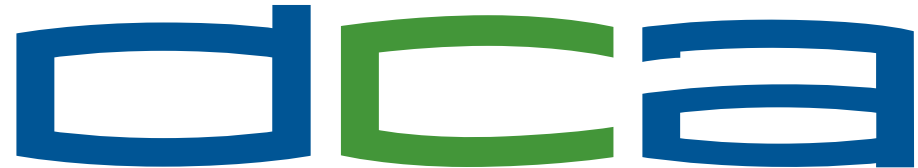


STATE OF CALIFORNIA



DEPARTMENT OF CONSUMER AFFAIRS

2006-07 Annual Report



ARNOLD SCHWARZENEGGER, *Governor*, State of California

ROSARIO MARÍN, *Secretary*, State and Consumer Services Agency

CARRIE LOPEZ, *Director*, Department of Consumer Affairs



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Introduction

The Department of Consumer Affairs: What We Do and How We Do It

Formerly called the Department of Vocational and Professional Standards, the Department of Consumer Affairs (DCA) received its current title as part of the Consumer Affairs Act of 1970. At that time, DCA regulated 10 State boards.

Since then, DCA has been dedicated to enhancing individual consumer access to services and resources. The better informed a consumer is, the more empowered and aware he or she becomes. Informed consumers know where to go for information about their rights, and how and where to complain when those rights are violated.

At DCA, protecting California consumers is more than a mission statement; it's something we strive to do every day.

Today, the Department of Consumer Affairs is composed of more than 40 boards, bureaus and other entities. We now license and regulate more than 2.4 million professionals in more than 255 professions, including healthcare, cosmetology, construction, and automotive repair. DCA is also home to the California Office of Privacy Protection (COPP), the first state-funded office in the nation designed to educate and advocate on behalf of consumers who have privacy protection concerns or have been victims of identity theft.

What We Do for Consumers

For consumers, information is power. DCA provides a variety of consumer information resources so consumers can learn about their rights, make informed decisions, and get a fair deal.

Our Web site, www.dca.ca.gov, is a major source of consumer information. Consumers can take advantage of this service from their home or office 24 hours a day, seven days a week.

At DCA, protecting California consumers is more than a mission statement; it's something we strive to do every day.

In addition to providing online services for consumers, the DCA Web site also offers tips and resources to help consumers conduct Internet business safely and securely.

To further protect consumers, we encourage them to check the license of

any professional they are considering doing business with in the state. Information on DCA's licensees may be accessed through our Web site at www.dca.ca.gov.

The Department's boards and bureaus license, register, or certify practitioners, investigate and resolve complaints between consumers and businesses, and discipline violators. This fiscal year, we achieved more than \$71 million in restitution to consumers.

More information on a wide variety of licensed professions and businesses is available to consumers from our Consumer Information Center and the Policy & Publications Development (PPD) Office. The Consumer Information Center answers more than one million inquiries every year. Its toll-free line is (800) 952-5210. Assistance is available in Spanish from Spanish-speaking specialists on staff, and in more than 170 other languages via our Language Line services. The Department provides consumers with more than 200 consumer-related booklets, brochures, fact sheets, and consumer guides, in print and online.

DCA helps ensure a competent and fair marketplace by establishing minimum standards of competency in more than 100 business and 255 professional categories

What We Do for Licensees

DCA establishes minimum standards of competency in more than 100 business and 255 professional categories, which include doctors, dentists, cosmetologists, contractors, and automotive repair shops, among many others.

DCA's ability to effectively implement its mission depends on a clear understanding of the needs of our stakeholders. Licensees are important stakeholders who seek expeditious and accurate services, fair administration of the law, and timely and accurate communication on issues of interest to them. DCA's Office of Examination Resources ensures that licensee examinations are valid, fair, and reflect the ever-changing tasks and abilities necessary for minimum competency in each profession.

Identifying unlicensed activity and obtaining compliance from people who are not properly licensed or registered is a high priority for the Department. Individuals and businesses that are

operating without a license pose a threat to both the industry and the public. Unlicensed activity not only endangers consumers, but also cheats businesses with illegal competition and higher taxes, and shortchanges workers and their families with inferior or non-existent benefits and protections.

Another service we provide to licensees is our iLicensing system, which is currently available to licensees in several professions such as barbering and cosmetology, dentistry, nursing, psychology, and security. iLicensing not only allows DCA's professionals to renew their licenses online, it also allows California's consumers a user-friendly format in which to check the license of a professional before they do business with them. This service will soon expand to other industries and professions.

Identifying unlicensed activity and obtaining compliance from people who are not properly licensed or registered is a high priority for the Department.

Complaint Information

Consumers who wish to file a complaint against a business or professional can visit the DCA Web site at www.dca.ca.gov and click on "To File A Complaint," or they can call the Consumer Information Center at (800) 952-5210 to obtain assistance. An overview of the complaint process is provided on page 6.

DCA also offers consumers online access to information via its Consumer Portal. The site, www.consumer-sc.ca.gov, offers consumers links to State and federal laws and information, advocacy groups, and news on a variety of consumer-related topics.

Also available is DCA's brochure titled *Consumer Self-Help: Tips and Resources to Resolve Consumer Complaints*. This publication, also available in Spanish, advises consumers on making informed decisions before purchasing products from retail stores or entering contractual agreements with health clubs and other businesses.

It outlines the steps a consumer can take if a business is unresponsive to his or her complaint, and contains a listing of the e-mail addresses and phone numbers of local, state, and federal agencies that consumers can contact for help. The brochure is available on the DCA Web site at www.dca.ca.gov. Click on "Publications" and then "Consumer Self-Help Guide."

DCA also offers consumer information in Spanish, Chinese, Vietnamese, Tagalog, Russian, and Korean on its Web site at www.dca.ca.gov. Consumers can click on one of the icons on the DCA home page and be directed to information in the language of their choice.

Our Board and Advisory Committee Members

Each year, hundreds of industry professionals take time out of their busy schedules and lives to assist DCA by serving on Boards and Advisory Committees and as Subject Matter Experts when licensing examinations are revised. To acknowledge their efforts, we have included a list of Board and Advisory Committee members who served during the last Fiscal Year on pages 65–67 this report. Their efforts have helped DCA in our mission to protect the consumers and licensees of California—and for that they have our sincere appreciation.

The Great Seal and the DCA Logo



The Great Seal of the State of California was adopted in 1849 and redesigned in 1937. On it, there are many symbols that represent California's richness and history. In 2006, DCA's Executive Office asked the Policy & Publications Development Office's graphic designers to create a logo that would represent DCA's mission and give the Department a more updated, fresh look.

The State Seal, along with the DCA logo, symbolizes DCA's commitment to both consumers and licensees. The seal and our logo ensure consumers that our licensees have been tested for competency in the industry or profession in which they choose to practice. DCA leads the nation in innovative licensing solutions, ensuring that California's consumers—and those who serve them—are protected from fraud and unlicensed activity. Our licensees can be proud of the fact that they have demonstrated skill and knowledge in their individual professions, and our consumers can be confident that DCA is ensuring they have access to proven, world-class professionals.

Report Card: Accomplishments in Fiscal Year 2006–07



Carrie Lopez
Director



Scott Reid
Chief Deputy Director

Welcome to the Department of Consumer Affairs (DCA)! In the past year, DCA's staff of 2,145, who serve the 42 DCA entities and their 15 support offices, divisions, and programs, worked hard to serve both California consumers and the more than 2.4 million licensees who serve them. DCA experienced changes this year as former DCA Director Charlene Zettel left to become a member of the board of the San Diego County Regional Airport Authority in March 2007. Our new Director, Carrie Lopez, arrived in April.

Through this fiscal year's challenges and changes, our mission remained the same: To educate and empower consumers in the marketplace.

Here are just a few of DCA's many accomplishments during Fiscal Year 2006–07:

- Conducted a number of stings throughout the year that targeted unlicensed persons in California's "underground economy" and removed many unscrupulous operators, such as unlicensed locksmiths and contractors, from the marketplace. The Division of Investigation and the Bureau of Security and Investigative Services conducted a three-month investigation of unlicensed locksmiths in the San Francisco Bay Area, resulting in five misdemeanor criminal citations and 12 cases submitted to the San Francisco District Attorney's Office for criminal prosecution.
- The Contractors State License Board received 21,724 complaints and obtained more than \$44.8 million in restitution for consumers, an increase of \$8.8 million from Fiscal Year 2005–06.

- Instituted new procedures to make licensing and license renewal available to licensees on the Internet via the new iLicensing System. Thanks to measures implemented by DCA's boards, including the California Board of Accountancy, the Board of Registered Nursing, and the Board of Barbering and Cosmetology, it is easier today for licensed out-of-state practitioners or students to obtain their license to operate in California. This means that consumers can now check the license of a professional more quickly and efficiently.
- Through the Bureau of Automotive Repair's Consumer Assistance Program, 16,906 high-polluting vehicles were retired from California's roadways, resulting in an estimated 5,941.2 tons of emission reduction. The Program also assisted approximately 33,000 consumers in making emissions-related repairs to their high-polluting vehicles, reducing hydrocarbons and nitrogen oxides by an estimated 3,234.2 tons annually.



(l-r) Former DCA Director Charlene Zettel, State and Consumer Services Agency Secretary Rosario Marin, and DCA Director Carrie Lopez at the 2007 Consumer Leaders Roundtable.



- Hosted the *Cyber Safety Summit for Children* in October 2006 in Sacramento. This event, the first of its kind in the nation, offered workshops and information to children, parents, educators, and others so that they can be aware of and know how to spot and avoid the dangers of cyber predators on the Internet. DCA has also participated in various cyber safety events across the state.
- Facilitated four Town Hall meetings in conjunction with the State and Consumer Services Agency; the Business, Transportation and Housing Agency; the Department of Real Estate; the Department of Financial Institutions; and several lawmakers to assist consumers affected by the home mortgage foreclosure crisis.
- Assisted California's veterans after a laptop computer belonging to the U.S. Department of Veterans Affairs was stolen, resulting in a massive breach of the personal information of 26.5 million veterans. Seven workshops were held across the State for veterans, providing them with information on how to fight identity theft and protect their privacy.
- Completed legislation that adds a mandatory four hours of weapons of mass destruction and terrorism awareness training to the existing powers to arrest training for security guards licensed by the Bureau of Security and Investigative Services.
- Hosted the third annual Identity Theft Summit, *Protecting Privacy Online: A California Identity Theft Summit*, in South San Francisco in April 2007. More than 400 attended, including members of law enforcement, business and government representatives, and consumers. Workshops were offered on various issues related to privacy protection.
- Established a new contract for computer-based examinations for various boards, bureaus, and programs, which will allow candidates more test sites in California and across the nation.
- Reduced the average wait time for consumers calling the Consumer Information Center's toll-free number from more than two minutes to 59 seconds.

- Participated in 876 outreach events, and created partnerships with California State University, Sacramento, to deliver a series of 13 presentations by DCA's various boards and bureaus to the University's Renaissance Society.

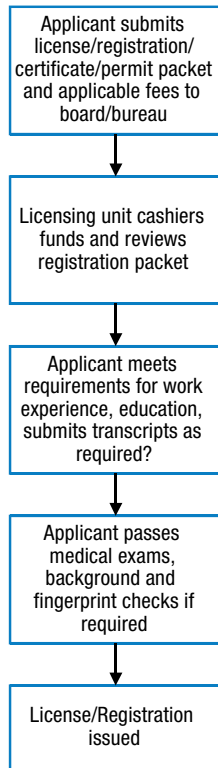
DCA is continuing its mission of consumer protection in Fiscal Year 2007–08. Here are some of the efforts already being implemented:

- Began a major consumer education effort on unlicensed activity. This new program will educate consumers about the importance of using licensed professionals and educating professionals about the value of being a DCA licensee.
- Launched the Consumer Services Center Web site in August 2007. The site, www.consumer-sc.ca.gov, offers consumers links to State and federal governmental agencies; advocacy groups; news; and California and federal laws and regulations Web sites. It covers topics such as privacy, financial, housing, food, and transportation.
- Providing assistance to California's homeowners who are having difficulty during the State's mortgage crisis. A new Web site, www.yourhome.ca.gov, provides homeowners with information regarding purchasing and owning a home, mortgage help, and also provides up-to-date news and alerts.
- As part of the continuing fight to reduce smog in California, the Bureau of Automotive Repair is implementing two new major tests. The low-pressure fuel evaporative emission test (LPFET) began December 1, 2007, and the visible smoke inspection will begin March 1, 2008.

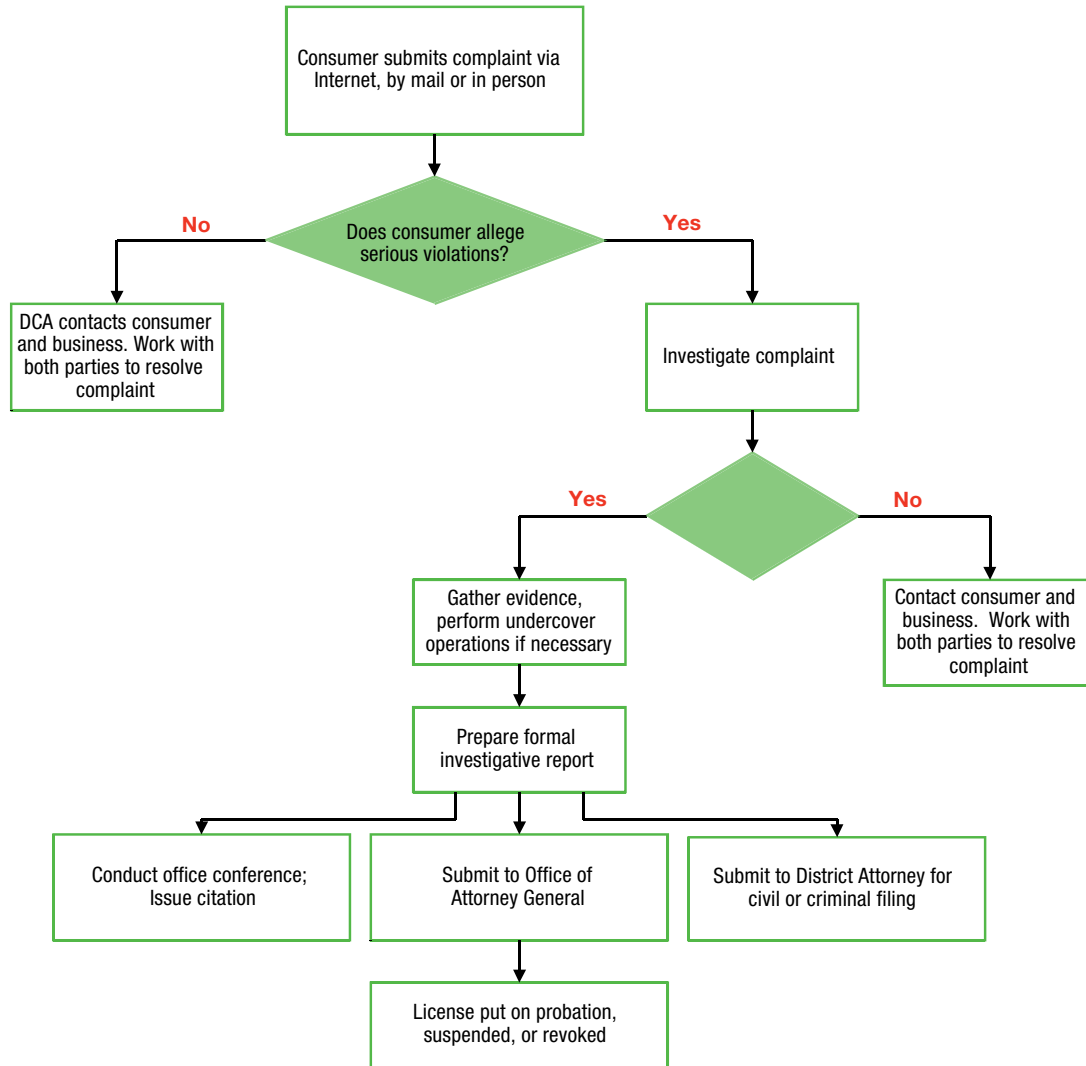
We present to you the *DCA Annual Report 2006–07*. The narratives and statistical appendix in the following pages are filled with even more accomplishments—and some quick facts—about each of DCA's entities.

The Licensing and Consumer Complaint Process

Licensing Process



Complaint Process



California Board of Accountancy

www.cba.ca.gov



Created in 1901, the California Board of Accountancy (Board) regulates the accounting profession and Certified Public Accountants (CPAs). The Board qualifies California candidates for the National Uniform CPA examination and licenses individual CPAs, and accountancy partnerships and corporations. It also investigates complaints, disciplines licensees for violations of Board statutes and regulations, and monitors compliance with continuing education requirements. The Board currently regulates more than 76,000 licensees, the largest group of licensed accounting professionals in the nation.

Major Accomplishments for Fiscal Year 2006–07:

- Presented a free, eight-hour continuing education forum in San Francisco on ethics and professional responsibility in October 2006. The result of the settlement of a major enforcement case, the event was presented to a live audience in San Francisco, and made available via satellite to attendees in Long Beach. The presentation was then recast into four continuing education segments, which were made available on the Board's Web site. The segments are provided at no cost to licensees and will be available until April 2008.
- Added 17 new positions to existing Board staff. The new positions reflect the successful meeting of objectives outlined in the Board's 2005–10 Strategic Plan and will significantly reduce application backlogs, enhance customer service, and address the need to open a Southern California office.
- Completed the redesign of the Board's Web site consistent with state standards for usability, accessibility, and separation of presentation and content. The Web site redesign also enhances the Board's institutional identity.



Carol Sigmann
Executive Officer



David Swartz
Board President

- Created a *Tipsheet for Selecting a Certified Public Accountant* for consumer protection events and outreach activities.

Major Legislation/Regulations for Fiscal Year 2006–07:

- Developed legislation to address unintended impediments to practice by qualified accounting professionals from other states and countries. These law changes were contained in Assembly Bill 1868 (Bermudez, Chapter 458, Statutes of 2006) and signed by Governor Arnold Schwarzenegger on September 25, 2006. Because it was an urgency bill, the legislation took effect immediately. The law increases consumer choice in selecting licensed accounting practitioners.
- Adopted emergency regulations related to AB 1868 to provide a lower fee for some out-of-state licensees practicing in California.
- Adopted revised regulations to make audit documentation requirements more consistent with national professional standards, especially those issued by the Public Company Accounting Oversight Board and the American Institute of Certified Public Accountants.
- Adopted regulations to enhance the uniformity of Webcast continuing education. The regulations provide guidance to providers for the delivery of quality continuing education via Webcast, including specific requirements for monitoring attendance.

Quick Facts

- 67 staff
- 45,004 licensees
- 4,708,876 Web site hits
- 17 consumer publications

Acupuncture Board

www.acupuncture.ca.gov



Janelle Wedge
Executive Officer
Steven Tan
Board Chair

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

Major Accomplishments for Fiscal Year 2006–07:

- Developed and adopted a new strategic plan, and mission and vision statements. Key goals of the new strategic plan include advancing higher educational standards; clarifying scope of practice issues; promoting ethical conduct of licensees and students; improving continuing education standards; and promoting communication with the industry and consumers.
- Sent a letter to licensees informing them of the increase in continuing education hours from 30 to 50 per biennial license renewal. This letter was also posted on the Board’s Web site.
- Received an average of 7,000 “hits” to the Board’s Web site each month. In addition, consumers verified acupuncture licenses an average of 10,000 times each month through DCA’s Web site.
- Appointed a permanent Executive Officer in August 2006. This person had served as the Interim Executive Officer since November 2005, and has been on the Board’s staff since 1991.

Major Legislation/Regulation for Fiscal Year 2006–07:

- The Board began updating its continuing education regulations in early 2007. These proposed regulations will clarify the approval process for continuing education providers and courses, define what type of courses licensees can take for credit, and revise the required number of hours a licensee must complete. It is anticipated that the regulatory package will be ready by September 2007.

Quick Facts

- 10 staff
- 8,502 licensees
- 91,896 Web site hits
- 1 consumer publication

Arbitration Certification Program

www.dca.ca.gov/acp



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

Major Accomplishments for Fiscal Year 2006–07:

- Distributed approximately 54,816 *Lemon-aid for Consumers* brochures to consumers, community advocacy groups, and other public entities as part of the Program's goals to educate and empower consumers.
- Attended relevant industry and consumer forums, including conferences hosted by the International Association of Lemon Law Administrators, the National Association of Consumer Agency Administrators, and the California Consumer Affairs Association, to gain knowledge of current trends in the marketplace. Attendance at these events was done in accordance with the Program's goal to develop a productive and well-informed workforce.



Rachel Chavez
Chief

- Certified four new recreational vehicle arbitration programs: Country Coach, Airstream, Four Winds International, and Damon Corporation.
- Returned approximately \$38 million in restitution to consumers through the free arbitration programs offered by the 25 car, van, truck, and recreational vehicle manufacturer programs certified by the Program.

Quick Facts

- 6 staff
- 25 Certified Arbitration Programs
- 147,921 Web site hits
- 3 consumer publications
- \$38 million in restitution to consumers

California Architects Board

www.cab.ca.gov



Douglas R. McCauley
Executive Officer



Jeffrey Heller
Board President

The California Architects Board (Board), originally known as the State Board of Architecture, was created in 1901 to safeguard the public's health, safety, and welfare. The Board licenses and regulates more than 21,000 architects, who are responsible for designing billions of dollars worth of structures in California. The Board protects consumers who use architectural services, as well as people who inhabit or use the structures that the architects design.

Major Accomplishments for Fiscal Year 2006–07:

- Participated in a successful effort to influence the development of the National Council of Architectural Registration Boards' policy regarding Architect Registration Examination timing requirements to ensure that unjustified barriers were not imposed on candidates from California. If passed, the policy would have superceded state law and affected eligibility for candidates from California.
- Accommodated 320 additional candidates to sit for the California Supplemental Examination. Typically, the Board holds six administrations of its examination per year in South San Francisco (February, July, and November) and Irvine (January, May, and September), however, one additional examination was held in South San Francisco in March 2007.
- Conducted multiple outreach presentations (San Diego in December 2006, San Francisco in April 2007, and Santa Rosa in May 2007) to educate students and graduates about state and national internship programs. Established a searchable database on the Board's Web site to help interns connect with firms that participate in those programs.

- Conducted a statewide survey of building officials in order to explore their understanding of the Board's issues, duties, functions, and regulations governing the practice of architecture in the state, as well as their satisfaction with the Board's Building Official Contact Program. The results identified areas where the Board can enhance its Building Official Contact Program and its outreach efforts. Results were presented to the Board's Regulatory and Enforcement Committee in November 2006 and to the Board in December 2006.
- Initiated an ongoing consumer satisfaction survey in September 2006 to determine how consumers feel about the way the Board handled their complaints. The results will be published in the Board's Sunset Review Report.
- Posted the *2006 Candidate's Handbook* and *2007 Architects Practice Act (APA)* on the Board's Web site. These handbooks provide consumers, licensees, and candidates with the most up-to-date laws, rules, and regulations governing the practice of architecture in California.
- Developed and updated the Board's Continuity of Operations/Continuity of Government Plan in response to Executive Order S-04-06.
- Completed customer service modifications to the Board's Web site in response to

Conducted multiple outreach presentations to educate students and graduates about state and national internship programs.

California Architects Board (continued)

Senate Bill 796 (Figueroa, Chapter 686, Statutes of 2005). The modifications included adding new, specifically labeled links, creating new content, and reorganizing existing content. The modifications will assist consumers, licensees, and candidates to better interact with the Board and participate in the regulation process.

Major Legislation/Regulations for Fiscal Year 2006–07:

- Amended California Code of Regulations (CCR) section 137 to incorporate approved updates to the Board's public information disclosure policy, and modified the Board's public information disclosure procedures to be in alignment with the amendments.
- Processed a regulatory change proposal to amend the professional rules of conduct under CCR section 160, which will both improve the effectiveness of the Board's enforcement efforts and benefit the public. The change adds and/or clarifies provisions under the Willful Misconduct, Conflict of Interest, Full Disclosure, and Informed Consent sections of the Rules of Professional Conduct regulation (CCR section 160); these changes will hold licensed architects to a higher level of professional conduct and will therefore better protect the public.

Quick Facts

- 24.1 staff
- 21,998 licensees
- 662,479 Web site hits
- 20 consumer publications
- \$96,976 in restitution to consumers

California State Athletic Commission

www.dca.ca.gov/csac



Armando Garcia
Commissioner

June Collison
Commission Chair

The California State Athletic Commission (Commission) regulates professional boxing, professional and amateur kickboxing, and mixed martial arts events. The Commission ensures the health and safety of athletes through medical requirements, skill evaluations, and supervision of live events, and protects California consumers against fraudulent activity in the world of combative sports. The Commission also oversees the Professional Boxers' Pension Plan that provides retirement and death benefits to former professional boxers who have competed in the state.

Major Accomplishments for Fiscal Year 2006–07:

- Implemented a new drug testing program which includes testing for all anabolic agents (steroids), masking agents, and the most prevalent drugs of abuse including cocaine, methamphetamines, opiates, marijuana, and painkillers. The Commission's new drug testing program ensures that athletes are competing in a drug-free environment and consumers who pay to see these events are viewing athletic contests between naturally skilled athletes who do not rely on artificial substances in order to compete at the professional levels. Drug test failures result in stiff penalties including those that could result in the end of an athlete's career.
- Conducted extensive training sessions for Referees, Judges, Timekeepers, Ringside Physicians, and Athletic Inspectors in Long Beach on May 10 for boxing and on May 17 for mixed martial arts. The training sessions for officials introduced Commission staff to many prospective individuals, ensuring that the future of combative sports in California would continue to flourish. The Commission obtained the services of many new Athletic Inspectors

as a result of the increase of live sporting events being held in the State of California. The increase in the number of events has brought an increase in State revenue and has pushed California to the forefront of combative sports. In conjunction with these events, the modification of Rule 523 allowed Mixed Martial Arts (MMA) to be held in a ring as opposed to a cage. This competition structure for MMA has opened the door for many companies to begin holding events in California that may not have chosen to do so had they been forced to use a cage structure.

- Applied new medical requirements per Senate Bill 247 (Perata, Chapter 465, Statutes of 2006), into the current licensing process for professional athletes. Professional athletes are required to complete physical examinations, ophthalmologic examinations, Magnetic Resonance Imaging (MRI) examinations, Electrocardiograms (EKGs), neurological examinations, and blood tests for Hepatitis B (HBV), Hepatitis C (HCV), and Human Immunodeficiency Virus (HIV). Successful completion of these requirements clears athletes for combative sports competition. If results of the medical requirement are not successful, an athlete is notified of a condition that he or she may not have been aware of in order to begin the process of correcting the condition and/or seeking the best assistance possible in order to be treated.

Quick Facts

- 9 staff
- 6,054 licensees
- 322,155 Web site hits

Bureau of Automotive Repair

www.smogcheck.ca.gov



Sherry Mehl
Bureau Chief

The Bureau of Automotive Repair (Bureau) was established in 1972. It registers automotive repair dealers, accepts and mediates consumer complaints, investigates violations, and refers cases to state and local law enforcement agencies.

Since 1984, the Bureau has also been responsible for administering California's Smog Check Program in those areas of the state that fail to meet Federal clean air standards. The goal of Smog Check Program is to reduce air pollution generated by emissions from gasoline-powered passenger vehicles and light-duty trucks. Approximately 21 million vehicles statewide are required to participate in the Smog Check Program. The Bureau also administers the Consumer Assistance Program (CAP), which provides financial assistance to qualified consumers whose vehicles fail a biennial Smog Check inspection.

Major Accomplishments for Fiscal Year 2006–07:

- Implemented the Next Generation Electronic Transmission (NGET) system, which provides improved data management and increased accuracy for the Smog Check Program. Licensing is able to obtain more accurate reports from the new NGET system. The NGET system is capable of compiling a variety of data that Licensing used to compile manually.
- Reestablished the Auto Body Inspection Program in January 2007. This program allows qualified consumers to receive free inspections to verify the collision repair work done on their cars. During the 2006–07 fiscal year, the BAR's Auto Body Inspection Program completed 232 inspections, of which 81 (35 percent) uncovered poor workmanship and/or billing for parts and services not performed. A total of 86 complaints were opened as a result.

- Made 4,243 contacts and conducted 3,093 field visits to unregistered automotive repair establishments. As a result, the Bureau's Registration Enforcement Unit collected a total of \$776,490 in registration revenue and registered 3,267 automotive repair dealers that had not been previously registered nor paying registration fees.
- Continued to train law enforcement agencies across the state to identify illegal modifications made to vehicles that participate in illegal street racing. More than 2,000 officers completed the training. Citations for street racing-related illegal vehicle modifications jumped from a several hundred a few years ago to more than 7,500 in the past year.
- Retired 16,906 high polluting vehicles through the Consumer Assistance Program (CAP), resulting in an estimated 5,941.2 tons of emission reduction. CAP also assisted approximately 33,000 consumers in making emissions related repairs to their high-polluting vehicles, reducing hydrocarbons and nitrogen oxides by 352.8 tons annually.
- Began transitioning to the Applicant Tracking System (ATS)/Consumer Affairs System (CAS) for licensing and registering automotive repair dealers, lamp and brake stations and adjusters, and Smog Check stations and technicians.

Quick Facts

- 615 staff
- 63,893 licensees
- 6,910,038 Web site hits
- 10 consumer publications
- \$4,184,901 in restitution to consumers

Board of Barbering and Cosmetology

www.barbercosmo.ca.gov



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

Major Accomplishments for Fiscal Year 2006–07:

- Approved a strategic plan and an action plan to help meet organizational objectives. The Board will continue to focus on updating regulations to improve consumer protection and expanding outreach programs with a new multicultural approach.
- Implemented reciprocity statute (Business and Professions Code section 7331) to help out-of-state applicants become licensed in California. Through reciprocity, qualified, out-of-state applicants may avoid additional schooling and the examination process. Cosmetologist, manicurist, esthetician, electrologist, and barber licenses are being issued through reciprocity. This is the first time that the Board has allowed licensing of applicants from other states via reciprocity.
- Increased fines for citations and ended the progressive discipline system under which some fines could be waived. The current progressive discipline system was deemed confusing for the licensees and also failed to provide enough of a monetary deterrent for some establishments to correct serious health and safety violations. Fines for many first offense violations were being waived; compliance was not received until an inspector's second, and sometimes third, site visit. Inspectors rarely conducted weekend inspections because they



Kristy Underwood
Executive Officer

Jerry Tyler
Board President

were unable to verify prior licensee disciplinary actions with headquarters staff. Elimination of a “priors” progressive discipline system allows the inspectors to conduct more Saturday and Sunday inspections, when unlicensed activity is believed to be most prominent. The Board decided to eliminate the current system of priors and progressive discipline. They prepared regulations to assess each violation with one set fine amount and decided to identify three separate categories for violations: highest risk to consumers, medium risk to consumers and lowest risk to consumers. The Board assigned monetary values to the three categories of \$1,000, \$500, and \$100. In addition, the Board discontinued the practice of waiving fees for certain correctable first offenses.

Major Legislation/Regulations for Fiscal Year 2006–07:

- Amended 16 CCR section 980.1, *Procedures for Cleaning and Disinfecting Whirlpool Air-Jet Basins*, and adopted 16 CCR section 980.2, *Procedures for Cleaning and Disinfecting Pipe-less Footspas*, and section 980.3, *Procedures for Cleaning and Disinfecting Non-Whirlpool Foot Basins or Tubs*, to emphasize thorough, frequent, cleaning of footspas.

Quick Facts

- 83.1 staff
- 476,352 licensees
- 1,866,985 Web site hits
- 25 consumer publications

Board of Behavioral Sciences

www.bbs.ca.gov



The mission of the Board of Behavioral Sciences (Board) is to protect Californians by setting standards for mental health professionals through effective communication, education, examination, licensing, and enforcement. The Board was established in 1945 to license and regulate social workers, and has, in the past 60 years, expanded to license and regulate Marriage and Family Therapists (MFTs) and Licensed Educational Psychologists (LEPs). As of January 1, 2007, the Board had more than 64,000 licensees and registrants under its jurisdiction.

Major Accomplishments for Fiscal Year 2006–07:

- Increased overall customer satisfaction with Board services by 13 percent based on responses to monthly surveys conducted from June–August 2006 on the Board's Web site.
- Sponsored 59 outreach events for students, registrants, licensees, and consumers between July 2006 and June 2007. The events, targeted at students, registrants, and licensees, provided information about licensing, supervision, and continuing education requirements. The event targeted at consumers, Consumer Protection Day 2007, provided information regarding the Board's functions and consumer rights.
- Completed a comprehensive redesign of the Board's Web site to include expanded consumer and licensee/registrant information. The expanded consumer section includes a page that provides consumers with information on how to find mental health services. The expanded



Paul Riches
Executive Officer



Ian Russ
Board President

licensee/registrant information section includes a step-by-step licensing process feature. The overall design is more user friendly and designed for people who are unfamiliar with the Board's functions. The Board's redesigned Web site was launched on May 31, 2007.

- Completed a voluntary demographic survey of Board licensees in October 2006. Received a response rate of 43 percent (more than 25,000 responses). Data gathered from licensees included race and ethnicity, license held, age, gender, language fluency, primary practice setting, years in practice and Subject Matter Expert experience.

Major Legislation/Regulation for Fiscal Year 2006–07:

- Senate Bill 1475 (Figueroa, Chapter 659, Statutes of 2006) reorganized and revised the Board's administrative statutes for clarity, removed obsolete provisions, made some minor refinements, and extended the Board's sunset date by one year to July 1, 2009. The Bill also revised regulations regarding Licensed

Increased overall customer satisfaction with Board services by 13 percent based on responses to monthly surveys conducted from June–August 2006 on the Board's Web site.

Board of Behavioral Sciences (continued)

Educational Psychologists and made significant changes to the rules for licensing out-of-state clinical social workers, including:

- Waiving the supervised experience requirement for an applicant who has been licensed for at least four years as a clinical social worker in another state.
- Permitting an applicant licensed as a clinical social worker for less than four years in another state to count a portion of his or her experience as a licensee toward California's supervised experience requirements.
- Requiring out-of-state applicants licensed as a clinical social worker in another state to have a clean licensing record and no pending investigations in any state in which they have been licensed. Applicants are still required to meet California's educational and examination requirements.
- Amended Title 16, CCR Section 1886.40 to implement Senate Bill 362 (Chapter 788, Statutes of 2003), which raised maximum fines for Board-issued citations to \$5,000. Section 1886.40 permits a \$5,000 fine to be issued under the following circumstances:
 - The cited person has a history of two or more citations for similar violations.
 - The citation involves multiple violations that demonstrate willful disregard of the law.
 - The violation is perpetrated against a senior citizen, minor, or disabled person.
 - The violation involves unlicensed activity.
 - The violation involved an impermissible breach of confidentiality.

Quick Facts

- 29.3 staff
- 64,665 licensees
- 4,477,711 Web site hits
- 2 consumer publications

Cemetery and Funeral Bureau

www.cfb.ca.gov



Sherrie Moffett-Bell
Chief

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

Major Accomplishments for Fiscal Year 2006–07:

- Developed new examinations for embalmers, funeral directors, cemetery managers, and brokers.
- Completed a review of all pre-need encumbered trust accounts. Encumbered trust accounts are required by law to be submitted to the Department of Consumer Affairs for review. This is necessary to ensure that monies that consumers have paid for funeral or cemetery services are being properly invested. It also ensures that monies in these accounts are not being stolen or misused. The Bureau has a full auditing staff for the first time, which allowed for an annual review of all of the trust accounts.
- Attended outreach events for various groups, including the Association of California Cremationists, Caring Neighborhoods Senior Program, California Funeral Directors Association, California Monument Association, Consumer Alliance of California, Public Cemetery Alliance, Internment Association of California, and the Association of Historical Cemeteries. The Bureau provides speakers and informational material, and assists in answering questions concerning the death industry at these events.

Major Legislation/Regulation for Fiscal Year 2006–07:

- Created a subcommittee of the Advisory Committee to assist with the cleanup of conflicting rules and regulations between cemetery law and funeral law.
- Revised the Bureau's Web site per Senate Bill 796 (Figueroa, Chapter 686, Statutes of 2005).
- SB 1490 (Ducheny, Chapter 401, Statutes of 2006) required the Bureau to conduct a survey to determine how to resolve the problem of abandoned cemeteries. The Bureau sent out surveys requiring all licensed cemeteries to submit information on their annual operational costs, including all maintenance, financial status for handling "at-need" services, and projected data of how long the cemetery will be financially stable. The Bureau's audit staff are working to compile the data from the surveys and produce one report that will demonstrate how many cemeteries may become abandoned due to financial problems. The report will be provided to the Senate Business and Professions Committee in January 2008.

Quick Facts

- 24.5 staff
- 11,437 licensees
- 478,653 Web site hits
- 2 consumer publications
- \$61,002 in restitution to consumers

Contractors State License Board

www.cslb.ca.gov



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

Major Accomplishments for Fiscal Year 2006–07:

- Continued efforts to deal with unlicensed activity and the state's underground economy. The Board is one of the key partners in Governor Arnold Schwarzenegger's Economic and Employment Enforcement Coalition (EEEC), a multi-agency group that targets contractors who work without a license, who pay workers in cash "under the table," and who do not carry the proper Workers' Compensation insurance. The Board participated in a total of six construction sweeps during FY 2006–07. The Board's Public Affairs Office also produced an overview and training video for staff at partner agencies. The video will be used as a prototype for other EEEEC industries.
- Partnered with the Los Angeles City Attorney's Office to create a Fast Track Pilot Program to combat Underground Economy activity in Los Angeles. The project streamlines the processing of unlicensed contractor cases within the city. In addition, Board investigators worked closely with the Los Angeles Police Department to apprehend individuals with warrants resulting from Board investigations.
- Received 21,724 complaints and obtained more than \$44.8 million in ordered restitution for consumers, an increase of \$8.8 million from last year.



Stephen Sands
Registrar



James Miller
Board Chair

- Improved processing time for arbitration. In November 2006, the Department of General Services approved a new three-year contract between the Board and Arbitration Mediation Conciliation Center (AMCC). AMCC has served as the Board's arbitration program provider since October 2003. During this time, AMCC heard more than 1,800 arbitration proceedings with monetary decisions rendered up to \$50,000. With an average cycle time of approximately 45 days from the date of arbitration to the rendering of an award, participating parties (consumers and contractors) in AMCC arbitration proceedings have given the program an overall satisfaction rating of 95 percent.
- Launched the Board's new test administration system in March 2007. The SCORE system was developed by the Board's information technology staff. Implementation of the new system in the Board's 10 testing centers is expected to be completed by the end of 2007.

Major Legislation/Regulations for Fiscal Year 2006–07:

- Assembly Bill 881 (Emmerson, Chapter 38, Statutes of 2006) amended Section 7125 of the Business and Professions Code to require that all roofing (C-39) contractors carry Workers' Compensation coverage effective January 1, 2007, regardless of whether or not they have employees. Failure to have one of the required certifications on file with the Board will result in the removal of the roofing classification from a license with multiple classifications or in the suspension of a license in which the sole classification is roofing.

Quick Facts

- 404 staff
- 261,484 licensees
- 11,773,391 Web site hits
- 38 consumer publications
- \$44,874,804 in restitution to consumers

Court Reporters Board of California

www.courtreportersboard.ca.gov



David E. Brown
Executive Officer

Toni O'Neill
Board Chair

The Court Reporters Board of California (Board) licenses certified shorthand reporters (CSRs) and oversees California's schools of court reporting. CSRs are professionals who provide verbatim transcripts of oral court testimonies, grand jury hearings, depositions, and other proceedings. The Board approves school curriculums, audits school requirements, and responds to student complaints of school improprieties with student record keeping and curriculum standards. The Board also administers the CSR licensing examination and disciplines licensees who violate consumer protection laws.

Major Accomplishments for Fiscal Year 2006–07:

- Implemented a continuing education committee in March 2007 to help licensees remain current in laws and regulations protecting the consumer's right to accurate and timely transcripts.
- Implemented town hall meetings in Sacramento (June) and Los Angeles (July) to address privacy concerns of sensitive/confidential personal information held by court reporters. As a result of these meetings, the Board approved a consumer advisory bulletin process.
- Instituted an e-mail notification system in February 2007 to allow consumers access to Board information and official notices.

- Implemented the first Professional Standards of Conduct in February 2007 to ensure the standardization of advertising claims and performance of professional services.

Major Legislation/Regulations for Fiscal Year 2006–07:

- Assembly Bill 1293 (Oropeza, Chapter 457, Statutes of 2006) changed the Transcript Reimbursement Fund to allow indigent consumers to obtain free transcripts of court/deposition testimony.
- Implemented the first Professional Standards of Conduct to ensure the standardization of reporter's advertising claims and performance of professional services for consumer protection.

Quick Facts

- 5.5 staff
- 7,604 licensees
- 62,595 Web site hits
- 4 consumer publications

Committee on Dental Auxiliaries

www.comda.ca.gov



The Committee on Dental Auxiliaries Committee is responsible for licensing five categories of dental professionals who assist and support dentists. The Committee develops and administers written, practical, and clinical licensing examinations, conducts occupational analyses of the various professional categories, and evaluates educational courses. The Committee also makes recommendations to the Dental Board of California on all issues affecting dental auxiliaries, including scope of practice and requirements to qualify for the examinations and licensing.

Major Accomplishments for Fiscal Year 2006–07:

- Recruited new educational consultants to assist the Committee in evaluating registered dental assisting (RDA) programs and courses.
- Convened a meeting of educational consultants to revise RDA program and course application and evaluation documents and to provide training to the consultants.
- Participated in the iLicensing project and served as a pilot program for the system to allow licensees to renew their licenses and provide address changes online.



Elizabeth Ware
Chief



Shanda Wallace
Board Chair

Karen Wyant
Former Chief

- Analyzed program costs and set new fees for the new fiscal year.
- Updated procedures for the cashiering, enforcement, and reception desks.

Major Legislation/Regulations for Fiscal Year 2006–07:

- Senate Bill 1541 (Ducheny, Chapter 908, Statutes of 2006) created a work experience pathway to licensure in the new specialty license categories, which include registered orthodontic assistant; registered surgery assistant; registered restorative assistant; and registered restorative assistant with extended functions.
- Provided the Dental Board with a 109-page comprehensive regulatory proposal that would implement Senate Bill 1546 (Figueroa, Chapter 667, Statutes of 2004). Implementation of the regulations will make it possible for training to begin so that applicants can be licensed in the new specialty categories, which include registered orthodontic assistant; registered surgery assistant; registered restorative assistant; and registered restorative assistant with extended functions.

Dental Board of California

www.dbc.ca.gov



Rick Wallinder
Executive Officer



Dr. Lewis Turchi
Board President

Bob Hedrick
Former Executive Officer

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

Major Accomplishments for Fiscal Year 2006–07:

- Updated the Board's clinical examination for licensure. Candidates now have more information available online that will help them better prepare for the examination. The exam also provides more flexibility for scheduling patients for the clinical portion of the examination.
- Established a toll-free number (877-729-7789) so that the public could more easily access the Dental Board with their concerns and complaints.
- Began administering the Board's Law and Ethics examination twice a month; once in Southern California and once in Northern California to help facilitate licensure. This examination is a requirement for licensure as a dentist in California and had previously only been available once each month.
- Worked closely with the deans and their representatives from the California dental schools to develop a new license pathway that will utilize a student's entire dental education rather than a single examination as is now done.

Major Legislation/Regulations for Fiscal Year 2006–07:

- Senate Bill 438 (Migden, Chapter 909, Statutes of 2006) created a new Board permit that allows qualified, California-licensed dentists to perform "elective facial cosmetic surgery" such as face and eyebrow lifts if they have demonstrated education and training in this additional field.
- Senate Bill 683 (Aanestad, Chapter 805, Statutes of 2006) authorized the Board to grant licenses to applicants who pass specified national examinations in dentistry and an examination in California law and ethics. These candidates must also meet certain education requirements and complete clinically based advanced education programs in general dentistry or advanced education programs in general practice residency.
- Senate Bill 252 (Aanestad, Chapter 13, Statutes of 2007) gave the Board the authority to deny a license to registered sex offenders.
- Senate Bill 1048 (Ridley-Thomas, Chapter 588, Statutes of 2007) allows the Board to file either a misdemeanor or felony complaint on a first-time offense and requires that dentists whose license have been placed on probation pay for the cost of their probation monitoring.

Quick Facts

- 44.8 staff
- 42,660 licensees
- \$5,390 in restitution to consumers

Bureau of Electronic and Appliance Repair

www.bear.ca.gov



Brian J. Stiger
Former Chief



Laura Zuniga
Acting Chief

The Bureau of Electronic and Appliance Repair (Bureau) regulates the repair, maintenance, and service of consumer entertainment electronics, home office equipment, automobile stereo and alarm equipment, and major home appliances. The Bureau also regulates the sale and administration of service contracts on a wide variety of products including jewelry, furniture, power tools, and lawn and garden equipment. The service market is constantly evolving as technology advances and new products are introduced.

Major Accomplishments for Fiscal Year 2006–07:

- Participated in and led various industry outreach events in various locations around the state, including “Write it Right” workshops. These events educated electronic and appliance repair dealers on their legal responsibilities to ensure compliance. The most recent workshop was held in Long Beach on May 4, 2007.
- Created an online industry tip form on the Bureau’s Web site.
- Addressed the industry concern regarding the unavailability of electronic and appliance parts to service repair dealers. The Bureau placed information on its Web site, discussed the issue in public forums, sent mass informational letters, and collected complaints. These efforts helped licensees make quicker repairs with less inconvenience to consumers.
- Established a Consumer Advisory Council to help identify consumer concerns. The first meeting was held in February 2007.
- Conducted 10 computer undercover investigations during March, April, and June—five in Northern California and five in Southern California—to identify unscrupulous businesses that victimize consumers by providing incomplete or false repairs. As service contracts and

the computer repair industry continue to grow in popularity, the Bureau’s focused inspection strategy will help identify and address potential risks in the marketplace before consumers become victimized.

- Conducted a series of service contract spot investigations in retail businesses. While posing as consumers, Bureau field representatives visited retail businesses and examined service contracts to determine accuracy and compliance with Bureau laws. The Bureau’s field representatives also contacted the retail corporate offices of service dealers (some which are located out of state) to ensure that the service contracts obtained from corporate are consistent with the service contracts obtained in the local retail stores. The investigations were conducted in December 2006 and March 2007 in various cities in California. A total of 12 businesses were contacted.
- Initiated a staff training project that will identify core competencies necessary for Bureau employees in all classifications. The training project is led by the Bureau’s training coordinator, who plans to utilize a combination of the Department’s Training Needs Assessment Tool (TNAT), the State Personnel Board’s class specifications, and interviews from Bureau management and employees to identify basic training needs for each of the Bureau’s job classifications. The training coordinator is currently working on identifying the training needs of the Bureaus’ field staff.

Quick Facts

- 14.5 staff
- 13,851 licensees
- 237,812 Web site hits
- 14 consumer publications
- \$359,260 in restitution to consumers

Board for Professional Engineers and Land Surveyors

www.dca.ca.gov/pels



Cindi Christenson
Executive Officer

Richard Lyons, P.E.
Board President

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

Major Accomplishments for Fiscal Year 2006–07:

- Posted opportunities for public input and information on the Board's Web site on how the public can participate in Board action items.
- Completed the first audit by the National Council of Examiners for Engineers and Surveyors on the administration of the Board's examination process.
- Developed the Board's Continuity of Operations/Continuity of Government Plan and Guidelines, and began training office staff on the plan.

Major Legislation/Regulations for Fiscal Year 2006–07:

Senate Bill 1476 (Figueroa, Chapter 658, Statutes of 2006) made numerous changes to Board operations:

- Extended the sunset date three more years so that the Board becomes inoperative July 1, 2011, and is repealed July 1, 2012.

- Allowed the Board to grant up to five years of qualifying experience credit to candidates possessing postgraduate degrees from schools of engineering offering Board-approved undergraduate or postgraduate curriculum.
- Approved the Board to authorize a selected organization to receive payments directly from applicants for its examination fees. Senate Bill 1476 (Figueroa, Chapter 658, Statutes of 2006) gives the Board the authority to contract with an outside vendor for the direct collection of national exam fees. Board members voted on March 23, 2007, to have Board staff evaluate fee structure alternatives needed before the regulatory process can be initiated. The Board is currently working with its national exam vendor regarding fee alternatives that will be included in the proposed regulations.

Quick Facts

- 53.1 staff
- 114,299 licensees
- 3,665,242 Web site hits
- 2 consumer publications
- \$16,000 in restitution to consumers

Board for Geologists and Geophysicists

www.geology.ca.gov



Created in 1968, the Board for Geologists and Geophysicists protects the public by licensing only fully qualified professionals and by promoting and enforcing high professional standards appropriate to the considerable technical challenges faced by geologists and geophysicists. Those challenges include preventing or reducing risks to human health, safety, and the environment, and maintaining and improving California's critical infrastructure: housing; water supply; flood control; waste disposal; and emergency preparedness.

Major Accomplishments for Fiscal Year 2006–07:

- Won a 4th District Court of Appeal decision in February 2006 (*Anthony Jamarillo v. State Board for Geologists and Geophysicists*) that upheld the Board's efforts against unlicensed activity, thereby setting a precedent for future cases.
- Developed working partnerships with the Department of Toxic Substances Control and the Association of Environmental and Engineering Geologists and San Diego County in reaction to the burgeoning practice of urban/environmental geology. The partnerships will strengthen consumer protection through public awareness and rigorous enforcement of the Geologists and Geophysicists Act.



Rick Rempel
Executive Officer



Bill Black
Board President

Paul Sweeney
Former Executive
Officer

Quick Facts

- 7 staff
- 7,602 licensees
- 64,385 Web site hits
- 1 consumer publication

State Board of Guide Dogs for the Blind

www.dca.ca.gov/guidedogboard



Jane Brackman, Ph.D.
Executive Officer

Harry Thomas
Former Executive Officer



Jeff Neidich
Board President

The California State Board of Guide Dogs for the Blind (Board) licenses and regulates schools and people in California who train and supply guide dogs for the blind, while promoting and protecting the interests of guide dog users. The mission of the Board is to maintain the high threshold of guide dog training that promotes the safety, independence, and self-reliance of visually impaired consumers.

Major Accomplishments for Fiscal Year 2006–07:

- Enhanced the Board's Web site by adding links to licensing forms, frequently asked questions about service animals, Board member biographies, California guide dog schools, and other requirements under Senate Bill 796 (Figueroa, Chapter 686, Statutes of 2005). Prepared an outline for changes to accommodate DCA's new Web page design.
- Redesigned and implemented the guide dog instructor practical and oral examinations with the help of the Office of Examination Resources. The changes were made to ensure that the licensing examinations comply with the 2005 Occupation Analysis are valid and reliable, and address new methods used by licensees to teach blind people how to use their dogs safely.
- Held simultaneous events in Los Angeles, Palm Springs, and San Rafael to educate the public about school puppy-raising programs and the goals of the Board, and to advocate for the rights of guide dog handlers.

- Created a pamphlet titled *What's So Special About Guide Dogs?* that provides information about guide dog schools and the Board's purpose.
- Devised the first stage of an emergency preparedness plan for our blind consumers. The plan will be implemented in 18 to 24 months.
- Analyzed the licensing of service dog organizations beyond guide dog schools, exploring the implications of the service dog industry expansion on the regulated guide dog movement.
- Developed strategies to address illegal activity.

Quick Facts

- 1.3 staff
- 91 licensees
- 40,464 Web site hits
- 1 consumer publication

Hearing Aid Dispensers Bureau

www.dca.ca.gov/hearingaid



The Hearing Aid Dispensers Bureau (Bureau) oversees the licensing and regulation of hearing aid dispensers. The Bureau informs consumers of their legal rights and obligations when purchasing or returning hearing aids. It also protects consumers by maintaining advertising standards as well as evaluating the competence of individual dispensers. The Bureau mediates complaints and enforces statutory and regulatory requirements related to the practice of hearing aid dispensing.

Major Accomplishments for Fiscal Year 2006–07:

- Implemented the Applicant Tracking System (ATS). The addition of the ATS to the current Consumer Affairs System (CAS) provides the Bureau with a more efficient way to process applications and payments. It electronically tracks applicants, processes payments, verifies an applicant's eligibility for the written exam to the testing firm, and schedules applicants for the practical exam.
- Completed an occupational analysis of the hearing aid dispensers profession and updated the written and practical examinations to reflect current practices and technological advances.



Tonya Blood
Former Chief



Robert Puleo
Acting Chief

- Developed a new informational bookmark for consumers that is available in English and Spanish that gives consumers an introduction to the Board's mission, how it assists consumers, information on consumer rights, and the Board's phone number, Web site a e-mail address.

Major Legislation/Regulations for Fiscal Year 2006–07:

- Developed proposed regulatory changes to the Business and Professions Code Sections 1399.136, 1399.140, 1399.120, 1399.107, 1399.131, and 1399.109 to clarify the examination and continuing education course approval processes, increase the Bureau's fines, update disciplinary guidelines, and add complaint disclosure information.

Quick Facts

- 3 staff
- 2,234 licensees
- 210,351 Web site hits
- 26 consumer publications
- \$55,685 in restitution to consumers

Bureau of Home Furnishings and Thermal Insulation

www.bhfti.ca.gov



The Bureau of Home Furnishings and Thermal Insulation (Bureau) regulates the manufacture and sale of furniture, bedding, and thermal insulation products, which are found in nearly every consumer's home. The Bureau enforces health and safety standards on these products by selecting samples from the market, testing for flammability and sanitization, and removing products from the marketplace that pose risks to California consumers.

Major Accomplishments for Fiscal Year 2006–07:

- Increased the Bureau's in-house testing capacity by establishing contracts with private laboratories for plumage, thermal insulation, and flammability testing. The outsourcing of selected testing protocols increased the Bureau's ability to identify non-compliant products and allocate resources more appropriately.
- Established a 30-day timeframe for all mandated testing protocols and for communication back to licensees. The establishment of a timeframe for all tested products improves communication with the licensees while removing non-compliant products from the marketplace.
- Initiated a staff training project that will identify core competencies necessary for employees of all classifications. The training project is led by the Bureau's Training Coordinator, who plans to utilize a combination of the Department's Training Needs Assessment Tool (TNAT), the State Personnel Board's class specifications, interviews from Bureau Management and employees to identify basic training needs for each of the Bureau's job classifications. The



Brian J. Stiger
Former Chief



Laura Zuniga
Acting Chief

Training Coordinator is currently working on identifying the training needs of the Bureau's field staff.

Major Legislation/Regulation for Fiscal Year 2006–07:

- Senate Bill 1849 (Figueroa, Chapter 760, Statutes of 2006) gave the Bureau authority to enforce the federal flammability standard beginning July 1, 2007. Bureau staff also updated the Web site with additional information regarding its draft flammability standards for bed clothing and thermal insulation.

Quick Facts

- 30.5 staff
- 23,212 licensees
- 297,750 Web site hits
- 4 consumer publications
- \$179,437 in restitution to consumers

Landscape Architects Technical Committee

www.latc.ca.gov



The Landscape Architects Technical Committee (LATC) operates within the California Architects Board (Board) and is responsible for regulating the practice of landscape architects in California. This responsibility includes examination, licensure, and enforcement to ensure minimal competency to carry out professional standards for over 3,300 landscape architects, and to maintain a positive impact on the health, safety, environment, and welfare of the people of California.

Major Accomplishments for Fiscal Year 2006-07:

- Completed a comprehensive review of the practice of landscape architecture in California that led to the redevelopment of the California Supplemental Examination (CSE). This was in response to a 2004 recommendation by the (then) Joint Legislative Sunset Review Committee regarding the security of the current CSE take-home format and the fact that the CSE had not been revised since 2000.
 - Conducted a statewide survey of all licensees and technical expert workshops to carry out an occupational analysis that identified critical job activities performed by landscape architects licensed in California.
 - Developed a validation report of the landscape architecture profession that defines the practice for California licensees in terms of actual job tasks that new licensees must be able to perform safely and competently.
 - Developed an examination plan containing the identified tasks and required knowledge base determined critical to the safe practice of landscape architecture and not currently tested within the national examination.



Mary Ann Aguayo
Program Manager



Christine Anderson
Board Chair

- Developed a 100 question multiple choice CSE based on the examination plan and approved its implementation for September 2007.
- Conducted an evaluation of accreditation standards and approved the University of California Los Angeles and University of California Berkeley Landscape Architecture Extension Certificate Programs to meet the educational requirements for licensure. The Extension Programs are reviewed every five years for compliance with regulatory standards. The University of California Berkeley Program was granted an 18-month approval pending the improvement of an unmet accreditation standard and will be reviewed in 2007-08.
- Revised and identified six main constituent groups within the strategic communications plan to provide critical information (public, licensees, candidates, public agencies, schools, and professional organizations):
 - Published updated information for candidates for licensure.
 - Revised the Landscape Architects Practice Act.

Quick Facts

- 4.6 staff
- 3,438 licensees
- 41,623 Web site hits
- 12 consumer publications

Medical Board of California

www.medbd.ca.gov



The Medical Board of California (Board) protects consumers by licensing and regulating physicians. The Board comprises two divisions: the Division of Licensing and the Division of Medical Quality. The former sets standards for physician licensure, reviews applications for licensure, and evaluates and approves certain medical education programs. The latter investigates complaints against physicians and imposes discipline against them if necessary. The Board also provides consumers with helpful information, including consumer guides on a variety of healthcare topics, licensing records, and disciplinary information on physicians.

Major Accomplishments for Fiscal Year 2006–07:

- Reduced the average number of days for processing physicians' and surgeons' licensure applications from more than 120 days to an average of 40 days.
- Performed site visits at five California medical schools that have active participants in programs authorized under Business and Professions Code sections 2111 and 2113. The schools visited include: Stanford University School of Medicine; Schools of Medicine at the University of California, Davis; University of California, Irvine; University of California, Los Angeles (David Geffen School of Medicine); and the University of Southern California's Keck School of Medicine.



Barbara Johnston
Executive Officer



Richard Fantozzi
Board President

Dave Thornton
Former Executive Officer

- Performed site visits at one teaching hospital, Metropolitan State Mental Hospital in Norwalk, as mandated in 16 California Code of Regulations section 1327. As a result, the Board approved hospitals to teach medical students in clinical rotations in specific subjects.
- Implemented the vertical prosecution model/vertical enforcement program. As a result, the Office of the Attorney General is now working in conjunction with the Medical Board to investigate and prosecute enforcement cases.
- Continued to improve the Board's Web site, adding a subscribers' list for e-mail alerts on Board meeting notices and minutes, newsletters, regulations, and notifications of license suspensions, restrictions, revocations, or surrenders for physicians and surgeons. Attachments and reference materials are now available online in addition to Board agendas.

Quick Facts

- 265.2 staff
- 139,299 licensees
- 9,210,095 Web site hits
- 17 consumer publications
- \$58,092 total savings achieved for consumers

Bureau of Naturopathic Medicine

www.naturopathic.ca.gov



The Bureau of Naturopathic Medicine (Bureau) was established in 2004 and began licensing in January 2005. The Naturopathic Doctors Act defines naturopathic medicine as “a distinct and comprehensive system of primary health care practiced by a naturopathic doctor for the diagnosis, treatment, and prevention of human health conditions, injuries, and disease.” The Bureau ensures that California’s naturopathic doctors meet the required educational and competency standards for licensure. The Bureau licenses, regulates, and investigates complaints against California naturopathic doctors and provides consumers with licensing and disciplinary information.



Tonya Blood
Former Chief



Robert Puleo
Acting Chief

Major Accomplishments for Fiscal Year 2006–07:

- Licensed 61 additional naturopathic doctors for a total of 236 active licensees.
- Coordinated numerous meetings of the Naturopathic Formulary Committee, the Childbirth Attendance Committee, the Minor Office Procedures Taskforce, and the Naturopathic Advisory Council in preparation for the reports.

Quick Facts

- 1 staff
- 236 licensees
- 99,992 Web site hits
- 1 consumer publication

California Board of Occupational Therapy

www.bot.ca.gov



Heather Martin
Executive Officer



Luella Grangaard
Board President

The California Board of Occupational Therapy (Board) was established on January 1, 2001. The Board is responsible for licensing and regulating the state's occupational therapy practitioners. Practitioners provide important health and rehabilitation services to people of all ages who, because of illness, injury, or developmental or psychological impairment, need specialized intervention to regain, develop, or build the skills necessary for independent living.

Major Accomplishments for Fiscal Year 2006–07:

- Implemented a two-year plan to transition occupational therapists (OTs) and occupational therapy assistants from an annual renewal to a biennial renewal. The current renewal fee of \$150 was retained, resulting in a 50 percent decrease in renewal fees. The Board also reduced the limited permit and initial license fees.
- Worked with the Board of Physical Therapy to develop joint statements concerning Occupational and Physical Therapists. These statements are entitled "Clarification of a Physical Therapist's and Occupational Therapist's Scope of Practice within the State of California" and "Clarification of a Physical Therapist's Responsibility while Providing Supervised Training of an Occupational Therapist Obtaining an Advanced Practice Certification in Hand Therapy or Physical Agent Modalities within the State of California."

Major Legislation/Regulations for Fiscal Year 2006–07:

- Senate Bill 1476 (Figueroa, Chapter 658, Statutes of 2006), provides that an individual who holds a license from another state may provide services for no more than 60 days from the date on which the application is filed with the Board and adds other requirements, including having to file an application for licensure. This bill also extends the Board's sunset date to 2013.

- Proposed regulations that would reduce the length of time that a limited permit is valid, require that the limited permit holder notify the Board of their employer and the name of their supervisor, and eliminate the application of the limited permit fee to the initial license or certificate fee.
- Proposed regulations that would increase the amount of administrative fines to not more than \$5,000 under specified circumstances, and added a new class of violation for failure to provide an address change.
- Proposed regulations that provide direction to applicants who have not been actively engaged in the practice of occupational therapy within the past five years, who in addition to meeting other requirements for licensure, must submit evidence of continued competency as set forth in Section 2570.14 of the Business and Professions Code.

Quick Facts

- 5 staff
- 9,682 licensees
- 294,347 Web site hits
- 1 consumer publication

California Board of Optometry

www.optometry.ca.gov



Taryn Smith
Executive Officer



Lee Goldstein
Board President

The mission of the California Board of Optometry (Board) is to implement and promote laws and regulations that protect the health and safety of consumers, and to ensure that Californians have access to appropriate, high-quality eye and vision care. Protecting the public is the highest priority of the Board. The Board accomplishes this by regulating the practice of optometry in California through licensing and enforcement, and through its public education programs.

Major Accomplishments for Fiscal Year 2006–07:

- Rewrote the Board's California Laws and Regulations Examination with assistance from licensed optometrists and the Department of Consumer Affairs' Office of Exam Resources. The new examination uses psychometrically sound principles of exam development and validation, which ensures the examination tests candidates for the appropriate level of knowledge necessary for entry-level optometric practice.
- Developed a Frequently Asked Questions section on the Board's Web site that includes information about obtaining a license or permit; appealing the denial of a license or permit; optometric corporations; fictitious name permits; and Therapeutic Pharmaceutical Agents.

Major Legislation/Regulations for Fiscal Year 2006–07:

- Senate Bill 579 (Aanestad, Chapter 302, Statutes of 2006) eliminated CPR certification as a condition for renewal of an optometric license, and revised the prohibition against advertising free eye exams. Under the change, consumers must be told if the free exam is contingent upon paying for other services. The bill also established a new pathway for out-of-state

licensees to gain licensure in California by waiving examination requirements for licensed optometrists who have practice experience in another state and meet other specified criteria.

- Assembly Bill 1382 (Nakanishi, Chapter 148, Statutes of 2006) made it a deceptive marketing practice for an individual or entity that sells plano (cosmetic) contact lenses to indicate that those lenses are available without an eye exam or confirmation.
- Assembly Bill 2256 (Negrete McLeod, Chapter 564, Statutes of 2006) eliminated the mandatory registration of optometric corporations. Entrepreneurial optometrists will no longer be required to pay registration and renewal fees.
- Section 1579, Title 15, California Code of Regulations was amended to modify the Board's authority to assess administrative fines when issuing citations for the violation of laws and/or regulations. The revised regulations establish three different categories of citations and associated fines.
- Modified wording in the Board's mandatory consumer notice to reflect changes in Federal law that now require eye doctors to provide patients with their contact lens prescription upon completion of the contact fitting and the Board's new office address and contact information.

Quick Facts

- 6.5 staff
- 9,692 licensees
- 354,774 Web site hits
- 1 consumer publication
- \$6,762 total savings achieved for consumers

Osteopathic Medical Board of California

www.ombc.ca.gov



Donald Krpan
Executive Officer



Geraldine O'Shea
Board President

The Osteopathic Medical Board of California (Board) oversees the practice of medicine by osteopathic physicians and surgeons by enforcing the Medical Practice Act and rules and regulations. Emphasizing the inter-relationship of the body's nerves, muscles, bones, and organs, doctors of osteopathic medicine consider the whole person to prevent, diagnose, and treat illness, disease, and injury. Currently, the Board oversees more than 4,700 licensees.

Major Accomplishments for Fiscal Year 2006–07:

- Decreased the time required to obtain a license from six to four months. The ability to provide a more rapid license process is of particular benefit to licensees.
- Began upgrading the Web site in May 2007. Upgrades include the addition of Frequently Asked Questions (FAQ) and Quick Hits sections which make the site more user and consumer-friendly. In addition the Web site has been reformatted to comply with DCA goals and objectives.

Quick Facts

- 5 staff
- 5,171 licensees
- 198,800 Web site hits
- 1 consumer publication

California State Board of Pharmacy

www.pharmacy.ca.gov



The California State Board of Pharmacy (Board) protects consumers by licensing and regulating all aspects of the practice of pharmacy in California, including the pharmacist, the pharmacy, and prescription drugs and devices. The Board also regulates drug wholesalers, specialized facilities, and other practitioners such as pharmacist interns and technicians. The Board licenses more than 100,000 individuals and firms, and administers and enforces 12 regulatory programs.

Major Accomplishments for Fiscal Year 2006–07:

- Published a disaster response policy that states the Board will waive pharmacy law requirements to ensure patients receive medications during declared disasters and emergencies. The policy has been used as a model for statewide planning.
- Sponsored new legislation (SB 1476, Figueroa, Chapter 658, Statutes of 2006) that will strengthen the distribution channel for prescription drugs sold in or shipped through California against the introduction of counterfeit drugs.
- Convened quarterly meetings with regulators, drug manufacturers, drug wholesalers, and pharmacies to implement electronic pedigree requirements that track ownership of prescription medicine as it moves through the distribution channel and protect against the introduction of counterfeit medicine in the state's pharmacies.
- Developed a fact sheet *Questions and Answers about Emergency Contraception*.
- Developed educational materials on the safety of pill splitting for practitioners that was published in mid-2007 regarding the pros and cons of this practice that can save patients money but that can result in poor therapy for patients unable to split pills.
- Converted the Board's 12 regulatory programs to DCA's Applicant Tracking Program to aid the Board in providing licensees in the future with the ability to renew licenses online.



Patty Harris
Former Executive Officer



Virginia Herold
Executive Officer



William Powers
Board President

Major Legislation/Regulation for Fiscal 2006–07:

- Sponsored the following statutory provisions: To refine the process by which impaired licensees be reported to the Board, and standardized the licensing of drug clinics; and authorized the issuance of temporary licenses to sterile injectable compounding pharmacies when a change of ownership occurs as required by SB 1476. (Figueroa, Chapter 658, Statutes of 2006.)
- Sponsored legislation AB 2408 (Negrete McLeod, Chapter 777, Statutes of 2006) that allows the Board to report violations of pharmacy law in other states, and to take disciplinary action for violations of other states' or federal pharmacy law. Recodified provisions dealing with prescriber and pharmacist protocols. These provisions are important to pharmacists' care of patients, and the board's ability to regulate those who provide such care.
- Established regulations requiring drug wholesalers to perform a biennial self-assessment of their facilities for compliance with all requirements of state and federal pharmacy law.
- Authorized pharmacies to use vending machines to sell refill medicine if a patient signs up to use them.
- Authorized specially trained pharmacy technicians, rather than pharmacists, to check the work of other pharmacy technicians for certain duties in hospitals so that pharmacists can be redirected to the hospital wards for drug therapy management.
- Exempted pharmacist interns from having their addresses of record posted on the Board's Web site, and eliminated an outdated reference relating to posting of information regarding a pharmacy's computer records.

Quick Facts

- 51 staff
- 103,408 licensees
- 3,746,222 Web site hits
- 36 consumer publications

Physical Therapy Board of California

www.ptb.ca.gov



Steve Hartzell
Executive Officer
Nancy Kroger
Board President

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

Major Accomplishments for Fiscal Year 2006–07:

- Established a Continuing Competency Task Force on November 9, 2006, to develop proposed regulations to implement a Continuing Competency Program. The Program will define continuing competency requirements as a condition of licensure renewal for physical therapists and physical therapist assistants. This will benefit both licensees and consumers by ensuring that licensees are more aware of current developments and current theories of practice in their profession.
- Submitted comprehensive changes to the Board's Web site on June 1, 2007, to conform to the new user-friendly format mandated by the Department of Consumer Affairs.
- Participated in DCA's iLicensing Project to identify the Board's user requirements. Participation in the iLicensing System will lead to a more responsive application and licensing process by allowing applicants to apply for licenses, renew their licenses, and obtain duplicate licenses online.

- Developed the use of the new ad-hoc reporting tool, which allows for the access of licensing, application, and enforcement data in real time. Staff now has immediate access to statistics. The Board conducted a training session in Sacramento on September 21, 2006, for expert consultants and practice monitors in an effort to expand the existing expert pool.
- Began cashiering Board applications, licensing, and enforcement remittances. The addition of a cashiering function has been a long-term strategic plan objective and will create a more streamlined, functional, and responsive system for Board processes.

Quick Facts

- 11.5 staff
- 25,298 licensees
- 253,670 Web site hits
- 8 consumer publications

Physician Assistant Committee

www.pac.ca.gov



Rick Wallinder
Former Executive Officer



Elberta Portman
Acting Executive Officer



Robert Sachs
Committee Chair

Physician Assistants are highly skilled professionals who provide medical care to patients under the supervision of a physician. The Physician Assistant Committee (Committee), which is part of the Medical Board of California, protects consumers by licensing qualified physician assistants and approving the programs in which they are trained.

Major Accomplishments for Fiscal Year 2006–07:

- Implemented the use of the Applicant Tracking System (ATS) in August 2006 to process applications. The Committee began using the ATS in January 2007. The Committee has seen several positive benefits since the implementation of the ATS, including the ability to obtain reports not previously available for applicant tracking. The information tracked on applicants allows the Committee to see trends or developments in the licensing process, allows the tracking of timelines more effectively, and allows for more efficient processing in each aspect of the licensing process. Data gathered from the ATS gives the Committee the ability to see development of any trends in the licensing processes so that any processing delays or problems that develop can be rectified quickly and efficiently.
- Initiated discussion on the possibility of requiring Continuing Medical Education for Physician Assistants licensed in California. Requiring continuing medical education protects consumers by ensuring that all licensed Physician Assistants in California participate and receive continuing education credits. Additionally, it will enable California to be similar to other states that do require continuing medical education for their licensees.

- Provided brochures to consumers at 20 public health fairs including the RB Alive Expo in Rancho Bernard and Centro la Familia Health Fair in Reedley (June), State Agency Day in Arcadia and the Pacific Rim Street Festival in Sacramento (May), and the Sacramento Pacific Elementary School Health and Safety Fair and the West Fresno Health Care Coalition and Barrios Unidos 5th Annual Spring Health Fair (April).
- Gave presentations at the University of California, Davis (February) and Riverside Community College (March, August, and July) to discuss requirements for licensure and the discipline process, as well as to explain the work and responsibilities of the Committee.
- Initiated changes to the Committee's Web site. The new design conforms to the standards for the Department, and improves navigation. It also provides more detailed information to applicants, licensees, and consumers, and contains all the public documents for administrative discipline taken against licensees.

Major Legislation/Regulations for Fiscal Year 2006–07:

- A new edition of the *Disciplinary Guidelines* was submitted in regulation to DCA on April 6, 2007. It is currently under review. There is no expected release date at this time.

Quick Facts

- 4.5 staff
- 6,595 licensees
- 252,465 Web site hits
- 1 consumer publication

California Board of Podiatric Medicine

www.bpm.ca.gov



Jim Rathlesberger
Executive Officer



Hienyu Nguyen
Board President

The California Board of Podiatric Medicine (Board) licenses more than 2,000 podiatric physicians and enforces the Medical Practice Act through its consumer protection law enforcement. The Board annually licenses all postgraduate medical residents, reviews all California residency programs before approval, and reviews all schools for approval. The Board is the only doctor-licensing board in the nation to implement a continuing competency beyond continuing education requirement. The peer-reviewed requirement contributes to the sustained drop in complaints, which have fallen from a high of 271 in the 1998–99 fiscal year to 116 in the 2006–07 fiscal year.

Major Accomplishments for Fiscal Year 2006–07:

- Submitted the 2006 Sunset Review per Senate Bill 1476 (Figueroa, Chapter 658, Statutes of 2006) to the Joint Committee on Boards, Commissions, and Consumer Protection, recommending once again a majority of public members.
- Obtained commitment from the National Board of Podiatric Medical Examiners (NBPME) to upgrade its National Part III exam to reflect the profession's definition of entry-level competence, and won support from the Federation of Podiatric Medical Boards and others urging the NBPME to initiate and complete this promptly.
- Achieved long-awaited finalization of U.S. Department of Health and Human Services regulations (Medicare and Medicaid Hospital Conditions of Participation) that eliminate discrimination against doctors of podiatric medicine who conduct necessary history and physical exams.

Quick Facts

- 5.1 staff
- 2,579 licensees
- 268,571 Web site hits
- 16 consumer publications

California Office of Privacy Protection

www.privacy.ca.gov



Joanne McNabb
Chief

The California Office of Privacy Protection protects consumer privacy by promoting fair information practices. The Office assists consumers with identity theft and other privacy-related issues. It also coordinates with law enforcement on identity theft and high-tech crime activities and makes recommendations to organizations on best practices.

Major Accomplishments for Fiscal Year 2006–07:

- Compiled and edited the *Identity Theft Reference Manual* for California Law Enforcement, distributed more than 5,300 copies on CD-ROM to 467 law enforcement agencies, and provided it for posting on the restricted-access California District Attorneys Association and the Commission on Peace Officers Standards and Training Web sites.
- Developed a training program in identity theft victim assistance for community-based organizations, and provided the training in 18 sessions throughout the state.
- Developed the program and recruited speakers for *Protecting Privacy Online: A California Identity Theft Summit*, held in South San Francisco on April 11, 2007. More than 400 business people, law enforcement officers, prosecutors, and consumers attended panels and workshops.
- Developed *Protecting Privacy in State Government*, a training program for state agencies to use to meet the requirement of annual privacy training for all employees. In addition to providing a presentation and speaker's notes for classroom training, the Office also published a self-training manual and provided training for state information security officers and training officers.
- Created a new state government Web page containing training materials, best practice recommendations, and other privacy resources for state departments.
- Conducted a total of 141 seminars and workshops for consumers, businesses, government, universities, and community organizations. Sixty-nine seminars addressed privacy laws and best practices for business and government audiences; five of the presentations were given at institutes of higher education. Seventy-two of these events were presented before consumer and community groups.
- Provided information and assistance in response to 4,774 calls and e-mails from consumers, businesses, and government agencies.

Quick Facts

- 8.5 staff
- 1,056,505 Web site hits
- 15 consumer publications

Bureau for Private Postsecondary and Vocational Education

www.bppve.ca.gov



The Bureau for Private Postsecondary and Vocational Education (Bureau) approves, regulates, and disciplines private postsecondary educational institutions to protect the public. The Bureau regulates approximately 1,500 approved degree-granting and vocational institutions that serve an estimated 400,000 students. It oversees school compliance with minimum standards for instructional quality and financial stability, responds to student complaints, and administers a program that helps reimburse a student's tuition if a school closes unexpectedly. The Bureau also approves education and training programs for veterans and their dependents under contract with the U.S. Department of Veterans Affairs.

The Private Postsecondary and Vocational Education Reform Act of 1989 (Act) sunsetted on June 30, 2007. When it did, the Bureau for Private Postsecondary and Vocational Education (Bureau) sunsetted as well. There has been no legislation to recreate the Act or the Bureau. However, DCA has maintained the Bureau's Web site, which offers information and advice to students. DCA has also been accepting pledges from schools that they will voluntarily continue to adhere to the now-defunct laws and regulations. DCA has also been paying out claims against the Student Tuition and Recovery Funds (STRFs) to students who were impacted by school closures.

Major Accomplishments for Fiscal Year 2006–07:

- Continued to vigorously process applications, issue approvals, and resolve consumer complaints despite a significant reduction in staff and resources due to the sunset (closure) of the Bureau on June 30, 2007.
- Processed 231 applications from schools seeking Bureau approval, registration, or exemption.

- Resolved 367 student complaints related to private postsecondary schools, with an average processing time of 31 days.
- Served administrative actions to impose discipline against five schools for violations of the Bureau's laws and regulations, ranging from nonpayment of fees to failure to meet minimum standards for educational quality.
- Paid \$2 million in Student Tuition Recovery Fund claims to 148 students. A total of 17 schools closed unexpectedly during Fiscal Year 2006–07.
- Maintained the integrity and staffing of the Veterans Education Benefit Program. The Bureau is designated as the federal Title 38 State Approving Agency for Education and Training that monitors private and public schools to ensure that California veterans are able to receive their Montgomery GI Bill educational benefits.

Major Legislation/Regulation for Fiscal Year 2006–07:

- Supported Assembly Bill 1525 (Cook, Chapter 67, Statutes of 2007) which protects the interests of students and private postsecondary institutions that have any matters pending before the Bureau until a more comprehensive reform is enacted.

Quick Facts

- 58.6 staff
- 18,266 licensees
- 2 consumer publications
- \$262,301 total savings achieved for consumers

California Board of Psychology

www.psychboard.ca.gov



The California Board of Psychology (Board) protects the safety and welfare of consumers of psychological services through its licensing, enforcement, continuing education, and educational outreach programs. The Board regulates psychologists, registered psychologists, and psychological assistants. The Board was established in 1958 when the first psychologists were certified in the state. In 1967, the Psychology Licensing Law was enacted by the Legislature. The Board is dedicated to ensuring that psychologists provide competent and ethical services to consumers.

Major Accomplishments for Fiscal Year 2006–07:

- Created an Ad Hoc Committee: Facilitating Psychologists' Participation in Disaster Response. The Committee met three times during FY 2006-07, and recommended a discussion regarding informational gateways and links for the Board's website as an agenda item for the August Board meeting in light of the incident at Virginia Tech. The Committee also noted that the California Medical Volunteer Site Intervention Unit would be interested in hearing from psychologists who would be able to donate an hour pro bono for military service men and women.
- Began sending invitations to licensed psychologists informing them of Board meetings in their area to encourage them to attend or provide feedback.



Robert Kahane
Executive Officer



James L. McGhee
Board President

Major Legislation/Regulation for Fiscal Year 2006–07:

- Initiated a regulatory change to include a new law and ethics examination for applicants who are licensed in another state and who meet specific criteria, thereby eliminating the requirement to pass the supplemental examination.
- Added a new section to the California Code of Regulations. Section 1397.62, Consumer Information, requires licensed psychologists who provide services to a client in a language other than English to provide translations of required or approved notices or publications from the Board in that language, if available. It also requires those licensed psychologists to discuss with the client the content of any required or approved notice or publication if it is available only in English.
- Amended Section 1397.60. Definitions, Section 1397.61. Continuing Education Requirements, and Section 1397.62, Continuing Education Exemptions and Exceptions, of the California Code of Regulations to give licensees more flexibility to accrue continuing education requirements by increasing the number of independent learning hours from 50 percent to 75 percent.

Quick Facts

- 14.5 staff
- 17,500 licensees
- 1,131,033 Web site hits
- 10 consumer publications

Board of Registered Nursing

www.rn.ca.gov



Ruth Ann Terry, MPH, RN

Executive Officer

LaFrancine Tate

Board President

The Board of Registered Nursing (Board) is responsible for ensuring safe practice standards, overseeing nursing school programs, and educating the public. In addition to licensing registered nurses (RNs), the Board evaluates them for certification in the following specialty areas: Nurse Practitioner, Nurse Anesthetist, Nurse Midwife, Clinical Nurse Specialist, Public Health Nurse, and Psychiatric/Mental Health Nurse.

Major Accomplishments for Fiscal Year 2006–07:

- Added the *2005–2006 Annual School Report Pre-Licensure Nursing Programs Data Summary and Historical Trends* and an interactive database to the Board's Web site.
- Added a feature to the Web site that allows public access to formal disciplinary actions against RN licenses.
- Created an online subscription service which allows subscribers to be notified by e-mail when new material is added to the Board's Web site.
- Completed the *2006 Survey of California Registered Nurses*, the fifth in a series of surveys, to describe licensed nurses in California and to examine changes over time.

- Approved 12 nursing education programs which included master's, baccalaureate, Associate in Science Degree (ADN), Nursing, and Licensed Vocational Nursing-Registered Nursing programs.
- Accepted a memorandum of understanding for three new partnerships with out-of-state, distance learning nursing programs. The three new partnerships include: the Sonoma State University in partnership with Indiana State University—Licensed Vocational Nurse to Bachelor of Science in Nursing Online Program; the Southwestern College ADN Program in partnership with University of Oklahoma Health Science Center—Online Accelerated Baccalaureate Degree Nursing Program; and the San Diego State University Baccalaureate Degree Nursing Program in partnership with University of Oklahoma Health Science Center—Online Accelerated Baccalaureate Degree Nursing Program.

Quick Facts

- 94 staff
- 425,115 licensees
- 15,574,973 Web site hits
- 7 consumer publications

Respiratory Care Board of California

www.rcb.ca.gov



Stephanie Nunez
Executive Officer



Larry L. Renner
Board President

The Respiratory Care Board of California (Board) is mandated to protect and serve consumers by administering and enforcing the Respiratory Care Practice Act. Respiratory care practitioners (RCPs) work under the direction of a physician and specialize in evaluating and treating patients who have breathing difficulties as a result of heart and lung disorders. They also provide diagnostic, educational, and rehabilitative services.

Major Accomplishments for Fiscal Year 2006–07:

- Created an Emergency Response Support Committee to keep the Board informed on emergency care issues and to facilitate communication between the Board, respiratory therapists, and public and private agencies.
- Continued a comprehensive workforce study to determine the current dynamics of the respiratory care profession. The Board will use the study to prepare for potential shortages of RCPs in California and to consider the future direction of education and certification requirements for RCPs.
- Coordinated hospital tours for Board and Office of the Attorney General staff to expand their familiarization with respiratory care practice, patients, and providers.
- Updated the Board's Web site to include online Internet access to disciplinary records.

Major Legislation/Regulation for Fiscal Year 2006–07:

- Senate Bill 1476 (Figueroa, Chapter 658, Statutes of 2006) extended the Board's sunset date from July 1, 2008, to July 1, 2010.
- California Code of Regulations (CCR) section 1399.360 specified which services, and under which criteria, respiratory care services may be performed by unlicensed personnel in a home care setting.
- CCR section 1399.391 authorized issuing citations and fines for the practice of respiratory care by unlicensed personnel.

Quick Facts

- 17.5 staff
- 16,511 licensees
- 278,690 Web site hits
- 7 consumer publications

Bureau of Security and Investigative Services

www.bsis.ca.gov



Paul M. Johnson
Chief



James C. Diaz
Chairman, Advisory
Committee

The Bureau of Security and Investigative Services (Bureau) regulates the private security industry. The Bureau licenses security guards and private patrol operators, proprietary private security officers, and private investigators, as well as alarm, locksmith, and repossession companies and their employees. Firearm and baton training facilities and instructors also fall under the Bureau's jurisdiction.

Major Accomplishments for Fiscal Year 2006–07:

- Hosted a Bureau Advisory Committee meeting in February 2007. The Committee includes public and security industry representatives who assist and advise the Bureau on industry issues. The Bureau gained insight from both public and industry members on many issues that relate to private security industries.
- Created a pocket guide titled *Guide to License Types* to assist police officers and the public in identifying and verifying the various types of licenses and permits issued by the Bureau.
- Launched a statewide inspection program in January 2007 to verify compliance by Private Patrol Operators (PPOs) with security guard training and record keeping requirements. The on-site visits by Bureau representatives allow the Bureau to provide assistance and direction to PPOs who may not be in compliance with statutory requirements.
- Increased efficiency by having all enforcement staff participate in a 40-hour training course in regulatory investigative techniques.

- Conducted 538 statewide outreach visits to licensees, industry representatives, and members of private industry and law enforcement through the Bureau's Outreach Program. These visits provided one-on-one education on statutes and regulations and training/licensing requirements to new and existing licensees. The Program has focused on making private industry and law enforcement aware of new licensing requirements under Senate Bill 194 (Maldonado, Chapter 655, Statutes of 2005) that defines the proprietary private security officer (PSO) requirements.
- Added 20 new staff positions in July 2007 to accommodate the workload increase created by the passage of SB 194, which requires any person meeting the definition of a PSO to register with the Bureau. There are currently 2,775 PSOs registered by the Bureau.

Major Legislation/Regulations for Fiscal Year 2006–07:

- As required by SB 194, completed a rulemaking package that further defined the registration requirements for PSOs.
- Completed a rulemaking package [California Code of Regulations (CCR) Section 643] that adds four hours of Weapons of Mass Destruction and Terrorism Awareness training to the

Conducted 538 statewide outreach visits to provide assistance and direction to PPOs who may not be in compliance with statutory requirements.

Bureau of Security and Investigative Services (continued)

existing Powers to Arrest training. This addition provides for a total of eight hours of required training. This rulemaking package also clarified titles of existing courses and added seven new courses to the elective portion of the original security guard training syllabus.

- Assembly Bill 2318 (Calderon, Chapter 418, Statutes of 2006) amended the Collateral Recovery Act, clarifying the nature and description of items a reposessor must remove from a repossessed vehicle and allowing increased fines against a repossession agency that fails to register a reposessor employed by that agency.
- Senate Bill 1849 (Leslie, Chapter 886, Statutes of 2006) allows PSO applicants to participate in the appeal process through the Disciplinary Review Committee.

Quick Facts

- 70.5 staff
- 380,899 licensees
- 2,097,050 Web site hits
- 14 consumer publications
- \$50,499 total savings achieved for consumers

Speech-Language Pathology and Audiology Board

www.slpab.ca.gov



Annemarie Del Mugnaio
Executive Officer



Carol Murphy
Board President

The Speech-Language Pathology and Audiology Board (Board) protects the public by requiring that speech-language pathologists and audiologists working in California meet certain educational and training standards. Speech-language pathologists help people with speech, voice, language, and swallowing disorders or impairments. Audiologists help people with hearing, balance, and related disorders. The Board investigates applicants' backgrounds, investigates complaints against licensed and unlicensed practitioners, and takes disciplinary action whenever appropriate.

Major Accomplishments for Fiscal Year 2006–07:

- Facilitated discussions between the academic and professional communities regarding the development of joint doctoral training programs in audiology in California. Two new joint doctoral training program partnerships—at the University of California, San Francisco/San Francisco State University and the University of California, Los Angeles/California State University, Northridge—are scheduled to enroll students beginning in the fall 2009 semester.
- Created a new pathway for individuals to register as speech-language pathology assistants in the state by recognizing prior work experience in the field (California Code of Regulations, Section 1399.170.11). The changes to CCR section 1399.170.11 provide applicants an opportunity to apply prior work experience if the student has performed services in another state or in an exempt setting in California consistent with those of a speech-language pathology assistant.

- Completed the 2006 Sunset Review Report, which includes a detailed account of the Board's public mandates, legislative and regulatory actions, internal operations, and statistical profiles. The report also contains a summary of scope of practice and licensing issues facing the Board. The report is available on the Board's Web site at www.slpab.ca.gov/about.htm.

Major Legislation/Regulation for Fiscal Year 2006–07:

- Assembly Bill 2651 (Jones, Chapter 335, Statutes of 2006) mandates that effective January 1, 2008, parents of all babies born in general acute care hospitals in California be offered a hearing screening upon admission. The law also mandates specific follow-up intervention and diagnostic services for newborns with an identified hearing deficit.

Quick Facts

- 6 staff
- 12,570 licensees
- 310,506 Web site hits
- 12 consumer publications

Structural Pest Control Board

www.pestboard.ca.gov



Kelli Okuma
Registrar



Jean Melton
Board President

The Structural Pest Control Board (Board) regulates individuals and companies engaged in the business of controlling various pests, including rodents, vermin, and insects, as well as wood-destroying pests and organisms in houses and other structures. The Board's primary goal is to ensure the health and safety of California consumers.

Major Accomplishments for Fiscal Year 2006–07:

- Established new outreach presentations to better educate members of the pest control industry. The Board's Registrar attended 12 district meetings of the Pest Control Operators of California to speak about their enforcement and complaint processes. She also joined the Board's pest control specialists at the Department of Pesticide Regulation's annual training in Northern and Southern California to assist and answer questions about structural pest control. Board staff also made a presentation at a meeting of the California Association of Realtors to provide information on complaint processes, termite inspection reports, and consumer services.
- Funded two major structural pest control research studies. The University of California, Riverside, will develop baiting control strategies for urban areas to combat pest species of yellowjackets. The University of California, Berkeley, will study devices and techniques to improve inspection and evaluation of treatment for inaccessible drywood termite infestations.

Major Legislation/Regulations for Fiscal Year 2006–07:

- Implemented a regulation requiring the Board's applicator licensees to complete 12 hours of continuing education (CE) as a condition of license renewal. Compiled and posted a list of on-line courses that meet the CE requirements. The list is updated monthly.
- Amended Section 1948 of the Structural Pest Control Act to institute licensing and renewal fees for applicator licenses.
- Amended Section 1922 the Structural Pest Control Act to increase the amount of fines that the county agricultural commissioners can assess against the Board's licensees.

Quick Facts

- 30 staff
- 24,224 licensees
- 612,619 Web site hits
- 6 consumer publications
- \$308,818 total savings achieved for consumers

Telephone Medical Advice Services Bureau

www.dca.ca.gov/tmas



Tonya Blood
Chief



Robert Puleo
Acting Chief

The Telephone Medical Advice Services Bureau was established to regulate businesses both in and out of state that give telephone medical advice to California residents. Telephone medical advice is a relatively new method used by some healthcare organizations to better meet the needs of their large client populations. Consumers are able to contact their healthcare provider by telephone to explain their symptoms and receive immediate advice about the proper course of action. Some registrants operate disease management or wellness programs via telephone.

Major Accomplishments for Fiscal Year 2006–07:

- Received and closed 24 complaints that were referred to the Board of Registered Nursing and the Department of Managed Health Care for disposition.
- Re-established a site visitation program in May 2007 to ensure all registrants are operating within the established rules and regulations.

Quick Facts

- 1 staff
- 37 licensees
- 31,044 Web site hits
- 1 consumer publication

Veterinary Medical Board

www.vmb.ca.gov



Susan Geranen
Executive Officer



R. Linda Starr
Board President

The Veterinary Medical Board (Board) protects consumers and animals through the development and maintenance of professional standards; the licensing of veterinarians, registered veterinary technicians, and veterinary premises; and through diligent enforcement of the California Veterinary Medicine Practice Act.

Major Accomplishments for Fiscal Year 2006–07:

- Developed a draft proposal in conjunction with the California Veterinary Medical Association, the Humane Society Directors' Association, the Animal Control Directors' Association, and the University of California, Davis, for defining tasks that can be done in a shelter without a veterinarian to prevent spreading diseases from animals to humans. It was determined that the current regulatory authorities overseeing animal shelters were sufficient.
- Added veterinary examination application forms and instructions to the Board's Web site to reduce mailing costs.
- Conducted a hospital inspection training workshop for new hospital inspectors and staff on October 11, 2006 in Sacramento (10 attendees) to ensure that inspectors are knowledgeable and competent.
- Initiated a project to convert the Board's exam for veterinarians from paper and pencil to a computer-based format to streamline the testing process and increase accessibility for

applicants. The last paper and pencil examination was administered in April 2007. Computer-based testing is scheduled to begin in November 2007.

Major Legislation/Regulations for Fiscal Year 2006–07:

- Amended Section 2036 of Title 16 of the California Code of Regulations to revise and add one new job task for Registered Veterinary Technicians (RVT). The new tasks allow RVTs to "suture cutaneous and subcutaneous tissues, gingiva, and oral mucous membranes" and "create a relief hole in the skin to facilitate placement of an intravascular catheter." These are the first changes to the RVT job tasks since 1982.

Quick Facts

- 9.9 staff
- 16,976 licensees
- 209,515 Web site hits
- 6 consumer publications
- \$1,000 total savings achieved for consumers

Board of Vocational Nursing and Psychiatric Technicians

www.bvnpt.ca.gov



**Teresa Bello-Jones, JD,
MSN, RN**
Executive Officer



John Vertido, LVN
Board President

The Board of Vocational Nursing and Psychiatric Technicians (Board) regulates the practice and education of licensed vocational nurses (LVNs) and psychiatric technicians (PTs). It protects consumers by disciplining unsafe and abusive LVNs and PTs, overseeing vocational nursing and psychiatric programs, and educating consumers about their rights and the Board's role in protecting them. LVNs and PTs care for California's most vulnerable citizens, from newborns to the elderly, who may be physically or mentally impaired. The Board currently oversees more than 75,000 LVNs and 9,600 PTs—the largest number of licensees in these fields in the nation.

Major Accomplishments for Fiscal Year 2006–07:

- Increased the number of accredited vocational nursing programs from 178 to 195 and approved increases in student enrollment for many existing programs. As a result, the total number of student admission slots for LVN programs rose from 11,711 to 13,521, a 13 percent increase.
- Approved the increase of student admission slots for PT programs from 1,235 to 1,295.
- Continued to conduct ongoing surveys of stakeholders (i.e., applicants, licensees, program directors, facilities, consumers who filed an enforcement complaint, Board employees, etc.). The results of the surveys will be used to improve the Board's effectiveness and to identify future educational and technological changes that may impact rules and regulations. The 2006 survey is complete; the results of the 2007 survey will be available at the end of the year.

- Conducted a Directors Forum to provide directors and faculty of LVN and PT programs with information on legislation, statutes, regulations, current issues, and changes in examination processes.
- Adopted a new PT Licensure Examination Test Plan to ensure that examination questions reflect current work requirements.

Major Legislation/Regulation for Fiscal Year 2006–07:

- Adopted a notice of proposed regulatory action on mandatory reporting regulations on May 11, 2007. Upon approval by the Department of Consumer Affairs, the Board will submit the final file to the Office of Administrative Law (OAL) for review and approval.
- Amendments to the Board's Education Program requirements (Title 16, Division 25, Chapters 1 and 2 of the California Code of Regulations) were approved by OAL and impacted the following areas:
 - Credit for education and experience in VN and PT programs as it relates to equivalency applicants. Amendments to the equivalency regulations specify:
 - > Additional experience in obstetrics/genitourinary nursing and pediatrics;

Adopted a new PT Licensure Examination Test Plan to ensure that examination questions reflect current work requirements.

Board of Vocational Nursing and Psychiatric Technicians (continued)

- > Define the type of private duty nursing that will be accepted as clinical experience;
- > Add gerontological nursing as content that can be used toward medical/surgical experience;
- > Add communication skills as a skill that must be verified by an employer during the application process; and
- > Update terminology related to testing for diabetic patients.
- Documentation for military service. Identifies military documents that the Board will accept as proof of service and training in the medical corps of any of the armed forces when applying for a LVN license.
- Provisional accreditation. The amendments clarify the time period given for programs to become compliant; adds language to provide an extension for programs making a “good faith effort” to complete corrections; clarifies the “pattern of admissions” during the provisional period; describes Board actions following revocation of provisional accreditation; and specifies a waiting period for a program to reapply if it loses its accreditation.
- 12th grade equivalency. Language was added to clarify that verification of accreditation for sources of education equivalent to the general education course of study must be documented by the Department of Education in any state in the United States or a nationally recognized regional accrediting body.
- Maintenance of licensure examination pass rates. The reference to new programs was deleted as it related to achievement of acceptable licensure exam pass rates within a specific time period. New and existing programs are now held to the same standard.
- Curriculum content, including ethics and unethical conduct, critical thinking, culturally congruent care, end-of-life care, and for LVN students, communication with patients who have psychological disorders. Amended to add ethics and unethical conduct, critical thinking, culturally congruent care, end-of-life care, and for LVN students, communication with patients who have psychological disorders into the course curriculum.
- Requirements for physicians to qualify as instructors for blood withdrawal (LVN and PT) and intravenous therapy certification courses (LVN). Amended the requirements a physician must fulfill to qualify as an instructor in certification courses for intravenous therapy and/or blood withdrawal. The language reflects similar requirements for registered nurses.
- Continuing education course approval. Mended the process for approval and record maintenance for continuing education courses relative to courses, instructor qualifications, and attendees.

Quick Facts

- 43.3 staff
- 85,198 licensees
- 610,481 Web site hits
- 1 consumer publication

DCA's Support System

Fifteen programs, divisions, units, and offices serve as the support system for all of DCA's various boards, bureaus, programs, and commission. This network provides a number of functions: Some offices and their staff serve as the public face of the Department, while others work in the background and assist with legal, technical, and administrative functions.

The **Consumer Information Center (CIC)** is often the first point of contact that consumers have with DCA. The CIC is composed of two parts: The Call Center and the Correspondence Unit. Each year, **Call Center** staff answer more than 1 million calls on DCA's toll-free consumer help line (800) 952-5210 on which they can receive assistance in more than 170 languages. Last year, the Call Center reduced the average wait time for consumers from more than two minutes to less than one minute. The **Correspondence Unit** assists the Executive Office with written responses to consumer complaints in both Spanish and English, and responded to more than 23,000 written inquiries in Fiscal Year 2006–07—an average of 442 responses per week.

The staff of DCA's **Outreach Unit** helps empower consumers by taking DCA's message and information into the public by hosting activities at fairs, meetings, and conferences. Staff also makes presentations to various consumer groups, community-based organizations, and industry groups. Last year, Outreach staff participated in a total of 876 events offering information, publications, and assistance to Californians throughout the state.



The **Complaint Resolution Program** provides complaint resolution services to consumers who have experienced difficulties when purchasing products or services from industries regulated by seven of DCA's bureaus. In Fiscal Year 2006–07, Complaint Program staff handled 900 consumer complaints, resulting in restitution of more than \$2 million to California consumers.

The **Policy & Publications Development (PPD) Office** designs, edits, stores, and distributes the more than 200 consumer publications produced by DCA's various entities and by its Executive Office. PPD staff also coordinates the translation of publications into various languages for California's non-English speaking consumers. Internally, the Office handles the review, creation, and approval of various DCA policies. Last year, the work of the PPD Office was recognized as one of California's "Best of the Best" by the State Information Officers Council.

The **Office of Public Affairs (OPA)** is responsible for responding to media inquiries and creating and executing media plans for DCA. In Fiscal Year 2006–07, OPA staff provided identity theft information to California's veterans after the theft of a laptop computer containing personal data of 26.5 million veterans was stolen. Staff also helped organize the third annual Identity Theft Summit and California's first Cyber Safety Summit.

The mission of DCA's **Division of Investigation (DOI)** is to provide the highest level of law enforcement services to DCA in order to protect the health, safety, and welfare of California consumers. DOI's field investigations frequently involve allegations of the use and theft of drugs, sexual misconduct, quality of care issues, and unlicensed activity. DOI staff completed 1,279 investigations last year. Of those, 132 reports were referred to local District Attorneys offices for criminal filings, an increase of 69 reports from 2005–06.

The **Legal Division (Division)** provides legal services to the DCA's executive staff and all of DCA's entities. The Legal Division is composed of the Legal Office and Legal Services Unit. The **Legal Office's** attorneys offer legal analysis and opinions on laws, issues, and proposed legislation relevant to DCA. The **Legal Services Unit** counsels DCA's Director in carrying out the consumer mandates of the Consumer Affairs Act, and develops publications such as *California Tenants: A Guide to Landlords' and Tenants' Rights in California*, and *Using the Small Claims Court*. Last year, the Division facilitated training on a variety of subjects, including Criminal Offender Record Information (CORI) training, Public Records Act training, and training in how to handle subpoenas.

The **Legislative and Regulatory Review Division** (Division) serves as DCA's resource on legislative matters, and represents DCA's position on these matters before the Legislature. The Division advocates public policy affecting consumers, and regularly advises DCA's Director on all proposed regulations that impact public health, safety, and welfare. Last year, the Division monitored and analyzed more than 500 legislative bills, and helped to shape legislation on a variety of subjects, including air pollution and the Smog Check Program, common interest developments, health studio contracts, identity theft, landlords/tenants, and private post-secondary education.

*For consumers, information is power.
DCA provides a variety of consumer
information resources so you can
learn about your rights, ask the right
questions, and get a fair deal.*

The **Office of Information Services** directs and manages information technology for all of DCA, and makes sure that sensitive information, including personal information belonging to both California consumers and DCA staff, remains protected and secure. The Office is also responsible for maintaining DCA's Web site and providing consumers with audio and video webcasts of public meetings held in the DCA Hearing Room. During Fiscal Year 2006–07, OIS launched the audio and

webcast of public meetings from the Consumer Affairs hearing room to allow consumers to view or listen to meetings over the Internet. In December 2006, OIS won a Best of California 2006 Leadership Award from the Center for Digital Government. The Telecommunications Unit won the award for Demonstrated Leadership in Rapid Project Delivery: IP (Internet Protocol) Telephony.

The **Office of Administrative Services** (OAS) provides DCA with accounting, personnel, and budget services. The Business Services Office ensures that DCA entities purchase goods and services from vendors participating in the Small Business/Disabled Veterans Business Enterprise System. The Office of Human Resources provides payroll, benefits, training, and examination services to DCA personnel. Last year, OAS began implementing a Customer Service Improvement Project to establish a clear expectation of excellence in customer service and raise employee awareness of the need to improve the delivery of products and services to all DCA customers and stakeholders.

The **Equal Employment Opportunity Office** (EEO) serves all of DCA's employees, applicants, and licensees by promoting employment with regard to race, sex, religion, age, and other factors, and promotes affirmative action for persons with disabilities. To assist DCA employees, EEO prepared monthly health-related articles for DCA's internal newsletter, continued monitoring hires through the Limited Examination and Appointment Program, and contributed to the Wellness Fair, National Disability Awareness Month, and the Statewide Disability Advisory Council's Symposium and Job Fair. Last year, EEO staff completed 41 discrimination complaint cases.

The **Family Support Program** (Program) improves the lives of California's children by helping enforce child support regulations. Using the State License Matching System, Family Support Unit staff compares the names and Social Security numbers of licensees against Department of Social Services' list of parents who are delinquent in court-ordered child support payments. During Fiscal Year 2006–07, the Program assisted the Board of Barbering and Cosmetology and the Bureau of Automotive Repair in identifying and solving problems with two testing facilities that were issuing incorrect licensing information to people who were involved in child support issues.

The **Office of Examination Resources** (OER) provides examination-related services to DCA's regulatory boards, bureaus, and programs to ensure that licensee examinations are fair, valid, and legal. Staff conduct occupational analyses, develop examination items, evaluate candidates' performance on examinations, and consult on measuring minimum standards of competency. Last year, OER established a new contract for computer-based exams for various boards, bureaus, and programs, making more test sites in California and across the nation available to examination candidates.



DCA Board and Advisory Committee Members 2006-07

Abkarian, Albert	Blanc, Ronald	Cochlan, Iris	Dutton, Andrea
Adelman, Howard S.	Bolton, James*	Cock, Alexandra	Ehrlich, Nancy
Aguilar, Henry	Booth, Larry	Condon, Della	Evert, Mary
Alexander, Steve	Brandow, Gregg	Conroy, Ruth	Fantozzi, M.D., Richard
Alviso, Debra	Brenner, Allan	Corday, Stephen	Farias, Socorro
Anderson, Sarah	Brewer, Robert*	Cornell, Craig	Fascher-Johnson, Monica
Anderson, Christine	Brown, Robert	Corse, Grace	Fenner, Yvonne
Aristeiguieta, Cesar	Buckley, Tyrone*	Cunningham, Margaret	Ferguson, Stephanie
Arney, Paul	Burke, Adam	Curtis, Virginia	Ferreira, Terrel
Arzate, Chris	Came, Clara	Dale, Darla	Field, David
Ashby, James	Carlson, Deedee	Davila, Ruben	Finch, Gregory
Bache, Rochelle	Carrera, Marta	Daze, Timothy	Foley, Jr., James
Baker, Jon	Casagrande, Stephen	D'Braunstein, Todd	Forsythe, Judith
Baker, William	Cates, Trevor	De Marco, George	Froistad, Elise
Baldacci, Paul	Chang, Hedy	de Porres Taylor, Sister Marie*	Gadinis, Marlene
Barnes, Edward	Charney, Richard*	Decota, Dennis*	Gailey, William
Becker, Terri	Chaturvedi, Gopal*	Di Giorgio, Donna	Gates, Kimberly
Beecham, Nancy	Chen, Phillip	Dietz, Elizabeth	Gipson, Linda
Bettinger, John	Cheng, Peichin	Dominguez, Dorene	Gitnick, Gary
Biggers, Kevin	Cheng, Raymond	Dominicis, Luis	Giza, Christopher
Bingea, Rebecca	Cherng, Kenny	Donald, Paul	Glaab, Janice
Black, William	Chi, Angela	Driftmier, Donald	Goldenberg, Stanley
Blackseth, Kim	Chin, John	Duffy, Arthur	Goldstein, Lee
Blake, Richard	Churchill, Teresita	Duruisseau, Shelton	Gomez-Vidal Diaz, Christina*

* denotes non-Governor-appointed members

Gonzalez, Joe	Hiura, Clarence	Lamb II, Robert	Medrano, Bernedette
Gotelli, Karen*	Horn, Jacqueline	Landregan, Stephanie*	Melendez-Meyer, Tina
Graddy, Elizabeth*	Hough, Henry	Lang, Edward	Melton, Jean
Graff, Ellen	Husar, Shirley	Lang, Steven	Melvin, Susan
Grangaard, Luella	Iino, Thomas	Law, Victor*	Merchant, Kenneth
Graul, Robert	Jewell, Martha	Leach, D'Karla	Merino, Michael
Gregg, Laurie	Johnson, Clifton*	Levi, Michael	Michel, Nancy*
Griffith-Collison, June	Johnson, Judy	Lew, Michael	Miller, James
Grimes, Alison	Johnson, Richard	Lindholm, Linda	Mitchell, Cynthia
Guidi, Lawrence*	Johnson-Wright, Marva	Lloyd, Frank	Mito, Ronald
Gutierrez, Pasqual	Jones, Robert*	Lonner, Renee	Modugno, Michael
Hackney, Alice	Kajioka, Randy	Lopez, Peter	Molina, Sonja
Hancock, Jennifer	Karau, Judy	Low, Reginald	Morales-Board, Carmen
Hangee-Bauer, Carl	Karlan, Mitchell	Lyon, Marilyn	Moran, Mary
Hardy, Mary	Kelly, Matthew	Lyons, Richard	Moreno-Bennett, Delores
Hariton, Lorraine*	Khalsa, Soram	Ma, Daisy*	Morris, Bill
Hayashi, Mary*	Kirkbride, Louise	MacAloney, William	Murphy, Carol
Heaston, Eldon	Klenk, Theodore	Macgregor, David	Naranjo, Fred
Hedges, Richard*	Klompus, Stephen	Magana, Sandra*	Neidich, Jeffrey
Heintz, Sara	Kracov, Gideon	Mallery, William	Newell, Lisa
Heller, Jeffrey	Krueger, Nancy	Manning, Deane	Nguyen, Hienvu Chuc
Henderson, Alex	La Rose, James	Matich, Stephen	Nickey, Roger
Hernandez, Edward	LaChappa, Bonnie	McCormick, Suzanne	Nigro, Vince
Hisserich, John*	LaManna, Leslie	McGhee, James	Noonan, Timothy

* denotes non-Governor-appointed members

Nosler, Cary	Russ, Ian	Starr, Linda*	Vollmer, Lance
O'Connor, Sharon	Sachs, Robert	Stein, Howard*	Wakim, Paul
O'Connor, Lisa	Safran, Millicent*	Stenson, Barbara	Waldman, Stuart*
Oldman, Marshal	Sager, Randal	Stephans, Angelique	Wallace, Shanda
Olson, Murray*	Sahabi, Kamran	Sun, Lorelei	Walmsley, Joan
O'Neill, Toni	Saito, Dean*	Sutak, Thomas	Walters, Jerri
Ong, Cynthia	Salomonson, Janet	Svonkin, Scott*	Watson, Cynthia
O'Rourke, John	Samii, Shayan	Swart, Robert	Wender, Ronald
O'Shea, Geraldine	Schasa, Shaquawn	Swartz, David	Wietlisback, Christine
Perez, Victor	Schell, Kenneth	Takii, Sara	Williams, Ken
Petersen, Robert	Schipske, Gerrie*	Tami, Patrick	Williams, Jeffrey
Phillips, Susanne	Schmidt, Jeffrey*	Tan, Steven	Williams, Kim
Pollack, Daniel	Schumacher, Carol	Tan, William*	Wrubel, Karen
Powers, William*	Scott, Thomas	Tanberg, Bobbi	Yale, Joyce
Provenzano, Joseph	Seldin, Harriet	Tate, La Francine*	Yanochocho-Horsley, Patti*
Ramirez, Manuel	Semmes, Katrina	Taylor, Lenora	Yaroslavsky, Barbara*
Ramirez, Julio*	Sendejas Lopez, Juanita*	Thomas, William A.	Yee, Larry*
Ravnan, Susan	Sesay, Mustapha	Turchi, Lewis	Young, Shelia
Reddock, Angela*	Sheldon, Richard*	Tyler, Jerry	Yu, Susy
Renner, Larry*	Simonds, Richard	Uttley, Clifford	Zampa, Don
Roach, Roger	Smith, Naomi	Vargas, Nora*	Zerunyan, Frank
Roder, Henry	Smith, J.D.	Vellanoweth, Roberto	Zinder, Andrea*
Rodriguez, Mario	Solorzano, Alfred	Verdugo, Diana*	Zuniga-Flowers, Sally
Rose, Howard*	Spearman, Charles*	Vertido, John	
Roye, Karen	Staggs, Danny	Voigt, Sheran	

* denotes non-Governor-appointed members



Statistical Appendix

Introduction

DCA's regulatory boards and bureaus license, register, certify, permit, or approve individuals or businesses according to qualifications established by legislation and regulations. Some programs authorize other organizations to provide services associated with the entity's purpose, such as education of licensees or direct services to consumers. DCA's regulatory entities also investigate complaints and discipline those who violate practice requirements.

The Statistical Appendix helps to monitor DCA's accomplishments by providing numerical summaries for each regulatory entity's licensing, examination, and enforcement processes. This enables individual regulatory programs and DCA to track year-to-year changes within the programs as well as differences between programs. The resulting data informs program and administrative decisions.

The Appendix provides a descriptive overview of all licensing and enforcement action statistics as well as data showing costs and recovery to consumers and boards stemming from various investigations.

Interpreting Statistical Information

- Because of different legislative mandates for each regulatory program, reporting practices among boards and bureaus are not exactly the same. Due to this difference, not all categories of data apply to all programs. When a particular survey question does not apply to

a given program, there is no data to report, so the response is designated as "n/a" for "not applicable."

- Data may not be reported because a program does not have the capability to track the information or because of electronic system deficiencies, so the response is designated as "NDA" for "no data available." In some instances, a program will have the total number for a given category without having specific numbers broken down into subcategories.
- Because of the nature of the database, numbers for data under "Complaints" and "Investigations" may have been collected in different fiscal years. As a result, these types of categories often cannot be combined for summary data.
- The term "License Status" is used generically to encompass all of the license categories used by DCA. These "License Status" categories encompass licenses and registrations, certificates and permits, and approvals.

Structure and Description

BUREAUS AND PROGRAMS	Staffing		Bureau Advisory Groups ^a					Advisory Committees Mandated by Statute ^b	
	Number of Authorized Positions	Number of Exempt Positions ^c	Total Number of Advisory Groups	Total Number of Members	Number of Professional Members	Number of Public Members	Number of Meetings	Number of Authorized Committees	Number of Committee Meetings
Arbitration Certification Program	6.0	0.0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Athletic Commission Program ^d	8.0	1.0	1	5	5	0	4	0	0
Automotive Repair, Bureau of	612.0	3.0	2	19	19	0	0	0	0
Cemetery and Funeral Bureau	23.5	1.0	1	12	8	4	2	0	0
Electronic and Appliance Repair, Bureau of	14.5	0.0	1	4	3	1	1	0	0
Hearing Aid Dispensers Bureau	2.0	1.0	1	7	3	4	3	n/a	n/a
Home Furnishings and Thermal Insulation, Bureau of	29.5	1.0	1	7	5	2	3	0	0
Naturopathic Medicine, Bureau of	1.0	0.0	3	24	22	2	8	3	6
Private Postsecondary and Vocational Education, Bureau for	56.6	2.0	1	12	12	0	NDA	1	2
Security and Investigative Services, Bureau of	69.5	1.0	1	13	8	5	2	n/a	n/a
Telephone Medical Advice Services Bureau	1.0	0.0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
TOTAL	823.6	10.0	12	103	85	18	23	4	8

a) Established by Bureau Chiefs or by statute to discuss consumer industry issues.

b) Established pursuant to statute to address specific issues mandated in enabled legislation.

c) An exempt position is one in which the employee is exempt from the provisions of the California State Civil Service, and is usually appointed by the Governor and by consent or confirmation of the Senate.

d) These numbers represent the Athletic Commission Program during July 1, 2006 - December 31, 2006.

BOARDS, COMMITTEES, AND COMMISSION	Staffing		Board / Committee / Commission Member Information					
	Number of Authorized Positions	Number of Exempt Positions ^a	Total Number of Board/ Committee/ Commission Members	Number of Professional Members	Number of Public Members	Number of Board/ Committee/ Commission Meetings	Number of Authorized Committees	Number of Committee Meetings
Accountancy, California Board of	66.0	1.0	15	7	8	6	2	8
Acupuncture Board	9.0	1.0	7	3	4	5	0	0
Architects Board, California	23.1	1.0	10	5	5	4	5	11
Athletic Commission, State ^b	8.0	1.0	7	7	0	2	0	0
Barbering and Cosmetology, Board of	82.1	1.0	9	4	5	8	5	9

STRUCTURE AND DESCRIPTION

Structure and Description (continued)

BOARDS, COMMITTEES, AND COMMISSION	Staffing		Board / Committee / Commission Member Information					
	Number of Authorized Positions	Number of Exempt Positions ^a	Total Number of Board/ Committee/ Commission Members	Number of Professional Members	Number of Public Members	Number of Board/ Committee/ Commission Meetings	Number of Authorized Committees	Number of Committee Meetings
Behavioral Sciences, Board of	28.3	1.0	11	5	6	5	5	11
Contractors State License Board	403.0	1.0	15	6	9	4	n/a	n/a
Court Reporters Board of California	4.5	1.0	5	2	3	3	1	1
Dental Auxiliaries, Committee on	*	*	*	*	*	*	*	*
Dental Board of California	43.8	1.0	14	10	4	6	8	5
Engineers and Land Surveyors, Board for Professional	52.1	1.0	9	6	3	5	0	0
Geologists and Geophysicists, Board for	6.0	1.0	7	3	4	5	0	0
Guide Dogs for the Blind, State Board of	0.3	1.0	7	1	6	4	0	0
Landscape Architects Technical Committee	4.6	0.0	5	5	0	6	1	6
Medical Board of California	265.2	1.0	21	12	9	4	n/a	n/a
Occupational Therapy, California Board of	4.0	1.0	12	10	2	9	n/a	n/a
Optometry, State Board of	5.5	1.0	11	6	5	4	4	0
Osteopathic Medical Board of California	4.0	1.0	7	5	2	4	3	10
Pharmacy, California State Board of	50.0	1.0	13	7	6	4	6	19
Physical Therapy Board of California	10.5	1.0	7	4	3	5	2	0
Physician Assistant Committee	3.5	1.0	9	5	4	5	1	5
Podiatric Medicine, California Board of	4.1	1.0	7	4	3	4	5	0
Psychology, Board of	13.5	1.0	9	5	4	4	7	4
Registered Nursing, Board of	93.0	1.0	9	5	4	5	4	4
Respiratory Care Board of California	16.5	1.0	9	5	4	2	0	0
Speech-Language Pathology and Audiology Board	5.0	1.0	8	6	2	11	n/a	n/a
Structural Pest Control Board	29.0	1.0	7	3	4	4	2	0
Veterinary Medical Board and Veterinary Technician Committee, Registered	8.9	1.0	17	11	6	6	2	9
Vocational Nursing and Psychiatric Technicians, Board of	42.3	1.0	11	5	6	3	4	1
TOTAL	1,285.8	27.0	278	157	121	137	67	103

a) An exempt position is one in which the employee is exempt from the provisions of the California State Civil Service. In this case, the exempt position is the Executive Officer, who is appointed by the Board.

b) These numbers represent the State Athletic Commission during January 1, 2007 - June 30, 2007.

* Data not provided.

Strategic Planning/Outreach and Education

NAME	Date Strategic Plan Adopted	Number of Events and Speaking Engagements	Number of Publications	Number of Web Site Hits
Accountancy, California Board of	11/05	8	17	4,708,876
Acupuncture Board	02/07	2	1	91,896
Arbitration Certification Program	02/07	0	3	147,921
Architects Board, California	03/07	12	20	662,479
Athletic Commission, State	03/05	7	0	322,155
Automotive Repair, Bureau of	09/06	846	10	6,910,038
Barbering and Cosmetology, Board of	10/06	11	25	1,866,985
Behavioral Sciences, Board of	11/05	59	2	4,477,711
Cemetery and Funeral Bureau	09/06	37	2	478,653
Contractors State License Board	02/07	48	38	11,773,391
Court Reporters Board of California	03/07	16	4	62,595
Dental Auxiliaries, Committee on	*	*	*	*
Dental Board of California	01/05	2	5	310,015
Electronic and Appliance Repair, Bureau of	09/06	4	14	237,812
Engineers and Land Surveyors, Board for Professional	05/07	10	2	3,665,242
Geologists and Geophysicists, Board for	03/02	8	1	64,385
Guide Dogs for the Blind, State Board of	03/04	1	1	40,464
Hearing Aid Dispensers Bureau	09/06	3	26	210,351
Home Furnishings and Thermal Insulation, Bureau of	09/06	9	4	297,750
Landscape Architects Technical Committee	06/07	1	12	41,623
Medical Board of California	05/03	85	17	9,210,095
Naturopathic Medicine, Bureau of	09/06	1	1	99,992
Occupational Therapy, California Board of	08/05	6	1	294,347
Optometry, State Board of	05/07	1	1	354,774

* Data not provided.

Strategic Planning/Outreach and Education (continued)

NAME	Date Strategic Plan Adopted	Number of Events and Speaking Engagements	Number of Publications	Number of Web Site Hits
Osteopathic Medical Board of California	04/03	1	1	198,800
Pharmacy, California State Board of	07/06	33	36	3,746,222
Physical Therapy Board of California	05/06	9	8	253,670
Physician Assistant Committee	10/04	20	1	252,465
Podiatric Medicine, California Board of	03/06	5	16	268,571
Private Postsecondary and Vocational Education, Bureau for	07/05	2	2	NDA
Psychology, Board of	02/07	7	10	1,131,033
Registered Nursing, Board of	06/06	8	7	15,574,973
Respiratory Care Board of California	02/06	10	7	278,690
Security and Investigative Services, Bureau of	09/06	538	14	2,097,050
Speech-Language Pathology and Audiology Board	08/06	5	12	310,506
Structural Pest Control Board	04/07	23	6	612,619
Telephone Medical Advice Services Bureau	09/06	0	1	31,044
Veterinary Medical Board and Veterinary Technician Committee, Registered	07/07	9	6	209,515
Vocational Nursing and Psychiatric Technicians, Board of	05/07	59	1	610,481
TOTAL		1,906	335	71,905,189

Field Offices

NAME	Offices and Staff		Services Provided								
	Number of Field Offices	Number of Field Office Staff (All Field Offices)	Walk-in Assistance	Cashiering	Consumer Education	Licensee Education	License Application	License Renewal	Complaint Handling	Enforcement Activities	Exams
Athletic Commission Program ^a	1	2.0	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Automotive Repair, Bureau of	12	305.75	Yes	No	Yes	Yes	No	No	Yes	Yes	No
Barbering and Cosmetology, Board of	2	29.0	No	No	No	No	No	No	No	No	Yes
Contractors State License Board	8	130.4	Yes	No	Yes	Yes	No	No	Yes	Yes	No
Dental Board of California	1	11.0	No	No	No	No	No	No	Yes	Yes	Yes
Electronic and Appliance Repair, Bureau of	1	7.0	No	No	No	No	No	No	No	Yes	No
Medical Board of California	12	126.0	Yes	No	No	No	No	No	Yes	Yes	No
Pharmacy, California State Board of	1	0.0	No	No	No	Yes	No	No	No	Yes	No
Private Postsecondary and Vocational Education, Bureau for	1	2.0	Yes	No	Yes	Yes	No	No	Yes	No	No
Registered Nursing, Board of	1	5.0	No	No	No	Yes	No	No	Yes	Yes	No
TOTAL	40	618.15									

a) These numbers represent the Athletic Commission Program during July 1, 2006 – December 31, 2006.

Revenue Sources (IN THOUSANDS)

NAME	Fund Name and Number	Initial Licensing Fees (125700)	Renewal Fees (125800)	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Delinquent Fees (125900)	Interest (150300)	Miscellaneous Other Revenue	Total Revenues	Total Transfers ^a
Accountancy, California Board of	Accountancy Fund/0704	\$3,585	\$6,743	\$62	\$296	\$903	\$21	\$11,610	\$0
Acupuncture Board	Acupuncture Fund/0108	\$964	\$1,378	\$35	\$11	\$201	\$5	\$2,594	\$1,500
Arbitration Certification Program	Certification Account/0166	\$0	\$0	\$952	\$0	\$19	\$0	\$971	\$0
Architects Board, California	California Architects Board Fund/0706	\$269	\$1,819	\$1	\$16	\$200	\$2	\$2,307	\$1,800
Athletic Commission, State	Athletic Commission Fund/0326	\$129	\$159	\$1,282	\$0	\$60	\$67	\$1,697	-\$160
	Boxers Neurological Examination Account/0492	\$0	\$0	\$173	\$0	\$7	\$1	\$181	\$0
	Boxers Pension Fund/9250	\$0	\$0	\$89	\$0	\$18	\$0	\$107	\$0
Automotive Repair, Bureau of	Vehicle Inspection and Repair Fund/0421	\$100,617	\$7,400	\$1,698	\$251	\$3,718	\$95	\$113,779	\$160
	High Polluter Repair or Removal Account/0582	\$47,079	\$0	\$0	\$0	\$2,717	\$136	\$49,932	\$0
Barbering and Cosmetology, Board of	Barbering and Cosmetology Fund/0069	\$2,394	\$7,488	\$3,438	\$533	\$837	\$32	\$14,722	\$3,500
Behavioral Sciences, Board of	Behavioral Science Examiners Fund, Professions and Vocations Fund/0773	\$1,586	\$3,645	\$102	\$53	\$320	\$3	\$5,709	\$0
Cemetery and Funeral Bureau	Cemetery Fund/0717	\$112	\$310	\$1,736	\$6	\$215	\$0	\$2,379	\$0
	Funeral Directors and Embalmers Fund/0750	\$96	\$943	\$164	\$27	\$135	\$0	\$1,365	\$0
Contractors State License Board	Contractors License Fund/0735	\$14,161	\$35,413	\$122	\$2,180	\$1,978	\$1,251	\$55,105	\$0
	Construction Management Education Account (CMEA)/0093	\$98	\$0	\$0	\$0	\$14	\$0	\$112	\$0
Court Reporters Board of California	Court Reporters Fund/0771	\$27	\$827	\$11	\$20	\$141	\$1	\$1,027	\$950
	Transcript Reimbursement Fund/0410	\$0	\$0	\$0	\$0	\$5	\$0	\$5	\$300
Dental Auxiliaries, Committee on	Dental Auxiliaries Fund/0380	\$500	\$1,353	\$11	\$51	\$60	\$6	\$1,981	\$0
Dental Board of California	State Dentistry Fund/0741	\$1,212	\$6,415	\$35	\$80	\$599	\$13	\$8,354	\$2,500
	Dentally Underserved Account/3039	\$0	\$0	\$0	\$0	\$154	\$0	\$154	\$0
Electronic and Appliance Repair, Bureau of	Electronic and Appliance Repair Fund/0325	\$294	\$1,608	\$0	\$51	\$88	\$2	\$2,043	\$0
Engineers and Land Surveyors, Board for Professional	Professional Engineers and Land Surveyors Fund/0770	\$3,615	\$5,045	\$35	\$62	\$287	\$14	\$9,058	\$0
Geology and Geophysicists, Board for	Geology and Geophysics Fund/0205	\$233	\$783	\$13	\$27	\$47	\$0	\$1,103	\$0
Guide Dogs for the Blind, State Board of	State Board of Guide Dogs for the Blind Fund/0024	\$2	\$149	\$0	\$0	\$8	\$0	\$159	\$0

a) A transfer is a notation in a fund condition of the movement of money from one fund to another. This includes transfers to and from the General Fund and/or special fund for the purpose of a loan repayment, as well as other transactions between funds that are not otherwise captured as revenues or expenditures

Revenue Sources (IN THOUSANDS) (continued)

NAME	Fund Name and Number	Initial Licensing Fees (125700)	Renewal Fees (125800)	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Delinquent Fees (125900)	Interest (150300)	Miscellaneous Other Revenue	Total Revenues	Total Transfers ^a
Hearing Aid Dispensers Bureau	Hearing Aid Dispensers Fund/0208	\$143	\$450	\$1	\$5	\$63	\$0	\$662	\$0
Home Furnishings and Thermal Insulation, Bureau of	Bureau of Home Furnishings and Thermal Insulation Fund/0752	\$1,308	\$2,394	\$62	\$82	\$180	\$6	\$4,032	\$0
Landscape Architects Technical Committee	Landscape Architects Fund/0757	\$176	\$511	\$13	\$11	\$92	\$0	\$803	\$0
Medical Board of California	Dispensing Opticians Fund/0175	\$35	\$123	\$0	\$4	\$15	\$0	\$177	\$0
	Outpatient Setting Fund of the Medical Board of California/0210	\$0	\$62	\$0	\$0	\$7	\$0	\$69	\$0
	Licensed Midwifery Fund/0755	\$3	\$15	\$0	\$0	\$2	\$0	\$20	\$0
	Contingent Fund of the Medical Board of California/0758	\$5,703	\$42,415	\$348	\$94	\$1,088	\$40	\$49,688	\$0
	Medically Underserved Account, Contingent Fund of the Medical Board of California (fund no longer in existence)/3040	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Naturopathic Medicine, Bureau of	Naturopathic Doctor's Fund/3069	\$63	\$89	\$0	\$0	\$3	\$0	\$155	\$0
Occupational Therapy, California Board of	Occupational Therapy Fund/3017	\$84	\$1,160	\$10	\$16	\$136	\$12	\$1,418	\$0
Optometry, State Board of	State Optometry Fund/0763	\$83	\$975	\$15	\$5	\$35	\$1	\$1,114	\$0
Osteopathic Medical Board of California	Osteopathic Medical Board of California Contingent Fund/0264	\$203	\$982	\$8	\$11	\$407	\$1	\$1,612	\$2,600
Pharmacy, California State Board of	Pharmacy Board Contingent Fund/0767	\$1,477	\$4,796	\$474	\$95	\$833	\$13	\$7,688	\$3,000
Physical Therapy Board of California	Physical Therapy Fund/0759	\$242	\$1,780	\$50	\$18	\$37	\$2	\$2,129	\$0
Physician Assistant Committee	Physician Assistant Fund/0280	\$136	\$863	\$6	\$4	\$102	\$0	\$1,111	\$0
Podiatric Medicine, California Board of	Board of Podiatric Medicine Fund/0295	\$63	\$795	\$8	\$3	\$65	\$0	\$934	\$0
Private Postsecondary and Vocational Education, Bureau for	Private Postsecondary and Vocational Education Administration Fund/0305	\$4,433	\$6	\$182	\$96	\$57	\$8	\$4,782	\$0
	Student Tuition Recovery Fund/0960	\$0	\$0	\$0	\$0	\$252	\$2,287	\$2,539	\$0
Psychology, Board of	0310 Psychology Fund	\$425	\$2,656	\$5	\$11	\$193	\$2	\$3,292	\$0
Registered Nursing, Board of	Board of Registered Nursing Fund/0761	\$4,740	\$12,263	\$1,265	\$278	\$1,619	\$65	\$20,230	\$6,200
Respiratory Care Board of California	Respiratory Care Fund/0319	\$360	\$1,658	\$86	\$38	\$77	\$14	\$2,233	\$0

a) A transfer is a notation in a fund condition of the movement of money from one fund to another. This includes transfers to and from the General Fund and/or special fund for the purpose of a loan repayment, as well as other transactions between funds that are not otherwise captured as revenues or expenditures

Revenue Sources (IN THOUSANDS) (continued)

NAME	Fund Name and Number	Initial Licensing Fees (125700)	Renewal Fees (125800)	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Delinquent Fees (125900)	Interest (150300)	Miscellaneous Other Revenue	Total Revenues	Total Transfers ^a
Security and Investigative Services, Bureau of	Private Security Services Fund/0239	\$3,766	\$3,968	\$355	\$135	\$233	\$13	\$8,470	\$0
	Private Investigator Fund/0769	\$125	\$551	\$9	\$19	\$88	\$4	\$796	\$0
Speech-Language Pathology and Audiology Board	Speech-Language Pathology and Audiology Fund/0376	\$73	\$610	\$15	\$16	\$47	\$1	\$762	\$0
Structural Pest Control Board	Structural Pest Control Research Fund/0168	\$0	\$0	\$117	\$0	\$53	\$0	\$170	\$0
	Structural Pest Control Education and Enforcement Fund/0399	\$0	\$0	\$304	\$0	\$39	\$0	\$343	\$0
	Structural Pest Control Support Fund/0775	\$195	\$65	\$2,170	\$9	\$437	\$6	\$2,882	\$2,000
Telephone Medical Advice Services Bureau	Telephone Medical Advice Services Fund/0459	\$23	\$165	\$0	\$0	\$16	\$0	\$204	\$0
Veterinary Medical Board and Veterinary Technician Committee, Registered	Veterinary Medical Fund/0777	\$325	\$1,477	\$64	\$12	\$68	\$8	\$1,954	\$0
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurse Examiners Fund/0779	\$1,821	\$3,576	\$227	\$93	\$190	\$31	\$5,938	\$0
	Psychiatric Technicians Account, Vocational Nurse and Psychiatric Technician Examiners Fund/0780	\$210	\$1,004	\$15	\$20	\$70	\$4	\$1,323	\$0
TOTAL REVENUE		\$203,188	\$166,887	\$15,768	\$4,739	\$19,235	\$4,167	\$413,984	\$24,350

a) A transfer is a notation in a fund condition of the movement of money from one fund to another. This includes transfers to and from the General Fund and/or special fund for the purpose of a loan repayment, as well as other transactions between funds that are not otherwise captured as revenues or expenditures

Expenditure Categories (IN THOUSANDS)

NAME	Fund Name and Number	Personal Services	Operating Expenses	Subtotal	(-) Reimbursements ^a	(-) Distributed Costs ^b	Total Net Expenditures
Accountancy, California Board of	Accountancy Fund/0704	\$4,480	\$3,184	\$7,664	-\$297	\$0	\$7,367
Acupuncture Board	Acupuncture Fund/0108	\$554	\$1,471	\$2,025	-\$35	\$0	\$1,990
Arbitration Certification Program	Certification Account/0166	\$530	\$361	\$891	\$0	\$0	\$891
Architects Board, California	California Architects Board Fund/0706	\$1,226	\$1,708	\$2,934	-\$31	-\$26	\$2,877
Athletic Commission, State	State Athletic Fund/0326	\$742	\$813	\$1,555	\$0	\$0	\$1,555
	Boxers Neurological Examination Account/0492	\$34	\$14	\$48	\$0	\$0	\$48
	Boxers Pension/9250	\$31	\$48	\$79	\$0	\$0	\$79
Automotive Repair, Bureau of	Vehicle Inspection and Repair Fund/0421	\$42,377	\$59,662	\$102,039	-\$674	-\$71	\$101,294
	High Polluter Repair or Removal Account/0582	\$4,650	\$37,309	\$41,959	\$0	\$0	\$41,959
Barbering and Cosmetology, Board of	Barbering & Cosmetology Fund/0069	\$5,267	\$10,565	\$15,832	-\$312	\$0	\$15,520
Behavioral Sciences, Board of	Behavioral Science Examiners Fund, Professions and Vocations Fund/0773	\$1,882	\$3,105	\$4,987	-\$50	\$0	\$4,937
Cemetery and Funeral Bureau	Cemetery Fund/0717	\$1,281	\$934	\$2,215	-\$1	-\$115	\$2,099
	State Funeral Director's and Embalmers Fund/0750	\$696	\$692	\$1,388	-\$1	\$0	\$1,387
Contractors State License Board	Contractors License Fund/0735	\$27,772	\$24,185	\$51,957	-\$527	\$0	\$51,430
	Construction Management Education Account (CMEA)/0093	\$0	\$0	\$0	\$0	\$0	\$0
Court Reporters Board of California	Court Reporters Fund/0771	\$378	\$429	\$807	-\$5	\$0	\$802
	Transcript Reimbursement Fund/0410	\$0	\$189	\$189	\$0	\$0	\$189
Dental Auxiliaries, Committee on	Dental Auxiliaries Fund/0380	\$539	\$1,268	\$1,807	-\$10	\$0	\$1,797
Dental Board of California	State Dentistry Fund/0741	\$3,266	\$4,318	\$7,584	-\$247	\$0	\$7,337
	Dentally Underserved Account/3039	\$0	\$265	\$265	\$0	\$0	\$265
Electronic and Appliance Repair, Bureau of	Electronic and Appliance Repair Fund/0325	\$929	\$1,006	\$1,935	-\$59	\$0	\$1,876
Engineers and Land Surveyors, Board for Professional	Professional Engineers and Land Surveyors Fund/0770	\$2,734	\$5,334	\$8,068	-\$60	\$0	\$8,008
Geologists and Geophysicists, Board for	Geology and Geophysics Fund/0205	\$451	\$505	\$956	-\$15	\$0	\$941
Guide Dogs for the Blind, State Board of	State Board of Guide Dogs for the Blind Fund/0024	\$85	\$48	\$133	\$0	\$0	\$133
Hearing Aid Dispensers Bureau	Hearing Aid Dispensers Fund/0208	\$297	\$419	\$716	-\$7	\$0	\$709

a) Reimbursements are funds received from an entity outside state government for purposes of reimbursing expenditures. (Note: In some cases, the costs may have been expended in a different fiscal year than the year in which the reimbursements were received.)

b) Distributed costs are reimbursements from another program within the same state department to cover the cost of services that are provided to that program (i.e., the costs are "distributed" from the provider of the service to the recipient of the service).

Expenditure Categories (IN THOUSANDS) (continued)

NAME	Fund Name and Number	Personal Services	Operating Expenses	Subtotal	(-) Reimbursements ^a	(-) Distributed Costs ^b	Total Net Expenditures
Home Furnishings and Thermal Insulation, Bureau of	Bureau of Home Furnishings and Thermal Insulation Fund/0752	\$2,065	\$1,970	\$4,035	-\$95	\$0	\$3,940
Landscape Architects Technical Committee	Landscape Architects Fund/0757	\$374	\$524	\$898	-\$5	\$0	\$893
Medical Board of California	Dispensing Opticians Fund/0175	\$37	\$89	\$126	-\$3	\$0	\$123
	Outpatient Setting Fund of the Medical Board of California/0210	\$0	\$0	\$0	\$0	\$0	\$0
	Licensed Midwifery Fund (Revenue Only)/0755	\$0	\$0	\$0	\$0	\$0	\$0
	Contingent Fund of the Medical Board of California/0758	\$19,728	\$26,842	\$46,570	-\$1,888	-\$711	\$43,971
Medically Underserved Account, Contingent Fund of the Medical Board of California (no longer in existence)/3040	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Naturopathic Medicine, Bureau of	Naturopathic Doctor's Fund/3069	\$85	\$30	\$115	\$0	\$0	\$115
Occupational Therapy, California Board of	Occupational Therapy Fund/3017	\$368	\$458	\$826	-\$29	\$0	\$797
Optometry, State Board of	State Optometry Fund/0761	\$521	\$606	\$1,127	-\$40	\$0	\$1,087
Osteopathic Medical Board of California	Osteopathic Medical Board of California Contingent Fund/0264	\$320	\$724	\$1,044	-\$71	\$0	\$973
Pharmacy, California State Board of	Pharmacy Board Contingent Fund/0767	\$3,705	\$3,705	\$7,410	-\$237	\$0	\$7,173
Physical Therapy Board of California	Physical Therapy Fund/0759	\$936	\$1,422	\$2,358	-\$110	\$0	\$2,248
Physician Assistant Committee	Physician Assistant Fund/0280	\$346	\$695	\$1,041	-\$72	\$0	\$969
Podiatric Medicine, California Board of	Board of Podiatric Medicine Fund/0295	\$386	\$639	\$1,025	-\$94	\$0	\$931
Privacy Protection, California Office of	General Fund/0001	\$676	\$186	\$862	-\$35	\$0	\$827
Private Postsecondary & Vocational Education, Bureau for	Private Postsecondary and Vocational Education Administration Fund/0305	\$2,301	\$1,714	\$4,015	-\$20	\$0	\$3,995
	Federal Trust Fund/0890	\$1,167	\$295	\$1,462	\$0	\$0	\$1,462
	Student Tuition Recovery Fund/0960	\$109	\$2,713	\$2,822	\$0	\$0	\$2,822
Psychology, Board of	Psychology Fund/0310	\$894	\$1,724	\$2,618	-\$78	\$0	\$2,540
Registered Nursing, Board of	Board of Registered Nursing Fund/0761	\$5,989	\$14,950	\$20,939	-\$1,366	\$0	\$19,573
Respiratory Care Board of California	Respiratory Care Fund/0319	\$1,211	\$1,131	\$2,342	-\$227	\$0	\$2,115
Security and Investigative Services, Bureau of	Private Security Services Fund/0239	\$3,341	\$5,048	\$8,389	-\$377	-\$69	\$7,943
	Private Investigator Fund/0769	\$227	\$397	\$624	-\$14	\$0	\$610

a) Reimbursements are funds received from an entity outside state government for purposes of reimbursing expenditures. (Note: In some cases, the costs may have been expended in a different fiscal year than the year in which the reimbursements were received.)

b) Distributed costs are reimbursements from another program within the same state department to cover the cost of services that are provided to that program (i.e., the costs are "distributed" from the provider of the service to the recipient of the service).

Expenditure Categories (IN THOUSANDS) (continued)

NAME	Fund Name and Number	Personal Services	Operating Expenses	Subtotal	(-) Reimbursements ^a	(-) Distributed Costs ^b	Total Net Expenditures
Speech-Language Pathology and Audiology Board	Speech-Language Pathology and Audiology Fund/0376	\$340	\$421	\$761	-\$17	\$0	\$744
Structural Pest Control Board	Structural Pest Control Research Fund/0168	\$0	\$397	\$397	\$0	\$0	\$397
	Structural Pest Control Education and Enforcement Fund/0399	\$43	\$257	\$300	\$0	\$0	\$300
	Structural Pest Control Support Fund/0775	\$1,845	\$1,791	\$3,636	-\$38	\$0	\$3,598
Telephone Medical Advice Services Bureau	Telephone Medical Advice Services Fund/0459	\$85	\$44	\$129	\$0	\$0	\$129
Veterinary Medical Board and Veterinary Technician Committee, Registered	Veterinary Medical Board Contingent Fund/0777	\$682	\$1,544	\$2,226	-\$85	\$0	\$2,141
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurse Examiners Fund/0779	\$2,308	\$3,116	\$5,424	-\$132	-\$37	\$5,255
	Psychiatric Technicians Account, Vocational Nurse and Psychiatric Technician Examiners Fund/0780	\$476	\$741	\$1,217	-\$25	\$0	\$1,192
TOTAL EXPENDITURES		\$150,766	\$232,005	\$382,771	\$7,389	\$1,029	\$374,353

a) Reimbursements are funds received from an entity outside state government for purposes of reimbursing expenditures. (Note: In some cases, the costs may have been expended in a different fiscal year than the year in which the reimbursements were received.)

b) Distributed costs are reimbursements from another program within the same state department to cover the cost of services that are provided to that program (i.e., the costs are "distributed" from the provider of the service to the recipient of the service).

Fund Condition (IN THOUSANDS)

NAME	Fund Name and Number	Total Reserves July 1, 2006 ^a	Total Revenues	Transfers	Total Expenditures ^b	Reserves June 30, 2007	Estimated Months of Reserve
Accountancy, California Board of	Accountancy Fund/0704	\$16,311	\$11,610	\$0	\$7,373	\$20,548	20.7
Acupuncture Board	Acupuncture Fund/0108	\$1,308	\$2,594	\$1,500	\$1,991	\$3,411	15.6
Arbitration Certification Program	Certification Account/0166	\$492	\$971	\$0	\$892	\$571	6.8
Architects Board, California	California Architects Board Fund/0706	\$1,507	\$2,307	\$1,800	\$2,879	\$2,735	10.7
Athletic Commission, State	State Athletic Fund/0326	\$929	\$1,697	(\$160)	\$1,555	\$911	5.7
	Boxers Neurological Examination Account/0492	\$138	\$181	\$0	\$48	\$271	28.5
	Boxers Pension Fund/9250	\$328	\$107	\$0	\$79	\$356	43.6
Automotive Repair, Bureau of	Vehicle Inspection and Repair Fund/0421	\$62,880	\$113,773	\$160	\$114,680	\$62,133	6.2
	High Polluter Repair or Removal Account/0582	\$41,663	\$49,932	\$0	\$42,006	\$49,589	9.9
Barbering and Cosmetology, Board of	Barbering & Cosmetology Fund/0069	\$6,659	\$14,722	\$3,500	\$15,528	\$9,353	6.5
Behavioral Sciences, Board of	Behavioral Science Examiners Fund, Professions and Vocations Fund/0773	\$5,504	\$5,709	\$0	\$4,940	\$6,273	13.5
Cemetery and Funeral Bureau	Cemetery Fund/0717	\$4,000	\$2,379	\$0	\$2,101	\$4,278	23.0
	State Funeral Directors and Embalmers Fund/0750	\$2,558	\$1,365	\$0	\$1,389	\$2,534	18.7
Contractors State License Board	Contractors License Fund/0735	\$34,068	\$55,105	\$0	\$51,460	\$37,713	8.0
	Construction Management Education Account (CMEA)/0093	\$200	\$112	\$0	\$0	\$312	249.6
Court Reporters Board of California	Court Reporters Fund/0771	\$782	\$1,027	\$950	\$802	\$1,957	28.4
	Transcript Reimbursement Fund/0410	\$61	\$5	\$300	\$189	\$177	6.8
Dental Auxiliaries, Committee on	Dental Auxiliaries Fund/0380	\$942	\$1,981	\$0	\$1,798	\$1,125	5.3
Dental Board of California	State Dentistry Fund/0741	\$3,541	\$8,354	\$2,500	\$7,342	\$7,053	8.6
	Dentally Underserved Account/3039	\$3,101	\$154	\$0	\$265	\$2,990	214.9
Electronic and Appliance Repair, Bureau of	Electronic and Appliance Repair Fund/0325	\$1,541	\$2,043	\$0	\$1,878	\$1,706	8.8
Engineers and Land Surveyors, Board for Professional	Professional Engineers and Land Surveyors Fund/0770	\$2,610	\$9,058	\$0	\$8,013	\$3,655	4.9
Geologists and Geophysicists, Board for	Geology and Geophysics Fund/0205	\$705	\$1,103	\$0	\$942	\$866	8.1
Guide Dogs for the Blind, State Board of	State Board of Guide Dogs for the Blind Fund/0024	\$199	\$159	\$0	\$133	\$225	16.7

a) Total Reserves July 1 includes prior year adjustment.

b) Expenditures in fund conditions include SCO and/or other charges that are not included in final Month 13 CALSTARs expenditure totals.

Fund Condition (IN THOUSANDS) (continued)

NAME	Fund Name and Number	Total Reserves July 1, 2006 ^a	Total Revenues	Transfers	Total Expenditures ^b	Reserves June 30, 2007	Estimated Months of Reserve
Hearing Aid Dispensers Bureau	Hearing Aid Dispensers Fund/0208	\$1,234	\$662	\$0	\$710	\$1,186	18.5
Home Furnishings and Thermal Insulation, Bureau of	Bureau of Home Furnishings and Thermal Insulation Fund/0752	\$3,469	\$4,032	\$0	\$3,944	\$3,557	9.2
Landscape Architects Technical Committee	Landscape Architects Fund/0757	\$1,684	\$803	\$0	\$894	\$1,593	17.6
Medical Board of California	Dispensing Opticians Fund/0175	\$248	\$177	\$0	\$123	\$302	12.9
	Outpatient Setting Fund of the Medical Board of California/0210	\$119	\$69	\$0	\$0	\$188	90.2
	Licensed Midwifery Fund/0755	\$39	\$20	\$0	\$0	\$59	N/A
	Contingent Fund of the Medical Board of California/0758	\$12,775	\$49,688	\$0	\$43,996	\$18,467	4.3
	Medically Underserved Account, Contingent Fund of the Medical Board of California (no longer in existence)/3040	N/A	N/A	N/A	N/A	N/A	N/A
Naturopathic Medicine, Bureau of	Naturopathic Doctor's Fund/3069	\$31	\$155	\$0	\$115	\$71	5.6
Occupational Therapy, California Board of	Occupational Therapy Fund/3017	\$2,212	\$1,418	\$0	\$797	\$2,833	33.8
Optometry, State Board of	State Optometry Fund/0763	\$566	\$1,114	\$0	\$1,088	\$592	6.0
Osteopathic Medical Board of California	Osteopathic Medical Board of California Contingent Fund/0264	\$931	\$1,612	\$2,600	\$974	\$4,169	41.2
Pharmacy, California State Board of	Pharmacy Board Contingent Fund/0767	\$7,413	\$7,688	\$3,000	\$7,187	\$10,914	14.1
Physical Therapy Board of California	Physical Therapy Fund/0759	\$469	\$2,129	\$0	\$2,249	\$349	1.8
Physician Assistant Committee	Physician Assistant Fund/0280	\$1,779	\$1,111	\$0	\$970	\$1,920	20.1
Podiatric Medicine, California Board of	Board of Podiatric Medicine Fund/0295	\$1,197	\$934	\$0	\$932	\$1,199	10.8
Private Postsecondary and Vocational Education, Bureau for	Private Postsecondary and Vocational Education Administration Fund/0305	\$85	\$4,782	\$0	\$4,002	\$865	2.4
	Student Tuition Recovery Fund/0960	\$4,954	\$2,539	\$0	\$3,078	\$4,415	21.9
Psychology, Board of	Psychology Fund/0310	\$3,182	\$3,292	\$0	\$2,542	\$3,932	14.1
Registered Nursing, Board of	Board of Registered Nursing Fund/0761	\$13,900	\$20,230	\$6,200	\$19,584	\$20,746	11.0
Respiratory Care Board of California	Respiratory Care Fund/0319	\$1,352	\$2,233	\$0	\$2,117	\$1,468	6.3
Security and Investigative Services, Bureau of	Private Security Services Fund/0239	\$4,156	\$8,470	\$0	\$7,951	\$4,675	5.4
	Private Investigator Fund/0769	\$1,510	\$796	\$0	\$611	\$1,695	20.5
Speech-Language Pathology & Audiology Board	Speech-Language Pathology and Audiology Fund/0376	\$854	\$762	\$0	\$744	\$872	11.8

a) Total Reserves July 1 includes prior year adjustment.

b) Expenditures in fund conditions include SCO and/or other charges that are not included in final Month 13 CALSTARs expenditure totals.

Fund Condition (IN THOUSANDS) (continued)

NAME	Fund Name and Number	Total Reserves July 1, 2006 ^a	Total Revenues	Transfers	Total Expenditures ^b	Reserves June 30, 2007	Estimated Months of Reserve
Structural Pest Control Board	Structural Pest Control Research Fund/0168	\$1,026	\$170	\$0	\$397	\$799	17.5
	Structural Pest Control Education and Enforcement Fund/0399	\$618	\$343	\$0	\$300	\$661	21.7
	Structural Pest Control Support Fund/0775	\$3,077	\$2,882	\$2,000	\$3,600	\$4,359	13.0
Telephone Medical Advice Services Bureau	Telephone Medical Advice Services Fund/0459	\$295	\$204	\$0	\$129	\$370	27.6
Veterinary Medical Board and Veterinary Technician Committee, Registered	Veterinary Medical Board Fund/0777	\$1,374	\$1,954	\$0	\$2,142	\$1,186	6.4
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurse Examiners Fund/0779	\$3,475	\$5,938	\$0	\$5,258	\$4,155	7.8
	Psychiatric Technicians Account, Vocational Nurse and Psychiatric Technician Examiners Fund/0780	\$1,089	\$1,323	\$0	\$1,193	\$1,219	9.0

a) Total Reserves July 1 includes prior year adjustment.

b) Expenditures in fund conditions include SCO and/or other charges that are not included in final Month 13 CALSTARs expenditure totals.

Summary of License Activity

NAME	Licenses By Type	Initial Licenses/Certificates/Permits Received, issued, and renewed this fiscal year			Active Licenses by License Category*		Active Licenses by License Category*	Frequency of License/ Certificate/Permit Renewal
		Applications Received	Licenses/ Certificates/ Permits Issued	Licenses/ Certificates/ Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Accountancy, California Board of	Accountancy Corporation	217	198	1,315	n/a	3,047	n/a	Every 2 years
	Accountancy Partnership	121	117	580	n/a	1,293	n/a	Every 2 years
	Certified Public Accountant	2,856	2,587	31,068 ^d	n/a	39,576	n/a	Every 2 years
	Fictitious Name Permit	88	88	52 ^e	n/a	1,017	n/a	Every 5 years
	Professional Conduct and Ethics Provider	5	1	6	n/a	n/a	24	Every 2 years
	Public Accountant	0	0	73 ^d	n/a	47	n/a	Every 2 years
Acupuncture Board	Acupuncture	660	651	4,088	n/a	8,499	3	Every 2 years
Architects Board, California	Architect	500	500	10,287	n/a	21,998	n/a	Every 2 years
Athletic Commission, State	Promoter	54	52	36	n/a	52 ^f	n/a	Every year
	Amateur Athlete	352	352	0	n/a	94 ^f	n/a	Every year
	Professional Athlete	1,847	1,830	496	n/a	533 ^f	n/a	Every year
	Manager	272	272	102	n/a	145 ^f	n/a	Every year
	Second	3,309	3,309	452	n/a	1,241 ^f	n/a	Every year
	Matchmaker	54	54	26	n/a	32 ^f	n/a	Every year
	Referee	53	53	28	n/a	24 ^f	n/a	Every year
	Judge	57	57	50	n/a	30 ^f	n/a	Every year
	Timekeeper	24	24	14	n/a	14 ^f	n/a	Every year
	Ringside Physician	51	51	30	n/a	17 ^f	n/a	Every year

a) and b) As defined by the governing entity and classified by their data system.

c) The total number of school approvals/accreditations that meet the criteria established by the Boards, Committees, and Commission that qualifies the school to train individuals who perform in the specific industry.

d) Population includes both active and inactive licenses.

e) As a result of an amendment to Section 67 of the Accountancy Regulations (Fictitious Names) in 2000, all existing Fictitious Name Permits (FNPs) were given a new expiration year of 2005 and the renewal period was changed from 35 years to 5 years. This resulted in a high number of FNP renewals in FY 2004/05 and FY 2005/06. A decreasing number of renewals in this category is expected until 2010.

f) As of 1/1/07, all licenses issued in 2006 expired on 12/31/06. These numbers reflect those licensees that applied, and were issued licenses on or after 1/1/07 and through 6/30/07.

* May include licenses from prior year(s) based on renewal periods.

Summary of License Activity (continued)

NAME	Licenses By Type	Initial Licenses/Certificates/Permits <small>Received, issued, and renewed this fiscal year</small>			Active Licenses by License Category*		Active Licenses by License Category*	Frequency of License/Certificate/Permit Renewal
		Applications Received	Licenses/Certificates/Permits Issued	Licenses/Certificates/Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Automotive Repair, Bureau of	Advanced Emission Specialist	2,568	1,254	6,299	n/a	14,726	n/a	Every 2 years
	Automotive Repair Dealer	6,713	11,090	33,658	n/a	35,294	n/a	Every year
	Basic Area Technician	51	24	341	n/a	741	n/a	Every 2 years
	Lamp and Brake Adjusters	1,148	351	554	n/a	3,614	n/a	Every 4 years
	Lamp and Brake Station	441	744	1,648	n/a	2,007	n/a	Every year
	Smog Station (Test and Repair)	706	1,482	4,977	n/a	5,579	n/a	Every year
	Smog Station (Test Only)	478	896	1,435	n/a	1,854	n/a	Every year
	Technician Intern	36	22	n/a	n/a	78	n/a	n/a
Barbering and Cosmetology, Board of	Barber	1,286	716	7,907	n/a	21,075	n/a	Every 2 years
	Barber Apprentice	204	183	n/a	n/a	395	n/a	Non-renewable
	Cosmetology	22,113	10,232	104,980	n/a	256,662	n/a	Every 2 years
	Cosmetology Apprentice	610	563	n/a	n/a	1,036	n/a	Non-renewable
	Electrologist	39	24	997	n/a	2,700	n/a	Every 2 years
	Electrology Apprentice	0	0	n/a	n/a	0	n/a	Non-renewable
	Establishment	6,695	6,179	13,070	n/a	43,267	n/a	Every 2 years
	Esthetician	10,850	5,355	14,881	n/a	39,852	n/a	Every 2 years
	Manicurist	10,167	5,300	42,814	n/a	111,354	n/a	Every 2 years
Mobile Unit	3	3	6	n/a	11	n/a	Every 2 years	
Behavioral Sciences, Board of	Associate Social Worker	1,764	1,804	5,102	n/a	7,259	n/a	Every year
	Licensed Clinical Social Worker	955	585	7,788	n/a	16,582	n/a	Every 2 years
	Licensed Educational Psychologist	91	79	804	n/a	1,737	n/a	Every 2 years
	Marriage and Family Therapy Intern	2,952	2,935	7,980	n/a	10,367	n/a	Every year
	Marriage and Family Therapy	1,499	1,370	13,649	n/a	28,720	n/a	Every 2 years

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* May include licenses from prior year(s) based on renewal periods.

Summary of License Activity (continued)

NAME	Licenses By Type	Initial Licenses/Certificates/Permits <small>Received, issued, and renewed this fiscal year</small>			Active Licenses by License Category*		Active Licenses by License Category*	Frequency of License/Certificate/Permit Renewal
		Applications Received	Licenses/Certificates/Permits Issued	Licenses/Certificates/Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Cemetery and Funeral Bureau	Apprentice Embalmer	256	80	n/a	n/a	542	2	Non-renewal
	Cemetery Branch Broker	8	7	72	n/a	76	n/a	Every year
	Cemetery Broker	5	28	134	n/a	160	n/a	Every year
	Cemetery Broker Additional	0	5	24	n/a	25	n/a	Every year
	Cemetery License COA	20	11	195	n/a	195	n/a	Every year
	Cemetery Managers License	67	30	268	n/a	338	n/a	Every year
	Cemetery Sales Person	949	878	1,633	n/a	2,783	n/a	Every year
	Cremated Remains Disposer	20	19	143	316	n/a	n/a	Every year
	Crematory License	18	18	186	n/a	191	n/a	Every year
	Crematory Manager License	71	26	406	n/a	492	n/a	Every year
	Embalmer License	86	40	1,867	n/a	2,677	n/a	Every year
	Funeral Director License	143	150	1,938	n/a	2,730	n/a	Every year
Funeral Establishment	31	30	864	n/a	910	n/a	Every year	
Contractors State License Board	Contractor	29,136	19,172	123,454	3,371	251,118	n/a	Every 2 years
	Home Improvement Salesperson Registration	5,134	2,507	1,743	n/a	6,995	n/a	Every 2 years
Court Reporters Board of California	Certified Shorthand Reporter	313	52	7,537	n/a	7,589	n/a	Every year
	Court Reporting Schools	1	n/a	n/a	n/a	n/a	15	Maintained through periodic review
Dental Auxiliaries, Committee on	Registered Dental Assistant in Extended Functions/Registered Dental Hygienist in Extended Functions	**	**	**	**	**	**	Every 2 years
	Registered Dental Assistant	**	**	**	**	**	n/a	Every 2 years
	Registered Dental Hygienist	**	**	**	n/a	**	n/a	Every 2 years
	Registered Dental Hygienist in Alternative Practice	**	**	**	n/a	**	n/a	Every 2 years

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 * May include licenses from prior year(s) based on renewal periods.
 ** Data not provided.

Summary of License Activity (continued)

NAME	Licenses By Type	Initial Licenses/Certificates/Permits <small>Received, issued, and renewed this fiscal year</small>			Active Licenses by License Category*		Active Licenses by License Category*	Frequency of License/Certificate/Permit Renewal
		Applications Received	Licenses/Certificates/Permits Issued	Licenses/Certificates/Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Dental Board of California	Additional Office Permit	293	334	577	1,798	n/a	n/a	Every 2 years
	Conscious Sedation Permit	51	46	113	347	n/a	n/a	Every 2 years
	Continuing Education Provider Permit	115	100	378	1,100	n/a	n/a	Every 2 years
	Doctor of Dental Science	1,353	1,369	16,345	n/a	33,531	n/a	Every 2 years
	Elective Facial Cosmetic Surgery Permit	3	1	0	1	n/a	n/a	Every 2 years
	Fictitious Name Permit	549	651	1,474	3,913	n/a	n/a	Every 2 years
	General Anesthesia Permit	49	55	362	789	n/a	n/a	Every 2 years
	Licensed by Credential Application	247	n/a	n/a	n/a	n/a	n/a	n/a
	Oral Conscious Sedation Permit	193	162	385	1,080	n/a	n/a	Every 2 years
	Oral Maxillofacial Surgery Permit	6	5	34	65	n/a	n/a	Every 2 years
Special Permit (for Faculty)	3	7	33	36	n/a	n/a	Every year	
Electronic and Appliance Repair, Bureau of	Appliance Service Dealer	233	226	1,908	n/a	2,251	n/a	Every year
	Combination Service Dealer	32	27	408	n/a	453	n/a	Every year
	Electronic Service Dealer	1,000	952	4,384	n/a	5,570	n/a	Every year
	Service Contract Administrator	1	0	21	n/a	27	n/a	Every year
	Service Contract Seller	1,021	1,251	3,687	n/a	5,550	n/a	Every year

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Summary of License Activity (continued)

NAME	Licenses By Type	Initial Licenses/Certificates/Permits <small>Received, issued, and renewed this fiscal year</small>			Active Licenses by License Category*		Active Licenses by License Category*	Frequency of License/ Certificate/Permit Renewal
		Applications Received	Licenses/ Certificates/ Permits Issued	Licenses/ Certificates/ Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Engineers and Land Surveyors, Board for Professional	Agricultural	12	6	113	n/a	209	n/a	Every 2 years
	Civil	4,215	718	23,203	n/a	48,396	n/a	Every 2 years
	Chemical	84	23	922	n/a	1,969	n/a	Every 2 years
	Control System	34	14	943	n/a	1,572	n/a	Every 2 years
	Consulting	No longer licensing	0	2	n/a	9	n/a	Every 2 years
	Corrosion	No longer licensing	0	94	n/a	316	n/a	Every 2 years
	Electrical	808	228	5,187	n/a	8,601	n/a	Every 2 years
	Engineer-in-Training	4,949	1,408	0	22,019	n/a	n/a	n/a
	Fire Protection	48	21	371	n/a	771	n/a	Every 2 years
	Geotechnical	118	36	569	1,309	n/a	n/a	Every 2 years
	Industrial	16	6	403	n/a	526	n/a	Every 2 years
	Land Surveyor	393	125	1,936	n/a	3,951	n/a	Every 2 years
	Land Surveyor-in-Training	493	103	0	1,511	n/a	n/a	n/a
	Manufacturing	No longer licensing	0	455	n/a	749	n/a	Every 2 years
	Mechanical	888	256	6,936	n/a	14,515	n/a	Every 2 years
	Metallurgical	14	4	90	n/a	304	n/a	Every 2 years
	Nuclear	4	2	180	n/a	667	n/a	Every 2 years
	Petroleum	12	3	181	n/a	405	n/a	Every 2 years
	Photo Surveyor	No longer licensing	0	1	n/a	4	n/a	Every 2 years
	Quality	No longer licensing	0	523	n/a	916	n/a	Every 2 years
Safety	No longer licensing	0	253	n/a	665	n/a	Every 2 years	
Structural	356	112	1,668	3,448	n/a	n/a	Every 2 years	
Traffic	142	53	706	n/a	1,467	n/a	Every 2 years	

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Summary of License Activity (continued)

NAME	Licenses By Type	Initial Licenses/Certificates/Permits <small>Received, issued, and renewed this fiscal year</small>			Active Licenses by License Category*		Active Licenses by License Category*	Frequency of License/ Certificate/Permit Renewal
		Applications Received	Licenses/ Certificates/ Permits Issued	Licenses/ Certificates/ Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Geologists and Geophysicists, Board for	Certified Engineering Geologist	93	15	771	n/a	1,589	n/a	Every 2 years
	Certified Hydrogeologist	66	8	438	n/a	838	n/a	Every 2 years
	Professional Geologist	505	101	2,442	n/a	4,952	n/a	Every 2 years
	Professional Geophysicist	13	6	108	n/a	223	n/a	Every 2 years
Guide Dogs for the Blind, State Board of	Guide Dog Instructor	0	5	88	n/a	88	n/a	Every year
	School	0	0	3	n/a	3	n/a	Every year
	Fund Raising	0	0	0	n/a	0	n/a	Every year
Hearing Aid Dispensers Bureau	Branch	206	206	340	n/a	473	n/a	Every year
	Hearing Aid Dispenser Permanent	90	84	1,537	n/a	1,579	n/a	Every year
	Hearing Aid Dispenser Temporary	213	15	n/a	n/a	14	n/a	Non-renewable
	Hearing Aid Dispenser Trainee		138	110	n/a	168	n/a	Every 6 months up to 18 months
Home Furnishings and Thermal Insulation, Bureau of	Bedding Retailer	293	304	1,601	n/a	2,974	n/a	Every 2 years
	Custom Upholsterer	51	50	247	n/a	624	n/a	Every 2 years
	Furniture and Bedding Manufacturer	235	174	680	n/a	1,711	n/a	Every 2 years
	Furniture and Bedding Retailer	1,062	1,320	3,696	n/a	10,739	n/a	Every 2 years
	Furniture and Bedding Wholesaler	46	28	87	n/a	235	n/a	Every 2 years
	Furniture Retailer	647	437	1,662	n/a	3,369	n/a	Every 2 years
	Importer	753	697	1,053	n/a	3,247	n/a	Every 2 years
	Sanitizer	6	3	3	n/a	15	n/a	Every 2 years
	Supply Dealer	9	5	93	n/a	173	n/a	Every 2 years
Thermal Insulation	12	12	124	n/a	125	n/a	Every year	
Landscape Architects Technical Committee	Landscape Architect	150	150	1,650	n/a	3,438	n/a	Every 2 years

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Summary of License Activity (continued)

NAME	Licenses By Type	Initial Licenses/Certificates/Permits <small>Received, issued, and renewed this fiscal year</small>			Active Licenses by License Category*		Active Licenses by License Category*	Frequency of License/ Certificate/Permit Renewal
		Applications Received	Licenses/ Certificates/ Permits Issued	Licenses/ Certificates/ Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Medical Board of California	Physician and Surgeon	6,034	5,285	53,081	n/a	124,056	n/a	Every 2 years
	Licensed Midwife	11	9	74	n/a	171	n/a	Every 2 years
	Dispensing Optician	136	59	507	n/a	1,164	n/a	Every 2 years
	Contact Lens Dispenser	153	153	270	n/a	712	n/a	Every 2 years
	Spectacle Lens Dispenser	182	169	858	n/a	2,002	n/a	Every 2 years
	Out-of-State Optician	0	0	4	n/a	9	n/a	Every 2 years
	Approved Outpatient Accrediting Agencies	0	0	4	n/a	n/a	4	Every 3 years
	Special Faculty Permit	1	0	2	5	n/a	n/a	Every 2 years
	Research Psychoanalyst	2	4	3	n/a	81	n/a	Every 2 years
	Fictitious Name Permit	1,520	1,257	4,181	11,095	n/a	n/a	Every 2 years
Naturopathic Medicine, Bureau of	Naturopathic Doctor	64	58	111	n/a	236	0	Every 2 years
Occupational Therapy, California Board of	Occupational Therapist (OT)	NDA	598	7,352	n/a	8,285	n/a	Every year
	Occupational Therapy Assistant (OTA)	NDA	101	1,211	n/a	1,379	n/a	Every year
	Limited Permit (OT)	NDA	104	n/a	14	n/a	n/a	n/a
	Limited Permit (OTA)	NDA	23	n/a	4	n/a	n/a	n/a
Optometry, State Board of	Branch Office	72	55	321	n/a	346	n/a	Every year
	Fictitious Name Permit	150	139	933	1,004	n/a	n/a	Every year
	Optometric Corporation	40	40	14	n/a	687	n/a	Every year
	Optometrist	214	235	3,247	n/a	6,643	19	Every 2 years
	Statement of Licensure	346	509	271	n/a	993	n/a	Every 2 years
Osteopathic Medical Board of California	Osteopathic Physician and Surgeon	458	438	2,527	n/a	4,787	n/a	Every 2 years
	Fictitious Name Permit	77	77	329	384	n/a	n/a	Every year

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Summary of License Activity (continued)

NAME	Licenses By Type	Initial Licenses/Certificates/Permits <small>Received, issued, and renewed this fiscal year</small>			Active Licenses by License Category*		Active Licenses by License Category*	Frequency of License/ Certificate/Permit Renewal
		Applications Received	Licenses/ Certificates/ Permits Issued	Licenses/ Certificates/ Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Pharmacy, California State Board of	Clinics	60	79	961	n/a	1,083	n/a	Every year
	Designated Representatives	384	367	1,965	n/a	2,502	n/a	Every year
	Exemptee - Veterinary Food Animal Drug Retailer	12	6	48	n/a	60	na	Every year
	Hospitals	25	18	504	n/a	540	n/a	Every year
	Hypodermic Needle and Syringes	14	20	263	n/a	306	n/a	Every year
	Licensed Correctional Facility	0	0	43	n/a	43	n/a	Every year
	Licensed Sterile Compounding	42	43	192	n/a	213	n/a	Every year
	Non-Resident Pharmacy	72	38	219	n/a	318	n/a	Every year
	Non-Resident Sterile Compounding	10	11	41	n/a	49	n/a	Every year
	Non-Resident Wholesaler	106	82	265	n/a	495	n/a	Every year
	Pharmacist (Exam Licensing Applications)	1,999	n/a	n/a	n/a	n/a	n/a	n/a
	Pharmacist (Initial Licensing Applications)	1,363	1,341	14,897	n/a	35,029	n/a	Every 2 years
	Pharmacist Intern	1,614	1,510	n/a	n/a	4,398	n/a	Non-renewable
	Pharmacy	432	463	5,719	n/a	5,969	n/a	Every year
	Pharmacy Technician	6,810	6,668	21,197	n/a	51,675	n/a	Every 2 years
	Sterile Compounding	42	43	192	n/a	213	n/a	Every year
	Veterinary Food-Animal Drug Retailer	1	3	3	n/a	21	n/a	Every year
Wholesalers	64	53	382	n/a	494	n/a	Every year	
Physical Therapy Board of California	Physical Therapist	1,410	987	9,573	n/a	20,233	14	Every 2 years
	Physical Therapist Assistant	198	239	2,302	n/a	4,988	6	Every 2 years
	Kinesiological Electromyographer	0	0	10	n/a	26	n/a	Every 2 years
	Electroneuromyographer	1	0	13	n/a	31	n/a	Every 2 years
Physician Assistant Committee	Physician Assistant	649	577	2,874	n/a	6,439	n/a	Every 2 years
	Physician Assistant Training Program	7	7	n/a	n/a	156	n/a	Non-renewable

a) and b) As defined by the governing entity and classified by their data system.

c) The total number of school approvals/accreditations that meet the criteria established by the Boards, Committees, and Commission that qualifies the school to train individuals who perform in the specific industry.

* May include licenses from prior year(s) based on renewal periods.

Summary of License Activity (continued)

NAME	Licenses By Type	Initial Licenses/Certificates/Permits <small>Received, issued, and renewed this fiscal year</small>			Active Licenses by License Category*		Active Licenses by License Category*	Frequency of License/Certificate/Permit Renewal
		Applications Received	Licenses/Certificates/Permits Issued	Licenses/Certificates/Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Podiatric Medicine, California Board of	E-Permanent	41	60	875	n/a	1,836	7	Every 2 years
	EFE-Fee Exempt	20	20	93	n/a	214	n/a	Every 2 years
	EL-Residents	49	40	81	n/a	121	7	Annually up to 4 years
	Fictitious Name Permit	26	24	178	394	n/a	n/a	Every 2 years
Private Postsecondary and Vocational Education, Bureau for	Agent Permits	1,602	1,667	0	2,936	n/a	n/a	n/a
	Certificates of Authorization for Service	5,028	5,251	0	14,697	n/a	n/a	n/a
	Degree	65	40	8	n/a	n/a	49	Every 3 to 5 years
	Non-Degree	215	160	30	n/a	n/a	321	Every 3 to 4 years
	Registered	48	31	0	n/a	263	n/a	n/a
	Title 38	NDA	n/a	n/a	n/a	n/a	NDA	n/a
Psychology, Board of	Psychologist	743	574	8,967	n/a	15,685	n/a	Every 2 years
	Registered Psychologist	269	241	n/a	n/a	363	n/a	Non-renewable
	Psychological Assistant	761	678	1,422	n/a	1,452	n/a	Every year
Registered Nursing, Board of	Registered Nurse	55,524	23,720	155,739	n/a	343,495	n/a	Every 2 years
	Clinical Nurse Specialist Certificate	233	232	1,090	2,521	n/a	n/a	Every 2 years
	Nurse Anesthetists Certificate	133	127	819	1,901	n/a	n/a	Every 2 years
	Nurse Midwife Certificate	61	46	599	1,164	n/a	n/a	Every 2 years
	Nurse Midwife Furnishing Certificate	37	27	332	699	n/a	n/a	Every 2 years
	Nurse Practitioner Certificate	826	793	n/a	14,298	n/a	n/a	Non-renewable
	Nurse Practitioner Furnishing Certificate	701	686	4,363	9,825	n/a	n/a	Every 2 years
	Psychiatric/Mental Health Nurse Certificate	6	6	n/a	409	n/a	n/a	Non-renewable
	Public Health Nurse Certificate	1,714	1,596	n/a	47,290	n/a	n/a	Non-renewable
	School Approvals	n/a	11	13	n/a	n/a	126	Every 8 years
	Temporary License	9,346	8,678	n/a	n/a	n/a	n/a	n/a
	Interim Permit	9,845	8,230	n/a	n/a	n/a	n/a	n/a
Continuing Education Providers	254	210	1,591	3,387	n/a	n/a	Every 2 years	

a) and b) As defined by the governing entity and classified by their data system.

c) The total number of school approvals/accreditations that meet the criteria established by the Boards, Committees, and Commission that qualifies the school to train individuals who perform in the specific industry.

* May include licenses from prior year(s) based on renewal periods.

Summary of License Activity (continued)

NAME	Licenses By Type	Initial Licenses/Certificates/Permits <small>Received, issued, and renewed this fiscal year</small>			Active Licenses by License Category*		Active Licenses by License Category*	Frequency of License/ Certificate/Permit Renewal
		Applications Received	Licenses/ Certificates/ Permits Issued	Licenses/ Certificates/ Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Respiratory Care Board of California	Respiratory Care Practitioner	1,283	1,091	7,211	n/a	16,511	n/a	Every 2 years
Security and Investigative Services, Bureau of	Alarm Company Branch	56	43	57	n/a	217	n/a	Every 2 years
	Alarm Company Employee	4,320	3,007	3,185	n/a	12,908	n/a	Every 2 years
	Alarm Company Operator	234	166	879	n/a	2,020	n/a	Every 2 years
	Alarm Company Qualified Manager	159	107	946	n/a	2,007	n/a	Every 2 years
	Baton	n/a	4,056	n/a	79,614	n/a	n/a	Lifetime Permit
	Firearm Permit	9,639	7,294	7,691	n/a	32,267	n/a	Every 2 years
	Locksmith Company	257	202	1,086	n/a	2,442	n/a	Every 2 years
	Locksmith Company Branch	22	21	228	n/a	244	n/a	Every 2 years
	Locksmith Employee	531	300	994	n/a	2,786	n/a	Every 2 years
	Private Patrol Branch	82	70	92	n/a	425	n/a	Every 2 years
	Private Patrol Operator	270	243	891	n/a	2,290	n/a	Every 2 years
	Private Patrol Operator/ Private Investigator (Combo)	n/a	n/a	1	n/a	16	n/a	Every 2 years
	Private Patrol Operator/ Private Investigator Branch (Combo)	n/a	n/a	4	n/a	6	n/a	Every 2 years
	Private Investigator	444	441	4,427	n/a	9,944	n/a	Every 2 years
	Private Investigator Branch	31	26	47	n/a	206	n/a	Every 2 years
	Proprietary Private Security Officer	3,382	2,098	n/a	n/a	2,098	n/a	Every 2 years
	Repossessor Agency	29	27	118	n/a	267	n/a	Every 2 years
	Repossessor Agency Employee	422	292	176	n/a	902	n/a	Every 2 years
	Repossessor Agency Qualified Manager	41	24	171	n/a	276	n/a	Every 2 years
	Security Guard	53,508	41,398	57,573	n/a	212,636	n/a	Every 2 years
	Training Facility Baton	20	14	52	n/a	109	n/a	Every 2 years
	Training Facility Firearm	34	29	85	n/a	189	n/a	Every 2 years
Training Instructor Baton	21	15	44	n/a	135	n/a	Every 2 years	
Training Instructor Firearm	52	47	90	n/a	384	n/a	Every 2 years	

a) and b) As defined by the governing entity and classified by their data system.

c) The total number of school approvals/accreditations that meet the criteria established by the Boards, Committees, and Commission that qualifies the school to train individuals who perform in the specific industry.

* May include licenses from prior year(s) based on renewal periods.

Summary of License Activity (continued)

NAME	Licenses By Type	Initial Licenses/Certificates/Permits <small>Received, issued, and renewed this fiscal year</small>			Active Licenses by License Category*		Active Licenses by License Category*	Frequency of License/Certificate/Permit Renewal
		Applications Received	Licenses/Certificates/Permits Issued	Licenses/Certificates/Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Speech-Language Pathology and Audiology Board	Temporary Required Professional Experience ^d	590	527	n/a	n/a	540	n/a	May be reissued at the discretion of the board
	Speech-Language Pathology Assistant	159	147	202	n/a	488	n/a	Every 2 years
	Aide	62	59	n/a	n/a	n/a	147	Approval does not require renewal
	Speech-Language Pathologist	182	544	4,624	n/a	9,771	n/a	Every 2 years
	Audiologist	23	73	683	n/a	1,461	n/a	Every 2 years
	Professional Development Providers	23	21	53	n/a	149	n/a	Every 2 years
	Speech-Language Pathology Assistant Programs	0	0	n/a	n/a	n/a	8	Approval does not require renewal
	Temporary License - Speech-Language	18	17	0	n/a	5	n/a	May be renewed one time for 6 months
Temporary License - Audiology	1	1	0	n/a	1	n/a	May be renewed one time for 6 months	
Structural Pest Control Board	Applicator	n/a	1,833	492	n/a	7,370	n/a	Every 3 years
	Field Representative	n/a	1,601	2,003	n/a	10,659	n/a	Every 3 years
	Operator	n/a	191	689	n/a	3,243	n/a	Every 3 years
	Company Registration	n/a	281	n/a	n/a	2,429	n/a	n/a
	Branch Office Registration	n/a	39	n/a	n/a	523	n/a	n/a
Telephone Medical Advice Services Bureau	TMAS Registration	3	3	8	n/a	37	n/a	Every 2 years
Veterinary Medical Board and Veterinary Technician Committee, Registered	Veterinarian	677	524	4,722	n/a	9,809	n/a	Every 2 years
	Veterinary Reciprocity	n/a	95	n/a	n/a	101	n/a	Non-renewable
	Verterinary Intern	n/a	44	n/a	n/a	76	n/a	Non-renewable
	Registered Veterinary Technician	608	394	1,968	n/a	4,270	n/a	Every 2 years
	Veterinary Hospital	134	134	2,671	2,658	n/a	n/a	Every year
	Exempt Veterinary Hospital	5	5	47	62	n/a	n/a	Every year

a) and b) As defined by the governing entity and classified by their data system.
 c) The total number of school approvals/accreditations that meet the criteria established by the Boards, Committees, and Commission that qualifies the school to train individuals who perform in the specific industry.
 d) The Speech-Language Pathology and Audiology Board issues a provisional license that allows applicant to complete the required professional experience.
 * May include licenses from prior year(s) based on renewal periods.

Summary of License Activity (continued)

NAME	Licenses By Type	Initial Licenses/Certificates/Permits <small>Received, issued, and renewed this fiscal year</small>			Active Licenses by License Category*		Active Licenses by License Category*	Frequency of License/Certificate/Permit Renewal
		Applications Received	Licenses/Certificates/Permits Issued	Licenses/Certificates/Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurse	9,042	6,860	32,441	n/a	75,558	n/a	Every 2 years
	Accredited Vocational Nursing Schools	n/a	n/a	n/a	n/a	n/a	21	Maintained unless revoked by board
	Non-Renewable Vocational Nurse Interim Permits	n/a	36	n/a	n/a	n/a	n/a	Non-renewable
	Non-Renewable Post-Licensure Certifications	n/a	4,452	n/a	n/a	n/a	n/a	Non-renewable
	Psychiatric Technician	544	485	4,385	n/a	9,619	n/a	Every 2 years
	Accredited Psychiatric Technician School	n/a	n/a	n/a	n/a	n/a	0	Maintained unless revoked by board
	Non-Renewable Interim Permits	n/a	0	n/a	n/a	n/a	n/a	Non-renewable
	Non-Renewable Blood Withdrawal Certifications	n/a	11	n/a	n/a	n/a	n/a	Non-renewable
TOTAL		339,562	250,906	1,003,834	235,464	2,453,253	773	

a) and b) As defined by the governing entity and classified by their data system.
 c) The total number of school approvals/accreditations that meet the criteria established by the Boards, Committees, and Commission that qualifies the school to train individuals who perform in the specific industry.
 * May include licenses from prior year(s) based on renewal periods.

Background Checking Requirements

NAME	Fingerprinting required	Verification of Education			Verification of Experience		
		Candidate's Statement	Official Transcripts	Audit	Candidate's Statement	Official Transcripts	Audit
Accountancy, California Board of	Yes	No	Yes	No	No	No	No
Acupuncture Board	Yes	No	Yes	No	n/a	n/a	n/a
Architects Board, California	No	No	Yes	No	Yes	No	No
Athletic Commission, State	Yes	n/a	n/a	n/a	Yes	No	No
Automotive Repair, Bureau of	No	No	Yes	No	Yes	No	No
Barbering and Cosmetology, Board of	No	Yes	Yes	No	No	Yes	No
Behavioral Sciences, Board of	Yes	No	Yes	No	Yes	No	No
Cemetery and Funeral Bureau	Yes	No	Yes	No	No	No	No
Contractors State License Board	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Court Reporters Board of California	Yes	No	Yes	Yes	Yes	No	Yes
Dental Auxiliaries, Committee on	Yes	No	Yes	No	No	Yes	No
Dental Board of California	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Electronic and Appliance Repair, Bureau of	No	n/a	n/a	n/a	n/a	n/a	n/a
Engineers and Land Surveyors, Board for Professional Professional Applications	No	No	Yes	No	No	Yes	No
In-Training Applications	No	Yes	No	No	Yes	No	No
Geologists and Geophysicists, Board for	No	Yes	Yes	No	Yes	Yes	No
Guide Dogs for the Blind, State Board of	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Hearing Aid Dispensers Bureau	Yes	Yes	No	No	Yes	No	No
Home Furnishings and Thermal Insulation, Bureau of	No	n/a	n/a	n/a	n/a	n/a	n/a
Landscape Architects Technical Committee	No	Yes	Yes	No	Yes	No	No
Medical Board of California Physicians and Surgeons	Yes	Yes	Yes	No	n/a	n/a	n/a
Specialty Faculty Permit	Yes	Yes	No	No	Yes	No	No
Registered Dispensing Opticians	Yes	No	No	No	n/a	n/a	n/a
Midwives	Yes	Yes	Yes	No	n/a	n/a	n/a
Research Psychoanalysts	Yes	Yes	Yes	No	n/a	n/a	n/a

Background Checking Requirements (continued)

NAME	Fingerprinting required	Verification of Education			Verification of Experience		
		Candidate's Statement	Official Transcripts	Audit	Candidate's Statement	Official Transcripts	Audit
Naturopathic Medicine, Bureau of	Yes	No	Yes	No	n/a	n/a	n/a
Occupational Therapy, California Board of	Yes	No	Yes	No	No	Yes	No
Optometry, State Board of	Yes	n/a	Yes	n/a	n/a	n/a	n/a
Osteopathic Medical Board of California	Yes	No	Yes	No	No	Yes	No
Pharmacy, California State Board of	Yes	No	Yes	No	Yes	Yes	No
Physical Therapy Board of California	Yes	No	Yes	No	No	No	No
Physician Assistant Committee	Yes	n/a	Yes	n/a	n/a	n/a	n/a
Podiatric Medicine, California Board of	Yes	Yes	Yes	No	Yes	Yes	No
Private Postsecondary and Vocational Education, Bureau for	Yes	Yes	No	No	Yes	No	No
Psychology, Board of	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Registered Nursing, Board of	Yes	No	Yes	No	No	No	No
Respiratory Care Board of California	Yes	Yes	Yes	No	n/a	n/a	n/a
Security and Investigative Services, Bureau of	Yes	Yes	Yes	No	Yes	Yes	Yes
Speech-Language Pathology and Audiology Board	Yes	Yes	Yes	No	Yes	Yes	No
Structural Pest Control Board	Yes	n/a	n/a	n/a	n/a	n/a	n/a
Telephone Medical Advice Services, Bureau	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Veterinary Medical Board and Veterinary Technician Committee, Registered	Yes	Yes	Yes	No	Yes	No	No
Vocational Nursing and Psychiatric Technicians, Board of Vocational Nurses	Yes	No	Yes	No	No	n/a	Yes
Psychiatric Technicians	Yes	No	Yes	No	No	n/a	Yes

Continuing Education Requirements

NAME	License Type(s)	Number of Required Hours of CE Each Renewal Cycle	Methods of CE Verification			Number of CE Providers for this License Type	Number of CE Audits
			Self-Certification	Instructor Report	Audit		
Accountancy, California Board of	Certified Public Accountant	80	Yes	No	No	NDA	0
	Public Accountant	80	Yes	No	No	NDA	0
Acupuncture Board	Acupuncture License	50	Yes	Yes	Yes	333	0
Automotive Repair, Bureau of	Advanced Emission Technician (EA Smog Technician)	8-16 hours	No	Yes	n/a	103	62
	Basic Area Technician (EB Smog Technician)	8-16 hours	No	Yes	n/a	103	62
Behavioral Sciences, Board of	Licensed Clinical Social Worker	36	Yes	No	Yes	NDA	0
	Marriage and Family Therapy	36	Yes	No	Yes	2,329	0
Dental Auxiliaries, Committee on	Registered Dental Assistant in Extended Functions/ Registered Dental Hygienist in Extended Functions	25	Yes	No	No	NDA ^a	n/a ^a
	Registered Dental Assistant	25	Yes	No	No	NDA ^a	n/a ^a
	Registered Dental Hygienist	25	Yes	No	No	NDA ^a	n/a ^a
	Registered Dental Hygienist in Alternative Practice	35	Yes	No	No	NDA ^a	n/a ^a
Dental Board of California	Conscious Sedation	15	Yes	No	No	1,100 ^b	0
	Dental License	50	Yes	No	No		
	General Anesthesia Permit	24	Yes	No	No		
	Oral Conscious Sedation Permit	7	Yes	No	No		
	Oral Maxillofacial Surgery Permit	50	Yes	No	No		
	Special Permit (for Faculty)	25	Yes	No	No		
Guide Dogs for the Blind, State Board of	Guide Dog Instructor	8 hours of formal training or 16 hours of consumer meetings relating to blindness	Yes	No	No	0	0
Hearing Aid Dispensers Bureau	Hearing Aid Dispensers Permanent License	9	Yes	Yes	Yes	50	n/a
Medical Board of California	Physician and Surgeon	50	Yes	No	Yes	NDA	n/a
	Licensed Midwife	36	Yes	No	Yes	NDA	0
Naturopathic Medicine, Bureau of	Naturopathic Doctor	60	NDA	NDA	NDA	NDA	0

a) The law vests all continuing education authority with the Dental Board, not with the Committee.

b) Total for all licensees.

Continuing Education Requirements (continued)

NAME	License Type(s)	Number of Required Hours of CE Each Renewal Cycle	Methods of CE Verification			Number of CE Providers for this License Type	Number of CE Audits
			Self-Certification	Instructor Report	Audit		
Occupational Therapy, California Board of	Occupational Therapist	12	Yes	No	No	NDA	n/a
	Occupational Therapy Assistant	12	Yes	No	No	NDA	n/a
Optometry, State Board of	Optometrist (DPA Certified)	40	Yes	No	Yes	221	0
	Optometrist (TPA Certified)	50	Yes	No	Yes	221	0
Osteopathic Medical Board of California	Osteopathic Physician and Surgeon	150 hours each 3-year reporting period	No	No	No	NDA	NDA
Pharmacy, California State Board of	Pharmacist	30	Yes	No	Yes	NDA	300
Podiatric Medicine, California Board of	E-Permanent	50	Yes	No	Yes	0	0
Private Postsecondary and Vocational Education, Bureau for	COAFS - Associate Directors	30	Yes	No	No	n/a	n/a
	COAFS - Directors	30	Yes	No	No	n/a	n/a
	COAFS - Financial Aid Directors	30	Yes	No	No	n/a	n/a
	COAFS - Instructors	30	Yes	No	No	n/a	n/a
	COAFS - Officers	30	Yes	No	No	n/a	n/a
Psychology, Board of	Psychologist	36	Yes	Yes	Yes	270	26
Registered Nursing, Board of	Registered Nurse	30	Yes	No	Yes	3,387	0
Respiratory Care Board of California	Respiratory Care Practitioner	15	Yes	No	No	n/a ^a	n/a ^a
Speech-Language Pathology and Audiology Board	Speech-Language Pathologist	24	Yes	No	Yes	149	1
	Audiologist	24	Yes	No	Yes	149	1
	Speech-Language Pathology Assistant	12	Yes	Yes	Yes	149	1
Structural Pest Control Board	Field Representative, Operator: 1 Branch	16	Yes	Yes	Yes	92 ^b	1 ^b
	Field Representative, Operator: 2 Branches	20	Yes	Yes	Yes		
	Field Representative, Operator: 3 Branches	24	Yes	Yes	Yes		
	Applicator	0	No	No	No	64	1
Veterinary Medical Board	Veterinarian	36	Yes	No	Yes	NDA ^c	0
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurse	30	Yes	No	Yes	47	n/a
	Psychiatric Technician	30	Yes	No	Yes	1	n/a

a) The Board does not certify or license continuing education providers or contact audits.

b) Total for all branches.

c) The Board utilizes the American Association of Veterinary State Boards (AAVSB) to approve continuing education providers, per Business and Professions Code section 4846.5. The Board does not approve any providers in-house.

Examinations

EXAMINATION DATA									
NAME	License Type(s)	Exam Title	Exam Source		Exam Type	Data Combined for All Exams Per Year ^a			
			National	CA		Passed	Failed	Total	% Passed
Accountancy, California Board of ^b	Certified Public Accountant (CPA)	Uniform Certified Public Accountant Examination	X		Computer	12,865	15,487	28,352	45%
Acupuncture Board	Acupuncture	Acupuncture Licensing Examination		X	Written	641	472	1,113	58%
Architects Board, California	Architect	Building Planning	X		Written	533	351	884	60%
		Building Technology	X		Written	554	318	872	64%
		Construction Documents	X		Written	700	369	1,069	65%
		General Structures	X		Written	602	254	856	70%
		Lateral Forces	X		Written	520	159	679	77%
		Materials / Methods	X		Written	645	361	1,006	64%
		Mechanical / Electrical	X		Written	738	464	1,202	61%
		Pre-Design	X		Written	679	317	996	68%
		Site Planning	X		Written	512	387	899	57%
		California Supplemental Exam		X	Oral	510	572	1,082	47%
Automotive Repair, Bureau of	Advanced Emission Technician	Advanced		X	Computer Based	806	936	1,742	46%
	Basic Area Technician	Basic		X	Computer Based	26	18	44	59%
	Brake Adjuster Class "A"	Brake "A"		X	Computer Based	103	44	147	70%
	Brake Adjuster Class "B"	Brake "B"		X	Computer Based	0	9	9	0%
	Brake Adjuster Class "C"	Brake "C"		X	Computer Based	336	106	442	76%
	Lamp Adjuster Class "A"	Lamp "A"		X	Computer Based	368	133	501	73%
Barbering and Cosmetology, Board of	Barber	Barber		X	Written/Practical	799	230	1,029	78%
	Cosmetology	Cosmetology		X	Written	11,552	5,354	16,906	68%
				X	Practical	12,034	3,204	15,238	79%
	Electrology	Electrology		X	Written	29	2	31	94%
				X	Practical	26	3	29	90%
	Esthetician	Esthetician		X	Written	6,133	3,362	9,495	65%
				X	Practical	6,577	681	7,258	91%
	Manicurist	Manicurist		X	Written	6,080	2,010	8,090	75%
			X	Practical	6,428	1,232	7,660	84%	

a) Some candidates may take a particular exam more than one time per year.
 b) The California Board of Accountancy administers four exam sections separately and these sections may be taken in any order. These figures reflect the total number of individual sections taken by candidates during FY 2006/07, not the number of candidates who passed the entire examination. Candidates are considered to have passed the CPA Examination when they have passed all four sections within a prescribed period of time.

Examinations (continued)

EXAMINATION DATA									
NAME	License Type(s)	Exam Title	Exam Source		Exam Type	Data Combined for All Exams Per Year ^a			
			National	or CA		Passed	Failed	Total	% Passed
Cemetery and Funeral Bureau	Cemetery Broker	Cemetery Broker		X	Written	17	10	27	63%
	Cemetery Manager	Cemetery Manager		X	Written	28	10	38	74%
	Crematory Manager	Crematory Manager		X	Written	33	4	37	89%
	Embalmer	Embalmer		X	Written	39	36	75	52%
	Funeral Director	Funeral Director		X	Written	144	83	277	52%
Contractors State License Board	A	General Engineering Contractor		X	Computer	756	576	1,332	57%
	B	General Building		X	Computer	6,658	7,304	13,962	48%
	C-2	Insulation and Acoustical		X	Computer	46	78	124	37%
	C-4	Boiler, Hot Water Heating, and Steam Fitting		X	Computer	16	36	52	31%
	C-5	Framing and Rough Carpentry		X	Computer	96	216	312	31%
	C-6	Cabinet, Millwork, and Finish Carpentry		X	Computer	465	416	881	53%
	C-7	Low Voltage Systems		X	Computer	400	331	731	55%
	C-8	Concrete		X	Computer	443	702	1,145	39%
	C-9	Drywall		X	Computer	114	556	670	17%
	C-10	Electrical (General)		X	Computer	1,677	1,485	3,162	53%
	C-11	Elevator		X	Computer	17	8	25	68%
	C-12	Earthwork and Paving		X	Computer	179	80	259	69%
	C-13	Fencing		X	Computer	108	81	189	57%
	C-15	Flooring and Floor Covering		X	Computer	506	530	1,036	49%
	C-16	Fire Protection		X	Computer	81	173	254	32%
	C-17	Glazing		X	Computer	224	160	384	58%
	C-20	Warm Air Heating, Ventilating, and Air Conditioning		X	Computer	578	1,278	1,856	31%
	C-21	Building Moving and Demolition		X	Computer	117	54	171	68%
	C-23	Ornamental Metal		X	Computer	76	130	206	37%
	C-27	Landscaping		X	Computer	809	1,285	2,094	39%
C-28	Lock and Security Equipment		X	Computer	29	26	55	53%	

a) Some candidates may take a particular exam more than one time per year.

Examinations (continued)

EXAMINATION DATA									
NAME	License Type(s)	Exam Title	Exam Source		Exam Type	Data Combined for All Exams Per Year ^a			
			National	or CA		Passed	Failed	Total	% Passed
Contractors State License Board (continued)	C-29	Masonry		X	Computer	130	370	500	26%
	C-31	Construction Zone Traffic Control		X	Computer	5	21	26	19%
	C-32	Parking and Highway Improvement		X	Computer	19	76	95	20%
	C-33	Painting and Decorating		X	Computer	1,092	1,169	2,261	48%
	C-34	Pipeline		X	Computer	26	18	44	59%
	C-35	Lathing and Plastering		X	Computer	130	209	339	38%
	C-36	Plumbing		X	Computer	832	1,077	1,909	44%
	C-38	Refrigeration		X	Computer	66	85	151	44%
	C-39	Roofing		X	Computer	237	444	681	35%
	C-42	Sanitation System		X	Computer	47	58	105	45%
	C-43	Sheet Metal		X	Computer	61	81	142	43%
	C-45	Electrical Sign		X	Computer	38	96	134	28%
	C-46	Solar		X	Computer	44	71	115	38%
	C-47	General Manufactured Housing		X	Computer	29	62	91	32%
	C-50	Reinforcing Steel		X	Computer	18	47	65	28%
	C-51	Structural Steel		X	Computer	95	29	124	77%
	C-53	Swimming Pool		X	Computer	240	194	434	55%
	C-54	Tile (Ceramic and Mosaic)		X	Computer	675	730	1,405	48%
	C-55	Water Conditioning		X	Computer	18	4	22	82%
	C-57	Well Drilling (Water)		X	Computer	26	20	46	57%
	C-60	Welding		X	Computer	56	51	107	52%
n/a	Asbestos Certification		X	Computer	37	100	137	27%	
n/a	Hazardous Certification		X	Computer	68	57	125	54%	
n/a	Law and Business		X	Computer	15,984	18,995	34,979	46%	
Court Reporters Board of California	Certified Shorthand Reporter	Certified Shorthand Reporter		X	Written	137	159	287	48%
					Practical	59	216	275	22%

a) Some candidates may take a particular exam more than one time per year.

Examinations (continued)

EXAMINATION DATA									
NAME	License Type(s)	Exam Title	Exam Source		Exam Type	Data Combined for All Exams Per Year ^a			
			National or CA			Passed	Failed	Total	% Passed
Dental Auxiliaries, Committee on	Registered Dental Assistant in Extended Functions/Registered Dental Hygienist in Extended Functions	Registered Dental Assistant in Extended Functions/Registered Dental Hygienist in Extended Functions		X	Clinical	*	*	*	*
	Registered Dental Assistant	Registered Dental Assistant		X	Written	*	*	*	*
					Practical	*	*	*	*
	Registered Dental Hygienist	Registered Dental Hygienist	X	X	Clinical	*	*	*	*
Registered Dental Hygienist in Alternative Practice	Registered Dental Hygienist in Alternative Practice		X	Written	*	*	*	*	
Dental Board of California	Doctor of Dental Science	Restorative Technique		X	Practical	419	209	628	67%
		Clinical		X	Clinical/Written	192	54	246	78%
		Law & Ethics		X	Written	672	27	699	96%
Engineers and Land Surveyors, Board for Professional	Agricultural Engineer	Professional	X		Written	2	0	2	100%
	Chemical Engineer	Professional	X		Written	28	30	58	48%
	Civil Engineer	Professional	X	X	Written	4,352	7,221	11,573	38%
	Control System Engineer	Professional	X		Written	11	4	15	73%
	Electrical Engineer	Professional	X		Written	173	259	432	40%
	Engineer-in-Training (EIT)	Fundamental	X		Written	3,024	3,652	6,676	45%
	Fire Protection Engineer	Professional	X		Written	16	18	34	47%
	Geotechnical Engineer	Professional		X	Written	36	50	86	42%
	Industrial Engineer	Professional	X		Written	4	1	5	80%
	Land Surveyor	Professional	X	X	Written	261	546	807	33%
	Land Surveyor-in-Training	Fundamental	X		Written	229	413	642	36%
	Mechanical Engineer	Professional	X		Written	210	212	422	50%
	Metallurgical Engineer	Professional	X		Written	4	4	8	50%
	Nuclear Engineer	Professional	X		Written	2	1	3	67%
	Petroleum Engineer	Professional	X		Written	2	2	4	50%
Structural Engineer	Professional	X	X	Written	202	405	607	34%	
Traffic Engineer	Professional		X	Written	51	42	93	55%	

a) Some candidates may take a particular exam more than one time per year.
 * Data not provided.

Examinations (continued)

EXAMINATION DATA									
NAME	License Type(s)	Exam Title	Exam Source		Exam Type	Data Combined for All Exams Per Year ^a			
			National	or CA		Passed	Failed	Total	% Passed
Geologists and Geophysicists, Board for	Professional Geologist	Practice of Geology (PG)	X		Written	152	96	248	61%
		Fundamentals of Geology (FG)	X		Written	222	113	335	66%
		California Supplemental (CSE)		X	Written	123	119	242	51%
	Professional Geophysicist	Professional Geophysicist (PGP)		X	Written	9	2	11	82%
	Certified Engineering Geologist	Certified Engineering Geologist (CEG)		X	Written	44	51	95	46%
	Certified Hydrogeologist	Certified Hydrogeologist (CHG)		X	Written	17	46	63	27%
Guide Dogs for the Blind, State Board of	Guide Dog Instructor	Guide Dog Instructor		X	Oral	0	0	0	0%
				X	Written	0	0	0	0%
				X	Practical	0	0	0	0%
Hearing Aid Dispensers Bureau	Hearing Aid Dispenser Permanent License	Written		X	Computer	NDA	NDA	NDA	NDA
		Practical		X	Practical	111	80	191	58%
Landscape Architects Technical Committee	Landscape Architecture - National	Landscape Architecture Registration Boards Exam ^b	X		Written / Graphic	583	475	1,058	45%
	Landscape Architecture - Supplemental	California Supplemental Examination		X	Written	148	0	148	100%
Medical Board of California	Physician and Surgeon	United States Medical Licensing Examination	X		Written and Clinical	NDA	NDA	NDA	NDA
	Contact Lens Dispenser	National Contact Lens Examiners Exam	X		Written	NDA	NDA	NDA	NDA
	Spectacle Lens Dispenser	American Board of Opticianry Competency Exam	X		Written	NDA	NDA	NDA	NDA
	Licensed Midwife	North American Registry of Midwives	X		Written	NDA	NDA	NDA	NDA
Naturopathic Medicine, Bureau of	Naturopathic Doctor	NPLEX	X		Written	NDA	NDA	NDA	75% ^b

a) Some candidates may take a particular exam more than one time per year.
 b) Candidates must pass five exam sections.

Examinations (continued)

EXAMINATION DATA									
NAME	License Type(s)	Exam Title	Exam Source		Exam Type	Data Combined for All Exams Per Year ^a			
			National	or CA		Passed	Failed	Total	% Passed
Occupational Therapy, California Board of	Occupational Therapist	OTR	X		Computer	NDA	NDA	NDA	NDA
	Occupational Therapy Assistant	OTA	X		Computer	NDA	NDA	NDA	NDA
Optometry, Board of	Optometrist	Basic Science	X		Written	1,398	598	1,996	70%
		Clinical Science	X		Written	1,384	245	1,629	85%
		Patient Care	X		Clinical	NDA	NDA	NDA	NDA
		Laws and Regulations		X	Written	264	24	288	92%
Osteopathic Medical Board of California	Osteopathic Physician and Surgeon	COMLEX Levels I-III	X		Written	NDA	NDA	NDA	NDA
Pharmacy, California State Board of	Pharmacist	North American Pharmacist Licensure Examination (NAPLEX)	X		Written	1,358	162	1,520	89%
		California Pharmacist Jurisprudence Examination (CPJE)		X	Written	1,462	372	1,834	80%
Physical Therapy Board of California	Physical Therapist	NPTE	X		Written	497	380	877	57%
	Physical Therapist Assistant	NPTE	X		Written	230	194	424	54%
	Kinesiological Electromyographer	KEMG		X	Written	0	0	0	n/a
	Electroneuromyographer	ENMG		X	Written	0	0	0	n/a
	California Law Examination	CLE		X	Written	1,115	62	1,117	95%
Physician Assistant Committee	Physician Assistant	PANCE	X		Written	NDA	NDA	NDA	NDA
Podiatric Medicine, California Board of	E-Permanent	National Board of Podiatric Medical Examiners (NBPME) Part I	X		NDA	NDA	NDA	NDA	NDA
		NBPME Part II	X		NDA	NDA	NDA	NDA	NDA
		NBPME Part III	X		Written	39	4	43	91%
	EL-Residents	NBPME Part I	X		NDA	NDA	NDA	NDA	NDA
		NBPME Part II	X		NDA	NDA	NDA	NDA	NDA
Psychology, Board of	Psychologist	Examination for Professional Practice in Psychology	X		Written	600	25	625	96%
		CA Psychology Supplemental Exam		X	Written	578	383	961	60%
Registered Nursing, Board of	Registered Nurse	NCLEX-RN	X		Computer	16,385	15,864	32,249	51%
Respiratory Care Board of California	Respiratory Care Practitioner	Certified Respiratory Therapist	X	X	Computer	880	627	1,507	58%

a) Some candidates may take a particular exam more than one time per year.

Examinations

(continued)

EXAMINATION DATA									
NAME	License Type(s)	Exam Title	Exam Source		Exam Type	Data Combined for All Exams Per Year ^a			
			National	or CA		Passed	Failed	Total	% Passed
Security and Investigative Services, Bureau of	Alarm Company Qualified Manager	Alarm Company Qualified Manager		X	Computer	98	86	184	53%
	Private Investigator	Private Investigator		X	Computer	401	205	606	66%
	Private Patrol Operator	Private Patrol Operator		X	Computer	304	233	537	57%
	Repossessor Agency Qualified Manager	Repossessor		X	Computer	35	28	63	56%
Speech-Language Pathology and Audiology Board	Speech-Language Pathology	The Praxis Series	X		Written	NDA	NDA	NDA	NDA
	Audiology	The Praxis Series	X		Written	NDA	NDA	NDA	NDA
Structural Pest Control Board	Applicator	Registered Applicator		X	Written	1,800	1,875	3,675	49%
	Field Representative	Field Representative		X	Written	1,982	2,717	4,699	42%
	Operator	Operator		X	Written	236	393	629	38%
Veterinary Medical Board and Veterinary Technician Committee, Registered	Veterinarian	NAVLE	X		Computer	305	61	366	83%
		CSB		X	Written	481	70	551	87%
		VLE		X	Written	317	0	317	100%
	Veterinary Temporary Reciprocity	VLE		X	Written	95	0	95	100%
	Registered Veterinary Technician	RVT		X	Computer	339	144	483	70%
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurse	National Council Licensure Examination for Practical Nurses	X		Computer	6,385	4,887	11,272	57%
	Psychiatric Technician	California Psychiatric Technician Licensure Exam		X	Computer	477	479	956	50%

Complaints Received by Source

NAME	Public	Government/ Law Enforcement	Business & Professions Code Section 800 ^a	Licensed Professional Groups	Internal (Board or Committee Staff)	Other or Anonymous	Total Received
Accountancy, California Board of	417	9	n/a	15	53	23	517
Acupuncture Board	69	47	0	1	10	18	145
Architects Board, California	140	23	n/a	56	59	38	316
Athletic Commission, State	8	0	n/a	3	0	0	11
Automotive Repair, Bureau of	15,907	n/a	n/a	11	14	12	15,944
Barbering and Cosmetology, Board of	1,733	8	n/a	31	711	495	2,978
Behavioral Sciences, Board of	563	103	5	3	628	60	1,362
Cemetery and Funeral Bureau	416	97	0	26	250	10	799
Contractors State License Board	15,534	121	n/a	95	5,974	0	21,724
Court Reporters Board of California	63	34	n/a	0	6	0	103
Dental Auxiliaries, Committee on	19	18	0	14	151	10	212
Dental Board of California	1,839	162	196	440	106	127	2,870
Electronic and Appliance Repair, Bureau of	1,554	2	0	5	741	1	2,303
Engineers and Land Surveyors, Board for Professional	158	24	n/a	62	NDA ^b	315	559
Geologists and Geophysicists, Board for	27	18	n/a	14	1	3	63
Guide Dogs for the Blind, State Board of	2	0	n/a	3	0	0	5
Hearing Aid Dispensers Bureau	65	1	0	34	0	21	121
Home Furnishings and Thermal Insulation, Bureau of	527	0	0	10	687	0	1,224
Landscape Architects Technical Committee	15	0	n/a	5	9	4	33
Medical Board of California							
Physicians and Surgeons	4,445	721	1,061	327	464	241	7,259
Opticians, Registered Dispensing	18	5	0	3	1	2	29
Research Psychoanalysts	0	1	0	0	0	1	2
Midwifery Program	6	2	0	2	3	0	13
Naturopathic Medicine, Bureau of	4	1	0	1	1	61	68

a) Complaints received by healing arts agencies pursuant to Business and Professions Code section 800 reporting requirements (e.g., hospital actions, disciplines, malpractice settlements, judgments, or arbitration awards reported by insurance companies, etc.).

b) The Board for Professional Engineers and Land Surveyors does not track complaints from "Other or Anonymous" sources separately from "Internal" complaints; therefore, the number listed under "Internal" includes "Other or Anonymous."

Complaints Received by Source (continued)

NAME	Public	Government/ Law Enforcement	Business & Professions Code Section 800 ^a	Licensed Professional Groups	Internal (Board or Committee Staff)	Other or Anonymous	Total Received
Occupational Therapy, California Board of	24	33	0	6	373	6	442
Optometry, State Board of	116	16	0	7	28	7	174
Osteopathic Medical Board of California	119	27	27	6	9	3	191
Pharmacy, California State Board of	853	48	0	168	585	393 ^b	2,047
Physical Therapy Board of California	84	126	2	27	285	9	533
Physician Assistant Committee	83	35	8	6	16	4	152
Podiatric Medicine, California Board of	76	10	11	9	10	0	116
Private Postsecondary and Vocational Education, Bureau for	556	0	0	0	13	29	598
Psychology, Board of	420	27	3	10	18	39	517
Registered Nursing, Board of	348	203	47	556	2,109	98	3,361
Respiratory Care Board of California	74	119	n/a	192	88	3	476
Security and Investigative Services, Bureau of	898	65	0	101	1,845	37	2,946
Speech-Language Pathology and Audiology Board	12	11	0	17	32	4	76
Structural Pest Control Board	589	1	n/a	84	2	0	676
Telephone Medical Advice Services Bureau	24	0	0	0	0	0	24
Veterinary Medical Board and Veterinary Technician Committee, Registered	443	55	5	47	81	20	651
Vocational Nursing and Psychiatric Technicians, Board of							
Vocational Nurses	262	23	0	4	612	65	966
Psychiatric Technicians	50	2	0	6	149	6	213
TOTAL	48,560	2,198	1,365	2,407	16,124	2,165	72,819

a) Complaints received by healing arts agencies pursuant to Business and Professions Code Section 800 reporting requirements (e.g., hospital actions, disciplines, malpractice settlements, judgments, or arbitration awards reported by insurance companies, etc.).

b) "Other or Anonymous" includes application investigations opened.

Complaints Closed Without Going to Formal Investigation

NAME	Complaints Closed by Category														Total Pending
	Contractual	Criminal Charges/Conviction of a Crime	Fraud	Personal Conduct or Substance Abuse or Mental/Physical Impairment	Negligence/Incompetence	Product Service/Quality	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed/Unregistered Activity	Unsafe/Unsanitary Conditions	Non-Jurisdictional	Other	Total Closed	
Accountancy, California Board of	0	0	1	1	39	2	0	87	0	186	n/a	45	84	445	89
Acupuncture Board	n/a	27	3	0	3	0	6	90	2	21	0	4	2	158	80
Architects Board, California	1	8	0	0	3	0	0	24	0	162	0	0	0	198	235
Athletic Commission, State	0	0	0	0	0	0	0	0	0	0	0	0	11	11	0
Automotive Repair, Bureau of	1,726	0	1,235	4	10,652	66	0	2	0	515	2,210	10	26	16,446	1,813
Barbering and Cosmetology, Board of	14	n/a	108	404	313	109	4	10	n/a	1,072	1,025	278	21	3,358	2,553
Behavioral Sciences, Board of	0	445	4	13	57	0	10	431	14	48	0	178	3	1,203	508
Cemetery and Funeral Bureau	250	0	12	86	26	3	0	439	0	20	11	20	12	879	130
Contractors State License Board	35	0	25	29	4,515	0	0	3,331	0	680	75	599	7	9,296	1,426
Court Reporters Board of California	6	0	0	0	1	20	0	65	0	9	0	8	2	111	5
Dental Auxiliaries, Committee on	n/a	117	2	8	1	n/a	1	34	1	28	1	2	79	274	75
Dental Board of California	n/a	101	48	47	1,796	n/a	15	301	14	143	148	206	90	2,909	2,501
Electronic and Appliance Repair, Bureau of	678	0	17	0	532	171	0	4	0	804	2	87	17	2,312	309
Geologists and Geophysicists, Board for	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Guide Dogs for the Blind, State Board of	0	0	0	0	0	0	0	0	0	2	0	27	0	29	0
Hearing Aid Dispensers Bureau	0	1	13	0	2	0	0	88	0	10	0	2	1	117	16
Home Furnishings and Thermal Insulation, Bureau of	194	0	14	2	20	191	0	0	0	641	195	65	6	1,328	120
Landscape Architects Technical Committee	0	0	0	0	0	0	0	0	0	7	0	5	5	17	23
Medical Board of California															
Physicians and Surgeons	0	208	374	117	2,523	0	69	1,094	170	136	6	1,395	13	6,105	1,133
Opticians, Registered Dispensing	0	2	1	0	1	0	0	24	0	6	0	1	0	35	7
Midwifery Program	0	0	0	0	6	0	0	3	0	0	0	0	0	9	1
Research Psychoanalysts	0	0	0	0	0	0	0	2	0	0	0	0	0	2	0

Complaints Closed Without Going to Formal Investigation (continued)

NAME	Complaints Closed by Category														Total Pending
	Contractual	Criminal Charges/Conviction of a Crime	Fraud	Personal Conduct or Substance Abuse or Mental/Physical Impairment	Negligence/Incompetence	Product Service/Quality	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed/Unregistered Activity	Unsafe/Unsanitary Conditions	Non-Jurisdictional	Other	Total Closed	
Naturopathic Medicine, Bureau of	0	0	0	0	0	0	0	0	0	0	0	0	68	68	7
Occupational Therapy, California Board of	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Optometry, State Board of	0	12	10	10	0	0	0	70	0	41	1	26	56	226	86
Osteopathic Medical Board of California	0	0	0	0	0	0	0	0	0	0	0	12	0	12	0
Pharmacy, California State Board of	n/a	73	7	1	33	n/a	0	51	5	53	0	128	319 ^a	670	434 ^b
Physical Therapy Board of California	0	118	21	0	29	0	18	27	29	43	1	6	223	515	247
Physician Assistant Committee	0	8	6	2	55	0	2	27	3	3	0	8	0	114	18
Podiatric Medicine, California Board of	0	7	18	1	62	0	2	27	0	2	0	6	1	126	45
Private Postsecondary and Vocational Education, Bureau for	352	0	200	0	13	0	0	8	0	61	14	39	0	687	78
Psychology, Board of	0	28	20	2	9	0	22	247	4	53	0	108	10	503	233
Registered Nursing, Board of	0	712	14	1,214	121	0	6	480	145	43	0	23	35	2,793	1,050
Respiratory Care Board of California	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security and Investigative Services, Bureau of	349	0	132	1,827	44	0	1	547	0	333	0	30	5	3,268	712
Speech-Language Pathology and Audiology Board	n/a	11	7	0	1	0	0	12	1	7	0	0	29	68	25
Structural Pest Control Board	448	0	1	n/a	40	0	n/a	n/a	0	3	0	0	0	492	67
Telephone Medical Advice Services Bureau	0	0	0	0	0	0	0	0	0	0	0	24	0	24	0
Veterinary Medical Board and Veterinary Technician Committee, Registered	0	39	3	5	453	0	0	86	15	76	30	2	5	714	296
Vocational Nursing and Psychiatric Technicians, Board of															
Vocational Nurses	n/a	753	96	67	25	n/a	3	237	16	25	0	0	18	1,240	1,045
Psychiatric Technicians	n/a	198	11	7	6	n/a	3	79	18	5	0	0	8	335	289
TOTAL	4,053	2,868	2,403	3,847	21,381	562	162	7,927	437	5,238	3,719	3,344	1,156	57,097	15,656

a) "Other" includes application investigations.

b) "Total Pending" cases have increased due to increased workload and inspector/staff vacancies.

Informal Actions

NAME	Warning/Cease and Desist Letters Issued	Office Conference/ Informal Hearing	Reprimand/ Violation/Education Letters Issued	Total Informal Actions	Petitions to Compel Exams (Healing Arts Only)		
					Filed	Granted	Denied
Accountancy, California Board of	74	43	14	131			
Acupuncture Board	8	0	1	9	0	0	0
Architects Board, California	110	11	29	150			
Athletic Commission, State	8	0	82	90			
Automotive Repair, Bureau of ^a	7,336	721	6,106	14,163			
Barbering and Cosmetology, Board of	1,464	685	375	2,524			
Behavioral Sciences, Board of	32	35	0	67	1	1	0
Cemetery and Funeral Bureau ^b	282	8	0	290			
Contractors State License Board	3,951	n/a	n/a	3,951			
Court Reporters Board of California	1	3	n/a	4			
Dental Auxiliaries, Committee on	33	0	0	33			
Dental Board of California	240	4	2	246	0	0	0
Electronic and Appliance Repair, Bureau of	0	4	185	189			
Engineers and Land Surveyors, Board for Professional	34	2	n/a	36			
Geologists and Geophysicists, Board for	8	8	23	39			
Guide Dogs for the Blind, State Board of	5	0	0	5	0	0	0
Hearing Aid Dispensers Bureau	1	0	36	37	0	0	0
Home Furnishings and Thermal Insulation, Bureau of	0	22	280	302			
Landscape Architects Technical Committee	3	3	3	9			
Medical Board of California							
Physicians and Surgeons	20	41	132	193	15	12	0
Opticians, Registered Dispensing	0	0	0	0	0	0	0
Midwifery Program	0	0	0	0	0	0	0
Research Psychoanalysts	0	0	0	0	0	0	0
Naturopathic Medicine, Bureau of	68	0	0	68	0	0	0

a) The Bureau of Automotive Repair's (BAR) Informal Actions may be a result of complaints, inspections, or investigations.

b) The Cemetery and Funeral Bureau has included "Generic Warnings" in their "Total Informal Warnings" total.

Informal Actions (continued)

NAME	Warning/Cease and Desist Letters Issued	Office Conference/ Informal Hearing	Reprimand/ Violation/Education Letters Issued	Total Informal Actions	Petitions to Compel Exams (Healing Arts Only)		
					Filed	Granted	Denied
Occupational Therapy, California Board of	26	5	0	31	0	0	0
Optometry, State Board of	33	0	0	33	0	0	0
Osteopathic Medical Board of California	0	0	15	15	1	0	0
Pharmacy, California State Board of	0	148 ^c	103	251	0	0	0
Physical Therapy Board of California	54	0	0	54	0	0	0
Physician Assistant Committee	0	0	0	0	0	0	0
Podiatric Medicine, California Board of	4	2	0	6	0	0	0
Private Postsecondary and Vocational Education, Bureau for	0	0	0	0			
Psychology, Board of	12	0	0	12	0	0	0
Registered Nursing, Board of	0	0	0	0	5	7	0
Respiratory Care Board of California	168	2	195	365	1	1	0
Security and Investigative Services, Bureau of	193	259	55	507			
Speech-Language Pathology and Audiology Board	2	0	5	7	1	1	0
Structural Pest Control Board	3	0	0	3			
Telephone Medical Advice Services Bureau	0	0	0	0	0	0	0
Veterinary Medical Board and Veterinary Technician Committee, Registered	58	9	116	183	1	1	0
Vocational Nursing and Psychiatric Technicians, Board of Vocational Nurses	1,052	64	0	1,116	0	0	0
Psychiatric Technicians	229	16	0	245	0	0	0
TOTAL	15,512	2,095	7,757	25,364	25	23	0

a) The Bureau of Automotive Repair's (BAR) Informal Actions may be a result of complaints, inspections, or investigations.

b) The Cemetery and Funeral Bureau has included "Generic Warnings" in their "Total Informal Warnings" total.

c) "Office Conference" data are the number of cases heard. In previous years data reflected the number of meetings heard.

Diversion

DIVERSION CASES ^a				CASES CLOSED			
NAME	Referral to Program During Fiscal Year		Total Number of Participants	Successful Completions	Non-Compliance	Withdrawals	Not Eligible/Not Interested
	Voluntary Self-Referral	Board Referrals					
Dental Auxiliaries, Committee on	1	3	4	0	2	0	1
Dental Board of California	4	20	24	5	4	1	4
Medical Board of California Physicians and Surgeons	43	33	197	47	17	24	12
Osteopathic Medical Board of California	10	10	20	5	2	1	0
Pharmacy, California State Board of	24	54	78	8	7	2	5
Physical Therapy Board of California	0	5	14	3	1	1	0
Physician Assistant Committee	2	5	10	1	1	0	1
Registered Nursing, Board of	91	91	448	71	67	30	138
Veterinary Medical Board and Veterinary Technician Committee, Registered	5	3	8	0	0	1	0
TOTAL	180	224	803	140	101	60	161

a) Not all Boards and Committees have Diversion Programs. The State Athletic Commission and the Bureaus do not have Diversion Programs.

Complaints Referred to Sworn Investigators for Formal Investigation

NAME	Investigations Opened	Investigations Closed by Category													Total Pending ^b	Referred	
		Contractual	Criminal Charges/ Conviction of a Crime	Fraud	Personal Conduct or Substance Abuse or Mental/ Physical Impairment	Negligence/ Incompetence	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed / Unregistered Activity	Unsafe/ Unsanitary Conditions	Non-Jurisdictional	Other	Total Closed ^a		To AG	To DA/ CA
Accountancy, California Board of	0	0	0	0	0	0	0	0	0	0	n/a	0	0	0	1	0	0
Acupuncture Board	21	n/a	2	2	0	1	3	10	0	2	0	0	0	20	33	5	0
Architects Board, California	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0
Athletic Commission, State	1	0	0	0	0	1	0	0	0	0	0	0	0	1	1	0	0
Barbering and Cosmetology, Board of	63	0	0	0	2	4	0	0	n/a	1	0	0	9	16	97	158	0
Behavioral Sciences, Board of	32	0	0	1	0	1	5	15	0	4	0	0	0	26	44	12	1
Cemetery and Funeral Bureau	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0
Contractors State License Board	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Court Reporters Board of California	6	0	0	0	0	0	0	1	0	0	0	0	6	7	0	0	0
Dental Auxiliaries, Committee on	198	n/a	88	2	2	0	1	7	1	22	0	0	73	196	55	48	8
Dental Board of California	513	n/a	43	18	44	169	14	53	7	120	3	3	51	525	329	35	22
Hearing Aid Dispensers Bureau	6	0	0	1	0	0	0	0	0	0	0	0	0	1	12	1	0
Geologists and Geophysicists, Board for	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0
Landscape Architects Technical Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical Board of California Physicians and Surgeons	1,182	0	68	47	150	514	76	68	60	95	2	0	48	1,128	1,103	415	27
Opticians, Registered Dispensing	0	0	1	0	0	0	0	1	0	0	0	0	0	2	1	1	0
Midwifery Program	0	0	0	0	0	2	0	0	0	0	0	0	0	2	5	2	1
Occupational Therapy, California Board of	11	0	0	3	0	0	0	0	0	1	0	0	0	4	24	4	0
Optometry, State Board of	6	0	1	0	1	3	0	1	0	1	0	0	0	7	9	4	0
Osteopathic Medical Board of California	25	0	1	1	6	8	2	8	1	1	0	0	0	28	30	15	0
Physical Therapy Board of California	41	0	10	8	3	14	11	9	0	36	0	0	4	95	59	55	0
Physician Assistant Committee	55	0	8	1	3	2	9	6	2	3	0	0	1	35	38	15	1

a) and b) Total closed/pending cases may include cases from the prior fiscal year.

Complaints Referred to Sworn Investigators for Formal Investigation (continued)

NAME	Investigations Opened	Investigations Closed by Category													Total Pending ^b	Referred	
		Contractual	Criminal Charges/ Conviction of a Crime	Fraud	Personal Conduct or Substance Abuse or Mental/ Physical Impairment	Negligence/ Incompetence	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed / Unregistered Activity	Unsafe/ Unsanitary Conditions	Non-Jurisdictional	Other	Total Closed ^a		To AG	To DA/ CA
Podiatric Medicine, California Board of	33	0	9	7	2	10	2	1	0	0	0	0	2	33	24	13	1
Private Postsecondary and Vocational Education, Bureau of	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Psychology, Board of	48	0	9	3	1	4	5	23	0	3	0	0	0	48	26	31	1
Registered Nursing, Board of	563	0	3	5	173	163	8	91	3	18	0	0	26	490	1,328	314	19
Respiratory Care Board of California	9	0	1	0	0	1	1	1	0	0	0	0	0	4	8	2	0
Security and Investigative Services, Bureau of	7	0	0	1	0	0	0	2	0	4	0	0	0	7	0	0	3
Speech-Language Pathology and Audiology Board	4	0	1	0	1	0	0	1	0	1	0	0	0	4	6	8	1
Structural Pest Control Board	4	0	0	0	n/a	0	n/a	n/a	0	0	0	0	0	0	5	0	0
Veterinary Medical Board and Veterinary Technician Committee, Registered	45	0	4	0	4	23	0	6	0	6	0	0	2	45	62	18	1
Vocational Nursing and Psychiatric Technicians, Board of																	
Vocational Nurses	160	n/a	6	12	38	19	2	74	0	6	1	0	2	160	191	163	1
Psychiatric Technicians	11	n/a	1	0	0	0	1	7	1	0	0	0	0	10	15	42	0
TOTAL	3,049	0	256	112	430	939	140	385	75	325	6	3	224	2,894	3,511	1,361	87

a) and b) Total closed/pending cases may include cases from the prior fiscal year.

Complaints Referred to Non-Sworn Investigators for Formal Investigation

NAME	Investigations Opened	Investigations Closed by Category														Total Pending ^b	Referred	
		Contractual	Criminal Charges/Conviction of a Crime	Fraud	Personal Conduct or Substance Abuse or Mental/Physical Impairment	Negligence/Incompetence	Product Service/Quality	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed/Unregistered Activity	Unsafe/Unsanitary Conditions	Non-Jurisdictional	Other	Total Closed ^a		To AG	To DA/CA
Accountancy, California Board of	96	0	0	6	1	20	0	0	53	0	5	n/a	0	19	104	50	52	0
Architects Board, California	141	2	0	1	0	8	1	0	62	0	26	0	0	0	100	66	2	0
Athletic Commission, State	1	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0
Automotive Repair, Bureau of	1,673	7	0	372	0	687	1	0	7	0	37	0	0	449	1,560	466	144	85
Cemetery and Funeral Bureau	319	104	0	10	86	6	0	0	177	0	11	6	0	6	406	91	26	0
Contractors State License Board	13,362	127	0	154	236	2,746	0	0	1,889	0	6,291	206	133	1,975	13,757	2,655	606	1,956
Electronic and Appliance Repair, Bureau of	342	30	0	15	0	133	79	0	1	0	66	2	12	16	354	63	2	0
Engineers and Land Surveyors, Board for Professional ^c	559	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	569	637	48	12
Home Furnishings and Thermal Insulation, Bureau of	104	21	0	10	0	0	26	0	0	0	38	8	2	0	105	11	0	0
Geologists and Geophysicists, Board for	61	1	0	1	1	7	0	0	0	0	10	1	5	1	27	32	2	0
Landscape Architects Technical Committee	12	2	0	0	0	5	0	0	0	0	7	0	0	2	16	10	0	0
Medical Board of California Physicians and Surgeons	39	0	0	0	0	0	0	0	0	39	0	0	0	0	39	0	39	0
Naturopathic Medicine, Bureau of	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Private Postsecondary and Vocational Education, Bureau for	30	5	0	5	0	0	0	0	0	0	20	0	0	0	30	1	0	0
Occupational Therapy, California Board of	437	0	192	3	0	0	0	0	58	0	48	0	2	0	303	228	3	0
Optometry, State Board of	5	0	0	2	0	0	0	0	3	0	0	0	0	0	5	1	2	0
Osteopathic Medical Board of California	154	0	13	0	0	67	0	1	43	3	0	0	0	1	128	124	1	0
Pharmacy, California State Board of	1,167	n/a	11	15	11	381	n/a	0	223	0	122	1	11	367	1,142 ^d	565 ^d	94	n/a
Psychology, Board of	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Respiratory Care Board of California	467	0	338	13	10	16	0	0	16	1	88	0	1	7	490	231	62	0
Security and Investigative Services, Bureau of	2,849	85	0	100	1,820	11	0	1	451	0	302	0	4	4	2,778	650	94	21
Structural Pest Control Board	201	186	0	0	n/a	16	0	n/a	n/a	0	8	0	0	0	210	213	52	0
TOTAL	1,673	570	554	707	2,165	4,104	107	2	2,983	43	7,079	224	170	2,847	22,124	6,094	1,229	2,074

a) and b) Total closed/pending cases may include cases from prior fiscal year.

c) The Board for Professional Engineers and Land Surveyors does not track closed investigations by type of category.

d) Closed and pending cases include split cases. The number of pending cases increased due to increased workload and inspector/staff vacancies.

COMPLAINTS REFERRED TO NON-SWORN INVESTIGATORS FOR FORMAL INVESTIGATION

Formal Actions Filed

NAME	Accusations/ Petitions to Revoke Probation Filed	Statement of Issues Filed	Criminal Actions Filed	Civil Actions Filed	Restraining Orders/Interim Suspension Orders Issued
Accountancy, California Board of	38	0	0	0	0
Acupuncture Board	3	2	0	0	0
Architects Board, California	2	0	0	0	0
Athletic Commission, State	0	0	0	0	0
Automotive Repair, Bureau of	291	107	105	4	0
Barbering and Cosmetology, Board of	164	21	0	0	0
Behavioral Sciences, Board of	37	5	1	0	0
Cemetery and Funeral Bureau	12	3	0	0	1
Contractors State License Board	233	62	NDA ^a	n/a	0
Court Reporters Board of California	3	1	0	0	0
Dental Auxiliaries, Committee on	43	18	8	0	0
Dental Board of California	71	12	22	0	1
Electronic and Appliance Repair, Bureau of	2	1	0	0	0
Engineers and Land Surveyors, Board for Professional	11	1	10	0	0
Geologists and Geophysicists, Board for	1	0	0	0	0
Hearing Aid Dispensers Bureau	0	0	0	0	0
Home Furnishings and Thermal Insulation, Bureau of	0	0	0	0	0
Medical Board of California Physicians and Surgeons	242	6	16	2	43
Opticians, Registered Dispensing	1	0	0	0	0
Midwifery Program	1	0	0	0	2
Naturopathic Medicine, Bureau of	0	0	0	0	0
Occupational Therapy, California Board of	8	2	0	0	0
Optometry, State Board of	0	0	0	0	0
Osteopathic Medical Board of California	8	1	0	0	1
Pharmacy, California State Board of	79	7	2	0	0

a) In past years, Contractors State License Board (CSLB) reported as "To DA/CA." CSLB does not track how many of DA/CA complaints actually resulted in a criminal action filed once referred to DA/CA.

Formal Actions Filed (continued)

NAME	Accusations/ Petitions to Revoke Probation Filed	Statement of Issues Filed	Criminal Actions Filed	Civil Actions Filed	Restraining Orders/Interim Suspension Orders Issued
Physical Therapy Board of California	39	3	0	0	0
Physician Assistant Committee	11	1	0	0	1
Podiatric Medicine, California Board of	9	3	2	0	2
Private Postsecondary and Vocational Education, Bureau for	0	0	0	0	0
Psychology, Board of	20	8	0	0	1
Registered Nursing, Board of	380	22	4	0	3
Respiratory Care Board of California	51	21	0	0	4
Security and Investigative Services, Bureau of	344	38	1	0	1
Speech-Language Pathology and Audiology Board	7	0	0	0	0
Structural Pest Control Board	38	30	0	0	0
Veterinary Medical Board and Veterinary Technician Committee, Registered	22	5	1	0	3
Vocational Nursing and Psychiatric Technicians, Board of					
Vocational Nurses	134	6	1	0	0
Psychiatric Technicians	52	1	0	0	0
TOTAL	2,357	387	173	6	63

Administrative Outcomes Against Licenses, Registrations, Certificates, and Permits

NAME	Revocation	Surrender of License	Probation with Suspension	Suspension Only	Probation Only	Public Reprimand	License of Applicants Denied	Other Decisions	Withdrawn/Dismissed
Accountancy, California Board of	16	4	14	0	10	0	0	0	1
Acupuncture Board	7	2	0	0	1	1	1	0	1
Architects Board, California	0	0	2	0	0	0	1	0	1
Athletic Commission, State	3	0	0	79	0	0	0	0	0
Automotive Repair, Bureau of	266	0	43	2	39	0	26	0	10
Barbering and Cosmetology, Board of	64	45	208	0	28	0	14	9	7
Behavioral Sciences, Board of	7	6	6	0	9	0	1	1	4
Cemetery and Funeral Bureau	0	0	0	0	3	0	1	0	9
Contractors State License Board	488	n/a	n/a	345	126	n/a	62	4	59
Court Reporters Board of California	5	1	0	0	3	0	1	0	0
Dental Auxiliaries, Committee on	20	1	0	0	15	0	1	0	0
Dental Board of California	13	7	7	1	15	0	2	0	10
Electronic and Appliance Repair, Bureau of	1	0	0	0	1	0	0	0	1
Engineers and Land Surveyors, Board for Professional	3	5	2	0	6	1	0	0	6
Geologists and Geophysicists, Board for	0	0	0	0	0	3	0	0	0
Hearing Aid Dispensers Bureau	1	2	0	0	0	0	1	0	0
Home Furnishings and Thermal Insulation, Bureau of	0	0	0	0	0	0	0	0	2
Landscape Architects Technical Committee	0	0	0	0	0	0	0	0	0
Medical Board of California									
Physicians and Surgeons	34	67	21	1	92	59	8	30	22
Opticians, Registered Dispensing	1	1	0	0	0	0	0	0	6
Midwifery Program	0	1	0	0	1	0	0	0	0
Naturopathic Medicine, Bureau of	0	0	0	0	0	0	0	0	0
Occupational Therapy, California Board of	3	0	0	0	4	0	0	0	5
Optometry, State Board of	0	2	1	0	1	0	0	0	1
Osteopathic Medical Board of California	3	1	0	0	3	6	1	0	1

Administrative Outcomes Against Licenses, Registrations, Certificates, and Permits (continued)

NAME	Revocation	Surrender of License	Probation with Suspension	Suspension Only	Probation Only	Public Reprimand	License of Applicants Denied	Other Decisions	Withdrawn/Dismissed
Pharmacy, California State Board of	53	32	9	0	11	1	13	0	28
Physical Therapy Board of California	6	0	2	1	5	13	1	8	2
Physician Assistant Committee	3	4	2	0	6	0	2	3	2
Podiatric Medicine, California Board of	0	0	1	0	8	0	1	0	0
Private Postsecondary and Vocational Education, Bureau for	5	4	0	0	2	0	0	0	0
Psychology, Board of	2	8	1	0	6	2	0	1	8
Registered Nursing, Board of	101	67	6	0	135	9	7	3	26
Respiratory Care Board of California	15	9	3	1	29	6	2	0	4
Security and Investigative Services, Bureau of	697	0	0	6	0	0	3,654	1	108
Speech-Language Pathology and Audiology Board	1	0	0	0	4	0	0	3	0
Structural Pest Control Board	35	7	0	0	3	0	13	0	13
Veterinary Medical Board and Veterinary Technician Committee, Registered	4	3	3	0	14	0	1	1	1
Vocational Nursing and Psychiatric Technicians, Board of									
Vocational Nurses	75	14	4	0	47	0	2	14	2
Psychiatric Technicians	21	2	0	0	19	0	0	1	0
TOTAL	1,953	295	335	436	646	101	3,816	79	340

Petitions for Penalty Relief

NAME ^a	Petitions for Modification/Termination of Probation			Petitions for Reinstatement of Revoked Licenses/Registrations/Certificates		
	Granted	Denied	Total	Granted	Denied	Total
Accountancy, California Board of	0	1	1	1	1	2
Acupuncture Board	0	0	0	0	0	0
Architects Board, California	0	0	0	0	0	0
Automotive Repair, Bureau of	0	0	0	7	29	36
Barbering and Cosmetology, Board of	0	0	0	0	13	13
Behavioral Sciences, Board of	0	0	0	1	1	2
Cemetery and Funeral Bureau	0	0	0	0	0	0
Court Reporters Board of California	0	0	0	0	0	0
Dental Auxiliaries, Committee on	0	0	0	0	0	0
Dental Board of California	5	6	11	1	0	1
Electronic and Appliance Repair, Bureau of	0	0	0	0	0	0
Engineers and Land Surveyors, Board for Professional	3	0	3	0	1	1
Hearing Aid Dispensers Bureau	0	0	0	0	0	0
Home Furnishings and Thermal Insulation, Bureau of	0	0	0	0	0	0
Geologists and Geophysicists, Board for	0	1	1	0	1	1
Medical Board of California						
Physicians and Surgeons	19	12	31	5	3	8
Opticians, Registered Dispensing	0	0	0	0	0	0
Occupational Therapy, California Board of	0	0	0	0	0	0
Optometry, State Board of	2	1	3	0	1	1
Osteopathic Medical Board of California	4	1	5	0	1	1
Pharmacy, California State Board of	2	3	5	5	3	8
Physical Therapy Board of California	5	0	5	2	1	3
Physician Assistant Committee	1	0	1	0	0	0
Podiatric Medicine, California Board of	1	0	1	0	0	0

a) The State Athletic Commission does not participate in this process.

Petitions for Penalty Relief (continued)

NAME	Petitions for Modification/Termination of Probation			Petitions for Reinstatement of Revoked Licenses/ Registrations/Certificates		
	Granted	Denied	Total	Granted	Denied	Total
Psychology, Board of	1	0	1	0	2	2
Registered Nursing, Board of	6	2	8	23	11	34
Respiratory Care Board of California	3	1	4	4	0	4
Security and Investigative Services, Bureau of	0	0	0	0	0	0
Speech-Language Pathology and Audiology Board	0	0	0	0	1	1
Structural Pest Control Board	0	0	0	1	3	4
Veterinary Medical Board and Veterinary Technician Committee, Registered	0	0	0	0	0	0
Vocational Nursing and Psychiatric Technicians, Board of						
Vocational Nurses	4	0	4	7	5	12
Psychiatric Technicians	0	0	0	2	2	4
TOTAL	56	28	84	59	79	138

Inspection Data

NAME	Total Number of Inspections	Notices of Violation Issued	Compliance Verified	Inspection Citations Issued
Athletic Commission, State	0	n/a	0	0
Automotive Repair, Bureau of	31,726	794	4,992	17
Barbering and Cosmetology, Board of	7,907	n/a	12,695	13,322
Court Reporters Board of California	0	0	0	0
Cemetery and Funeral Bureau	1,210	n/a	561	77
Dental Auxiliaries, Committee on	39	0	42	0
Dental Board of California	323	11	213	10
Electronic and Appliance Repair, Bureau of	2,305	971	0	0
Hearing Aid Dispensers Bureau	0	0	0	0
Home Furnishings and Thermal Insulation, Bureau of	3,020	791	0	0
Geologists and Geophysicists, Board for	0	0	0	0
Guide Dogs for the Blind, State Board of	3	0	3	0
Landscape Architects Technical Committee	0	0	0	0
Naturopathic Medicine, Bureau of	n/a	n/a	n/a	n/a
Occupational Therapy, California Board of	0	0	0	0
Pharmacy, California State Board of	2,381	800 ^a	NDA ^b	NDA ^c
Physical Therapy Board of California	0	0	0	0
Podiatric Medicine, California Board of	0	0	0	0
Private Postsecondary and Vocational Education, Bureau for	113	0	93	1
Security and Investigative Services, Bureau of	231	0	141	0
Structural Pest Control Board	319	154	165	144
Telephone Medical Advice Services Bureau	4	0	0	0
Veterinary Medical Board and Veterinary Technician Committee, Registered	213	n/a	166	NDA
TOTAL	49,794	3,521	19,071	13,571

a) The Board does not have the authority to issue "Notice of Violations;" however, Board inspectors found that 800 sites inspected were not in complete compliance with California or Federal laws and regulations. These sites were either formally warned/educated or an investigation opened to pursue formal action.

b) In cases of minor corrections, the Board demands proof of completion within 14 days. No separate tracking is done.

c) Total "Inspection Citations Issued" data are included in the "Citations and Fines" table located on page 117. The Board does not currently have a means to separate a citation that resulted from an inspection from other citations issued.

Timeline for Dispositions of Complaints

NAME	Investigations							AG Cases					Total AG Cases Closed	Total AG Cases Pending
	Up to 90 Days	91 to 180 Days	181 Days to 1 Year	1 to 2 Years	2 to 3 Years	Over 3 Years	Total Investigations Closed	Up to 1 Year	1 to 2 Years	2 to 3 Years	3 to 4 Years	Over 4 Years		
Accountancy, California Board of	28	34	26	14	2	0	104	28	14	5	2	0	49	49
Acupuncture Board	1	0	1	11	3	4	20	2	4	5	2	1	14	12
Architects Board, California	80	14	2	2	1	1	100	0	1	2	0	0	3	4
Athletic Commission, State	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Automotive Repair, Bureau of	1,056	317	131	33	4	0	1,541	36	71	22	3	1	133	170
Barbering and Cosmetology, Board of	261	160	300	748	47	9	1,525	46	70	85	54	14	269	257
Behavioral Sciences, Board of	0	0	5	13	8	0	26	23	18	3	0	2	46	55
Cemetery and Funeral Bureau	151	98	110	45	0	0	404	1	2	0	2	3	8	5
Contractors State License Board	16,683	3,504	2,681	417	1	2	23,288	141	156	31	9	8	345	615
Court Reporters Board of California	6	0	0	0	1	0	7	5	5	2	0	0	12	2
Dental Auxiliaries, Committee on	111	22	26	35	3	3	200	14	15	1	0	1	31	68
Dental Board of California	121	62	122	124	73	28	530	13	16	15	5	7	56	289
Electronic and Appliance Repair, Bureau of	267	80	7	0	0	0	354	1	1	1	0	0	3	4
Engineers and Land Surveyors, Board for Professional	258	47	52	138	55	19	569	NDA ^a	NDA ^a	NDA ^a	NDA ^a	NDA ^a	23	25
Geologists and Geophysicists, Board for	15	2	3	3	2	2	27	1	0	0	0	0	1	1
Guide Dogs for the Blind, State Board of	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearing Aid Dispensers Bureau	0	0	0	1	0	0	1	0	1	0	1	1	3	2
Home Furnishings and Thermal Insulation, Bureau of	91	9	4	1	0	0	105	2	0	0	0	0	2	1
Landscape Architects Technical Committee	2	1	0	0	0	0	3	0	0	0	0	0	0	0
Medical Board of California														
Physicians and Surgeons	188	148	374	373	41	0	1,124	182	122	44	24	19	391	437
Opticians, Registered Dispensing	1	1	0	0	0	0	2	0	2	0	0	0	2	1
Midwifery Program	1	1	0	0	0	0	2	0	1	1	0	0	2	1
Naturopathic Medicine, Bureau of	0	0	0	0	0	0	0	0	0	0	0	0	0	0

a) The Board is not able to track the age of closed cases.

Timeline for Dispositions of Complaints (continued)

NAME	Investigations							AG Cases					Total AG Cases Closed	Total AG Cases Pending
	Up to 90 Days	91 to 180 Days	181 Days to 1 Year	1 to 2 Years	2 to 3 Years	Over 3 Years	Total Investigations Closed	Up to 1 Year	1 to 2 Years	2 to 3 Years	3 to 4 Years	Over 4 Years		
Occupational Therapy, California Board of	240	28	19	15	5	0	307	5	4	0	0	0	9	6
Optometry, State Board of	0	0	0	3	6	1	10	1	2	0	0	0	3	7
Osteopathic Medical Board of California	1	6	5	13	3	0	28	8	9	2	1	1	21	9
Pharmacy, California State Board of ^a	117	386	575	62	2	0	1,142	48	52	9	2	2	113	120
Physical Therapy Board of California	4	11	22	38	16	4	95	39	20	3	2	0	64	65
Physician Assistant Committee	10	6	11	7	1	0	35	14	4	3	3	0	24	19
Podiatric Medicine, California Board of	7	4	3	7	2	0	23	5	5	0	0	0	10	15
Private Postsecondary and Vocational Education, Bureau for	0	1	4	0	0	0	5	1	4	0	0	0	5	4
Psychology, Board of	3	14	9	18	1	0	45	18	8	6	2	1	35	20
Registered Nursing, Board of	10	8	64	168	114	123	487	153	182	51	13	11	410	604
Respiratory Care Board of California	0	0	3	0	1	0	4	44	14	2	0	0	60	56
Security and Investigative Services, Bureau of	1,611	520	483	128	8	4	2,754	3	19	21	4	5	52	135
Speech-Language Pathology and Audiology Board	0	2	1	0	0	0	3	0	7	1	0	0	8	11
Structural Pest Control Board	24	55	63	48	18	2	210	28	32	4	0	0	64	23
Telephone Medical Advice Services Bureau	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Veterinary Medical Board and Veterinary Technician Committee, Registered	0	1	7	12	7	1	28	9	12	2	0	0	23	43
Vocational Nursing and Psychiatric Technicians, Board of														
Vocational Nurses	0	2	8	28	24	19	81	52	76	23	9	19	179	195
Psychiatric Technicians	0	0	0	2	4	1	7	16	16	4	1	6	43	49
TOTAL	21,348	5,544	5,121	2,507	453	223	35,196	939	965	348	139	96	2,516	3,379

a) Case aging increased for Investigation due to staff and inspector vacancies.

Citations and Fines

NAME	Total Number				Total Amount		
	Breakdown of Total Citations Issued				Fines Assessed	Fines Reduced	Fines Collected
	Total Citations Issued	Citations Issued with a Fine	Citations Withdrawn	Citations Dismissed			
Accountancy, California Board of	23	23	3	0	\$31,300	\$6,650	\$16,900
Acupuncture Board	0	0	0	0	\$0	\$0	\$350
Architects Board, California	43	43	0	4	\$39,000	\$4,000	\$22,250
Athletic Commission, State	82	82	0	0	\$78,000	\$2,000	\$15,000
Automotive Repair, Bureau of	1,066	533	6	3	\$388,000	\$8,500	\$371,500
Barbering and Cosmetology, Board of	13,322	13,322	7	0	\$7,809,347	\$943,405	\$3,341,840
Behavioral Sciences, Board of	191	179	16	2	\$90,250	\$4,150	\$53,149
Cemetery and Funeral Bureau	38	24	0	0	\$25,869	\$0	\$9,508
Contractors State License Board	2,442	2,442	107	2	\$3,913,900	\$527,224	\$1,109,615
Court Reporters Board of California	13	12	0	1	\$18,000	\$2,000	\$4,500
Dental Auxiliaries, Committee on	1	1	0	0	\$250	\$0	\$0
Dental Board of California	24	21	3	0	\$23,890	\$0	\$9,140
Electronic and Appliance Repair, Bureau of	143	143	42	0	\$37,425	\$675	\$8,425
Engineers and Land Surveyors, Board for Professional	9	9	n/a ^a	3	\$11,250	n/a ^b	\$5,250
Geologists and Geophysicists, Board for	9	8	0	1	\$17,500	\$500	\$12,300
Hearing Aid Dispensers Bureau	2	1	1	0	\$0	\$0	\$0
Home Furnishings and Thermal Insulation, Bureau of	194	193	53	0	\$123,050	\$4,950	\$79,230
Landscape Architects Technical Committee	3	3	0	1	\$5,000	\$1,500	\$1,500
Medical Board of California							
Physicians and Surgeons	426	210	115	1	\$138,200	\$70,250	\$61,405
Opticians, Registered Dispensing	0	0	0	0	\$0	\$0	\$0
Midwifery Program	2	2	0	0	\$1,000	\$1,000	\$0
Occupational Therapy, California Board of	71	71	1	2	\$8,736	\$615	\$11,036
Optometry, State Board of	4	4	0	0	\$1,750	\$0	\$1,750

a) The Board for Professional Engineers and Land Surveyors can only dismiss citations, not withdraw them.

b) The Board for Professional Engineers and Land Surveyors cannot reduce a fine once a citation is final. The amount of the fine can only be reduced during the appeal process and this information is not tracked.

Citations and Fines (continued)

NAME	Total Number				Total Amount		
	Breakdown of Total Citations Issued				Fines Assessed	Fines Reduced	Fines Collected
	Total Citations Issued	Citations Issued with a Fine	Citations Withdrawn	Citations Dismissed			
Osteopathic Medical Board of California	2	2	1	0	\$1,200	\$0	\$0
Pharmacy, California State Board of	777	603	1	30	\$1,271,550	\$14,375	\$436,712
Physical Therapy Board of California	114	101	14	2	\$32,600	\$0	\$19,500
Physician Assistant Committee	5	5	1	0	\$2,250	\$200	\$2,250
Podiatric Medicine, California Board of	1	1	0	0	\$2,500	\$1,500	\$1,000
Private Postsecondary and Vocational Education, Bureau for	2	2	0	0	\$5,000	\$0	\$5,000
Psychology, Board of	3	3	0	0	\$7,500	\$0	\$3,000
Registered Nursing, Board of	17	17	0	0	\$26,750	\$0	\$7,950
Respiratory Care Board of California	71	70	0	1	\$33,413	\$900	\$31,919
Security and Investigative Services, Bureau of	23	22	1	0	\$52,200	\$5,025	\$40,545
Speech-Language Pathology and Audiology Board	29	25	0	0	\$7,250	\$0	\$6,700
Structural Pest Control Board	144	143	2	0	\$146,109	\$3,000	\$99,501
Veterinary Medical Board and Veterinary Technician Committee, Registered	135	133	6	1	\$61,274	NDA	\$58,917
Vocational Nursing and Psychiatric Technicians, Board of							
Vocational Nurses	194	194	5	0	\$94,295	\$0	\$42,716
Psychiatric Technicians	42	42	0	0	\$23,306	\$0	\$10,851
TOTAL	19,667	18,689	385	54	\$14,528,914	\$1,602,419	\$5,901,209

Cost Recovery

NAME ^a	Cost Recovery to DCA		Consumer Restitution/Refunds/Savings				
	Amount of Cost Recovery Ordered	Total Amount Collected	Amount of Court Ordered Restitution to Consumers	Refunded to Consumers	Rework - No Charge to Consumers	Adjustments in Money Owed/Product Return-Exchange	Total Savings Achieved for Consumers
Accountancy, California Board of	\$333,167	\$272,564	\$0	\$0	n/a	n/a	\$0
Acupuncture Board	\$64,857	\$30,516	n/a	n/a	n/a	n/a	n/a
Architects Board, California	\$8,000	\$750	\$63,876	\$33,100	\$0	\$0	\$96,976
Athletic Commission, State	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Automotive Repair, Bureau of	\$583,203	\$710,784	\$50,211	\$1,961,001	\$889,552	\$771,351	\$4,184,901
Barbering and Cosmetology, Board of	\$394,904	\$255,295	n/a	n/a	n/a	n/a	n/a
Behavioral Sciences, Board of	\$101,778	\$15,245	n/a	n/a	n/a	n/a	n/a
Cemetery and Funeral Bureau	\$8,044	\$19,644	\$3,208	\$47,831	\$250	\$12,919	\$61,002
Contractors State License Board	\$1,292,305	\$217,069	NDA	\$36,908,649	\$7,966,155	n/a	\$44,874,804
Court Reporters Board of California	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Dental Auxiliaries, Committee on	\$36,356	\$3,086	\$0	\$0	\$0	\$0	\$0
Dental Board of California	\$88,860	\$87,290	NDA	\$5,390	NDA	\$0	\$5,390
Electronic and Appliance Repair, Bureau of	\$2,371	\$2,750	\$0	\$180,168	\$34,727	\$144,364	\$359,260
Engineers and Land Surveyors, Board for Professional ^b	\$38,129	\$7,000	\$16,000	n/a	n/a	n/a	\$16,000
Geologists and Geophysicists, Board for	\$110,000	\$13,750	\$0	\$2,400	\$4,000	\$20,697,535	\$20,703,935
Hearing Aid Dispensers Bureau	\$0	\$2,807	\$0	\$53,285	\$2,400	\$0	\$55,685
Home Furnishings and Thermal Insulation, Bureau of	\$0	\$0	\$0	\$80,465	\$45,588	\$53,385	\$179,437
Landscape Architects Technical Committee	\$0	\$600	\$0	\$0	\$0	\$0	\$0
Medical Board of California							
Physicians and Surgeons	\$1,163,562	\$1,237,998	\$58,092	n/a	n/a	n/a	\$58,092
Opticians, Registered Dispensing	\$0	\$0	\$0	n/a	n/a	n/a	\$0
Midwifery Program	\$750	\$750	\$0	\$0	\$0	\$0	\$0
Occupational Therapy, California Board of	\$19,436	\$2,228	\$3,000	\$0	\$0	\$0	\$0
Optometry, State Board of	\$67,318	\$26,560	n/a	\$6,762	\$24	0	\$6,762

a) Not all Boards, Committees, and Commission have the ability to provide consumer restitution.

b) The Board for Professional Engineers and Land Surveyors allows respondents to make payments during the period of probation which can cross fiscal years.

Cost Recovery (continued)

NAME ^a	Cost Recovery to DCA		Consumer Restitution/Refunds/Savings				
	Amount of Cost Recovery Ordered	Total Amount Collected	Amount of Court Ordered Restitution to Consumers	Refunded to Consumers	Rework - No Charge to Consumers	Adjustments in Money Owed/Product Return-Exchange	Total Savings Achieved for Consumers
Osteopathic Medical Board of California	\$23,106	\$21,721	\$0	n/a	n/a	n/a	\$0
Pharmacy, California State Board of	\$376,316	\$130,277	n/a	n/a	n/a	n/a	n/a
Physical Therapy Board of California	\$56,151	\$46,927	n/a	n/a	n/a	n/a	n/a
Physician Assistant Committee	\$31,073	\$35,288	\$0	\$0	\$0	\$0	\$0
Podiatric Medicine, California Board of	\$81,453	\$53,457	\$0	\$0	\$0	\$0	\$0
Private Postsecondary and Vocational Education, Bureau for	\$39,601	\$19,601	\$0	\$242,700	\$0	\$0	\$262,301
Psychology, Board of	\$161,771	\$48,438	\$0	\$0	\$0	\$0	\$0
Registered Nursing, Board of	\$619,543	\$316,903	n/a	n/a	n/a	n/a	n/a
Respiratory Care Board of California	\$174,142	\$230,133	n/a	n/a	n/a	n/a	n/a
Security and Investigative Services, Bureau of	\$57,415	\$24,120	\$6,816	\$12,946	\$4,432	\$33,120	\$50,499
Speech-Language Pathology and Audiology Board	\$8,546	\$7,247	n/a	\$0	\$0	\$0	\$0
Structural Pest Control Board	\$28,759	\$24,951	\$0	\$117,164	\$191,654	\$0	\$308,818
Veterinary Medical Board and Veterinary Technician Committee, Registered	\$90,752	\$73,026	\$1,000	n/a	n/a	n/a	\$1,000
Vocational Nursing and Psychiatric Technicians, Board of							
Vocational Nurses	\$259,929	\$103,735	n/a	n/a	n/a	n/a	n/a
Psychiatric Technicians	\$53,665	\$23,583	n/a	n/a	n/a	n/a	n/a
TOTAL	\$6,375,262	\$4,066,093	\$202,203	\$39,651,861	\$9,138,782	\$21,712,674	\$71,224,862

a) Not all Boards, Committees, and Commission have the ability to provide consumer restitution.

Consumer Information Center (CIC)

Consumer Information Center (CIC) Program Summary for Fiscal Year 2006-07				
PROGRAM	Program Action ^a	Calls Not Coded ^b	Language Line Services ^c	Total Program Actions
Acupuncture Board	292	30	0	322
Arbitration Certification Program	1,266	129	2	1,397
Automotive Repair, Bureau of	67,304	6,859	80	74,243
Automotive Repair, Bureau of (Smog Check Program)	251,784	25,659	299	277,741
Barbering and Cosmetology, Board of	232,680	23,712	276	256,668
Cemetery and Funeral Bureau	1,546	158	2	1,705
Electronic and Appliance Repair, Bureau of	2,607	266	3	2,876
Hearing Aid Dispensers Bureau	449	46	1	495
Home Furnishings and Thermal Insulation, Bureau of	1,029	105	1	1,135
Privacy Protection, California Office of	674	69	1	743
Respiratory Care Board of California	58	6	0	64
Security and Investigative Services, Bureau of	105,273	10,728	125	116,126
General/Non-Board, Non Bureau	160,003	16,305	190	176,498
TOTAL CENTER ACTIONS	824,965	84,070	979	910,014

- a) The SBC Phone System allows the CIC phone agents to code an infinite number of inquiries per call.
b) These calls were not coded by the CIC agents. The codes were distributed proportionately among the clients based on their total program action counts.
c) The Language Line Services calls were distributed proportionately among the clients, based on their total program action counts.

Statistical Profile			
Automated Services ^d	Calls to CIC Phone Agents	General Information ^e	Total Calls to CIC Phone System
93,167	449,590	458,468	1,001,225

- d) Telephone Automated Services included:
> Fax Back Library System: consumers request that CIC fax selected publication(s).
> Test-Only Zip Code Locator: consumers enter a zip code to receive three randomly selected smog check locations in their area.
> Gold Shield Zip Code Locator: consumers enter a zip code to receive three randomly selected Gold Shield Station address in their area.
> Office Hours and News: Department office hours and addresses are provided to the consumer.
> How To File Complaints: a referral service to the Department's Web page and an explanation to the consumer on how to file a complaint on-line.
e) The CIC and Bureau of Security and Investigative Services (BSIS) shared telephone line. All calls pertain to BSIS.

Bureau of Automotive Repair - Consumer Assistance Program

PROGRAM OPTION As of June 30, 2007	Program Participation					
	Applications Received	Applications Approved	Applications Denied	Applications Pending	Total Number of Gross Polluters	Total Vehicles Repaired/Retired
Repair Assistance	53,137	43,744	9,727	9,431 ^a	1,488	32,993
Vehicle Retirement	29,890	20,181	11,056	1,161	1,491	16,906

a) This figure is any application that is pending a determination or in a deficient status waiting for additional information from the applicant.

PROGRAM OPTION As of June 30, 2007	Cost					
	Total Stations/ Dismantlers Participating	Average State Repair/ Retirement Cost ^b	Average Consumer Repair Cost	Total Average Repair Cost	Total Program Disbursements	Total Program Administrative Costs ^c
Repair Assistance	492	\$342	\$98	\$340	\$11,682,351	\$8,378,196
Vehicle Retirement	26	\$1,027	n/a	n/a	\$17,959,623	

b) Consumers participating in the Repair Assistance option may receive up to \$500 toward the repair of their vehicle. Consumers participating in the Vehicle Retirement option receive \$1,000 when they sell their vehicle to the state. In addition, BAR pays contracted dismantlers an average \$59 administrative fee.

c) BAR does not distinguish between administrative costs incurred by either program option. The administrative costs identified here are for both options.

PROGRAM OPTION As of June 30, 2007	Total Estimated Emissions Reduction (In Tons)			
	Carbon	Hydrocarbon	Noxide	Total Estimated Emissions Reduction
Repair Assistance	2,881.4	209.2	143.6	3,234.2
Vehicle Retirement	5,146.0	652.7	142.5	5,941.2

Family Support

NAME	TOTAL FOR FISCAL YEAR 2006-07 (if applies)		
	150-day Temporary License/ Notice of Intent to Suspend	Denials/ Suspensions	Notice of SLMS Receipt of Release
Accountancy, California Board of	14	1	14
Acupuncture Board	5	2	2
Architects Board, California	7	9	6
Athletic Commission, State	0	0	13
Automotive Repair, Bureau of	270	168	275
Barbering and Cosmetology, Board of	553	389	680
Behavioral Sciences, Board of	12	3	10
Cemetery and Funeral Bureau	22	9	25
Contractors State License Board	1,715	1,008	1,838
Court Reporters Board of California	0	0	0
Dental Auxiliaries, Committee on	25	12	21
Dental Board of California	14	6	14
Electronic and Appliance Repair, Bureau of	18	18	16
Engineers and Land Surveyors, Board of Professional	20	12	22
Geologists and Geophysicists, State Board of Registration for	2	2	4
Guide Dogs for the Blind, State Board of	0	0	0
Hearing Aid Dispensers Bureau	9	6	7
Home Furnishings and Thermal Insulation, Bureau of	6	4	11
Landscape Architects Technical Committee	1	2	0
Medical Board of California	42	10	51
Naturopathic Medicine, Bureau of	0	0	0
Opticians, Registered Dispensing	2	0	1
Occupational Therapy, California Board of	1	0	2
Optometry, Board of	0	0	0
Osteopathic Medical Board of California	1	0	0

Family Support (continued)

NAME	TOTAL FOR FISCAL YEAR 2006-07 (if applies)		
	150-day Temporary License/ Notice of Intent to Suspend	Denials/ Suspensions	Notice of SLMS Receipt of Release
Pharmacy, California State Board of	82	49	73
Physical Therapy Board of California	2	0	4
Physician Assistant Committee	10	2	10
Podiatric Medicine, California Board of	1	0	2
Private Postsecondary and Vocational Education, Bureau of	10	5	7
Psychology, Board of	2	0	3
Registered Nursing, Board of	101	35	88
Respiratory Care Board of California	40	16	33
Security and Investigative Services, Bureau of	3,116	1,993	3,392
Speech-Language Pathology and Audiology Board	2	1	1
Structural Pest Control Board	295	151	331
Telephone Medical Advice Services Bureau	0	0	0
Veterinary Medical Board	3	1	2
Veterinary Technician Committee, Registered	2	0	1
Vocational Nursing and Psychiatric Technicians, Board of	151	67	157
TOTAL	6,556	3,981	7,116

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