CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS

2014/15 ANNUAL REPORT

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ABOUT THIS BOOK

The Department of Consumer Affairs' (DCA's) *Annual Report 2014–15* was designed and edited by DCA's Office of Publications, Design & Editing and printed on-site by DCA's Digital Print Services.

Our Mission

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

Our Vision

To be the premier consumer protection agency.

Our Values

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

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

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

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

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

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

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

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

AWET KIDANE
Director

Message from the Director

Welcome to the Department of Consumer Affairs' (DCA's) 2014–15 Annual Report. DCA oversees 40 entities that regulate and license over 3 million licensees in more than 100 business and 200 professional categories.

Eighteen entities are healthcare-related, ranging from acupuncture to vocational nurses. The other 22 entities keep watch over an extremely diverse array of professions and businesses, from barbers to boxers, cemeteries, security guards, veterinarians, automobile repair, and more. All of the entities set minimum standards for competency, investigate complaints, and discipline those who violate State law. Those seeking licensure in one of the professions regulated by DCA must meet specific qualifications, must pass a State-approved occupational examination and must pass a criminal background check.

Providing the support for all of these entities is a highly skilled staff of professionals who provide a wide range of services, including information technology, investigations, media, video and webcasting, training, mail services, printing and publishing, fiscal and accounting services, and more.

The largest portion of this report is a compilation of detailed information from each licensing entity, including major accomplishments, legislation and regulations, staffing, and statistical data for Fiscal Year 2014–15.

Also included in this report is the Section 139, the report of examination programs, which lists each license type, its prerequisites for licensure, costs, and more.

Our fiscal information—expenditures, revenues, fund conditions—closes out the report.

I invite you to read the pages of this report, where you will find accomplishments and information on all of the services DCA provides, the professions we license—and how our dedicated, hard-working staff accomplished it.

DCA's Support System

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

Here is an overview of what the various offices and divisions of DCA's support system do for its many boards, bureaus, and other entities.

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

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

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

DCA'S SUPPORT SYSTEM

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

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

THE DIVISION OF INVESTIGATION is the law enforcement and investigative branch of DCA. It is the only entity within DCA that employs investigators who are designated peace officers. DOI staff work to provide timely, objective, and cost-effective investigations regarding allegations of misconduct by licensees of client agencies, and to develop information for filing criminal, administrative, and civil actions on behalf of these agencies. DOI field investigations frequently involve allegations of the illegal use and theft of drugs, sexual misconduct, quality-of-care issues, and unlicensed activity. DOI is composed of five units. The Health Quality Investigation Unit (HQIU): On July 1, 2014, HQIU was established under DOI in accordance with Senate Bill 304 (Hill, 2013). HQIU provides investigative services to the Medical Board of California, the Board of Psychology, the Physician Assistant Board, the Osteopathic Medical Board, and the Board of Podiatric Medicine. The Investigation and Enforcement Unit's (IEU's) goal is to protect the health, safety, and welfare of California consumers by conducting investigations and by filing criminal, administrative, and civil actions against subject licensees or unlicensed individuals on behalf of the boards. The Enforcement Support Unit (ESU) serves as the lead in DOI's outreach initiative for the boards' enforcement programs. ESU works closely with these boards in providing supplemental investigative services and support to their enforcement programs. The Investigations and Services Team (IST) is a specialized law enforcement unit within DOI. Some of the investigative services, training, and program management services provided by IST include internal affairs investigations on behalf of DCA; background investigations of board, DOI, and DCA staff; program administration for DCA and oversight of the Infraction Citation Authority Program and the Criminal Offender Record Information clearance system; and investigations pursuant to DCA's Workplace Violence Prevention Policy.

THE LEGAL DIVISION includes the Legal Office, the Legal Services Unit, and the Administrative Unit. These units provide legal services to DCA's Executive staff and to all DCA entities. The Legal Office serves as in-house counsel for the Director as well as the boards, bureaus, programs, and other entities of DCA. Legal Office lawyers provide legal analysis and opinions on laws, issues, proposed legislation, government contracts, employer-employee matters, the Open Meetings Act, the Public Records Act, and the Information Practices Act. The Legal Services Unit counsels the Director in carrying out the consumer mandates of the Consumer Affairs Act. This unit created and maintains several consumer handbooks and more than 20 consumer-specific legal guides. The Administrative Unit provides in-house counsel to DCA's administrative divisions

and Division of Investigation and represents DCA before the State Personnel Board and the Department of Personnel Administration.

THE LEGISLATIVE AND REGULATORY REVIEW DIVISION serves as DCA's resource on legislative and regulatory matters, representing DCA's positions on these matters before the Legislature. The Division monitors and analyzes legislative bills on consumer issues, reviews proposed regulation packages, and provides legislative recommendations, technical assistance, and regulatory review to DCA; the Business, Consumer Services and Housing Agency; and the Governor. The Division hosts monthly legislative roundtables to provide an open forum to discuss legislation, including fiscal, legal, and information technology impacts among DCA's various boards.

THE OFFICE OF PROFESSIONAL EXAMINATION SERVICES provides psychometric consulting services for the management of occupational licensure examination programs. OPES' services include occupational analysis, item writing, examination development, standard setting, program evaluation, and statistical analysis of examination performance. OPES follows the highest technical and professional standards in the industry to ensure that licensing examinations are valid, job-related, and legally defensible. In addition to servicing 30–40 interagency contracts with DCA boards, bureaus, and committees, OPES also oversees the master contract for examination administration at computer-based testing centers throughout the State.

THE OFFICE OF PUBLIC AFFAIRS creates and executes strategic media and communications plans for DCA, proactively provides news media with information of interest to consumers, responds to media inquiries, and alerts media to unlicensed activity sweeps. OPA's videographers assist DCA boards and bureaus with the creation of public service announcements, training, instructional, and consumer videos and with the webcasting of public meetings.

THE OFFICE OF PUBLICATIONS, DESIGN & EDITING/DIGITAL PRINT SERVICES designs, edits, revises, and distributes more than 200 consumer publications, newsletters, and reports produced by DCA's various entities and by its Executive Office. PDE supports DCA's licensees by producing and publishing online newsletters for many of its boards and bureaus, and supports DCA staff by producing *Did You Know?*, the monthly online newsletter for employees. PDE staff also write, edit, design, and distribute DCA's award-winning quarterly consumer magazine, *Consumer Connection*. Digital Print Services provides full in-house print shop services, including black-and-white and color digital printing, copying, bindery, and other various services to all of DCA at prices competitive with or lower than outside vendors or the Office of State Publishing. DPS became part of PDE in February 2015.

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

DCA Leadership

AWET KIDANE

Director

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

TRACY RHINE

Chief Deputy Director

Tracy was appointed in July 2014, having previously served as DCA's Deputy Director for Legislation. As Chief Deputy Director, Tracy oversees the internal operations of DCA. Tracy has also previously served as Assistant Executive Officer for the Board of Behavioral Sciences. Prior to coming to DCA, Tracy served as a consultant to the California State Assembly Committee on Business, Professions and Consumer Protection from 2005 to 2008 and as a consultant to the Speaker's Office of Member Services from 2002 to 2005. She was a graduate research assistant in the Governor's Office of Innovation in 2002.

DOREATHEA JOHNSON

Deputy Director, Legal Affairs Division

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

TAMARA COLSON

Assistant Chief Counsel

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

MICHAEL GOMEZ

Deputy Director, Division of Investigation and Enforcement Programs

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

CHRISTINE LALLY

Deputy Director, Board and Bureau Relations

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

MELINDA MCCLAIN

Deputy Director, Legislation and Regulatory Review

Melinda was appointed on October 27, 2014, having previously worked as a lobbyist at Platinum Advisors since 2006. She was a legislative aide at the Office of California State Senator Kevin Murray from 2003 to 2006 and a legislative analyst at the American Federation of State, County and Municipal Employees from 2001 to 2003. McClain is a member of the Institute of Governmental Advocates and the California Association of African American Advocacy Professionals. She earned a Master of Arts degree in public administration from the University of San Francisco.

DCA LEADERSHIP

RUSS HEIMERICH

Deputy Director, Communications

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

TONYA CORCORAN

Deputy Director, Administrative Services

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

AMY COX-O'FARRELL

Deputy Director, Office of Information Services

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

Overview of Statistical Information

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

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

Here is an overview of the information included.

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

BOARD MEMBERSHIP
Boards are semiautonomous entities. Members of a board are usually split between people representing the profession and people representing the public. Board members are appointed by the Governor, the Senate Rules Committee, or the Speaker of the Assembly. The number of board members, who they represent, and who appoints them is set in State law. Membership on a DCA board is not a salaried position. Those who serve receive a small stipend and travel expenses to attend meetings. More information about board membership can be found by visiting the DCA Online Board Member Resource Center at www.dcaboardmembers.ca.gov.

BUREAU ADVISORY COMMITTEE MEMBERSHIP
Bureaus, committees, programs, and commissions are under the direct control of DCA, but may have an advisory committee made up of professionals and public members.

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

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

SUMMARY OF LICENSING ACTIVITY

INITIAL LICENSES/CERTIFICATES/PERMITS
The number of initial applications, the number of licenses issued, and the number of licenses renewed.

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

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

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

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

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

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

NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS
The timeline begins from the date the complaint was received to the date the investigation was closed, plus the average number of days to complete intake and investigation.

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

TOTAL AMOUNT OF FINES
Amount assessed, reduced, and collected.

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

OFFICE OF THE ATTORNEY GENERAL/ DISCIPLINARY ACTIONS
Complaints and investigations in which the evidence and facts have substantiated a violation of the law are referred to the Attorney General for disciplinary action. Outcomes of disciplinary action may affect the status of a professional's license.

NUMBER OF DAYS TO COMPLETE ATTORNEY GENERAL (AG) CASES
This table refers to the number of closed cases in the previous table. The timeline covers the date the complaint was received to the date the order became effective.

FORMAL ACTIONS FILED/WITHDRAWN/DISMISSED
All actions filed, withdrawn, or dismissed during the year.

ADMINISTRATIVE OUTCOMES/FINAL ORDERS
Disciplinary action taken in the cases closed by the Attorney General.

PETITION FOR MODIFICATION OR TERMINATION OF PROBATION
Outcome of petitions by licensees to reduce terms and conditions of probation or to terminate probation early.

PETITION FOR REINSTATEMENT OF REVOKED LICENSE/ REGISTRATION/CERTIFICATION
The outcome of those requests.

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

CONSUMER RESTITUTION TO CONSUMERS/REFUNDS/ SAVINGS (IF APPLICABLE)
The total of court-ordered restitution to consumers as a result of mediation efforts. In some instances, services were performed without charge to the consumer, a consumer's bill was reduced, or a product was returned or exchanged.

CALIFORNIA BOARD OF ACCOUNTANCY

Accountancy

Licenses and regulates accountants and accountancy firms.

STAFF:

96.8 civil service positions
2 exempt

LICENSEES:

97,266

BOARD MEMBERSHIP:

7 licensees
8 public representatives

STRATEGIC PLAN ADOPTED:

2015

www.dca.ca.gov/cba

MAJOR ACCOMPLISHMENTS

- Increased its staff in the Enforcement Division by 17 positions to address case aging, peer review, and increased consumer protection initiatives.
- Enhanced its probation monitoring activities by assigning a low, medium, or high risk factor to each licensee based on factors such as the type of violation that lead to the discipline, the length of time the violation occurred, and potential for future consumer harm or violation of probation. The CBA ended FY 2014–15 with 95 licensees on probation, a 34 percent increase from the prior fiscal year.
- Increased its disciplinary actions during FY 2014–15. The CBA took action on 63 matters, which represents an 85 percent increase over the prior fiscal year.
- Maintained processing timeframes of 30 days or less for applicants applying for the Uniform CPA Examination and for CPA licensure.

MAJOR NEW LEGISLATION OR REGULATIONS

- Initial Permit, Biennial Renewal, and Examination Scheduling Temporary Fee Reduction: This regulation, effective July 1, 2014, implemented a two-year fee reduction, reducing renewal, initial application, and exam scheduling fees by 50 to 80 percent.
- Retired Status: This regulation, effective July 1, 2014, implemented a retired license status as provided for in Assembly Bill 431 Ma, (Chapter 395, Statues of 2011). It outlines the qualifications needed to obtain retired status, provides a form to apply for the status, and provides for restoration of the license back to active status. In addition, it sets the fees and only allows for the status to be granted two times.
- Senate Bill 1467, Committee on Business, Professions and Economic Development (Chapter 400, Statues of 2014), authorizes the CBA, by regulation, to allow experience in academia to qualify as general accounting experience for the one-year general accounting experience requirement necessary for CPA licensure, removes the prior requirement that two members of CBA be from a small public

CALIFORNIA BOARD OF ACCOUNTANCY CONTINUED

professional firm, authorizes the CBA to ask for a valid e-mail address on an application for or renewal of a CPA license, and requires that an individual who holds and is exercising a practice privilege in California must notify the CBA of any pending criminal charges other than a minor traffic violation, in any jurisdiction, in writing within 30 days of the date the individual has knowledge of those charges.

- AB 1702, Maienschein (Chapter 410, Statues of 2014), prohibits a delay in processing of an application or a denial of a license of an individual who has satisfied any of the requirements needed to obtain a license while incarcerated, who applies for that license upon release from incarceration, and who is otherwise eligible for the license on the sole basis that some or all of the licensure requirements were completed while the individual was incarcerated.
- AB 2720, Ting (Chapter 510, Statues of 2014), requires the CBA and all other entities governed by the Bagley-Keene Open Meeting Act to publicly report any action taken in open session, as well as report how each member voted, members who abstained, and members who were not present for the vote on the action taken.
- AB 2396, Bonta (Chapter 737, Statues of 2014), prohibits the CBA and any other board within the Department of Consumer Affairs from denying a license based solely on a conviction that has been dismissed (expunged) under Penal Code sections 1203.4, 1203.4(a), or 1203.41.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
INDIVIDUAL	**3,158**	**2,682**	**40,122**
PUBLIC ACCOUNTANT	**0**	**0**	**14**
CORPORATION	**272**	**208**	**1,500**
PARTNERSHIP	**92**	**76**	**525**
FICTITIOUS NAME PERMIT	**120**	**87**	**255**

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
INDIVIDUAL	**N/A**	**91,530**	**N/A**
PUBLIC ACCOUNTANT	**N/A**	**64**	**N/A**
CORPORATION	**N/A**	**4.179**	**N/A**
PARTNERSHIP	**N/A**	**1.493**	**N/A**
FICTITIOUS NAME PERMIT	**1.954**	**N/A**	**N/A**

Renewal and Continuing Education (CE)

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

Exams

PASS	FAIL	TOTAL
3,038*	**N/A**	**N/A**

* This number represents the total number of candidates who passed their final section of the Uniform CPA Examination (CPA Exam). The CPA Exam consists of four sections–Auditing and Attestation, Business Environment and Concepts, Financial Accounting and Reporting, and Regulation. The CPA Exam is computerized and candidates sit for each section individually. Once a candidate successfully completes one section of the CPA Exam, the candidate must pass the remaining sections of the CPA Exam within 18 months to pass the CPA Exam. The California Board of Accountancy does not currently have the capability to provide the number of candidates who failed the CPA Exam during 2014–15.

Summary of Enforcement Activity

Consumer Complaints—Intake

1,754	RECEIVED
84	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,688	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints

948	RECEIVED
948	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections

N/A

Investigations

2,006	OPENED
1,769	CLOSED
1,138	PENDING

Number of Days to Complete Intake and Investigations

859	UP TO 90 DAYS
333	91 TO 180 DAYS
348	181 DAYS TO 1 YEAR
174	1 TO 2 YEARS
54	2 TO 3 YEARS
1	OVER 3 YEARS
167	AVERAGE NUMBER OF DAYS TO COMPLETE AN INVESTIGATION

Citations and Fines

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

Total Amount of Fines

$102,725	ASSESSED
$14,025	REDUCED
$60,625	COLLECTED

PLEASE REFER TO PAGE 9 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	
97	CASES OPENED/INITIATED
63	CASES CLOSED
119	CASES PENDING

Number of Days to Complete AG Cases	
4	1 YEAR
14	1 TO 2 YEARS
25	2 TO 3 YEARS
7	3 TO 4 YEARS
13	OVER 4 YEARS
913	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
2	LICENSE APPLICATIONS DENIED
6	REVOCATION
13	SURRENDER OF LICENSE
11	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
33	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
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

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

Cost Recovery to DCA	
337,966	ORDERED
214,007	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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA ACUPUNCTURE BOARD

Acupuncture

The Acupuncture Board protects public health, safety, and welfare in California through the regulation and oversight of licensing, education, exam, enforcement, and regulatory standards. The Board establishes and maintains standards for competency and professional qualifications that ensure consumers have access to quality health care.

STAFF:

11 civil service positions
1 exempt

LICENSES:

17,581

BOARD MEMBERSHIP:

3 licensees
4 public representatives

STRATEGIC PLAN ADOPTED:

2013

www.acupuncture.ca.gov

MAJOR ACCOMPLISHMENTS

- Redesigned its website to accommodate all types of Internet users. The website features mobile user look-ups of the most often accessed information. It features option-by-user type or traditional dropdown menus. Additionally, all links are accessible within three or less clicks. All information can be accessed from three different ways: one touch, user type, and subject.
- Conducted 28 school site visits this year. The Board conducted six site visits for schools seeking Board approval of their training programs. The Board conducted 22 enforcement site visits including all 20 in-state Board-approved schools and two out-of-state Board-approved schools. This is the first time that the Board has conducted enforcement visits.
- Increased its overall enforcement. The Board increased its issuance of citations by 700 percent this year. The increase in citations is the result of the increase in audits and follow-up enforcement of licensees and continuing education providers that failed audits. The Board revoked or negotiated surrender of license in critical sexual abuse cases.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ACUPUNCTURE LICENSE	**13,533**	**565**	**5,570**

Licensing Population by Type			
TYPE	CERTIFCATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ACUPUNCTURE LICENSE	**NDA**	**17,581**	**NDA**
ACUPUNCTURE SCHOOLS	**NDA**	**NDA**	**38**

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

Exams		
PASS	FAIL	TOTAL
560	**447**	**1,007**

Summary of Enforcement Activity

Consumer Complaints—Intake	
175	RECEIVED
8	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
168	REFERRED FOR INVESTIGATION
2	PENDING

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

Inspections
N/A

Investigations	
268	OPENED
270	CLOSED
172	PENDING

Number of Days to Complete Intake and Investigations	
65	UP TO 90 DAYS
45	91 TO 180 DAYS
67	181 DAYS TO 1 YEAR
71	1 TO 2 YEARS
20	2 TO 3 YEARS
2	OVER 3 YEARS
313	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Total Amount of Fines	
$62,600	ASSESSED .
$5,200	REDUCED
$37,550	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
22	CASES OPENED/INITIATED
13	CASES CLOSED
33	CASES PENDING

Number of Days to Complete AG Cases	
1	1 YEAR
1	1 TO 2 YEARS
1	2 TO 3 YEARS
3	3 TO 4 YEARS
3	OVER 4 YEARS
1,046	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
1	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	
3	LICENSE APPLICATIONS DENIED
2	REVOCATION
1	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
6	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	
1	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	
1	GRANTED
0	DENIED
1	TOTAL

Cost Recovery to DCA	
$41,021.50	ORDERED .
$17,099.20	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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

ARBITRATION CERTIFICATION PROGRAM

Arbitration Certification

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

STAFF:

8 civil service positions

CERTIFICATIONS:

23

STRATEGIC PLAN ADOPTED:

August 2014

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

MAJOR ACCOMPLISHMENTS

- Successfully audited all certified manufacturer dealerships in California. ACP audits dealerships to ensure they comply with disclosing the Lemon Law/Presumption and arbitration process to consumers, as identified in each manufacturer's respective warranty or owner's manual.
- Hosted a successful International Association of Lemon Law Administrators (IALLA) conference in San Diego. The purpose of IALLA is to give State agency representatives whose government participates in the Lemon Law program a chance to network about motor vehicle manufacturer and consumer issues.
- Continued to increase its visibility and educate consumers by creating and uploading videos to YouTube that provide detailed information about the arbitration process, Lemon Law, and the ACP.

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	1	0	N/A

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

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

Summary of Enforcement Activity

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

Convictions and Arrest Notifications
N/A

Investigations
N/A

Formal Actions Filed
N/A

Citations and Fines
N/A

Summary of Enforcement Activity

Inspections/Audits	
6	TOTAL NUMBER OF INSPECTIONS
0	INSPECTION CITATIONS ISSUED

Petition for Modification or Termination of Probation
N/A

Petition for Reinstatement of Revoked License/ Registration/Certification
N/A

Administrative Outcomes/Final Orders
N/A

Cost Recovery	
N/A	AMOUNT OF ORDERED TO DCA
N/A	TOTAL AMOUNT COLLECTED
N/A	AMOUNT OF COURT ORDERED RESTITUTION TO CONSUMERS
$9,700,000	AMOUNT REFUNDED TO CONSUMERS
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$9,700,000	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Timeline for Disposition of Investigations
N/A

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA ARCHITECTS BOARD

Architects

The California Architects Board (Board) was created by the California Legislature in 1901 to safeguard the public's health, safety, and welfare. The Board licenses and regulates more than 20,000 architects who are responsible for designing billions of dollars' worth of structures. The Board's regulation of the practice of architecture protects consumers of architectural services, as well as the people who inhabit or use the structures that architects design.

STAFF:

23.9 civil service positions
1 exempt

LICENSES:

20,488

BOARD MEMBERSHIP:

5 licensees
5 public representatives

STRATEGIC PLAN ADOPTED:

2015

www.cab.ca.gov

MAJOR ACCOMPLISHMENTS

- Completed the Sunset Review process to extend the Board's Sunset date to January 1, 2020. The Board's presentation at the March 18, 2015, hearing and subsequent written responses received positive feedback from the Senate and Assembly policy committees, who met jointly to conduct the hearing.
- Conducted an Occupational Analysis (OA) to minimize overlap in content of the California Supplemental Examination (CSE). The Office of Professional Examination Services completed its review of the Architect Registration Examination (ARE) and linkage study that compares the content of the 2014 CSE Test Plan with subject matter covered in the various divisions of ARE 4.0 and 5.0. Reclassification of the current CSE item bank in accordance with the 2014 CSE Test Plan was completed in July 2015.
- Continued support of the National Council of Architectural Registration Boards' (NCARB) efforts to explore new pathways to architectural licensure. As such, the Board encourages an additional path to licensure model that would integrate experience (Intern Development Program) and examination components into a degree program, culminating with eligibility for licensure at graduation.
- Continued focus on promptly responding to consumer complaints and consistently exceeded its enforcement performance measures defined by Department of Consumer Affairs' Consumer Protection Enforcement Initiative. The Board's enforcement efforts resulted in the closure of 337 investigations and the issuance of 47 citations, which are the highest levels in the past five years.

CONTINUED

MAJOR NEW LEGISLATION OR REGULATIONS

- Adopted a regulatory proposal to amend California Code of Regulations (CCR) section 109 to allow Intern Development Program experience to be gained without a minimum duration requirement and earlier than previously allowed. *[CCR 109 (Filing of Applications)]*
- Adopted a regulatory proposal to amend CCR section 116 to reflect the NCARB Record requirement for candidates to establish and maintain an NCARB Record. *[CCR 116 (Eligibility for Examination)]*
- Assembly Bill 186, Maienschein (Chapter 640, Statutes of 2014), authorizes boards to issue a provisional license to a spouse, domestic partner or other legal companion of an active-duty member of the Armed Forces, and became effective January 1, 2015.
- Senate Bill 850, Block (Chapter 747, Statutes of 2014), authorizes community colleges to establish baccalaureate degree pilot programs and became effective January 1, 2015.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
C-ARCHITECTS	**460**	**454**	**8,295**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
C-ARCHITECTS	**0**	**20,488**	**0**

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

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
BUILDING DESIGN AND CONSTRUCTION SYSTEMS	**599**	**416**	**1,015**
BUILDING SYSTEMS	**622**	**359**	**981**
CONSTRUCTION DOCUMENTS AND SERVICES	**786**	**675**	**1,461**
PROGRAMMING, PLANNING, AND PRACTICE	**763**	**604**	**1,367**
SCHEMATIC DESIGN	**738**	**288**	**1,026**
SITE PLANNING AND DESIGN	**746**	**468**	**1,214**
STRUCTURAL SYSTEMS	**544**	**291**	**835**
CALIFORNIA SUPPLEMENTAL EXAMINATION	**472**	**316**	**788**
TOTALS	**5,270**	**3,417**	**8,687**

Summary of Enforcement Activity

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

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

Inspections
N/A

Investigations	
292	OPENED
337	CLOSED
108	PENDING

Number of Days to Complete Intake and Investigations	
157	UP TO 90 DAYS
59	91 TO 180 DAYS
84	181 DAYS TO 1 YEAR
30	1 TO 2 YEARS
5	2 TO 3 YEARS
2	OVER 3 YEARS
169	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$78,000	ASSESSED
$5,500	REDUCED
$56,562	COLLECTED

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

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

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

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

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

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

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed	
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	
$3,113	ORDERED
$3,490	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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BUREAU OF AUTOMOTIVE REPAIR

Automotive Repair

Registers/licenses and regulates automotive repair dealers, brake and lamp adjusters and stations, and Smog Check stations and technicians. Administers the Smog Check Program and Consumer Assistance Program to reduce air pollution produced by motor vehicles.

STAFF:

588.4 civil service positions
2 exempt

REGISTRATIONS, LICENSES, AND PERMITS:

76,796

BAR ADVISORY GROUP:

17

EDUCATIONAL ADVISORY COMMITTEE:

13

STRATEGIC PLAN ADOPTED:

2013

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

DEPARTMENT OF CONSUMER AFFAIRS
BAR
Bureau of Automotive Repair

MAJOR ACCOMPLISHMENTS

- Retired 50,870 vehicles and provided financial assistance to repair an additional 7,868 vehicles through the Consumer Assistance Program, resulting in 7,304 tons of reduced emissions.
- Updated the existing license application for Smog Check inspector and/or Smog Check repair technician and posted it on BAR's website.
- Implemented new licensing assistance and eligibility requirements for military personnel and veterans.
- Completed a license restructure that better aligns with jobs in the Smog Check industry and provides more employment options for technicians.
- Implemented new Smog Check enforcement strategies using data from the On-Board Diagnostic (OBD) inspection of newer vehicles.
- Implemented Statewide use of the OBD Inspection System (OIS) when testing 2000 and newer gasoline vehicles, including hybrids, and 1998 and newer light-duty diesel vehicles.
- Established and implemented new readiness monitor standards for Smog Check inspections on OBD II-equipped vehicles. The new standards improve the ability to identify vehicles needing emissions repairs and reduce the likelihood that consumers unknowingly purchase a used vehicle with a malfunction.

MAJOR NEW LEGISLATION OR REGULATIONS

- In July 2014, BAR implemented regulations to update the eligibility requirements for the program, as required by Senate Bill 459 (Chapter 437, Statutes of 2013). Since the implementation, applications approved for vehicle retirement and repair assistance have increased by 40 percent and 75 percent, respectively.

Summary of Licensing Activity

Initial Registrations/Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
AUTOMOTIVE REPAIR DEALER	**4,108**	**3,598**	**34,518**
SMOG CHECK TEST AND REPAIR STATION	**726**	**704**	**4,739**
SMOG CHECK TEST ONLY STATION	**452**	**372**	**1,958**
SMOG CHECK REPAIR ONLY STATION	**49**	**24**	**49**
STAR CERTIFICATES	**1,585**	**758**	**N/A**
BRAKE AND LAMP STATION	**257**	**302**	**1,985**
SMOG CHECK REPAIR TECHNICIAN	**951**	**233**	**4,191**
SMOG CHECK INSPECTOR	**2,455**	**1,264**	**5,866**
BRAKE AND LAMP ADJUSTER	**2,233**	**287**	**N/A**

Licensing Population by Type			
TYPE	CERTIFICATIONS/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
AUTOMOTIVE REPAIR DEALER	**N/A**	**36,689**	**N/A**
SMOG CHECK TEST AND REPAIR STATION	**N/A**	**5,237**	**N/A**
SMOG CHECK TEST ONLY STATION	**N/A**	**2,158**	**N/A**
SMOG CHECK REPAIR ONLY STATION	**N/A**	**41**	**N/A**
STAR CERTIFICATES	**4,600**	**N/A**	**N/A**
BRAKE AND LAMP STATION	**N/A**	**2,157**	**N/A**
SMOG CHECK REPAIR TECHNICIAN	**N/A**	**11,268**	**N/A**
SMOG CHECK INSPECTOR	**N/A**	**15,909**	**N/A**
BRAKE AND LAMP ADJUSTER	**N/A**	**3,114**	**N/A**

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
REPAIR TECHNICIAN	**287**	**347**	**634**
SMOG CHECK INSPECTOR	**1,304**	**943**	**2,247**
BRAKE ADJUSTER	**482**	**130**	**612**
LAMP ADJUSTER	**419**	**271**	**690**
TOTALS	**2,492**	**1,691**	**4,183**

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
AUTOMOTIVE REPAIR DEALER	**EVERY YEAR**	**0**
SMOG CHECK TEST AND REPAIR STATION	**EVERY YEAR**	**0**
SMOG CHECK TEST ONLY STATION	**EVERY YEAR**	**0**
SMOG CHECK REPAIR ONLY STATION	**EVERY YEAR**	**0**
STAR CERTIFICATES	**N/A**	**0**
BRAKE AND LAMP STATION	**EVERY YEAR**	**0**
SMOG CHECK REPAIR TECHNICIAN	**EVERY 2 YEARS**	**12**
SMOG CHECK INSPECTOR	**EVERY 2 YEARS**	**4**
BRAKE AND LAMP ADJUSTER	**EVERY 4 YEARS**	**N/A**

Summary of Enforcement Activity

Consumer Complaints—Intake	
19,774	RECEIVED
649	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
19,084	REFERRED FOR INVESTIGATION
146	PENDING

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

Inspections	
22,764	INSPECTIONS CONDUCTED
808	INSPECTIONS CITATIONS ISSUED

Investigations	
20,872	OPENED
18,416	CLOSED
2,388	PENDING

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Number of Days to Complete Intake and Investigations	
17,884	UP TO 90 DAYS
374	91 TO 180 DAYS
132	181 DAYS TO 1 YEAR
35	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
38	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
2,132	ISSUED
759	ISSUED WITH A FINE
113	WITHDRAWN
36	DISMISSED
35	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$324,000	ASSESSED*
$78,800	REDUCED
$401,750	COLLECTED

* Assessed does not include citations currently under appeal.

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

Office of the Attorney General/Disciplinary Action	
247	CASES OPENED/INITIATED
175	CASES CLOSED*
349	CASES PENDING

* Cases closed do not match the number of administrative outcomes/final orders against licenses. BAR may have multiple licenses listed on a single case/accusation.

Number of Days to Complete AG Cases	
42	1 YEAR
70	1 TO 2 YEARS
39	2 TO 3 YEARS
17	3 TO 4 YEARS
7	OVER 4 YEARS
665	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
30	STATEMENTS OF ISSUES FILED
139	ACCUSATIONS FILED
36	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
19	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
3	ACCUSATIONS WITHDRAWN/DISMISSED

Summary of Enforcement Activity

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

BAR may have multiple licenses listed in a single case/accusation. Therefore, administrative outcomes/final orders will not match the number of cases closed.

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

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

Cost Recovery to DCA	
$1,277,359	ORDERED
$762,889	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$30,164	RESTITUTION ORDERED
$2,696,878	AMOUNT REFUNDED
$1,395,621	REWORK AT NO CHARGE
$949,667	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$5,042,136	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BOARD OF BARBERING AND COSMETOLOGY

Barber/Cosmetology

The Board of Barbering and Cosmetology (Board) licenses and regulates barbers, cosmetologists, manicurists, estheticians, and electrologists, and the establishments they work in. The Board's mission is to ensure the health and safety of California consumers by promoting ethical standards and by enforcing beauty industry laws.

STAFF:

82.1 civil service
1 exempt

LICENSES:

594,381

BOARD MEMBERSHIP:

4 licensees
5 public representatives

STRATEGIC PLAN ADOPTED:

2013

www.barbercosmo.ca.gov

BarberCosmo
Board of Barbering & Cosmetology

MAJOR ACCOMPLISHMENTS

- Completed a Sunset Review Report and submitted it to the Senate Committee on Business, Professions and Economic Development. After the review, the Board responded to the Senate Committee's recommendations.
- Increased language access with new link on the Board's website for the Korean language; citations have been translated into the Vietnamese language; additional translations of publications into Vietnamese, Korean, and Spanish; conducted a town hall meeting in Westminster for Vietnamese-speaking licensees.
- Addressed Disciplinary Review Committee (DRC) backlog. Licensees appealing citations are now being heard within three to six months of their requests. Previously, there was a six- to nine-month waiting period. This has been accomplished by increasing DRC hearings from three days per month to four.
- Launched the #CASafeSalon campaign to educate the public and licensees about salon health, safety, and infection control. With help from Department of Consumer Affairs' Office of Public Affairs and the Office of Publications, Design and Editing, the Board created messages for its Facebook and Twitter accounts, produced a #CASafeSalon video, conducted TV and newspaper interviews, created signature graphics for e-mails, created a #CASafeSalon logo, and created a *Waxing Safety Tips* brochure and a *Chemical Exfoliation Safety Tips* brochure.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
BARBER	3,447	1,683	9,529
BARBER APPRENTICE	439	396	N/A
COSMETOLOGIST	20,474	12,603	123,652
COSMETOLOGY APPRENTICE	611	545	N/A
ELECTROLOGIST	56	33	718
ELECTROLOGY APPRENTICE	0	0	N/A
ESTABLISHMENT	6,748	6,621	17,705
ESTHETICIAN	7,486	4,991	28,955
MANICURIST	10,700	5,798	46,173
MOBILE UNIT	12	8	9

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BARBER	N/A	26,000	N/A
BARBER APPRENTICE	N/A	1,126	N/A
COSMETOLOGIST	N/A	307,760	N/A
COSMETOLOGY APPRENTICE	N/A	1,502	N/A
ELECTROLOGIST	N/A	1,915	N/A
ELECTROLOGY APPRENTICE	N/A	1	N/A
ESTABLISHMENT	N/A	52,020	N/A
ESTHETICIAN	N/A	76,376	N/A
MANICURIST	N/A	127,646	N/A
MOBILE UNIT	N/A	35	N/A

Renewal and Continuing Education (CE)

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

Exams

PASS	FAIL	TOTAL
47,626	13,240	60,866

Summary of Enforcement Activity

Consumer Complaints—Intake

3,563	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
3,564	REFERRED FOR INVESTIGATION
2	PENDING

Conviction/Arrest Notification Complaints

1,375	RECEIVED
1,370	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections

13,712	INSPECTIONS CONDUCTED
10,754	INSPECTION CITATIONS ISSUED

Investigations

4,961	OPENED
4,773	CLOSED
1,005	PENDING

Number of Days to Complete Intake and Investigations

3,616	UP TO 90 DAYS
578	91 TO 180 DAYS
468	181 DAYS TO 1 YEAR
105	1 TO 2 YEARS
4	2 TO 3 YEARS
2	OVER 3 YEARS
67	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines

18,166	ISSUED
17,540	ISSUED WITH A FINE
127	WITHDRAWN
95	DISMISSED
27	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Total Amount of Fines	
$7,230,226	ASSESSED
$880,125	REDUCED
$5,191,406	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
39	CASES OPENED/INITIATED
65	CASES CLOSED
60	CASES PENDING

Number of Days to Complete AG Cases	
1	1 YEAR
32	1 TO 2 YEARS
21	2 TO 3 YEARS
6	3 TO 4 YEARS
5	OVER 4 YEARS
821	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
1	LICENSE APPLICATIONS DENIED
31	REVOCATION
8	SURRENDER OF LICENSE
62	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	
1	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/Certifcation	
4	GRANTED
3	DENIED
7	TOTAL

Cost Recovery to DCA	
$222,747	ORDERED
$20,682	COLLECTED

Consumer Restitution to Consumer/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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BOARD OF BEHAVIORAL SCIENCES

Behavioral Sciences

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

STAFF:

50.2 civil service
1 exempt

LICENSES:

102,433

BOARD MEMBERSHIP:

6 licensees
7 public representatives

STRATEGIC PLAN ADOPTED:

2014

www.bbs.ca.gov

MAJOR ACCOMPLISHMENTS

- Collaborated with the Department of Consumer Affairs' Office of Public Affairs staff to develop a video tutorial for the Associate Clinical Social Worker Registration Process. This video received a Gold Award at the 2015 State Information Officers Council Awards.
- Increased staffing resources in the Licensing Program to reduce application processing times. As a result, application processing times were significantly reduced.
- Revised the Board's Continuing Education Program by discontinuing the Continuing Education Provider Certification Program. Implemented changes to require Board licensees to gain continuing education hours from Board-recognized approval agencies or Board-recognized continuing education providers.

MAJOR NEW LEGISLATION OR REGULATIONS

- Sponsored Senate Bill 531 (Bates) to modify the requirements for an individual to petition for termination of probation or modification of penalty. This bill also clarifies that the Board has jurisdiction to investigate or take disciplinary action even if the status of a license or registration changes, or if the license or registration expires.
- Sponsored SB 620 (Block) to streamline the experience requirements for Licensed Marriage and Family Therapist and Licensed Professional Clinical Counselor applicants. The bill eliminates the complex assortment of minimum and maximum hours of differing types of experience and instead requires 1,750 hours of direct clinical counseling experience. The remaining 1,250 hours may be nonclinical experience.
- Proposed regulations to implement standards for use of telehealth in the provisions of psychotherapy and clarifies when a California license is needed, actions a licensee must take in order to protect the client in a telehealth setting, and that failure to follow telehealth requirements is considered unprofessional conduct.
- Proposed regulations to clarify the requirements for Licensed Professional Clinical Counselors to treat families and couples, and outlines a process by which Licensed Professional Clinical Counselors and Professional Clinical Counselor Interns would receive Board confirmation that they have met the requirement to treat families and couples.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
MARRIAGE AND FAMILY THERAPIST (MFT)	**2,637**	**2,285**	**16,617**
MARRIAGE AND FAMILY INTERN	**4,139**	**4,192**	**13,122**
MFT REFERRAL SERVICE	**N/A**	**N/A**	**N/A**
LICENSED CLINICAL SOCIAL WORKER	**1,618**	**790**	**10,066**
ASSOCIATE SOCIAL WORKER	**3,551**	**3,347**	**9,260**
LICENSED EDUCATIONAL PSYCHOLOGIST	**102**	**109**	**827**
CONTINUING EDUCATION PROVIDER	**165**	**163**	**843**
LICENSED PROFESSIONAL CLINICAL COUNSELOR	**141**	**334**	**325**
LICENSED PROFESSIONAL CLINICAL COUNSELOR INTERN	**657**	**561**	**588**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
MARRIAGE AND FAMILY THERAPIST (MFT)	**N/A**	**38,343**	**N/A**
MARRIAGE AND FAMILY INTERN	**N/A**	**19,272**	**N/A**
MFT REFERRAL SERVICE	**N/A**	**N/A**	**N/A**
LICENSED CLINICAL SOCIAL WORKER	**N/A**	**22,842**	**N/A**
ASSOCIATE SOCIAL WORKER	**N/A**	**14,499**	**N/A**
LICENSED EDUCATIONAL PSYCHOLOGIST	**N/A**	**2,141**	**N/A**
CONTINUING EDUCATION PROVIDER	**N/A**	**2,850**	**N/A**
LICENSED PROFESSIONAL CLINICAL COUNSELOR	**N/A**	**1,282**	**N/A**
LICENSED PROFESSIONAL CLINICAL COUNSELOR INTERN	**N/A**	**1,214**	**N/A**

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

PLEASE REFER TO PAGE 9 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 (LCSW) STANDARD	**1,193**	**1,012**	**2,205**
LICENSED CLINICAL SOCIAL WORKER CLINICAL VIGNETTE (CV)	**1,386**	**300**	**1,686**
LICENSED EDUCATIONAL PSYCHOLOGIST	**104**	**28**	**132**
MARRIAGE AND FAMILY THERAPIST (MFT) STANDARD	**2,777**	**1,225**	**4,002**
MARRIAGE AND FAMILY THERAPIST CV	**2,497**	**415**	**2,912**
LICENSED PROFESSIONAL CLINICAL COUNSELOR LAW AND ETHICS	**78**	**8**	**86**
LICENSED PROFESSIONAL CLINICAL COUNSELOR NATIONAL CLINICAL MENTAL HEALTH COUNSELORS EXAMINATION (NVMHCE)	**36**	**3**	**39**

Summary of Enforcement Activity

Consumer Complaints—Intake	
1,018	RECEIVED
346	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
672	REFERRED FOR INVESTIGATION
9	PENDING

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
1,876	OPENED
1,822	CLOSED
543	PENDING

Number of Days to Complete Intake and Investigations	
1,064	UP TO 90 DAYS
351	91 TO 180 DAYS
254	181 DAYS TO 1 YEAR
126	1 TO 2 YEARS
27	2 TO 3 YEARS
0	OVER 3 YEARS
229	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

Total Amount of Fines	
$41,500	ASSESSED
$37,800	REDUCED
$14,690	COLLECTED

Summary of Enforcement Activity

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

Office of the Attorney General/Disciplinary Actions	
158	CASES OPENED/INITIATED
81	CASES CLOSED
136	CASES PENDING

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Number of Days to Complete AG Cases	
25	1 YEAR
33	1 TO 2 YEARS
23	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
885	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Petition for Modification or Termination of Probation	
10	GRANTED
6	DENIED
16	TOTAL

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

Cost Recovery to DCA	
$207,943	ORDERED
$31,188	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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA STATE ATHLETIC COMMISSION

Athletic Commission

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

STAFF:

7 civil service positions
1 exempt

LICENSES:

3,371

COMMISSION MEMBERSHIP:

6 public representatives

STRATEGIC PLAN ADOPTED:

2012

www.dca.ca.gov/csac

MAJOR ACCOMPLISHMENTS

- Led the nation's efforts in recognizing and educating the harmful effects of athletes practicing massive weight cutting through dehydration and then rapid rehydration. The Commission worked with the Association of Ringside Physicians to create an educational flyer that is part of all licensing packets. In addition, the Commission, partnered with the California Amateur Mixed Martial Arts Organization (CAMO), is working on implementing a "minimum safe fighting weight" program that will begin in 2016. This minimum weight criteria is based largely on the National Collegiate Athletic Association's (NCAA) weight management protocols.
- Sharply increased antidoping efforts by using the most advanced testing in the world to detect sophisticated doping practices. Furthermore, the Commission worked with the Legislature and the Department of Consumer Affairs to strengthen doping penalty laws in California.

MAJOR NEW LEGISLATION OR REGULATIONS

- Developed a comprehensive transgender athlete regulation. This regulation will help ensure fairness and safety while preventing discrimination.
- Developed a Therapeutic Use Exemption regulation that allows athletes who have a legitimate medical condition to receive treatment without being disqualified from competition.
- Modified the Commission's Boxer Pension Plan Regulations to clarify how to re-allocate vested accounts that meet plan requirements and set aside a reserve account to pay any claims on reallocated accounts.
- Modified the Commission's regulations to increase the television broadcast fee to 5 percent but no less than $1,000 or more than $35,000 of the television contract amount for any sanctioned event in California.

Summary of Licensing Activity

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

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

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

Exams
N/A

Summary of Enforcement Activity

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

Conviction/Arrest Notification Complaints
N/A

Inspections
N/A

Investigations
N/A

Number of Days to Complete Intake and Investigations
N/A

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

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

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

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

PLEASE REFER TO PAGE 9 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
N/A

Formal Actions Filed/Withdrawn/Dismissed
N/A

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

Petition for Modification or Termination of Probation
N/A

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

Cost Recovery to DCA
N/A

Consumer Restitution to Consumers/Refunds/ Savings
N/A

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CEMETERY AND FUNERAL BUREAU

Cemetery/Funeral

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

STAFF:

20.5 civil service
1 exempt

LICENSES AND CERTIFICATIONS:

11,576

ADVISORY COMMITTEE MEMBERSHIP:

4 licensees
3 public representatives

STRATEGIC PLAN ADOPTED:

2015

www.cfb.ca.gov

CEMETERY & FUNERAL BUREAU

MAJOR ACCOMPLISHMENTS

- Collaborated with stakeholders to develop and finalize the Bureau's 2015–18 Strategic Plan.
- Successfully completed the Bureau's Sunset Review Report and testified before the Legislature. Legislation (Assembly Bill 180) has been introduced to: consolidate the Funeral Directors and Embalmers Law and the Cemetery Act into one Practice Act; merge the separate funds into one fund known as the Cemetery and Funeral Fund; require the Bureau to conduct a study on the sufficiency of endowment care funds for its licensed cemeteries and report back to the Legislature in 2018; establish a sunset date of January 1, 2020.
- Initiated a comprehensive review of and revisions to all Bureau forms and applications.
- In cooperation with the Department of Consumer Affairs' Office of Public Affairs, created an informational video on options for selecting cemetery and funeral goods and services to assist consumers with choices concerning end-of-life matters.
- Hosted a meeting with cemetery stakeholders to discuss the California drought and subsequent watering restrictions, and the impact it has on licensed cemeteries; created an informational brochure on cemetery maintenance during the drought for use by consumers and cemeteries.

MAJOR NEW LEGISLATION OR REGULATIONS

- Amended existing (funeral) regulations to allow the Bureau to issue an administrative citation for a violation of any of its laws or regulations; increased the maximum fine amount to $5,000 pursuant to statutory authority; and repealed obsolete continuing education requirements in compliance with statutory requirements repealed in 1999.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
CEMETERY BROKER	**51**	**32**	**239**
CEMETERY MANAGER	**23**	**20**	**273**
CREMATORY MANAGER	**33**	**25**	**464**
EMBALMER	**61**	**51**	**1,588**
FUNERAL DIRECTOR	**207**	**93**	**2,154**
APPRENTICE EMBALMER	**73**	**76**	**N/A**
FUNERAL ESTABLISHMENT	**87**	**36**	**1,021**
CERTIFICATE OF AUTHORITY (CEMETERY)	**1**	**6**	**195**
CREMATORY	**7**	**9**	**226**
CEMETERY SALESPERSON	**1,575**	**1,211**	**2,939**
CREMATED REMAINS DISPOSER	**23**	**23**	**115**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CEMETERY BROKER	**N/A**	**297**	**N/A**
CEMETERY MANAGER	**N/A**	**353**	**N/A**
CREMATORY MANAGER	**N/A**	**574**	**N/A**
EMBALMER	**N/A**	**1,983**	**N/A**
FUNERAL DIRECTOR	**N/A**	**2,730**	**N/A**
APPRENTICE EMBALMER	**304**	**N/A**	**N/A**
FUNERAL ESTABLISHMENT	**N/A**	**1,052**	**N/A**
CERTIFICATE OF AUTHORITY (CEMETERY)	**N/A**	**196**	**N/A**
CREMATORY	**N/A**	**225**	**N/A**
CEMETERY SALESPERSON	**N/A**	**4,133**	**N/A**
CREMATED REMAINS DISPOSER	**235**	**N/A**	**N/A**

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

Exams		
PASS	FAIL	TOTAL
205	**79**	**284**

Summary of Enforcement Activity

Consumer Complaints—Intake	
655	RECEIVED
9	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
649	REFERRED FOR INVESTIGATION
1	PENDING

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

Inspections	
1,260	INSPECTIONS CONDUCTED
74	INSPECTION CITATIONS ISSUED

Investigations	
733	OPENED
751	CLOSED
92	PENDING

PLEASE REFER TO PAGE 9 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	
560	UP TO 90 DAYS
115	91 TO 180 DAYS
67	181 DAYS TO 1 YEAR
8	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
65	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

Total Amount of Fines	
$78,327	ASSESSED
$3,651	REDUCED
$82,776	COLLECTED

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

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

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

Formal Actions Filed/Withdrawn/Dismissed	
1	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	
4	LICENSE APPLICATIONS DENIED
8	REVOCATION
4	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
10	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	
$9,900	ORDERED
$5,297	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$0	RESTITUTION ORDERED
$39,405	AMOUNT REFUNDED
$421	REWORK AT NO CHARGE
$11,707	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$51,533	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BOARD OF CHIROPRACTIC EXAMINERS

Chiropractic Examiners

STAFF:

18 civil service positions
1 exempt

LICENSES:

18,598

BOARD MEMBERSHIP:

5 licensees
2 public representatives

STRATEGIC PLAN ADOPTED:

2014

www.chiro.ca.gov

MAJOR ACCOMPLISHMENTS

- With assistance from Department of Consumer Affairs' (DCA's) Office of Publications, Design and Editing, the Board members, Executive Officer, Board staff, and stakeholders worked collaboratively to reinstitute the Board's newsletter and develop *A Consumer's Guide to Chiropractic Care* and a brochure about the practice of chiropractic and regulation of the profession by the California Board of Chiropractic Examiners. These brochures were created to fulfill the Board's public outreach goal in order to educate consumers about chiropractic services.
- Increased attendance at Board meetings by holding several of the meetings at various chiropractic colleges throughout California. Many of these Board meetings had a large audience of chiropractic students, thereby providing chiropractic students with an opportunity to see firsthand the administrative and disciplinary functions of the Board so that they will have a broader understanding of the regulatory agency governing their profession. Increased attendance at Board meetings was one way in which the Board proposed to fulfill their organizational effectiveness goal.
- Worked closely with the Board's Compliance Unit, Executive Officer, and Legal Counsel to create standards, training, and evaluation of expert consultants used for enforcement investigations. This goal was set to promote consumer protection through improved effectiveness, consistency, and efficiency in the utilization of expert consultants.
- Completed the review and revision of the California Law and Professional Practice Examination, which had not been revised for several years. This examination promotes consumer protection by ensuring that applicants for a chiropractic license are proficient in the laws and professional standards of the chiropractic profession in California.

CONTINUED

MAJOR NEW LEGISLATION OR REGULATIONS

- New legislation was chaptered that impacted the Board's enforcement and licensing processes, including Assembly Bill 2396, Bonta (Chapter 737, Statutes of 2014), which prohibits a board within DCA from denying a license based solely on a conviction that has been dismissed pursuant to section 1203.4, 1203.4(a), or 1203.41 of the Penal Code. Also, Senate Bill 1159, Lara (Chapter 752, Statutes of 2014), which requires applicants for professional licensure, other than a partnership, to provide a federal taxpayer identification number or Social Security number on their application for licensure and requires licensing entities to report individuals to the Franchise Tax Board who fail to provide such information.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
DOCTOR OF CHIROPRACTIC	**372**	**345**	**13,003**
SATELLITE OFFICES	**1,298**	**1,175**	**2,494**
CHIROPRACTIC CORPORATIONS	**113**	**92**	**1,286**
REFERRAL SERVICES	**1**	**1**	**N/A**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
DOCTOR OF CHIROPRACTIC	**N/A**	**13,337**	**N/A**
SATELLITE OFFICES	**3,829**	**N/A**	**N/A**
CHIROPRACTIC CORPORATIONS	**1,399**	**N/A**	**N/A**
REFERRAL SERVICES	**33**	**N/A**	**N/A**

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

Exams		
PASS	FAIL	TOTAL
341	**127**	**468**

Summary of Enforcement Activity

Consumer Complaints—Intake	
531	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
532	REFERRED FOR INVESTIGATION
14	PENDING

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

Inspections	
69	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations	
596	OPENED
550	CLOSED
268	PENDING

PLEASE REFER TO PAGE 9 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	
245	UP TO 90 DAYS
134	91 TO 180 DAYS
89	181 DAYS TO 1 YEAR
59	1 TO 2 YEARS
7	2 TO 3 YEARS
16	OVER 3 YEARS
205	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

Total Amount of Fines	
$30,990	ASSESSED
$2,000	REDUCED
$19,588	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	
37	CASES OPENED/INITIATED
40	CASES CLOSED
62	CASES PENDING

Number of Days to Complete AG Cases	
8	1 YEAR
14	1 TO 2 YEARS
7	2 TO 3 YEARS
4	3 TO 4 YEARS
7	OVER 4 YEARS
741	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Cost Recovery to DCA	
$86,406	ORDERED
$108,715	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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CONTRACTORS STATE LICENSE BOARD

Contractors

STAFF:

404.6 civil service positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATIONS:

300,899

BOARD MEMBERSHIP:

15 bureau advisory group members
6 professional board members
9 public board representatives

STRATEGIC PLAN ADOPTED:

2015

www.cslb.ca.gov
www.CheckthelicenseFirst.com

MAJOR ACCOMPLISHMENTS

- Helped lead a multi-agency campaign to alleviate the shortage of water well drillers in support of the Governor's 2014 drought-related Executive Order.
- Began issuing licenses for a new C-22 Asbestos Abatement classification January 1, 2015, which is different from the Asbestos Certification that is available for contractors who perform asbestos-related work within the scope of their specific contractor license classifications.
- Developed a Service and Repair Strategy to identify predatory contractors, provide for staff training from the Office of the Attorney General and industry leaders, and identify consumer/elder abuse prosecutors to significantly increase administrative and criminal prosecution and convictions.
- Developed a Responsible Managing Officer task force that established essential identifiers to determine when a qualifier may not be involved in the business, and investigation strategies to expedite administrative and criminal filings of investigations identifying fraudulent qualifiers. (The task force has already referred a series of complex investigations for administrative and criminal prosecution and works closely with district attorney staffs to explore unfair business practice filings under Business and Professions Code section 17200.)
- Created a new Peace Officer Special Investigations Unit (SIU) in December 2014 in which CSLB's 11 Peace Officers report to one Enforcement Supervisor, eliminating the need for numerous Investigative Center supervisors.
- Organized and conducted 150 outreach events, produced or co-produced 19 webcasts, and launched a redesigned and updated CSLB website.
- Implemented the first phase of an expanded electronic payment system, known as Epayment, in the Norwalk office (previously limited to Sacramento headquarters) for contractors who wish to pay licensing fees with credit cards, and added enhanced security

CONTINUED

to all public computers that are used for this process to avoid potential security breaches. (Similar payment kiosks are being added to the San Diego, Fresno, and San Bernardino field offices.)

- Collaborated with the Licensing Division to analyze reasons for application errors that result in a time-consuming "return for correction" letters and reapplication process, implemented an improved tracking system, and determined how to better improve forms and information sent to applicants in order to minimize the application correction rate.
- Implemented an upgraded, mission-critical Imaging and Workflow Automation System (IWAS) to improve paper-to-electronic document monitoring and management.
- Increased the amount of ordered restitution recovered for consumers during the 2014–15 Fiscal Year from $51 million to approximately $68 million.

MAJOR NEW LEGISLATION OR REGULATIONS

- Sponsored Senate Bill 315 (Lieu, Chapter 392, Statutes of 2014) to (1) provide CSLB clear statutory authority to access business locations where labor is present when participating in activities of the Joint Enforcement Strike Force, and (2) clarify that unlicensed individuals can only advertise for construction work they are legally able to perform without a license, which are projects with a total cost less than $500.
- Sponsored SB 560 (Monning, 2015), which would authorize CSLB Enforcement Representatives (ERs) to issue a written Notice to Appear (NTA) to individuals who fail to secure workers' compensation insurance. (An NTA is a court order mandating an individual's presence at a hearing, on a specified date, to answer to a misdemeanor charge.)
- Sponsored SB 561 (Monning, 2015), which would eliminate the requirement that a home improvement salesperson (HIS) separately register to work for each contractor and, instead, allows a properly registered HIS to utilize his or her individual registration with one or more licensed contractors.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ORIGINAL CONTRACTOR LICENSE	**19,077**	**12,957**	**120,246**
HOME IMPROVEMENT SALESPERSON REGISTRATION	**12,557**	**6,881**	**1,929**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ORIGINAL CONTRACTOR LICENSE	**4,050**	**283,965**	**N/A**
HOME IMPROVEMENT SALESPERSON REGISTRATION	**N/A**	**12,884**	**N/A**

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

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
LAW AND BUSINESS	**7,842**	**4,840**	**12,682**
GENERAL ENGINEERING (A)	**360**	**232**	**592**
GENERAL CONTRACTOR (B)	**2,369**	**2,927**	**5,296**
ASBESTOS CERTIFICATION	**54**	**26**	**80**
HAZARDOUS CERTIFICATION	**48**	**33**	**81**
INSULATION AND ACOUSTICAL (C-2)	**50**	**84**	**134**
BOILER, HOT-WATER HEATING, AND STEAM FITTING (C-4)	**15**	**9**	**24**
FRAMING AND ROUGH CARPENTRY (C-5)	**40**	**70**	**110**
CABINET, MILLWORK, AND FINISH CARPENTRY (C-6)	**175**	**176**	**351**
LOW VOLTAGE SYSTEMS (C-7)	**240**	**180**	**420**
CONCRETE (C-8)	**182**	**284**	**466**
DRYWALL (C-9)	**103**	**189**	**292**
ELECTRICAL (C-10)	**722**	**474**	**1,196**
ELEVATOR (C-11)	**10**	**9**	**19**
EARTHWORK AND PAVING (C-12)	**77**	**122**	**199**
FENCING (C-13)	**43**	**40**	**83**
FLOORING (C-15)	**245**	**267**	**512**
FIRE PROTECTION (C-16)	**44**	**66**	**110**
GLAZING (C-17)	**130**	**128**	**258**
WARM-AIR HEATING, VENTILATING, AND AIR CONDITIONING (C-20)	**366**	**276**	**642**
BUILDING MOVING/ DEMOLITION (C-21)	**57**	**49**	**106**
ASBESTOS ABATEMENT (C-22)	**5**	**0**	**5**
ORNAMENTAL METAL (C-23)	**45**	**78**	**123**
LANDSCAPING (C-27)	**453**	**547**	**1,000**
LOCK AND SECURITY EQUIPMENT (C-28)	**12**	**27**	**39**
MASONRY (C-29)	**59**	**139**	**198**
CONSTRUCTION ZONE TRAFFIC CONTROL (C-31)	**16**	**16**	**32**
PARKING AND HIGHWAY IMPROVEMENT (C-32)	**27**	**49**	**76**

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Licensing Activity

Exam Results (continued)			
EXAM TITLE	PASS	FAIL	TOTAL
PAINTING AND DECORATING (C-33)	**294**	**524**	**1,118**
PIPELINE (C-34)	**13**	**16**	**29**
LATHING AND PLASTERING (C-35)	**56**	**86**	**142**
PLUMBING (C-36)	**500**	**391**	**891**
REFRIGERATION (C-38)	**50**	**20**	**70**
ROOFING (C-39)	**177**	**187**	**364**
SANITATION SYSTEM (C-42)	**11**	**84**	**95**
SHEET METAL (C-43)	**31**	**29**	**60**
SIGN (C-45)	**42**	**39**	**81**
SOLAR (C-46)	**90**	**86**	**176**
MANUFACTURED HOUSING (C-47)	**10**	**23**	**33**
REINFORCING STEEL (C-50)	**7**	**15**	**22**
STRUCTURAL STEEL (C-51)	**41**	**42**	**83**
SWIMMING POOL (C-53)	**80**	**79**	**159**
TILE (C-54)	**239**	**235**	**474**
WATER CONDITIONING (C-55)	**17**	**5**	**22**
WELL DRILLIING (C-57)	**65**	**41**	**106**
WELDING (C-60)	**63**	**55**	**118**
TOTAL	**15,875**	**13,294**	**29,169**

Summary of Enforcement Activity

Consumer Complaints—Intake	
18,692	RECEIVED
149	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
18,543	REFERRED FOR INVESTIGATION
1,570	PENDING

Conviction/Arrest Notification Complaints	
1,030	RECEIVED
989	CLOSED/REFERRED FOR INVESTIGATION
115	PENDING

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
19,722	OPENED
20,016	CLOSED
4,343	PENDING

Number of Days to Complete Intake and Investigations	
14,591	UP TO 90 DAYS
2,721	91 TO 180 DAYS
2,587	181 DAYS TO 1 YEAR
116	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
77.2	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
2,260	ISSUED
2,260	ISSUED WITH A FINE
55	WITHDRAWN
10	DISMISSED
159.8	AVERAGE NUMBER OF DAYS TO ISSUE A CITIATION AND FINE

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Total Amount of Fines	
$4,295,210	ASSESSED
$722,625	REDUCED
$1,868,104	COLLECTED

Criminal/Civil Actions	
1,365	REFERRALS FOR CRIMINAL/CIVIL ACTION
NDA*	CRIMINAL ACTIONS FILED
N/A	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
415	CASES OPENED/INITIATED
403	CASES CLOSED
513	CASES PENDING

Number of Days to Complete AG Cases	
172	1 YEAR
160	1 TO 2 YEARS
54	2 TO 3 YEARS
10	3 TO 4 YEARS
7	OVER 4 YEARS
831	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Cost Recovery to DCA	
$1,336,582	ORDERED
$289,418	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$3,416,735	RESTITUTION ORDERED
$63,350,408	AMOUNT REFUNDED
$1,122,487	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$67,889,630	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* No data available.

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

COURT REPORTERS BOARD OF CALIFORNIA

Court Reporters

Licenses and regulates certified shorthand reporters, also known as court reporters, and oversees California's schools of court reporting. Also manages the Transcript Reimbursement Fund, which reimburses costs of transcripts for low-income litigants.

STAFF:

3.5 civil service
2.5 temporary
1 exempt

LICENSES:

Cert. Shorthand Reporter

BOARD MEMBERSHIP:

2 licensees
3 public representatives

STRATEGIC PLAN ADOPTED:

2015

www.courtreportersboard.ca.gov

COURT REPORTERS BOARD
OF CALIFORNIA

MAJOR ACCOMPLISHMENTS

- Transcript Reimbursement Fund Pro Per Program: The $30,000 allowance is quickly allocated each calendar year, creating an ever-present backlog of indigent applicants waiting for assistance. Extensive outreach was conducted by contacting litigants and reporters to inquire if the funds were still needed. As a result, $15,000 of unused funds were released back to the program, which assisted 31 additional applicants.
- New strategic plan adopted: The Board worked with the Department of Consumer Affairs' SOLID Training and Planning Solutions unit to work through the strategic planning process and develop an ambitious strategic plan for 2015 through 2018.
- Best Practices: The Board has approved two Best Practice documents and four Best Practice Pointers. These documents are not regulations or statutorily mandated, but are a way for the Board to provide guidance on situations not expressly set out in statute or regulation. Although the pointers may be used by licensees as a guide, the Board will not use them as a basis for discipline or enforcement of any type.
- MTFS Video: In January 2015, the Board launched a new presentation on the Minimum Transcript Format Standards (MTFS). The 15-minute video presentation walks viewers though the history of the law, a sample format, consequences of violation of the law, and where the law applies. The presentation has received more than 1,200 views on YouTube (https://youtu.be/xAZB0uEcqNE).

MAJOR NEW LEGISLATION OR REGULATIONS

- Scope of Practice Regulation: In 2014, the Board promulgated Scope of Practice regulations with the addition of section 2403. The creation of CCR 2403 was intended to ensure that the Board's licensing population is fully aware of their individual duties and responsibilities and, similarly, to ensure that unlicensed entities are fully aware when they are engaging in activities and/or rendering services which are considered shorthand reporting and thus require licensure. The board is currently pursing one technical correction to the Scope of Practice regulation.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
CERTIFIED SHORTHAND REPORTER	**97**	**96**	**6,864**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CERTIFIED SHORTHAND REPORTER	**N/A**	**6,960**	**N/A**

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

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
DICTATION	**132**	**264**	**396**
ENGLISH	**70**	**186**	**256**
PROFESSIONAL PRACTICE	**102**	**104**	**206**
TOTALS	**304**	**554**	**858**

Summary of Enforcement Activity

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

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

Inspections
N/A

Summary of Enforcement Activity

Investigations	
124	OPENED
104	CLOSED
41	PENDING

Number of Days to Complete Intake and Investigations	
83	UP TO 90 DAYS
18	91 TO 180 DAYS
3	181 DAYS TO 1 YEAR
5	1 TO 2 YEARS
2	2 TO 3 YEARS
0	OVER 3 YEARS
62	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

Total Amount of Fines	
$10,000	ASSESSED
$300	REDUCED
$9,850	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	
5	CASES OPENED/INITIATED
9	CASES CLOSED
5	CASES PENDING

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

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

Formal Actions Filed/Withdrawn/Dismissed	
2	STATEMENTS OF ISSUES FILED
8	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
3	REVOCATION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
5	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	
$9,667.50	ORDERED
$7,037.35	COLLECTED .

Consumer Restitution to Consumers/Refunds/Savings	
$0	RESTITUTION ORDERED
$131.25	AMOUNT REFUNDED
$0	REWORK AT NO CHARGE
$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$131.25	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

DENTAL BOARD OF CALIFORNIA

Dentistry

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

STAFF:

69.8 civil service
1 exempt

LICENSES AND PERMITS:

87,917 licenses
14,661 permits

BOARD MEMBERSHIP:

10 dental professionals
5 public representatives

STRATEGIC PLAN ADOPTED:

2012

www.dbc.ca.gov

MAJOR ACCOMPLISHMENTS

- Successfully completed the Dental Board's Sunset Review report and submitted it to the Legislature for review.
- Finalized the regulatory process for the portfolio examination model in California's dental schools in November 2014, making this the first licensure-by-portfolio exam program in the nation. Under portfolio licensure requirements, students build a portfolio of completed clinical experiences and clinical competency examinations in six subject areas over the normal course of their clinical training during dental school. The portfolio option gives students in California an alternative to being tested on a live patient over the course of one weekend, which is the method of assessing competency used in the Western Regional Examination Board (WREB) exam process, as well as other examinations throughout the country. The portfolio process offers multiple benefits to students and patients, including letting students extend treatment over multiple patient visits, which reduces the stress of a one-time testing event and more closely simulates real-world care; provides an opportunity for patients to receive follow-up treatment as needed; and provides a method by which students are ready for licensure upon graduation.
- Conducted a fee audit. As part of its effort to manage its financial resources wisely and in order to accomplish its mission to protect the public, the Dental Board engaged Capitol Accounting Partners to prepare a detailed cost analysis of its fees. The Board's objectives for the study were to ensure that the Board fully accounts for all of its costs and recovers adequate revenue to be reimbursed for its expenses. The Board's only source of revenue are fees charged for each of the various licenses and permits. The Board has a mandate to be fully self-supporting so it is vital that the fees charged to dentists and dental assistants for permits and licenses fully recover the costs of the program.
- Provided educational presentation of the Board's licensing and enforcement roles to graduation students at five California universities and at the California Dental Association Annual Scientific Meeting. These presentations educate potential applicants and licensees on the Board's licensure process, including information on circumstances that could result in licensure delays and possible

denials. In addition, the presentation also included reviews of the Board's Enforcement Program and Dental Practice Act, and real-life examples of violations that the Board sees occurring in the complaints we receive, investigate, and prosecute.

- Updated and published the 2015 Dental Practice Act.

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 186, Maienschein (Chapter 640, Statutes of 2014), establishes a temporary licensure process for an applicant who holds a current, active, or unrestricted license in another jurisdiction and supplies evidence of being married to or in a domestic partnership or other legal union with an active-duty member of the Armed Forces who is assigned to a duty station in the State under active-duty military orders.
- AB 1174, Bocanegra (Chapter 662, Statutes of 2014), authorizes a dental auxiliary to expose radiographs. Prohibits a dentist from supervising a specified number of dental auxiliaries. Authorizes specified registered dental assistants, a registered dental hygienist, and a registered dental hygienist in alternative practice to determine which radiographs to perform and place protective restorations. Relates to course fees. Provides that face-to-face contact between a health care provider and a patient is not required under Medi-Cal for teledentistry.
- AB 1702, Maienschein (Chapter 410, Statutes of 2014), would provide that an individual who has satisfied any of the requirements needed to obtain a license while incarcerated, who applies for that license upon release from incarceration, and who is otherwise eligible for the license shall not be subject to a delay in processing the application or a denial of the license solely on the basis that some or all of the licensure requirements were completed while the individual was incarcerated. Existing law provides for the licensure and regulation of various professions and vocations by boards within the Department of Consumer Affairs (DCA), among other entities. Existing law establishes various eligibility criteria needed to qualify for a license and authorizes a board to deny a license on the grounds that the applicant has been convicted of a crime substantially related to the qualifications, functions, or duties of the business or profession for which application is made.
- AB 2396, Bonta (Chapter 737, Statutes of 2014), would prohibit professional licensing boards from denying a license solely on the basis of a conviction that has been withdrawn, set aside, or dismissed, as specified.
- SB 1159, Lara (Chapter 752, Statutes of 2014), authorizes a licensing board under DCA, the State Bar of California, and the Bureau of Real Estate to accept an application containing an individual's taxpayer identification number for an initial or renewal license in lieu of a Social Security number.
- SB 1416, Block (Chapter 73, Statutes of 2014), sets the fee for an initial license and for the renewal of the license at $525. Existing law, the Dental Practice Act, provides for the licensure and regulation of the practice of dentistry by the Dental Board of California. The Act, among other things, requires the Board to examine all applicants for a license to practice dentistry and to collect and apply all fees, as specified. The Act requires the charges and fees for licensed dentists to be established by the Board as is necessary for the purpose of carrying out the responsibilities required by these provisions, subject to specified limitations. Existing law prohibits the fee for an initial license and for the renewal of the license from exceeding $450.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ADDITIONAL OFFICE PERMIT	**469**	**472**	**1,120**
CONSCIOUS SEDATION PERMIT	**32**	**22**	**254**
DENTIST (DDS) LICENSE	**1,077**	**1,088**	**17,673**
ELECTIVE FACIAL COSMETIC SURGERY	**3**	**1**	**11**
FICTITIOUS NAME PERMIT	**748**	**881**	**3,277**
GENERAL ANESTHESIA (GA) PERMIT	**60**	**43**	**393**
MOBILE DENTAL CLINIC	**20**	**23**	**5**
MEDICAL GENERAL ANESTHESIA PERMIT	**INCLUDED IN GA**	**15**	**34**
ORAL CONSCIOUS SEDATION CERTIFICATE	**133**	**127**	**1,144**
ORAL AND MAXILLOFACIAL SURGERY PERMIT	**5**	**3**	**36**
REGISTERED PROVIDER	**104**	**83**	**428**
SPECIAL PERMIT	**6**	**5**	**36**
REGISTERED DENTAL ASSISTANT (RDA)	**4,248**	**1,494**	**17,439**
RDA IN EXTENDED FUNCTIONS (RDAEF)	**85**	**39**	**735**
ORTHODONTIC ASSISTANT (OA)	**280**	**192**	**103**
DENTAL SEDATION ASSISTANT (DSA)	**6**	**3**	**17**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ADDITIONAL OFFICE PERMIT	**2,445**	**N/A**	**N/A**
CONSCIOUS SEDATION PERMIT	**503**	**N/A**	**N/A**
DENTIST LICENSE	**N/A**	**42,284**	**N/A**
ELECTIVE FACIAL COSMETIC SURGERY	**28**	**N/A**	**N/A**
FICTITIOUS NAME PERMIT	**6,424**	**N/A**	**N/A**
GENERAL ANESTHESIA PERMIT	**837**	**N/A**	**N/A**
MOBILE DENTAL CLINIC	**43**	**N/A**	**N/A**
MEDICAL GENERAL ANESTHESIA PERMIT	**87**	**N/A**	**N/A**
ORAL CONSCIOUS SEDATION CERTIFICATE	**2,424**	**N/A**	**N/A**
ORAL AND MAXILLOFACIAL SURGERY PERMIT	**87**	**N/A**	**N/A**
REGISTERED PROVIDER	**1,364**	**N/A**	**N/A**
SPECIAL PERMIT	**42**	**N/A**	**N/A**
REGISTERED DENTAL ASSISTANT (RDA)	**N/A**	**44,079**	**N/A**
RDA IN EXTENDED FUNCTIONS (RDAEF)	**N/A**	**1,554**	**N/A**
ORTHODONTIC ASSISTANT (OA)	**348**	**N/A**	**N/A**
DENTAL SEDATION ASSISTANT (DSA)	**29**	**N/A**	**N/A**

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Licensing Activity

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

Exams			
TYPE	PASS	FAIL	TOTAL
DDS	**959**	**14**	**973**
RDA AND RDAEF	**1,617**	**2,471**	**4,088**
TOTALS	**2,576**	**2,485**	**5,061**

Summary of Enforcement Activity

Consumer Complaints—Intake	
3,564	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
3,506	REFERRED FOR INVESTIGATION
78	PENDING

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

Inspections	
156	INSPECTIONS CONDUCTED
9	INSPECTION CITATIONS ISSUED

Investigations	
4,122	OPENED
3,912	CLOSED
2,077	PENDING

Number of Days to Complete Intake and Investigations	
1,688	UP TO 90 DAYS
1,053	91 TO 180 DAYS
682	181 DAYS TO 1 YEAR
335	1 TO 2 YEARS
131	2 TO 3 YEARS
23	OVER 3 YEARS
165	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Total Amount of Fines	
$127,650	ASSESSED
$2	REDUCED
$55,075	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
136	CASES OPENED/INITIATED
84	CASES CLOSED
189	CASES PENDING

Number of Days to Complete AG Cases	
12	1 YEAR
12	1 TO 2 YEARS
18	2 TO 3 YEARS
42	3 TO 4 YEARS
0	OVER 4 YEARS
1,064	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Petition for Modification or Termination of Probation	
12	GRANTED
1	DENIED
13	TOTAL

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

Cost Recovery to DCA	
$431,423.68	ORDERED
$287,969.74	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$20,536	RESTITUTION ORDERED .
$13,651	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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

DENTAL HYGIENE COMMITTEE OF CALIFORNIA

Dental Hygiene

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

STAFF:

8 civil service
1 exempt

LICENSES AND PERMITS:

25,715

ADVISORY COMMITTEE MEMBERSHIP:

5 dental professionals
4 public representatives

STRATEGIC PLAN ADOPTED:

2010; extended to a five-year plan in 2013

www.dhcc.ca.gov

MAJOR ACCOMPLISHMENTS

- Increased its enforcement action and citation issuance in the interest of consumer protection. There was a 60 percent increase in the number of probationers on file with the Committee compared to the prior year.
- As a result of the passing of Assembly Bill 1174 (Bocanegra, Chapter 662, Statutes of 2014), Business and Professions Code section 1910.5 was added to allow the DHCC to approve programs to teach new registered dental hygiene duties in advance of regulations including the placement of interim therapeutic restorations.
- Continued its efforts to enhance communication with dental hygiene educational programs and provided examination, licensing, and enforcement information to them and their students this past year.

MAJOR NEW LEGISLATION OR REGULATIONS

- Submitted multiple regulatory packages in 2014–15 on the topics of remedial education, dental hygiene educational program requirements, the approval of new dental hygiene education programs (feasibility study), and dental hygiene terminology definitions that are being revised, are currently under review, and/or awaiting approval by the Department of Consumer Affairs, the Business, Consumer Services and Housing Agency, or the Office of Administrative Law.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
RDH	**809**	**85**	**7,830**
RDHAP	**42**	**39**	**190**
RDHEF	**0**	**0**	**15**
FNP	**29**	**29**	**35**

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

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
RDH	**N/A**	**25,715**	**N/A**
RDHAP	**N/A**	**525**	**N/A**
RDHEF	**N/A**	**35**	**N/A**
FNP	**144**	**N/A**	**N/A**

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

Exams		
PASS	FAIL	TOTAL
191	**24**	**215**

Summary of Enforcement Activity

Consumer Complaints—Intake	
77	RECEIVED
32	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
46	REFERRED FOR INVESTIGATION
20	PENDING

Summary of Enforcement Activity

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

Inspections
0

Investigations	
140	OPENED
128	CLOSED
48	PENDING

Number of Days to Complete Intake and Investigations	
99	UP TO 90 DAYS
7	91 TO 180 DAYS
13	181 DAYS TO 1 YEAR
6	1 TO 2 YEARS
3	2 TO 3 YEARS
0	OVER 3 YEARS
71	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

Total Amount of Fines	
$21,400	ASSESSED
$0	REDUCED
$17,550	COLLECTED

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

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

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

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

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

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
1	REVOCATION
2	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
8	PROBATION ONLY
0	PUBLIC REPRIMAND
3	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	
$19,167	ORDERED
$10,335	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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

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

BEARHFTI

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

STAFF:

42.4 civil service
1 exempt

LICENSES AND REGISTRATIONS:

40,518

BUREAU ADVISORY COUNCILS:

10 industry representatives
1 public representative

STRATEGIC PLAN ADOPTED:

2013

www.bearhfti.ca.gov

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

MAJOR ACCOMPLISHMENTS

- Worked closely with the Department of Toxic Substances Control (DTSC) to implement Senate Bill 1019 (Leno, Chapter 862, Statues of 2014). The chaptered bill requires furniture manufacturers to properly disclose whether their products contain added flame retardant chemicals. DTSC and the Bureau have collaborated on a Memorandum of Understanding to have DTSC test samples for added flame retardant. In addition, the Bureau's Enforcement and Field Operations units have begun investigating applicable furniture for compliance with the law.
- With the passage of Senate Bill 1243 (Lieu, Chapter 395, Statutes of 2014), re-established the use of the Telephone Disconnect Order authority to address unlicensed or noncompliant activity in the electronic and appliance repair and home furnishings industries. Since January 1, 2015, the Bureau has coordinated with the California Public Utilities Commission to successfully disconnect business phones associated with illegal businesses under our jurisdiction. This enforcement tool has proven to be very effective in achieving compliance, with 32 lines being disconnected since the beginning of the year when it was reinstated, resulting in almost 100 percent compliance.
- In response to Assembly Bill 2740 (Bonilla, Chapter 428, Statues of 2014) and its legislative requirements, contracted with CPS HR to conduct a market assessment related to the Bureau regulation of its industries. The assessment included analysis of industry trends, Bureau effectiveness, issues with current statutes and regulations, as well as recommendations regarding resources, licensing frequency, and license type consolidation. Based on the findings and recommendations, the Bureau is exploring several operational changes, increasing outreach efforts, and necessary statue and regulation amendments. The report is available at **www/bearhfti.ca.gov/about_us/ab_2740_report.pdf**.
- Continued aggressive stance in opening channels within the industry to educate with proactive enforcement efforts. The Bureau has posted upholstered furniture label examples on its website that adhere to the actual required font and label size requirements, and

CONTINUED

recently published FAQs on Technical Bulletin 117-2013, SB-1019, and labeling. In addition, the Bureau has participated in community forums and consumer fairs to address concerns.

MAJOR NEW LEGISLATION OR REGULATIONS

- AB 2740 (Bonilla, Chapter 428, Statutes of 2014), the Bureau's sunset bill, required the Bureau to report to the Legislature on fiscal deficits, pro-rata costs, frequency of license renewals, and license consolidation, product failure rates, labeling, and other furniture standards, and the scheduled implementation of BreEZe, the Department of Consumer Affairs' new licensing database system.
- SB 1019 (Leno, Chapter 862, Statutes of 2014), requires upholstered furniture manufacturers to disclose whether their products contain added flame retardant chemicals, and to be able to provide documentation that substantiates claims that products do not contain added flame retardant chemicals.
- SB 1243 (Lieu, Chapter 395, Statutes of 2014), amends Section 149 of the Business and Professions Code to allow entities within DCA to disconnect the phone of unlicensed companies advertising regulated services. The previous version of the law limited the advertisement to printed directories, which did not reflect current industry advertising practices.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
BEDDING RETAILER	**120**	**1,493**	**769**
CUSTOM UPHOLSTERER	**29**	**27**	**227**
FURNITURE AND BEDDING MANUFACTURER	**147**	**136**	**613**
FURNITURE AND BEDDING RETAILER	**605**	**692**	**4,824**
FURNITURE AND BEDDING WHOLESALER	**19**	**14**	**59**
FURNITURE RETAILER	**128**	**106**	**1,404**
IMPORTER	**798**	**787**	**1,468**
SANITIZER	**5**	**2**	**4**
SUPPLY DEALER	**6**	**6**	**68**
THERMAL INSULATION	**7**	**6**	**114**
APPLIANCE SERVICE DEALER	**316**	**305**	**2,163**
COMBINATION SERVICE DEALER	**13**	**10**	**472**
ELECTRONIC SERVICE DEALER	**826**	**820**	**4,114**
SERVICE CONTRACT ADMINISTRATOR	**0**	**1**	**41**
SERVICE CONTRACT SELLER	**2,047**	**2,047**	**7,326**

Licensing by Population Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BEDDING RETAILER	**N/A**	**1,708**	**N/A**
CUSTOM UPHOLSTERER	**N/A**	**493**	**N/A**
FURNITURE AND BEDDING MANUFACTURER	**N/A**	**1,441**	**N/A**
FURNITURE AND BEDDING RETAILER	**N/A**	**11,738**	**N/A**
FURNITURE AND BEDDING WHOLESALER	**N/A**	**150**	**N/A**
FURNITURE RETAILER	**N/A**	**2,245**	**N/A**
IMPORTER	**N/A**	**4,274**	**N/A**
SANITIZER	**N/A**	**17**	**N/A**
SUPPLY DEALER	**N/A**	**132**	**N/A**
THERMAL INSULATION	**N/A**	**120**	**N/A**
APPLIANCE SERVICE DEALER	**N/A**	**2,466**	**N/A**
COMBINATION SERVICE DEALER	**N/A**	**483**	**N/A**
ELECTRONIC SERVICE DEALER	**N/A**	**5,464**	**N/A**
SERVICE CONTRACT ADMINISTRATOR	**N/A**	**43**	**N/A**
SERVICE CONTRACT SELLER	**N/A**	**10,221**	**N/A**

Renewal and Continuing Education (CE)

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

Summary of Enforcement Activity

Exams

N/A

Consumer Complaints—Intake

2,723	RECEIVED
1,028	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,657	REFERRED FOR INVESTIGATION
51	PENDING

Conviction/Arrest Notification Complaints

0	RECEIVED
0	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections

4,558	INSPECTIONS CONDUCTED
1,493	INSPECTIONS CITATIONS ISSUED

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

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

Investigations	
1,660	OPENED
1,667	CLOSED
344	PENDING

Number of Days to Complete Intake and Investigations	
1,476	UP TO 90 DAYS
110	91 TO 180 DAYS
66	181 DAYS TO 1 YEAR
11	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
53	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
1,493	ISSUED
231	ISSUED WITH A FINE
66	WITHDRAWN
1	DISMISSED
5	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$78,500	ASSESSED
$750	REDUCED
$19,110	COLLECTED

Criminal/Civil Actions
N/A

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

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

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

Administrative Outcomes/Final Orders	
3	LICENSE APPLICATIONS DENIED
1	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
$189,070	AMOUNT REFUNDED
$23,804	REWORK AT NO CHARGE
$77,979	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$290,854	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

STATE BOARD OF GUIDE DOGS FOR THE BLIND

Guide Dogs

STAFF:

0.5 civil service
1 exempt

LICENSES AND APPROVALS:

105 licenses
6 approvals

BOARD MEMBERSHIP:

4 guide dog users
3 public representatives

STRATEGIC PLAN ADOPTED:

2009

www.guidedogboard.ca.gov

STATE BOARD OF GUIDE DOGS FOR THE BLIND

MAJOR ACCOMPLISHMENTS

- Balanced a previously structurally imbalanced fund to ensure program solvency for the foreseeable future.
- Began a letter writing and education campaign to out-of-state schools sending unlicensed instructors into California to provide follow-up or after-care services to guide dog users.

MAJOR NEW LEGISLATION OR REGULATIONS

- A regulatory package amending section 2285 of the Business and Professions Code was approved by the Office of Administrative Law and made effective. These amendments specify and clarify specific ethical standards of practice for guide dog instructors and guide dog schools in order to further protect guide dog users.
- Approved language that specifies and clarifies the Board's examination process. This language is to be noticed and implemented in 2015–16.
- Cleanup language was approved and submitted to the Senate Standing Committee on Business Professions and Economic Development for omnibus bill inclusion. Cleanup regulation language was drafted and approved by the Board to be noticed and implemented in 2015–16.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
GUIDE DOG INSTRUCTOR	6	1	96
GUIDE DOG SCHOOL	0	0	3
FUNDRAISING LICENSE	0	0	0
INACTIVE INSTRUCTOR	4	4	0

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
GUIDE DOG INSTRUCTOR	0	102	102
GUIDE DOG SCHOOL	0	3	3
FUNDRAISING LICENSE	0	0	0
INACTIVE INSTRUCTOR	0	4	4

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

Exams		
PASS	FAIL	TOTAL
6	1	7

Summary of Enforcement Activity

Consumer Complaints—Intake	
2	RECEIVED
1	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

Number of Days to Complete Intake and Investigations	
2	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
15	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Total Amount of Fines	
$2,500	ASSESSED
$0	REDUCED
$2,500	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE

Landscape Architects

Licenses and regulates landscape architects.

STAFF:

5.5 civil service

LICENSES:

3,507

COMMITTEE MEMBERSHIP:

4 licensees

STRATEGIC PLAN ADOPTED:

2015

www.latc.ca.gov

MAJOR ACCOMPLISHMENTS

- Completed the Sunset Review report and submitted it to the Legislature in October 2014. The LATC's presentation at the March 18, 2015, hearing and subsequent written responses received positive feedback from the Senate and Assembly policy committees, which met jointly to conduct the hearing. The next Sunset Review date is projected for January 1, 2020.
- Reduced the fee for the biennial renewal of a license from $400 to $220, from July 1, 2015, through June 30, 2017. The fee reduction will spread approximately $630,000 in cost savings among nearly 3,500 licensees over the two-year duration. Additionally, the renewal fee reduction will help ensure the LATC's fund balance remains below the reserve limit allowable by law.
- LATC historically conducts an Occupational Analysis every five to seven years to minimize overlap in content of the California Supplemental Examination (CSE). The Department of Consumer Affairs' Office of Professional Examination Services completed its Landscape Architect Registration Examination Linkage Study, concluding that the 2014 CSE Test Plan is acceptable and requires no changes. Reclassification of the current CSE item bank in accordance with the 2014 CSE Test Plan was completed December 9, 2014. In February 2015, LATC approved the results of the report conducted by OPES.

MAJOR NEW LEGISLATION OR REGULATIONS

- Adopted a regulatory proposal to amend California Code of Regulations (CCR) section 2610 to change the 70-day application filing requirement to 45 days to allow candidates more time to register for the LARE.
- Adopted a regulatory proposal to amend CCR section 2649 to reduce renewal fees from $400 to $220 for Fiscal Year 2015–16.
- Assembly Bill 186, Maienschein (Chapter 640, Statutes of 2014), authorizes boards to issue a provisional license to a spouse, domestic partner or other legal companion of an active-duty member of the Armed Forces, and became effective January 1, 2015.

LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
APPLICATION FOR ELIGIBILITY	**179**	**N/A**	**N/A**
APPLICATION FOR INITIAL LICENSE	**67**	**67**	**1,681**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
LANDSCAPE ARCHITECT LICENSE	**N/A**	**3,507**	**N/A**

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

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
LANDSCAPE ARCHITECT REGISTRATION EXAMINATION (LARE)	**374**	**221**	**595**
CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE)	**72**	**39**	**111**
TOTALS	**446**	**260**	**706**

Summary of Enforcement Activity

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

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

Inspections
N/A

Investigations	
17	OPENED
26	CLOSED
19	PENDING

Number of Days to Complete Intake and Investigations	
10	UP TO 90 DAYS
2	91 TO 180 DAYS
6	181 DAYS TO 1 YEAR
4	1 TO 2 YEARS
3	2 TO 3 YEARS
1	OVER 3 YEARS
328	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

Total Amount of Fines	
$4,000	ASSESSED
$250	REDUCED
$3,750	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	
1	CASES OPENED/INITIATED
1	CASES CLOSED
1	CASES PENDING

PLEASE REFER TO PAGE 9 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	
0	1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
1	3 TO 4 YEARS
0	OVER 4 YEARS
0	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

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

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

Cost Recovery to DCA	
$3,604	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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

MEDICAL BOARD OF CALIFORNIA

Medical Board

STAFF:

160.1 civil service
1 exempt

LICENSES AND PERMITS:

156,165

BOARD MEMBERSHIP:

8 licensed physicians
7 public representatives

STRATEGIC PLAN ADOPTED:

2014

www.mbc.ca.gov

MAJOR ACCOMPLISHMENTS

- Continued focus on promoting appropriate opioid prescribing to both physicians and consumers. In November 2014, the Board's Prescribing Task Force completed new *Guidelines for Prescribing Controlled Substances for Pain*. These guidelines are designed to assist physicians when prescribing controlled substances to patients for pain, and to promote appropriate prescribing. In May 2015, the Board won State Information Officers Council (SIOC) awards for both of its public service announcements (PSAs), which also address the issue of prescription drug abuse and misuse. The PSA directed to physicians featuring Board member Michael Bishop, M.D., won the SIOC Silver Award. The PSA featuring Olympic gold medalist Natalie Coughlin, directed to consumers, won the SIOC Gold Award.
- Launched a Twitter account in January 2015 to educate consumers and physicians by providing information on the Board's roles, laws, and regulations, as well as providing information on Board events and meetings. Twitter provides outreach on the Board's consumer protection mission to the public and encourages public engagement in the activities of the Board.
- Participated in numerous outreach events throughout California. Many were in conjunction with consumer events sponsored by legislators, which took place in various districts. Board staff spoke to consumers regarding the Board's mission of consumer protection. In addition, the Board provided presentations to physician groups on the Board's laws, regulations, and new *Guidelines for Prescribing Controlled Substances for Pain*.
- Participated in the Board's first annual Legislative Day on February 26, 2015. Board members went with staff in teams of two and visited legislative offices to provide information on the Board and its roles and duties. The Board members met with legislators including Senator Hernandez, Senator Hill, Senator Bates, Assemblywoman Bonilla, Senator Wieckowski, Senator Jackson, Assemblyman Bloom, and legislative staff.

CONTINUED

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 1838, Bonilla (Chapter 143, Statutes of 2014), a Board-sponsored bill, allows graduates of accelerated and competency-based medical school programs to be eligible for licensure in California if the program is accredited by the Liaison Committee on Medical Education, the Committee on Accreditation of Canadian Medical Schools, or the Commission on Osteopathic College Accreditation. This bill assists the Board in its mission of access to quality care for California patients.
- AB 1886, Eggman (Chapter 285, Statutes of 2014), addresses public disciplinary information. In the past, most public disciplinary information for physicians could only be posted on the Board's website for 10 years. This Board-sponsored bill allows the Board to post the most serious disciplinary information on the Board's website for as long as it remains public. This bill assists the Board in being more transparent to consumers, which furthers the Board's mission of consumer protection.
- Adopted regulations required by Senate Bill 1441 (Ridley-Thomas, Chapter 548, Statutes of 2008), Uniform Standards for Substance-Abusing Licensees. These regulations are designed to protect the public by establishing a framework for monitoring physicians and other healing arts professionals impaired by drug or alcohol abuse. These uniform standards address evaluation, monitoring, rehabilitation, and discipline of substance-abusing licensees. These standards were developed to ensure consistency in the language for probationary conditions related to all healing arts professionals.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
FICTITIOUS NAME PERMIT	1,370	1,202	6,434
LICENSED MIDWIFE	44	42	152
DISPENSING OPTICIAN	74	63	524
CONTACT LENS DISPENSER	74	81	457
SPECTACLE LENS DISPENSER	254	245	996
OUT-OF-STATE OPTICIAN	1	0	5
RESEARCH PSYCHOANALYST	5	7	12
SPECIAL FACULTY PERMIT	2	3	13
PHYSICIAN AND SURGEON	6,850	5,882	66,311
POLYSOMNOGRAPHIC TRAINEEE	31	25	7
POLYSOMNOGRAPHIC TECHNICIAN	18	19	28
POLYSOMNOGRAPHIC TECHNOLOGIST	48	46	383

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
FICTITIOUS NAME PERMIT	12,242	N/A	N/A
LICENSED MIDWIFE	N/A	361	N/A
DISPENSING OPTICIAN	N/A	991	N/A
CONTACT LENS DISPENSER	N/A	933	N/A
SPECTACLE LENS DISPENSER	N/A	2,143	N/A
OUT-OF-STATE OPTICIAN	N/A	7	N/A
RESEARCH PSYCHOANALYST	N/A	90	N/A
SPECIAL FACULTY PERMIT	N/A	22	N/A
PHYSICIAN AND SURGEON	N/A	138,741	N/A
POLYSOMNOGRAPHIC TRAINEEE	N/A	45	N/A
POLYSOMNOGRAPHIC TECHNICIAN	N/A	78	N/A
POLYSOMNOGRAPHIC TECHNOLOGIST	N/A	512	N/A

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

Exams
N/A

Summary of Enforcement Activity
LICENSED MIDWIFE

Consumer Complaints—Intake	
152	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
153	REFERRED FOR INVESTIGATION
3	PENDING

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

Inspections
N/A

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity
LICENSED MIDWIFE

Investigations	
153	OPENED
123	CLOSED
29	PENDING

Number of Days to Complete Intake and Investigations*	
82	UP TO 90 DAYS
34	91 TO 180 DAYS
5	181 DAYS TO 1 YEAR
2	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
102	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
N/A	ASSESSED
N/A	REDUCED .
N/A	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
1	CASES OPENED/INITIATED
1	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
1	3 TO 4 YEARS
0	OVER 4 YEARS
1,131	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Cost Recovery to DCA	
$5,500	ORDERED
$6,000	COLLECTED

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity LICENSED MIDWIFE

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	
30	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
29	REFERRED FOR INVESTIGATION
1	PENDING

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

Inspections
N/A

Investigations	
49	OPENED
71	CLOSED
33	PENDING

Number of Days to Complete Intake and Investigations	
20	UP TO 90 DAYS
20	91 TO 180 DAYS
20	181 DAYS TO 1 YEAR
11	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
198	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Summary of Enforcement Activity DISPENSING OPTICIANS

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

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

Criminal/Civil Actions	
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
5	CASES CLOSED
5	CASES PENDING

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

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

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity
DISPENSING OPTICIANS

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

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

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

Cost Recovery to DCA	
$491	ORDERED
$1,633	COLLECTED

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

Summary of Enforcement Activity
RESEARCH PSYCHOANALYST

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

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

Inspections
N/A

Investigations	
1	OPENED
2	CLOSED
1	PENDING

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

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

Total Amount of Fines	
N/A	ASSESSED
N/A	REDUCED
N/A	COLLECTED

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity
RESEARCH PSYCHOANALYST

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

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

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

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

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
0	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
PHYSICIANS AND SURGEONS

Consumer Complaints—Intake	
7,946	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
7,867	REFERRED FOR INVESTIGATION
217	PENDING

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

Inspections
N/A

Investigations	
8,291	OPENED
7,731	CLOSED
4,343	PENDING

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity PHYSICIANS AND SURGEONS

Number of Days to Complete Intake and Investigations*	
2,664	UP TO 90 DAYS
1,982	91 TO 180 DAYS
2,026	181 DAYS TO 1 YEAR
977	1 TO 2 YEARS
80	2 TO 3 YEARS
2	OVER 3 YEARS
179	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$10,000	ASSESSED
$2,500	REDUCED
$17,250	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
471	CASES OPENED/INITIATED
281	CASES CLOSED**
428	CASES PENDING

Number of Days to Complete AG Cases*	
38	1 YEAR
66	1 TO 2 YEARS
83	2 TO 3 YEARS
62	3 TO 4 YEARS
34	OVER 4 YEARS
904	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
2	LICENSE APPLICATIONS DENIED
40	REVOCATION
80	SURRENDER OF LICENSE
13	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
110	PROBATION ONLY
86	PUBLIC REPRIMAND
3	OTHER DECISIONS
10	PROBATIONARY LICENSES ISSUED

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

* In addition to these closed disciplinary actions, the Board closed 85 cases — see Administrative Outcomes/Final Orders and Subsequent Disciplinary–Administrative Outcomes/Final Orders charts.

** 14 interim suspension orders; 0 temporary restraining orders; 4 automatic suspension orders; 14 Penal Code section 23; 11 out-of-state suspension orders; 0 stipulated agreement to suspend or restrict the practice of medicine; 9 suspension/cease practice orders.

Summary of Enforcement Activity PHYSICIANS AND SURGEONS

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

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity
PHYSICIANS AND SURGEONS

Petition for Modification or Termination of Probation	
28	GRANTED
9	DENIED
37	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification	
11	GRANTED
8	DENIED
19	TOTAL

Cost Recovery to DCA	
$106,757	ORDERED
$159,353	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
POLYSOMNOGRAPHIC PROGRAM

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

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

Inspections
N/A

Investigations	
14	OPENED
12	CLOSED
5	PENDING

Number of Days to Complete Intake and Investigations*	
5	UP TO 90 DAYS
1	91 TO 180 DAYS
6	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
172	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
N/A	ASSESSED
N/A	REDUCED
N/A	COLLECTED

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

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

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity
POLYSOMNOGRAPHIC PROGRAM

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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

NATUROPATHIC MEDICINE COMMITTEE

Naturopathic

STAFF:

1 civil service
1 exempt

LICENSES:

744

COMMITTEE MEMBERS:

4 naturopathic doctors
2 physician
2 public representatives

STRATEGIC PLAN ADOPTED:

2010

www.naturopathic.ca.gov

MAJOR ACCOMPLISHMENTS

- Participated in the development, funding, and review of the Department of Justice's new CURES (Controlled Substance Utilization Review and Evaluation System) 2.0. This upgraded prescription drug monitoring program features a variety of performance improvements and added functionality, and will assist the Committee in monitoring enforcement cases.
- Worked closely with the Department of Consumer Affairs' BreEZe team to implement fixes for current workarounds in the system. We have had favorable feedback from consumers and licensees who have used the new online system.
- Succeeded in getting a Budget Change Proposal (BCP) approved; requesting an Associate Governmental Program Analyst and allocation of funds for the new position. This approval came after several years of denied staffing BCP requests. The new analyst was hired and started effective July 1, 2014. This is the first time the program will have additional staffing besides the Executive Officer since the program was established as a Committee in October 2009.
- Adopted Disciplinary Guidelines, Senate Bill 1441 (Substance Abusing Licensees), and SB 1111 (Consumer Protection Enforcement Initiative), and is awaiting the regulatory hearing process.
- Started the planning and development phase for the Committee's new Strategic Plan.

MAJOR NEW LEGISLATION OR REGULATIONS

- SB 538, a scope expansion bill, is in front of the Legislature. At this time, the bill is before the Assembly Appropriations Committee and if passed, would allow licensed, naturopathic doctors to independently prescribe all legend and Schedule V drugs.
- Continues to work on further clarifying current statutes through regulations and has changes pending at this time.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
NATUROPATHIC DOCTOR	**84**	**81**	**266**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
NATUROPATHIC DOCTOR	**N/A**	**501**	**81**

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

Exams
NOT APPLICABLE TO THIS PROGRAM

Summary of Enforcement Activity

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

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

Inspections
N/A

Investigations	
*	OPENED
*	CLOSED
*	PENDING

Summary of Enforcement Activity

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

Citations and Fines	
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	
2	REFERRALS FOR CRIMINAL/CIVIL ACTION
1	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

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

* Information unavailable

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

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

Summary of Enforcement Activity

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

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

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA BOARD OF OCCUPATIONAL THERAPY

Occupational Therapy

Licenses and regulates occupational therapists and occupational therapy assistants.

STAFF:

7.7 civil service
1 exempt

LICENSES:

16,712

BOARD MEMBERSHIP:

4 licensees
3 public representatives

STRATEGIC PLAN ADOPTED:

2011

www.bot.ca.gov

MAJOR ACCOMPLISHMENTS

- Experienced an increase of 12 percent in the number of occupational therapist (OT) and occupational therapy assistant (OTA) licenses, from 1,144 to 1,283.
- Increased conviction/arrest reports from 116 to 146, an increase of 25 percent. The number of citations issued by the Board increased from 145 to 261, an increase of 80 percent; unfortunately, the average number of days to issue a citation increased during the same time.
- Increased the number of continuing competence (continuing education) audits to 15 percent of the renewing population, auditing nearly 600 licensees, up from 449 the previous year.
- Completed an "environmental scan" to help the Board determine its future direction. Part of this process also included sending stakeholder surveys to all California OT/OTA education programs and all state regulators (nationwide) regarding the consideration by the Accreditation Council for Occupational Therapy Education to raise the entry-level degree requirement to the doctoral level for OTs and the baccalaureate level for OTAs.

MAJOR NEW LEGISLATION OR REGULATIONS

- Amended existing regulations to implement several technical, nonsubstantive changes (California Code of Regulations 16, Division 39, sections 4110, 4112, 4120, 4121, 4123, and 4127).
- Enhanced the enforcement/disciplinary process by (1) delegating the authority to the Executive Officer to accept a settlement agreement for revocation or surrender of a license and grant a motion to vacate a default decision, (2) establishing effective dates for Default Decisions and Stipulated Settlements, and (3) incorporating the updated Uniform Standards Regarding Substance-Abusing Healing Arts Licensees by reference.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
OCCUPATIONAL THERAPIST	**973**	**961**	**5,558**
OCCUPATIONAL THERAPY ASSISTANT	**341**	**322**	**1,114**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
OCCUPATIONAL THERAPIST	**48**	**13,858**	**1,052**
OCCUPATIONAL THERAPY ASSISTANT	**21**	**2,854**	**372**

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

Exams
ADMINISTERED BY NATIONAL BOARD OF CERTIFICATION IN OCCUPATIONAL THERAPY

Summary of Enforcement Activity

Consumer Complaints—Intake	
594	RECEIVED
1	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
591	REFERRED FOR INVESTIGATION
2	PENDING

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

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

Summary of Enforcement Activity

Investigations	
737	OPENED
737	CLOSED
326	PENDING

Number of Days to Complete Intake and Investigations	
267	UP TO 90 DAYS
279	91 TO 180 DAYS
147	181 DAYS TO 1 YEAR
43	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
146	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
296	ISSUED
295	ISSUED WITH A FINE
22	WITHDRAWN
7	DISMISSED
176	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$43,126	ASSESSED
$675	REDUCED
$35,933	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	
12	CASES OPENED/INITIATED
7	CASES CLOSED
11	CASES PENDING

PLEASE REFER TO PAGE 9 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	
0	1 YEAR
6	1 TO 2 YEARS
0	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
585	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
4	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	
2	LICENSE APPLICATIONS DENIED
0	REVOCATION
1	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
3	PROBATION ONLY
1	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	
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 Reinstatement of Revoked License/ Registration/Certification	
0	GRANTED
2	DENIED
2	TOTAL

Cost Recovery to DCA	
$17,315	ORDERED
$12,276	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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA STATE BOARD OF OPTOMETRY

Optometry

STAFF:

10.5 civil service
2 exempt

LICENSES/PERMITS:

11,117

BOARD MEMBERSHIP:

6 licensees
5 public representatives

STRATEGIC PLAN ADOPTED:

2014

www.optometry.ca.gov

CALIFORNIA STATE BOARD OF OPTOMETRY

MAJOR ACCOMPLISHMENTS

- Actively participated in BreEZe activities such as Organizational Change Management (OCM), Data Validation (DV), and User Acceptance Testing (UAT). OCM allows the Board to identify gaps between current processes and the processes that will be used for BreEZe; DV ensures that data is transferred corrected into BreEZe; and UAT permits the Board to confirm the system will meet the agreed-upon requirements. In addition, Board staff met with schools to inform them about BreEZe features and benefits.
- Increased the Board's social media presence through Facebook, Twitter, and YouTube. These platforms allowed the Board to inform additional licensees, consumers, and other stakeholders about topics related to the practice of optometry.
- Updated the Board's Laws and Regulations handbook with new and amended statutes and regulations impacting the practice of optometry. The updated electronic version is posted on the Board's website and staff used social media to inform licensees and interested stakeholders about the updated law book.
- Completed implementation of Business and Professions Code sections 3151 and 3151.1 by creating retired and retired-volunteer applications and certifications, configuring the Board's Consumer Affairs System (CAS) and Applicant Tracking System (ATS) databases, creating necessary cashiering and accounting codes, and developing processing procedures.

MAJOR NEW LEGISLATION OR REGULATIONS

- Sponsored five bills: Assembly Bill 1253 adds enhanced consumer protection requirements to an existing statute by specifying when a retired optometrist can apply for a retired-volunteer service designation; AB 1359 updates the method for licensees to obtain a therapeutic pharmaceutical agent (TPA) certification; Senate Bill 349 allows mobile optometric facilities; SB 402 requires comprehensive eye examinations for school-age children; SB 496 creates pathway for foreign graduates to become licensed to practice optometry.
- SB 402: Requires comprehensive eye examinations for school-age children.
- SB 496: Creates a pathway for foreign graduates to become licensed to practice optometry.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
LICENSED OPTOMETRIST	**387**	**309**	**3,764**
BRANCH OFFICE LICENSE	**61**	**56**	**339**
FICTITIOUS NAME PERMIT	**182**	**177**	**1,299**
STATEMENT OF LICENSURE	**297**	**299**	**417**
THERAPEUTIC PHARMACEUTICAL AGENTS CERTIFICATION	**346**	**320**	**N/A**
LACRIMAL IRRIGATION AND DILATION CERTIFICATION	**339**	**309**	**N/A**
GLAUCOMA CERTIFICATION	**567**	**553**	**N/A**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
LICENSED OPTOMETRIST	**N/A**	**7,976**	**N/A**
BRANCH OFFICE LICENSE	**N/A**	**406**	**N/A**
FICTITIOUS NAME PERMIT	**1,472**	**N/A**	**N/A**
STATEMENT OF LICENSURE	**N/A**	**1,263**	**N/A**
DIAGNOSTIC PHARMACEUTICAL AGENTS CERTIFICATION	**7,934**	**N/A**	**N/A**
THERAPEUTIC PHARMACEUTICAL AGENTS CERTIFICATION	**7,381**	**N/A**	**N/A**
LACRIMAL IRRIGATION AND DILATION CERTIFICATION	**4,201**	**N/A**	**N/A**
GLAUCOMA CERTIFICATION	**3,600**	**N/A**	**N/A**

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

Exam
CALIFORNIA LAWS AND REGULATIONS

Summary of Enforcement Activity

Consumer Complaints—Intake	
376	RECEIVED
59	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
317	REFERRED FOR INVESTIGATION
0	PENDING

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

Inspections
N/A

Investigations	
343	OPENED
246	CLOSED
168	PENDING

PLEASE REFER TO PAGE 9 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	
141	UP TO 90 DAYS
68	91 TO 180 DAYS
26	181 DAYS TO 1 YEAR
8	1 TO 2 YEARS
1	2 TO 3 YEARS
1	OVER 3 YEARS
177	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$19,000	ASSESSED
$11,500	REDUCED
$18,348	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
4	CASES CLOSED
7	CASES PENDING

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

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

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

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

Subsequent Disciplinary—Administrative Outcomes/ Final Orders	
1	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 9 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	
4	GRANTED
3	DENIED
7	TOTAL

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

Cost Recovery to DCA	
$23,647	ORDERED
$37,016.70	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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA

Osteopathic

STAFF:

10.4 civil service
1 exempt

LICENSES:

9,632 (Lic. & Perm.)

BOARD MEMBERSHIP:

5 professional members
4 public representatives

STRATEGIC PLAN ADOPTED:

2012

www.ombc.ca.gov

MAJOR ACCOMPLISHMENTS

- Participated in the Medical Board of California's Prescribing Task Force charged with development of the *Guidelines for Prescribing Controlled Substances for Pain*, which was released in November 2014. This document assists physicians in ensuring that the people of California have access to appropriate, safe, and effective pain management and reduces the public health epidemic of prescription drug overdose.
- Drafted the proposed regulatory language for Senate Bill 1441, and amended the Board's disciplinary guidelines to meet the uniform standards. Also drafted proposed language to amend California Code of Regulations, Title 16, Division 16, Article 1, Section 1610, to clarify Business and Professions Code section 2456.1, *Expiration and Renewal of Certificates*.
- Worked with the Department of Justice and other Department of Consumer Affairs (DCA) healing arts boards on the State's new Controlled Substance Utilization Review and Evaluation System, referred to as "CURES 2.0," in the development and user acceptance testing phases. This system went live July 1, 2015, as a soft launch and phased rollout. CURES was created as a tool for both physicians and pharmacists to assist in safe prescribing practices and to deter prescribing to drug seekers.
- Began development of the Board's new strategic plan, due in January 2016.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 483 (Beau) would require specific healing parts programs within the DCA to prorate initial license fees on a monthly basis.
- SB 643 (McGuire, Chapter 719, Statutes of 2015) would enact the Medical Marijuana Public Safety and Environmental Protection Act; create the Office of Medical Marijuana Regulation within the Business, Consumer Affairs, and Housing Agency; authorize the Medical Board and the Board to prioritize cases in which licensees recommend medical marijuana without a medical purpose; and provide that it is a misdemeanor for a physician and surgeon who recommends medical marijuana to have a financial interest in a conditionally licensed medical marijuana facility.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
OSTEOPATHIC PHYSICIANS AND SURGEONS	**689**	**681**	**3,987**
FICTITIOUS NAME PERMIT	**105**	**100**	**603**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
OSTEOPATHIC PHYSICIANS AND SURGEONS	**N/A**	**8,747***	**N/A**
FICTITIOUS NAME PERMIT	**885****	**N/A**	**N/A**

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
OSTEOPATHIC PHYSICIANS AND SURGEONS	**EVERY 2 YEARS**	**150 HOURS EVERY 3 YEARS**
FICTITIOUS NAME PERMIT	**EVERY YEAR**	**0**

Exams
NATIONAL BOARD OF OSTEOPATHIC MEDICAL EXAMINERS (COMLEX)

* Includes 1,047 deliquent status licenses

** Includes 261 deliquent status fictitious name permits

Summary of Enforcement Activity

Consumer Complaints—Intake	
446	RECEIVED
32	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
447	REFERRED FOR INVESTIGATION
13	PENDING

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

Inspections
N/A

Investigations	
475	OPENED
399	CLOSED
284	PENDING

Number of Days to Complete Intake and Investigations	
193	UP TO 90 DAYS
78	91 TO 180 DAYS
51	181 DAYS TO 1 YEAR
57	1 TO 2 YEARS
12	2 TO 3 YEARS
8	OVER 3 YEARS
177	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

PLEASE REFER TO PAGE 9 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	
2	REFERRALS FOR CRIMINAL/CIVIL ACTION
1	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

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

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

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

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

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

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

Cost Recovery to DCA	
$83,695	ORDERED
$116,643	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings
$0

Cost recovery may be paid over the course of probationary period. Amount collected includes amounts ordered in prior years.

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA STATE BOARD OF PHARMACY

Pharmacy

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

STAFF:

99.8 civil service
1 exempt

LICENSES:

141,250

BOARD MEMBERSHIP:

7 pharmacists
6 public representatives

STRATEGIC PLAN ADOPTED:

2012

www.pharmacy.ca.gov

MAJOR ACCOMPLISHMENTS

- Adopted an emergency regulation authorizing a pharmacist to furnish naloxone hydrochloride in accordance with standardized protocols jointly approved by the Board and the Medical Board of California. Naloxone is a drug that reverses an overdose by blocking the central nervous system effects of several types of opiate medications, including morphine, oxycodone, methadone, or illegal substances such as heroin. The underlying statute, which was enacted by Assembly Bill 1535 (Bloom, Chapter 326, Statutes of 2014), and the resultant protocol enable a pharmacist to dispense naloxone to a patient or a recipient for administration to another person to block an opioid overdose.
- Established two new licensure classes (third-party logistics provider [3PL] and designated representative-3PL) that required, by federal legislation enacted in 2013, drug distributors that do not own but receive, store, select, and ship prescription drugs and prescription devices be regulated as a separate class from drug wholesalers. AB 2605 (Bonilla, Chapter 507, Statutes of 2014), which was sponsored by the Board, defines a 3PL as a drug distributor that provides or coordinates warehousing or other logistics services for a dangerous drug or dangerous device in intrastate or interstate commerce on behalf of a manufacturer, wholesaler, or dispenser of the drug or device but doesn't take ownership or have responsibility to direct the sale or disposition of the dangerous drug or dangerous device. Additionally, established a licensure program for resident and nonresident 3PLs that contains similar provisions to those for drug wholesalers.
- Joined an interagency work group with the California Department of Public Health to reduce opioid abuse, overdose, and death. The work group's purpose is to expand prevention strategies to decrease levels of opioid misuse, overdose, and death. The secondary goal is to explore opportunities to improve collaboration and expand joint efforts among State agencies working to address this epidemic. Additionally, the Board has helped educate pharmacists by holding one-day programs throughout the State with other agencies, such as the Drug Enforcement Administration (DEA) and the Department of Justice (DOJ). During the programs, attendees learn about the issue of opioid abuse and the role pharmacists have in preventing abuse and misuse.

CALIFORNIA STATE BOARD OF PHARMACY CONTINUED

- Conducted numerous public outreach forums throughout the State on prescription drug abuse, compounding in California, and a pharmacist's corresponding responsibility to ensure the legitimacy of a prescription. The Board also joined with the DEA in offering joint training sessions on Pharmacy Diversion Awareness and developed a brochure on counterfeit prescription drugs and a web page on drug abuse prevention. Additionally, the Board developed two (one radio and one television) public service announcements on prescription drug abuse in an effort to educate teens and adults on the dangers of prescription drugs.
- Worked closely with the California DOJ to design and develop the State's new Controlled Substance Utilization Review and Evaluation System—commonly referred to as "CURES 2.0"—which went live on July 1, 2015. This upgraded prescription drug monitoring program features a variety of performance improvements and added functionality. Additionally, the Board assisted DOJ in collecting and validating CURES registration applications at the Board's office and various events throughout California.
- As the Board's mandate is to protect consumers, the Board determined combining tobacco sales and a pharmacy within the same business is not in the best interests of public health. Therefore, the Board recommended that pharmacies and chain stores that include pharmacies eliminate the sale of tobacco, e-cigarettes, and tobacco products, as these products are known to cause cancer, heart disease, lung disease, and other health problems.

MAJOR NEW LEGISLATION OR REGULATIONS

- AB 2605, Bonilla (Chapter 507, Statutes of 2014), sponsored by the Board, defines a 3PL as a drug distributor that provides or coordinates warehousing or other logistics services for a dangerous drug or dangerous device in intrastate or interstate commerce on behalf of a manufacturer, wholesaler, or dispenser of the drug or device, but doesn't take ownership or have responsibility to direct the sale or disposition of the dangerous drug or dangerous device. Additionally, established a licensure program for resident and nonresident 3PLs that contains similar provisions to those for drug wholesalers.
- SB 600, Lieu (Chapter 492, Statutes of 2014), sponsored by the Board, repealed California's e-pedigree requirements as a result of Public Law 113-54, signed by President Obama.
- SB 960, Morrell (Chapter 247, Statutes of 2014), sponsored by the Board, authorizes the Executive Officer of the Board to issue a letter of admonishment to an applicant for licensure who has committed any violation of law that the Board deems does not merit the denial of a license or require probationary license status. The law authorizes a letter of admonishment that is issued to an applicant for licensure to be issued concurrently with a license.
- AB 1073, Ting (sponsored by the Board), will help limited-English proficient (LEP) patients in California access health care in their primary language by helping them understand prescription drug information in their primary language, a need that can literally be a matter of life and death. This bill would require pharmacists to provide LEP patients with translated directions for use on prescription drug labels, by ensuring that all LEP patients understand how to take their medication safely and without error.
- SB 590, Stone (Chapter 147, Statutes of 2015), sponsored by the Board, provides that an applicant for the pharmacist licensure examination who has graduated after January 1, 2016, from an Accreditation Council for Pharmacy Education-approved college of pharmacy or department of pharmacy of a university recognized by the Board, shall be deemed to have

CALIFORNIA STATE BOARD OF PHARMACY CONTINUED

satisfied the required 1,500 hours of pharmacy practice experience. This law eliminates the cumbersome process of obtaining documentation of intern hours from each pharmacy where the hours were performed over the course of a four-year period. The law becomes effective January 1, 2016.

- SB 619, Morrell (sponsored by the Board), creates California licensing requirements for a new category of prescription drug compounding entity called an outsourcing facility. The federal government created this new category of compounding facilities at the federal level via the Drug Quality and Security Act (DQSA). The DQSA allows for federal registration of outsourcing facilities under section 503B (in order to recognize specialized businesses that compound prescription medication in large quantities that are typically not pursuant to a patient-specific prescription and that generally sell this medication to practitioners, hospitals, and sometimes patients in multiple states).
- Amendments to California Code of Regulations Article 4.5, 7, and 7.5 adds and amends the compounding regulations in response to SB 294 and new federal guidelines. SB 294 (Emmerson, Chapter 565, Statutes of 2013) strengthened requirements to ensure patients receive safe, sterile compounded medications from pharmacies. These changes have been developed and vetted with industry professionals and the public during 16 public meetings throughout 2013, 2014, and 2015.
- California Code of Regulations 1707.5(a)(1) strengthens requirements for patient-centered prescription labels by implementing a requirement that the labels now require a minimum 12-point font be used in the patient-centered portion (that contains the patient name, name and strength of the drug, directions of use, and when purpose or condition for which the drug was prescribed [when available]). This regulation became effective April 1, 2015.
- The Board developed a number of components to implement SB 493 (Hernandez, Chapter 469, Statutes of 2013) during 12 public meetings held throughout 2014–2015. SB 493 created the advanced practice pharmacist classification that will allow pharmacists, with the proper training, to administer biological products, provide self-administered hormonal contraceptives, provide drug therapy and disease management education and training, provide travel medication, order tests, administer vaccinations, and administer epinephrine or diphenhydramine for a severe allergic reaction. These components included:

  — California Code of Regulations 1730 and 1730.1 – The Board approved the applications requirements and certification programs to develop the new license type for advanced practice pharmacist.

  — California Code of Regulations 1746.1 – The Board developed and approved the protocol a pharmacist is required to use to furnish self-administered hormonal contraception.

  — California Code of Regulations 1746.2 – The Board developed and approved the protocol a pharmacist is required to use to furnish nicotine replacement products.

  — California Code of Regulations 1746.3 – The Board developed and approved the permanent and emergency protocols a pharmacist is required to use to furnish naloxone hydrochloride per AB 1535.

  — California Code of Regulations 1746.4 – The Board approved the requirements a pharmacist is required to meet to initiate and administer vaccines.

  — California Code of Regulations 1746.5 – The Board approved the requirements a pharmacist is required to meet to furnish travel medications.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
CENTRALIZED HOSPITAL PACKAGING	**5**	**2**	**1**
CLINIC	**117**	**75**	**1,186**
DESIGNATED REPRESENTATIVE	**540**	**317**	**2,699**
HOSPITAL	**40***	**17***	**496***
HYPODERMIC NEEDLE AND SYRINGE	**32**	**18**	**260**
INTERN PHARMACIST	**2,329**	**2,389**	**N/A**
LICENSED CORRECTIONAL FACILITY	**0**	**0**	**52**
NONRESIDENT PHARMACY	**148**	**68**	**398**
NONRESIDENT STERILE COMPOUNDING	**22**	**15**	**79**
NONRESIDENT WHOLESALER	**112**	**39**	**666**
PHARMACIST (EXAM APPLICATIONS)	**3,122**	**N/A**	**N/A**
PHARMACIST (INITIAL LICENSING APPLICATIONS)	**2,093**	**2,021**	**19,103**
PHARMACY	**1,541**	**1,438**	**5,331**
PHARMACY TECHNICIAN	**7,151**	**8,028**	**30,718**
STERILE COMPOUNDING	**167**	**117**	**824**
THIRD-PARTY LOGISTIC PROVIDER	**11**	**0**	**0**
THIRD-PARTY LOGISTIC PROVIDER - NONRESIDENT	**51**	**2**	**0**
VETERINARY FOOD-ANIMAL DRUG RETAILER	**1**	**0**	**18**
WHOLESALER	**86**	**53**	**497**

* Hospital includes 38 drug rooms:
1 Application Received
2 Issued
22 Renewed

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CENTRALIZED HOSPITAL PACKAGING	**N/A**	**3**	**N/A**
CLINIC	**N/A**	**1,402**	**N/A**
DESIGNATED REPRESENTATIVE	**N/A**	**3,130**	**N/A**
HOSPITAL	**N/A**	**523***	**N/A**
HYPODERMIC NEEDLE AND SYRINGE	**N/A**	**279**	**N/A**
INTERN PHARMACIST	**N/A**	**6,354**	**N/A**
LICENSED CORRECTIONAL FACILITY	**N/A**	**53**	**N/A**
NONRESIDENT PHARMACY	**N/A**	**453**	**N/A**
NONRESIDENT STERILE COMPOUNDING	**N/A**	**91**	**N/A**
NONRESIDENT WHOLESALER	**N/A**	**824**	**N/A**
PHARMACY TECHNICIAN	**N/A**	**74,586**	**N/A**
PHARMACIST	**N/A**	**42,521**	**N/A**
PHARMACY	**N/A**	**6,449**	**N/A**
STERILE COMPOUNDING	**N/A**	**936**	**N/A**
THIRD-PARTY LOGISTIC PROVIDER	**N/A**	**0**	**N/A**
THIRD-PARTY LOGISTIC PROVIDER - NONRESIDENT	**N/A**	**2**	**N/A**
VERTERINARY FOOD-ANIMAL DRUG RETAILER	**N/A**	**24**	**N/A**
WHOLESALER	**N/A**	**639**	**N/A**

* Hospital includes 38 drug rooms.

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Licensing Activity

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PHARMACIST	**EVERY 2 YEARS**	**30**
INTERN PHARMACIST	**N/A**	**N/A**
PHARMACY TECHNICIAN	**EVERY 2 YEARS**	**N/A**
PHARMACY	**EVERY YEAR**	**N/A**
HOSPITAL	**EVERY YEAR**	**N/A**
STERILE COMPOUNDING	**EVERY YEAR**	**N/A**
CLINIC	**EVERY YEAR**	**N/A**
NONRESIDENT PHARMACY	**EVERY YEAR**	**NA**
LICENSED CORRECTIONAL FACILITY	**EVERY YEAR**	**N/A**
HYPODERMIC NEEDLE AND SYRINGE	**EVERY YEAR**	**N/A**
NONRESIDENT WHOLESALER	**EVERY YEAR**	**N/A**
WHOLESALER	**EVERY YEAR**	**N/A**
VETERINARY FOOD-ANIMAL DRUG RETAILER	**EVERY YEAR**	**N/A**
DESIGNATED REPRESENTATIVE	**EVERY YEAR**	**N/A**
NONRESIDENT STERILE COMPOUNDING	**EVERY YEAR**	**N/A**
CENTRALIZED HOSPITAL PACKAGING	**EVERY YEAR**	**N/A**
THIRD-PARTY LOGISTIC PROVIDER	**EVERY YEAR**	**N/A**
THIRD-PARTY LOGISTIC PROVIDER - NONRESIDENT	**EVERY YEAR**	**N/A**

Exams			
TYPE	PASS	FAIL	TOTAL
CALIFORNIA PRACTICE STANDARDS AND JURISPRUDENCE EXAMINATION FOR PHARMACISTS	**2,041**	**549**	**2,590**
NORTH AMERICAN PHARMACIST LICENSURE EXAMINATION	**1,526**	**165**	**1,691**

Summary of Enforcement Activity

Consumer Complaints—Intake	
2,029	RECEIVED
403	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,631	REFERRED FOR INVESTIGATION*
311	PENDING

Conviction/Arrest Notification Complaints	
1,482	RECEIVED
1,565	CLOSED/REFERRED FOR INVESTIGATION*
13	PENDING

Inspections	
1,726	INSPECTIONS CONDUCTED
31	INSPECTION CITATIONS ISSUED**

Investigations	
3,101	OPENED
2,525	CLOSED
1,916	PENDING

Number of Days to Complete Intake and Investigations	
657	UP TO 90 DAYS
721	91 TO 180 DAYS
785	181 DAYS TO 1 YEAR
322	1 TO 2 YEARS
34	2 TO 3 YEARS
6	OVER 3 YEARS
204	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines***	
1,180	ISSUED
972	ISSUED WITH A FINE
8	WITHDRAWN
11	DISMISSED
325	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

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

** The Board is not authorized to issue a citation at the time of inspection; however, an inspection may initiate a formal investigation that results in a citation or a citation and fine being issued. There were 31 of these during Fiscal Year 14–15.

*** Twenty-three citations were reduced to Letter of Admonishment at Office Conference.

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Total Amount of Fines	
$1,694,080	ASSESSED
$11,730,150	REDUCED
$1,643,807	COLLECTED

Criminal/Civil Actions
N/A

Office of the Attorney General/Disciplinary Actions	
272	CASES OPENED/INITIATED
372	CASES CLOSED
501	CASES PENDING

Number of Days to Complete AG Cases	
19	1 YEAR
161	1 TO 2 YEARS
131	2 TO 3 YEARS
59	3 TO 4 YEARS
20	OVER 4 YEARS
817	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
33	STATEMENTS OF ISSUES FILED
229	ACCUSATIONS FILED
21	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
11	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
10	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders*	
23	LICENSE APPLICATIONS DENIED
183	REVOCATION
69	SURRENDER OF LICENSE
21	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
69	PROBATION ONLY
9	PUBLIC REPRIMAND
3	OTHER DECISIONS

* Cases may include multiple respondents with multiple outcomes.

Summary of Enforcement Activity

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

Subsequent Disciplinary—Administrative Outcomes/ Final Orders	
16	REVOCATION
4	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
1	DENIED
1	TOTAL

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

Cost Recovery to DCA	
$1,316,962	ORDERED
$420,375	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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

PHYSICAL THERAPY BOARD OF CALIFORNIA

Physical Therapy

Licenses and regulates physical therapists, physical therapist assistants, and the practice of electroneuromyography and kinesiological electromyography performed by physical therapists.

STAFF:

19.1 civil service
1 exempt

LICENSES AND CERTIFICATIONS:

35,160

BOARD MEMBERSHIP:

4 licensees
3 public representatives

STRATEGIC PLAN ADOPTED:

2014

www.ptbc.ca.gov

MAJOR ACCOMPLISHMENTS

- Completed the development of the Board's Strategic Plan for 2014–2017. The strategic plan will systematically chart the Board's course through 2017 by establishing its goals and objectives. These goals and objectives are the framework that will tactically guide activities and focus resources to uphold the Board's mandate in the most efficacious manner possible. The Board adopted the new strategic plan in November 2014.
- Obtained an increase to the Attorney General budget allocation. The increase provides sufficient funding necessary to process enforcement actions consistent with the Consumer Protection Enforcement Initiative that the Department of Consumer Affairs (DCA) has undertaken to overhaul the enforcement and disciplinary processes of its healing arts boards and also the Board's mandate to protect the public from any incompetent, unprofessional, and fraudulent practice of physical therapy.
- Obtained approval and funding for two additional positions to address workload within the Consumer Protection Services Program (CPS) for the purpose of meeting DCA's Consumer Protection Enforcement Initiative efficiently. Two Associate Governmental Program Analyst positions have been designated to the CPS program for probation monitoring and processing enforcement cases.
- Increased outreach efforts by designating a staff member to maintain social media, i.e., Facebook and Twitter. The use of social media streamlines communication among the profession and physical therapy consumer communities and has become an essential function of the Board; sharing resources and ideas has allowed the Board to assess and improve the effectiveness of its sites in order to provide information in a timely manner to a widespread audience. The Board's Facebook page ranked No. 1 within DCA's healing arts boards/bureaus for the entire year.

MAJOR NEW LEGISLATION OR REGULATIONS

- Proposed regulatory language to increase its application and license renewal fees in order to effectively sustain operations necessary for protecting consumers through its licensing and enforcement functions. Pursuant to Business and Professions Code section 2602.1, protection of the public shall be the highest priority for the Board in exercising its

PHYSICAL THERAPY BOARD OF CALIFORNIA CONTINUED

licensing, regulatory, and disciplinary functions. The Board primarily achieves this mandate by processing applications and issuing and renewing licenses to eligible physical therapist and physical therapist assistant applicants; investigating complaints; taking administrative action against licensees for substantiated violations of the Physical Therapy Practice Act; monitoring licensees whose licenses have been placed on probation; and managing the Substance Abuse Recovery Program for licensees whose practice may be impaired due to abuse of drugs or alcohol. Existing law authorizes the Board to assess fees associated with these duties and responsibilities, enabling the Board to carry out its mandate of consumer protection. The Board's existing fees will soon become insufficient for supporting the Board in its mandated mission. This proposed regulation will ensure sufficient resources to maintain current Board operations to meet its mandate of consumer protection until such time it can seek legislative authority to increase the caps imposed in current statutory language.

- Proposed regulatory language to clarify English proficiency requirements for applicants who completed a non-approved physical therapy program outside of the United States; specifically, 1) set a passing score on the Test of English as a Foreign Language (TOEFL), 2) required the exam to be passed in one sitting, and 3) identified exemption qualifications. The proposed language also requires approved credential evaluation services to report on the evaluation the applicant's compliance on the TOEFL examination or exemption. The Board has proposed these changes primarily because it finds the score minimums acceptable by U.S. Citizen and Immigration Services for immigration purposes are outdated and insufficient for consumer protection.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PT	**1,304**	**1,226**	**11,384**
PTA	**534**	**461**	**2,735**
FOREIGN APPLICATIONS	**304**	**N/A**	**N/A**
EK/EN	**0**	**0**	**22**

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

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PT	**N/A**	**27,965**	**N/A**
PTA	**N/A**	**7,135**	**N/A**
EK/EN	**N/A**	**60**	**N/A**

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

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
NATIONAL PT EXAM	**591**	**304**	**895**
NATIONAL PTA EXAM	**361**	**208**	**569**
CALIFORNIA LAW EXAM	**1,781**	**947**	**2,728**
TOTALS	**2,733**	**1,459**	**4,192**

Summary of Enforcement Activity

Consumer Complaints—Intake	
670	RECEIVED
8	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
661	REFERRED FOR INVESTIGATION
4	PENDING

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

Inspections
0

Investigations	
995	OPENED
1,131	CLOSED
343	PENDING

Number of Days to Complete Intake and Investigations	
682	UP TO 90 DAYS
168	91 TO 180 DAYS
89	181 DAYS TO 1 YEAR
155	1 TO 2 YEARS
23	2 TO 3 YEARS
10	OVER 3 YEARS
167	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
1,226	ISSUED
98	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
204	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$24,300	ASSESSED
$1,300	REDUCED
$22,967	COLLECTED

PLEASE REFER TO PAGE 9 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
2	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
60	CASES OPENED/INITIATED
54	CASES CLOSED
66	CASES PENDING

Number of Days to Complete AG Cases	
1	1 YEAR
24	1 TO 2 YEARS
10	2 TO 3 YEARS
10	3 TO 4 YEARS
9	OVER 4 YEARS
929	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

Petition for Modification or Termination of Probation	
1	GRANTED
0	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	
0	REVOCATION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

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

Cost Recovery to DCA	
$204,912	ORDERED
$115,188	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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

PHYSICIAN ASSISTANT BOARD

Physician Assistants

Licenses and regulates physician assistants.

STAFF:

4 civil service
1 exempt

LICENSES AND PERMITS:

9,712

BOARD MEMBERSHIP:

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

STRATEGIC PLAN ADOPTED:

February 24, 2014

www.pac.ca.gov

MAJOR ACCOMPLISHMENTS

- The Board went "live" with its BreEZe online renewal system on May 22, 2015. The Board's website was updated to reflect the availability of this new service. Implementation of the online renewal system will benefit licensees and add to staff efficiencies as licensees are able to renew and pay online and are not required to submit additional paperwork to the Board. Additionally, once a renewal is approved, the licensee's record will be updated immediately. Licensees still have the ability to renew by mail or in person.
- Added the following items to Board's website:

  — Information about rescheduling hydrocodone combination products to Schedule II.

  — Under the "About Us" tab, a "History of the Board" page. The new page includes a link to two historical documents regarding the creation of the Board.

  — Information about Controlled Substance Utilization Review and Evaluation System (CURES) 2.0. The website also includes a link to the California Department of Justice Prescribing Drug Monitoring Program so that licensees may register for CURES 2.0.
- Adopted the newly revised edition of its Policy Manual. The revised manual includes a newly adopted "Professional Reporting Requirements" policy.

MAJOR NEW LEGISLATION OR REGULATIONS

- Effective January 1, 2015, Senate Bill 2102 (Ting) implements Business and Professions Code section 3518.1, requiring the Board, Board of Registered Nursing, Board of Vocational Nursing and Psychiatric Technicians, and Respiratory Care Board of California to collect personal data from physician assistants for the Office of Statewide Health Planning and Development. The Board is required to collect the following biennially at the time of initial licensure and renewal:

  — Location of practice (including city, county, and zip code)

  — Race or ethnicity (licensee may, but is not required to, report race and ethnicity)

PHYSICIAN ASSISTANT BOARD CONTINUED

— Gender

— Languages spoken

— Education background

— Classification of primary practice site (such as clinic, hospital, managed care organization, or private practice)

A survey was developed in cooperation with the Department of Consumer Affairs and the other boards. Initially, a link will be provided to licensees to complete the electronic online survey. The Board's website was updated to reflect the SB 2102 requirements.

- Title 16, California Code of Regulations, section 1399.545, amends the physician assistant supervision requirements in surgery to permit physician assistants to assist in surgery without the personal presence of a supervising physician if the supervising physician is immediately available to the physician assistant. The action also defines "immediately available" as physically accessible and able to return to the patient, without any delay, upon the request of the physician assistant to address any situation requiring the supervising physician's services. The regulation became effective on April 1, 2015.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PHYSICIAN ASSISTANT	**924**	**9**	**4,714**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PHYSICIAN ASSISTANT	**N/A**	**10,293**	**N/A**

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

Exam Results
N/A

Summary of Enforcement Activity

Consumer Complaints—Intake	
286	RECEIVED
283	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
282	REFERRED FOR INVESTIGATION
12	PENDING

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

Inspections
N/A

Investigations	
318	OPENED
234	CLOSED
281	PENDING

Number of Days to Complete Intake and Investigations	
86	UP TO 90 DAYS
51	91 TO 180 DAYS
59	181 DAYS TO 1 YEAR
32	1 TO 2 YEARS
6	2 TO 3 YEARS
0	OVER 3 YEARS
170	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$2,500	ASSESSED
$0	REDUCED
$6,050	COLLECTED

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

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

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

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

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

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

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	
$63,741	ORDERED
$50,420	COLLECTED

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

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

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

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA BOARD OF PODIATRIC MEDICINE

Podiatric Doctors

Licenses and regulates doctors of podiatric medicine.

STAFF:

4 civil service
1 exempt

LICENSES:

2,393

BOARD MEMBERSHIP:

4 licensees
2 public representatives

STRATEGIC PLAN ADOPTED:

2015

www.bpm.ca.gov

STATE OF CALIFORNIA
BOARD OF
PODIATRIC
MEDICINE

MAJOR ACCOMPLISHMENTS

- Successful selection and recruitment of a new Executive Officer with a strong background in regulatory enforcement and compliance and who continues to champion the import of the consumer protection mission of the Board through faithful execution of the laws and regulations governing the practice of podiatric medicine.
- As part of its ongoing mandate to serve the citizens and residents of California, the Board adopted a new Strategic Plan for Fiscal Year 2015–2018 with a renewed mission and vision dedicated solely to public consumer protection efforts and strengthened core values focused and committed to greater openness, transparency, and customer service in the operations of the people's business. Re-evaluation of the Board's mission and vision was one aspect the strategic planning effort that was developed with input from across the Department of Consumer Affairs (DCA) community and agency stakeholders that identified and incorporated significant themes and trends. The new strategic plan sets the Board in a new direction for achieving enhanced consumer protection goals and objectives, and continues to receive positive responses from both consumers and the regulated profession at just over six months in motion.
- Following a hiatus of committee meetings lasting nearly a decade long, the Board moved to adopt and implement a quarterly Board and Committee meeting schedule beginning the 2015 calendar year, with separately convened open and noticed committee meetings. This more fully open and transparent posture has brought forth a number of significant benefits not least of which include greater opportunities for public engagement and occasion to address issues that are important to both the public and practice community on a whole, in addition to lending a more active and engaged standing committee structure.
- In an effort to advance transparency and provide greater accessibility opportunities for the public, the Board began regularly webcasting its Board meetings. Implementation of these technologies assists the Board to improve government services by allowing it to deliver Board meeting topics and information

regarding Board business to the public anytime, anyplace on any compatible device, serving to not only advance the letter but also the spirit of the State's open meetings law.

- Because robust enforcement of all terms and conditions in Board settlement orders and decisions helps to maintain continued protection of the health, welfare, and safety of the public, the Board implemented and incorporated the Franchise Tax Board Intercept Program to assist collection of nearly $19,000 in delinquent and outstanding cost recovery orders issued against licensees previously thought unrecoverable to ensure the Board continues to meet its mandate of consumer protection without reliance on taxpayer monies and without undue upward pressure on professional licensing fees.
- Directed at confirming that licensed doctors of podiatric medicine (DPMs) are compliant with Board-approved continuing medical education requirements in addition to completion of the only Board-mandated continuing competency obligation in the country, the Board conducted a more statistically rigorous compliance audit that garnered a greater level of confidence in DPM compliance efforts across the licensee population as a whole, helping to ensure that Californians have access to the most highly trained, educated, and competent podiatric physicians in the nation.
- Conducted a one-day enforcement seminar for the Board's panel of licensed DPMs serving as Board consultants and experts. Seminar training professionals included enforcement representatives from the Board, DCA Division of Investigation, and staff from the Attorney General's Office. With subjects that included review of enforcement cases, expert opinion preparation, investigation procedures, and case communications, these training efforts ensure that the Board continues to have only the most trained and qualified podiatric physicians exclusively reviewing quality and standard of care matters within the highly specialized field of medicine for the benefit of consumers and the profession alike.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 1159, Lara (Chapter 752, Statutes of 2014), effective January 1, 2015, requires licensing programs under DCA to accept individual taxpayer identification numbers for professional and occupational licensing regardless of applicant immigration status. The Board was one of eight boards under DCA at the forefront of implementation of the new law and is ready to process DPM applications under the new licensing mandate as envisioned by the Legislature.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PERMANENT DOCTOR OF PODIATRIC MEDICINE	**69**	**69**	**1,052**
FEE-EXEMPT LICENSE	**12**	**12**	**181**
RESIDENT STATUS LICENSE	**44**	**38**	**79**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PERMANENT DOCTOR OF PODIATRIC MEDICINE	**N/A**	**2,140**	**N/A**
FEE-EXEMPT LICENSE	**N/A**	**252**	**N/A**
RESIDENT STATUS LICENSE	**N/A**	**117**	**N/A**

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

Exam Results
N/A

* Retired/disabled: CE units not required.

** Yearly extension based on resident program approval.

Summary of Enforcement Activity

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

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

Inspections
N/A

Investigations	
141	OPENED
107	CLOSED
130	PENDING

Number of Days to Complete Intake and Investigations	
43	UP TO 90 DAYS
17	91 TO 180 DAYS
24	181 DAYS TO 1 YEAR
21	1 TO 2 YEARS
1	2 TO 3 YEARS
1	OVER 3 YEARS
269	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$10,660	ASSESSED
$5,000	REDUCED
$3,500	COLLECTED

PLEASE REFER TO PAGE 9 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	
11	CASES OPENED/INITIATED
6	CASES CLOSED
11	CASES PENDING

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

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
7	ACCUSATIONS FILED
3	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
3	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
2	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	
1	GRANTED
0	DENIED
1	TOTAL

Cost Recovery to DCA	
$47,609.47	ORDERED
$29,889	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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BUREAU FOR PRIVATE POSTSECONDARY EDUCATION

Postsecondary Education

Oversees and regulates private postsecondary educational institutions located in California.

STAFF:

76 civil service
1 exempt

EDUCATIONAL INSTITUTIONS APPROVED:

1,139

BUREAU ADVISORY COMMITTEE:

10 professionals representing educational institutions, students, employers, or consumers

2 public representatives

5 bureau task force

STRATEGIC PLAN ADOPTED:

2012

www.bppe.ca.gov

MAJOR ACCOMPLISHMENTS

- Conducted 18 compliance workshops.
- Decreased the average number of days to complete a compliance inspection from more than 200 days to approximately 60 days.
- Decreased the average number of days to complete a citation from 811 to 396.
- Conducted 47 unannounced compliance inspections.
- Closed 673 investigations, an increase of 29 percent from the 2014/15 fiscal year.
- Attended 16 major outreach events to educate California students on what to look for when choosing a private postsecondary college.
- Processed 316 Student Tuition Recovery Fund claims and refunded $434,951.80 to compensate those students who suffered a loss because their school closed before they completed their education.

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 834, Williams (Chapter 176, Statutes of 2014), creates a different process for American Bar Association (ABA) accredited law schools to complete the Bureau's School Performance Fact Sheet (PFS). All ABA-accredited law schools now satisfy the PFS requirement by completing their required ABA, NLAC, and Law School Admission Council reporting rather than the Bureau's PFS.
- Senate Bill 1247, the Bureau's Sunset bill, which made numerous changes to the Bureau and those operating under the Bureau's authority. Some of the changes included adding two seats to the Advisory Committee, creating a task force to study coding academies, requiring accreditation for all degree-granting institutions, making multiple changes to areas such as licensing, the Student Tuition Recovery Fund, and prioritization of compliance inspections and complaint investigations.
- Developed emergency regulations for implementing the requirement that all degree-granting institutions be accredited. The regulations provide for institutions submitting accreditation plans, visiting committees, disclosures for students, and provisions for automatic suspensions for failing to meet statutory requirements.

BUREAU FOR PRIVATE POSTSECONDARY EDUCATION

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	DENIED
NON-ACCREDITED	**58**	**116**	**27**
ACCREDITED INSTITUTION	**75**	**88**	**3**
VERIFICATION OF EXEMPTION	**153**	**133**	**95**
RENEWAL	**90**	**71**	**22**
SUBSTANTIVE CHANGES	**452**	**484**	**28**

Licensing Population by Type			
TYPE	MAIN	BRANCH	SATELLITES
FULL APPROVAL	**1,139**	**385**	**0**

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

Exams
N/A

Summary of Enforcement Activity

Consumer Complaints—Intake	
766	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,372	REFERRED FOR INVESTIGATION
0	PENDING

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

Summary of Enforcement Activity

Inspections	
229	INSPECTIONS CONDUCTED
106	INSPECTIONS NOTICE TO COMPLY ISSUED
94	REFERRALS TO INVESTIGATIONS & DISCIPLINE
0	NOTICE OF DISAGREEMENT

Investigations	
766	OPENED
673	CLOSED
1,050	PENDING

Number of Days to Complete Intake and Investigations	
223	UP TO 90 DAYS
108	91 TO 180 DAYS
103	181 DAYS TO 1 YEAR
107	1 TO 2 YEARS
86	2 TO 3 YEARS
1	OVER 3 YEARS
345	AVERAGE NUMBER OF DAYS TO COMPLETE AN INVESTIGATION

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

Total Amount of Fines	
$748,000	ASSESSED
$173,500	REDUCED
$45,251	COLLECTED

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

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Office of the Attorney General/Disciplinary Actions	
42	CASES OPENED/INITIATED
18	CASES CLOSED
44	CASES PENDING

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

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

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

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

Subsequent Disciplinary—Administrative Outcomes/ Final Orders	
3	REVOCATION
1	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	
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	
$38,493	ORDERED
$0	COLLECTED

Student Tuition Recovery Fund (STRF)	
3	2011 CARRY-OVER CLAIMS
453	CLAIMS RECEIVED
103	CLAIMS PAID
213	CLAIMS DENIED/INELIGIBLE
0	2012 CARRY-OVER CLAIMS

Consumer Restitution (STRF)	
$0	RESTITUTION ORDERED
$434,952	AMOUNT REFUNDED TO STUDENTS
$0	REWORK AT NO CHARGE
$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BOARD FOR PROFESSIONAL ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS

BPELSG

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

STAFF:

42.7 civil service

LICENSES:

103,422

BOARD MEMBERSHIP:

14

STRATEGIC PLAN ADOPTED:

2014

www.bpelsg.ca.gov

MAJOR ACCOMPLISHMENTS

- Successfully recruited and filled our first-ever Senior Registrar Geologist position to serve the Board and its stakeholders. The Senior Registrar will act as a technical expert providing advice and direction related to application evaluation, exam development, preliminary enforcement case review, and technical input on legislative/regulatory review. By filling this position, the Board will ensure the protection of consumers and the general public by fully embracing the Board's statutory mandates.
- Adopted our 2015–18 Strategic Plan. Conducted meetings with the assistance of the Department of Consumer Affairs' SOLID unit to aid in the development and completion of a new Strategic Plan. The current plan was adopted July 31, 2014, and will take the Board through 2018. Implementing the current plan will enable the Board to reach its goals such as: effectively protecting and educating consumers, promoting its laws and regulations, increasing the number of licensed Professional Engineers, Land Surveyors, Geologists and Geophysicists, and providing information regarding the practices of engineering, land surveying, geology, and geophysics and the relevance those professions have to consumers and licensees.
- Concluded our 2014 Sunset Review report and participated in the Sunset Review hearings jointly held by the Assembly Committee on Business and Professions and Senate Committee on Business, Professions and Economic Development. The hearings allowed the Board to showcase its licensing, enforcement, and public information efforts. The Legislature granted the Board the ability to continue protecting and serving the consumers of California.

MAJOR NEW LEGISLATION OR REGULATIONS

- Amended Business and Professions Code (BPC) sections 6730.2 and 8771 regarding the preservation of land surveying monuments and responsibility for such.
- Added BPC section 8725.1 to State legislative intent regarding licensure requirements for individuals performing land surveying work at public agencies.

CONTINUED

- Amended BPC section 6759 regarding requirements for licensure as professional engineers of applicants who are licensed in other states.
- Amended BPC section 7842 to remove outdated language regarding specialty certification licensure requirements.
- Amended BPC section 7860 to correct typographical errors.
- Added BPC section 7864 to address petitions for reinstatement of revoked licenses and for modifications of penalty in administrative disciplinary matters for geologists and geophysicists.
- Amendments made to Title 16, California Code of Regulations (16 CCR) section 3061 to clarify the criteria for rehabilitation the Board must consider when determining whether to deny issuance of a license; to order suspension or revocation of a license; or to grant reinstatement of a revoked license (effective October 1, 2014).
- Amendments made to 16 CCR 419 and 3064 to update the Board's disciplinary guidelines (effective October 1, 2014).
- Amendments made to 16 CCR 3003 to update the definitions of engineering geology and geophysics (effective January 1, 2015).
- Amendments made to 16 CCR 3005 to address the fee to be charged for the issuance of a retired license for geologists and geophysicists (effective January 1, 2015).

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
AG-AGRICULTURAL	4	1	56
CH-CHEMICAL	115	63	976
CE-CIVIL	6,127	1,510	25,396
CONS-CONSULTING	N/A	N/A	2
CS-CONTROL SYSTEM	39	26	645
CR-CORROSION	N/A	N/A	58
E-ELECTRICAL	852	421	4,634
FP-FIRE PROTECTION	50	35	381
GE-GEOTECHNICAL	37	16	621
I-INDUSTRIAL	11	7	236
LS-LAND SURVEYOR	448	94	2,226
MF-MANUFACTURING	N/A	N/A	172
ME-MECHANICAL	948	552	6,488
MT-METALLURIGICAL	13	5	81
NU-NUCLEAR	2	3	101
PT-PETROLEUM	7	3	145
PHOTO-PHOTO SURVEYOR	N/A	N/A	1
QU-QUALITY	N/A	N/A	238
SF-SAFETY	N/A	N/A	140
SE-STRUCTURAL	469	149	1,874
TR-TRAFFIC	90	62	649
PG-PROFESSIONAL GEOLOGIST	290	86	2,418
PROFESSIONAL GEOPHYSICIST	11	1	77
CERTIFIED ENGINEERING GEOLOGIST	73	14	726
CERTIFIED HYDROGEOLOGIST	44	15	435
ENGINEER IN TRAINING	2,838	2,807	N/A
GEOLOGIST IN TRAINING	118	69	N/A
LAND SURVEYOR IN TRAINING	53	44	N/A

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
AG-AGRICULTURAL	N/A	144	N/A
CH-CHEMICAL	N/A	1,975	N/A
CE-CIVIL	N/A	55,222	N/A
CONS-CONSULTING	N/A	5	N/A
CS-CONTROL SYSTEM	N/A	1,044	N/A
CR-CORROSION	N/A	202	N/A
E-ELECTRICAL	N/A	9,872	N/A
FP-FIRE PROTECTION	N/A	769	N/A
GE-GEOTECHNICAL	N/A	1,439	N/A
I-INDUSTRIAL	N/A	326	N/A
LS-LAND SURVEYOR	N/A	4,234	N/A
MF-MANUFACTURING	N/A	331	N/A
ME-MECHANICAL	N/A	15,164	N/A
MT-METALLURIGICAL	N/A	226	N/A
NU-NUCLEAR	N/A	418	N/A
PT-PETROLEUM	N/A	351	N/A
PHOTO-PHOTO SURVEYOR	N/A	1	N/A
QU-QUALITY	N/A	431	N/A
SF-SAFETY	N/A	360	N/A
SE-STRUCTURAL	N/A	4,138	N/A
TR-TRAFFIC	N/A	1,502	N/A
PG-PROFESSIONAL GEOLOGIST	N/A	5,103	N/A
PROFESSIONAL GEOPHYSICIST	N/A	165	N/A
CERTIFIED ENGINEERING GEOLOGIST	N/A	1,539	N/A
CERTIFIED HYDROGEOLOGIST	N/A	916	N/A
ENGINEER IN TRAINING	50,566	N/A	N/A
GEOLOGIST IN TRAINING	356	N/A	N/A
LAND SURVEYOR IN TRAINING	2,751	N/A	N/A

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Licensing Activity

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

Exams		
PASS	FAIL	TOTAL
8,031	**8,252**	**16,283**

*Amended October 1, 2014.

Summary of Enforcement Activity PROFESSIONAL ENGINEERS AND LAND SURVEYORS

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

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

Inspections
N/A

Investigations	
307	OPENED
294	CLOSED
231	PENDING

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

Total Amount of Fines	
$190,113	ASSESSED
N/A	REDUCED
$120,223	COLLECTED

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

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity PROFESSIONAL ENGINEERS AND LAND SURVEYORS

Office of the Attorney General/Disciplinary Actions	
27	CASES OPENED/INITIATED
40	CASES CLOSED
57	CASES PENDING

Number of Days to Complete AG Cases	
4	1 YEAR
11	1 TO 2 YEARS
6	2 TO 3 YEARS
5	3 TO 4 YEARS
7	OVER 4 YEARS
1,050	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

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

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

Cost Recovery to DCA	
$94,297	ORDERED
$89,287	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	
19	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
19	REFERRED FOR INVESTIGATION
0	PENDING

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

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity
GEOLOGISTS

Inspections
N/A

Investigations	
19	OPENED
36	CLOSED
12	PENDING

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

Total Amount of Fines	
$500	ASSESSED
N/A	REDUCED
$0	COLLECTED

Office of the Attorney General/Disciplinary Actions	
0	CASES OPENED/INITIATED
0	CASES CLOSED
5	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	
0	STATEMENTS OF ISSUES FILED
1	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

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

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

PROFESSIONAL FIDUCIARIES BUREAU

Fiduciaries

STAFF:

2.0 civil service
0.7 exempt

LICENSES:

784

ADVISORY COMMITTEE MEMBERSHIP:

3 licensees
4 public representatives

STRATEGIC PLAN ADOPTED:

2013

www.fiduciary.ca.gov

MAJOR ACCOMPLISHMENTS

- Received approval for the Bureau Chief to begin working full-time in Fiscal Year 2015–16.
- Hired a full-time Enforcement Analyst.
- Created a consumer publication checklist for hiring a new fiduciary.
- Created a licensee publication to clarify the license renewal process.
- Added a consumer satisfaction survey link to the Bureau's website and the signature line of employee e-mails to consumers and licensees.

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 672, Harkey (Chapter 239, Statutes of 2013), eliminates the tax clearance certificate requirement related to the final account of the fiduciary and related provisions and eliminates the tax clearance certificate requirement related to that deduction for taxable years beginning on
or after January 1, 2014.
- AB 1339, Maienschein (Chapter 248, Statutes of 2013), requires that when a petition to appoint a conservator or a temporary conservator is filed, and the petitioner or proposed conservator is a professional fiduciary, the petition also includes the petitioner's or proposed conservator's proposed hourly fee schedule or another statement of the petitioner's or proposed conservator's proposed compensation from the estate of the proposed conservatee for services performed.
- AB 2024, Bonilla (Chapter 336, Statutes of 2014), prohibits a professional fiduciary from operating with a retired or canceled license. The bill also provides that a license not renewed within three years following its expiration shall not be renewed, restored, or reinstated, and would require the license to be canceled immediately upon expiration of the three-year period. This expands the Bureau's authority and obligation to investigate a person who holds a license that either restricts or prohibits that person from practicing as a professional fiduciary, including, but not limited to, a license that is retired, inactive, canceled, or suspended.
- AB 2741, Bonilla (Chapter 344, Statutes of 2014), extends the Bureau's sunset review date until January 1, 2019.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PROFESSIONAL FIDUCIARY	**113**	**72**	**572**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PROFESSIONAL FIDUCIARY	**N/A**	**784**	**N/A**

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

Exams		
PASS	FAIL	TOTAL
161	**96**	**257**

Summary of Enforcement Activity

Consumer Complaints—Intake	
148	RECEIVED
6	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
142	REFERRED FOR INVESTIGATION
1	PENDING

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

Inspections
N/A

Investigations	
142	OPENED
94	CLOSED
82	PENDING

Summary of Enforcement Activity

Number of Days to Complete Intake and Investigations	
44	UP TO 90 DAYS
28	91 TO 180 DAYS
18	181 DAYS TO 1 YEAR
3	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
123	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$1,500	ASSESSED
$0	REDUCED
$3,000	COLLECTED

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

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

Number of Days to Complete AG Cases	
0	1 YEAR
2	1 TO 2 YEARS
2	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
1,055	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

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

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

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA BOARD OF PSYCHOLOGY

Psychology

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

STAFF:

20.3 civil service
1 exempt

LICENSES:

22,556

BOARD MEMBERSHIP:

5 licensees
4 public representatives

STRATEGIC PLAN ADOPTED:

2014

www.psychology.ca.gov

California Board of PSYCHOLOGY

MAJOR ACCOMPLISHMENTS

- Enforcement staff continues to meet or exceed the established Consumer Protection Enforcement Initiative (CPEI) performance measures, with the exception of Performance Measure 4, Formal Discipline. Enforcement staff reduced their processing time each quarter. Enforcement staff significantly reduced their average each quarter and will continue to reduce their average over the next fiscal year.
- The licensing unit implemented performance measures in BreEZe.
- Availability of online submission of psychology licensing applications renewal of psychological assistant registrations resulted in an easier application process for applicants.
- Three instructional videos were posted on the Board's website, which generated tens of thousands of views. These videos explained the process for applying to become a licensed psychologist, psychological assistant, and registered psychologist.
- The Executive Officer spoke at the Association of State and Provincial Psychology Boards on the subject of public protection.

MAJOR NEW LEGISLATION OR REGULATIONS

- Promulgated regulations resulting in all applicants taking the California Psychological Law and Ethics Examination.
- Sponsored three bills, which are working their way through the legislative process. These bills will impact our licensees and help protect consumers in California by clarifying the law governing exempt settings, amending the definition of psychological practice, and making the initial license period always be two years from issuance date.
- Adopted formal positions on six bills, provided testimony at legislative committee meetings, and sent position letters to the Governor.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
PSYCHOLOGIST	**1,154**	**965**	**9,203**
REGISTERED PSYCHOLOGIST	**203**	**151**	**0**
PSYCHOLOGICAL ASSISTANT	**1,164**	**1,029**	**807**

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PSYCHOLOGIST	**0**	**20,575**	**0**
REGISTERED PSYCHOLOGIST	**0**	**280**	**0**
PSYCHOLOGICAL ASSISTANT	**0**	**1,701**	**0**

Renewal and Continuing Education (CE)

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PSYCHOLOGIST	**EVERY 2 YEARS**	**36**
REGISTERED PSYCHOLOGIST	**NONRENEWABLE**	**0**
PSYCHOLOGICAL ASSISTANT	**EVERY YEAR**	**0**

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
EPPP	**775**	**508**	**1,283**
CPSE	**861**	**471**	**1,332**
CPLEE	**57**	**54**	**111**
TOTAL	**1,693**	**1,033**	**2,726**

Summary of Enforcement Activity

Consumer Complaints—Intake

900	RECEIVED
164	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
736	REFERRED FOR INVESTIGATION
27	PENDING

Conviction/Arrest Notification Complaints

72	RECEIVED
72	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections

0

Investigations

808	OPENED
767	CLOSED
192	PENDING

Number of Days to Complete Intake and Investigations

553	UP TO 90 DAYS
101	91 TO 180 DAYS
39	181 DAYS TO 1 YEAR
34	1 TO 2 YEARS
6	2 TO 3 YEARS
0	OVER 3 YEARS
87	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

89	ISSUED
89	ISSUED WITH A FINE
11	WITHDRAWN
1	DISMISSED
37	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

$27,000	ASSESSED
$17,399	REDUCED
$17,101	COLLECTED

PLEASE REFER TO PAGE 9 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
7	CRIMINAL ACTIONS FILED
58	CIVIL ACTIONS FILED

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

Number of Days to Complete AG Cases	
6	1 YEAR
7	1 TO 2 YEARS
2	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
719	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

Subsequent Disciplinary—Administrative Outcomes/ Final Orders
0

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

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

Cost Recovery to DCA	
$19,933	ORDERED
$334,699	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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BUREAU OF REAL ESTATE

Real Estate

STAFF:

331.7 civil service

LICENSES:

403,239

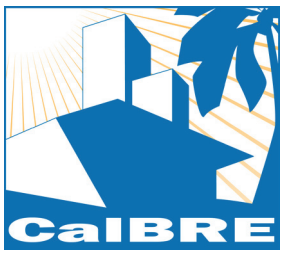
ADVISORY COMMITTEE MEMBERSHIP

N/A licensees
N/A public representatives

STRATEGIC PLAN ADOPTED:

2015

www.bre.ca.gov



MAJOR ACCOMPLISHMENTS

- For the second year in a row, CalBRE paid a record amount of restitution to victims of real estate fraud. Last fiscal year, the Consumer Recovery Account (CRA) paid what was then a record $4.2 million to real estate fraud victims. This fiscal year, a new record—$4.9 million in restitution—was paid to victims of fraud perpetrated by real estate licensees. The CRA has paid out more than $55 million to fraud victims since its inception.
- As the real estate market recovers, CalBRE continued its focus this fiscal year on outreach to consumers, industry, and other stakeholders, providing educational opportunities for the industry to learn about compliance issues, for consumers to learn how to avoid falling victim to real estate fraud and schemes, and for public service partners to learn about real estate matters. CalBRE sponsored or participated in nearly 100 outreach events last year. For consumer events, CalBRE often partnered with the California State Bar and members of State Legislature to host fraud prevention town hall meetings throughout the State. While many of the fraud prevention town halls focused on seniors, some events focused on various immigrant populations and others on public protection generally. Immigrant events were conducted in Russian, Chinese, and Spanish, and fraud prevention tips unique to these communities were provided. These outreach events reach thousands of participants in the State and help both industry and consumers alike apply the lessons learned from the market meltdown and avoid the mistakes of the past.
- On January 1, 2015, pursuant to Assembly Bill 2540, CalBRE was given the statutory authority to obtain and retain the e-mail addresses that are used by real estate licensees to engage in acts for which a license is required. To date, more than 115,000 e-mail addresses have been provided and retained, and the total is growing daily. Having access to e-mail addresses has given CalBRE the ability to disseminate important and critical information quickly and efficiently. CalBRE created "e-mail blasts" to send alerts, warnings, and upcoming changes to the law it enforces.

CONTINUED

- The CalBRE audit program continues to be highly effective in finding and correcting violations of the Real Estate Law and trust fund handling requirements. Last year, CalBRE conducted 612 audits of real estate brokers, finding $6.9 million in trust fund shortages. Audit staff was successful in having brokers cure more than $1.9 million in shortages prior to the completion of the audits.
- CalBRE continues to expand the content on its website to help educate both consumers and the industries CalBRE regulates. Last fiscal year, CalBRE posted on its website helpful videos explaining the exam and license application process for a broker and salesperson's license. In addition, CalBRE posted and distributed consumer alerts regarding the scams involving biweekly mortgage loan services, tips and questions for consumers seeking the services of a real estate licensee, and tips for seniors on how to avoid real estate fraud.

MAJOR NEW LEGISLATION OR REGULATIONS

- AB 2540, Dababneh (Chapter 295 Statutes of 2014), requires real estate licensees to provide CalBRE with an up-to-date mailing address, phone number, and e-mail address used for licensed activity. The bill also requires applicants for licensure to disclose valid contact information in the application.
- Senate Bill 1159, Lara (Chapter 752, Statutes of 2014), eliminates the requirement that a license applicant show proof of legal presence before obtaining a real estate license. Real estate license applicants will still need to provide a Social Security number/individual tax identification number in order to obtain a real estate license. The provisions of this bill will be implemented on or before January 1, 2016.
- SB 1171, Hueso (Chapter 200, Statutes of 2014), extends to commercial transactions the duty of a real estate broker to disclose, in writing, where the broker is acting as a dual agent. Prior to this bill, disclosure of dual agency in commercial transactions involving real property did not have to be in writing.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
BROKER LICENSE	**5,956**	**402**	**30,024**
SALESPERSON LICENSE	**21,608**	**17,663**	**54,537**
PREPAID RENTAL LISTING SERVICE (PRLS)	**0**	**0**	**0**
MORTGAGE LICENSE ORIGINATION (MLO) ENDORSEMENTS	**N/A**	**N/A**	**22,045**
PUBLIC REPORT ORIGINALS	**2,609**	**2,354**	**N/A**
PUBLIC REPORT AMEND/ RENEWALS	**635**	**606**	**N/A**
PUBLIC REPORT CONDITIONALS	**1,858**	**1,767**	**N/A**
PUBLIC REPORT PRELIMINARIES	**555**	**554**	**N/A**
PUBLIC REPORT INTERIMS	**83**	**85**	**N/A**
PUBLIC REPORT OUT OF STATE	**61**	**61**	**N/A**
PUBLIC REPORT TIMESHARES	**374**	**360**	**N/A**

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

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

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

Summary of Enforcement Activity

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

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

Audits	
656	AUDITS CONDUCTED
204	REFERRED TO ENFORCEMENT

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

PLEASE REFER TO PAGE 9 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	
1,267	UP TO 90 DAYS
709	91 TO 180 DAYS
943	181 DAYS TO 1 YEAR
0	1 YEAR
474	1 TO 2 YEARS
0	2 TO 3 YEARS
8	OVER 3 YEARS
204	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Total Amount of FInes	
$291,275	ASSESSED
$0	REDUCED
$226,825	COLLECTED

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

CalBRE Legal Cases	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
329	CASES CLOSED
0	CASES PENDING

Number of Days to Complete Legal Cases	
252	1 YEAR
51	1 TO 2 YEARS
15	2 TO 3 YEARS
8	3 TO 4 YEARS
3	OVER 4 YEARS
N/A	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
97	LICENSE APPLICATIONS DENIED
735	REVOCATION
120	SURRENDER OF LICENSE
N/A	PROBATION WITH SUSPENSION
150	SUSPENSION ONLY
578	RESTRICTED
17	PUBLIC REPROVAL
85	DESIST AND REFRAIN ORDERS

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

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

Consumer Recovery Account	
0	CLAIMS FILED
0	CLAIMS PAID
$4,898,912	AMOUNT PAID

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BUREAU OF REAL ESTATE APPRAISERS

Real Estate Appraisers

Licenses and regulates real estate appraisers and registered appraisal management companies.

STAFF:

36 civil service
1 exempt

LICENSES:

11,278

APPRAISAL MANAGEMENT COMPANY REGISTRATIONS:

285

STRATEGIC PLAN ADOPTED:

2014

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BREA
CALIFORNIA

MAJOR ACCOMPLISHMENTS

- Implemented changes effective January 1, 2015, that the Appraisal Qualifications Board adopted, which 1) increases minimum licensure requirements to include college-level education or an associate degree for a Licensed Residential certificate and a bachelor's degree or higher for both the Certified Residential and Certified General certificates, and 2) clarifies Supervisory Appraiser eligibility requirements, plus requires both the Supervisory Appraiser and Trainee Appraiser to complete a course specifically oriented to the requirements and responsibilities of supervisors and trainees.
- Streamlined the reciprocity process for licensure of out-of-state applicants who hold a valid credential from another state that is in compliance with Title XI and whose credentialing requirements meet or exceed that of California.
- Initiated discussions with California community colleges and private vendors to develop a curriculum for practicum courses to satisfy experience requirements.
- Collaborated with stakeholders to develop a new Strategic Plan for 2014–2018 that is both responsive and actionable. The plan allows the Bureau to respond to change while remaining faithful to our mission to "Safeguard public trust by promoting professionalism in the real estate appraisal industry through licensing, education, and enforcement."

MAJOR NEW LEGISLATION OR REGULATIONS

- Amended section 3528 (Title 10, California Code of Regulations) to increase minimum licensure requirements to comply with the increased federal minimum requirements.
- Repealed the citizenship requirement (section 3530 [Title 10, California Code of Regulations]) for licensure to comply with Business and Professions Code section 135.5.
- Submitted for Department of Consumer Affairs approval three regulations, including sections 3568 supervision requirements, 3569 reciprocity, and 3733 disciplinary guidelines (Title 10, California Code of Regulations).

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
TRAINEE	**475**	**145**	**215**
RESIDENTIAL	**792**	**31**	**706**
CERTIFIED RESIDENTIAL	**3,491**	**57**	**3,158**
CERTIFIED GENERAL	**2,118**	**128**	**1,608**
UPGRADES	**292**	**292**	**N/A**
TEMPORAY PRACTICE PERMITS	**265**	**265**	**N/A**
APPRAISAL MANAGEMENT COMPANY (AMC)	**115**	**31**	**84**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
TRAINEE	**N/A**	**632**	**N/A**
RESIDENTIAL	**N/A**	**1,359**	**N/A**
CERTIFIED RESIDENTIAL	**N/A**	**6,035**	**N/A**
CERTIFIED GENERAL	**N/A**	**3,252**	**N/A**
AMC	**N/A**	**285**	**N/A**

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

Exams		
PASS	FAIL	TOTAL
556	**587**	**1,143**

Summary of Enforcement Activity

Consumer Complaints—Intake	
325	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
325	REFERRED FOR INVESTIGATION
176	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	
332	OPENED
388	CLOSED
174	PENDING

PLEASE REFER TO PAGE 9 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	
161	UP TO 90 DAYS
25	91 TO 180 DAYS
92	181 DAYS TO 1 YEAR
83	1 TO 2 YEARS
17	2 TO 3 YEARS
10	OVER 3 YEARS
388	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Total Amount of Fines	
$116,250	ASSESSED
$0	REDUCED
$139,520	COLLECTED

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

Office of Attorney General/Disciplinary Actions	
7	CASES OPENED/INITIATED
15	CASES CLOSED
8	CASES PENDING

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

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

Administrative Outcomes/Final Orders	
7	LICENSE APPLICATIONS DENIED
5	REVOCATION
5	SURRENDER OF LICENSE
2	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
4	RESTRICTED
18	PUBLIC REPROVAL
3	DESIST AND REFRAIN ORDERS

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BOARD OF REGISTERED NURSING

Registered Nursing

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

STAFF:

157 civil service
1 exempt

LICENSES AND CERTIFICATES:

542,560

BOARD MEMBERSHIP:

5 licensees
4 public representatives

STRATEGIC PLAN ADOPTED:

2014

www.rn.ca.gov

MAJOR ACCOMPLISHMENTS

- Collaborated with the Department of Consumer Affairs (DCA) and other health care boards to award a five-year contract for the Diversion Program to MAXIMUS that began on January 1, 2015.
- Worked with DCA's SOLID Training Solutions to map the entire licensing process for all registered nurses (RNs) and advanced practice applications in order to help identify any areas for improvement.
- Facilitated transfer of an entire nursing program that closed without notice to another nursing program, which volunteered to take on completion of the students' nursing education.
- Three new prelicensure nursing programs were granted initial approval to begin admitting students, increasing opportunities for those looking to enter the nursing profession.
- The Data Bank conducted an audit of the Board's RN and Advanced Practice Nurse disciplinary actions for compliance with the National Practitioner Data Bank (NPDB) reporting requirements. The National Council of State Boards of Nursing is the Board's agent for NPDB reporting and assisted with this audit. The Board's last audit was completed in fall 2012. The current audit covers the RN and Advanced Practice disciplinary actions from January 1, 2012, through December 31, 2013. The Board successfully completed the audit and is in full compliance with federal requirements.
- Authorized for an additional 28 staff in enforcement to continue to work toward reducing the time to complete the discipline process to meet the DCA and Board's goal of 12–18 months.
- Continued participation in DCA's Consumer Protection Enforcement Initiative. This enforcement model is for all allied health boards regarding best practices to ensure that complaints, investigations, and administrative actions filed by the Attorney General on behalf of the Board, and the administrative hearings are timely.

BOARD OF REGISTERED NURSING CONTINUED

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 186 Maienschein, (Chapter 460, Statues of 2014) establishes a temporary licensure process for specified licensed professions for an applicant who holds a current, active, and unrestricted license in another jurisdiction, as specified, and who supplies satisfactory evidence of being married to, or in a domestic partnership or other legal union with, an active duty member of the armed forces of the United States who is assigned to a duty station in California under official active duty military orders. The bill requires a temporary license issued pursuant to these provisions to expire 12 months after issuance, upon issuance of an expedited license, or upon denial of the application for expedited licensure by the Board, whichever comes first.
- AB 809 Logue, (Chapter 404, Statutes of 2014) requires the health care provider initiating the use of telehealth to obtain verbal or written consent from the patient for the use of telehealth, as specified. The bill requires that health care provider to document the consent.
- AB 2102 Ting, (Chapter 420, Statutes of 2014) requires the Board to collect and report specific demographic data relating to its licensees, subject to a licensee's discretion to report his or her race or ethnicity, to the Office of Statewide Health Planning and Development. The bill requires the Board to collect this data at least biennially, at the times of both issuing an initial license and issuing a renewal license.
- AB 2247 Williams, (Chapter 388, Statutes of 2014) requires each campus within the University of California, the California State University, and the California community colleges, or private postsecondary educational institutions and independent institutions of higher education that receives public funding through State or Federal financial aid programs, is accredited by an accrediting agency recognized by the United States Department of Education, and offers education and training programs to California students to make final accreditation documents available to the public via the institution's website.
- In order to enhance its disciplinary function and strengthen its Enforcement Program to better achieve its public protection mandate, the Board proposed the following California Code of Regulation changes enacted on July 23, 2014:

  — Amend section 1403 - Delegation of Certain Functions: The Board delegated to the Executive Officer the authority to approve settlement agreements for the revocation, surrender, or interim suspension of a license and would require that such approvals be reported to the Board at regularly scheduled Board meetings.

  — Adopt section 1441 - Unprofessional Conduct: Defined the following actions as unprofessional conduct:

  1. Failure to provide lawfully requested records that are under the licensee's control.

  2. Failure to cooperate and participate in a Board investigation.

  3. Failure to report to the Board felony or misdemeanor convictions or disciplinary action by another licensing entity.

  4. Refusal or failure to comply with a court order mandating the release of records to the Board.

BOARD OF REGISTERED NURSING CONTINUED

— Amend section 1444.5 - Disciplinary Guidelines: The amendment prohibits an administrative law judge from including a stay of revocation in a case in which there is a finding of fact that the licensee (1) has had "sexual contact," as defined, with a patient, or (2) has committed an act or been convicted of a sex offense. The RN's license would be revoked.

- Completed and made available the *2013–2014 New Grad Hiring Survey*. To better understand the employment experience of newly licensed RNs, a fifth annual Statewide survey was conducted in fall 2014 through the efforts of the California Institute for Nursing & Health Care (CINHC), the Board, the Association of California Nurse Leaders, the California Student Nurses Association, and the University of California, Los Angeles, School of Nursing with funding provided by Kaiser Permanente Northern California. A summary of this survey is available on the CINHC website at www.cinhc.org and provides an update on employment of newly licensed RNs in California from the RNs' perspective.
- Completed and made available the *2013–2014 Annual School Report* for both pre- and postlicensure nursing education programs, *Data Summary and Historical Trend Analysis, Regional Reports, and Interactive Database*. Development of the 2013–14 Board of Registered Nursing School Survey was the work of the Board's Education Advisory Committee, which consists of nursing education stakeholders from across California. University of California, San Francisco, was commissioned by the Board to develop the online survey and report data collected from the survey. The survey collects data about nursing programs and their students and faculty. This survey has been developed to support nursing, nursing education, and workforce planning in California. The Board believes that the results of this survey will provide data-driven evidence to influence policy at the local, State, Federal, and institutional levels.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
REGISTERED NURSE LICENSE	**30,650**	**22,911**	**186,090**
CLINICAL NURSE SPECIALIST CERTIFICATE	**210**	**167**	**1,544**
NURSE ANESTHETIST CERTIFICATE	**–**	**198**	**963**
NURSE MIDWIFE CERTIFICATE	**81**	**81**	**574**
NURSE MIDWIFE FURNISHING CERTIFICATE	**79**	**81**	**393**
NURSE PRACTITIONER CERTIFICATE	**1,851**	**1,720**	**N/A**
NURSE PRACTITIONER FURNISHING	**1,753**	**1,676**	**7,316**
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	**13**	**4**	**N/A**
PUBLIC HEALTH NURSE CERTIFICATE	**3,462**	**3,686**	**N/A**
CONTINUING EDUCATION PROVIDER	**231**	**197**	**1,563**
SCHOOL/PROGRAM APPROVALS			
TEMPORARY LICENSE		**1,608**	**N/A**
INTERIM PERMIT		**2,772**	**N/A**

Licensing Population by Type			
TYPE	CERTS./ PERMITS	LICENSES/ REGS.	APPROVALS
REGISTERED NURSE LICENSE	**N/A**	**433,551**	**N/A**
CLINICAL NURSE SPECIALIST CERTIFICATE	**3,535**	**N/A**	**N/A**
NURSE ANESTHETIST CERTIFICATE	**2,337**	**N/A**	**N/A**
NURSE MIDWIFE CERTIFICATE	**1,302**	**N/A**	**N/A**
NURSE MIDWIFE FURNISHING CERTIFICATE	**912**	**N/A**	**N/A**
NURSE PRACTITIONER CERTIFICATE	**20,731**	**N/A**	**N/A**
NURSE PRACTITIONER FURNISHING	**16,692**	**N/A**	**N/A**
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	**354**	**N/A**	**N/A**
PUBLIC HEALTH NURSE CERTIFICATE	**59,910**	**N/A**	**N/A**
CONTINUING EDUCATION PROVIDER	**3,236**	**N/A**	**N/A**
SCHOOL/PROGRAM APPROVALS	**N/A**	**N/A**	**NDA**

Summary of Licensing Activity

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

Exams		
PASS	FAIL	TOTAL
12,928	**8,773**	**21,701**

Summary of Enforcement Activity

Consumer Complaints—Intake	
3,464	RECEIVED
182	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,766	REFERRED FOR INVESTIGATION
174	PENDING

Conviction/Arrest Notification Complaints	
3,319	RECEIVED
104/2,455	CLOSED/REFERRED FOR INVESTIGATION
17	PENDING

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
7,524*	OPENED
6,933*	CLOSED
4,370*	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
165*	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
935	ISSUED
931	ISSUED WITH A FINE
79	WITHDRAWN
35	DISMISSED
200	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$888,250	ASSESSED
$33,600	REDUCED
$967,192	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
1,307	CASES OPENED/INITIATED
1,627	CASES CLOSED
3,049*	CASES PENDING

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

Number of Days to Complete AG Cases	
127	1 YEAR
368	1 TO 2 YEARS
336	2 TO 3 YEARS
234	3 TO 4 YEARS
147	OVER 4 YEARS
806	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
156	STATEMENTS OF ISSUES FILED
884	ACCUSATIONS FILED
11	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
7	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
26	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
208	LICENSE APPLICATIONS DENIED
463	REVOCATION
457	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
653	PROBATION ONLY
174	PUBLIC REPRIMAND
41	OTHER DECISIONS

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

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

PLEASE REFER TO PAGE 9 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	
30	GRANTED
10	DENIED
40	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification	
31	GRANTED
12	DENIED
43	TOTAL

Cost Recovery to DCA	
$5,186,621	ORDERED
$4,225,371	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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

RESPIRATORY CARE BOARD OF CALIFORNIA

Respiratory Care

Licenses and regulates respiratory care practitioners.

STAFF:

17.4 civil service
1 exempt

LICENSES:

22,801

BOARD MEMBERSHIP:

4 licensees
1 physician
4 public representatives

STRATEGIC PLAN ADOPTED:

2013

www.rcb.ca.gov

MAJOR ACCOMPLISHMENTS

- Contracted with the University of California, San Francisco, Institute for Health Policy Studies, to conduct a Respiratory Care Workforce Study. Among other areas, the study will examine the feasibility and impact of establishing a baccalaureate degree as the minimum education requirement for respiratory care practitioners in California.
- Implemented Assembly Bill 1972, Jones (Chapter 179, Statutes of 2014), to require passage of all parts of the registered respiratory therapist (RRT) examinations, aligning the minimum exam requirement with the natural progression made in the respiratory field, and with accreditation standards and examination delivery.

MAJOR NEW LEGISLATION OR REGULATIONS

- AB 1972, Jones (Chapter 179, Statutes of 2014), requires an applicant for licensure as a Respiratory Care Practitioner to pass all parts of the national RRT examination, unless otherwise specified.
- AB 2102, Ting (Chapter 420, Statutes of 2014), requires the Board to collect and report specific demographic data related to its licensees to the Office of Statewide Health Planning and Development.
- Senate Bill 850, Block (Chapter 747, Statutes of 2014), establishes a baccalaureate degree pilot program within community college districts, in which two respiratory care programs were approved to participate.
- Promulgated regulations to:

— Clarify that the Board shall review the driving history for each applicant as part of its application screening process.

— Increase the number of continuing education (CE) units from 15 to 30 and modify courses recognized for CE credit.

— Amend the fee structure that more accurately reflects fees imposed by the national testing vendor.

— Add a preference to applications from active military personnel and their spouses or domestic partners, and exempt military personnel who are called to active duty from CE and renewal fee requirements.

RESPIRATORY CARE BOARD OF CALIFORNIA CONTINUED

— Establish a process for temporary licensure for out-of-state entities and personnel to practice respiratory care in California at a community (sponsored, free health care) event of not more than 10 days.

- Cosponsored SB 525 (Nielsen) to clarify areas of the respiratory scope of practice that were not initially drafted to accommodate advancements in technology and changes in patient care for future interpretation.
- Cosponsored AB 923 (Steinorth) to provide the Board clear authorization to publicly disclose certain egregious, substantially related criminal arrests, and strengthen its legal framework related to disciplinary actions.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
RESPIRATORY CARE PRACTITIONER	**1,392**	**1,180**	**9,374**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
RESPIRATORY CARE PRACTITIONER	**N/A**	**22,801**	**N/A**

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

Exams		
PASS	FAIL	TOTAL
4,200	**3,016**	**7,216**

Summary of Enforcement Activity

Consumer Complaints—Intake	
326	RECEIVED
19	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
307	REFERRED FOR INVESTIGATION
0	PENDING

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

Inspections
N/A

Investigations	
801	OPENED
823	CLOSED
230	PENDING

Number of Days to Complete Intake and Investigations	
589	UP TO 90 DAYS
98	91 TO 180 DAYS
78	181 DAYS TO 1 YEAR
54	1 TO 2 YEARS
4	2 TO 3 YEARS
2	OVER 3 YEARS
102	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$34,600	ASSESSED
$0	REDUCED
$30,469	COLLECTED

Summary of Enforcement Activity

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

Office of the Attorney General/Disciplinary Actions	
85	CASES OPENED/INITIATED
61	CASES CLOSED
81	CASES PENDING

Number of Days to Complete AG Cases	
14	1 YEAR
28	1 TO 2 YEARS
17	2 TO 3 YEARS
2	3 TO 4 YEARS
0	OVER 4 YEARS
598	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Petition for Modification or Termination of Probation	
5	GRANTED
1	DENIED
6	TOTAL

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

Cost Recovery to DCA	
$187,241	ORDERED
$65,623	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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

Security & Investigative

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

STAFF:

52.4

LICENSES, CERTIFICATES, OR PERMITS:

450,909

DISCIPLINARY REVIEW COMMITTEES*:

3 industry representatives
2 public representatives

ADVISORY COMMITTEE:

7 industry representatives
6 public representatives

STRATEGIC PLAN ADOPTED:

2015

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

www.bsis.ca.gov

MAJOR ACCOMPLISHMENTS

- Submitted a Sunset Review Report to the Senate Business, Professions and Economic Development Committee. This was the first sunset report ever created by the Bureau.
- Redesigned the Bureau's public website in December 2014 to make it easier to navigate and more user-friendly.
- Created a streamlined inspection process to enable Bureau staff to conduct focused assessments of licensed private patrol operators' and firearm training facilities' compliance with important statutory requirements. Since program inception through June 30, 2015, the Bureau conducted 138 inspections.
- Established a dedicated e-mail account, which simplified the process for security guards and their employers to provide timely notice to the Bureau of an incident involving the guard discharging his or her firearm or a physical altercation with another individual while on duty. The new e-mail address provides a more timely method for the Bureau to receive notification and, if appropriate, begin the investigative process.
- Updated and implemented a new private patrol operator (PPO) qualified manager examination. The new exam more appropriately aligns with the core skills and knowledge PPO licensees must possess to perform their duties safely and competently to promote consumer protection.
- Processed 3,519 veteran applications through the Bureau's Veterans Come First Program. Since the inception of the program in 2012, the Bureau has assisted a total of 9,073 current and former military personnel through the license application process.
- Utilized the Bureau's automatic suspension authority for security guards, alarm companies and their employees, and locksmith companies and their employees to suspend the license or registration of 774 licensees and registrants convicted of a serious crime. The automatic suspension authority enables the Bureau to take timely disciplinary action, which enhances consumer protection.

CONTINUED

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 2220, Daly (Chapter 423, Statutes of 2014), effective January 1, 2015, requires a PPO to maintain $1,000,000 general liability insurance policy as a condition of licensure. Also, exempts specified peace officers from the Bureau firearms requalification requirement for renewal of their BSIS Firearms Permit. Lastly, effective July 1, 2016, authorizes a PPO to be the registered owner of a firearm, provided the PPO meets specified conditions with the Department of Justice (DOJ), and provides for the tracking by the DOJ of the assignment of a firearm by a PPO to a security guard in possession of a BSIS Firearms Permit.
- Assembly 1608, Olsen (Chapter 669, Statutes of 2014), effective January 1, 2015, authorizes the Bureau to issue a Private Investigator (PI) license to a PI organized as a Limited Liability Company (LLC) until January 1, 2018. Also, requires the LLC licensee to maintain a minimum of $1,000,000 general liability insurance policy.
- Assembly Bill 2503, Hagman (Chapter 390, Statutes of 2014), effective January 1, 2015, made several technical changes to the Collateral Recovery Act.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
ALARM COMPANY OPERATOR-BRANCH	52	16	60
ALARM COMPANY EMPLOYEE REGISTRATION	6,586	6,542	4,859
ALARM COMPANY OPERATOR	200	68	844
ALARM COMPANY QUALIFIED MANAGER	134	60	960
FIREARM PERMIT*	11,788	11,002	9,769
SECURITY GUARD REGISTRATION	56,320	53,023	88,015
LOCKSMITH-BRANCH	1	0	20
LOCKSMITH COMPANY OPERATOR	225	153	1,173
LOCKSMITH EMPLOYEE REGISTRATION	240	238	1,097
PRIVATE INVESTIGATOR	388	295	4,530
PRIVATE INVESTIGATOR-BRANCH	19	14	47
PRIVATE PATROL OPERATOR-BRANCH	57	50	170
PRIVATE PATROL OPERATOR	255	198	1,133
PROPRIETARY PRIVATE SECURITY OFFICER	1,441	1,246	1,572
REPOSSESSION AGENCY	26	19	141
REPOSSESSION AGENCY EMPLOYEE	416	336	334
REPOSSESSION AGENCY-QUALIFIED MANAGER	31	10	180
TRAINING FACILITY-BATON	18	39	75
TRAINING FACILITY-FIREARM	38	32	146
TRAINING INSTRUCTOR-BATON	26	23	88
TRAINING INSTRUCTOR-FIREARM	73	55	250
PROPRIETARY PRIVATE SECURITY EMPLOYER	148	120	300

*2 range qualifications per year at 2 hours each.

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ALARM COMPANY OPERATOR-BRANCH	207	N/A	N/A
ALARM COMPANY EMPLOYEE REGISTRATION	N/A	21,735	N/A
ALARM COMPANY OPERATOR	N/A	2,038	N/A
ALARM COMPANY QUALIFIED MANAGER	2,064	N/A	N/A
FIREARM PERMIT	45,387	N/A	N/A
SECURITY GUARD REGISTRATION	N/A	283,403	N/A
LOCKSMITH-BRANCH	52	N/A	N/A
LOCKSMITH COMPANY OPERATOR	N/A	2,841	N/A
LOCKSMITH EMPLOYEE REGISTRATION	N/A	2,672	N/A
PRIVATE INVESTIGATOR	N/A	9,755	N/A
PRIVATE INVESTIGATOR-BRANCH	133	N/A	N/A
PRIVATE PATROL OPERATOR-BRANCH	396	N/A	N/A
PRIVATE PATROL OPERATOR	N/A	2,137	N/A
PROPRIETARY PRIVATE SECURITY OFFICER	N/A	5,795	N/A
REPOSSESSION AGENCY	N/A	296	N/A
REPOSSESSION AGENCY EMPLOYEE	N/A	933	N/A
REPOSSESSION AGENCY-QUALIFIED MANAGER	297	N/A	N/A
TRAINING FACILITY-BATON	199	N/A	N/A
TRAINING FACILITY-FIREARM	363	N/A	N/A
TRAINING INSTRUCTOR-BATON	258	N/A	N/A
TRAINING INSTRUCTOR-FIREARM	643	N/A	N/A
PROPRIETARY PRIVATE SECURITY EMPLOYER	N/A	657	N/A

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Licensing Activity

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

Exams		
PASS	FAIL	TOTAL
547	**362**	**909**

Summary of Enforcement Activity

Consumer Complaints—Intake	
2,546	RECEIVED
139	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,900	REFERRED FOR INVESTIGATION
65	PENDING

Conviction/Arrest Notification Complaints	
21,128	RECEIVED
20,300	CLOSED/REFERRED FOR INVESTIGATION
110	PENDING

Inspections	
138	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
6,868	OPENED
6,487	CLOSED
1,768	PENDING

Number of Days to Complete Intake and Investigations	
3,899	UP TO 90 DAYS
1,519	91 TO 180 DAYS
793	181 DAYS TO 1 YEAR
250	1 TO 2 YEARS
19	2 TO 3 YEARS
7	OVER 3 YEARS
116	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$17,187	ASSESSED
$12,925	REDUCED
$5,407	COLLECTED

PLEASE REFER TO PAGE 9 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	
55	CASES OPENED/INITIATED
258	CASES CLOSED
101	CASES PENDING

Number of Days to Complete AG Cases	
193	1 YEAR
31	1 TO 2 YEARS
19	2 TO 3 YEARS
7	3 TO 4 YEARS
0	OVER 4 YEARS
247	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
2,216	LICENSE APPLICATIONS DENIED
177	REVOCATION
2	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
805	SUSPENSION ONLY
7	PROBATION ONLY
1	PUBLIC REPRIMAND
29	OTHER DECISIONS

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

*76 denied via AG's office.

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

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

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

Cost Recovery to DCA	
$83,301	ORDERED
$47,461	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$0	RESTITUTION ORDERED
$15,081	AMOUNT REFUNDED
$768	REWORK AT NO CHARGE
$128,393	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$144,242	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

PLEASE REFER TO PAGE 9 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

Speech & Hearing

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

STAFF:

8 civil service
1 exempt

LICENSES:

19,784

BOARD MEMBERSHIP:

6 licensees

STRATEGIC PLAN ADOPTED:

2012

www.speechandhearing.ca.gov

SLPA HAAB

MAJOR ACCOMPLISHMENTS

- Implemented legislation (Senate Bill 1326, Roth), that made changes to the Song-Beverly Consumer Protection Act. The bill clarified warranty provisions for hearing aids and changed the 30-day warranty period to 45 days for hearing aid sales. The Board worked with professional associations to notify each licensee of the changes by mail, newsletters, and the Board's website.
- Streamlined the Board's licensing processes, resulting in a reduction of the licensing backlog, an improved system for tracking supporting documents, and an efficient system for processing documents and educational transcripts.
- Initiated a contract with a consulting group to conduct a study that assesses the Board's workforce, resources, and workload. The outcomes include a data-driven report, an evaluation of major processes, and recommendations for improvements.

MAJOR NEW LEGISLATION OR REGULATIONS

- SB 1466, Committee on Business, Professions and Economic Development (Chapter 316, Statutes of 2014) authorizes the Board to increase the number of supervised clinical practice hours required for Speech-Language Pathology and Audiology licensure. The change brings the Board's requirement up to date with nationally accredited programs.
- SB 1466 also prohibits a licensed hearing aid dispenser from employing any physician and surgeon or any audiologist who is not a licensed dispensing audiologist or hearing aid dispenser, or contract with a medical corporation licensed, as specified, for the purpose of fitting or selling hearing aids. This change clarifies the law that already existed that prohibits licensees from forming relationships for financial gain.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
BRANCH	**223**	**426**	**585**
HEARING AID DISPENSER	**56**	**92**	**849**
TEMPORARY/TRAINEE	**190**	**145**	**183**
TEMPORARY	**25**	**9**	**0**
SP - SPEECH LANGUAGE PATHOLOGIST	**426**	**1,143**	**6,262**
AU - AUDIOLOGIST	**42**	**89**	**1,213**
SPA - SPEECH-LANGUAGE PATHOLOGY ASSISTANT	**551**	**550**	**915**
AIDES	**47**	**48**	**N/A**
RPE - TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSES	**868**	**836**	**N/A**
SPT - SPEECH TEMPORARY LICENSE	**0**	**0**	**N/A**
AUT - AUDIOLOGY TEMPORARY LICENSE	**0**	**0**	**N/A**
PDP - PROFESSIONAL DEVELOPMENT PROVIDER	**19**	**17**	**58**
SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAM	**0**	**0**	**N/A**
DAU - DISPENSING AUDIOLOGIST	**UA***	**UA***	**UA***

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BRANCH	**N/A**	**821**	**N/A**
HEARING AID DISPENSER	**N/A**	**948**	**N/A**
TEMPORARY/ TRAINEE	**N/A**	**160**	**N/A**
TEMPORARY	**N/A**	**7**	**N/A**
SP - SPEECH LANGUAGE PATHOLOGIST	**N/A**	**13,967**	**N/A**
AU - AUDIOLOGIST	**N/A**	**612**	**N/A**
SPA - SPEECH-LANGUAGE PATHOLOGY ASSISTANT	**N/A**	**2,343**	**N/A**
AIDES	**N/A**	**124**	**N/A**
RPE - TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSES	**N/A**	**802**	**N/A**
SPT - SPEECH TEMPORARY LICENSE	**N/A**	**0**	**N/A**
AUT - AUDIOLOGY TEMPORARY LICENSE	**N/A**	**0**	**N/A**
PDP - PROFESSIONAL DEVELOPMENT PROVIDER	**N/A**	**N/A**	**150**
SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAM	**N/A**	**N/A**	**7**
DAU - DISPENSING AUDIOLOGIST	**N/A**	**UA***	**N/A**

* Data unavailable.

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Licensing Activity

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
BRANCH	**EVERY YEAR**	**N/A**
HEARING AID DISPENSER	**EVERY YEAR**	**9**
TEMPORARY/TRAINEE	**N/A**	**N/A**
TEMPORARY	**N/A**	**N/A**
SPEECH LANGUAGE PATHOLOGIST	**EVERY 2 YEARS**	**24**
AUDIOLOGIST	**EVERY 2 YEARS**	**24**
SPEECH-LANGUAGE PATHOLOGY ASSISTANT	**EVERY 2 YEARS**	**12**
AIDES	**N/A**	**N/A**
TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSES	**VARIES**	**N/A**
SPEECH TEMPORARY LICENSE	**ONCE FOR 6 MONTHS**	**N/A**
AUDIOLOGY TEMPORARY LICENSE	**ONCE FOR 6 MONTHS**	**N/A**
PROFESSIONAL DEVELOPMENT PROVIDER	**EVERY 2 YEARS**	**N/A**
SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAM	**N/A**	**N/A**
DAU - DISPENSING AUDIOLOGIST	**EVERY YEAR**	**12**

Exams - Hearing Aid Dispenser - Written		
PASS	FAIL	TOTAL
169	**125**	**294**

Exams - Hearing Aid Dispenser - Practical		
PASS	FAIL	TOTAL
117	**75**	**192**

Summary of Enforcement Activity

Consumer Complaints—Intake	
97	RECEIVED
4	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
96	REFERRED FOR INVESTIGATION
5	PENDING

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

Inspections
N/A

Investigations	
123	OPENED
147	CLOSED
103	PENDING

Number of Days to Complete Intake and Investigations	
29	UP TO 90 DAYS
20	91 TO 180 DAYS
30	181 DAYS TO 1 YEAR
58	1 TO 2 YEARS
9	2 TO 3 YEARS
1	OVER 3 YEARS
329	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Total Amount of Fines	
$6,500	ASSESSED
$0	REDUCED
$5,850	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	
17	CASES OPENED/INITIATED
7	CASES CLOSED
23	CASES PENDING

Number of Days to Complete AG Cases	
0	1 YEAR
0	1 TO 2 YEARS
3	2 TO 3 YEARS
1	3 TO 4 YEARS
1	OVER 4 YEARS
1,180	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Cost Recovery to DCA	
$5	ORDERED
$24,168	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$0	RESTITUTION ORDERED
$4,585	AMOUNT REFUNDED
$0	REWORK AT NO CHARGE
$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$4,585	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

STRUCTURAL PEST CONTROL BOARD

Structural Pest

Licenses and regulates fumigators, pest control companies, pest management professionals, and structural pesticide applicators.

STAFF:

28.5 civil service
1 exempt

LICENSES:

24,904

BOARD MEMBERSHIP:

3 licensees
4 public representatives

STRATEGIC PLAN ADOPTED:

2015

www.pestboard.ca.gov

SPCB
STRUCTURAL PEST CONTROL BOARD

MAJOR ACCOMPLISHMENTS

- As follow-up to the Board's undercover investigation—which resulted in the 2014 felony convictions of two individuals for examination subversion—Larry Holmes Jr., owner of the company ACEAPP, made final restitution to his victims in the lump sum amount of $200,000 in May 2015.
- In March 2015, received its final of three monthly progress payments, recovering $100,000 in administrative costs from D & S Termite Control.
- The Board's mediation and investigation programs helped consumers save approximately $283,000 arising from consumer complaints alleging substandard repair work, unfinished work, and contractual obligations, including warranties and refunds.
- Collected more than $144,000 in investigative costs (cost recovery) on Board-initiated disciplinary actions.
- Supported county agricultural commissioners and sealers on the collection of outstanding fumigation fees owed by structural pest control companies and licensees, recovering approximately $25,000.
- Strengthened examination security measures by adding the examination of Applicators to the Computer Based Testing (CBT) system in January 2015. CBT conveniently adds 17 additional examination sites Statewide, improving accessibility for candidates, saving valuable time and money.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 799 (Hill) introduced by the Committee on Business, Professions and Economic Development, if passed, supports the Board's request for legislative action to amend four sections and to repeal one section in the Business and Professions (B&P) Code.
- Amended 1,948 of the Board's regulations, implementing B&P Code sections 8564.5 and 8674, setting fees in an amount sufficient to cover the reasonable regulatory cost of administering licensing examinations.

STRUCTURAL PEST CONTROL BOARD

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
APPLICATOR	**N/A**	**1,110**	**576**
FIELD REPRESENTATIVE	**N/A**	**921**	**3,071**
OPERATOR	**N/A**	**142**	**1,204**
COMPANY REGISTRATION	**N/A**	**227**	**N/A**
BRANCH OFFICE	**N/A**	**31**	**N/A**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
APPLICATOR	**N/A**	**6,541**	**N/A**
FIELD REPRESENTATIVE	**N/A**	**10,830**	**N/A**
OPERATOR	**N/A**	**4,183**	**N/A**
COMPANY REGISTRATION	**N/A**	**2,985**	**N/A**
BRANCH OFFICE	**N/A**	**445**	**N/A**

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

Exams		
PASS	FAIL	TOTAL
2,072	**3,702**	**5,774**

Summary of Enforcement Activity

Consumer Complaints—Intake	
570	RECEIVED
14	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
570	REFERRED FOR INVESTIGATION
3	PENDING

Conviction/Arrest Notification Complaints	
1,048	RECEIVED
N/A	CLOSED/REFERRED FOR INVESTIGATION
156	PENDING

Inspections	
46	INSPECTIONS CONDUCTED
22	INSPECTION CITATIONS ISSUED

Investigations	
581	OPENED
513	CLOSED
266	PENDING

PLEASE REFER TO PAGE 9 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	
334	UP TO 90 DAYS
67	91 TO 180 DAYS
69	181 DAYS TO 1 YEAR
25	1 TO 2 YEARS
15	2 TO 3 YEARS
3	OVER 3 YEARS
122	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$142,143	ASSESSED
$4,000	REDUCED
$52,433	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
72	CASES OPENED/INITIATED
69	CASES CLOSED
68	CASES PENDING

Number of Days to Complete AG Cases	
21	1 YEAR
41	1 TO 2 YEARS
5	2 TO 3 YEARS
0	3 TO 4 YEARS
2	OVER 4 YEARS
452	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes Final Orders	
0	LICENSE APPLICATIONS DENIED
39	REVOCATION
16	SURRENDER OF LICENSE
13	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
25	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

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

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

Cost Recovery to DCA	
$84,482	ORDERED
$144,067	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$0	RESTITUTION ORDERED
$154,585	AMOUNT REFUNDED
$128,164	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$282,748	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

TELEPHONE MEDICAL ADVICE SERVICES BUREAU

TMAS

Registers businesses that provide telephone medical advice to California residents.

STAFF:

1 civil service

REGISTRATIONS:

64

BOARD MEMBERSHIP:

0

STRATEGIC PLAN ADOPTED:

2014

www.dca.ca.gov/tmas

MAJOR ACCOMPLISHMENTS

- Developed a working relationship with the Department of Managed Health Care to receive a quarterly written report on complaints that are received and closed by the department.
- Created guidelines and procedures to start conducting on-site inspections. This will benefit consumers by ensuring that the call centers are using properly licensed health care providers.
- Developed procedures for on-site visits to businesses that we believe should be registered with our Bureau. This will help reduce the number of unlicensed call centers that are providing phone medical advice.
- Worked on submitting a business change proposal to request a full-time enforcement position.

MAJOR NEW LEGISLATION OR REGULATIONS

- Pending legislation to help clean up our regulations. We expect Senate Bill 800 to be signed and the new language to be effective January 1, 2016. The bill will add two new license types to the list of health care providers that can give telephone medical advice—naturopathic doctor and licensed professional clinical counselor.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
TMAS REGISTRANT	**7**	**6**	**28**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
TMAS REGISTRANT	**0**	**64**	**0**

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

Exams
N/A

Summary of Enforcement Activity

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

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

Inspections
N/A

Investigations	
0	OPENED
0	CLOSED
0	PENDING

Summary of Enforcement Activity

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

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

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

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

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

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

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

TELEPHONE MEDICAL ADVICE SERVICES BUREAU

Summary of Enforcement Activity

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

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

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

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

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

VETERINARY MEDICAL BOARD

Veterinary Medicine

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

STAFF:

23.8 civil service
1 exempt

LICENSES:

30,328

BOARD MEMBERSHIP:

4 veterinarians
1 registered veterinary technician
3 public representatives

STRATEGIC PLAN ADOPTED:

2015

www.vmb.ca.gov

MAJOR ACCOMPLISHMENTS

- Developed its Strategic Plan for 2015–2019, identifying six strategic goal areas with objectives focused on combating unlicensed and illegal activity, improving customer service to licensees and consumers, increasing outreach to the professional community through various mediums, and improving education of minimum standards by increasing the number and frequency of veterinary hospitals inspected by the Board. The strategic planning process includes a comprehensive environmental scan where stakeholders' business needs and expectations are documented and the Board assesses its strengths and weaknesses from the viewpoint of clients' perspective. The process enables the Board to create its strategic plan where resources are centrally focused on improving the Board's administration, licensing, and enforcement efforts, while meeting the needs of stakeholders in terms of timely, accurate, and relevant program updates and practice information.
- Hired and trained 12 new hospital inspectors in 2014, which has tripled the Board's Inspection Team and which was in response to the mandates of Senate Bill 304, Lieu (Chapter 515, Statutes of 2013), mandating the Board inspect 20 percent of veterinary hospitals registered with the Board. With the addition of the new inspectors and additional in-house Board staff, the Board inspected more than 600 veterinary hospitals and met its threshold. The Hospital Inspection Program of the Board serves to educate veterinarians and veterinary staff about minimum facility standards, including sanitation, equipment safety, and standards of professional practice, which are established to keep the public's animals safe and healthy. The Inspection Team also encourages compliance with minimum standards and reports to the Board any issues regarding facility standards, protocols, or practices that may place the public and the public's animals at risk.
- In keeping with its mission, the Board focused a great deal of resources toward improving the efficiency and efficacy of the Enforcement Program by hiring and training five additional enforcement analysts, which resulted in swifter response times to consumer complaints, prompt investigations, and more timely disciplinary case actions. In addition, the Board conducted Expert

VETERINARY MEDICAL BOARD CONTINUED

Witness training partnering with the Office of the Attorney General to improve the quality and reliability of expert witness reports and testimony. Having trained and dedicated staff is vital to meeting the Board consumer protection mandates. The Board's Enforcement staff has participated in specific analytical and investigative techniques training and is committed to ensuring that every complaint is handled professionally and supported by substantiated facts. The public is well-served when case outcomes are fair and serve to educate the veterinary community, rehabilitate licensees, or restrict the professional practice of veterinarians who have been found guilty of unprofessional conduct.

MAJOR NEW LEGISLATION OR REGULATIONS

- SB 304, Lieu (Chapter 515, Statutes of 2013), requires that, upon the later of January 1, 2015, or the effective date of a specified legislative determination, a veterinary assistant be designated by a licensed veterinarian and hold a valid veterinary assistant controlled substances permit from the Board, in order to obtain or administer controlled substances. After holding stakeholder meetings, the Board adopted regulations defining the application process and supervision standards for the new Veterinary Assistant Controlled Substance Permit Program. The regulations will serve to implement SB 304 and will require every applicant to furnish a set of fingerprints to the Department of Justice for the purposes of conducting both a State and Federal criminal history record check, thus ensuring that those individuals handling controlled substances do not have a criminal history involving substance abuse or drug diversion.
- Adopted regulations defining equivalent education for Registered Veterinary Technician (RVT) training through alternate educational programs. The programs enable individuals working in the field of veterinary medicine as veterinary assistants to continue to climb the career ladder by applying both on-the-job training and specific RVT course work and clinical training toward meeting entry-level licensing requirements. Alternate route training affords students access to education through distance learning, night classes, and tailored course sequencing and clinical setting opportunities.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
VETERINARIAN	**597**	**56**	**5,610**
VETERINARY TECHNICIAN	**718**	**440**	**2,907**
HOSPITAL	**322**	**322**	**3,543**
INTERNSHIP	**32**	**26**	**N/A**
RECIPROCITY	**102**	**53**	**N/A**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
VETERINARIAN	**N/A**	**16,871**	**N/A**
VETERINARY TECHNICIAN	**N/A**	**9,866**	**N/A**
HOSPITAL	**N/A**	**3,543**	**N/A**
INTERNSHIP	**N/A**	**21**	**N/A**
RECIPROCITY	**N/A**	**27**	**N/A**

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
VETERINARIAN	**EVERY 2 YEARS**	**36**
VETERINARY TECHNICIAN	**EVERY 2 YEARS**	**20**
HOSPITAL	**EVERY YEAR**	**N/A**
INTERNSHIP	**NONE**	**N/A**
RECIPROCITY	**NONE**	**N/A**

Exam			
EXAM TITLE	PASS	FAIL	TOTAL
CALIFORNIA STATE BOARD EXAM	**830**	**60**	**890**
REGISTERED VETERINARY TECHNICIAN EXAM	**551**	**138**	**689**
TOTAL	**1,381**	**198**	**1,579**

Summary of Enforcement Activity

Consumer Complaints—Intake	
697	RECEIVED
41	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
800	REFERRED FOR INVESTIGATION
16	PENDING

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

Inspections	
601	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations	
872	OPENED
650	CLOSED
591	PENDING

Number of Days to Complete Intake and Investigations	
106	UP TO 90 DAYS
148	91 TO 180 DAYS
221	181 DAYS TO 1 YEAR
129	1 TO 2 YEARS
24	2 TO 3 YEARS
10	OVER 3 YEARS
307	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

PLEASE REFER TO PAGE 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Total Amount of Fines	
$24,150	ASSESSED
$4,100	REDUCED
$11,550	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	
42	CASES OPENED/INITIATED
60	CASES CLOSED
64	CASES PENDING

Number of Days to Complete AG Cases	
10	1 YEAR
19	1 TO 2 YEARS
8	2 TO 3 YEARS
10	3 TO 4 YEARS
13	OVER 4 YEARS
988	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Cost Recovery to DCA	
$147,305	ORDERED
$115,840	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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BOARD OF VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS

VN & PT

Licenses and regulates licensed vocational nurses (LVNs) and psychiatric technicians (PTs).

STAFF:

67.9 civil service
1 exempt

LICENSES, CERTIFICATES, AND PERMITS:

147,998

BOARD MEMBERSHIP:

5 licensees
6 public representatives

STRATEGIC PLAN ADOPTED:

2014

www.bvnpt.ca.gov

MAJOR ACCOMPLISHMENTS

- Continued to assist in the development, configuration, design, and testing of the Department of Consumer Affairs' (DCA's) BreEZe system. In September 2014, negotiations for Release 2 (R2) boards/bureaus were completed and additional time was allotted for Part 2 of the project. Training for User Acceptance Testing was delayed to January 2015. The "go live" date for R2 boards/bureaus is projected to occur by the end of December 2015.
- Continued recruitment efforts to fill the Nursing Education Consultant (NEC) vacancies. Additionally, from May 2014 to June 30, 2015, NECs processed 208 major requests from vocational nurse (VN) and psychiatric technicians (PT) programs; processed 2,189 requests for approval of new faculty and 1,203 requests for approval of new clinical facilities for existing and proposed VN and PT programs; responded to 1,838 written inquiries for clarification of the scope of practice of LVNs and PTs; received 7,875 e-mail and fax inquiries from programs, and sent 10,613 responses; and received 8,347 phone inquiries.
- Disseminated task and knowledge surveys to 10,000 licensed PTs in January 2014. The PT Occupational Analysis was completed in October 2014. On February 13, 2015, the Board accepted the report of the 2014 PT Occupational Analysis and adopted the new PT Examination Outline. Implementation of the new examination outline is scheduled for 2016.
- Established an Enforcement Task Force to discuss goals to increase enforcement processing efficiencies. The Task Force studied all factors influencing the enforcement process and developed recommendations to reduce enforcement case aging. These recommendations were adopted by the Board at the November 2014 Board meeting and are currently being implemented by Board staff.

MAJOR NEW LEGISLATION OR REGULATIONS

- On August 21, 2014, the Office of Administrative Law approved the Board's rulemaking file that amends sections 2526 and 2581 of the California Code of Regulations to allow the Board to inspect or review all VN and PT programs within the State to determine the program's compliance with prescribed standards for approval. The regulatory action became effective on October 1, 2014.

BOARD OF VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
VOCATIONAL NURSE (VN)	**15,721**	**7,338**	**45,515**
PSYCHIATRIC TECHNICIANS (PT)	**905**	**490**	**4,742**

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
VN	**N/A**	**129,442**	**N/A**
PT	**N/A**	**13,385**	**N/A**
VN NONRENEWABLE INTERIM PERMITS	**136**	**N/A**	**N/A**
VN INTRAVENOUS THERAPY (IV)	**838**	**N/A**	**N/A**
VN BLOOD WITHDRAWAL (BW)	**642**	**N/A**	**N/A**
VN IV AND BW	**3,553**	**N/A**	**N/A**
PT BW	**2**	**N/A**	**N/A**

Renewal and Continuing Education (CE)

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
VN LICENSE	**EVERY 2 YEARS**	**30**
PT LICENSE	**EVERY 2 YEARS**	**30**
VN INTERIM PERMITS	**N/A**	**N/A**
PT INTERIM PERMITS	**N/A**	**N/A**
POST-LICENSURE CERTIFICATIONS	**N/A**	**N/A**

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
VOCATIONAL NURSE (NCLEX)*	**6,937**	**6,798**	**13,735**
PSYCHIATRIC TECHNICIAN (PSI)*	**446**	**276**	**722**
TOTAL	**7,383**	**7,074**	**14,457**

* 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

544	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
465	REFERRED FOR INVESTIGATION
90	PENDING

Conviction/Arrest Notification Complaints

4,851	RECEIVED
4,906	CLOSED/REFERRED FOR INVESTIGATION
37	PENDING

Inspections

N/A

Investigations

5,398	OPENED
6,846	CLOSED
3,078	PENDING

Number of Days to Complete Intake and Investigations

2,396	UP TO 90 DAYS
1,279	91 TO 180 DAYS
932	181 DAYS TO 1 YEAR
832	1 TO 2 YEARS
695	2 TO 3 YEARS
15	OVER 3 YEARS
410	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

7,338	ISSUED
103	ISSUED WITH A FINE
6	WITHDRAWN
1	DISMISSED
529	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

$69,911	ASSESSED
$750	REDUCED
$66,499	COLLECTED

PLEASE REFER TO PAGE 9 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	
290	CASES OPENED/INITIATED
346	CASES CLOSED
513	CASES PENDING

Number of Days to Complete AG Cases	
68	1 YEAR
186	1 TO 2 YEARS
80	2 TO 3 YEARS
15	3 TO 4 YEARS
25	OVER 4 YEARS
1,129	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
14	LICENSE APPLICATIONS DENIED
187	REVOCATION
51	SURRENDER OF LICENSE
2	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
68	PROBATION ONLY
2	PUBLIC REPRIMAND
22	OTHER DECISIONS

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

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

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

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

Cost Recovery to DCA	
$452,603	ORDERED
$157,534	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 9 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Pg. 165 **Section 139 Report**

Pg. 176 **Expenditure Categories**

Pg. 180 **Fund Conditions**

Pg. 182 **Revenue Sources**

EXAMINATION PROGRAM			PREREQUISITES[1] for admittance to the examination			EXAMINATION VALIDATION[2] OA = Occupational Analysis				COSTS (IN THOUSANDS)[3] ED = Examination Development EA = Examination Administration PE = Program Evaluation PO = Per Occurrence PY = Per Year			
BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S) B&P	MANDATING CODE(S) CCR	ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)
ACCOUNTANCY, CALIFORNIA BOARD OF	CERTIFIED PUBLIC ACCOUNTANT (CPA)	UNIFORM CERTIFIED PUBLIC ACCOUNTANT EXAMINATION (CPA EXAM)	5081 5092 5093	9.2	OA; INTERNAL/ EXTERNAL REVIEW AS NEEDED	2015	2008	CRITERION-REFERENCED	X	$0	$0	$880	$0
		PROFESSIONAL ETHICS FOR CERTIFIED PUBLIC ACCOUNTANTS – SUPPLEMENTAL EXAMINATION	5018 5082 5092 5093	10	PREREQUISITE TO APPLY FOR LICENSURE ONLY	2013	2013	SET IN REGULATION		$0	$0	$0	$0
ACUPUNCTURE BOARD	ACUPUNCTURE LICENSE	CALIFORNIA ACUPUNCTURE LICENSING EXAMINATION	4938 4939 4940	1399.420 1399.432 1399.434 1399.436 1399.439	NO NATIONAL COMPETENCY EXISTS FOR PROFESSION, SO OA UPDATE EVERY 5 YEARS	2015	2008	MODIFIED ANGOFF	X	$93.1	$341.5	$399.3	$341.5 (PY)
ARCHITECTS BOARD, CALIFORNIA	ARCHITECT	ARCHITECT REGISTRATION EXAMINATION (ARE)	5550 5552	116	OA; INTERNAL/ EXTERNAL REVIEW AS NEEDED	2012	2012	MODIFIED ANGOFF	X	$0	$2	$155	$21
		CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE)			OA; INTERNAL REVIEW EVERY 5 YEARS OR AS NEEDED	2014	2007			$78	$237	$155	$46
ATHLETIC COMMISSION, CALIFORNIA STATE	PROMOTER	NA	18640 18648	213	NA	CURRENTLY, THE ATHLETIC COMMISSION DOES NOT ADMINISTER ANY EXAMINATIONS FOR ITS LICENSEES.							
	JUDGE			379									
	MANAGER			218									
	MATCHMAKER			217									
	REFEREE			371									
	SECOND			218									
	TIMEKEEPER			218									
	PRO. TRAINER												
AUTOMOTIVE REPAIR, BUREAU OF	SMOG CHECK	SMOG CHECK INSPECTOR	HEALTH & SAFETY CODE 44014 44031.5	3340.28 3340.29	OA; INTERNAL REVIEW EVERY 5 YEARS	2009	2009	MODIFIED ANGOFF	X	$12	$26	$94	$12
		SMOG CHECK REPAIR TECHNICIAN								$16	$34	$27	$16
	BRAKE ADJUSTER (A,B,C)	BRAKE ADJUSTER	9887.2	3310		2011	2011			$10	$21	$22	$10
	LAMP ADJUSTER	LAMP ADJUSTER								$7	$13	$18	$8

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] OA = Occupational Analysis				COSTS (IN THOUSANDS)[3] ED = Examination Development EA = Examination Administration PE = Program Evaluation PO = Per Occurrence PY = Per Year			
BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S) B&P	MANDATING CODE(S) CCR	ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)
BARBERING AND COSMETOLOGY, BOARD OF	BARBER	BARBER	7321.5	909 910 924 926	EXTERNAL REVIEW AS NEEDED	2011	2007	CRITERION-REFERENCED	X	$873.8			
	COSMETOLOGY	COSMETOLOGY	7321			2014	2009						
	ELECTROLOGY	ELECTROLOGY	7330			2011	2011						
	ESTHETICIAN	ESTHETICIAN	7324	909 910		2012	2007						
	MANICURIST	MANICURIST	7326			2013	2009						
BEHAVIORAL SCIENCES, BOARD OF	LICENSED CLINICAL SOCIAL WORKER (LCSW)	LCSW STANDARD WRITTEN	4996.2		OA; ANNUAL INTERNAL/ EXTERNAL REVIEW	2010	2010	MODIFIED ANGOFF	X	$753		$556	
		LCSW CLINICAL VIGNETTE											
	LICENSED EDUCATIONAL PSYCHOLOGIST (LEP)	LEP	4989.20			2009	2009						
	LICENSED PROFESSIONAL CLINICAL COUNSELOR (LPCC)	LPCC LAW AND ETHICS	4999.32 4999.33 4999.44 4999.50			2011	2011						
	LICENSED MARRIAGE AND FAMILY THERAPIST (MFT)	LMFT STANDARD WRITTEN	4980.37 4980.40 4980.41 4980.43			2012	2012						
		LMFT CLINICAL VIGNETTE											
CEMETERY AND FUNERAL BUREAU	CEMETERY BROKER	CEMETERY BROKER	9700 9700.5 9700.6 9702.1		ANNUAL INTERNAL REVIEW	2013	2013	MODIFIED ANGOFF	X				
	CEMETERY MANAGER	CEMETERY MANAGER	9723.1	2326.1 (A)		2012	2012					$1	
	CREMATORY MANAGER	CREMATORY MANAGER	9787.3			2010	2010					$1	
	EMBALMER	EMBALMER	7642 7643	1235		2014	2014					$1	
	FUNERAL DIRECTOR	FUNERAL DIRECTOR	7618 7619			2011	2011				$47	$5	
CHIROPRACTIC EXAMINERS, BOARD OF	DOCTOR OF CHIROPRACTIC	NATIONAL BOARD OF CHIROPRACTIC EXAMINERS EXAMINATION PARTS I, II, III, IV AND PHYSIOTHERAPY	SECTION 6, CHIROPRACTIC INITIATIVE ACT		EXTERNAL 5 YEARS	2010	2009	MODIFIED ANGOFF AND EQUATING	X	NA	NA	NA	NA
		CALIFORNIA CHIROPRACTIC LAW EXAMINATION (CCLE)	SECTION 5, CHIROPRACTIC INITIATIVE ACT		INTERNAL 5 YEARS	2014	2004	MODIFIED ANGOFF		0	$40	0	0

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BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)
			B&P	CCR									
CONTRACTORS STATE LICENSE BOARD	A	GENERAL ENGINEERING CONTRACTOR	7056–7058	825 826	INTERNAL REVIEW AS NEEDED	2014	2014	MODIFIED ANGOFF	X	$558 (PY): TOTAL COST FOR ALL CSLB PROGRAMS	$987 (PY): TOTAL COST FOR ALL CSLB PROGRAMS	$1730 (PY): TOTAL COST FOR ALL CSLB PROGRAMS	$84 (PY): TOTAL COST FOR ALL CSLB PROGRAMS
	B	GENERAL BUILDING				2013	2009						
	C-2	INSULATION AND ACOUSTICAL				2011	2011						
	C-4	BOILER, HOT WATER HEATING, AND STEAM FITTING				2011	2011						
	C-5	FRAMING AND ROUGH CARPENTRY				2013	2013						
	C-6	CABINET, MILLWORK, AND FINISH CARPENTRY				2014	2009						
	C-7	LOW VOLTAGE SYSTEMS				2011	2011						
	C-8	CONCRETE				2015	2010						
	C-9	DRYWALL				2015	2010						
	C-10	ELECTRICAL				2013	2013						
	C-11	ELEVATOR				2014	2014						
	C-12	EARTHWORK AND PAVING				2011	2011						
	C-13	FENCING				2013	2013						
	C-15	FLOORING AND FLOOR COVERING				2014	2009						
	C-16	FIRE PROTECTION				2011	2011						
	C-17	GLAZING				2010	2010						
	C-20	WARM AIR HEATING, VENT-ILATING, AND AIR CONDITIONING				2014	2014						
	C-21	BUILDING MOVING AND DEMOLITION				2012	2012						
	C-22	ASBESTOS ABATEMENT				2015	2015						
	C-23	ORNAMENTAL METAL				2014	2014						
	C-27	LANDSCAPING				2010	2010						
	C-28	LOCK AND SECURITY EQUIPMENT				2013	2013						
	C-29	MASONRY				2010	2010						
	C-31	CONSTRUCTION ZONE TRAFFIC CONTROL				2010	2010						
	C-32	PARKING AND HIGHWAY IMPROVEMENT				2010	2010						
	C-33	PAINTING AND DECORATING				2010	2010						
	C-34	PIPELINE				2012	2012						

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BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S) B&P	MANDATING CODE(S) CCR	ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)
CONTRACTORS STATE LICENSE BOARD	C-35	LATHING AND PLASTERING	7056–7058	825 826	INTERNAL REVIEW AS NEEDED	2013	2013	MODIFIED ANGOFF	X	$558 (PY): TOTAL COST FOR ALL CSLB PROGRAMS	$987 (PY): TOTAL COST FOR ALL CSLB PROGRAMS	$1730 (PY): TOTAL COST FOR ALL CSLB PROGRAMS	$84 (PY): TOTAL COST FOR ALL CSLB PROGRAMS
	C-36	PLUMBING				2014	2014						
	C-38	REFRIGERATION				2013	2013						
	C-39	ROOFING				2010	2010						
	C-42	SANITATION SYSTEM				2012	2012						
	C-43	SHEET METAL				2014	2009						
	C-45	SIGN				2012	2012						
	C-46	SOLAR				2012	2012						
	C-47	GENERAL MANUFACTURED HOUSING				2012	2012						
	C-50	REINFORCING STEEL				2012	2012						
	C-51	STRUCTURAL STEEL				2014	2008						
	C-53	SWIMMING POOL				2011	2011						
	C-54	CERAMIC AND MOSAIC TILE				2011	2011						
	C-55	WATER CONDITIONING				2012	2012						
	C-57	WELL DRILLING				2012	2012						
	C-60	WELDING				2013	2013						
	N/A	ASBESTOS CERTIFICATION				2015	2015						
	N/A	HAZARDOUS SUBSTANCE REMOVAL CERTIFICATION				2012	2012						
	N/A	LAW AND BUSINESS				2010	2010						
COURT REPORTERS BOARD OF CALIFORNIA	CERTIFIED SHORTHAND REPORTER (CSR)	CERTIFIED SHORTHAND REPORTER PRACTICAL	8020	2418	OA; INTERNAL/ EXTERNAL REVIEW					$0	$71	$75	$3
		CERTIFIED SHORTHAND REPORTER ENGLISH				2009	2009	MODIFIED ANGOFF	X				
		CERTIFIED SHORTHAND REPORTER PROFESSIONAL PRACTICE											

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BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S) B&P	MANDATING CODE(S) CCR	ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)
DENTAL BOARD OF CALIFORNIA	DENTIST	PORTFOLIO	1632 (C)(1)		INTERNAL/ EXTERNAL REVIEW AS NEEDED	2005	2005			$0	$0	$0	$0
		WREB	1632 (C)(2)			2014	2007			$0	$0	$0	$0
		LAW & ETHICS	1632 (B)			2005	2005	SPECIFIED IN STATUTE		$0	$0	$0	$0
	REGISTERED DENTAL ASSISTANT	WRITTEN	1752.1	1076 1077		2009	2009	MODIFIED ANGOFF	X	$0	$15	$0	$0
		PRACTICAL				2010	2010	SPECIFIED IN STATUTE		$14 SHARED WITH RDAEF	$0	$0	$0
		LAW & ETHICS	1752.1(E)			2009	2009	MODIFIED ANGOFF	X	$0	$0	$0	$0
	REGISTERED DENTAL ASSISTANT IN EXTENDED FUNCTIONS	WRITTEN	1753	1076 1077		2009	2009	MODIFIED ANGOFF	X	$0	$0	$0	$0
		PRACTICAL/CLINICAL				2010	2010	SPECIFIED IN STATUTE		SHARED WITH RDA	$0	$0	$0
	ORTHODONTIC ASSISTANT	WRITTEN	1750.2			2013	2013	MODIFIED ANGOFF	X	$0	$0	$0	$0
	DENTAL SEDATION PERMIT	WRITTEN	1750.4			2010	2010	MODIFIED ANGOFF	X	$0	$0	$0	$0
DENTAL HYGIENE COMMITTEE OF CALIFORNIA	REGISTERED DENTAL HYGIENIST (RDH)	CALIFORNIA CLINICAL EXAM	1917	1082.1	INTERNAL REVIEW EVERY 9 YEARS	1998	1998	MODIFIED ANGOFF	X			$39	
		CALIFORNIA LAW AND ETHICS EXAM (RDH)		1082.3		2010	2010						
	REGISTERED DENTAL HYGIENIST IN ALTERNATIVE PRACTICE (RDHAP)	CALIFORNIA LAW AND ETHICS EXAMINATION (RDHAP)	1922	1079.2 1082		2013	2013						
	REGISTERED DENTAL HYGIENIST IN EXTENDED FUNCTIONS (RDHEF)	CALIFORNIA CLINICAL EXAMINATION	1918	1082.1		2010	2010					$0	
		CCALIFORNIA LAW AND ETHICS EXAMINATION		1082.3									

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BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)
			B&P	CCR									
ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS, BOARD FOR PROFESSIONAL	AGRICULTURAL ENGINEER	PE AGRICULTURAL	6704 6732 6750–59	404 420–424 427.1 438	OA; INTERNAL/ EXTERNAL REVIEW AS NEEDED	2013	2013	MODIFIED ANGOFF	X	$0: TOTAL COST FOR ALL BPELSG PROGRAMS	$883.8: TOTAL COST FOR ALL BPELSG PROGRAMS	$14: TOTAL COST FOR ALL BPELSG PROGRAMS	$0: TOTAL COST FOR ALL BPELSG PROGRAMS
	CHEMICAL ENGINEER	PE CHEMICAL				2009	2009						
	CIVIL ENGINEER (NATIONAL)	PE CIVIL BREADTH & DEPTH				2013	2013						
	CIVIL ENGINEER (CALIFORNIA)	SEISMIC PRINCIPLES/ ENGINEERING SURVEY	6702 6704 6731 6731.1 6750–59			2011	2011						
	CONTROL SYSTEMS ENGINEER	PE CONTROL SYSTEMS	6704 6732 6750–59			2010	2010						
	ELECTRICAL ENGINEER	PE ELECTRICAL	6702.1 6704 6750–59			2007	2007						
	ENGINEER-IN-TRAINING (EIT)	FUNDAMENTALS OF ENGINEERING (FE)	6704 6750–59			2009	2009						
	FIRE PROTECTION ENGINEER	PE FIRE PROTECTION	6704 6732 6750–59			2011	2011						
	GEOTECHNICAL ENGINEER	GEOTECHNICAL ENGINEER	6730.2 6736.1	404 420–424 426.5 426.51 427.2		2010	2010						
	INDUSTRIAL ENGINEER	PE INDUSTRIAL	6704 6732 6750–59	404–424 427.1 438		2011	2011						
	LAND SURVEYOR (NATIONAL)	PRINCIPLES OF SURVEYING (PS)	8741–8743			2011	2011						
	LAND SURVEYOR (CALIFORNIA)	PROFESSIONAL LAND SURVEYOR	8708 8741–8743			2011	2011						
	LAND SURVEYOR-IN-TRAINING (LSIT)	FUNDAMENTALS OF SURVEYING (FS)	8741–8743	404 420–424 438		2012	2012						

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ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS, BOARD FOR PROFESSIONAL	MECHANICAL ENGINEER	PE MECHANICAL	6702.2 6704 6750–59	404 420–424 427.1 438	OA; INTERNAL/ EXTERNAL REVIEW AS NEEDED	2007	2007	MODIFIED ANGOFF	X	$0: TOTAL COST FOR ALL BPELSG PROGRAMS	$883.8: TOTAL COST FOR ALL BPELSG PROGRAMS	$14: TOTAL COST FOR ALL BPELSG PROGRAMS	$0: TOTAL COST FOR ALL BPELSG PROGRAMS
	METALLURGICAL ENGINEER	PE METALLURGICAL AND MATERIALS	6704 6732 6750–59			2014	2014						
	NUCLEAR ENGINEER	PE NUCLEAR				2011	2011						
	PETROLEUM ENGINEER	PE PETROLEUM		404 420–424 427.1, 438		2013	2013						
	STRUCTURAL ENGINEER (NATIONAL)	LATERAL FORCES VERTICAL FORCES	6730.2 6736 6763.1	404 420–424 426.10-426.14 427.3		2009	2009						
	TRAFFIC ENGINEER	TRAFFIC ENGINEER	6704 6732 6750–59	404 420–424 427.10, 438		2010	2010						
	PROFESSIONAL GEOLOGIST	FUNDAMENTALS OF GEOLOGY	7843	3031		2010	2010			$0	$187.6	$187.6	$0
		PRACTICE OF GEOLOGY	7841										
		CALIFORNIA SPECIFIC (CSE)				2013	2013						
	PROFESSIONAL GEOPHYSICIST	PROFESSIONAL GEOPHYSICIST (PGP)	7841.1			2014	2005						
	CERTIFIED ENGINEERING GEOLOGIST	CERTIFIED ENGINEERING GEOLOGIST (CEG)	7842	3041		2013	2013						
	CERTIFIED HYDROGEOLOGIST	CERTIFIED HYDROGEOLOGIST (CHG)		3042		2013	2013						
GUIDE DOGS FOR THE BLIND, STATE BOARD OF	GUIDE DOG INSTRUCTOR	GUIDE DOG INSTRUCTOR WRITTEN EXAMINATION	7208 7209 7211	2261 2265	INTERNAL REVIEW TWICE PER YEAR	2011	2011	MODIFIED ANGOFF	X	$24: TOTAL COST FOR ALL BOARD PROGRAMS	$2: TOTAL COST FOR ALL BOARD PROGRAMS	$4: TOTAL COST FOR ALL BOARD PROGRAMS	$0: TOTAL COST FOR ALL BOARD PROGRAMS
		GUIDE DOG INSTRUCTOR PRACTICAL/ORAL EXAMINATION											
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	LANDSCAPE ARCHITECT (NATIONAL)	LANDSCAPE ARCHITECTS REGISTRATION EXAMINATION (LARE)	5650 5651	2610 2615 2620 2621	OA; INTERNAL/ EXTERNAL REVIEW AS NEEDED	2011	2011	MODIFIED ANGOFF	X	$1	$2	$27	$11
	LANDSCAPE ARCHITECT (SUPPLEMENTAL)	CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE)			OA; INTERNAL REVIEW EVERY 5 YEARS OR AS NEEDED	2014	2006			N/A	$81	$17	$30

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BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S) B&P	MANDATING CODE(S) CCR	ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)
MEDICAL BOARD OF CALIFORNIA	PHYSICIAN AND SURGEON	UNITED STATES MEDICAL LICENSING EXAMINATION	2170		NATIONAL BOARDS ARE RESPONSIBLE FOR EXAMINATION DEVELOPMENT	2004	2004	MODIFIED ANGOFF WITH RASCH MODEL EQUATING	X	EXAMINATIONS ARE ADMINISTERED BY OUTSIDE AGENCIES. THEREFORE, NO EXPENSES ARE INCURRED BY THE BOARD.			
	CONTACT LENS DISPENSER	NATIONAL CONTACT LENS EXAMINER EXAM	2559.2 2561			2006	2006	MODIFIED ANGOFF					
	SPECTACLE LENS DISPENSER	AMERICAN BOARD OF OPTICIANRY COMPETENCY EXAM				2006	2006						
	LICENSED MIDWIFE	NORTH AMERICAN REGISTRY OF MIDWIVES	2512.5 2513			2008–2009	2008–2009						
	POLYSOMNOGRAPHIC TECHNICIAN	CERTIFIED POLYSOMNOGRAPHIC TECHNICIAN (CPSGT)	3575			2009	2009						
	POLYSOMNOGRAPHIC TECHNOLOGIST	REGISTERED POLYSOMNOGRAPHIC TECHNOLOGIST (RPSBT)				2009	2009						
NATUROPATHIC MEDICINE COMMITTEE	NATUROPATHIC DOCTOR	NPLEX I & II	3630 3631	4220	EXTERNAL REVIEW EVERY 5 YEARS	2012	2012	MODIFIED ANGOFF	X	NO COST TO THE COMMITTEE; NATIONAL EXAMS ARE CREATED, ADMINISTERED, AND EVALUATED BY EXTERNAL SOURCES.			
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	OCCUPATIONAL THERAPIST	REGISTERED OCCUPATIONAL THERAPIST	2570.6		OA; EXTERNAL REVIEW	2012	2012	MODIFIED ANGOFF	X	EEXAMINATIONS ARE ADMINISTERED BY AN EXTERNAL ORGANIZATION. THEREFORE, NO EXPENSES ARE INCURRED BY THE BOARD.			
		CERTIFIED OCCUPATIONAL THERAPY ASSISTANT											
OPTOMETRY, BOARD OF	OPTOMETRIST (OPT)	CALIFORNIA LAW AND REGULATIONS EXAMINATION (CLRE)	3041.2 3046	1523	EXTERNAL REVIEW	2009	2009	MODIFIED ANGOFF	X		$23		
		NATIONAL EXAMINATION ADMINISTERED BY NATIONAL BOARD OF EXAMINERS IN OPTOMETRY (NBEO)			OA; EXTERNAL REVIEW THROUGH NBEO	2006		NEDELSKY					
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	OSTEOPATHIC PHYSICIAN AND SURGEON	COMLEX LEVEL 1	2099.5	1620	EXTERNAL REVIEW EVERY 3–5 YEARS	2014	2014	MODIFIED ANGOFF	X	EXAMINATIONS ARE ADMINISTERED BY THE NATIONAL BOARD OF OSTEOPATHIC MEDICAL EXAMINERS, INC. THERE ARE NO COSTS TO THE OSTEOPATHIC MEDICAL BOARD.			
		COMLEX LEVEL 2 (CE)											
		COMLEX LEVEL 2 (PE)											
		COMLEX LEVEL 3											

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PHARMACY, CALIFORNIA STATE BOARD OF	PHARMACIST	CALIFORNIA PRACTICE STANDARDS AND JURISPRUDENCE EXAMINATION FOR PHARMACISTS (CPJE)	4200 4200.1 4200.2 4200.3 4200.4 4209 4400	1719 1720 1720.1 1721 1723.1 1724 1725 1728 1749	OA; INTERNAL/ EXTERNAL REVIEW	2014	2010	MODIFIED ANGOFF	X	N/A	$135	$80	$65
		NORTH AMERICAN PHARMACIST LICENSURE EXAMINATION (NAPLEX)			OA	2014	2010			ADMINISTERED BY THE NATIONAL ASSOCIATION OF BOARDS OF PHARMACY			
PHYSICAL THERAPY BOARD OF CALIFORNIA	PHYSICAL THERAPIST (PT)	NATIONAL PHYSICAL THERAPY EXAMINATION (NPTE)	2650 2653	1398.25 1398.26 1398.26.1 1398.26.5 1398.30 1398.31	OA; INTERNAL/ EXTERNAL REVIEW – OA CONDUCTED EVERY 5 YEARS & REVIEW CONDUCTED ANNUALLY	2011	2011	MODIFIED ANGOFF	X		$2.5: TOTAL COST FOR ALL BOARD PROGRAMS	$3.4: TOTAL COST FOR ALL BOARD PROGRAMS	WITH ED: TOTAL COST FOR ALL BOARD PROGRAMS
		CALIFORNIA LAW EXAMINATION (CLE)				2012	2012						
	PHYSICAL THERAPIST ASSISTANT (PTA)	NATIONAL PHYSICAL THERAPY EXAMINATION (NPTE)		1398.47 1398.50 1398.51		2011	2011						
		CALIFORNIA LAW EXAMINATION (CLE)			OA; INTERNAL/ EXTERNAL REVIEW – OA CONDUCTED EVERY 5 YEARS & REVIEW CONDUCTED ANNUALLY	2012	2012						
	KINESIOLOGICAL ELECTROMYOGRA-PHER (KEMG)	KEMG	2620.5	1399.63 1399.65		1990	1990						
	ELECTRONEURO-MYOGRAPHER (ENMG)	ENMG		1399.64 1399.65		1994	1994						
PHYSICIAN ASSISTANT BOARD	PHYSICIAN ASSISTANT	PANCE	3519	1399.507	OA	2015	2015	MODIFIED ANGOFF	X	NA			
PODIATRIC MEDICINE, CALIFORNIA BOARD OF	DOCTOR OF PODIATRIC MEDICINE (DPM) - PERMANENT (E)	NBPME PART I	2486	1399.660	OA; INTERNAL/ EXTERNAL REVIEW	2010	2010	MODIFIED ANGOFF	X	EXAMINATIONS ADMINISTERED BY THE NATIONAL BOARD OF PODIATRIC MEDICAL EXAMINERS (NBPME) WITH NO EXPENSE TO THE STATE.			
		NBPME PART II											
		NBPME PART III											
	DOCTOR OF PODIATRIC MEDICINE (DPM) – RESIDENT (EL)	NBPME PART I	2475.1	1399.668		2011	2011						
		NBPME PART II											
PROFESSIONAL FIDUCIARIES BUREAU	PROFESSIONAL FIDUCIARY (PF)	PROFESSIONAL FIDUCIARIES EXAM	6539	4500	EXTERNAL REVIEW EVERY 4 YEARS	2013	2013	EXPERT PANEL	X	EXAM IS CREATED AND ADMINISTERED BY OUTSIDE AGENCIES WITH NO EXPENSE TO THE STATE.			

1. Prerequisites for admittance to the examination are mandated by Business and Professions (B&P) Code and/or California Code of Regulations (CCR); and assessed using a number of methods, including valid occupational analyses, national standards, and regulatory review. CCR codes are Title 16 unless otherwise indicated.
2. Methods used to establish passing scores vary across exam administrations, and are based on minimum competence criteria necessary for licensure.
3. Included are costs for personnel required to perform these functions.

EXAMINATION PROGRAM			PREREQUISITES[1] for admittance to the examination			EXAMINATION VALIDATION[2] OA = Occupational Analysis				COSTS (IN THOUSANDS)[3] ED = Examination Development EA = Examination Administration PE = Program Evaluation PO = Per Occurrence PY = Per Year			
BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S) B&P	MANDATING CODE(S) CCR	ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)
PSYCHOLOGY, BOARD OF	PSYCHOLOGIST	EXAMINATION FOR PROFESSIONAL PRACTICE IN PSYCHOLOGY	2914	1387 ET SEQ.	OA; EXTERNAL REVIEW	2010	2010		X	$0	$0	$0	$0
		CALIFORNIA PSYCHOLOGY SUPPLEMENTAL EXAMINATION / CALIFORNIA PSYCHOLOGY LAWS AND ETHICS				2012	2004	MODIFIED ANGOFF			$91	$56	
REAL ESTATE, BUREAU OF	RE SALESPERSON	RE SALESPERSON	10150–10153	N/A	INTERNAL REVIEW	2010	2010	PRE-DETERMINED CUT SCORE, TRANSITIONING TO MODIFIED ANGOFF	X	$89.3	$128.7	$324.3	$0
	RE BROKER	RE Broker											
REAL ESTATE APPRAISERS, BUREAU OF	APPRAISER	APPRAISER LICENSE	11340	3621	EXTERNAL REVIEW	2014	2014	ANNUAL SME TESTING	X	NA – NATIONAL EXAMINATION DEVELOPED BY THE APPRAISAL FOUNDATION THROUGH THE APPRAISAL QUALIFICATIONS BOARD (AQB).			
	CERTIFIED RESIDENTIAL	CERTIFIED RESIDENTIAL LICENSE											
	CERTIFIED GENERAL	CERTIFIED GENERAL LICENSE											
REGISTERED NURSING, BOARD OF	REGISTERED NURSE	NCLEX-RN	144 2736	1412 1426	OA;INTERNAL/ EXTERNAL REVIEW: 4 YEARS FULL EVERY 8 YEARS	2013	2013	ITEM RESPONSE THEORY	X			$21	
RESPIRATORY CARE BOARD OF CALIFORNIA	RESPIRATORY CARE PRACTITIONER	THERAPIST MULTIPLE CHOICE	3740		OA; ONGOING INTERNAL REVIEW	2012	2012	MODIFIED ANGOFF	X	N/A		$11	
		CLINICAL SIMULATION						-3 TO +3 PER OPTION SELECTED					
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	ALARM COMPANY OPERATOR	ALARM COMPANY QUALIFIED MANAGER	144 7599	601 620	INTERNAL REVIEW OF QUALIFYING EXPERIENCE/ OA ONGOING	2004	2004	MODIFIED ANGOFF	X	$46.5	$33	$16	N/A
	PRIVATE INVESTIGATOR	PRIVATE INVESTIGATOR QUALIFIED MANAGER	144 7525 7526 7541			2015	2015			$60	$33.5	$54	
	PRIVATE PATROL OPERATOR	PRIVATE PATROL OPERATOR QUALIFIED MANAGER	144 7582 7583			2013	2013			$81	$30		
	REPOSSESSION AGENCY	REPOSSESSION AGENCY QUALIFIED MANAGER	7503 7504	601		2004	2004			$47	$32.5	$11	
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD	SPEECH-LANGUAGE PATHOLOGIST	THE PRAXIS SERIES	2531 2532 2532.2	1399 152.3	OA; INTERNAL/ EXTERNAL REVIEW EVERY 5 TO 7 YEARS	2010	2010	MODIFIED TUCKER-ANGOFF	X	$52	N/A	N/A	N/A
	AUDIOLOGIST		2531 2532 2532.2 2532.25			2008	2008			$60			
	HEARING AID DISPENSER	HEARING AID DISPENSER WRITTEN/PRACTICAL EXAMINATIONS	2538.25 2538.26	1399.120	OA; INTERNAL/ EXTERNAL REVIEW EVERY 5 YEARS	2012	2012	MODIFIED ANGOFF		N/A	$62	$102	N/A

EXAMINATION PROGRAM			PREREQUISITES[1] for admittance to the examination			EXAMINATION VALIDATION[2] OA = Occupational Analysis				COSTS (IN THOUSANDS)[3] ED = Examination Development EA = Examination Administration PE = Program Evaluation PO = Per Occurrence PY = Per Year			
BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S) B&P	MANDATING CODE(S) CCR	ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)
STRUCTURAL PEST CONTROL BOARD	APPLICATOR	APPLICATOR	8564.5		INTERNAL/ EXTERNAL REVIEW EVERY 5 YEARS	2014	2014	SPECIFIED IN STATUTE	X	$56	$114	$186	
	FIELD REPRESENTATIVE	FIELD REPRESENTATIVE	8563 8564 8566			I-2008 II-2010 III-2008	I-2008 II-2010 III-2008						
	OPERATOR	OPERATOR	8561 8562 8565	1934									
VETERINARY MEDICAL BOARD	VETERINARIAN	NAVLE	4846.1 4846.2 4848	2010 2010.1 2014 2015 2015.1 2015.2 2022 2023 2024 2025	OA	2009	2009	MODIFIED ANGOFF	N/A	N/A	N/A	N/A	
		CSB				2013	2013		X		$65	$23	N/A
		VLE			N/A	N/A	N/A		N/A		N/A	N/A	
	VETERINARY TEMPORARY/ RECIPROCITY	VLE	4848	2015.1 2021					N/A				
	REGISTERED VETERINARY TECHNICIAN	CRVT	4839 4841.4 4841.5	2010 2014.1 2015 2065 2068.5 2068.6 2068.7		2010	2010		X		$64	$16	N/A
		VTNE			OA	2007	2007		N/A		N/A	N/A	
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	VOCATIONAL NURSE	NATIONAL COUNCIL LICENSURE EXAMINATION FOR PRACTICAL NURSES	2866 (A-D)	2516 2521 2530(G) 2532 2533 2534 2534.1 2534(J)	OA; EXTERNAL REVIEW EVERY 3 YEARS	2012	2012	MODIFIED ANGOFF	X				
	PSYCHIATRIC TECHNICIAN	CALIFORNIA PSYCHIATRIC TECHNICIAN LICENSURE EXAM	4511 (A-D)	2575 2578 2585(G) 2586 2587 2588 2588.1	OA; EXTERNAL REVIEW EVERY 5 YEARS	2014	2007			$24.4	$75.2	$37.3	

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.

FISCAL YEAR 2014/15 NET EXPENDITURES (IN THOUSANDS)

		FROM FM 13 Q16 CALSTARS REPORT			FROM FM 13 Q24 CALSTARS REPORT	FROM FM 13 Q16 CALSTARS REPORT	
1111 – BUREAUS & PROGRAMS	Fund Number & Name	Personal Services	Operating Expenses	Subtotal (Month 13)	Less (-) Reimbursements	Less (-) Distributed Costs	Total Net Expenditures
ARBITRATION CERTIFICATION PROGRAM	0166 CERTIFICATION ACCOUNT	817	416	1,233			1,233
AUTOMOTIVE REPAIR, BUREAU OF	0421 VEHICLE INSPECTION & REPAIR FUND	50,294	56,684	106,978	-813	-71	106,094
	0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT	3,993	28,422	32,415			32,415
	3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT	398	40,017	40,415			40,415
	BAR–TOTAL	**54,685**	**125,123**	**179,808**	**-813**	**-71**	**178,924**
CEMETERY & FUNERAL BUREAU	0717 CEMETERY FUND	1,424	851	2,273		-115	2,158
	0750 STATE FUNERAL DIRECTORS & EMBALMERS FUND	613	810	1,423	-6		1,417
	CFB–TOTAL	**2,037**	**1,661**	**3,696**	**-6**	**-115**	**3,575**
ELECTRONIC & APPLICANCE REPAIR, HOME FURNISHINGS & THERMAL INSULATION, BUREAU OF	0325 ELECTRONIC & APPLIANCE REPAIR FUND	1,033	1,570	2,603	-1	-61	2,541
	0752 BUREAU OF HOME FURNISHINGS & THERMAL INSULATION FUND	2,371	2,485	4,856	-1	0	4,855
	BEAR/HFTI–TOTAL	**3,404**	**4,055**	**7,459**	**-2**	**-61**	**7,396**
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND	6,568	4,811	11,379			11,379
	0960 STUDENT TUITION RECOVERY FUND		466	466			466
	BPPE–TOTAL	**6,568**	**5,277**	**11,845**	**0**	**0**	**11,845**
PROFESSIONAL FIDUCIARIES BUREAU	3108 PROFESSIONAL FIDUCIARY FUND	269	334	603			603
BUREAU OF REAL ESTATE	0317 REAL ESTATE FUND	29,437	17,916	47,353	-34		47,319
BUREAU OF REAL ESTATE APPRAISERS	0400 REAL ESTATE APPRAISERS FUND	3,363	2,111	5,474	-8		5,466
SECURITY & INVESTIGATIVE SERVICES, BUREAU OF	0239 PRIVATE SECURITY SERVICES FUND	4,147	7,731	11,878	-628	-104	11,146
	0769 PRIVATE INVESTIGATOR FUND	273	436	709	-9	0	700
	BSIS–TOTAL	**4,420**	**8,167**	**12,587**	**-637**	**-104**	**11,846**
TELEPHONE MEDICAL ADVICE SERVICES BUREAU	0459 TELEPHONE MEDICAL ADVICE SERVICES FUND	125	45	170			170
	1111–TOTAL	**105,125**	**165,105**	**270,228**	**-1,500**	**-351**	**268,377**

FISCAL YEAR 2014/15 NET EXPENDITURES (IN THOUSANDS)

		FROM FM 13 Q16 CALSTARS REPORT			FROM FM 13 Q24 CALSTARS REPORT	FROM FM 13 Q16 CALSTARS REPORT	
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	8,298	5,022	13,320	-429	0	12,891
ACUPUNCTURE BOARD	0108 ACUPUNCTURE FUND	809	2,175	2,984	-61		2,923
ARCHITECTS BOARD, CALIFORNIA	0706 CALIFORNIA ARCHITECTS BOARD FUND	1,736	1,705	3,441	-55	-26	3,360
ATHLETIC COMMISSION, STATE	0326 STATE ATHLETIC FUND	792	600	1,392	0	0	1,392
	9250 BOXERS' PENSION	32	48	80	0	0	80
	0492 STATE ATHLETIC COMM NEURO EXAM ACCOUNT	14	60	74	0	0	74
	ATCOM–TOTAL	**838**	**708**	**1,546**	**0**	**0**	**1,546**
BARBERING & COSMETOLOGY, BOARD OF	0069 BARBERING & COSMETOLOGY FUND	6,955	13,828	20,783	-94		20,689
BEHAVIORAL SCIENCE, BOARD OF	0773 BEHAVIORAL SCIENCE EXAMINERS FUND	4,037	4,833	8,870	-205		8,665
BOARD OF CHIROPRACTIC EXAMINERS	0152 CHIROPRACTIC EXAMINERS FUND	1,686	1,506	3,192	-147		3,045
CONTRACTORS' STATE LICENSE BOARD	0735 CONTRACTORS' LICENSE FUND	32,983	27,790	60,773	-562	0	60,211
	0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)	0	10	10	0	0	10
	CSLB–TOTAL	**32,983**	**27,800**	**60,783**	**-562**	**0**	**60,221**
COURT REPORTERS BOARD OF CALIFORNIA	0771 COURT REPORTERS FUND	539	421	960	-8	0	952
	0410 TRANSCRIPT REIMBURSEMENT FUND		215	215			215
	CRB–TOTAL	**539**	**636**	**1,175**	**-8**	**0**	**1,167**
DENTAL HYGIENE COMMITTEE	3140 STATE DENTAL HYGIENE FUND	635	705	1,340	-20		1,320
DENTAL BOARD OF CALIFORNIA	3142 STATE DENTAL ASSISTANT FUND	599	1,082	1,681	-2		1,679
	0741 STATE DENTISTRY FUND	5,500	5,699	11,199	-482		10,717
	3039 DENTALLY UNDERSERVED ACCOUNT		112	112			112
	DBC–TOTAL	**6,099**	**6,893**	**12,992**	**-484**	**0**	**12,508**
PROFESSIONAL ENGINEERS, LAND SURVEYORS & GEOLOGISTS, BOARD FOR	0770 PROFESSIONAL ENGINEERS' & LAND SURVEYORS' FUND	3,311	4,192	7,503	-100	-68	7,335
	0205 GEOLOGY & GEOPHYSICS FUND	364	703	1,067			1,067
	BPELSG–TOTAL	**3,675**	**4,895**	**8,570**	**-100**	**-68**	**8,402**
GUIDE DOGS FOR THE BLIND, STATE BOARD OF	0024 STATE BOARD OF GUIDE DOGS FOR THE BLIND FUND	129	60	189	0	0	189

FISCAL YEAR 2014/15 NET EXPENDITURES (IN THOUSANDS)

		FROM FM 13 Q16 CALSTARS REPORT			FROM FM 13 Q24 CALSTARS REPORT	FROM FM 13 Q16 CALSTARS REPORT	
LANDSCAPE ARCHITECTS TECHNICAL COMM	0757 LANDSCAPE ARCHITECTS FUND	381	392	773	0	0	773
MEDICAL BOARD OF CALIFORNIA	0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA	13,443	44,491	57,934	-2,171	-673	55,090
	0210 OUTPATIENT SETTING FUND OF THE MED BOARD		1	1			1
	0175 DISPENSING OPTICIANS FUND	74	200	274			274
	0755 LICENSED MIDWIFERY FUND (REVENUE ONLY)			0			0
	MBC–TOTAL	**13,517**	**44,692**	**58,209**	**-2,171**	**-673**	**55,365**
NATUROPATHIC MEDICINE COMMITTEE	3069 NATUROPATHIC DOCTOR'S FUND	191	95	286			286
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 OCCUPATIONAL THERAPY FUND	601	618	1,219	-22	0	1,197
OPTOMETRY, STATE BOARD OF	0763 STATE OPTOMETRY FUND	842	980	1,822	-69		1,753
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND	927	1,019	1,946	-161		1,785
PHARMACY, CALIFORNIA STATE BOARD OF	0767 PHARMACY BOARD CONTINGENT FUND	11,401	8,767	20,168	-818		19,350
PHYSICAL THERAPY BOARD	0759 PHYSICAL THERAPY FUND	1,643	2,463	4,106	-175	0	3,931
PHYSICIAN ASSISTANT BOARD	0280 PHYSICIAN ASSISTANT FUND	424	1,082	1,506	-70	0	1,436
PODIATRIC MEDICINE, CALIFORNIA BOARD OF	0295 BOARD OF PODIATRIC MEDICINE FUND	385	541	926	-66	0	860
PSYCHOLOGY, BOARD OF	0310 PSYCHOLOGY FUND	1,806	2,742	4,548	-80		4,468
REGISTERED NURSING, BOARD OF	0761 BOARD OF REGISTERED NURSING FUND	$12,754	$27,654	$40,408	-$2,133	0	$38,275
RESPIRATORY CARE BOARD	0319 RESPIRATORY CARE FUND	1,549	1,526	3,075	-140	0	2,935
SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY AND HEARING AID DISPENSERS BOARD	0376 SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY FUND	784	1,138	1,922	-32	0	1,890
STRUCTURAL PEST CONTROL BOARD	0399 SPC EDUCATION & ENFORCEMENT FUND	75	302	377	0		377
	0775 STRUCTURAL PEST CONTROL FUND	2,038	1,956	3,994			3,994
	SPCB–TOTAL	**2,113**	**2,258**	**4,371**	**0**	**0**	**4,371**
VETERINARY MEDICAL BOARD	0777 VETERINARY MEDICAL BOARD CONTINGENT FUND	1,392	2,702	4,094	-136		3,958
VOCATIONAL NURSING & PSYCHIATRIC TECHNICIANS, BOARD OF	0779 VOCATIONAL NURSING & PSYCHIATRIC TECHNICIANS FUND	4,694	5,032	9,726	-168	-37	9,521
	0780 PSYCHIATRIC TECHNICIANS ACCOUNT	853	1,110	1,963	-26	0	1,937
	BVNPT–TOTAL	**5,547**	**6,142**	**11,689**	**-194**	**-37**	**11,458**
	1110–TOTAL	**123,284**	**172,875**	**296,159**	**-8,296**	**-804**	**287,059**
	DCA–TOTAL	**228,409**	**337,980**	**566,387**	**-9,796**	**-1,155**	**555,436**

FISCAL YEAR 2014/15 FUND CONDITIONS (IN THOUSANDS)

	Fund Number and Name	Total Reserves July 1 [a]	Total Revenues	Transfers	Total Expenditures [b]	Reserve June 30	Estimated Months of Reserve
1111–BUREAUS & PROGRAMS							
ARBITRATION CERTIFICATION PROGRAM	0166 CERTIFICATION ACCOUNT	1,154	1,209	0	1,235	1,128	11.5
AUTOMOTIVE REPAIR, BUREAU OF	0421 VEHICLE INSPECTION AND REPAIR FUND	38,712	122,056	-2,698	92,910	65,160	8.4
	0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT	23,631	37,856		32,454	29,033	10.7
	3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT	12,260	31,794	10,000	40,445	13,609	4.0
CEMETERY AND FUNERAL BUREAU	0717 CEMETERY FUND	2,704	2,421	0	2,161	2,964	14.4
	0750 STATE FUNERAL DIRECTORS AND EMBALMERS FUND	1,677	1,262	0	1,418	1,521	7.2
ELECTRONIC & APPLIANCE REPAIR, HOME FURNISHINGS & THERMAL INSULATION, BUREAU OF	0325 ELECTRONIC AND APPLIANCE REPAIR FUND	2,378	2,199	0	2,543	2,034	8.7
	0752 HOME FURNISHINGS AND THERMAL INSULATION FUND	3,287	4,103	0	4,860	2,530	6.2
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND	11,482	9,371		11,388	9,465	10.0
	0960 STUDENT TUITION RECOVERY FUND	28,518	1,560	0	466	29,612	14.8
PROFESSIONAL FIDUCIARIES BUREAU	3108 PROFESSIONAL FIDUCIARY FUND	396	522	0	603	315	4.0
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	0239 PRIVATE SECURITY SERVICES FUND	7,483	10,729	0	11,158	7,054	6.0
	0769 PRIVATE INVESTIGATOR FUND	697	621	0	707	611	8.9
BUREAU OF REAL ESTATE	0317 REAL ESTATE FUND	38,256	50,034	0	47,363	40,927	9.6
BUREAU OF REAL ESTATE APPRAISERS	0400 REAL ESTATE APPRAISERS FUND	9,997	3,098	0	5,470	7,625	16.2
TELEPHONE MEDICAL ADVICE SERVICES BUREAU	0459 TELEPHONE MEDICAL ADVICE SERVICES FUND	886	258	0	169	975	67.2
1110–REGULATORY BOARDS							
ACCOUNTANCY, CALIFORNIA BOARD OF	0704 ACCOUNTANCY FUND	14,396	5,323	0	12,902	6,817	5.8
ACUPUNCTURE BOARD	0108 ACUPUNCTURE FUND	2,213	2,634	0	2,925	1,922	5.8
ARCHITECTS BOARD, CALIFORNIA	0706 CALIFORNIA ARCHITECTS BOARD FUND	5,276	2,956	0	3,363	4,869	15.8
ATHLETIC COMMISSION, STATE	0326 STATE ATHLETIC FUND	462	1,694	0	1,393	763	5.8
	0492 STATE ATHLETIC COMM NEURO EXAM ACCOUNT	679	15	0	73	621	116.4
	9250 BOXERS' PENSION FUND	320	487	0	619	188	21.1
BARBERING AND COSMETOLOGY, BOARD OF	0069 BARBERING & COSMETOLOGY FUND	16,274	23,557	0	20,708	19,123	9.3
BEHAVIORAL SCIENCE, BOARD OF	0773 BEHAVIORAL SCIENCE EXAMINERS FUND	3,428	8,201	1,000	8,671	3,958	4.7

[a] Total Reserves July 1 includes prior year adjustment.
[b] Expenditures in fund conditions include SCO and/or other charges that are direct transfers against each fund.

FISCAL YEAR 2014/15 FUND CONDITIONS (IN THOUSANDS)

	Fund Number and Name	Total Reserves July 1 [a]	Total Revenues	Transfers	Total Expenditures [b]	Reserve June 30	Estimated Months of Reserve
BOARD OF CHIROPRACTIC EXAMINERS	0152 CHIROPRACTIC EXAMINERS FUND	2,931	3,542	2,698	5,746	3,425	10.4
CONTRACTORS' STATE LICENSE BOARD	0735 CONTRACTORS' LICENSE FUND	26,944	57,120	0	60,265	23,799	4.5
	0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)	30	65	0	10	85	102.0
COURT REPORTERS BOARD OF CALIFORNIA	0771 COURT REPORTERS FUND	1,137	951	0	953	1,135	12.4
	0410 TRANSCRIPT REIMBURSEMENT FUND	424	1	0	215	210	12.0
DENTAL ASSISTANT PROGRAM	3142 STATE DENTAL ASSISTANT FUND	2,859	1,662	0	1,681	2,840	13.3
DENTAL BOARD OF CALIFORNIA	0741 STATE DENTISTRY FUND	6,059	10,303	0	10,728	5,634	5.6
	3039 DENTALLY UNDERSERVED ACCOUNT	1,796	4	0	112	1,688	
DENTAL HYGIENE COMMITTEE	3140 STATE DENTAL HYGIENE COMMITTEE	843	1,757	0	1,321	1,279	8.3
GUIDE DOGS FOR THE BLIND, STATE BOARD OF	0024 STATE BOARD OF GUIDE DOGS FOR THE BLIND FUND	127	152	0	189	90	5.2
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 LANDSCAPE ARCHITECTS FUND	2,524	787	0	773	2,538	30.2
MEDICAL BOARD OF CALIFORNIA	0175 DISPENSING OPTICIANS FUND	249	197		275	171	7.5
	0210 OUTPATIENT SETTING FUND OF THE MED BOARD OF CA	337	1		1	337	337.0
	0755 LICENSED MIDWIFERY FUND	254	46			300	300.0
	0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA	28,666	54,563		55,142	28,087	6.1
NATUROPATHIC MEDICINE COMMITTEE	3069 NATUROPATHIC DOCTOR'S FUND	577	298	0	286	589	19.1
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 OCCUPATIONAL THERAPY FUND	2,922	1,259	0	1,198	2,983	25.7
OPTOMETRY, STATE BOARD OF	0763 STATE OPTOMETRY FUND	1,428	1,844	0	1,755	1,517	10.1
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND	2,979	1,760	0	1,890	2,849	17.6
PHARMACY, CALIFORNIA STATE BOARD OF	0767 PHARMACY BOARD CONTINGENT FUND	12,878	18,227	0	19,364	11,741	7.1
PHYSICAL THERAPY BOARD	0759 PHYSICAL THERAPY FUND	898	3,340	0	3,934	304	0.9
PHYSICIAN ASSISTANT BOARD	0280 PHYSICIAN ASSISTANT FUND	1,554	1,646	0	1,437	1,763	13.9
PODIATRIC MEDICINE, CALIFORNIA BOARD OF	0295 BOARD OF PODIATRIC MEDICINE FUND	945	909	0	861	993	9.7
PROFESSIONAL ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS, BOARD FOR	0770 PROFESSIONAL ENGINEERS' AND LAND SURVEYORS' FUND	5,787	8,048	500	7,344	6,991	8.4
	0205 GEOLOGY AND GEOPHYSICS FUND	1,087	1,103	0	1,068	1,122	9.4

[a] Total Reserves July 1 includes prior year adjustment.
[b] Expenditures in fund conditions include SCO and/or other charges that are direct transfers against each fund.

FISCAL YEAR 2014/15 FUND CONDITIONS (IN THOUSANDS)

	Fund Number and Name	Total Reserves July 1 [a]	Total Revenues	Transfers	Total Expenditures [b]	Reserve June 30	Estimated Months of Reserve
PSYCHOLOGY, BOARD OF	0310 PSYCHOLOGY FUND	5,649	4,034	0	4,472	5,211	12.8
REGISTERED NURSING, BOARD OF	0761 BOARD OF REGISTERED NURSING FUND	9,493	32,889	3,000	38,301	7,081	2.1
RESPIRATORY CARE BOARD	0319 RESPIRATORY CARE FUND	2,660	2,709	0	2,938	2,431	7.9
SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY & HEARING AID DISPENSERS BOARD	0376 SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY FUND	1,177	1,841	400	1,892	1,526	8.8
STRUCTURAL PEST CONTROL BOARD	0168 SPCB RESEARCH FUND	449	141	0	0	590	
	0399 SPCB EDUCATION & ENFORCEMENT FUND	619	406	0	376	649	
	0775 SPC FUND	1,831	4,367	0	3,998	2,200	5.2
VETERINARY MEDICAL BOARD	0777 VETERINARY MEDICAL BOARD FUND	3,887	3,637		3,962	3,562	10.8
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	0779 VOCATIONAL NURSE EXAMINERS FUND	10,408	10,438	0	9,528	11,318	13.9
	0780 PSYCHIATRIC TECHNICIANS ACCOUNT	1,472	1,685	0	1,939	1,218	6.6

[a] Total Reserves July 1 includes prior year adjustment.
[b] Expenditures in fund conditions include SCO and/or other charges that are direct transfers against each fund.

Revenue Sources

FISCAL YEAR 2014/15 REVENUE CATEGORIES (IN THOUSANDS)

Fund Number and Name	Other Motor Vehicle Fees (114300)	Division of Real Estate Examination (123400)	Division of Real Estate License Fees (123500)	Sub-division Filing Fees (123600)	Other Licensing and Regulatory Fees, Fines, & Penalties (125600)	Initial Licensing Fees (125700)	Renewal Fees (125800)	Delinquent Fees (125900)
0166 CERTIFICATION ACCOUNT					1,207			
0421 VEHICLE INSPECTION & REPAIR FUND					1,622	112,274	7,771	272
0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT					398	37,382		
3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT	31,543							
TOTAL BAR	**31,543**	**0**	**0**	**0**	**2,020**	**149,656**	**7,771**	**272**
0717 CEMETERY FUND					1,948	106	350	9
0750 STATE FUNERAL DIRECTORS & EMBALMERS FUND					138	88	995	36
TOTAL CEMETERY FUNERAL BUREAU	**0**	**0**	**0**	**0**	**2,086**	**194**	**1,345**	**45**
0325 ELECTRONIC & APPLIANCE REPAIR FUND					10	315	1,773	77
0752 HOME FURNISHINGS & THERMAL INSULATION FUND					86	957	2,923	119
TOTAL BEAR/HFTI	**0**	**0**	**0**	**0**	**96**	**1,272**	**4,696**	**196**
0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND					72	603	8,384	272
0960 STUDENT TUITION RECOVERY FUND								
TOTAL BPPE	**0**	**0**	**0**	**0**	**72**	**603**	**8,384**	**272**
3108 PROFESSIONAL FIDUCIARY FUND					3	114	400	3
0239 PRIVATE SECURITY SERVICES FUND					415	4,405	5,627	240
0769 PRIVATE INVESTIGATOR FUND					3	91	500	24
TOTAL BSIS	**0**	**0**	**0**	**0**	**418**	**4,496**	**6,127**	**264**
0400 REAL ESTATE APPRAISERS FUND			2,673			209		
0317 REAL ESTATE FUND		3,776	37,117	7,270		189	0	0
0459 TELEPHONE MEDICAL ADVICE SERVICES FUND						45	211	
0704 ACCOUNTANCY FUND					158	2,465	2,480	146
0108 ACUPUNCTURE FUND					53	684	1,869	16
0706 CALIFORNIA ARCHITECTS BOARD FUND					6	351	2,548	38
0326 STATE ATHLETIC FUND					1,420	208	58	
0492 STATE ATHLETIC COMM NEURO EXAM ACCOUNT					15			
9250 BOXERS' PENSION FUND					0			
TOTAL CSAC	**0**	**0**	**0**	**0**	**1,435**	**208**	**58**	**0**
0069 BARBERING & COSMETOLOGY FUND					6,309	4,659	11,458	1,056
0773 BEHAVIORAL SCIENCE EXAMINERS FUND					74	2,680	5,019	90
0152 CHIROPRACTIC EXAMINERS FUND					27	168	3,281	49
0735 CONTRACTORS' LICENSE FUND					105	10,985	41,170	2,793
0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)						65		
TOTAL CONTRACTOR'S STATE LICENSE BOARD	**0**	**0**	**0**	**0**	**105**	**11,050**	**41,170**	**2,793**

Misc. Revenue From Local Agencies (131700)	Sale of Examinations (141200)	Misc. Services to the Public (142500)	Interest Earned (150300)	Interest Income from Interfund Loans (150500)	Attorney General Proceeds (160100)	Escheats (160800, 161000, 261900)	Other Revenue, Cost Recoveries (161900)	Penalty Assessments (164300)	Misc./ Other Revenue	STRF Assessment 6805	Total
			2								1,209
	2		79		22	1	8		5		122,056
17			56		1	2					37,856
			26	225							31,794
17	**2**	**0**	**161**		**23**	**3**	**8**	**0**	**5**	**0**	**191,706**
			8								2,421
	3		1								1,261
0	**3**	**0**	**9**		**0**	**0**	**0**	**0**	**0**	**0**	**3,682**
		11				8			5		2,199
		0	8			6			4		4,103
0	**0**	**11**	**8**		**0**	**14**	**0**	**0**	**9**	**0**	**6,302**
			24		1	4			11		9,371
			73			-2				1,489	1,560
0	**0**	**0**	**97**		**1**	**2**	**0**	**0**	**11**	**1,489**	**10,931**
			1				1				522
0	0	1	18		0	9	0	0	14	0	10,729
0	0	0	2		0	1	0	0	0	0	621
0	**0**	**1**	**20**		**0**	**10**	**0**	**0**	**14**	**0**	**11,350**
			22			1		109	82		3,096
0		156	85			13	830	569	30		50,035
			2								258
0	0	0	25		0	7	0	0	42	0	5,323
		5	6			1					2,634
0	0	0	11		0	1	0	0	1	0	2,956
			2		1				5		1,694
											15
									487		487
0	0	0	2		1	0	0	0	492	0	2,196
	1		41		6	10			17		23,557
			9	321	1	3			4		8,201
			9						8		3,542
		78	63		16	29		1,861	20		57,120
											65
0	0	78	63		16	29	0	1,861	20	0	57,185

FISCAL YEAR 2014/15 REVENUE CATEGORIES (IN THOUSANDS)

Fund Number and Name	Other Motor Vehicle Fees (114300)	Division of Real Estate Examination (123400)	Division of Real Estate License Fees (123500)	Sub-division Filing Fees (123600)	Other Licensing and Regulatory Fees, Fines, & Penalties (125600)	Initial Licensing Fees (125700)	Renewal Fees (125800)	Delinquent Fees (125900)
0771 COURT REPORTERS FUND					10	38	881	19
0410 TRANSCRIPT REIMBURSEMENT FUND								
TOTAL COURT REPORTERS BOARD	**0**	**0**	**0**	**0**	**10**	**38**	**881**	**19**
3140 STATE DENTAL HYGIENE COMMITTEE					12	157	1,540	21
3142 STATE DENTAL ASSISTANT FUND					18	264	1,275	90
0741 STATE DENTISTRY FUND					77	957	9,159	87
3039 DENTALLY UNDERSERVED ACCOUNT								
TOTAL DENTAL BOARD OF CALIFORNIA	**0**	**0**	**0**	**0**	**95**	**1,221**	**10,434**	**177**
0770 PROFESSIONAL ENGINEERS' & LAND SURVEYORS' FUND					125	2,551	5,278	59
0205 GEOLOGY & GEOPHYSICS FUND					7	275	801	16
TOTAL BPELSG	**0**	**0**	**0**	**0**	**132**	**2,826**	**6,079**	**75**
0024 STATE BOARD OF GUIDE DOGS FOR THE BLIND FUND					3	1	148	0
0757 LANDSCAPE ARCHITECTS FUND					4	65	697	14
0175 DISPENSING OPTICIANS FUND					3	29	149	7
0210 OUTPATIENT SETTING FUND OF THE MED BOARD								
0755 LICENSED MIDWIFERY FUND					0	14	31	
0758 MEDICAL BOARD OF CALIFORNIA FUND					345	6,727	47,253	130
TOTAL MEDICAL BOARD OF CALIFORNIA	**0**	**0**	**0**	**0**	**348**	**6,770**	**47,433**	**137**
3069 NATUROPATHIC DOCTOR'S FUND						90	204	2
3017 OCCUPATIONAL THERAPY FUND					39	214	949	14
0763 STATE OPTOMETRY FUND					44	162	1,619	11
0264 OSTEOPATHIC MED BOARDD OF CA FUND					17	323	1,591	15
0767 PHARMACY BOARD CONTINGENT FUND					2,074	3,865	11,775	183
0759 PHYSICAL THERAPY FUND					91	420	2,802	18
0280 PHYSICIAN ASSISTANT FUND					12	246	1,378	4
0295 BOARD OF PODIATRIC MEDICINE FUND	0	0	0	0	9	80	812	5
0310 PSYCHOLOGY FUND					107	669	3,226	14
0761 BOARD OF REGISTERED NURSING FUND	0	0	0	0	1,308	5,923	24,966	585
0319 RESPIRATORY CARE FUND					61	422	2,156	63
0376 SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY FUND					28	419	1,361	22
0168 SPCB RESEARCH FUND					140			
0399 SPCB EDUCATION & ENFORCEMENT FUND					405			
0775 SPC FUND					3,584	399	204	6
TOTAL SPCB	**0**	**0**	**0**	**0**	**4,129**	**399**	**204**	**6**
0777 VETERINARY MEDICAL BOARD FUND					68	724	2,789	24
0779 VOCATIONAL NURSE EXAMINERS FUND	0	0	0		209	3,464	6,587	132
0780 PSYCHIATRIC TECHNICIANS ACCOUNT					11	280	1,368	22
TOTAL VOC NURSE PSYCH TECH	**0**	**0**	**0**	**0**	**220**	**3,744**	**7,955**	**154**

Misc. Revenue From Local Agencies (131700)	Sale of Examinations (141200)	Misc. Services to the Public (142500)	Interest Earned (150300)	Interest Income from Interfund Loans (150500)	Attorney General Proceeds (160100)	Escheats (160800, 161000, 261900)	Other Revenue, Cost Recoveries (161900)	Penalty Assessments (164300)	Misc./ Other Revenue	STRF Assessment 6805	Total
			3								951
			1								1
0	0	0	4		0	0	0	0	0	0	952
			3						24		1,757
			8			1			6		1,662
1			13		2	4			3		10,303
			4								4
1	**0**	**0**	**25**		**2**	**5**	**0**	**0**	**9**	**0**	**11,969**
			15	7		9	1				8,045
			3						1		1,103
0	**0**	**0**	**18**		**0**	**9**	**1**	**0**	**1**	**0**	**9,148**
0	0	0	0		0	0	0	0	0	0	152
0	0	0	7		0	0	0	0	0	0	787
			1			1	7				197
			1								1
			1								46
	7		76		8	3			14		54,563
0	**7**	**0**	**79**		**8**	**4**	**7**	**0**	**14**	**0**	**54,807**
			2								298
0	0	19	8		0	1	0	14	1	0	1,259
		2	4			2					1,844
	4	8									1,958
262		1	33		4	21			9		18,227
		0	3		4				1		3,339
			5			1					1,646
0		0	3			1	0	0	0		910
	1		14			3					4,034
0	0	28	17	43	4	11	0	0	4	0	32,889
0	0	7									2,709
0		0	3	6	0	1	0		1		1,841
			1								141
			2								407
	2	1	5			10	153	1	2	0	4,367
0	**2**	**1**	**8**		**0**	**10**	**8**	**1**	**2**	**0**	**4,915**
	17		10		1	3	0		1		3,637
0	0	1	27		1	7	0	0	10	0	10,438
0	0	0	4		0	0	0	0	1	0	1,686
0	**0**	**1**	**31**		**1**	**7**	**0**	**0**	**11**	**0**	**12,124**

STATE OF CALIFORNIA

DEPARTMENT OF CONSUMER AFFAIRS

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