0	0	0
Department TOTAL	2,121,470	254,706	168,653	794,154	2,502	39	540

* Endnotes appear at the end of the report
n/a - Not applicable
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CERTIFICATES & PERMITS

FISCAL YEAR 1994-95	TOTAL NO. RENEWABLE CERTIFICATES/ PERMITS	RENEWABLE CERT/PERMIT APPLICATIONS RECEIVED	RENEWABLE CERTS/PERMITS ISSUED	TOTAL NO. CERTS/PERMITS RENEWED	TOTAL NO. CERTS/PERMITS DENIED	TOTAL NO. NON-RENEWABLE CERTS/PERMITS
Accountancy	n/a	n/a	n/a	n/a	n/a	*338
Architectural Examiners	n/a	n/a	n/a	n/a	n/a	80
Athletic Commission	0	0	0	0	0	39
Automotive Repair	n/a	n/a	n/a	n/a	n/a	88
Barbering & Cosmetology	n/a	n/a	n/a	n/a	n/a	60,145
Behavioral Science Examiners	n/a	n/a	n/a	n/a	n/a	n/a
Contractors	4,440	549	549	n/a	n/a	54,637
Court Reporters	n/a	n/a	n/a	n/a	n/a	1,588
Dental Examiners	7,229	588	440	5,279	0	4,552
Dental Auxiliaries	n/a	n/a	n/a	n/a	n/a	4,080
Electronic & Appliance Repair	n/a	n/a	n/a	n/a	n/a	n/a
Geologists & Geophysicists	1,439	*819	74	946	0	n/a
Home Furnishings & Thermal Insulation	n/a	n/a	n/a	n/a	n/a	n/a
Landscape Architects	n/a	n/a	n/a	n/a	n/a	8
MEDICAL BOARD						
Acupuncture	50	29	27	10	2	n/a
Dispensing Opticians	6,699	495	439	117	n/a	n/a
Physical Therapy	68	9	5	22	n/a	215
Physician Assistant	n/a	n/a	n/a	n/a	n/a	120
Physicians/Surgeons	9,513	NDA	1,140	3,862	NDA	11,841
Podiatric Medicine	548	24	21	186	0	37
Psychology	n/a	n/a	n/a	n/a	n/a	148
Research Psychoanalysts	NDA	4	4	NDA	0	0
Respiratory Care	n/a	n/a	n/a	n/a	n/a	1,757
Speech-Language Pathology & Audiology	n/a	n/a	n/a	n/a	n/a	18
Nursing Home Administrators	n/a	n/a	n/a	n/a	n/a	192
Optometry	1,515	555	508	1,661	291	298
Pharmacy	16,377	3,358	3,145	6,868	0	3,158
Professional Engineers & Land Surveyors	n/a	n/a	n/a	n/a	n/a	*3,516
Registered Nursing	5,578	745	774	2,142	43	10,885
Security & Investigative Services	24,667	12,781	7,729	12,177	58	5,861
Structural Pest Control	8,341	1,884	1,470	0	0	*1,457
Tax Preparers	n/a	n/a	n/a	n/a	n/a	n/a
*Veterinary Medicine	2,346	151	150	2,208	1	n/a
Registered Veterinary Technicians	4,009	204	204	1,486	0	n/a
Vocational Nurse	n/a	n/a	n/a	n/a	n/a	5,505
Psychiatric Technician	n/a	n/a	n/a	n/a	n/a	126
Department TOTAL	92,819	22,195	16,679	36,964	395	170,689

* Endnotes appear at the end of the report
n/a - Not applicable
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EXAMINATIONS

FISCAL YEAR 1994-95	TOTAL EXAMS SCHEDULED	NO. WRITTEN EXAMS PASS	FAIL	NO SHOW	PASS %	NO. ORAL EXAMS PASS	FAIL	NO SHOW	PASS %	NO. CLINICAL/PRACTICAL EXAMS PASS	FAIL	NO SHOW	PASS %
*Accountancy	16,819	4,352	*	2,584	*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Architectural Examiners	13,902	4,879	5,059	723	49%	655	523	137	56%	579	1,145	202	34%
Athletic Commission	528	460	36	32	93%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Automotive Repair	15,380	5,935	9,445	0	39%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Barbering & Cosmetology	53,531	15,307	8,603	4,334	64%	n/a	n/a	n/a	n/a	16,823	4,453	4,011	79%
Behavioral Science Examiners	6,259	1,651	678	35	71%	1,407	2,264	224	38%	n/a	n/a	n/a	n/a
Contractors	39,897	25,186	10,497	4,214	71%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Court Reporters	2,301	828	189	35	81%	n/a	n/a	n/a	n/a	281	919	49	23%
Dental Examiners	1,942	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1,009	882	51	53%
Dental Auxiliaries	9,675	2,708	897	276	75%	n/a	n/a	n/a	n/a	3,305	2,077	412	61%
Funeral Directors & Embalmers	345	205	140	0	59%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Geologists & Geophysicists	*1,841	571	819	451	41%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
*Guide Dogs for the Blind	7	7	0	0	100%	7	0	0	100%	7	0	0	100%
Landscape Architects	149	62	79	8	44%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
MEDICAL BOARD													
Acupuncture	1,087	233	252	4	48%	n/a	n/a	n/a	n/a	372	223	3	63%
Hearing Aid Dispensers	300	113	80	2	59%	n/a	n/a	n/a	n/a	80	22	3	78%
Physical Therapy	1,204	943	244	17	79%	0	0	0	0%	n/a	n/a	n/a	n/a
Physicians/Surgeons	3,064	1,535	170	78	90%	1,032	54	195	95%	n/a	n/a	n/a	n/a
Podiatric Medicine	57	n/a	n/a	n/a	n/a	33	24	0	58%	n/a	n/a	n/a	n/a
Psychology	2,340	368	466	328	44%	410	562	206	42%	n/a	n/a	n/a	n/a
Respiratory Care	1,044	692	315	37	69%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Nursing Home Administrators	563	256	261	46	50%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Optometry	424	169	19	2	90%	n/a	n/a	n/a	n/a	186	46	2	80%
Pharmacy	2,243	975	1,100	168	47%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Professional Engineers & Land Surveyors	21,644	9,385	10,299	1,960	48%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Registered Nursing	16,248	9,621	6,560	67	59%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Security & Investigative Services	2,101	866	963	272	47%	0	0	0	0	n/a	n/a	n/a	n/a
Structural Pest Control	8,195	2,951	4,243	1,001	41%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Veterinary Medicine	1,200	655	437	108	60%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Registered Veterinary Technicians	316	210	85	21	71%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Vocational Nurse	*7,322	4,028	3,224	70	56%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Psychiatric Technician	656	429	203	24	68%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Department TOTAL	232,584	95,580	65,363	16,897		3,544	3,427	762		22,642	9,767	4,733	

* Endnotes appear at the end of the report
n/a - Not applicable
NDA - Due to the nature of the tracking systems, the data cannot be displayed in this format

BOARD ACTIVITIES/SCHOOL & COURSE APPROVALS/ACCREDITATIONS

FISCAL YEAR 1994-95	NO. BOARD MEETINGS	NO. DAYS BOARD MET	NO. COMMITTEE MEETINGS	NO. SPECIAL COMMITTEE MTGS	SCHOOL APPROVALS/ ACCREDITATIONS	COURSE APPROVALS/ ACCREDITATIONS
Accountancy	8	13	31	0	n/a	n/a
Architectural Examiners	6	7	19	n/a	n/a	n/a
Athletic Commission	6	6	9	0	n/a	n/a
Automotive Repair	n/a	n/a	n/a	n/a	n/a	21
Barbering & Cosmetology	6	17	8	3	5	n/a
Behavioral Science Examiners	6	8	14	2	n/a	n/a
Contractors	4	8	4	13	n/a	n/a
Court Reporters	7	8	7	0	6	0
Dental Examiners	5	10	15	16	2	7
Dental Auxiliaries	3	3	0	10	15	11
Funeral Directors & Embalmers	4	4	0	0	n/a	n/a
Geologists & Geophysicists	6	6	12	5	n/a	n/a
Guide Dogs for the Blind	3	6	0	0	0	0
Landscape Architects	4	4	6	2	1	0
MEDICAL BOARD						
Acupuncture	4	5	17	0	0	0
Hearing Aid Dispensers	3	3	4	n/a	n/a	n/a
Physical Therapy	4	6	22	0	n/a	n/a
Physician Assistant	4	5	4	n/a	2	n/a
Physicians/Surgeons	4	8	8	12	n/a	n/a
Podiatric Medicine	3	4	2	3	n/a	n/a
Psychology	4	10	4	2	n/a	n/a
Respiratory Care	4	6	0	0	0	882
Speech-Language Pathology & Audiology	4	5	0	0	n/a	n/a
Nursing Home Administrators	4	4	8	n/a	n/a	225
Optometry	4	8	1	11	*0	7
Pharmacy	5	11	21	1	n/a	n/a
Professional Engineers & Land Surveyors	9	9	30	10	n/a	n/a
Registered Nursing	5	10	20	0	33	3
Structural Pest Control	6	11	1	8	n/a	n/a
Tax Preparers	n/a	n/a	n/a	n/a	n/a	32
Veterinary Medicine	6	12	12	7	0	0
Registered Veterinary Technicians	n/a	n/a	2	2	0	0
*Vocational Nurse	5	12	5	0	5	173
Psychiatric Technician	5	12	5	0	0	0
Department TOTAL	151	241	291	107	69	1,361

* Endnotes appear at the end of the report
n/a - Not applicable
NDA - Due to the nature of the tracking systems, the data cannot be displayed in this format

FINGERPRINTS & INQUIRIES

FISCAL YEAR 1994-95	FINGERPRINTS PROCESSED	CLEARANCES RECEIVED	CRIMINAL RECORDS RECEIVED	FINGERPRINT CARDS IN PROCESS	JURISDICTIONAL INQUIRIES	NON-JURISDICTIONAL INQUIRIES	REFERRALS
*Accountancy	n/a	n/a	n/a	n/a	782	NDA	28
Architectural Examiners	n/a	n/a	n/a	n/a	20,320	2,534	2,090
Athletic Commission	53	31	10	12	NDA	NDA	NDA
*Automotive Repair	n/a	n/a	n/a	n/a	239,681	---	---
Barbering & Cosmetology	n/a	n/a	n/a	n/a	282,322	NDA	141
Behavioral Science Examiners	2,862	2,840	63	41	636	NDA	10
Contractors	n/a	n/a	n/a	n/a	1,431,716	2,104	2,104
Court Reporters	n/a	n/a	n/a	n/a	1,250	250	120
Dental Examiners	1,131	1,007	18	106	9,185	894	721
Dental Auxiliaries	1,782	285	0	1,497	NDA	NDA	NDA
*Electronic & Appliance Repair	18	2	9	11	8,758	---	---
Funeral Directors & Embalmers	334	284	50	*60	n/a	n/a	n/a
Geologists & Geophysicists	n/a	n/a	n/a	n/a	NDA	NDA	NDA
Guide Dogs for the Blind	7	7	0	0	NDA	NDA	NDA
*Home Furnishings & Thermal Insulation	n/a	n/a	n/a	n/a	6,056	---	---
Landscape Architects	n/a	n/a	n/a	n/a	2,600	1,560	2,080
MEDICAL BOARD							
Acupuncture	335	327	4	4	NDA	NDA	NDA
Hearing Aid Dispensers	137	122	5	10	NDA	NDA	NDA
Physical Therapy	1,434	NDA	30	NDA	NDA	NDA	NDA
Physician Assistant	596	539	4	53	7,742	1,319	1,183
Physicians/Surgeons	4,365	n/a	n/a	n/a	41,735	33,147	n/a
Podiatric Medicine	70	69	1	0	NDA	NDA	NDA
Psychology	798	NDA	NDA	NDA	57,600	10,800	3,600
Research Psychoanalysts	4	4	0	0	0	0	0
Respiratory Care	2,591	2,176	189	23	34,000	1,200	30
Speech-Language Pathology & Audiology	429	452	0	50	35	20	20
*Nursing Home Administrators	0	0	1	2	NDA	NDA	NDA
Optometry	247	245	2	0	6,664	707	112
Pharmacy	5,381	3,927	218	1,454	15,675	n/a	n/a
*Professional Engineers & Land Surveyors	n/a	n/a	n/a	n/a	5,000	1,000	20
Registered Nursing	16,407	14,681	172	5,470	*248,174	12,406	12,406
*Security & Investigative Services	62,626	63,153	5,349	23,000	78,133	---	---
Structural Pest Control	30	0	30	0	NDA	NDA	NDA
*Tax Preparers	n/a	n/a	n/a	n/a	22,488	---	---
Veterinary Medicine	342	312	0	8	NDA	NDA	NDA
Vocational Nurse	n/a	n/a	n/a	n/a	*113,177	NDA	6,162
Psychiatric Technician	n/a	n/a	n/a	n/a	*9,476	NDA	2,576
Department TOTAL	101,979	90,463	6,155	31,801	2,643,205	67,941	33,403

* Endnotes appear at the end of the report
n/a - Not applicable
NDA - Due to the nature of the tracking systems, the data cannot be displayed in this format

COMPLAINTS RECEIVED, BY SOURCE, AND COMPLAINTS PENDING AND CLOSED

	COMPLAINTS RECEIVED DURING 1994-95 FISCAL YEAR, BY SOURCE														TOTAL COMPLAINTS		
FISCAL YEAR 1994-95	PUBLIC	LICENSEES	INTERNAL	OTHER DCA BOARD OR PROGRAM	SOCIETIES AND TRADE ORGANIZATIONS	LAW ENFORCEMENT	OTHER STATE OF CALIFORNIA AGENCY	STATE OTHER THAN CALIFORNIA	MISCELLA-NEOUS	B&P CODE SECTION 800	FEDERAL GOVERNMENT	ANONY-MOUS	OTHER GOVERNMENT AGENCY	INDUSTRY	RECEIVED	PENDING	CLOSED
Accountancy	384	169	176	2	1	3	10	3	1	n/a	6	16	3	1	775	507	985
Architectural Examiners	113	52	15	1	14	0	0	2	28	0	1	37	1	3	267	216	190
*Athletic Commission	110	5	0	0	0	0	0	0	0	0	0	0	0	0	115	4	1
Automotive Repair	31,161	8	111	2	59	0	3	0	4	0	0	273	9	4	31,634	3,310	33,517
Barbering & Cosmetology	720	118	1,873	0	1	2	6	0	0	n/a	0	277	3	10	3,010	1,902	3,004
Behavioral Science Examiners	543	1	40	17	0	2	1	0	0	9	2	7	3	0	625	602	818
Contractors	22,060	0	6,489	0	2,471	0	134	0	0	0	0	0	0	0	31,154	7,833	30,805
Court Reporters	24	6	4	0	0	62	0	0	0	0	0	1	0	4	101	26	93
Dental Examiners	1,764	131	79	11	22	38	26	3	237	371	14	109	24	2	2,831	1,112	3,158
Electronic & Appliance Repair	1,575	2	858	2	3	1	0	0	1	1	0	23	1	3	2,470	504	2,737
Funeral Directors & Embalmers	135	24	65	2	0	3	0	0	0	0	0	0	0	0	229	254	283
Geologists & Geophysicists	5	1	0	0	0	0	0	0	0	n/a	0	0	4	5	15	10	9
Guide Dogs for the Blind	176	3	12	0	0	0	0	0	0	0	0	0	0	0	191	3	202
Home Furnishings & Thermal Insulation	443	1	424	91	0	14	0	0	5	0	1	90	11	2	1,082	171	949
Landscape Architects	7	99	0	0	1	0	2	0	0	0	0	0	0	0	109	18	138
MEDICAL BOARD																	
Acupuncture	33	2	3	4	0	2	0	0	0	0	0	2	0	3	49	45	40
Dispensing Opticians	54	18	24	2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	5	n/a	n/a	103	130	180
Hearing Aid Dispensers	117	113	9	0	1	2	1	0	118	0	0	0	0	0	361	107	470
Physical Therapy	73	24	5	4	1	19	2	0	2	n/a	2	10	1	3	146	275	147
Physician Assistant	33	4	9	1	2	6	3	3	0	1	0	4	1	0	67	54	73
Physicians/Surgeons	6,601	161	170	20	15	77	79	204	5	1,050	2,926	128	29	0	11,465	3,622	13,046
Podiatric Medicine	96	20	9	7	7	0	4	0	0	16	122	5	0	0	286	154	329
Psychology	463	36	22	12	3	8	4	0	0	3	3	16	4	0	574	291	612
Respiratory Care	7	15	323	14	0	72	3	3	0	0	0	11	2	0	450	288	221
Speech-Language Pathology & Audiology	6	1	1	0	0	0	0	0	0	n/a	0	0	0	0	8	11	7
Nursing Home Administrators	9	2	0	2	0	1	297	0	0	0	0	0	0	1	312	4	308
Optometry	143	31	81	0	0	0	0	0	0	0	0	22	15	0	292	114	381
Pharmacy	414	91	139	2	68	81	19	16	4	15	12	75	24	7	967	697	967
Professional Engineers & Land Surveyors	108	18	106	0	1	0	0	0	0	0	0	1	9	0	243	125	232
Registered Nursing	246	34	272	20	3	22	65	108	10	7	9	81	14	323	1,214	1,028	1,313
Security & Investigative Services	818	113	3,202	44	1	97	14	0	0	2	0	94	21	21	4,427	1,473	5,459
Structural Pest Control	1,103	0	5	0	0	0	0	0	0	0	0	0	0	1	1,109	79	1,034
Tax Preparers	230	2	72	22	0	0	1	0	0	0	2	453	2	0	784	109	895
Veterinary Medicine	449	34	3	0	1	3	1	0	0	0	0	5	5	0	501	271	413
Vocational Nurse	52	4	44	6	1	8	7	4	0	0	0	20	3	121	270	169	253
Psychiatric Technician	6	2	6	3	0	0	2	0	0	0	0	2	2	84	107	68	111
Department TOTAL	70,281	1,345	14,651	291	2,676	523	684	346	415	1,475	3,100	1,767	191	598	98,343	25,586	103,380

** Endnotes appear at the end of the report*
n/a - Not applicable
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CLOSED COMPLAINTS AGAINST LICENSEES, BY TYPE

FISCAL YEAR 1994-95	CONTRACTUAL	FRAUD	COMPETENCE/ NEGLIGENCE	PRODUCT/SERVICE QUALITY	UNPROFESSIONAL CONDUCT	PERSONAL CONDUCT	HEALTH & SAFETY	OTHER	TOTAL CLOSED
Accountancy	0	78	116	0	235	6	0	189	624
Architectural Examiners	7	1	11	n/a	5	0	n/a	35	59
Athletic Commission	1	0	0	0	0	0	0	0	1
Automotive Repair	4,705	3,392	18,375	1,053	8	5	3,100	2,838	33,476
Barbering & Cosmetology	1	13	80	156	12	7	962	*559	1,790
Behavioral Science Examiners	1	29	111	0	226	30	0	*244	641
Contractors	0	0	21,324	0	0	0	0	1,127	22,451
Court Reporters	2	0	1	1	80	0	3	3	90
Dental Examiners	0	259	1,895	0	426	119	95	202	2,996
Electronic & Appliance Repair	115	132	757	50	38	9	4	268	1,373
Funeral Directors & Embalmers	90	9	11	0	137	1	15	4	267
Geologists & Geophysicists	2	1	0	0	0	0	0	1	4
Guide Dogs for the Blind	0	13	17	0	7	0	0	151	188
Home Furnishings & Thermal Insulation	101	19	2	157	0	0	4	21	304
Landscape Architects	1	0	2	1	1	0	0	*28	33
MEDICAL BOARD									
Acupuncture	0	7	5	0	17	4	0	3	36
Dispensing Opticians	n/a	12	7	0	59	1	0	17	96
Hearing Aid Dispensers	2	344	15	0	43	3	0	1	408
Physical Therapy	0	3	11	0	19	4	1	10	48
Physician Assistant	0	4	16	n/a	14	10	7	6	57
Physicians/Surgeons	1	483	8,596	0	2,370	227	319	*173	12,169
Podiatric Medicine	0	17	214	0	74	7	2	0	314
Psychology	0	35	72	0	302	17	0	*9	435
Respiratory Care	n/a	8	2	n/a	7	57	1	15	90
Speech-Language Pathology & Audiology	0	0	0	0	5	1	0	1	7
Nursing Home Administrators	1	0	2	n/a	1	7	297	0	308
Optometry	0	0	10	11	245	12	11	59	348
Pharmacy	1	11	20	6	349	64	308	*86	845
Professional Engineers & Land Surveyors	NDA	NDA	NDA	DA	NDA	NDA	NDA	NDA	126
Registered Nursing	0	18	204	n/a	251	313	36	98	920
Security & Investigative Services	269	204	53	16	573	3,123	234	75	4,547
Structural Pest Control	259	0	292	0	0	0	0	427	978
Tax Preparers	91	34	2	0	0	0	0	17	144
Veterinary Medicine	1	5	315	3	33	6	8	10	381
Vocational Nurse	0	10	13	0	133	82	2	5	245
Psychiatric Technician	0	0	4	0	64	38	1	1	108
Department TOTAL	5,651	5,141	52,555	1,454	5,734	4,153	5,410	6,691	86,907

* Endnotes appear at the end of the report
n/a - Not applicable
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CLOSED COMPLAINTS AGAINST UNLICENSED INDIVIDUALS, CANDIDATES & ESTABLISHMENTS, BY TYPE

FISCAL YEAR 1994-95	CONTRACTUAL	FRAUD	COMPETENCE/ NEGLIGENCE	PRODUCT/ SERVICE QUALITY	UNPROFESSIONAL CONDUCT	PERSONAL CONDUCT	HEALTH & SAFETY	OTHER	TOTAL CLOSED
Accountancy	0	1	0	0	0	0	0	360	361
Architectural Examiners	1	2	1	n/a	0	0	n/a	127	131
Athletic Commission	0	0	0	0	0	0	0	0	0
Automotive Repair	0	1	24	0	0	0	2	14	41
Barbering & Cosmetology	1	5	16	13	3	109	327	*740	1,214
Behavioral Science Examiners	0	1	5	1	8	0	0	*162	177
Contractors	0	0	8,354	0	0	0	0	0	8,354
Court Reporters	0	1	0	0	0	0	0	2	3
Dental Examiners	0	21	31	0	16	6	3	85	162
Electronic & Appliance Repair	48	40	171	21	9	2	1	1,072	1,364
Funeral Directors & Embalmers	0	0	0	0	2	0	0	14	16
Geologists & Geophysicists	0	0	0	0	0	0	0	5	5
Guide Dogs for the Blind	0	10	0	0	4	0	0	0	14
Home Furnishings & Thermal Insulation	44	5	3	33	0	0	1	559	645
Landscape Architects	1	31	0	0	0	0	0	*73	105
MEDICAL BOARD									
Acupuncture	0	4	0	0	0	0	0	0	4
Dispensing Opticians	0	6	7	0	36	0	0	35	84
Hearing Aid Dispensers	0	62	0	0	0	0	0	0	62
Physical Therapy	0	8	3	0	25	2	3	58	99
Physician Assistant	0	0	1	n/a	3	0	0	12	16
Physicians/Surgeons	0	37	167	0	123	9	13	*523	872
Podiatric Medicine	0	1	1	0	1	1	0	11	15
Psychology	0	3	13	0	68	2	0	*91	177
Respiratory Care	n/a	6	0	n/a	1	115	0	9	131
Speech-Language Pathology & Audiology	0	0	0	0	0	0	0	0	0
Nursing Home Administrators	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA
Optometry	0	0	0	0	0	0	0	33	33
Pharmacy	0	0	5	0	13	8	14	*82	122
Professional Engineers & Land Surveyors	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	106
Registered Nursing	2	34	24	n/a	150	96	4	83	393
Security & Investigative Services	10	15	2	0	14	3	4	864	912
Structural Pest Control	0	1	0	0	0	0	0	55	56
Tax Preparers	66	13	1	0	0	0	0	671	751
Veterinary Medicine	0	0	8	n/a	1	0	0	23	32
Vocational Nurse	0	0	0	0	2	2	0	4	8
Psychiatric Technician	0	0	0	0	2	1	0	0	3
Department TOTAL	173	308	8,837	68	481	356	372	5,767	16,468

* Endnotes appear at the end of the report
n/a - Not applicable
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FORMAL INVESTIGATIONS

FISCAL YEAR 1994-95	FORMAL INVESTIGATIONS (GRAND TOTALS)				
		INVESTIGATIONS CLOSED			
	INVESTIGATIONS OPENED	REFERRED TO AG	REFERRED TO DA/CA	REFERRED TO BOARD	INVESTIGATIONS PENDING (6/30/95)
Accountancy	512	79	2	439	411
Architectural Examiners	17	3	6	6	6
Athletic Commission	1	0	1	0	0
Automotive Repair	957	314	311	NDA	511
Barbering & Cosmetology	175	24	9	93	146
Behavioral Science Examiners	50	54	1	192	100
*Contractors	31,154	4,913	829	25,063	7,833
Court Reporters	17	6	0	5	6
Dental Examiners	510	166	11	451	487
Electronic & Appliance Repair	106	5	3	125	32
*Funeral Directors & Embalmers	537	12	0	436	101
Geologists & Geophysicists	0	0	0	1	0
Guide Dogs for the Blind	1	0	0	1	
Home Furnishings & Thermal Insulation	20	0	8	0	11
Landscape Architects	2	0	0	0	2
MEDICAL BOARD					
Acupuncture	39	8	2	17	30
Dispensing Opticians	5	0	0	0	2
Hearing Aid Dispensers	85	42	1	0	42
Physical Therapy	201	6	8	0	166
Physician Assistant	52	8	2	0	45
Physicians/Surgeons	2,041	415	75	1,519	1,844
Podiatric Medicine	71	14	8	70	83
Psychology	163	46	9	147	148
Research Psychoanalysts	0	0	0	0	0
Respiratory Care	450	126	12	95	288
Speech-Language Pathology & Audiology	0	0	0	0	1
Nursing Home Administrators	4	4	0	1	1
Optometry	26	9	0	0	65
Pharmacy	920	90	0	863	663
*Professional Engineers & Land Surveyors	243	26	4	202	125
Registered Nursing	823	220	26	703	706
Security & Investigative Services	4,604	1,387	99	1,440	1,678
Structural Pest Control	428	52	0	0	341
Tax Preparers	593	3	18	530	42
Veterinary Medicine	34	12	0	0	41
Vocational Nurse	131	86	0	87	77
Psychiatric Technician	43	38	0	27	25
Department TOTAL	45,015	8,168	1,445	32,513	16,059

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n/a - Not applicable
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SURETY BONDS/CASH DEPOSITS

FISCAL YEAR 1994-95	NO. INITIAL SURETY BONDS RECEIVED	NO. BOND RIDERS RECEIVED	NO. BOND CANCELLATION NOTICES RECEIVED	NO. BOND SUSPENSION LETTERS SENT	NO. BOND REINSTATEMENTS PROCESSED	CASH DEPOSITS/PASSBOOKS RECEIVED	CASH DEPOSITS/PASSBOOKS RELEASED
Athletic Commission	13	0	0	0	0	10	4
Contractors	39,386	8,211	*89,679	24,858	23,500	1,370	312
Structural Pest Control	494	383	538	538	34	10	7
Tax Preparers	1,675	571	2,381	121	2,301	3	22
Department TOTAL	41,568	9,165	92,598	25,517	25,835	1,393	345

INSPECTION DATA

FISCAL YEAR 1994-95	INITIAL INSPECTIONS	FOLLOW-UP INSPECTIONS	TOTAL NO. INSPECTIONS	NOTICES OF VIOLATION ISSUED	COMPLIANCE VERIFIED	REFERRED FOR FORMAL INVESTIGATION
*Athletic Commission	96	50	146	0	146	0
Automotive Repair	1,739	10,103	11,841	1,574	NDA	NDA
*Barbering & Cosmetology	30,222	0	30,222	65,384	18,476	1,170
Dental Examiners	64	5	69	39	51	0
Electronic & Appliance Repair	121	NDA	121	n/a	NDA	NDA
Funeral Directors & Embalmers	219	NDA	219	NDA	NDA	NDA
Guide Dogs for the Blind	3	0	0	0	0	0
*Home Furnishings & Thermal Insulat	1,509	NDA	1,509	1,281	869	19
Nursing Home Administrators	22	0	22	0	0	0
Pharmacy	2,285	130	2,409	95	n/a	*264
*Security & Investigative Services	70	41	111	47	38	2
Structural Pest Control	49	NDA	49	6	NDA	n/a
Veterinary Medicine	266	40	306	326	302	4
Department TOTAL	36,665	10,369	47,024	68,752	19,882	1,459

AUDIT INFORMATION

FISCAL YEAR 1994-95	INITIAL AUDITS CONDUCTED	FOLLOW-UP AUDITS CONDUCTED	TOTAL NUMBER OF AUDITS	NOTICES OF VIOLATION ISSUED	COMPLIANCE VERIFIED	REFERRED FOR FORMAL INVESTIGATION	REFERRED FOR LEGAL ACTION
Athletic Commission	100	0	100	0	0	0	0
Automotive Repair	1,529	NDA	1,529	n/a	n/a	n/a	n/a
Electronic & Appliance Repair	15	0	15	n/a	n/a	7	7
Funeral Directors & Embalmers	*60	NDA	NDA	NDA	NDA	NDA	NDA
Podiatric Medicine	15	0	15	1	1	0	0
Nursing Home Administrators	267	0	*267	---	---	---	---
Optometry	600	0	*600	0	557	0	0
Pharmacy	43	0	43	n/a	n/a	0	0
Security & Investigative Services	278	270	548	263	189	15	0
Department TOTAL	2,907	270	3,117	264	747	22	7

* Endnotes appear at the end of the report

n/a - Not applicable

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STATEMENTS OF ISSUE

FISCAL YEAR 1994-95	STATEMENTS OF ISSUE			LICENSES DENIED BY...				ORDERED TO ISSUE LICENSE (UNCONDITIONAL)	ORDERED TO ISSUE LICENSE (CONDITIONAL)
	FILED	WITHDRAWN	DISMISSED	DEFAULT DECISION	STIPULATED DECISION	DECISION AND ORDER	TOTAL NO. LICENSES DENIED		
Accountancy	0	0	0	0	0	0	0	0	0
Architectural Examiners	0	0	0	0	0	0	0	0	0
Athletic Commission	0	0	0	0	0	0	0	0	0
Automotive Repair	17	NDA	NDA	0	0	43	55	2	0
Barbering & Cosmetology	2	9	0	2	0	2	4	0	0
Behavioral Science Examiners	8	1	1	0	0	0	0	0	1
Contractors	31	3	1	12	0	11	27	0	0
Court Reporters	0	0	0	0	0	0	0	0	0
Dental Examiners	8	0	0	0	0	2	2	0	3
Electronic & Appliance Repair	4	0	0	1	0	1	2	0	0
Funeral Directors & Embalmers	0	0	0	0	0	0	0	0	0
Geologists & Geophysicists	1	0	0	0	0	0	0	1	0
*Home Furnishings & Thermal Insulation	1	0	0	1	0	1	2	0	0
Landscape Architects	0	0	0	0	0	0	0	0	0
MEDICAL BOARD									
Acupuncture	0	0	0	0	0	0	0	0	1
Hearing Aid Dispensers	4	0	0	0	0	0	0	1	1
Physical Therapy	2	0	0	0	0	0	0	0	1
Physician Assistant	0	0	0	0	0	0	0	0	0
Physicians/Surgeons	4	0	0	0	0	3	3	0	3
Podiatric Medicine	0	0	0	0	0	0	0	0	0
Psychology	9	2	0	0	0	4	4	1	*6
Respiratory Care	72	1	0	5	1	3	10	0	0
Speech-Language Pathology & Audiology	1	0	0	0	0	0	0	0	0
Nursing Home Administrators	0	0	0	0	0	0	0	0	0
Optometry	1	0	0	0	0	0	0	0	0
Pharmacy	0	0	0	0	0	0	0	0	0
Professional Engineers & Land Surveyors	2	2	0	0	0	3	3	0	0
Registered Nursing	19	1	1	2	0	8	10	n/a	14
Security & Investigative Services	12	0	0	0	1	1	2	0	0
Structural Pest Control	11	0	0	0	0	0	0	2	3
Tax Preparers	0	0	0	0	1	0	*1	0	0
Veterinary Medicine	0	0	1	0	0	0	0	0	0
Vocational Nurse	8	0	0	1	0	3	4	1	3
Psychiatric Technician	2	0	0	0	0	3	3	0	4
Department TOTAL	219	19	4	24	3	88	132	8	40

* Endnotes appear at the end of the report
n/a - Not applicable
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COMPLIANCE ACTIONS

FISCAL YEAR 1994-95	CITATIONS ISSUED WITHOUT ADMINISTRATIVE FINE	CITATIONS ISSUED WITH ADMINISTRATIVE FINE	LETTERS OF REPRIMAND/ CEASE AND DESIST ISSUED	NOTICES OF WARNING ISSUED	VIOLATION LETTERS ISSUED	OFFICE CONFERENCE/ INFORMAL HEARING	TOTAL COMPLIANCE ACTIONS
Accountancy	0	58	295	0	0	71	424
Architectural Examiners	0	1	115	3	n/a	4	123
Athletic Commission	0	0	0	0	0	3	3
Automotive Repair	n/a	468	n/a	n/a	4,787	75	5,330
Barbering & Cosmetology	n/a	*10,552	752	1	1,205	0	12,510
Behavioral Science Examiners	n/a	n/a	*34	2	1	0	37
Contractors	0	3,379	n/a	3,634	n/a	n/a	7,013
Court Reporters	0	0	2	4	0	0	6
Dental Examiners	0	28	16	278	44	2	368
Electronic & Appliance Repair	2	24	129	2,038	210	0	2,403
Funeral Directors & Embalmers	10	56	0	71	0	21	158
Geologists & Geophysicists	0	0	2	0	0	0	2
Home Furnishings & Thermal Insulation	0	0	0	NDA	231	0	231
Landscape Architects	0	0	25	0	100	0	125
MEDICAL BOARD							
Dispensing Opticians	5	10	NDA	NDA	NDA	NDA	15
Hearing Aid Dispensers	42	56	31	0	5	3	137
Physical Therapy	0	0	14	0	1	0	15
Physician Assistant	n/a	n/a	n/a	n/a	n/a	0	0
*Physicians/Surgeons	1	56	37	0	0	37	131
Podiatric Medicine	0	1	0	0	*1	1	3
Psychology	n/a	n/a	22	0	0	6	28
Respiratory Care	0	0	20	360	11	0	391
Speech-Language Pathology & Audiology	17	1	0	0	0	2	20
Nursing Home Administrators	n/a	n/a	0	11	214	0	225
Optometry	0	0	5	32	31	0	68
Pharmacy	0	0	*4	0	127	142	273
Professional Engineers & Land Surveyors	n/a	n/a	*0	*8	100	n/a	108
Registered Nursing	n/a	n/a	1	13	96	n/a	110
Security & Investigative Services	n/a	128	543	766	n/a	0	1,437
Structural Pest Control	n/a	477	4	9	212	2	704
Tax Preparers	15	n/a	512	14	n/a	n/a	541
Veterinary Medicine	12	37	20	0	37	5	111
Vocational Nurse	n/a	n/a	n/a	n/a	n/a	67	67
Psychiatric Technician	n/a	n/a	n/a	n/a	n/a	31	31
Department TOTAL	104	15,332	2,583	7,244	7,413	472	33,148

* Endnotes appear at the end of the report
n/a - Not applicable
NDA - Due to the nature of the tracking systems, the data cannot be displayed in this format

DISCIPLINARY DATA/ACTIONS TAKEN

FISCAL YEAR 1994-95	LICENSE PROBATION ONLY	SUSPENSION STAYED; LICENSE PROBATION ONLY	REVOCATION STAYED; LICENSE PROBATION ONLY	LICENSE SUSPENSION & OTHER	SUSPENSION AND PROBATION ONLY	REVOCATION STAYED; SUSPENSION AND PROBATION	REVOCATION (NO STAY OF ORDER)	VOLUNTARY SURRENDER OF LICENSE (ACCUSATION PENDING)
*Accountancy	6	1	3	0	1	5	12	2
Architectural Examiners	0	0	0	0	0	1	0	0
Athletic Commission	0	0	0	*297	0	0	0	0
Automotive Repair	3	4	23	2	56	24	142	3
Barbering & Cosmetology	0	0	4	*2	0	11	7	0
Behavioral Science Examiners	0	1	10	0	2	9	18	7
Contractors	n/a	3	22	1,092	0	n/a	1,003	n/a
Court Reporters	0	1	4	0	0	0	5	1
Dental Examiners	1	1	20	0	0	22	10	2
Electronic & Appliance Repair	0	0	0	0	0	0	16	0
Funeral Directors & Embalmers	0	0	0	0	0	6	0	0
Geologists & Geophysicists	0	0	0	0	0	0	0	0
Home Furnishings & Thermal Insulation	0	0	0	0	0	0	0	0
Landscape Architects	0	0	0	0	0	0	0	0
MEDICAL BOARD								
Acupuncture	2	0	3	1	0	3	8	0
Dispensing Opticians	0	0	0	0	0	0	0	1
Hearing Aid Dispensers	0	1	2	0	0	1	8	1
Physical Therapy	0	2	4	0	0	*4	1	2
Physician Assistant	0	0	6	2	0	0	1	0
* Physicians/Surgeons	2	11	128	23	0	34	65	62
Podiatric Medicine	8	0	0	0	0	2	3	1
*Psychology	0	0	11	0	0	1	13	8
Respiratory Care	20	0	15	0	0	3	28	2
Speech-Language Pathology & Audiology	0	0	2	0	0	0	0	0
Nursing Home Administrators	0	2	1	0	0	0	3	1
Optometry	0	0	2	0	0	2	3	2
Pharmacy	0	11	24	0	0	29	25	8
Professional Engineers & Land Surveyors	1	0	1	0	4	9	4	0
Registered Nursing	0	1	65	2	0	7	108	7
Security & Investigative Services	0	0	17	0	0	1	411	0
Structural Pest Control	3	9	4	1	4	31	35	0
Tax Preparers	n/a	n/a	n/a	n/a	n/a	n/a	1	n/a
Veterinary Medicine	0	0	4	0	0	1	1	0
Vocational Nurse	7	4	32	0	0	0	52	4
Psychiatric Technician	3	1	14	0	0	0	27	1
Department TOTAL	56	53	421	1,422	67	206	2,010	115

* Endnotes appear at the end of the report

n/a - Not applicable

NDA - Due to the nature of the tracking systems, the data cannot be displayed in this format

ACCUSATIONS FILED, WITHDRAWN, OR DISMISSED

FISCAL YEAR 1994-95	ACCUSATIONS FILED	ACCUSATIONS WITHDRAWN	ACCUSATIONS DISMISSED
Accountancy	31	1	1
Architectural Examiners	1	1	1
Athletic Commission	297	0	0
Automotive Repair	316	0	0
Barbering & Cosmetology	20	3	2
Behavioral Science Examiners	37	8	3
Contractors	174	27	3
Court Reporters	5	0	0
Dental Examiners	63	2	0
Electronic & Appliance Repair	4	0	0
Funeral Directors & Embalmers	4	0	0
Geologists & Geophysicists	2	0	0
Home Furnishings & Thermal Insulation	0	0	0
Landscape Architects	0	0	0
MEDICAL BOARD			
Acupuncture	10	0	0
Hearing Aid Dispensers	19	0	0
Physical Therapy	9	0	1
Physician Assistant	9	2	0
Physicians/Surgeons	353	69	10
Podiatric Medicine	9	0	2
Psychology	*31	6	0
Respiratory Care	63	0	0
Speech-Language Pathology & Audiology	0	0	0
Nursing Home Administrators	4	1	0
Optometry	9	0	0
Pharmacy	63	9	5
Professional Engineers & Land Surveyors	20	3	1
Registered Nursing	156	16	8
Security & Investigative Services	1,043	3	22
Structural Pest Control	*60	4	4
Tax Preparers	3	0	0
Veterinary Medicine	7	3	3
Vocational Nurse	*87	6	2
Psychiatric Technician	*43	3	3
Department TOTAL	2,952	167	71

ACTIONS TAKEN ON PROPOSED DECISIONS

FISCAL YEAR 1994-95	PROPOSED DECISIONS ADOPTED	PROPOSED DECISIONS NON-ADOPTED: SUBSEQUENTLY UPHELD	PROPOSED DECISIONS NON-ADOPTED: PENALTY DECREASED	PROPOSED DECISIONS NON-ADOPTED: PENALTY INCREASED	TOTAL DECISIONS
Accountancy	7	0	0	0	7
Architectural Examiners	0	0	0	0	0
Athletic Commission	108	105	3	0	216
Automotive Repair	424	0	0	0	424
Barbering & Cosmetology	4	0	0	4	8
Behavioral Science Examiners	10	0	0	1	11
Contractors	347	0	2	0	349
Court Reporters	6	0	0	0	6
Dental Examiners	13	0	0	6	19
Electronic & Appliance Repair	6	0	0	1	7
Funeral Directors & Embalmers	4	0	0	0	4
Geologists & Geophysicists	1	0	0	0	1
Home Furnishings & Thermal Insulation	0	0	0	0	0
Landscape Architects	0	0	0	0	0
MEDICAL BOARD					
Acupuncture	2	0	0	0	2
Hearing Aid Dispensers	1	0	0	0	1
Physical Therapy	1	0	0	1	2
Physician Assistant	1	0	0	0	1
*Physicians/Surgeons	58	1	2	4	65
Podiatric Medicine	6	0	0	0	6
Psychology	3	0	0	5	8
Respiratory Care	17	1	1	5	24
Speech-Language Pathology & Audiology	*2	0	0	0	2
Nursing Home Administrators	0	0	0	0	0
Optometry	7	0	0	0	7
Pharmacy	12	11	0	1	24
Professional Engineers & Land Surveyors	6	1	0	2	9
Registered Nursing	52	6	2	5	65
Security & Investigative Services	4	0	0	0	4
Structural Pest Control	11	4	0	0	15
Tax Preparers	1	0	0	0	1
Veterinary Medicine	2	0	0	0	2
Vocational Nurse	22	3	1	1	27
Psychiatric Technician	17	1	0	0	18
Department TOTAL	829	133	11	36	1,335

* Endnotes appear at the end of the report
n/a - Not applicable

DISCIPLINARY DATA - STIPULATED JUDGMENTS/OTHER LEGAL ACTIONS

FISCAL YEAR 1994-95	STIPULATED JUDGMENTS	DECISIONS & ORDERS	DEFAULT DECISIONS	CRIMINAL ACTIONS FILED	CIVIL ACTIONS FILED	TEMPORARY RESTRAINING & INTERIM SUSPENSION ORDERS ISSUED
Accountancy	21	7	3	1	0	*12
Architectural Examiners	0	216	0	2	0	0
Athletic Commission	1	0	0	0	0	0
*Automotive Repair	NDA	424	NDA	213	98	n/a
Barbering & Cosmetology	9	9	6	38	0	0
Behavioral Science Examiners	31	11	7	3	0	1
Contractors	32	74	2,013	829	5	n/a
Court Reporters	3	0	3	0	0	0
Dental Examiners	35	19	3	11	0	3
Electronic & Appliance Repair	0	3	4	3	0	0
Funeral Directors & Embalmers	3	2	1	0	0	0
Geologists & Geophysicists	0	1	0	0	0	0
Home Furnishings & Thermal Insulation	0	0	0	0	8	0
Landscape Architects	0	0	0	0	0	0
MEDICAL BOARD						
Acupuncture	8	1	8	0	0	0
Dispensing Opticians	1	n/a	n/a	n/a	n/a	n/a
Hearing Aid Dispensers	5	1	7	3	0	0
Physical Therapy	9	10	0	3	n/a	2
Physician Assistant	5	2	0	0	0	0
Physicians/Surgeons	216	65	40	44	n/a	24
Podiatric Medicine	9	6	0	1	0	2
Psychology	24	*21	3	5	0	0
Respiratory Care	40	24	16	12	0	1
Speech-Language Pathology & Audiology	*2	0	0	0	0	0
Nursing Home Administrators	5	0	2	0	0	0
Optometry	0	0	0	0	0	1
Pharmacy	51	12	9	0	0	0
Professional Engineers & Land Surveyors	9	9	2	0	n/a	n/a
Registered Nursing	67	65	58	33	0	0
Security & Investigative Services	3	4	619	99	0	0
Structural Pest Control	35	15	18	0	7	1
Tax Preparers	n/a	1	0	16	n/a	n/a
Veterinary Medicine	0	5	1	0	0	0
Vocational Nurse	30	27	40	13	0	1
Psychiatric Technician	14	18	18	1	0	0
Department TOTAL	714	726	2,881	1,330	118	48

* Endnotes appear at the end of the report
n/a - Not applicable
NDA - Due to the nature of the tracking systems, the data cannot displayed in this format

DRUG DIVERSION PROGRAMS

	REFERRALS			CASES CLOSED				
FISCAL YEAR 1994-95	VOLUNTARY REFERRALS	BOARD REFERRALS	TOTAL NO. OF PARTICIPANTS	SUCCESSFUL COMPLETIONS	NON-COMPLIANCE	WITHDRAWALS	NOT ELIGIBLE	TOTAL NO. OF CASES CLOSED
Dental Examiners	10	7	69	11	5	4	1	*21
MEDICAL BOARD								
Physical Therapy	3	2	2	1	1	0	1	3
Physician Assistant	2	0	2	1	4	0	0	5
Physicians/Surgeons	135	70	205	36	8	5	0	*49
Podiatric Medicine	1	0	9	2	0	0	0	2
Pharmacy	9	5	55	15	1	2	2	20
Registered Nursing	41	111	388	72	32	21	5	130
Veterinary Medicine	1	2	6	0	0	0	0	0
Department TOTAL	202	197	736	138	51	32	9	230

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n/a - Not applicable
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EDUCATIONAL ACTIVITIES/CONTINUING EDUCATION

	EDUCATIONAL ACTIVITIES						CONTINUING EDUCATION	
FISCAL YEAR 1994-95	PAMPHLETS/ BROCHURES DISTRIBUTED	NEWSLETTERS/ INFORMATIONAL BULLETINS DISTRIBUTED	PUBLIC SERVICE ANNOUNCEMENTS	SPEECHES & PRESENTATIONS	RADIO & TV APPEARANCES	VIDEOS PRODUCED	NUMBER OF PROVIDERS	NUMBER OF COURSES AVAILABLE
DCA Headquarters	217,750	72,045	3	48	32	2	n/a	n/a
Accountancy	0	147,453	0	6	0	0	NDA	NDA
Architectural Examiners	14,500	29,000	0	8	0	0	n/a	n/a
Athletic Commission	0	0	0	0	2	0	0	0
Automotive Repair	9,746,000	1,136,600	1	224	38	1	n/a	n/a
Barbering & Cosmetology	10,000	545,590	0	8	0	0	16	84
Behavioral Science Examiners	2,655	0	0	7	0	0	n/a	n/a
Contractors	173,157	1,110,000	9	636	184	0	n/a	n/a
Court Reporters	1,450	0	0	10	0	0	n/a	n/a
Dental Examiners	0	24,000	0	0	0	0	818	n/a
Dental Auxiliaries	3,202	255	0	2	0	0	n/a	n/a
Electronic & Appliance Repair	15,000	9,000	0	5	4	0	n/a	n/a
Funeral Directors & Embalmers	105	9	0	15	3	0	0	0
Geologists & Geophysicists	NDA	6,200	0	10	4	0	n/a	n/a
Home Furnishings & Thermal Insulation	5,480	2,600	0	8	4	0	0	0
Landscape Architects	1,300	4,000	0	0	0	0	n/a	n/a
MEDICAL BOARD								
Acupuncture	0	4,503	0	2	0	0	132	601
Hearing Aid Dispensers	5,400	5,381	0	5	7	0	18	37
Physical Therapy	NDA	0	0	4	0	0	n/a	n/a
Physician Assistant	914	9,768	0	40	0	0	n/a	n/a
Physicians/Surgeons	115,500	460,000	0	20	25	0	n/a	n/a
Podiatric Medicine	775	5,000	0	28	0	0	n/a	n/a
Psychology	2,500	15,000	59	24	3	0	n/a	n/a
Respiratory Care	0	32,500	0	10	0	0	n/a	n/a
Speech-Language Pathology & Audiology	2,350	0	0	2	0	0	n/a	n/a
Nursing Home Administrators	20	4,000	0	6	0	0	22	731
Optometry	0	5,900	0	0	0	0	*96	321
Pharmacy	4,550	86,000	54	65	7	0	35	47
Professional Engineers & Land Surveyors	10,800	120,000	0	24	0	0	n/a	n/a
Registered Nursing	6,152	400,324	0	85	0	0	3,415	10,447
*Security & Investigative Services	17,444	12,410	0	43	2	0	n/a	n/a
Structural Pest Control	3,000	12,000	0	17	0	0	109	3,192
Tax Preparers	*252	0	1	10	2	0	128	1,365
Veterinary Medicine	332	12,500	1	20	1	0	n/a	n/a
Registered Veterinary Technicians	NDA	0	0	0	0	0	n/a	n/a
Vocational Nurse	962	3,159	5	11	0	0	29	43
Psychiatric Technician	320	1,186	1	3	0	0	8	3
Department TOTAL	10,361,870	4,276,383	134	1,406	318	3	4,826	16,871

* Endnotes appear at the end of the report

n/a - Not applicable

NDA - Due to the nature of the tracking systems, the data cannot be displayed in this format

MONETARY SAVINGS TO CONSUMERS

FISCAL YEAR 1994-95	AMOUNT REFUNDED TO CONSUMERS	REWORK-NO CHARGE TO CONSUMERS	ADJUSTMENTS IN MONEY OWED/ RETURN -EXCHANGE	TOTAL SAVINGS ACHIEVED
Accountancy	n/a	n/a	n/a	$0
Architectural Examiners	$2,500	$0	$45	$2,545
Automotive Repair	$4,335,841	NDA	NDA	$4,335,841
Barbering & Cosmetology	$297	$0	$0	$297
Contractors	$17,092,766	NDA	NDA	$17,092,766
Dental Examiners	$119,383	$51,406	$54,268	$225,057
Electronic & Appliance Repair	$93,309	$9,857	$60,196	$163,362
*Funeral Directors & Embalmers	$11,000	$0	$0	$11,000
Geologists & Geophysicists	NDA	NDA	NDA	$0
Home Furnishings & Thermal Insulation	$65,252	$0	$0	$65,252
Landscape Architects	$2,250	$0	$0	$2,250
MEDICAL BOARD				
Hearing Aid Dispensers	$33,557	$0	$0	$33,557
Physicians/Surgeons	*$201,500	$0	$0	$201,500
Optometry	$2,767	$0	$0	$2,767
Professional Engineers and Land Surveyors	$6,011	n/a	n/a	$6,011
Security & Investigative Services	$48,286	$0	$0	$48,286
Structural Pest Control	NDA	NDA	NDA	$282,954
Tax Preparers	$9,951	$0	$0	$9,951
Veterinary Medicine	$26,188	NDA	n/a	$26,188
Registered Veterinary Technicians	$1,850	NDA	n/a	$1,850
Department TOTAL				$22,511,435

* Endnotes appear at the end of the report
n/a - Not applicable
NDA - Due to the nature of the tracking systems, the data cannot be displayed in this format

Statistical Profile Endnotes

CHART 1

Cemetery - This is the only statistical data currently available for the Cemetery Board. *Annual Budget FY 95-96* — the Board was initially allocated $209,000 from the Budget Act. Assembly Bill 910 provided additional funding for both the Funeral and Cemetery Boards.

Funeral Directors - *Civil Service Positions* — Staff was drastically reduced after the eighth month of the fiscal year. *Annual Budget FY 95-96* — the Board was initially allocated $459,500 from the Budget Act. Assembly Bill 910 provided additional funding for both the Funeral and Cemetery Boards.

Vocational Nurse - Vocational Nurse and Psychiatric Technicians both share the same 11-member board, executive officer, and field office.

CHART 2

Automotive Repair - Delinquent licenses are not included in this data.

Court Reporters - Includes denials for the following reasons: previous work as court reporter without required certification; felony conviction(s) related to the court reporting industry (i.e., fraud, embezzlement); failure to postmark envelope containing application and fee in accordance with B & P Code Section 8022.

Physicians/Surgeons - Differs from the Medical Board of California Annual Report for FY 1994-1995, which counts only clear licenses.

Psychology - Includes psychologists, registered psychological assistants, and registered psychoanalysts.

Nursing Home Administrators - Includes 172 Administrator-in-Training applications.

CHART 3

Accountancy, Professional Engineers & Land Surveyors - Large decrease from previous years results from "changes of address" no longer being counted. Changes in address do not in fact result in a certificate being issued by these boards.

Geologists & Geophysicists - Increased applications due to establishment of hydrogeology certification.

Structural Pest Control - A new statute which became effective January 1, 1995 requires nonrenewable certificates to become renewable certificates. The data appearing in this column is for the first 6 months of FY 1994-1995.

Veterinary Medicine - Data represents Premise Permits for veterinary hospitals.

CHART 4

Accountancy - Due to the nature of the Board's exams, the data for written exam failures and pass percentages cannot be displayed in this table's format. The CPA exam has four sections, not all of which have to be taken at one time. 16,819 individuals were scheduled to take some portion of the exam, and 14,235 actually sat for it. 4,352 candidates passed all sections of the exam that they took, but only 617 of these passed all four sections of the exam during one sitting.

Geologists and Geophysicists - Examinations are given twice a year instead of once a year effective FY 1994-1995, which has caused an increase in the number of examinations scheduled.

Guide Dogs for the Blind - *Pass %* — Each examinee must have successfully completed an intensive 3-year apprenticeship prior to taking the examination. In practice, virtually all unqualified persons are winnowed out during the apprenticeship period prior to qualifying for the exam.

Vocational Nurse - With the implementation of computer adaptive testing in April 1994, eligible candidates began scheduling their own examination appointments. This figure reflects candidates who completed the scheduling process.

CHART 5

Optometry - Board accepts national accreditation of US schools.

Vocational Nurse - Board and committee meetings contained agenda items for both Vocational Nurse and Psychiatric Technician issues. Number of days includes regulatory hearing and strategic planning workshop.

CHART 6

Accountancy - *Jurisdictional Inquiries* — Represents the number of complaint forms requested from the Board's enforcement program. The Board no longer tracks telephone inquiries. Referrals include referrals made by enforcement program only.

Automotive Repair, Electronic & Appliance Repair, Home Furnishings & Thermal Insulation, Security & Investigative Services, Tax Preparers - *Jurisdictional Inquiries* — Includes all call actions. *Non-Jurisdictional Inquiries and Referrals* — A total of 301,300 nonjurisdictional actions and referrals were also handled by the Consumer Information and Analysis Division. The Consumer Information Center, which performs various phone-related services, does not differentiate referral actions from nonjurisdictional actions. Therefore, the nonjurisdictional figure includes referrals.

Funeral Directors & Embalmers - Fingerprint cards were held until the Board received an appropriation in March 1995.

Nursing Home Administrators - Fingerprinting is in the approval process.

Professional Engineers & Land Surveyors - Inquiries/ Referrals for this Board are estimated.

Registered Nursing - Increased with the implementation of an enhanced telephone system allowing more calls to be successfully completed.

Vocational Nurse/Psychiatric Technician - Includes telephone inquiries not tracked previously.

CHART 7

Athletic Commission - *Public* — Complaints against unregulated martial arts schools. *Licensees* — Boxer/Manager contract disputes.

CHART 8

Barbering and Cosmetology - Includes 39 nonjurisdictional complaints and 477 aiding and abetting complaints.

Behavioral Science Examiners - Includes 31 complaints against licensees with expired licenses and 194 nonjurisdictional complaints.

Landscape Architects - Includes 1 nonjurisdictional complaint.

Physicians/Surgeons - Includes 92 nonjurisdictional and 75 unlicensed activity complaints.

Psychology - Total reflects 4 nonjurisdictional and 5 unlicensed/unregistered complaints.

Pharmacy - Includes 47 unlicensed activity complaints and 28 nonjurisdictional complaints.

CHART 9

Barbering and Cosmetology- Includes 18 nonjurisdictional complaints and 712 unlicensed/unregistered complaints.

Behavioral Science Examiners - Includes 52 complaints against unlicensed individuals and 105 nonjurisdictional complaints.

Landscape Architects - Includes 55 nonjurisdictional complaints.

Physicians/Surgeons - Includes 300 nonjurisdictional and 222 unlicensed activity complaints.

Psychology - Total reflects 28 nonjurisdictional and 63 unlicensed/unregistered complaints.

Pharmacy - Total reflects 46 unlicensed activity complaints, 18 nonjurisdictional complaints, and 18 other complaints.

CHART 10

Contractors, Professional Engineers - These boards do not distinguish complaints from investigations.

Funeral Directors & Embalmers - Formal investigations occur in-house or are referred to the Attorney General. Investigations do not go before the Board for closure.

CHART 11

Contractors - Increase resulted from raising the required bond amount from $5,000 to $7,500 for contractors' bonds and bonds of qualifying individuals, causing an increase in premiums. Bonds are then canceled in cases where the premium increases are not paid.

CHART 12

Athletic Commission - This inspection program began in FY 1994-1995.

Barbering & Cosmetology - *Initial Inspections* — Includes initial, routine, and directed inspections. *Notices of Violations Issued* — This number represents the total number of violations cited, not the total number of notices issued. Some notices include multiple violations. *Compliance Verified* — Represents the number of statements of correction received in compliance with the actual notice of violation. These compliances could include statements of correction received for notices of violation issued in prior fiscal years. *Referred for Formal Investigation* — Represents the number of inspections which resulted in the opening of complaints. However, not all complaints may proceed to investigation, as they may be mediated, come into compliance, the establishment may go out of business, etc. The enforcement tracking system does not allow the Board to report under this definition.

Home Furnishings & Thermal Insulation - Increases in numbers due to change in business practices.

Pharmacy - Includes inspections as a result of consumer/ internal complaints, as well as inspections that were referred to investigation.

Security and Investigate Services - In past statistical reports, the Bureau did not report data by "Site Inspections" and "Audits" because it was not tracked in that manner. Improved data collection techniques allow the Bureau to collect and report data by both categories.

CHART 13

Funeral Directors & Embalmers - This number is estimated. Continuity was lost due to a lack of funding and loss of staff.

Nursing Home Administrators - Audits still in progress.

Optometry - Implemented new audit program for compliance of continuing education.

CHART 14

Home Furnishings, Tax Preparers - Denial process implemented FY 1994-1995.

Psychology - Includes stipulated probationary certificates granted.

CHART 15

Barbering and Cosmetology - Implemented a new program authorizing the Board to issue citations with administrative fines.

Behavioral Science Examiners - Includes 2 public reprimands and 3 petitions to compel examination.

Physicians/Surgeons - Additional compliance actions of 37 petitions to compel competency or psychological examinations were granted by the Medical Board. *Letters of Reprimand/Cease and Desist Issued* — 24 of these are public letters of reprimand issued pursuant to 2233 B&P Code.

Podiatric Medicine - Data reflects 1 letter of public reprimand.

Pharmacy - Includes 2 petitions to compel psychiatric examinations.

Professional Engineers & Land Surveyors - *Letters of Reprimand/Cease and Desist Issued* and *Notices of Warning Issued* — The Board does not differentiate between letters of reprimand and notices of warning issued, so the total of these two categories is 8.

CHART 16

Accountancy - One additional disciplinary action not included in the data required cost reimbursement, continuing professional education, and community service.

Athletic Commission - Includes medical suspensions for boxers knocked out.

Barbering & Cosmetology - *License, Suspension & Other* — Two licenses were suspended and the suspension was stayed. This was a result of an Administrative Law Judge Decision.

Physical Therapy - Includes 2 revocation/stayed/prior condition/probation.

Physicians/Surgeons - *Voluntary Surrender of License (Accusation Pending)* — Includes 4 surrenders while licensee was serving probation. *License Suspension and Other* — Includes 2 suspensions, 15 public reprimands, and 6 other decisions.

Psychology - An additional 15 decisions not included in the data: 5 petitions for penalty relief denied; 4 petitions for penalty relief granted; 2 reprimands as a result of discipline; 1 reconsideration denied; 3 other decisions.

CHART 17

Psychology - Includes 6 petitions for penalty relief.

Structural Pest Control - Most accusations include multiple respondents.

Vocational Nurse - Includes 15 petitions to revoke probation.

Psychiatric Technician - Includes 8 petitions to revoke probation.

CHART 18

Physicians/Surgeons - Does not include actions taken on 216 stipulated decisions and 40 default decisions adopted.

Speech-Language Pathology & Audiology - This figure relates to 2 stipulated agreements; the stipulation could be considered an accusation and decision in one.

CHART 19

Accountancy - Reflects restraining orders in accordance with Welfare and Institutions Code Section 11350.6.

Automotive Repair - High Polluter Program data is not included due to lack of a tracking system.

Psychology - Includes final Board-ordered petition decisions and reconsideration decisions.

Speech-Language Pathology & Audiology - This figure relates to 2 stipulated agreements; the stipulation could be considered an accusation and decision in one.

CHART 20

Dental Examiners - Includes 1 deceased licensee.

Physicians/Surgeons - Additional cases closed: deceased (4), moved out of state (3).

CHART 21

Optometry - Blanket approval given to several national providers increases these data significantly; however Board has no means of tracking this data.

Security & Investigative Services - *Pamphlets/Brochures Distributed* — Includes 17,300 copies of revised statutory acts sent to licensees. *Newsletters/Informational Bulletins Distributed* — sent to licensees.

Tax Preparer - Information sheets describing the Tax Preparer Program.

CHART 22

Funeral Directors and Embalmers - This number is estimated. Continuity was lost due to a lack of funding and loss of staff.

Physicians/Surgeons - Figure reflects restitution ordered to victims.

Glossary of Terms in Statistical Profile

Accusation A formal, written statement of charges.

B&P Code The Business and Professions Code, which contains the statutes governing the Department of Consumer Affairs and its licensing boards.

B&P Code Section 800 A statute requiring specified healing arts boards to create and maintain a central file containing a historical record of licensees.

Bond See Surety Bond.

Bond Rider A document that is attached to and changes the language of a previously issued bond. Such changes might involve the term, amount, or name specified in the original bond.

Certificate/Permit A document issued to an individual who also holds a valid license or registration that requires a secondary, renewable permit or certificate for specialized work. Examples of such permits and certificates are firearm permits, certificates of authority for structural engineers, certificates for nurse anesthetists, etc.

Citation A written formal order to pay a fine and/or correct a condition.

Civil Action A court proceeding initiated by a person or other entity to enforce private rights or obtain redress.

Compliance Action Notification informing a licensee that he or she is in violation of the statutes or regulations of a board or program. The notification is accomplished by a citation, administrative fine, letter of reprimand, notice of warning, violation letter, office conference, or informal hearing.

Conditional License The issuance of a license, registration, or certificate with restrictions regarding type and scope of practice.

Cost Recovery An order directing a licensee to pay the costs of investigating and prosecuting an administrative disciplinary action against the licensee.

Criminal Action The proceeding by which a party charged with a crime is accused and brought to trial.

Decision and Order A final written administrative decision issued by the licensing agency in a disciplinary action.

Default Decision A default decision is issued when an applicant or licensee fails to contest the charges and/or does not appear at a scheduled hearing. The default decision typically imposes a penalty against the licensee or denies the license.

Disciplinary Action An administrative action filed against an applicant or licensee to deny, suspend, or revoke a license.

Fictitious Name A name other than the given name of a licensee or other legal entity under which he/she or the entity practices a business or profession.

Interim Order A temporary order of an Administrative Law Judge that immediately imposes disciplinary action on a licensee.

Jurisdictional Inquiries Questions raising issues that are under the regulatory authority of the licensing entity involved.

Letter of Reprimand An informal reproval of a licensee.

License Probation The period during which certain terms and conditions are attached to a licensee's practice as a result of a disciplinary action. Conditions include close board/bureau scrutiny of the licensee's conduct.

License Revocation The taking away of the right of a person to engage in a business or profession authorized by the license.

License Suspension The period during which an individual's right to practice a profession is temporarily discontinued or withdrawn as a result of a disciplinary action.

Mediated Settlement An agreement reached through the assistance of an intermediary agent.

Nonjurisdictional Inquiries Questions relating to matters outside the scope of a regulatory program (e.g., fee disputes).

Notice of Warning An informal notice to a licensee that he or she is engaging in conduct that is in violation of law.

Petition for Reconsideration A request to review and reconsider a disciplinary decision adopted by a licensing entity, prior to the effective date of the decision.

Petition for Reinstatement A request by a licensee whose license has been revoked to have the license reinstated.

Petition for Termination of Probation A request by a licensee who is on probation as a result of a disciplinary action to end the probation prior to its designated completion date.

Petition for Modification of Probation A request by a licensee who is on probation as a result of a disciplinary action to change or delete specified terms of the probation.

Proposed Decision A written, recommended decision issued by an Administrative Law Judge after a formal hearing on a disciplinary matter. The decision is considered "proposed" until it is either formally adopted or not adopted by the licensing agency within 100 days after it is received. If the agency fails to act within 100 days after receiving the proposed decision, it is considered adopted by operation of law by the agency.

Probationary Certificate/License A license that is initially issued with specified terms and conditions attached.

Public Reprimand A reproval of a licensee that is a matter of public record for conduct in violation of the law.

Referred to AG When an investigation of a complaint regarding the conduct of a licensee reveals violation of the Business and Professions Code, the results are submitted to the State Attorney General (AG) for administrative purposes.

Referred to DA/CA When an investigation of a complaint regarding the conduct of a licensee reveals violation of the Business and Professions Code, the results are turned over to the local district attorney (DA) or a city attorney (CA) for legal action.

Restitution Restoring parties to the position they enjoyed prior to the happening of a particular event, such as returning money taken for services that were never performed.

Restraining Order An order from a court to refrain from engaging in particular unlawful conduct.

Revocation The invalidation of an individual's license to practice a profession as a result of an administrative or disciplinary action.

School/Course Approval/Accreditation Certification that a school or course meets the required criteria for licensure.

Statement of Issues A formal written statement of charges denying an application for a license.

Stayed Revocation/Suspension A decision by a board/bureau to defer or postpone the revocation or suspension of an individual's license.

Stipulated Decision An agreement between the parties to resolve a matter, typically prior to a hearing.

Stipulated Judgment The final, formal decision of the court resolving a dispute and determining the respective rights of the parties in accordance with the agreement of the parties.

Surety Bond A written instrument executed by a licensee and a surety in which the surety agrees to answer for the debt or default of the licensee.

Temporary Restraining Order An interim order issued by the court to prevent a person from engaging in specified unlawful conduct.

Unconditional License The issuance of a license, registration, or certificate without restrictions regarding type and scope of practice.

Unprofessional Conduct Conduct that fails to meet standards that are prescribed by statute or regulation.

Violation An act or omission that fails to comply with a standard of conduct established by statute or regulation.

Violation Letter A letter to a licensee documenting the licensee's failure to comply with a statute or regulation.

Assistance Provided & Businesses & Professions Licensed & Regulated by the Department of Consumer Affairs

Updated Through December 1, 1995

BOARD RELATIONS

400 R Street, Suite 3000
Sacramento, CA 95814
(916) 323-2191

Liaison between the Department and its boards, committees, and commission.

CONSUMER INFORMATION CENTER

400 R Street, Suite 1080
Sacramento, CA 95814
(916) 445-1254 (800) 952-5210
TDD (916) 322 1700
TDD (800) 326-2297

Assistance with consumer complaints and inquiries (available in English, Spanish, and 133 other languages)

DISPUTE RESOLUTION OFFICE

400 R Street, Suite 3090
Sacramento, CA 95814
(916) 322-5254

Guidance and assistance to county dispute resolution programs

PUBLIC AFFAIRS DIVISION

400 R Street, Suite 3060
Sacramento, CA 95814
(916) 324-1691

Assistance with media, public, legislative, and governmental inquiries

ACCOUNTANCY, Board of

Carol Sigmann, Executive Officer
2000 Evergreen Street, Suite 250
Sacramento, CA 95815
(916) 263-3680

Certified public accountants (CPA)
Public accountants (PA)
CPA or PA corporations and partnerships

ACUPUNCTURE COMMITTEE

Marilyn Nielsen, Interim Executive Officer
1424 Howe Avenue, Suite 37
Sacramento, CA 95825
(916) 263-2680

Certified acupuncturists

ARBITRATION REVIEW PROGRAM

Peter Brightbill, Chief
400 R Street
Sacramento, CA 95814
(916) 323-3406

Certification and monitoring of automobile manufacturer arbitration programs to ensure compliance with the Lemon Law and other statutes.

ARCHITECTURAL EXAMINERS, Board of

Stephen P. Sands, Executive Officer
400 R Street, Suite 4000
Sacramento, CA 95814
(916) 445-3393

Architects

ATHLETIC COMMISSION

Richard DeCuir, Executive Officer
1424 Howe Avenue, Suite 33
Sacramento, CA 95825
(916) 263-2195

5757 West Century Blvd, Suite 16
Los Angeles, CA 90045
(310) 641-8668

Announcers
Assistant matchmakers
Box office employees
Boxers (professional and amateur)
Doorpersons
Full contact karate (kickboxers) (professional and amateur)
Gyms
Judges (professional and amateur)
Managers
Promoters and matchmakers
Referees (professional and amateur)
Sparring permits
Ticket sellers
Ticket takers
Timekeepers
Trainers/seconds

AUTOMOTIVE REPAIR, Bureau of

K. Martin Keller, Chief
400 R Street, Suite 3000
Sacramento, CA 95814
(916) 445-7964

Automotive repair facilities
Lamp and brake inspection stations
Smog check stations and technicians

BARBERING & COSMETOLOGY, Board of

Pamela Ramsey, Executive Officer
400 R Street, Suite 4080
Sacramento, CA 95814
(916) 445-7061

- Apprentices (barber, cosmetology, electrology)
- Barber instructors
- Barbers
- Board-licensed establishments
- Cosmetologists
- Cosmetology instructors
- Electrologists
- Estheticians
- Manicurists
- Provisional instructors
- (The Board no longer licenses schools but does approve curriculum.)

BEHAVIORAL SCIENCE EXAMINERS, Board of

Sherry Mehl, Executive Officer
400 R Street, Suite 3150
Sacramento, CA 95814
(916) 445-4933

- Educational psychologists
- Licensed clinical social worker corporations
- Licensed clinical social workers
- Registered associate clinical social workers
- Licensed marriage, family, and child counselor corporations
- Marriage, family, and child counselor registered interns
- Marriage, family, and child counselors
- Marriage, family, and child counselor registered trainees

CEMETERY BOARD

Raymond Giunta, Executive Officer
2535 Capitol Oaks Dr., Ste. 300B
Sacramento, CA 95833
(916) 263-2660

- Cemeteries, cemetery sales agents, cemetery brokers
- Crematories
- Cremated remains disposers

CONTRACTORS STATE LICENSE BOARD

Gail Jesswein, Registrar
9835 Goethe Road
Sacramento, CA 95827
(916) 255-3985
Toll Free 1-800-321-2752

- **General engineering contractors - Class A**
- **General building contractors - Class B**
- **Specialty contractors - Class C**
- Boiler, hot water, heating, and steam fitting
- Building moving/demolition
- Cabinet and mill work
- Concrete
- Drywall
- Electrical (general)
- Electrical sign
- Elevator
- Earthwork and paving
- Fencing
- Fire protection
- Flooring and floor covering
- General manufactured housing
- Glazing
- Insulation and acoustical
- Landscaping
- Lathing
- Low voltage systems
- Masonry
- Metal roofing
- Ornamental metal
- Painting and decorating
- Parking and highway improvement
- Pipeline
- Plastering
- Plumbing
- Reinforcing steel
- Refrigeration
- Roofing
- Sanitation systems
- Sheet metal
- Solar
- Structural steel
- Swimming pool
- Tile (ceramic and mosaic)
- Warm-air heating, ventilating and air conditioning
- Water conditioning
- Welding
- Well drilling (water)
- **Limited specialty (29 sublicenses)**

COURT REPORTERS BOARD OF CALIFORNIA

Rick Black, Executive Officer
2535 Capitol Oaks Dr., Suite 230
Sacramento, CA 95833
(916) 263-3660

Court reporters

DENTAL EXAMINERS, Board of

Georgetta Coleman, Executive Officer
1432 Howe Avenue, Suite 85
Sacramento, CA 95825
(916) 263-2300

Dentists

DENTAL AUXILIARIES, Committee On

Karen Wyant, Executive Officer
1428 Howe Avenue, Suite 58
Sacramento, CA 95825
(916) 263-2595

Registered dental hygienists in extended functions
Registered dental hygienists
Registered dental assistants in extended functions
Registered dental assistants

ELECTRONIC AND APPLIANCE REPAIR, Bureau of

Curt Augustine, Chief
400 R Street, Suite 3040
Sacramento, CA 95814
(916) 445-4752

Registration of businesses engaged in:
Automotive radio and stereo installation and repair
Automotive security system installation and repair
Cellular phone installation and repair
Combination electronic and appliance repair
Home entertainment electronics repair
Home office electronics repair
Major home appliance repair
Residential antenna installation and repair (includes satellite antennas)
Service contract sales
Service contract administration

ENGINEERS AND LAND SURVEYORS, Board of Registration for Professional

Harold L. Turner, Executive Officer
2535 Capitol Oaks Dr., Ste. 300
Sacramento, CA 95833
(916) 263-2222

The Board registers the following:

Agricultural engineers
Chemical engineers
Civil engineers
Control system engineers
Corrosion engineers
Electrical engineers
Fire protection engineers
Geotechnical engineers
Industrial engineers
Land surveyors
Manufacturing engineers
Mechanical engineers
Metallurgical engineers
Nuclear engineers
Petroleum engineers
Photogrammetric engineers
Quality engineers
Safety engineers
Structural engineers
Traffic engineers

The Board certifies the following:

Engineers-in-training
Land surveyors-in-training

FUNERAL DIRECTORS AND EMBALMERS, Board of

Richard Yanes, Executive Officer
2535 Capitol Oaks Dr., Ste. 300A
Sacramento, CA 95833
(916) 263-3180

Certification of apprentice embalmers
Embalmer licenses
Funeral director licenses
Statutory authority to regulate apprenticeship training establishments
Statutory authority to regulate preneed funeral arrangement trusts

GEOLOGISTS AND GEOPHYSICISTS, Board of Registration for

Dalton Pollard, Executive Officer
400 R Street, Suite 4060
Sacramento, CA 95814
(916) 445-1920

- Engineering geologists
- Geologists
- Geophysicists
- Hydrogeologists

GUIDE DOGS FOR THE BLIND, Board of

Pat Urena, Executive Officer
830 K Street, Room LL10
Sacramento, CA 95814
(916) 445-9041

- Instructors
- Training schools
- Fund-raising to establish training schools

HEARING AID DISPENSERS EXAMINING COMMITTEE

M. Elizabeth Ware, Executive Officer
1420 Howe Avenue, Suite 12
Sacramento, CA 95825
(916) 263-2288

- Hearing aid dispensers

HOME FURNISHINGS AND THERMAL INSULATION, Bureau of

Karen E. Hatchel, Chief
3485 Orange Grove Avenue
North Highlands, CA 95660
(916) 574-2041

- Bedding manufacturers
- Bedding renovators
- Bedding retailers
- Bedding wholesalers
- Custom upholsterers
- Furniture and bedding retailers
- Furniture manufacturers
- Furniture retailers
- Furniture wholesalers
- Insulation manufacturers
- Supply dealers
- Sanitizers

LANDSCAPE ARCHITECTS, Board of

Jeanne Brode, Executive Officer
400 R Street, Suite 4020
Sacramento, CA 95814
(916) 445-4954

- Landscape architects

MEDICAL BOARD OF CALIFORNIA

Ron Joseph, Executive Director
1426 Howe Avenue
Sacramento, CA 95825
Executive Offices: (916) 263-2389
Application inquiries: (916) 263-2499
Complaints: (916) 263-2424;
1-(800)-633-2322

Division of Licensing: (916) 263-2344

- Fictitious name permits
- Medical assistants
- Midwives
- Physicians and surgeons
- Registered dispensing opticians
- Research psychoanalysts

NURSING HOME ADMINISTRATORS, Board of

Kim Smith, Executive Officer
1420 Howe Ave., Suite 2
Sacramento, CA 95825-3227
(916) 263-2685

- Nursing home administrators

OPTOMETRY, Board of

Karen L. Ollinger, Executive Officer
400 R Street, Suite 3130
Sacramento, CA 958140
(916) 323-8720

- Branch offices
- Fictitious name permits
- Optometric corporations
- Optometrists

PHARMACY, Board of

Patricia F. Harris, Executive Officer
400 R Street, Suite 4070
Sacramento, CA 95814
(916) 445-5014

- Free/nonprofit/surgical/clinics
- Hypodermic needle and syringe distributors
- Interns
- Nonresident pharmacies
- Out-of-state distributors
- Pharmaceutical wholesalers and exemptees
- Pharmacies
- Pharmacists
- Pharmacy technicians

PHYSICAL THERAPY EXAMINING COMMITTEE

Steven Hartzell, Executive Officer
1434 Howe Avenue, Suite 92
Sacramento, CA 95825
(916) 263-2550

- Electroneuromyographers
- Kinesiological electromyographers
- Physical therapist assistants
- Physical therapists

PHYSICIAN ASSISTANT EXAMINING COMMITTEE

Ray E. Dale, Executive Officer
1424 Howe Avenue, Suite 35
Sacramento, CA 95825
(916) 263-2670

- Educational training programs
- Physician assistants
- Supervising physicians

PODIATRIC MEDICINE, Board of

Jim Rathlesberger, Executive Officer
1420 Howe Avenue, Suite 8
Sacramento, CA 95825
(916) 263-2647

- Doctors of Podiatric Medicine

BOARD OF PSYCHOLOGY

Thomas O'Connor, Executive Officer
1422 Howe Avenue, Suite 22
Sacramento, CA 95825
(916) 263-2699

- Psychological assistants
- Psychologists
- Registered psychologists

REGISTERED NURSING, Board of

Ruth Ann Terry, Executive Officer
400 R Street, Suite 4030
Sacramento, CA 95814
(916) 322-3350

- Continuing education providers
- Nurse anesthetists
- Nurse midwives
- Nurse midwives with furnishing number
- Nurse practitioners
- Nurse practitioners with furnishing number
- Psychiatric mental health nurses
- Public health nurses
- Registered nurses

RESPIRATORY CARE BOARD

Cathleen McCoy, Executive Officer
1426 Howe Avenue, Suite 48
Sacramento, CA 95825
(916) 263-2626

- Respiratory care practitioners

SECURITY AND INVESTIGATIVE SERVICES, Bureau of

James C. Diaz, Chief
400 R Street, Suite 3040
Sacramento, CA 95814
(916) 322-7530

- Burglar alarm agents
- Burglar alarm company operators and managers
- Firearms/baton permits
- Firearms/baton training facilities and instructors
- Locksmiths
- Private investigators
- Private patrol operators
- Repossessor employees
- Repossession companies/managers
- Security guards/armored car guards

SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY EXAMINING COMMITTEE

Vacant, Executive Officer
1434 Howe Avenue, Suite 86
Sacramento, CA 95825-3240
(916) 263-2666

- Audiologists
- Speech-language pathologists

STRUCTURAL PEST CONTROL BOARD

Donna Kingwell, Executive Officer
1422 Howe Avenue, Suite 3
Sacramento, CA 95825-3280
(916) 263-2540

- Branch office registrations
- Company registrations
- Field representatives - Branch 1, 2, 3, and wood roof cleaning/treatment
- Operators - Branch 1, 2, 3, and wood roof cleaning/treatment
- Pesticide applicators
  - Branch 1 - fumigation;
  - Branch 2 - general pest control (nonwood type pests);
  - Branch 3 - termite control (wood type pests)
- Wood roof cleaning/treatment (roof restoration)

TAX PREPARER PROGRAM

Jacqueline Bradford, Administrator
10220 Systems Parkway
Sacramento, CA 95827
(916) 255-3145

- Tax preparers

VETERINARY MEDICAL BOARD

Gary Hill, Executive Officer
1420 Howe Avenue, Suite 6
Sacramento, CA 95825
(916) 263-2610

- Veterinary hospitals
- Veterinarians

REGISTERED VETERINARY TECHNICIAN EXAMINING COMMITTEE

Gary Hill, Executive Officer
1420 Howe Avenue, Suite 6
Sacramento, CA 95825
(916) 263-2610

- Registered veterinary technicians

VOCATIONAL NURSE/PSYCHIATRIC TECHNICIAN EXAMINERS, Board of

Teresa Bello-Jones, Executive Officer
2535 Capitol Oaks Dr., Suite 205
Sacramento, CA 95833
(916) 263-7800

- Vocational Nurses
- Psychiatric Technician

Publishing Information

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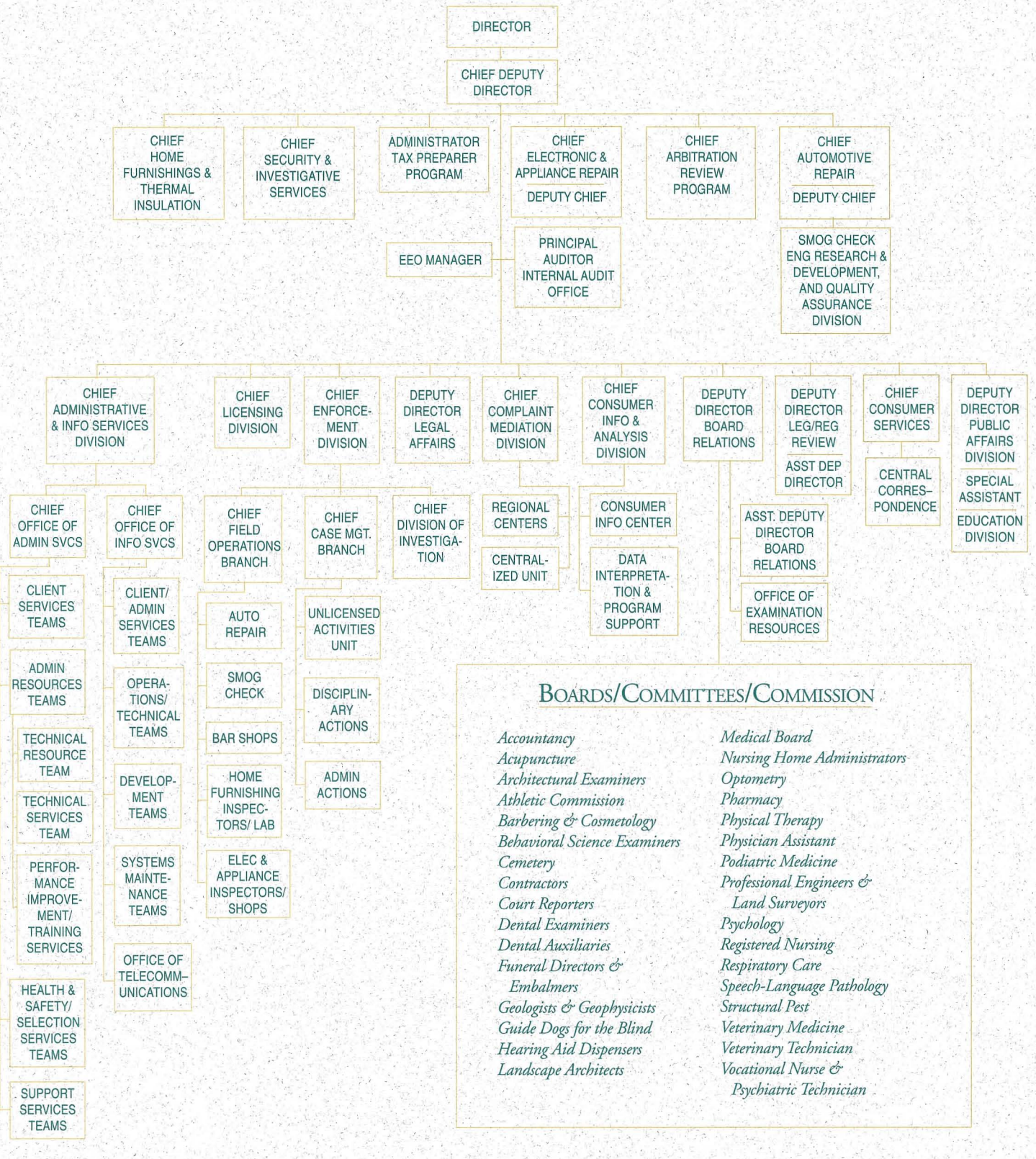
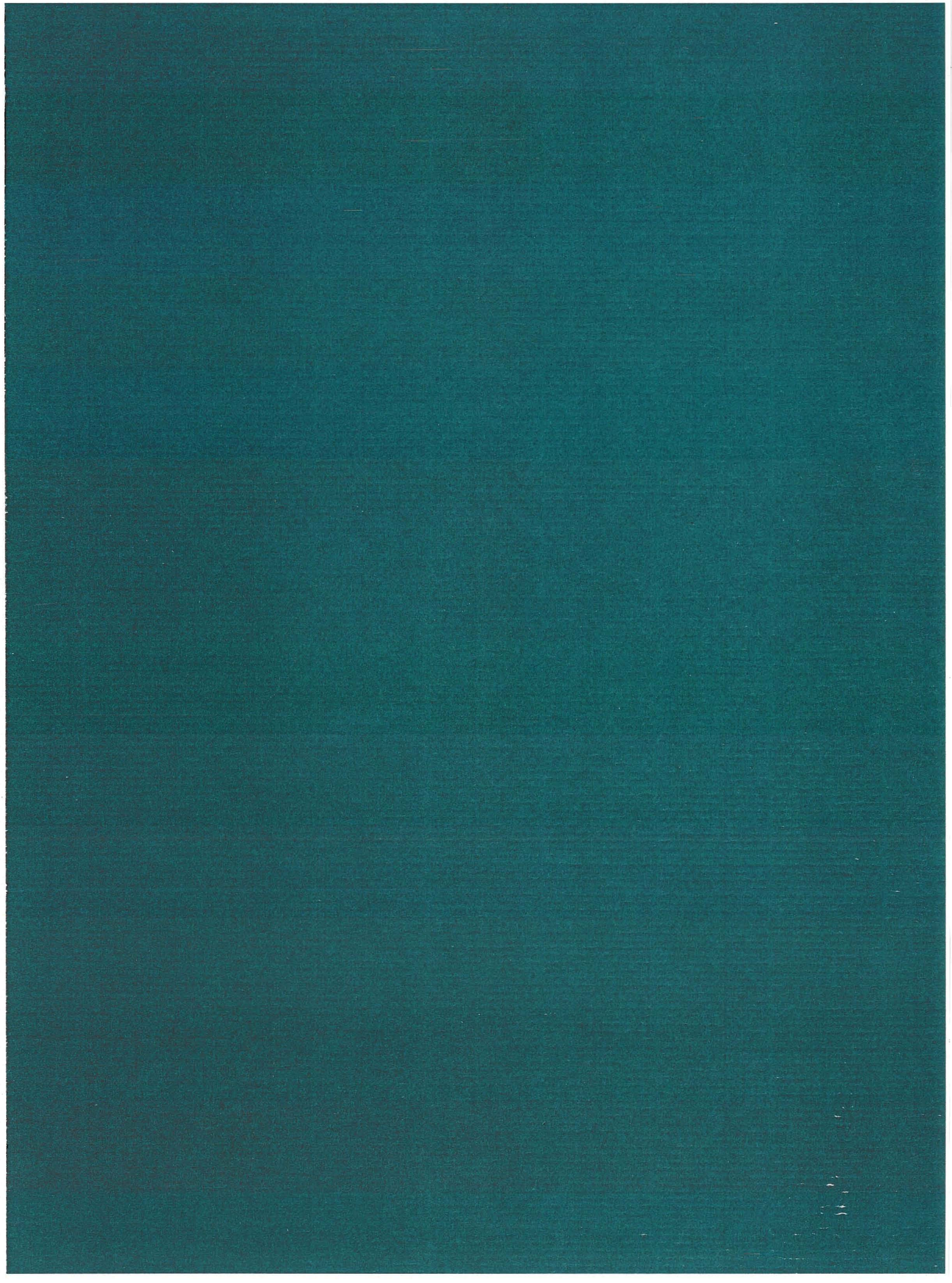
THE DEPARTMENT OF CONSUMER AFFAIRS

ORGANIZATIONAL CHART
JUNE 30, 1995



BOARDS/COMMITTEES/COMMISSION

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Acupuncture
Architectural Examiners
Athletic Commission
Barbering & Cosmetology
Behavioral Science Examiners
Cemetery
Contractors
Court Reporters
Dental Examiners
Dental Auxiliaries
Funeral Directors & Embalmers
Geologists & Geophysicists
Guide Dogs for the Blind
Hearing Aid Dispensers
Landscape Architects
Medical Board
Nursing Home Administrators
Optometry
Pharmacy
Physical Therapy
Physician Assistant
Podiatric Medicine
Professional Engineers & Land Surveyors
Psychology
Registered Nursing
Respiratory Care
Speech-Language Pathology
Structural Pest
Veterinary Medicine
Veterinary Technician
Vocational Nurse & Psychiatric Technician