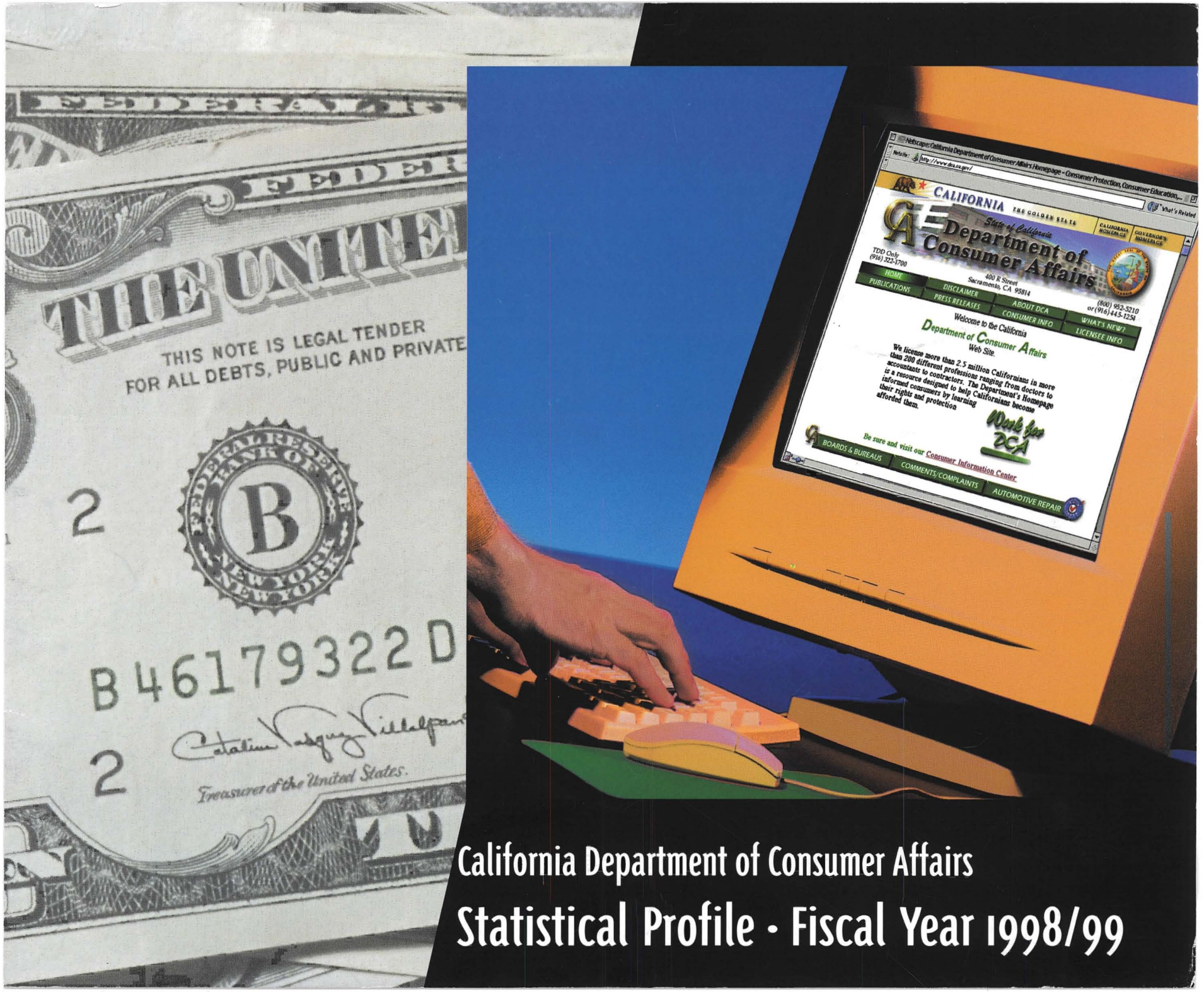

California Department of Consumer Affairs

Statistical Profile - Fiscal Year 1998/99

Readers of this Report:

This report is not intended to represent the entire workload performed by the boards, committees, commission, bureaus, and programs within DCA. This information highlights some of the activities performed; however, individual boards, committees, commission, bureaus, and programs should be contacted for additional or more detailed information.

The Department compiled the statistical profile using data collected from the boards, committees, commission, bureaus, and programs, as well as the Office of Administrative Services and the Licensing, *Consumer Information and Analysis, Enforcement, and Communications and Education Divisions.*

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FISCAL YEAR 1998-99	No. Board Members	Authorized Civil Service Positions	No. Exempt Employees	No. Field Offices	No. License Classes	Annual Budget FY 99-00	Expenditures FY 98-99
Business Services Agencies							
Accountancy	10	62.9	1	1	5	$9,205,000	$8,524,316
Athletic Commission	7	10.9	1	1	17	$937,000	$856,505
Court Reporters	5	3.5	1	0	1	$558,000	$539,487
Design / Construction Agencies							
Architectural Examiners	10	21.5	1	0	1	$2,861,000	$2,747,038
Landscape Architects	5*	3.0	0	0	1	$547,000	$522,512
Contractors	13	482.0	1	19	41	$43,613,000	$41,633,345
Engineers and Land Surveyors	13	36.0	2	0	18	$6,948,000	$6,954,976
Geologists and Geophysicists	7	5.0	1	0	4	$918,000	$780,654
Structural Pest Control	7	28.5	1	0	4	$3,142,000	$2,934,885
Divisions / Bureaus / Programs Under the Director's Authority *							
Divisions, Bureaus, and Programs	50*	1622.0	21	25	70	$211,146,000	$120,270,571
Healing Arts Agencies							
Acupuncture	11	6.0	1	0	1	$1,800,000	$1,465,134
Behavioral Sciences	11	33.0	1	0	5	$4,428,000	$4,306,354
Dental Auxiliaries	9	7.5	1	0	4	$1,387,000	$1,405,366
Dental Examiners	14	46.8	1	1	1	$6,107,000	$5,825,018
Dispensing Opticians **	0	1.0	0	0	1	$279,000	$200,539
Guide Dogs for the Blind *	7	1	0	0	3	$111,000	$103,177
Hearing Aid Dispensers	7	2.7	1	0	3	$471,000	$316,399
Midwifery **	0	0.0	0	0	1	$0	$0
Optometry	9	6.0	1	0	3	$1,072,000	$1,120,303
Outpatient Settings**	0	0.0	0	0	1	$23,000	$2,889
Pharmacy	11	51.0	1	0	12	$5,965,000	$5,865,661
Physical Therapy	7	6.5	1	0	4	$1,509,000	$1,856,273
Physician Assistant	9	3.7	1	0	3	$776,000	$773,984
Physicians and Surgeons**	19	279.8	1	12	2	$32,968,000	$32,486,952
Podiatric Medicine	7	4.0	1	0	2	$989,000	$775,315
Psychology	8	10.0	1	0	3	$2,908,000	$2,673,194
Registered Nursing	9	94.0	1	1	1	$13,051,000	$12,391,372
Respiratory Care	9	15.4	1	0	1	$1,745,000	$1,635,514
Speech-Language Pathology and Audiology	9	2.2	1	0	6	$431,000	$359,685
Veterinary Medicine and Veterinary Technicians	7	8.7	1	0	4	$1,514,000	$1,351,628
Vocational Nursing	11	30.0	1	1*	1	$4,040,000	$3,729,578
Psychiatric Technicians	0	4.8	0	0	1	$1,011,000	$857,404
Department TOTALS	301	2889.4	47.0	61	225	$362,460,000	$265,266,028

* *Endnote appears at the end of the report.*

** *Programs overseen by the Medical Board of California. Midwifery budget discontinued effective FY 1998/99.*

Business Services Agencies

	Licenses and Registrations						Examinations			
	Activity							Pass Rate %		
FISCAL YEAR 1998/99	Applications Received	Applications Denied	Licenses/ Registrations Issued	Total Active Licenses/ Registrations	Total Inactive Licenses/ Registrations	Licenses/ Registrations Renewed	Total Number of Exams Scheduled	Written	Oral	Clinical/ Practical
Accountancy	2,860	0	2,190	40,599	24,852	30,695	16,721	*	n/a	n/a
Athletic	2,025	57*	1,968	1,968	n/a	1,227	0*	n/a	n/a	n/a
Automotive Repair & Smog Check	11,679	92	15,157	60,180	52,809	43,554	9,912	*	n/a	n/a
Barbering & Cosmetology	33,840	147	14,119	336,355	84,063	156,397	28,138	65%	n/a	83%
Cemetery & Funeral	3,390*	1	2,446	9,032*	2,474	6,272	1,109*	62%*	n/a	n/a
Court Reporters	728	4	161	7,919	1,671	7,919	1,377	68%	n/a	45%
Electronic & Appliance Repair	1,246	5	1,377	10,719	947	9,342	n/a	n/a	n/a	n/a
Home Furnishings & Thermal Insulation	3,082	0	3,370	18,859	2,189	6,289	n/a	n/a	n/a	n/a
Private Postsecondary & Vocational Education	1,672*	15	1,477 *	3,063	n/a	n/a	n/a	n/a	n/a	n/a
Security & Investigative Services	55,577	3,332	48,362	182,130	365,709	44,505	1,300	63%	n/a	n/a
TOTALS	116,099	3,653	90,627	670,824	534,714	306,200	58,557			

	Certificates and Permits						Examinations			
	Activity							Pass Rate %		
FISCAL YEAR 1998/99	Applications Received	Applications Denied	Certificates/ Permits Issued	Total Active Certificates/ Permits	Total Inactive Certificates/ Permits	Certificates/ Permits Renewed	Total Number of Exams Scheduled	Written	Oral	Clinical/ Practical
Athletic	65*	0	65*	65*	n/a	n/a	n/a	n/a	n/a	n/a
Automotive Repair & Smog Check	685*	21	668*	2,672	n/a	n/a	n/a	n/a	n/a	n/a
Cemetery & Funeral *	287	0	99	519	901	n/a	n/a	n/a	n/a	n/a
Private Postsecondary & Vocational Education *	5,884	1,362	3,551	18,756	n/a	NDA	n/a	n/a	n/a	n/a
Security & Investigative Services	7,671*	129	6,362	84,099	65,844*	13,838*	302*	33%*	n/a	n/a
TOTALS	14,592	1,512	10,745	106,111	901	13,838	302			

* Endnote appears at the end of the report.
n/a Not applicable
NDA Due to the nature of the tracking system, data cannot be displayed in this format.

FINGERPRINTS

FISCAL YEAR 1998/99	Number of Criminal Records Received
Accountancy	42
Athletic *	2
Cemetery & Funeral *	20
Court Reporters	7
Electronic & Appliance Repair	16
Private Postsecondary & Vocational Education	6
Security & Investigative Services *	7,602
TOTALS	7,695

APPROVALS / ACCREDITATION AND CONTINUING EDUCATION

	SCHOOLS	CONTINUING EDUCATION	
FISCAL YEAR 1998/99	Number of Approvals/ Accreditation	Number of Providers	Number of Audits
Accountancy	n/a	15*	241
Automotive Repair & Smog Check	98	n/a	n/a
Barbering & Cosmetology	233	23	0
Court Reporters	21	n/a	n/a
Private Postsecondary & Vocational Education	2,912*	n/a	n/a
TOTALS	3,264	38	241

COMPLAINTS RECEIVED

	COMPLAINTS RECEIVED, BY SOURCE					
FISCAL YEAR 1998/99	Public	Government/ Law Enforcement	B & P Code Section 800	Profession	Internal/ Other	Total Complaints Received
Accountancy	302	9	n/a	75	187	573
Athletic	350*	0	0	0	20*	370
Automotive Repair & Smog Check	25,029	650	0	346	2,699*	28,724
Barbering & Cosmetology	1,044	2	n/a	9	1,002	2,057
Cemetery & Funeral	354	14	n/a	8	181	557
Court Reporters	35	21	n/a	22	34	112
Electronic & Appliance Repair	960	2	0	2	122	1,086
Home Furnishings & Thermal Insulation	334	0	0	0	138	472
Private Postsecondary & Vocational Education *	NDA	NDA	NDA	NDA	NDA	495
Security & Investigative Services	863	137*	0	105	2,419*	3,524
TOTALS	29,271	835	0	567	6,802	37,475

* Endnote appears at the end of the report.
n/a Not applicable
NDA Due to the nature of the tracking system, data cannot be displayed in this format.

COMPLAINTS CLOSED WITHOUT GOING TO INVESTIGATION

FISCAL YEAR 1998/99	COMPLAINTS CLOSED, BY CATEGORY											Total Complaints Closed	Total Complaints Pending
	Contractual	Fraud	Incompetence/ Negligence	Product/ Service Quality	Unprofessional Conduct	Personal Conduct	Health & Safety	Sexual Misconduct	Unlicensed/ Unregistered	Non-Jurisdictional	Other		
Accountancy	0	5	25	4	159	1	0	0	192	53	37	476	142
Athletic	17	0	0	0	25	0	125	0	200	0	3	370	1
Automotive Repair & Smog Check	3,834	2,178	13,530	222	3	3	4,015	0	4,376*	9	50	28,220	3,331
Barbering & Cosmetology	4	285	92	124	21	127	439	8	549	44	52	1,745	1,330
Cemetery & Funeral	113	26	32	0	60	0	11	0	9	1	7	259*	95
Court Reporters	6	0	0	0	75	0	0	0	25	8	0	114	8
Electronic & Appliance Repair	361	59	460	18	25	2	1	0	166	6	3	1,101	114
Home Furnishings & Thermal Insulation	231	19	25	43	0	0	37	0	147	0	0	502	53
Private Postsecondary & Vocational Education	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	544*	391
Security & Investigative Services	272	122	83	0	515	2,092	35	0	675*	12	1	3,807	715
TOTALS	4,838	2,694	14,247	411	883	2,225	4,663	8	6,339	133	153	37,138	6,180

INFORMAL ACTIONS

FISCAL YEAR 1998/99	INFORMAL ACTIONS, BY TYPE			Total Informal Actions
	Warning / Cease & Desist Letters Issued	Office Conference/ Informal Hearing	Reprimand / Violation/ Education Letters Issued	
Accountancy	122	59	24	205
Athletic	40	0	0	40
Automotive Repair & Smog Check	4,119*	651*	7,006	11,776
Barbering & Cosmetology	415	n/a	571	986
Cemetery & Funeral	218	19	5	242
Court Reporters	8	2	0	10
Electronic & Appliance Repair	n/a	2	751	753
Home Furnishings & Thermal Insulation	446	1	126	573
Private Postsecondary & Vocational Education *	260	0	298	558
Security & Investigative Services	476*	495*	519	1,490
TOTALS	6,104	1,229	9,300	16,633

* Endnote appears at the end of the report.
n/a Not applicable
NDA Due to the nature of the tracking system, data cannot be displayed in this format.

COMPLAINTS REFERRED TO SWORN INVESTIGATORS FOR FORMAL INVESTIGATION

FISCAL YEAR 1998/99	Investigations Opened	INVESTIGATIONS CLOSED, BY CATEGORY										Total Investigations Closed	Total Investigations Pending	REFERRED	
		Contractual	Fraud	Incompetence/ Negligence	Product/ Service/ Quality	Unprofessional Conduct	Personal Conduct	Health & Safety	Sexual Misconduct	Unlicensed/ Unregistered	Other			Referred to AG	Referred to DA/CA
Accountancy	33	0	*	*	*	*	*	0	0	*	*	*	18*	*	3
Athletic	0	0	0	0	0	0	0	0	0	0	0	0	1	2	3
Barbering & Cosmetology	247	0	28	58	15	0	1	7	0	53	3	412	313*	78	52
Cemetery and Funeral	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Court Reporters	5*	0	1	3	0	4	0	0	0	0	0	8	3	12	0
Private Postsecondary & Vocational Education	6	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	10*	7	0	5
Security & Investigative Services	137*	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	177*	51	11	75
TOTALS	428	0	29	61	15	4	1	7	0	53	3	607	393	103	138

COMPLAINTS REFERRED TO NON-SWORN INVESTIGATORS FOR FORMAL INVESTIGATION

FISCAL YEAR 1998/99	Investigations Opened	INVESTIGATIONS CLOSED, BY CATEGORY										Total Investigations Closed	Total Investigations Pending	REFERRED	
		Contractual	Fraud	Incompetence/ Negligence	Product/ Service/ Quality	Unprofessional Conduct	Personal Conduct	Health & Safety	Sexual Misconduct	Unlicensed/ Unregistered	Other			Referred to AG	Referred to DA/CA
Accountancy	110	0	5	37	1	90	4	0	0	45	10	192*	64	57*	0
Athletic	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0
Automotive Repair & Smog Check *	1,773	12	295*	441*	0	1	3	0	0	657*	64	1,473	580	202	149
Cemetery and Funeral	376	30	13	42	1	17	5	62	0	5	100	275	101	0	0
Court Reporters	0	0	0	1	0	2	0	0	0	0	0	3	0	0	0
Electronic & Appliance Repair	101	0	9	0	0	0	0	0	0	92	0	101	24	5	1
Home Furnishings & Thermal Insulation	126	0	1	0	0	0	0	25	0	108	13	147	28	0	2
Private Postsecondary & Vocational Education	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Security & Investigative Services	2,608	291	78	105	3	204	730	54	3	459	891	2,818	652	28*	1*
TOTALS	5,095	333	401	626	5	314	742	141	3	1,366	1,078	5,009	1,451	293	153

* Endnote appears at the end of the report.

NDA Due to the nature of the tracking system, data cannot be displayed in this format.

ACTIONS FILED

FISCAL YEAR 1998/99	Accusations/ Petitions to Revoke Probation Filed	Statement of Issues Filed	Citations Issued	Criminal Actions Filed	Civil Actions Filed	Restraining Orders/ Interim Suspension Orders Issued
Accountancy	35	3	131	2	0	0
Athletic	0	0	0	1	1	0
Automotive Repair & Smog Check *	333	56	647*	257	134*	13
Barbering & Cosmetology	46	22	n/a	27	0	0
Cemetery and Funeral	1	0	104	0	0	7
Court Reporters	5	4	26	0	0	1
Electronic & Appliance Repair	5	0	67	1	1	0
Home Furnishings & Thermal Insulation	0	0	62	0	2	0
Private Postsecondary & Vocational Education	0	0	0	0	0	0
Security and Investigative Services	1,221	29	61	76	2	0
TOTALS	1,646	114	1,098	364	140	21

ADMINISTRATIVE OUTCOMES AGAINST LICENSES / REGISTRATIONS / CERTIFICATES / PERMITS

FISCAL YEAR 1998/99	Revocation	Surrender of License	Probation with Suspension	Suspension Only	Probation Only	Public Reprimand	Licenses Denied	Other Decisions	Withdrawn/ Dismissed
Accountancy	21	5	1	0	8	n/a	0	1	0
Athletic	7*	0	0	253*	0	0	4	0	4
Automotive Repair & Smog Check	217	1	83	2	77	n/a	18	0	6
Barbering & Cosmetology	16	1	18	0	5	0	15	1	15
Cemetery and Funeral	12	0	0	5	6	0	0	0	0
Court Reporters	1	1	1	0	2	n/a	1	1	0
Electronic & Appliance Repair	3	2	0	0	0	n/a	2	0	0
Home Furnishings & Thermal Insulation	0	0	0	0	0	n/a	0	0	0
Private Postsecondary & Vocational Education	0	0	0	0	0	0	0	0	0
Security & Investigative Services	1,550*	2	34	2	33	0	9	88	249
TOTALS	1,827	12	137	262	131	0	49	91	274

* Endnote appears at the end of the report.
n/a Not applicable

PETITIONS FOR PENALTY RELIEF

FISCAL YEAR 1998/99	PETITIONS FOR MODIFICATION / TERMINATION OF PROBATION		PETITIONS FOR REINSTATEMENT OF REVOKED LICENSES / REGISTRATIONS	
	Granted	Denied	Granted	Denied
Accountancy	3	1	3	0
Athletic	0	0	0	0
Automotive Repair & Smog Check	0	2	0	1
Barbering & Cosmetology	0	0	0	1
Cemetery and Funeral	0	0	0	0
Court Reporters	0	0	0	1
Electronic & Appliance Repair	0	0	0	1
Home Furnishings & Thermal Insulation	0	0	0	0
Private Postsecondary & Vocational Education	0 *	0	0	0
Security & Investigative Services	1	0	0	0
TOTALS	4	3	3	4

INSPECTION DATA

FISCAL YEAR 1998/99	Total Number Inspections	Notices of Violation Issued	Compliance Verified	Inspection Citations Issued
Athletic	174*	13*	12	0
Automotive Repair & Smog Check	14,099*	381	n/a	n/a
Barbering & Cosmetology	12,458	see citation	8,205*	13,578*
Cemetery and Funeral	472	84	NDA	29
Home Furnishings & Thermal Insulation	2,756	830	NDA	n/a
Private Postsecondary & Vocational Education	9*	2	2	0
Security & Investigative Services	273	NDA	NDA	49
TOTALS	30,241	1,310	8,219	13,656

MONETARY SAVINGS / COST RECOVERY / RESTITUTION

FISCAL YEAR 1998/99	SAVINGS ACHIEVED TO CONSUMERS, BY TYPE					
	Refunded to Consumers	Rework-No Charge to Consumers	Adjustments in Money Owed/ Product Return/ Exchange	Total Savings Achieved to Consumers	Total Cost Recovery Ordered to Board	Total Restitution Ordered to Consumers
Accountancy	n/a	n/a	n/a	n/a	$72,260	$16,000
Athletic	n/a	n/a	n/a	n/a	n/a	n/a
Automotive Repair & Smog Check	$2,269,399	$1,740,311	$824,808	$4,834,518	$945,332	$47,000
Barbering & Cosmetology	$371	$0	$0	$371	$67,175	$55
Cemetery & Funeral	NDA	NDA	NDA	NDA	$164,987*	$1,645,000*
Court Reporters	$301	$0	$0	$301	$3,000	$0
Electronic & Appliance Repair	$63,700	$19,652	$47,721	$131,073	$5,000	$0
Home Furnishings & Thermal Insulation	$25,654	$34,170	$19,701	$79,525	$0	$0
Private Postsecondary & Vocational Education	$205,972*	$0	NDA	$205,972	NDA	NDA
Security & Investigative Services	$16,459	$5,398	$34,378	$56,235	$37,401	$525
TOTALS				$5,307,995	$1,295,155	$1,708,580

* Endnote appears at the end of the report.
n/a Not applicable
NDA Due to the nature of the tracking system, data cannot be displayed in this format.

Design/Construction Agencies

Licenses and Registrations

FISCAL YEAR 1998/99	Activity						Examinations			
								Pass Rate %		
	Applications Received	Applications Denied	Licenses/ Registrations Issued	Total Active Licenses/ Registrations	Total Inactive Licenses/ Registrations	Licenses/ Registrations Renewed	Total Number of Exams Scheduled	Written	Oral	Clinical/ Practical
Architectural Examiners	412	2	408	20.734	4.812	9.920*	*	*	*	*
Landscape Architects	328	0	84	2,725	310	1,369	948	74%	n/a	39%
Contractors	25,398	271	17,620	215,494	65,063	111,501	37,254	79%	n/a	n/a
Engineers & Land Surveyors	7,016*	0	2,022*	85,755	8,320	18,716	11,051*	42%*	n/a	n/a
Geologists & Geophysicists	416	4	73	4,420	n/a	2,139	340	64%	n/a	n/a
Structural Pest Control	3,853	10	3,843	27,611	NDA	2,536	10,410	47%	n/a	n/a
TOTALS	37.423	287	24.050	356.739	78.505	146.181	60.003			

Certificates and Permits

FISCAL YEAR 1998/99	Activity						Examinations			
								Pass Rate %		
	Applications Received	Applications Denied	Certificates/ Permits Issued	Total Active Certificates/ Permits	Total Inactive Certificates/ Permits	Certificates/ Permits Renewed	Total Number of Exams Scheduled	Written	Oral	Clinical/ Practical
Landscape Architects	17	0	17	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Contractors *	3,293	0	3,293	6,556	1,190	n/a	n/a	n/a	n/a	n/a
Engineers & Land Surveyors	5,837*	0	2,421*	117,473	418	579	5,152*	36%*	n/a	n/a
Geologists & Geophysicists	169	3	72	2,128	n/a	1,046	150	55%	n/a	n/a
TOTALS	9,316	3	5,803	126,157	1,608	1,625	5,302			

* Endnote appears at the end of the report.
n/a Not applicable
NDA Due to the nature of the tracking system, data cannot be displayed in this format.

FINGERPRINTS

FISCAL YEAR 1998/99	Number of Criminal Records Received
Structural Pest Control	91*

APPROVALS / ACCREDITATION AND CONTINUING EDUCATION

	SCHOOLS	CONTINUING EDUCATION	
FISCAL YEAR 1998/99	Number of Approvals/ Accreditation	Number of Providers	Number of Audits
Landscape Architects	0	n/a	n/a
Structural Pest Control	4	NDA	2,510*
TOTALS	4	0	2,510

COMPLAINTS RECEIVED

	COMPLAINTS RECEIVED, BY SOURCE				
FISCAL YEAR 1998/99	Public	Government/ Law Enforcement	Profession	Internal/ Other	Total Complaints Received
Architectural Examiners	90	8	76	139	313
Landscape Architects	7	1	6	34	48
Contractors	17,802	71	1,163	7,040	26,076
Engineers & Land Surveyors	110	15	14	56	195
Geologists & Geophysicists	14	5	15	7	41
Structural Pest Control	1,224	11	11	0	1,246
TOTALS	19,247	111	1,285	7,276	27,919

* Endnote appears at the end of the report.
n/a Not applicable
NDA Due to the nature of the tracking system, data cannot be displayed in this format.

COMPLAINTS CLOSED WITHOUT GOING TO INVESTIGATION

	COMPLAINTS CLOSED, BY CATEGORY											
FISCAL YEAR 1998/99	Contractual	Fraud	Incompetence / Negligence	Product / Service / Quality	Professional Misconduct	Conviction of a Crime	Health & Safety	Unlicensed / Unregistered	Non-Jurisdictional	Other	Total Complaints Closed	Total Complaints Pending
Architectural Examiners	1	0	2	0	90	2	0	131	2	0	228	251
Landscape Architects	0	0	0	0	0	0	0	11	0	0	11	37
Contractors	337	212	4,046	0	2,543	31	238	2,593	1,324	197	11,521	5,896
Geologists & Geophysicists	2	2	5	0	1	0	3	4	1	1	19	37
Structural Pest Control	930	21	210	0	0	0	2	12	103	5	1,283	446
TOTALS	1,270	235	4,263	0	2,634	33	243	2,751	1,430	203	13,062	6,667

INFORMAL ACTIONS

	INFORMAL ACTIONS, BY TYPE			
FISCAL YEAR 1998/99	Warning / Cease and Desist Letters Issued	Office Conference / Informal Hearings	Reprimand / Violation / Education Letters Issued	Total Informal Actions
Architectural Examiners	230	6	4	240
Landscape Architects	37	0	0	37
Contractors	5,778	n/a	n/a	5,778
Engineers & Land Surveyors	8	5	n/a	13
Geologists & Geophysicists	1	0	0	1
Structural Pest Control	NDA*	n/a	4	4
TOTALS	6,054	11	8	6,073

* Endnote appears at the end of the report.
n/a Not applicable
NDA Due to the nature of the tracking system, data cannot be displayed in this format.

COMPLAINTS REFERRED TO SWORN INVESTIGATORS FOR FORMAL INVESTIGATION

		INVESTIGATIONS CLOSED, BY CATEGORY												REFERRED	
FISCAL YEAR 1998/99	Investigations Opened	Contractual	Fraud	Incompetence/ Negligence	Product/ Service/ Quality	Professional Misconduct	Conviction of a Crime	Health & Safety	Unlicensed/ Unregistered	Non-Jurisdictional	Other	Total Investigations Closed	Total Investigations Pending	Referred to AG	Referred to DA/CA
Architectural Examiners	13	1	2	0	0	2	0	0	19	0	0	24	11	4	3
Landscape Architects	2	0	0	0	0	0	0	0	2	0	0	2	1	0	0
Contractors	14,666	223	162	5,469	0	2,081	130	521	5,515	356	1,342	15,799	5,896	3,512	1,083
Geologists & Geophysicists	9	0	0	1	0	0	0	3	0	0	1	5	9	0	0
Structural Pest Control	7	2	3	0	0	0	0	0	2	0	0	7	14	0	1
TOTALS	14,697	226	167	5,470	0	2,083	130	524	5,538	356	1,343	15,837	5,931	3,516	1,087

COMPLAINTS REFERRED TO NON-SWORN INVESTIGATORS FOR FORMAL INVESTIGATION

		INVESTIGATIONS CLOSED, BY CATEGORY												REFERRED	
FISCAL YEAR 1998/99	Investigations Opened	Contractual	Fraud	Incompetence / Negligence	Product/ Service/ Quality	Professional Misconduct	Conviction of a Crime	Health & Safety	Unlicensed / Unregistered	Non-Jurisdictional	Other	Total Investigations Closed	Total Investigations Pending	Referred to AG	Referred to DA/CA
Architectural Examiners	87	2	5	13	0	41	0	0	21	0	0	82	58	9	3
Landscape Architects	4	0	0	0	0	0	0	0	1	4	1	6	1	0	0
Engineers & Land Surveyors	195*	9	4	82	n/a	n/a	1	n/a	40	0	30	166*	171*	24	4*
Geologists & Geophysicists	9	0	0	2	0	0	0	2	1	0	0	5	9	0	0
Structural Pest Control	432	320	11	91	0	0	0	0	3	7	0	432	219	16	0
TOTALS	727	331	20	188	0	41	1	2	66	11	31	691	458	49	7

* Endnote appears at the end of the report.
n/a Not applicable

ACTIONS FILED

FISCAL YEAR 1998/99	Accusations / Petitions to Revoke Probation Filed	Statement of Issues Filed	Citations Issued	Criminal Actions Filed	Civil Actions Filed	Restraining Orders/ Interim Suspension Orders Issued
Architectural Examiners	5	3	8	2	0	0
Landscape Architects	0	0	1	0	0	0
Contractors	213	37	2,680	1,083	n/a	0
Engineers & Land Surveyors	19	0	10	2	n/a	0
Geologists & Geophysicists	1	0	6	0	0	0
Structural Pest Control	13	6	4*	0	0	0
TOTALS	251	46	2,709	1,087	0	0

ADMINISTRATIVE OUTCOMES AGAINST LICENSES / REGISTRATIONS / CERTIFICATES / PERMITS

FISCAL YEAR 1998/99	Revocation	Surrender of License	Probation with Suspension	Suspension Only	Probation Only	Public Reprimand	Licenses Denied	Other Decisions	Withdrawn/ Dismissed
Architectural Examiners	3	0	4	0	0	0	2	2	2
Landscape Architects	0	0	0	0	0	0	0	0	0
Contractors	791	n/a	n/a	791	n/a	n/a	18	n/a	12
Engineers & Land Surveyors	4	2	4	0	5	0	0	0	1
Geologists & Geophysicists	0	0	0	0	0	0	0	0	0
Structural Pest Control	26	2	16	1	2	0	2	0	8
TOTALS	824	4	24	792	7	0	22	2	23

* Endnote appears at the end of the report.
n/a Not applicable

PETITIONS FOR PENALTY RELIEF

FISCAL YEAR 1998/99	PETITIONS FOR MODIFICATION / TERMINATION OF PROBATION		PETITIONS FOR REINSTATEMENT OF REVOKED LICENSES / REGISTRATIONS	
	Granted	Denied	Granted	Denied
Architectural Examiners	1	0	0	0
Engineers & Land Surveyors	0	0	0	1
Structural Pest Control	0	0	2	2
TOTALS	1	0	2	3

INSPECTION DATA

FISCAL YEAR 1998/99	Total Number Inspections	Notices of Violation Issued	Compliance Verified	Inspection Citations Issued
Structural Pest Control *	719	419	0	1

MONETARY SAVINGS / COST RECOVERY / RESTITUTION

FISCAL YEAR 1998/99	SAVINGS ACHIEVED TO CONSUMERS, BY TYPE			Total Savings Achieved Consumers	Total Cost Recovery Ordered to Board	Total Restitution Ordered to Consumers
	Refunded to Consumers	Rework- No Charge to Consumers	Adjustments in Money Owed / Product Return/ Exchange			
Architectural Examiners	$0	$0	$5,323	$5,323	$33,982	$0
Contractors	$28,638,000	n/a	n/a	$28,638,000	$258,873	NDA
Engineers & Land Surveyors	NDA	NDA	NDA	$0	$74,457	$24,525
Structural Pest Control	$685,492	NDA	NDA	$685,492	$61,931*	$70,946
TOTALS				$29,328,815	$429,243	$95,471

* Endnote appears at the end of the report.
n/a Not applicable
NDA Due to the nature of the tracking system, data cannot be displayed in this format.

	LICENSES AND REGISTRATIONS						EXAMINATIONS			
	ACTIVITY							PASS RATE %		
FISCAL YEAR 1998/99	Applications Received	Applications Denied	Licenses/ Registrations Issued	Total Active Licenses/ Registrations	Total Inactive Licenses/ Registrations	Licenses/ Registrations Renewed	Total Number of Exams Scheduled	Written	Oral	Clinical/ Practical
Acupuncture	664	0	452	4,864	579	2,296	1,643	49%	n/a	58%
Behavioral Sciences	5,306	5	5,183	53,044	11,228	29,214	5,750	70%	50%	n/a
Dental Auxiliaries	4,709	15	2,945	42,964	10,833	20,752	6,175	76%	n/a	72%
Dental Examiners	929	0	929	28,945	6,308	13,893	1,374	n/a	n/a	67%
Dispensing Opticians **	206	2	225	1,334	312	751	n/a	n/a	n/a	n/a
Guide Dogs for the Blind *	9	0	9	70	0	61	9	100%	100%	100%
Hearing Aid Dispensers	160	1	392	2,040	518	1,936	359	60%	n/a	70%
Midwifery **	23*	0	23*	100	0	44	8*	100%	n/a	n/a
Nursing Home Administrators	138	11	86	*	*	1,295	*	*	n/a	n/a
Optometry	355	0	233	6,247	1,670	3,116	580*	92%	n/a	71%
Pharmacy	4,658	26	4,392	49,758	2,238	23,665	1,518	48%	n/a	n/a
Physical Therapy	1,687	2	1,333	20,084	2,832	9,080	1,424*	71%	n/a	n/a
Physicians Assistant	1,848*	4	1,849*	13,612*	4,622*	5,402*	n/a	n/a	n/a	n/a
Physicians / Surgeons **	4,454	10	4,043	106,909	40,796	51,070	3,498	79%	98%	n/a
Podiatric Medicine	88*	0	133*	2,067*	455*	838	109	n/a	71%	n/a
Psychology *	1,618	84	1,343	14,160	1,945	7,117	1,741	50%	54%	n/a
Registered Nursing	20,378	52	11,567	246,137	108,000	123,621	13,528	50%	n/a	n/a
Research Psychoanalysts **	2	1	1	69	11	1*	n/a	n/a	n/a	n/a
Respiratory Care	849	7	716	15,969	2,473	6,373	749	71%	n/a	n/a
Speech-Language Pathology & Audiology	691*	0	1,249	10,395	1,236	9,689	n/a	n/a	n/a	n/a
Veterinary Medicine	667	2	368	8,322	2,025	NDA	1,220*	*	n/a	n/a
Veterinary Technicians	419	3	235	3,266	1,162	NDA	419	66%	n/a	n/a
Vocational Nursing	4,906	4	3,644	65,830*	32,190*	30,916	5,770	53%	n/a	n/a
Psychiatric Technicians	447	1	188	10,089*	6,147*	4,891	371	55%	n/a	n/a
TOTALS	55,211	230	41,538	706,275	237,580	346,021	46,245			

* Endnote appears at the end of the report.
** Programs overseen by the Medical Board of California.
n/a Not applicable
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	CERTIFICATES AND PERMITS						EXAMINATIONS			
	ACTIVITY							PASS RATE %		
FISCAL YEAR 1998/99	Applications Received	Applications Denied	Certificates/ Permits Issued	Total Active Certificates/ Permits	Total Inactive Certificates/ Permits	Certificates/ Permits Renewed	Total Number of Exams Scheduled	Written	Oral	Clinical / Practical
Acupuncture	17	0	17	53	0	17	n/a	n/a	n/a	n/a
Dental Auxiliaries	3,902	n/a	3,902	n/a	45,720	n/a	n/a	n/a	n/a	n/a
Dental Examiners	840	15	825	9,507	964	1,989	n/a	n/a	n/a	n/a
Nursing Home Administrators	190	3	153*	874	n/a	n/a	n/a	n/a	n/a	n/a
Optometry	1,301	0	1,257	3,717	n/a	1,407	n/a	n/a	n/a	n/a
Outpatient Settings **	0	0	0	4	1	0	n/a	n/a	n/a	n/a
Pharmacy	3,199	10	2,677	12,761	2	8,897	1,042	50%	n/a	n/a
Physicians Assistant *	178	0	174	75	n/a	n/a	n/a	n/a	n/a	n/a
Physicians / Surgeons **	1,232	0	849	7,868	2,605	3,800	n/a	n/a	n/a	n/a
Podiatric Medicine *	40	0	33	391	144	173	n/a	n/a	n/a	n/a
Registered Nursing	14,590*	0	13,506*	57,861*	11,051	3,433	n/a	n/a	n/a	n/a
Respiratory Care	n/a*	n/a	696	711	n/a	n/a	n/a	n/a	n/a	n/a
Veterinary Medicine	102	0	102	2,469	188	2,424	n/a	n/a	n/a	n/a
Vocational Nursing	2,738	0	2,738*	NDA	n/a	n/a	n/a	n/a	n/a	n/a
Psychiatric Technicians	0	0	0	0	n/a	n/a	n/a	n/a	n/a	n/a
TOTALS	28,329	28	26,929	96,291	60,675	22,140	1,042			

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n/a Not applicable
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FINGERPRINTS

FISCAL YEAR 1998/99	Number of Criminal Records Received
Acupuncture	15
Behavioral Sciences	74
Dental Auxiliaries	70
Dental Examiners	57
Guide Dogs for the Blind *	0
Hearing Aid Dispensers	NDA
Midwifery **	0
Nursing Home Administrators *	2
Optometry	3
Pharmacy	470
Physical Therapy	NDA
Physicians Assistant *	9
Physicians / Surgeons **	NDA
Podiatric Medicine	3
Psychology *	78
Registered Nursing	240
Research Psychoanalysts **	0
Respiratory Care	80
Speech-Language Pathology & Audiology	NDA
Veterinary Medicine	1
Vocational Nursing *	546
Psychiatric Technicians *	72
TOTALS	1,241

APPROVALS / ACCREDITATION AND CONTINUING EDUCATION

	SCHOOLS	CONTINUING EDUCATION	
FISCAL YEAR 1998/99	Number of Approvals/ Accreditation	Number of Providers	Number of Audits
Acupuncture	0	203	0
Behavioral Sciences	79	1,440	0
Dental Auxiliaries	17	n/a	n/a
Dental Examiners	17	969	41
Hearing Aid Dispensers	n/a	121	500
Nursing Home Administrators	n/a	212	0
Optometry	17	140	1,010
Pharmacy	n/a	n/a	104
Physician Assistant	8	n/a	n/a
Physicians / Surgeons **	0	n/a	792
Podiatric Medicine	7	NDA	37
Psychology	n/a	452*	5,859*
Registered Nursing	23	3,362	3,019
Respiratory Care	849	n/a	288
Speech-Language Pathology & Audiology *	19	19	0
Veterinary Technicians	6*	n/a	n/a
Vocational Nursing	2	54	866
Psychiatric Technicians	0	5	199
TOTALS	1,044	6,977	12,715

* Endnote appears at the end of the report.
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n/a Not applicable
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COMPLAINTS RECEIVED

	COMPLAINTS RECEIVED, BY SOURCE					
FISCAL YEAR 1998/99	Public	Government / Law Enforcement	B & P Code Section 800	Profession	Internal / Other	Total Complaints Received
Acupuncture	39	9	0	3	26	77
Behavioral Sciences	374	46	2	19	132	573
Dental Examiners	2,024	264	376	148	187	2,999
Dispensing Opticians **	59	7	0	47	31	144
Guide Dogs for the Blind *	67	0	n/a	0	0	67
Hearing Aid Dispensers	94	1	0	52	95	242
Midwifery **	4	1	0	0	0	5
Nursing Home Administrators *	21	0	0	0	0	21
Optometry	126	18	2	81	46	273
Pharmacy	486	222	1	171	193	1,073
Physical Therapy	85	31	n/a	9	101	226
Physicians Assistant	65	5	4	8	17	99
Physicians / Surgeons **	6,793	1,359	1,485	272	842	10,751
Podiatric Medicine	135	32	34	6	64	271
Psychology	399	39	1	31	50	520
Registered Nursing	265	168	35	437	647	1,552
Research Psychoanalysts **	1	0	0	0	0	1
Respiratory Care	17	141	0	5	69	232
Speech-Language Pathology & Audiology	12	0	n/a	1	15	28
Veterinary Medicine	401	10	1	26	27	465
Veterinary Technicians *	0	1	0	1	3	5
Vocational Nursing	71	14	0	171	511	767
Psychiatric Technicians	28	5	0	96	105	234
TOTALS	11,566	2,373	1,941	1,584	3,161	20,604

* Endnote appears at the end of the report.
** Programs overseen by the Medical Board of California.
n/a Not applicable

COMPLAINTS CLOSED WITHOUT GOING TO INVESTIGATION

FISCAL YEAR 1998/99	COMPLAINTS CLOSED, BY CATEGORY													
	Criminal Charges/ Conviction of a Crime	Fraud	Substance Abuse or Mental / Physical Impairment	Drug Related Offenses	Negligence/ Incompetence	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed/ Unregistered	Unsafe/ Unsanitary Conditions	Non-Jurisdictional	Other	Total Complaints Closed	Total Complaints Pending
Acupuncture	24	3	0	2	14	9	36	0	14	2	2	2	108	46
Behavioral Sciences	113	11	5	0	36	6	136	7	34	0	137	6	491	226
Dental Examiners	60	48	21	19	2,074	4	254	4	103	147	186	175	3,095	1,390
Dispensing Opticians **	0	2	0	0	32	0	65	0	46	0	7	0	152	32
Guide Dogs for the Blind *	0	0	0	0	2	0	0	0	3	0	62	0	67	0
Hearing Aid Dispensers	0	154	0	0	11	0	5	0	52	0	0	1	223	61
Midwifery **	0	0	0	0	1	0	0	0	0	0	0	0	1	3
Nursing Home Administrators *	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA
Optometry	1	10	0	0	11	4	83	0	51	0	52	42	254	349
Outpatient Settings **	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy *	97	4	1	5	45	0	88	2	47	0	54	16	359	449
Physical Therapy	66	12	15	0	19	1	12	13	56	3	2	17	216	174
Physicians Assistant	6	0	4	6	54	4	7	1	11	0	0	1	94	53
Physicians / Surgeons **	69	105	17	177	6,606	46	1,261	108*	120	9	502	4	9,024	1,213
Podiatric Medicine	5	17	2	3	153	3	74	3	20	0	0	1	281	86
Psychology	5	17	0	0	129	0	212	0	37	1	40	1	442	235
Research Psychoanalysts **	0	0	0	0	0	0	1	0	0	0	0	0	1	0
Registered Nursing	34	6	88	65	40	3	152	22	45	6	23	21	505	381
Speech-Language Pathology & Audiology	0	2	0	0	0	0	5	0	13	0	1	0	21	22
Veterinary Medicine	2	5	3	6	402	0	56	6	4	32	3	2	521	361
Veterinary Technicians *	1	0	0	0	0	0	0	0	0	0	0	0	1	4
Vocational Nursing	110	136	5	3	42	1	240	2	5	1	0	232	777	659
Psychiatric Technicians	9	22	2	0	14	2	127	0	0	0	0	81	257	203
TOTALS	602	554	163	286	9,685	83	2,814	168	661	201	1,071	602	16,890	5,947

* Endnote appears at the end of the report.
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INFORMAL ACTIONS / PETITIONS TO COMPEL EXAMINATIONS

	INFORMAL ACTIONS, BY TYPE				PETITIONS TO COMPEL EXAMS		
FISCAL YEAR 1998/99	Warning / Cease & Desist Letters Issued	Office Conference/ Informal Hearing	Reprimand / Violation / Education Letters Issued	Total Informal Actions	Filed	Granted	Denied
Acupuncture	3	0	0	3	0	0	0
Behavioral Sciences	19	2	0	21	2	1	0
Dental Examiners	0	0	0	0	1	0	0
Dispensing Opticians **	20	1	0	21	0	0	0
Guide Dogs for the Blind *	0	0	0	0	0	0	0
Hearing Aid Dispensers	29	0	40	69	n/a	n/a	n/a
Midwifery **	0	0	0	0	0	0	0
Nursing Home Administrators	9	3	n/a	12	0	0	0
Optometry	111	0	0	111	0	0	0
Outpatient Settings **	0	0	0	0	0	0	0
Pharmacy	40	87	227	354	0	0	0
Physical Therapy	2	0	NDA	2	0	0	0
Physicians Assistant	2	3	1	6	0	0	0
Physicians / Surgeons **	0	65*	0	65	39	32	4
Podiatric Medicine	13	23	4	40	0	0	0
Psychology	10	19	19	48	2	2	0
Registered Nursing	3*	0	1	4	8	6	0
Respiratory Care	134	0	147	281	1	1	0
Speech-Language Pathology & Audiology	0	0	0	0	0	0	0
Veterinary Medicine	26	2	149	177	0	0	0
Veterinary Technicians	0	0	0	0	0	0	0
Vocational Nursing	257	111*	0	368	4	4	0
Psychiatric Technicians	96	37*	0	133	1	1	0
TOTALS	774	353	588	1,715	58	47	4

* Endnote appears at the end of the report.
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n/a Not applicable
NDA Due to the nature of the tracking system, data cannot be displayed in this format.

COMPLAINTS REFERRED TO SWORN INVESTIGATORS FOR FORMAL INVESTIGATION

		INVESTIGATIONS CLOSED, BY CATEGORY														REFERRED	
FISCAL YEAR 1998/99	Investigations Opened	Criminal Charges/ Conviction of a Crime	Fraud	Substance Abuse or Mental / Physical Impairment	Drug Related Offenses	Negligence/ Incompetence	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed/ Unregistered	Unsafe/ Unsanitary Conditions	Non-Jurisdictional	Other	Total Investigations Closed	Total Investigations Pending	Referred to AG	Referred to DA/CA
Acupuncture	29	8	1	0	1	6	8	10	0	6	0	0	1	41	15	23	3
Behavioral Sciences	61	1	4	4	0	11	18	25	0	10	0	1	2	76	56	41	0
Dental Auxiliaries	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dental Examiners	450	20	18	19	19	234	3	132	3	82	7	5	23	565	373	123	43
Dispensing Opticians **	33	0	0	0	0	1	0	4	0	12	0	0	0	17	21	0	0
Guide Dogs for the Blind *	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearing Aid Dispensers	23	0	9	0	0	2	0	0	0	2	0	0	0	13	21	7	1
Midwifery **	3	0	0	0	0	1	0	1	0	1	0	0	0	3	2	1	0
Nursing Home Administrators *	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Optometry	79	1	11	1	0	14	0	21	0	11	1	0	1	61	71	10	0
Outpatient Settings **	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Physical Therapy	73	4	3	2	0	5	0	6	0	24	0	0	7	51	70	17	5
Physicians Assistant	38	3	0	2	4	11	2	2	1	10	0	0	1	36	21	10	0
Physicians / Surgeons **	2,072	102	115	85	191	988	140	453	14	259	5	1	50	2,403	1,139	551	81
Podiatric Medicine	27	2	10	5	0	18	1	14	2	5	0	0	1	58	25	23	2
Psychology	122	8	10	3	1	26	13	45	3	38	0	0	6	153	82	55	7
Registered Nursing *	1,215	170	24	140	170	158	5	296	13	54	0	7	45	1,082	1,268	280	28
Research Psychoanalysts **	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Respiratory Care	19	2	1	2	0	2	0	10	0	3	0	0	0	20	15	16	1
Speech-Language Pathology & Audiology	6	0	2	0	0	1	1	1	0	1	0	0	0	6	6	0	2
Veterinary Medicine	41	3	0	5	1	5	0	4	0	14	6	0	2	45	52	7	3
Veterinary Technicians *	3	2	0	1	0	0	0	0	0	0	0	0	0	1	2	1	0
Vocational Nursing	158	4	22	3	1	30	0	134	0	3	1	0	7	205	172	83	6
Psychiatric Technicians	52	0	2	2	0	6	2	63	0	0	0	0	6	81	60	44	0
TOTALS	4,504	330	232	274	388	1,519	193	1,221	36	535	20	14	152	4,917	3,471	1,292	182

* Endnote appears at the end of the report.
** Programs overseen by the Medical Board of California.

COMPLAINTS REFERRED TO NON-SWORN INVESTIGATORS FOR FORMAL INVESTIGATION

		INVESTIGATIONS CLOSED, BY CATEGORY														REFERRED	
FISCAL YEAR 1998/99	Investigations Opened	Criminal Charges/ Conviction of a Crime	Fraud	Substance Abuse or Mental / Physical Impairment	Drug Related Offenses	Negligence/ Incompetence	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed/ Unregistered	Unsafe/ Unsanitary Conditions	Non-Jurisdictional	Other	Total Investigations Closed	Total Investigations Pending	Referred to AG	Referred to DA/CA
Dispensing Opticians **	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Guide Dogs for the Blind *	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Midwifery **	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nursing Home Administrators *	1	0	0	0	0	0	0	0	0	1	0	0	0	1	1	0	0
Optometry	22	1	4	1	0	4	0	2	0	9	0	0	1	22	53	4	0
Outpatient Settings **	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy	757	20	12	2	125	232	0	142	0	104	12	13	25	687	867	134	0
Physicians / Surgeons **	67	0	0	0	0	0	0	0	90*	0	0	0	0	90	6	67	0
Podiatric Medicine	64	0	0	0	0	55	0	0	0	0	0	0	0	55	9	0	0
Psychology	1	0	0	0	0	3	0	0	0	0	0	0	0	3	3	0	0
Research Psychoanalysts **	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Respiratory Care	213	146	11	8	49	3	4	13	0	5	0	0	2	241	115	72	0
Speech-Language Pathology & Audiology	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA
TOTALS	1,124	167	27	11	174	297	4	157	90	118	12	13	28	1,098	1,053	277	0

* Endnote appears at the end of the report.
** Programs overseen by the Medical Board of California.
NDA Due to the nature of the tracking system, data cannot be displayed in this format.

ACTIONS FILED

FISCAL YEAR 1998/99	Accusations / Petitions to Revoke Probation Filed	Statement of Issues Filed	Citations Issued	Criminal Actions Filed	Civil Actions Filed	Restraining Orders / Interim Suspension Orders Issued
Acupuncture	18	1	0	0	0	0
Behavioral Sciences	40	2	7	1	0	1
Dental Examiners	73	2	52	43	0*	3
Dispensing Opticians **	1	0	3	0	0	0
Guide Dogs for the Blind *	0	0	0	0	0	0
Hearing Aid Dispensers	1	0	3	1	0	0
Midwifery **	1	0	n/a	0	0	0
Nursing Home Administrators	0	0	66	0	0	0
Optometry	10	0	0	0	0	0
Outpatient Settings **	0	0	n/a	0	0	0
Pharmacy	53	6	112	1	0	2
Physical Therapy	16	2	0	5	n/a	3
Physicians Assistant	7	1	10	0	0	2
Physicians / Surgeons **	392	8	332	45	4	62*
Podiatric Medicine	15	2	35	2	0	1
Psychology	40	7	6	7	1	1
Registered Nursing	131	35	8	20	0	0
Research Psychoanalysts **	0	0	n/a	0	0	0
Respiratory Care	92	9	24	1	0	1
Speech-Language Pathology & Audiology	1	0	8	1	0	0
Veterinary Medicine	11	0	46	3	0	0
Veterinary Technicians *	2	0	0	0	0	0
Vocational Nursing	102	11	76	19	0	0
Psychiatric Technicians	43	4	7	0	0	0
TOTALS	1,049	90	795	149	5	76

* Endnote appears at the end of the report.
** Programs overseen by the Medical Board of California.
n/a Not applicable

ADMINISTRATIVE OUTCOMES AGAINST LICENSES / REGISTRATIONS / CERTIFICATES / PERMITS

FISCAL YEAR 1998/99	Revocation	Surrender of License	Probation with Suspension	Suspension Only	Probation Only	Public Reprimand	Licenses Denied	Other Decisions	Withdrawn/ Dismissed
Acupuncture	6	2	1	0	2	0	1	4	2
Behavioral Sciences	11	8	2	0	14	0	1	0	3
Dental Examiners	13	6	18	0	38	1	4	5	2
Dispensing Opticians **	0	0	0	0	0	0	0	0	1
Guide Dogs for the Blind *	0	0	0	0	0	0	0	0	0
Hearing Aid Dispensers	1	0	0	0	0	0	0	0	0
Midwifery **	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	0	0
Outpatient Settings **	0	0	0	0	0	0	0	0	0
Pharmacy	20	2	20	0	21	7	6	1	26
Physical Therapy	4	2	2	0	2	1	0	2	1
Physicians Assistant	0	3	3	0	3	2	0	1	3
Physicians / Surgeons **	48	77	12	3	110	45	6	64	156
Podiatric Medicine	1	4	0	0	13	1	0	2	18
Psychology	5	9	9	0	10	0	2	7	6
Registered Nursing	60	17	3	1	66	0	8	0	14
Research Psychoanalysts **	0	0	0	0	0	0	0	0	0
Respiratory Care	34	6	3	0	40	7	1	0	0
Speech-Language Pathology & Audiology	1	0	0	0	0	0	0	0	0
Veterinary Medicine	6	3	3	0	2	0	0	3	0
Veterinary Technicians	0	0	0	0	0	0	0	0	0
Vocational Nursing	47	6	0	0	32	0	18	3	1
Psychiatric Technicians	15	2	0	1	16	0	2	3	1
TOTALS	272	147	76	5	369	64	49	95	234

* Endnote appears at the end of the report.
** Programs overseen by the Medical Board of California.
NDA Due to the nature of the tracking system, data cannot be displayed in this format.

PETITIONS FOR PENALTY RELIEF

FISCAL YEAR 1998/99	PETITIONS FOR MODIFICATION / TERMINATION OF PROBATION		PETITIONS FOR REINSTATEMENT OF REVOKED LICENSES / REGISTRATIONS	
	Granted	Denied	Granted	Denied
Acupuncture	2	0	0	0
Behavioral Sciences	1	0	0	1
Dental Examiners	7	8	0	5
Dispensing Opticians **	0	0	0	0
Hearing Aid Dispensers	0	0	0	1
Midwifery **	0	0	0	0
Nursing Home Administrators	0	0	0	1
Optometry	1	0	0	0
Outpatient Settings **	0	0	0	0
Pharmacy	0	0	0	2
Physical Therapy	0	0	1	1
Physicians Assistant	0	0	0	0
Physicians / Surgeons **	15	10	4	4
Podiatric Medicine	0	0	0	1
Psychology	0	0	2	1
Registered Nursing	13	1	5	7
Research Psychoanalysts **	0	0	0	0
Respiratory Care	4	1	0	2
Speech-Language Pathology & Audiology	0	0	0	0
Veterinary Medicine	0	0	0	0
Veterinary Technicians	0	0	0	0
Vocational Nursing	5	0	8	12
Psychiatric Technicians	2	2	2	4
TOTALS	50	22	22	42

INSPECTIONS

FISCAL YEAR 1998/99	Total Number Inspections	Notices of Violation Issued	Compliance Verified	Inspection Citations Issued
Dental Examiners	138	52	66	46
Dispensing Opticians **	0	0	0	0
Guide Dogs for the Blind *	3*	0	0	0
Nursing Home Administrators *	NDA	NDA	NDA	n/a
Optometry	0	0	0	0
Pharmacy	386*	49	n/a	n/a
Podiatric Medicine	1	0	0	0
Veterinary Medicine	283	537	274	4
TOTALS	811	638	340	50

* Endnote appears at the end of the report.
** Programs overseen by the Medical Board of California.
n/a Not applicable
NDA Due to the nature of the tracking system, data cannot be displayed in this format.

DRUG DIVERSION PROGRAMS

FISCAL YEAR 1998/99	REFERRALS			CASES CLOSED				
	Self-Referrals	Board Referrals	Total No. of Participants	Successful Completions	Non-Compliance	Withdrawals	Not Eligible/ Not Interested	Total Cases Closed
Dental Examiners	20	21	95	9	10	1	5	25
Nursing Home Administrators	0	0	0	NDA	NDA	NDA	NDA	NDA
Pharmacy	13	8	51	7	4	3	1	15
Physical Therapy	0	1	1	0	0	0	0	0
Physicians Assistant	2	1	9	1	0	0	0	1
Physicians / Surgeons **	53	27	237	34	10	8	24	76
Podiatric Medicine *	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Registered Nursing	40	99	371	66	69	24	5	164
Speech-Language Pathology & Audiology	0	0	0	0	0	0	0	0
Veterinary Medicine	2	1	3	1	0	0	0	1
Veterinary Technicians	0	0	0	0	0	0	0	0
TOTALS	130	158	767	118	93	36	35	282

* Endnote appears at the end of the report.
** Programs overseen by the Medical Board of California.
n/a Not applicable
NDA Due to the nature of the tracking system, data cannot be displayed in this format.

MONETARY SAVINGS / COST RECOVERY / RESTITUTION

FISCAL YEAR 1998/99	SAVINGS ACHIEVED TO CONSUMERS, BY TYPE					
	Refunded to Consumers	Rework - No Charge to Consumers	Adjustments in Money Owed / Product Return/Exchange	Total Savings Achieved to Consumers	Total Cost Recovery Ordered to Board	Total Restitution Ordered to Consumers
Acupuncture	$0	$0	$0	$0	$27,672	$0
Behavioral Sciences	n/a	n/a	n/a	n/a	$63,269	$1,200
Dental Examiners	$75,964	$9,022	$59,338	$144,325	$230,524	$0
Dispensing Opticians **	$0	$0	$0	$0	n/a	$0
Hearing Aid Dispensers	$29,368	$0	$0	$29,368	$2,600	$0
Midwifery **	$0	$0	$0	$0	n/a	$0
Nursing Home Administrators	n/a	n/a	n/a	n/a	$0	$0
Optometry	$2,963	n/a	$75	$3,038	$0	n/a
Outpatient Settings **	$0	$0	$0	$0	n/a	$0
Pharmacy	$0	$0	$0	$0	$176,049	n/a
Physical Therapy	n/a	n/a	n/a	n/a	$41,017	n/a
Physicians Assistant	n/a	n/a	n/a	n/a	$27,091*	n/a
Physicians / Surgeons **	n/a	n/a	n/a	n/a	$2,232,975	$360,629
Podiatric Medicine	n/a	n/a	n/a	n/a	$31,758	n/a
Psychology	n/a	n/a	n/a	n/a	$76,031	$7,000
Registered Nursing	n/a	n/a	n/a	n/a	$451,618	n/a
Research Psychoanalysts **	$0	$0	$0	$0	n/a	$0
Respiratory Care	n/a	n/a	n/a	n/a	$212,607	n/a
Speech-Language Pathology & Audiology	$0	$0	$0	$0	$0	$0
Veterinary Medicine	n/a	n/a	n/a	n/a	$47,392	n/a
Veterinary Technicians	$0	$0	$0	$0	$0	$0
Vocational Nursing	n/a	n/a	n/a	n/a	$151,962	n/a
Psychiatric Technicians	n/a	n/a	n/a	n/a	$55,545	n/a
TOTALS				$176,731	$3,828,111	$368,829

* Endnote appears at the end of the report.
** Programs overseen by the Medical Board of California.
n/a Not applicable

Department Overview

DIVISIONS, BUREAUS, AND PROGRAMS UNDER THE DIRECTOR'S AUTHORITY – Includes the Bureaus of Automotive Repair and Smog Check, Electronic and Appliance Repair, Home Furnishings and Thermal Insulation, Security and Investigative Services, and Private Postsecondary and Vocational Education; Barbering and Cosmetology, Cemetery and Funeral, Arbitration Review, and Nursing Home Administrator Programs; the Divisions of Investigation, Consumer Information and Analysis, Licensing, Enforcement, Communications and Education, and Administrative and Information Services; and the Offices of Examination Resources, Executive, Internal Audits, Legal Affairs, and Legislative and Regulatory Review.

No. of Board Members are members of the Bureau of Security and Investigative Services' Disciplinary Review Committee, Bureau for Private Postsecondary and Vocational Education's Advisory Committee, the Barbering and Cosmetology Program Disciplinary Review Committee, and the Bureau of Automotive Repair Inspection and Maintenance Review Committee.

GUIDE DOGS FOR THE BLIND – Reestablished as a Board effective FY 1998/99.

LANDSCAPE ARCHITECTS – The five members shown under *No. Board Members* are committee members who report to the Board of Architectural Examiners.

NURSING HOME ADMINISTRATORS – The Board sunsetted effective July 1, 1998. The authority and regulation of the nursing home administrators continues under the auspices of the Nursing Home Administrator Program. Sunset language provided the Department with authority over the program; however, an interagency agreement was entered into with the Department of Health Services (DHS) delegating oversight of the Program's day-to-day operations to DHS through June 30, 2001.

VETERINARY MEDICAL AND VETERINARY TECHNICIANS – Registered Veterinary Technicians merged with the Veterinary Medical Board effective FY 1998/99.

VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS – One *Field Office* used as an exam site.

Licenses & Registrations

ACCOUNTANCY – Due to the nature of the Board's exams, data for *Written Pass Rate %* cannot be displayed in this table's format. The CPA exam has four sections, not all of which must be taken at one time. A total of 16,721 individuals were scheduled to take some portion of the exam, and 14,092 actually sat for it. For the two exams given in FY 1998/99, between 35% and 41% of the candidates passed each of the four exam sections administered.

ARCHITECTURAL EXAMINERS – *Licenses/ Registrations Renewed* data reflect biennial renewals every odd year. *Examination* data for the last quarter are not yet available from the test vendor. The Board anticipates receipt of the statistics on or after December 1, 1999.

ATHLETIC – *Applications Denied* includes incomplete applications. Effective October 1997, the Commission no longer schedules exams.

AUTOMOTIVE REPAIR AND SMOG CHECK – *Written Pass Rate %* for the Smog Check Technician exam is 76% and 42% for the Brake/Lamp Adjuster exam.

CEMETERY AND FUNERAL – With implementation of new legislation in FY 1997/98, the examination requirement was repealed for Cemetery Salespersons, increasing the number of *Applications Received*. Additional legislation requires Funeral Director Managers to obtain a personal license to remain in the workforce. This would account for the increase in the *Total Active Licenses* reported. In the past, there was no mechanism in place to track the number of Funeral Director Managers in the industry. A new requirement effective July 1, 1999, requires candidates to possess an AA degree or equivalent to qualify to take an examination. The Program conducted an examination in June 1999 that resulted in a 54% increase in *Applications Received* and candidates scheduled for the examination. Data displayed for the *Exams Scheduled* and *Written Pass Rate %* are for the Funeral Program only. The Cemetery Program scheduled 44 written exams, with a 75% *Written Pass Rate*.

ENGINEERS AND LAND SURVEYORS – *Applications Received* reflects only those applications received within the specified 1998/99 fiscal year. Data on actual *Examination* results and *Licenses/ Registrations Issued* are based on October 1998 and April 1999 test administrations only. There is no relationship between the number of *Applications Received* and the actual *Pass Rate %* within the fiscal year.

GUIDE DOGS FOR THE BLIND – Reestablished as a Board effective FY 1998/99.

Endnotes

Licenses & Registrations, Cont.

Midwifery – The decrease in *Licenses/Registrations Issued* in FY 1998/99 is due in part to the fact that the two previous years were the first years that licensure was available to midwives in California. After that initial group of applicants came through the process, activity dropped off, in large part due to the unavailability of approved midwifery programs and the limited capacity of the challenge mechanism. The decrease in *Exams Scheduled* during FY 1998/99 was caused by an exam fee increase imposed by the exam provider, which was in excess of the maximum allowable dollar figure in statute. While amendments to B & P Code Section 2520 to allow for future fee increases were in process, applicants for the licensing exam were referred to another state licensing board to sit for its exam.

Nursing Home Administrators – Due to the nature of the tracking system, data for *Total Active Licenses/Registrations* and *Total Inactive Licenses/Registrations* cannot be displayed in this format; however, there are currently more than 3,800 licensed administrators in the state. Applicants take a two-part written exam: a state exam and a national exam. Two exams were scheduled during the fiscal year with a *Pass Rate %* of 51% for the state exam and 43% for the national exam.

Optometry – *Exams Scheduled* increased on a one-time basis due to the switching of the summer examination from July to June; thereby, displaying data for three exams instead of two in this fiscal year.

Physical Therapy (PTBC) – *Exams Scheduled* and the *Written Pass Rate %* are based on the National Physical Therapist and Physical Therapist Assistant practice exams only. The PTBC also administered 1,618 Laws and Regulations (Jurisprudence) examinations during FY 1998/99: 1,463 applicants passed, for a *Written Pass Rate* of 90%.

Physicians Assistant – Includes Supervising Physician approval data: 1,469 *Applications Received;* 1,486 approvals *Issued;* 10,161 *Active; 4,120 Inactive;* and 3,871 *Renewed.*

Podiatric Medicine – Includes limited license data: 69 *Applications Received; 69 Licenses/Registrations Issued;* and 120 *Active.* FY 1997/98 *Active* indicated 2,141 incorrectly; it should have been 2,122. FY 1997/98 *Inactive* indicated 100; it should have been 460.

Private Postsecondary and Vocational Education – The increase in *Applications Received and Licenses/Registrations Issued* is a result of additional staff being hired at the Bureau during FY 1998/99, which resulted in additional workload being processed. Due to the nature of the tracking system, applications approved, withdrawn, and abandoned are counted as *Licenses/Registrations Issued.* This is because the Bureau views all of these categories as finalized.

Psychology – Data reflect license and registration activity for Licensed Psychologists, Registered Psychologists, and Registered Psychological Assistants combined. *Applications Denied* is formal denials, withdrawals, unqualified applicants, and deceased applicants. *Exams Scheduled* and *Pass Rate %* data apply to Licensed Psychologists only.

Research Psychoanalysts – *Renewed* data reflect a biennial renewal date. License renewal occurs February of every even-numbered year.

Speech-Language Pathology and Audiology – FY 1997/98 *Applications Received* displayed 1,377 in error; it should have been reported as 549.

Veterinary Medical – Total *Exams Scheduled* includes 303 National Board Examinations (NBE); 447 California State Boards (CSB); 287 Clinical Competency Tests (CCT); 41 California Reciprocity Examinations (CRE); 22 Reciprocity Veterinary Licensing Examinations (RVLE); and 120 Regular Veterinary Licensing Examinations (VLE). *Written Pass Rate %* consists of 60% NBE; 83% CSB; 60% CCT; and 100% CRE, VLE, and RVLE.

Vocational Nursing and Psychiatric Technicians – *Active* includes 150-day temporary licenses. *Inactive* includes delinquent, inactive, and continuing education holds.

Certificates & Permits

Athletic – *Applications Received, Certificates/Permits Issued,* and *Active* are Closed Circuit Telecast permits. In FY 1998/99 there were no major closed circuit boxing events (i.e., Holyfield vs. Tyson).

Automotive Repair and Smog Check – The Gold Shield Program began in May 1997. Data for *Applications Received* and *Certificates/Permits Issued* in FY 1997/98 reflect the initial "rush" from smog stations submitting their applications to be considered for the program. The decrease in *Applications Received* and *Certificates/Permits Issued* in FY 1998/99 is reflective of the average volume of applications.

Cemetery and Funeral – Data applies to the Funeral Program only.

Contractors – Data reflect the Board's implementation of a new Home Improvement Certification effective January 1, 1999.

Engineers and Land Surveyors – *Applications Received* reflects only those applications that were received within the specified 1998/99 fiscal year. Data on actual *Examination* results and *Certificates/Permits Issued* are based on October 1998 and April 1999 test administrations only. There is no relationship between the number of *Applications Received* and the actual *Pass Rate* within the fiscal year.

NURSING HOME ADMINISTRATORS – *Certificates/Permits Issued* are currently licensed nursing home administrators who attend Board-approved preceptor training.

PHYSICIANS ASSISTANT – *Applications Received, Certificates / Permits Issued,* and *Active* are Physician Assistant Interim Approval permits.

PODIATRIC MEDICINE – Includes Ankle Surgery certificate data: 9 *Applications Received* and 9 *Certificates/Permits Issued. Active* and *Renewed* data represent Fictitious Name permits only. Due to the nature of the tracking system, Ankle Surgery certificate data for *Active*, *Inactive* and *Renewed* are not available.

PRIVATE POSTSECONDARY AND VOCATIONAL EDUCATION – The increase in *Applications Received, Denied, and Certificates/Permits Issued* is a result of additional staff being hired at the Bureau during FY 1998/99, which resulted in additional workload being processed. Due to the nature of the tracking system, applications approved, withdrawn, and abandoned are counted as *Certificates/ Permits Issued*. This is because the Bureau views all of these categories as finalized. *Certificates/ Permits* include Agent Permits that are valid for one calendar year.

REGISTERED NURSING – Effective July 1, 1998, Clinical Nurse Specialist was mandated as a new certification category.

RESPIRATORY CARE – *Applications Received* data are included with the License/ Registration applications on the previous chart.

SECURITY AND INVESTIGATIVE SERVICES – FY 1997/98 *Applications Received* data were applications sent out to the training facilities for issuance of baton permits. DCA does not actually issue the permits. What we are issuing is the application to the training facilities, which may or may not be completed. Therefore, baton permit applications were not counted in the data reported for FY 1998/99. The increase the *Total Inactive Certificates/Permits* for FY 1998/99 is due to Firearm Qualifications (FQ) permit holders not renewing because of a change in the law which requires four (4) requalifications. The increase in *Renewal* data for FY 1998/99 is the result of a change to a 2-year FQ renewal cycle. The FY 1997/98 *Exams Scheduled* data reflected a monthly exam. In FY 1998/99, the examination was decreased to only six times yearly.

VOCATIONAL NURSING – *Certificates/Permits Issued* includes 10 Interim permits, 1,701 Intravenous Therapy certificates, 466 Blood Withdrawal certificates, and 561 Intravenous Therapy/Blood Withdrawal certificates. These data reflect a decrease due to a new requirement that Department of Justice fingerprint clearance be received prior to issuance of an Interim permit.

Fingerprints

ATHLETIC – *Fingerprints* are required for original promoter, matchmaker, and manager applicants.

CEMETERY AND FUNERAL – *Fingerprints* are required for the Funeral Program only.

GUIDE DOGS FOR THE BLIND – Reestablished as a Board effective FY 1998/99.

NURSING HOME ADMINISTRATORS – Data are unavailable for *Fingerprints* because of Program sunset, transition, and office relocation.

PHYSICIANS ASSISTANT – *Fingerprints* applies to Physician Assistant licenses only.

PSYCHOLOGY – Data reflect *Fingerprint* activity for Licensed Psychologists, Registered Psychologists, and Registered Psychological Assistants combined.

SECURITY AND INVESTIGATIVE SERVICES – FY 1998/99 *Fingerprints* increased due to a decrease in the Department of Justice's (DOJ) turnaround time for clearances and rap sheets to 1 to 3 months. In FY 1997/98, the turnaround time on clearances and rap sheets from DOJ was 3 to 6 months.

STRUCTURAL PEST CONTROL – *Fingerprints* are only requested of applicants indicating a prior conviction(s) on their application.

VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS – *Fingerprints* includes 387 rap sheets and 159 subsequent arrest reports for Vocational Nursing, and 59 rap sheets and 13 subsequent arrest reports for Psychiatric Technicians.

Endnotes

Approvals/Accreditation and Continuing Education

Accountancy – The Board does not approve *Continuing Education Providers* generally. This figure displays only the number of providers approved for the Professional Conduct and Ethics requirement and does not include the many providers offering other continuing education courses.

Private Postsecondary and Vocational Education – *Approvals/Accreditation* represents data available for approved degree granting and non-degree granting institutions as of June 30, 1999.

Psychology – *Number of Providers* and *Number of Audits* are applicable to Licensed Psychologists only.

Speech-Language Pathology and Audiology – Data on this chart reflect implementation of a Continuing Professional Development Program mandated by AB 205 that became effective January 1, 1999. Emergency regulations were adopted by the Secretary of State on April 7, 1999.

Structural Pest Control – In previous years, the Board did not report the *Number of Continuing Education Audits* due to the lack of tracking capability. All licensees are required to have a minimum number of continuing education hours based on the type of license being renewed. This report reflects the actual number of renewal applications that were audited for continuing education hours.

Veterinary Technicians – *Number of Approvals* is from quarterly reports submitted pursuant to CCR 2065.9.

Complaints Received

Athletic – *Public* is telephone and email complaints regarding unlicensed mixed martial arts events and martial arts schools. *Internal/Other* is boxer/manager contract disputes.

Automotive Repair and Smog Check – The increase in the *Internal/Other* category of complaints over FY 1997/98 is due to a redirection of the Unlicensed Activity Unit's entire workload toward the Automotive Repair Program.

Guide Dogs for the Blind – Reestablished as a Board effective FY 1998/99.

Private Postsecondary and Vocational Education – Complaint source data are not available, although it is probable that the *Total Complaints Received* derived from more than one source.

Security and Investigative Services – The decrease compared to FY 1997/98 data reported for *Government/Law Enforcement* is due to the reduction of cases referred to the program from external agencies/sources and the Division of Investigation. The increase in *Internal/Other* over data reported for FY 1997/98 is due to the redirection of the Unlicensed Activity Unit's workload entirely toward the Automotive Repair Program.

Veterinary Technicians – In previous years, cases against Registered Veterinary Technicians (RVT) were opened under the managing licensee rather than the RVT; therefore, data were included in the Veterinary Medicine display. Education of licensees is a direct result of the increase shown in enforcement activity.

Complaints Closed Without Going to Investigation

Automotive Repair and Smog Check – The increase in the *Unlicensed/Unregistered* category of complaints over FY 1997/98 is due to a redirection of the Unlicensed Activity Unit's entire workload toward the Automotive Repair Program.

Cemetery and Funeral – *Total Complaints Closed* decreased due to the transition of complaint mediation functions and enforcement functions from centralized DCA management to the Cemetery and Funeral Program.

Guide Dogs for the Blind – Reestablished as a Board effective FY 1998/99.

Nursing Home Administrators – Data are unavailable because of Program sunset, transition, and office relocation.

Pharmacy – These data represent complaints that were mediated rather than referred for formal investigation.

Physicians/Surgeons – *Discipline by Another State or Agency* increased from last fiscal year due to a shift in responsibility from non-sworn investigators to complaint analysts.

Private Postsecondary and Vocational Education – Category data for *Complaints Closed* are not available, although it is probable that the number of complaints closed are from multiple categories.

Security and Investigative Services – The decrease compared to FY 1997/98 data reported for *Unlicensed/Unregistered* is due to the reduction of cases referred to the program from external agencies/sources and the Division of Investigation.

VETERINARY TECHNICIANS – In previous years, cases against Veterinary Technicians (RVT) were opened under the managing licensee rather than the RVT; therefore, data were included in the Veterinary Medicine display. Education of licensees is a direct result of the increase shown in enforcement activity.

Informal Actions

AUTOMOTIVE REPAIR AND SMOG CHECK – *Warning / Cease and Desist Letters Issued* includes first warning, and cease and desist letters issued by the Unlicensed Activity Unit. The increase over data reported for FY 1997/98 is due to a redirection of the Unlicensed Activity Unit's entire workload toward the Automotive Repair Program. *Office Conference* data may include Educational Conference statistics.

GUIDE DOGS FOR THE BLIND – Reestablished as a Board effective FY 1998/99.

PHYSICIANS/SURGEONS – The decrease from FY 1997/98 data reflects the utilization of the Board's Cite and Fine program instead of cease and desist letters.

PRIVATE POSTSECONDARY AND VOCATIONAL EDUCATION – The increase in "Informal Actions" is a result of additional staff being hired at the Bureau during FY 1998/99, which resulted in additional workload being processed.

REGISTERED NURSING – Alternative methods are now in use in lieu of *Warning/Cease and Desist Letters Issued.*

SECURITY AND INVESTIGATIVE SERVICES – *Warning/Cease and Desist Letters Issued* has decreased significantly due to budget expenditure overrun. *Informal Hearings* data are Disciplinary Review Committee hearings only.

STRUCTURAL PEST CONTROL – In previous years, *Warning/Cease and Desist Letters Issued* data were manually gathered for this report. It is apparent that the information gathered was not consistently reported from year to year. Therefore, these data are not reflected in this report. The Board will begin reporting these data once a tracking system can be implemented.

VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS – *Office Conference/Informal Hearings* include 108 probation compliance and 3 remediation meetings for Vocational Nursing, and 37 probation compliance meetings for Psychiatric Technicians.

Complaints Referred to Sworn Investigators for Investigation

ACCOUNTANCY – *Investigations Closed, Pending,* and *Referred to AG* are combined under "Complaints Referred to Non-Sworn Investigators for Formal Investigation."

BARBERING AND COSMETOLOGY – *Investigations Pending* include investigations pending completion by the Division of Investigation or pending closure or further action by program staff.

COURT REPORTERS – *Investigations Opened* include cases sent directly to the District Attorney General's office for disciplinary action.

GUIDE DOGS FOR THE BLIND – Reestablished as a Board effective FY 1998/99.

NURSING HOME ADMINISTRATORS – Data are unavailable because of Program sunset, transition, and office relocation.

PRIVATE POSTSECONDARY AND VOCATIONAL EDUCATION – Category data for *Investigations Closed* are not available, although it is probable that the number of investigations closed is from multiple categories.

REGISTERED NURSING – The tracking system does not permit data separation of sworn and non-sworn investigators for investigations.

SECURITY AND INVESTIGATIVE SERVICES – The number of "Complaints Referred to Sworn Investigators for Investigation" has decreased as compared to data reported for FY 1997/98 due to budget restrictions and the referral of more cases to the program's field staff. Due to the nature of the tracking system, data for *Investigations Closed* cannot be displayed by category.

VETERINARY TECHNICIANS – In previous years, cases against Registered Veterinary Technicians (RVT) were opened under the managing licensee rather than the RVT; therefore, data were included in the Veterinary Medicine display. Education of licensees is a direct result of the increase shown in enforcement activity.

Complaints Referred to Non-Sworn Investigators for Investigation

ACCOUNTANCY – *Total Investigations Closed* includes 45 complaints referred to sworn investigators for formal investigation. *Referred to AG* includes complaints referred to both sworn and non-sworn investigators.

AUTOMOTIVE REPAIR AND SMOG CHECK – Individual investigations reported may include multiple licensees. Changes in the data reported for *Fraud* vs. *Incompetence/ Negligence* as compared to FY 1997/98 is due to an improved in-house tracking program that allows for more accurate tracking of the administrative outcomes for each investigation closed. The increase in *Unlicensed/ Unregistered* activity over data reported for FY 1997/98 is a result of backfilling full-time Unlicensed Activity field staff positions, which allowed the unit to investigate more cases for the Automotive Repair Program.

Endnotes

Complaints Referred to Non-Sworn Investigators for Investigation, Cont.

Engineers and Land Surveyors – *Investigations Opened* includes 14 complaints submitted to the Division of Investigation (DOI) for assistance. *Investigations Closed* includes 11 complaints closed by the Board that DOI returned for further action after completing its portion of the investigation. *Pending* includes 12 pending at DOI. *Referred to DA/CA* data are DOI referrals to the District Attorney for criminal prosecution.

Guide Dogs for the Blind – Reestablished as a Board effective FY 1998/99.

Physicians/Surgeons – *Discipline By Another State or Agency* decreased due to a shift in responsibility from non-sworn investigators to complaint analysts.

Security and Investigative Services – The decrease in *Investigations Referred to the Attorney General (AG)* and to the *District Attorney's Office (DA/CA)* as compared to data reported in FY 1997/98 is due to budget restrictions within the program.

Actions Filed

Automotive Repair and Smog Check – *Actions Filed* is individual actions taken against each licensee affected by an investigation. The increase in *Citations Issued* over data reported for FY 1997/98 is due to the implementation of covert audits against Test Only and Gold Shield Stations. The increase in *Civil Actions* over data reported for FY 1997/98 is the result of several cases against major automotive repair chains.

Dental Examiners – *Criminal Actions* includes those filed in civil courts.

Guide Dogs for the Blind – Reestablished as a Board effective FY 1998/99.

Physicians/Surgeons – *Interim Suspension Orders* include 31 interim orders; 2 temporary restraining orders; 8 automatic suspension orders pursuant to Business and Professions (B&P) Code 2236.1; 12 out-of-state suspension orders pursuant to B&P Code 2310; 4 license restrictions pursuant to Section 23 of the Penal Code; and 5 stipulated agreements to suspend or restrict the practice of medicine.

Structural Pest Control – Most *Accusations* contain multiple licensees. *Citations Issued* data reflect implementation of the Board's second Cite and Fine program on January 1, 1999. In prior years, the Board reported Pesticide Use citations from its first program. Pesticide Use citations are now tracked by the Department of Pesticide Regulation and are no longer reflected in this report. However, it should be noted that the Pesticide Use citations are issued to structural pest control licensees.

Veterinary Technicians – In previous years, cases against Registered Veterinary Technicians (RVT) were opened under the managing licensee rather than the RVT; therefore, data were included in the Veterinary Medicine display. Education of licensees is a direct result of the increase shown in enforcement activity.

Administrative Outcomes

Athletic – *Revocation* is professional boxers retired for inability to compete. *Suspension Only* is medical suspensions for boxers knocked out, injured, etc.

Guide Dogs for the Blind – Reestablished as a Board effective FY 1998/99.

Nursing Home Administrators – Data are unavailable because of Program sunset, transition, and office relocation.

Security and Investigative Services – The increase in *Revocation* as compared to data reported in FY 1997/98 is due to an elimination of backlogged cases at the Disciplinary Review Committee.

Petitions for Penalty Relief

Private Postsecondary and Vocational Education – "Petitions for Penalty Relief" data does not include conditional approvals.

Inspection Data

Athletic – *Number of Inspections* includes amateur and professional boxing and martial arts events, boxing gyms, mixed martial arts, and submission fighting events. *Notices of Violation Issued* includes unlicensed mixed martial arts events.

Automotive Repair and Smog Check – *Number of Inspections* includes both initial and periodic inspections of automotive repair dealers, smog check stations, and lamp and brake stations. Also included are quality assurance inspections and inspections relating to the Low Income Repair Assistance and Vehicle Repair Programs.

Barbering and Cosmetology – *Compliance Verified* includes compliance received for citations issued to establishments and to individuals cited within the establishment. The citation may not have been issued during FY 1998/99; however, the compliance was received during FY 1998/99. *Inspection Citations Issued* includes citations issued to establishments and to the individuals within the establishment during FY 1998/99.

GUIDE DOGS FOR THE BLIND – The Board inspects each school licensee at least once a year.

NURSING HOME ADMINISTRATORS – Data are unavailable because of Program sunset, transition, and office relocation.

PHARMACY – *Total Number Inspections* has decreased dramatically. The board has experienced a 55% vacancy rate in inspector positions due to a salary inequity with pharmacists practicing in the private sector. Additionally, to enhance compliance with pharmacists' law, the board implemented a pharmacy self-assessment program this past fiscal year. Pharmacists are now required to complete a self-assessment on a biennial basis confirming their compliance with pharmacists' law.

PRIVATE POSTSECONDARY AND VOCATIONAL EDUCATION – Number of inspections reported in FY 1997/98 was incorrect. No inspections were identified at that time.

STRUCTURAL PEST CONTROL – "Inspection Data" reflect implementation of the Board's Cite and Fine program on January 1, 1999.

Drug Diversion Programs

PODIATRIC MEDICINE – Effective January 1, 1999, the Board's Drug Diversion Program was sunsetted (SB 1981).

Monetary Savings/Cost Recovery

CEMETERY AND FUNERAL – *Total Cost Recoveries Ordered to the Board* is monies received through court order. *Total Restitution Ordered to Consumers* is monies returned to trust funds per court order.

PHYSICIANS ASSISTANT – *Cost Recoveries Ordered to the Board* is based on final disciplinary and citation decisions that became effective during FY 1998/99.

PRIVATE POSTSECONDARY AND VOCATIONAL EDUCATION – *Refunded to Consumers* is monies refunded through complaint mediation. This was stated in the FY 1997/98 report as "refunded through the Student Tuition Recovery Fund," but the figure reported for FY 1997/98 actually represented monies refunded through complaint mediation.

STRUCTURAL PEST CONTROL – The Board does not currently have a tracking system to collect data for *Total Cost Recovery Ordered to Board;* therefore, data reported for FY 1998/99 may not be fully represented.

Glossary of Terms

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 480-485 – A statute whereby applications are denied.

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

Certificate/Permit – A document issued to an individual who also holds a valid license or registration that requires a secondary permit or certificate for specialized work.

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.

Complaint – A communication alleging a violation of the Practice Act.

Continuing Education – Additional education required by a board for licensure renewal.

Contractual (violation) – Failure to provide or comply with terms of a contract/invoice or to honor a warranty.

Conviction of a Crime – Conviction of a crime related to the practice or profession. (Design/Construction Agencies only)

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.

Criminal Charges/Convictions – Misdemeanor or felony charges of conviction reported to the boards/commission, regardless of the nature of the crime (i.e., criminal conviction for embezzlement is categorized under this category, not "fraud.") (Healing Arts Agencies only)

Drug-Related Offenses – Violations involving controlled substances or dangerous drugs in which self-use has not been established. For example, illegally obtaining, diverting, or possessing drugs; falsifying records pertaining to drugs, illegal sales of drugs, or illegal/inappropriate prescribing or dispensing. (Healing Arts Agencies only)

Formal Investigations by Non-Sworn Investigators – Complaints referred to a non-sworn board investigator, inspector, or consultant to determine if violation of law has occurred.

Formal Investigations by Sworn Investigators – Complaints referred to the Division of Investigation or a sworn board investigator to determine if violations of law have occurred.

Fraud – Intentional acts of misrepresentation, supplying false information in connection with license application or renewal, illegal advertising, misleading advertising, substitution of goods/services, fraudulent billing (including Medi-Cal and insurance fraud), or unfair business practices (B&P Code 17200).

Health & Safety – Improper use of a toxic or hazardous substance, prescription abuses, sanitation deficiencies, and sale of dangerous substances or products.

Incompetence/Negligence – Substandard workmanship, departure from professional standards of practice, inadequate skills, or lack of knowledge. (Design/Construction and Business Services Agencies only. See Negligence/Incompetence for Healing Arts Agencies)

Informal Action – Notification informing a licensee that he or she is in violation of the statutes or regulations of a board/committee. The notification is accomplished by a letter of reprimand, notice of warning, violation letter, office conference, informal hearing, education letter, or cease-and-desist letter.

Inspection – Inspection of a licensed business resulting from a consumer complaint or for any other enforcement purpose.

Interim Suspension Order – A temporary order of an Administrative Law Judge that immediately suspends a license pending the outcome of disciplinary action taken by the board.

Monetary Savings – A refund to the consumer through mediation efforts (between a consumer and a licensee) of actual money, services performed without charge, changes made in dollar amounts owed by the consumer, or return and exchange of product purchased.

Negligence/Incompetence – Quality of care issues, departure from professional standards of practice, inadequate skills, lack of knowledge, excessive treatment, inadequate or inappropriate supervision, reports of malpractice, or hospital disciplinary reports. (B&P Code 800, Healing Arts Agencies only)

Non-Jurisdictional – Issues not specifically covered by statute (fee disputes, discourtesy, referrals to other agencies, etc.).

Notice of Violation – A notice to a licensee documenting the licensee's failure to comply with a statute or regulation.

Personal Conduct – Drug/alcohol abuse, moral turpitude, mental illness, or conviction of a crime (regardless of the nature of the crime).

Petition for Modification/Termination 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 or to end the probation prior to its designated completion date.

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

Petition to Compel Examination – A formal order by the board requiring a licensee to take a psychological, physical, or competency exam. Failure to comply with said order may result in additional action by the board.

Petition to Revoke Probation – A request filed by the board/committee to terminate probation resulting from a licensee's failure to comply with some or all terms of probation.

Probation – A license placed on probation as a result of a disciplinary action with specified terms and conditions attached. (Also included is suspension stayed, probation only; revocation stayed, probation only; revocation stayed, condition and probation; and initial licenses and reinstatements issued on probation.)

Probation with Suspension – A license placed on probation with a specified suspension period resulting from a disciplinary action. (Also included is revocation stayed, suspension and probation; suspension stayed, suspension and probation; revocation stayed, suspension, condition and probation.)

Product/Service Quality – Defective goods or products not performing as warranted, or dissatisfaction with services rendered.

Professional Misconduct – Unlawful business practices, abandonment, failure to release/return records, or aiding and abetting unlicensed activity. (Design/Construction Agencies only)

Public Reprimand – A reproval of a licensee that is a matter of public record for conduct in violation of the law. (Also included are public letters of reprimand pursuant to B&P Code Section 2233.)

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 the local district attorney (DA) or a city attorney (CA) for legal action.

Restitution – A court order directing a licensee to pay the consumer money resulting from a disciplinary action against the licensee.

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 Approval/Accreditation – Certification that a school meets the required criteria for licensure.

Sexual Misconduct – Any act of sexual misconduct, including sexual abuse, sexual contact or relations with a client, sexual harassment, etc. (Healing Arts and Business Services Agencies only)

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

Substance Abuse or Mental/Physical Impairment – Drug or alcohol abuse or impairment because of mental or physical illness. (Healing Arts Agencies only)

Surrender of License – The voluntary surrender of a license by the licensee resulting from a disciplinary action.

Suspension – A decision resulting from a disciplinary action whereby the right to practice a profession is temporarily discontinued or withdrawn. (Also included is revocation stayed, suspension only.)

Unlicensed/Unregistered – Unlicensed/unregistered activity, or aiding and abetting unlicensed activity.

Unprofessional Conduct – Unlawful business practices, abandonment, failure to release/return records, or breach of confidentiality. (Business Services Agencies only)

Unprofessional Conduct – Patient/client abandonment, failure to release return records, breach of confidentiality, unethical practices, acts of violence, theft, failure to report abuse (child, spousal, elder, or dependent adult), or dual relationships. (These complaints do not include criminal convictions/charges and relate only to Healing Arts Agencies.)

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Secretary of the Treasury
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