

CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS

2008 — 2009

ANNUAL REPORT



STATE OF CALIFORNIA  
**dca**  
DEPARTMENT OF CONSUMER AFFAIRS



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## MESSAGE FROM THE DIRECTOR

I am pleased to present the Department of Consumer Affairs' (DCA) Annual Report for Fiscal Year 2008–09.

DCA has worked hard during the last year to improve the way we protect the health, safety, and economic well-being of California consumers while still ensuring a fair and competitive marketplace.

DCA consists of more than 40 boards, bureaus, committees, commissions, and other programs that set minimum standards of competence, education, and skills for an array of professions and vocations. These entities regulate diverse industries including, but not limited to, nursing, cosmetology, contracting, automotive repair, engineering, and psychology. In fact, we manage more than 2.5 million licenses, certificates, and approvals in more than 100 business and 200 professional categories.

Our top priority has been to improve our enforcement efforts. During Fiscal Year 2008–09, we took the first steps toward creating a new enforcement model that will improve efficiency and result in greater accountability while continuing to put consumers first. We began by requiring fingerprints from licensees who were licensed before fingerprinting requirements went into effect and placing the disciplinary documents for all of our licensees online. We also began looking for opportunities to streamline prosecution of licensees whose conduct warranted action against their license. We are exploring new applicant and case-tracking capabilities, and we will be doing even more work to improve our enforcement efforts over the coming year.

We launched our Take Charge, California! campaign, aimed at empowering consumers to help them make better, more informed choices in the marketplace. Take Charge, California! urges consumers to “Be Smart, Be Safe, and Be Heard” and provides numerous resources to help them do just that. Coming as it did during the global economic downturn, this campaign



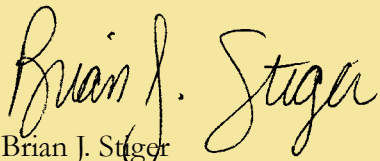
CONTINUED ON NEXT PAGE >>>

resonated with consumers, so much so, that we added an element regarding free or low-cost services consumers can take advantage of, including a Take Charge of Your Credit Card element to help consumers understand how to better manage their debt. DCA held a live phone bank and webchat that was webcast on June 24, 2009. Credit counselors from a nonprofit organization were on hand to answer questions by phone and online. We received nearly 500 calls from consumers, which were responded to by credit counselors either during the live phone bank or following the closure of the phone bank, that evening and the following day.

DCA's Bureau of Automotive Repair (BAR) continued its DriveHealthy.com campaign, raising consumers' awareness of the small things they can do to get better mileage, use less gas, and generate less vehicle pollution. DriveHealthy.com also continued to inform consumers about BAR's Consumer Assistance Program, which includes a Vehicle Retirement Program and a Repair Assistance Program. In 2008–09, 22,331 vehicles were retired and their owners received checks for \$1,000. In addition, 48,574 vehicles were repaired with State assistance so that they passed their Smog Check inspections. The Repair Assistance Program allows qualified motorists to receive up to \$500 in State assistance for emissions-related repairs.

DCA responded to more than 1 million consumer inquiries through our Consumer Information Center, which features in-house Spanish language assistance, and a translation service that provides assistance in more than 170 languages. We also responded to 21,000 written and e-mail inquiries.

These are just a few of our accomplishments. As you read through the following pages, I hope you will get a sense of just how hard we at DCA work to protect and serve consumers.



Brian J. Stiger  
Director, California Department of Consumer Affairs



# BOARD AND BUREAU STATISTICAL INFORMATION

**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.

You will notice that the statistical content of this report differs from prior years. In an effort to streamline it, we have focused on reporting data pertaining to the Department's core business functions of enforcement, licensing/applications, and public services and communication.

Reporting practices among boards and bureaus are not exactly the same because of different legislative mandates for each regulatory program. Because of 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."

Other 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 sub-categories.

If you wish to review data reported in previous years that does not appear in this year's report, please contact the pertinent board, bureau, or commission to request it.

Following each narrative section is a Statistical Report for FY 2008–09. The definitions and criteria for data reported in the Enforcement section are explained below.

## ENFORCEMENT

### Complaints

A complaint is defined as, "an allegation or inquiry from any source indicating a probable violation of any law, rule, or order of any regulatory agency, including violations of the Business & Professions Code relating to businesses and professions licensed by any agency of the Department of Consumer Affairs."

### Number of Days to Close Complaints

These timelines apply to complaints that did not turn into investigations and were closed. Count begins on the day that the complaint was turned into an investigation.

### Inspections

The total number of all enforcement inspections. This includes initial, routine, complaint directed, and follow-up inspections. This does not include licensing inspections conducted as part of a licensing process prior to issuance of a license.

### Formal Investigations

A formal investigation is defined as, "a complaint that is referred to the Division of Investigation or a bureau, board, or program investigator to determine if violations of law have occurred." Includes all complaints referred to sworn investigators for formal investigation that were opened, closed, or pending.

### Number of Days to Close Investigations

These timelines apply to complaints that turned into investigations and were closed. Count begins on the day that the complaint was turned into an investigation.

### Number of Years the Office of the Attorney General Took to Close a Case

These timelines apply to complaints that turned into investigations performed by the Office of the Attorney General and were closed. Count begins on the day that the complaint was turned into an investigation.

### Convictions

Complaints based on misdemeanor or felony charges of conviction reported to the bureaus, boards, or programs, regardless of the nature of the crime (e.g., a criminal conviction for embezzlement is categorized under this category, not fraud).



## CALIFORNIA BOARD OF ACCOUNTANCY

[www.dca.ca.gov/cba](http://www.dca.ca.gov/cba)

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

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Established an Ethics, Education, and Licensing Frequency Task Force to assess the adequacy of current continuing education and license renewal requirements, with respect to ethics course work and exposure. This resulted in submission of a regulation package which places ethics education at the forefront of licensees' continuing professional development, while also requiring minimum yearly continuing education requirements and continued exposure to the laws and regulations governing the practice of accountancy in California.
- Reorganized the Enforcement Program to facilitate the investigation of complaints. Created a "non-technical" unit to address complaints and internal referrals that do not require investigation by Investigative Certified Public Accountants, allowing the Board to more quickly address technical investigations.
- Implemented a Customer Service Survey to generate an assessment of how well the Board is serving its stakeholders, as well as obtain feedback regarding functional areas in which customer service might be improved. The Customer Service Survey is indicating a 90 percent overall satisfaction rate among Board stakeholders.
- Eliminated the initial licensing and license renewal backlogs and maintained a processing time frame of less than 30 days.
- Submitted the Board's *2008 Peer Review Report* to the Legislature, which created the pathway for introduction of legislation to implement a mandatory peer review program in California. Peer Review is designed to increase consumer protection through enhancing the technical skills of licensees, and ensuring currency of knowledge.

TESTIMONIALS >>>

*You surpassed my expectations! Your ultra timely response caught me by surprise. I want to thank you again for your exceptional service! Your efforts are greatly appreciated!*

MARK FENTON, CPA

*As an owner of a CPE provider business, I very much appreciate working with such professional people. It makes running my CPE business a little easier!*

JANICE RUBEN, CEO

FINANCIAL EDUCATION RESOURCES





## ENFORCEMENT

### Complaints

2008/2009	
875	RECEIVED Total received complaints from the following sources: public, government/law enforcement, licensed professional groups, internal, other, or anonymous.
877	CLOSED Total number of complaints closed without going to formal investigation.
200	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
685	UP TO 90 DAYS
77	91 TO 180 DAYS
67	181 DAYS TO 1 YEAR
38	1 TO 2 YEARS
10	2 TO 3 YEARS
0	OVER 3 YEARS

### Inspections

2008/2009	
N/A	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
73	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
90	CLOSED Total number of all investigations closed.
48	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
12	UP TO 90 DAYS
22	91 TO 180 DAYS
21	181 DAYS TO 1 YEAR
25	1 TO 2 YEARS
10	2 TO 3 YEARS
0	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.





## Office of the Attorney General

2008/2009	
<b>41</b>	<b>REFERRED TO</b> Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
<b>31</b>	<b>RESOLVED</b>
<b>35</b>	<b>PENDING</b>

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
<b>17</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE</b>
<b>11</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE</b>
<b>3</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE</b>
<b>0</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE</b>
<b>0</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE</b>

## Convictions

2008/2009	
<b>10</b>	<b>RECEIVED</b>
<b>9</b>	<b>CLOSED</b>
<b>3</b>	<b>PENDING</b>

## Enforcement Actions

2008/2009	
<b>0</b>	<b>STATEMENTS OF ISSUES</b> Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>29</b>	<b>ACCUSATIONS</b> Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>17</b>	<b>CITATIONS ISSUED</b> Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
<b>10</b>	<b>REVOICATIONS</b> Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
<b>2</b>	<b>SURRENDER OF LICENSE</b> Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
<b>0</b>	<b>SUSPENSION ONLY</b> Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only, (probation is not included as part of the penalty).
<b>9</b>	<b>PROBATION ONLY</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
<b>10</b>	<b>PROBATION WITH SUSPENSION</b> Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
<b>N/A</b>	<b>NUMBER OF PC23s ISSUED</b>
<b>0</b>	<b>NUMBER OF ISOs ISSUED</b>
<b>30</b>	<b>NUMBER OF FINAL DECISIONS</b>
<b>73</b>	<b>NUMBER OF PROBATIONERS</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## LICENSING/APPLICATIONS

### Applications Received

2008/2009	
<b>3,404</b>	CPA-INDIVIDUAL
<b>265</b>	CPA-CORPORATION
<b>94</b>	CPA-PARTNERSHIP
<b>130</b>	CPA-FICTITIOUS NAME PERMIT

### Licenses Issued

2008/2009	
<b>3,418</b>	CPA-INDIVIDUAL
<b>214</b>	CPA-CORPORATION
<b>88</b>	CPA-PARTNERSHIP
<b>117</b>	CPA-FICTITIOUS NAME PERMIT
<b>3,837</b>	TOTAL LICENSES ISSUED
<b>82,001</b>	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
<b>34,007</b>	CPA-INDIVIDUAL
<b>1,380</b>	CPA-CORPORATION
<b>562</b>	CPA-PARTNERSHIP
<b>71</b>	CPA-FICTITIOUS NAME PERMIT
<b>50</b>	PA
<b>36,070</b>	TOTAL RENEWED LICENSES

### Practice Privilege

2008/2009	
<b>2,614</b>	PERMITS GRANTED
<b>41</b>	DISQUALIFYING CONDITIONS REPORTED
<b>42</b>	ADMINISTRATIVE SUSPENSION ORDERS

### Continuing Education Worksheet Reviews

2008/2009	
<b>30,849</b>	CPA/PA WORKSHEETS REVIEWED
<b>2,118</b>	DEFICIENCIES IDENTIFIED
<b>2,037</b>	COMPLIANCE LETTERS SENT (INCLUDING INACTIVE RESPONSE)
<b>35</b>	ENFORCEMENT REFERRALS
<b>46</b>	OUTSTANDING DEFICIENCIES (INCLUDING ABANDONMENT)

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## PUBLIC SERVICES & COMMUNICATION

### Customer Service Survey Results

2008/2009	
<b>91%</b>	Courtesy and professionalism: Are you satisfied with the treatment you received while interacting with Board staff?
<b>89%</b>	Responsiveness: Are you satisfied with the timeliness of communication from Board staff?
<b>93%</b>	Accuracy: Are you satisfied that the information on the Board's Web site is well-organized, thorough, and easy to understand?
<b>89%</b>	Knowledge: Are you satisfied with staff's ability to answer your questions when contacting the Board by telephone?
<b>90%</b>	Overall: Overall, are you satisfied that the service you received from Board staff met your expectations?

\*The Board began collecting Customer Satisfaction Survey results 7/1/2008.

Results=Percentage of customers who responded positively.

### Outreach/Education

2008/2009	
<b>4</b>	EVENTS/PRESENTATIONS CBA NOTE: FTB PRES., ASM. TESTIMONY, STATE FAIR, PACT
<b>10</b>	OTHER OUTREACH, CBA NOTE: E-NEWS, BOE LINK, PRESS RELEASES, REG NOTICES, ETC.

### Publication(s)

CONSUMER ASSISTANCE BOOKLET (PRINT AND ONLINE)
SELECTING A CPA ON THE INTERNET (ONLINE)
MEDIATION GUIDELINES (PRINT AND ONLINE)
DISCIPLINARY GUIDELINES MANUAL, 6TH EDITION (PRINT AND ONLINE)
PC&E COURSE PROVIDERS (PRINT AND ONLINE)
AGREED-UPON PROCEDURES ENGAGEMENT REPORTS (PRINT AND ONLINE)
CPA LICENSEE HANDBOOK (PRINT AND ONLINE)
CALIFORNIA PRACTICE PRIVILEGE HANDBOOK (PRINT AND ONLINE)
CPA LICENSING APPLICANT HANDBOOK (PRINT AND ONLINE)
FIRST-TIME EXAM APPLICANT (PRINT AND ONLINE)
REPEAT EXAM APPLICANT HANDBOOK (PRINT AND ONLINE)
UPDATE (PRINT AND ONLINE)
PEER REVIEW REPORT, OCTOBER 1, 2008 (PRINT AND ONLINE)
PEER REVIEW REPORT, AUGUST 24, 2005 (PRINT AND ONLINE)
CALIFORNIA BOARD OF ACCOUNTANCY BROCHURE (PRINT)



## ACUPUNCTURE BOARD

[www.acupuncture.ca.gov](http://www.acupuncture.ca.gov)

The Acupuncture Board (Board) regulates the practice of acupuncture and Asian medicine in California. 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 2008-09:

- Updated the English version of *A Consumer's Guide to Acupuncture and Asian Medicine* and translated the publication into Chinese and Korean. All versions are printed and available for distribution.
- Completed and adopted a new occupational analysis of the acupuncture profession. The results of the occupational analysis are being used to update and improve the acupuncture licensing examination.

### MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

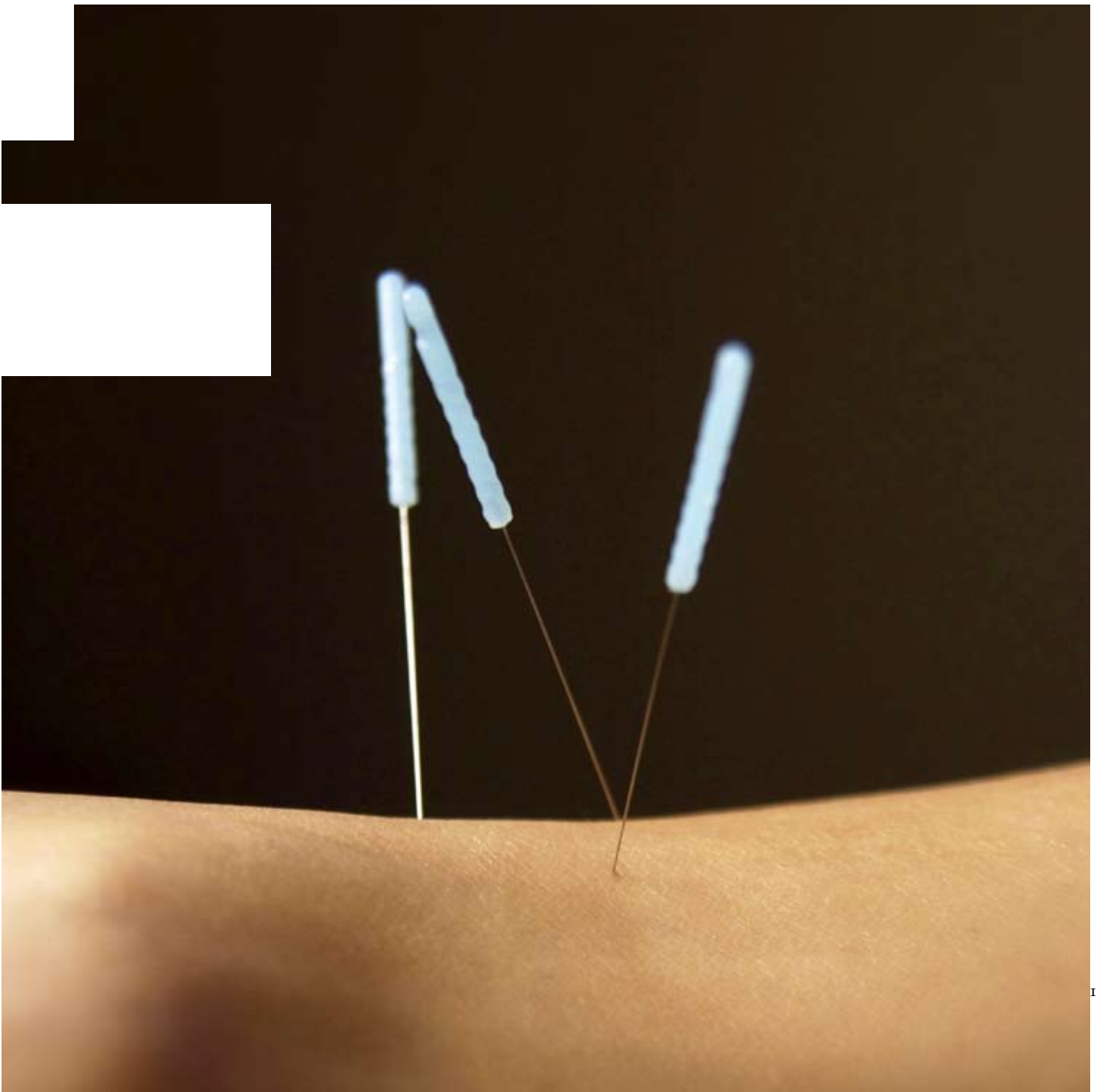
- Sponsored legislation to eliminate the tutorial program as a way to qualify for the California Acupuncture Licensing Examination.
- Senate Bill 821 (McLeod, Chapter 307, Statutes of 2009) changes the quorum requirement from five to four for the Board to conduct business.
- Sponsored legislation to allow out-of-state students to attempt to qualify for the California Acupuncture Licensing Examination.
- Proposed regulations to update the Board's Disciplinary Guidelines. The Board approved the regulatory language, and a regulation package is being submitted to the Office of Administrative Law.

*I want to commend your office in general because there were a couple of people who answered the phone on various occasions and they were consistently kind, helpful and courteous.*

LORI DEUTSCH, M.S., L.AC.,  
LICENSED ACUPUNCTURIST

*I just wanted to let you know that the complaint process really worked for me. The acupuncturist has contacted me after receiving the letter from the Board.*

RENE FLEMING, CONSUMER



## ENFORCEMENT

### Complaints

2008/2009	
<b>159</b>	<b>RECEIVED</b> Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
<b>160</b>	<b>CLOSED</b> Total number of complaints closed without going to formal investigation.
<b>43</b>	<b>PENDING</b> Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>131</b>	UP TO 90 DAYS
<b>12</b>	91 TO 180 DAYS
<b>8</b>	181 DAYS TO 1 YEAR
<b>3</b>	1 TO 2 YEARS
<b>4</b>	2 TO 3 YEARS
<b>2</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>N/A</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
<b>46</b>	<b>OPENED</b> Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>44</b>	<b>CLOSED</b> Total number of all investigations closed.
<b>48</b>	<b>PENDING</b> Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>6</b>	UP TO 90 DAYS
<b>10</b>	91 TO 180 DAYS
<b>8</b>	181 DAYS TO 1 YEAR
<b>8</b>	1 TO 2 YEARS
<b>7</b>	2 TO 3 YEARS
<b>5</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
15	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
14	RESOLVED
20	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
8	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
5	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
1	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
38	RECEIVED
28	CLOSED
10	PENDING
2	INVESTIGATIONS SUBMITTED TO THE DA'S OFFICE

## Enforcement Actions

2008/2009	
0	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
13	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
23	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
2	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
1	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only, (probation is not included as part of the penalty).
3	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
0	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
2	NUMBER OF PC23s ISSUED
0	NUMBER OF ISOs ISSUED
7	NUMBER OF FINAL DECISIONS
17	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
619	ACUPUNCTURE LICENSE

### Licenses Issued

2008/2009	
611	ACUPUNCTURE LICENSE
611	TOTAL LICENSES ISSUED
10,271	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
4,490	ACUPUNCTURE LICENSE
4,490	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Outreach/Education

2008/2009	
2	STATE FAIR, COUNTY FAIRS, SPEAKING ENGAGEMENT AT A CLASS AT CSUS AND PACT SUMMIT

### Publication(s)

A CONSUMER'S GUIDE TO ACUPUNCTURE AND ASIAN MEDICINE (PRINT AND ONLINE) (CHINESE)
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## ARBITRATION CERTIFICATION PROGRAM

[www.dca.ca.gov/acp](http://www.dca.ca.gov/acp) [www.lemonlaw.ca.gov](http://www.lemonlaw.ca.gov)

The Arbitration Certification Program (ACP) was established in 1987 to certify and monitor arbitration programs offered by participating new-vehicle manufacturers in California. The ACP works closely with 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 with serious warranty defects that cannot be repaired by the manufacturer or dealer.

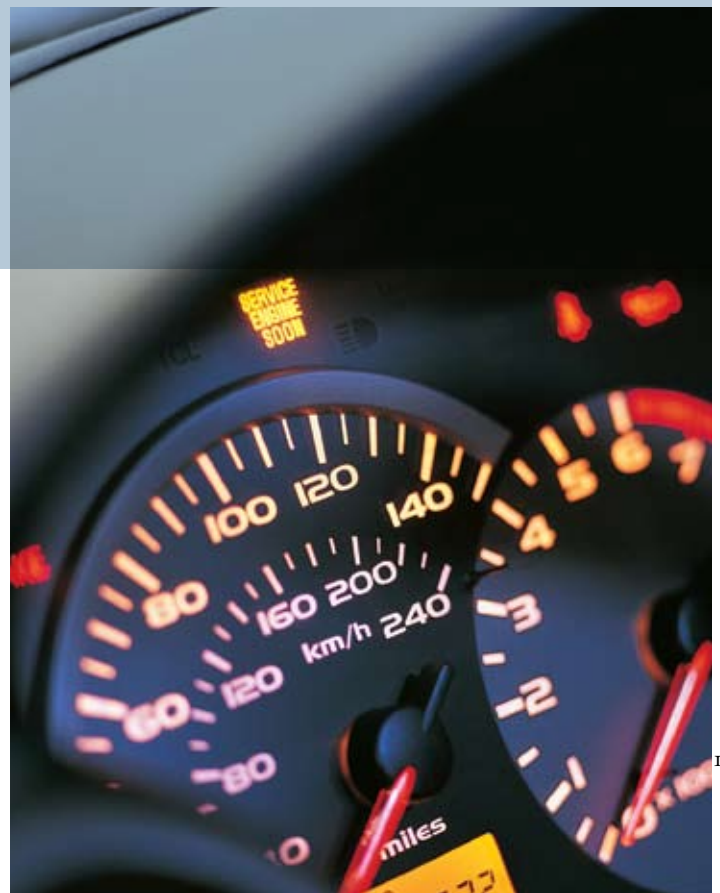
### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Enhanced the ACP Web site to make it possible for consumers to request information and training online. Acquired a new, more descriptive Web site address, [www.lemonlaw.ca.gov](http://www.lemonlaw.ca.gov), to help ensure optimum site positioning and greater visibility within commonly used Internet search engines.
- Facilitated the return of approximately \$19 million to consumers in the form of refunds, replacement vehicles, extended service contracts, and repairs awarded by State-certified arbitration programs.
- Certified two manufacturers and a new program, including Mazda North America and the BBB Auto Line, Porsche Cars North America, Inc., and Demars & Associates (CAP-Motors).

#### TESTIMONIAL >>>

*Thank you for your assistance and cooperation in enabling us to attain certification for CAP-Motors prior to our June 1, 2009, program launch date despite challenges that arose. We are pleased Porsche consumers will continue to have the benefit of a State-certified arbitration program.*

AMY H. KOLTZ, J.D.  
PROCESS & COMPLIANCE MANAGER  
DEMARS & ASSOCIATES, LTD.



## ENFORCEMENT

### Complaints

2008/2009	
19	RECEIVED Total received complaints from the following sources: public, government/law enforcement, licensed professional groups, internal, other, or anonymous.
19	CLOSED Total number of complaints closed without going to formal investigation.
0	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
19	UP TO 90 DAYS
0	91 TO 180 DAYS
0	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS

### Inspections

2008/2009	
1	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
N/A	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
N/A	CLOSED Total number of all investigations closed.
N/A	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
N/A	UP TO 90 DAYS
N/A	91 TO 180 DAYS
N/A	181 DAYS TO 1 YEAR
N/A	1 TO 2 YEARS
N/A	2 TO 3 YEARS
N/A	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
<b>N/A</b>	<b>REFERRED TO</b> Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
<b>N/A</b>	<b>RESOLVED</b>
<b>N/A</b>	<b>PENDING</b>

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
<b>N/A</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE</b>
<b>N/A</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE</b>
<b>N/A</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE</b>
<b>N/A</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE</b>
<b>N/A</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE</b>

## Convictions

2008/2009	
<b>N/A</b>	<b>RECEIVED</b>
<b>N/A</b>	<b>CLOSED</b>
<b>N/A</b>	<b>PENDING</b>

## Enforcement Actions

2008/2009	
<b>N/A</b>	<b>STATEMENTS OF ISSUES</b> Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>N/A</b>	<b>ACCUSATIONS</b> Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>N/A</b>	<b>CITATIONS ISSUED</b> Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
<b>N/A</b>	<b>REVOICATIONS</b> Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
<b>N/A</b>	<b>SURRENDER OF LICENSE</b> Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
<b>N/A</b>	<b>SUSPENSION ONLY</b> Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
<b>N/A</b>	<b>PROBATION ONLY</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
<b>N/A</b>	<b>PROBATION WITH SUSPENSION</b> Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
<b>N/A</b>	<b>NUMBER OF PC23s ISSUED</b>
<b>N/A</b>	<b>NUMBER OF ISOs ISSUED</b>
<b>N/A</b>	<b>NUMBER OF FINAL DECISIONS</b>
<b>N/A</b>	<b>NUMBER OF PROBATIONERS</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## LICENSING/APPLICATIONS

### Applications Received

2008/2009	
2	APPLICATIONS FOR CERTIFICATION RECEIVED

### Renewed Licenses

2008/2009	
0	TOTAL RENEWED LICENSES

### Licenses Issued

2008/2009	
2	CERTIFICATIONS GRANTED
2	TOTAL CERTIFICATIONS ISSUED
22	TOTAL CERTIFICATIONS ISSUED



## PUBLIC SERVICES & COMMUNICATION

### Customer Service Survey Results

2008/2009	
<b>70%</b>	PERCENTAGE OF CONSUMERS WHO RATED ARBITRATION PROCESS AS FAST
<b>52%</b>	PERCENTAGE OF CONSUMERS WHO RATED INTERACTIONS WITH ADMINISTRATIVE SERVICE AS EXCELLENT
<b>55%</b>	PERCENTAGE OF CONSUMERS WHO RATED INTERACTIONS WITH ARBITRATOR AS EXCELLENT
<b>46%</b>	PERCENTAGE OF CONSUMERS WHO RECEIVED AN AWARD VIA ARBITRATION

### Outreach/Education

2008/2009	
<b>17</b>	OUTREACH EVENTS ATTENDED

### Publication(s)

LEMON-AID FOR CONSUMERS (SPANISH AND CHINESE) (PRINT AND ONLINE)
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## CALIFORNIA ARCHITECTS BOARD

[www.cab.ca.gov](http://www.cab.ca.gov)

The California Architects Board (Board) licenses and regulates more than 22,000 architects who are responsible for designing billions of dollars worth of structures in the State of California. The Board's regulation of the profession of architecture protects consumers of architectural services as well as the people who inhabit or use the structures that architects design.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Launched and promoted the nation's first architect careers Web site produced by an architect licensing board. The site contains information about the history of the profession, education requirements, internships, and examinations.
- Conducted an occupational analysis and developed a new test plan to ensure the continuity of the California Supplemental Examination (CSE) tests for the latest in practice issues. The Board also completed the CSE development which led to the creation of three new forms of the CSE. It began administering the new forms in January 2009.

### MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Revised California Code of Regulations (CCR) section 134 to achieve a more equitable application of the existing statutory title protections in the Architects Practice Act, while reinforcing controls over misrepresentation and unlicensed practice. The updated standards help consumers identify the architect of a firm to ensure that they are receiving professional design services.
- Repealed CCR section 135 because it did not accomplish its originally intended purpose, and created an opportunity for unlicensed persons to illegally offer and provide architectural services to California consumers.



TESTIMONIALS >>>

*The Board's Building Official Contact Program is an effective enforcement tool. It enhances the Board's partnership with over 400 local jurisdictions working to protect the public from the unsafe practice of architecture.*

THE AMERICAN INSTITUTE OF ARCHITECTS, CALIFORNIA COUNCIL



## ENFORCEMENT

### Complaints

2008/2009	
<b>282</b>	RECEIVED Total received complaints from the following sources: public, government/law enforcement, licensed professional groups, internal, other, or anonymous.
<b>324</b>	CLOSED Total number of complaints closed without going to formal investigation.
<b>243</b>	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints\*

2008/2009	
<b>0</b>	UP TO 90 DAYS
<b>0</b>	91 TO 180 DAYS
<b>0</b>	181 DAYS TO 1 YEAR
<b>0</b>	1 TO 2 YEARS
<b>0</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

\*All complaints are investigated. See “Number of Days to Close Investigations” chart.

### Inspections

2008/2009	
<b>N/A</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations\*

2008/2009	
<b>282</b>	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>324</b>	CLOSED Total number of all investigations closed.
<b>243</b>	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

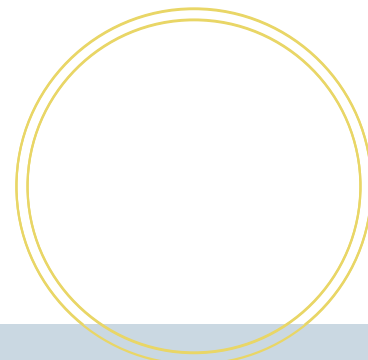
\*All complaints are investigated either by DOI, non-sworn investigators (architect consultants) or internal (staff).

### Number of Days to Close Investigations\*

2008/2009	
<b>129</b>	UP TO 90 DAYS
<b>53</b>	91 TO 180 DAYS
<b>34</b>	181 DAYS TO 1 YEAR
<b>71</b>	1 TO 2 YEARS
<b>26</b>	2 TO 3 YEARS
<b>11</b>	OVER 3 YEARS

\*All complaints are investigated either by DOI, non-sworn investigators (architect consultants), or internal (staff).

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
5	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
1	RESOLVED
5	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
1	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
2	RECEIVED
3	CLOSED
1	PENDING

## Enforcement Actions

2008/2009	
0	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
1	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
35	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
0	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
0	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
1	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
0	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
0	NUMBER OF PC23s ISSUED
0	NUMBER OF ISOs ISSUED
1	NUMBER OF FINAL DECISIONS
1	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
422	APPLICATION FOR LICENSURE

### Licenses Issued

2008/2009	
427	LICENSED ARCHITECT
427	TOTAL LICENSES ISSUED
21,783	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
8,313	LICENSED ARCHITECT
8,313	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Customer Service Survey Results

2008/2009	
*	*NOTE: FY 2008-09 DATA N/A FOR THE YEAR, AS MINIMAL SURVEY RESULTS WERE RECEIVED.

### Outreach/Education

2008/2009	
3	CONSUMER
5	EDUCATION FOR UNLICENSED
6	LICENSEES

### Publication(s)

ARCHITECTS PRACTICE ACT (ONLINE)
CONSUMER'S GUIDE TO HIRING AN ARCHITECT (PRINT AND ONLINE)
CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE) OCCUPATIONAL ANALYSIS STUDY 2007 (Summary) (PRINT AND ONLINE)
CANDIDATE'S HANDBOOK (PRINT AND ONLINE)
CANDIDATE STUDY GUIDE (CSE) (PRINT AND ONLINE)
COMPREHENSIVE INTERN DEVELOPMENT PROGRAM (CIDP) HANDBOOK (PRINT AND ONLINE)
TABLE OF EQUIVALENTS (PRINT AND ONLINE)
DISCIPLINARY GUIDELINES (PRINT AND ONLINE)
CALIFORNIA MECHANIC'S LIENS LAW (PRINT)
CALIFORNIA ARCHITECTS NEWLETTER, WINTER-SPRING 2009 (PRINT AND ONLINE)

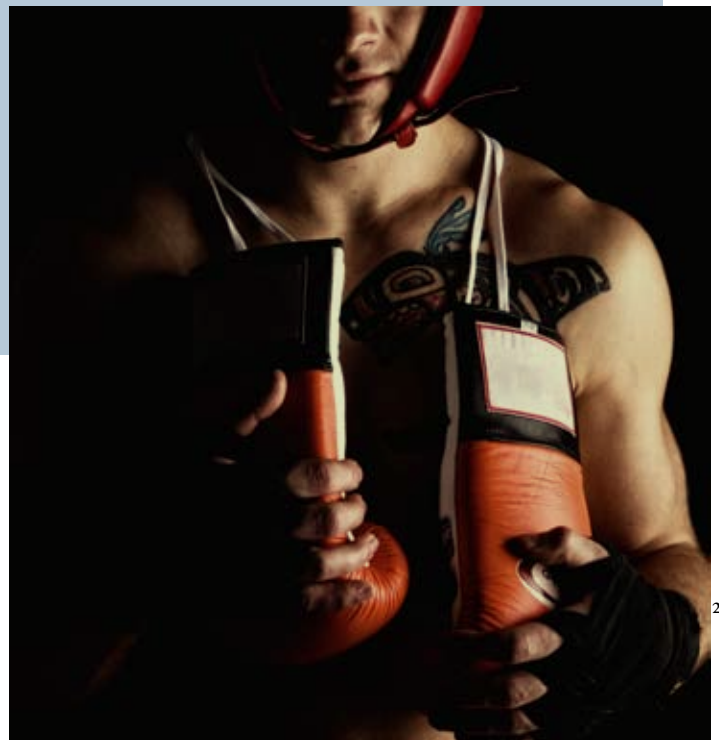
## CALIFORNIA STATE ATHLETIC COMMISSION

[www.dca.ca.gov/csac](http://www.dca.ca.gov/csac)

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

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Regulated 178 events, more than any athletic commission in the country, to help ensure the health and safety of competitors.
- Contracted with the World Anti-Doping Association-certified laboratory at the University of California, Los Angeles, to provide testing for performance-enhancing drugs used by athletes during competition. The Commission's drug testing policy has effectively redefined the industry standard while promoting a drug-free competitive environment.
- Enhanced the Commission's Web site to make it an up-to-date source of information for anything related to combat sports. Stakeholders have the ability to subscribe by e-mail to receive all of the latest information and meeting dates posted by the Commission. In addition, a general e-mail address was added to the contact list along with an online complaint process.
- Implemented amateur mixed martial arts by delegating regulation to non-profit entity.



## ENFORCEMENT

### Complaints

2008/2009	
<b>19</b>	RECEIVED Total received complaints from the following sources: public, government/law enforcement, licensed professional groups, internal, other, or anonymous.
<b>19</b>	CLOSED Total number of complaints closed without going to formal investigation.
<b>0</b>	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>NDA</b>	UP TO 90 DAYS
<b>NDA</b>	91 TO 180 DAYS
<b>NDA</b>	181 DAYS TO 1 YEAR
<b>NDA</b>	1 TO 2 YEARS
<b>NDA</b>	2 TO 3 YEARS
<b>NDA</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>0</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
<b>1</b>	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>0</b>	CLOSED Total number of all investigations closed.
<b>1</b>	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>N/A</b>	UP TO 90 DAYS
<b>N/A</b>	91 TO 180 DAYS
<b>N/A</b>	181 DAYS TO 1 YEAR
<b>N/A</b>	1 TO 2 YEARS
<b>N/A</b>	2 TO 3 YEARS
<b>N/A</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
0	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
0	RESOLVED
0	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
0	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
0	RECEIVED
0	CLOSED
0	PENDING

## Enforcement Actions

2008/2009	
0	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
0	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
0	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
2	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
0	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
24	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
0	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
0	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
0	NUMBER OF PC23s ISSUED
0	NUMBER OF ISOs ISSUED
0	NUMBER OF FINAL DECISIONS
0	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
65	PROMOTER
523	AMATEUR ATHLETE
3,284	PROFESSIONAL ATHLETE
373	MANAGER
5,949	SECOND
72	MATCHMAKER
53	REFEREE
76	JUDGE
23	TIMEKEEPER
22	RINGSIDE PHYSICIAN

### Licenses Issued

2008/2009	
65	PROMOTER
523	AMATEUR ATHLETE
3,284	PROFESSIONAL ATHLETE
373	MANAGER
5,949	SECOND
72	MATCHMAKER
53	REFEREE
76	JUDGE
23	TIMEKEEPER
22	RINGSIDE PHYSICIAN
10,440	TOTAL LICENSES ISSUED
10,440	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
38	PROMOTER
0	AMATEUR ATHLETE
306	PROFESSIONAL ATHLETE
256	MANAGER
722	SECOND
36	MATCHMAKER
53	REFEREE
76	JUDGE
23	TIMEKEEPER
22	RINGSIDE PHYSICIAN
1,532	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

No data reported.





## BUREAU OF AUTOMOTIVE REPAIR

[www.bar.ca.gov](http://www.bar.ca.gov)

The Bureau of Automotive Repair (Bureau) registers automotive repair dealers, resolves consumer complaints, conducts investigations, and refers cases to State and local law enforcement agencies for prosecution. Since 1984, the Bureau has administered California's Smog Check Program in those areas of the State that do not meet Federal Clean Air standards. The goal of the Smog Check Program is to reduce air pollution generated by emissions from gasoline-powered passenger vehicles and light-duty trucks. Approximately 21 million vehicles are subject to testing 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. Through CAP, eligible consumers may receive up to \$500 from the State for emissions-related repairs or \$1,000 to retire their high-polluting vehicles.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Partnered with the Department of Toxic Substances Control to administer the Green Station Recognition Program. This program recognizes licensed automotive repair shops that engage in environmentally friendly practices to collect and dispose of toxic substances. In addition to protecting the environment, green stations reduce their employees' exposure to hazardous materials.
- Developed test procedures, in cooperation with the California Air Resources Board, for Smog Check inspections of diesel-powered vehicles. Assembly Bill 1488 (Chapter 739, Statutes of 2007) mandated the incorporation of diesel-powered vehicles into the Smog Check Program beginning in 2010. An estimated 540,000 vehicles will be subject to the test, which will result in reduced emissions.
- Assisted a record 48,574 consumers in making emissions-related repairs to their vehicles through CAP, reducing hydrocarbons, oxides of nitrogen, and carbon dioxides by an estimated 4,762.9 tons annually. CAP also retired 22,331 high-polluting vehicles, which removes an estimated 7,847.7 tons of emissions per year from California's skies.
- Conducted training through the DragNet Program to help officers identify illegally modified vehicles involved in street racing. The Bureau conducted 41 classes with California Highway Patrol officers and trained approximately 1,500 officers statewide. The Bureau also conducted 51 classes and trained more than 2,000 police officers. This has helped law enforcement identify illegal vehicle modifications from several hundred a few years ago to more than 10,000 in Fiscal Year 2008-09. Citations from this program have increased substantially.

## MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Expanded the Drive Healthy consumer education campaign, which represents the second phase of Governor Arnold Schwarzenegger's Help California Breathe Easier environmental initiative. This statewide effort used a variety of mediums to educate approximately 450 million consumers about the importance of proper vehicle maintenance in improving air quality. The campaign also promoted the availability of the CAP. This campaign was promoted in the San Francisco Bay area, Sacramento, the San Joaquin Valley, Los Angeles, San Diego, Riverside, and San Bernardino counties.
- Conducted 209 inspections that resulted in more than 61 consumer complaints through the Auto Body Inspection Program. Under this program, consumers who have had collision work performed on their vehicles can have the work inspected for free by Bureau representatives.

## MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Assembly Bill 619 (Emmerson, Chapter 420, Statutes of 2008) requires the Department of Motor Vehicles to develop and administer a vehicle registration amnesty program for specially constructed vehicles. Specially constructed passenger vehicles or trucks in the amnesty program must obtain a Smog Check.
- Assembly Bill 2241 (Saldana, Chapter 451, Statutes of 2008) imposes a fee of \$50 for issuance of a temporary operating permit when a Smog Check certificate of compliance is required as part of the vehicle registration renewal process. A consumer will only be issued one permit within a two-year period.
- Assembly Bill 2423 (Bass, Chapter 675, Statutes of 2008) authorizes the Director of the Department of Consumer Affairs to grant a probationary license or registration to an applicant with the Bureau of Automotive Repair who has been convicted of a crime (probationary license would be subject to specified terms and conditions).



## ENFORCEMENT

### Complaints

2008/2009	
<b>14,212</b>	RECEIVED Total received complaints from the following sources: public, government/law enforcement, licensed professional groups, internal, other, or anonymous.
<b>14,067</b>	CLOSED Total number of complaints closed without going to formal investigation.
<b>2,016</b>	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>12,339</b>	UP TO 90 DAYS
<b>1,673</b>	91 TO 180 DAYS
<b>55</b>	181 DAYS TO 1 YEAR
<b>0</b>	1 TO 2 YEARS
<b>0</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>26,875</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
<b>2,189</b>	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>2,217</b>	CLOSED Total number of all investigations closed.
<b>379</b>	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>1,648</b>	UP TO 90 DAYS
<b>342</b>	91 TO 180 DAYS
<b>155</b>	181 DAYS TO 1 YEAR
<b>59</b>	1 TO 2 YEARS
<b>12</b>	2 TO 3 YEARS
<b>1</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
<b>314</b>	<b>REFERRED TO</b> Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
<b>195</b>	<b>RESOLVED</b>
<b>274</b>	<b>PENDING</b>

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
<b>59</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 1 YEAR TO CLOSE</b>
<b>109</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE</b>
<b>20</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE</b>
<b>5</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE</b>
<b>2</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE</b>

## Convictions

2008/2009	
<b>N/A</b>	<b>RECEIVED</b>
<b>N/A</b>	<b>CLOSED</b>
<b>N/A</b>	<b>PENDING</b>

## Enforcement Actions

2008/2009	
<b>18</b>	<b>STATEMENTS OF ISSUES</b> Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>218</b>	<b>ACCUSATIONS</b> Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>1,415</b>	<b>CITATIONS ISSUED</b> Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
<b>158</b>	<b>REVOICATIONS</b> Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
<b>0</b>	<b>SURRENDER OF LICENSE</b> Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
<b>0</b>	<b>SUSPENSION ONLY</b> Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
<b>37</b>	<b>PROBATION ONLY</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
<b>26</b>	<b>PROBATION WITH SUSPENSION</b> Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
<b>0</b>	<b>NUMBER OF PC23s ISSUED</b>
<b>0</b>	<b>NUMBER OF ISOs ISSUED</b>
<b>207</b>	<b>NUMBER OF FINAL DECISIONS</b>
<b>63</b>	<b>NUMBER OF PROBATIONERS</b> Total number of licenses, registrations, certificates, or permits who are on probation at the end of each reporting fiscal year.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
1,227	ADVANCED EMISSION SPECIALIST
3,781	AUTOMOTIVE REPAIR DEALER
23	BASIC AREA TECHNICIAN
1,479	LAMP AND BRAKE ADJUSTERS
292	LAMP AND BRAKE STATION
441	SMOG STATION (TEST AND REPAIR)
430	SMOG STATION (TEST ONLY)
47	TECHNICIAN INTERN
669	GOLD SHIELD
8,389	TOTAL APPLICATIONS RECEIVED

### Licenses Issued

2008/2009	
746	ADVANCED EMISSION SPECIALIST
5,389	AUTOMOTIVE REPAIR DEALER
14	BASIC AREA TECHNICIAN
909	LAMP AND BRAKE ADJUSTERS
253	LAMP AND BRAKE STATION
747	SMOG STATION (TEST AND REPAIR)
400	SMOG STATION (TEST ONLY)
24	TECHNICIAN INTERN
111	GOLD SHIELD
8,593	TOTAL LICENSES ISSUED

### Renewed Licenses

2008/2009	
6,394	ADVANCED EMISSION SPECIALIST
31,462	AUTOMOTIVE REPAIR DEALER
346	BASIC AREA TECHNICIAN
554	LAMP AND BRAKE ADJUSTERS
1,717	LAMP AND BRAKE STATION
4,566	SMOG STATION (TEST AND REPAIR)
1,652	SMOG STATION (TEST ONLY)
46,691	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Outreach/Education

2008/2009	
724	EVENTS AND PRESENTATIONS

### Publication(s)

CONSUMERS GUIDE TO AUTOMOTIVE REPAIR (SPANISH) (PRINT AND ONLINE)
AUTO BODY INSPECTION PROGRAM (SPANISH) (PRINT AND ONLINE)
SUMMER DRIVING TIPS (SPANISH) (PRINT AND ONLINE)
WINTER DRIVING TIPS (SPANISH) (PRINT AND ONLINE)
WHAT YOU NEED TO KNOW ABOUT SMOG CHECK IN CALIFORNIA (SPANISH) (PRINT AND ONLINE)
AUTOMOTIVE REPAIR AND SMOG CHECK NEWSLETTER (PRINT AND ONLINE)
DRIVE HEALTHY CALIFORNIA (SPANISH) (PRINT AND ONLINE)





## CONSUMER ASSISTANCE PROGRAM

PROGRAM ELEMENT	PROGRAM COMPONENT	REPAIR ASSISTANCE: INCOME-ELIGIBLE OPTION	REPAIR ASSISTANCE: TEST-ONLY DIRECTED VEHICLE OPTION	VEHICLE RETIREMENT OPTION	TOTAL
CONSUMER COPAYMENT	CONSUMER COPAYMENT	\$20	\$100	-	-
STATE DISBURSEMENT AMOUNTS	MAXIMUM STATE DISBURSEMENT	\$500	\$500	\$1,000	-
CONSUMER PARTICIPATION	APPLICATIONS RECEIVED	44,076	27,531	33,149	104,756
	APPLICATIONS APPROVED	33,746	25,416	23,984	83,146
	VEHICLES REPAIRED OR RETIRED (2)	28,591	19,983	22,331	70,905
PROGRAM DISBURSEMENTS	PROGRAM DISBURSEMENTS (3)	\$10,998,723	\$7,877,705	\$22,636,140	\$41,512,568
	AVERAGE DISBURSEMENT	\$385	\$394	\$1,014	-
VEHICLE PROFILE	GROSS POLLUTER	1,844	197	2,063	4,104
	TEST-ONLY DIRECTED	14,215	15,070	10,125	39,410
	GROSS POLLUTER AND TEST-ONLY DIRECTED	4,235	3,611	7,120	14,966
	ALL OTHER FAILURES	8,297	1,105	3,023	12,425
	TOTAL	28,591	19,983	22,331	70,905
ESTIMATED ANNUAL EMISSIONS REDUCTIONS (TONS PER YEAR) (4)	HYDROCARBONS	181.6	126.4	862.1	1,170.1
	OXIDES OF NITROGEN	118.2	91.9	188.3	398.4
	CARBON MONOXIDE	2,508.7	1,736.1	6,797.3	11,042.1
	TOTAL	2,808.5	1,954.4	7,847.7	12,610.6

NOTES:

- (1) BAR will deny an application if the applicant and/or the vehicle fail to meet program eligibility requirements.
- (2) This analysis considers a vehicle repaired or retired upon BAR approval of a station or dismantler invoice for payment, rather than the date the vehicle is repaired or retired.
- (3) Program disbursements are based on vehicles repaired or retired and invoiced by the station or dismantler.
- (4) Gross benefit calculation attributed to CAP does not take into consideration the emissions benefit that would have taken place in the absence of CAP.





## BOARD OF BARBERING AND COSMETOLOGY

[www.barbercosmo.ca.gov](http://www.barbercosmo.ca.gov)

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

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Switched to a written national examination for all licensing categories. This more standardized testing model will make it easier for out-of-state barbering and cosmetology professionals to qualify for licensure in California and make California's licensees more mobile. The new examination also enables the Board to test more applicants in more languages.
- Began translating publications into Vietnamese and Spanish to better serve these two limited- or non-English speaking licensee populations.
- Revised curriculums for cosmetology and esthetician programs at California's barbering and cosmetology schools. The new curriculums will give schools more discretion in developing their classes and a greater opportunity to teach more specialized and current techniques.
- Raised the Board's profile within the industry by expanding its town hall meetings to include school administrators and students as well as licensees. The Board also conducted workshops for licensees throughout California on how to properly clean and disinfect various types of footspas. This effort not only serves to protect the health of consumers, but also helps licensees avoid the penalties incurred when regulations are violated.
- Conducted a number of surveys to gauge both licensee and consumer satisfaction. One survey, handed out during inspections, showed that 62 to 67 percent of respondents were satisfied or mostly satisfied with the inspectors' professionalism and other criteria. A follow-up survey showed that 53 to 68 percent of those who received a citation expressed satisfaction about the final outcome of their case.



## MAJOR ACCOMPLISHMENTS (CONTINUED)

and the time it took to process the citation. More than three-quarters of respondents in a third survey had contacted the Board for various reasons. They responded that the Board response was favorable, the Web site was useful, and their e-mail inquiries were answered in a timely manner.

- Created an in-house quarterly barbering and cosmetology newsletter in response to an employee survey that revealed the desire for cross-unit updates and information.

## ENFORCEMENT

### Complaints

2008/2009	
<b>3,118</b>	<b>RECEIVED</b> Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
<b>3,005</b>	<b>CLOSED</b> Total number of complaints closed without going to formal investigation.
<b>1,089</b>	<b>PENDING</b> Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>1,624</b>	UP TO 90 DAYS
<b>695</b>	91 TO 180 DAYS
<b>480</b>	181 DAYS TO 1 YEAR
<b>181</b>	1 TO 2 YEARS
<b>25</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>9,645</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
<b>48</b>	<b>OPENED</b> Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>95</b>	<b>CLOSED</b> Total number of all investigations closed.
<b>38</b>	<b>PENDING</b> Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>1</b>	UP TO 90 DAYS
<b>18</b>	91 TO 180 DAYS
<b>35</b>	181 DAYS TO 1 YEAR
<b>25</b>	1 TO 2 YEARS
<b>15</b>	2 TO 3 YEARS
<b>1</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
<b>58</b>	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
<b>184</b>	RESOLVED
<b>96</b>	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
<b>27</b>	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
<b>126</b>	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
<b>27</b>	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
<b>1</b>	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
<b>3</b>	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
<b>883</b>	RECEIVED
<b>858</b>	CLOSED
<b>76</b>	PENDING
<b>0</b>	CASES SUBMITTED TO DA'S OFFICE

\* The Board's applicants do not currently have to submit fingerprints as a requirement for licensure. Conviction cases are opened either from applications that report a prior conviction or law enforcement agencies that forward conviction information to the Board. Unlike the allied health boards, the courts are not required to notify the Board of licensees who are convicted.

## Enforcement Actions

2008/2009	
<b>11</b>	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>63</b>	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>14,884</b>	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine.
<b>34</b>	REVOCATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
<b>34</b>	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
<b>0</b>	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
<b>28</b>	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
<b>129</b>	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
<b>0</b>	NUMBER OF PC23s ISSUED
<b>0</b>	NUMBER OF ISOs ISSUED
<b>226</b>	NUMBER OF FINAL DECISIONS
<b>157</b>	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## LICENSING/APPLICATIONS

### Applications Received

2008/2009	
1,295	BARBER
268	BARBER APPRENTICE
20,130	COSMETOLOGIST
612	COSMETOLOGY APPRENTICE
40	ELECTROLOGIST
0	ELECTROLOGY APPRENTICE
5,997	ESTABLISHMENT
8,288	ESTHETICIAN
8,050	MANICURIST
5	MOBILE UNIT
44,685	TOTAL APPLICATIONS RECEIVED

### Renewed Licenses

2008/2009	
8,207	BARBER
N/A	BARBER APPRENTICE (APPRENTICE LICENSES CAN'T BE RENEWED)
111,117	COSMETOLOGIST
N/A	COSMETOLOGY APPRENTICE (APPRENTICE LICENSES CAN'T BE RENEWED)
907	ELECTROLOGIST
N/A	ELECTROLOGY APPRENTICE (APPRENTICE LICENSES CAN'T BE RENEWED)
15,146	ESTABLISHMENT
19,709	ESTHETICIAN
44,558	MANICURIST
7	MOBILE UNIT
199,651	TOTAL RENEWED LICENSES

### Licenses Issued

2008/2009	
891	BARBER
217	BARBER APPRENTICE
11,229	COSMETOLOGIST
544	COSMETOLOGY APPRENTICE
23	ELECTROLOGIST
0	ELECTROLOGY APPRENTICE
5,820	ESTABLISHMENT
4,716	ESTHETICIAN
5,084	MANICURIST
3	MOBILE UNIT
28,527	TOTAL LICENSES ISSUED
503,151	TOTAL LICENSEES

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## PUBLIC SERVICES & COMMUNICATION

### Outreach/Education

2008/2009	
18	OUTREACH ISN'T GENERALLY DIRECTED AT A PARTICULAR LICENSE AND OFTEN APPLIES TO SEVERAL

### Publication(s)

LAWS AND REGULATIONS (PRINT AND ONLINE)
CONSUMER GUIDE TO BARBERING AND COSMETOLOGY SERVICES (PRINT AND ONLINE)
IN HOME SERVICES (ONLINE)
FACT SHEET: BARBERING (ONLINE)
FACT SHEET: CHEMICAL HAIR SERVICES (ONLINE)
FACT SHEET: ELECTROLOGY (ONLINE)
FACT SHEET: ESTHETICS (ONLINE)
FACT SHEET: MANICURE AND NAIL SALON SERVICES (ONLINE)
FACT SHEET: IN HOME SERVICES (PRINT AND ONLINE)
FACT SHEET: WHIRLPOOL FOOTSPA SAFETY (ONLINE)
FACT SHEET: COMPLAINTS (ONLINE)
FACT SHEET: SUMMARY SUSPENSION (ONLINE)
FACT SHEET: HAIR EXTENSIONS (ONLINE)
DISCIPLINARY REVIEW COMMITTEE HEARING (SPANISH, VIETNAMESE) (PRINT AND ONLINE)
STRATEGIC PLAN (ONLINE)

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## BOARD OF BEHAVIORAL SCIENCES

[www.bbs.ca.gov](http://www.bbs.ca.gov)

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

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Included information on the Board's Web site about mental health issues facing the elderly, and provided additional links to help consumers find mental health services in the State.
- Addressed anticipated workforce issues by adding information about careers in mental health services, financial aid, and jobs on the BBS Web site. Also added links to studies relating to the Board's licensing populations and budget.
- Translated *Self-Empowerment: Choosing a Mental Health Professional in California* into Spanish and Korean in order to reach limited- or non-English speaking consumer audiences.
- Developed a predictive revenue and workload model to better anticipate and allocate staff resources.
- Hired two additional staff to investigate consumer complaints.

### MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Sponsored Senate Bill 33 (Correa, Chapter 26, Statutes of 2009) which makes major changes to the MFT educational requirements and MFT supervised experience requirements.
- Approved regulation to require all Board licensees and registrants who have previously not submitted fingerprints as a condition of licensure or registration for the BBS, or for whom fingerprints do not exist in the Department of Justice's criminal offender record identification database, to do so prior to their next renewal date occurring on or after October 31, 2009.
- Approved regulation to accept degrees from institutions approved by the former Bureau for Private Postsecondary and Vocational Education.
- Proposed a regulation to revise the Disciplinary Guidelines set forth by the Board and utilized in a disciplinary action against a licensee under the Administrative Procedure Act.



TESTIMONIAL >>>

*The pre-license and post-license requirements for clinical social work practice, as defined and evaluated by the BBS have led to a more knowledgeable, ethical, and competent social work manpower committed to addressing the needs of California's diverse population.*

AGATHI GLEZAKOS, PH.D., L.C.S.W.,  
DEPARTMENT OF SOCIAL WORK,  
CALIFORNIA STATE UNIVERSITY, LONG BEACH





## ENFORCEMENT

### Complaints

2008/2009	
<b>831</b>	RECEIVED Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
<b>783</b>	CLOSED Total number of complaints closed.
<b>354</b>	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>358</b>	UP TO 90 DAYS
<b>244</b>	91 TO 180 DAYS
<b>123</b>	181 DAYS TO 1 YEAR
<b>43</b>	1 TO 2 YEARS
<b>12</b>	2 TO 3 YEARS
<b>3</b>	OVER 3 YEARS

### Conviction Complaints

2008/2009	
<b>595</b>	RECEIVED
<b>564</b>	CLOSED
<b>224</b>	PENDING

### Number of Days to Close Conviction Complaints

2008/2009	
<b>343</b>	UP TO 90 DAYS
<b>79</b>	91 TO 180 DAYS
<b>98</b>	181 DAYS TO 1 YEAR
<b>41</b>	1 TO 2 YEARS
<b>3</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>N/A</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
<b>45</b>	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>26</b>	CLOSED Total number of all formal investigations closed.
<b>64</b>	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



### Number of Days to Close Formal Investigations

2008/2009	
2	UP TO 90 DAYS
2	91 TO 180 DAYS
7	181 DAYS TO 1 YEAR
6	1 TO 2 YEARS
9	2 TO 3 YEARS
0	OVER 3 YEARS

### Office of the Attorney General

2008/2009	
88	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
38	RESOLVED
105	PENDING

### Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
15	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
14	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
6	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
2	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
1	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

### Enforcement Actions

2008/2009	
2	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
52	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
37	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
10	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
8	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only, (probation is not included as part of the penalty).
8	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
2	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
0	PUBLIC REPRIMAND/REPROVAL
2	NUMBER OF PC23s ISSUED
0	NUMBER OF ISOs ISSUED
28	NUMBER OF FINAL DECISIONS
49	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## LICENSING/APPLICATIONS

### Applications Received

2008/2009	
2,346	ASSOCIATE CLINICAL SOCIAL WORKER
1,162	LICENSED CLINICAL SOCIAL WORKER
3,480	MARRIAGE AND FAMILY THERAPIST INTERN
1,759	MARRIAGE AND FAMILY THERAPIST
127	LICENSED EDUCATIONAL PSYCHOLOGIST
269	CONTINUING EDUCATION PROVIDERS

### Renewed Licenses

2008/2009	
6,429	ASSOCIATE CLINICAL SOCIAL WORKER
8,615	LICENSED CLINICAL SOCIAL WORKER
9,720	MARRIAGE AND FAMILY THERAPIST INTERN
15,070	MARRIAGE AND FAMILY THERAPIST
891	LICENSED EDUCATIONAL PSYCHOLOGIST
1,039	CONTINUING EDUCATION PROVIDERS
41,764	TOTAL RENEWED LICENSES

### Licenses Issued

2008/2009	
2,375	ASSOCIATE CLINICAL SOCIAL WORKER
986	LICENSED CLINICAL SOCIAL WORKER
3,357	MARRIAGE AND FAMILY THERAPIST INTERN
1,391	MARRIAGE AND FAMILY THERAPIST
62	LICENSED EDUCATIONAL PSYCHOLOGIST
246	CONTINUING EDUCATION PROVIDERS
8,171	TOTAL LICENSES ISSUED
62,539	TOTAL ACTIVE LICENSEES
10,153	TOTAL INACTIVE LICENSEES



## PUBLIC SERVICES & COMMUNICATION

### Customer Service Survey Results

2008/2009	
<b>62%</b>	PERCENTAGE OF RESPONSES INDICATING "EXCELLENT" OR "GOOD" ON 5 POINT SCALE OF OVERALL SATISFACTION
<b>54%</b>	PERCENTAGE OF RESPONSES INDICATING "EXCELLENT" OR "GOOD" ON 5 POINT SCALE OF ACCESSIBILITY
<b>68%</b>	PERCENTAGE OF RESPONSES INDICATING "EXCELLENT" OR "GOOD" ON 5 POINT SCALE OF COURTESY
<b>70%</b>	PERCENTAGE OF RESPONSES INDICATING SERVICE/ASSISTANCE NEED WAS MET

### Outreach/Education

2008/2009	
<b>49</b>	PRESENTATIONS TO LICENSEES, REGISTRANTS, STUDENTS, AND CONSUMERS

### Publication(s)

SELF-EMPOWERMENT: CHOOSING A MENTAL HEALTH PROFESSIONAL IN CALIFORNIA (PRINT AND ONLINE) (SPANISH, KOREAN)
PROFESSIONAL THERAPY NEVER INCLUDES SEX (PRINT AND ONLINE) (SPANISH)
LICENSED CLINICAL SOCIAL WORKER STUDENT HANDBOOK (PRINT AND ONLINE)
MARRIAGE AND FAMILY THERAPIST STUDENT HANDBOOK (PRINT AND ONLINE)
LICENSED CLINICAL SOCIAL WORKER EXAMINATION STUDY GUIDE (PRINT AND ONLINE)
MARRIAGE AND FAMILY THERAPIST EXAMINATION STUDY GUIDE (PRINT AND ONLINE)
SPECIAL REPORT - DEMOGRAPHIC SURVEY (ONLINE)
SPECIAL REPORT - TRACKING THE LCSW AND MFT LICENSING PROCESS (ONLINE)
SPECIAL REPORT - BBS BUDGET INFORMATION (ONLINE)



## CEMETERY AND FUNERAL BUREAU

[www.cfb.ca.gov](http://www.cfb.ca.gov)

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

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Developed and implemented a forum for Bureau staff to meet with representatives from area cemeteries to discuss endowment care funds, special care funds, mandatory cemetery audit reports, cemetery inspections, and other industry-related topics. The forum also provided an opportunity for attendees to network with other cemetery representatives.
- Enhanced the Bureau's Web site by adding links to outside resources and the ability to view the Web site in a larger font size. These changes make the site more interesting, more useful, and more user-friendly, especially for senior citizens.
- Stabilized the structure and replaced the roof of a mausoleum at Verdugo Hills Cemetery in Southern California. These improvements were necessary for safety and esthetic reasons. The Cemetery and Funeral Bureau is conservator of the endowment care fund for this cemetery.

### MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Assembly Bill 2946 (Hayashi, Chapter 126, Statutes of 2008) reinstates the \$8.50 fee paid by cemeteries and crematories to the Bureau for each burial, entombment, inurnment, and cremation. This fee provides approximately 65 percent of the revenue for the Cemetery Fund.
- Senate Bill 821 (Committee on Business, Professions, and Economic Development, Chapter 307, Statutes of 2009) allows the Bureau to use the National Embalmers Examination for licensure as an embalmer.

TESTIMONIAL >>>

*I have found the entire Cemetery and Funeral Bureau to be helpful, supportive and accommodating. They are always responsive to my questions and helpful with any problems I encounter. I am grateful to each and every one of you.*

DANIEL A. MANDEL, MANDEL FUNERAL SERVICES  
OF NORTHERN CALIFORNIA



## ENFORCEMENT

### Complaints

2008/2009	
<b>748</b>	RECEIVED Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
<b>723</b>	CLOSED Total number of complaints closed.
<b>83</b>	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>224</b>	UP TO 90 DAYS
<b>497</b>	91 TO 180 DAYS
<b>2</b>	181 DAYS TO 1 YEAR
<b>0</b>	1 TO 2 YEARS
<b>0</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>1,513</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
<b>220</b>	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>202</b>	CLOSED Total number of all formal investigations closed.
<b>54</b>	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>127</b>	UP TO 90 DAYS
<b>60</b>	91 TO 180 DAYS
<b>14</b>	181 DAYS TO 1 YEAR
<b>1</b>	1 TO 2 YEARS
<b>0</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
<b>10</b>	<b>REFERRED TO</b> Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
<b>19</b>	<b>RESOLVED</b>
<b>14</b>	<b>PENDING</b>

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
<b>5</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE</b>
<b>10</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE</b>
<b>2</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE</b>
<b>1</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE</b>
<b>1</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE</b>

## Convictions

2008/2009	
<b>0</b>	<b>RECEIVED</b>
<b>0</b>	<b>CLOSED</b>
<b>0</b>	<b>PENDING</b>

## Enforcement Actions

2008/2009	
<b>3</b>	<b>STATEMENTS OF ISSUES</b> Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>4</b>	<b>ACCUSATIONS</b> Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>144</b>	<b>CITATIONS ISSUED</b> Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
<b>11</b>	<b>REVOICATIONS</b> Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
<b>3</b>	<b>SURRENDER OF LICENSE</b> Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
<b>0</b>	<b>SUSPENSION ONLY</b> Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only, (probation is not included as part of the penalty).
<b>6</b>	<b>PROBATION ONLY</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
<b>0</b>	<b>PROBATION WITH SUSPENSION</b> Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
<b>0</b>	<b>NUMBER OF PC23s ISSUED</b>
<b>0</b>	<b>NUMBER OF ISOs ISSUED</b>
<b>12</b>	<b>NUMBER OF FINAL DECISIONS</b>
<b>14</b>	<b>NUMBER OF PROBATIONERS</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
58	CRM (CREMATORY MANAGER)
1,268	CES (CEMETERY SALESPERSON)
67	CEM (CEMETERY MANAGER)
25	CRD (CREMATED REMAINS DISPOSER)
11	CR (CREMATORY)
0	COA (CERTIFICATE OF AUTHORITY (CEMETERY))
23	CEB (CEMETERY BROKER)
0	CBA (CEMETERY BROKER ADDITIONAL)
13	CBB (CEMETERY BROKER BRANCH)
189	AE (APPRENTICE EMBALMER)
54	EMB (EMBALMER)
5	FD (FUNERAL ESTABLISHMENT)
128	FDR (FUNERAL DIRECTOR)
1,841	TOTAL APPLICATIONS RECEIVED

### Licenses Issued

2008/2009	
18	CRM (CREMATORY MANAGER)
1,052	CES (CEMETERY SALESPERSON)
4	CEM (CEMETERY MANAGER)
21	CRD (CREMATED REMAINS DISPOSER)
13	CR (CREMATORY)
8	COA (CERTIFICATE OF AUTHORITY (CEMETERY))
11	CEB (CEMETERY BROKER)
2	CBA (CEMETERY BROKER ADDITIONAL)
9	CBB (CEMETERY BROKER BRANCH)
52	AE (APPRENTICE EMBALMER)
38	EMB (EMBALMER)
43	FD (FUNERAL ESTABLISHMENT)
87	FDR (FUNERAL DIRECTOR)
1,358	TOTAL LICENSES ISSUED
9,203	TOTAL LICENSES

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## LICENSING/ APPLICATIONS

### Renewed Licenses

2008/2009	
453	CRM (CREMATORY MANAGER)
2247	CES (CEMETERY SALESPERSON)
283	CEM (CEMETERY MANAGER)
153	CRD (CREMATED REMAINS DISPOSER)
192	CR (CREMATORY)
181	COA (CERTIFICATE OF AUTHORITY) (CEMETERY)
165	CEB (CEMETERY BROKER)
19	CBA (CEMETERY BROKER ADDITIONAL)
70	CBB (CEMETERY BROKER BRANCH)
1,892	EMB (EMBALMER)
921	FD (FUNERAL ESTABLISHMENT)
2,073	FDR (FUNERAL DIRECTOR)
8,649	TOTAL LICENSES RENEWED

## PUBLIC SERVICES & COMMUNICATION

### Customer Service Survey Results

2008/2009	
100%	91 CONSUMER SURVEYS DISTRIBUTED, 6 RETURNED. OF THE 6 SURVEYS RETURNED, ALL EXPRESSED SATISFACTION WITH THE OUTCOME.

### Outreach/Education

2008/2009	
15	EVENTS/SPEAKING ENGAGEMENTS (CONSUMER GROUPS, SENIOR GROUPS, AND INDUSTRY GROUPS)

### Publication(s)

CONSUMER GUIDE TO FUNERAL & CEMETERY PURCHASES (SPANISH) (PRINT AND ONLINE)
PRENEED Q & A BROCHURE (PRINT AND ONLINE)



## CONTRACTORS STATE LICENSE BOARD

[www.cslb.ca.gov](http://www.cslb.ca.gov)

[www.ChecktheLicenseFirst.com](http://www.ChecktheLicenseFirst.com)

The Contractors State License Board (CSLB) protects consumers and contractors by regulating the construction industry through policies that promote the health, safety, and general welfare of the public. CSLB helps ensure construction work is performed in a safe, competent, and professional manner by licensing contractors in the 43 classifications within California's construction industry. CSLB also works with partner agencies to combat the illegal unlicensed activity of individuals and businesses that operate within the State's underground economy. In 2009, CSLB entered its 80th year of operation.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Awarded \$3 million in penalties and restitution—the largest enforcement judgment in CSLB history—after a multimillion dollar lawsuit was filed in San Diego County by the State Attorney General's Office on CSLB's behalf.
- Created the Service and Repair Criminal Investigation Task Force. This task force protects consumers by combating predatory service and repair practices.
- Initiated a consumer awareness campaign that reminds people to check their contractor's license status before beginning a construction project. Campaign advertisements direct consumers to the Web site [CheckTheLicenseFirst.com](http://CheckTheLicenseFirst.com), which, in turn, links to the CSLB Web site.
- Developed a new DVD that provides victims of natural disasters step-by-step instructions on how to avoid problems during the rebuilding process. As a first responder to many of California's natural disasters, CSLB helps connect people who have incurred a property loss with necessary resources. This DVD complements CSLB's ongoing efforts to protect consumers from predatory contractors, which include maintaining a presence in devastated neighborhoods and educating consumers about the need to check for a valid license before hiring a contractor.

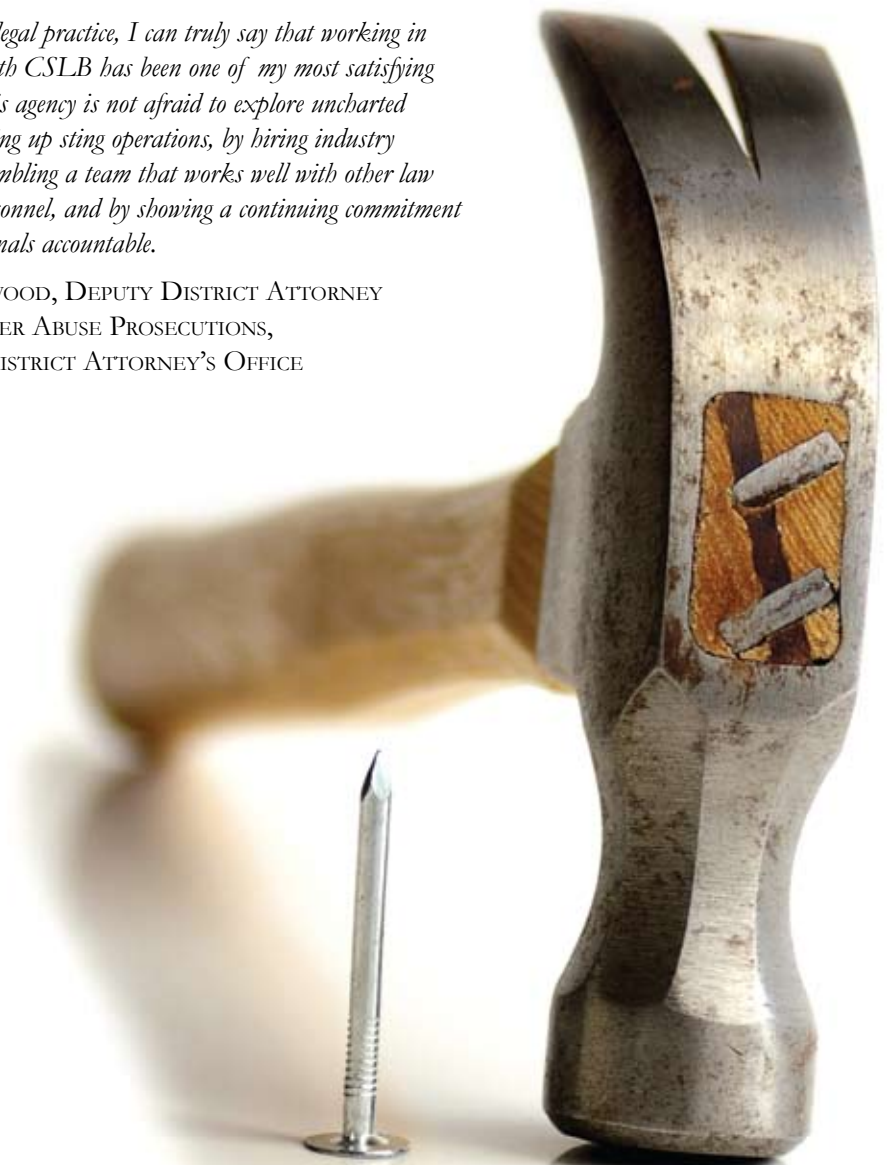
TESTIMONIAL >>>

*After months of investigation, the persistence and innovative investigation methods utilized by the [CSLB Enforcement] team resulted in a rock-solid case that flushed out the principals. The seemingly impossible goal was not only accomplished but accomplished in a matter of months. My office was astounded at this extraordinary accomplishment.*

ALFREDO TERRAZAS, SENIOR ASSISTANT ATTORNEY  
GENERAL FOR EDMUND G. BROWN JR., ATTORNEY  
GENERAL

*In 31 years of legal practice, I can truly say that working in collaboration with CSLB has been one of my most satisfying experiences. This agency is not afraid to explore uncharted territory by setting up sting operations, by hiring industry experts, by assembling a team that works well with other law enforcement personnel, and by showing a continuing commitment to holding criminals accountable.*

PAUL GREENWOOD, DEPUTY DISTRICT ATTORNEY  
HEAD OF ELDER ABUSE PROSECUTIONS,  
SAN DIEGO DISTRICT ATTORNEY'S OFFICE



## ENFORCEMENT

### Complaints

2008/2009	
<b>20,939</b>	<b>RECEIVED</b> Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
<b>10,465</b>	<b>CLOSED</b> Total number of complaints closed without going to formal investigation.
<b>1,583</b>	<b>PENDING</b> Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>10,301</b>	UP TO 90 DAYS
<b>162</b>	91 TO 180 DAYS
<b>0</b>	181 DAYS TO 1 YEAR
<b>2</b>	1 TO 2 YEARS
<b>0</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>N/A</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
<b>11,255</b>	<b>OPENED</b> Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>12,058</b>	<b>CLOSED</b> Total number of all investigations closed.
<b>2,984</b>	<b>PENDING</b> Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>5,682</b>	UP TO 90 DAYS
<b>2,850</b>	91 TO 180 DAYS
<b>3,239</b>	181 DAYS TO 1 YEAR
<b>285</b>	1 TO 2 YEARS
<b>2</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
<b>483</b>	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
<b>320</b>	RESOLVED
<b>608</b>	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
<b>108</b>	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
<b>157</b>	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
<b>45</b>	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
<b>8</b>	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
<b>2</b>	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
<b>NDA</b>	RECEIVED
<b>NDA</b>	CLOSED
<b>NDA</b>	PENDING
<b>1,552</b>	COMPLAINTS REFERRED TO A DISTRICT ATTORNEY'S OFFICE

## Enforcement Actions

2008/2009	
<b>77</b>	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>174</b>	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>1,829</b>	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
<b>770</b>	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
<b>N/A</b>	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
<b>623</b>	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only, (probation is not included as part of the penalty).
<b>205</b>	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
<b>N/A</b>	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
<b>NDA</b>	NUMBER OF PC23s ISSUED
<b>0</b>	NUMBER OF ISOs ISSUED
<b>74</b>	NUMBER OF FINAL DECISIONS
<b>525</b>	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

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## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
<b>21,674</b>	ORIGINAL CONTRACTOR LICENSES
<b>5,373</b>	HOME IMPROVEMENT SALESPERSON REGISTRATIONS

### Licenses Issued

2008/2009	
<b>16,480</b>	ORIGINAL CONTRACTOR LICENSES
<b>2,586</b>	HOME IMPROVEMENT SALESPERSON REGISTRATIONS
<b>19,066</b>	TOTAL LICENSES ISSUED
<b>258,814</b>	TOTAL ACTIVE LICENSES AND REGISTRATIONS (NOTE: CSLB TRACKS THE NUMBER OF LICENSES, NOT LICENSEES.)

### Renewed Licenses

2008/2009	
<b>129,806</b>	CONTRACTOR LICENSES
<b>1,509</b>	HOME IMPROVEMENT SALESPERSON REGISTRATIONS
<b>131,315</b>	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Outreach/Education

2008/2009	
<b>64</b>	COMMUNITY OUTREACH & EDUCATION EVENTS
<b>20</b>	SENIOR SCAM STOPPER SEMINARS
<b>12,785,622</b>	NUMBER OF WEB SITE HITS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## PUBLIC SERVICES & COMMUNICATION

### Publication(s)

10 TIPS FOR MAKING SURE YOUR CONTRACTOR MEASURES UP (SPANISH, CHINESE, KOREAN, VIETNAMESE, RUSSIAN) (PRINT AND ONLINE)

MANDATORY ARBITRATION PROGRAM GUIDE (PRINT AND ONLINE)

VOLUNTARY ARBITRATION PROGRAM GUIDE (PRINT AND ONLINE)

A CONSUMER GUIDE TO ASBESTOS (PRINT AND ONLINE)

CHECKLIST FOR PRESCREENING CONTRACTORS (ONLINE)

WHAT SENIORS SHOULD KNOW BEFORE HIRING A CONTRACTOR (SPANISH) (PRINT AND ONLINE)

WHAT YOU SHOULD KNOW BEFORE HIRING A CONTRACTOR (SPANISH, CHINESE, KOREAN, VIETNAMESE, RUSSIAN) (PRINT AND ONLINE)

CONSUMER GUIDE TO FILING CONSTRUCTION COMPLAINTS (SPANISH) (PRINT AND ONLINE)

CONSUMER GUIDE TO HOME IMPROVEMENT CONTRACTS - TERMS OF AGREEMENT (PRINT AND ONLINE)

AFTER A DISASTER DON'T GET SCAMMED (SPANISH) (PRINT AND ONLINE)

CHOOSING THE RIGHT LANDSCAPER (PRINT AND ONLINE)

HOMEOWNER'S GUIDE TO PREVENTING MECHANIC'S LIENS (SPANISH) (PRINT AND ONLINE)

OWNER-BUILDERS BEWARE! (PRINT AND ONLINE)

TIPS FOR HIRING A ROOFING CONTRACTOR (SPANISH) (PRINT AND ONLINE)

CONSUMER GUIDE TO FILING A SMALL CLAIMS COURT CONSTRUCTION CLAIM (PRINT AND ONLINE)

BEFORE YOU DIVE INTO SWIMMING POOL CONSTRUCTION (PRINT AND ONLINE)

TRAVELING CONTRACTOR SCAMS (ONLINE)

ADVERTISING GUIDELINES FOR CONTRACTORS (PRINT AND ONLINE)

ASBESTOS: A CONTRACTOR'S GUIDE AND OPEN BOOK EXAMINATION (PRINT AND ONLINE)

BLUEPRINT FOR BECOMING A CALIFORNIA LICENSED CONTRACTOR (ONLINE)

INDUSTRY EXPERTS PROGRAM (ONLINE; PRINT IN REVIEW)

A GUIDE TO CONTRACTOR LICENSE BONDS (PRINT AND ONLINE)

BUILDING YOUR CAREER AS A LICENSED CONTRACTOR (PRINT AND ONLINE) (SPANISH ONLINE)

DESCRIPTION OF CLASSIFICATIONS (PRINT AND ONLINE) (SPANISH IN REVIEW)

CONTRACTING FOR SUCCESS-GUIDE TO HOME IMPROVEMENT CONTRACTS (PRINT AND ONLINE)

STUDY GUIDES FOR LICENSING EXAMS (ONLINE)

CALIFORNIA CONTRACTORS LICENSE LAW & REFERENCE BOOK-2009 EDITION (PRINT AND ONLINE)

BUILDING OFFICIAL INFORMATION GUIDE (PRINT AND ONLINE)

2008 ACTIVITIES & ACCOMPLISHMENTS REPORT (PRINT AND ONLINE)

CSLB STRATEGIC PLAN 2009-10 (PRINT AND ONLINE)

CALIFORNIA LICENSED CONTRACTOR NEWSLETTER (PRINT AND ONLINE)





## COURT REPORTERS BOARD OF CALIFORNIA

[www.courtreportersboard.ca.gov](http://www.courtreportersboard.ca.gov)

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 legal proceedings. The Board approves school curriculum, audits school requirements, and responds to complaints of school improprieties regarding student recordkeeping and curriculum standards. The Board also administers the CSR licensing examination and disciplines licensees who violate consumer protection laws. In addition, the Board manages the Transcript Reimbursement Fund, which provides minimal- or no-cost transcripts to pro bono legal counsel on behalf of indigent clients in civil cases.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Developed the Board's Strategic Plan for 2009-11. The plan focuses on organizational effectiveness, enforcement, consumer information, and professional qualification and practice standards.
- Established best practices for the use of Back-up Audio Media (BAM) to provide guidance to the industry.
- Implemented computer-based testing of the written portions of the State licensing exam, allowing candidates to take those portions of the exam at secure locations across the country.
- Developed and distributed a survey that will allow the Board to begin an occupational analysis of the court reporting profession. The results will be analyzed and will form the basis by which changes to the licensing examination will be implemented. The changes will ensure the examination reflects current requirements of the profession.
- Enhanced the Board's Web site by posting a new customer service satisfaction survey. This survey will assist the Board with addressing any areas of service that need improvement.
- Enhanced outreach efforts by posting instructions for subscribing to periodic information updates on Board and committee meetings, examination news, and enforcement actions on the Web site.

TESTIMONIAL >>>

*The Board has been an invaluable source of support and knowledge to this program and continues to provide the kind of assistance that has been most helpful to me as a new administrator. Thank you for your support and guidance.*

GARY F. SHAW, COORDINATOR  
COURT REPORTING PROGRAM, TAFT COLLEGE AT WESTEC



## ENFORCEMENT

### Complaints

2008/2009	
104	RECEIVED Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
93	CLOSED Total number of complaints closed without going to formal investigation.
11	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
85	UP TO 90 DAYS
8	91 TO 180 DAYS
0	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS

### Inspections

2008/2009	
N/A	TOTAL NUMBER OF INSPECTIONS

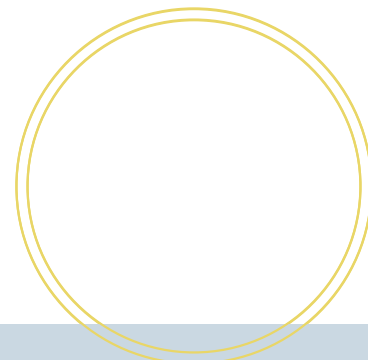
### Formal Investigations

2008/2009	
1	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
1	CLOSED Total number of all investigations closed.
0	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
0	UP TO 90 DAYS
1	91 TO 180 DAYS
0	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS

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## Office of the Attorney General

2008/2009	
3	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
6	RESOLVED
3	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
3	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
3	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
0	RECEIVED
0	CLOSED
0	PENDING

## Enforcement Actions

2008/2009	
1	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
2	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
26	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
1	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
0	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only, (probation is not included as part of the penalty).
2	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
0	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
0	NUMBER OF PC23s ISSUED
0	NUMBER OF ISOs ISSUED
3	NUMBER OF FINAL DECISIONS
7	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

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## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
404	CSR

### Licenses Issued

2008/2009	
112	CSR
112	TOTAL LICENSES ISSUED
7,717	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
7,605	CSR
7,605	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Outreach/Education

2008/2009	
12	EVENTS INCLUDE ASSOCIATION CONFERENCES, JOB FAIRS, PROFESSIONAL SEMINARS, SCHOOL ASSOCIATION PRESENTATIONS, AND ADVISORY MEETINGS.

### Publication(s)

CRB TODAY (PRINT; ONLINE IN FUTURE)
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\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## COMMITTEE ON DENTAL AUXILIARIES

[www.comda.ca.gov](http://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 2008-09:

- Completed development of computer-based law and ethics examinations for Registered Dental Hygienist and Registered Dental Hygienist in Alternative Practice.

### MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Assembly Bill 2637 (Eng, Chapter 499, Statutes of 2008), calls for the revision and recast of Registered Dental Assistants and Registered Dental Assistants in extended function duties. This bill also adds the Dental Surgery Assistant Permit and Orthodontic Assistant Permit categories.

#### TESTIMONIAL >>>

*Staff efforts allowed the July 2009 change from COMDA to the DHCC to be a seamless transition. Speaking on behalf of myself, the staff are to be commended for all that they do to assist with the growth of the profession of dental hygiene.*

DEBI GERGER, RDH, MPH,  
WEST COAST UNIVERSITY,  
DENTAL HYGIENE DEPARTMENT CHAIR



## ENFORCEMENT

### Complaints

2008/2009	
<b>126</b>	<b>RECEIVED</b> Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
<b>29</b>	<b>CLOSED</b> Total number of complaints closed without going to formal investigation.
<b>60</b>	<b>PENDING</b> Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>21</b>	UP TO 90 DAYS
<b>1</b>	91 TO 180 DAYS
<b>3</b>	181 DAYS TO 1 YEAR
<b>1</b>	1 TO 2 YEARS
<b>3</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>4</b>	TOTAL NUMBER OF INSPECTIONS

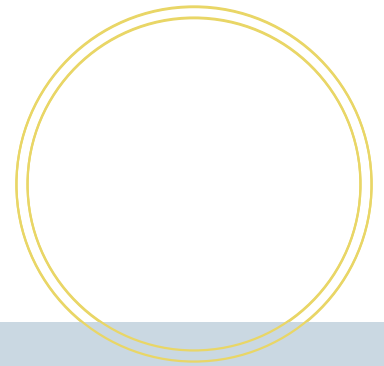
### Formal Investigations

2008/2009	
<b>107</b>	<b>OPENED</b> Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>158</b>	<b>CLOSED</b> Total number of all investigations closed.
<b>47</b>	<b>PENDING</b> Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>65</b>	UP TO 90 DAYS
<b>31</b>	91 TO 180 DAYS
<b>32</b>	181 DAYS TO 1 YEAR
<b>24</b>	1 TO 2 YEARS
<b>4</b>	2 TO 3 YEARS
<b>2</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
<b>92</b>	<b>REFERRED TO</b> Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
<b>15</b>	<b>RESOLVED</b>
<b>106</b>	<b>PENDING</b>

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
<b>11</b>	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
<b>3</b>	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
<b>1</b>	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
<b>0</b>	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
<b>0</b>	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Criminal Actions

2008/2009	
<b>5</b>	RECEIVED

## Convictions

2008/2009	
<b>71</b>	RECEIVED
<b>133</b>	CLOSED
<b>29</b>	PENDING

## Enforcement Actions

2008/2009	
<b>33</b>	<b>STATEMENTS OF ISSUES</b> Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>48</b>	<b>ACCUSATIONS</b> Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>2</b>	<b>CITATIONS ISSUED</b> Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
<b>15</b>	<b>REVOICATIONS</b> Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
<b>4</b>	<b>SURRENDER OF LICENSE</b> Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
<b>0</b>	<b>SUSPENSION ONLY</b> Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only, (probation is not included as part of the penalty).
<b>8</b>	<b>PROBATION ONLY</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
<b>0</b>	<b>PROBATION WITH SUSPENSION</b> Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
<b>0</b>	<b>NUMBER OF PC23s ISSUED</b>
<b>0</b>	<b>NUMBER OF ISOs ISSUED</b>
<b>34</b>	<b>NUMBER OF FINAL DECISIONS</b>
<b>55</b>	<b>NUMBER OF PROBATIONERS</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## LICENSING/APPLICATIONS

### Applications Received

2008/2009	
1	REGISTERED DENTAL ASSISTANT SITE EVALUATION (DAS)
52	REGISTERED DENTAL ASSISTANT WITH EXTENDED FUNCTION APPLICATION (AAE)
80	REGISTERED DENTAL ASSISTANT EXTENDED FUNCTION EXAM (AEF)
4,340	REGISTERED DENTAL ASSISTANT PRACTICAL EXAM (RAP)
	REGISTERED DENTAL ASSISTANT WRITTEN EXAM (RAW)
3,432	REGISTERED DENTAL ASSISTANT APPLICATION (ADA)
249	REGISTERED DENTAL ASSISTANT LICENSE CERTIFICATIONS (LCT)
51	REGISTERED DENTAL HYGIENIST ALTERNATE PRACTICE (HAP)
4	REGISTERED DENTAL HYGIENIST WITH EXTENDED FUNCTION APPLICATION (AHE)
1	REGISTERED DENTAL HYGIENIST WITH EXTENDED FUNCTION EXAM (HEF)
756	REGISTERED DENTAL HYGIENIST APPLICATION (ADH)
254	REGISTERED DENTAL HYGIENIST EXAM (RDH)
189	REGISTERED DENTAL HYGIENIST LICENSE CERTIFICATIONS (LCT)
415	REGISTERED DENTAL ASSISTANT DUPLICATE LICENSE REQUEST (DLC)

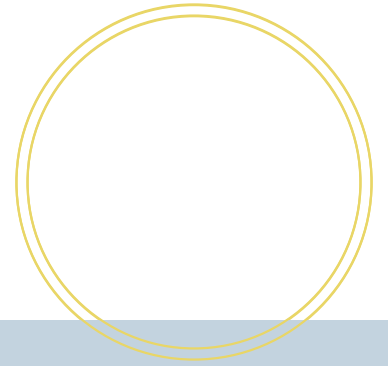
### Licenses Issued

2008/2009	
2,107	REGISTERED DENTAL ASSISTANTS (RDA)
56	REGISTERED DENTAL ASSISTANT WITH EXTENDED FUNCTION (AAE)
637	REGISTERED DENTAL HYGIENIST (RDH)

3	REGISTERED DENTAL HYGIENIST WITH EXTENDED FUNCTION (HEF)
40	REGISTERED DENTAL HYGIENIST ALTERNATE PRACTICE (HAP)
254	REGISTERED DENTAL HYGIENIST EXAM (RDH)
2,843	TOTAL LICENSES ISSUED
51,640	TOTAL LICENSES

### Renewed Licenses

2008/2009	
1,166	REGISTERED DENTAL ASSISTANTS (RDA) IN-HOUSE CASHIERING
10,000	REGISTERED DENTAL ASSISTANTS (RDA) CENTRAL CASHIERING
7,074	REGISTERED DENTAL HYGIENIST (RDH) CENTRAL CASHIERING
329	REGISTERED DENTAL HYGIENIST (RDH) IN-HOUSE CASHIERING
	REGISTERED DENTAL ASSISTANT WITH EXTENDED FUNCTION (AEF)
1,560	REGISTERED DENTAL HYGIENIST (BRH)
2	REGISTERED DENTAL HYGIENIST WITH EXTENDED FUNCTION (RAF)
19	REGISTERED DENTAL HYGIENIST ALTERNATE PRACTICE (RHP)
1	DELINQUENT REGISTERED DENTAL HYGIENIST ALTERNATE PRACTICE (DHP)
20,151	TOTAL RENEWED LICENSES



## **PUBLIC SERVICES & COMMUNICATION**

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### **Outreach/Education**

2008/2009	
2	CALIFORNIA DENTAL ASSOCIATION
2	CALIFORNIA DENTAL HYGIENE ASSOCIATION
2	CALIFORNIA DENTAL ASSISTANCE
1	LA FAMILIA
1	ORAL ACCESS COUNCIL
2	NORTHERN AND SOUTHERN EDUCATOR GROUP MEETING



## DENTAL BOARD OF CALIFORNIA

[www.dbc.ca.gov](http://www.dbc.ca.gov)

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

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Implemented a mandatory dental healthcare workforce survey pursuant to Business and Professions Code section 1715.5. This survey collects practitioner education, license/certificate, and other demographic data that will be used by the Office of Statewide Health Planning and Development in determining access to care for the dental patient in California.
- Conducted three highly successful undercover unlicensed activity sting operations in Earlimart, Oakland, and Pleasant Hill that resulted in one arrest warrant, four arrests, and five criminal cases filed.
- Completed a seamless transition of the Registered Dental Assistant Program to the Board effective July 1, 2009.
- Implemented random Continuing Education monthly audits and found that licensees are nearly 100 percent in compliance since the audits began January 1, 2009.
- Created an outreach program to educate dental healthcare consumers about their rights as patients, to assist with complaint resolution, and also inform the public about ongoing enforcement activities.
- Produced the fall edition of the *DBC Newsletter*. This newsletter was the first produced in nearly four years; it was mailed to more than 88,000 licensees.

### MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Sponsored Assembly Bill 1524 (Hayashi), the Hybrid Portfolio Examination Pathway to Qualify for a California dental license.
- Sponsored Assembly Bill 456 (Emmerson) which is designed to enhance the Board's Diversion Program.



## ENFORCEMENT

### Complaints

2008/2009	
<b>3,401</b>	<b>RECEIVED</b> Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
<b>3,174</b>	<b>CLOSED</b> Total number of complaints closed without going to formal investigation.
<b>1,846</b>	<b>PENDING</b> Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>754</b>	UP TO 90 DAYS
<b>460</b>	91 TO 180 DAYS
<b>981</b>	181 DAYS TO 1 YEAR
<b>837</b>	1 TO 2 YEARS
<b>106</b>	2 TO 3 YEARS
<b>36</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>83</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
<b>412</b>	<b>OPENED</b> Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>684</b>	<b>CLOSED</b> Total number of all investigations closed.
<b>482</b>	<b>PENDING</b> Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>143</b>	UP TO 90 DAYS
<b>77</b>	91 TO 180 DAYS
<b>99</b>	181 DAYS TO 1 YEAR
<b>155</b>	1 TO 2 YEARS
<b>158</b>	2 TO 3 YEARS
<b>52</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
<b>103</b>	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
<b>94</b>	RESOLVED
<b>199</b>	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
<b>42</b>	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
<b>24</b>	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
<b>17</b>	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
<b>7</b>	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
<b>4</b>	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Criminal Actions

2008/2009	
<b>15</b>	RECEIVED
<b>N/A</b>	CLOSED
<b>N/A</b>	PENDING

## Convictions

2008/2009	
<b>217</b>	RECEIVED
<b>273</b>	CLOSED
<b>80</b>	PENDING

## Enforcement Actions

2008/2009	
<b>8</b>	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>60</b>	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>9</b>	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
<b>7</b>	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
<b>2</b>	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
<b>1</b>	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
<b>23</b>	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
<b>2</b>	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
<b>1</b>	NUMBER OF PC23s ISSUED
<b>1</b>	NUMBER OF ISOs ISSUED
<b>51</b>	NUMBER OF FINAL DECISIONS
<b>201</b>	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

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## LICENSING/APPLICATIONS

### Applications Received

2008/2009	
311	ADDITIONAL OFFICE PERMIT
51	CONSCIOUS SEDATION PERMIT
1,265	DENTIST LICENSE
8	ELECTIVE FACIAL COSMETIC SURGERY PERMIT
513	FICTITIOUS NAME PERMIT
57	GENERAL ANESTHESIA/MEDICAL GENERAL ANESTHESIA PERMIT
3	MOBILE DENTAL CLINIC PERMIT
551	ORAL CONSCIOUS SEDATION PERMIT
2	ORAL & MAXILLOFACIAL SURGERY PERMIT
138	REGISTERED PROVIDER PERMIT
3	SPECIAL PERMIT

### Licenses Issued

2008/2009	
306	ADDITIONAL OFFICE PERMIT
56	CONSCIOUS SEDATION PERMIT
1,250	DENTIST LICENSE
10	ELECTIVE FACIAL COSMETIC SURGERY PERMIT
645	FICTITIOUS NAME PERMIT
47	GENERAL ANESTHESIA PERMIT
14	MEDICAL GENERAL ANESTHESIA PERMIT
3	MOBILE DENTAL CLINIC PERMIT
520	ORAL CONSCIOUS SEDATION PERMIT
7	ORAL & MAXILLOFACIAL SURGERY PERMIT
117	REGISTERED PROVIDER PERMIT
3	SPECIAL PERMIT
2,978	TOTAL LICENSES ISSUED
55,000	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
703	ADDITIONAL OFFICE PERMIT
193	CONSCIOUS SEDATION PERMIT
16,786	DENTIST LICENSE
5	ELECTIVE FACIAL COSMETIC SURGERY PERMIT
1,861	FICTITIOUS NAME PERMIT
383	GENERAL ANESTHESIA PERMIT
29	MEDICAL GENERAL ANESTHESIA PERMIT
10	MOBILE DENTAL CLINIC PERMIT
660	ORAL CONSCIOUS SEDATION PERMIT
30	ORAL & MAXILLOFACIAL SURGERY PERMIT
393	REGISTERED PROVIDER PERMIT
34	SPECIAL PERMIT
21,087	TOTAL RENEWED LICENSES

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## PUBLIC SERVICES & COMMUNICATION

### Outreach/Education

2008/2009	
3,000	DCA, CONSUMER PROTECTION WEEK-PLEASANTON STONERIDGE MALL-MARCH 7, 2009
1,000	HEALTHY LIFESTYLES AND RESOURCES FAIR-CONCORD SENIOR CENTER-APRIL 17, 2009
10,000	FESTIVAL DE LA FAMILIA-CAL EXPO-APRIL-2007/2008/2009
4,000	CONSUMNES RIVER COLLEGE COMMUNITY FAIR-MAY 6, 2009
10,000	CDA SCIENTIFIC SESSION-ANAHEIM CONVENTION CENTER-MAY-2008/2009
N/A	PACIFIC RIM FESTIVAL-MAY-2008
4,000	SENIOR AWARENESS DAY-MICKE GROVE PARK-MAY 28, 2009
1,500	CITY OF SUNNYVALE HEALTH AND SAFETY FAIR-MAY 30, 2009
20,000	FILIPINO AMERICAN FESTIVAL-JUNE 7, 2009
3,000	SAFETYVILLE, USA-JUNE 13, 2009
10,000	STADIUM TO STADIUM 10K CHALLENGE AND COMMUNITY HEALTH FAIR-JUNE 20, 2009
500	DEPARTMENT OF TRANSPORTATION-JUNE 25, 2009
10,000	BABY BOOMER FESTIVAL-JUNE 27-28,2009
10,000	LOS ANGELES LARGEST MIXER-SHRINE AUDITORIUM-JULY 23, 2009
87,000	TOTAL POPULATION REACHED

### Publication(s)

THE DENTAL BOARD OF CALIFORNIA (DBC) NEWSLETTER WINTER 2008 (PRINT AND ONLINE)





## BUREAU OF ELECTRONIC AND APPLIANCE REPAIR

[www.bear.ca.gov](http://www.bear.ca.gov)

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.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Conducted unlicensed activity sting operations in Palo Alto and Glendora that resulted in the issuance of 35 enforcement citations.
- Worked to educate electronic repair dealers, service dealers, and consumers about the Bureau's laws and regulations and about their legal rights and responsibilities.
- Registered approximately 3,100 new cellular telephone carriers selling retail service contracts.
- Enhanced the enforcement section of the Bureau's Web site by posting accusations that have been filed against licensees. This protects consumers by allowing them to view complaints before conducting business with any licensee.

TESTIMONIAL >>>

*You have done a great job in settling the dispute about our refrigerator which was going on for more than a year. Without your help this never would have happened.*

ANONYMOUS CONSUMER

*I was working with an appliance repair company that did an incredibly horrible job. Out of frustration I contacted your department to make sure they didn't do it again to someone else. Your field rep immediately responded to my complaint and ever since has been remarkably responsive in an environment which I expected very little. Thank you for a job well done!*

ANONYMOUS CONSUMER



## ENFORCEMENT

### Complaints

2008/2009	
<b>2,124</b>	RECEIVED Total received complaints from the following sources: public, government/law enforcement, licensed professional groups, internal, other, or anonymous.
<b>1,124</b>	CLOSED Total number of complaints closed without going to formal investigation.
<b>388</b>	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>1,104</b>	UP TO 90 DAYS
<b>20</b>	91 TO 180 DAYS
<b>0</b>	181 DAYS TO 1 YEAR
<b>0</b>	1 TO 2 YEARS
<b>0</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>2,649</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
<b>917</b>	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>858</b>	CLOSED Total number of all investigations closed.
<b>202</b>	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>595</b>	UP TO 90 DAYS
<b>190</b>	91 TO 180 DAYS
<b>71</b>	181 DAYS TO 1 YEAR
<b>2</b>	1 TO 2 YEARS
<b>0</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

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## Office of the Attorney General

2008/2009	
3	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
1	RESOLVED
3	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
0	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
1	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
N/A	RECEIVED
N/A	CLOSED
N/A	PENDING

## Enforcement Actions

2008/2009	
1	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
0	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
188	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
1	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
0	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only, (probation is not included as part of the penalty).
1	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
0	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
N/A	NUMBER OF PC23s ISSUED
N/A	NUMBER OF ISOs ISSUED
	NUMBER OF FINAL DECISIONS
	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

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## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
299	APPLIANCE SERVICE DEALER
29	COMBINATION SERVICE DEALER
1,055	ELECTRONIC SERVICE DEALER
0	SERVICE CONTRACT ADMINISTRATOR
3,818	SERVICE CONTRACT SELLER

### Licenses Issued

2008/2009	
291	APPLIANCE SERVICE DEALER
43	COMBINATION SERVICE DEALER
820	ELECTRONIC SERVICE DEALER
0	SERVICE CONTRACT ADMINISTRATOR
3,666	SERVICE CONTRACT SELLER
4,820	TOTAL LICENSES ISSUED
16,573	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
2,233	APPLIANCE SERVICE DEALER
490	COMBINATION SERVICE DEALER
4,466	ELECTRONIC SERVICE DEALER
30	SERVICE CONTRACT ADMINISTRATOR
5,207	SERVICE CONTRACT SELLER
12,426	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Outreach/Education

2008/2009	
5	LICENSEE
1	CONSUMER
	TYPE NOT AVAILABLE

### Publication(s)

GUIDE TO ELECTRONIC AND APPLIANCE REPAIR (SPANISH) (PRINT)



## BOARD FOR PROFESSIONAL ENGINEERS & LAND SURVEYORS

[www.pels.ca.gov](http://www.pels.ca.gov)

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 statutes and regulations and investigates consumer complaints.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Adopted the 16-hour NCEES Structural Engineering Examination for licensing structural engineers in California. Administering this examination will encourage engineers in other states to seek California licensure and will support the Governor's proposal to bring 20,000 new engineers to the State of California.
- Began the process to reduce the age of enforcement complaint investigation cases—in July 2008, there were 197 cases (out of 455 cases) over one year old; by June 2009, there were 151 cases (out of 382 cases) more than a year old.

*I was only inquiring as to whether a complaint should be filed; I was pleased to see my inquiry taken seriously.*

ANONYMOUS CONSUMER

<<< TESTIMONIAL



## ENFORCEMENT

### Complaints\*

2008/2009	
<b>458</b>	RECEIVED Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
<b>558</b>	CLOSED Total number of complaints closed without going to formal investigation.
<b>382</b>	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

\*All complaints received by the Board are opened as “complaint investigation cases” unless they are not within the Board’s jurisdiction.

### Number of Days to Close Complaints

2008/2009	
<b>149</b>	UP TO 90 DAYS
<b>133</b>	91 TO 180 DAYS
<b>105</b>	181 DAYS TO 1 YEAR
<b>79</b>	1 TO 2 YEARS
<b>56</b>	2 TO 3 YEARS
<b>36</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>N/A</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations\*

2008/2009	
<b>34</b>	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>64</b>	CLOSED Total number of all investigations closed.
<b>50</b>	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

\*NOTE: “Formal Investigations” are those complaint investigation cases (“Complaints”) that have been referred to the Division of Investigation. They are a subset of “Complaints.”

### Number of Days to Close Investigations\*

2008/2009	
<b>4</b>	UP TO 90 DAYS
<b>4</b>	91 TO 180 DAYS
<b>16</b>	181 DAYS TO 1 YEAR
<b>24</b>	1 TO 2 YEARS
<b>13</b>	2 TO 3 YEARS
<b>3</b>	OVER 3 YEARS

\*NOTE: The data included here relate to “Formal Investigations”; see NOTE regarding “Formal Investigations.”

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
59	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
7	RESOLVED
66	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
4	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
2	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
1	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Criminal Action Cases

2008/2009	
3	SUBMITTED TO THE DA Total number of cases submitted to the District Attorney's Office for the filing of criminal charges.
0	CONVICTIONS Total number of cases which resulted in conviction.
0	CLOSED Total number of cases in which criminal charges were not filed.
3	PENDING Total number of cases pending resolution (either criminal charges not yet filed or charges filed but not yet finalized).

## Enforcement Actions

2008/2009	
1	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
28	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
60	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
2	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
2	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
5	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
1	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
0	NUMBER OF PC23s ISSUED
0	NUMBER OF ISOs ISSUED
12	NUMBER OF FINAL DECISIONS
25	NUMBER OF PROBATIONERS Total number of licensees on probation at the end of each fiscal year.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## LICENSING/APPLICATIONS

### Applications Received

2008/2009	
8	AG-AGRICULTURAL
5,111	CE-CIVIL
164	CH-CHEMICAL
38	CS-CONTROL SYSTEM
1,005	E-ELECTRICAL
5,427	EIT-ENGINEER IN TRAINING
84	FP-FIRE PROTECTION
118	GE-GEOTECHNICAL
24	I-INDUSTRIAL
400	LS-LAND SURVEYOR
376	LSIT-LAND SURVEYOR IN TRAINING
22	MT-METALLURGICAL
1,110	ME-MECHANICAL
0	MF-MANUFACTURING
12	NU-NUCLEAR
2	PT-PETROLEUM
471	SE-STRUCTURAL
181	TR-TRAFFIC

### Licenses Issued

2008/2009	
1	AG- AGRICULTURAL
46	CH-CHEMICAL
1,560	CE-CIVIL
11	CS-CONTROL SYSTEM
367	E-ELECTRICAL
3,602	EIT-ENGINEER IN TRAINING
29	FP-FIRE PROTECTION
39	GE-GEOTECHNICAL
4	I-INDUSTRIAL
167	LS-LAND SURVEYOR
285	LSIT-LAND SURVEYOR IN TRAINING
396	ME-MECHANICAL
6	MT-METALLURGICAL
0	NU-NUCLEAR
1	PT-PETROLEUM
130	SE-STRUCTURAL
51	TR-TRAFFIC
6,695	TOTAL LICENSES ISSUED
124,114	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
102	AG-AGRICULTURAL
943	CH-CHEMICAL
24,303	CE-CIVIL
2	CONS-CONSULTING
847	CS-CONTROL SYSTEM
88	CR-CORROSION
5,334	E- ELECTRICAL
385	FP-FIRE PROTECTION
594	GE-GEOTECHNICAL
353	I-INDUSTRIAL
1976	LS-LAND SURVEYOR
385	MF-MANUFACTURING
7,224	ME-MECHANICAL
86	MT-METALLURGICAL
173	NU-NUCLEAR
173	PT-PETROLEUM
1	PHOTO-PHOTO SURVEYOR
449	QU-QUALITY
229	SF-SAFETY
1,725	SE-STRUCTURAL
756	TR-TRAFFIC
46,128	TOTAL RENEWED LICENSES

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## PUBLIC SERVICES & COMMUNICATION

### Customer Service Survey Results

2008/2009	
84%	WAS OUR REPRESENTATIVE COURTEOUS?
63%	DID OUR REPRESENTATIVE UNDERSTAND YOUR PROBLEM?
84%	WAS THE COMPLAINT PROCESS EXPLAINED TO YOU?
95%	WERE YOU KEPT ADVISED OF THE STATUS OF YOUR COMPLAINT?
68%	WERE THE REASONS FOR CLOSURE EXPLAINED TO YOU IN A CLEAR AND CONCISE MANNER?
63%	WERE YOU SATISFIED WITH THE RESULTS?
63%	EVEN IF THE MATTER WAS NOT RESOLVED IN YOUR FAVOR, DO YOU FEEL THAT YOUR CASE WAS DEALT WITH IN A FAIR AND REASONABLE MANNER?

Percentage of customers who responded positively.

### Publication(s)

CONSUMER GUIDE (PRINT AND ONLINE)

### Outreach/Education

2008/2009	
12	COLLEGE OUTREACH (PRESENTATIONS TO ENGINEERING AND LAND SURVEYING STUDENTS AT COLLEGES/UNIVERSITIES TO ENCOURAGE LICENSURE); ENFORCEMENT OUTREACH (PRESENTATIONS AT PROFESSIONAL ASSOCIATION MEETINGS TO EDUCATE LICENSEES ON THE LAWS AS A MEANS TO REDUCE CONSUMER COMPLAINTS)

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## BOARD FOR GEOLOGISTS AND GEOPHYSICISTS

[www.geology.ca.gov](http://www.geology.ca.gov)

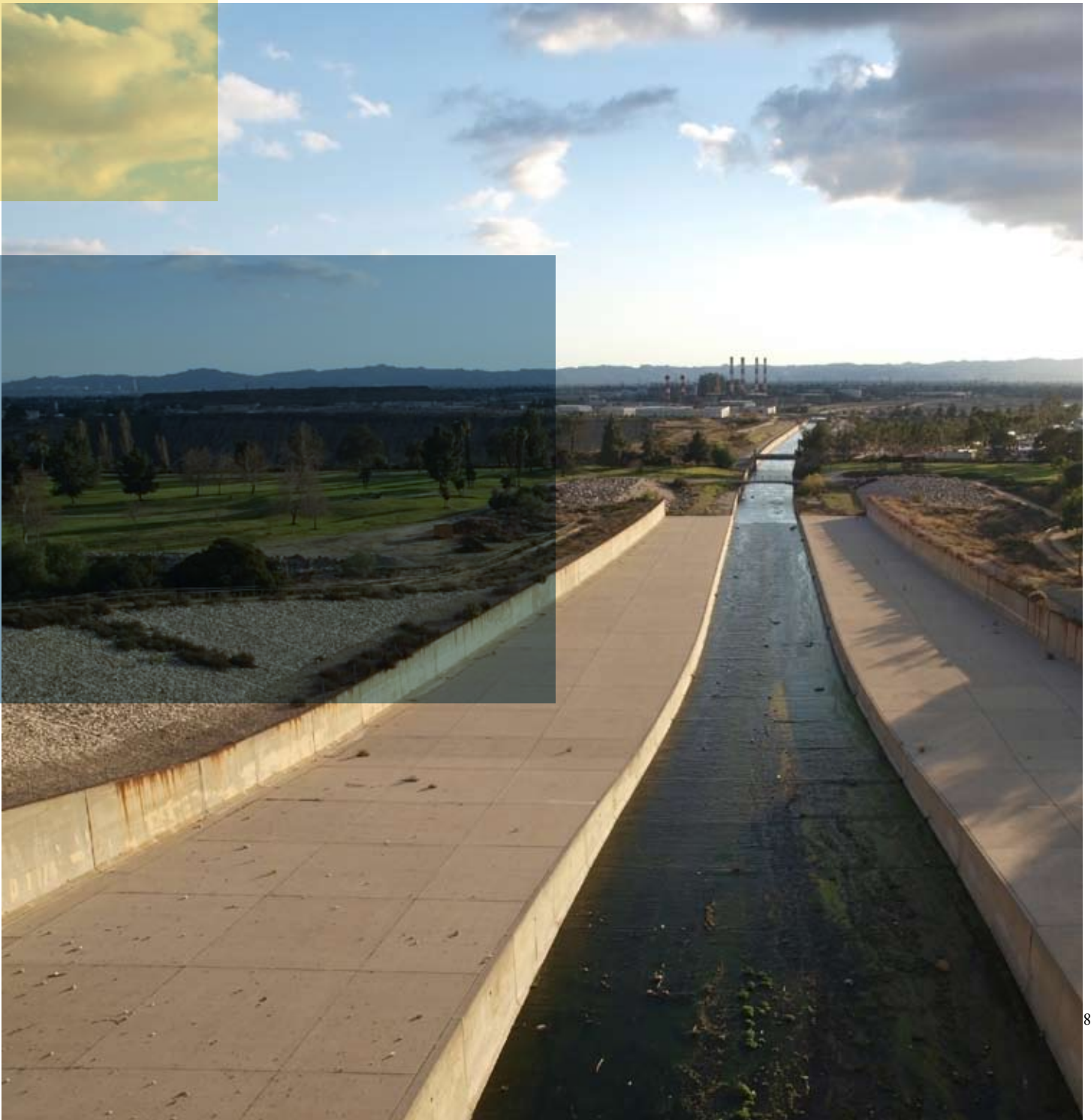
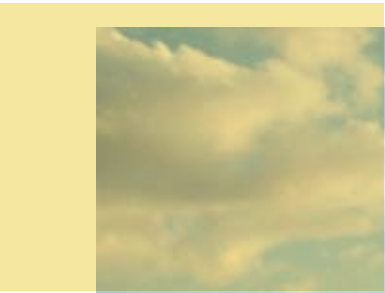
Created by statute in 1968, the Board for Geologists and Geophysicists protects California's environment and the public through licensing fully qualified professionals. The Board enforces the high professional standards needed to prevent or correct risks to human health, safety, and the environment, and to protect and improve California's critical infrastructure, housing, and drinking water supplies.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Developed interagency awareness and cooperative support for professional licensure as a critical quality assurance and quality control component of cost-effective environmental protection across key CalEPA agencies via methods including teleconferences, outreach presentations, program staff meetings, and education.
- Completed intra-agency contracts with DCA's Office of Professional Development Services to validate and conduct grading/pass point evaluations and occupational analyses for professional examinations to ensure highly qualified licensees.
- Initiated professional examinations at California State Universities which simultaneously allow for public outreach and mutually supportive funding to the California State University system.
- Conducted an unlicensed activity environmental protection sting/sweep operation with officials of the Department of Toxic Substances Control and the Contractors State License Board. This first-of-its-kind joint State interagency effort helps both individual consumers and the State as a whole. If left unchecked by properly qualified licensed professionals, environmental contamination assessment and cleanup problems from "brownfields" (abandoned sites) could adversely impact the State's drinking water supply.

### MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Assembly Bill 1284 (Eng, Chapter 488, Statutes of 2008) corrected the antiquated examination fee statutory language prohibiting the collection of actual costs of providing the Board's consumer protection examinations.



## ENFORCEMENT

### Complaints

2008/2009	
<b>84</b>	RECEIVED Total received complaints from the following sources: public, government/law enforcement, licensed professional groups, internal, other, or anonymous.
<b>0</b>	CLOSED Total number of complaints closed without going to formal investigation.
<b>0</b>	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints\*

2008/2009	
<b>N/A</b>	UP TO 90 DAYS
<b>N/A</b>	91 TO 180 DAYS
<b>N/A</b>	181 DAYS TO 1 YEAR
<b>N/A</b>	1 TO 2 YEARS
<b>N/A</b>	2 TO 3 YEARS
<b>N/A</b>	OVER 3 YEARS

\*See Number of Days to Close Investigations. All complaints are investigated.

### Inspections

2008/2009	
<b>N/A</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
<b>84</b>	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>74</b>	CLOSED Total number of all investigations closed.
<b>23</b>	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>59</b>	UP TO 90 DAYS
<b>6</b>	91 TO 180 DAYS
<b>4</b>	181 DAYS TO 1 YEAR
<b>2</b>	1 TO 2 YEARS
<b>3</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
1	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
1	RESOLVED
1	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
0	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
0	RECEIVED
0	CLOSED
0	PENDING

## Enforcement Actions

2008/2009	
0	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
1	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
6	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
0	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
0	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
1	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
0	NUMBER OF PC23s ISSUED
0	NUMBER OF ISOs ISSUED
1	NUMBER OF FINAL DECISIONS
1	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
251	PROFESSIONAL GEOLOGIST
2	PROFESSIONAL GEOPHYSICIST
36	CERTIFIED ENGINEERING GEOLOGIST
22	CERTIFIED HYDROGEOLOGIST

### Licenses Issued

2008/2009	
120	PROFESSIONAL GEOLOGIST
0	PROFESSIONAL GEOPHYSICIST
23	CERTIFIED ENGINEERING GEOLOGIST
15	CERTIFIED HYDROGEOLOGIST
161	TOTAL LICENSES ISSUED
319	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
2,577	PROFESSIONAL GEOLOGIST
102	PROFESSIONAL GEOPHYSICIST
825	CERTIFIED ENGINEERING GEOLOGIST
464	CERTIFIED HYDROGEOLOGIST
3,968	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Publication(s)

CONSUMER GUIDE (PRINT AND ONLINE)
STRATEGIC PLAN (PRINT AND ONLINE)

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## STATE BOARD OF GUIDE DOGS FOR THE BLIND

[www.guidedogboard.ca.gov](http://www.guidedogboard.ca.gov)

The 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. The mission of the Board is to maintain the high threshold of guide dog training that protects the safety, independence, and self-reliance of visually impaired consumers.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Increased the Board's education and outreach efforts by conducting presentations about guide dogs and the Board to eight third-grade classes and three statewide consumer groups.
- Participated in Guide Dog Day 2008: Harnessing the Power of Partnership, in Los Angeles in November. Consumer groups, guide dog schools, and representatives from service animal organizations met to discuss Americans with Disabilities Act regulatory changes, guide dog school updates, available services, and new and emerging issues.

### MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Introduced Senate Bill 475 (Padilla, Chapter 51, Statutes of 2009) which would change the Board's statutory authority to set the annual school renewal payment via regulation.
- Amended Title 16, California Code of Regulations sections 2250, 2274 and 2277. Section 2250 related to changing the physical address of the Board to its current office location. Sections 2274 and 2277 were repealed to remove outdated disclosure requirements that violated the Americans with Disabilities and California Fair Employment and Housing Acts.

#### TESTIMONIAL >>>

*For me, becoming a licensed instructor was the equivalent of earning a master's or other graduate degree. The investment I made in achieving it and the significance and value of it to me since becoming licensed motivate me to continue to remain active. Eight hours every year is not only a very manageable requirement but it also keeps me in touch with former colleagues and involved and up-to-date in a field I strive to return to.*

POLLY DUGAN, LICENSEE





## ENFORCEMENT

### Complaints

2008/2009	
1	RECEIVED Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
1	CLOSED Total number of complaints closed without going to formal investigation.
0	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Deso not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
1	UP TO 90 DAYS
0	91 TO 180 DAYS
0	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS

### Inspections

2008/2009	
3	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
0	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
0	CLOSED Total number of all investigations closed.
0	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
0	UP TO 90 DAYS
0	91 TO 180 DAYS
0	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
0	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
0	RESOLVED
1	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
0	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
0	RECEIVED
0	CLOSED
0	PENDING

## Enforcement Actions

2008/2009	
0	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
0	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
0	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
0	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
0	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
0	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
0	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
0	NUMBER OF PC23s ISSUED
0	NUMBER OF ISOs ISSUED
0	NUMBER OF FINAL DECISIONS
0	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
4	GUIDE DOG INSTRUCTOR
0	GUIDE DOG SCHOOL
0	FUNDRAISING LICENSE
1	INACTIVE INSTRUCTOR

### Licenses Issued

2008/2009	
4	GUIDE DOG INSTRUCTOR
0	GUIDE DOG SCHOOL
0	FUNDRAISING LICENSE
1	INACTIVE INSTRUCTOR
5	TOTAL LICENSES ISSUED
10	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
97	GUIDE DOG INSTRUCTOR
3	GUIDE DOG SCHOOL
0	INACTIVE LICENSE
100	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Outreach/Education

2008/2009	
6	CALIFORNIA ASSOCIATION OF GUIDE DOG USERS, CALIFORNIA COUNCIL OF THE BLIND, TWO SACRAMENTO ELEMENTARY SCHOOLS, GUIDE DOG DAY

### Publication(s)

WHAT'S SO SPECIAL ABOUT GUIDE DOGS? (PRINT AND ONLINE)
2008 YEAR-END REVIEW (PRINT AND ONLINE)

## HEARING AID DISPENSERS BUREAU

[www.dca.ca.gov/hearingaid](http://www.dca.ca.gov/hearingaid)

The Hearing Aid Dispensers Bureau (Bureau) licenses and regulates hearing aid dispensers. The Bureau maintains advertising standards, evaluates the competence of individual dispensers, and enforces statutory and regulatory requirements related to hearing aid dispensing. The Bureau also informs consumers of their legal rights and obligations when purchasing or returning hearing aids, and mediates complaints.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Produced the debut issue of the *HADB Newsletter* that includes information for licensees and consumers.
- Enhanced the Bureau's Web site by adding additional enforcement action information to the Web License Look-up (WLL) system. This information helps consumers protect themselves from unscrupulous individuals before deciding on which dispenser to use.
- Expanded continuing education course approval to include the provider *AudiologyOnline*.
- Expanded the expert examiner pool for Northern and Southern California by training new expert examiners.

### MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Continued pursuing proposed changes to the law related to re-issuance of a trainee license; expanding owner responsibilities to include advertising; making non-licensee owners accountable for the laws; requiring licensees to provide a receipt for each adjustment, replacement, or repair of any hearing aid; and requiring licensees/business owners to promptly notify the Bureau and consumers of business closures and provide alternate contact information.



## ENFORCEMENT

### Complaints

2008/2009	
<b>215</b>	<b>RECEIVED</b> Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
<b>158</b>	<b>CLOSED</b> Total number of complaints closed without going to formal investigation.
<b>53</b>	<b>PENDING</b> Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>155</b>	UP TO 90 DAYS
<b>3</b>	91 TO 180 DAYS
<b>0</b>	181 DAYS TO 1 YEAR
<b>0</b>	1 TO 2 YEARS
<b>0</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>N/A</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
<b>21</b>	<b>OPENED</b> Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>22</b>	<b>CLOSED</b> Total number of all investigations closed.
<b>29</b>	<b>PENDING</b> Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>1</b>	UP TO 90 DAYS
<b>1</b>	91 TO 180 DAYS
<b>2</b>	181 DAYS TO 1 YEAR
<b>17</b>	1 TO 2 YEARS
<b>1</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
5	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
5	RESOLVED
5	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
3	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
2	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
0	RECEIVED
0	CLOSED
0	PENDING

## Enforcement Actions

2008/2009	
4	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
1	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
0	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
0	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
0	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
0	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
0	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
0	NUMBER OF PC23s ISSUED
0	NUMBER OF ISOs ISSUED
5	NUMBER OF FINAL DECISIONS
3	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## LICENSING/APPLICATIONS

### Applications Received

2008/2009	
233	BRANCH
169	HEARING AID DISPENSER
123	TEMPORARY/TRAINEE
16	TEMPORARY

### Renewed Licenses

2008/2009	
412	BRANCH
1670	HEARING AID DISPENSER
119	TEMPORARY/TRAINEE
2,201	TOTAL RENEWED LICENSES

### Licenses Issued

2008/2009	
233	BRANCH
138	HEARING AID DISPENSER
116	TEMPORARY/TRAINEE
13	TEMPORARY
500	TOTAL LICENSES ISSUED
2,509	TOTAL LICENSEES

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## PUBLIC SERVICES & COMMUNICATION

### Customer Service Survey Results

2008/2009	
N/A	No conclusive information available in which to determine result percentages.

### Outreach/Education

2008/2009	
6	

### Publication(s) continued

SCREENING GUIDELINES FOR HEARING AID DISPENSERS (PRINT AND ONLINE)
THREE-DAY CANCELLATION REQUIREMENTS FOR OUT-OF-OFFICE SALES (PRINT AND ONLINE)
WHAT DISPENSERS SHOULD ABOUT THE HEARING AID DISPENSERS BUREAU'S CITATION & FINE PROGRAM (PRINT AND ONLINE)
HADB NEWSLETTER (PRINT AND ONLINE)

### Publication(s)

DO YOU NEED TO BUY A HEARING AID? (PRINT AND ONLINE) (CHINESE, SPANISH)
UNDERSTANDING THE AUDIOGRAM (PRINT AND ONLINE)
MAIL ORDER/INTERNET HEARING AIDS (PRINT AND ONLINE)
CONSUMERS AND THE 30-DAY WARRANTY ON HEARING AIDS (PRINT AND ONLINE)
SOUND ADVICE ON HEARING AIDS (PRINT AND ONLINE)
GENERAL LICENSING INFORMATION (PRINT AND ONLINE)
FEE SCHEDULE FOR HEARING AID DISPENSER LICENSURE (PRINT AND ONLINE)
HEARING AID DISPENSER TEMPORARY LICENSE INFORMATION (PRINT AND ONLINE)
HEARING AID DISPENSER WRITTEN EXAMINATION INFORMATION (PRINT AND ONLINE)
GUIDELINES FOR SUPERVISION OF TRAINEES (PRINT AND ONLINE)
CHILD & SPOUSAL SUPPORT LAW MAY AFFECT APPLICANTS FOR LICENSURE AND LICENSE RENEWAL (PRINT AND ONLINE)
CATALOG OR MAIL-ORDER SALE OF HEARING AIDS (PRINT AND ONLINE)
GUIDELINES FOR HEARING AID RECEIPTS (PRINT AND ONLINE)
INFORMATION DISCLOSURE POLICY (PRINT AND ONLINE)
NOTICE REGARDING ADVERTISING COMPLAINTS (PRINT AND ONLINE)
ADVERTISING GUIDELINES FOR HEARING AID DISPENSERS (PRINT AND ONLINE)

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.





## BUREAU OF HOME FURNISHINGS AND THERMAL INSULATION

[www.bhfti.ca.gov](http://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 that 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 2008-09:

- Enhanced the Bureau Web site by adding the Consumer Guide and Directory of Certified Insulation Material in an easier, more consumer-friendly format. The publication was also produced in CD format, which resulted in monetary savings.
- Added thermal insulation licenses to the Bureau's Web License Look-up (WLL) system, enabling consumers, contractors, and building officials to verify these licenses without having to call the Bureau.
- Enhanced the enforcement section of the Bureau's Web site by posting accusations that have been filed against licensees. This protects consumers by allowing them to view licensee complaints before conducting business with them.



## ENFORCEMENT

### Complaints

2008/2009	
<b>1,582</b>	<b>RECEIVED</b> Total received complaints from the following sources: public, government/law enforcement, licensed professional groups, internal, other, or anonymous.
<b>196</b>	<b>CLOSED</b> Total number of complaints closed without going to formal investigation.
<b>450</b>	<b>PENDING</b> Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>184</b>	UP TO 90 DAYS
<b>12</b>	91 TO 180 DAYS
<b>0</b>	181 DAYS TO 1 YEAR
<b>0</b>	1 TO 2 YEARS
<b>0</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>4,409</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
<b>1,203</b>	<b>OPENED</b> Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>1,023</b>	<b>CLOSED</b> Total number of all investigations closed.
<b>400</b>	<b>PENDING</b> Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>629</b>	UP TO 90 DAYS
<b>253</b>	91 TO 180 DAYS
<b>132</b>	181 DAYS TO 1 YEAR
<b>3</b>	1 TO 2 YEARS
<b>0</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
2	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
3	RESOLVED
1	PENDING

## Number of Years the Office of the Attorney General Took To Close a Case

2008/2009	
2	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
1	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
N/A	RECEIVED
N/A	CLOSED
N/A	PENDING

## Enforcement Actions

2008/2009	
1	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
0	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
153	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
1	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
0	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only, (probation is not included as part of the penalty).
0	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
0	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
N/A	NUMBER OF PC23s ISSUED
N/A	NUMBER OF ISOs ISSUED
N/A	NUMBER OF FINAL DECISIONS
N/A	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
292	BEDDING RETAILER
63	CUSTOM UPHOLSTERER
127	FURNITURE AND BEDDING MANUFACTURER
1,315	FURNITURE AND BEDDING RETAILER
46	FURNITURE AND BEDDING WHOLESALER
296	FURNITURE RETAILER
560	IMPORTER
4	SANITIZER
12	SUPPLY DEALER
10	THERMAL INSULATION

### Licenses Issued

2008/2009	
271	BEDDING RETAILER
44	CUSTOM UPHOLSTERER
103	FURNITURE AND BEDDING MANUFACTURER
1,260	FURNITURE AND BEDDING RETAILER
32	FURNITURE AND BEDDING WHOLESALER
243	FURNITURE RETAILER
582	IMPORTER
4	SANITIZER
11	SUPPLY DEALER
10	THERMAL INSULATION
2,560	TOTAL LICENSES ISSUED
21,727	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
1,417	BEDDING RETAILER
262	CUSTOM UPHOLSTERER
666	FURNITURE AND BEDDING MANUFACTURER
3,960	FURNITURE AND BEDDING RETAILER
72	FURNITURE AND BEDDING WHOLESALER
1,483	FURNITURE RETAILER
1,102	IMPORTER
3	SANITIZER
74	SUPPLY DEALER
100	THERMAL INSULATION
9,139	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Outreach/Education

2008/2009	
1	LICENSEE
1	CONSUMER

### Publication(s)

CONSUMER TIPS ON MAGNETIC MATTRESS PADS (PRINT)



## LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE

[www.latc.ca.gov](http://www.latc.ca.gov)

The Landscape Architects Technical Committee (Committee) has operated within the California Architects Board since 1999. The Committee licenses and regulates the practice of more than 3,700 landscape architects in California, ensuring minimal competency through examination, licensing and enforcement.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Worked to improve communications with faculty and students at California universities with landscape architecture programs. Discussed health, safety, and welfare issues with faculty and provided licensure information to graduating seniors at two campuses. The Committee will build on this platform and plans to meet with all seven university programs on a rotating basis.
- Developed plan to transfer administration of the national licensing examination's two graphic sections to the Council of Landscape Architectural Registration Boards.
- Reviewed UC Berkeley Extension's Certificate Program and granted a four-year approval to allow its program graduates educational credits required for licensure.

### MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Approved proposed updates resulting from a comprehensive review of all language contained in California Code of Regulations, Title 16, Division 26, Article 1.

#### TESTIMONIAL >>>

*Thank you for your courtesy, professionalism, and advice throughout this [complaint] process. You were great.*

TERRY W. AHEARN, CONSUMER



## ENFORCEMENT

### Complaints

2008/2009	
30	RECEIVED Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
25	CLOSED Total number of complaints closed without going to formal investigation.
35	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints\*

2008/2009	
0	UP TO 90 DAYS
0	91 TO 180 DAYS
0	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS

\*All complaints are investigated; see Number of Days to Close Investigations.

### Inspections

2008/2009	
0	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

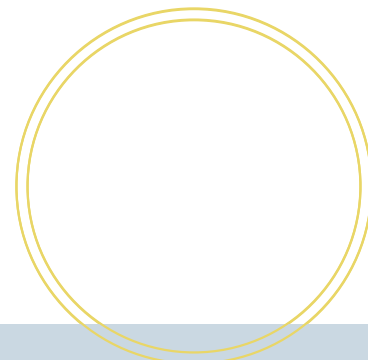
2008/2009	
0	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
0	CLOSED Total number of all investigations closed.
0	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
2	UP TO 90 DAYS
2	91 TO 180 DAYS
7	181 DAYS TO 1 YEAR
9	1 TO 2 YEARS
4	2 TO 3 YEARS
1	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.





## Office of the Attorney General

2008/2009	
0	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
0	RESOLVED
0	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
0	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
0	RECEIVED
0	CLOSED
0	PENDING

## Enforcement Actions

2008/2009	
0	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
0	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
3	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
0	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
0	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
0	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
0	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
0	NUMBER OF PC23S ISSUED
0	NUMBER OF ISOS ISSUED
0	NUMBER OF FINAL DECISIONS
0	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.





## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
98	APPLICATION FOR ELIGIBILITY
99	APPLICATION FOR INITIAL LICENSE

### Licenses Issued

2008/2009	
103	LANDSCAPE ARCHITECTS LICENSE
103	TOTAL LICENSES ISSUED
3,706	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
1,755	LANDSCAPE ARCHITECTS LICENSE
1,755	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Outreach/Education

2008/2009	
3	STUDENT OUTREACH
2	PROFESSIONAL ASSOCIATES OUTREACH

### Publication(s)

RESIDENTIAL GUIDE (ONLINE)
PRIVATE GUIDE (ONLINE)
PUBLIC GUIDE (ONLINE)
CANDIDATE GUIDE (PRINT AND ONLINE)
CALIFORNIA SUPPLEMENTAL EXAMINATION CANDIDATE GUIDE (ONLINE)
PRACTICE ACT (PRINT AND ONLINE)
BOOKMARKS (PRINT)
POSTER (PRINT)
POSTER (PRINT)





## MEDICAL BOARD OF CALIFORNIA

[www.mbc.ca.gov](http://www.mbc.ca.gov)

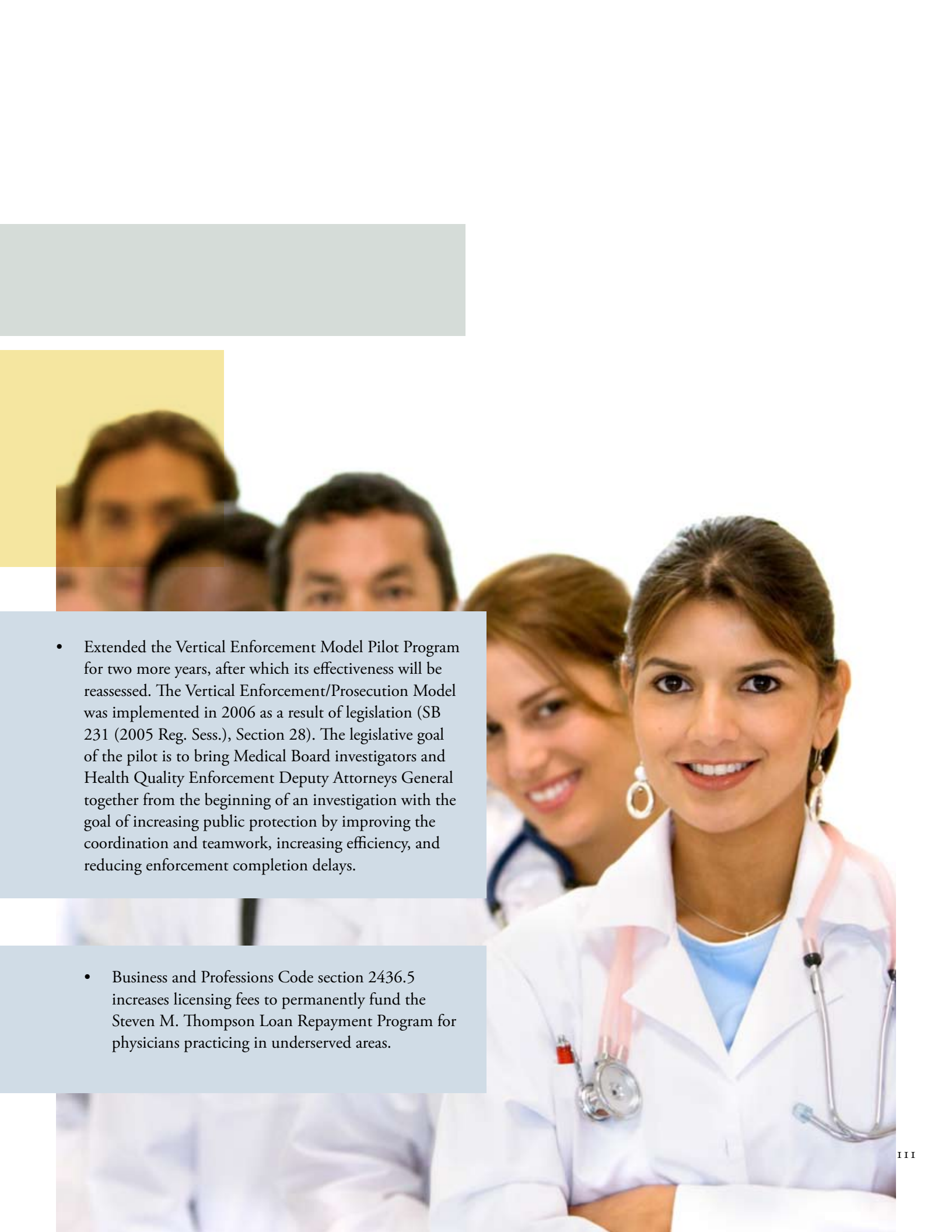
The Medical Board of California (Board) protects consumers by licensing and regulating physicians. Through its licensing program, the Board sets standards for physician licensure, reviews applications for licensure, and evaluates and approves certain medical education programs. Its Enforcement Program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

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Launched a pilot program to expand the practice of telemedicine for patients with chronic illnesses pursuant to AB 329 (Nakanishi, Chapter 386, Statutes of 2007). This project aims to improve access to health services and health education for diabetics who reside primarily in underserved communities. The project will also develop a model of care that will improve health outcomes in a more cost-effective manner that can be replicated statewide.
- Enhanced the Board's Web site by adding a real-time lookup feature that provides consumers with the most accurate and up-to-date physician license information. This information includes certain self-reported physician information, board certification, language proficiency, and other information of other value to consumers.

### MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Business and Professions (B&P) Code section 2221.05 authorizes the Board to issue a public letter of reprimand to a physician applicant who has committed minor violations of the law.
- Title 16, California Code of Regulations (CCR) section 1336 requires physicians to complete not less than 50 hours of approved continuing medical education during each two-year period immediately preceding the expiration date of the license.

- 
- Extended the Vertical Enforcement Model Pilot Program for two more years, after which its effectiveness will be reassessed. The Vertical Enforcement/Prosecution Model was implemented in 2006 as a result of legislation (SB 231 (2005 Reg. Sess.), Section 28). The legislative goal of the pilot is to bring Medical Board investigators and Health Quality Enforcement Deputy Attorneys General together from the beginning of an investigation with the goal of increasing public protection by improving the coordination and teamwork, increasing efficiency, and reducing enforcement completion delays.

- Business and Professions Code section 2436.5 increases licensing fees to permanently fund the Steven M. Thompson Loan Repayment Program for physicians practicing in underserved areas.

## FICTITIOUS NAME PERMIT: ENFORCEMENT

### Complaints

2008/2009	
N/A	RECEIVED Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
N/A	CLOSED Total number of complaints closed without going to formal investigation.
N/A	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
N/A	UP TO 90 DAYS
N/A	91 TO 180 DAYS
N/A	181 DAYS TO 1 YEAR
N/A	1 TO 2 YEARS
N/A	2 TO 3 YEARS
N/A	OVER 3 YEARS

### Inspections

2008/2009	
N/A	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
N/A	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
N/A	CLOSED Total number of all investigations closed.
N/A	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
N/A	UP TO 90 DAYS
N/A	91 TO 180 DAYS
N/A	181 DAYS TO 1 YEAR
N/A	1 TO 2 YEARS
N/A	2 TO 3 YEARS
N/A	OVER 3 YEARS

### Referral for Criminal Action

2008/2009	
0	INVESTIGATIONS SUBMITTED TO THE DISTRICT ATTORNEY OR CITY ATTORNEY.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
<b>N/A</b>	<b>REFERRED TO</b> Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
<b>N/A</b>	<b>RESOLVED</b>
<b>N/A</b>	<b>PENDING</b>

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
<b>N/A</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE</b>
<b>N/A</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE</b>
<b>N/A</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE</b>
<b>N/A</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE</b>
<b>N/A</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE</b>

## Convictions

2008/2009	
<b>N/A</b>	<b>RECEIVED</b>
<b>N/A</b>	<b>CLOSED</b>
<b>N/A</b>	<b>PENDING</b>

## Enforcement Actions

2008/2009	
<b>N/A</b>	<b>STATEMENTS OF ISSUES</b> Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>N/A</b>	<b>ACCUSATIONS</b> Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>N/A</b>	<b>CITATIONS ISSUED</b> Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
<b>N/A</b>	<b>REVOICATIONS</b> Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
<b>N/A</b>	<b>SURRENDER OF LICENSE</b> Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
<b>N/A</b>	<b>SUSPENSION ONLY</b> Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
<b>N/A</b>	<b>PROBATION ONLY</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
<b>N/A</b>	<b>PROBATION WITH SUSPENSION</b> Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
<b>N/A</b>	<b>NUMBER OF PC23s ISSUED</b>
<b>N/A</b>	<b>NUMBER OF ISOs ISSUED</b>
<b>N/A</b>	<b>NUMBER OF FINAL DECISIONS</b>
<b>N/A</b>	<b>NUMBER OF PROBATIONERS</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## FICTITIOUS NAME PERMIT: LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
<b>1,481</b>	FICTITIOUS NAME PERMIT

### Licenses Issued

2008/2009	
<b>1,268</b>	FICTITIOUS NAME PERMIT
<b>1,268</b>	TOTAL LICENSES ISSUED
<b>12,312</b>	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
<b>4,486</b>	FICTITIOUS NAME PERMIT
<b>4,486</b>	TOTAL RENEWED LICENSES

## FICTITIOUS NAME PERMIT: PUBLIC SERVICES & COMMUNICATION

### Publication(s)

SEE "MEDICAL BOARD OF CALIFORNIA - PHYSICIAN AND SURGEON" REPORT



## LICENSED MIDWIFE: ENFORCEMENT

### Complaints

2008/2009	
16	RECEIVED Total received complaints from the following sources: public, government/law enforcement, licensed professional groups, internal, other or anonymous.
10	CLOSED Total number of complaints closed without going to formal investigation.
8	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
8	UP TO 90 DAYS
2	91 TO 180 DAYS
0	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS

### Inspections

2008/2009	
N/A	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
3	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
1	CLOSED Total number of all investigations closed.
4	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
0	UP TO 90 DAYS
0	91 TO 180 DAYS
0	181 DAYS TO 1 YEAR
1	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS

### Referral for Criminal Action

2008/2009	
0	INVESTIGATIONS SUBMITTED TO THE DISTRICT ATTORNEY OR CITY ATTORNEY.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## LICENSED MIDWIFE: ENFORCEMENT

### Office of the Attorney General

2008/2009	
0	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
0	RESOLVED
0	PENDING

### Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
0	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

### Convictions

2008/2009	
0	RECEIVED
0	CLOSED
0	PENDING

### Enforcement Actions

2008/2009	
0	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
0	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
0	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
0	REVOCATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
0	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only, (probation is not included as part of the penalty).
0	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
0	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
0	NUMBER OF PC23s ISSUED
0	NUMBER OF ISOs ISSUED
0	NUMBER OF FINAL DECISIONS
1	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## LICENSED MIDWIFE: LICENSING/ APPLICATIONS

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### Applications Received

2008/2009	
16	LICENSED MIDWIFE

### Licenses Issued

2008/2009	
23	LICENSED MIDWIFE
23	TOTAL LICENSES ISSUED
199	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
78	LICENSED MIDWIFE
78	TOTAL RENEWED LICENSES

## LICENSED MIDWIFE: PUBLIC SERVICES & COMMUNICATION

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### Publication(s)

SEE "MEDICAL BOARD OF CALIFORNIA - PHYSICIAN AND SURGEON" REPORT

## DISPENSING OPTICIANS PROGRAM: ENFORCEMENT

### Complaints

2008/2009	
34	RECEIVED Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
24	CLOSED Total number of complaints closed without going to formal investigation.
12	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
14	UP TO 90 DAYS
7	91 TO 180 DAYS
3	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS

### Inspections

2008/2009	
N/A	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
12	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
8	CLOSED Total number of all investigations closed.
5	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
7	UP TO 90 DAYS
0	91 TO 180 DAYS
1	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS

### Referral for Criminal Action

2008/2009	
3	INVESTIGATIONS SUBMITTED TO THE DISTRICT ATTORNEY OR CITY ATTORNEY.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
2	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
2	RESOLVED
3	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
1	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
1	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
0*	RECEIVED
0	CLOSED
0	PENDING

\*In addition, the MBC's Dispensing Opticians Program received DOJ subsequent arrest/conviction notifications as follows: FY 08/09 - 10.

## Enforcement Actions

2008/2009	
1	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
0	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
0	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
0	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
0	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
1	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
0	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
0	NUMBER OF PC23s ISSUED
0	NUMBER OF ISOs ISSUED
1	NUMBER OF FINAL DECISIONS
2	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

## DISPENSING OPTICIANS PROGRAM: LICENSING/APPLICATIONS

### Applications Received

2008/2009	
91	DISPENSING OPTICIAN
100	CONTACT LENS DISPENSER
178	SPECTACLE LENS DISPENSER
2	OUT-OF-STATE OPTICIAN

### Licenses Issued

2008/2009	
43	DISPENSING OPTICIAN
114	CONTACT LENS DISPENSER
195	SPECTACLE LENS DISPENSER
4	OUT-OF-STATE OPTICIAN
356	TOTAL LICENSES ISSUED
4,048	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
524	DISPENSING OPTICIAN
320	CONTACT LENS DISPENSER
801	SPECTACLE LENS DISPENSER
4	OUT-OF-STATE OPTICIAN
1,649	TOTAL RENEWED LICENSES

## DISPENSING OPTICIANS PROGRAM: PUBLIC SERVICES & COMMUNICATION

### Publication(s)

SEE "MEDICAL BOARD OF CALIFORNIA - PHYSICIAN AND SURGEON" REPORT



## RESEARCH PSYCHOANALYST: ENFORCEMENT

### Complaints

2008/2009	
0	RECEIVED Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
0	CLOSED Total number of complaints closed without going to formal investigation.
0	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
0	UP TO 90 DAYS
0	91 TO 180 DAYS
0	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS

### Inspections

2008/2009	
N/A	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
0	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
0	CLOSED Total number of all investigations closed.
0	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
0	UP TO 90 DAYS
0	91 TO 180 DAYS
0	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS

### Referral for Criminal Action

2008/2009	
0	INVESTIGATIONS SUBMITTED TO THE DISTRICT ATTORNEY OR CITY ATTORNEY.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## RESEARCH PSYCHOANALYST: ENFORCEMENT

### Office of the Attorney General

2008/2009	
0	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
0	RESOLVED
0	PENDING

### Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
0	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

### Convictions

2008/2009	
0	RECEIVED
0	CLOSED
0	PENDING

### Enforcement Actions

2008/2009	
0	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
0	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
0	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
0	REVOCATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
0	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
0	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
0	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
0	NUMBER OF PC23s ISSUED
0	NUMBER OF ISOs ISSUED
0	NUMBER OF FINAL DECISIONS
0	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## RESEARCH PSYCHOANALYST: LICENSING/APPLICATIONS

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### Applications Received

2008/2009	
3	RESEARCH PSYCHOANALYST

### Licenses Issued

2008/2009	
6	RESEARCH PSYCHOANALYST
6	TOTAL LICENSES ISSUED
86	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
3	RESEARCH PSYCHOANALYST
3	TOTAL RENEWED LICENSES

## RESEARCH PSYCHOANALYST: PUBLIC SERVICES & COMMUNICATION

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### Publication(s)

SEE "MEDICAL BOARD OF CALIFORNIA - PHYSICIAN AND SURGEON" REPORT



## SPECIAL FACULTY PERMIT: ENFORCEMENT

### Complaints

2008/2009	
N/A	RECEIVED Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
N/A	CLOSED Total number of complaints closed without going to formal investigation.
N/A	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
N/A	UP TO 90 DAYS
N/A	91 TO 180 DAYS
N/A	181 DAYS TO 1 YEAR
N/A	1 TO 2 YEARS
N/A	2 TO 3 YEARS
N/A	OVER 3 YEARS

### Inspections

2008/2009	
N/A	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
N/A	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
N/A	CLOSED Total number of all investigations closed.
N/A	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
N/A	UP TO 90 DAYS
N/A	91 TO 180 DAYS
N/A	181 DAYS TO 1 YEAR
N/A	1 TO 2 YEARS
N/A	2 TO 3 YEARS
N/A	OVER 3 YEARS

### Referral for Criminal Action

2008/2009	
N/A	INVESTIGATIONS SUBMITTED TO THE DISTRICT ATTORNEY OR CITY ATTORNEY.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
<b>N/A</b>	<b>REFERRED TO</b> Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
<b>N/A</b>	<b>RESOLVED</b>
<b>N/A</b>	<b>PENDING</b>

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
<b>N/A</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE</b>
<b>N/A</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE</b>
<b>N/A</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE</b>
<b>N/A</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE</b>
<b>N/A</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE</b>

## Convictions

2008/2009	
<b>N/A</b>	<b>RECEIVED</b>
<b>N/A</b>	<b>CLOSED</b>
<b>N/A</b>	<b>PENDING</b>

## Enforcement Actions

2008/2009	
<b>N/A</b>	<b>STATEMENTS OF ISSUES</b> Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>N/A</b>	<b>ACCUSATIONS</b> Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>N/A</b>	<b>CITATIONS ISSUED</b> Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
<b>N/A</b>	<b>REVOICATIONS</b> Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
<b>N/A</b>	<b>SURRENDER OF LICENSE</b> Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
<b>N/A</b>	<b>SUSPENSION ONLY</b> Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only, (probation is not included as part of the penalty).
<b>N/A</b>	<b>PROBATION ONLY</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
<b>N/A</b>	<b>PROBATION WITH SUSPENSION</b> Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
<b>N/A</b>	<b>NUMBER OF PC23S ISSUED</b>
<b>N/A</b>	<b>NUMBER OF ISOS ISSUED</b>
<b>N/A</b>	<b>NUMBER OF FINAL DECISIONS</b>
<b>N/A</b>	<b>NUMBER OF PROBATIONERS</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## SPECIAL FACULTY PERMIT: LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
6	SPECIAL FACULTY PERMIT

### Licenses Issued

2008/2009	
3	SPECIAL FACULTY PERMIT
3	TOTAL LICENSES ISSUED
12	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
5	SPECIAL FACULTY PERMIT
5	TOTAL RENEWED LICENSES

## SPECIAL FACULTY PERMIT: PUBLIC SERVICES & COMMUNICATION

### Publication(s)

SEE "MEDICAL BOARD OF CALIFORNIA - PHYSICIAN AND SURGEON" REPORT



## PHYSICIAN AND SURGEON: ENFORCEMENT

### Complaints

2008/2009	
<b>6,437</b>	<b>RECEIVED</b> Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other or anonymous.
<b>5,303</b>	<b>CLOSED</b> Total number of complaints closed without going to formal investigation.
<b>1,323</b>	<b>PENDING</b> Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>3,280</b>	UP TO 90 DAYS
<b>1,647</b>	91 TO 180 DAYS
<b>369</b>	181 DAYS TO 1 YEAR
<b>7</b>	1 TO 2 YEARS
<b>0</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>N/A</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
<b>1,123</b>	<b>OPENED</b> Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>1,100</b>	<b>CLOSED</b> Total number of all investigations closed.
<b>1,211</b>	<b>PENDING</b> Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>225</b>	UP TO 90 DAYS
<b>129</b>	91 TO 180 DAYS
<b>288</b>	181 DAYS TO 1 YEAR
<b>337</b>	1 TO 2 YEARS
<b>119</b>	2 TO 3 YEARS
<b>2</b>	OVER 3 YEARS

### Referral for Criminal Action

2008/2009	
<b>27</b>	INVESTIGATIONS SUBMITTED TO THE DISTRICT ATTORNEY OR CITY ATTORNEY.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## PHYSICIAN AND SURGEON: ENFORCEMENT

### Office of the Attorney General

2008/2009	
<b>450</b>	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
<b>399</b>	RESOLVED
<b>410</b>	PENDING

### Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
<b>213</b>	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
<b>118</b>	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
<b>39</b>	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
<b>17</b>	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
<b>12</b>	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

### Convictions

2008/2009	
<b>80*</b>	RECEIVED
<b>54</b>	CLOSED
<b>26</b>	PENDING

\*In addition, the MBC received DOJ subsequent arrest/conviction notifications as follows: FY 08/09 - 184..

### Enforcement Actions

2008/2009	
<b>9</b>	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>263</b>	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>185</b>	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
<b>45</b>	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
<b>35</b>	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
<b>0</b>	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
<b>78</b>	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
<b>13</b>	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
<b>10</b>	PROBATIONARY LICENSE ISSUED Total number of probationary licenses issued to applicants with probationary terms and conditions.
<b>81</b>	PUBLIC REPRIMAND Total number of licenses, registrations, certificates, or permits publicly reprimanded resulting from a disciplinary action.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## PHYSICIAN AND SURGEON: ENFORCEMENT

### Enforcement Actions *continued*

<b>10</b>	<b>OTHER ACTION</b> Total number of licenses, registrations, certificates, or permits administered other action from a disciplinary action.
<b>13</b>	<b>NUMBER OF PC23s ISSUED</b>
<b>16</b>	<b>NUMBER OF ISOs ISSUED</b>
<b>2</b>	<b>NUMBER OF AUTOMATIC SUSPENSION ORDERS ISSUED</b>
<b>18</b>	<b>NUMBER OF OUT OF STATE SUSPENSION ORDERS ISSUED</b>
<b>3</b>	<b>NUMBER OF STIPULATED AGREEMENTS TO SUSPEND OR RESTRICT THE PRACTICE OF MEDICINE</b>
<b>2</b>	<b>NUMBER OF SUSPENSION ORDERS ISSUED BY CHIEF OF ENFORCEMENT</b>
<b>272</b>	<b>NUMBER OF FINAL DECISIONS</b>
<b>543</b>	<b>NUMBER OF PROBATIONERS</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

## PHYSICIAN AND SURGEON: LICENSING/APPLICATIONS

### Applications Received

2008/2009	
<b>6,169</b>	PHYSICIAN AND SURGEON

### Licenses Issued

2008/2009	
<b>4,687</b>	PHYSICIAN AND SURGEON
<b>4,687</b>	TOTAL LICENSES ISSUED
<b>127,436</b>	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
<b>60,775</b>	PHYSICIAN AND SURGEON
<b>60,775</b>	TOTAL RENEWED LICENSES

## PHYSICIAN AND SURGEON: PUBLIC SERVICES & COMMUNICATION

### Outreach/Education

2008/2009

III

INCLUDES HEALTH AND WELLNESS FAIRS, SENIOR EVENTS, COMMUNITY FAIRS AND FESTIVALS, LICENSING FAIRS AND ORIENTATIONS STATEWIDE.

### Publication(s)

ANNUAL REPORT (PRINT AND ONLINE)
A PATIENT'S GUIDE TO BLOOD TRANSFUSIONS (PRINT AND ONLINE) (SPANISH)
A WOMAN'S GUIDE TO BREAST CANCER DIAGNOSIS AND TREATMENT (PRINT AND ONLINE) (CHINESE, RUSSIAN, KOREAN, SPANISH, THAI)
ACTION REPORT (PRINT AND ONLINE)
DIVERSION AUDIT REPORT (ONLINE)
ENFORCEMENT MONITOR REPORT (ONLINE)
FROM QUACKERY TO QUALITY ASSURANCE: THE FIRST TWELVE DECADES OF THE MEDICAL BOARD OF CALIFORNIA (PRINT)
GUIDEBOOK TO THE LAWS GOVERNING THE PRACTICE OF MEDICINE BY PHYSICIANS AND SURGEONS (PRINT)
GUIDELINES FOR PRESCRIBING CONTROLLED SUBSTANCES FOR PAIN (ONLINE)
GYNECOLOGIC CANCERS...WHAT WOMEN NEED TO KNOW (PRINT AND ONLINE) (ARMENIAN, CHINESE, CAMBODIAN, FARSI, HMONG, KOREAN, RUSSIAN, SPANISH, VIETNAMESE)
HOT SHEETS (12/2005 - 07/2008) (ONLINE)
HOW COMPLAINTS ARE HANDLED (PRINT AND ONLINE) (SPANISH)
INFORMATION AND SERVICES TO CONSUMERS (print and online) (SPANISH)
INSTRUCTIONS AND INFORMATION FOR PHYSICIAN'S AND SURGEON'S LICENSE RENEWAL - (PRINT AND ONLINE)
LAWS RELATING TO THE PRACTICE OF: PHYSICIANS AND SURGEONS, DOCTORS OF PODIATRIC MEDICINE (PRINT)

### Publication(s) *continued*

MANDATED STANDARDIZED WRITTEN INFORMATION FOR PATIENTS (ONLINE)
MANUAL OF MODEL DISCIPLINARY ORDERS AND DISCIPLINARY GUIDELINES (PRINT AND ONLINE)
MOST ASKED QUESTIONS ABOUT MEDICAL CONSULTANTS (PRINT AND ONLINE) (SPANISH)
NEWSLETTERS, MBC (PREVIOUSLY NAMED ACTION REPORTS) (PRINT AND ONLINE)
FINAL 2007 LICENSED MIDWIFE ANNUAL REPORT (ONLINE)
PEER REVIEW IN CALIFORNIA FINAL REPORT, COMPREHENSIVE STUDY (ONLINE)
PERFORMANCE MEASUREMENT INDICATOR REPORT (ONLINE)
PHYSICIAN MISCONDUCT AND PUBLIC DISCLOSURE PRACTICE AT THE MEDICAL BOARD OF CALIFORNIA (ONLINE)
PRESERVE A TREASURE - KNOW WHEN ANTIBIOTICS WORK (ONLINE)
PROFESSIONAL THERAPY NEVER INCLUDES SEX (PRINT AND ONLINE) (SPANISH)
QUESTIONS AND ANSWERS ABOUT INVESTIGATIONS (PRINT AND ONLINE) (SPANISH)
REPORT ON MALPRACTICE INSURANCE FOR VOLUNTEER PHYSICIANS, PURSUANT TO AB 2342 (ONLINE)
REPORT TO THE LEGISLATURE - VERTICAL ENFORCEMENT (ONLINE)
SB 376 - DIRECT EMPLOYMENT OF PHYSICIANS BY QUALIFIED DISTRICT HOSPITALS REPORT TO THE LEGISLATURE (ONLINE)
STRATEGIC PLAN (ONLINE)
THINGS TO CONSIDER BEFORE YOUR SILICONE IMPLANT SURGERY (PRINT AND ONLINE)
TIP SHEETS (PRINT AND ONLINE) (ARMENIAN, CHINESE, HMONG, KOREAN, RUSSIAN, SPANISH, VIETNAMESE)
VERTICAL ENFORCEMENT MODEL REPORT TO THE LEGISLATURE - JUNE 2009 (ONLINE)
WHAT YOU NEED TO KNOW ABOUT PROSTATE CANCER (PRINT AND ONLINE)
PRACTICING MEDICINE THROUGH TELEMEDICINE TECHNOLOGY (ONLINE)
WELLNESS COMMITTEE (ONLINE)

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## BUREAU OF NATUROPATHIC MEDICINE

[www.naturopathic.ca.gov](http://www.naturopathic.ca.gov)

The Bureau of Naturopathic Medicine (Bureau) licenses, regulates, and investigates complaints against California naturopathic doctors and provides consumers with licensing and disciplinary information. The Bureau ensures that California's naturopathic doctors meet educational and competency standards for licensure.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Revised the Bureau's enforcement processes to better educate and protect consumers. Internal enforcement procedures were modified to provide information that is essential for cases referred to investigation.
- Continued to work closely with the California Naturopathic Doctors Association (CNDA) on outreach to licensees. Bureau staff attended a CNDA conference that provided approved continuing education hours for licensed naturopathic doctors. Staff gave a presentation which included information regarding enforcement procedures against those engaged in unlicensed practice.

#### TESTIMONIAL >>>

*The Bureau always keeps their Web site up-to-date and licensee verification information current. Consumers can feel comfortable that they are able to verify licensure of doctors, and know that doctors with licenses have met the strict qualifications necessary to be licensed. We are very appreciative of the important work the Bureau does to keep our doctors licensed and the consumer protected.*

KATHERINE MARTINEZ KLEINE,  
EXECUTIVE DIRECTOR,  
CALIFORNIA NATUROPATHIC  
DOCTORS ASSOCIATION





## ENFORCEMENT

### Complaints

2008/2009	
<b>45</b>	RECEIVED Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
<b>24</b>	CLOSED Total number of complaints closed without going to formal investigation.
<b>44</b>	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>18</b>	UP TO 90 DAYS
<b>5</b>	91 TO 180 DAYS
<b>1</b>	181 DAYS TO 1 YEAR
<b>0</b>	1 TO 2 YEARS
<b>0</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>0</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
<b>0</b>	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>0</b>	CLOSED Total number of all investigations closed.
<b>0</b>	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>0</b>	UP TO 90 DAYS
<b>0</b>	91 TO 180 DAYS
<b>0</b>	181 DAYS TO 1 YEAR
<b>0</b>	1 TO 2 YEARS
<b>0</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
0	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
0	RESOLVED
0	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
0	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
2	RECEIVED
0	CLOSED
2	PENDING

## Enforcement Actions

2008/2009	
0	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
0	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
0	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
0	REVOCATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
0	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
0	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
0	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
0	NUMBER OF PC23s ISSUED
0	NUMBER OF ISOs ISSUED
0	NUMBER OF FINAL DECISIONS
0	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
47	NATUROPATHIC DOCTOR

### Licenses Issued

2008/2009	
59	NATUROPATHIC DOCTOR
59	TOTAL LICENSES ISSUED
366	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
159	NATUROPATHIC DOCTOR
159	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Outreach/Education

2008/2009	
1	CA NATUROPATHIC DOCTOR'S ASSOCIATION NORTHERN CALIFORNIA CONFERENCE





## CALIFORNIA BOARD OF OCCUPATIONAL THERAPY

[www.bot.ca.gov](http://www.bot.ca.gov)

The California Board of Occupational Therapy (Board) licenses and regulates occupational therapists (OTs) and occupational therapy assistants (OTAs). Occupational therapy practitioners provide important health and safety rehabilitation services to people 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 2008-09:

- Participated in the National Board for Certification in Occupational Therapy annual conference to discuss national trends and regulatory and clinical best practices.
- Enhanced Web site by adding content and improving navigation. These enhancements make the site more user-friendly for consumers, clinicians and employers.
- Developed business requirements for future implementation of online system for submitting license applications, renewals, and payments.
- Continued to work closely with the Occupational Therapy Association of California to provide education and outreach to licensees.

## TESTIMONIAL >>>

*Dave has gone above and beyond in his job to help me out. Not only that, he has been extremely patient with me when I was having a huge anxiety attack on the phone regarding my late payment of my license renewal fee. He walked me through the application process several times with grace!*

SUSAN LOCKER MSED, OTR/L

## MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Proposed legislation that would:
  - change the status of OTAs from certified to licensed;
  - allow OTAs to supervise aides in client-related tasks;
  - require OTAs to document their services in patient records;
  - authorize OTs to provide in-state or out-of-state telephone medical services;
  - require the Board to report licensees prohibited from practicing to help prevent Medi-Cal reimbursement fraud;
  - provide for a retired license status;
  - provide consistent nomenclature to ensure that qualified practitioners are not denied license to practice because of organizational name changes.
- Amended regulations to require applicants who have not been actively engaged in OT practice to complete specific continuing education before being granted a license.
- Amended regulations to remove outdated language, change the term certification to approval, with respect to advanced practice applications, clarified application submission requirements, and established an application abandonment clause.
- Amended regulations to require practitioners to report to the Board acts constituting grounds for discipline.
- Amended regulations to require supervising occupational therapists to verify that an occupational therapy practitioner has a valid license/permit/certificate prior to allowing that person to provide occupational therapy services.
- Proposed regulations to:
  - clarify the educational requirements for foreign trained applicants;
  - clarify the proration of initial license fees;
  - require licensees not previously fingerprinted by the Board, or for whom a record of the submission of fingerprints no longer exists, to furnish a full set of fingerprints for a criminal history record check;
  - authorize professional development units for attending a meeting of the Board or other Board activities.



## ENFORCEMENT

### Complaints

2008/2009	
485	RECEIVED Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
413	CLOSED Total number of complaints closed without going to formal investigation.
325	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
215	UP TO 90 DAYS
42	91 TO 180 DAYS
49	181 DAYS TO 1 YEAR
91	1 TO 2 YEARS
12	2 TO 3 YEARS
4	OVER 3 YEARS

### Inspections

2008/2009	
0	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

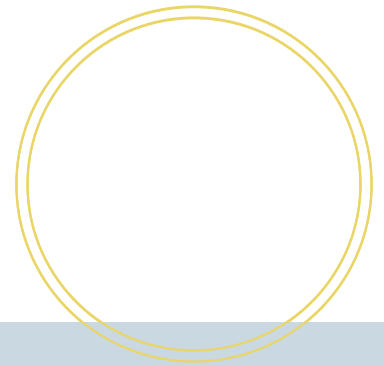
2008/2009	
11	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
10	CLOSED Total number of all investigations closed.
19	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
0	UP TO 90 DAYS
0	91 TO 180 DAYS
2	181 DAYS TO 1 YEAR
4	1 TO 2 YEARS
3	2 TO 3 YEARS
1	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.





## Office of the Attorney General

2008/2009	
19	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
12	RESOLVED
21	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
6	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
6	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
84	RECEIVED
133	CLOSED
7	PENDING
7	REFERRED TO THE OFFICE OF ATTORNEY GENERAL

## Enforcement Actions

2008/2009	
4	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
12	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
96	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
2	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
0	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
5	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
0	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
0	NUMBER OF PC23s ISSUED
0	NUMBER OF ISOs ISSUED
7	NUMBER OF FINAL DECISIONS
18	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

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## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
627	OCCUPATIONAL THERAPIST
128	OCCUPATIONAL THERAPY ASSISTANT
99	LIMITED PERMIT
193	ADVANCED PRACTICE

### Licenses Issued

2008/2009	
601	OCCUPATIONAL THERAPIST
124	OCCUPATIONAL THERAPY ASSISTANT
96	LIMITED PERMIT
144	ADVANCED PRACTICE
965	TOTAL LICENSES ISSUED
12,666	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
4,608	OCCUPATIONAL THERAPIST
795	OCCUPATIONAL THERAPY ASSISTANT
N/A	LIMITED PERMIT
N/A	ADVANCED PRACTICE
5,403	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Publication(s)

LAWS AND REGULATIONS RELATING TO THE PRACTICE OF OCCUPATIONAL THERAPY (PRINT)
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## CALIFORNIA STATE BOARD OF OPTOMETRY

[www.optometry.ca.gov](http://www.optometry.ca.gov)

The California Board of Optometry (Board) regulates the practice of optometry through licensing and enforcement. The Board's mission 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. The Board provides continuing education so that licensees can remain current on emerging trends and industry changes and conducts public outreach to inform consumers about the eye and vision care programs and services available to them.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Completed an occupational analysis for the practice of optometry required for the development of a new plan for the California Law Examination.
- Conducted law examination development and occupational analysis workshops and raised subject matter expert response rates dramatically by communicating with licensees via e-mail in addition to traditional mail. Eight hundred and fifty-eight registration forms were sent out to licensees who graduated between January 2005 and January 2009 in an effort recruit younger optometrists. The workshop schedule was posted online as an additional outreach effort.
- Created and published the Board's first newsletter. The new newsletter will assist the Board in its outreach to licensees by informing them about hot topic issues in the field of optometry and Board news. The publication will be distributed online and by mail on a quarterly basis.
- Updated applications on the Board's Web site, including the application for lacrimal irrigation and dilation certification, application for licensure as an optometrist and instructions and the application for inactive to active license status.

## MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Adopted Title 16, California Code of Regulations (CCR) sections 1525, 1525.1, and 1525.2. CCR section 1525 clarifies the requirements for the renewal of a license to practice optometry, specifically the disclosure of the completion of the required continuing education courses and disclosure of any disciplinary action taken against any license and/or any conviction that occurred in the prior renewal cycle. CCR 1525.1 and CCR 1525.2 provide the Board with authority to take disciplinary action against a licensee who fails to provide requested information relating to a criminal conviction history during the course of a Board investigation.
- Amended Title 16, California Code of Regulations section 1524 which increases various types of licensing fees to better support Board operations. The last fee increase was implemented in 1993.
- Senate Bill 1406 (Chapter 352, Statutes of 2008, Correa) became effective January 1, 2009, and expanded the scope of practice for optometrists related to treating patients with glaucoma, treating children, prescribing authority, ordering laboratory tests. Changes were made to the requirements for consultation with ophthalmologists or an appropriate physician or surgeon.



## ENFORCEMENT

### Complaints

2008/2009	
<b>221</b>	<b>RECEIVED</b> Total received complaints from the following sources: public, government/law enforcement, licensed professional groups, internal, other, or anonymous.
<b>162</b>	<b>CLOSED</b> Total number of complaints closed without going to formal investigation.
<b>160</b>	<b>PENDING</b> Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>77</b>	UP TO 90 DAYS
<b>40</b>	91 TO 180 DAYS
<b>30</b>	181 DAYS TO 1 YEAR
<b>15</b>	1 TO 2 YEARS
<b>0</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>0</b>	TOTAL NUMBER OF INSPECTIONS

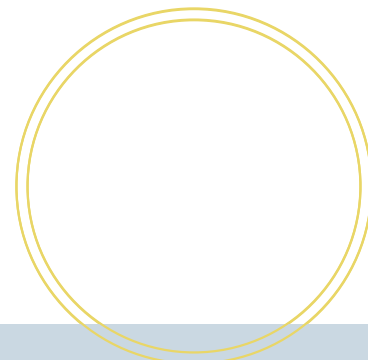
### Formal Investigations

2008/2009	
<b>0</b>	<b>OPENED</b> Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>2</b>	<b>CLOSED</b> Total number of all investigations closed.
<b>8</b>	<b>PENDING</b> Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>0</b>	UP TO 90 DAYS
<b>0</b>	91 TO 180 DAYS
<b>0</b>	181 DAYS TO 1 YEAR
<b>0</b>	1 TO 2 YEARS
<b>1</b>	2 TO 3 YEARS
<b>1</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
4	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
3	RESOLVED
13	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
0	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
3	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
29	RECEIVED
12	CLOSED
45	PENDING

## Enforcement Actions

2008/2009	
0	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
4	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
4	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
0	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
0	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
4	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
0	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
0	NUMBER OF PC23s ISSUED
0	NUMBER OF ISOs ISSUED
4	NUMBER OF FINAL DECISIONS
21	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

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## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
65	BRANCH OFFICE LICENSE (BOL)
145	FICTICIOUS NAME PERMIT (FNP)
206	STATEMENT OF LICENSURE (SOL)
241	OPTOMETRY APPLICATION (OPT)
5	OPTOMETRY APPLICATION - THERAPEUTIC PHARMACEUTICAL AGENTS (OPT - TPA)
110	DUPLICATE WALL CERTIFICATE APPLICATION

### Licenses Issued

2008/2009	
53	BRANCH OFFICE LICENSE (BOL)
103	FICTICIOUS NAME PERMIT (FNP)
239	OPTOMETRY APPLICATION (OPT)
188	STATEMENT OF LICENSURE (SOL)
2,209	TOTAL LICENSES ISSUED
7,584	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
355	BRANCH OFFICE LICENSE (BOL) RENEWAL
2,990	OPTOMETRY LICENSE BIENNIAL (OPT) RENEWAL
257	FICTICIOUS NAME PERMIT (FNP) RENEWAL
1,012	STATEMENT OF LICENSURE (SOL) RENEWAL
11,576	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Outreach/Education

2008/2009	
2	OUTREACH PRESENTATIONS TO BERKELEY AND SOUTHERN CALIFORNIA SCHOOLS OF OPTOMETRY AND STATE FAIR PARTICIPATION

### Publication(s)

CALIFORNIA LAWS AND REGULATIONS RELATED TO THE PRACTICE OF OPTOMETRY BOOK, 2006 EDITION (PRINT AND ONLINE)

2009 OPTOMETRY SUMMER NEWSLETTER (PRINT AND ONLINE)

2009 CALIFORNIA LAW EXAM CANDIDATE HANDBOOK AND STUDY GUIDE (ONLINE)

MULTIPLE FACT SHEETS: CONTINUING EDUCATION, CHANGES IN SCHEDULE III PRESCRIPTION REQUIREMENTS, APPEALING THE DENIAL OF AN APPLICATION, ABOUT DEA NUMBERS AND PRESCRIBED CONTROLLED SUBSTANCES, FINGERPRINT INFORMATION, WHAT DO THE LETTERS AFTER AN OPTOMETRIST'S LICENSE MEAN, Q&A: THE CONTACT LENS RULE AND EYEGLOSS RULE AND MORE (PRINT AND ONLINE)

FOCUS ON YOUR EYES: A CONSUMER GUIDE TO EYE CARE - BROCHURE (ONLINE)





## OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA

[www.ombc.ca.gov](http://www.ombc.ca.gov)

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

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Increased staffing to help manage workload by adding one additional position. This additional position allowed other staff to handle 400 new applications and 3,000 renewal applications in FY 2008-09.
- Developed a diversion program for licensed professionals. This program will protect consumers by identifying and monitoring impaired physicians and by removing non-compliant physicians from practice.





## ENFORCEMENT

### Complaints

2008/2009	
<b>270</b>	<b>RECEIVED</b> Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
<b>189</b>	<b>CLOSED</b> Total number of complaints closed without going to formal investigation.
<b>191</b>	<b>PENDING</b> Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>45</b>	UP TO 90 DAYS
<b>40</b>	91 TO 180 DAYS
<b>75</b>	181 DAYS TO 1 YEAR
<b>23</b>	1 TO 2 YEARS
<b>6</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>N/A</b>	TOTAL NUMBER OF INSPECTIONS

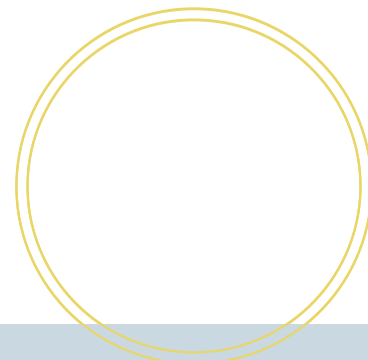
### Formal Investigations

2008/2009	
<b>25</b>	<b>OPENED</b> Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>32</b>	<b>CLOSED</b> Total number of all investigations closed.
<b>30</b>	<b>PENDING</b> Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>8</b>	UP TO 90 DAYS
<b>2</b>	91 TO 180 DAYS
<b>8</b>	181 DAYS TO 1 YEAR
<b>13</b>	1 TO 2 YEARS
<b>1</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
19	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
13	RESOLVED
18	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
3	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
8	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
1	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
1	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
23	RECEIVED
19	CLOSED
19	PENDING

## Enforcement Actions

2008/2009	
0	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
18	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
7	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
2	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
0	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
3	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
6	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
0	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
0	NUMBER OF PC23s ISSUED
3	NUMBER OF ISOs ISSUED
12	NUMBER OF FINAL DECISIONS
6	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
452	OSTEOPATHIC PHYSICIANS AND SURGEONS
65	FICTITIOUS NAME PERMITS

### Licenses Issued

2008/2009	
388	OSTEOPATHIC PHYSICIANS AND SURGEONS
64	FICTITIOUS NAME PERMITS
452	TOTAL LICENSES ISSUED
5,386	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
2,540	ACTIVE OSTEOPATHIC PHYSICIANS AND SURGEONS
420	INACTIVE OSTEOPATHIC PHYSICIANS AND SURGEONS
413	FICTITIOUS NAME PERMITS
3,373	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

No data reported for these categories.





## CALIFORNIA STATE BOARD OF PHARMACY

[www.pharmacy.ca.gov](http://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 114,000 individuals and firms, and administers and enforces 12 regulatory programs.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Hosted a public forum on e-prescribing with the Dental and Medical Boards of California. The Board continues to work with stakeholders to identify barriers to full adoption of e-prescribing, which is strongly supported by a number of patient and health care advocates. Statistics indicate that full implementation of e-prescribing can help reduce many of the medication errors that cost the health care system billions of dollars and cause thousands of deaths annually.
- Established a subcommittee to evaluate drug distribution within hospitals and developed best practices for removing from hospital stock drugs that have been recalled by the FDA or the drug's manufacturer. In response to a prior drug recall, the Board conducted inspections at all licensed hospitals and identified 94 facilities that still had the recalled product in stock. The work of this subcommittee will help licensed hospitals better respond to drug recalls and ensure better patient safety.

### MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Senate Bill 1307 (Ridley-Thomas, Chapter 713, Statutes of 2008) extends the implementation date for e-pedigree of prescription drugs in California, exempts some drug products, creates definitions, and creates a pre-emption if Federal law is enacted.
- Assembly Bill 1394 (Krekorian, Chapter 431, Statutes of 2008) strengthens the penalties for any counterfeit registered trademark activity.
- Senate Bill 1441 (Ridley-Thomas, Chapter 548, Statutes of 2008) requires the development of standards for dealing with impaired health care practitioners.

- Worked with local and State officials on emergency preparedness and planning for pandemics and disasters, including drug storage and distribution to assure patient access and safety. Worked closely with the California Department of Public Health in disseminating information to pharmacies and other licensees regarding the H1N1 flu virus.





## ENFORCEMENT

### Complaints

2008/2009	
<b>2,740</b>	<b>RECEIVED*</b> Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
<b>271</b>	<b>CLOSED**</b> Total number of complaints closed without going to formal investigation.
<b>1,553</b>	<b>PENDING</b> Total number of complaints which remained under review at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation; although, upon review, these pending cases may later be referred for formal investigation.

\*Includes internal complaints opened to investigate an applicant's prior conviction and/or to pursue possible enforcement action against an existing licensee due to subsequent criminal conviction notification. \*\*Total number of complaints deemed nonjurisdictional upon review by a supervising inspector and closed without going to investigation.

### Number of Days to Close Complaints\*

2008/2009	
<b>238</b>	UP TO 90 DAYS
<b>9</b>	91 TO 180 DAYS
<b>14</b>	181 DAYS TO 1 YEAR
<b>10</b>	1 TO 2 YEARS
<b>0</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

\*The number of days shown are from the date the complaint was received/opened to the date of closure.

### Inspections\*

2008/2009	
<b>1,520</b>	TOTAL NUMBER OF INSPECTIONS

\*Inspections are conducted as part of an investigation only, with the exception of licensed sterile compounding licenses, which require an annual inspection prior to renewal of the license.

### Formal Investigations

2008/2009	
<b>2,469</b>	<b>OPENED</b> Total number of formal investigations opened. These investigations are a subset of the total complaints received above.
<b>1,740</b>	<b>CLOSED</b> Total number of all formal investigations closed.
<b>1,464</b>	<b>PENDING</b> Total number of formal investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



### Number of Days to Close Investigations

2008/2009	
374	UP TO 90 DAYS
339	91 TO 180 DAYS
581	181 DAYS TO 1 YEAR
338	1 TO 2 YEARS
85	2 TO 3 YEARS
23	OVER 3 YEARS

Includes application investigations and subsequent criminal conviction investigations of an existing licensee.

### Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
25	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
31	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
10	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
1	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
3	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

### Office of the Attorney General\*

2008/2009	
191	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
70	RESOLVED
255	PENDING

\*One case may have multiple respondents.

### Convictions

2008/2009	
863	RECEIVED
565	CLOSED
1,804	PENDING

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Enforcement Actions

2008/2009	
17	<b>STATEMENTS OF ISSUES</b> Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
106	<b>ACCUSATIONS</b> Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
959	<b>CITATIONS ISSUED</b> Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
31	<b>REVOCATIONS</b> Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
11	<b>SURRENDER OF LICENSE</b> Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	<b>SUSPENSION ONLY</b> Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
19	<b>PROBATION ONLY</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
9	<b>PROBATION WITH SUSPENSION</b> Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
6	<b>NUMBER OF PC23s ISSUED</b>
1	<b>NUMBER OF ISOs ISSUED</b>
1,159	<b>NUMBER OF FINAL DECISIONS</b>
26	<b>NUMBER OF PROBATIONERS</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

## LICENSING/APPLICATIONS

### Applications Received

2008/2009	
2,276	PHARMACIST (EXAM APPLICATIONS)
1,391	PHARMACIST (INITIAL LICENSING APPLICATIONS)
1,983	INTERN PHARMACIST
8,978	PHARMACY TECHNICIAN
873	PHARMACY
58	STERILE COMPOUNDING
89	CLINICS
12	HOSPITALS
85	NONRESIDENT PHARMACY
1	LICENSED CORRECTIONAL FACILITY
29	HYPODERMIC NEEDLE AND SYRINGES
106	NONRESIDENT WHOLESALERS
69	WHOLESALERS
3	VETERINARY FOOD-ANIMAL DRUG RETAILER
457	DESIGNATED REPRESENTATIVES

### Licenses Issued

2008/2009	
1,409	PHARMACIST
1,820	INTERN PHARMACIST
7,096	PHARMACY TECHNICIAN
796	PHARMACY
64	STERILE COMPOUNDING
67	CLINICS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



### Licenses Issued continued

<b>29</b>	HOSPITALS
<b>80</b>	NONRESIDENT PHARMACY
<b>2</b>	LICENSED CORRECTIONAL FACILITY
<b>14</b>	HYPODERMIC NEEDLE AND SYRINGES
<b>84</b>	NONRESIDENT WHOLESALERS
<b>41</b>	WHOLESALERS
<b>4</b>	VETERINARY FOOD-ANIMAL DRUG RETAILER
<b>442</b>	DESIGNATED REPRESENTATIVES
<b>11,948</b>	TOTAL LICENSES ISSUED

### Renewed Licenses

2008/2009	
<b>16,138</b>	PHARMACIST
<b>24,646</b>	PHARMACY TECHNICIAN
<b>6,410</b>	PHARMACY/HOSPITAL
<b>240</b>	STERILE COMPOUNDING
<b>1,049</b>	CLINICS
<b>221</b>	NONRESIDENT PHARMACY
<b>47</b>	LICENSED CORRECTIONAL FACILITY
<b>246</b>	HYPODERMIC NEEDLE AND SYRINGES
<b>399</b>	NONRESIDENT WHOLESALERS
<b>412</b>	WHOLESALERS
<b>18</b>	VETERINARY FOOD-ANIMAL DRUG RETAILER
<b>2,186</b>	DESIGNATED REPRESENTATIVE
<b>52,012</b>	TOTAL RENEWED LICENSES

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## PUBLIC SERVICES & COMMUNICATION

### Customer Service Survey Results

2008/2009	
<b>90.2</b>	PERCENTAGE OF RESPONDENTS WHO RATED THE BOARD SATISFACTORY OR HIGHER ON A SCALE OF 1-5 IN REGARD TO THE CITE AND FINE PROCESS.

### Outreach/Education

2008/2009	
<b>40</b>	CONSUMER OUTREACH EVENTS
<b>8</b>	LICENSEE OUTREACH EVENTS

### Publication(s)

DIABETES - ENGAGE YOUR HEALTH TEAM (PRINT AND ONLINE) (SPANISH, CHINESE, VIETNAMESE)
DID YOU KNOW? GOOD ORAL HEALTH MEANS GOOD OVERALL HEALTH (PRINT AND ONLINE) (SPANISH, CHINESE, VIETNAMESE)
DO YOU UNDERSTAND THE DIRECTIONS ON YOUR RX MEDICINE LABEL? (PRINT AND ONLINE)
DRUG DISCOUNT PROGRAMS (PRINT AND ONLINE)
EVER MISS A DOSE OF YOUR MEDICINE? HERE ARE SOME TIPS (PRINT AND ONLINE) (SPANISH, CHINESE, VIETNAMESE)
GENERIC DRUGS...REAL MEDICINE AT HIGH QUALITY, LOW COST (PRINT AND ONLINE) (SPANISH, CHINESE, VIETNAMESE)
IS YOUR MEDICINE IN THE NEWS? (PRINT AND ONLINE) (SPANISH, CHINESE, VIETNAMESE)
LOWER YOUR DRUG COSTS SO YOU CAN KEEP TAKING YOUR MEDICINE (PRINT AND ONLINE) (SPANISH, CHINESE, VIETNAMESE)
MEASURING LIQUID MEDICINE (PRINT AND ONLINE)
THINKING OF HERBALS? CHECK CAREFULLY BEFORE YOU TAKE THEM WITH MEDICINES (PRINT AND ONLINE) (SPANISH, CHINESE, VIETNAMESE)
TRAVELING MEDICINE CHEST (PRINT AND ONLINE)
VACCINATIONS AND TRAVEL OUTSIDE THE U.S. (PRINT AND ONLINE)

WHAT'S THE DEAL WITH DOUBLE DOSING? TOO MUCH ACETAMINOPHEN, THAT'S WHAT (PRINT AND ONLINE) (SPANISH, CHINESE, VIETNAMESE)
PRESCRIPTION DRUG DISCOUNT PROGRAMS (PRINT)
HEALTHY CALIFORNIANS THROUGH QUALITY PHARMACISTS CARE (PRINT)
DO YOU HAVE A CONCERN OR COMPLAINT ABOUT A PHARMACY OR PHARMACIST? (PRINT)
CHILDREN AND THEIR MEDICINE (PRINT)
HOW TO TAKE YOUR PAIN MEDICINE EFFECTIVELY AND SAFELY (PRINT)
GET THE ANSWERS! TALK TO YOUR PHARMACIST (PRINT)
PERSONAL MEDICAL INFORMATION CARD (PRINT)
NOTICE TO CONSUMERS POSTERS (PRINT AND ONLINE) (SPANISH, CHINESE, VIETNAMESE, AND TAGALOG)
EMERGENCY CONTRACEPTIVE FACT SHEETS FOR CONSUMERS (PRINT AND ONLINE) (SPANISH, CHINESE, VIETNAMESE, HMONG, RUSSIAN, CAMBODIAN, TAGALOG, FARSI, ARMENIAN, KOREAN)
ANTIBIOTICS, A NATIONAL TREASURE (PRINT AND ONLINE)
CALIFORNIA PHARMACY LAW AND INDEX (ONLINE)
THE SCRIPT NEWSLETTER A QUARTERLY PUBLICATION TO LICENSEES. (PRINT AND ONLINE)
MEDICARE PART D INFORMATION (ONLINE)
TIPS TO SAVE YOU MONEY WHEN BUYING PRESCRIPTION DRUGS (PRINT AND ONLINE) (SPANISH, CHINESE, VIETNAMESE)
BUYING DRUGS FROM FOREIGN COUNTRIES OR OVER THE INTERNET (PRINT AND ONLINE) (SPANISH, CHINESE, VIETNAMESE)
HEALTH NOTES SERIES INCLUDES PAIN MANAGEMENT, ALTERNATIVE MEDICINES, WOMEN'S HEALTH, QUALITY ASSURANCE, PHARMACIST INVOLVEMENT WITH ANTICOAGULANT THERAPY, CARE OF CHILDREN AND ADULTS WITH DEVELOPMENTAL DISABILITIES, AND DRUG THERAPY CONSIDERATIONS IN OLDER ADULTS (ONLINE)

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## PHYSICAL THERAPY BOARD OF CALIFORNIA

[www.ptb.ca.gov](http://www.ptb.ca.gov)

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

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Conducted expert consultant training to provide a trained pool of physical therapy experts to assist and report to the Board regarding consumer protection services cases. The establishment of a pool of experts will aid the Board in processing consumer complaints in a more timely manner.
- Participated in the American Physical Therapy Association's 2008 National Student Conclave, an outreach event that allowed staff to communicate with more than 1,000 physical therapy students and instructors.

### MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Assembly Bill 2111 (Smyth, Chapter 301, Statutes of 2008) enables the Board to provide a higher level of service to its licensees and a higher level of consumer protection to the citizens of California. Expanding the Board's authority to issue a public letter of reprimand for minor violations without first filing a formal accusation if the respondent is agreeable allows consumers to be notified more quickly about actions taken against licensees. It also allows the Board to disqualify an applicant or revoke the license of an examinee who engaged in conduct interfering with the examination process. The increase in fees allowed by the bill enables the Board to process applications and process consumer complaints in a more timely manner.

#### TESTIMONIAL >>>

*Thank all of you for the prompt accommodation to answer all my questions and for guiding me what to do during the whole process of my licensure application. As a foreign-trained PT, I am truly grateful to all of you for being an instrument in achieving my goal and dream to be a licensed PT here in California.*

G.R. TAMONAN, PHYSICAL THERAPIST

*I just wanted to thank you for the help you gave our licensee. She was able to keep her job due to your help. I especially appreciate your help for her and our other students at this time of added stress of layoffs, salary reductions, and other political mayhem.*

MARIJEAN PIORKOWSKI, PROGRAM DIRECTOR, PHYSICAL THERAPY PROGRAM, CERRITOS COLLEGE

## ENFORCEMENT

### Complaints

2008/2009	
<b>1,073</b>	RECEIVED Total received complaints from the following sources: public, government/law enforcement, licensed professional groups, internal, other, or anonymous.
<b>1,031</b>	CLOSED Total number of complaints closed without going to formal investigation.
<b>396</b>	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>660</b>	UP TO 90 DAYS
<b>201</b>	91 TO 180 DAYS
<b>82</b>	181 DAYS TO 1 YEAR
<b>62</b>	1 TO 2 YEARS
<b>26</b>	2 TO 3 YEARS
<b>3</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>N/A</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
<b>34</b>	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>25</b>	CLOSED Total number of all investigations closed.
<b>62</b>	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>0</b>	UP TO 90 DAYS
<b>1</b>	91 TO 180 DAYS
<b>5</b>	181 DAYS TO 1 YEAR
<b>9</b>	1 TO 2 YEARS
<b>10</b>	2 TO 3 YEARS
<b>2</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
31	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
31	RESOLVED
55	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
15	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
8	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
7	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
1	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
191	RECEIVED
168	CLOSED
96	PENDING

## Enforcement Actions

2008/2009	
2	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
12	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
541	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
3	PUBLIC REPROVALS
5	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
1	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
7	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
2	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
1	NUMBER OF PC23s ISSUED
0	NUMBER OF ISOs ISSUED
18	NUMBER OF FINAL DECISIONS
69	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
942	PT
210	AT
628	FOREIGN APPLICATIONS
0	EK/EN
1,780	TOTAL APPLICATIONS

### Licenses Issued

2008/2009	
1,005	PT
262	AT
0	EN
0	EK
1,267	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
9,720	PT
2,406	AT
11	EN
11	EK
12,148	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Customer Service Survey Results

2008/2009	
60%	<p>APPLICANT/LICENSEE SATISFACTION SURVEY</p> <p>The total number of surveys received is unknown. The number is the percentage of questions answered with a satisfied response; it is not necessarily a percentage of applicants and/or licensees that were satisfied.</p>

2008/2009	
2	<p>CONSUMER SATISFACTION SURVEY</p> <p>The median score on a scale of 1-4, 4 being the highest and 1 being the lowest.</p>

### Outreach/Education

2008/2009	
9	STATE FAIR, CPTA, PT/PTA PROGRAMS, DCA PACT SUMMIT, TOWN HALL MEETINGS, APTA

### Publication(s)

ACCREDITED PHYSICAL THERAPIST EDUCATION PROGRAMS FOR CALIFORNIA (PRINT AND ONLINE)
ACCREDITED PHYSICAL THERAPIST ASSISTANT EDUCATION PROGRAMS FOR CALIFORNIA (PRINT AND ONLINE)
HOW COMPLAINTS ARE HANDLED (PRINT AND ONLINE)
PATIENT RECORD (PRINT AND ONLINE)
PHYSICAL THERAPY NEVER INCLUDES SEX (PRINT AND ONLINE)
SERVICES TO CONSUMERS (PRINT AND ONLINE)
MODEL GUIDELINES FOR ISSUING AND IMPOSING DISCIPLINE (PRINT AND ONLINE)

The Board also produces an electronic newsletter.







## PHYSICIAN ASSISTANT COMMITTEE

[www.pac.ca.gov](http://www.pac.ca.gov)

Physician assistants are highly skilled professionals who, under the supervision of a physician, provide medical care to patients. The Physician Assistant Committee (Committee), part of the Medical Board of California, protects consumers by licensing qualified physician assistants, taking enforcement actions against physician assistants, and approving physician assistant training programs.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Contracted for probationer biological fluid testing. Under this contract, probationers who have been ordered by the Committee to submit to biological fluid testing are required to telephone daily to determine if they have been selected to submit a biological fluid test.
- Developed and implemented a Web-based Physician Assistant questionnaire. This questionnaire will benefit licensees by allowing them to voluntarily test their knowledge of laws and regulations governing the practice of a physician assistant.
- Enhanced the Committee's Web site by adding a list of citations issued to and enforcement actions taken against licensees. These enhancements protect consumers by allowing them, prior to examination and treatment, to view information about enforcement and disciplinary actions taken against physician assistants.
- Developed and posted on its Web site a customer satisfaction survey so that consumers, licensees, and other interested parties can provide comments to the Committee regarding service provided and possible enhancements to the PAC program.
- Improved administrative processes to ensure better applicant and licensee usability and a more timely processing of licensing applications and renewals.
- Implemented a mentoring program to enhance new Committee member understanding of roles and responsibilities.

## TESTIMONIAL >>>

*I would like to congratulate the Physician Assistant Committee (PAC) of the Medical Board of California in their service to healthcare consumers throughout our state. The leadership at CAPA looks forward to maintaining our professional relationship with the PAC to continue efforts to meet California's future healthcare needs.*

ROBERT T. MILLER, PAC

## MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Assembly Bill 2482 (Maze, Chapter 76, Statutes of 2008) established the requirement that continuing medical education is a condition of license renewal.
- Senate Bill 1441 (Ridley-Thomas, Chapter 548, Statutes of 2008) made changes to the Committee's Diversion Program by adding responsibilities to increase oversight of participants. The bill also established the Substance Abuse Coordination Committee within the Department of Consumer Affairs. That Committee must formulate, by January 1, 2010, uniform and specific standards to which all healing arts boards must adhere when dealing with substance-abusing licensees.
- Adopted sections 1399.610 and 1399.612 and amended section 1399.502 of Title 16, California Code of Regulations (CCR), which implemented the Committee's approved controlled substance education course. These regulations permit a physician assistant to administer, provide, or issue a drug order for a Schedule II-V controlled substance without advance approval if the physician assistant has completed a Committee-approved course. These regulatory changes became effective November 6, 2008.
- Amended section 1399.571 of Title 16, California Code of Regulations, to increase the citation fine amounts, and add violations and codified factors to be considered prior to imposition of a fine higher than \$2,500. This regulatory change became effective November 29, 2008.



## ENFORCEMENT

### Complaints

2008/2009	
<b>204</b>	RECEIVED Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
<b>135</b>	CLOSED Total number of complaints closed without going to formal investigation.
<b>58</b>	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>80</b>	UP TO 90 DAYS
<b>46</b>	91 TO 180 DAYS
<b>5</b>	181 DAYS TO 1 YEAR
<b>4</b>	1 TO 2 YEARS
<b>0</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>N/A</b>	TOTAL NUMBER OF INSPECTIONS

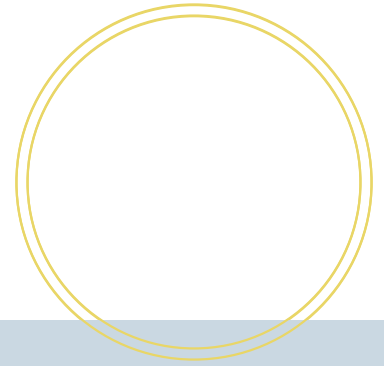
### Formal Investigations

2008/2009	
<b>52</b>	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>55</b>	CLOSED Total number of all investigations closed.
<b>28</b>	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>17</b>	UP TO 90 DAYS
<b>7</b>	91 TO 180 DAYS
<b>12</b>	181 DAYS TO 1 YEAR
<b>14</b>	1 TO 2 YEARS
<b>4</b>	2 TO 3 YEARS
<b>1</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
<b>33</b>	<b>REFERRED TO</b> Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
<b>18</b>	<b>RESOLVED</b>
<b>25</b>	<b>PENDING</b>

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
<b>8</b>	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
<b>8</b>	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
<b>1</b>	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
<b>1</b>	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
<b>0</b>	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
<b>*NDA</b>	RECEIVED
<b>NDA</b>	CLOSED
<b>NDA</b>	PENDING

\*No data available.

## Enforcement Actions

2008/2009	
<b>3</b>	<b>STATEMENTS OF ISSUES</b> Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.

## Enforcement Actions *continued*

<b>15</b>	<b>ACCUSATIONS</b> Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>6</b>	<b>CITATIONS ISSUED</b> Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
<b>2</b>	<b>REVOICATIONS</b> Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
<b>4</b>	<b>SURRENDER OF LICENSE</b> Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
<b>0</b>	<b>SUSPENSION ONLY</b> Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
<b>20</b>	<b>PROBATION ONLY</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
<b>1</b>	<b>PROBATION WITH SUSPENSION</b> Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
<b>1</b>	<b>LICENSES DENIED</b>
<b>0</b>	<b>PUBLIC REPRIMAND</b>
<b>0</b>	<b>ACCUSATIONS WITHDRAWN/DISMISSED</b>
<b>0</b>	<b>NUMBER OF PC23s ISSUED</b>
<b>4</b>	<b>NUMBER OF ISOs ISSUED</b>
<b>28</b>	<b>NUMBER OF FINAL DECISIONS</b>
<b>50</b>	<b>NUMBER OF PROBATIONERS</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
596	PHYSICIAN ASSISTANT

### Licenses Issued

2008/2009	
565	PHYSICIAN ASSISTANT
565	TOTAL LICENSES ISSUED
7,260	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
3,310	PHYSICIAN ASSISTANT
3,310	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Outreach/Education

2008/2009	
84	OUTREACH EVENTS
3	PRESENTATIONS
1	ASSOCIATION CONVENTION

### Publication(s)

WHAT IS A PHYSICIAN ASSISTANT BROCHURE (SPANISH)
MEDICAL BOARD OF CALIFORNIA NEWSLETTER (PRINT AND ONLINE)
ANNUAL REPORTS; LICENSE STATISTICS; INFORMATIONAL BULLETINS INCLUDING: DRUG ORDERS, LICENSURE REQUIREMENTS FOR INTERNATIONAL MEDICAL GRADUATES, INTERIM APPROVAL, PAS ASSISTING PODIATRISTS, SCOPE OF PRACTICE, PAS SIGNING FOR DRUG SAMPLES, SUPERVISION OF PAS, ETC.



## CALIFORNIA BOARD OF PODIATRIC MEDICINE

[www.bpm.ca.gov](http://www.bpm.ca.gov)

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

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Maintained on the Board's Web site a list of doctors against whom complaints have been filed and whose cases have been referred to the Attorney General's Office for discipline/disciplinary action. This list protects consumers by disclosing the names of potentially dangerous doctors once the investigation of complaints has been completed.
- Published the Spanish version of consumer brochure *Orthotics: You Don't Have to Live with Foot Pain*, and English and Spanish versions of *Diabetics: Keep an Eye on Your Feet*.
- Continued experiencing a dramatic downward trend in complaints received since inception of Board's Continuing Competency Program in 1999 from approximately 200 in 1999 to 108 in FY 2008-09.

### MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Sponsored legislation to strengthen the statutory requirements for Primary Source Verification of licensing credentials. Senate Bill 819 will write the national Gold Standard right into the law without any provision for waivers. Maintaining the integrity of licensing also prevents patient harm and reduces the need for expensive follow-up disciplinary action once harm to Californians has been committed.
- Initiated promulgation of new regulations to require re-fingerprinting of all licensees whose initial licensing prints are not entered in the Department of Justice's electronic database. Live Scanning will ensure the Board is alerted to any arrests subsequent to initial licensing so that it can take appropriate action without delay.



## ENFORCEMENT

### Complaints

2008/2009	
<b>108</b>	<b>RECEIVED</b> Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
<b>115</b>	<b>CLOSED</b> Total number of complaints closed without going to formal investigation.
<b>33</b>	<b>PENDING</b> Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>50</b>	UP TO 90 DAYS
<b>34</b>	91 TO 180 DAYS
<b>28</b>	181 DAYS TO 1 YEAR
<b>3</b>	1 TO 2 YEARS
<b>0</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>0</b>	TOTAL NUMBER OF INSPECTIONS

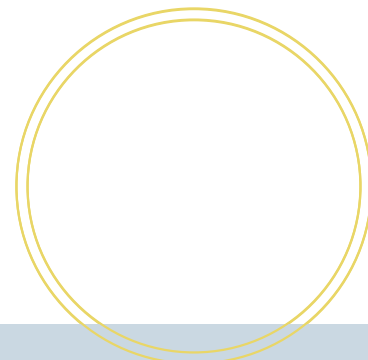
### Formal Investigations

2008/2009	
<b>19</b>	<b>OPENED</b> Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>23</b>	<b>CLOSED</b> Total number of all investigations closed.
<b>16</b>	<b>PENDING</b> Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>0</b>	UP TO 90 DAYS
<b>3</b>	91 TO 180 DAYS
<b>6</b>	181 DAYS TO 1 YEAR
<b>9</b>	1 TO 2 YEARS
<b>5</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
7	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
11	RESOLVED
11	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
3	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
7	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
1	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
1	RECEIVED
2	CLOSED
1	PENDING
0	INVESTIGATIONS SUBMITTED TO DA

## Enforcement Actions

2008/2009	
0	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
4	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
4	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
2	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
0	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
5	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
1	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
1	NUMBER OF PC23s ISSUED
0	NUMBER OF ISOs ISSUED
10	NUMBER OF FINAL DECISIONS
6	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.





## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
23	E LICENSE (PERMANENT DOCTOR OF PODIATRIC MEDICINE)
14	EFE LICENSE (FEE-EXEMPT LICENSES)
39	EL LICENSE (RESIDENT STATUS LICENSES)
76	TOTAL APPLICATIONS RECEIVED

### Licenses Issued

2008/2009	
47	E LICENSE (PERMANENT DOCTOR OF PODIATRIC MEDICINE)
15	EFE LICENSE (FEE-EXEMPT LICENSES)
48	EL LICENSE (RESIDENT STATUS LICENSES)
110	TOTAL LICENSES ISSUED
2,206	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
915	E LICENSE (PERMANENT DOCTOR OF PODIATRIC MEDICINE)
85	EFE LICENSE (FEE-EXEMPT LICENSES)
75	EL LICENSE (RESIDENT STATUS LICENSES)
1,075	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Outreach/Education

2008/2009	
1	LICENSEE OUTREACH - WESTERN PODIATRIC MEDICAL CONFERENCE

### Publication(s)

DIABETICS - KEEP AN EYE ON YOUR FEET (PRINT AND ONLINE) (SPANISH)
ORTHOTICS: YOU DON'T HAVE TO LIVE WITH FOOT PAIN (PRINT AND ONLINE) (SPANISH)
VARIOUS CONSUMER FACT SHEETS (PRINT AND ONLINE) (SPANISH)
VARIOUS LICENSEE FACT SHEETS (PRINT AND ONLINE)
VARIOUS LICENSEE ARTICLES (PUBLISHED IN PODIATRIC NEWSLETTERS) (PRINT AND ONLINE)

## PROFESSIONAL FIDUCIARIES BUREAU

[www.fiduciary.ca.gov](http://www.fiduciary.ca.gov)

The Professional Fiduciaries Bureau (Bureau) licenses and regulates nonfamily member private fiduciaries, including conservators, guardians, trustees, and agents under durable powers of attorney. Private fiduciaries provide critical services to vulnerable seniors, persons with disabilities, and children. They manage matters involving these consumers' daily care, housing, and medical needs, and offer financial management services ranging from basic bill paying to estate and investment management.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Implemented a complaint enforcement process that was developed during Fiscal Year 2007-08. Transitioned from a manual system of managing complaint processing to an automated system.
- Partnered with the Department of Consumer Affairs' Consumer Information Center's Call Center to enhance the Bureau's ability to respond to an increasing volume of telephone calls from consumers and potential licensees.
- Enhanced the Bureau Web site by adding advisories that clarify the Professional Fiduciaries Act.

### MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Drafted regulations that authorize the Bureau to issue citations and fines.



## ENFORCEMENT

### Complaints

2008/2009	
66	RECEIVED Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
28	CLOSED Total number of complaints closed without going to formal investigation.
56	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
10	UP TO 90 DAYS
10	91 TO 180 DAYS
8	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS

### Inspections

2008/2009	
0	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
0	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
0	CLOSED Total number of all investigations closed.
0	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
0	UP TO 90 DAYS
0	91 TO 180 DAYS
0	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
0	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
0	RESOLVED
0	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
0	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
0	RECEIVED
0	CLOSED
0	PENDING

## Enforcement Actions

2008/2009	
0	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
0	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
0	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
0	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
0	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
0	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
0	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
0	NUMBER OF PC23 ISSUED
0	NUMBER OF ISO ISSUED
0	NUMBER OF FINAL DECISIONS
0	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

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## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
206	PROFESSIONAL FIDUCIARY

### Licenses Issued

2008/2009	
260	PROFESSIONAL FIDUCIARY LICENSE
260	TOTAL LICENSES ISSUED
346	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
2	PROFESSIONAL FIDUCIARY LICENSE
2	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Outreach/Education

2008/2009	
3	PACT SUMMIT, JUDICIAL COUNCIL TRAINING AND EDUCATION CONFERENCE, ELDER FINANCIAL PROTECTION NETWORK

### Publication(s)

THE INITIAL ANNUAL STATEMENT (PRINT AND ONLINE)
THE ANNUAL STATEMENT (PRINT AND ONLINE)
ARE YOU A PROFESSIONAL FIDUCIARY WHO NEEDS LICENSING? (PRINT AND ONLINE)
PRE-LICENSING EDUCATION INFORMATION (PRINT AND ONLINE)
DO YOU OR DOES A LOVED ONE NEED A PROFESSIONAL FIDUCIARY? (PRINT AND ONLINE)





## CALIFORNIA BOARD OF PSYCHOLOGY

[www.psychboard.ca.gov](http://www.psychboard.ca.gov)

The Board of Psychology (Board) licenses and regulates psychologists, registered psychologists, and psychological assistants. The Board protects and advocates for Californians by promoting the highest professional standards through its licensing, regulation, legislation, enforcement, continuing education, and outreach programs. The Board is dedicated to ensuring that psychologists provide competent and ethical services to consumers.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Developed consumer guides, translated them into seven different languages, and distributed them to community-based organizations for disbursement to non-English-speaking consumer audiences.
- Worked with the Association of Family and Conciliation Courts to provide therapists who serve as child custody evaluators for better understanding of Board processes in child custody matters.
- Achieved the shortest times in the nation for processing completed licensing applications. The Board processes psychologist applications in approximately six weeks and psychological assistant applications in approximately one week.
- Enhanced the Board's Web site by including Board examination statistics and by providing greater access to disciplinary documents. Making disciplinary information available protects consumers who are in the process of selecting a provider of psychological services for personal care.
- Updated the California Psychology Supplemental Examination by eliminating clinical vignettes to ensure continued validity and assessment of the skills necessary to provide competent psychological services, and to make the examination applicable for all applicants including those who practice in non-mental health areas of psychology.
- Reviewed the Board's disciplinary actions from the last three years to identify trends, outreach opportunities, and continuing education needs.
- Conducted a comprehensive review of all Board regulations to identify regulation changes needed, including substantive and non-substantive changes.

## MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Promulgated regulations to amend section 1387(a)(2)(A) of Division 13.1 of Title 16 of the California Code of Regulations to allow an applicant for licensure to accrue hours of required supervised professional experience in a postdoctoral training program if it is a member of the California Psychology Internship Council.
- Promulgated regulations to amend section 1387 of Division 13.1 of Title 16 of the California Code of Regulations to require a psychological assistant who intends to acquire supervised professional experience in a private practice setting to obtain approval prior to commencement of the experience for it to be counted toward qualification for licensure as a psychologist.
- Promulgated regulations to amend sections 1391.10 and 1391.12 of Division 13.1 of Title 16 of the California Code of Regulations to change the period of annual registration for all psychological assistants to one year after issuance of the registration. Amended regulations also change the due date for annual reporting by a supervisor of a psychological assistant concerning the experience that has been obtained.





## ENFORCEMENT

### Complaints

2008/2009	
<b>786</b>	<b>RECEIVED</b> Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
<b>765</b>	<b>CLOSED</b> Total number of complaints closed without going to formal investigation.
<b>323</b>	<b>PENDING</b> Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>428</b>	UP TO 90 DAYS
<b>153</b>	91 TO 180 DAYS
<b>170</b>	181 DAYS TO 1 YEAR
<b>23</b>	1 TO 2 YEARS
<b>1</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>N/A</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
<b>93</b>	<b>OPENED</b> Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>58</b>	<b>CLOSED</b> Total number of all investigations closed.
<b>94</b>	<b>PENDING</b> Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>10</b>	UP TO 90 DAYS
<b>5</b>	91 TO 180 DAYS
<b>12</b>	181 DAYS TO 1 YEAR
<b>20</b>	1 TO 2 YEARS
<b>11</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
22	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
29	RESOLVED
72	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
16	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
7	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
4	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
2	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
72	RECEIVED
79	CLOSED
18	PENDING

## Enforcement Actions

2008/2009	
9	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
13	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
5	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
1	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
8	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
3	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
3	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
2	NUMBER OF PC23 ISSUED
2	NUMBER OF ISO ISSUED
28	NUMBER OF FINAL DECISIONS
63	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
888	PSY - PSYCHOLOGIST
238	RPS - REGISTERED PSYCHOLOGIST
879	PSB - PSYCHOLOGICAL ASSISTANT

### Licenses Issued

2008/2009	
764	PSY - PSYCHOLOGIST
161	RPS - REGISTERED PSYCHOLOGIST
772	PSB - PSYCHOLOGICAL ASSISTANT
1,697	TOTAL LICENSES ISSUED
17,391	TOTAL LICENSEES: PSY - PSYCHOLOGIST
329	TOTAL LICENSEES: RPS REGISTERED PSYCHOLOGIST
1,384	TOTAL LICENSEES: PSB PSYCHOLOGICAL ASSISTANT
19,104	TOTAL LICENSEES - (PSY, RPS & PSB)

### Renewed Licenses

2008/2009	
8,028	PSY - PSYCHOLOGIST
1,174	PSB - PSYCHOLOGICAL ASSISTANT
0	RPS - REGISTERED PSYCHOLOGIST - N/A, NON-RENEWABLE
9,202	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Customer Service Survey Results

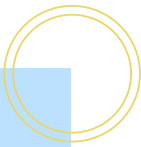
2008/2009	
236	TOTAL RESPONSES RECEIVED
207	SATISFACTION WITH OVERALL EXPERIENCE WITH BOARD'S LICENSING/REGISTRATION UNIT
87%	PERCENTAGE OF SATISFIED CLIENTS

### Outreach/Education

2008/2009	
6	THE BOARD OF PSYCHOLOGY PROVIDED OUTREACH AT: ASSOCIATION EVENTS, CONFERENCES, CONVENTIONS, SUMMITS, UNIVERSITIES, AND THE STATE FAIR.

### Publication(s)

FOR YOUR PEACE OF MIND - A CONSUMER GUIDE TO PSYCHOLOGICAL SERVICES (PRINT AND ONLINE) (SPANISH, CHINESE, VIETNAMESE, KOREAN, RUSSIAN, TAGALOG)
PROFESSIONAL THERAPY NEVER INCLUDES SEX (PRINT AND ONLINE) (SPANISH)
DISCIPLINARY GUIDELINES (PRINT AND ONLINE)
BOARD OF PSYCHOLOGY (BOP) UPDATE NEWSLETTER (PRINT AND ONLINE)





## BOARD OF REGISTERED NURSING

[www.rn.ca.gov](http://www.rn.ca.gov)

The Board of Registered Nursing licenses and regulates registered nurses and evaluates them for certification in nursing specialties, including nurse practitioner, nurse anesthetist, nurse midwife, clinical nurse specialist, public health nurse, and psychiatric/mental health nurse. The Board's goal is to protect the health and safety of the California's healthcare consumers by overseeing nursing school programs and by ensuring safe practice standards.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Approved three new nursing programs and continued approval of 14 nursing education programs that include entry-level master and baccalaureate registered nursing programs. There are now a total of 143 pre-licensure programs within 126 approved schools.
- Completed the 2008 Survey of Registered Nurses and made it available on the Board's Web site. This is the sixth in a series of surveys designed to describe both active and inactive licensed nurses in California and to examine changes over time. This data is used by policy-making bodies, other State agencies, researchers, nursing schools, and the public at large to obtain a variety of information on the current status of nurses in California. It also includes critical information to make future forecasting assessments for RN supply and demand in California.
- Completed and made available the 2007–2008 Annual School Report. This report provides data about California's approved nursing programs (both pre- and post-licensure). The report includes information about nursing students, faculty, and the nursing programs itself. This data is used by policy-making bodies, other State agencies, nursing schools, and the public at large to view the current state of nursing education as well as to be able to assess the future supply of RNs in California.
- Reorganized the Board's enforcement program by adding 4.7 staff to oversee enforcement and probation programs and to support the workload associated with the new fingerprint regulation.

### MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Amended sections 1419, 1419.1, and 1419.3 of Title 16 of the California Code of Regulations to require fingerprinting for licensees who were licensed prior to August 1, 1990.





## ENFORCEMENT

### Complaints\*

2008/2009	
<b>5,794</b>	RECEIVED Total received complaints from the following sources: public, government/law enforcement, licensed professional groups, internal, other, or anonymous.
<b>1,808</b>	CLOSED** Total number of complaints closed without going to formal investigation.
<b>1,639</b>	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

\*Does not include complaints referred to investigation.

\*\* Closed convictions reflects closures that may have crossed over fiscal years.

### Number of Days to Close Complaints\*

2008/2009	
<b>621</b>	UP TO 90 DAYS
<b>258</b>	91 TO 180 DAYS
<b>395</b>	181 DAYS TO 1 YEAR
<b>467</b>	1 TO 2 YEARS
<b>198</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

\*Any differences in closed complaints and number of days to close complaints reflects complaints that may have been re-opened and closed and/or may have crossed over fiscal years.

### Inspections

2008/2009	
<b>N/A</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

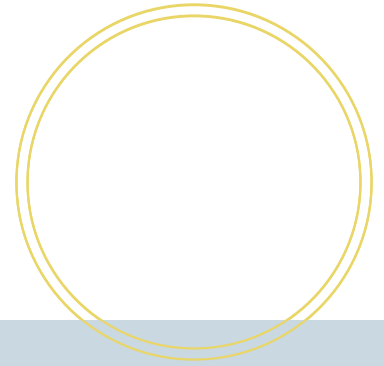
2008/2009	
<b>3,462</b>	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity).
<b>3,263</b>	CLOSED Total number of all investigations closed.
<b>1,906</b>	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations\*

2008/2009	
<b>1,973</b>	UP TO 90 DAYS
<b>279</b>	91 TO 180 DAYS
<b>346</b>	181 DAYS TO 1 YEAR
<b>335</b>	1 TO 2 YEARS
<b>208</b>	2 TO 3 YEARS
<b>106</b>	OVER 3 YEARS

\*Any differences in closed investigations and number of days to close investigations reflects investigations that may have crossed over fiscal years.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
<b>515</b>	<b>REFERRED TO</b> Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
<b>441</b>	<b>RESOLVED</b>
<b>692</b>	<b>PENDING</b>

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
<b>153</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE</b>
<b>163</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE</b>
<b>90</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE</b>
<b>25</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE</b>
<b>10</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE</b>

## Convictions

2008/2009	
<b>4,254</b>	<b>RECEIVED</b>
<b>2,879</b>	<b>CLOSED*</b>
<b>1,612</b>	<b>PENDING</b>

\*Closed convictions reflects closures that may have crossed over fiscal years.

## Enforcement Actions

2008/2009	
<b>14</b>	<b>STATEMENTS OF ISSUES</b> Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>359</b>	<b>ACCUSATIONS</b> Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>115</b>	<b>CITATIONS ISSUED</b> Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
<b>131</b>	<b>REVOCATIONS</b> Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
<b>79</b>	<b>SURRENDER OF LICENSE</b> Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
<b>0</b>	<b>SUSPENSION ONLY</b> Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
<b>139</b>	<b>PROBATION ONLY</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
<b>6</b>	<b>PROBATION WITH SUSPENSION</b> Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
<b>8</b>	<b>NUMBER OF PC23s ISSUED</b>
<b>2</b>	<b>NUMBER OF ISOs ISSUED</b>
<b>368</b>	<b>NUMBER OF FINAL DECISIONS</b>
<b>149</b>	<b>NUMBER OF PROBATIONERS</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
50,504	RN LICENSES
4,141	CERTIFICATES
7,767	TEMPORARY LICENSES/CERTIFICATES
9,039	INTERIM PERMITS
261	CONTINUING EDUCATION PROVIDER

### Licenses Issued

2008/2009	
23,624	TOTAL RN LICENSES ISSUED
350,516	TOTAL ACTIVE RN LICENSES (INCLUDES 150 DAY LICENSES)
3,912	CERTIFICATES ISSUED
7,073	TEMPORARY LICENSES ISSUED
27	TEMPORARY CERTIFICATES ISSUED
8,070	INTERIM PERMITS ISSUED
207	CONTINUING EDUCATION PROVIDER ISSUED
3	SCHOOL APPROVALS ISSUED
19,292	TOTAL CERTIFICATES & APPROVALS ISSUED
83,528	TOTAL ACTIVE CERTIFICATES & APPROVALS

### Renewed Licenses

2008/2009	
167,520	TOTAL RN LICENSES RENEWED
9,525	TOTAL CERTIFICATES RENEWED

## PUBLIC SERVICES & COMMUNICATION

### Outreach/Education

2008/2009	
10	SPEAKING ENGAGEMENTS

### Publication(s)

BRN NEWSLETTER (ONLINE)
ANNUAL SCHOOL REPORT (ONLINE)
SURVEY OF REGISTERED NURSES IN CALIFORNIA (PRINT AND ONLINE)
NURSING PRACTICE ACT (PRINT AND ONLINE)





## RESPIRATORY CARE BOARD OF CALIFORNIA

[www.rcb.ca.gov](http://www.rcb.ca.gov)

The Respiratory Care Board of California (Board) licenses and regulates Respiratory Care Practitioners (RCPs). RCPs work under the direction of a physician and specialize in evaluating and treating patients who have breathing difficulties as a result of heart and lung disorders. They also provide diagnostic, educational, and rehabilitation services. The Board protects and serves consumers by administering and enforcing the Respiratory Care Practice Act.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Developed a Board Orientation Manual to assist new members in familiarizing themselves with the Board, its mandate, and its overall processes and operations.
- Developed a marketing plan to increase awareness about the value of professional, licensed RCPs and to increase the number of licensed RCPs in the State's workforce.
- Enhanced the Board's Web site by including a disaster recovery page which delineates ongoing disaster response efforts and provides medical volunteer recruitment opportunities. The page also provides links to training materials for the stockpiled LTV 1200 ventilators that have been purchased by the State in the event of a pandemic or disaster.
- Modified the Board's Web License Look-Up (WLL) system to include direct links to disciplinary pleadings and decisions. Although all pleadings and decisions filed since January 2006 have been available on the Board's Web site, this new feature allows inquiries to link directly from the licensee's WLL record, making the information more easily accessible.
- Added respiratory program pass/fail rates to the Board's Web site in response to inquiries received by prospective students who have expressed interest in reviewing the exam success rates of Board programs. This success rate can be an important factor when a student is selecting a program from among various programs offered within the same geographical area.

## TESTIMONIAL >>>

*I just had to thank you again for going the extra mile! It's people like you who make the world a little bit better! When I got your phone message telling me my license number, you should have seen me dance around the house and shout with joy! You bring humanity to the government! Thanks!!!*

*Lori Navarro, Respiratory Care Practitioner*

*I wanted to acknowledge you for the great job you did in researching and reporting information that was vital to our organization. Your efforts are very much appreciated and demonstrate a commitment to customer service, something that is becoming less a priority every day it seems. Your prompt and courteous replies were refreshing in the context of dealing with a potentially cumbersome governmental institution.*

*Rick Meyer, BS, RCP, CRT, Manager of Cardiopulmonary Service, Inland Valley Medical Center*

## MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Senate Bill 132 (Denham, Chapter 635, Statutes of 2009) proposes certification for polysomnographic technologists under the Medical Board of California. [Previous legislative attempts in 2008: SB 1125 (Denham) and SB 1526 (Perata)].
- Senate Bill 819 (Committee on Business, Professions and Economic Development, Chapter 308, Statutes of 2009) provides clarification to existing law authorizing the Board to recoup costs for disciplinary matters. In addition, this bill adds the Respiratory Care Practitioner to a list of other health care providers who are not held liable for any injury sustained in a state of an emergency. This provision is extremely important given the need for respiratory therapists to sustain life in emergency situations and the Board's efforts toward emergency planning.
- Senate Bill 821 (Committee on Business, Professions and Economic Development, Chapter 307, Statutes of 2009) provides clarification to existing law by amending education requirements to coincide with the accreditation of respiratory care education programs, authorizing the Board to take disciplinary action for complaints concerning drugs and alcohol, and would also require licensees to respond to notices concerning deficiencies with their license renewal applications.



## ENFORCEMENT

### Complaints

2008/2009	
<b>493</b>	RECEIVED Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
<b>509</b>	CLOSED Total number of complaints closed without going to formal investigation.
<b>237</b>	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>252</b>	UP TO 90 DAYS
<b>89</b>	91 TO 180 DAYS
<b>110</b>	181 DAYS TO 1 YEAR
<b>41</b>	1 TO 2 YEARS
<b>13</b>	2 TO 3 YEARS
<b>4</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>N/A</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
<b>11</b>	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>6</b>	CLOSED Total number of all investigations closed.
<b>10</b>	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>2</b>	UP TO 90 DAYS
<b>0</b>	91 TO 180 DAYS
<b>0</b>	181 DAYS TO 1 YEAR
<b>0</b>	1 TO 2 YEARS
<b>4</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
<b>75</b>	<b>REFERRED TO</b> Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
<b>51</b>	<b>RESOLVED</b>
<b>62</b>	<b>PENDING</b>

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
<b>42</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE</b>
<b>8</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE</b>
<b>1</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE</b>
<b>0</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE</b>
<b>0</b>	<b>TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE</b>

## Convictions

2008/2009	
<b>260</b>	<b>RECEIVED</b>
<b>319</b>	<b>CLOSED</b>
<b>111</b>	<b>PENDING</b>

## Enforcement Actions

2008/2009	
<b>40</b>	<b>STATEMENTS OF ISSUES</b> Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>46</b>	<b>ACCUSATIONS</b> Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>102</b>	<b>CITATIONS ISSUED</b> Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
<b>18</b>	<b>REVOICATIONS</b> Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
<b>12</b>	<b>SURRENDER OF LICENSE</b> Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
<b>0</b>	<b>SUSPENSION ONLY</b> Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
<b>45</b>	<b>PROBATION ONLY</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
<b>3</b>	<b>PROBATION WITH SUSPENSION</b> Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
<b>1</b>	<b>NUMBER OF PC23s ISSUED</b>
<b>0</b>	<b>NUMBER OF ISOs ISSUED</b>
<b>84</b>	<b>NUMBER OF FINAL DECISIONS</b>
<b>108</b>	<b>NUMBER OF PROBATIONERS</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
1,360	RESPIRATORY CARE PRACTITIONER
1,360	TOTAL APPLICATIONS

### Licenses Issued

2008/2009	
1,302	RESPIRATORY CARE PRACTITIONER
1,302	TOTAL LICENSES ISSUED
28,847	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
7,817	RESPIRATORY CARE PRACTITIONER
7,817	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Customer Service Survey Results\*

Percentage of licensees and applicants satisfied with the Board's services.

2008/2009	
81%	LICENSEE
78%	APPLICANT

\*While the Board has a consumer satisfaction survey, the Board received no consumer responses during FY 2008-09.

### Outreach/Education

2008/2009	
3	CALIFORNIA SOCIETY FOR RESPIRATORY CARE'S ANNUAL CONFERENCE: PROFESSIONAL AMERICAN ASSOC. FOR RESPIRATORY CARE'S (AARC) INTERNATIONAL RESPIRATORY CONFERENCE: PROFESSIONAL AARC'S EDUCATING THE FUTURE RESPIRATORY THERAPIST WORKFORCE - IDENTIFYING THE OPTIONS: PROFESSIONAL

### Publication(s)

BREATHING MATTERS NEWSLETTER (PRINT AND ONLINE)
RESPIRATORY CARE IN CALIFORNIA DVD (ONLINE)
2008 STRATEGIC PLAN (PRINT AND ONLINE)
LAWS AND REGULATIONS GOVERNING THE PRACTICE OF RESPIRATORY CARE IN CALIFORNIA (PRINT AND ONLINE)
WHAT YOU SHOULD KNOW ABOUT YOUR RESPIRATORY HOME CARE PROVIDER PAMPHLET (PRINT AND ONLINE)
A MEDICAL CAREER GIVING A BREATH FOR LIFE PAMPHLET (PRINT AND ONLINE)
UNLICENSED PRACTICE ALERT CARD (PRINT AND ONLINE)
COMPLAINT INFORMATION BROCHURE (PRINT AND ONLINE)
LICENSURE AND THE APPLICATION PROCESS BOOKLET (PRINT AND ONLINE)









## BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

[www.bsis.ca.gov](http://www.bsis.ca.gov)

The Bureau of Security and Investigative Services (Bureau) licenses and regulates the private security industry. The Bureau has jurisdiction over security guards, proprietary private security officers, private investigators, alarm companies, locksmiths, private patrol operators, and repossession companies and their employees. The Bureau also has jurisdiction over firearm and baton training facilities and their instructors.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

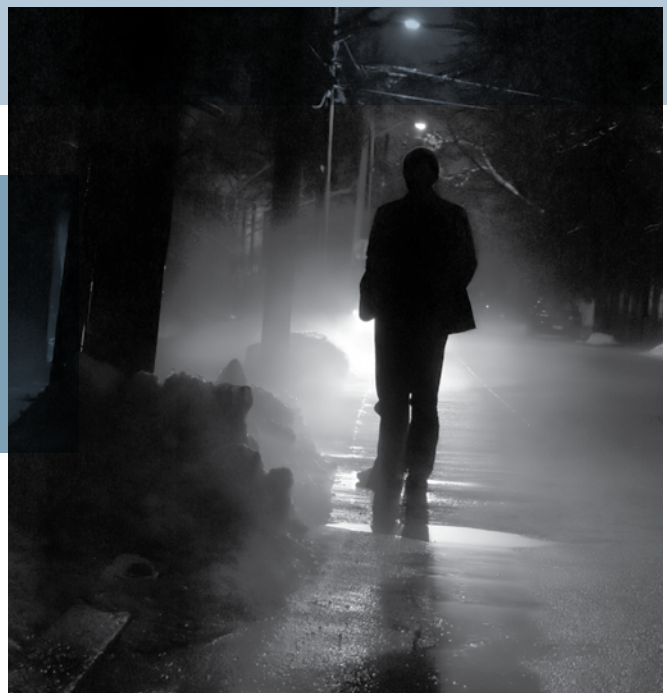
- Developed an Unlicensed Activity Action Unit to increase the Bureau's efforts in combating unlicensed and unregistered businesses within the private security industry. This unit investigates leads received from the public, licensees, and government agencies, and conducts sweeps with other law enforcement and governmental agencies.
- Conducted an enforcement sweep to promote the zero tolerance efforts of multiple agencies in the downtown Bakersfield bar and club district. The Bureau's enforcement analysts verified that private patrol operator and proprietary private security officers were licensed. Sweeps protect consumers by ensuring proper licensing and help promote the presence of the Bureau's enforcement efforts within the industry.
- Conducted an enforcement compliance sweep of establishments in the Sacramento area. The Bureau enforcement analysts verified that private patrol operator and proprietary private security officers were licensed.

### MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Assembly Bill 2423 (Bass, Chapter 675, Statutes of 2008) establishes or modifies the authority and procedures for granting a private investigator's initial probationary license. It also establishes stringent procedures for the denial of a private investigator's license based on an applicant's criminal history.
- Assembly Bill 2592 (Ma, Chapter 679, Statutes of 2008) makes numerous changes to the existing statutory law that licenses and regulates locksmiths. Most importantly, it increases the penalties for unlicensed activity.

- Participated in an enforcement sting to issue misdemeanor citations to unlicensed locksmith companies who were found advertising in the telephone directory. Six companies were called during the sting operation. One violation of failing to register an employee and one violation of failing to carry a valid registration were found and triggered two investigations.
- Appointed seven new Disciplinary Review Committee members for the private security services industry to affirm, rescind, or modify appealed decisions ordered by the Director in accordance with the Administrative Procedure Act.

- Developed new examinations for private investigator qualified manager and private patrol operator qualified manager.
- Developed a case management unit to better protect consumers by strictly monitoring licensee probation cases and cases referred to the Attorney General's Office.
- Enhanced the Web site by posting accusations against licensees. This helps consumers evaluate licensees prior to doing business with them.



## ENFORCEMENT

### Complaints

2008/2009	
<b>3,372</b>	RECEIVED Total received complaints from the following sources: public, government/law enforcement, licensed professional groups, internal, other, or anonymous.
<b>4,154</b>	CLOSED Total number of complaints closed without going to formal investigation.
<b>798</b>	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

\*The number of pending complaints are not consistent or do not match the number of complaints received and closed due to subsequent rap sheets triggering records request. The complaint is closed using the COLI action code when records are requested because it normally takes three to six months to receive records. The complaint is reopened once the records are received, therefore increasing the pending count.

### Number of Days to Close Complaints

2008/2009	
<b>2,134</b>	UP TO 90 DAYS
<b>1,740</b>	91 TO 180 DAYS
<b>255</b>	181 DAYS TO 1 YEAR
<b>22</b>	1 TO 2 YEARS
<b>3</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>240</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
<b>3,201</b>	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>3,626</b>	CLOSED Total number of all investigations closed.
<b>727</b>	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

\*The number of pending investigations are not consistent or do not match the number of investigations received and closed due to the receipt of initial rap sheets associated with a new application. The rap triggers an investigation/denial letter. Action code ACDN used for denial letters sent also acts as a closure code. If and when a denied applicant requests a hearing in writing the investigation is reopened, therefore increasing the pending count.

### Number of Days to Close Investigations

2008/2009	
<b>1,646</b>	UP TO 90 DAYS
<b>634</b>	91 TO 180 DAYS
<b>925</b>	181 DAYS TO 1 YEAR
<b>397</b>	1 TO 2 YEARS
<b>27</b>	2 TO 3 YEARS
<b>3</b>	OVER 3 YEARS



## Office of the Attorney General

2008/2009	
<b>104</b>	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
<b>72</b>	RESOLVED
<b>144</b>	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
<b>48</b>	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
<b>19</b>	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
<b>4</b>	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
<b>0</b>	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
<b>1</b>	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
<b>952</b>	RECEIVED
<b>740</b>	CLOSED
<b>284</b>	PENDING

## Enforcement Actions

2008/2009	
<b>59</b>	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>952</b>	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>96</b>	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
<b>647</b>	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
<b>1</b>	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
<b>0</b>	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
<b>9</b>	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
<b>0</b>	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
<b>0</b>	NUMBER OF PC23 ISSUED
<b>0</b>	NUMBER OF ISO ISSUED
<b>0</b>	NUMBER OF FINAL DECISIONS
<b>34</b>	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

## LICENSING/APPLICATIONS

### Applications Received

2008/2009	
27	ALARM COMPANY BRANCH (ACB)
3,807	ALARM COMPANY EMPLOYEE (ACE)
191	ALARM COMPANY OPERATOR (ACO)
151	ALARM COMPANY QUALIFIED MANAGER (ACQ)
13,909	FIREARMS QUALIFICATION PERMIT (FQ)
62,749	SECURITY GUARD REGISTRATION (G)
30	LOCKSMITH COMPANY-BRANCH (LCB)
321	LOCKSMITH COMPANY OPERATOR (LCO)
499	LOCKSMITH COMPANY EMPLOYEE (LOC)
439	PRIVATE INVESTIGATOR (PI)
34	PRIVATE INVESTIGATOR BRANCH (PIB)
74	PRIVATE PATROL OPERATOR BRANCH (PPB)
266	PRIVATE PATROL OPERATOR (PPO)
2,291	PROPRIETARY PRIVATE SECURITY OFFICER (PSO)
54	REPOSSESSION AGENCY (RA)
671	REPOSSESSION AGENCY EMPLOYEE (RAE)
88	REPOSSESSION AGENCY QUALIFIED MANAGER (RAQ)
17	TRAINING FACILITY BATON (TFB)
34	TRAINING FACILITY FIREARM (TFF)
28	TRAINING INSTRUCTOR BATON (TIB)
81	TRAINING INSTRUCTOR FIREARM (TIF)

### Licenses Issued

2008/2009	
17	ALARM COMPANY BRANCH (ACB)
2,901	ALARM COMPANY EMPLOYEE (ACE)
146	ALARM COMPANY OPERATOR (ACO)
107	ALARM COMPANY QUALIFIED MANAGER (ACQ)
5987	BATON PERMITS (BAT)
10,791	FIREARMS QUALIFICATION PERMIT (FQ)
51,951	SECURITY GUARD REGISTRATION (G)
18	LOCKSMITH COMPANY-BRANCH (LCB)
308	LOCKSMITH COMPANY OPERATOR (LCO)
317	LOCKSMITH COMPANY EMPLOYEE (LOC)
433	PRIVATE INVESTIGATOR (PI)
24	PRIVATE INVESTIGATOR BRANCH (PIB)
69	PRIVATE PATROL OPERATOR BRANCH (PPB)
272	PRIVATE PATROL OPERATOR (PPO)
1,729	PROPRIETARY PRIVATE SECURITY OFFICER (PSO)
50	REPOSSESSION AGENCY (RA)
537	REPOSSESSION AGENCY EMPLOYEE (RAE)
53	REPOSSESSION AGENCY QUALIFIED MANAGER (RAQ)
16	TRAINING FACILITY BATON (TFB)
31	TRAINING FACILITY FIREARM (TFF)
33	TRAINING INSTRUCTOR BATON (TIB)
81	TRAINING INSTRUCTOR FIREARM (TIF)
75,871	TOTAL LICENSES ISSUED
284,799	TOTAL LICENSEES (DOES NOT INCLUDE BATON OR FIREARM PERMITS)



## Renewed Licenses

2008/2009	
62	ALARM COMPANY BRANCH (ACB)
3,788	ALARM COMPANY EMPLOYEE (ACE)
989	ALARM COMPANY OPERATOR (ACO)
982	ALARM COMPANY QUALIFIED MANAGER (ACQ)
10,300	FIREARMS QUALIFICATION PERMIT (FQ)
72,740	SECURITY GUARD REGISTRATION (G)
55	LOCKSMITH COMPANY-BRANCH (LCB)
1,167	LOCKSMITH COMPANY OPERATOR (LCO)
1,233	LOCKSMITH COMPANY EMPLOYEE (LOC)
4,615	PRIVATE INVESTIGATOR (PI)
50	PRIVATE INVESTIGATOR BRANCH (PIB)
165	PRIVATE PATROL OPERATOR BRANCH (PPB)
2	PRIVATE PATROL OPERATOR/PRIVATE INVESTIGATOR BRANCH - COMBO (PBC)
3	PRIVATE PATROL OPERATOR/PRIVATE INVESTIGATOR COMBO (PPC)
1,020	PRIVATE PATROL OPERATOR (PPO)
1,226	PROPRIETARY PRIVATE SECURITY OFFICER (PSO)
162	REPOSSESSION AGENCY (RA)
339	REPOSSESSION AGENCY EMPLOYEE (RAE)
214	REPOSSESSION AGENCY QUALIFIED MANAGER (RAQ)
45	TRAINING FACILITY BATON (TFB)
90	TRAINING FACILITY FIREARM (TFF)
56	TRAINING INSTRUCTOR BATON (TIB)
175	TRAINING INSTRUCTOR FIREARM (TIF)
99,478	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Outreach/Education

2008/2009	
486	EVENTS AND SPEAKING ENGAGEMENTS

### Publication(s)

SECURITY GUARD FACT SHEET (ONLINE)
PRIVATE PATROL OPERATOR FACT SHEET (ONLINE)
REPOSSESSION AGENCY FACT SHEET (ONLINE)
PRIVATE INVESTIGATOR FACT SHEET (ONLINE)
FIREARM REQUIREMENTS FACT SHEET (ONLINE)
HIRING SECURITY SERVICES FACT SHEET (ONLINE)
ALARM COMPANY FACT SHEET (ONLINE)
ON LINE LICENSING FOR SECURITY GUARDS FACT SHEET (ONLINE)
LOCKSMITH FACT SHEET (ONLINE)
CONSUMER GUIDE TO BSIS (PRINT AND ONLINE)
CONSUMER GUIDE TO REPOSSESSION PRACTICES (PRINT AND ONLINE)
POCKET GUIDE TO LICENSE TYPES (PRINT AND ONLINE)
POWER TO ARREST MANUAL (PRINT AND ONLINE)
SECURITY GUARD GUIDE (PRINT AND ONLINE)



## SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY BOARD

[www.splab.ca.gov](http://www.splab.ca.gov)

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 when appropriate.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Modified the Board's probation monitoring program to more closely monitor licensee compliance with imposed probationary terms and to measure the impact of the program on practitioners' rehabilitation efforts. The modified monitoring approach should assist probationers in completing their probationary period successfully and will help protect consumers by allowing the Board to quickly identify situations of non-compliance and move to further disciplinary action.
- Continued efforts to implement new standards for internationally trained speech-language pathology applicants with respect to English-language proficiency and academic equivalency. The new process ensures that the requisite entry-level standards for speech-language pathology practice have been confirmed by subject matter experts with extensive experience in academic and clinical training.
- Worked collaboratively with the Department of Health Care Services' Newborn Hearing Screening Program in educating licensed audiologists about the acceptable standard of care for pediatric hearing detection and intervention.
- Worked with DCA's Office of Professional Examination Services to conduct a study to validate the national audiology professional examination which is a prerequisite to licensure in California. The final report confirmed the examination scope and content as appropriate to evaluate the entry-level professional competence for audiologists seeking licensure in the State.

TESTIMONIAL >>>

*For many years, we have relied on the Speech-Language Pathology and Audiology Board and its executive staff for its vigilant regulatory oversight, legislative insight, and support and advice. The Board and its staff have worked tirelessly to ensure consumers will have access to high level audiology services for adults and children.*

MARCIA RAGGIO, PH.D., PRESIDENT,  
CALIFORNIA ACADEMY OF AUDIOLOGY

JODY WINZELBERG, AuD  
LEGISLATIVE LIAISON,  
CALIFORNIA ACADEMY OF AUDIOLOGY





## ENFORCEMENT

### Complaints

2008/2009	
<b>84</b>	RECEIVED Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
<b>85</b>	CLOSED Total number of complaints closed without going to formal investigation.
<b>50</b>	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>40</b>	UP TO 90 DAYS
<b>11</b>	91 TO 180 DAYS
<b>18</b>	181 DAYS TO 1 YEAR
<b>14</b>	1 TO 2 YEARS
<b>1</b>	2 TO 3 YEARS
<b>1</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>N/A</b>	TOTAL NUMBER OF INSPECTIONS

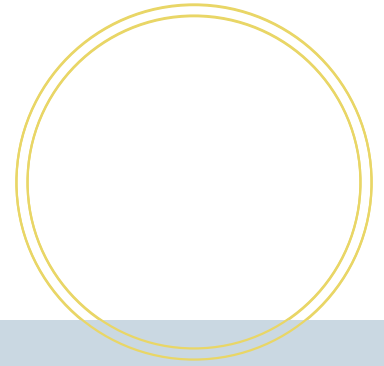
### Formal Investigations

2008/2009	
<b>10</b>	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity).
<b>10</b>	CLOSED Total number of all investigations closed.
<b>5</b>	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>0</b>	UP TO 90 DAYS
<b>1</b>	91 TO 180 DAYS
<b>5</b>	181 DAYS TO 1 YEAR
<b>2</b>	1 TO 2 YEARS
<b>2</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
10	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
12	RESOLVED
11	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
8	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
3	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
1	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
26	RECEIVED
35	CLOSED
2	PENDING

## Enforcement Actions

2008/2009	
0	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
5	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
11	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
0	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
1	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
1	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
0	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
0	NUMBER OF PC23 ISSUED
0	NUMBER OF ISO ISSUED
4	NUMBER OF FINAL DECISIONS
22	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## LICENSING/APPLICATIONS

### Applications Received

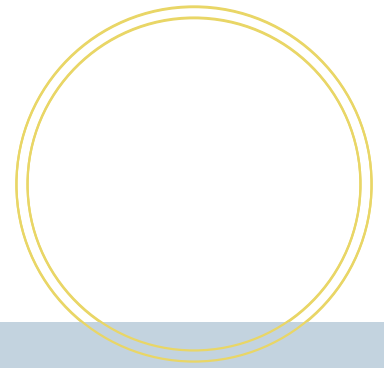
2008/2009	
230	SP - SPEECH-LANGUAGE PATHOLOGIST
30	AU - AUDIOLOGISTS
325	SPA - SPEECH-LANGUAGE PATHOLOGY ASSISTANTS
76	AIDES
576	RPE - TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSEES
1	SPT - SPEECH TEMPORARY LICENSE
2	AUT - AUDIOLOGY TEMPORARY LICENSE
17	PDP - PROFESSIONAL DEVELOPMENT PROVIDER
1	SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAMS

### Renewed Licenses

2008/2009	
4,965	SPEECH-LANGUAGE PATHOLOGISTS
691	AUDIOLOGISTS
333	SPEECH-LANGUAGE PATHOLOGY ASSISTANTS
60	CONTINUING PROFESSIONAL DEVELOPMENT PROVIDER
6,049	TOTAL RENEWED LICENSES

### Licenses Issued

2008/2009	
703	SP - SPEECH-LANGUAGE PATHOLOGIST
60	AU - AUDIOLOGISTS
286	SPA - SPEECH-LANGUAGE PATHOLOGY ASSISTANTS
80	AIDES
737	RPE - TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSEES
2	SPT - SPEECH TEMPORARY LICENSE
2	AUT - AUDIOLOGY TEMPORARY LICENSE
17	PDP - PROFESSIONAL DEVELOPMENT PROVIDER
1	SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAMS
1,888	TOTAL LICENSES ISSUED
	TOTAL LICENSEES



## PUBLIC SERVICES & COMMUNICATION

### Customer Service Survey Results

2008/2009	
N/A	The Board's customer service survey form is under development for Web use. The Board collects customer service data for enforcement services only and can provide such data as requested.

### Outreach/Education

2008/2009	
2	PROFESSIONAL ASSOCIATION CONFERENCES
2	CONTINUING PROFESSIONAL DEVELOPMENT FORUMS
1	NATIONAL COUNCIL OF STATE BOARD CONFERENCES
1	CA TRAINING INSTITUTIONS MEETINGS

### Publication(s)

UNDERSTANDING THE AUDIOGRAM-English (PRINT AND ONLINE)
A CONSUMER GUIDE TO SPEECH-LANGUAGE PATHOLOGY (PRINT AND ONLINE)
CONTINUING PROFESSIONAL DEVELOPMENT- FREQUENTLY ASKED QUESTIONS (PRINT AND ONLINE)
PREPARING TO START YOUR RPE (PRINT AND ONLINE)
PLANNING TO SUPERVISE AN RPE (PRINT AND ONLINE)
PLANNING TO SUPERVISE A SPEECH-LANGUAGE PATHOLOGY OR AUDIOLOGY AIDE (PRINT AND ONLINE)
THE SPEECH-LANGUAGE PATHOLOGISTS AND AUDIOLOGISTS PRACTICE ACT (ONLINE)
SPEECH-LANGUAGE PATHOLOGY ASSISTANTS- FREQUENTLY ASKED QUESTIONS (PRINT AND ONLINE)
CONSUMER COMPLAINT PROCESS (PRINT AND ONLINE) (SPANISH)
CONSUMER COMPLAINT FORM (PRINT AND ONLINE) (SPANISH)
LEGAL GUIDANCE ON AARP/HEARUSA REFERRAL PROGRAM (ONLINE)
SPEECH-LANGUAGE PATHOLOGISTS- PROVISIONS REGARDING INSTRUMENTAL PROCEDURES- FLEXIBLE FIBEROPTIC NASENDOSCOPIC (ONLINE)
LEGAL GUIDANCE ON SPEECH-LANGUAGE PATHOLOGISTS USING ELECTRICAL STIMULATION TO TREAT SWALLOWING DISORDERS (ONLINE)
SLPAB WEBSITE NOTIFICATION ON AUDITORY PROCESSING DISORDERS (APD) (ONLINE)
SPEECH-LANGUAGE PATHOLOGY ASSISTANT'S ROLE IN ROUTINE FEEDING ACTIVITIES (ONLINE)
VESTIBULAR FUNCTION STUDIES CONDUCTED BY INDUSTRY TECHNICIANS (ONLINE)
SPEECH-LANGUAGE PATHOLOGISTS SUPERVISING OCCUPATIONAL THERAPISTS (ONLINE)
RESOURCE INFORMATION FOR THE CALIFORNIA NEWBORN HEARING SCREENING PROGRAM AND EARLY START (ONLINE)



## STRUCTURAL PEST CONTROL BOARD

[www.pestboard.ca.gov](http://www.pestboard.ca.gov)

The Structural Pest Control Board (Board) regulates individuals and companies engaged in the business of controlling various household pests, including rodents, vermin, and insects, as well as wood-destroying pests and organisms in homes and other structures. The Board licenses pest control operators, field representatives, applicators, and registers structural pest control companies. The Board's primary goal is to ensure the health and safety of California consumers.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Implemented new licensing examinations for Branch 1 field representatives and operators. These new exams will help protect consumers by ensuring that licensees who perform work on/in their homes will have the appropriate industry knowledge.
- Deployed a new phone system to better serve the public. This new system allows conversations between Board staff and callers to be monitored for training and quality control purposes, ensures that calls are answered in the order received, and allows callers to select options that help expedite their call.

### MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Title 16, California Code of Regulations (CCR) section 1937 requires that a field representative complete training and education in Integrated Pest Management as part of his or her pre-licensing requirements.
- Title 16, CCR section 1950 requires that all Branch 2 and/or Branch 3 licensees complete two hours of Integrated Pest Management as part of the license renewal requirements.
- Title 16, CCR section 1950.5 assigns an hour value for Integrated Pest Management courses.
- Amendments to Title 16, CCR section 1953 removed the requirement that continuing education providers supply an evaluation form and cover the cost of postage for sending the form to the Board.
- Title 16, CCR section 1984 adds the definition of Structural Integrated Pest Management.

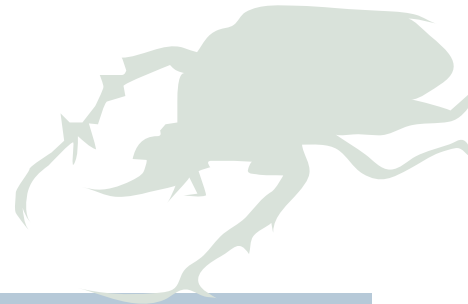
TESTIMONIAL >>>

*I was very pleased with ... the people I spoke with. They helped me know what to do next and they gave me the information I needed to move forward. They didn't rush me off the phone and they followed up with sending me paperwork right away. Thank you.*

ANONYMOUS CONSUMER

*Everyone I dealt with throughout the whole process was very helpful and courteous. I commend you all!*

ANONYMOUS LICENSEE



- Business and Professions (B&P) Code section 8514 allows Branch 2 and Branch 3 registered companies to advertise fumigation.
- B&P Code section 8572 allows the Board to issue probationary licenses.
- B&P Code section 8623 requires that if a license application is denied in part based on the applicant's State or Federal criminal history record, the Board must provide to the applicant a copy of his or her criminal history record if the applicant makes a written request for a copy.

- B&P Code section 8698 specifies that Santa Clara, San Diego, Los Angeles, and Orange counties may participate in the Structural Fumigation Enforcement Program.
- Amended Board regulations to include a continuing education requirement for applicators, the only license type not previously included in the regulations. This new requirement will protect consumers by ensuring that all licensees possess current knowledge on structural pest control practices.



## ENFORCEMENT

### Complaints

2008/2009	
<b>377</b>	RECEIVED Total received complaints from the following sources: public, government/law enforcement, licensed professional groups, internal, other, or anonymous.
<b>284</b>	CLOSED Total number of complaints closed without going to formal investigation.
<b>56</b>	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>246</b>	UP TO 90 DAYS
<b>22</b>	91 TO 180 DAYS
<b>3</b>	181 DAYS TO 1 YEAR
<b>11</b>	1 TO 2 YEARS
<b>1</b>	2 TO 3 YEARS
<b>1</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>447</b>	TOTAL NUMBER OF INSPECTIONS

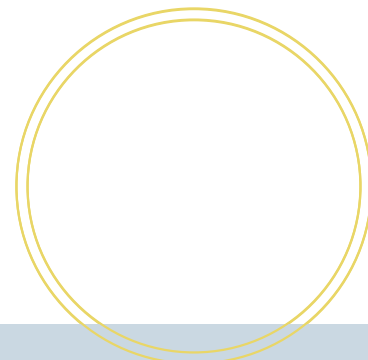
### Formal Investigations

2008/2009	
<b>120</b>	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>192</b>	CLOSED Total number of all investigations closed.
<b>113</b>	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>12</b>	UP TO 90 DAYS
<b>25</b>	91 TO 180 DAYS
<b>39</b>	181 DAYS TO 1 YEAR
<b>29</b>	1 TO 2 YEARS
<b>64</b>	2 TO 3 YEARS
<b>23</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
<b>70</b>	<b>REFERRED TO</b> Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
<b>64</b>	<b>RESOLVED</b>
<b>71</b>	<b>PENDING</b>

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
<b>33</b>	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
<b>21</b>	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
<b>2</b>	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
<b>1</b>	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
<b>38</b>	Subsequent convictions from DOJ & FBI of a serious nature or substantially related to the duties of the profession that the Board acted on to revoke the license.

## Enforcement Actions

2008/2009	
<b>19</b>	<b>STATEMENTS OF ISSUES</b> Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>47</b>	<b>ACCUSATIONS</b> Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>73</b>	<b>CITATIONS ISSUED</b> Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
<b>62</b>	<b>REVOICATIONS</b> Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
<b>3</b>	<b>SURRENDER OF LICENSE</b> Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
<b>0</b>	<b>SUSPENSION ONLY</b> Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
<b>5</b>	<b>PROBATION ONLY</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
<b>11</b>	<b>PROBATION WITH SUSPENSION</b> Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
<b>N/A</b>	<b>NUMBER OF PC23s ISSUED</b>
<b>N/A</b>	<b>NUMBER OF ISOs ISSUED</b>
<b>N/A</b>	<b>NUMBER OF FINAL DECISIONS</b>
<b>77</b>	<b>NUMBER OF PROBATIONERS</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
1,399	APPLICATOR
1,226	FIELD REPRESENTATIVE
163	OPERATOR
247	COMPANY REGISTRATION
30	BRANCH OFFICE REGISTRATION

### Licenses Issued

2008/2009	
1,130	APPLICATOR
1,186	FIELD REPRESENTATIVE
149	OPERATOR
242	COMPANY REGISTRATION
28	BRANCH OFFICE REGISTRATION
2,735	TOTAL LICENSES ISSUED
23,359	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
796	APPLICATOR
2,674	FIELD REPRESENTATIVE
1,173	OPERATOR
N/A	COMPANY REGISTRATION
N/A	BRANCH OFFICE REGISTRATION
4,605	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Customer Service Survey Results

2008/2009	
83%	CONSUMERS
96%	LICENSEES

### Outreach/Education

2008/2009	
8	DISTRICT MEETINGS

### Publication(s)

BRANCH 1 CANDIDATES HANDBOOK (FIELD REPRESENTATIVE) (PRINT AND ONLINE)
BRANCH 1 CANDIDATES HANDBOOK (OPERATOR) (PRINT AND ONLINE)
BRANCH 2 CANDIDATES HANDBOOK (FIELD REPRESENTATIVE) (PRINT AND ONLINE)
BRANCH 2 CANDIDATES HANDBOOK (OPERATOR) (PRINT AND ONLINE)
BRANCH 3 CANDIDATES HANDBOOK (FIELD REPRESENTATIVE) (PRINT AND ONLINE)
BRANCH 3 CANDIDATES HANDBOOK (OPERATOR) (PRINT AND ONLINE)
STRUCTURAL PEST CONTROL ACT (PRINT AND ONLINE)
FUMIGATION FOR PEST CONTROL (PRINT AND ONLINE)
GENERAL INFORMATION A-Z (PRINT AND ONLINE)
HOUSEHOLD PEST CONTROL (PRINT AND ONLINE)
INSPECTIONS, STRUCTURAL PEST CONTROL (PRINT AND ONLINE)
TERMITE FACT SHEET (PRINT AND ONLINE)

## TELEPHONE MEDICAL ADVICE SERVICES BUREAU

[www.dca.ca.gov/tmas](http://www.dca.ca.gov/tmas)

The Telephone Medical Advice Services Bureau exists in part as the gatekeeper of medicine. 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 2008-09:

- Received and closed nine non-jurisdictional complaints that were referred to the Board of Registered Nursing and/or the Department of Managed Healthcare. The Bureau's laws regulate only telephone medical advice businesses and their recordkeeping practices. All complaints are reviewed for violations of the Bureau's laws and regulations. Any complaints received regarding a registrant's employee is referred to his or her respective professional licensing board and/or the Department of Managed Healthcare.
- Attended a Utilization Review Accreditation Committee training to learn about national accreditation requirements and auditing procedures for use in building the Bureau's inspection program.
- Developed a notification of change form to standardize the process of reporting registrant changes to the Bureau. This form is available on the Bureau's Web site.



## ENFORCEMENT

### Complaints

2008/2009	
10	RECEIVED Total received complaints from the following sources: public, government/law enforcement, licensed professional groups, internal, other, or anonymous.
9	CLOSED Total number of complaints closed without going to formal investigation.
4	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
6	UP TO 90 DAYS
1	91 TO 180 DAYS
2	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS

### Inspections

2008/2009	
0	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
0	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
0	CLOSED Total number of all investigations closed.
0	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
N/A	UP TO 90 DAYS
N/A	91 TO 180 DAYS
N/A	181 DAYS TO 1 YEAR
N/A	1 TO 2 YEARS
N/A	2 TO 3 YEARS
N/A	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
0	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
0	RESOLVED
0	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
N/A	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
N/A	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
N/A	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
N/A	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
N/A	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
0	RECEIVED
0	CLOSED
0	PENDING

## Enforcement Actions

2008/2009	
0	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
0	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
0	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
0	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
0	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
0	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
0	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
0	NUMBER OF PC23s ISSUED
0	NUMBER OF ISOs ISSUED
0	NUMBER OF FINAL DECISIONS
0	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
3	APPLICATION FOR REGISTRATION

### Licenses Issued

2008/2009	
3	REGISTRATION
3	TOTAL LICENSES ISSUED
40	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
25	REGISTRATION
25	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Outreach/Education

2008/2009	
3	MEET AND GREET SITE VISITS
1	URAC ACCREDITATION TRAINING



## VETERINARY MEDICAL BOARD

[www.vmb.ca.gov](http://www.vmb.ca.gov)

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

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Worked with the Office of the Attorney General and industry professionals to update the Board's disciplinary guidelines and to create guidelines for its citation and fine program.
- Implemented a new Legislative Multidisciplinary Advisory Committee to help the Board with its enforcement program, hospital inspections, and citation and fines.

### MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Title 16, California Code of Regulations section 2068.7 created opportunity for persons with five years of experience in a veterinary hospital and 24 hours of education in Registered Veterinary Technician (RVT) task experience to apply for the State RVT exam under certain conditions.
- Implemented new State Board exam eligibility requirements for Registered Veterinary Technicians.



## ENFORCEMENT

### Complaints

2008/2009	
<b>715</b>	RECEIVED Total received complaints from the following sources: public, government/ law enforcement, licensed professional groups, internal, other, or anonymous.
<b>691</b>	CLOSED Total number of complaints closed without going to formal investigation.
<b>375</b>	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.

### Number of Days to Close Complaints

2008/2009	
<b>NDA</b>	UP TO 90 DAYS
<b>NDA</b>	91 TO 180 DAYS
<b>NDA</b>	181 DAYS TO 1 YEAR
<b>NDA</b>	1 TO 2 YEARS
<b>NDA</b>	2 TO 3 YEARS
<b>NDA</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>247</b>	TOTAL NUMBER OF INSPECTIONS

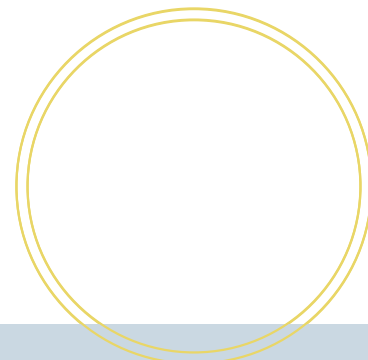
### Formal Investigations

2008/2009	
<b>26</b>	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>36</b>	CLOSED Total number of all investigations closed.
<b>66</b>	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>6</b>	UP TO 90 DAYS
<b>1</b>	91 TO 180 DAYS
<b>10</b>	181 DAYS TO 1 YEAR
<b>14</b>	1 TO 2 YEARS
<b>5</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
22	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
15	RESOLVED
52	PENDING

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
7	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
3	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
4	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
0	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
1	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
51	RECEIVED
41	CLOSED
14	PENDING

## Enforcement Actions

2008/2009	
5	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
17	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
53	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
1	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
1	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only, probation is not included as part of the penalty).
9	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
1	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
1	NUMBER OF PC23s ISSUED
1	NUMBER OF ISOs ISSUED
	NUMBER OF FINAL DECISIONS
43	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## LICENSING/APPLICATIONS

### Applications Received

2008/2009	
1,032	VETERINARIANS
41	VET - INTERNS/RESIDENTS
70	VET-RECIPROCITY
1,006	REGISTERED VETERINARY TECHNICIAN (RVT)
147	VETERINARY PREMISES
5	VETERINARY PREMISES - EXEMPT

### Licenses Issued

2008/2009	
502	VETERINARIANS
60	VET - INTERNS/RESIDENTS
64	VET - RECIPROCITY
408	REGISTERED VETERINARY TECHNICIAN (RVT)
147	VETERINARY PREMISES
5	VETERINARY PREMISES - EXEMPT
1,181	TOTAL LICENSES ISSUED
24,501	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
5,190	VETERINARIANS
N/A	VET - INTERNS/RESIDENTS
N/A	VET - RECIPROCITY
2,366	REGISTERED VETERINARY TECHNICIAN (RVT)
2,638	VETERINARY PREMISES
60	VETERINARY PREMISES - EXEMPT
10,254	TOTAL LICENSES ISSUED

## PUBLIC SERVICES & COMMUNICATION

### Outreach/Education

2008/2009	
4	STATE ASSOCIATIONS MEETINGS
2	PRESENTATIONS AT THE VETERINARY SCHOOLS
2	PRESENTATIONS AT THE LICENSING CURRICULUM AND AT CARES

### Publication(s)

VMB: CONSUMER PROTECTION AGENCY (PRINT AND ONLINE)
SHARING THE RESPONSIBILITY OF YOUR PET'S HEALTH (PRINT AND ONLINE)
VETERINARY HEALTH CARE TEAM (PRINT AND ONLINE)





## BOARD OF VOCATIONAL NURSING & PSYCHIATRIC TECHNICIANS

[www.bvnpt.ca.gov](http://www.bvnpt.ca.gov)

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 technician programs, and educating consumers about their rights. LVNs and PTs care for California's most vulnerable citizens, from newborns to the frail elderly who are physically or mentally impaired. The Board licenses and regulates the largest groups of LVNs and PTs in the nation.

### MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2008-09:

- Continued to conduct surveys to seek the public's feedback about the Board's effectiveness and efficiency. This information is used to identify future educational and technological changes that may impact current rules and regulations.
- Conducted Director Forums in Northern and Southern California to provide directors and faculty of VN and PT programs with information on recent legislation, statutes, regulations, examination procedures, and other current issues.
- Enhanced the Board's Web site by posting all accusations pending against licensees. A link from the license look-up to the accusations was created to provide easier public access to the documents. Making this information available protects consumers who are seeking care.



## MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2008-09:

- Adopted regulations that required any LVN or PT who was licensed prior to January 1, 1998, to submit fingerprint records as a condition of license renewal. Approximately 55,000 licensees require retroactive fingerprinting for a criminal history record check through the California Department of Justice and Federal Bureau of Investigation databases. The regulations also increased licensing fees to provide funding necessary to implement retroactive fingerprinting.
- Senate Bill 797 (Ridley-Thomas, Chapter 33, Statutes of 2008) allows the executive officer of this Board and others to continue in their positions, operating under the Department of Consumer Affairs (DCA), past their inoperative dates.
- Assembly Bill 1545 (Eng, Chapter 35, Statutes of 2008) re-established the Board of Vocational Nursing and Psychiatric Technicians and other Boards within DCA that had been bureaus for six months and affirmed the Board's authorization to appoint an executive officer. The bill also establishes guidelines to allow the former members and executive officer to serve in an interim capacity until board members and executive officers are appointed to the new Board.
- Senate Bill 1441 (Ridley-Thomas, Chapter 548, Statutes of 2008) requires the executive officers of healthcare boards to be members of the DCA Substance Abuse Coordination Committee.
- Assembly Bill 1927 (Galgiani, Chapter 299, Statutes of 2008) requires vocational nursing and psychiatric technician schools to grant credit for secondary school courses that are equivalent to vocational nursing and psychiatric technician courses.
- AB 2423 (Bass, Chapter 675, Statutes of 2008) establishes or modifies the authority and procedures for granting an initial probationary license, and establishes special procedures for the denial of a license based on an applicant's criminal history.
- The Board's revised Rehabilitation Criteria and Disciplinary Guidelines regulations were adopted and approved by the Office of Administrative Law.

## ENFORCEMENT

### Complaints\*

2008/2009	
1,626	RECEIVED Total received complaints from the following sources: public, government/law enforcement, licensed professional groups, internal, other, or anonymous.
1,123	CLOSED Total number of complaints closed without going to formal investigation.
1,594	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.
*The complaints statistics above include complaints against licensees only. Applicant complaint statistics (criminal background checks that reveal convictions) have been excluded from the Annual Report since FY 05/06 but are a significant portion of the Enforcement workload. The following statistics reflect applicant complaints from FY 08/09:	
1,387	RECEIVED
1,494	CLOSED
920	PENDING

\*Data on the number of days to close these complaints are not available.

### Number of Days to Close Complaints

2008/2009	
288	UP TO 90 DAYS
229	91 TO 180 DAYS
323	181 DAYS TO 1 YEAR
242	1 TO 2 YEARS
41	2 TO 3 YEARS
0	OVER 3 YEARS

### Inspections

2008/2009	
N/A	TOTAL NUMBER OF INSPECTIONS

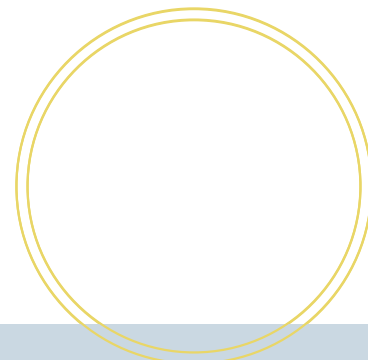
### Formal Investigations

2008/2009	
127	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
123	CLOSED Total number of all investigations closed.
322	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
0	UP TO 90 DAYS
2	91 TO 180 DAYS
22	181 DAYS TO 1 YEAR
50	1 TO 2 YEARS
27	2 TO 3 YEARS
22	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



## Office of the Attorney General

2008/2009	
<b>185</b>	<b>REFERRED TO</b> Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
<b>170</b>	<b>RESOLVED</b>
<b>240</b>	<b>PENDING</b>

## Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
<b>45</b>	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
<b>87</b>	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
<b>16</b>	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
<b>4</b>	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
<b>18</b>	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

## Convictions

2008/2009	
<b>1,075</b>	<b>RECEIVED</b>
<b>769</b>	<b>CLOSED</b>
<b>983</b>	<b>PENDING</b>
<b>4</b>	<b>INVESTIGATIONS SUBMITTED TO THE DISTRICT ATTORNEY'S OFFICE</b>

## Enforcement Actions

2008/2009	
<b>28</b>	<b>STATEMENTS OF ISSUES</b> Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>171</b>	<b>ACCUSATIONS</b> Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
<b>180</b>	<b>CITATIONS ISSUED</b> Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
<b>82</b>	<b>REVOICATIONS</b> Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
<b>14</b>	<b>SURRENDER OF LICENSE</b> Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
<b>1</b>	<b>SUSPENSION ONLY</b> Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
<b>61</b>	<b>PROBATION ONLY</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
<b>0</b>	<b>PROBATION WITH SUSPENSION</b> Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
<b>3</b>	<b>NUMBER OF PC23s ISSUED</b>
<b>1</b>	<b>NUMBER OF ISOs ISSUED</b>
<b>157</b>	<b>NUMBER OF FINAL DECISIONS</b>
<b>61</b>	<b>NUMBER OF PROBATIONERS</b> Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
<b>10,998</b>	VOCATIONAL NURSING APPLICATIONS

### Licenses Issued

2008/2009	
<b>7,554</b>	VN LICENSES ISSUED
<b>24</b>	VN NON-RENEWABLE INTERIM PERMITS
<b>5,621</b>	VN NON-RENEWABLE POST-LICENSURE CERTIFICATIONS*
	* (2008-2009= 1109 INTRAVENOUS THERAPY; 532 BLOOD WITHDRAWAL; 3980 IV AND BW)
	* (2007-2008= 1066 INTRAVENOUS THERAPY; 521 BLOOD WITHDRAWAL; 3022 IV AND BW)
	* (2006-2007= 1074 INTRAVENOUS THERAPY; 741 BLOOD WITHDRAWAL; 2637 IV AND BW)
<b>13,199</b>	TOTAL LICENSES, PERMITS AND CERTIFICATES ISSUED
<b>109,694</b>	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
<b>34,864</b>	
<b>34,864</b>	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Customer Service Survey Results

2008/2009	
<b>93%</b>	OVERALL, 93% OF SURVEY RESPONDENTS WERE SATISFIED AND VERY SATISFIED WITH THE BOARD'S PERFORMANCE.

NOTE: Surveys are not separated by licensees & consumers.

### Outreach/Education

2008/2009	
<b>31</b>	VOCATIONAL NURSE & PSYCHIATRIC TECHNICIAN COMBINED.

### Publication(s)

BE INFORMED ABOUT YOUR HEALTHCARE (PRINT AND ONLINE)
CONSUMER GUIDE FOR HIRING LVNS AND PTS (PRINT AND ONLINE).
CONVICTIONS - FREQUENTLY ASKED QUESTIONS (PRINT AND ONLINE)
DISCIPLINARY PROCESS - FREQUENTLY ASKED QUESTIONS (PRINT AND ONLINE)
UNDERSTANDING THE DISCIPLINARY PROCESS (PRINT AND ONLINE)
EMPLOYER MANDATORY REPORTING (PRINT AND ONLINE)
FACT SHEET: OUT OF STATE APPLICANTS (PRINT AND ONLINE)
INITIATING A BOARD APPROVED PROGRAM (PRINT AND ONLINE)
FACT SHEET: LICENSED VOCATIONAL NURSE (PRINT AND ONLINE).
LICENSEE MANDATORY REPORTING (PRINT AND ONLINE)
MANDATORY REPORTING REQUIREMENTS AND PERFORMANCE ISSUES (PRINT AND ONLINE)
FACT SHEET: PSYCHIATRIC TECHNICIAN (PRINT AND ONLINE)

## ENFORCEMENT

### Complaints

2008/2009	
<b>387</b>	RECEIVED Total received complaints from the following sources: public, government/law enforcement, licensed professional groups, internal, other or anonymous.
<b>257</b>	CLOSED Total number of complaints closed without going to formal investigation.
<b>375</b>	PENDING Total number of complaints which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the complaint was received. Does not include complaints referred for formal investigation.
*The complaints statistics above include complaints against licensees only. Applicant complaint statistics (criminal background checks that reveal convictions) have been excluded from the Annual Report since FY 05/06 but are a significant portion of the Enforcement workload. The following statistics reflect applicant complaints from FY 08/09:	
<b>186</b>	RECEIVED
<b>201</b>	CLOSED
<b>117</b>	PENDING

\*Data on the number of days to close these complaints are not available.

### Number of Days to Close Complaints

2008/2009	
<b>66</b>	UP TO 90 DAYS
<b>49</b>	91 TO 180 DAYS
<b>66</b>	181 DAYS TO 1 YEAR
<b>61</b>	1 TO 2 YEARS
<b>15</b>	2 TO 3 YEARS
<b>0</b>	OVER 3 YEARS

### Inspections

2008/2009	
<b>N/A</b>	TOTAL NUMBER OF INSPECTIONS

### Formal Investigations

2008/2009	
<b>13</b>	OPENED Total number of formal investigations opened. Includes complaints referred to formal investigation only once, even if investigated by more than one entity.
<b>14</b>	CLOSED Total number of all investigations closed.
<b>32</b>	PENDING Total number of investigations which remained open and in progress at the end of the 2008–09 fiscal year, regardless of the fiscal year in which the investigation was initiated.

### Number of Days to Close Investigations

2008/2009	
<b>0</b>	UP TO 90 DAYS
<b>0</b>	91 TO 180 DAYS
<b>2</b>	181 DAYS TO 1 YEAR
<b>6</b>	1 TO 2 YEARS
<b>2</b>	2 TO 3 YEARS
<b>4</b>	OVER 3 YEARS

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



### Office of the Attorney General

2008/2009	
41	REFERRED TO Total number of investigations referred to the Office of the Attorney General for disciplinary action. This is a subgroup of total investigations closed during the 2008–09 fiscal year.
48	RESOLVED
60	PENDING

### Number of Years the Office of the Attorney General Took to Close a Case

2008/2009	
13	TOTAL NUMBER OF AG CASES THAT TOOK UP TO 1 YEAR TO CLOSE
20	TOTAL NUMBER OF AG CASES THAT TOOK 1 TO 2 YEARS TO CLOSE
6	TOTAL NUMBER OF AG CASES THAT TOOK 2 TO 3 YEARS TO CLOSE
1	TOTAL NUMBER OF AG CASES THAT TOOK 3 TO 4 YEARS TO CLOSE
8	TOTAL NUMBER OF AG CASES THAT TOOK OVER 4 YEARS TO CLOSE

### Convictions

2008/2009	
290	RECEIVED
160	CLOSED
269	PENDING
0	INVESTIGATIONS SUBMITTED TO THE DISTRICT ATTORNEY'S OFFICE

### Enforcement Actions

2008/2009	
4	STATEMENTS OF ISSUES Total number of statements of issues prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
37	ACCUSATIONS Total number of accusations/petitions to revoke probation prepared and filed by the Office of the Attorney General, bureau, board, or program staff.
31	CITATIONS ISSUED Total number of citations issued, with or without an administrative fine. Does not include inspection citations.
18	REVOICATIONS Total number of licenses, registrations, or certificates revoked without stay of the order of revocation resulting from a disciplinary action.
2	SURRENDER OF LICENSE Total number of licenses, registrations, certificates, or permits surrendered resulting from a disciplinary action.
0	SUSPENSION ONLY Total number of licenses, registrations, certificates, or permits suspended resulting from a disciplinary action. Includes revocation stayed, with suspension only (probation is not included as part of the penalty).
21	PROBATION ONLY Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.
0	PROBATION WITH SUSPENSION Total number of licenses, registrations, certificates, or permits suspended and placed on probation resulting from a disciplinary action. Includes revocation stayed, suspension, and probation; suspension stayed, suspension, and probation; revocation stayed, suspension, conditions, and probation.
0	NUMBER OF PC23 ISSUED
1	NUMBER OF ISO ISSUED
41	NUMBER OF FINAL DECISIONS
21	NUMBER OF PROBATIONERS Total number of licenses, registrations, certificates, or permits placed on probation resulting from a disciplinary action. Includes suspension stayed, probation only; revocation stayed, probation only; revocation stayed, conditions, and probation; and initial licenses and reinstatements issued on probation.

\* PLEASE REFER TO PAGE 3 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

## LICENSING/ APPLICATIONS

### Applications Received

2008/2009	
684	PT APPLICATIONS

### Licenses Issued

2008/2009	
635	PT LICENSES ISSUED
	PT NON-RENEWABLE INTERIM PERMITS
	PT NON-RENEWABLE POST-LICENSURE CERTIFICATIONS (BLOOD WITHDRAWAL CERTIFICATIONS)
635	TOTAL LICENSES, PERMITS AND CERTIFICATES ISSUED
12,196	TOTAL LICENSEES

### Renewed Licenses

2008/2009	
4,536	PT RENEWALS
4,536	TOTAL RENEWED LICENSES

## PUBLIC SERVICES & COMMUNICATION

### Customer Service Survey Results

2008/2009	
93%	OVERALL, 93% OF SURVEY RESPONDENTS WERE SATISFIED AND VERY SATISFIED WITH THE BOARD'S PERFORMANCE.

NOTE: Surveys are not separated by licensees & consumers.

### Outreach/Education

2008/2009	
	LISTED ON VOCATIONAL NURSING REPORT

### Publication(s)

BE INFORMED ABOUT YOUR HEALTHCARE (PRINT AND ONLINE)
CONSUMER GUIDE FOR HIRING LVNS AND PTS (PRINT AND ONLINE)
CONVICTIONS - FREQUENTLY ASKED QUESTIONS (PRINT AND ONLINE)
DISCIPLINARY PROCESS - FREQUENTLY ASKED QUESTIONS (PRINT AND ONLINE)
UNDERSTANDING THE DISCIPLINARY PROCESS (PRINT AND ONLINE)
EMPLOYER MANDATORY REPORTING (PRINT AND ONLINE)
FACT SHEET: OUT OF STATE APPLICANTS (PRINT AND ONLINE)
INITIATING A BOARD APPROVED PROGRAM (PRINT AND ONLINE).
FACT SHEET: LICENSED VOCATIONAL NURSE (PRINT AND ONLINE).
LICENSEE MANDATORY REPORTING (PRINT AND ONLINE)
MANDATORY REPORTING REQUIREMENTS AND PERFORMANCE ISSUES (PRINT AND ONLINE)
FACT SHEET: PSYCHIATRIC TECHNICIAN (PRINT AND ONLINE)

# SECTION 139 REPORT

EXAMINATION PROGRAM			PREREQUISITES <sup>1</sup> for admittance to the examination			EXAMINATION VALIDATION <sup>2</sup> Occupational Analysis (OA) Examination Development (ED)				COSTS (in Thousands) <sup>3</sup> per occurrence (po) or per year (py)			
License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (po)	ED (po)	Testing (py)	Program Evaluation (py)	
		B&P	CCR										
Accountancy, California Board of	Certified Public Accountant (CPA)	5081.1	9.2	OA; internal/external review as needed	2008	2001	Candidate-centered				\$696		
		5092											
		5093											
Acupuncture Board	Acupuncture	4938	1399.420	OA; annual internal review	2001	2001	Modified Angoff	X	\$42.9	\$75.6 (py)	\$241.9		
		4939	1399.432										
4940	1399.436												
		1399.439											
Architects Board, California	Architect	5550	116	OA; internal review as needed	2007	2001	Modified Angoff	X					
		5552											
Athletic Commission, California State	Promoter		Title 4										
			ZB										
	Judge		379										
	Manager		218										
	Matchmaker		18640		Prerequisites apply to licensure only			Subject Matter Expert					
		18648											
Referee			371										
Second			218										
Timekeeper			218										
Automotive Repair, Bureau of	Smog Check Technician	Health & Safety Code 44014	3340.28	OA; internal review every 2 years	2009	2009		X		\$372.5		\$60	
		44031.5	3340.29		2009	2009		X					
	Test Only				2009		Modified Angoff						
Brake Adjuster (A,B,C)	Brake Adjuster	9887.2	3310	OA; internal review every 5 years	2004	2004		X					
					2004	2004							
Lamp Adjuster	Lamp Adjuster				2004	2004		X					

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License Type(s)	Exam Title(s)	Mandating Code(s) B&P	Assessment		Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (pp)	ED (pp)	Testing (py)	Program Evaluation (pp)	
			B&P	CCR									
Barbering and Cosmetology, Bureau of	Barber	7321	909 910 924 926	Internal review every 5 years	2005			X		\$0	\$2985		
	Cosmetology				2005			X					
	Electrologist	7330			2003		Specified in regulation	X					
	Esthetician	7324			2003	2003		X					
	Manicurist	7326	909 910		2003	2003		X					
Behavioral Sciences, Board of	Licensed Clinical Social Worker (LCSW)	4996.2			2005	2005		X		\$679	\$597	\$2	
	Licensed Educational Psychologist (LEP)	4989.20		OA; annual internal/ external review	2003	2003		X		\$126			
	Marriage and Family Therapist (MFT)	4980.37 4980.40 4980.41 4980.43			2007	2007		X					
	Cemetery Broker	9702.5			2006	2006		X		\$67	\$21		
Cemetery and Funeral Bureau	Cemetery Manager	9715.1 9723.1	2326.1 (a)(1)		2005	2005		X					
	Crematory Manager	9787 9787.3	2326.1 (b)	Annual internal review	2004	2004		X		\$33			
	Embalmer	7642 7643	1235		2009	2009		X					
	Funeral Director	7618 7619		2004	2004		X						
Chiropractic Examiners, Board of	Clinical/Practical (Written)	Chiropractic Initiative Act of California Section 5		OA; internal/ external review	2005					n/a	n/a	n/a	
	Chiropractic Law and Professional Practice Examination	Chiropractic Initiative Act of California Section 6			2004								

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					License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (po)	ED (po)	Testing (py)	Program Evaluation (py)
							B&P	CCR									
Contractors State License Board	A	General Engineering Contractor	7056-7058	825	Internal review as needed	2009	2003	Modified Angoff	X	\$24	\$961	\$1730	\$49				
	B	General Building		826		2009	2004		X								
	C-2	Insulation and Acoustical				2006			X								
	C-4	Boiler, Hot Water Heating, and Steam Fitting				2006			X								
	C-5	Framing and Rough Carpentry				2007			X								
	C-6	Cabinet, Millwork, and Finish Carpentry				2005			X								
	C-7	Low Voltage Systems				2005			X								
	C-8	Concrete				2005			X								
	C-9	Drywall				2005			X								
	C-10	Electrical (General)				2008			X								
	C-11	Elevator				2009	2002		X								
	C-12	Earthwork and Paving				2006			X								
	C-13	Fencing				2008			X								
	C-15	Flooring and Floor Covering				2009	2004		X								
	C-16	Fire Protection				2007			X								
	C-17	Glazing				2005			X								
	C-20	Warm Air Heating, Ventilating, and Air Conditioning				2009	2004		X								
	C-21	Building Moving and Demolition				2007			X								
	C-23	Ornamental Metal				2009			X								

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					Mandating Code(s) B&P	CCR	Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (OO)	ED (OO)	Testing (PY)	Program Evaluation (PO)
C-27					2004			X							
C-28					2008			X							
C-29					2005			X							
C-31					2004			X							
C-32					2005			X							
C-33					2004			X							
C-34					2007			X							
C-35					2008			X							
C-36					2009			X							
C-38					2008			X							
C-39					2004			X							
C-42					2007			X							
C-43					2009			X							
C-45					2007			X							
C-46					2007			X							
C-47					2006			X							
C-50					2007			X							
C-51					2009			X							
C-53					2006			X							

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License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (po)	ED (po)	Testing (py)	Program Evaluation (py)
		B&P	CCR									
C-54	Tile (Ceramic and Mosaic)				2006			X				
C-55	Water Conditioning				2007			X				
C-57	Well Drilling (Water)				2007			X				
C-60	Welding				2008	2002		X				
N/A	Asbestos Certification				2005			X				
N/A	Hazardous Certification				2007			X				
N/A	Law and Business				2004			X				
Court Reporters Board of California	Certified Shorthand Reporter	8020	2418	OA; internal/external review	2003	2003	Modified Angoff	X	\$53	\$55.5	\$46	\$3
	Extended Functions	1756 1768	10771 10791	Internal review every 9 years	1998					\$47	\$1419	
Dental Auxiliaries, Committee on	Registered Dental Assistant	1753	1077	Internal review every 5 years	2005	2005	Modified Angoff	X	\$101			
	Registered Dental Hygienist	1766	1082	Internal review every 9 years	1998							
Dental Board of California	Doctor of Dental Science	1628	1028	OA; internal/external review	2005		Specified in regulation			\$20	\$307	
Engineers and Land Surveyors, Board for Professional	Agricultural Engineer	6704 6732 6750-6759	404 420-424 42710 458 460	OA; internal/external review as needed	2000	2000	Modified Angoff	X	\$57	\$939 (py)	\$3148	\$0
		6704 6732 6750-6759	404 420-424 42710 458 460		2002	2002		X				
	Civil Engineer (National)				2006	2006		X				

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											Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (pp)	ED (pp)	Testing (py)	Program Evaluation (pp)		
																			Assessment	Mandating Code(s)
		Civil Engineer (California)				6402 6704 6731 6731.1 6750-6759	404 420-424 42710 438 460		2005	2005		X								
		Control System Engineer				6704 6732 6750-6759	404 420-424 42710 438 460		2002	2002		X								
		Electrical Engineer				6702.1 6704 6750-6759	404 420-424 42710 438 460		2007	2007		X								
		Engineer-in-Training (EIT)				6704 6750-6759	404 420-424 42710 438 460		2003	2003		X								
		Fire Protection Engineer				6704 6732 6750-6759	404 420-424 42710 438 460		2002	2002		X								
		Geotechnical Engineer				6730.2 6736.1	404 420-424 426.50 426.51 427.20		2001	2001		X								
		Industrial Engineer				6704 6732 6750-6759	404 420-424 42710 438 460		2003	2003		X								
		Land Surveyor (National)							2003	2003		X								
		Land Surveyor (California)				8708 8741-8743	404-424 42710 438		2002	2002		X								

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					Exam Title(s)	Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (OO)	ED (OO)	Testing (PY)	Program Evaluation (PO)
	License Type(s)													
	Land Surveyor-in- Training	8741-8743		404 420-424 438 460	2003	2003	X							
	Mechanical Engineer	6702.2 6704 6750-6759		404 420-424 42710 438 460	2007	2007	X							
	Metallurgical Engineer	6704 6732 6750-6759		404 420-424 42710 438 460	2007	2007	X							
	Nuclear Engineer	6704 6732 6750-6759		404 420-424 42710 438 460	2003	2003	X							
	Petroleum Engineer	6704 6732 6750-6759		404 420-424 42710 438 460	2006	2006	X							
	Structural (National)				2002	2002	X							
	Structural Seismic (California)	6730.2 6736		404 420-424 426.10-426.14 427.30	2003	2003	X							
	Traffic Engineer	6704 6732 6750-6759		404 420-424 42710 438 460	1999	1999	X							

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License Type(s)	Exam Title(s)	Mandating Code(s)	Assessment		Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (OO)	ED (OO)	Testing (PY)	Program Evaluation (OO)	
			B&P	CCR									
Geologists and Geophysicists Board for	Professional Geologist	National	7841	3031	Regulatory review	2009	2005		\$37	\$164.5			
		California Supplemental (CSE)				2009	2000						
	Professional Geophysicist (PGP)	7841.1	3031	2005		2005	Modified Angoff	X	\$22				
	Certified Engineering Geologist (CEG)	7842	3041	2000		2000							
	Certified Hydrogeologist	7842	3042	1999		1999							
Guide Dogs for the Blind, State Board of	Guide Dog Instructor	7209			2005	2005	Modified Angoff	n/a					
Hearing Aid Dispenser Permanent License	Hearing Aid Dispenser	3554		OA; internal/external review every 2 years	2007	2007	Modified Angoff	X	\$0	\$83			
Landscape Architects Technical Committee	Landscape Architecture (National)	5650	2610 2615 2620 2621		2006		Modified Angoff		\$0	\$99.52	\$1		
	Landscape Architecture (Supplemental)	5651		OA; internal review as needed	2006	2006	Modified Angoff		\$0				
Medical Board of California	Physician and Surgeon	2170			2002 (practice analysis)	n/a	Rasch model; modified Angoff	X					
	Contact Lens Dispenser	2559.2		Prerequisites are determined by organizations administering the examinations	2006		72% score				Examinations are administered by outside agencies with no expense to the State		
	Spectacle Lens Dispenser	2561			2006		70% score						
	Licensed Midwife	2512.5 2513			2001		Scaled score of 75%						
Naturopathic Doctor	NPLEX	3650 3651	4220		2006	2006	Modified Angoff		n/a				
Occupational Therapy, California Board of	Occupational Therapist	2570.6		OA; external review	2008	2003	Modified Angoff	X			Examinations are administered by an external organization with no expense to the Board		
	Occupational Therapy Assistant				2008	2003	Modified Angoff	X					

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			B&P	CCR									
Optometry, Board of	National Written and Practical	3046	1523	OA; annual internal review	2006	2009	Modified Angoff	X	\$10	\$65			
	CA Laws and Regulations												
Osteopathic Medical Board of California	COMPLEX Levels I, II, IIPE, III	2089 2089.5 2096 2153.5		OA	2004	2004	Angoff Hofstede Item remapping	X	\$0	\$0	\$0		
	Pharmacist	North American Pharmacist Licensure Examination (NAPLEX)	1719 1720 1720.1 1724 1728 1728 1749	OA; internal/external review	2005	2005	Modified Angoff	X	\$0	\$142	\$85		
Physical Therapy Board of California	Physical Therapist	2650 2653	1398.25; 26,261; 26.5; 30; 31		2007								
	Physical Therapist Assistant	2655.3 2655.9	1398.47 1398.50 1398.51	OA; internal/external review	2007		Modified Angoff						
	Kinesiological Electromyographer		1399.63 1366.65		1990								
	Electroneuro-myographer	2620.5	1399.64 1399.65		1994								
	California Law Examination												
	Physician Assistant Committee	PANCE	3519	1399.507	OA	2005		Modified Angoff				Examinations are administered by outside agencies with no expense to the State	
Podiatric Medicine, California Board of	NBPME Part I												
	NBPME Part II												
	NBPME Part III	2486 (a-c)		OA; internal/external review	2006		Modified Angoff					A one-time fee of \$1,000 was paid directly to the National Board of Podiatric Medical Examiners (NBPME) in 2002 to establish an ongoing contract.	

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License Type(s)	Exam Title(s)	Mandating Code(s)	Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (OO)	ED (OO)	Testing (PY)	Program Evaluation (OO)			
		B&P	CCR											
Professional Fiduciaries Bureau	Professional Fiduciaries License	6559	4500											
Psychology, Board of	Examination for Professional Practice in Psychology	2914	1387 et seq	2003	2003	Modified Angoff	X	\$0	\$111					
	CA Psychology Supplemental Exam			2004	2004		X							
Registered Nursing, Board of	Registered Nurse	144 2736	1412 1426	2009		Item response theory				\$29.5				
Respiratory Care Board of California	Respiratory Care Practitioner	3740		2007		Modified Angoff				\$5				
Security and Investigative Services, Bureau of	Alarm Company Operator	144 7599		2004	2004				\$72.5	\$88.4				
	Private Investigator	144 7525 7526 7541	601 620	2004	2004	Modified Angoff		\$38						
	Private Patrol Operator	144 7582-7583		2004	2004									
	Repossessor	7503 7504		2004	2004									
Speech-Language Pathology and Audiology Bureau	Speech-Language Pathology	2551 2552	1399. 152-1599. 153.9	1999	1999	Modified Tucker-Angoff	X	\$72	n/a	n/a				
	Audiology	2532.2		2008	2008		X							

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		B&P	CCR										
Structural Pest Control Board	Applicator	8564.5		Internal/ external review every 5 years	II-2001 III-2002					\$160	\$103		
	Registered Applicator	8563	1937		I-2008			Specified in statute; fixed ≥70%	X	\$4			
	Field Representative	8564			II-2001 III-2008								
Operator	Operator	8566			I-2008			X					
		8561			II-2001 III-2008								
Veterinary Medical Board and Veterinary Technician Examining Committee	NAVLE	2010.1		OA; ongoing internal/ external review	2003	2003				\$54	\$70.5		
		2014											
	4846.1		2015.2										
	4846.2		2022		2001			X					
	4848		2023										
			2024										
Veterinary Temporary/ Reciprocity	VLE	4848					Modified Angoff		\$164				
				2021									
Registered Veterinary Technician	RVT	4833			2004	2004		X	\$159	\$54	\$68		
		4839											
Vocational Nurse	National Council Licensure Examination for Practical Nurses	2866 (a-d)			2006	2006		X		\$3			
				2516									
Vocational Nursing and Psychiatric Technicians, Bureau of	Psychiatric Technician	4511 (a-d)			2007	2007	Modified Angoff	X	\$0	\$63.3	\$62.8		
				2521									
			2530(g)										
			2532										
			2533										
			2534										
		2534.1											
		2575											
		2578											
		2585(g)											
		2586											
		2587											
		2588											
		2588.1											

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# EXPENDITURE CATEGORIES

EXPENDITURE CATEGORIES (IN THOUSANDS)									
FISCAL YEAR 2008-09	BUREAUS, PROGRAM, AND OFFICE	FUND NUMBER AND NAME	PERSONAL SERVICES	OPERATING EXPENSES	SUBTOTAL (MONTHLY EXP)	(-) REIMBURSEMENTS	(-) DISTRIBUTED COSTS	TOTAL NET EXPENDITURES	
	Arbitration Certification Program	0166 Certification Account	\$642	\$393	\$1,035	\$0	\$0	\$1,035	
	Automotive Repair, Bureau of	0421 Vehicle Inspection and Repair Fund	\$45,597	\$60,161	\$105,758	-\$368	-\$71	\$105,319	
		0582 High Polluter Repair or Removal Account	\$5,051	\$48,594	\$53,645	\$0	\$0	\$53,645	
		3122 Enhanced Fleet Modification Subaccount	\$0	\$0	\$0	\$0	\$0	\$0	
	BAR Total		\$50,648	\$108,755	\$159,403	-\$368	-\$71	\$158,964	
	Cemetery and Funeral Bureau	0717 Cemetery Fund	\$1,072	\$802	\$1,874	-\$1	-\$115	\$1,758	
		0750 State Funeral Director's and Embalmers Fund	\$665	\$691	\$1,356	-\$11	\$0	\$1,345	
	CFB Total		\$1,737	\$1,493	\$3,230	-\$12	-\$115	\$3,103	
	Electronic and Appliance Repair, Bureau of	0525 Electronic and Appliance Repair Fund	\$902	\$1,050	\$1,952	-\$32	\$0	\$1,920	
	Hearing Aid Dispensers Bureau	0208 Hearing Aid Dispensers Fund	\$355	\$362	\$717	-\$4	\$0	\$713	
	Home Furnishings and Thermal Insulation, Bureau of	0752 Bureau of Home Furnishings and Thermal Insulation Fund	\$2,048	\$1,978	\$4,026	-\$42	\$0	\$3,984	
	Naturopathic Medicine, Bureau of	3069 Naturopathic Doctor's Fund	\$85	\$29	\$114	\$0	\$0	\$114	
	Privacy Protection, California Office of	0001 General Fund	\$0	\$0	\$0	\$0	\$0	\$0	
	Private Postsecondary & Vocational Education, Bureau for	0305 Private Postsecondary and Vocational Education Administration Fund	\$0	\$0	\$0	\$0	\$0	\$0	
		0890 Federal Trust Fund	\$1,225	\$156	\$1,381	\$0	\$0	\$1,381	
		0960 Student Tuition Recovery Fund	\$0	\$0	\$0	\$0	\$0	\$0	
	BPPVE Total		\$1,225	\$156	\$1,381	\$0	\$0	\$1,381	
	Professional Fiduciaries Bureau	3108 Professional Fiduciaries Fund	\$136	\$105	\$241	\$0	\$0	\$241	
	Security and Investigative Services, Bureau of	0299 Private Security Services Fund	\$3,224	\$5,882	\$9,106	-\$434	-\$75	\$8,597	
		0769 Private Investigator Fund	\$266	\$605	\$871	-\$15	\$0	\$856	
	BSSS Total		\$3,490	\$6,487	\$9,977	-\$449	-\$75	\$9,453	
	Telephone Medical Advice Services Bureau	0459 Telephone Medical Advice Services Fund	\$81	\$36	\$117	\$0	\$0	\$117	
	TOTAL EXPENDITURES FOR BUREAUS, PROGRAM, AND OFFICE	1111 TOTAL	\$61,349	\$120,844	\$182,193	-\$907	-\$261	\$181,025	

# EXPENDITURE CATEGORIES

EXPENDITURE CATEGORIES (IN THOUSANDS)							
FISCAL YEAR 2008-09	FUND NUMBER AND NAME	PERSONAL SERVICES	OPERATING EXPENSES	SUBTOTAL (MONTH 13 EXP)	(-) REIMBURSEMENTS	(-) DISTRIBUTED COSTS	TOTAL NET EXPENDITURES
BOARDS, COMMITTEES, AND COMMISSION							
Accountancy, California Board of	0704 Accountancy Fund	\$5,285	\$3,971	\$9,256	-\$477	\$0	\$8,779
Acupuncture Board	0108 Acupuncture Fund	\$531	\$1,281	\$1,812	-\$25	\$0	\$1,787
Architects Board, California	0706 California Architects Board Fund	\$1,195	\$1,696	\$2,891	-\$19	-\$26	\$2,846
Athletic Commission, State	0326 State Athletic Fund	\$1,031	\$831	\$1,862	\$0	\$0	\$1,862
	0492 Boxers Neurological Examination Account	\$24	\$17	\$41	\$0	\$0	\$41
	9250 Boxers Pension	\$26	\$50	\$76	\$0	\$0	\$76
	AT COM Total	\$1,081	\$898	\$1,979	\$0	\$0	\$1,979
Barbering and Cosmetology, Board of	0069 Barbering & Cosmetology Fund 1	\$5,722	\$10,202	\$15,924	-\$368	\$0	\$15,556
Behavioral Sciences, Board of	0773 Behavioral Science Examiners Fund, Professions and Vocations Fund	\$2,297	\$3,379	\$5,676	-\$56	\$0	\$5,620
	3085 Mental Health Services Fund	\$87	\$149	\$236	\$0	\$0	\$236
	BBS Total	\$2,384	\$3,528	\$5,912	-\$56	\$0	\$5,856
Contractors State License Board	0755 Contractors License Fund	\$28,832	\$26,541	\$55,373	-\$786	\$0	\$54,587
	0093 Construction Management Education Account (CMEA)	\$0	\$0	\$0	\$0	\$0	\$0
	CSLB Total	\$28,832	\$26,541	\$55,373	-\$786	\$0	\$54,587
Court Reporters Board of California	0771 Court Reporters Fund	\$429	\$427	\$856	-\$4	\$0	\$852
	0410 Transcript Reimbursement Fund	\$0	\$193	\$193	\$0	\$0	\$193
	CRB Total	\$429	\$620	\$1,049	-\$4	\$0	\$1,045
Dental Auxiliaries, Committee on	0380 Dental Auxiliaries Fund	\$681	\$1,686	\$2,367	-\$9	\$0	\$2,358
Dental Board of California	0741 State Dentistry Fund 1	\$3,663	\$4,864	\$8,527	-\$301	\$0	\$8,226
	3039 Dentally Underserved Account	\$0	\$511	\$511	\$0	\$0	\$511
	DBC Total	\$3,663	\$5,375	\$9,038	-\$301	\$0	\$8,737
Engineers and Land Surveyors, Board for Professional	0770 Professional Engineers and Land Surveyors Fund	\$2,996	\$6,173	\$9,169	-\$28	\$0	\$9,141
Geologists and Geophysicists, Board for	0205 Geology and Geophysics Fund	\$553	\$710	\$1,263	-\$61	\$0	\$1,202
Guide Dogs for the Blind, State Board of	0024 State Board of Guide Dogs for the Blind Fund	\$101	\$62	\$163	\$0	\$0	\$163
Landscape Architects Technical Committee	0757 Landscape Architects Fund	\$358	\$443	\$801	-\$1	\$0	\$800

Medical Board of California	0175 Dispensing Opticians Fund	\$45	\$112	\$157	-\$1	\$0	\$0	\$156
	0210 Outpatient Setting Fund of the Medical Board of California	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	0755 Licensed Midwifery Fund (Revenue Only)	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	0758 Contingent Fund of the Medical Board of California	\$20,293	\$27,340	\$47,633	-\$1,545	-\$677	-\$677	\$45,411
	3040 Medically Underserved Account, Contingent Fund of the Medical Board of California (no longer in existence)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	MBC Total	\$20,338	\$27,452	\$47,790	-\$1,546	-\$677	-\$677	\$45,567
Occupational Therapy, California Board of	3017 Occupational Therapy Fund	\$458	\$512	\$970	-\$25	\$0	\$0	\$945
Optometry, State Board of	0761 State Optometry Fund	\$57	\$593	\$1,110	-\$54	\$0	\$0	\$1,056
Osteopathic Medical Board of California	0264 Osteopathic Medical Board of California Contingent Fund	\$451	\$912	\$1,363	-\$73	\$0	\$0	\$1,290
Pharmacy, California State Board of	0767 Pharmacy Board Contingent Fund	\$5,259	\$3,995	\$9,254	-\$227	\$0	\$0	\$9,027
Physical Therapy Board of California	0759 Physical Therapy Fund	\$955	\$981	\$1,936	-\$90	\$0	\$0	\$1,846
Physician Assistant Committee	0280 Physician Assistant Fund	\$435	\$751	\$1,186	-\$52	\$0	\$0	\$1,134
Podiatric Medicine, California Board of	0295 Board of Podiatric Medicine Fund	\$440	\$564	\$1,004	-\$39	\$0	\$0	\$965
Psychology, Board of	0310 Psychology Fund	\$941	\$1,954	\$2,895	-\$120	\$0	\$0	\$2,775
Registered Nursing, Board of	0761 Board of Registered Nursing Fund	\$6,199	\$15,853	\$22,052	-\$1,416	\$0	\$0	\$20,636
Respiratory Care Board of California	0319 Respiratory Care Fund	\$1182	\$1134	\$2,316	-\$160	\$0	\$0	\$2,156
Speech-Language Pathology and Audiology Board	0376 Speech-Language Pathology and Audiology Fund 1	\$368	\$416	\$784	-\$27	\$0	\$0	\$757
Structural Pest Control Board	0168 Structural Pest Control Research Fund	\$0	\$142	\$142	\$0	\$0	\$0	\$142
	0399 Structural Pest Control Education and Enforcement Fund	\$60	\$302	\$362	\$0	\$0	\$0	\$362
	0775 Structural Pest Control Support Fund	\$1,861	\$2,010	\$3,871	-\$49	\$0	\$0	\$3,822
	SPCB Total	\$1,921	\$2,454	\$4,375	-\$49	\$0	\$0	\$4,326
Veterinary Medical Board and Veterinary Technician Committee, Registered	0777 Veterinary Medical Board Contingent Fund	\$690	\$1,602	\$2,292	-\$105	\$0	\$0	\$2,187
Vocational Nursing and Psychiatric Technicians, Board of	0779 Vocational Nurse Examiners Fund 1	\$2,824	\$3,903	\$6,727	-\$199	-\$12	-\$12	\$6,516
	0780 Psychiatric Technicians Account, Vocational Nurse and Psychiatric Technician Examiners Fund 1	\$651	\$1,002	\$1,653	-\$37	\$0	\$0	\$1,616
	VNPTB Total	\$3,475	\$4,905	\$8,380	-\$236	-\$12	-\$12	\$8,132
TOTAL EXPENDITURES FOR BOARDS, COMMITTEES, AND COMMISSION	1110 TOTAL	\$97,440	\$127,264	\$224,704	-\$6,354	-\$715	-\$715	\$217,655

1 Five 1110 programs were temporarily budgeted under 1111 for half of FY 2008-09; however, their FY 2008-09 expenditures are displayed fully in 1110 for the reader's ease of reference and to assist with year-to-year comparison purposes.



# FUND CONDITION

<b>FUND CONDITION (IN THOUSANDS)</b>									
FISCAL YEAR 2008-09	FUND NUMBER AND NAME	TOTAL RESERVES JULY 1 [A]	TOTAL REVENUES	TRANSFERS	TOTAL EXPENDITURES [B]	RESERVE JUNE 30	ESTIMATED MONTHS OF RESERVE		
<b>BUREAUS AND PROGRAM</b>									
	0166 Certification Account	\$766	\$1,082	\$0	\$1,037	\$811	8.4		
	0421 Vehicle Inspection and Repair Fund	\$70,365	\$110,890	(\$24,160)	\$121,877	\$35,218	3.2		
	0582 High Polluter Repair or Removal Account	\$52,236	\$42,395	(\$20,000)	\$53,668	\$20,953	3.8		
	3122 Enhanced Fleet Modification Subaccount	\$0	\$29,263	\$0	\$2	\$29,261	85.1		
	0777 Cemetery Fund	\$4,007	\$631	\$0	\$1,760	\$2,878	14.7		
	0750 State Funeral Directors and Embalmers Fund	\$2,488	\$1,270	\$0	\$1,348	\$2,410	17.2		
	0325 Electronic and Appliance Repair Fund	\$1,754	\$2,249	\$0	\$1,922	\$2,081	10.4		
	0208 Hearing Aid Dispensers Fund	\$1,279	\$720	\$0	\$715	\$1,284	14.9		
	0752 Bureau of Home Furnishings and Thermal Insulation Fund	\$4,139	\$3,945	\$0	\$3,984	\$4,100	10.0		
	3069 Naturopathic Doctor's Fund	\$78	\$184	\$0	\$116	\$146	13.5		
	0305 Private Postsecondary and Vocational Education Administration Fund	\$1,013	\$19	\$0	\$4	\$1,028	N/A		
	0960 Student Tuition Recovery Fund	\$824	\$18	\$0	\$0	\$842	N/A		
	3108 Professional Fiduciaries Fund	\$874	\$341	(\$840)	\$299	\$76	3.6		
	0239 Private Security Services Fund	\$5,604	\$9,734	\$0	\$8,598	\$6,740	7.9		
	0769 Private Investigator Fund	\$1,892	\$747	\$0	\$858	\$1,781	20.1		
	0459 Telephone Medical Advice Services Fund	\$371	\$218	\$0	\$118	\$471	36.0		
<b>FUND CONDITION (IN THOUSANDS)</b>									
FISCAL YEAR 2008-09	FUND NUMBER AND NAME	TOTAL RESERVES JULY 1 [A]	TOTAL REVENUES	TRANSFERS	TOTAL EXPENDITURES [B]	RESERVE JUNE 30	ESTIMATED MONTHS OF RESERVE		
<b>BOARDS, COMMITTEES, AND COMMISSION</b>									
	0704 Accountancy Fund	\$25,865	\$12,611	(\$14,000)	\$8,781	\$15,695	15.0		
	0108 Acupuncture Board	\$4,041	\$2,492	\$0	\$1,789	\$4,744	22.3		
	Architects Board, California	\$3,082	\$2,094	\$0	\$2,848	\$2,328	7.1		

**FUND CONDITION (IN THOUSANDS)**

FISCAL YEAR 2008-09	FUND NUMBER AND NAME	TOTAL RESERVES JULY 1 [A]	TOTAL REVENUES	TRANSFERS	TOTAL EXPENDITURES [B]	RESERVE JUNE 30	ESTIMATED MONTHS OF RESERVE
Athletic Commission, State	0326 State Athletic Fund	\$942	\$1,868	\$0	\$1,864	\$946	5.7
	0492 Boxers Neurological Examination Account	\$401	\$160	\$0	\$42	\$519	52.3
	9250 Boxers Pension Fund	\$389	\$125	\$0	\$76	\$438	51.0
Barbering and Cosmetology, Board of	0069 Barbering & Cosmetology Fund	\$12,153	\$19,475	(\$10,000)	\$15,558	\$6,070	3.9
Behavioral Sciences, Board of	0775 Behavioral Science Examiners Fund, Professions and Vocations Fund	\$7,158	\$5,957	(\$3,000)	\$5,622	\$4,493	8.6
Contractors State License Board	0735 Contractors License Fund	\$36,362	\$51,836	(\$10,000)	\$54,589	\$23,609	4.7
	0093 Construction Management Education Account (CMEA)	\$412	\$84	\$0	\$2	\$494	35.9
Court Reporters Board of California	0771 Court Reporters Fund	\$1,809	\$865	(\$300)	\$854	\$1,520	20.4
	0410 Transcript Reimbursement Fund	\$309	\$8	\$300	\$195	\$422	16.4
Dental Auxiliaries, Committee on	0380 Dental Auxiliaries Fund	\$1,549	\$2,917	\$0	\$2,361	\$2,105	N/A
Dental Board of California	0741 State Dentistry Fund	\$7,563	\$7,985	\$0	\$8,228	\$7,320	8.6
	3039 Dentally Underserved Account	\$2,664	\$78	\$0	\$513	\$2,229	212.3
Engineers and Land Surveyors, Board for Professional	0770 Professional Engineers and Land Surveyors Fund	\$5,531	\$9,595	(\$2,000)	\$9,143	\$3,983	5.0
Geologists and Geophysicists, State Board of Registration for	0205 Geology and Geophysics Fund	\$964	\$1,067	\$0	\$1,203	\$828	7.0
Guide Dogs for the Blind, State Board of	0024 State Board of Guide Dogs for the Blind Fund	\$231	\$161	\$0	\$165	\$227	14.2
Landscape Architects Technical Committee	0757 Landscape Architects Fund	\$1,728	\$801	\$0	\$802	\$1,727	18.5
Medical Board of California	0775 Dispensing Opticians Fund	\$329	\$175	\$0	\$159	\$345	13.9
	0210 Outpatient Setting Fund of the Medical Board of California	\$195	\$4	\$0	\$2	\$197	90.9
	0755 Licensed Midwifery Fund	\$79	\$24	\$0	\$2	\$101	N/A
	0758 Contingent Fund of the Medical Board of California	\$24,479	\$51,313	(\$6,000)	\$45,413	\$24,379	5.5
	3040 Medically Underserved Account, Contingent Fund of the Medical Board of California (no longer in existence)	N/A	N/A	N/A	N/A	N/A	N/A
Occupational Therapy, California Board of	3017 Occupational Therapy Fund	\$3,135	\$962	\$0	\$948	\$3,149	25.7
Optometry, State Board of	0763 State Optometry Fund	\$745	\$1,118	\$0	\$1,058	\$805	6.1
Osteopathic Medical Board of California	0264 Osteopathic Medical Board of California Contingent Fund	\$3,993	\$1,473	\$0	\$1,292	\$4,174	34.8
Pharmacy, California State Board of	0767 Pharmacy Board Contingent Fund	\$10,932	\$10,100	(\$1,000)	\$9,029	\$11,003	12.4

# FUND CONDITION

<b>FUND CONDITION (IN THOUSANDS)</b>										
FISCAL YEAR 2008-09	FUND NUMBER AND NAME	TOTAL RESERVES JULY 1 [A]	TOTAL REVENUES	TRANSFERS	TOTAL EXPENDITURES [B]	RESERVE JUNE 30	ESTIMATED MONTHS OF RESERVE			
Physical Therapy Board of California	0759 Physical Therapy Fund	\$628	\$2,411	\$0	\$1,848	\$1,191	6.3			
Physician Assistant Committee	0280 Physician Assistant Fund	\$1,903	\$1,181	\$0	\$1,136	\$1,948	18.3			
Podiatric Medicine, California Board of	0295 Board of Podiatric Medicine Fund	\$1,093	\$896	\$0	\$967	\$1,022	9.2			
Psychology, Board of	0309 Psychology Fund	\$4,475	\$3,379	(\$2,500)	\$2,776	\$2,578	8.8			
Registered Nursing, Board of	0761 Board of Registered Nursing Fund	\$21,297	\$19,470	(\$2,000)	\$20,658	\$18,129	8.7			
Respiratory Care Board of California	0319 Respiratory Care Fund	\$1,597	\$2,350	\$0	\$2,158	\$1,789	7.2			
Speech-Language Pathology & Audiology Board	0376 Speech-Language Pathology and Audiology Fund	\$886	\$784	\$0	\$759	\$911	14.4			
Structural Pest Control Board	0160 Structural Pest Control Research Fund	\$283	\$136	\$0	\$144	\$275	10.8			
	0399 Structural Pest Control Education and Enforcement Fund	\$655	\$325	\$0	\$364	\$616	19.2			
	0775 Structural Pest Control Support Fund	\$2,792	\$2,514	\$0	\$3,824	\$1,482	3.6			
Veterinary Medical Board and Veterinary Technician Committee, Registered	0777 Veterinary Medical Board Fund	\$1,300	\$2,298	\$0	\$2,188	\$1,410	5.9			
Vocational Nursing and Psychiatric Technicians, Board of	0779 Vocational Nurse Examiners Fund	\$4,966	\$6,825	(\$1,000)	\$6,519	\$4,272	7.1			
	0780 Psychiatric Technicians Account, Vocational Nurse and Psychiatric Technician Examiners Fund	\$1,244	\$1,257	\$0	\$1,618	\$883	5.9			

[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.

<b>REVENUE SOURCES (IN THOUSANDS)</b>										
FISCAL YEAR 2008-09	FUND NAME	Initial Licensing Fees (125'00)	Renewal Fees (125800)	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Delinquent Fees (125900)	Interest (150300)	Miscellaneous Other Revenue	Total Revenues	Total Transfers	
<b>BOARDS, COMMITTEES, AND COMMISSION</b>										
Accountancy, California Board of	0704 Accountancy Fund	\$4,604	\$7,246	\$55	\$294	\$372	\$40	\$12,611	-\$4,000	
Acupuncture Board	0108 Acupuncture Fund	\$806	\$1,534	\$42	\$12	\$95	\$3	\$2,492	\$0	
Architects Board, California	0706 California Architects Board Fund	\$266	\$1,749	\$2	\$17	\$58	\$2	\$2,094	\$0	

# REVENUE SOURCES

Athletic Commission, State	0326 Athletic Commission Fund	\$168	\$160	\$1,517	\$0	\$23	\$0	\$1,868	\$0
	0492 Boxers Neurological Examination Account	\$0	\$0	\$159	\$0	\$1	\$0	\$160	\$0
	9250 Boxers Pension Fund	\$0	\$0	\$0	\$0	\$0	\$125	\$125	\$0
	AT COM Total	\$168	\$160	\$1,676	\$0	\$24	\$125	\$2,153	\$0
Barbering and Cosmetology, Board of	0069 Barbering and Cosmetology Fund	\$4,398	\$9,801	\$4,409	\$661	\$180	\$26	\$19,475	-\$10,000
Behavioral Sciences, Board of	0773 Behavioral Science Examiners Fund, Professions and Vocations Fund	\$1,788	\$3,928	\$49	\$60	\$128	\$4	\$5,957	-\$5,000
Contractors State License Board	0735 Contractors License Fund	\$11,269	\$36,555	\$139	\$2,182	\$632	\$1,059	\$51,836	-\$10,000
	0095 Construction Management Education Account (CMEA)	\$74	\$0	\$0	\$0	\$10	\$0	\$84	\$0
	CSLB Total	\$11,343	\$36,555	\$139	\$2,182	\$642	\$1,059	\$51,920	-\$10,000
Court Reporters Board of California	0771 Court Reporters Fund	\$25	\$761	\$21	\$19	\$39	\$0	\$965	-\$500
	0410 Transcript Reimbursement Fund	\$0	\$0	\$0	\$0	\$8	\$0	\$8	\$300
	CRB Total	\$25	\$761	\$21	\$19	\$47	\$0	\$973	\$0
Dental Auxiliaries, Committee on	0380 Dental Auxiliaries Fund	\$944	\$1,820	\$25	\$76	\$44	\$8	\$2,917	\$0
Dental Board of California	0741 State Dentistry Fund	\$895	\$6,812	\$21	\$84	\$162	\$11	\$7,985	\$0
	3039 Dentally Underserved Account	\$0	\$0	\$0	\$0	\$53	\$25	\$78	\$0
	DBC Total	\$895	\$6,812	\$21	\$84	\$215	\$36	\$8,063	\$0
Engineers and Land Surveyors, Board for Professional	0770 Professional Engineers and Land Surveyors Fund	\$3,970	\$5,395	\$25	\$59	\$136	\$10	\$9,595	-\$2,000
Geology and Geophysicists, Board for	0205 Geology and Geophysics Fund	\$220	\$811	\$1	\$12	\$22	\$1	\$1,067	\$0
Guide Dogs for the Blind, State Board of	0024 State Board of Guide Dogs for the Blind Fund	\$1	\$156	\$0	\$0	\$4	\$0	\$161	\$0
Landscape Architects Technical Committee	0757 Landscape Architects Fund	\$206	\$523	\$19	\$14	\$39	\$0	\$801	\$0
Medical Board of California	0175 Dispensing Opticians Fund	\$30	\$131	\$0	\$6	\$8	\$0	\$175	\$0
	0210 Outpatient Setting Fund of the Medical Board of California	\$0	\$0	\$0	\$0	\$4	\$0	\$4	\$0
	0755 Licensed Midwifery Fund	\$6	\$16	\$0	\$0	\$2	\$0	\$24	\$0
	0758 Contingent Fund of the Medical Board of California	\$5,557	\$44,670	\$372	\$101	\$572	\$41	\$51,313	-\$6,000
	3040 Medically Underserved Account, Contingent Fund of the Medical Board of California (fund no longer in existence)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
MBC Total		\$5,593	\$44,817	\$372	\$107	\$586	\$41	\$51,516	-\$6,000

# REVENUE SOURCES

REVENUE SOURCES (IN THOUSANDS)		FUND NAME	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
FISCAL YEAR 2008-09										
	Occupational Therapy, California Board of	3017 Occupational Therapy Fund	\$90	\$741	\$18	\$16	\$71	\$26	\$962	\$0
	Optometry, State Board of	0763 State Optometry Fund	\$69	\$996	\$12	\$6	\$19	\$16	\$1,118	\$0
	Osteopathic Medical Board of California	0264 Osteopathic Medical Board of California Contingent Fund	\$188	\$1,162	\$17	\$11	\$94	\$1	\$1,473	\$0
	Pharmacy, California State Board of	0767 Pharmacy Board Contingent Fund	\$2,084	\$6,460	\$1,175	\$106	\$249	\$26	\$10,100	-\$1,000
	Physical Therapy Board of California	0759 Physical Therapy Fund	\$290	\$1,986	\$92	\$18	\$24	\$1	\$2,411	\$0
	Physician Assistant Committee	0280 Physician Assistant Fund	\$133	\$993	\$6	\$3	\$46	\$0	\$1,181	\$0
	Podiatric Medicine, California Board of	0295 Board of Podiatric Medicine Fund	\$46	\$815	\$6	\$4	\$24	\$1	\$896	\$0
	Psychology, Board of	0310 Psychology Fund	\$518	\$2,759	\$8	\$14	\$77	\$3	\$3,379	-\$2,500
	Registered Nursing, Board of	0761 Board of Registered Nursing Fund	\$4,386	\$13,176	\$1,141	\$267	\$428	\$72	\$19,470	-\$2,000
	Respiratory Care Board of California	0319 Respiratory Care Fund	\$390	\$1,798	\$80	\$41	\$40	\$1	\$2,350	\$0
	Speech-Language Pathology and Audiology Board	0376 Speech-Language Pathology and Audiology Fund	\$72	\$659	\$13	\$17	\$22	\$1	\$784	\$0
	Structural Pest Control Board	0168 Structural Pest Control Research Fund	\$0	\$0	\$121	\$0	\$15	\$0	\$156	\$0
		0399 Structural Pest Control Education and Enforcement Fund	\$0	\$0	\$309	\$0	\$16	\$0	\$325	\$0
		0775 Structural Pest Control Support Fund	\$157	\$218	\$2,066	\$7	\$61	\$5	\$2,514	\$0
	Veterinary Medical Board and Veterinary Technician Committee, Registered	SPCB Total	\$157	\$218	\$2,496	\$7	\$92	\$5	\$2,975	\$0
		0777 Veterinary Medical Fund	\$478	\$1,740	\$28	\$12	\$32	\$8	\$2,298	\$0
	Vocational Nursing and Psychiatric Technicians, Board of	0779 Vocational Nurse Examiners Fund	\$2,193	\$4,205	\$200	\$108	\$105	\$14	\$6,825	-\$1,000
		0780 Psychiatric Technicians Account, Vocational Nurse and Psychiatric Technician Examiners Fund	\$252	\$933	\$24	\$19	\$28	\$1	\$1,257	\$0
		VNPBT Total	\$2,445	\$5,138	\$224	\$127	\$133	\$15	\$8,082	-\$1,000
	TOTAL REVENUE FOR BOARDS, COMMITTEES, AND COMMISSION	1110 TOTAL	\$46,573	\$160,709	\$12,172	\$4,246	\$3,943	\$1,531	\$229,174	-\$5,150

REVENUE SOURCES (IN THOUSANDS)										
FISCAL YEAR 2008-09	FUND NUMBER AND NAME	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	
<b>BUREAUS AND PROGRAM</b>										
Arbitration Certification Program	0166 Certification Account	\$0	\$0	\$1,072	\$0	\$10	\$0	\$1,082	\$0	\$0
Automotive Repair, Bureau of	0421 Vehicle Inspection and Repair Fund	\$100,105	\$7,305	\$1,855	\$228	\$1,343	\$4	\$110,890	-\$24,160	
	0582 High Polluter Repair or Removal Account	\$41,436	\$0	\$0	\$0	\$805	\$144	\$42,385	-\$20,000	
	3122 Enhanced Fleet Modification Subaccount	\$0	\$0	\$0	\$0	\$248	\$29,015	\$29,263	\$0	
	BAR Total	\$141,541	\$7,305	\$1,855	\$228	\$2,396	\$29,213	\$182,558	-\$44,160	
Cemetery and Funeral Bureau	0717 Cemetery Fund	\$86	\$311	\$145	\$7	\$80	\$2	\$631	\$0	
	0750 Funeral Directors and Embalmers Fund	\$78	\$954	\$151	\$32	\$54	\$1	\$1,270	\$0	
	CFB Total	\$164	\$1,265	\$296	\$39	\$134	\$3	\$1,901	\$0	
Electronic and Appliance Repair, Bureau of	0325 Electronic and Appliance Repair Fund	\$511	\$1,619	\$0	\$77	\$41	\$1	\$2,249	\$0	
Hearing Aid Dispensers Bureau	0208 Hearing Aid Dispensers Fund	\$195	\$490	\$1	\$5	\$29	\$0	\$720	\$0	
Home Furnishings and Thermal Insulation, Bureau of	0752 Bureau of Home Furnishings and Thermal Insulation Fund	\$1,160	\$2,500	\$76	\$104	\$89	\$16	\$3,945	\$0	
Naturopathic Medicine, Bureau of	3069 Naturopathic Doctor's Fund	\$53	\$128	\$0	\$1	\$2	\$0	\$184	\$0	
Private Postsecondary and Vocational Education, Bureau for	0305 Private Postsecondary and Vocational Education Administration Fund	\$0	\$0	\$0	\$0	\$19	\$0	\$19	\$0	
	0960 Student Tuition Recovery Fund	\$0	\$0	\$0	\$0	\$0	\$18	\$18	\$0	
	BPPVE Total	\$0	\$0	\$0	\$0	\$19	\$18	\$37	\$0	
Professional Fiduciaries Bureau	3108 Professional Fiduciaries Fund	\$322	\$2	\$0	\$0	\$17	\$0	\$341	-\$840	
Security and Investigative Services, Bureau of	0239 Private Security Services Fund	\$4,543	\$4,417	\$480	\$161	\$109	\$24	\$9,734	\$0	
	0769 Private Investigator Fund	\$114	\$552	\$13	\$21	\$42	\$5	\$747	\$0	
	BSIS Total	\$4,657	\$4,969	\$493	\$182	\$151	\$29	\$10,481	\$0	
Telephone Medical Advice Services Bureau	0459 Telephone Medical Advice Services Fund	\$23	\$187	\$0	\$0	\$8	\$0	\$218	\$0	
TOTAL REVENUE FOR BUREAUS AND PROGRAM	1111 TOTAL	\$148,626	\$18,465	\$3,793	\$636	\$2,896	\$29,280	\$203,696	-\$45,000	

## DCA'S SUPPORT SYSTEM

DCA's various entities are supported by the dedicated and talented staff of 15 programs, divisions, units, and offices, all of which are strongly committed to DCA's consumer protection mission. This exceptional network of legal, technical, and administrative professionals educate and empower consumers, advocate consumer interests before lawmakers,

enforce consumer protection laws, work with law enforcement to fight fraud in the marketplace, mediate disputes between consumers and businesses, and help ensure that consumers have a voice in the California marketplace. They also train and develop DCA management and staff to ensure core competencies essential to individual and Departmental success.

**THE OFFICE OF ADMINISTRATIVE AND INFORMATION SERVICES (OAIS)** provides essential central support services to all boards, bureaus, programs, and commission. It is DCA's largest division and consists of the Office of Administrative Services and the Office of Information Services.

The Office of Administrative Services provides the accounting, business, personnel, and budget services that keep DCA running smoothly and efficiently. It consists of three programs: Business Services, Human Resources, and Fiscal Operations. Business Services ensures that DCA entities promote sound business decisions and practices in contracting and purchasing goods and services. It also manages DCA's many facilities, vehicle fleet, and its mailroom, copying, and imaging services. Human Resources provides payroll, benefits, and examination services to DCA personnel. It also runs the Health and Safety Program, which includes Workers Compensation, Emergency Response, and Business Continuity. Fiscal Operations provides budget, accounting, and central cashing services for DCA.

**THE OFFICE OF INFORMATION SERVICES DIRECTS AND MANAGES INFORMATION TECHNOLOGY (IT)** for all of DCA. It consists of the following areas: Application Services maintains the CAS and ATS databases that form the core of DCA's business processes. Data Center Services maintains and supports our UNIX/Wide Area Network as well as our Internet and Intranet sites. Infrastructure Services maintains the desktop and network services, which includes our e-mail system, and maintains our telecom systems which are primarily VoIP (voice-over Internet protocol). Client Services provides an array of services to support our regulatory entities, including project management, public sales, customer liaison, and production support. Database and Family Support Services maintains systems that involve processing limited license hold issues related to child support systems. The Help Desk provides first-line contact for assistance with IT and telecom services and systems. IT Governance is an initiative to implement enterprise-wide IT Governance Council and processes.

## **THE COMPLAINT RESOLUTION PROGRAM**

**(CRP)** helps resolve complaints that consumers have filed after experiencing difficulty or disappointment in the California marketplace. This complaint resolution service is a valuable alternative to costly litigation that can overwhelm the consumer, the licensee, and the California court system. Complaint resolution services are performed by patient, courteous, and highly trained staff and, through contracted translation services, are available in more than 100 languages. In Fiscal Year 2008–09, CRP reviewed more than 6,000 consumer complaints and referred 812 of them to DCA bureaus for investigation of serious allegations such as fraud, oversell, bait and switch, false advertising, and gross negligence. CRP also assisted consumers on more than 4,300 complaints, resulting in consumer refunds and adjustments totaling more than \$1 million. CRP resolved 40 percent of all complaints within an average of 31 days. The CRP has offices located in four major metropolitan areas in California which offers the opportunity to engage in both local and statewide consumer outreach efforts. In FY 2008–09, CRP staff made presentations to 161 consumer and community groups and represented the Department at 294 outreach events, providing brochures and answering consumers' questions.

## **THE CONSUMER INFORMATION CENTER**

**(CIC)** is DCA's information resource center for consumers and licensees and is often the first point of contact for both. Through its Call Center and Correspondence Unit, CIC provides consumers and licensees with user-friendly information, advice, and instruction and identifies for them the government agency or community organization that can best address their needs. CIC staff also help consumers understand their complaint-resolution options when they have experienced difficulty or disappointment in the California marketplace. CIC maintains an e-mail

address, [dca@dca.ca.gov](mailto:dca@dca.ca.gov), through which consumers can request information and assistance and typically get a next-day response. CIC also maintains an internationally available toll-free number, (800) 952-5210, with a wait time of less than one minute. CIC employs a number of agents fluent in both Spanish and English and, through contract services, is able to provide assistance in more than 170 languages.

In Fiscal Year 2008–09, the Call Center received more than 1,145,300 calls, an increase of 9.2 percent over the previous fiscal year.

**THE CORRESPONDENCE UNIT** assists the Executive Office with written responses to complaints sent by consumers to the DCA Director, the Governor's Office and the State and Consumer Services Agency. In FY 2008–09, the Correspondence Unit responded to over 21,000 letters and e-mails, an average of more than 400 responses per week.

**THE EQUAL EMPLOYMENT OPPORTUNITY (EEO) OFFICE** serves all DCA employees, applicants, and licensees by promoting equal employment opportunity. The EEO Office also promotes affirmative action for persons with disabilities and works to prevent and eliminate discriminatory practices through training, education, and outreach. In Fiscal Year 2008–09, the EEO Office investigated complaints of discrimination and provided referral services in the form of informal EEO counseling and mediation as well as referrals to other EEO related agencies; monitored and tracked mandatory sexual harassment prevention training for all DCA supervisors, managers, board, and commission members to ensure a safe and appropriate workplace; and developed online training to educate and train all DCA employees to be proactive in reporting and resolving potential discriminatory cases.



### **THE DISABILITY ADVISORY COMMITTEE**

prepared monthly health-related articles for DCA's internal newsletter and contributed to the Wellness Fair, National Disability Awareness Month, and the Statewide Disability Advisory Council's Symposium and Job Fair.

**THE FAMILY SUPPORT PROGRAM** improves the lives of California's children by helping enforce child support regulations. Using the State License Matching System, Program staff compare the names and Social Security numbers of DCA licensees against the Department of Social Services' list of parents who are delinquent in court-ordered child support payments. If a match is discovered, DCA licensing can be stalled or suspended until the offending individual has met his or family support obligations. DCA is one of 15 State agencies that participate in the State License Matching System, and is considered the model agency with one of the largest license databases.

### **THE DIVISION OF INVESTIGATION (DOI)**

serves as DCA's law enforcement and investigative branch. Its mission is to protect the public health, safety, and welfare of consumers. DOI does this by investigating alleged misconduct by licensees of client agencies, which often involves illegal use and theft of drugs, sexual misconduct, quality-of-care issues, and unlicensed activity. DOI collects and assembles the information needed to file criminal, administrative, and civil actions by or on behalf of these agencies. In Fiscal Year 2008–09, DOI field staff completed 1,398 investigations, made 36 arrests, executed five search warrants, and referred 112 cases for criminal filings.

DOI's Special Operations Unit leads DCA programs and investigations which involve workplace violence prevention and threat assessments, criminal offender record information program and clearances, infraction

citation program and clearances, and internal affairs investigations. The Unit also oversees DOI internal programs and investigations which involve firearms, defensive tactics, computer forensics, and background investigations.

### **THE LEGAL DIVISION INCLUDES THE LEGAL OFFICE, THE LEGAL SERVICES UNIT, AND THE ADMINISTRATIVE UNIT.**

These units provide legal services to the Department's Executive staff, and to all DCA entities.

The Legal Office serves as in-house counsel for the Director as well as counsel to the boards, bureaus, programs, and the commission. Its attorneys provide legal analysis and opinions on laws, issues, proposed legislation, government contracts, employer-employee matters, the Open Meetings Act, the Public Records Act, and the Information Practices Act.

The Legal Services Unit counsels the Director in carrying out the consumer mandates of the Consumer Affairs Act. This unit created and maintains a large number of consumer handbooks and guides including the Consumer Law Sourcebook; California Tenants: A Guide to Residential Tenants' and Landlords' Rights and Responsibilities; The Small Claims Court: A Guide to its Practical Use, and more than 30 user-friendly legal guides.

The Administrative Unit provides in-house counsel to the Department's administrative divisions including Human Relations, EEO, Labor Relations, and Contracts. It also provides legal assistance to the Department's Division of Investigation and provides legal representation for the Department, boards, bureaus, programs, and commission in personnel and EEO matters before the State Personnel Board and the Department of Personnel Administration.

## **THE LEGISLATIVE AND POLICY REVIEW**

**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. In 2008, the Division also began coordinating the review, creation, and approval of DCA policies to ensure proper consideration of DCA's positions on matters affecting consumers. In Fiscal Year 2008–09, the Division monitored and analyzed more than 250 legislative bills on consumer issues and reviewed 41 proposed regulation packets submitted by various DCA entities.

**THE OUTREACH UNIT** is charged with taking DCA information directly to consumers. The Unit coordinates and participates in community events; gives presentations to consumers, businesses, schools, and community-based organizations; and distributes consumer information via DCA publications. The Unit works to build strategic alliances with community leaders and other consumer protection stakeholders to reach minority and underserved communities and to spread DCA messages statewide. The Outreach Unit helps to educate consumers about the Bureau of Automotive Repair's Drive Healthy campaign, the Department's Inquire Before You Hire campaign, and its newest consumer empowerment campaign: Take Charge, California!. The Outreach Unit helps empower consumers by giving them the information and resources they need to be smart, be safe, and be heard in the California marketplace. In Fiscal Year 2008–09, Outreach staff coordinated or staffed 301 presentations and community events, a 56 percent increase over the previous year, and reached 78 percent more seniors and 188 percent more underrepresented groups than in the previous fiscal year.

## **FORMERLY KNOWN AS THE OFFICE OF EXAMINATION RESOURCES, THE OFFICE OF PROFESSIONAL EXAMINATION**

**SERVICES (OPES)** changed its name to more accurately reflect its mission and purpose. OPES provides professional expertise in examination validation services to DCA's boards, bureaus, and committees through pro-rata and Intra-Agency Contract Agreements. OPES also provides analytical and consultative services for all aspects of the examination validation process, including occupational analyses, examination construction, passing score methodology, statistical analyses, and administration. OPES follows the highest technical and professional standards in the industry and is committed to ensuring that licensing examinations are psychometrically sound, job-related, and legally defensible. Since 1998, OPES has provided oversight for the Department's master contract for computer-based testing administration. In Fiscal Year 2008–09, OPES sponsored semi-annual forums for the computer-based testing vendors and clients to address issues; provided training on the services and requirements of Intra-Agency Contract agreements; customized Intra-Agency Contracts to meet individual clients' needs; assisted the Board of Optometry in implementing the mandates of Senate Bill 1406; updated marketing materials, including a brochure and informational series; initiated Internet-based automation of occupational surveys; drafted a new Departmental Procedures Memorandum addressing examination security; and participated in the newly formed Process Improvement Team.

### **THE OFFICE OF PUBLIC AFFAIRS (OPA)**

creates and executes strategic media and communications plans for DCA, proactively provides news media with information of interest to consumers, and responds to media inquiries. In Fiscal Year 2008–09, OPA began expanding its video production and webcasting capabilities while placing more multimedia content on DCA's Web site, YouTube, Twitter, and Facebook. OPA coordinated a first-of-its kind phone bank/Webcast/Webchat for DCA's Take Charge of Your Credit Card campaign, and organized a similar event for licensees of the Board of Barbering and Cosmetology. OPA has also alerted media to unlicensed activity and has continued to support the Bureau of Automotive Repair's DriveHealthy.com campaign, which teaches consumers how regular vehicle maintenance can help reduce air pollution.

### **THE OFFICE OF PUBLICATIONS, DESIGN & EDITING (PDE)**

designs, edits, and distributes more than 200 consumer publications produced by DCA's various entities and by its Executive Office. PDE also coordinates the translation of consumer publications into various languages such as Spanish, Korean, Chinese, Vietnamese, and Tagalog. In Fiscal Year 2008–09, PDE staff oversaw the publication of more than 1.5 million printed pieces and received numerous awards for graphic design and writing. PDE staff also write, edit, design, publish, and distribute DCA's quarterly magazine, Consumer Connection. PDE has received 30 national, international, and State awards for writing, editing, and design since 2007. For the second year in a row, Consumer Connection was honored with an Achievement in Consumer Education Award from the National Association of Consumer Agency Administrators.

### **STRATEGIC ORGANIZATION, LEADERSHIP, AND INDIVIDUAL DEVELOPMENT (SOLID)**

is responsible for Department-wide strategic planning, performance measurement, process improvement, and organizational development. SOLID is responsible for developing DCA as an "employer of choice" and developing employees for future DCA leadership roles through programs such as the mentor program and job rotation. SOLID facilitates communication among DCA's Executive Office, board staff and members, and employees through activities such as the bi-monthly Executive Leadership Forum and quarterly Managers' and Supervisors' Roundtable. In Fiscal Year 2008–09, SOLID completed DCA's Workforce and Succession plan; drafted a career development handbook; developed and conducted a monthly New Employee Orientation; completed DCA's Recruitment Plan; directed the planning of the 2010 Next Practices Conference; planned and implemented the Department's first annual Employee Appreciation Day; developed the Mentor Program, which will begin in Fiscal Year 2009-10; and developed an Employee Exit Survey. The results from this survey, as well as those from the New Employee Survey, are compiled and distributed at the bi-monthly Executive Leadership Forums.

The SOLID Training Solutions office is responsible for training needs analysis as well as the design, development, delivery, evaluation, and administration of employee training and education programs for DCA and its various boards and bureaus. Its mission is to develop and manage a centralized program for training, education, and human resources development which ensures a workforce that meets DCA's strategic objectives. In Fiscal

Year 2008–09, SOLID Training Solutions conducted a comprehensive Department-wide training needs assessment to target training efforts within DCA (570 employees participated). The office also conducted two six-day Management Academies (attended by 74 entry-level to mid-level managers), and conducted 79 full or multi-day individual skill development courses (1,523 employees attended). Ten of the courses were developed during this fiscal year. SOLID Training Solutions also conducted 19 workgroup learning modules to inclusive teams and workgroups (attended by 456 employees). Of these courses, 16 were developed during this fiscal year. SOLID Training Solutions also designed and delivered a customized customer service and time management training course for DCA Human Resources Office (attended by 48 employees); facilitated 19 training courses conducted in-house by external training vendors (474 employees attended); facilitated 14 strategic planning sessions for six boards and bureaus within DCA; and processed 1,805 requests for external training from all boards, bureaus, and divisions within DCA.

### **THE UNLICENSED ACTIVITY PROGRAM**

**(ULA)** is a pilot program designed to educate consumers, licensees, and businesses about the dangers inherent in unlicensed business activity and the significant impact it has on the State's economy. The primary charge of ULA is to protect individuals and businesses by helping them learn how to avoid becoming the victim of

unlicensed, dishonest, and unqualified service providers. In Fiscal Year 2008–09, ULA participated in 19 outreach events and 28 speaking engagements statewide. ULA also produced five educational publications, launched an educational Web site, and introduced a toll-free consumer hotline, (877) STOPULA or (877) 786-7852. The secondary charge of ULA is to address the State's underground economy issue by identifying unlicensed practitioners and encouraging them to comply with the licensing requirements of DCA boards and bureaus. In Fiscal Year 2008–09, ULA staff identified 679 unlicensed practitioners within DCA's jurisdiction. ULA also facilitated six unlicensed activity stings/sweeps, in conjunction with the State Board of Equalization involving the Bureau of Electronic and Appliance Repair, Dental Board, Board for Geologists and Geophysicists, and the Contractors State License Board.



STATE OF CALIFORNIA



DEPARTMENT OF CONSUMER AFFAIRS



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