CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS

2009 — 2010

ANNUAL REPORT

09/10

STATE OF CALIFORNIA

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DEPARTMENT OF CONSUMER AFFAIRS

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STATE OF CALIFORNIA

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DEPARTMENT OF CONSUMER AFFAIRS

Message from the Acting Director

I am pleased to present the Department of Consumer Affairs' (DCA) Annual Report for Fiscal Year 2009-10.

Despite challenges to our mission due to the sluggish economy, DCA has been diligent over the past year in enhancing consumer protection for all Californians and preserving the integrity of our State's marketplace. I want to emphasize that this would not have been possible without the hard work and dedication of our staff. They are to be commended for their steadfast commitment to our mission and vision in the face of extremely difficult economic times.

Highlighted in this report are the accomplishments of 36 boards, bureaus, and other DCA entities. Through these entities, DCA sets and enforces minimum standards for competence and education for a range of professions, including nursing, automotive repair, engineering, accounting, and psychology, among others. In FY 2009-10, these regulatory entities issued more 2.5 million licenses, certificates, or approvals in approximately 240 classifications.

Our greatest accomplishment—and our top priority—this fiscal year has been a dramatic improvement in the enforcement process for our healing arts boards. In August 2009, we began the Consumer Enforcement Protection Initiative for those boards to better safeguard consumers and businesses from practitioners who violate regulations that govern their licenses. The goal of the Initiative is to reduce the average time it takes to close an enforcement case from three years to between 12 and 18 months. An improved administrative process has already enabled the healing arts boards to deal with violators more quickly and effectively. As part of that initiative, we are enhancing resources, including a major new licensing and enforcement database that will support comprehensive enforcement process management and provide better service to consumers and licensees. While much remains to be done in this two-year effort, we made significant progress in Fiscal Year 2009-10.

DCA also established a significant benchmark in reducing California's carbon footprint through the programs offered by the Bureau of Automotive Repair (BAR). The Consumer Assistance Program, administered by BAR, helped nearly 56,000 consumers make repairs on their vehicles which reduced smog-forming emissions in the air. More than 20,000 high-polluting vehicles were also retired from California's

CONTINUED ON NEXT PAGE >>>

roads to further reduce emissions across the State. Qualified motorists received up to $500 for emissions-related repairs or $1,000 to retire their high-polluting vehicles.

In addition, our Board of Pharmacy developed new requirements for patient-oriented prescription container labels for patients. California is among the nation's leaders in helping patients avoid medication errors by making prescription labels easier to read and understand.

On January 1, 2010, DCA's Bureau for Private Postsecondary Education (BPPE) was established to oversee private career colleges and vocational schools. The Bureau exercises authority to approve or deny applications to operate private postsecondary institutions in California and verifies an institution's compliance with applicable laws and regulations. Statistical data for BPPE will be included in the Fiscal Year 2010-11 Annual Report.

Given the current economy, I know that for most Californians, the finances are a top priority. I am delighted to report that DCA's Arbitration Certification Program returned $12 million to consumers in refunds, replacement vehicles, extended service contracts, and repairs through State-certified arbitration programs.

At our Call Center and Correspondence Unit, which make up our Consumer Information Center, DCA received more than one million calls from consumers. The average wait time to speak to a phone agent was less than two minutes. Because the Department is sensitive to its customers' diverse needs, we offer in-house Spanish language assistance and translation services for 177 languages. We also responded to approximately 28,000 written and e-mail inquiries from consumers.

These are just a few of our accomplishments in Fiscal Year 2009-10. I am confident that the following pages will communicate the bigger picture of DCA's ongoing pledge to serve and protect California's consumers, and the hard work we do to accomplish that mission.

Brian J. Stiger

BRIAN J. STIGER, ACTING DIRECTOR
California Department of Consumer Affairs

Board and Bureau statistical informaton

DCA's regulatory boards and bureaus license, register, certify, permit, or approve individuals or businesses according to legislation and regulations. DCA's regulatory entities also investigate complaints and discipline those who violate practice requirements.

In the pages that follow, each board or bureau notes its accomplishments for the 2009-10 fiscal year. Boards and bureaus vary in their data reporting because of different legislative mandates for each regulatory program. Therefore, not all categories of data apply to all programs. In some instances, data may not be reported because a program does not track the information. When a particular survey question does not apply to a given program or there is no data to report, the table will indicate "n/a."

The definitions and criteria for data used in the tables are explained below:

PROGRAM SUMMARY

Staffing

Includes the number of civil service (staff) positions and exempt employees approved in the State budget. Exempt employees are executive-level personnel usually appointed by the board, the DCA Director, or the Governor.

Board, Committee, Commission, or Bureau Advisory Group Members

The number of members of a bureau or commission advisory group, or the professional and public members of a board. Professional members represent a specific profession or field. Public members represent the public. Both types are appointed by the Governor, the Senate, or the Assembly.

Strategic Planning and Outreach

The date given is the date the entity established its strategic plan. Outreach details the number of times the executive officer or staff participated in outreach events for consumers, professional groups, etc.

SUMMARY OF LICENSING ACTIVITY

Total types of licenses/certificates/permits

The number of initial applications, the number of licenses issued, and number renewed. Licensing population means how many individuals hold each type of license or certificate.

Renewal and continuing education

These figure include how often a license must be renewed and how many hours of continuing education are required.

Exams

Total number of candidates who passed or failed an exam for licensure. Note: Candidates may take an exam more than once a year.

SUMMARY OF ENFORCEMENT ACTIVITY

Complaints

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

Conviction/Arrest Notification Complaints

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

Inspections

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

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

Number of Days to Complete Intake and Investigation
The timeline begins from the date the complaint was received to the date the investigation was closed.

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

Total Amount of fines
Amount assessed, reduced, and collected.

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

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

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

Formal Actions Filed/Withdrawn/Dismissed
All actions filed, withdrawn, or dismissed during the year.

Administrative Outcomes/Final Orders
Disciplinary action taken in the cases closed by the Attorney General.

Petition for Modification or Termination of Probation
Outcome of petitions by licensees to reduce terms and conditions of probation or to terminate probation early.

Petition for Reinstatement of Revoked License/ Registration/Certification
The outcome of those requests.

Cost Recovery to DCA
Total dollar amount of administrative costs ordered repaid to DCA. Note: Costs ordered may never be realized.

Consumer Restitution to Consumers/ Refunds/Saving
Total dollar amount of court-ordered restitution to consumers as a result of mediation efforts. In some instances, services were performed without charge to the consumer, a consumer's bill was reduced, or a product was returned or exchanged.

California Board of Accountancy

www.dca.ca.gov/cba

Created in 1901, the California Board of Accountancy (CBA) licenses and regulates more than 5,000 firms and nearly 81,000 licensees, the largest group of accounting professionals in the nation. The CBA's licensure program establishes minimum standards for entry into the profession and, because of the dynamic and ever-changing nature of the profession, establishes minimum continuing education requirements designed to maintain or enhance licensees' currency of knowledge. The CBA also maintains a vigorous enforcement program designed to protect consumers, minimize substandard practice, rehabilitate licensees, and discipline licensees, as warranted.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

// Established a mandatory Peer Review Program for the accountancy profession in the State of California. Peer Review is designed to increase consumer protection through enhancing the technical skills of licensees and ensuring currency of knowledge.

// Reinstated the Continuing Education Audit Program to ensure that licensees are complying with continuing education requirements set forth in the Accountancy Act and CBA Regulations. The audits provide the CBA with an opportunity to remind licensees of the continuing education reporting requirements and decrease the license renewal deficiencies.

// Updated the CBA Strategic Plan with a new mission and vision, aimed to better protect consumers. This plan also included specific goals necessary to achieve the new mission and vision.

// Instituted the Accounting Education Committee and the Ethics Curriculum Committee to develop regulations that will govern the 30 semester hours of education, above the 120 hours required for a bachelor's degree, to meet the education requirements for licensure that will go into effect on January 1, 2014.

// New legislation required the CBA to post the minutes of its meetings on its Web site and to webcast CBA meetings live over the Internet. In an effort to further increase levels of transparency, the CBA updated its Web site to include a "Quick Hits" column for convenient access and a "Consumers" column with links for consumer assistance and protection, including enforcement actions regarding pending accusations, disciplinary actions, and CPA license restrictions.

PROGRAM SUMMARY

Staffing

82	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members

N/A	BUREAU ADVISORY GROUP MEMBERS
7	PROFESSIONAL BOARD MEMBERS
8	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach

07/2009	DATE STRATEGIC PLAN ADOPTED
12	EVENTS AND SPEAKING ENGAGEMENTS

Renewal and Continuing Education

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

Exams

PASS	FAIL	TOTAL
3,435*	0	3,435

* This number represents the total number of candidates who passed their final section of the Uniform CPA Examination (CPA Exam). The CPA Exam consists of four sections - Auditing and Attestation, Business Environment and Concepts, Financial Accounting and Reporting, and Regulation. The CPA Exam is computerized and candidates sit for each section individually. Once a candidate successfully completes one section of the CPA Exam the candidate must then pass the remaining sections of the CPA Exam within 18 months to pass the CPA Exam. The California Board of Accountancy does not currently have the capability to provide the number of candidates who failed the CPA Exam during FY 09/10, only the number of sections failed during that time frame.

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
INDIVIDUAL	3,677	3,769	34,112
PUBLIC ACCOUNTANT	0	0	30
CORPORATION	215	227	1,217
PARTNERSHIP	102	109	482
FICTITIOUS NAME PERMIT	152	155	244

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
INDIVIDUAL	N/A	80,126	N/A
PUBLIC ACCOUNTANT	N/A	180	N/A
CORPORATION	N/A	3,692	N/A
PARTNERSHIP	N/A	1,506	N/A
FICTITIOUS NAME PERMIT	16,350	N/A	N/A

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake

630	RECEIVED
369	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
329	REFERRED FOR INVESTIGATION
2	PENDING

Conviction/Arrest Notification Complaints

75	RECEIVED
74	CLOSED/REFERRED FOR INVESTIGATION
1	PENDING

Inspections

0	INSPECTIONS CONDUCTED
0	INSPECTIONS CITATIONS ISSUED

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Investigations	
343	OPENED
280	CLOSED
193	PENDING

Number of Days to Complete Intake and Investigations	
111	UP TO 90 DAYS
60	91 TO 180 DAYS
60	181 DAYS TO 1 YEAR
36	1 TO 2 YEARS
9	2 TO 3 YEARS
4	OVER 3 YEARS
212	AVERAGE NUMBER OF DAYS TO COMPLETE AN INVESTIGATION.

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

Total Amount of Fines	
$27,150	ASSESSED
$7,200	REDUCED
$13,970	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
35	CASES OPENED/INITIATED
25	CASES CLOSED
40	CASES PENDING

Number of Days to Complete AG Cases	
15	1 YEAR
7	1 TO 2 YEARS
0	2 TO 3 YEARS
3	3 TO 4 YEARS
0	OVER 4 YEARS
717	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

Cost Recovery to DCA	
$113,835	ORDERED
$101,321	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Acupuncture Board

www.acupuncture.ca.gov

The Acupuncture Board (Board) regulates the practice of acupuncture and Asian medicine in California. Acupuncturists treat health conditions by inserting very thin needles through the skin to stimulate "acu-points" found at certain locations on the body. The Board establishes the minimum qualifications that individuals must meet to practice acupuncture and sets the standards of conduct within the profession.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Revised the Board's enforcement processes in an attempt to reduce the average enforcement completion timeline from three years or more to between 12 and 18 months.
- Participated as a panel member of the Substance Abuse Coordination Committee in adopting uniform standards for disciplining substance abusing applicants/licensees.
- Administered licensing examinations using a newly adopted occupational analysis of the acupuncture profession.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

- Completed a regulation package to require licensed acupuncturists who were licensed prior to January 1, 2001, or for whom a record of submission of fingerprint no longer exists, to submit a complete set of fingerprints to the Department of Justice for the purpose of a criminal history check and to undergo a State- and Federal-level criminal offender record information search as a condition of renewal.
- Updated the Board's Disciplinary Guidelines to include the uniform standards created by the Substance Abuse Coordination Committee and a regulation package is being submitted to the Office of Administrative Law.

PROGRAM SUMMARY

Staffing	
7	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
N/A	BUREAU ADVISORY GROUP MEMBERS
3	PROFESSIONAL BOARD MEMBERS
4	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
03/2007	DATE STRATEGIC PLAN ADOPTED
3	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
ACUPUNCTURE LICENSE	633	627	4,446

Licensing Population by Type

TYPE	CERTIFCATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ACUPUNCTURE LICENSE	0	10,713	0
ACUPUNCTURE SCHOOLS	0	0	35

Renewal and Continuing Education

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

Exams

PASS	FAIL	TOTAL
683	440	1,123

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake	
151	RECEIVED
10	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
166	REFERRED FOR INVESTIGATION
2	PENDING

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

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

Investigations	
233	OPENED
211	CLOSED
93	PENDING

Number of Days to Complete Intake and Investigations	
106	UP TO 90 DAYS
55	91 TO 180 DAYS
21	181 DAYS TO 1 YEAR
14	1 TO 2 YEARS
8	2 TO 3 YEARS
7	OVER 3 YEARS
198	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
55	ISSUED
47	ISSUED WITH A FINE
2	WITHDRAWN
1	DISMISSED
123	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Total Amount of Fines	
$15,850	ASSESSED .
$3,450	REDUCED
$7,250	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
26	CASES OPENED/INITIATED
15	CASES CLOSED
22	CASES PENDING

Number of Days to Complete AG Cases	
6	1 YEAR
5	1 TO 2 YEARS
1	2 TO 3 YEARS
2	3 TO 4 YEARS
1	OVER 4 YEARS
609	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

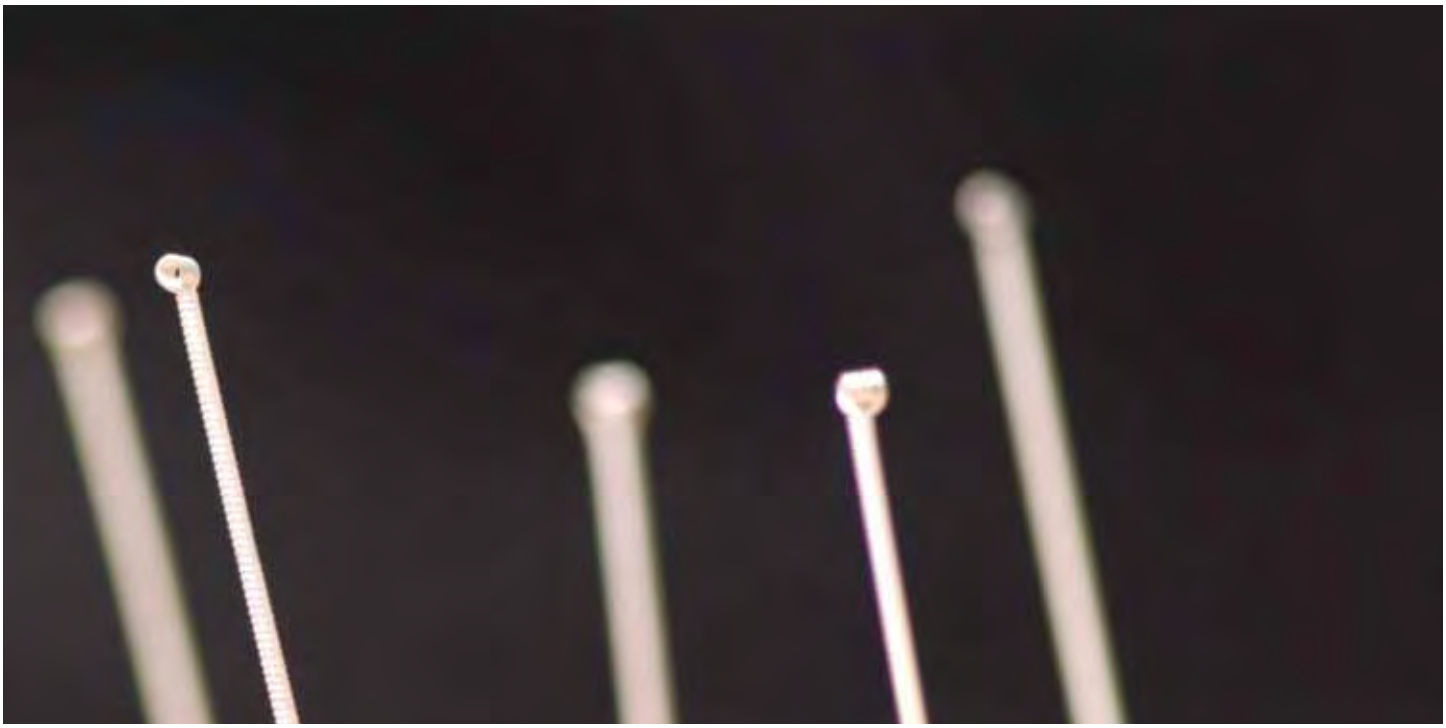
Petition for Penalty Relief	
0	GRANTED
0	DENIED
0	TOTAL

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

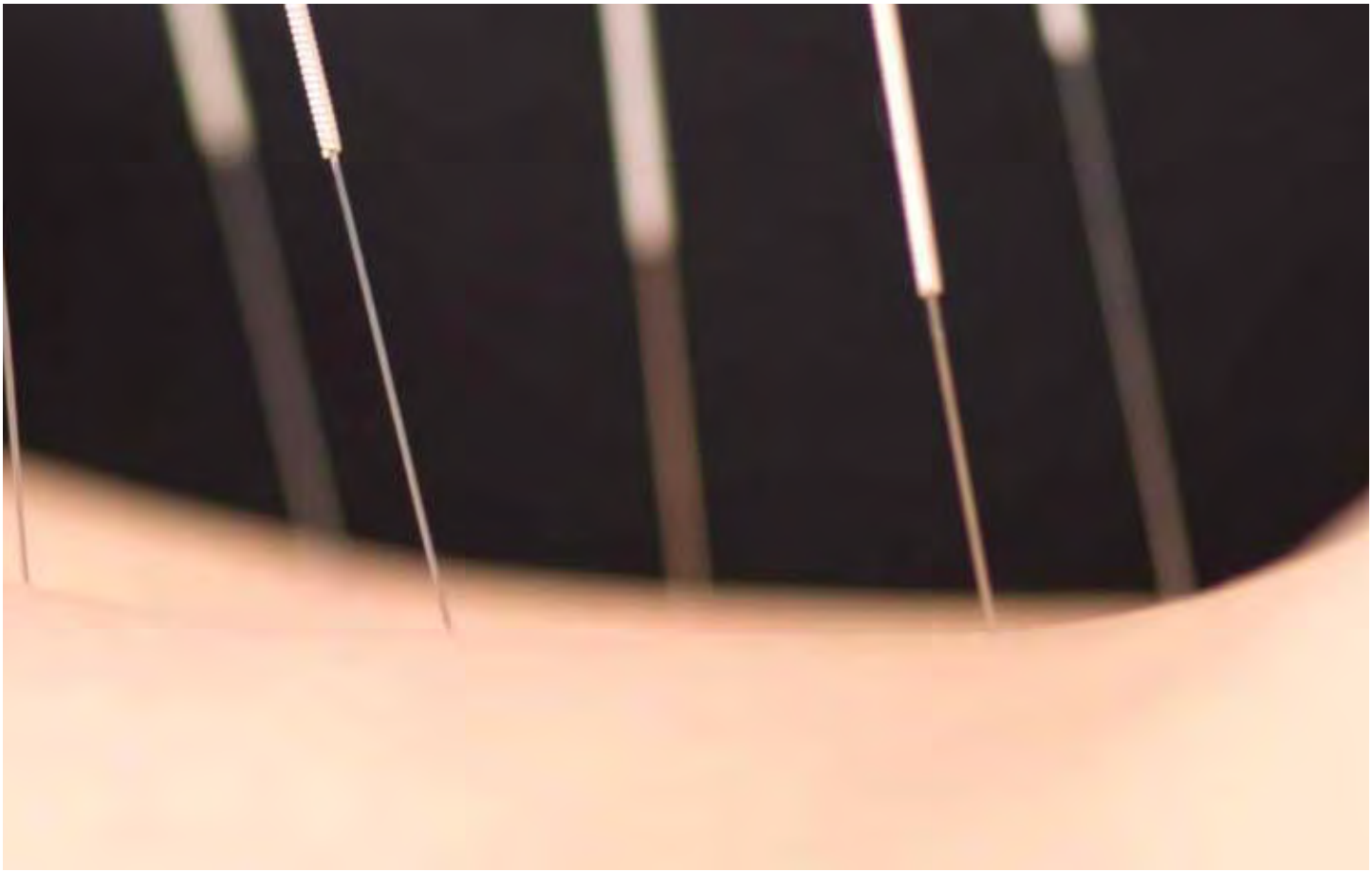
Cost Recovery to DCA	
$55,387	ORDERED .
$19,616	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



ARBITRATION CERTIFICATION PROGRAM >>



Arbitration Certification Program

www.dca.ca.gov/acp | www.lemonlaw.ca.gov

The Arbitration Certification Program (ACP) was established in 1987 to certify and monitor arbitration programs offered by participating new-vehicle manufacturers in California. The ACP works closely with the manufacturers and programs to ensure that arbitrations comply with State and Federal regulations and are conducted in a fair and expeditious manner. California's Lemon Law protects consumers who buy or lease vehicles with serious warranty defects that cannot be repaired by the manufacturer or dealer.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Oversaw the return of approximately $12 million to consumers in the form of refunds, replacement vehicles, extended service contracts, and repairs awarded by State-certified arbitration programs.
- Certified two manufacturers, KIA Motors America, Inc. and Aston Martin North America, along with their respective arbitration program, BBB AUTO LINE.
- Ensured that a consumer was not erroneously charged nearly $2,000 in damages on a refund transaction by collaborating with the manufacturer, servicing dealership, and program.

PROGRAM SUMMARY

Staffing	
8	STAFF POSITIONS APPROVED IN BUDGET
0	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
0	TOTAL NUMBER OF MEMBERS
0	PROFESSIONAL MEMBERS
0	PUBLIC MEMBERS

Strategic Planning and Outreach	
02/2007	DATE STRATEGIC PLAN ADOPTED
13	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits Received, issued and Renewed this Fiscal Year

LICENSE NAME	APPS RECEIVED	ISSUED	RENEWED
CERTIFICATION OF ARBITRATION PROGRAM	2	2	0

Active Licenses by License Category

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

License Renewal and Continuing Education

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

SUMMARY OF ENFORCEMENT ACTIVITY

Complaints	
40	TOTAL COMPLAINTS RECEIVED
40	COMPLAINTS CLOSED
0	COMPLAINTS REFERRED FOR INVESTIGATION
0	COMPLAINTS PENDING

Convictions And Arrest Notifications	
0	TOTAL RECEIVED
0	TOTAL CLOSED
0	TOTAL PENDING
0	TOTAL REFERRED FOR DISCIPLINARY ACTION

Investigations	
0	OPENED
0	CLOSED
0	PENDING

Formal Actions Filed	
0	STATEMENTS OF ISSUES FILED
0	ACCUSATIONS FILED
0	SUSPENSION ORDERS ISSUED

Citations And Fines	
0	TOTAL NUMBER OF CITATIONS ISSUED
0	CITATIONS ISSUED WITH A FINE
0	CITATIONS WITHDRAWN
0	CITATIONS DISMISSED
0	FINES ASSESSED:
0	FINES REDUCED:
0	FINES COLLECTED:

Inspections	
5	TOTAL NUMBER OF INSPECTIONS
0	INSPECTION CITATIONS ISSUED

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

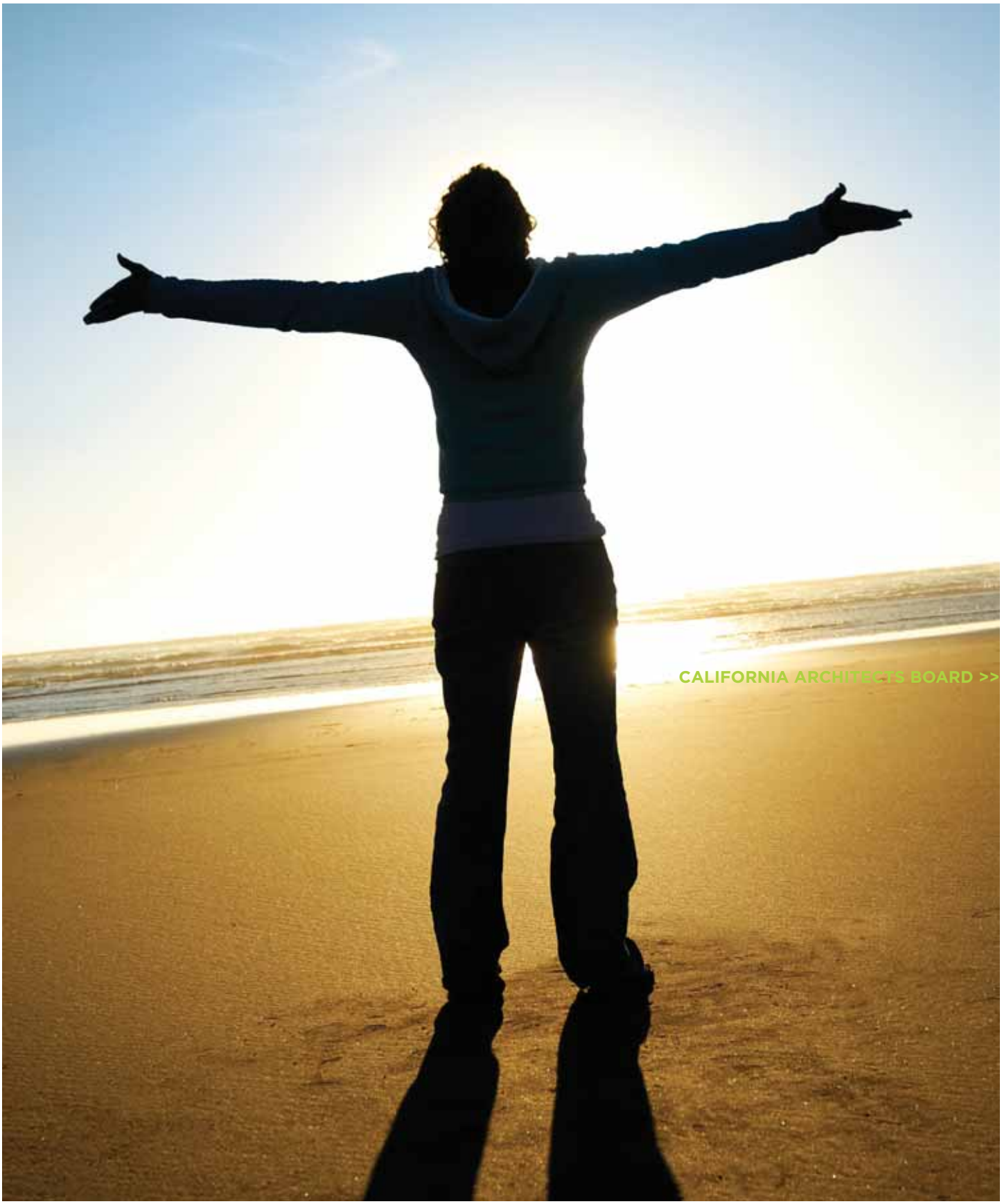
Petition for Reinstatement of Revoked License/ Registration/Certification	
N/A	GRANTED
N/A	DENIED
N/A	TOTAL

Administrative Outcomes	
0	REVOCATION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	LICENSE APPLICATIONS DENIED
0	ACCUSATIONS/STATEMENT OF ISSUES WITHDRAWN OR DISMISSED
0	OTHER DECISIONS

Cost Recovery	
$0	AMOUNT OF ORDERED TO DCA
$0	TOTAL AMOUNT COLLECTED:
$0	AMOUNT OF COURT ORDERED RESTITUTION TO CONSUMERS
$12,000,000	AMOUNT REFUNDED TO CONSUMERS
$0	REWORK AT NO CHARGE
$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$12,000,000	TOTAL SAVINGS ACHIEVED FOR CONSUMERS:

Timeline for Disposition Of Investigations	
0	UP TO 90 DAYS
0	91 TO 180 DAYS
0	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS:
0	OVER 3 YEAR

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.


CALIFORNIA ARCHITECTS BOARD >>

California Architects Board

www.cab.ca.gov

The California Architects Board (Board) licenses and regulates more than 21,000 active licensed architects who are responsible for designing billions of dollars worth of structures in the State of California. The Board's regulation of the profession of architecture protects consumers of architectural services, as well as the people who inhabit or use the structures that architects design.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Redoubled enforcement efforts and took advantage of DCA's Consumer Protection Enforcement Initiative. The Board has reduced its pending caseload to 152, which is the lowest in more than five years, and nearly one-third of the oldest cases have been closed in the last year. In addition, a number of reforms have been implemented to further streamline the enforcement and complaint handling process.

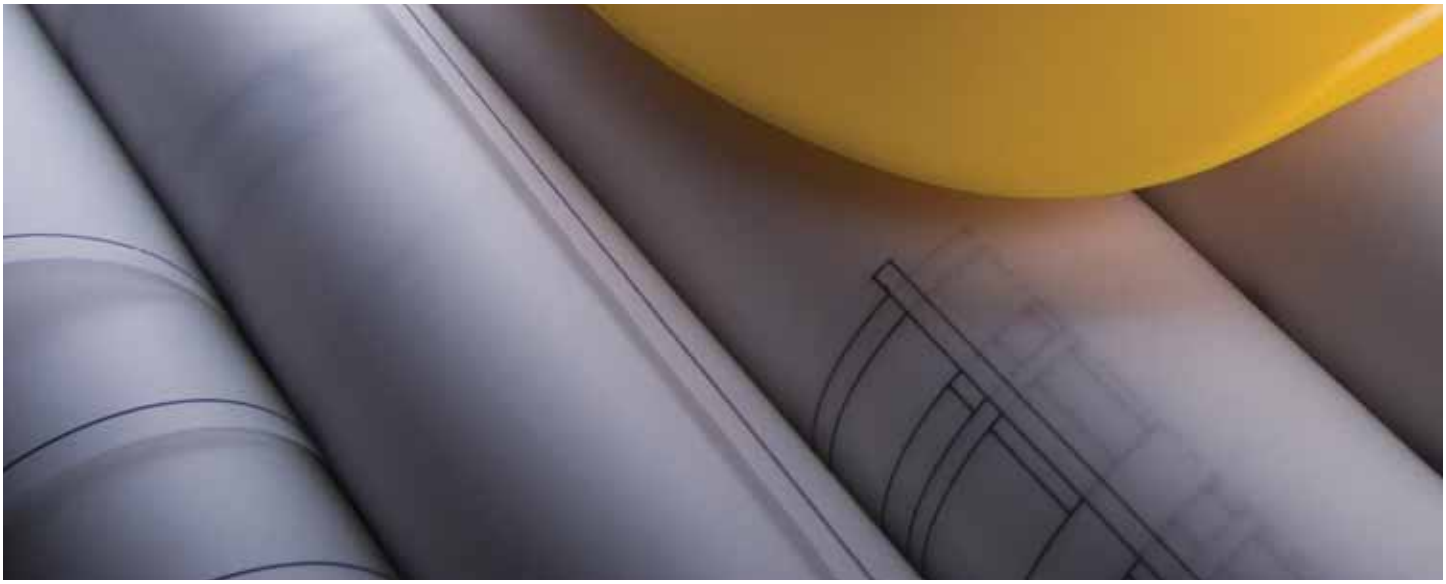
- Converted the California Supplemental Examination from an oral to a written, computer-based format. The Board is forming the items into specific examinations and setting the cut score. The transition is on target to roll out the new exam in February 2011. Once complete, the exam will be available to candidates on a daily basis, a dramatic improvement over the current format of six times per year. This enhancement assists candidates in progressing through the licensing process much more quickly.

- Both the Board and the Landscape Architects Technical Committee are concluding work on their Sunset Review Reports. The Board views these reports as a tremendous opportunity to showcase its accomplishments, learn from best practices of other boards, and receive feedback. The reports were reviewed at the September 2010 meeting and submitted October 1, 2010.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

// Implemented a continuing education (CE) requirement relative to disabled access standards pursuant to Senae Bill 1608 (Corbett, Chapter 549, Statutes of 2008). This statute requires all architects to complete five hours of CE on disabled access standards each biennial renewal period.

// Assembly Bill 1145 (Price, Chapter 385, Statutes of 2009) increased the statutory maximum for the Board's licensing fees from $200 to $400. This change was important as the Board's fees have been at the $200 level for more than 20 years, during which the Board has accepted a wide range of new mandates, such as CE, enhanced enforcement responsibilities, etc.



PROGRAM SUMMARY

Staffing	
25	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
N/A	BUREAU ADVISORY GROUP MEMBERS
5	PROFESSIONAL BOARD MEMBERS
5	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
03/2010	DATE STRATEGIC PLAN ADOPTED
7	EVENTS AND SPEAKING ENGAGEMENTS

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
BUILDING DESIGN AND CONSTRUCTION SYS.	323	385	708
BUILDING SYSTEMS	342	309	651
CONSTRUCTION DOCUMENTS AND SERVICES	464	611	1,075
PROGRAMMING, PLANNING, AND PRACTICE	435	496	931
SCHEMATIC DESIGN	660	365	1,025
SITE PLANNING AND DESIGN	482	290	772
STRUCTURAL SYSTEMS	376	256	632
CALIFORNIA SUPPLEMENTAL EXAMINATION	503	506	1,009
TOTALS	3,585	3,218	6,803

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
C-ARCHITECTS	589	599	12,440

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
C-ARCHITECTS	N/A	21,276	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
C-ARCHITECTS	EVERY 2 YEARS	2.5

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Investigations	
273	OPENED
363	CLOSED
152	PENDING

Number of Days to Complete Intake and Investigations	
115	UP TO 90 DAYS
61	91 TO 180 DAYS
58	181 DAYS TO 1 YEAR
75	1 TO 2 YEARS
46	2 TO 3 YEARS
8	OVER 3 YEARS
353	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
30	ISSUED
30	ISSUED WITH A FINE
1	WITHDRAWN
5	DISMISSED
532	AVERAGE NUMBER OF DAYS TO COMPLETE A CITATION AND FINE

Total Amount of Fines	
$92,250	ASSESSED
$9,500	REDUCED
$6,250	COLLECTED

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

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

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

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

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

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

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA STATE
CSAC
ATHLETIC COMMISSION

California State Athletic Commission

www.dca.ca.gov/csac

The California State Athletic Commission (Commission) regulates professional boxing, professional and amateur kickboxing, and professional mixed martial arts throughout the State. It exercises supervision over amateur boxing and amateur mixed martial arts. The Commission licenses all participants and ensures the health and safety of athletes through medical requirements, skill evaluations, and supervision of live events. The Commission also oversees the Professional Boxers' Pension Plan, which provides retirement and death benefits to former professional boxers who have competed in California.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Regulated 207 events, an increase of 25 percent from the number of shows regulated in 2008-09.
- Hired a permanent Executive Officer to oversee the Athletic Commission. The position had been vacant for 18 months.
- Implemented event evaluation reports, allowing promoters to give feedback on the inspector's performance in the field after an event.
- Received an administration and safety award from the World Boxing Council (WBC).

PROGRAM SUMMARY

Staffing	
N/A	STAFF POSITIONS APPROVED IN BUDGET
N/A	CIVIL SERVICE POSITIONS
N/A	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
6	BUREAU ADVISORY GROUP MEMBERS
N/A	PROFESSIONAL BOARD MEMBERS
N/A	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
N/A	DATE STRATEGIC PLAN ADOPTED
N/A	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
PROMOTER	49	49	33
REFEREE	22	22	22
TIMEKEEPER	9	9	8
PROFESSIONAL ATHLETE	343	343	121
JUDGE	30	30	14
MATCHMAKER	16	16	7
SECOND	1,346	1,346	174
MANAGER	85	85	33

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PROMOTER	EVERY YEAR	N/A
REFEREE	EVERY YEAR	N/A
TIMEKEEPR	EVERY YEAR	N/A
PROFESSIONAL ATHLETE	EVERY YEAR	N/A
JUDGE	EVERY YEAR	N/A
MATCHMAKER	EVERY YEAR	N/A
SECOND	EVERY YEAR	N/A
MANAGE	EVERY YEAR	N/A

Exams

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

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake	
2	RECEIVED
2	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
N/A	REFERRED FOR INVESTIGATION
0	PENDING

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
0	OPENED
0	CLOSED
0	PENDING

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

Total Amount of Fines	
3	ASSESSED
0	REDUCED
1	COLLECTED

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

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

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

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

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

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

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

Cost Recovery to DCA	
N/A	ORDERED
N/A	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

DEPARTMENT OF CONSUMER AFFAIRS

BAR

Bureau of Automotive Repair

Bureau of Automotive Repair

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

The Bureau of Automotive Repair (Bureau) registers automotive repair dealers, resolves consumer complaints, conducts investigations, and refers cases to State and local law enforcement agencies for prosecution. Since 1984, the Bureau has administered California's Smog Check Program in those areas of the State that do not meet Federal clean air standards. The goal of the Smog Check Program is to reduce emissions from gasoline and diesel-powered passenger vehicles and light-duty trucks. Approximately 21 million vehicles are subject to an inspection under the Smog Check Program. The Bureau also administers the Consumer Assistance Program (CAP), which provides financial assistance to qualified consumers whose vehicles fail a biennial Smog Check. Through CAP, eligible consumers may receive up to $500 from the State for emissions-related repairs or $1,000 to retire their high-polluting vehicles.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

// Assisted nearly 56,000 consumers in making emissions-related repairs to their vehicles through CAP, resulting in an estimated annual reduction of 9,303.7 tons of hydrocarbons, oxides of nitrogen, and carbon monoxides in California. CAP also retired approximately 20,000 high-polluting vehicles, which further reduced the amount of smog-forming emissions in California by an estimated 15,132.6 total tons annually.

// Partnered with the Department of Toxic Substances Control to administer the Green Station Recognition Program. This program recognizes businesses that engage in environmentally friendly practices in the handling and disposal of toxic substances. As of June 30, 2010, 27 shops were enrolled in the program.

// Beginning January 1, 2010, 1998 and newer model-year diesel-powered vehicles with a Gross Vehicle Weight Rating (GVWR) of up to 8,500 pounds became subject to testing in the Smog Check Program as mandated by Assembly Bill 1488 (Chapter 739, Statutes of 2007).

// Modified the Visible Smoke Test to include a snap test to the idle and under-hood smoke inspection procedures.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Through the DragNet Program, trained law enforcement officials how to identify illegally modified vehicles involved in street racing. The Bureau conducted 30 classes and seminars statewide for California Highway Patrol officers, local law enforcement officials, and Deputy Attorneys General.
- Continued to promote the Drive Healthy consumer education campaign. This statewide effort used a variety of mediums to educate more than 17 million consumers about the importance of proper vehicle maintenance and its impact on air quality. This campaign also promoted the availability of CAP.
- Inspected 153 vehicles through the Auto Body Inspection Program which resulted in 53 consumer complaints against licensees. Under this program, consumers who have had collision work performed on their vehicles can have the work inspected for free by a Bureau representative.
- Conducted 3,747 presentations to licensees through the Education First Program. This program is designed to educate newly licensed automotive repair shops about California's automotive repair-related laws and proper estimate and invoice procedures, as well as certain aspects of the Bureau's operations and services it provides to licensees and consumers.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

- Assembly Bill 318 (Emmerson, Chapter 235, Statutes of 2009) authorizes the Bureau, through the Referee, to charge vehicle owners a $160 fee when they participate in the vehicle registration amnesty program established pursuant to Assembly Bill 619 (Emmerson, Chapter 240, Statutes of 2008).
- Senate Bill 734 (Lowenthal, Chapter 200, Statutes of 2009) amended Health and Safety Code section 44011 to modify the diesel vehicle weight limit exemption from 13,999 to 14,000 GVWR. Further, the owners of diesel-powered vehicles that are four model years old or newer are exempt from the $8 change of ownership transfer fee. These vehicle owners are now required to obtain a change of ownership Smog Check inspection before title can be transferred.
- Senate Bill 821 (McLeod, Chapter 307, Statutes of 2009) requires the Bureau to provide licensed Smog Check stations with a sign indicating the options a consumer has to comply with the biennial Smog Check inspection requirements.
- Emission Inspection System Revision regulations implemented the following changes to the Smog Check Program: Revised emission standards (cut points), identified pass/fail criteria for On-Board Diagnostic II system readiness monitors, and incorporated the revised Emission Inspection Systems specifications.
- Exhaust System Certificate of Compliance regulations set a $108 fee that the Bureau, through the State-contracted Referee, can charge vehicle owners who contest the results of a vehicle exhaust system noise citation. The fee covers the costs incurred to perform exhaust noise tests and issue a certificate.

PROGRAM SUMMARY

Staffing	
638.2	STAFF POSITIONS APPROVED IN BUDGET
2	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
13	BUREAU ADVISORY GROUP MEMBERS
0	PROFESSIONAL BOARD MEMBERS
0	PUBLIC BOARD MEMBERS .

Strategic Planning and Outreach	
06/2007	DATE STRATEGIC PLAN ADOPTED
498	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
AUTOMOTIVE REPAIR DEALER	4,212	3,814	32,699
SMOG CHECK TEST AND REPAIR STATION	416	378	4531
SMOG CHECK TEST ONLY STATION	484	436	1757
SMOG CHECK GOLD SHIELD	383	45	N/A
BRAKE AND LAMP STATION	312	286	1,745
SMOG CHECK ADVANCED EMISSION SPECIALIST	1,468	1,050	6,939
SMOG CHECK BASIC AREA TECHNICIAN	48	15	290
SMOG CHECK INTERN TECHNICIAN	59	33	N/A
BRAKE AND LAMP ADJUSTER	1,939	873	N/A

Licensing Population by Type

TYPE	CERTIFICATIONS/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
AUTOMOTIVE REPAIR DEALER	N/A	34,442	N/A
SMOG CHECK TEST AND REPAIR STATION	N/A	4,913	N/A
SMOG CHECK TEST ONLY STATION	N/A	2,247	N/A
SMOG CHECK GOLD SHIELD	N/A	548	N/A
BRAKE AND LAMP STATION	N/A	1,989	N/A
SMOG CHECK ADVANCED EMISSION SPECIALIST	N/A	14,344	N/A
SMOG CHECK BASIC AREA TECHNICIAN	N/A	647	N/A
SMOG CHECK INTERN TECHNICIAN	N/A	44	N/A
BRAKE AND LAMP ADJUSTER	N/A	3,418	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
AUTOMOTIVE REPAIR DEALER	EVERY YEAR	N/A
SMOG CHECK TEST AND REPAIR STATION	EVERY YEAR	N/A
SMOG CHECK TEST ONLY STATION	EVERY YEAR	N/A
SMOG CHECK GOLD SHIELD	N/A	N/A
BRAKE AND LAMP STATION	EVERY YEAR	N/A
SMOG CHECK ADVANCED EMISSION SPECIALIST	EVERY 2 YEARS	18 HOURS
SMOG CHECK BASIC AREA TECHNICIAN	EVERY 2 YEARS	18 HOURS
SMOG CHECK INTERN TECHNICIAN	N/A	N/A
BRAKE AND LAMP ADJUSTER	EVERY 4 YEARS	N/A

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF LICENSING ACTIVITY

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
ADVANCED EMISSION SPECIALIST TECHNICIAN	1,127	715	1,842
BASIC AREA TECHNICIAN	17	19	36
BRAKE ADJUSTER	538	103	641
LAMP ADJUSTER	422	232	654
TOTAL	2,104	1,069	3,173

Number of Days to Complete Intake and Investigations

16,006	UP TO 90 DAYS
1,316	91 TO 180 DAYS
173	181 DAYS TO 1 YEAR
39	1 TO 2 YEARS
3	2 TO 3 YEARS
0	OVER 3 YEARS
51	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake

17,725	RECEIVED
352	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
17,389	REFERRED FOR INVESTIGATION
2,166	PENDING

Conviction/Arrest Notification Complaints

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

Inspections

17,762	INSPECTIONS CONDUCTED
N/A	INSPECTIONS CITATIONS ISSUED

Investigations

17,389	OPENED
17,537	CLOSED
2,166	PENDING

Citations and Fines

1,343	ISSUED
669	ISSUED WITH A FINE
4	WITHDRAWN
0	DISMISSED
53	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

$569,000	ASSESSED
$2,900	REDUCED
$477,500	COLLECTED

Criminal/Civil Actions

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

Office of the Attorney General/Disciplinary Action

151	CASES OPENED/INITIATED
139*	CASES CLOSED
222	CASES PENDING

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Number of Days to Complete AG Cases	
28	1 YEAR
87	1 TO 2 YEARS
21	2 TO 3 YEARS
2	3 TO 4 YEARS
1	OVER 4 YEARS
536	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Cost Recovery to DCA	
$1,944,047	ORDERED
$865,391	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$48,391	RESTITUTION ORDERED
$2,140,029	AMOUNT REFUNDED
$1,244,892	REWORK AT NO CHARGE
$880,355	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$4,313,667	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BarberCosmo
Board of Barbering & Cosmetology

Board of Barbering and Cosmetology

www.barbercosmo.ca.gov

The Board of Barber Examiners and the Board of Cosmetology were both established in 1927. They merged to become the Board of Barbering and Cosmetology (Board) in 1991. The Board licenses and regulates barbers, cosmetologists, manicurists, estheticians, and electrologists, and the establishments in which they work. The Board's mission is to ensure the health and safety of California consumers by promoting ethical standards and by enforcing beauty industry laws.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Completed the translation of the Board Statues and Regulations into Vietnamese and Spanish to better serve these two limited- or non-English speaking licensee populations. Publications are available for distribution.
- Initiated procedures that ensure the disciplinary decisions are now sent to Board Members on a weekly basis for a mail vote, which allows the disciplinary cases to be closed in a more timely and efficient manner.
- Established contacts with city and county business licensing departments to collaborate and enable open lines of communication to implement education of State licensing requirements for salon owners.
- Posted videos on the Board's Web site that provide visual instructions on how to clean and disinfect footspas and how to get a safe manicure and pedicure.
- Notified all approved schools of the Board's outreach opportunities, allowing schools to have a Board representative visit their school and speak to students on what to expect when they become licensees.

PROGRAM SUMMARY

Staffing	
94.7	STAFF POSITIONS APPROVED IN BUDGET
9	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
N/A	BUREAU ADVISORY GROUP MEMBERS
4	PROFESSIONAL BOARD MEMBERS
5	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
10/2007	DATE STRATEGIC PLAN ADOPTED
5	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
BARBER	1,639	909	8,243
BARBER APPRENTICE	284	235	N/A
COSMETOLOGIST	22,248	10,415	109,088
COSMETOLOGY APPRENTICE	553	475	N/A
ELECTROLOGIST	41	29	828
ELECTROLOGY APPRENTICE	0	0	0
ESTABLISHMENT	6,300	5,864	16,651
ESTHETICIAN	8,511	4,590	20,812
MANICURIST	7,353	3,982	44,852
MOBILE UNIT	3	1	3

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BARBER	N/A	21,767	N/A
BARBER APPRENTICE	N/A	476	N/A
COSMETOLOGIST	N/A	272,821	N/A
COSMETOLOGY APPRENTICE	N/A	1,035	N/A
ELECTROLOGIST	N/A	2,310	N/A
ELECTROLOGY APPRENTICE	N/A	0	N/A
ESTABLISHMENT	N/A	45,265	N/A
ESTHETICIAN	N/A	54,805	N/A
MANICURIST	N/A	117,788	N/A
MOBILE UNIT	N/A	18	N/A

Renewal and Continuing Education

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

Exams

PASS	FAIL	TOTAL
39,898	17,093	56,991

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake	
2,872	RECEIVED
185	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,689	REFERRED FOR INVESTIGATION
17	PENDING

Conviction/Arrest Notification Complaints	
1,517	RECEIVED
1,524	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
11,089	INSPECTIONS CONDUCTED
8,510	INSPECTION CITATIONS ISSUED

Investigations	
4,208	OPENED
4,453	CLOSED
920	PENDING

Number of Days to Complete Intake and Investigations	
2,717	UP TO 90 DAYS
886	91 TO 180 DAYS
664	181 DAYS TO 1 YEAR
178	1 TO 2 YEARS
8	2 TO 3 YEARS
0	OVER 3 YEARS
99	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
13,038	ISSUED
10,662	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
45	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$9,619,036	ASSESSED
$4,395,793	REDUCED
$4,129,925	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
50	CASES OPENED/INITIATED
83	CASES CLOSED
82	CASES PENDING

Number of Days to Complete AG Cases	
18	1 YEAR
18	1 TO 2 YEARS
19	2 TO 3 YEARS
14	3 TO 4 YEARS
14	OVER 4 YEARS
913	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Petitions to Revoke Probation Filed Petitions and Accusations to Revoke Probation Filed	
3	TOTAL NUMBER FILED

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

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

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

Cost Recovery to DCA	
$170,392	ORDERED
$182,548	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BOARD OF BEHAVIORAL SCIENCES >>

Board of Behavioral Sciences

www.bbs.ca.gov

The Board of Behavioral Sciences (Board) licenses and regulates Marriage and Family Therapists (MFT), Licensed Clinical Social Workers (LCSW), Licensed Educational Psychologists (LEP), MFT Interns, and Associate Clinical Social Workers (ASW). The Board will begin regulating Licensed Professional Clinical Counselors (LPCC) and LPCC Interns effective January 1, 2011. The Board's mission is to protect Californians by promoting consumer awareness, advocating for improved mental health services, and setting, communicating, and enforcing standards.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Redirected consumer complaint investigations not requiring the expertise of a peace officer to staff Investigative Analysts. This resulted in significant improvements in the time it takes to complete investigations.
- Participated in several educational events to assist Marriage and Family Therapist educators as they prepare to implement new educational requirements resulting from Senate Bill 33 (Correa, Chapter 26, Statutes of 2009) that take effect on August 1, 2012.
- Completed a holistic review and evaluation of the Board's examinations and related processes.
- Developed a "Best Practices Guide" for supervision of MFT Interns, ASWs, and LPCC Interns via video conferencing.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

- Senate Bill 788 (Wyland, Chapter 619, Statutes of 2009) establishes a new licensing category, Licensed Professional Clinical Counselors, to be regulated by the Board of Behavioral Sciences effective January 1, 2011.
- Assembly Bill 1113 (Lowenthal, Chapter 135, Statutes of 2009) allows Marriage and Family Therapist Interns to gain clinical experience in State correctional facilities.
- Proposed regulations to implement Continuing Education Requirements for Licensed Educational Psychologists and to revise the request process for exemption from continuing education for MFTs and LCSWs.

PROGRAM SUMMARY

Staffing	
40.1	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
N/A	BUREAU ADVISORY GROUP MEMBERS
5	PROFESSIONAL BOARD MEMBERS
7	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
05/2010	DATE STRATEGIC PLAN ADOPTED
38	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
MARRIAGE AND FAMILY THERAPIST	1,919	1,274	14,630
MARRIAGE AND FAMILY INTERN	3,432	N/A	10,128
MFT REFERRAL SERVICE	N/A	N/A	N/A
LICENSED CLINICAL SOCIAL WORKER	1,333	861	8,661
ASSOCIATE SOCIAL WORKER	2,161	N/A	6,718
LICENSED EDUCATIONAL PSYCHOLOGIST	128	82	867
PROVIDER CONTINUING EDUCATION	292	259	979

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
MARRIAGE AND FAMILY THERAPIST	N/A	31,046	N/A
MARRIAGE AND FAMILY INTERN	N/A	12,907	N/A
MFT REFERRAL SERVICE	N/A	24	N/A
LICENSED CLINICAL SOCIAL WORKER	N/A	18,283	N/A
ASSOCIATE SOCIAL WORKER	N/A	8,613	N/A
LICENSED EDUCATIONAL PSYCHOLOGIST	N/A	1,833	N/A
PROVIDER CONTINUING EDUCATION	N/A	75,199	N/A

Renewal and Continuing Education

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF LICENSING ACTIVITY

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
LICENSED CLINICAL SOCIAL WORKER STANDARD	984	825	1,809
LICENSED CLINICAL SOCIAL WORKER CV	879	590	1,469
LICENSED EDUCATIONAL PSYCHOLOGIST	95	59	154
MARRIAGE AND FAMILY THERAPIST STANDARD	1,566	767	2,333
MARRIAGE AND FAMILY THERAPIST CV	1,392	764	2,156
TOTAL	4,916	3,005	7,921

Number of Days to Complete Intake and Investigations

1,036	UP TO 90 DAYS
424	91 TO 180 DAYS
284	181 DAYS TO 1 YEAR
101	1 TO 2 YEARS
19	2 TO 3 YEARS
4	OVER 3 YEARS
125	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines

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

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake

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

Conviction/Arrest/Notification Complaints

941	RECEIVED
941	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections

N/A	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations

1,930	OPENED
1,868	CLOSED
653	PENDING

Total Amount of Fines

$276,660	ASSESSED
$4,650	REDUCED
$35,030	COLLECTED

Criminal/Civil Actions

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

Office of the Attorney General/Disciplinary Actions

123	CASES OPENED/INITIATED
53	CASES CLOSED
147	CASES PENDING

Number of Days to Complete AG Cases

1	1 YEAR
25	1 TO 2 YEARS
21	2 TO 3 YEARS
4	3 TO 4 YEARS
2	OVER 4 YEARS
773	AVERAGE NUMER OF DAYS TO IMPOSE DISCIPLINE

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

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

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

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

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

Cost Recovery to DCA	
$115,852	ORDERED
$49,491	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CEMETERY & FUNERAL BUREAU

Cemetery and Funeral Bureau

www.cfb.ca.gov

The Cemetery and Funeral Bureau (Bureau) licenses, regulates, and investigates complaints against California funeral establishments, funeral directors, embalmers, apprentice embalmers, cemetery brokers, cemetery salespersons, cemetery managers, cremated remains disposers, crematories, crematory managers, and the nearly 200 private cemeteries in the State.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Initiated and completed an audit of the California Master Trust to determine whether the Trust is compliant with applicable laws governing administration of pre-need trust funds.
- Implemented procedural changes to enforcement processes and established average target timeframes to better track and reduce the amount of time it takes to complete field investigations. The performance measures for the first quarterly reporting period reflect that the Bureau exceeded the established timeframes.
- Initial review of the Bureau's licensing functions to identify process-improvement areas that will result in more streamlined procedures and a reduction in the overall processing time from the receipt of an application to the issuance of a license.
- Enhanced the enforcement section of the Bureau's Web site by posting disciplinary actions that have been taken against licensees. Consumers can review a licensee's status and any license discipline before deciding to do business with them.
- Completed a comprehensive review of the funeral regulations and drafted proposed amendments that will enhance consumer protection and streamline enforcement processes. Draft language was presented to the Bureau's Advisory Committee members for discussion and input in preparation of the required rulemaking process to make the changes.
- Drafted proposed language for cemetery maintenance standards for endowment care cemeteries under the Bureau's jurisdiction. Draft language was presented to the Bureau's Advisory Committee members for discussion and input Future meetings and/or discussions will continue to finalize the draft language.

PROGRAM SUMMARY

Staffing	
24	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
13	BUREAU ADVISORY GROUP MEMBERS
N/A	PROFESSIONAL BOARD MEMBERS
N/A	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
2006	DATE STRATEGIC PLAN ADOPTED
11	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
CEMETERY BROKER	14	18	236
CEMETERY MANAGER	21	9	273
CREMATORY MANAGER	35	20	430
EMBALMER	51	32	1,759
FUNERAL DIRECTOR	143	105	2,052
APPRENTICE EMBALMER	177	45	N/A
FUNERAL ESTABLISHMENT	33	35	898
CERTIFICATE OF AUTHORITY (CEMETERY)	6	2	183
CREMATORY	12	10	197
CEMETERY SALESPERSON	1,314	1,034	2,118
CREMATED REMAINS DISPOSER	44	47	119

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CEMETERY BROKER	N/A	260	N/A
CEMETERY MANAGER	N/A	285	N/A
CREMATORY MANAGER	N/A	449	N/A
EMBALMER	N/A	1,782	N/A
FUNERAL DIRECTOR	N/A	2,124	N/A
APPRENTICE EMBALMER	290	N/A	N/A
FUNERAL ESTABLISHMENT	N/A	948	N/A
CEMETERY OF AUTHORITY (CEMETERY)	N/A	186	N/A
CREMATORY	N/A	202	N/A
CEMETERY SALESPERSON	N/A	2,835	N/A
CREMATED REMAINS DISPOSER	N/A	189	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
CEMETERY BROKER	ANNUAL	N/A
CEMETERY MANAGER	ANNUAL	N/A
CREMATORY MANAGER	ANNUAL	N/A
EMBALMER	ANNUAL	N/A
FUNERAL DIRECTOR	ANNUAL	N/A

Exams

PASS	FAIL	TOTAL
184	50	234

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake	
650	RECEIVED
143	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
507	REFERRED FOR INVESTIGATION
7	PENDING

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

Inspections	
1,352	INSPECTIONS CONDUCTED
116	INSPECTION CITATIONS ISSUED

Investigations	
525	OPENED
487	CLOSED
111	PENDING

Number of Days to Complete Intake and Investigations	
380	UP TO 90 DAYS
79	91 TO 180 DAYS
24	181 DAYS TO 1 YEAR
3	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
56	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
127	ISSUED
58	ISSUED WITH A FINE
2	WITHDRAWN
1	DISMISSED
16	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$53,528	ASSESSED
$1,253	REDUCED
$34,829	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
21	CASES OPENED/INITIATED
8	CASES CLOSED
24	CASES PENDING

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

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

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

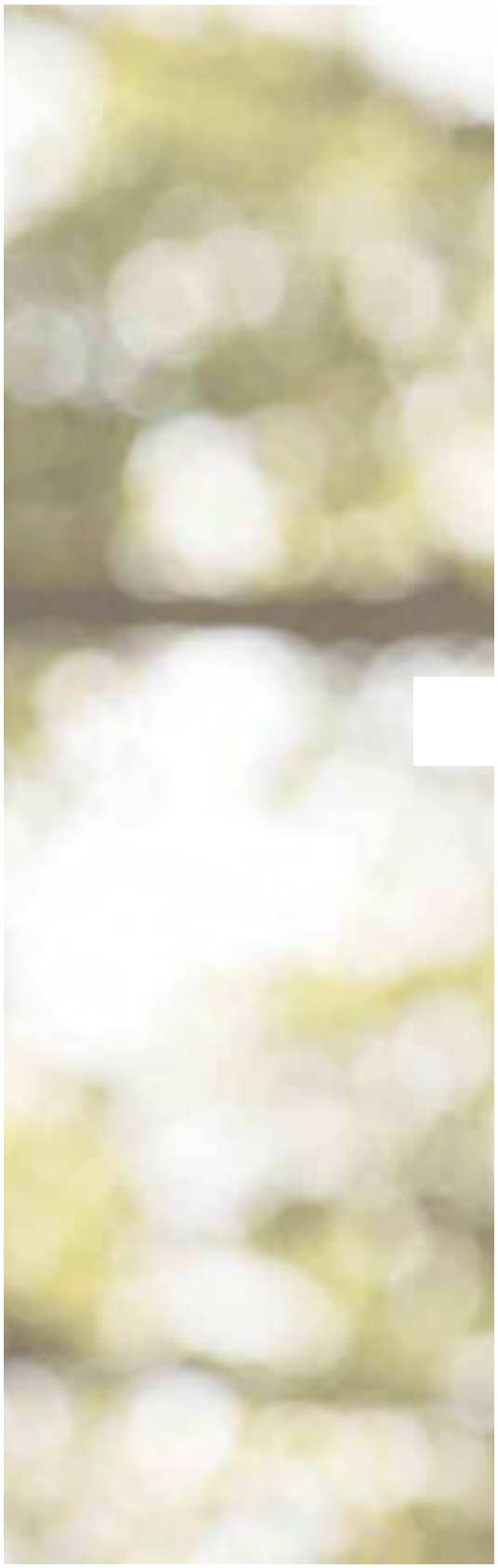
SUMMARY OF ENFORCEMENT ACTIVITY

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

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

Cost Recovery to DCA	
$23,500	ORDERED
$12,973	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$0	RESTITUTION ORDERED
$26,438	AMOUNT REFUNDED
$400	REWORK AT NO CHARGE
$30,814	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$37,632	TOTAL SAVINGS ACHIEVED FOR CONSUMERS



* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CONTRACTORS STATE LICENSE BOARD >>

Contractors State License Board

www.cslb.ca.gov | www.CheckktheLicenseFirst.com

The Contractors State License Board (CSLB) protects consumers and contractors by regulating California's construction industry through policies that promote the health, safety, and general welfare of the public. CSLB helps ensure construction work is performed in a safe, competent, and professional manner by licensing contractors in the 43 classifications. CSLB also works with partner agencies to combat the illegal unlicensed activity of individuals and businesses that operate within the State's underground economy.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

// Received an Innovation in Regulation Award from the National Association of State Contractor Licensing Agencies in recognition of CSLB's creativity and excellence in maintaining fair and balanced regulation of the construction industry, and its ability to bring a sophisticated, organized, and massive fraud ring to justice.

// Achieved $10 million in restitution for a public works project in the City and County of San Francisco. CSLB began an investigation in 2006 against AMEC Construction, Inc. after a complaint was filed with CSLB by the city and county of San Francisco stating that AMEC Construction, Inc., abandoned the city and county's $119 million jail project. Based on a number of charges, including working with a suspended license, falsifying an application to change a qualifier, and a felony conviction for defrauding the federal government, the company's license was revoked and stayed with the following conditions:

1. Pay the City and County of San Francisco $10 million;
2. Pay CSLB and Attorney General costs of $37,518; and
3. Obtain a $125,000 disciplinary bond.

All three conditions have been met.

- Established Memoranda of Understanding (MOUs) with the following State agencies for the purpose of sharing information that strengthens CSLB's ability to enforce labor, tax, and licensing laws:

  Employment Development Department

  Department of Industrial Relations

  Division of Occupational Health and Safety

  Division of Labor Standards Enforcement

  Division of Apprenticeship Standards

  Office of Director – Legal

  Department of Transportation

  Franchise Tax Board

- Completed Phase II of CSLB's computer-based testing system. CSLB administers more than 60,000 exams each year in eight test centers around the State. Subject matter experts (SMEs) help CSLB establish the tests and ensure that exams are current and relevant. In FY 07–08, CSLB completed the conversion of its 45 examinations to the new State Contractors Official Registry Exam (SCORE). In FY 09–10, CSLB implemented Phase II of the system, a passing score software module. This module requires SMEs to review hundreds of test questions and make ratings on them during a three-day workshop. The software also features an interactive grid to facilitate discussion of potentially controversial test questions. The testing system, which was developed by CSLB staff, is now used to write and review test questions, prepare examination versions, calculate examination statistics, and administer the various exams to applicants.

- Implemented an online e-mail alert registry for anyone interested in receiving news releases, consumer alerts, industry bulletins, notices of meetings and hearings, and the California Licensed Contractor quarterly newsletter.

- Continued development of a consumer awareness campaign that reminds people to check their contractor's license status before beginning a construction project. Campaign advertisements direct consumers to the Web site **CheckTheLicenseFirst.com** which links to the CSLB Web site.

PROGRAM SUMMARY

Staffing	
431	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
0	BUREAU ADVISORY GROUP MEMBERS
5	PROFESSIONAL BOARD MEMBERS
10	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
06/2010	DATE STRATEGIC PLAN ADOPTED
54	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
ORIGINAL CONTRACTORS LICENSE	19,938	14,542	121,691
HOME IMPROVEMENT SALESMAN REGISTRATION	5,842	3,004	1,269

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ORIGINAL CONTRACTORS LICENSE	3,311	243,432	N/A
HOME IMPROVEMENT SALESMAN REGISTRATION	N/A	7,378	N/A

Renewal and Continuing Education

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

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
LAW AND BUSINESS	11,181	10,815	21,996
GENERAL ENGINEERING (A)	709	606	1,315
GENERAL CONTRACTOR (B)	5,016	4,609	9,625
ASBESTOS CERTIFICATION	65	93	158
HAZARDOUS CERTIFICATION	75	72	147
INSULATION AND ACOUSTICAL (C-2)	69	70	139
BOILER, HOT-WATER HEATING AND STEAM FITTING (C-4)	37	43	80
FRAMING AND ROUGH CARPENTRY (C-5)	45	110	155
CABINET, MILLWORK AND FINISH CARPENTRY (C-6)	273	237	510
LOW VOLTAGE SYSTEMS (C-7)	332	169	501
CONCRETE (C-8)	270	339	609
DRYWALL (C-9)	144	397	541
ELECTRICAL (C-10)	1,243	1,382	2,625
ELEVATOR (C-11)	17	5	22
EARTHWORK AND PAVING (C-12)	75	166	241
FENCING (C-13)	72	120	192
FLOORING (C-15)	286	387	673
FIRE PROTECTION (C-16)	89	149	238
GLAZING (C-17)	158	172	330
WARM-AIR HEATING, VENT AND AIR COND. (C-20)	639	918	1,557
BUILDING MOVING/ DEMOLITION (C-21)	79	87	166
ORNAMENTAL METAL (C-23)	53	115	168
LANDSCAPING (C-27)	538	1,034	1,572
LOCK AND SECURITY EQUIPMENT (C-28)	25	47	72
MASONRY (C-29)	96	165	261
CONSTRUCTION ZONE TRAFFIC CONTROL (C-31)	9	28	37
PARKING AND HIGHWAY IMPROVEMENT (C-32)	26	37	63

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF LICENSING ACTIVITY

EXAM TITLE	PASS	FAIL	TOTAL
PAINTING AND DECORATING (C-33)	679	798	1,477
PIPELINE (C-34)	14	39	53
LATHING AND PLASTERING (C-35)	78	154	232
PLUMBING (C-36)	738	716	1,454
REFRIGERATION (C-38)	84	66	150
ROOFING (C-39)	178	179	357
SANITATION SYSTEM (C-42)	20	52	72
SHEET METAL (C-43)	42	59	101
SIGN (C-45)	35	79	114
SOLAR (C-46)	231	302	533
MANUFACTURED HOUSING (C-47)	9	41	50
REINFORCING STEEL (C-50)	17	17	34
STRUCTURAL STEEL (C-51)	68	47	115
SWIMMING POOL (C-53)	142	230	372
TILE (C-54)	340	359	699
WATER CONDITIONING (C-55)	12	20	32
WELL DRILLIING (C-57)	30	27	57
WELDING (C-60)	45	60	105
TOTAL	**24,383**	**25,617**	**50,000**

Consumer Complaints—Intake

19,744	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
19,744	REFERRED FOR INVESTIGATION
3,928	PENDING

Conviction/Arrest Notification Complaints

132	RECEIVED
0	CLOSED/REFERRED FOR INVESTIGATION
30	PENDING

Inspections

0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations

19,876	OPENED
20,478	CLOSED
3,958	PENDING

Number of Days to Complete Intake and Investigations

14,755	UP TO 90 DAYS
2,584	91 TO 180 DAYS
2,897	181 DAYS TO 1 YEAR
224	1 TO 2 YEARS
16	2 TO 3 YEARS
2	OVER 3 YEARS
82.5	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines

1,323	ISSUED
1,323	ISSUED WITH A FINE
83	WITHDRAWN
13	DISMISSED
196.9	AVERAGE NUMBER OF DAYS TO ISSUE A CITIATION AND FINE

Total Amount of Fines

$2,383,850	ASSESSED
$250,270	REDUCED
$727,166	COLLECTED

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Crimina /Civil Actions	
1,264	REFERRALS FOR CRIMINAL/CIVIL ACTION .
NDA	CRIMINAL ACTIONS FILED
N/A	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
542	CASES OPENED/INITIATED
358	CASES CLOSED
560	CASES PENDING

Number of Days to Complete AG Cases	
32	1 YEAR
174	1 TO 2 YEARS
96	2 TO 3 YEARS
40	3 TO 4 YEARS
16	OVER 4 YEARS
749.3	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
80	STATEMENTS OF ISSUES FILED
286	ACCUSATIONS FILED
7	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
15	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
22	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
73	LICENSE APPLICATIONS DENIED
198	REVOCATION
0	SURRENDER OF LICENSE
29	PROBATION WITH SUSPENSION
10	SUSPENSION ONLY
6	PROBATION ONLY
0	PUBLIC REPRIMAND
42	OTHER DECISIONS

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

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

Cost Recovery to DCA	
$1,616,881	ORDERED
$198,092	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
NDA	RESTITUTION ORDERED
$41,220,457	AMOUNT REFUNDED
$1,261,074	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$42,481,531	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Court Reporters Board of California

www.courtreportersboard.ca.gov

The Court Reporters Board of California (Board) licenses certified shorthand reporters (CSRs), more commonly known as court reporters, and oversees California's schools of court reporting. CSRs are professionals who provide verbatim transcripts of oral court testimonies, grand jury hearings, depositions, and other legal proceedings. The Board approves school curriculum, audits school requirements, and responds to complaints of school improprieties regarding student recordkeeping and curriculum standards. The Board also administers the CSR licensing examination and disciplines licensees who violate consumer protection laws. In addition, the Board manages the Transcript Reimbursement Fund, which provides minimal or no-cost transcripts to pro bono legal counsel on behalf of indigent clients in civil cases.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Completed an occupational analysis of the court reporting profession. The findings will serve as the basis for exam development to ensure the licensing exam accurately tests for the skills currently necessary to enter the profession.
- Convened a task force of program instructors and administrators, licensees, and consumers in the form of agency owners and managing court personnel. The goal of the task force was to comprehensively review school curriculum regulations for continued relevancy to the profession.
- Reduced the environmental footprint of the Board by implementing an online newsletter.
- Conducted seminars for licensees to explain how the enforcement process works, from complaint intake through resolution.

PROGRAM SUMMARY

Staffing	
3.5	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
N/A	BUREAU ADVISORY GROUP MEMBERS
2	PROFESSIONAL BOARD MEMBERS
3	PUBLIC BOARD MEMBERS .

Strategic Planning and Outreach	
03/2009	DATE STRATEGIC PLAN ADOPTED
24	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
CSR	109	108	7,395

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CSR	N/A	7,503	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
CSR	EVERY YEAR	N/A

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
DICTATION	115	229	344
ENGLISH	119	136	255
PROFESSIONAL PRACTICE	131	76	207
TOTALS	365	441	806

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake	
137	RECEIVED
7	CLOSED WITHOUTREFERRAL FOR INVESTIGATION
130	REFERRED FOR INVESTIGATION
13	PENDING

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

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

Investigations	
130	OPENED
110	CLOSED
13	PENDING

Number of Days to Complete Intake and Investigations	
98	UP TO 90 DAYS
8	91 TO 180 DAYS
4	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
47	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Total Amount of Fines	
$18,250	ASSESSED
$2,500	REDUCED
$17,525	COLLECTED

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

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

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

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

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

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

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

Cost Recovery to DCA	
$5,950	ORDERED
$3,050	COLLECTED .

Consumer Restitution to Consumers/Refunds/Savings	
$0	RESTITUTION ORDERED
$1,008	AMOUNT REFUNDED
$0	REWORK AT NO CHARGE
$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$1,008	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Dental Board of California

www.dbc.ca.gov

The mission of the Dental Board of California (Board) is to protect and promote the health and safety of California consumers. The Board licenses dental health care professionals who demonstrate competence, takes action to maintain the appropriate standard of care, and works to enhance the education of licensees and consumers.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Revised and updated the Board's Strategic Plan.
- Initiated the Cite and Fine process for licensees who fail to comply with the Board's request for dental records.
- Established a Dental Assisting forum and appointed five members.
- Implemented a licensing backlog reduction plan to ensure license applications are processed efficiently and effectively.
- Granted provisional approval to the first new dental school opened in California in more than 20 years.
- Held monthly Law and Ethics examinations.
- Implemented the new Orthodontic Assistant and Dental Sedation Assistant permit programs.
- Implemented a new written and practical exam for the Registered Dental Assistant in Extended Functions.
- Implemented a new written law and ethics exam and added a third procedure into the Registered Dental Assistant Practical Examination.
- Continued the Board's Outreach Program to many locations throughout the State. Many successful appearances have provided informational access to more than 150,000 consumers and stakeholders thus far.
- Participated in a lecture series to dental students at the University of California, San Francisco, and the University of California, Los Angeles. Given in conjunction with the Office of the Attorney General, the "scared straight" sessions provided the undergraduates with a blend of information and real life anecdotes.
- Provided a drug diversion presentation to the Society of Dental Students at the University of California, Los Angeles.
- Hired a new Executive Officer, Enforcement Chief, and 16 additional staff in both the Sacramento and Orange Field Offices; recruited and trained specialty Dental Consultants; and provided Registered Dental Assistant Examiner training.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

// Held three General Anesthesia/Conscious Sedation Evaluator Orientation/Calibration courses, one each in Northern, Southern and Central California, to ensure that the Board's evaluators are trained to assess the competency of General Anesthesia or Conscious Sedation permit holders.

// Relocated the Southern Region Enforcement Office from Tustin to the City of Orange in March 2010. The new office location provides convenient access as it is located off several main freeways.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

// Initiated a rulemaking to amend and revise Section 1018 (Disciplinary Guidelines) to include the model language, rationale, and to specify the factors that may be considered by the Administrative Law Judge when determining whether a dental license should be suspended, revoked, or placed on probation. These amendments will assist the Board and the Attorney General's Office in pursuing enforcement actions against dental licensees who are in violation of the law.

// Proposed language to establish requirements requiring licensees to furnish a full set of fingerprints to the Department of Justice as a condition of renewal with the Board if the licensee was initially licensed prior to 1999 or if an electronic record of the fingerprint submission no longer exists.

// Proposed language to clarify and place into regulation existing requirements for dental assisting educational programs and courses for Dental Assistants, Registered Dental Assistants, and Registered Dental Assistants in Extended Functions, Orthodontic Assistants, and Dental Sedation Assistants and added corresponding educational requirements.

// New continuing education requirements for licensees became effective March 9, 2010. These regulations clarify continuing education course requirements for licensees and course providers. The regulations also clarify that the mandatory reporter obligations for licensees as set forth in the California Penal Code may be included in mandatory courses required for license renewal.

// Assembly Bill 1524 (Hayashi, Chapter 446, Statues of 2010), effective January 1, 2011, would abolish the clinical and written examination administered by the Board. Once the new program is established by the Board, the Board's examination will be replaced (once implementing regulations are adopted by the Board) with a portfolio examination of an applicant's competence to enter the practice of dentistry, which would be conducted while the applicant is enrolled in a California dental school program at a Board-certified dental school.

// Senate Bill 1172 (Negrete McLeod, Chapter 517, Statutes of 2010) requires all healing arts boards to incorporate the uniform standards regarding substance-abusing healing arts licensees recommended by the Substance Abuse Coordination Committee.

// Senate Bill 599 (Negrete McLeod, Chapter 642, Statutes of 2009) extends the California Dental Corps Loan Repayment Program from July 1, 2010, through July 1, 2012, allowing applicants to have a portion of their student loans paid through the Dentally Underserved Account in exchange for a commitment to practice in a dentally underserved area of California. This provides access to care in underserved areas while assisting newly licensed dentists in lessening their student loan burden, which in many cases exceeds $150,000.

PROGRAM SUMMARY

Staffing	
60.3	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
N/A	BUREAU ADVISORY GROUP MEMBERS
10	PROFESSIONAL BOARD MEMBERS
4	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
07/2010	DATE STRATEGIC PLAN ADOPTED
15	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
ADDITIONAL OFFICE PERMIT	247	228	806
CONSCIOUS SEDATION PERMIT	49	49	188
DENTIST LICENSE	1,031	1,020	17,562
ELECTIVE FACIAL COSMETIC SURGERY	1	5	0
FICTITIOUS NAME PERMIT	561	586	2,098
GENERAL ANESTHESIA PERMIT	60	41	376
MOBILE DENTAL CLINIC	0	0	11
MEDICAL GENERAL ANESTHESIA PERMIT	17	16	25
ORAL CONSCIOUS SEDATION CERTIFICATE	351	383	834
ORAL AND MAXILLOFACIAL SURGERY PERMIT	3	2	33
REGISTERED PROVIDER	150	122	549
SPECIAL PERMIT	2	2	32
REGISTERED DENTAL ASSISTANT (RDA)	3,202	1,945	17,043
RDA IN EXTENDED FUNCTIONS (RDAEF)	108	81	654

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ADDITIONAL OFFICE PERMIT	N/A	1,805	N/A
CONSCIOUS SEDATION PERMIT	N/A	424	N/A
DENTIST LICENSE	N/A	35,529	N/A
ELECTIVE FACIAL COSMETIC SURGERY	N/A	18	N/A
FICTITIOUS NAME PERMIT	N/A	4,480	N/A
GENERAL ANESTHESIA PERMIT	N/A	778	N/A
MOBILE DENTAL CLINIC	N/A	59	N/A
MEDICAL GENERAL ANESTHESIA PERMIT	N/A	21	N/A
ORAL CONSCIOUS SEDATION CERTIFICATE	N/A	1,988	N/A
ORAL AND MAXILLOFACIAL SURGERY PERMIT	N/A	73	N/A
REGISTERED PROVIDER	N/A	1,198	N/A
SPECIAL PERMIT	N/A	35	N/A
REGISTERED DENTAL ASSISTANT (RDA)	N/A	44,170	N/A
RDA IN EXTENDED FUNCTIONS (RDAEF	N/A	1,410	N/A

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF LICENSING ACTIVITY

Renewal and Continuing Education

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

Exams

TYPE	PASS	FAIL	TOTAL
DDS	**894**	**17**	**911**
RDA AND RDAEF	**5,213**	**2,740**	**7,953**
TOTAL	**6,107**	**2,757**	**8,864**

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake

2,998	RECEIVED
47	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
3,231	REFERRED FOR INVESTIGATION
12	PENDING

Conviction/Arrest Notification Complaints

174	RECEIVED
182	CLOSED/REFERRED FOR INVESTIGATION
1	PENDING

Inspections

137	INSPECTIONS CONDUCTED
13	INSPECTION CITATIONS ISSUED

Investigations

3,415	OPENED
3,917	CLOSED
1,829	PENDING

Number of Days to Complete Intake and Investigations

1,059	UP TO 90 DAYS
1,018	91 TO 180 DAYS
1,000	181 DAYS TO 1 YEAR
616	1 TO 2 YEARS
167	2 TO 3 YEARS
57	OVER 3 YEARS
242	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines

48	ISSUED
42	ISSUED WITH A FINE
6	WITHDRAWN
1	DISMISSED
312	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Total Amount of Fines	
$75,100	ASSESSED
$800	REDUCED
$6,700	COLLECTED

Criminal/Civil Actions	
11	REFERRALS FOR CRIMINAL/ IVIL ACTION
6	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED .

Office of the Attorney General/Disciplinary Actions	
154	CASES OPENED/INITIATED
56	CASES CLOSED
184	CASES PENDING

Number of Days to Complete AG Cases	
2	1 YEAR
15	1 TO 2 YEARS
21	2 TO 3 YEARS
18	3 TO 4 YEARS
0	OVER 4 YEARS
1,019	AVERAGE NUMBER OFDAYS TO IMPOSE DISCIPLINE

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

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

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

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

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

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

Cost Recovery to DCA	
$481,999	ORDERED
$201,736	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Dental Hygiene Committee of California

www.dhcc.ca.gov

The Dental Hygiene Committee of California (DHCC) is responsible for licensing three categories of dental hygienists who assist and support dentists practicing in California: Registered Dental Hygienist, Registered Dental Hygienist in Alternative Practice, and Registered Dental Hygienist in Extended Functions. The DHCC develops and administers written and clinical licensing examinations, conducts occupational analyses of the various professional categories, and evaluates educational courses. The DHCC also participates in outreach and support of the dental community with the goal of ensuring the highest quality of oral health care for all Californians.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

// Became an autonomous committee on July 01, 2009. Inaugurated six committee members on October 21, 2009, and one member on November 3, 2009. The DHCC held its inaugural meeting on December 10, 2009. DHCC has also begun its own enforcement, started conducting clinical licensure examinations, continued development of the law and ethics written examinations, and continues further development of examiner training materials. The DHCC is rapidly developing its infrastructure with the addition of internal staff, peripheral constituents, and an improved voice in the Legislature.

PROGRAM SUMMARY

Staffing	
7	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
0	BUREAU ADVISORY GROUP MEMBERS
5	PROFESSIONAL BOARD MEMBERS .
4	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
N/A	DATE STRATEGIC PLAN ADOPTED
6	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
RDH	864	713	7,762
RDHEF	0	0	18
HAP	42	47	118
FNP	8	7	0
RP	0	0	0

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
RDH	N/A	23,651	N/A
RDHAP	N/A	293	N/A
RDHEF	N/A	36	N/A
FNP	N/A	7	N/A
RP	N/A	0	N/A

Renewal and Continuing Education

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

Exams

PASS	FAIL	TOTAL
1,158	136	1,294

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake	
19	RECEIVED
2	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
16	REFERRED FOR INVESTIGATION
1	PENDING

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
89	OPENED
78	CLOSED
27	PENDING

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Number of Days to Complete Intake and Investigations	
56	UP TO 90 DAYS
15	91 TO 180 DAYS
1	181 DAYS TO 1 YEAR
4	1 TO 2 YEARS
1	2 TO 3 YEARS
1	OVER 3 YEARS
104	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

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

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

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

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

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

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

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

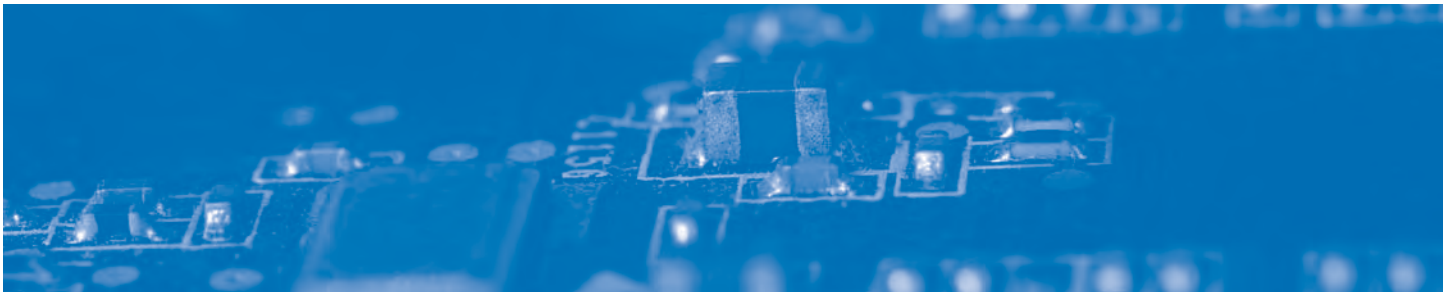
* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Bureau of Electronic and Appliance Repair and Home Furnishings and Thermal Insulation (BEARHFTI)

www.bearhfti.ca.gov

As a result of AB X4 20 (Strickland, Chapter 19, Statutes of 2009), the Bureau of Electronic and Appliance Repair and the Bureau of Home Furnishings and Thermal Insulation formally merged in October 2009 to become the Bureau of Electronic and Appliance Repair, Home Furnishings and Thermal Insulation (BEARHFTI).

The Bureau of Electronic and Appliance Repair, Home Furnishings and Thermal Insulation (BEARHFTI) licenses and regulates nearly 39,000 licensees serving California consumers in industries involving appliance, electronic and computer repair, service contracts, manufacturers, importers, retailers, upholsterers, sanitizers, and supply dealers providing home furnishing products, and thermal insulation manufacturers providing thermal insulation products. The Bureau's licensure program establishes minimum standards for entry into the various professions, establishes requirements designed to maintain or enhance licensee knowledge and ensure consumer protection. The Bureau also maintains a vigorous enforcement program which is designed to protect consumers, minimize substandard practice, and disciplines licensees as warranted. Routine industry inspections and advisory events are conducted to promote consumer protection, maintain a fair and competitive marketplace, and provide educational opportunities to industry stakeholders and licensees.



MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Successfully merged staff from both programs to work on assignments and projects within either discipline.
- Merged the two Consumer Advisory Councils into one council encompassing both disciplines.
- Continued to educate and inform consumers of State laws and regulations by participation in outreach events.
- Participated in industry informational visits and events to educate and reduce potential violations. Field contact visits focused on newly licensed businesses which had never been licensed or registered previously.
- Conducted a two-day unlicensed sting operation in Fresno resulting in 26 citations and a notice to appear. One individual with a revoked license appeared at the sting; this individual pled guilty to a misdemeanor violation of Business and Professions Code Section 9840, operating without a valid license, and was placed on three years' probation by a Fresno Superior Court.
- Addressed the consumer concern of the requirement for certain juvenile products to meet California's Technical Bulletin 117 standard. As a result, work has begun to amend regulations to exempt four juvenile products from our flammability regulation standards.
- Streamlined enforcement processes and workforce models. Allocated a new Inspector III position to enhance supervisory oversight to inspectors and improve field time goals. As a result, field percentage goals attained highest number ever within the Bureau.
- Streamlined lab workforce processes resulting in meeting 30-day turnaround goals.

PROGRAM SUMMARY

Staffing	
44.5	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
15	BUREAU ADVISORY GROUP MEMBERS
0	PROFESSIONAL BOARD MEMBERS
0	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
2007	DATE STRATEGIC PLAN ADOPTED
1	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
BEDDING RETAILER	248	237	756
CUSTOM UPHOLSTERER	59	50	249
FURNITURE AND BEDDING MANUFACTURER	138	116	627
FURNITURE AND BEDDING RETAILER	1,348	1,343	4,833
FURNITURE AND BEDDING WHOLESALER	39	25	71
FURNITURE RETAILER	270	214	1,242
IMPORTER	707	659	1,097
SANITIZER	4	1	4
SUPPLY DEALER	11	13	62
THERMAL INSULATION	11	11	4
APPLIANCE SERVICE DEALER	287	276	2,115
COMBINATION SERVICE DEALER	46	48	451
ELECTRONIC SERVICE DEALER	1,007	1,165	4,182
SERVICE CONTRACT ADMINISTRATOR	5	3	24
SERVICE CONTRACT SELLER	1,077	958	6,679

SUMMARY OF LICENSING ACTIVITY

Licensing by Population Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BEDDING RETAILER	N/A	2,604	N/A
CUSTOM UPHOLSTERER	N/A	566	N/A
FURNITURE AND BEDDING MANUFACTURER	N/A	1,449	N/A
FURNITURE AND BEDDING RETAILER	N/A	10,664	N/A
FURNITURE AND BEDDING WHOLESALER	N/A	184	N/A
FURNITURE RETAILER	N/A	2,860	N/A
IMPORTER	N/A	3,342	N/A
SANITIZER	N/A	11	N/A
SUPPLY DEALER	N/A	156	N/A
THERMAL INSULATION	N/A	127	N/A
APPLIANCE SERVICE DEALER	N/A	2,438	N/A
COMBINATION SERVICE DEALER	N/A	489	N/A
ELECTRONIC SERVICE DEALER	N/A	5,392	N/A
SERVICE CONTRACT ADMINISTRATOR	N/A	23	N/A
SERVICE CONTRACT SELLER	N/A	8,666	N/A

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF LICENSING ACTIVITY

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
BEDDING RETAILER	**EVERY 2 YEARS**	**N/A**
CUSTOM UPHOLSTERER	**EVERY 2 YEARS**	**N/A**
FURNITURE AND BEDDING MANUFACTURER	**EVERY 2 YEARS**	**N/A**
FURNITURE AND BEDDING RETAILER	**EVERY 2 YEARS**	**N/A**
FURNITURE AND BEDDING WHOLESALER	**EVERY 2 YEARS**	**N/A**
FURNITURE RETAILER	**EVERY 2 YEARS**	**N/A**
IMPORTER	**EVERY 2 YEARS**	**N/A**
SANITIZER	**EVERY 2 YEARS**	**N/A**
SUPPLY DEALER	**EVERY 2 YEARS**	**N/A**
THERMAL INSULATION	**EVERY 2 YEARS**	**N/A**
APPLIANCE SERVICE DEALER	**ANNUAL**	**N/A**
COMBINATION SERVICE DEALER	**ANNUAL**	**N/A**
ELECTRONIC SERVICE DEALER	**ANNUAL**	**N/A**
SERVICE CONTRACT ADMINISTRATOR	**ANNUAL**	**N/A**
SERVICE CONTRACT SELLER	**ANNUAL**	**N/A**

SUMMARY OF ENFORCEMENT ACTIVITY

Exams

PASS	FAIL	TOTAL
N/A	**N/A**	**N/A**

Consumer Complaints—Intake

2,756	RECEIVED
49	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,744	REFERRED FOR INVESTIGATION
23	PENDING

Conviction/Arrest Notification Complaints

15	RECEIVED
0	CLOSED/REFERRED FOR INVESTIGATION
25	PENDING

Inspections

4,972	INSPECTIONS CONDUCTED
44	INSPECTIONS CITATIONS ISSUED

Investigations

2,750	OPENED
3,152	CLOSED
424	PENDING

Number of Days to Complete Intake and Investigations

2,209	UP TO 90 DAYS
547	91 TO 180 DAYS
340	181 DAYS TO 1 YEAR
55	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
87	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines

207	ISSUED
207	ISSUED WITH A FINE
29	WITHDRAWN
40	DISMISSED
226	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

$79,750	ASSESSED
$7	REDUCED
$56,642	COLLECTED

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

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

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

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

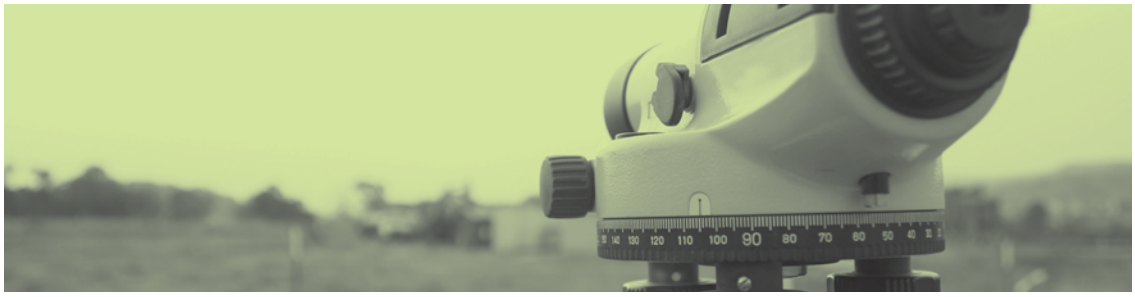
Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED
0	TOTAL

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$0	RESTITUTION ORDERED
$213,421	AMOUNT REFUNDED
$42,434	REWORK AT NO CHARGE
$132,030	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$387,845	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



Board for Professional Engineers and Land Surveyors

www.pels.ca.gov

The Board for Professional Engineers and Land Surveyors (Board) safeguards the life, health, property, and the public welfare by licensing engineers, land surveyors, geologists, and geophysicists, and helps the public make informed decisions when using their services. It also establishes and enforces regulations and investigates consumer complaints.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Continued to reduce the age of enforcement complaint investigation cases. In July 2009 there were 151 cases more than one year old. As of June 2010, there were 100. Eighty-eight cases were referred to the Attorney General's Office for formal disciplinary action against licensees and issued final decisions in 33 cases, compared to 59 and 12 for the Fiscal Year 2008–09.
- Continued to provide greater resources of information to the public. The Board prepared and published a new *Guide for Local Officials on Engineering and Land Surveying* and has distributed it to building officials, county surveyors, and other city and county officials who deal with engineering and surveying as well as making it available on the Board's Web site.
- Increased communication to licensees, applicants, and consumers by providing more sources of information on the Board's Web site. New resources that have been introduced include a newsletter that the Board issues twice a year, an e-mail subscriber list, and availability of supporting documents for Board meeting agendas.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

- Assembly Bill X4 20 (Strickland, Chapter 18, Statutes of 2009) eliminated the Board for Geologists and Geophysicists and transferred all of the duties to the Board effective October 23, 2009. Assumed the duties, powers, purposes, responsibilities, and jurisdiction to regulate the practices of geology and geophysics.

PROGRAM SUMMARY

Staffing	
58.6	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
N/A	BUREAU ADVISORY GROUP MEMBERS
6	PROFESSIONAL BOARD MEMBERS
5	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
09/2008	DATE STRATEGIC PLAN ADOPTED
11	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
AG- AGRICULTURAL	2	N/A	79
CH- CHEMICAL	126	71	1,032
CE-CIVIL	7,906	1,867	27,120
CONS-CONSULTING	N/A	N/A	7
CS-CONTROL SYSTEM	30	11	499
CR-CORROSION	N/A	N/A	171
E-ELECTRICAL	777	398	3,812
FP-FIRE PROTECTION	51	29	367
GE-GEOTECHNICAL	94	52	746
I-INDUSTRIAL	4	5	116
LS-LAND SURVEYOR	515	148	2,231
MF-MANUFACTURING	N/A	N/A	203
ME-MECHANICAL	755	478	7,395
MT-METALLURIGICAL	12	6	174
NU-NUCLEAR	4	2	392
PT-PETROLIUM	6	4	207
PHOTO-PHOTO SURVEYOR	N/A	N/A	4
QU-QUALITY	N/A	N/A	273
SF-SAFETY	N/A	N/A	307
SE-STRUCTURAL	494	185	1,851
TR-TRAFFIC	107	33	733
PROFESSIONAL GEOLOGIST	431	83	2,408
PROFESSIONAL GEOPHYSICIST	2	N/A	94
CERTIFIED ENGINEERING GEOLOGIST	56	8	799
CERTIFIED HYDROGEOLOGIST	50	5	393
ENGINEER IN TRAINING	8,921	3,833	N/A
LAND SURVEYOR IN TRAINING	456	168	N/A

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF LICENSING ACTIVITY

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
AG- AGRICULTURAL	N/A	182	N/A
CH- CHEMICAL	N/A	1,974	N/A
CE-CIVIL	N/A	51,557	N/A
CONS-CONSULTING	N/A	9	N/A
CS-CONTROL SYSTEM	N/A	1,361	N/A
CR-CORROSION	N/A	261	N/A
E-ELECTRICAL	N/A	9,185	N/A
FP-FIRE PREVENTION	N/A	758	N/A
GE-GEOTECHNICAL	N/A	1,383	N/A
I-INDUSTRIAL	N/A	468	N/A
LS-LAND SURVEYOR	N/A	4,249	N/A
MF-MANUFACTURING	N/A	592	N/A
ME-MECHANICAL	N/A	14,618	N/A
MT-METALLURIGICAL	N/A	260	N/A
NU-NUCLEAR	N/A	567	N/A
PT-PETROLIUM	N/A	376	N/A
PHOTO-PHOTO SURVEYOR	N/A	4	N/A
QU-QUALITY	N/A	734	N/A
SF-SAFETY	N/A	545	N/A
SE-STRUCTURAL	N/A	3,745	N/A
TR-TRAFFIC	N/A	1,500	N/A
PROFESSIONAL GEOLOGIST	N/A	5,064	N/A
PROFESSIONAL GEOPHYSICIST	N/A	197	N/A
CERTIFIED ENGINEERING GEOLOGIST	N/A	1,605	N/A
CERTIFIED HYDROGEOLOGIST	N/A	868	N/A
ENGINEER IN TRAINING	32,784	N/A	N/A
LAND SURVEYOR IN TRAINING	2,234	N/A	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
AG- AGRICULTURAL	EVERY 2 YEARS	NONE
CH- CHEMICAL	EVERY 2 YEARS	NONE
CE-CIVIL	EVERY 2 YEARS	NONE
CONS-CONSULTING	EVERY 2 YEARS	NONE
CS-CONTROL SYSTEM	EVERY 2 YEARS	NONE
CR-CORROSION	EVERY 2 YEARS	NONE
E-ELECTRICAL	EVERY 2 YEARS	NONE
FP-FIRE PREVENTION	EVERY 2 YEARS	NONE
GE-GEOTECHNICAL	EVERY 2 YEARS	NONE
I-INDUSTRIAL	EVERY 2 YEARS	NONE
LS-LAND SURVEYOR	EVERY 2 YEARS	NONE
MF-MANUFACTURING	EVERY 2 YEARS	NONE
ME-MECHANICAL	EVERY 2 YEARS	NONE
MT-METALLURIGICAL	EVERY 2 YEARS	NONE
NU-NUCLEAR	EVERY 2 YEARS	NONE
PT-PETROLIUM	EVERY 2 YEARS	NONE
PHOTO-PHOTO SURVEYOR	EVERY 2 YEARS	NONE
QU-QUALITY	EVERY 2 YEARS	NONE
SF-SAFETY	EVERY 2 YEARS	NONE
SE-STRUCTURAL	EVERY 2 YEARS	NONE
TR-TRAFFIC	EVERY 2 YEARS	NONE
PROFESSIONAL GEOLOGIST	EVERY 2 YEARS	NONE
PROFESSIONAL GEOPHYSICIST	EVERY 2 YEARS	NONE
CERTIFIED ENGINEERING GEOLOGIST	EVERY 2 YEARS	NONE
CERTIFIED HYDROGEOLOGIST	EVERY 2 YEARS	NONE
ENGINEER IN TRAINING	NON-RENEWABLE	NONE
LAND SURVEYOR IN TRAINING	NON-RENEWABLE	NONE

Exams

PASS	FAIL	TOTAL
9,849	13,459	23,308

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY PROFESSIONAL ENGENEERS AND LAND SURVEYORS

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

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

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

Investigations	
456	OPENED
541	CLOSED
298	PENDING

Citations and Fines	
38	ISSUED
38	ISSUED WITH A FINE
N/A	WITHDRAWN
1	DISMISSED
1,628	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$38,750	ASSESSED
N/A	REDUCED
$18,900	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
88	CASES OPENED/INITIATED
31	CASES CLOSED
117	CASES PENDING

Number of Days to Complete AG Cases	
1	1 YEAR
2	1 TO 2 YEARS
2	2 TO 3 YEARS
6	3 TO 4 YEARS
20	OVER 4 YEARS
1,892	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY PROFESSIONAL ENGENEERS AND LAND SURVEYORS

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

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

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

Cost Recovery to DCA	
$85,731	ORDERED
$13,912	COLLECTED

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

SUMMARY OF ENFORCEMENT ACTIVITY GEOLOGISTS

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

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

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

Investigations	
26	OPENED
10	CLOSED
97	PENDING

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

Total Amount of Fines	
$2,000	ASSESSED
$500	REDUCED
$1,000	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY GEOLOGISTS

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

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

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

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

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

STATE BOARD OF GUIDE DOGS FOR THE BLIND >>

guide dog board

State Board of Guide Dogs for the Blind

www.guidedogboard.ca.gov

The State Board of Guide Dogs for the Blind (Board) licenses and regulates schools and instructors operating in California who train and supply guide dogs for the blind. The mission of the Board is to ensure the quality of the guide dog industry by protecting, promoting, and educating guide dog users, instructors, schools, and the public in order to enhance the lives of blind or visually impaired individuals.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Approved a five-year Strategic Plan, identifying three goals, 11 objectives and 37 tactics. Major focus areas include outreach, education, partnerships, and enforcement.
- Launched an educational campaign to bring awareness to the issues surrounding dog attacks on guide dogs. This campaign was established to educate guide dog users to call 9-1-1 and file a police report when attacked; to encourage law enforcement to respond appropriately to the 9-1-1 calls; and, for general members of the public to know how to help if witnessing a dog attack on a guide dog. The campaign kicked off with a press conference at the San Francisco Office of Governor Arnold Schwarzenegger on February 24, 2010. Conference speakers included Sergeant William Herndon and Officer John Denny, San Francisco Police Department; Theresa Duncan, Alumni Director, Guide Dogs for the Blind, Inc.; and Brian Francis, Director of Admissions and Graduate Services, Guide Dogs for the Blind, Inc.
- Submitted a 'Responding to Service Animal Calls' video (created by Assistance Dogs International and the Hotel and Lodging Association) to Police Officer Standards Training (POST). The video was accepted and certified for training law enforcement. More than 32,000 POST members can now view the video through the POST's Learning Portal and receive continuing education credit.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

// The Practice Task Force, composed of senior guide dog instructors from the three California guide dog schools, recommended the Board consider making in-home training accessible to all guide dog users, regardless of experience. The Task Force's recommendation was ratified by the Board. The Board submitted language to the Senate Business Professions and Economic Development Committee who sponsored Senate Bill 1491 (Senate Business Professions and Economic Development Committee). It is the Board's desire that this bill will enable guide dog users to learn in the comfort and convenience of their home if the guide dog school can facilitate such instruction.

// Amended Title 16, California Code of Regulations section 2286 which prescribed the number of continuing education hours required of guide dog instructors upon license renewal. The regulation did not comply with the statutory requirement of eight hours, instead giving instructors the option of attending 16 hours of meetings of consumer organizations. The amended section also allows instructors to view videos and participate in courses or seminars online.

PROGRAM SUMMARY

Staffing	
1.5	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
7	BUREAU ADVISORY GROUP MEMBERS
0	PROFESSIONAL BOARD MEMBERS
7	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
11/2009	DATE STRATEGIC PLAN ADOPTED
3	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
GUIDE DOG INSTRUCTOR	6	5	101
GUIDE DOG SCHOOL	0	0	3
FUNDRAISING LICENSE	0	0	0
INACTIVE INSTRUCTOR	0	1	1

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
GUIDE DOG INSTRUCTOR	0	106	5
GUIDE DOG SCHOOL	0	3	0
FUNDRAISING LICENSE	0	0	0
INACTIVE INSTRUCTOR	0	1	1

Renewal and Continuing Education

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

Exams

PASS	FAIL	TOTAL
5	1	6

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

Inspections	
3	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
1	OPENED
1	CLOSED
0	PENDING

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

Total Amount of Fines	
0	ASSESSED
0	REDUCED
0	COLLECTED

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

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

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

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

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

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

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

Cost Recovery to DCA	
$0	ORDERED .
$0	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Landscape Architects Technical Committee

www.latc.ca.gov

The Landscape Architects Technical Committee (Committee) has operated within the California Architects Board since 1999. The Committee licenses and regulates the practice of more than 3,500 landscape architects in California, ensuring minimal competency through examination, licensing, and enforcement.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

// Conducted student outreach presentations at all seven California universities that offer landscape architecture programs and met with faculty from several of these programs at Committee meetings in an effort to improve communications with faculty and students. At student outreach presentations, staff presented the laws and regulations governing eligibility to take the national examination, issues with unlicensed activity, emphasized the importance of being licensed and reviewed the scope of the examination and the multiple-choice and graphic exam questions. The discussions with faculty members covered a wide range of educational and professional issues surrounding the practice of landscape architecture and the role of the Committee in licensing and regulation. The Committee plans to continue to conduct student outreach presentations and meet with landscape architecture program faculty on an annual basis.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Streamlined examination processing by contracting with the Council of Landscape Architectural Registration Boards to administer the national licensing examination.
- Created an online consumer satisfaction survey to analyze trends and improve services.
- Approved a report created and submitted by the Education Subcommittee to evaluate the education and experience requirements for examination eligibility. The Committee is currently implementing the recommendations from the Education Subcommittee Report.
- Augmented an additional 0.4 position to strengthen the Enforcement Program.
- The Committee began working on the Sunset Review Report to be submitted to the Joint Legislative Sunset Review Committee on October 1, 2010. The Committee views this report as a tremendous opportunity to showcase its accomplishments, learn from best practices of other boards, and receive feedback.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

- Approved amendments to California Code of Regulations, Title 16, Division 26, Section 2620, Education and Training Credits, that promotes greater flexibility for examination applicants.

PROGRAM SUMMARY

Staffing	
5.5	STAFF POSITIONS APPROVED IN BUDGET
0	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
0	BUREAU ADVISORY GROUP MEMBERS
5	PROFESSIONAL BOARD MEMBERS
0	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
04/2009	DATE STRATEGIC PLAN ADOPTED
8	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
APPLICATION FOR ELIGIBILITY	137	N/A	N/A
APPLICATION FOR INITIAL LICENSE	96	96	1,672

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
LANDSCAPE ARCHITECT LICENSE	N/A	3,527	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
LANDSCAPE ARCHITECT LICENSE RENEWAL	EVERY 2 YEARS	NOT REQUIRED

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
LANDSCAPE ARCHITECT REGISTRATION EXAMINATION (LARE)	478	404	882
CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE)	93	14	107
TOTAL	571	418	889

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
86	OPENED
45	CLOSED
41	PENDING

Number of Days to Complete Intake and Investigations	
3	UP TO 90 DAYS
5	91 TO 180 DAYS
21	181 DAYS TO 1 YEAR
12	1 TO 2 YEARS
3	2 TO 3 YEARS
1	OVER 3 YEARS
599	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

Total Amount of Fines	
3,000	ASSESSED
500	REDUCED
1,000	COLLECTED

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

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

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

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

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

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

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

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Medical Board of California

www.mbc.ca.gov

The Medical Board of California (Board) protects consumers by licensing and regulating physicians. Through its Licensing Program, the Board sets standards for physician licensure, reviews applications for licensure, and evaluates and approves certain medical education programs. Its Enforcement Program investigates complaints against physicians and imposes discipline against them if necessary. The Board also provides consumers with helpful information, including consumer guides on a variety of healthcare topics, licensing, and disciplinary information relating to physicians.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

// Initiated a new system in December 2009 to allow applicants to look up their application status on the Board's Web site. After entering this secure Web site, applicants are able to view those documents required by the Board for licensure. The applicant information screen shows the applicant what documents have been received by the Board and which ones are missing. The implementation of this system allows applicants to access their application information at their convenience without having to contact the Board. This is one of many recent system improvements to streamline and expedite the licensing process.

// Expanded the Board's licensing outreach program to more teaching hospitals and began outreach to physician recruiters. At these presentations, a Board representative explains the licensing process with emphasis on how applications are reviewed and assists individuals who have specific questions. This helps applicants identify potential problems and hopefully will lead to the submission of more complete and accurate applications.

// Reinstated the Board's Operation Safe Medicine (OSM), consisting of Board investigators whose work is devoted to proactively addressing ongoing problems with unlicensed activity and the corporate practice of medicine. Within the past year, OSM has been assigned approximately 80 consumer complaints of unlicensed or unsafe practice. As part of the Program, Board investigators are educating district and city attorneys regarding the laws pertaining to the practice of medicine. OSM helps protect the public from harm caused by unlicensed individuals who are practicing medicine illegally.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

- Title 16, California Code of Regulations, section 1355.4., effective June 23, 2010, requires all California-licensed physicians to notify their patients that physicians are licensed and regulated by the Medical Board, and to provide the patient with the Board's toll-free phone number and Web site. This may be done by either prominently posting a sign or by giving the information in writing to each patient or the patient's representative.

- Assembly Bill 501 (Emmerson, Chapter 400, Statutes of 2009) permits the Board to issue a limited license to an applicant for licensure who is otherwise eligible for a medical license in California, but is unable to practice all aspects of medicine safely due to a disability. It sets the for use of the "Dr." and "M.D." for individuals in medical training. It establishes a cap on the licensing fee imposed by the Board at a fee equal to or less than $790 and increases the amount of reserve allowed in the Contingent Fund of the Board. Lastly, this bill directs the Office of State Audits and Evaluations within the Department of Finance to perform a review of the Board's financial status by June 1, 2012.

- Assembly Bill 1070 (Hill, Chapter 505, Statutes of 2009) allows the Board President to sit on a disciplinary panel when the Board does not have a full complement of members and allows an administrative law judge to recommend that a licensee be issued a public reprimand that includes additional requirements for education and training. This bill requires a physician to report to the Board information regarding any specialty Board certifications held and his or her practice status. Lastly, this bill extends the sunset date of the vertical enforcement and prosecution model from January 1, 2010, to January 1, 2012, and requires the Board to establish and implement a plan to assist in team building between the Board's staff and the Health Quality Enforcement Section of the Department of Justice.

- Senate Bill 132 (Denham, Chapter 635, Statutes of 2009) requires registration for individuals assisting physicians in the practice of sleep medicine. It establishes the criteria necessary for becoming a certified polysomnographic technologist and permits techniciansand trainee to act under the supervision of a registered polysomnographic technologist. This bill requires the Board to develop regulations relative to the qualifications for registration of these three classifications, which must be done within a year of the effective date of the legislation.

PROGRAM SUMMARY

Staffing	
255.5	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
N/A	BUREAU ADVISORY GROUP MEMBERS
8	PROFESSIONAL BOARD MEMBERS
7	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
01/2008	DATE STRATEGIC PLAN ADOPTED
45	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
FICTICIOUS NAME PERMIT	1,301	1,118	4,968
LICENSED MIDWIFE	19	20	99
DISPENSING OPTICIAN	149	142	485
CONTACT LENS DISPENSER	96	98	366
SPECTACLE LENS DISPENSER	347	221	906
OUT-OF-STATE OPTICIAN	1	1	3
RESEARCH PSYCHOANALYST	0	3	79
SPECIAL FACULTY PERMIT	0	2	5
PHYSICIAN AND SURGEON	5,964	5,110	60,814

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
FICTICIOUS NAME PERMIT	15,144	N/A	N/A
LICENSED MIDWIFE	N/A	238	N/A
DISPENSING OPTICIAN	N/A	1,356	N/A
CONTACT LENS DISPENSER	N/A	1,129	N/A
SPECTACLE LENS DISPENSER	N/A	2,956	N/A
OUT-OF-STATE OPTICIAN	N/A	12	N/A
RESEARCH PSYCHOANALYST	N/A	113	N/A
SPECIAL FACULTY PERMIT	15	N/A	N/A
PHYSICIAN AND SURGEON	N/A	141,337	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
FICTICIOUS NAME PERMIT	EVERY 2 YEARS	N/A
LICENSED MIDWIFE	EVERY 2 YEARS	36
DISPENSING OPTICIAN	EVERY 2 YEARS	N/A
CONTACT LENS DISPENSER	EVERY 2 YEARS	N/A
SPECTACLE LENS DISPENSER	EVERY 2 YEARS	N/A
OUT-OF-STATE OPTICIAN	EVERY 2 YEARS	N/A
RESEARCH PSYCHOANALYST	EVERY 2 YEARS	N/A
SPECIAL FACULTY PERMIT	EVERY 2 YEARS	50
PHYSICIAN AND SURGEON	EVERY 2 YEARS	50

Exams

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY LICENSED MIDWIFE

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

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

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

Investigations	
8	OPENED
8	CLOSED
7	PENDING

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

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

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

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

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

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

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY LICENSED MIDWIFE

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

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

SUMMARY OF ENFORCEMENT ACTIVITY DISPENSING OPTICIANS

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

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

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

Investigations	
42	OPENED
30	CLOSED
23	PENDING

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

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY DISPENSING OPTICIANS

Total Amount of Fines	
$5,000	FINES ASSESSED
$0	REDUCED
$0	COLLECTED

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

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

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

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

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

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

SUMMARY OF ENFORCEMENT ACTIVITY RESEARCH PSYCHOANALYST

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

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY RESEARCH PSYCHOANALYST

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

Investigations	
1	OPENED
1	CLOSED
0	PENDING

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

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

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

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

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

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

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

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

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY RESEARCH PSYCHOANALYST

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

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

Investigations	
6,579	OPENED
6,544	CLOSED
2,317	PENDING

Number of Days to Complete Intake and Investigations	
3,447	UP TO 90 DAYS
1,789	91 TO 180 DAYS
640	181 DAYS TO 1 YEAR
510	1 TO 2 YEARS
154	2 TO 3 YEARS
4	OVER 3 YEARS
142	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

SUMMARY OF ENFORCEMENT ACTIVITY PHYSICIANS AND SURGEONS

Consumer Complaints—Intake	
6,189	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
6,226	REFERRED FOR INVESTIGATION
148	PENDING

Conviction/Arrest Notification Complaints	
353	RECEIVED
353	CLOSED/REFERRED FOR INVESTIGATION
12	PENDING

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

Total Amount of Fines	
$216,550	ASSESSED
$12,675	REDUCED
$44,149	COLLECTED

Criminal/Civil Actions	
35	REFERRALS FOR CRIMINAL/CIVIL ACTION
11	CRIMINAL ACTIONS FILED
3	CIVIL ACTIONS FILED

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY PHYSICIANS AND SURGEONS

Office of the Attorney General/Disciplinary Actions	
457	CASES OPENED/INITIATED
253	CASES CLOSED
431	CASES PENDING

Number of Days to Complete AG Cases	
60	1 YEAR
62	1 TO 2 YEARS
52	2 TO 3 YEARS
50	3 TO 4 YEARS
29	OVER 4 YEARS
821	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
3	LICENSE APPLICATIONS DENIED
34	REVOCATION
71	SURRENDER OF LICENSE
13	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
93	PROBATION ONLY
116	PUBLIC REPRIMAND
3	OTHER DECISIONS

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

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

Petition for Modification or Termination of Probation	
26	GRANTED
9	DENIED
35	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification	
5	GRANTED
6	DENIED
11	TOTAL

Cost Recovery to DCA	
$0	ORDERED
$42,850	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

NATUROPATHIC MEDICINE COMMITTEE

Naturopathic Medicine Committee

www.naturopathic.ca.gov

The Naturopathic Medicine Committee (Committee) was established October 23, 2009, under the Osteopathic Medical Board of California as a result of Governor Schwarzenegger's plan for efficiency in government. The former Bureau of Naturopathic Medicine and its advisory council were abolished and a new nine-member Committee was appointed by the Governor. The Bureau was established in 2004 and began licensing naturopathic doctors in January 2005.

The Naturopathic Doctors Act defines naturopathic medicine as "a distinct and comprehensive system of primary healthcare practiced by a naturopathic doctor for the diagnosis, treatment, and prevention of human health conditions, injuries, and disease." The Committee ensures that California's naturopathic doctors meet educational and competency standards for licensure. The Committee licenses and regulates naturopathic doctors as well as investigates complaints while providing consumers and other regulatory agencies with licensing and disciplinary information.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Modified all Bureau forms to reflect new Committee information.
- Modified all Web pages and associated documents.
- Coordinated hiring of nine new Committee members.
- Modified enforcement and licensing processes to conform to new departmental reporting requirements.
- Held the first two meetings of the new Committee.
- Appointed the Committee's first Acting Executive Officer, who was then approved by Osteopathic Medical Board.
- Attended an outreach event and spoke about unlicensed activity and other enforcement issues.

PROGRAM SUMMARY

Staffing	
1	STAFF POSITIONS APPROVED IN BUDGET
0	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
N/A	BUREAU ADVISORY GROUP MEMBERS
3	PROFESSIONAL BOARD MEMBERS
6	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
N/A	DATE STRATEGIC PLAN ADOPTED
1	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
NATUROPATHIC DOCTOR	49	47	137

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
NATUROPATHIC DOCTOR	N/A	401	N/A

Renewal and Continuing Education

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

Exams

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

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
62	OPENED
62	CLOSED
0	PENDING

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

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

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

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

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

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

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

California Board of Occupational Therapy

www.bot.ca.gov

The California Board of Occupational Therapy (Board) licenses and regulates Occupational Therapists (OTs) and Occupational Therapy Assistants (OTAs). Occupational therapy practitioners provide important habilitation, rehabilitation, health-promoting services to people who, because of illness, injury, disease, disorder, condition, impairment, disability, activity limitation, or developmental or psychological impairment, need specialized intervention to regain, develop, or build the skills necessary for independent living, improved well-being, and quality of life. Occupational therapy addresses the physical, cognitive, psychosocial, sensory, and other aspects of performance in a variety of contexts to support engagement in everyday life activities.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

- Amended regulations to add definitions for "Incompetence," "Negligence," and "Gross Negligence."
- Amended regulations to establish criteria for crimes or acts substantially related to the qualifications, functions or duties of an occupational therapy practitioner.
- Amended regulations to establish Minimum Standards for Infection Control.
- Amended regulations to clarify that "Level II fieldwork educator" means a licensed occupational therapist or occupational therapy assistant and requires a minimum of one year of practice experience following issuance of a license.
- Proposed regulations to modify the Board's Disciplinary Guidelines to include new Uniform Standards for substance abusing practitioners, which are used when considering discipline.
- Proposed regulations with clarifying amendments to the Advanced Practice areas and requires a new application.
- Proposed regulations with clarifying amendments for issuance of a Limited Permit to applicants and added section regarding use of initials and/or titles and specified licensure is required.

PROGRAM SUMMARY

Staffing	
N/A	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
N/A	BUREAU ADVISORY GROUP MEMBERS
4	PROFESSIONAL BOARD MEMBERS
3	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
09/2007	DATE STRATEGIC PLAN ADOPTED
N/A	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
OCCUPATIONAL THERAPIST	757	692	4,395
OCCUPATIONAL THERAPY ASSISTANT	104	106	711

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
OCCUPATIONAL THERAPIST	N/A	8,985	N/A
OCCUPATIONAL THERAPY ASSISTANT	N/A	1,501	N/A

Renewal and Continuing Education

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

Exams

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

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
306	OPENED
428	CLOSED
202	PENDING

Number of Days to Complete Intake and Investigations	
179	UP TO 90 DAYS
62	91 TO 180 DAYS
87	181 DAYS TO 1 YEAR
62	1 TO 2 YEARS
18	2 TO 3 YEARS
20	OVER 3 YEARS
253	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$17,301	ASSESSED
$1,076	REDUCED
$17,025	COLLECTED

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

Office of the Attorney General/Disciplinary Actions	
16	CASES OPENED/INITIATED
18	CASES CLOSED
13	CASES PENDING

Number of Days to Complete AG Cases	
5	1 YEAR
6	1 TO 2 YEARS
1	2 TO 3 YEARS
5	3 TO 4 YEARS
1	OVER 4 YEARS
749	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

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

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

Cost Recovery to DCA	
$21,395	ORDERED
$9,713	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA STATE BOARD OF OPTOMETRY >>

CALIFORNIA STATE BOARD OF OPTOMETRY

California State Board of Optometry

www.optometry.ca.gov

The California State Board of Optometry (Board) regulates the practice of optometry through licensing and enforcement. The Board's mission is to serve the public and optometrists by promoting and enforcing laws and regulations which protect the health and safety of California's consumers and to ensure high-quality care. The Board provides continuing education so that licensees can remain current on emerging trends and industry changes and conducts public outreach to inform consumers about the eye and vision care programs and services available to them.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Completed and adopted a 2010–11 Strategic Plan on March 25, 2010. This accomplishment will benefit the Board, staff, licensees and consumers.
- Completed transition to new computer-based examination vendor Psychological Services Inc. (PSI) for the California Laws and Regulations Examination. This meets the Board's examination goals set out in its Strategic Plan and benefits the Board's applicants and employees by streamlining the licensure process. Applicants may now schedule their examination on the date of their choice, Monday–Friday between the hours of 8 a.m. to 5 p.m. In addition, staff processing times have been reduced thanks to PSI's ability to transfer exam scores electronically.
- Created and initiated Customer Satisfaction Surveys specific to general requests, licensing and enforcement in order to assess and improve the level and quality of services provided to licensees, applicants and consumers. This meets the Board's organizational effectiveness goals set out in its Strategic Plan and will benefit licensees, consumers and stakeholders by making staff aware of areas that need improvement.
- Created and published summaries of disciplinary actions on the Board's Web site in order to benefit consumers by keeping them informed on the status of practicing optometrists in the State. This accomplishment meets the Board's education and outreach goals.
- Created and published the 2010 Optometry Business and Professions Codes and California Code of Regulations on the Board's Web site. This accomplishment meets the Board's organizational effectiveness goals and will benefit staff, licensees, and consumers by providing the most up-to-date information.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

- Initiated a rulemaking for California Code of Regulations (CCR) section 1571, Glaucoma Certification Requirements pursuant to Senate Bill 1406 (Correa, Chapter 352, Statutes of 2008). This regulation establishes the requirements for optometrists who graduated prior to May 1, 2008 to become glaucoma certified. This regulation is still going through the rulemaking process.

- Initiated a rulemaking to amend CCR section 1520, Infection Control Guidelines. The proposed infection control guidelines are based on minimum standards that are industry-accepted and known to minimize the risk of transmission of infectious diseases or agents. These are not new requirements for optometrists; the Board is explicitly placing these minimum standards into regulation in order to clarify what is expected of optometrists in California. This regulation is still going through the rulemaking process.

- Created and are sponsoring Assembly Bill 2683 (Hernandez) in order to establish requirements for optometrists to practice in health facilities such as skilled nursing and intermediate care facilities. This bill is still going through the legislative process.

PROGRAM SUMMARY

Staffing

12	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members

N/A	BUREAU ADVISORY GROUP MEMBERS
6	PROFESSIONAL BOARD MEMBERS
5	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach

03/2010	DATE STRATEGIC PLAN ADOPTED
4	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
BRANCH OFFICE LICENSE	31	66	325
FICTITIOUS NAME PERMIT	127	180	1,032
STATEMENT OF LICENSURE	208	187	285
OPTOMETRY APPLICATION	285	215	3,368
OPTOMETRY APPLICATION - THERAPUTIC PHARMACEUTICAL AGENTS	304	138	N/A
DUPLICATE WALL CERTIFICATE APPLICATION	261	261	N/A

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BRANCH OFFICE LICENSE	N/A	432	N/A
FICTITIOUS NAME PERMIT	1,278	N/A	N/A
STATEMENT OF LICENSURE	1,057	N/A	N/A
OPTOMETRY APPLICATION	N/A	11,782	N/A
OPTOMETRY APPLICATION - THERAPUTIC PHARMACEUTICAL AGENTS	N/A	6,890	N/A
DUPLICATE WALL CERTIFICATE APPLICATION	N/A	6,148	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
BRANCH OFFICE LICENSE	ANNUAL	NONE
FICTITIOUS NAME PERMIT	ANNUAL	NONE
STATEMENT OF LICENSURE	EVERY 2 YEARS	NONE
OPTOMETRY APPLICATION	EVERY 2 YEARS	50 (TPA); 40 (DPA)
OPTOMETRY APPLICATION - THERAPUTIC PHARMACEUTICAL AGENTS	EVERY 2 YEARS	50
DUPLICATE WALL CERTIFICATE APPLICATION	ONLY IF LOST/STOLEN	NONE

Exam

EXAM TITLE	PASS	FAIL	TOTAL
NATIONAL BOARD OF EXAMINERS IN OPTOMETRY	215	0	215
CA LAWS AND REGULATIONS EXAM	139	29	168
TOTAL	354	29	383

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake

173	RECEIVED
27	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
163	REFERRED FOR INVESTIGATION
1	PENDING

Conviction/Arrest Notification Complaints

21	RECEIVED
22	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
185	OPENED
236	CLOSED
60	PENDING

Number of Days to Complete Intake and Investigations	
87	UP TO 90 DAYS
52	91 TO 180 DAYS
53	181 DAYS TO 1 YEAR
39	1 TO 2 YEARS
1	2 TO 3 YEARS
4	OVER 3 YEARS
201	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$18,250	ASSESSED
$0	REDUCED
$750	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
10	CASES OPENED/INITIATED
4	CASES CLOSED
13	CASES PENDING

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

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

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

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

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

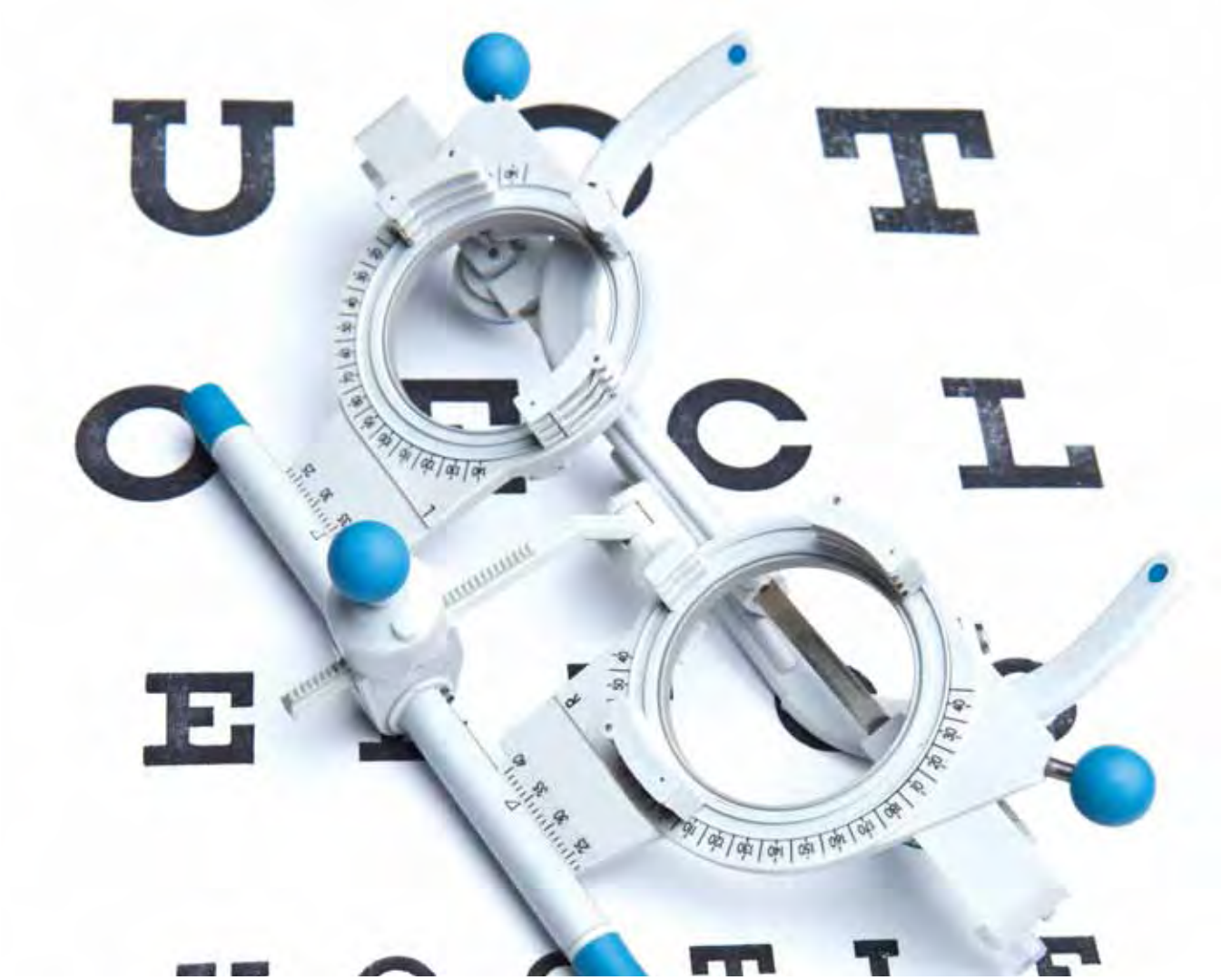
SUMMARY OF ENFORCEMENT ACTIVITY

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

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

Cost Recovery to DCA	
$26,516	ORDERED
$31,087	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$0	RESTITUTION ORDERED
$273	AMOUNT REFUNDED
$0	REWORK AT NO CHARGE
$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS



* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Osteopathic Medical Board of California

www.ombc.ca.gov

The Osteopathic Medical Board of California (Board) oversees the practice of medicine by osteopathic physicians and surgeons by enforcing the Medical Practice Act. Emphasizing the inter-relationship of the body's nerves, muscles, bones and organs, doctors of osteopathic medicine consider the whole person to prevent, diagnose, and treat illness, disease, and injury.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Refined the Board's Web by placing supporting documents for physicians' disciplinary actions online, meeting the needs of the public by creating transparency and making information available.
- Recieved approval for an additional three staff in licensing; one additional staff in administration; enabling reasonable workload for each staff.
- Accommodated the Naturopathic Medicine Committee (NMC) by acceptance within the Board's existing offices; and appointed the Acting Executive Officer of the NMC.

PROGRAM SUMMARY

Staffing	
6	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
N/A	BUREAU ADVISORY GROUP MEMBERS
7	PROFESSIONAL BOARD MEMBERS
2	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
04/2003	DATE STRATEGIC PLAN ADOPTED
0	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
OSTEOPATHIC PHYSICIANS AND SURGEONS	497	478	2,599
FICTITIOUS NAME PERMIT	76	72	452

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
OSTEOPATHIC PHYSICIANS AND SURGEONS	N/A	5,683	N/A
FICTITIOUS NAME PERMIT	495	N/A	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
OSTEOPATHIC PHYSICIANS AND SURGEONS	EVERY 2 YEARS	150 HOURS EVERY 3 YRS
FICTITIOUS NAME PERMIT	N/A	N/A

Exams

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

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake	
277	RECEIVED
223	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
239	REFERRED FOR INVESTIGATION
271	PENDING

Conviction/Arrest Notification Complaints	
15	RECEIVED
18	CLOSED/REFERRED FOR INVESTIGATION
12	PENDING

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

Investigations	
256	OPENED
196	CLOSED
191	PENDING

Number of Days to Complete Intake and Investigations	
41	UP TO 90 DAYS
41	91 TO 180 DAYS
97	181 DAYS TO 1 YEAR
35	1 TO 2 YEARS
6	2 TO 3 YEARS
3	OVER 3 YEARS
239	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Total Amount of Fines	
$1,000	ASSESSED
$0	REDUCED
$3,250	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
12	CASES OPENED/INITIATED
15	CASES CLOSED
20	CASES PENDING

Number of Days to Complete AG Cases	
0	1 YEAR
5	1 TO 2 YEARS
5	2 TO 3 YEARS
4	3 TO 4 YEARS
0	OVER 4 YEARS
1,015	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Cost Recovery to DCA	
$94,056	ORDERED
$60,942	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

California State Board of Pharmacy

www.pharmacy.ca.gov

The California State Board of Pharmacy (Board) protects consumers by licensing and regulating all aspects of the practice of pharmacy in California, including pharmacists, the pharmacies, and prescription drugs and devices. The Board also regulates drug wholesalers, specialized facilities, and other practitioners such as pharmacist interns and pharmacy technicians. The Board licenses more than 120,000 individuals and firms, and administers and enforces 13 regulatory programs.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Developed the requirements for patient-centered prescription container labels for all medication dispensed to patients in California, to emphasize information on the labels that are most important to patients. California is the first state in the U.S. to require that prescription labels be redesigned to highlight specific information on prescription containers. Additional parts of the regulation require interpretive services in other languages for patients of pharmacies, and standardize many directions for taking medicine so they are more comprehensible to patients. Since California accounts for 10 percent of all prescription medication dispensed, these requirements will influence the design of prescription container labels nationally. The regulations will take effect January 1, 2011.
- Developed a three-minute video for consumers on how to prevent becoming the victim of a medication error. The video is available on the Board's Web site.
- Participated in the Governor's Licensing for Job Creation initiative from March through June, which enabled staff to work on licensing backlogs on furlough days and weekends. As a result, the Board saw a 79 percent increase in the number of licenses issued during this period.
- Established a criminal complaint unit in July 2009 to investigate rap sheets on Board licensees and applicants who have arrests and convictions. During the year, over 1,900 cases were completed, resulting in:
  - 10 percent of these cases being referred for formal discipline (license revocation or restriction)
  - 14 percent of the investigations resulted in issuance of a citation and fine or letter of admonition
- Made process changes under the Department's Consumer Protection Enforcement Initiative to reduce case completion times for formal discipline. These changes included increased use of electronic transmission to assign and review investigations from the board's field investigators, and for board member voting on disciplinary cases. Legislative proposals were developed and approved for board sponsorship in 2011 that would provide for stronger enforcement provisions to ensure public safety.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Developed and released "Addressing Drug and Device Recalls in Hospitals," which are guidelines for hospitals to use for addressing medication recalls to ensure all the product is removed from patient care areas. These guidelines were developed in conjunction with hospital pharmacists and wholesalers following the Board's 2008–09 investigations that identified recalled heparin still in 20 percent of California's hospitals, more than two months after five different heparin recalls.
- Assisted the Department of Public Health in disseminating information about the H1N1 vaccine and addressing the specific needs of the pediatric population in California. The Board also expedited licensing processes so that the vacine could be distributed.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

- In the fall of 2009, the Governor signed three bills sponsored by the Board:
  - SB 470 (Corbett, Chapter 590, Statutes of 2009) which requires that the purpose of why a drug is prescribed be added to the prescription container label to remind patients why they are taking a drug, if the prescriber enters this information onto the prescription.
  - SB 821 (Senate Business and Professions Committee, Chapter 307, Statutes of 2009) which makes a number of technical changes to various Pharmacy Law provisions to keep the law updated.
  - AB 1071 (Emmerson, Chapter 270, Statutes of 2009) which increases the maximum levels of board fees, the first time in over 20 years the Board has had to seek such an increase. The bill also extends the sunset date of various DCA boards and bureaus, including the Board of Pharmacy.
- The Board sponsored Assembly Bill 966 (Skinner) in 2009 which died in the Senate in 2010 and would have expanded the access of patients to immunizations offered by pharmacies, and strengthened the training requirements of any pharmacist who administers vaccinations. The Board altered its position from sponsor to support in April 2010.
- The Board sponsored Senate Bill 1489 (Senate Business and Professions Committee, Chapter 653, Statutes of 2010) which contains technical changes to various Business and Professions Code sections, restores a requirement that pharmacist applicants who fail either of the license examinations four times must retake 16 units in a school of pharmacy before readmission to the next exam, and permits the board to develop exempt certain practice settings from the patient-centered labeling requirements.
- The Governor signed AB 2104 (Hayashi, Chapter 374, Statutes of 2010), which requires the director of the Department of Consumer Affairs to approve the appointment of the Board's executive officer.
- The Board promulgated several regulations that:
  - Establish expanded requirements and procedures for pharmacies that compound medications to ensure patient safety.
  - Increase the penalty for those who compromise the board's pharmacist licensure examinations barring violators from taking the examination for three years.
  - Require all pharmacists to have electronic fingerprints on file with the California Department of Justice and to certify at renewal that they have not been convicted of an offense in the last two years.

PROGRAM SUMMARY

Staffing	
59.5	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
N/A	BUREAU ADVISORY GROUP MEMBERS
7	PROFESSIONAL BOARD MEMBERS
6	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
07/2010	DATE STRATEGIC PLAN ADOPTED
52	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
PHARMACIST (EXAM APPLICATIONS)	2,322	N/A	N/A
PHARMACIST (INITIAL LICENSING APPLICATIONS)	1,450	1,421	19,116
INTERN PHARMACIST	1,867	1,834	N/A
PHARMACY TECHNICIAN	11,166	11,496	24,806
PHARMACY	449	277	6,197
HOSPITAL	36	24	479
STERILE COMPOUNDING	71	38	301
CLINIC	88	62	1,060
NONRESIDENT PHARMACY	81	57	327
LICENSED CORRECTIONAL FACILITY	2	3	34
HYPODERMIC NEEDLE AND SYRINGE	12	18	255
NONRESIDENT WHOLESALER	113	90	480
WHOLESALER	90	58	457
VETERINARY FOOD-ANIMAL DRUG RETAILER	0	1	35
DESIGNATED REPRESENTATIVE	502	424	2,217

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PHARMACIST	N/A	38,440	N/A
INTERN PHARMACIST	N/A	5,347	N/A
PHARMACY TECHNICIAN	N/A	66,410	N/A
PHARMACY	N/A	6,719	N/A
HOSPITAL	N/A	486	N/A
STERILE COMPOUNDING	N/A	328	N/A
CLINIC	N/A	1,238	N/A
NONRESIDENT PHARMACY	N/A	407	N/A
LICENSED CORRECTIONAL FACILITY	N/A	50	N/A
HYPODERMIC NEEDLE AND SYRINGE	N/A	325	N/A
NONRESIDENT WHOLESALER	N/A	653	N/A
WHOLESALER	N/A	543	N/A
VERTERINARY FOOD-ANIMAL DRUG RETAILER	N/A	25	N/A
DESIGNATED REPRESENTATIVE	N/A	3,731	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PHARMACIST	EVERY 2 YEARS	30
INTERN PHARMACIST	NON-RENEWABLE	N/A
PHARMACY TECHNICIAN	EVERY 2 YEARS	N/A
PHARMACY	EVERY YEAR	N/A
HOSPITAL	EVERY YEAR	N/A
STERILE COMPOUNDING	EVERY YEAR	N/A
CLINIC	EVERY YEAR	N/A
NONRESIDENT PHARMACY	EVERY YEAR	NA
LICENSED CORRECTIONAL FACILITY	EVERY YEAR	N/A
HYPODERMIC NEEDLE AND SYRINGE	EVERY YEAR	N/A
NONRESIDENT WHOLESALER	EVERY YEAR	N/A
WHOLESALER	EVERY YEAR	N/A
VETERINARY FOOD-ANIMAL DRUG RETAILER	EVERY YEAR	N/A
DESIGNATED REPRESENTATIVE	EVERY YEAR	N/A

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF LICENSING ACTIVITY

Exams

TYPE	PASS	FAIL	TOTAL
CPIE	1,504	438	1,942
NAPLEX	1,822	61	1,883
TOTAL	3,326	499	3,825

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake

1,382	RECEIVED
249	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,100	REFERRED FOR INVESTIGATION
121	PENDING

Conviction/Arrest Notification Complaints

1,770	RECEIVED
3,016	CLOSED/REFERRED FOR INVESTIGATION
34	PENDING

Inspections

1,567	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations

3,856	OPENED
4,162	CLOSED
1,550	PENDING

Number of Days to Complete Intake and Investigations

445	UP TO 90 DAYS
822	91 TO 180 DAYS
1,192	181 DAYS TO 1 YEAR
1,105	1 TO 2 YEARS
434	2 TO 3 YEARS
156	OVER 3 YEARS
389	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

1,828	ISSUED
1,562	ISSUED WITH A FINE
19	WITHDRAWN
46	DISMISSED
334	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

$543,101,850	ASSESSED
$516,050	REDUCED
$1,320,740	COLLECTED

Criminal/Civil Actions

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

Office of the Attorney General/Disciplinary Actions

360	CASES OPENED/INITIATED
153	CASES CLOSED
430	CASES PENDING

Number of Days to Complete AG Cases

1	1 YEAR
53	1 TO 2 YEARS
61	2 TO 3 YEARS
28	3 TO 4 YEARS
10	OVER 4 YEARS
917	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Administrative Outcomes/Final Orders	
6	LICENSE APPLICATIONS DENIED
85	REVOCATION
30	SURRENDER OF LICENSE
16	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
18	PROBATION ONLY
2	PUBLIC REPRIMAND
3	OTHER DECISIONS

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

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

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

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

Cost Recovery to DCA	
$312,841	ORDERED
$335,420	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Physical Therapy Board of California

www.ptbc.ca.gov

The Physical Therapy Board of California (Board) licenses and regulates physical therapists and physical therapist assistants. The Board was created to protect the public from incompetent, unprofessional, or criminal practices in the field of physical therapy.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Established an online license renewal system that provides fast and efficient credit card-based license renewal to all licensees. This system offers a more advantageous way to renew supplementing the slower pay by check, mail-in system.
- Designed, implemented, and automated a new wall certificate delivery process, providing new physical therapists with wall certificates upon mailing their licenses. This new system saves staff valuable time utilizing the automated renewal process to mail the certificates instead of staff manually producing and mailing each one.
- Implemented DCA's Consumer Protection Enforcement Initiative designed to meet the Governor's expectation of resolving consumer complaints within 12 to 18 months. This can cut complaint processing times in half providing a much higher level of service to the California consumer.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

- Enacted Title 16, California Code of Regulations sections 1399.90 through 1399.94, establishing continuing competency educational requirements as a prerequisite for license renewal for physical therapist and physical therapist assistants. This new requirement is expected to assure the public that these healthcare professionals have some exposure to current practice.

PROGRAM SUMMARY

Staffing	
10.8	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
N/A	BUREAU ADVISORY GROUP MEMBERS
5	PROFESSIONAL BOARD MEMBERS
2	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
08/2009	DATE STRATEGIC PLAN ADOPTED
N/A	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
PT	912	1,076	10,054
AT	457	234	2,606
FOREIGN APPLICATIONS	196	SEE PT ISSUED	SEE PT RENEWED
EK/EN	NONE	NONE	29

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PT	N/A	21,843	N/A
AT	N/A	5,346	N/A
EK/EN	N/A	54	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PT	EVERY 2 YEARS	15 OR 30 HOURS
AT	EVERY 2 YEARS	15 OR 30 HOURS
EK/EN	EVERY 2 YEARS	NONE

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
NATIONAL PT EXAM	644	421	1,065
NATIONAL PTA EXAM	178	167	345
CALIFORNIA LAW EXAM	1,393	95	1,488
TOTALS	2,215	683	2,898

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake	
1,181	RECEIVED
42	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,149	REFERRED FOR INVESTIGATION
4	PENDING

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
1,417	OPENED
1,436	CLOSED
353	PENDING

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Number of Days to Complete Intake and Investigations	
1,070	UP TO 90 DAYS
111	91 TO 180 DAYS
101	181 DAYS TO 1 YEAR
71	1 TO 2 YEARS
58	2 TO 3 YEARS
25	OVER 3 YEARS
135	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$96,750	ASSESSED
$10,000	REDUCED
$64,425	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
90	CASES OPENED/INITIATED
14	CASES CLOSED
81	CASES PENDING

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

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

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

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

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

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

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

Cost Recovery to DCA	
$3,000	ORDERED
$5,140	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

PHYSICIAN ASSISTANT COMMITTEE >>

Physician Assistant Committee

www.pac.ca.gov

Physician Assistants are highly skilled professionals who work under the supervision of a physician and provide medical care to patients. The Physician Assistant Committee (PAC), part of the Medical Board of California, protects consumers by licensing qualified physician assistants and taking enforcement actions against physician assistants who violate the provisions of the applicable laws and regulations.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

Updated the Committee's Strategic Plan, which includes the following:

Goal 2

- Requires licensees to report any convictions on their license renewals.
- Posting of the enforcement process tree on the Web site.
- Posting of the Disciplinary Guidelines on the Web site.
- Directing enforcement analysts to obtain all certified documents in criminal conviction cases, and transmittal of the case directly to the Attorney General's Office. This new procedure saves significant delay because the case does not have to be sent to the field investigative office first.
- Initiated a new requirement for licensing process to check applicants with the National Practitioner Data Bank, to ensure that they have not been disciplined in another state before applying for a California license as a physician assistant.
- Developed an online address change form, so that licensees can change their address of record online.
- Created a career page on the Web site in order to provide information about physician assistants. This page provides program information and statistics on physician assistants licensed in California.
- Updated the Diversion, Enforcement, and Citation procedure manuals.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10 continued:

Goal 1

- Requires applicants to submit both their initial application fee and licensing fee at the time the application is submitted, resulting in the streamlining of the licensing process and issuance of the license sooner.
- Initiating the reporting of license denials to the National Practitioner Data Bank.
- Enhancing the enforcement program by requiring that all drug tests be observed testing, to ensure that testing is not compromised.
- Adding a new license status for inactive licenses.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

- Promulgated regulations to require 50 Continuing Medical Education (CME) hours every two years for licensees. This enhancement supports the enforcement program by ensuring that all practitioners keep current with their practice and education.
- Amended section 1399.571 of Title 16, California Code of Regulations, to eliminate the list of citable offenses, which allows the Committee the ability to issue a citation for any offense listed in the practice act.
- Eliminated interim approval for applicants. Interim approval authorized applicants to work after graduation from a program before becoming licensed because testing was only given twice a year. Because testing is now given on a continuous basis, interim approval is no longer needed.

PROGRAM SUMMARY

Staffing	
3.5	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
N/A	BUREAU ADVISORY GROUP MEMBERS
5	PROFESSIONAL BOARD MEMBERS
4	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
11/2009	DATE STRATEGIC PLAN ADOPTED
7	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
PHYSICIAN ASSISTANT	631	602	3,504

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PHYSICIAN ASSISTANT	N/A	7,694	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PHYSICIAN ASSISTANT	EVERY 2 YEARS	N/A

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
PHYSICIAN ASSISTANT NATIONAL CERT EXAM	N/A	N/A	N/A
TOTAL	N/A	N/A	N/A

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake	
173	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
174	REFERRED FOR INVESTIGATION
5	PENDING

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

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

Investigations	
204	OPENED
234	CLOSED
53	PENDING

Number of Days to Complete Intake and Investigations	
146	UP TO 90 DAYS
52	91 TO 180 DAYS
20	181 DAYS TO 1 YEAR
14	1 TO 2 YEARS
2	2 TO 3 YEARS
0	OVER 3 YEARS
114	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Total Amount of Fines	
$2,700	ASSESSED
$2,450	REDUCED
$3,300	COLLECTED

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

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

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

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

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

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

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

Cost Recovery to DCA	
$27,750	ORDERED
$18,936	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

California Board of Podiatric Medicine

www.bpm.ca.gov

The California Board of Podiatric Medicine (Board) licenses 2,000 podiatric physicians and enforces the Medical Practice Act through its consumer protection law enforcement. The Board annually licenses all postgraduate medical residents and reviews all California residency training programs before approval. The Board is the only doctor-licensing board in the nation to date to implement a Continuing Competence requirement beyond continuing education. This reform, long recommended in the medical licensing literature, is key to the Board's strategic goal of preventing patient harm.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Maintained a continuing, steady longitudinal decline in consumer complaints of more than 50 percent since initiation of the Continuing Competency Program in 1999 (271 in 1998–99 to 125 in 2009–10).
- Published the *Stepping into Podiatric Medicine* brochure in an effort to reach out to California's diverse student populations and encourage consideration of a podiatric medical career to help meet the growing shortage of foot and ankle specialists in the State.
- Worked with the Attorney General to assist in the June 29, 2010, release of Indexed Letter Opinion No. 09-0504, stating clearly and unconditionally the right of podiatric medical doctors to perform their own full-body admission history and physical exams.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

// Sponsored Senate Bill (SB) 819 (Yee, Chapter 308, Statutes of 2009) which allows Primary Source Verification—the "gold standard" of licensing credentials—to be included into the Board's licensing law without any provision for waivers. Maintaining the integrity of licensing also prevents patient harm and reduces the need for expensive follow-up disciplinary action once harm to Californians has been committed. Like The Board's Continuing Competence program, this is another "Best Practice."

// Sponsored SB 953 (Walters, Chapter 105, Statutes of 2010) which removes barriers to Doctors of Podiatric Medicine providing Good Samaritan assistance during medical emergencies.

// Voted unanimously to support the Department's SB 1111 (Negrete McLeod) the "Consumer Health Protection Enforcement Act," and worked and testified on its behalf.

PROGRAM SUMMARY

Staffing	
4.2	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
0	BUREAU ADVISORY GROUP MEMBERS
4	PROFESSIONAL BOARD MEMBERS
3	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
06/2008	DATE STRATEGIC PLAN ADOPTED
1	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
PERMANENT DOCTOR OF PODIATRIC MEDICINE	61	59	905
FEE-EXEMPT LICENSE	20	19	95
RESIDENT STATUS LICENSE	37	40	89

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PERMANENT DOCTOR OF PODIATRIC MEDICINE	N/A	1,908	N/A
FEE-EXEMPT LICENSE	N/A	264	N/A
RESIDENT STATUS LICENSE	N/A	115	N/A

Renewal and Continuing Education

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

Exams

PASS	FAIL	TOTAL
2	0	2

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTIONS CITATIONS ISSUED

Investigations	
126	OPENED
118	CLOSED
59	PENDING

Number of Days to Complete Intake and Investigations	
55	UP TO 90 DAYS
31	91 TO 180 DAYS
17	181 DAYS TO 1 YEAR
9	1 TO 2 YEARS
5	2 TO 3 YEARS
1	OVER 3 YEARS
148	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

Total Amount of Fines	
$10,000	ASSESSED
$5,000	REDUCED
$0	COLLECTED

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

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

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

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

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

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

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

Cost Recovery to DCA	
$22,925	ORDERED
$32,951	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Professional Fiduciaries Bureau

Professional Fiduciaries Bureau

www.fiduciary.ca.gov

The Professional Fiduciaries Bureau (Bureau) licenses and regulates nonfamily member private fiduciaries, including conservators, guardians, trustees, and agents under durable powers of attorney. Private fiduciaries provide critical services to vulnerable seniors, persons with disabilities, and children. They manage matters involving these consumers' daily care, housing, and medical needs, and offer financial management services ranging from basic bill paying to estate and investment management.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Separated from the "Quad Bureaus" in October 2009. The "Quad Bureau" consisted of the Telephone Medical Advice Service Bureau (TMAS), Hearing Aid Dispenser Bureau (HADB), Bureau of Naturopathic Medicine, and the Professional Fiduciaries Bureau. These bureaus were joined for the purposes of administrative and operational efficiencies. When Assembly Bill X4 20 (Strickland, Chapter 18, Statutes of 2009) was passed, the Bureau of Naturopathic Medicine became a committee under the Osteopathic Medical Board. Additionally, Assembly Bill 1535 (Jones, Chapter 309, Statutes of 2009) merged the Hearing Aid Dispensers Bureau with the Speech-Pathology and Audiology Board. This legislation effectively dissolved the "Quad Bureaus" and the Professional Fiduciaries Bureau and TMAS became stand-alone entities.
- Appointed Acting Chief. Since its inception, the Bureau has been overseen by one appointed Bureau Chief and three subsequent Acting Chiefs. As of April 2010, Gil DeLuna has been appointed as the Acting Chief of the Bureau. DeLuna has 23 years of program experience with the Department of Consumer Affairs, which include several years with complaint resolution, investigation, and Board experience, as well as managing consumer education outreach, and unlicensed activity.
- Drafted regulations that authorize the Bureau to issue citations and fines.
- Drafted regulations concerning the Bureau's enforcement and reporting requirement.

PROGRAM SUMMARY

Staffing	
1	STAFF POSITIONS APPROVED IN BUDGET
7	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
7	BUREAU ADVISORY GROUP MEMBERS
N/A	PROFESSIONAL BOARD MEMBERS
N/A	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
N/A	DATE STRATEGIC PLAN ADOPTED
9	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
PROFESSIONAL FIDUCIARY	126	116	229

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PROFESSIONAL FIDUCIARY	N/A	447	

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PROFESSIONAL FIDUCIARY	YEARLY	15 HOURS

Exams

PASS	FAIL	TOTAL
0	0	0

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake	
47	RECEIVED
21	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
63	REFERRED FOR INVESTIGATION
7	PENDING

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
63	OPENED
28	CLOSED
45	PENDING

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

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

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

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

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

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

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA BOARD OF PSYCHOLOGY >>

California Board of Psychology

www.psychboard.ca.gov

The Board of Psychology (Board) regulates psychologists, registered psychologists, and psychological assistants. The Board protects and advocates for Californians by promoting the highest professional standards through its licensing, regulation, legislation, enforcement, continuing education, and outreach programs. The Board is dedicated to ensuring that psychologists provide competent and ethical services to consumers.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Organized and participated in a Diversity Conference held in conjunction with the California Psychological Association titled "Enhancing Services to California's Consumers: Strengthening Psychology's Culturally Responsive Education and Training." The conference was attended by more than 135 educators and training directors, and included multiple speakers and presentations.
- Gave a presentation on Board laws and regulations to the Iranian Psychological Association of America for continuing education credit.
- Reviewed California Code of Regulations Articles 1–6 to identify necessary revisions to the general provisions, applications, education and experience, examinations, and licensing portions of the Board's regulations.
- The Executive Officer attended the national Association of State and Provincial Psychology Boards annual meeting on consistency in regulation and licensing across jurisdictions and is a member of the Board Administrators Committee and Task Force Bylaws Revision Committee.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

- Promulgated regulations to amend section 1391.1 of Division 13.1 of Title 16 of the California Code of Regulations to limit the registration period that a psychological assistant can practice under the supervision of an authorized individual to obtain the required supervised professional experience needed to become licensed as a psychologist to a total of six years (72 months).
- Promulgated regulations to amend sections 1381.7, 1381.8 and 1381.9 of Division 13.1 of Title 16 of the California Code of Regulations to require all licensees and registrants for whom an electronic record of his or her fingerprints does not exist to complete a State and Federal level criminal offender record information search conducted by the Department of Justice.

PROGRAM SUMMARY

Staffing	
13.6	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
N/A	BUREAU ADVISORY GROUP MEMBERS
5	PROFESSIONAL BOARD MEMBERS
4	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
MAY 2009	DATE STRATEGIC PLAN ADOPTED
6	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
PSYCHOLOGIST	870	822	8,253
REGISTERED PSYCHOLOGIST	203	179	N/A
PSYCHOLOGICAL ASSISTANT	877	767	908

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PSYCHOLOGIST	N/A	21,003	N/A
REGISTERED PSYCHOLOGIST	N/A	321	N/A
PSYCHOLOGICAL ASSISTANT	N/A	1,494	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PSYCHOLOGIST	EVERY 2 YEARS	36
REGISTERED PSYCHOLOGIST	NON RENEWABLE	N/A
PSYCHOLOGICAL ASSISTANT	ANNUAL	N/A

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
EPPP	687	404	1,091
CPSE	768	82	850
CPLEE	38	37	75
TOTAL	1,493	523	2,016

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake

658	RECEIVED
51	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
599	REFERRED FOR INVESTIGATION
8	PENDING

Conviction/Arrest Notification Complaints

54	RECEIVED
54	CLOSED/REFERRED FOR INVESTIGATION
8	PENDING

Inspections

N/A	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations

653	OPENED
825	CLOSED
143	PENDING

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Number of Days to Complete Intake and Investigations	
491	UP TO 90 DAYS
144	91 TO 180 DAYS
115	181 DAYS TO 1 YEAR
45	1 TO 2 YEARS
27	2 TO 3 YEARS
3	OVER 3 YEARS
138	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$17,000	ASSESSED
$0	REDUCED
$16,515	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
37	CASES OPENED/INITIATED
14	CASES CLOSED
38	CASES PENDING

Number of Days to Complete AG Cases	
2	1 YEAR
7	1 TO 2 YEARS
2	2 TO 3 YEARS
3	3 TO 4 YEARS
0	OVER 4 YEARS
731	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

Cost Recovery to DCA	
$54,767	ORDERED
$50,931	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$5,000	RESTITUTION ORDERED
$1,197	AMOUNT REFUNDED
$0	REWORK AT NO CHARGE
$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$6,197	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Board of Registered Nursing

www.rn.ca.gov

The Board of Registered Nursing (Board) licenses registered nurses and evaluates them for certification in nursing specialties, including nurse practitioner, nurse anesthetist, nurse midwife, clinical nurse specialist, public health nurse, and psychiatric/mental health nurse. The Board's goal is to protect the health and safety of California's healthcare consumers by overseeing nursing school programs and by ensuring safe practice standards.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

// Completed and made available the *2009 Forecasts of the Registered Nurse Workforce in California*. The report presents the supply and demand of the RN workforce forecasts/projections for 2009–2030 and is based on a variety of data sources including the 2008 Survey of California RNs, Board licensing data, data from other California State agencies (i.e., the Office of Statewide Health Planning and Development, the Employment Development Department, and the Department of Finance), and national survey data.

// Initiated the 2010 RN Survey in collaboration with the University of California, San Francisco (UCSF). The Board contracts with the Center for the Health Professions at UCSF to conduct a biennial survey of active and inactive Registered Nurses in California. The purpose of the survey is to collect and evaluate nursing workforce data to understand the demographics, education, employment patterns, nurse perceptions of the work environment, reasons for discontinuing work in nursing, and plans for future employment. This is the seventh in the series of California RN workforce surveys; others were conducted in 1990, 1993, 1997, 2004, 2006, and 2008.

// Posted the Fall/Winter 2009 *BRN Report* newsletter on the Board's Web site. The newsletter includes a variety of information about the Board and current events including information on the fingerprint requirement for all licensed RNs; introduction of the Board Members; current legislation; alerts and reminders; a guest article regarding the professional role of the RN; and NCLEX and Board statistics. This information will be useful to licensees, applicants, and the public.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

// Initiated the Consumer Protection Enforcement Initiative in conjunction with the Department of Consumer Affairs (DCA). This is an enforcement model for all of DCA's allied health boards regarding best practices to ensure that complaints, investigations, and administrative actions filed by the Attorney General's Office on behalf of the Board, and the administrative hearings held on behalf of the Board by the Office of Administrative Hearings, are completed in a timely manner.

// Upgraded the Board's e-mail subscription service to provide consumers the ability to subscribe to information that has been added or updated on our Web site. The new features allow users more control over their subscription and control over their own password. The updated software also allows Board staff the ability to view and delete subscribers and identify bad e-mail addresses through a report. These new maintenance features will allow staff to maintain a current list and not send out e-mails to incorrect e-mail addresses.

PROGRAM SUMMARY

Staffing	
110	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
N/A	BUREAU ADVISORY GROUP MEMBERS
5	PROFESSIONAL BOARD MEMBERS
4	PUBLIC BOARD MEMBERS .

Strategic Planning and Outreach	
06/2006	DATE STRATEGIC PLAN ADOPTED
12	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
REGISTERED NURSE LICENSE	44,516	23,357	174,521
CLINICAL NURSE SPECIALIST CERTIFICATE	240	204	1,352
NURSE ANESTHETIST CERTIFICATE	139	124	957
NURSE MIDWIFE CERTIFICATE	42	38	562
NURSE MIDWIFE FURNISHING CERTIFICATE	37	32	348
NURSE PRACTITIONER CERTIFICATE	937	854	N/A
NURSE PRACTITIONER FURNISHING	670	598	5,171
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	5	4	N/A
PUBLIC HEALTH NURSE CERTIFICATE	2,538	2,373	N/A
CONTINUING EDUCATION PROVIDER	295	204	1,370
SCHOOL/PROGRAM APPROVALS	N/A	5	15
TEMPORARY LICENSE	6,805	2,828	N/A
INTERIM PERMIT	7,974	7,062	N/A

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
REGISTERED NURSE LICENSE	N/A	357,822	N/A
CLINICAL NURSE SPECIALIST CERTIFICATE	2,962	N/A	N/A
NURSE ANESTHETIST CERTIFICATE	2,008	N/A	N/A
NURSE MIDWIFE CERTIFICATE	1,186	N/A	N/A
NURSE MIDWIFE FURNISHING CERTIFICATE	757	N/A	N/A
NURSE PRACTITIONER CERTIFICATE	15,595	N/A	N/A
NURSE PRACTITIONER FURNISHING	11,123	N/A	N/A
PSYCHIATRIC MENTAL HEALTH CERT	369	N/A	N/A
PUBLIC HEALTH NURSE CERTIFICATE	47,926	N/A	N/A
CONTINUING EDUCATION PROVIDER	3,357	N/A	N/A
SCHOOL/PROGRAM APPROVALS	N/A	N/A	143

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF LICENSING ACTIVITY

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
RN LICENSES	**EVERY 2 YEARS**	**30**
CLINICAL NURSE SPECIALIST CERTIFICATE	**EVERY 2 YEARS**	**N/A**
NURSE ANESTHETIST CERTIFICATE	**EVERY 2 YEARS**	**N/A**
NURSE MIDWIFE CERTIFICATE	**EVERY 2 YEARS**	**N/A**
NURSE MIDWIFE FURNISHING CERTIFICATE	**EVERY 2 YEARS**	**N/A**
NURSE PRACTITIONER CERTIFICATE	**N/A**	**N/A**
NURSE PRACTITIONER FURNISHING	**EVERY 2 YEARS**	**N/A**
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	**N/A**	**N/A**
PUBLIC HEALTH NURSE CERTIFICATE	**N/A**	**N/A**
CONTINUING EDUCATION PROVIDER	**EVERY 2 YEARS**	**N/A**
SCHOOL/PROGRAM APPROVALS	**EVERY 8 YEARS**	**N/A**

Exams

PASS	FAIL	TOTAL
17,808	**17,249**	**35,057**

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake

2,190	RECEIVED
636	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,059	REFERRED FOR INVESTIGATION
73	PENDING

Conviction/Arrest Notification Complaints

5,293	RECEIVED
5,881	CLOSED/REFERRED FOR INVESTIGATION
205	PENDING

Inspections

N/A	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations

8,407	OPENED
8,145	CLOSED
2,568	PENDING

Number of Days to Complete Intake and Investigations

4,235	UP TO 90 DAYS
1,441	91 TO 180 DAYS
1,172	181 DAYS TO 1 YEAR
795	1 TO 2 YEARS
343	2 TO 3 YEARS
159	OVER 3 YEARS
191	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

181	ISSUED
177	ISSUED WITH A FINE
10	WITHDRAWN
13	DISMISSED
337	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Total Amount of Fines	
$229,000	ASSESSED
$22,775	REDUCED
$224,875	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
766	CASES OPENED/INITIATED
460	CASES CLOSED
822	CASES PENDING

Number of Days to Complete AG Cases	
33	1 YEAR
136	1 TO 2 YEARS
102	2 TO 3 YEARS
87	3 TO 4 YEARS
102	OVER 4 YEARS
1,034	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
36	LICENSE APPLICATIONS DENIED
243	REVOCATION
92	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
183	PROBATION ONLY
12	PUBLIC REPRIMAND
2	OTHER DECISIONS

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

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

Petition for Modification or Termination of Probation	
8	GRANTED
4	DENIED
12	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification	
18	GRANTED
11	DENIED
29	TOTAL

Cost Recovery to DCA	
$870,743	ORDERED
$410,312	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

RESPIRATORY CARE BOARD OF CALIFORNIA >>

Respiratory Care Board of California

www.rcb.ca.gov

The Respiratory Care Board of California (Board) licenses and regulates Respiratory Care Practitioners (RCPs). RCPs work under the direction of a physician and specialize in evaluating and treating patients who have breathing difficulties as a result of heart and lung disorders. They also provide diagnostic, educational, and rehabilitation services. The Board protects and serves consumers by administering and enforcing the Respiratory Care Practice Act.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

// Celebrated the 25th anniversary of RCB licensure in California. Since that time, more than 30,000 respiratory care practitioners have earned licenses in California, and the Board has worked diligently to continue to protect consumers and ensure the safe practice of respiratory care by enforcing the Respiratory Care Practice Act. In May 2010, Larry Renner, Board President, and Brian Stiger, Director of the Department of Consumer Affairs, presented the California Society for Respiratory Care with a Resolution of Appreciation. The Board also distributed a specially designed lapel pin to all active and retired respiratory care professionals to wear with pride, along with an information card to forward to someone else who may be interested in the profession.

// In February, 2010 the Department of Consumer Affairs and the Governor's Office honored Stephanie Nunez, Executive Officer of the Respiratory Care Board, for her integral role in the development of the Consumer Protection Enforcement Initiative (CPEI).

During the Board's February 5, 2010, meeting, Scott Reid, Cabinet Secretary for Governor Schwarzenegger, thanked Ms. Nunez on behalf of the Governor's Office for her tireless efforts, and acknowledged her unyielding dedication to consumer protection. Brian Stiger, Director of the Department of Consumer Affairs, also recognized Ms. Nunez and presented her with a plaque acknowledging all of her hard work, and her commitment to the CPEI.

// Launched the Board's "Inspire" campaign to bring awareness to the profession as a meaningful and smart career choice. The campaign was developed in response to the findings of a workforce study that predicted a shortage of RCPs in California in the near future. As part of its efforts, the Board developed a career brochure which was mailed to thousands of career centers at high schools and postsecondary institutions throughout California. The Board also launched its "Inspire" Facebook page and a dedicated Web site: **www.2BeARespiratoryTherapist.ca.gov**.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

- Senate Bill (SB) 132 (Denham, Chapter 635, Statutes of 2009), established certification for polysomnographic technologists under the Medical Board of California. [Previous legislative attempts in 2008: SB 1125 (Denham) and SB 1526 (Perata)].
- Senate Bill 819 (Committee on Business, Professions and Economic Development, Chapter 308, Statutes of 2009), clarifies existing law authorizing the Board to recoup costs for disciplinary matters. In addition, this bill added the Respiratory Care Practitioner to a list of other healthcare providers who are not held liable for any injury sustained in a state of an emergency. This provision was extremely important given the need for respiratory therapists to sustain life in emergency situations and the Board's efforts toward emergency planning.
- Senate Bill 821 (Committee on Business, Professions and Economic Development, Chapter 307, Statutes of 2009), clarifies existing law by amending education requirements to coincide with the accreditation of respiratory care education programs, authorizes the Board to take disciplinary action for complaints concerning drugs and alcohol, and requires licensees to respond to notices concerning deficiencies with their license renewal applications.

PROGRAM SUMMARY

Staffing	
16.5	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
N/A	BUREAU ADVISORY GROUP MEMBERS
5	PROFESSIONAL BOARD MEMBERS
4	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
06/2008	DATE STRATEGIC PLAN ADOPTED
4	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
RESPIRATORY CARE PRACTITIONER	1,443	1,272	8,327

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
RESPIRATORY CARE PRACTITIONER	N/A	18,803	N/A

Renewal and Continuing Education

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

Exams

PASS	FAIL	TOTAL
1,158	783	1,941

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
856	OPENED
878	CLOSED
323	PENDING

Number of Days to Complete Intake and Investigations	
368	UP TO 90 DAYS
242	91 TO 180 DAYS
163	181 DAYS TO 1 YEAR
92	1 TO 2 YEARS
11	2 TO 3 YEARS
2	OVER 3 YEARS
151	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Total Amount of Fines	
$123,975	ASSESSED
$400	REDUCED
$39,873	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
69	CASES OPENED/INITIATED
74	CASES CLOSED
61	CASES PENDING

Number of Days to Complete AG Cases	
9	1 YEAR
50	1 TO 2 YEARS
11	2 TO 3 YEARS
3	3 TO 4 YEARS
1	OVER 4 YEARS
608	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
6	LICENSE APPLICATIONS DENIED
15	REVOCATION
9	SURRENDER OF LICENSE
3	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
36	PROBATION ONLY
4	PUBLIC REPRIMAND
1	OTHER DECISIONS

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

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

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

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

Cost Recovery to DCA	
$214,040	ORDERED
$91,076	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Bureau of Security and Investigative Services

www.bsis.ca.gov

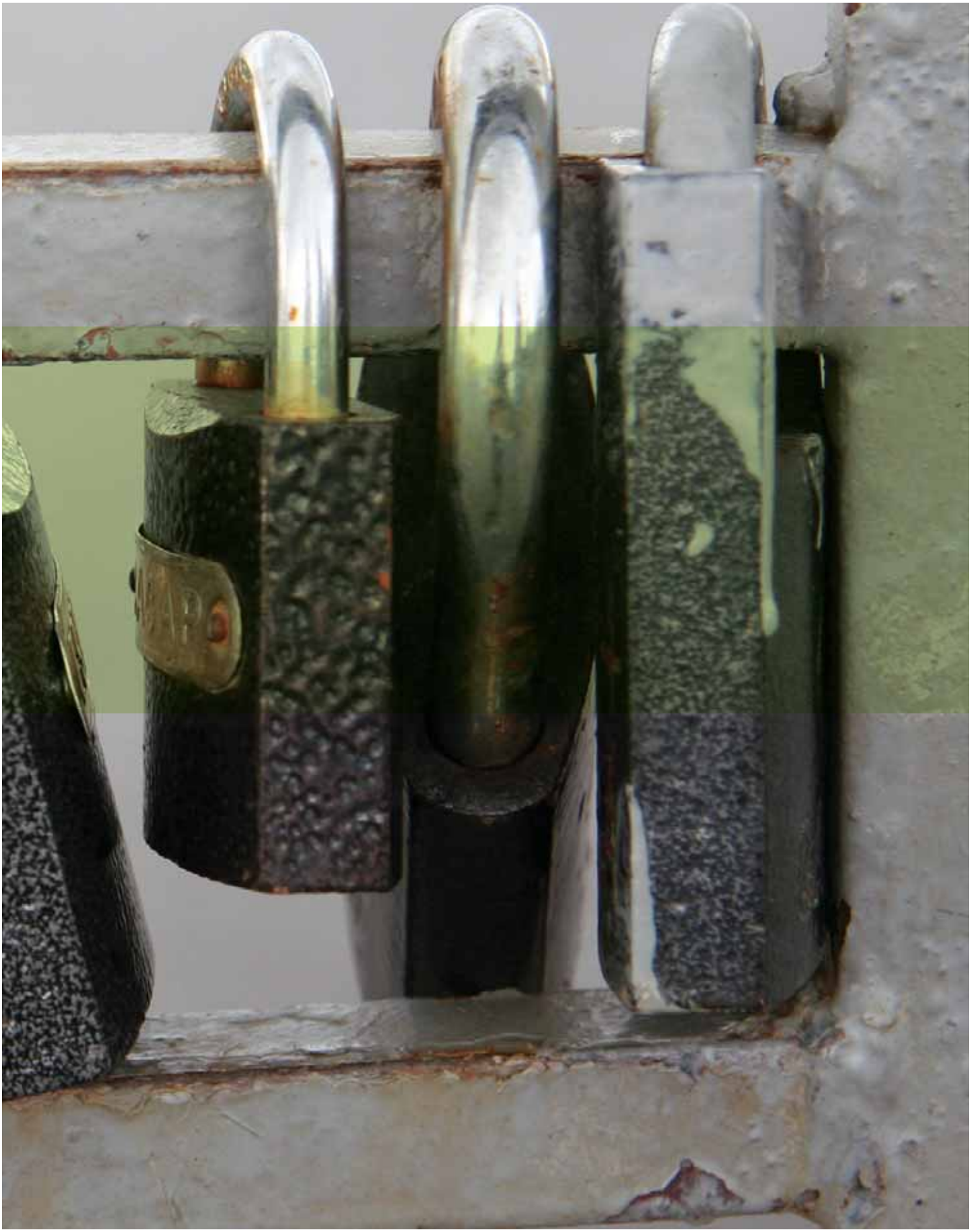
The Bureau of Security and Investigative Services (Bureau) licenses and regulates the private security industry. The Bureau has jurisdiction over Security Guards, Proprietary Private Security Officers, Private Investigators, Alarm Companies, Locksmiths, Private Patrol Operators, and Repossession Companies and their employees. The Bureau also has jurisdiction over Firearm and Baton Training Facilities as well as their instructors.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Conducted unlicensed activity sting/sweep operations for Private Security in Stockton, Sacramento, Chico, Santa Barbara, Hollywood, Los Angeles, and Roseville that resulted in the issuance of 59 citations.
- Developed a new examination for alarm company operator qualified manager.
- Created a wallet card to be used as a quick reference tool by law enforcement officers in Business and Professions Code violations.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

- Assembly Bill 515 (Hagman, Chapter 322, Statutes of 2009) makes minor changes to traffic laws regarding towing requirements for repossessors, and makes changes relating to the procedures for retrieval of impounded vehicles by legal owners and/or their agents.
- Senate Bill 741 (Maldonado, Chapter 361, Statutes of 2009) repeals and recasts the Proprietary Security Services Act, which currently requires registration of proprietary private security officers (PPSOs) by the Bureau of Security and Investigative Services, to grant the Bureau enforcement authority over PPSOs and require registration of proprietary private security employers.
- Senate Bill 821 (Business, Professions and Economic Development Committee, Chapter 307, Statutes of 2009) makes several minor, non-substantive changes to various provisions pertaining to the Repossessor Collateral Recovery Act and allows a qualified manager to be associated with two repossessor agencies.
- Title 16, California Code of Regulations (CCR) section 645 requires that all proprietary security officers complete an initial training curriculum of 16 hours with an additional two hours of annual continuing education each year thereafter.
- Drafted regulations that authorize the Bureau to issue citations and fines for unlicensed activity.



PROGRAM SUMMARY

Staffing	
54.5	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
14	BUREAU ADVISORY GROUP MEMBERS
N/A	PROFESSIONAL BOARD MEMBERS
N/A	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
01/2008	DATE STRATEGIC PLAN ADOPTED
729	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
ALARM COMPANY OPERATOR-BRANCH	32	34	57
ALARM COMPANY EMPLOYEE REGISTRATION	3,304	2,601	3,799
ALARM COMPANY OPERATOR	204	147	931
ALARM COMPANY QUALIFIED MANAGER	143	137	951
FIREARM PERMIT	14,467	11,134	11,312
SECURITY GUARD REGISTRATION	52,344	46,005	66,843
LOCKSMITH-BRANCH	3	9	37
LOCKSMITH COMPANY OPERATOR	351	319	1,100
LOCKSMITH EMPLOYEE REGISTRATION	313	241	846
PRIVATE INVESTIGATOR	467	447	4,905
PRIVATE INVESTIGATOR-BRANCH	36	31	47

Initial Licenses/Certificates/Permits

PRIVATE PATROL OPERATOR-BRANCH	68	61	154
PRIVATE PATROL OPERATOR	363	233	1,104
PROPRIETARY PRIVATE SECURITY OFFICER	1,855	1,521	1,024
REPOSSESSION AGENCY	61	49	151
REPOSSESSION AGENCY EMPLOYEE	675	552	504
REPOSSESSION AGENCY-QUALIFIED MNGR	75	54	130
TRAINING FACILITY-BATON	32	32	57
TRAINING FACILITY-FIREARM	53	48	85
TRAINING INSTRUCTOR-BATON	52	51	77
TRAINING INSTRUCTOR - FIREARM	95	90	193

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
ALARM COMPANY OPERATOR-BRANCH	EVERY 2 YEARS	NA
ALARM COMPANY EMPLOYEE REGISTRATION	EVERY 2 YEARS	NA
ALARM COMPANY OPERATOR	EVERY 2 YEARS	NA
ALARM COMPANY QUALIFIED MANAGER	EVERY 2 YEARS	NA
FIREARM PERMIT	EVERY 2 YEARS	NA
SECURITY GUARD REGISTRATION	EVERY 2 YEARS	16
LOCKSMITH-BRANCH	EVERY 2 YEARS	NA
LOCKSMITH COMPANY OPERATOR	EVERY 2 YEARS	NA
LOCKSMITH EMPLOYEE REGISTRATION	EVERY 2 YEARS	NA
PRIVATE INVESTIGATOR	EVERY 2 YEARS	NA
PRIVATE INVESTIGATOR-BRANCH	EVERY 2 YEARS	NA
PRIVATE PATROL OPERATOR-BRANCH	EVERY 2 YEARS	NA
PRIVATE PATROL OPERATOR	EVERY 2 YEARS	NA
PROPRIETARY PRIVATE SECURITY OFFICER	EVERY 2 YEARS	2
REPOSSESSION AGENCY	EVERY 2 YEARS	NA
REPOSSESSION AGENCY EMPLOYEE	EVERY 2 YEARS	NA
REPOSSESSION AGENCY-QUALIFIED MNGR	EVERY 2 YEARS	NA
TRAINING FACILITY-BATON	EVERY 2 YEARS	NA
TRAINING FACILITY-FIREARM	EVERY 2 YEARS	NA
TRAINING INSTRUCTOR-BATON	EVERY 2 YEARS	NA
TRAINING INSTRUCTOR - FIREARM	EVERY 2 YEARS	NA

Exams

PASS	FAIL	TOTAL
722	934	1,656

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake

3,003	RECEIVED
22	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
3,277	REFERRED FOR INVESTIGATION
25	PENDING

Conviction/Arrest Notification Complaints

66,621	RECEIVED
65,353	CLOSED/REFERRED FOR INVESTIGATION
1,026	PENDING

Inspections

43	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations

13,719	OPENED
14,697	CLOSED
1,675	PENDING

Number of Days to Complete Intake and Investigations

9,316	UP TO 90 DAYS
2,141	91 TO 180 DAYS
2,073	181 DAYS TO 1 YEAR
1,129	1 TO 2 YEARS
25	2 TO 3 YEARS
13	OVER 3 YEARS
122	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Total Amount of Fines	
$166,894	ASSESSED
$2,500	REDUCED
$77,942	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
179	CASES OPENED/INITIATED
67	CASES CLOSED
231	CASES PENDING

Number of Days to Complete AG Cases	
3	1 YEAR
20	1 TO 2 YEARS
36	2 TO 3 YEARS
6	3 TO 4 YEARS
2	OVER 4 YEARS
361	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
109	STATEMENTS OF ISSUES FILED
732	ACCUSATIONS FILED
3	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
5	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
68	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
5,523	LICENSE APPLICATIONS DENIED
1,038	REVOCATION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
1	SUSPENSION ONLY
2	PROBATION ONLY
0	PUBLIC REPRIMAND
2	OTHER DECISIONS

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

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

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

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

Cost Recovery to DCA	
$82,336	ORDERED
$17,073	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$23,529	RESTITUTION ORDERED
$4,228	AMOUNT REFUNDED
$5,196	REWORK AT NO CHARGE
$51,289	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$84,243	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board

www.speechandhearing.ca.gov

On January 1, 2010, pursuant to Assembly Bill 1535, the Hearing Aid Dispensers Bureau and the Speech-Language Pathology and Audiology Board merged to form one regulatory body, the Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board (Board). This Board sets licensing standards and enforces laws governing the practices of the speech-language pathology and audiology profession and of hearing aid dispensers. The primary mission of the Board is protecting California consumers.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Transitioned the examination, licensing, and enforcement programs of the former Hearing Aid Dispensers Bureau to the Board oversight.
- Combined the Web sites of the Board and Bureau to form a new Web page with pertinent information about the new legislation merging the two entities and its impact on licensed audiologists, who, pursuant to the new provisions of Assembly Bill 1535, may dispense hearing aids under the authority of the audiology license provided the licensee has met all the hearing aid dispensing examination requirements.
- Transitioned complaint intake and mediation regarding hearing aid dispenser licensees from a centralized departmental unit to Board staff so that enforcement activity may be closely monitored and processing timelines reduced.
- Streamlined the licensing application intake and review process in order to provide applicants timely information regarding examination eligibility or document deficiencies.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

- Provided technical support and background information to Legislators and stakeholders on Assembly Bill (AB) 1535 in order to assess the potential program and fiscal impact/benefits of merging the Hearing Aid Dispensers Bureau and the Speech-Language Pathology and Audiology Board.
- Initiated regulations to implement the provisions of AB 1535 with respect to: continuing education amendments for hearing aid dispensers and audiologists authorized to dispense hearing aids under the audiology license; and amendments related to license renewal cycles and associated renewal fees.

PROGRAM SUMMARY

Staffing	
7	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
0	BUREAU ADVISORY GROUP MEMBERS
6	PROFESSIONAL BOARD MEMBERS
3	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
06/2005	DATE STRATEGIC PLAN ADOPTED
7	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
BRANCH	192	192	434
HEARING AID DISPENSER	89	89	1,364
TEMPORARY/TRAINEE	97	94	78
TEMPORARY	19	16	N/A
SP - SPEECH LANGUAGE PATHOLOGIST	236	691	5,231
AU - AUDIOLOGIST	26	43	855
SPA - SPEECH-LANGUAGE PATHOLOGY ASSISTANT	305	290	362
AIDES	48	53	N/A
RPE - TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSES	569	568	0
SPT - SPEECH TEMPORARY LICENSE	0	0	0
AUT - AUDIOLOGY TEMPORARY LICENSE	2	0	0
PDP - PROFESSIONAL DEVELOPMENT PROVIDER	16	15	70
SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAM	0	0	N/A

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BRANCH	N/A	588	N/A
HEARING AID DISPENSER	N/A	1,476	N/A
TEMPORARY/TRAINEE	N/A	136	N/A
TEMPORARY	N/A	16	N/A
SP - SPEECH LANGUAGE PATHOLOGIST	N/A	12,367	N/A
AU - AUDIOLOGIST	N/A	1,683	N/A
SPA - SPEECH-LANGUAGE PATHOLOGY ASSISTANT	N/A	1,171	N/A
AIDES	N/A	221	N/A
RPE - TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSES	N/A	605	N/A
SPT - SPEECH TEMPORARY LICENSE	N/A	0	N/A
AUT - AUDIOLOGY TEMPORARY LICENSE	N/A	0	N/A
PDP - PROFESSIONAL DEVELOPMENT PROVIDER	N/A	157	N/A
SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAM	N/A	0	N/A

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF LICENSING ACTIVITY

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
BRANCH	EVERY YEAR	N/A
HEARING AID DISPENSER	EVERY YEAR	9
TEMPORARY/TRAINEE	EVERY 6 MOS, 3 TOTAL	N/A
TEMPORARY	NEVER	N/A
SPEECH LANGUAGE PATHOLOGIST	EVERY 2 YEARS	24
AUDIOLOGIST	EVERY 2 YEARS	24
SPEECH-LANGUAGE PATHOLOGY ASSISTANT	EVERY 2 YEARS	12
AIDES	NEVER	N/A
TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSES	VARIES	N/A
SPEECH TEMPORARY LICENSE	ONCE FOR 6 MOS.	N/A
AUDIOLOGY TEMPORARY LICENSE	ONCE FOR 6 MOS.	N/A
PROFESSIONAL DEVELOPMENT PROVIDER	EVERY 2 YEARS	N/A
SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAM	NEVER	N/A

Exams

PASS	FAIL	TOTAL
190	157	247

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake

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

Conviction/Arrest Notification Complaints

38	RECEIVED
38	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections

N/A	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations

290	OPENED
233	CLOSED
195	PENDING

Number of Days to Complete Intake and Investigations

131	UP TO 90 DAYS
37	91 TO 180 DAYS
29	181 DAYS TO 1 YEAR
24	1 TO 2 YEARS
6	2 TO 3 YEARS
6	OVER 3 YEARS
255	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Total Amount of Fines	
$5,950	ASSESSED
$0	REDUCED
$5,000	COLLECTED

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

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

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

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

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

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

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

Cost Recovery to DCA	
$26,452	ORDERED
$6,344	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$32,000	RESTITUTION ORDERED
$0	AMOUNT REFUNDED
$0	REWORK AT NO CHARGE
$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$17,614	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Telephone Medical Advice Services Bureau

www.dca.ca.gov/tmas

Telephone medical advice is a relatively new method used by some healthcare organizations to better meet the medical needs of their large client populations. By use of a telephone, patients are able to contact their healthcare provider to explain their symptoms and receive immediate advice about the proper course of action that should be taken. This method can make it less critical that patients visit a doctor or emergency room, thus reducing the cost of healthcare. California licenses a variety of healthcare professionals to ensure high standards and quality care. The Legislature has authorized the Department of Consumer Affairs to bring higher consumer protection standards to the field of telephone medical advice. It's crucial that providers of telephone medical advice are qualified, licensed health-care professionals. Although some of the healthcare professionals providing telephone medical advice may actually be located out of state, it's important to note that licensing requirements and consumer protection standards extend beyond State boundaries to all businesses advising California residents.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

// For the first time since its inception, the Bureau is now conducting field audits.

// Modified the field audit reporting process. This included initiating procedures for making the field visit to the licensed entity, reviewing files and ensuring registered nurses are current with their licensing requirements, reviewing case logs, complaints and processes, and making recommendations and answering any questions concerning the Bureau's regulations and statutes.

// Updated all TMAS forms on the Bureau's Web site, including utilizing the Department's new logo, using a more up-to-date font type and bringing all forms into a general consistency.

PROGRAM SUMMARY

Staffing	
2	STAFF POSITIONS APPROVED IN BUDGET
.5	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
0	BUREAU ADVISORY GROUP MEMBERS
0	PROFESSIONAL BOARD MEMBERS
0	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
08/2008	DATE STRATEGIC PLAN ADOPTED
0	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
TMAS REGISTRANT	13	13	9

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
N/A	N/A	N/A	N/A

Renewal and Continuing Education

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

Exams

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

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
0	OPENED
0	CLOSED
0	PENDING

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

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

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

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

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

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

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

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

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

VETERINARY MEDICAL BOARD >>

Veterinary Medical Board

www.vmb.ca.gov

The Veterinary Medical Board (Board) protects consumers and animals through the development and maintenance of professional standards; the licensing of veterinarians, registered veterinary technicians, and veterinary premises; and through diligent enforcement of the California Veterinary Medicine Practice Act.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Worked with the Multidisciplinary Advisory Committee to update Minimum Standards of Practice and create a Hospital Inspection Self Checklist to enable premise permit holders to better comply with premise regulations.
- Conducted a Hospital Inspection Training in December 2009 and a Roundtable Discussion in April 2010 to further refine and improve the premise permit inspection process and ensure consistent inspection criteria and regulatory compliance.
- Partnered with the California Spay and Neuter License Plate Fund to develop and sponsor a customized California license plate to help provide funding for free or low-cost spay and neuter surgeries and also help to raise awareness about the importance of spaying and neutering.
- Created more customer-friendly application documents on the Board's Web site and posted all meeting agendas and minutes from January 2009 to present providing improved disclosure of Board meeting activities.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

- Title 16, California Code of Regulations sections 2021, 2068.5, and 2068.6 refines requirements for required practical experience in order to apply for and gain licensure as a registered veterinary technician with postsecondary or out-of-state education.

PROGRAM SUMMARY

Staffing

10.5	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members

10	BUREAU ADVISORY GROUP MEMBERS
4	PROFESSIONAL BOARD MEMBERS
3	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach

07/2009	DATE STRATEGIC PLAN ADOPTED
1	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
VETERINARIAN	492	491	4,992
VETERINARY TECHNICIAN	711	713	2,425
HOSPITAL	125	125	2,866
INTERNSHIP	N/A	68	N/A
RECIPROCITY	N/A	46	N/A

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
VETERINARIAN	N/A	15,041	N/A
VETERINARY TECHNICIAN	N/A	7,863	N/A
HOSPITAL	N/A	3,146	N/A
INTERNSHIP	N/A	46	N/A
RECIPROCITY	N/A	41	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
VETERINARIAN	EVERY 2 YEARS	36 HOURS
VETERINARY TECHNICIAN	EVERY 2 YEARS	N/A
HOSPITAL	YEARLY	N/A
INTERNSHIP	N/A	N/A
RECIPROCITY	N/A	N/A

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
CALIFORNIA STATE BOARD EXAM	442	119	561
REGISTERED VETERINARY TECHNICIAN EXAM	733	307	1,040
TOTAL	1,175	426	1,601

Exams

PASS	FAIL	TOTAL
1,175	426	1,601

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake

518	RECEIVED
143	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
190	REFERRED FOR INVESTIGATION
75	PENDING

Conviction/Arrest Notification Complaints

55	RECEIVED
52	CLOSED/REFERRED FOR INVESTIGATION
9	PENDING

Inspections

298	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Investigations	
522	OPENED
367	CLOSED
389	PENDING

Number of Days to Complete Intake and Investigations	
55	UP TO 90 DAYS
152	91 TO 180 DAYS
90	181 DAYS TO 1 YEAR
41	1 TO 2 YEARS
14	2 TO 3 YEARS
15	OVER 3 YEARS
276	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$19,407	ASSESSED
$752	REDUCED
$20,406	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
32	CASES OPENED/INITIATED
14	CASES CLOSED
37	CASES PENDING

Number of Days to Complete AG Cases	
0	1 YEAR
5	1 TO 2 YEARS
2	2 TO 3 YEARS
7	3 TO 4 YEARS
0	OVER 4 YEARS
1,118	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Cost Recovery to DCA	
$63,942	ORDERED
$80,037	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Board of Vocational Nursing and Psychiatric Technicians

www.bvnpt.ca.gov

The Board of Vocational Nursing and Psychiatric Technicians (Board) disciplines incompetent, negligent, and abusive Licensed Vocational Nurses (LVN) and Psychiatric Technicians (PT). LVNs and PTs care for California's most vulnerable citizens, from newborns to the frail elderly. PTs also care for the mentally impaired, regardless of age. The Board regulates LVN and PT educational programs and holds them accountable for the success of their graduates on the licensure examination. The Board also develops brochures and information on the Board's Web site to educate consumers about their rights and how to file complaints. The Board meets with over 3,350 students annually to provide an overview of the Board's enforcement process and their responsibilities as a licensee. The Board licenses and regulates the largest groups of LVNs and PTs in the nation.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2009–10:

- Implemented retroactive fingerprinting. Approximately 55,000 licensees, who were licensed prior to January 1, 1998, are required to now submit their fingerprint records for review by the California Department of Justice and the Federal Bureau of Investigation. To date, about 22,000 of these licensees have been fingerprinted. Out of this number, 1,652 enforcement cases were opened against licensees with prior convictions.

- Approved the admission of almost 5,000 more students for its new and existing VN and PT programs statewide. Economists estimate that the largest source of job growth currently and in the coming years will be in healthcare. By 2016, 3.5 million new healthcare jobs are expected. National workforce experts in nursing have projected a shortage in nursing due to the increasing population, aging population, and increased aging among today's nurses.

- Continued to distribute customer service surveys at all public meetings, and at the public counter located in the Board's Sacramento office. The purpose of the survey is to solicit feedback regarding the Board's effectiveness in accomplishing its mission and goals. The information gleaned from these surveys is also used in developing the Board's Strategic Plan. In Fiscal Year 2009–10, survey results indicated that 98.5 percent of the Board's customers were either very satisfied or satisfied with the Board's performance. A total of 203 survey form responses were received.

- Conducted Director Forums in Northern and Southern California to provide directors and faculty of LVN and PT programs with information regarding pending and approved legislation, proposed or approved regulations, current issues and examination procedures.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2009–10:

- Senate Bill 821: Interim Permits. Effective January 1, 2010, sections 2872.2 (VN) and 4510.1 (PT) of the Business and Professions Code were amended to clarify that the application for an interim permit must be submitted no later than four months after completion of a Board-accredited program, and limited the use of the permit to nine months pending the results of the first examination and six months pending the issuance of the initial license.

- On January 9, 2009, the Office of Administrative Law (OAL) approved emergency regulations for the Board to implement retroactive fingerprinting requirements for anyone licensed prior to January 1, 1998. It also concurrently changed the fee amounts for three specific revenue categories: initial license fee from $120 to $150 (VN), biennial renewal fee from $120 to $150 (VN), delinquent license fee from $60 to $75 (VN), initial license fee from $200 to $300 (PT), biennial renewal fee from $200 to $300 (PT) and delinquent license fee from $100 to $150. The emergency regulations were approved by the OAL on January 9, 2009, but were implemented later in the year, July 1, 2009. The fee change was needed to fund implementation of the retroactive fingerprinting requirements.

PROGRAM SUMMARY

Staffing	
83	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
N/A	BUREAU ADVISORY GROUP MEMBERS
5	PROFESSIONAL BOARD MEMBERS
6	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
05/2010	DATE STRATEGIC PLAN ADOPTED
51	NUMBER OF EVENTS

SUMMARY OF LICENSING ACTIVITY COMBINED VN AND PT, LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
VOCATIONAL NURSE (VN)	16,888	7,735	35,366
PSYCHIATRIC TECHNICIANS (PT)	1,048	641	4,399

Licnesing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
VOCATIONAL NURSE (VN)	N/A	113,714	N/A
PSYCHIATRIC TECHNICIANS (PT)	N/A	13,055	N/A
VN NON-RENEWABLE INTERIM PERMITS	7	N/A	N/A
VN INTRAVENOUS THERAPY (IV)	907	N/A	N/A
VN BLOOD WITHDRAWAL (BW)	369	N/A	N/A
VN IV AND BW	3,905	N/A	N/A
PT BW	22	N/A	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
VN LICENSE	EVERY 2 YEARS	30
PT LICENSE	EVERY 2 YEARS	30
VN INTERIM PERMITS	NON-RENEWABLE	N/A
PT INTERIM PERMITS	NON-RENEWABLE	N/A
POST-LICENSURE CERTIFICATIONS	NON-RENEWABLE	N/A

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
VOCATIONAL NURSE (NCLEX)*	8,097	6,088	14,185
PSYCHIATRIC TECHNICIAN (PSI)*	685	346	1,034
TOTAL	8,762	6,434	15,219

* The Annual Report's examination data does not match the Board's Sunset Report in regard to examination pass rates. The Annual Report data is the total number of examination candidates, regardless of their qualification method, whereas the Sunset Report pass rate is the total number of first-time examination candidates, who graduated from accredited Vocational Nursing or Psychiatric Technician Programs.

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints—Intake	
844	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
766	REFERRED FOR INVESTIGATION
830	PENDING

Conviction/Arrest Notification Complaints	
4,307	RECEIVED
5,503	CLOSED/REFERRED FOR INVESTIGATION
3,535	PENDING

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

Investigations	
5,412	OPENED
3,848	CLOSED
4,365	PENDING

Number of Days to Complete Intake and Investigations	
788	UP TO 90 DAYS
1,350	91 TO 180 DAYS
938	181 DAYS TO 1 YEAR
516	1 TO 2 YEARS
203	2 TO 3 YEARS
83	OVER 3 YEARS
441	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$86,214	ASSESSED
$0	REDUCED
$60,607	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
208	CASES OPENED/INITIATED
237	CASES CLOSED
287	CASES PENDING

Number of Days to Complete AG Cases	
2	1 YEAR
35	1 TO 2 YEARS
77	2 TO 3 YEARS
48	3 TO 4 YEARS
75	OVER 4 YEARS
1,012	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

Petition for Reinstatement of Revoked License/ Registration/Certification	
15	GRANTED
14	DENIED
29	TOTAL

Cost Recovery to DCA	
$501,327	ORDERED
$164,045	COLLECTED

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

* PLEASE REFER TO PAGE 4 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SECTION 139 REPORT, EXPENDITURE CATEGORIES, FUND CONDITION, AND REVENUE SOURCES >>

EXAMINATION PROGRAM			PREREQUISITES[1] for admittance to the examination			EXAMINATION VALIDATION[2] Occupational Analysis (OA) Examination Development (ED)				COSTS (IN THOUSANDS)[3] per occurrence (po) or per year (py)			
	License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (PO)	ED (PO)	Testing (PY)	Program Evaluation (PO)
			B&P	CCR									
ACCOUNTANCY, CALIFORNIA BOARD OF	CERTIFIED PUBLIC ACCOUNTANT (CPA)	UNIFORM CERTIFIED PUBLIC ACCOUNTANT EXAMINATION	5081.1 5092 5093	9.2	OA; INTERNAL/ EXTERNAL REVIEW AS NEEDED	2008	2008	CANDIDATE-CENTERED				$668	
ACUPUNCTURE BOARD	ACUPUNCTURE	CALIFORNIA ACUPUNCTURE LICENSING EXAMINATION	4938 4939 4940	1399.420 1399.432 1399.436 1399.439	OA; ANNUAL INTERNAL REVIEW	2008	2008	MODIFIED ANGOFF	X		$230 (PY)	$287	
ARCHITECTS BOARD, CALIFORNIA	ARCHITECT	ARCHITECT REGISTRATION EXAMINATION (WRITTEN)	5550 5552	116	OA; INTERNAL REVIEW AS NEEDED	2007	2001	MODIFIED ANGOFF	X	NCARB			
		CALIFORNIA SUPPLEMENTAL EXAMINATION (ORAL)				2007	2008		X	$0	$74	$366	$25
ATHLETIC COMMISSION, CALIFORNIA STATE	PROMOTER	THE COMMISSION AND DCA ARE EVALUATING THE NEED FOR EXAMINATIONS	18640 18648	TITLE 4 213	PREREQUISITES APPLY TO LICENSURE ONLY			SUBJECT MATTER EXPERT		N/A	N/A	N/A	N/A
	JUDGE			379									
	MANAGER			218									
	MATCHMAKER			217									
	REFEREE			371									
	SECOND			218									
	TIMEKEEPER			218									
AUTOMOTIVE REPAIR, BUREAU OF	SMOG CHECK TECHNICIAN	ADVANCED EMISSION SPECIALIST	HEALTH & SAFETY CODE 44014 44031.5	3340.28 3340.29	OA; INTERNAL REVIEW EVERY 2 YEARS	2009	2009	MODIFIED ANGOFF	X	$62	$372.5		$60
		BASIC AREA TECHNICIAN				2009	2009		X				
		TEST ONLY				2009							
	BRAKE ADJUSTER (A,B,C)	BRAKE ADJUSTER	9887.2	3310	OA; INTERNAL REVIEW EVERY 5 YEARS	2004	2004		X				
	LAMP ADJUSTER	LAMP ADJUSTER				2004	2004		X				

1. Prerequisites for admittance to the examination are mandated by Business and Professions (B&P) Code and/or California Code of Regulations (CCR); and assessed using a number of methods, including valid occupational analyses, national standards, and regulatory review. CCR codes are Title 16 unless otherwise indicated.
2. Methods used to establish passing scores vary across exam administrations, and are based on minimum competence criteria necessary for licensure.
3. Included are costs for personnel required to perform these functions.

EXAMINATION PROGRAM			PREREQUISITES[1] for admittance to the examination			EXAMINATION VALIDATION[2] Occupational Analysis (OA) Examination Development (ED)				COSTS (IN THOUSANDS)[3] per occurrence (po) or per year (py)			
	License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (PO)	ED (PO)	Testing (PY)	Program Evaluation (PO)
			B&P	CCR									
BARBERING AND COSMETOLOGY, BUREAU OF	BARBER	BARBER	7321	909 910 924 926	INTERNAL REVIEW EVERY 5 YEARS			SPECIFIED IN REGULATION	X		$0	$2985	
	COSMETOLOGY	COSMETOLOGY							X				
	ELECTROLOGIST	ELECTROLOGIST	7330						X				
	ESTHETICIAN	ESTHETICIAN	7324	909 910					X				
	MANICURIST	MANICURIST	7326						X				
BEHAVIORAL SCIENCES, BOARD OF	LICENSED CLINICAL SOCIAL WORKER (LCSW)	LCSW	4996.2		OA; ANNUAL INTERNAL/ EXTERNAL REVIEW	2010	2005	MODIFIED ANGOFF	X	$135	$608	$568	$51
	LICENSED EDUCATIONAL PSYCHOLOGIST (LEP)	LEP	4989.20			2010	2010		X				
	MARRIAGE AND FAMILY THERAPIST (MFT)	MFT	4980.37 4980.40 4980.41 4980.43			2007	2010		X				
CEMETERY AND FUNERAL BUREAU	CEMETERY BROKER	CEMETERY BROKER	9702.5		ANNUAL INTERNAL REVIEW	2006	2006	MODIFIED ANGOFF	X	$62 (PY)	$234 (PY)	$76	
	CEMETERY MANAGER	CEMETERY MANAGER	9715.1 9723.1	2326.1 (A)(1)		2005	2005		X				
	CREMATORY MANAGER	CREMATORY MANAGER	9787 9787.3	2326.1 (B)		2010	2010		X				
	EMBALMER	EMBALMER	7642 7643	1235		2009	2009		X				
	FUNERAL DIRECTOR	FUNERAL DIRECTOR	7618 7619			2004	2004		X				
CONTRACTORS STATE LICENSE BOARD	A	GENERAL ENGINEERING CONTRACTOR	7056-7058	825 826	INTERNAL REVIEW AS NEEDED	2009		MODIFIED ANGOFF	X	$512 (PY)	$904 (PY)	$1586	$77 (PY)
	B	GENERAL BUILDING				2009			X				
	C-2	INSULATION AND ACOUSTICAL				2006			X				
	C-4	BOILER, HOT WATER HEATING, AND STEAM FITTING				2006			X				

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	License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (PO)	ED (PO)	Testing (PY)	Program Evaluation (PO)
			B&P	CCR									
CONTRACTORS STATE LICENSE BOARD	C-5	FRAMING AND ROUGH CARPENTRY				2007			X				
	C-6	CABINET, MILLWORK, AND FINISH CARPENTRY				2009	2003		X				
	C-7	LOW VOLTAGE SYSTEMS				2005			X				
	C-8	CONCRETE				2010	2005		X				
	C-9	DRYWALL				2010	2005		X				
	C-10	ELECTRICAL (GENERAL)				2008			X				
	C-11	ELEVATOR				2009			X				
	C-12	EARTHWORK AND PAVING				2006			X				
	C-13	FENCING				2008			X				
	C-15	FLOORING AND FLOOR COVERING				2009			X				
	C-16	FIRE PROTECTION				2007			X				
	C-17	GLAZING				2010	2005		X				
	C-20	WARM AIR HEATING, VENTILATING, AND AIR CONDITIONING				2009			X				
	C-21	BUILDING MOVING AND DEMOLITION				2007			X				
	C-23	ORNAMENTAL METAL				2009			X				
	C-27	LANDSCAPING				2010	2004		X				
	C-28	LOCK AND SECURITY EQUIPMENT				2008			X				

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	License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (PO)	ED (PO)	Testing (PY)	Program Evaluation (PO)
			B&P	CCR									
CONTRACTORS STATE LICENSE BOARD	C-29	MASONRY				2010	2005		X				
	C-31	CONSTRUCTION ZONE TRAFFIC CONTROL				2010	2004		X				
	C-32	PARKING AND HIGHWAY IMPROVEMENT				2010	2005		X				
	C-33	PAINTING AND DECORATING				2010	2004		X				
	C-34	PIPELINE				2007			X				
	C-35	LATHING AND PLASTERING				2008			X				
	C-36	PLUMBING				2009			X				
	C-38	REFRIGERATION				2008			X				
	C-39	ROOFING				2010			X				
	C-42	SANITATION SYSTEM				2007			X				
	C-43	SHEET METAL				2009			X				
	C-45	ELECTRICAL SIGN				2007			X				
	C-46	SOLAR				2007			X				
	C-47	GENERAL MANUFACTURED HOUSING				2006			X				
	C-50	REINFORCING STEEL				2007			X				
	C-51	STRUCTURAL STEEL				2009			X				
	C-53	SWIMMING POOL				2006			X				
	C-54	TILE (CERAMIC AND MOSAIC)				2006			X				

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	License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (PO)	ED (PO)	Testing (PY)	Program Evaluation (PO)
			B&P	CCR									
CONTRACTORS STATE LICENSE BOARD	C-55	WATER CONDITIONING				2007			X				
	C-57	WELL DRILLING (WATER)				2007			X				
	C-60	WELDING				2008			X				
	N/A	ASBESTOS CERTIFICATION				2010	2005		X				
	N/A	HAZARDOUS CERTIFICATION				2007			X				
	N/A	LAW AND BUSINESS				2010	2004		X				
COURT REPORTERS BOARD OF CALIFORNIA	CERTIFIED SHORTHAND REPORTER	CERTIFIED SHORTHAND REPORTER	8020	2418	OA; INTERNAL/ EXTERNAL REVIEW	2010	2010	MODIFIED ANGOFF	X	$15	$85	$60	$3
DENTAL BOARD OF CALIFORNIA	DOCTOR OF DENTAL SCIENCE	WRITTEN CLINICAL	1628	1028	OA; INTERNAL/ EXTERNAL REVIEW	2005		SPECIFIED IN REGULATION			$20	$307	
	REGISTERED DENTAL ASSISTANT	WRITTEN PRACTICAL	1752.1										
		LAW & ETHICS				2009	2009						
	REGISTERED DENTAL ASSISTANT IN EXTENDED FUNCTIONS	WRITTEN	1753			2009	2009						
	ORTHODONTIC ASSISTANT PERMIT	WRITTEN	1750.2			2009	2009						
	DENTAL SEDATION ASSISTANT PERMIT	WRITTEN	1750.4			2009	2009						
DENTAL HYGIENE COMMITTEE OF CALIFORNIA	REGISTERED DENTAL HYGIENIST	WRITTEN CLINICAL	1917	1082 1082.1	INTERNAL REVIEW EVERY 9 YEARS	1998		MODIFIED ANGOFF	X	$10	$35	$385	
		LAW & ETHICS				2010	2010						
	REGISTERED DENTAL HYGIENIST IN ALTERNATIVE PRACTICE	WRITTEN	1922		INTERNAL REVIEW EVERY 9 YEARS	2009	2009		X				

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	License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (PO)	ED (PO)	Testing (PY)	Program Evaluation (PO)
			B&P	CCR									
ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL	AGRICULTURAL ENGINEER		6704 6732 6750-6759	404 420-424 427.10 438 460	OA; INTERNAL/ EXTERNAL REVIEW AS NEEDED	2000	2000	MODIFIED ANGOFF	X	$57	$1939 (PY)	$3148	$0
	CHEMICAL ENGINEER		6704 6732 6750-6759	404 420-424 427.10 438 460		2002	2002		X				
	CIVIL ENGINEER (NATIONAL)					2006	2006		X				
	CIVIL ENGINEER (CALIFORNIA)		6402 6704 6731 6731.1 6750-6759	404 420-424 427.10 438 460		2005	2005		X				
	CONTROL SYSTEM ENGINEER		6704 6732 6750-6759	404 420-424 427.10 438 460		2002	2002		X				
	ELECTRICAL ENGINEER		6702.1 6704 6750-6759	404 420-424 427.10 438 460		2007	2007		X				
	ENGINEER-IN-TRAINING (EIT)		6704 6750-6759	404 420-424 427.10 438 460		2003	2003		X				
	FIRE PROTECTION ENGINEER		6704 6732 6750-6759	404 420-424 427.10 438 460		2002	2002		X				

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	License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (PO)	ED (PO)	Testing (PY)	Program Evaluation (PO)
			B&P	CCR									
ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL	GEOTECHNICAL ENGINEER		6730.2 6736.1	404 420-424 426.50 426.51 427.20		2001	2001		X				
	INDUSTRIAL ENGINEER		6704 6732 6750-6759	404 420-424 427.10 438 460		2003	2003		X				
	LAND SURVEYOR (NATIONAL)					2003	2003		X				
	LAND SURVEYOR (CALIFORNIA)		8708 8741-8743	404-424 427.10 438		2002	2002		X				
	LAND SURVEYOR-IN-TRAINING		8741-8743	404 420-424 438 460		2003	2003		X				
	MECHANICAL ENGINEER		6702.2 6704 6750-6759	404 420-424 427.10 438 460		2007	2007		X				
	METALLURGICAL ENGINEER		6704 6732 6750-6759	404 420-424 427.10 438 460		2007	2007		X				
	NUCLEAR ENGINEER		6704 6732 6750-6759	404 420-424 427.10 438 460		2003	2003		X				

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			B&P	CCR									
ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL	PETROLEUM ENGINEER		6704 6732 6750-6759	404 420-424 427.10 438 460		2006	2006		X				
	STRUCTURAL (NATIONAL)					2002	2002		X				
	STRUCTURAL SEISMIC (CALIFORNIA)		6730.2 6736	404 420-424 426.10-426.14 427.30		2003	2003		X				
	TRAFFIC ENGINEER		6704 6732 6750-6759	404 420-424 427.10 438 460		2010	2010		X				
GEOLOGISTS AND GEOPHYSICISTS	PROFESSIONAL GEOLOGIST	NATIONAL	7841	3031	REGULATORY REVIEW	2009	2005	MODIFIED ANGOFF	X	$22	$37	$164.5	
		CALIFORNIA SUPPLEMENTAL (CSE)				2009	2000						
	PROFESSIONAL GEOPHYSICIST	PROFESSIONAL GEOPHYSICIST (PGP)	7841.1	3031		2005	2005						
	CERTIFIED ENGINEERING GEOLOGIST	CERTIFIED ENGINEERING GEOLOGIST (CEG)	7842	3041		2000	2000						
	CERTIFIED HYDROGEOLOGIST	CERTIFIED HYDROGEOLOGIST (CHG)	7842	3042		1999	1999						
GUIDE DOGS FOR THE BLIND, STATE BOARD OF	GUIDE DOG INSTRUCTOR	GUIDE DOG INSTRUCTOR	7209			2005	2005	MODIFIED ANGOFF	N/A				
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	LANDSCAPE ARCHITECTURE (NATIONAL)	LANDSCAPE ARCHITECT REGISTRATION BOARDS EXAMINATION	5650 5651	2610 2615 2620 2621	OA; INTERNAL REVIEW AS NEEDED	2006		MODIFIED ANGOFF		$0	$0	$4	$0
	LANDSCAPE ARCHITECTURE (SUPPLEMENTAL)	CALIFORNIA SUPPLEMENTAL EXAMINATION				2006	2006						

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			B&P	CCR									
MEDICAL BOARD OF CALIFORNIA	PHYSICIAN AND SURGEON	UNITED STATES MEDICAL LICENSING EXAMINATION	2170		PREREQUISITES ARE DETERMINED BY ORGANIZATIONS ADMINISTERING THE EXAMINATIONS	2002 (PRACTICE ANALYSIS)	N/A	RASCH MODEL; MODIFIED ANGOFF	X	EXAMINATIONS ARE ADMINISTERED BY OUTSIDE AGENCIES WITH NO EXPENSE TO THE STATE			
	CONTACT LENS DISPENSER	NATIONAL CONTACT LENS EXAMINER EXAM	2559.2 2561			2006		72% SCORE					
	SPECTACLE LENS DISPENSER	AMERICAN BOARD OF OPTICIANRY COMPETENCY EXAM				2006		70% SCORE					
	LICENSED MIDWIFE	NORTH AMERICAN REGISTRY OF MIDWIVES	2512.5 2513			2001		SCALED SCORE OF 75%					
NATUROPATHIC MEDICINE COMMITTEE	NATUROPATHIC DOCTOR	NPLEX	3630 3631	4220	EXTERNAL REVIEW EVERY 5 YEARS	2006	2006	MODIFIED ANGOFF		N/A			
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	OCCUPATIONAL THERAPIST	OTR	2570.6		OA; EXTERNAL REVIEW	2008	2003	MODIFIED ANGOFF	X	EXAMINATIONS ARE ADMINISTERED BY AN EXTERNAL ORGANIZATION WITH NO EXPENSE TO THE BOARD			
	OCCUPATIONAL THERAPY ASSISTANT	COTA				2008	2003		X				
OPTOMETRY, BOARD OF	OPTOMETRIST	NATIONAL WRITTEN AND PRACTICAL	3046	1523	OA; ANNUAL INTERNAL REVIEW	2006		NEDELSKY		$0	$55.7 (PY)		
		CA LAWS AND REGULATIONS				2009	2009	MODIFIED ANGOFF	X				
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	OSTEOPATHIC PHYSICIAN AND SURGEON	COMLEX LEVELS I, II, IIPE, III	2089 2089.5 2096 2153.5	1611	OA	2004	2004	ANGOFF HOFSTEDE ITEM MAPPING	X	$0	$0	$0	
PHARMACY, CALIFORNIA STATE BOARD OF	PHARMACIST	NORTH AMERICAN PHARMACIST LICENSURE EXAMINATION (NAPLEX)	4200 4200.2 4200.3 4209	1719 1720 1720.1 1724 1725 1728 1749	OA; INTERNAL/ EXTERNAL REVIEW	2009	2005	MODIFIED ANGOFF	X	$23	$119	$80	
		CALIFORNIA PRACTICE STANDARDS AND JURISPRUDENCE EXAMINATION FOR PHARMACISTS (CPJE)											

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			B&P	CCR									
PHYSICAL THERAPY BOARD OF CALIFORNIA	PHYSICAL THERAPIST	NPTE	2650 2653	1398.25;26;26.1; 26.5;30; 31	OA; INTERNAL/ EXTERNAL REVIEW	2007		MODIFIED ANGOFF		$5,000 PAID DIRECTLY TO THE FEDERATION OF STATE BOARDS OF PHYSICAL THERAPY			
	PHYSICAL THERAPIST ASSISTANT	NPTE	2655.3 2655.9	1398.47 1398.50 1398.51		2007							
	KINESIOLOGICAL ELECTROMYOGRAPHER	KEMG	2620.5	1399.63 1399.65		1990							
	ELECTRONEURO-MYOGRAPHER	ENMG		1399.64 1399.65		1994							
	CALIFORNIA LAW EXAMINATION	CLE											
PHYSICIAN ASSISTANT COMMITTEE	PHYSICIAN ASSISTANT	PANCE	3519	1399.507	OA	2010		MODIFIED ANGOFF		EXAMINATIONS ARE ADMINISTERED BY OUTSIDE AGENCIES WITH NO EXPENSE TO THE STATE			
PODIATRIC MEDICINE, CALIFORNIA BOARD OF	E-PERMANENT	NBPME PART I								A ONE-TIME FEE OF $1,000 WAS PAID DIRECTLY TO THE NATIONAL BOARD OF PODIATRIC MEDICAL EXAMINERS (NBPME) IN 2002 TO ESTABLISH AN ONGOING CONTRACT.			
		NBPME PART II											
		NBPME PART III	2486 (A-C)		OA; INTERNAL/ EXTERNAL REVIEW	2006		MODIFIED ANGOFF					
PROFESSIONAL FIDUCIARIES BUREAU	PROFESSIONAL FIDUCIARIES LICENSE	CALIFORNIA PROFESSIONAL FIDUCIARIES LICENSING EXAMINATION	6539	4500									
PSYCHOLOGY, BOARD OF	PSYCHOLOGIST	EXAMINATION FOR PROFESSIONAL PRACTICE IN PSYCHOLOGY	2914	1387 ET SEQ	OA; ANNUAL EXTERNAL REVIEW	2003	2003	MODIFIED ANGOFF	X	$0	$76	$113	
		CA PSYCHOLOGY SUPPLEMENTAL EXAM				2004	2004		X				
REGISTERED NURSING, BOARD OF	REGISTERED NURSE	NCLEX-RN	144 2736	1412 1426	OA; INTERNAL/ EXTERNAL REVIEW: INTERIM EVERY 4 YEARS, FULL EVERY 8 YEARS	2008		ITEM RESPONSE THEORY				$31	
RESPIRATORY CARE BOARD OF CALIFORNIA	RESPIRATORY CARE PRACTITIONER	CERTIFIED RESPIRATORY THERAPIST	3740		OA; ONGOING INTERNAL REVIEW	2007		MODIFIED ANGOFF				$5	

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	License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (PO)	ED (PO)	Testing (PY)	Program Evaluation (PO)
			B&P	CCR									
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	ALARM COMPANY OPERATOR	ALARM COMPANY OPERATOR	144 7599	601 620	INTERNAL REVIEW EVERY 2 YEARS	2004	2009	MODIFIED ANGOFF		$138	$72.5	$58.5	
	PRIVATE INVESTIGATOR	PRIVATE INVESTIGATOR	144 7525 7526 7541			2004	2009						
	PRIVATE PATROL OPERATOR	PRIVATE PATROL OPERATOR	144 7582-7583			2004	2009						
	REPOSSESSOR	REPOSSESSOR	7503 7504			2004	1997						
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD	SPEECH-LANGUAGE PATHOLOGY	THE PRAXIS SERIES	2531 2532 2532.2	1399. 152-1399. 153.9	OA; INTERNAL/ EXTERNAL REVIEW EVERY 5 YEARS	1999	1999	MODIFIED TUCKER-ANGOFF	X	$0	N/A	N/A	
	AUDIOLOGY					2008	2008		X				
	HEARING AID DISPENSER PERMANENT LICENSE	HEARING AID DISPENSER	3354		OA; INTERNAL/ EXTERNAL REVIEW EVERY 5-7 YEARS	2007	2007	MODIFIED ANGOFF	X	$0	$42	$50	N/A
VETERINARY MEDICAL BOARD AND VETERINARY TECHNICIAN EXAMINING COMMITTEE	VETERINARIAN	NAVLE	4846.1 4846.2 4848	2010.1 2014 2015.2 2022 2023 2024 2025	OA; ONGOING INTERNAL/ EXTERNAL REVIEW	2003	2003	MODIFIED ANGOFF		$164	$54	$70.5	
		CSB				2001	2001		X				
		VLE											
	VETERINARY TEMPORARY/ RECIPROCITY	VLE	4848	2021 2021.1 2021.3									
	REGISTERED VETERINARY TECHNICIAN	RVT	4833 4839 4841.5	2065 2067 2068 2068.5 2068.6		2004	2004		X	$159	$54	$68	

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			B&P	CCR									
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BUREAU OF	VOCATIONAL NURSE	NATIONAL COUNCIL LICENSURE EXAMINATION FOR PRACTICAL NURSES	2866 (A-D)	2516 2521 2530(G) 2532 2533 2534 2534J	OA; EXTERNAL REVIEW EVERY 3 YEARS	2010	2011	MODIFIED ANGOFF	X		$3		
	PSYCHIATRIC TECHNICIAN	CALIFORNIA PSYCHIATRIC TECHNICIAN LICENSURE EXAM	4511 (A-D)	2575 2578 2585(G) 2586 2587 2588 2588.1	OA; EXTERNAL REVIEW EVERY 5 YEARS	2007	2007		X	$0	$82.5	$55.6	

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FISCAL YEAR 2009-10 — NET EXPENDITURES (IN THOUSANDS)							
DCA 1111/1110	FUND NUMBER AND NAME	PERSONAL SERVICES	OPERATING EXPENSES	SUBTOTAL (MONTH 13)	LESS (-) REIMBURSEMENTS	LESS (-) DISTRIBUTED COSTS	TOTAL NET EXPENDITURES
1111 - BUREAUS & PROGRAMS							
ARBITRATION CERTIFICATION PROGRAM	0166 Certification Account	$615	$338	$953	$-	$-	$953
AUTOMOTIVE REPAIR, BUREAU OF	0421 Vehicle Inspection and Repair Fund	$41,989	$56,350	$98,339	$(875)	$(71)	$97,393
	0582 High Polluter Repair or Removal Account	$4,597	$50,859	$55,456	$-	$-	$55,456
	3122 Enhanced Fleet Modernization Subaccount	$-	$-	$-	$-	$-	$-
	BAR - Total	$46,586	$107,209	$153,795	$(875)	$(71)	$152,849
CEMETERY AND FUNERAL BUREAU	0717 Cemetery Fund	$1,116	$818	$1,934	$(2)	$(115)	$1,817
	0750 State Funeral Directors and Embalmers Fund	$606	$722	$1,328	$(6)	$-	$1,322
	CFB - Total	$1,722	$1,540	$3,262	$(8)	$(115)	$3,139
ELECTRONIC AND APPLIANCE REPAIR, BUREAU OF	0325 Electronic and Appliance Repair Fund	$922	$1,018	$1,940	$(21)	$-	$1,919
HEARING AID DISPENSERS BUREAU	0208 Hearing Aid Dispensers Account	$240	$552	$792	$(3)	$-	$789
HOME FURNISHINGS AND THERMAL INSULATION, BUREAU OF	0752 Bureau of Home Furnishings and Thermal Insulation Fund	$1,882	$1,908	$3,790	$(30)	$-	$3,760
NATUROPATHIC MEDICINE COMMITTEE	3069 Naturopathic Doctor's Fund	$74	$39	$113	$(1)	$-	$112
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	0305 Private Postsecondary Education Administration Fund	$7	$11	$18	$-	$-	$18
	0960 Student Tuition Recovery Fund	$-	$-	$-	$-	$-	$-
	BPPE - Total	$7	$11	$18	$-	$-	$18
PROFESSIONAL FIDUCIARIES BUREAU	3108 Professional Fiduciary Fund	$50	$188	$238	$-	$-	$238
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	0239 Private Security Services Fund	$3,112	$5,881	$8,993	$(494)	$(104)	$8,395
	0769 Private Investigator Fund	$234	$543	$777	$(8)	$-	$769
	BSIS - Total	$3,346	$6,424	$9,770	$(502)	$(104)	$9,164
TELEPHONE MEDICAL ADVICE SERVICES BUREAU	0459 Telephone Medical Advice Services Fund	$31	$31	$62	$-	$-	$62
TOTAL NET EXPENDITURES, 1111 - BUREAUS & PROGRAMS		**$55,475**	**$119,258**	**$174,733**	**$(1,440)**	**$(290)**	**$173,003**

FISCAL YEAR 2009-10 — NET EXPENDITURES (IN THOUSANDS)							
1110 - REGULATORY BOARDS	FUND NUMBER AND NAME	PERSONAL SERVICES	OPERATING EXPENSES	SUBTOTAL (MONTH 13)	LESS (-) REIMBURSEMENTS	LESS (-) DISTRIBUTED COSTS	TOTAL NET EXPENDITURES
ACCOUNTANCY, CALIFORNIA BOARD OF	0704 Accountancy Fund	$4,961	$3,876	$8,837	$(202)	$-	$8,635
ACUPUNCTURE BOARD	0108 Acupuncture Fund	$482	$1,417	$1,899	$(34)	$-	$1,865
ARCHITECTS BOARD, CALIFORNIA	0706 California Architects Board Fund	$1,238	$1,634	$2,872	$(15)	$(26)	$2,831
ATHLETIC COMMISSION, STATE	0326 State Athletic Fund	$883	$927	$1,810	$-	$-	$1,810
	0492 State Athletic Commission Neurological Examination Account	$39	$15	$54	$-	$-	$54
	9250 Boxers' Pension	$34	$284	$318	$-	$-	$318
	ATCOM - Total	$956	$1,226	$2,182	$-	$-	$2,182
BARBERING AND COSMETOLOGY, BOARD OF	0069 Barbering & Cosmetology Fund	$5,581	$10,091	$15,672	$(294)	$-	$15,378
BEHAVIORAL SCIENCE, BOARD OF	0773 Behavioral Science Examiners Fund	$2,348	$3,706	$6,054	$(133)	$-	$5,921
	3085 Mental Health Services Fund	$87	$184	$271	$-	$-	$271
	BBS - Total	$2,435	$3,890	$6,325	$(133)	$-	$6,192
CONTRACTORS STATE LICENSE BOARD	0735 Contractors' License Fund	$27,015	$25,362	$52,377	$(999)	$-	$51,378
	0093 Construction Management Education Account (CMEA)	$-	$151	$151	$-	$-	$151
	CSLB - Total	$27,015	$25,513	$52,528	$(999)	$-	$51,529
COURT REPORTERS BOARD OF CALIFORNIA	0771 Court Reporters Fund	$372	$432	$804	$(4)	$-	$800
	0410 Transcript Reimbursement Fund	$-	$255	$255	$-	$-	$255
	CRB - Total	$372	$687	$1,059	$(4)	$-	$1,055
DENTAL HYGIENE COMMITTEE	3140 State Dental Hygiene Fund	$327	$593	$920	$(4)	$-	$916
DENTAL ASSISTANT PROGRAM	3142 State Dental Assistant Fund	$418	$833	$1,251	$(1)	$-	$1,250
DENTAL BOARD OF CALIFORNIA	0741 State Dentistry Fund	$3,222	$4,662	$7,884	$(338)	$-	$7,546
	3039 Dentally Underserved Account	$-	$263	$263	$-	$-	$263
	DBC - Total	$3,222	$4,925	$8,147	$(338)	$-	$7,809
ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL	0770 Professional Engineers' and Land Surveyors' Fund	$2,833	$6,036	$8,869	$(24)	$-	$8,845
GEOLOGISTS AND GEOPHYSICISTS PROGRAM	0205 Geology and Geophysics Fund	$310	$760	$1,070	$-	$-	$1,070
GUIDE DOGS FOR THE BLIND, STATE BOARD OF	0024 State Board of Guide Dogs for the Blind Fund	$98	$50	$148	$-	$-	$148

FISCAL YEAR 2009-10 — NET EXPENDITURES (IN THOUSANDS)							
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 Landscape Architects Fund	$327	$241	$568	$(1)	$-	$567
MEDICAL BOARD OF CALIFORNIA	0175 Dispensing Opticians Fund	$30	$118	$148	$-	$-	$148
	0210 Outpatient Setting Fund of the Medical Board of California	$-	$-	$-	$-	$-	$-
	0755 Licensed Midwifery Fund (Revenue Only)	$-	$-	$-	$-	$-	$-
	0758 Contingent Fund of the Medical Board of California	$20,002	$29,416	$49,418	$(1,481)	$(846)	$47,091
	MBC - Total	$20,032	$29,534	$49,566	$(1,481)	$(846)	$47,239
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 Occupational Therapy Fund	$484	$524	$1,008	$(18)	$-	$990
OPTOMETRY, STATE BOARD OF	0763 State Optometry Fund	$549	$659	$1,208	$(42)	$-	$1,166
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 Osteopathic Medical Board of California Contingent Fund	$447	$863	$1,310	$(93)	$-	$1,217
PHARMACY, CALIFORNIA STATE BOARD OF	0767 Pharmacy Board Contingent Fund	$5,379	$4,320	$9,699	$(434)	$-	$9,265
PHYSICAL THERAPY BOARD	0759 Physical Therapy Fund	$1,162	$964	$2,126	$(52)	$-	$2,074
PHYSICIAN ASSISTANT COMMITTEE	0280 Physician Assistant Fund	$390	$766	$1,156	$(62)	$-	$1,094
PODIATRIC MEDICINE, CALIFORNIA BOARD OF	0295 Board of Podiatric Medicine Fund	$421	$570	$991	$(68)	$-	$923
PSYCHOLOGY, BOARD OF	0310 Psychology Fund	$926	$1,971	$2,897	$(105)	$-	$2,792
REGISTERED NURSING, BOARD OF	0761 Board of Registered Nursing Fund	$6,512	$16,503	$23,015	$(1,491)	$-	$21,524
RESPIRATORY CARE BOARD	0319 Respiratory Care Fund	$1,142	$1,340	$2,482	$(190)	$-	$2,292
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY BOARD	0376 Speech-Language Pathology and Audiology Fund	$348	$320	$668	$(14)	$-	$654
STRUCTURAL PEST CONTROL BOARD	0168 Structural Pest Control Research Fund	$-	$138	$138	$-	$-	$138
VETERINARY MEDICAL BOARD	0777 Veterinary Medical Board Contingent Fund	$678	$1,759	$2,437	$(97)	$-	$2,340
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	0779 Vocational Nursing and Psychiatric Technicians Fund	$2,931	$4,160	$7,091	$(173)	$(37)	$6,881
	0780 Psychiatric Technicians Account, Vocational Nursing and Psychiatric Technician Examiners Fund	$663	$1,032	$1,695	$(49)	$-	$1,646
	VNPTB - Total	$3,594	$5,192	$8,786	$(222)	$(37)	$8,527
TOTAL NET EXPENDITURES, 1110 - REGULATORY BOARDS		**$93,907**	**$128,382**	**$222,289**	**$(6,468)**	**$(909)**	**$214,912**

FISCAL YEAR 2009-10 — FUND CONDITIONS (IN THOUSANDS)

DCA 1111 - BUREAUS & PROGRAMS	FUND NUMBER AND NAME	TOTAL RESERVES JULY 1 [A]	TOTAL REVENUES	TRANSFERS	TOTAL EXPENDITURES [B]	RESERVE JUNE 30	ESTIMATED MONTHS OF RESERVE
ARBITRATION CERTIFICATION PROGRAM	0166 Certification Account	$856	$971	$-	$962	$865	9
AUTOMOTIVE REPAIR, BUREAU OF	0421 Vehicle Inspection and Repair Fund	$41,934	$111,189	$-	$110,034	$43,089	4
	0582 High Polluter Repair or Removal Account	$22,616	$38,855	$-	$55,523	$5,948	1
	3122 Enhanced Fleet Modernization Subaccount	$29,262	$29,171	$-	$7	$58,426	42
CEMETERY AND FUNERAL BUREAU	0717 Cemetery Fund	$2,842	$891	$-	$1,826	$1,907	10
	0750 State Funeral Directors and Embalmers Fund	$2,414	$1,214	$-	$1,330	$2,298	16
ELECTRONIC AND APPLIANCE REPAIR, BUREAU OF	0325 Electronic and Appliance Repair Fund	$2,095	$2,106	$-	$1,928	$2,273	10
HEARING AID DISPENSERS BUREAU	0208 Hearing Aid Dispensers Account	$1,294	$555	$-	$797	$1,052	11
HOME FURNISHINGS AND THERMAL INSULATION, BUREAU OF	0752 Bureau of Home Furnishings and Thermal Insulation Fund	$4,030	$4,065	$-	$3,771	$4,324	11
NATUROPATHIC MEDICINE, BUREAU OF	3069 Naturopathic Doctor's Fund	$146	$159	$-	$119	$186	17
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	0305 Private Postsecondary Education Administration Fund	$1,028	$394	$-	$25	$1,397	2
	0960 Student Tuition Recovery Fund	$842	$1,261	$-	$-	$2,103	N/A
PROFESSIONAL FIDUCIARIES BUREAU	3108 Professional Fiduciary Fund	$85	$298	$-	$245	$138	6
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	0239 Private Security Services Fund	$6,927	$9,945	$-	$8,411	$8,461	10
	0769 Private Investigator Fund	$1,787	$770	$-	$777	$1,780	28
TELEPHONE MEDICAL ADVICE SERVICES BUREAU	0459 Telephone Medical Advice Services Fund	$472	$161	$-	$69	$564	45

[a] Total Reserves July 1 includes prior year adjustment.
[b] Expenditures in fund conditions include SCO and/or other charges that are not included in final Month 13 CALSTARs expenditure totals.

FISCAL YEAR 2009-10 — FUND CONDITIONS (IN THOUSANDS)

1110 - REGULATORY BOARDS	FUND NUMBER AND NAME	TOTAL RESERVES JULY 1 [A]	TOTAL REVENUES	TRANSFERS	TOTAL EXPENDITURES [B]	RESERVE JUNE 30	ESTIMATED MONTHS OF RESERVE
ACCOUNTANCY, CALIFORNIA BOARD OF	0704 Accountancy Fund	$16,082	$12,703	$-	$8,650	$20,135	19
ACUPUNCTURE BOARD	0108 Acupuncture Fund	$4,792	$2,367	$-	$1,873	$5,286	24
ARCHITECTS BOARD, CALIFORNIA	0706 California Architects Board Fund	$2,416	$2,870	$-	$2,840	$2,446	8
ATHLETIC COMMISSION, STATE	0326 State Athletic Fund	$951	$1,755	$-	$1,818	$888	5
	0492 State Athletic Commission Neurological Examination Account	$519	$158	$-	$61	$616	62
	9250 Boxers' Pension Fund	$455	$99	$-	$318	$236	47
BARBERING AND COSMETOLOGY, BOARD OF	0069 Barbering & Cosmetology Fund	$6,252	$19,248	$-	$15,396	$10,104	7
BEHAVIORAL SCIENCE, BOARD OF	0773 Behavioral Science Examiners Fund	$4,606	$6,211	$-	$5,932	$4,885	7
CONTRACTORS' STATE LICENSE BOARD	0735 Contractors' License Fund	$24,167	$47,913	$-	$51,422	$20,658	4
	0093 Construction Management Education Account (CMEA)	$494	$68	$-	$157	$405	31
COURT REPORTERS BOARD OF CALIFORNIA	0771 Court Reporters Fund	$1,522	$785	$(300)	$806	$1,201	18
	0410 Transcript Reimbursement Fund	$424	$3	$300	$261	$466	18
DENTAL HYGIENE COMMITTEE	3140 State Dental Hygiene Committee	$-	$927	$423	$924	$426	4
DENTAL ASSISTANT PROGRAM	3142 State Dental Assistant Fund	$-	$1,564	$1,619	$1,258	$1,925	18
DENTAL BOARD OF CALIFORNIA	0741 State Dentistry Fund	$7,504	$7,920	$-	$7,559	$7,865	9
	3039 Dentally Underserved Account	$2,229	$13	$-	$270	$1,972	186
ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL	0770 Professional Engineers' and Land Surveyors' Fund	$4,273	$10,223	$-	$8,858	$5,638	7
GEOLOGISTS AND GEOPHYSICISTS PROGRAM	0205 Geology and Geophysics Fund	$848	$966	$-	$1,077	$737	7
GUIDE DOGS FOR THE BLIND, STATE BOARD OF	0024 State Board of Guide Dogs for the Blind Fund	$248	$142	$-	$155	$235	15
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 Landscape Architects Fund	$1,754	$754		$575	$1,933	20

[a] Total Reserves July 1 includes prior year adjustment.
[b] Expenditures in fund conditions include SCO and/or other charges that are not included in final Month 13 CALSTARs expenditure totals.

FISCAL YEAR 2009-10 — FUND CONDITIONS (IN THOUSANDS)							
MEDICAL BOARD OF CALIFORNIA	0175 Dispensing Opticians Fund	$346	$183	$-	$155	$374	15
	0210 Outpatient Setting Fund of the Medical Board of California	$197	$70	$-	$7	$260	120
	0755 Licensed Midwifery Fund	$101	$28	$-	$7	$122	122
	0758 Contingent Fund of the Medical Board of California	$24,420	$50,615	$-	$47,132	$27,903	6
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 Occupational Therapy Fund	$3,142	$884	$(2,000)	$997	$1,029	8
OPTOMETRY, STATE BOARD OF	0763 State Optometry Fund	$821	$1,573	$-	$1,174	$1,220	9
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 Osteopathic Medical Board of California Contingent Fund	$4,144	$1,289	$-	$1,225	$4,208	26
PHARMACY, CALIFORNIA STATE BOARD OF	0767 Pharmacy Board Contingent Fund	$10,907	$10,783	$-	$9,279	$12,411	11
PHYSICAL THERAPY BOARD	0759 Physical Therapy Fund	$997	$3,081	$-	$2,082	$1,996	8
PHYSICIAN ASSISTANT COMMITTEE	0280 Physician Assistant Fund	$1,959	$1,241	$-	$1,102	$2,098	18
PODIATRIC MEDICINE, CALIFORNIA BOARD OF	0295 Board of Podiatric Medicine Fund	$1,037	$905	$-	$931	$1,011	9
PSYCHOLOGY, BOARD OF	0310 Psychology Fund	$2,667	$3,448	$-	$2,801	$3,314	10
REGISTERED NURSING, BOARD OF	0761 Board of Registered Nursing Fund	$17,775	$19,052	$-	$21,546	$15,281	6
RESPIRATORY CARE BOARD	0319 Respiratory Care Fund	$1,847	$2,472	$-	$2,302	$2,017	8
SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY BOARD	0376 Speech-Language Pathology and Audiology Fund	$1,034	$844	$-	$661	$1,217	18
VETERINARY MEDICAL BOARD	0777 Veterinary Medical Board Fund	$1,480	$2,520	$-	$2,349	$1,651	7
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	0779 Vocational Nurse Examiners Fund	$4,315	$8,128	$1,000	$6,894	$6,549	7
	0780 Psychiatric Technicians Account, Vocational Nurse and Psychiatric Technician Examiners Fund	$899	$1,690	$1,000	$1,654	$1,935	8

[a] Total Reserves July 1 includes prior year adjustment.
[b] Expenditures in fund conditions include SCO and/or other charges that are not included in final Month 13 CALSTARs expenditure totals.

FISCAL YEAR 2009-10 -- REVENUE CATEGORIES (IN THOUSANDS)

DCA 1111 - BUREAUS & PROGRAMS	FUND NUMBER AND NAME	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Initial Licensing Fees (125700)	Renewal Fees (125800)	Delinquent Fees (125900)	Interest (150300)	Miscellaneous Other Revenue	Total Revenues	Total Transfers
ARBITRATION CERTIFICATION PROGRAM	0166 Certification Account	$966	$-	$-	$-	$5	$-	$971	$-
AUTOMOTIVE REPAIR, BUREAU OF	0421 Vehicle Inspection and Repair Fund	$2,097	$100,945	$7,456	$276	$281	$134	$111,189	
	0582 High Polluter Repair or Removal Account	$-	$38,621	$-	$-	$119	$115	$38,855	$-
	3122 Enhanced Fleet Modernization Subaccount	$-	$-	$-	$-	$269	$28,902	$29,171	$-
	BAR - Total	$2,097	$139,566	$7,456	$276	$400	$249	$150,044	$-
CEMETERY AND FUNERAL BUREAU	0717 Cemetery Fund	$462	$80	$325	$6	$15	$3	$891	$-
	0750 Funeral Directors and Embalmers Fund	$118	$78	$967	$34	$15	$2	$1,214	$-
	CFB - Total	$580	$158	$1,292	$40	$30	$5	$2,105	$-
ELECTRONIC AND APPLIANCE REPAIR, BUREAU OF	0325 Electronic and Appliance Repair Fund	$-	$301	$1,726	$62	$13	$4	$2,106	$-
HEARING AID DISPENSERS BUREAU	0208 Hearing Aid Dispensers Account	$2	$140	$401	$5	$8	$1	$557	$-
HOME FURNISHINGS AND THERMAL INSULATION, BUREAU OF	0752 Bureau of Home Furnishings and Thermal Insulation Fund	$55	$892	$2,989	$99	$24	$7	$4,066	$-
NATUROPATHIC MEDICINE, BUREAU OF	3069 Naturopathic Doctor's Fund	$-	$52	$106	$1	$1	$-	$160	$-
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	0305 Private Postsecondary Education Administration Fund	$-	$361	$26	$-	$7	$-	$394	$-
	0960 Student Tuition Recovery Fund	$-	$-	$-	$-	$1	$1,260	$1,261	$-
	BPPE - Total	$-	$361	$26	$-	$8	$1,260	$1,655	$-
PROFESSIONAL FIDUCIARIES BUREAU	3108 Professional Fiduciary Fund	$-	$134	$160	$1	$2	$1	$298	$-
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	0239 Private Security Services Fund	$455	$4,363	$4,896	$176	$36	$19	$9,945	$-
	0769 Private Investigator Fund	$9	$121	$603	$23	$11	$3	$770	$-
	BSIS - Total	$464	$4,484	$5,499	$199	$47	$22	$10,715	$-
TELEPHONE MEDICAL ADVICE SERVICES BUREAU	0459 Telephone Medical Advice Services Fund	$-	$105	$53	$-	$3	$-	$161	$-
TOTAL REVENUES, 1111 - BUREAUS & PROGRAMS		**$4,164**	**$146,193**	**$19,708**	**$683**	**$541**	**$1,549**	**$172,838**	**$-**

FISCAL YEAR 2009-10 -- REVENUE CATEGORIES (IN THOUSANDS)

1110 - REGULATORY BOARDS	FUND NUMBER AND NAME	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Initial Licensing Fees (125700)	Renewal Fees (125800)	Delinquent Fees (125900)	Interest (150300)	Miscellaneous Other Revenue	Total Revenues	Total Transfers
ACCOUNTANCY, CALIFORNIA BOARD OF	0704 Accountancy Fund	$66	$4,819	$7,426	$290	$96	$6	$12,703	$-
ACUPUNCTURE BOARD	0108 Acupuncture Fund	$38	$836	$1,446	$11	$31	$5	$2,367	$-
ARCHITECTS BOARD, CALIFORNIA	0706 California Architects Board Fund	$-	$313	$2,500	$34	$20	$3	$2,870	$-
ATHLETIC COMMISSION, STATE	0326 Athletic Commission Fund	$1,592	$93	$59	$-	$7	$4	$1,755	$-
	0492 State Athletic Commission Neurological Examination Account	$158	$-	$-	$-	$-	$-	$158	$-
	9250 Boxers' Pension Fund	$-	$-	$-	$-	$2	$97	$99	$-
	ATCOM - Total	$1,750	$93	$59	$-	$9	$101	$2,012	$-
BARBERING AND COSMETOLOGY, BOARD OF	0069 Barbering and Cosmetology Fund	$3,994	$4,604	$9,890	$660	$65	$35	$19,248	$-
BEHAVIORAL SCIENCE, BOARD OF	0773 Behavioral Science Examiners Fund	$79	$1,884	$4,150	$50	$34	$14	$6,211	$-
CONTRACTORS' STATE LICENSE BOARD	0735 Contractors' License Fund	$123	$10,186	$34,402	$2,224	$154	$824	$47,913	$-
	0093 Construction Management Education Account (CMEA)	$-	$65	$-	$-	$3	$-	$68	$-
	CSLB - Total	$123	$10,251	$34,402	$2,224	$157	$824	$47,981	$-
COURT REPORTERS BOARD OF CALIFORNIA	0771 Court Reporters Fund	$18	$28	$713	$17	$9	$-	$785	$(300)
	0410 Transcript Reimbursement Fund	$-	$-	$-	$-	$3	$-	$3	$300
	CRB - Total	$18	$28	$713	$17	$12	$-	$788	$-
DENTAL HYGIENE COMMITTEE	3140 State Dental Hygiene Fund	$9	$209	$692	$14	$2	$1	$927	$423
DENTAL ASSISTANT PROGRAM	3142 State Dental Assistant Fund	$14	$243	$1,225	$73	$4	$5	$1,564	$1,619
DENTAL BOARD OF CALIFORNIA	0741 State Dentistry Fund	$22	$834	$6,919	$71	$55	$19	$7,920	$-
	3039 Dentally Underserved Account	$-	$-	$-	$-	$14	$-	$14	$-
	DBC - Total	$22	$834	$6,919	$71	$69	$19	$7,934	$-

FISCAL YEAR 2009-10 -- REVENUE CATEGORIES (IN THOUSANDS)									
1110 - REGULATORY BOARDS	FUND NUMBER AND NAME	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Initial Licensing Fees (125700)	Renewal Fees (125800)	Delinquent Fees (125900)	Interest (150300)	Miscellaneous Other Revenue	Total Revenues	Total Transfers
ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL	0770 Professional Engineers' and Land Surveyors' Fund	$25	$3,775	$6,308	$64	$44	$7	$10,223	$-
GEOLOGY AND GEOPHYSICISTS PROGRAM	0205 Geology and Geophysics Fund	$1	$186	$758	$15	$5	$1	$966	$-
GUIDE DOGS FOR THE BLIND, STATE BOARD OF	0024 State Board of Guide Dogs for the Blind Fund	$-	$1	$140	$-	$1	$-	$142	$-
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 Landscape Architects Fund	$1	$70	$655	$16	$12	$-	$754	$-
MEDICAL BOARD OF CALIFORNIA	0175 Dispensing Opticians Fund	$1	$40	$133	$6	$3	$-	$183	$-
	0210 Outpatient Setting Fund of the Medical Board of California	$-	$-	$69	$-	$1	$-	$70	$-
	0755 Licensed Midwifery Fund	$-	$6	$21	$-	$1	$-	$28	$-
	0758 Contingent Fund of the Medical Board of California	$271	$5,321	$44,670	$94	$178	$81	$50,615	$-
	MBC - Total	$272	$5,367	$44,893	$100	$183	$81	$50,896	$-
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 Occupational Therapy Fund	$19	$88	$732	$13	$10	$22	$884	$(2,000)
OPTOMETRY, STATE BOARD OF	0763 State Optometry Fund	$15	$115	$1,425	$8	$7	$3	$1,573	$-
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 Osteopathic Medical Board of California Contingent Fund	$26	$210	$1,017	$7	$28	$1	$1,289	$-
PHARMACY, CALIFORNIA STATE BOARD OF	0767 Pharmacy Board Contingent Fund	$1,381	$1,984	$7,203	$113	$78	$24	$10,783	$-
PHYSICAL THERAPY BOARD	0759 Physical Therapy Fund	$131	$355	$2,563	$18	$12	$3	$3,082	
PHYSICIAN ASSISTANT COMMITTEE	0280 Physician Assistant Fund	$9	$163	$1,051	$4	$14	$-	$1,241	$-
PODIATRIC MEDICINE, CALIFORNIA BOARD OF	0295 Board of Podiatric Medicine Fund	$6	$56	$832	$2	$6	$3	$905	$-
PSYCHOLOGY, BOARD OF	0310 Psychology Fund	$19	$517	$2,875	$13	$20	$4	$3,448	$-
REGISTERED NURSING, BOARD OF	0761 Board of Registered Nursing Fund	$993	$3,922	$13,672	$290	$113	$62	$19,052	$-
RESPIRATORY CARE BOARD	0319 Respiratory Care Fund	$89	$408	$1,915	$43	$13	$4	$2,472	$-
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY BOARD	0376 Speech-Language Pathology and Audiology Fund	$16	$90	$715	$14	$8	$-	$843	$-

FISCAL YEAR 2009-10 -- REVENUE CATEGORIES (IN THOUSANDS)									
VETERINARY MEDICAL BOARD	0777 Veterinary Medical Fund	$27	$640	$1,817	$12	$11	$12	$2,519	$-
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	0779 Vocational Nurse Examiners Fund	$165	$2,435	$5,318	$117	$37	$56	$8,128	$1,000
	0780 Psychiatric Technicians Account, Vocational Nurse and Psychiatric Technician Examiners Fund	$10	$294	$1,317	$16	$9	$44	$1,690	$1,000
	VNPTB - Total	$175	$2,729	$6,635	$133	$46	$100	$9,818	$2,000
TOTAL REVENUES, 1110 - REGULATORY BOARDS		**$11,843**	**$44,700**	**$163,624**	**$4,242**	**$1,124**	**$1,340**	**$226,873**	**$423**

STATE OF CALIFORNIA
dca
DEPARTMENT OF CONSUMER AFFAIRS

DCA's Support System

DCA's various entities are supported by the dedicated and talented staff of 15 programs, divisions, units, and offices, all of which are strongly committed to DCA's consumer protection mission. This network of legal, technical, and administrative professionals educate and empower consumers, promote consumer interests before lawmakers, enforce consumer protection laws, work with law enforcement to fight consumer fraud, resolve disputes between consumers and businesses, and help ensure that consumers have a voice in the California marketplace. They also train and develop DCA management and staff to ensure they have the core competencies essential to individual and Departmental success.

THE OFFICE OF ADMINISTRATIVE AND INFORMATION SERVICES provides essential central support services to all boards, bureaus, programs, and commission. It is DCA's largest division and consists of two branches, the Office of Administrative Services and the Office of Information Services.

THE OFFICE OF ADMINISTRATIVE SERVICES provides the accounting, business, personnel, and budget services that keep DCA running smoothly and efficiently. It consists of three programs: Business Services, Human Resources, and Fiscal Operations. Business Services ensures that DCA entities promote sound business decisions and practices in contracting and purchasing goods and services. It also manages DCA's many facilities, vehicle fleet, and its mailroom, copying, and imaging services. Human Resources provides payroll, benefits, and examination services to DCA personnel. It also runs the Health and Safety Program, which includes Worker's Compensation, Emergency Response, and Business Continuity. Fiscal Operations provides budget, accounting, and central cashiering services for DCA.

In Fiscal Year 2009-10, the Business Services Office executed a department-wide contract to allow for drug testing. Fiscal Operations was instrumental in gaining from the Department of Finance and the Legislature approval to add 138.5 positions to the staff of the healing arts boards. Human Resources researched and worked closely with the Department of Personnel Administration to ensure DCA could use the statewide classification series of Special Investigator, non-sworn. The Business Services Office's Small Business/Disabled Veterans Business Enterprises program received Department of General Services' State Agency Recognition Award is recognition of the Department's continued efforts and achievements in supporting California's small businesses. The Office of Human Resources updated its Intranet site for internal clients to provide a new Service Center, which allows DCA employees to see some of the most common human resources processes. The Fiscal Operations Office implemented online Renewal Payment Services for the Physical Therapy Board, which allows licensees from this Board to pay their renewal fee by credit card.

THE OFFICE OF INFORMATION SERVICES (OIS) directs and manages information technology for all of DCA. It consists of Applications Services, Enterprise Technology Services, Infrastructure Services, Client Services, Enterprise Project Services, and the Information Security Office. Application Services maintains the Consumer Affairs System (CAS) and the Applicant Tracking System (ATS) databases that form the core of DCA's business processes. Enterprise Technology maintains and supports DCA's UNIX/Wide Area Network as well as the Internet and Intranet sites, and maintains the Enterprise Architecture. Infrastructure Services maintains the desktop and network services, which includes DCA's e-mail system, and maintains the telecom systems which are primarily VoIP (voice-over Internet protocol). Client Services provides an array of services to support DCA's regulatory entities, including project management, public sales, customer liaison, and production support. It includes the Family Support Unit, which maintains systems that involve processing limited license hold issues related to child support systems, and the Service Desk, which is the first point of contact to request OIS services. Enterprise Project Services provides project management assistance, Control agency liaison services, oversees the OIS change management and release process, manages the BreEZe project that will replace the DCA legacy systems and is implementing IT Governance at the DCA. Information Security Office establishes the DCA IT security and data privacy policies, maintains the business continuity planning process, investigates IT security breaches, and acts as the liaison to the State Information Technology Agency in matters related to the IT security of the DCA.

In Fiscal Year 2009-10, OIS gained approvals from the State Chief Information Officer, the Department of Finance, and the Legislature for a new integrated licensing and enforcement system, called BreEZe. OIS also completed the initial procurement process for the BreEZe project and moved into the requirements validation stage of the project. OIS also implemented the new IT Acquisition Planning process, during the fiscal year and fully met the first round of consolidation activities required by the new State Information Technology Agency.

THE COMPLAINT RESOLUTION PROGRAM (CRP) helps resolve complaints that consumers have filed after experiencing difficulty or disappointment in the California marketplace. This complaint resolution service is a valuable alternative to costly litigation that can overwhelm the consumer, the licensee, and the State's court system. Complaint resolution services are performed by highly trained staff and, through contracted translation services, are available in more than 177 languages. In Fiscal Year 2009-10, CRP reviewed more than 5,898 consumer complaints and referred 1,016 of them to DCA bureaus for investigation of serious allegations such as fraud, oversell, bait and switch, false advertising, and gross negligence. CRP also assisted consumers on more than 4,006 complaints, resulting in consumer refunds and adjustments totaling more than $658,000. CRP resolved 38 percent of all complaints within an average of 35 days. CRP has offices in four major metropolitan areas in California which offers the opportunity to engage in both local and statewide consumer outreach efforts.

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THE CONSUMER INFORMATION CENTER (CIC) is DCA's information resource center for consumers and licensees and is often the first point of contact for both. Through its Call Center and Correspondence Unit, CIC provides consumers and licensees with user-friendly information, advice, and instruction and identifies for them the government agency or community organization that can best address their needs. CIC staff also help consumers understand their complaint-resolution options when they have experienced difficulty or disappointment when purchasing goods or services. CIC maintains an e-mail address, dca@dca.ca.gov, through which consumers can request information and assistance. The Call Center maintains an internationally available toll-free number, (800) 952-5210. CIC employs a number of agents fluent in both Spanish and English and, through contract services, is able to provide assistance in more than 177 languages. In Fiscal Year 2009–10, the Call Center received more than 1 million calls. Calls handled by CIC phone agents were answered within 90 seconds, on average. The Correspondence Unit assists the Executive Office with written responses to complaints sent by consumers to the DCA Director, the Governor's Office, and the State and Consumer Services Agency. In FY 2009–10, the Correspondence Unit responded to more than 168,261 letters and e-mails. Staff answer e-mails within two business days, and answer letters within 30 days.

THE EQUAL EMPLOYMENT OPPORTUNITY (EEO) OFFICE serves all DCA employees, applicants, and licensees by promoting equal employment opportunity. The EEO Office also promotes affirmative action for persons with disabilities and works to prevent and eliminate discriminatory practices through training, education, and outreach. In Fiscal Year 2009–10, the EEO Office investigated complaints of discrimination and provided referral services in the form of informal EEO counseling and mediation as well as referrals to other related agencies; monitored and tracked mandatory sexual harassment prevention training for all DCA employees to ensure a safe and appropriate workplace; completed the Annual Workforce Analysis; and monitored the implementation plan for the Biennial Language Survey. The Disability Advisory Committee prepared monthly articles for DCA's internal newsletter and contributed to DCA's observance of National Disability Employment Awareness Month and the Association of California State Employees with Disabilities Training Symposium.

THE DIVISION OF INVESTIGATION (DOI) is the general law enforcement and investigative branch of the DCA. It is the only entity within DCA that employs peace officer investigators having the statutory authority to investigate any violation of those laws administrated by the various boards, bureaus, and commissions of the DCA. DOI Investigators are sworn to enforce the law and uphold the federal and state constitutions and the municipal laws of the State of California. DOI's mission is to protect the public health, safety, and welfare by providing timely, objective, courteous, and cost effective investigations regarding allegations of misconduct by licensees of client agencies, and to develop information for filing criminal, administrative, and civil actions by or on behalf of these agencies. DOI field investigations frequently involve allegations of the illegal use and theft of drugs, sexual misconduct, quality of care issues, and unlicensed activity. In Fiscal Year 2009–10, DOI field staff completed 1,963 investigations. Ten arrests were made, five search warrants were executed, 122 cases were referred for criminal filings, and the remainder of the cases were forwarded to the boards and bureaus for administrative or other appropriate action.

Within the DOI is the **SPECIAL OPERATIONS UNIT (SOU)** which exists to ensure and maintain the quality and integrity of staff and regulated persons and entities, while promoting and protecting workplace security and employee safety. The SOU is responsible for leading the following DCA programs and investigations: workplace violence prevention and threat assessments, criminal offender record information program and clearances, infraction citation program and clearances, and internal affairs investigations. The SOU also oversees the following DOI internal programs and investigations: firearms maintenance and training, defensive tactics, computer forensics, background investigations, and internal affairs investigations.

Accomplishments for FY 2009–10 include: reduced the overall average field investigator caseload from 47 to 18, a 62 percent reduction; closed more than 90 percent of cases that were one year old, or older; established guidelines for case acceptance criteria which will assist the boards and bureaus in determining what types of cases should be forwarded to DOI for investigation; incorporated the Unlicensed Activity Unit into DOI; and initiated the Department's first internal Enforcement Academy providing direction, training, and education related to the enforcement responsibilities of boards and bureaus. These accomplishments were made in support of the DCA Consumer Protection Enforcement Initiative (CPEI) with the overall goal of reducing DOI case completion time to an average of six months or less.

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

Notable projects completed in Fiscal Year 2009–10 include: a new edition of *California Tenants*; the update of 15 legal guides; extensive work on SB 1441 workgroups and CPEI; prepared materials for and instructed three modules at DCA's Enforcement Academy; and created a disciplinary process overview chart (introduced at the Enforcement Academy).

THE LEGISLATIVE AND POLICY REVIEW DIVISION (LPR) serves as the Department's resource on legislative, policy, and regulatory matters, representing DCA's positions on these matters before the California State Legislature. LPR monitors and analyzes legislative bills on consumer issues, reviews proposed regulation packages, and provides substantive policy consultation

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and review on a myriad of issues throughout DCA and its affected entities. LPR advises the DCA Director on public policy affecting consumers, as well as on any proposed regulations that impact the public health, safety, and welfare of Californians. LPR tracks and attends all board and bureau meetings to identify, analyze, and monitor policy issues, as well as other matters of interest. LPR coordinates crosscutting and multidisciplinary policy projects on behalf of the Department, often involving multiple boards and bureaus. Additionally, LPR provides in-depth analytical support services, when necessary, across DCA's multiple entities. In Fiscal Year 2009–10, the Division monitored and analyzed 262 legislative bills on consumer issues and reviewed 52 proposed regulation packets submitted by various DCA entities.

THE OUTREACH UNIT educates consumers, industry, community-based organizations, and stakeholder agencies about the Department's information resources and services. In Fiscal Year 2009–10 DCA Outreach's efforts shifted from planning and attending community outreach events, toward facilitating statewide Consumer Protection Leader Roundtable meetings and establishing more public and private organization partnerships. DCA Outreach established a free monthly noon-time speaker's series at the Sacramento Central Library, where subject matter experts from auto repair to medical issues educate consumers about important consumer protection subjects. DCA participated with Contractors State Licensing Board (CSLB) in attending approximately a dozen Senior Scam Stopper events statewide to help inform consumers about the latest scams and how to avoid them. DCA Outreach participated with the U.S. Census and California Complete Count by hosting and attending events and communicating census messages. DCA Outreach also coordinated 35 events statewide during National Consumer Protection Week by partnering with more than 20 consumer protection organizations. DCA Outreach was the only state entity invited to participate in Sacramento Mayor Kevin Johnson's "Office Hours with the Mayor," where he led town hall meetings around the city to hear consumers' concerns. DCA Outreach was on hand to educate consumers about our resources and services.

THE OFFICE OF PROFESSIONAL EXAMINATION SERVICES (OPES) provides professional expertise in examination validation services to DCA's boards, bureaus, and committees through pro rata and intra-departmental contracts. OPES also provides analytical and consultative services for all aspects of the examination validation process, including occupational analyses, examination construction, passing score methodology, statistical analyses, and administration. OPES follows the highest technical and professional standards in the industry and is committed to ensuring that licensing examinations are psychometrically sound, job-related, and legally defensible. Since 1998, OPES has provided oversight for the Department's master contract for computer-based testing (CBT) administration. In Fiscal Year 2009–10, OPES developed and delivered 41 written examinations and five occupational analyses; finalized a Departmental policy memo on examination security; and implemented stricter requirements for storing examination development materials. OPES also created and implemented an employee recognition program and a monthly OPES newsletter featuring the recipient.

THE OFFICE OF PUBLIC AFFAIRS (OPA) creates and executes strategic media and communications plans for DCA, proactively provides news media with information of interest to consumers, and responds to media inquiries. In Fiscal Year 2009–10, OPA continued

to expand its video production and webcasting capabilities while placing more multimedia content on DCA's Web site, YouTube, Twitter, and Facebook. OPA has also alerted media to unlicensed activity and has continued to support the Bureau of Automotive Repair's DriveHealthy.com campaign, which teaches consumers how regular vehicle maintenance can help reduce air pollution.

THE OFFICE OF PUBLICATIONS, DESIGN & EDITING (PDE) designs, edits, and distributes more than 200 consumer publications produced by DCA's various entities and by its Executive Office. PDE also coordinates the translation of consumer publications into various languages such as Spanish, Korean, Chinese, Vietnamese, and Tagalog. PDE staff also write, edit, design, and distribute DCA's award-winning quarterly magazine, *Consumer Connection*. PDE has received 34 national, international, and State awards for writing, editing, and design since 2007. In Fiscal Year 2009–10, PDE staff earned four awards from the State Information Officers Council for excellence in writing and graphic design. PDE's reputation for quality work and excellent customer service is recognized throughout the State. In Fiscal Year 2009–10, PDE was asked to provide services for the Governor's Office of Economic Development, the California Department of Veterans Affairs' Operation Welcome Home project, and the California Postsecondary Education Commission's Improving Teacher Quality State Grants Program.

THE SOLID TRAINING SOLUTIONS office is responsible for training needs analysis as well as the design, development, delivery, evaluation, and administration of employee training and education programs for DCA boards, bureaus, and divisions. Its mission is to develop and manage a centralized program for training, education, and human resources development which ensures a skilled workforce that can meet DCA's strategic objectives. In Fiscal Year 2009–10, SOLID Training Solutions developed a comprehensive Enforcement Academy, which was one of the first activities of the Consumer Protection Enforcement Initiative. SOLID worked with 14 instructors from various offices within DCA to design and deliver eight modules of enforcement instruction. A total of 79 participants graduated from this program during FY 2009–10. DCA also partnered with The CENTRE for Organization Effectiveness to deliver a management academy specific to the needs of DCA. The DCA Management Academy is structured around the new leadership competencies determined by the HR Modernization Project as critical to organizational success. This eight-day academy addressed a broad range of current issues such as building trust and accountability, vision and strategic thinking, and maximizing performance results. DCA held its third Management Academy in Spring 2010. A total of 29 managers and supervisors graduated from the program in FY 2009.

THE STRATEGIC PLANNING AND DEVELOPMENT UNIT develops and oversees the Department's strategic plan; assists the boards and bureaus with strategic planning; develops and implements performance measures and reports; compiles and analyzes DCA's Annual Report; implements the Department's workforce and succession planning efforts; develops recruitment and retention policy; coordinates the Employee Recognition Program; offers process improvement assistance; coordinates the Knowledge Management Center; and provides a wide variety of other organizational development services. The

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Department recently updated its 2008–10 Strategic Plan, and the Strategic Planning and Development Unit is now responsible for ensuring the Department meets various high-priority strategic plan goals and objectives. In Fiscal Year 2009–10, the Unit assisted several boards and bureaus with developing their strategic plans with process improvement for their various business processes. The Unit, working with the Office of Human Resources and several program representatives, created the on-line Human Resources Help Desk. In addition, the Unit developed the first enforcement performance measure baseline report.

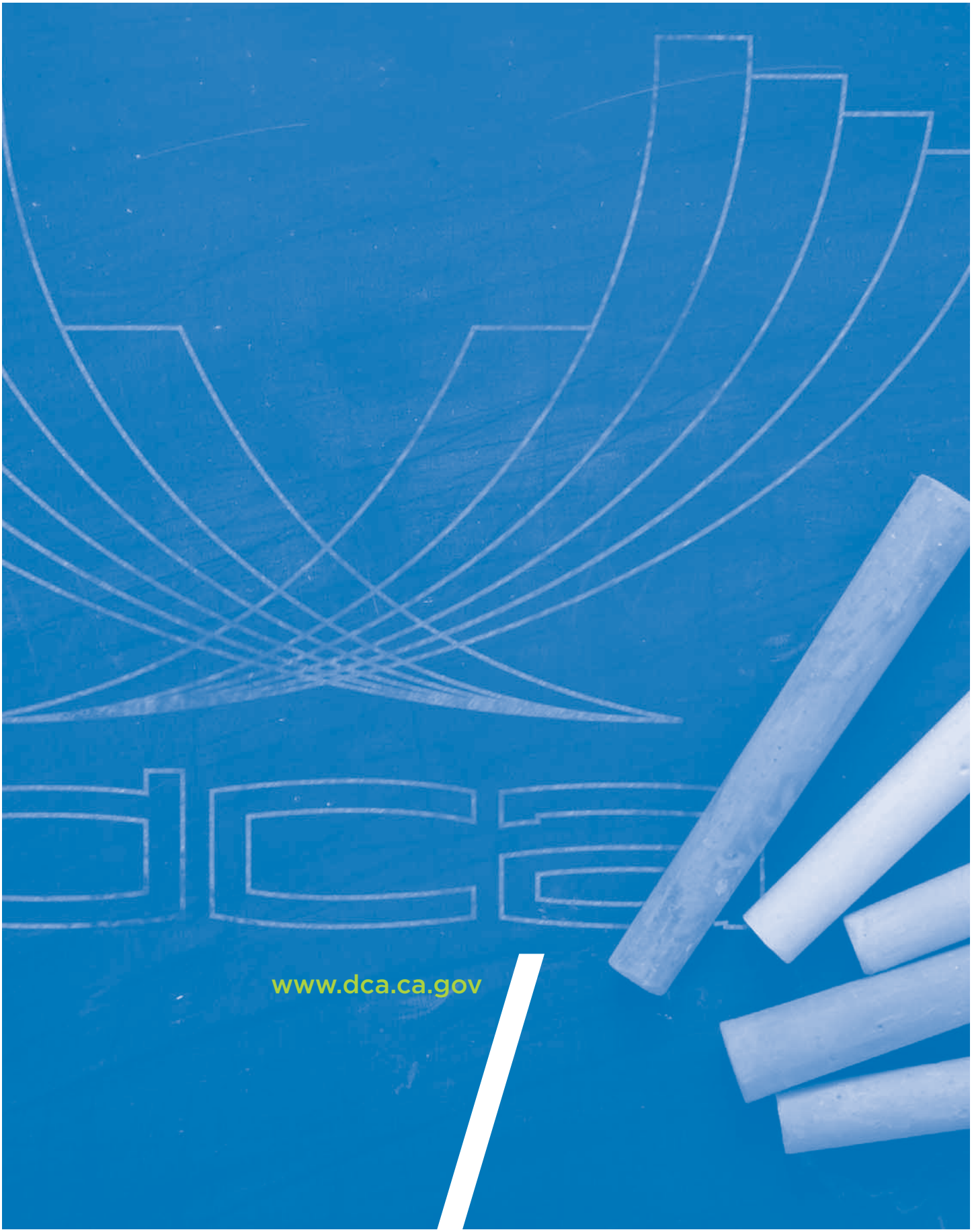
LICENSING FOR JOB CREATION: The Department of Consumer Affairs' 2010-12 Strategic Plan Goal 3 states that "California is the recognized national leader in professional licensing and contributes effectively to job growth in California." Objective 3.1 states that DCA shall evaluate the licensing process for efficiency by September 30, 2010. To meet this goal, DCA began an aggressive licensing oversight program in early 2010. The goal of the program is to contribute toward California's job growth through expeditious and efficient processing of professional and business licenses and examination applications.

In March 2010, DCA embarked on a concentrated four-month effort to reduce existing licensing and examination application workload. Many boards and bureaus reduced their pending workload, licensing and examination approvals, and issued licenses at an increased rate during this period. DCA continues to seek improvements by collaborating with all boards and bureaus to develop operational and structural application processing improvements that will foster job creation.

DCA worked with the boards and bureaus to identify license types that would result in potential job growth and developed a plan to continue these improvement efforts. The plan identified two phases:

// Gather statistics/metrics –This reporting mechanism will measure pending applications, applications received, applications approved, applications closed, and applications issued. Application days to processing timeframes will be identified on applications considered within the board's control and applications identified as outside the board's control.

// Improvements of Licensing Functions – DCA plans to review the boards' and bureaus' licensing processes to identify changes needed to improve the efficiency and effectiveness. Working collaboratively with the boards and bureaus, DCA will establish performance measurements for the licensing functions, develop best practices, suggest changes to any statutes or regulations, and identify any additional resource needs.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