

CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS

# 2013/14 ANNUAL REPORT

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## ABOUT THIS BOOK

The Department of Consumer Affairs' (DCAs) *Annual Report 2013–14* was designed and edited by DCAs Office of Publications, Design & Editing and printed on-site by DCAs Digital Print Services.

## Our Mission

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

## Our Vision

To be the premier consumer protection agency.

## Our Values

### **ACCOUNTABILITY**

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

### **CONSUMER PROTECTION**

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

### **CUSTOMER SERVICE**

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

### **INNOVATION**

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

### **INTEGRITY**

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

### **DIVERSITY**

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

### **EMPLOYEES**

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

### **LEADERSHIP**

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



**AWET KIDANE**  
*Director*

## Message from the Director

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I am pleased to present the Department of Consumer Affairs' (DCA's) *2013–14 Annual Report*. Under DCA's regulatory umbrella are 40 entities that license and regulate individuals and businesses in a wide range of professions and occupations. Although 18 of the entities are healthcare-related, other professions regulated by DCA range from architects to barbers to professional engineers and fiduciaries. All of these entities set minimum standards for competency, investigate complaints, and discipline those who violate State law. Anyone seeking licensure in a DCA-regulated profession must meet specific qualifications and pass a State-approved occupational examination and a criminal background check. In Fiscal Year 2013–14, DCA kept watch over nearly 3 million licensees in more than 100 business and 200 professional categories.

### **Here are a few examples of the year's achievements:**

The Arbitration Certification Program, which keeps watch over the State's Lemon Law, returned nearly \$7.3 million to consumers in the form of refunds, replacement vehicles, extended service warranties, and repairs awarded by State-certified arbitration programs.

The Medical Board of California established a Prescribing Task Force to address the inappropriate prescribing of controlled substances, including opioids, to consumers.

The State Board of Pharmacy, which is considered a national leader in regulating nonsterile compounding pharmacies, inspected and licensed more than 700 sterile compounding facilities throughout the State using only existing resources.

Students of private postsecondary institutions who suffered a loss due to school closure were refunded nearly \$2 million from the Bureau for Private Postsecondary Education's Student Tuition Recovery Fund.

A record \$4.2 million was paid to victims of real estate fraud via the Bureau of Real Estate's Consumer Recovery Account.

The Bureau of Security and Investigative Services processed more than 3,000 license applications through its Veterans Come First Program.

The examples above are just a few of the ways DCA's regulatory entities assisted consumers, licensees, and stakeholders throughout Fiscal Year 2013–14. In the pages of this report, you will find many more accomplishments and information on all of the services DCA provides and the professions we license.

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# DCA's Support System

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

**Here is an overview of DCA's support divisions and what they do.**

## **THE OFFICE OF ADMINISTRATIVE SERVICES**

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

## **THE OFFICE OF INFORMATION SERVICES**

directs and manages information technology for all of DCA. It consists of Applications Services, Enterprise Technology Services, Infrastructure Services, Client Services, Enterprise Project Services, and the Information Security Office. Application Services maintains the Consumer Affairs System and the Applicant Tracking System databases that form the core of DCA's

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

### **THE COMPLAINT RESOLUTION PROGRAM**

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

### **THE CONSUMER INFORMATION CENTER**

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

### **THE EQUAL EMPLOYMENT OPPORTUNITY OFFICE**

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

### **THE DIVISION OF INVESTIGATION**

is the law enforcement and investigative branch of DCA. It is the only entity within DCA that employs investigators who are designated peace officers. DOI staff work to provide timely, objective, and cost-effective investigations regarding allegations of misconduct by licensees of client agencies, and to develop information for filing criminal,

administrative, and civil actions on behalf of these agencies. DOI field investigations frequently involve allegations of the illegal use and theft of drugs, sexual misconduct, quality-of-care issues, and unlicensed activity. Within DOI is the Special Operations Unit, which is responsible for workplace security and employee safety at DCA.

**THE LEGAL DIVISION** includes the Legal Office, the Legal Services Unit, and the Administrative Unit. These units provide legal services to DCA's Executive staff and to all DCA entities. The Legal Office serves as in-house counsel for the Director as well as the boards, bureaus, programs, and other entities of DCA. Legal Office lawyers provide legal analysis and opinions on laws, issues, proposed legislation, government contracts, employer-employee matters, the Open Meetings Act, the Public Records Act, and the Information Practices Act. The Legal Services Unit counsels the Director in carrying out the consumer mandates of the Consumer Affairs Act. This unit created and maintains several consumer handbooks and guides, including *California Tenants: A Guide to Residential Tenants' and Landlords' Rights and Responsibilities*; *The Small Claims Court: A Guide to Its Practical Use*; and more than 30 consumer-oriented legal guides. The Administrative Unit provides in-house counsel to DCA's administrative divisions and Division of Investigation and represents DCA before the State Personnel Board and the Department of Personnel Administration.

### **THE LEGISLATIVE AND POLICY REVIEW**

**DIVISION** serves as DCA's resource on legislative, policy, and regulatory matters, representing DCA's positions on these matters before the Legislature. The Division monitors and analyzes legislative bills on consumer issues, reviews proposed regulation packages, and provides substantive policy consultation and review on myriad issues throughout DCA and its entities. Division staff also advise the Director on public policy affecting consumers, as well as on any proposed regulations that impact the health, safety, and welfare of Californians. Division staff attend all board and bureau meetings to identify, analyze, and monitor policy issues, as well as other matters of interest.

### **THE OFFICE OF PROFESSIONAL EXAMINATION SERVICES**

provides psychometric consulting services for the management of occupational licensure examination programs. OPES' services include occupational analysis, item writing, examination development, standard setting, program evaluation, and statistical analysis of examination performance. OPES follows the highest technical and professional standards in the industry to ensure that licensing examinations are valid, job-related, and legally defensible. In addition to servicing 30–40 interagency contracts with DCA boards, bureaus, and committees, OPES also oversees the master contract for examination administration at computer-based testing centers throughout the State. In June 2013, OPES implemented a new master contract with PSI Services LLC,

resulting in cost savings of 10 percent for its clients that use the contract.

### **THE OFFICE OF PUBLIC AFFAIRS**

creates and executes strategic media and communications plans for DCA, proactively provides news media with information of interest to consumers, and responds to media inquiries. OPA alerts media to unlicensed activity sweeps.

### **THE OFFICE OF PUBLICATIONS, DESIGN & EDITING**

designs, edits, updates, and distributes more than 200 consumer publications, newsletters, and reports produced by DCA's various entities and by its Executive Office. PDE supports DCA's licensees by producing and publishing online newsletters for many of its boards and bureaus, and supports DCA staff by producing *Did You Know?*, the monthly online newsletter for employees. PDE staff also write, edit, design, and distribute DCA's award-winning quarterly consumer magazine, *Consumer Connection*.

### **SOLID TRAINING SOLUTIONS**

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

# DCA Leadership

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**AWET KIDANE**

*Director*

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



**TRACY RHINE**

*Chief Deputy Director*

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



**DOREATHEA JOHNSON**

*Deputy Director, Legal Affairs Division*

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



DCA LEADERSHIP (CONTINUED)

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**TAMARA COLSON**  
*Assistant Chief Counsel*

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



**MICHAEL GOMEZ**  
*Deputy Director, Division of Investigation and Enforcement Programs*

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



**CHRISTINE LALLY**  
*Deputy Director, Board and Bureau Relations*

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

DCA LEADERSHIP (CONTINUED)

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**RUSS HEIMERICH**

*Deputy Director, Communications*

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



**TONYA CORCORAN**

*Deputy Director, Administrative Services*

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



**AMY COX-O'FARRELL**

*Deputy Director, Office of Information Services*

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

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# Overview of Statistical Information

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

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

Here is an overview of the information included.

## **STAFF**

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

## **BOARD MEMBERSHIP**

Boards are semiautonomous entities. Members of a board are usually split between people representing the profession and people representing the public. Board members are appointed by the Governor, the Senate Rules Committee, or the Speaker of the Assembly. The number of board members, who they represent, and who appoints them is set in State law. Membership on a DCA board is not a salaried position.

Those who serve receive a small stipend and travel expenses to attend meetings. More information about board membership can be found by visiting the DCA Online Board Member Resource Center at [www.dcaboardmembers.ca.gov](http://www.dcaboardmembers.ca.gov).

## **BUREAU ADVISORY COMMITTEE MEMBERSHIP**

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

## **STRATEGIC PLAN**

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

## **LICENSES**

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

## **SUMMARY OF LICENSING ACTIVITY**

### **INITIAL LICENSES/CERTIFICATES/PERMITS**

The number of initial applications, the number of licenses issued, and the number of licenses renewed.

### **LICENSING POPULATION BY TYPE**

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

### **RENEWAL AND CONTINUING EDUCATION**

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

### **EXAM RESULTS**

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

## SUMMARY OF ENFORCEMENT ACTIVITY

### CONSUMER COMPLAINTS—INTAKE

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

### CONVICTION/ARREST NOTIFICATION COMPLAINTS

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

### INSPECTIONS (IF APPLICABLE)

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

### INVESTIGATIONS

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

### NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

The timeline begins from the date the complaint was received to the date the investigation was closed, plus the average number of days to complete intake and investigation.

### CITATIONS AND FINES

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

### TOTAL AMOUNT OF FINES

Amount assessed, reduced, and collected.

### CRIMINAL/CIVIL ACTIONS

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

### OFFICE OF THE ATTORNEY GENERAL/ DISCIPLINARY ACTIONS

Complaints and investigations in which the evidence and facts have substantiated a violation of the law are referred to the Attorney General for disciplinary action. Outcomes of disciplinary action may affect the status of a professional’s license.

### NUMBER OF DAYS TO COMPLETE ATTORNEY GENERAL (AG) CASES

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

### FORMAL ACTIONS FILED/WITHDRAWN/DISMISSED

All actions filed, withdrawn, or dismissed during the year.

### ADMINISTRATIVE OUTCOMES/FINAL ORDERS

Disciplinary action taken in the cases closed by the Attorney General.

### PETITION FOR MODIFICATION OR TERMINATION OF PROBATION

Outcome of petitions by licensees to reduce terms and conditions of probation or to terminate probation early.

### PETITION FOR REINSTATEMENT OF REVOKED LICENSE/ REGISTRATION/CERTIFICATION

The outcome of those requests.

### COST RECOVERY TO DCA

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

### CONSUMER RESTITUTION TO CONSUMERS/REFUNDS/ SAVINGS (IF APPLICABLE)

The total of court-ordered restitution to consumers as a result of mediation efforts. In some instances, services were performed without charge to the consumer, a consumer’s bill was reduced, or a product was returned or exchanged.

CALIFORNIA BOARD OF ACCOUNTANCY

# Accountancy

Licenses and regulates accountants and accountancy firms.

#### STAFF:

**106 civil service positions**  
**2 exempt**

#### LICENSEES:

**96,452**

#### BOARD MEMBERSHIP:

**7 licensees**  
**8 public representatives**

#### STRATEGIC PLAN ADOPTED:

**September 20, 2012**

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



#### MAJOR ACCOMPLISHMENTS

- Implemented a temporary fee reduction, reducing renewal, initial application, and exam scheduling fee by 50 to 80 percent.
- Provided enhanced training to all enforcement staff. Enforcement staff now attends a nationally recognized training program—Council on Licensure, Enforcement, and Regulation National Certified Investigator Training—and the DCA Enforcement Academy that focuses on internal performance targets and measures.
- Established a new fingerprinting regulation requiring that all licensees renewing in an active status after December 31, 2013, have a record of their fingerprints on file for purposes of securing a background check by the Department of Justice and Federal Bureau of Investigation.
- Implemented a new license status for active military service members available to licensees engaged in active military service in the California National Guard or United States Armed Forces. While in military inactive status, the licensee is exempt from any continuing education (CE) or peer review reporting requirements or the license renewal fee payment.

#### MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 1057, Medina (Chapter 693, Statutes of 2013), requires every board to ask on its licensure applications whether the applicant is serving or has served in the military.
- Senate Bill 822, Committee on Business, Professions and Economic Development (Chapter 319, Statutes of 2013) provides the CBA citation and fine authority over out-of-state certified public accountants (CPAs) practicing in California via a practice privilege. Additionally, it requires practice privilege holders to notify the CBA of pending criminal charges.
- SB 823, Committee on Business, Professions and Economic Development (Chapter 474, Statutes of 2013) allows candidates enrolled in a program that only confers a baccalaureate degree upon the completion of a master's degree or 150 semester

units to take the CPA Exam after completing the requirements for a baccalaureate degree. It also allows CPA candidates to obtain licensure under the requirements as they existed on December 31, 2013, until January 1, 2016, if they passed the CPA Exam by December 31, 2013.

- Continuing Education (9/10/2013) — This regulation conforms requirements for CE courses to national standards and changes the CE required for applicants whose experience was obtained five or more years prior to application for licensure and for reissuance of a canceled license to be equivalent to the same standard of CE required for active license renewal. It also reduces the number of fraud CE hours from eight to four and expands the scope of the course to include prevention of fraud in financial statements.
- Retired Status (10/16/2013) — This regulation implements a retired license status as provided for in AB 431 of 2011. It outlines the qualifications needed to obtain retired status, provides a form to apply for the status, and provides for restoration of the license back to active status. In addition, it sets the fees and only allows for the status to be granted two times.
- Military Inactive Status (11/13/2013) — This regulation creates the form for applying for military inactive status as established in SB 1405 of 2012. It also clarifies what sort of documentation the CBA would accept as proof of military service and discharge from military service. In addition, it sets forth the means by which a licensee could convert their license from a military inactive status to active status or inactive status.

## Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |              |               |
|---------------------------------------|---------------|--------------|---------------|
| TYPE                                  | APPS RECEIVED | ISSUED       | RENEWED       |
| INDIVIDUAL                            | <b>4,600</b>  | <b>4,906</b> | <b>39,164</b> |
| PUBLIC ACCOUNTANT                     | <b>0</b>      | <b>0</b>     | <b>12</b>     |
| CORPORATION                           | <b>210</b>    | <b>200</b>   | <b>1,526</b>  |
| PARTNERSHIP                           | <b>91</b>     | <b>92</b>    | <b>572</b>    |
| FICTITIOUS NAME PERMIT                | <b>183</b>    | <b>139</b>   | <b>138</b>    |

| Licensing Population by Type |                       |                         |            |
|------------------------------|-----------------------|-------------------------|------------|
| TYPE                         | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS  |
| INDIVIDUAL                   | <b>N/A</b>            | <b>90,912</b>           | <b>N/A</b> |
| PUBLIC ACCOUNTANT            | <b>N/A</b>            | <b>85</b>               | <b>N/A</b> |
| CORPORATION                  | <b>N/A</b>            | <b>3,995</b>            | <b>N/A</b> |
| PARTNERSHIP                  | <b>N/A</b>            | <b>1,460</b>            | <b>N/A</b> |
| FICTITIOUS NAME PERMIT       | <b>1,857</b>          | <b>N/A</b>              | <b>N/A</b> |

| Renewal and Continuing Education (CE) |                      |                                     |
|---------------------------------------|----------------------|-------------------------------------|
| TYPE                                  | FREQUENCY OF RENEWAL | NUMBER CE HOURS REQUIRED EACH CYCLE |
| CPA - INDIVIDUAL                      | <b>EVERY 2 YEARS</b> | <b>80</b>                           |
| PA - PUBLIC ACCOUNTANT                | <b>EVERY 2 YEARS</b> | <b>80</b>                           |
| CPA - CORPORATION                     | <b>EVERY 2 YEARS</b> | <b>0</b>                            |
| CPA - PARTNERSHIP                     | <b>EVERY 2 YEARS</b> | <b>0</b>                            |
| CPA - FICTITIOUS NAME PERMIT          | <b>EVERY 5 YEARS</b> | <b>0</b>                            |

| Exams         |      |       |
|---------------|------|-------|
| PASS          | FAIL | TOTAL |
| <b>3,656*</b> |      |       |

\* This number represents the total number of candidates who passed their final section of the Uniform CPA Examination (CPA Exam). The CPA Exam consists of four sections—Auditing and Attestation, Business Environment and Concepts, Financial Accounting and Reporting, and Regulation. The CPA Exam is computerized and candidates sit for each section individually. Once a candidate successfully completes one section of the CPA Exam, the candidate must pass the remaining sections of the CPA Exam within 18 months to pass the CPA Exam. The California Board of Accountancy does not currently have the capability to provide the number of candidates who failed the CPA Exam during 2013–14.

## Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>2,841</b>               | RECEIVED                                  |
| <b>66</b>                  | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>2,777</b>               | REFERRED FOR INVESTIGATION                |
| <b>1</b>                   | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>414</b>                                | RECEIVED                          |
| <b>418</b>                                | CLOSED/REFERRED FOR INVESTIGATION |
| <b>0</b>                                  | PENDING                           |

| Inspections |            |
|-------------|------------|
|             | <b>N/A</b> |

| Investigations |         |
|----------------|---------|
| <b>2,969</b>   | OPENED  |
| <b>2,595</b>   | CLOSED  |
| <b>826</b>     | PENDING |

| Number of Days to Complete Intake and Investigations |   |
|--|---|
| <b>2,189</b>   | UP TO 90 DAYS                                       |
| <b>196</b>   | 91 TO 180 DAYS                                      |
| <b>150</b>   | 181 DAYS TO 1 YEAR                                  |
| <b>105</b>   | 1 TO 2 YEARS  |
| <b>27</b>  | 2 TO 3 YEARS  |
| <b>2</b>   | OVER 3 YEARS  |
| <b>62</b>  | AVERAGE NUMBER OF DAYS TO COMPLETE AN INVESTIGATION |

| Citations and Fines |   |
|---------------------|---|
| <b>1,522</b>        | ISSUED  |
| <b>1,522</b>        | ISSUED WITH A FINE                                  |
| <b>227</b>          | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>33</b>           | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$404,520</b>      | ASSESSED  |
| <b>\$62,500</b>       | REDUCED   |
| <b>\$126,250</b>      | COLLECTED |



### Summary of Enforcement Activity

#### Criminal/Civil Actions

|          |                                     |
|----------|-------------------------------------|
| <b>3</b> | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>0</b> | CRIMINAL ACTIONS FILED              |
| <b>0</b> | CIVIL ACTIONS FILED                 |

#### Office of the Attorney General/Disciplinary Actions

|           |                        |
|-----------|------------------------|
| <b>71</b> | CASES OPENED/INITIATED |
| <b>34</b> | CASES CLOSED           |
| <b>89</b> | CASES PENDING          |

#### Number of Days to Complete AG Cases

|            |   |
|------------|---|
| <b>3</b>   | 1 YEAR                                      |
| <b>11</b>  | 1 TO 2 YEARS                                |
| <b>10</b>  | 2 TO 3 YEARS                                |
| <b>5</b>   | 3 TO 4 YEARS                                |
| <b>3</b>   | OVER 4 YEARS                                |
| <b>813</b> | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

#### Formal Actions Filed/Withdrawn/Dismissed

|           |   |
|-----------|---|
| <b>9</b>  | STATEMENTS OF ISSUES FILED                        |
| <b>33</b> | ACCUSATIONS FILED                                 |
| <b>3</b>  | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>0</b>  | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>1</b>  | ACCUSATIONS WITHDRAWN/DISMISSED                   |

#### Administrative Outcomes/Final Orders

|           |                             |
|-----------|-----------------------------|
| <b>20</b> | LICENSE APPLICATIONS DENIED |
| <b>8</b>  | REVOCAION                   |
| <b>10</b> | SURRENDER OF LICENSE        |
| <b>6</b>  | PROBATION WITH SUSPENSION   |
| <b>0</b>  | SUSPENSION ONLY             |
| <b>11</b> | PROBATION ONLY              |
| <b>0</b>  | PUBLIC REPRIMAND            |
| <b>0</b>  | OTHER DECISIONS             |

#### Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

|          |                    |
|----------|--------------------|
| <b>2</b> | TOTAL NUMBER FILED |
|----------|--------------------|

#### Subsequent Disciplinary—Administrative Outcomes/ Final Orders

|          |                           |
|----------|---------------------------|
| <b>1</b> | REVOCAION                 |
| <b>0</b> | SURRENDER OF LICENSE      |
| <b>0</b> | PROBATION WITH SUSPENSION |
| <b>0</b> | SUSPENSION ONLY           |
| <b>1</b> | PROBATION ONLY            |
| <b>0</b> | PUBLIC REPRIMAND          |
| <b>0</b> | OTHER DECISIONS           |

#### Petition for Modification or Termination of Probation

|          |         |
|----------|---------|
| <b>1</b> | GRANTED |
| <b>0</b> | DENIED  |
| <b>1</b> | TOTAL   |

#### Petition for Reinstatement of Revoked License/ Registration/Certification

|          |         |
|----------|---------|
| <b>1</b> | GRANTED |
| <b>0</b> | DENIED  |
| <b>1</b> | TOTAL   |

#### Cost Recovery to DCA

|                  |           |
|------------------|-----------|
| <b>\$109,575</b> | ORDERED   |
| <b>\$23,397</b>  | COLLECTED |

#### Consumer Restitution to Consumers/Refunds/Savings

|                 |  |
|-----------------|--|
| <b>\$10,000</b> | RESTITUTION ORDERED                                  |
| <b>\$0</b>      | AMOUNT REFUNDED                                      |
| <b>\$0</b>      | REWORK AT NO CHARGE                                  |
| <b>\$0</b>      | ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED |
| <b>\$0</b>      | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                 |



CALIFORNIA ACUPUNCTURE BOARD

# Acupuncture

Regulates acupuncturists and acupuncture schools.

#### STAFF:

**10.5 civil service positions**  
**1 exempt**

#### LICENSES:

**17,063**

#### BOARD MEMBERSHIP:

**3 licensees**  
**4 public representatives**

#### STRATEGIC PLAN ADOPTED:

**2013–2017**

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



#### MAJOR ACCOMPLISHMENTS

- Adopted enforcement regulations to prevent prostitution, a problem that is a major enforcement and public safety issue that stems from illegal use of legal clinics or illegal unlicensed activity. Once implemented, the Board will be able to bring disciplinary actions against licensees as an administrative violation of the Acupuncture Licensing Act. The Board updated hygiene regulations to meet Centers for Disease Control and Prevention and health industry standards. The Board filed its Consumer Protection Enforcement Initiative regulatory package with the Office of Administrative Law and is finalizing its Senate Bill 1441 regulatory package for filing.
- Expanded and improved its education oversight of schools. The Board conducted random continuing education audits of 5 percent of the licensees to ensure compliance with continuing education and professional qualification requirements. With the new Continuing Education Coordinator, the Board will be able to expand its oversight of continuing education courses and providers to include site visits and audits.
- As part of the ongoing exam evaluation, the Office of Professional Examination Services began conducting a new occupational analysis that evaluates changes in the profession. Once completed, the results will guide the development of the California Acupuncture Licensing Exam. To reflect the Board's commitment to outreaching to the entire profession, the entire licensee population was surveyed. The Board plans to audit the national certification exam for acupuncture next year.
- Approved a new Strategic Plan for 2013–2017.
- Added three new positions to Board staff. The Board also created two additional permanent intermittent staff to provide administrative support to the enforcement and education enforcement units. Each additional staff member addresses chronic staffing deficiencies the Board has suffered for the past decade.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |            |              |
|---------------------------------------|---------------|------------|--------------|
| TYPE                                  | APPS RECEIVED | ISSUED     | RENEWED      |
| ACUPUNCTURE LICENSE                   | <b>8,969</b>  | <b>872</b> | <b>5,029</b> |

| Licensing Population by Type |                       |                         |           |
|------------------------------|-----------------------|-------------------------|-----------|
| TYPE                         | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS |
| ACUPUNCTURE LICENSE          | <b>17,059</b>         |                         |           |
| ACUPUNCTURE SCHOOLS          |                       |                         | <b>38</b> |

| Renewal and Continuing Education (CE) |                      |                                     |
|---------------------------------------|----------------------|-------------------------------------|
| TYPE                                  | FREQUENCY OF RENEWAL | NUMBER CE HOURS REQUIRED EACH CYCLE |
| ACUPUNCTURE LICENSE                   | <b>EVERY 2 YEARS</b> | <b>50 HOURS</b>                     |

| Exams      |            |              |
|------------|------------|--------------|
| PASS       | FAIL       | TOTAL        |
| <b>568</b> | <b>484</b> | <b>1,052</b> |

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>118</b>                 | RECEIVED                                  |
| <b>8</b>                   | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>108</b>                 | REFERRED FOR INVESTIGATION                |
| <b>3</b>                   | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>71</b>                                 | RECEIVED                          |
| <b>64</b>                                 | CLOSED/REFERRED FOR INVESTIGATION |
| <b>7</b>                                  | PENDING                           |

| Inspections |  |
|-------------|--|
| <b>N/A</b>  |  |

| Investigations |         |
|----------------|---------|
| <b>167</b>     | OPENED  |
| <b>233</b>     | CLOSED  |
| <b>154</b>     | PENDING |

| Number of Days to Complete Intake and Investigations |   |
|--|---|
| <b>33</b>  | UP TO 90 DAYS   |
| <b>34</b>  | 91 TO 180 DAYS  |
| <b>38</b>  | 181 DAYS TO 1 YEAR  |
| <b>95</b>  | 1 TO 2 YEARS  |
| <b>26</b>  | 2 TO 3 YEARS  |
| <b>7</b>   | OVER 3 YEARS  |
| <b>415</b>   | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION |

| Citations and Fines |   |
|---------------------|---|
| <b>7</b>            | ISSUED  |
| <b>7</b>            | ISSUED WITH A FINE                                  |
| <b>1</b>            | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>995</b>          | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

### Summary of Enforcement Activity

| Total Amount of Fines |            |
|-----------------------|------------|
| <b>\$10,050</b>       | ASSESSED . |
| <b>\$2,150</b>        | REDUCED    |
| <b>\$100</b>          | COLLECTED  |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>3</b>               | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>2</b>               | CRIMINAL ACTIONS FILED              |
| <b>0</b>               | CIVIL ACTIONS FILED                 |

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>21</b>   | CASES OPENED/INITIATED |
| <b>9</b>  | CASES CLOSED           |
| <b>26</b>   | CASES PENDING          |

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| <b>0</b>                            | 1 YEAR                                      |
| <b>1</b>                            | 1 TO 2 YEARS                                |
| <b>5</b>                            | 2 TO 3 YEARS                                |
| <b>1</b>                            | 3 TO 4 YEARS                                |
| <b>2</b>                            | OVER 4 YEARS                                |
| <b>1,083</b>                        | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

| Formal Actions Filed/Withdrawn/Dismissed |   |
|--|---|
| <b>0</b>                                 | STATEMENTS OF ISSUES FILED                        |
| <b>14</b>                                | ACCUSATIONS FILED                                 |
| <b>0</b>                                 | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>0</b>                                 | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>0</b>                                 | ACCUSATIONS WITHDRAWN/DISMISSED                   |

| Administrative Outcomes/Final Orders |                             |
|--------------------------------------|-----------------------------|
| <b>0</b>                             | LICENSE APPLICATIONS DENIED |
| <b>3</b>                             | REVOCAION                   |
| <b>0</b>                             | SURRENDER OF LICENSE        |
| <b>2</b>                             | PROBATION WITH SUSPENSION   |
| <b>0</b>                             | SUSPENSION ONLY             |
| <b>4</b>                             | PROBATION ONLY              |
| <b>0</b>                             | PUBLIC REPRIMAND            |
| <b>0</b>                             | OTHER DECISIONS             |

| Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed |                    |
|---|--------------------|
| <b>9</b>  | TOTAL NUMBER FILED |

| Subsequent Disciplinary—Administrative Outcomes/ Final Orders |                           |
|---|---------------------------|
| <b>3</b>  | REVOCAION                 |
| <b>0</b>  | SURRENDER OF LICENSE      |
| <b>2</b>  | PROBATION WITH SUSPENSION |
| <b>0</b>  | SUSPENSION ONLY           |
| <b>4</b>  | PROBATION ONLY            |
| <b>0</b>  | PUBLIC REPRIMAND          |
| <b>0</b>  | OTHER DECISIONS           |

| Petition for Penalty Relief |         |
|-----------------------------|---------|
| <b>0</b>                    | GRANTED |
| <b>2</b>                    | DENIED  |
| <b>2</b>                    | TOTAL   |

| Petition for Reinstatement of Revoked License/ Registration/Certification |         |
|---|---------|
| <b>0</b>  | GRANTED |
| <b>1</b>  | DENIED  |
| <b>1</b>  | TOTAL   |

| Cost Recovery to DCA |           |
|----------------------|-----------|
| <b>\$41,774</b>      | ORDERED . |
| <b>\$17,858</b>      | COLLECTED |

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

ARBITRATION CERTIFICATION PROGRAM

# Arbitration Certification

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

STAFF:

**8 civil service positions**

CERTIFICATIONS:

**23**

STRATEGIC PLAN ADOPTED:

**August 2013**

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



## MAJOR ACCOMPLISHMENTS

- Facilitated the return of approximately \$7.3 million to consumers in the form of refunds, replacement vehicles, extended service contracts, and repairs awarded by State-certified arbitration programs.<sup>1</sup>
- Revised and republished the *Lemon-Aid for Consumers* booklets to make them more consumer-friendly by providing more detailed information about the arbitration process, the California Lemon Law, and ACP.
- Successfully implemented the California appellate court's opinion in *Martinez v. Kia Motors America, Inc.* This opinion expanded the protections of the Lemon Law to include vehicles no longer owned by consumers.

<sup>1</sup> Based on all State-certified manufacturer arbitration programs' buyback of lemon vehicles for Fiscal Year 2013-14.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits Received, Issued and Renewed This Fiscal Year |               |        |         |
|---|---------------|--------|---------|
| LICENSE NAME  | APPS RECEIVED | ISSUED | RENEWED |
| CERTIFICATION OF ARBITRATION PROGRAM  | 0             | 0      | N/A     |

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

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

### Summary of Enforcement Activity

| Complaints |                                       |
|------------|---------------------------------------|
| 110        | TOTAL COMPLAINTS RECEIVED             |
| 110        | COMPLAINTS CLOSED                     |
| 17         | COMPLAINTS REFERRED FOR INVESTIGATION |
| 0          | COMPLAINTS PENDING                    |

| Convictions and Arrest Notifications |
|--------------------------------------|
| N/A                                  |

| Investigations |
|----------------|
| N/A            |

| Formal Actions Filed |
|----------------------|
| N/A                  |

| Citations and Fines |
|---------------------|
| N/A                 |

### Summary of Enforcement Activity

| Inspections/Audits |                             |
|--------------------|-----------------------------|
| 7                  | TOTAL NUMBER OF INSPECTIONS |
| 0                  | INSPECTION CITATIONS ISSUED |

| Petition for Modification or Termination of Probation |
|---|
| N/A   |

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

| Administrative Outcomes/Final Orders |
|--------------------------------------|
| N/A                                  |

| Cost Recovery |  |
|---------------|--|
| N/A           | AMOUNT OF ORDERED TO DCA                             |
| N/A           | TOTAL AMOUNT COLLECTED                               |
| N/A           | AMOUNT OF COURT ORDERED RESTITUTION TO CONSUMERS     |
| \$7,300,000   | AMOUNT REFUNDED TO CONSUMERS                         |
| N/A           | REWORK AT NO CHARGE                                  |
| N/A           | ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED |
| \$7,300,000   | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                 |

| Timeline for Disposition of Investigations |
|--|
| N/A  |

## CALIFORNIA ARCHITECTS BOARD

# Architects

## STAFF:

**23.8 civil service positions**  
**1 exempt**

## LICENSES:

**20,504**

## BOARD MEMBERSHIP:

**5 licensees**  
**5 public representatives**

## STRATEGIC PLAN ADOPTED:

**February 26, 2014**

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

## MAJOR ACCOMPLISHMENTS

- Conducted focus groups for the California Supplemental Examination Occupational Analysis (OA). Separate groups of building officials, contractors, and related design professionals were included. DCA's Office of Professional Examination Services is currently analyzing results.
- Participated in the Sunset Review process for the California Council for Interior Design Certification (CCIDC). The Board supported extending the sunset date, contract requirement, and open meeting provisions.
- Discussed the concept of licensure upon graduation at the February 2014 Board meeting in support of integrated degree programs. The Board has also been working in support of the National Council of Architectural Registration Boards' (NCARBs') efforts to integrate the components of licensure into degree programs.
- Developed criteria for the Broadly Experienced Design Professional pathway to licensure. The Executive Officer presented the framework to NCARBs' President at its 2013 Annual Meeting.

## MAJOR NEW LEGISLATION OR REGULATIONS

- Adopted a regulatory proposal to reflect NCARBs' change to examination credit expiration.
- Adopted a regulatory proposal to allow candidates to earn Intern Development Program credit through qualifying academic internships approved by NCARB.
- Adopted a regulatory proposal to amend California Code of Regulations (CCR) 121 to allow the Board to recognize NCARB Certification obtained via the Broadly Experienced Foreign Architect Program.
- Adopted a regulatory proposal to amend CCR 103 to allow the Board to delegate authority to its Executive Officer to approve stipulated settlements to revoke or surrender a license.
- Assembly Bill 630, Holden (Chapter 453, Statutes of 2013), prohibits the use of an architect's instruments of service without written contract or written assignment authorization, and became effective January 1, 2014.
- Senate Bill 308, Price (Chapter 333, Statutes of 2013), is the sunset bill for the CCIDC, and became effective January 1, 2014.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |            |               |
|---------------------------------------|---------------|------------|---------------|
| TYPE                                  | APPS RECEIVED | ISSUED     | RENEWED       |
| C-ARCHITECTS                          | <b>483</b>    | <b>481</b> | <b>12,168</b> |

| Licensing Population by Type |                          |                            |           |
|------------------------------|--------------------------|----------------------------|-----------|
| TYPE                         | CERTIFICATES/<br>PERMITS | LICENSES/<br>REGISTRATIONS | APPROVALS |
| C-ARCHITECTS                 | <b>0</b>                 | <b>20,504</b>              | <b>0</b>  |

| Renewal and Continuing Education (CE) |                      |  |
|---------------------------------------|----------------------|--|
| TYPE                                  | FREQUENCY OF RENEWAL | NUMBER CE HOURS<br>REQUIRED EACH CYCLE |
| C-ARCHITECTS                          | <b>BIENNIAL</b>      | <b>5</b>                               |

| Exam Results                             |              |              |              |
|--|--------------|--------------|--------------|
| EXAM TITLE                               | PASS         | FAIL         | TOTAL        |
| BUILDING DESIGN AND CONSTRUCTION SYSTEMS | <b>371</b>   | <b>312</b>   | <b>683</b>   |
| BUILDING SYSTEMS                         | <b>372</b>   | <b>271</b>   | <b>643</b>   |
| CONSTRUCTION DOCUMENTS AND SERVICES      | <b>490</b>   | <b>425</b>   | <b>915</b>   |
| PROGRAMMING, PLANNING, AND PRACTICE      | <b>499</b>   | <b>415</b>   | <b>914</b>   |
| SCHEMATIC DESIGN                         | <b>537</b>   | <b>234</b>   | <b>771</b>   |
| SITE PLANNING AND DESIGN                 | <b>451</b>   | <b>305</b>   | <b>756</b>   |
| STRUCTURAL SYSTEMS                       | <b>406</b>   | <b>243</b>   | <b>649</b>   |
| CALIFORNIA SUPPLEMENTAL EXAMINATION      | <b>488</b>   | <b>379</b>   | <b>867</b>   |
| <b>TOTALS</b>                            | <b>3,614</b> | <b>2,584</b> | <b>6,198</b> |

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>294</b>                 | RECEIVED                                  |
| <b>0</b>                   | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>294</b>                 | REFERRED FOR INVESTIGATION                |
| <b>0</b>                   | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>1</b>                                  | RECEIVED                          |
| <b>1</b>                                  | CLOSED/REFERRED FOR INVESTIGATION |
| <b>0</b>                                  | PENDING                           |

| Inspections |  |
|-------------|--|
| <b>N/A</b>  |  |

| Investigations |         |
|----------------|---------|
| <b>294</b>     | OPENED  |
| <b>228</b>     | CLOSED  |
| <b>153</b>     | PENDING |

| Number of Days to Complete Intake and Investigations |  |
|--|--|
| <b>120</b>   | UP TO 90 DAYS  |
| <b>62</b>  | 91 TO 180 DAYS   |
| <b>30</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   |
| <b>126</b>   | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

| Citations and Fines |  |
|---------------------|--|
| <b>20</b>           | ISSUED   |
| <b>20</b>           | ISSUED WITH A FINE                                     |
| <b>0</b>            | WITHDRAWN  |
| <b>2</b>            | DISMISSED  |
| <b>280</b>          | AVERAGE NUMBER OF DAYS TO COMPLETE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$47,000</b>       | ASSESSED  |
| <b>\$6,000</b>        | REDUCED   |
| <b>\$26,024</b>       | COLLECTED |

### Summary of Enforcement Activity

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

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

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| 0                                   | 1 YEAR                                      |
| 1                                   | 1 TO 2 YEARS                                |
| 0                                   | 2 TO 3 YEARS                                |
| 0                                   | 3 TO 4 YEARS                                |
| 0                                   | OVER 4 YEARS                                |
| 405                                 | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

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

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

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

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

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

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

| Cost Recovery to DCA |           |
|----------------------|-----------|
| 0                    | ORDERED   |
| \$3,715              | COLLECTED |

| Consumer Restitution to Consumers/Refunds/Savings |  |
|---|--|
| 0   | RESTITUTION ORDERED                                  |
| \$5,710   | AMOUNT REFUNDED                                      |
| \$0   | REWORK AT NO CHARGE                                  |
| \$0   | ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED |
| \$5,710   | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                 |



## BUREAU OF AUTOMOTIVE REPAIR

# Auto Repair

Licenses and regulates automotive repair dealers, brake and lamp adjusters and stations, and Smog Check stations and technicians; administers Consumer Assistance Program.

## STAFF:

**592.8 civil service positions  
2 exempt**

LICENSES, REGISTRATIONS,  
AND PERMITS:

**77,277**

BAR ADVISORY GROUP  
MEMBERS:

**15**

EDUCATIONAL ADVISORY  
COMMITTEE:

**14**

## STRATEGIC PLAN ADOPTED:

**March 27, 2013**

## OUTREACH:

**348**

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

## MAJOR ACCOMPLISHMENTS

- Began implementation of On-Board Diagnostic (OBD) inspections on 2000 and newer model-year vehicles using BAR-certified equipment from three vendors. Mandatory Statewide implementation of the BAR OBD Inspection System (BAR-OIS) is scheduled for December 2014.
- Retired 44,999 vehicles and provided financial assistance to repair an additional 8,164 vehicles through the Consumer Assistance Program (CAP), resulting in 6,496 tons of reduced emissions.
- Developed the first online license renewal training course for Smog Check inspectors and training modules for the new BAR-OIS.
- Developed the Automotive Resource Center, an interactive website designed to connect students, automotive technicians, shop owners, and other professionals in the automotive industry.
- BAR conducted more than 3,500 proactive visits of newly registered automotive repair facilities under the Education First Program to discuss responsibilities related to their profession.
- Developed a fifth roadside emissions survey team to collect data used to measure the effectiveness of the new OBD-focused Smog Check inspection.
- Conducted 13,287 roadside emissions surveys throughout the State to validate the Smog Check Program.
- Conducted 126 informal hearings to give licensees an opportunity to appeal Smog Check citations.
- Worked in conjunction with law enforcement agencies to put together stings Statewide to address the growing number of unlicensed individuals and businesses using Craigslist to reach out to consumers.
- Implemented an informal review process for STAR station certification invalidations and conducted 686 informal reviews.
- Began posting on the BAR website a list of individuals and

DEPARTMENT OF CONSUMER AFFAIRS



**BAR**

Bureau of Automotive Repair

businesses who were issued a citation for performing automotive repairs without a valid registration.

#### **MAJOR NEW LEGISLATION OR REGULATIONS**

- Assembly Bill 8, Perea (Chapter 401, Statutes of 2013), extends the \$1 annual vehicle registration fee funding source for the Enhanced Fleet Modernization Program (EFMP) through January 1, 2024. AB 8 also extends a fee of \$1.75 for the purchasing of new tires through January 1, 2024.
- Senate Bill 459, Pavley (Chapter 437, Statutes of

2013), amends the CAP vehicle retirement option eligibility requirement of two years of continuous vehicle registration in California to two years of vehicle registration without a “substantial lapse.”

- Adopted regulations, pursuant to Assembly Bill 2289, Eng (Chapter 258, Statutes of 2010), to incorporate new OBD-focused emissions testing equipment and procedures into the Smog Check Program for newer vehicles.
- Adopted regulations to adjust the Repair Cost Waiver limit from \$450 to \$650 based on changes to the Consumer Price Index.

## Summary of Licensing Activity

| Initial Licenses/Certificates/Permits   |               |              |               |
|---|---------------|--------------|---------------|
| TYPE                                    | APPS RECEIVED | ISSUED       | RENEWED       |
| AUTOMOTIVE REPAIR DEALER                | <b>4,117</b>  | <b>3,587</b> | <b>34,168</b> |
| SMOG CHECK TEST AND REPAIR STATION      | <b>575</b>    | <b>528</b>   | <b>4,621</b>  |
| SMOG CHECK TEST ONLY STATION            | <b>398</b>    | <b>375</b>   | <b>2,028</b>  |
| SMOG CHECK REPAIR ONLY STATION          | <b>38</b>     | <b>28</b>    | <b>28</b>     |
| SMOG CHECK GOLD SHIELD                  | <b>N/A</b>    | <b>N/A</b>   | <b>N/A</b>    |
| STAR CERTIFICATES                       | <b>1,951</b>  | <b>975</b>   | <b>N/A</b>    |
| BRAKE AND LAMP STATION                  | <b>355</b>    | <b>281</b>   | <b>2,198</b>  |
| SMOG CHECK ADVANCED EMISSION SPECIALIST | <b>N/A</b>    | <b>2</b>     | <b>6,127</b>  |
| SMOG CHECK BASIC AREA TECHNICIAN        | <b>N/A</b>    | <b>N/A</b>   | <b>181</b>    |
| SMOG CHECK REPAIR TECHNICIAN            | <b>854</b>    | <b>238</b>   | <b>589</b>    |
| SMOG CHECK INSPECTOR                    | <b>2,558</b>  | <b>1,353</b> | <b>830</b>    |
| BRAKE AND LAMP ADJUSTER                 | <b>2,229</b>  | <b>943</b>   | <b>N/A</b>    |

| Licensing Population by Type            |                         |                         |            |
|---|-------------------------|-------------------------|------------|
| TYPE                                    | CERTIFICATIONS/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS  |
| AUTOMOTIVE REPAIR DEALER                | <b>N/A</b>              | <b>36,559</b>           | <b>N/A</b> |
| SMOG CHECK TEST AND REPAIR STATION      | <b>N/A</b>              | <b>5,001</b>            | <b>N/A</b> |
| SMOG CHECK TEST ONLY STATION            | <b>N/A</b>              | <b>2,199</b>            | <b>N/A</b> |
| SMOG CHECK REPAIR ONLY STATION          | <b>N/A</b>              | <b>58</b>               | <b>N/A</b> |
| SMOG CHECK GOLD SHIELD                  | <b>N/A</b>              | <b>N/A</b>              | <b>N/A</b> |
| STAR CERTIFICATES                       | <b>4,190</b>            | <b>N/A</b>              | <b>N/A</b> |
| BRAKE AND LAMP STATION                  | <b>N/A</b>              | <b>2,128</b>            | <b>N/A</b> |
| SMOG CHECK ADVANCED EMISSION SPECIALIST | <b>N/A</b>              | <b>743</b>              | <b>N/A</b> |
| SMOG CHECK BASIC AREA TECHNICIAN        | <b>0</b>                | <b>21</b>               | <b>0</b>   |
| SMOG CHECK REPAIR TECHNICIAN            | <b>N/A</b>              | <b>12,063</b>           | <b>N/A</b> |
| SMOG CHECK INSPECTOR                    | <b>N/A</b>              | <b>15,357</b>           | <b>N/A</b> |
| BRAKE AND LAMP ADJUSTER                 | <b>N/A</b>              | <b>3,148</b>            | <b>N/A</b> |

| Renewal and Continuing Education (CE)   |                      |                                     |
|---|----------------------|-------------------------------------|
| TYPE                                    | FREQUENCY OF RENEWAL | NUMBER CE HOURS REQUIRED EACH CYCLE |
| AUTOMOTIVE REPAIR DEALER                | <b>EVERY YEAR</b>    | <b>0</b>                            |
| SMOG CHECK TEST AND REPAIR STATION      | <b>EVERY YEAR</b>    | <b>0</b>                            |
| SMOG CHECK TEST ONLY STATION            | <b>EVERY YEAR</b>    | <b>0</b>                            |
| SMOG CHECK REPAIR ONLY STATION          | <b>EVERY YEAR</b>    | <b>0</b>                            |
| SMOG CHECK GOLD SHIELD                  | <b>N/A</b>           | <b>N/A</b>                          |
| STAR CERTIFICATES                       | <b>N/A</b>           | <b>0</b>                            |
| BRAKE AND LAMP STATION                  | <b>EVERY YEAR</b>    | <b>0</b>                            |
| SMOG CHECK ADVANCED EMISSION SPECIALIST | <b>EVERY 2 YEARS</b> | <b>16</b>                           |
| SMOG CHECK BASIC AREA TECHNICIAN        | <b>N/A</b>           | <b>N/A</b>                          |
| SMOG CHECK REPAIR TECHNICIAN            | <b>EVERY 2 YEARS</b> | <b>16</b>                           |
| SMOG CHECK INSPECTOR                    | <b>EVERY 2 YEARS</b> | <b>4</b>                            |
| BRAKE AND LAMP ADJUSTER                 | <b>EVERY 4 YEARS</b> | <b>0</b>                            |

| Exam Results                            |              |              |              |
|---|--------------|--------------|--------------|
| EXAM TITLE                              | PASS         | FAIL         | TOTAL        |
| ADVANCED EMISSION SPECIALIST TECHNICIAN | <b>3</b>     | <b>5</b>     | <b>8</b>     |
| BASIC AREA TECHNICIAN                   | <b>*</b>     | <b>*</b>     | <b>*</b>     |
| REPAIR TECHNICIAN                       | <b>246</b>   | <b>293</b>   | <b>539</b>   |
| SMOG CHECK INSPECTOR                    | <b>1,386</b> | <b>875</b>   | <b>2,261</b> |
| BRAKE ADJUSTER                          | <b>537</b>   | <b>148</b>   | <b>685</b>   |
| LAMP ADJUSTER                           | <b>442</b>   | <b>289</b>   | <b>731</b>   |
| <b>TOTALS</b>                           | <b>2,614</b> | <b>1,610</b> | <b>4,224</b> |

\* License is no longer available due to Licensing Restructure in August 2012.

### Summary of Enforcement Activity

#### Consumer Complaints—Intake

|               |   |
|---------------|---|
| <b>17,719</b> | RECEIVED                                  |
| <b>269</b>    | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>17,543</b> | REFERRED FOR INVESTIGATION                |
| <b>105</b>    | PENDING                                   |

#### Conviction/Arrest Notification Complaints

|            |                                   |
|------------|-----------------------------------|
| <b>N/A</b> | RECEIVED                          |
| <b>N/A</b> | CLOSED/REFERRED FOR INVESTIGATION |
| <b>N/A</b> | PENDING                           |

#### Inspections

|               |                              |
|---------------|------------------------------|
| <b>16,766</b> | INSPECTIONS CONDUCTED        |
| <b>500</b>    | INSPECTIONS CITATIONS ISSUED |

#### Investigations

|               |         |
|---------------|---------|
| <b>17,543</b> | OPENED  |
| <b>17,672</b> | CLOSED  |
| <b>1,722</b>  | PENDING |

#### Number of Days to Complete Intake and Investigations

|               |  |
|---------------|--|
| <b>17,066</b> | UP TO 90 DAYS  |
| <b>373</b>    | 91 TO 180 DAYS   |
| <b>185</b>    | 181 DAYS TO 1 YEAR   |
| <b>47</b>     | 1 TO 2 YEARS   |
| <b>1</b>      | 2 TO 3 YEARS   |
| <b>0</b>      | OVER 3 YEARS   |
| <b>38</b>     | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

#### Citations and Fines

|              |   |
|--------------|---|
| <b>1,389</b> | ISSUED  |
| <b>562</b>   | ISSUED WITH A FINE                                  |
| <b>63</b>    | WITHDRAWN   |
| <b>23</b>    | DISMISSED   |
| <b>28</b>    | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

#### Total Amount of Fines

|                  |           |
|------------------|-----------|
| <b>\$450,500</b> | ASSESSED* |
| <b>\$8,700</b>   | REDUCED   |
| <b>\$391,946</b> | COLLECTED |

\* Assessed means final (effective), and does not include citations currently under appeal.

#### Criminal/Civil Actions

|            |                                     |
|------------|-------------------------------------|
| <b>68</b>  | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>N/A</b> | CRIMINAL ACTIONS FILED              |
| <b>N/A</b> | CIVIL ACTIONS FILED                 |

#### Office of the Attorney General/Disciplinary Action

|            |                        |
|------------|------------------------|
| <b>283</b> | CASES OPENED/INITIATED |
| <b>238</b> | CASES CLOSED*          |
| <b>382</b> | CASES PENDING          |

\* Cases closed will not match the number of licensee actions (Administrative outcomes). BAR has multiple licenses listed in a single case/accusation.

#### Number of Days to Complete AG Cases

|            |   |
|------------|---|
| <b>44</b>  | 1 YEAR                                      |
| <b>88</b>  | 1 TO 2 YEARS                                |
| <b>59</b>  | 2 TO 3 YEARS                                |
| <b>19</b>  | 3 TO 4 YEARS                                |
| <b>3</b>   | OVER 4 YEARS                                |
| <b>654</b> | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

#### Formal Actions Filed/Withdrawn/Dismissed

|            |   |
|------------|---|
| <b>45</b>  | STATEMENTS OF ISSUES FILED                        |
| <b>153</b> | ACCUSATIONS FILED                                 |
| <b>39</b>  | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>9</b>   | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>1</b>   | ACCUSATIONS WITHDRAWN/DISMISSED                   |

## Summary of Enforcement Activity

### Administrative Outcomes/Final Orders

|            |                             |
|------------|-----------------------------|
| <b>15</b>  | LICENSE APPLICATIONS DENIED |
| <b>347</b> | REVOCATION                  |
| <b>0</b>   | SURRENDER OF LICENSE        |
| <b>56</b>  | PROBATION WITH SUSPENSION   |
| <b>3</b>   | SUSPENSION ONLY             |
| <b>66</b>  | PROBATION ONLY              |
| <b>0</b>   | PUBLIC REPRIMAND            |
| <b>9</b>   | OTHER DECISIONS             |

Administrative outcome statistics will not match the number of closed/accusations. BAR has multiple licenses listed in a single case/accusation.

### Petition for Modification or Termination of Probation

|          |         |
|----------|---------|
| <b>0</b> | GRANTED |
| <b>0</b> | DENIED  |
| <b>0</b> | TOTAL   |

### Petition for Reinstatement of Revoked License/Registration/Certification

|          |         |
|----------|---------|
| <b>0</b> | GRANTED |
| <b>0</b> | DENIED  |
| <b>0</b> | TOTAL   |

### Cost Recovery to DCA

|                  |           |
|------------------|-----------|
| <b>\$752,875</b> | ORDERED   |
| <b>\$704,842</b> | COLLECTED |

### Consumer Restitution to Consumers/Refunds/Savings

|                    |  |
|--------------------|--|
| <b>\$35,263</b>    | RESTITUTION ORDERED                                  |
| <b>\$2,940,253</b> | AMOUNT REFUNDED                                      |
| <b>\$1,398,279</b> | REWORK AT NO CHARGE                                  |
| <b>\$725,597</b>   | ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED |
| <b>\$5,099,392</b> | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                 |

## BOARD OF BARBERING AND COSMETOLOGY

# Barber/Cosmetology

## STAFF:

**82.1 civil service**  
**1 exempt**

## LICENSES:

**577,425**

## BOARD MEMBERSHIP:

**4 licensees**  
**5 public representatives**

## STRATEGIC PLAN ADOPTED:

**April 8, 2013**

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



## MAJOR ACCOMPLISHMENTS

- Implemented the release of the new BreEZe database system. Through the Board's website, licensees can now renew their licenses, pay fines and cost recovery, and update addresses; students can apply for examinations; and consumers can look up licenses and file complaints in a secure environment.
- Made major strides in its language accessibility to licensees and consumers. The Board translated and published its *Rules and Regulation* publication into Korean, and added two new links on its website, one for the Vietnamese language and one for the Spanish language. The Board also reached out to Vietnamese-speaking licensees by hosting a Town Hall meeting that reviewed common violations and allowed for licensees to meet with and ask questions to the Board inspectors.
- Eliminated previous backlogs in the Licensing, Cite and Fine and Cashiering units with the implementation of BreEZe. Cashiering payments are processed within 14 days of their receipt. Licensing applications are processed within 10 days of their receipt into the Board office. Cite and Fine currently processes citations within 45 days from the date of the establishment inspection.

## MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 308, Lieu (Chapter 333, Statutes of 2013), requires that barbering and cosmetology schools must be approved by both the Board and the Bureau for Private Postsecondary Education (BPPE). This bill requires that schools secure approval from the Board before being approved by BPPE, but allows the agencies to process applications for new schools simultaneously. The bill also extends the sunset date for the Board from January 1, 2014, to January 1, 2016.

## Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |              |                |
|---------------------------------------|---------------|--------------|----------------|
| TYPE                                  | APPS RECEIVED | ISSUED       | RENEWED        |
| BARBER                                | <b>2,821</b>  | <b>1,473</b> | <b>8,562</b>   |
| BARBER APPRENTICE                     | <b>442</b>    | <b>402</b>   | <b>N/A</b>     |
| COSMETOLOGIST                         | <b>26,490</b> | <b>9,622</b> | <b>113,557</b> |
| COSMETOLOGY APPRENTICE                | <b>538</b>    | <b>501</b>   | <b>N/A</b>     |
| ELECTROLOGIST                         | <b>33</b>     | <b>31</b>    | <b>722</b>     |
| ELECTROLOGY APPRENTICE                | <b>0</b>      | <b>0</b>     | <b>N/A</b>     |
| ESTABLISHMENT                         | <b>7,467</b>  | <b>7,205</b> | <b>17,638</b>  |
| ESTHETICIAN                           | <b>6,190</b>  | <b>4,512</b> | <b>26,562</b>  |
| MANICURIST                            | <b>8,585</b>  | <b>4,609</b> | <b>45,073</b>  |
| MOBILE UNIT                           | <b>6</b>      | <b>2</b>     | <b>4</b>       |

| Licensing Population by Type |                          |                            |            |
|------------------------------|--------------------------|----------------------------|------------|
| TYPE                         | CERTIFICATES/<br>PERMITS | LICENSES/<br>REGISTRATIONS | APPROVALS  |
| BARBER                       | <b>N/A</b>               | <b>24,865</b>              | <b>N/A</b> |
| BARBER APPRENTICE            | <b>N/A</b>               | <b>887</b>                 | <b>N/A</b> |
| COSMETOLOGIST                | <b>N/A</b>               | <b>300,196</b>             | <b>N/A</b> |
| COSMETOLOGY APPRENTICE       | <b>N/A</b>               | <b>1,162</b>               | <b>N/A</b> |
| ELECTROLOGIST                | <b>N/A</b>               | <b>2,007</b>               | <b>N/A</b> |
| ELECTROLOGY APPRENTICE       | <b>N/A</b>               | <b>2</b>                   | <b>N/A</b> |
| ESTABLISHMENT                | <b>N/A</b>               | <b>50,473</b>              | <b>N/A</b> |
| ESTHETICIAN                  | <b>N/A</b>               | <b>72,093</b>              | <b>N/A</b> |
| MANICURIST                   | <b>N/A</b>               | <b>125,713</b>             | <b>N/A</b> |
| MOBILE UNIT                  | <b>N/A</b>               | <b>27</b>                  | <b>N/A</b> |

| Renewal and Continuing Education (CE) |                         |   |
|---------------------------------------|-------------------------|---|
| TYPE                                  | FREQUENCY OF<br>RENEWAL | NUMBER CE<br>HOURS REQUIRED<br>EACH CYCLE |
| BARBER                                | <b>EVERY 2 YEARS</b>    | <b>N/A</b>                                |
| BARBER APPRENTICE                     | <b>NO RENEWAL</b>       | <b>N/A</b>                                |
| COSMETOLOGIST                         | <b>EVERY 2 YEARS</b>    | <b>N/A</b>                                |
| COSMETOLOGY APPRENTICE                | <b>NO RENEWAL</b>       | <b>N/A</b>                                |
| ELECTROLOGIST                         | <b>EVERY 2 YEARS</b>    | <b>N/A</b>                                |
| ELECTROLOGY APPRENTICE                | <b>NO RENEWAL</b>       | <b>N/A</b>                                |
| ESTABLISHMENT                         | <b>EVERY 2 YEARS</b>    | <b>N/A</b>                                |
| ESTHETICIAN                           | <b>EVERY 2 YEARS</b>    | <b>N/A</b>                                |
| MANICURIST                            | <b>EVERY 2 YEARS</b>    | <b>N/A</b>                                |
| MOBILE UNIT                           | <b>EVERY 2 YEARS</b>    | <b>N/A</b>                                |

| Exams         |               |               |
|---------------|---------------|---------------|
| PASS          | FAIL          | TOTAL         |
| <b>47,141</b> | <b>15,898</b> | <b>63,039</b> |

## Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>3,271</b>               | RECEIVED                                  |
| <b>0</b>                   | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>3,296</b>               | REFERRED FOR INVESTIGATION                |
| <b>17</b>                  | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>1,607</b>                              | RECEIVED                          |
| <b>1,571</b>                              | CLOSED/REFERRED FOR INVESTIGATION |
| <b>32</b>                                 | PENDING                           |

| Inspections   |                             |
|---------------|-----------------------------|
| <b>11,979</b> | INSPECTIONS CONDUCTED       |
| <b>8,933</b>  | INSPECTION CITATIONS ISSUED |

| Investigations |         |
|----------------|---------|
| <b>4,867</b>   | OPENED  |
| <b>4,520</b>   | CLOSED  |
| <b>1,026</b>   | PENDING |

| Number of Days to Complete Intake and Investigations |   |
|--|---|
| <b>3,579</b>   | UP TO 90 DAYS   |
| <b>351</b>   | 91 TO 180 DAYS  |
| <b>251</b>   | 181 DAYS TO 1 YEAR  |
| <b>79</b>  | 1 TO 2 YEARS  |
| <b>10</b>  | 2 TO 3 YEARS  |
| <b>1</b>   | OVER 3 YEARS  |
| <b>50</b>  | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION |

| Citations and Fines |   |
|---------------------|---|
| <b>14,932</b>       | ISSUED  |
| <b>14,064</b>       | ISSUED WITH A FINE                                  |
| <b>40</b>           | WITHDRAWN   |
| <b>110</b>          | DISMISSED   |
| <b>39</b>           | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

### Summary of Enforcement Activity

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$5,353,052</b>    | ASSESSED  |
| <b>\$550,520</b>      | REDUCED   |
| <b>\$2,967,125</b>    | COLLECTED |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>9</b>               | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>4</b>               | CRIMINAL ACTIONS FILED              |
| <b>0</b>               | CIVIL ACTIONS FILED                 |

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>79</b>   | CASES OPENED/INITIATED |
| <b>54</b>   | CASES CLOSED           |
| <b>109</b>  | CASES PENDING          |

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| <b>3</b>                            | 1 YEAR                                      |
| <b>34</b>                           | 1 TO 2 YEARS                                |
| <b>12</b>                           | 2 TO 3 YEARS                                |
| <b>3</b>                            | 3 TO 4 YEARS                                |
| <b>2</b>                            | OVER 4 YEARS                                |
| <b>702</b>                          | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

| Formal Actions Filed/Withdrawn/Dismissed |   |
|--|---|
| <b>2</b>                                 | STATEMENTS OF ISSUES FILED                        |
| <b>63</b>                                | ACCUSATIONS FILED                                 |
| <b>2</b>                                 | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>0</b>                                 | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>3</b>                                 | ACCUSATIONS WITHDRAWN/DISMISSED                   |

| Administrative Outcomes/Final Orders |                             |
|--------------------------------------|-----------------------------|
| <b>1</b>                             | LICENSE APPLICATIONS DENIED |
| <b>36</b>                            | REVOCAION                   |
| <b>9</b>                             | SURRENDER OF LICENSE        |
| <b>24</b>                            | PROBATION WITH SUSPENSION   |
| <b>1</b>                             | SUSPENSION ONLY             |
| <b>4</b>                             | PROBATION ONLY              |
| <b>0</b>                             | PUBLIC REPRIMAND            |
| <b>0</b>                             | OTHER DECISIONS             |

| Petitions to Revoke Probation Filed Petitions and Accusations to Revoke Probation Filed |                    |
|---|--------------------|
| <b>0</b>  | TOTAL NUMBER FILED |

| Subsequent Disciplinary–Administrative Outcomes/ Final Orders |                           |
|---|---------------------------|
| <b>3</b>  | REVOCAION                 |
| <b>0</b>  | SURRENDER OF LICENSE      |
| <b>0</b>  | PROBATION WITH SUSPENSION |
| <b>0</b>  | SUSPENSION ONLY           |
| <b>0</b>  | PROBATION ONLY            |
| <b>0</b>  | PUBLIC REPRIMAND          |
| <b>0</b>  | OTHER DECISIONS           |

| Petition for Modification or Termination of Probation |         |
|---|---------|
| <b>0</b>  | GRANTED |
| <b>0</b>  | DENIED  |
| <b>0</b>  | TOTAL   |

| Petition for Reinstatement of Revoked License/ Registration/Certification |         |
|---|---------|
| <b>0</b>  | GRANTED |
| <b>0</b>  | DENIED  |
| <b>0</b>  | TOTAL   |

| Cost Recovery to DCA |           |
|----------------------|-----------|
| <b>\$72,150</b>      | ORDERED   |
| <b>*</b>             | COLLECTED |

| Consumer Restitution to Consumer/Refunds/Savings |  |
|--|--|
| <b>0</b>   | RESTITUTION ORDERED                                  |
| <b>0</b>   | AMOUNT REFUNDED                                      |
| <b>0</b>   | REWORK AT NO CHARGE                                  |
| <b>0</b>   | ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED |
| <b>0</b>   | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                 |

\* Number not available from DCA.



## BOARD OF BEHAVIORAL SCIENCES

# Behavioral Sciences

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

#### STAFF:

**40.7 civil service**  
**1 exempt**

#### LICENSES:

**102,068**

#### BOARD MEMBERSHIP:

**6 licensees**  
**7 public representatives**

#### STRATEGIC PLAN ADOPTED:

**2014**

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



#### MAJOR ACCOMPLISHMENTS

- Established the Out-of-State Education Review Committee to revise licensure requirements to remove potential barriers to licensure and improve portability for out-of-state applicants.
- Created the Supervision Review Committee to conduct a holistic review of the requirements for supervision and supervisors.
- Collaborated with stakeholders to develop the 2014 Strategic Plan.

#### MAJOR NEW LEGISLATION OR REGULATIONS

- Sponsored Assembly Bill 2213 to revise the educational requirements for out-of-state applicants. This bill proposes to remove requirements that may be too stringent and improves portability of licensure.
- Sponsored AB 1843 to provide the Board statutory authority to gain access to child custody reports for the purpose of investigating allegations that a Board licensee engaged in unprofessional conduct in the creation of the child custody report.
- Proposed regulations to implement the Uniform Standards for Substance Abusing Licensees.
- Proposed regulations to implement Senate Bill 704, Statutes of 2011, Chapter 387-Examination Restructure.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits           |               |              |               |
|---|---------------|--------------|---------------|
| TYPE  | APPS RECEIVED | ISSUED       | RENEWED       |
| MARRIAGE AND FAMILY THERAPIST (MFT)             | <b>2,292</b>  | <b>1,150</b> | <b>15,857</b> |
| MARRIAGE AND FAMILY INTERN                      | <b>4,367</b>  | <b>4,182</b> | <b>11,803</b> |
| MFT REFERRAL SERVICE                            | <b>N/A</b>    | <b>N/A</b>   | <b>N/A</b>    |
| LICENSED CLINICAL SOCIAL WORKER                 | <b>1,527</b>  | <b>723</b>   | <b>9,373</b>  |
| ASSOCIATE SOCIAL WORKER                         | <b>3,051</b>  | <b>2,989</b> | <b>8,108</b>  |
| LICENSED EDUCATIONAL PSYCHOLOGIST               | <b>110</b>    | <b>77</b>    | <b>734</b>    |
| CONTINUING EDUCATION PROVIDER                   | <b>253</b>    | <b>227</b>   | <b>968</b>    |
| LICENSED PROFESSIONAL CLINICAL COUNSELOR*       | <b>72</b>     | <b>32</b>    | <b>300</b>    |
| LICENSED PROFESSIONAL CLINICAL COUNSELOR INTERN | <b>569</b>    | <b>351</b>   | <b>284</b>    |

\* Traditional applications. Grandparenting application period expired 12/31/11.

| Licensing Population by Type                    |                       |                         |            |
|---|-----------------------|-------------------------|------------|
| TYPE  | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS  |
| MARRIAGE AND FAMILY THERAPIST (MFT)             | <b>N/A</b>            | <b>36,600</b>           | <b>N/A</b> |
| MARRIAGE AND FAMILY INTERN                      | <b>N/A</b>            | <b>22,275</b>           | <b>N/A</b> |
| MFT REFERRAL SERVICE                            | <b>N/A</b>            | <b>N/A</b>              | <b>N/A</b> |
| LICENSED CLINICAL SOCIAL WORKER                 | <b>N/A</b>            | <b>21,769</b>           | <b>N/A</b> |
| ASSOCIATE SOCIAL WORKER                         | <b>N/A</b>            | <b>14,751</b>           | <b>N/A</b> |
| LICENSED EDUCATIONAL PSYCHOLOGIST               | <b>N/A</b>            | <b>2,088</b>            | <b>N/A</b> |
| CONTINUING EDUCATION PROVIDER                   | <b>N/A</b>            | <b>2,998</b>            | <b>N/A</b> |
| LICENSED PROFESSIONAL CLINICAL COUNSELOR        | <b>N/A</b>            | <b>930</b>              | <b>N/A</b> |
| LICENSED PROFESSIONAL CLINICAL COUNSELOR INTERN | <b>N/A</b>            | <b>657</b>              | <b>N/A</b> |

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

## Summary of Licensing Activity

| Exam Results   |              |              |              |
|--|--------------|--------------|--------------|
| EXAM TITLE   | PASS         | FAIL         | TOTAL        |
| LICENSED CLINICAL SOCIAL WORKER (LCSW) STANDARD                              | 995          | 799          | 1,794        |
| LICENSED CLINICAL SOCIAL WORKER CLINICAL VIGNETTE (CV)                       | 924          | 478          | 1,402        |
| LICENSED EDUCATIONAL PSYCHOLOGIST  | 57           | 79           | 136          |
| MARRIAGE AND FAMILY THERAPIST (MFT) STANDARD                                 | 1,820        | 1,074        | 2,894        |
| MARRIAGE AND FAMILY THERAPIST CV   | 1,623        | 429          | 2,052        |
| LICENSED PROFESSIONAL CLINICAL COUNSELOR LAW AND ETHICS                      | 34           | 21           | 55           |
| LICENSED PROFESSIONAL CLINICAL COUNSELOR GRAND PARENTING (GP) LAW AND ETHICS | 303          | 82           | 385          |
| LICENSED PROFESSIONAL CLINICAL COUNSELOR GAP LCSW                            | 6            | 0            | 6            |
| LICENSED PROFESSIONAL CLINICAL COUNSELOR GAP MFT                             | 189          | 35           | 224          |
| <b>TOTALS</b>  | <b>5,951</b> | <b>2,997</b> | <b>8,948</b> |

## Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| 1,243                      | RECEIVED                                  |
| 65                         | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| 1,206                      | REFERRED FOR INVESTIGATION                |
| 19                         | PENDING                                   |

| Conviction/Arrest/Notification Complaints |                                   |
|---|-----------------------------------|
| 714                                       | RECEIVED                          |
| 706                                       | CLOSED/REFERRED FOR INVESTIGATION |
| 5   | PENDING                           |

| Inspections                           |  |
|---------------------------------------|--|
| <b>NOT APPLICABLE TO THIS PROGRAM</b> |  |

| Investigations |         |
|----------------|---------|
| 1,929          | OPENED  |
| 1,240          | CLOSED  |
| 745            | PENDING |

| Number of Days to Complete Intake and Investigations |   |
|--|---|
| 681  | UP TO 90 DAYS   |
| 240  | 91 TO 180 DAYS  |
| 196  | 181 DAYS TO 1 YEAR  |
| 106  | 1 TO 2 YEARS  |
| 14   | 2 TO 3 YEARS  |
| 3  | OVER 3 YEARS  |
| 116  | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION |

| Citations and Fines |   |
|---------------------|---|
| 39                  | ISSUED  |
| 34                  | ISSUED WITH A FINE                                  |
| 4                   | WITHDRAWN   |
| 0                   | DISMISSED   |
| 279                 | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| \$46,100              | ASSESSED  |
| \$16,500              | REDUCED   |
| \$20,850              | COLLECTED |

### Summary of Enforcement Activity

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

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| 115   | CASES OPENED/INITIATED |
| 18  | CASES CLOSED           |
| 137   | CASES PENDING          |

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| 12                                  | 1 YEAR                                      |
| 44                                  | 1 TO 2 YEARS                                |
| 35                                  | 2 TO 3 YEARS                                |
| 13                                  | 3 TO 4 YEARS                                |
| 0                                   | OVER 4 YEARS                                |
| 780                                 | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

| Formal Actions Filed/Withdrawn/Dismissed |   |
|--|---|
| 21                                       | STATEMENTS OF ISSUES FILED                        |
| 64                                       | ACCUSATIONS FILED                                 |
| 1  | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| 0  | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| 5  | ACCUSATIONS WITHDRAWN/DISMISSED                   |

| Administrative Outcomes/Final Orders |                             |
|--------------------------------------|-----------------------------|
| 57                                   | LICENSE APPLICATIONS DENIED |
| 17                                   | REVOCAION                   |
| 17                                   | SURRENDER OF LICENSE        |
| 1                                    | PROBATION WITH SUSPENSION   |
| 0                                    | SUSPENSION ONLY             |
| 45                                   | PROBATION ONLY              |
| 0                                    | PUBLIC REPRIMAND            |
| 7                                    | OTHER DECISIONS             |

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

| Subsequent Disciplinary—Administrative Outcomes/ Final Orders |                           |
|---|---------------------------|
| 7   | REVOCAION                 |
| 8   | SURRENDER OF LICENSE      |
| 1   | PROBATION WITH SUSPENSION |
| 0   | SUSPENSION ONLY           |
| 0   | PROBATION ONLY            |
| 0   | PUBLIC REPRIMAND          |
| 1   | OTHER DECISIONS           |

| Petition for Modification or Termination of Probation |         |
|---|---------|
| 6   | GRANTED |
| 2   | DENIED  |
| 8   | TOTAL   |

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

| Cost Recovery to DCA |           |
|----------------------|-----------|
| \$191,835            | ORDERED   |
| \$177,206            | COLLECTED |

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

CALIFORNIA STATE ATHLETIC COMMISSION

# Athletic Commission

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

#### STAFF:

**7 civil service positions**  
**1 exempt**

#### LICENSES:

**3,053**

#### COMMISSION MEMBERSHIP:

**5 public representatives**  
**1 vacant (public)**

#### STRATEGIC PLAN ADOPTED:

**June 2012**

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

#### MAJOR ACCOMPLISHMENTS

- Significantly increased the amount of pension distributions.
- Regulated approximately the same number of boxing, mixed martial arts and kickboxing events this fiscal year as last fiscal year, even with a 42 percent budget reduction.
- Partnered with the Los Angeles Unified School District in an anti-bullying outreach campaign aimed at impacting the lives of high school students. The Commission plans to continue this campaign by partnering with various other school districts throughout the State about anti-bullying and anti-violence.

#### MAJOR NEW LEGISLATION OR REGULATIONS

- In July 2013, the Commission issued a cease and desist order on all youth pankration activities. Assembly Bill 1186, Bonilla (Chapter 506, Statutes of 2013), confirmed the Commission's authority to regulate youth pankration and required the Commission to form a Youth Pankration Subcommittee (YPS). The YPS was tasked with reviewing youth pankration and making recommendations in an effort to determine a course of action concerning the future of youth pankration.
- Senate Bill 309, Lieu (Chapter 370, Statutes of 2013), creates the new Professional Trainers license type.



### Summary of Licensing Activity

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

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

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

| Exams |     |
|-------|-----|
|       | N/A |

### Summary of Enforcement Activity

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

| Conviction/Arrest Notification Complaints |     |
|---|-----|
|   | N/A |

| Inspections |     |
|-------------|-----|
|             | N/A |

| Investigations |     |
|----------------|-----|
|                | N/A |

| Number of Days to Complete Intake and Investigations |     |
|--|-----|
|  | N/A |

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

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

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

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

### Summary of Enforcement Activity

|                                     |
|-------------------------------------|
| Number of Days to Complete AG Cases |
| <b>N/A</b>                          |

|  |
|--|
| Formal Actions Filed/Withdrawn/Dismissed |
| <b>N/A</b>                               |

| Administrative Outcomes/Final Orders |                             |
|--------------------------------------|-----------------------------|
| <b>1</b>                             | LICENSE APPLICATIONS DENIED |
| <b>0</b>                             | REVOCAION                   |
| <b>0</b>                             | SURRENDER OF LICENSE        |
| <b>0</b>                             | PROBATION WITH SUSPENSION   |
| <b>9</b>                             | SUSPENSION ONLY             |
| <b>0</b>                             | PROBATION ONLY              |
| <b>0</b>                             | PUBLIC REPRIMAND            |
| <b>0</b>                             | OTHER DECISIONS             |

|   |
|---|
| Petition for Modification or Termination of Probation |
| <b>N/A</b>  |

| Petition for Reinstatement of Revoked License/Registration/Certification |         |
|--|---------|
| <b>0</b>   | GRANTED |
| <b>0</b>   | DENIED  |
| <b>0</b>   | TOTAL   |

|                      |
|----------------------|
| Cost Recovery to DCA |
| <b>N/A</b>           |

|   |
|---|
| Consumer Restitution to Consumers/Refunds/Savings |
| <b>N/A</b>  |

CEMETERY AND FUNERAL BUREAU

# Cemetery/Funeral

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

STAFF:

**20.5 civil service**  
**1 exempt**

LICENSES AND  
CERTIFICATIONS:

**11,576**

ADVISORY COMMITTEE  
MEMBERSHIP:

**4 licensees**  
**3 public representatives**

STRATEGIC PLAN ADOPTED:

**2011**

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

### MAJOR ACCOMPLISHMENTS

- Hosted a workshop to provide information to cemetery licensees on the laws and regulations pertaining to the annual reporting requirements for endowment care and special care funds and the Bureau's audits of those trust funds.
- Held a regulatory hearing on proposed language to amend the funeral citation and fine regulations; the changes will allow the Bureau to issue an administrative citation for violation of any of its laws or regulations, up to a maximum of \$5,000. These regulations were approved by the Office of Administrative Law and will take effect October 1, 2014.
- Drafted proposed language to amend the cemetery cite and fine regulations to allow issuance of an administrative citation for violation of any of its laws or regulations, up to a maximum of \$5,000. The proposed language is currently under DCA review.
- Began development of a new strategic plan for the Bureau for 2015–2018.
- Established specific time frames for enforcement cases transmitted to the Office of the Attorney General to improve processing times.

### MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 119, Calderon (Chapter 205, Statutes of 2013), authorizes crematories licensed by the Bureau to incinerate one or more American flags, separately from the cremation of human remains, in accordance with Federal law, one week before or after Memorial Day, Flag Day, or Independence Day; and requires the crematory to maintain an accurate record of flags incinerated in the crematory.



CEMETERY & FUNERAL  
BUREAU



## Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |              |              |
|---------------------------------------|---------------|--------------|--------------|
| TYPE                                  | APPS RECEIVED | ISSUED       | RENEWED      |
| CEMETERY BROKER                       | <b>33</b>     | <b>34</b>    | <b>250</b>   |
| CEMETERY MANAGER                      | <b>89</b>     | <b>13</b>    | <b>266</b>   |
| CREMATORY MANAGER                     | <b>90</b>     | <b>24</b>    | <b>446</b>   |
| EMBALMER                              | <b>53</b>     | <b>28</b>    | <b>1,595</b> |
| FUNERAL DIRECTOR                      | <b>245</b>    | <b>140</b>   | <b>2,121</b> |
| APPRENTICE EMBALMER                   | <b>65</b>     | <b>67</b>    | <b>N/A</b>   |
| FUNERAL ESTABLISHMENT                 | <b>15</b>     | <b>35</b>    | <b>969</b>   |
| CERTIFICATE OF AUTHORITY (CEMETERY)   | <b>10</b>     | <b>4</b>     | <b>195</b>   |
| CREMATORY                             | <b>21</b>     | <b>10</b>    | <b>219</b>   |
| CEMETERY SALESPERSON                  | <b>1,569</b>  | <b>1,328</b> | <b>2,589</b> |
| CREMATED REMAINS DISPOSER             | <b>27</b>     | <b>26</b>    | <b>133</b>   |

| Licensing Population by Type        |                          |                            |            |
|-------------------------------------|--------------------------|----------------------------|------------|
| TYPE                                | CERTIFICATES/<br>PERMITS | LICENSES/<br>REGISTRATIONS | APPROVALS  |
| CEMETERY BROKER                     | <b>N/A</b>               | <b>287</b>                 | <b>N/A</b> |
| CEMETERY MANAGER                    | <b>N/A</b>               | <b>351</b>                 | <b>N/A</b> |
| CREMATORY MANAGER                   | <b>N/A</b>               | <b>587</b>                 | <b>N/A</b> |
| EMBALMER                            | <b>N/A</b>               | <b>1,993</b>               | <b>N/A</b> |
| FUNERAL DIRECTOR                    | <b>N/A</b>               | <b>2,720</b>               | <b>N/A</b> |
| APPRENTICE EMBALMER                 | <b>262</b>               | <b>N/A</b>                 | <b>N/A</b> |
| FUNERAL ESTABLISHMENT               | <b>N/A</b>               | <b>1,038</b>               | <b>N/A</b> |
| CERTIFICATE OF AUTHORITY (CEMETERY) | <b>N/A</b>               | <b>196</b>                 | <b>N/A</b> |
| CREMATORY                           | <b>N/A</b>               | <b>227</b>                 | <b>N/A</b> |
| CEMETERY SALESPERSON                | <b>N/A</b>               | <b>4,290</b>               | <b>N/A</b> |
| CREMATED REMAINS DISPOSER           | <b>227</b>               | <b>N/A</b>                 | <b>N/A</b> |

| Renewal and Continuing Education |                      |                                     |
|----------------------------------|----------------------|-------------------------------------|
| TYPE                             | FREQUENCY OF RENEWAL | NUMBER CE HOURS REQUIRED EACH CYCLE |
| CEMETERY BROKER                  | <b>EVERY YEAR</b>    | <b>N/A</b>                          |
| CEMETERY MANAGER                 | <b>EVERY YEAR</b>    | <b>N/A</b>                          |
| CREMATORY MANAGER                | <b>EVERY YEAR</b>    | <b>N/A</b>                          |
| EMBALMER                         | <b>EVERY YEAR</b>    | <b>N/A</b>                          |
| FUNERAL DIRECTOR                 | <b>EVERY YEAR</b>    | <b>N/A</b>                          |

| Exams      |           |            |
|------------|-----------|------------|
| PASS       | FAIL      | TOTAL      |
| <b>221</b> | <b>76</b> | <b>287</b> |

## Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>648</b>                 | RECEIVED                                  |
| <b>1</b>                   | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>651</b>                 | REFERRED FOR INVESTIGATION                |
| <b>4</b>                   | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>67</b>                                 | RECEIVED                          |
| <b>67</b>                                 | CLOSED/REFERRED FOR INVESTIGATION |
| <b>0</b>                                  | PENDING                           |

| Inspections  |                             |
|--------------|-----------------------------|
| <b>1,403</b> | INSPECTIONS CONDUCTED       |
| <b>107</b>   | INSPECTION CITATIONS ISSUED |

| Investigations |         |
|----------------|---------|
| <b>718</b>     | OPENED  |
| <b>717</b>     | CLOSED  |
| <b>111</b>     | PENDING |

## Summary of Enforcement Activity

### Number of Days to Complete Intake and Investigations

|            |   |
|------------|---|
| <b>563</b> | UP TO 90 DAYS   |
| <b>108</b> | 91 TO 180 DAYS  |
| <b>41</b>  | 181 DAYS TO 1 YEAR  |
| <b>5</b>   | 1 TO 2 YEARS  |
| <b>0</b>   | 2 TO 3 YEARS  |
| <b>0</b>   | OVER 3 YEARS  |
| <b>56</b>  | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION |

### Citations and Fines

|            |   |
|------------|---|
| <b>159</b> | ISSUED  |
| <b>95</b>  | ISSUED WITH A FINE                                  |
| <b>0</b>   | WITHDRAWN   |
| <b>0</b>   | DISMISSED   |
| <b>35</b>  | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

### Total Amount of Fines

|                 |           |
|-----------------|-----------|
| <b>\$83,697</b> | ASSESSED  |
| <b>\$1,001</b>  | REDUCED   |
| <b>\$87,852</b> | COLLECTED |

### Criminal/Civil Actions

|          |                                     |
|----------|-------------------------------------|
| <b>0</b> | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>0</b> | CRIMINAL ACTIONS FILED              |
| <b>0</b> | CIVIL ACTIONS FILED                 |

### Office of the Attorney General/Disciplinary Actions

|           |                        |
|-----------|------------------------|
| <b>21</b> | CASES OPENED/INITIATED |
| <b>21</b> | CASES CLOSED           |
| <b>19</b> | CASES PENDING          |

### Number of Days to Complete AG Cases

|            |   |
|------------|---|
| <b>7</b>   | 1 YEAR                                      |
| <b>14</b>  | 1 TO 2 YEARS                                |
| <b>0</b>   | 2 TO 3 YEARS                                |
| <b>0</b>   | 3 TO 4 YEARS                                |
| <b>0</b>   | OVER 4 YEARS                                |
| <b>401</b> | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

### Formal Actions Filed/Withdrawn/Dismissed

|           |   |
|-----------|---|
| <b>12</b> | STATEMENTS OF ISSUES FILED                        |
| <b>15</b> | ACCUSATIONS FILED                                 |
| <b>0</b>  | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>1</b>  | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>0</b>  | ACCUSATIONS WITHDRAWN/DISMISSED                   |

### Administrative Outcomes/Final Orders

|           |                             |
|-----------|-----------------------------|
| <b>10</b> | LICENSE APPLICATIONS DENIED |
| <b>17</b> | REVOCATION                  |
| <b>2</b>  | SURRENDER OF LICENSE        |
| <b>0</b>  | PROBATION WITH SUSPENSION   |
| <b>0</b>  | SUSPENSION ONLY             |
| <b>5</b>  | PROBATION ONLY              |
| <b>0</b>  | PUBLIC REPRIMAND            |
| <b>0</b>  | OTHER DECISIONS             |

### Petition for Modification or Termination of Probation

|          |         |
|----------|---------|
| <b>1</b> | GRANTED |
| <b>0</b> | DENIED  |
| <b>1</b> | TOTAL   |

### Petition for Reinstatement of Revoked License/Registration/Certification

|          |         |
|----------|---------|
| <b>0</b> | GRANTED |
| <b>1</b> | DENIED  |
| <b>1</b> | TOTAL   |

### Cost Recovery to DCA

|                 |           |
|-----------------|-----------|
| <b>\$7,051</b>  | ORDERED   |
| <b>\$17,053</b> | COLLECTED |

### Consumer Restitution to Consumers/Refunds/Savings

|                 |  |
|-----------------|--|
| <b>\$0</b>      | RESTITUTION ORDERED                                  |
| <b>\$30,656</b> | AMOUNT REFUNDED                                      |
| <b>\$0</b>      | REWORK AT NO CHARGE                                  |
| <b>\$6,004</b>  | ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED |
| <b>\$36,660</b> | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                 |

## BOARD OF CHIROPRACTIC EXAMINERS

# Chiropractic Examiners

Licenses and regulates chiropractors. Registers and certifies chiropractic corporations, referral services, and satellite offices.

## STAFF:

**18 civil service positions**  
**1 exempt**

## LICENSES:

**18,407**

## BOARD MEMBERSHIP:

**5 licensees**  
**2 public representatives**

## STRATEGIC PLAN ADOPTED:

**2014**

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



## MAJOR ACCOMPLISHMENTS

- Updated the Board's Strategic Plan for 2014–17.
- Experienced a full complement of board members for the first time since 2005, with the appointment of two new professional members by Governor Brown in February and April 2014, respectively.
- Enhanced outreach to licensees and the public through revision and frequent updates to the Board's Twitter and Facebook pages, resulting in an increase in followers of 67 percent and 65 percent, respectively.

## MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 512, Rendon (Chapter 111, Statutes of 2013), extends the repeal date to January 1, 2018, for licensure exemptions for out-of-state healthcare practitioners who provide healthcare services at sponsored free healthcare events to uninsured or underinsured persons on a short-term, voluntary basis.
- AB 1057, Medina (Chapter 693, Statutes of 2013), requires all licensing boards under DCA to inquire in all licensing applications whether the applicant is serving in, or has previously served in, the military.
- Senate Bill 305, Price (Chapter 516, Statutes of 2013), requires legislative review of the Board by appropriate policy committees as if these provisions were scheduled to be repealed on January 1, 2018.
- AB 258, Chavez (Chapter 227, Statutes of 2013), requires every State agency to request on any written form or publication printed on or after July 1, 2014, or through the Internet website, whether the applicant has ever served in the U.S. military.
- Adopted a regulatory change proposal to repeal California Code of Regulations section 367.7, which removed an inconsistency between requirements for business names of chiropractic corporations and noncorporate chiropractic businesses. The repeal of this regulation became effective in October 2013.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |              |               |
|---------------------------------------|---------------|--------------|---------------|
| TYPE                                  | APPS RECEIVED | ISSUED       | RENEWED       |
| DOCTOR OF CHIROPRACTIC                | <b>357</b>    | <b>323</b>   | <b>13,376</b> |
| SATELLITE OFFICES                     | <b>1,268</b>  | <b>1,231</b> | <b>2,517</b>  |
| CHIROPRACTIC CORPORATIONS             | <b>114</b>    | <b>111</b>   | <b>1,274</b>  |
| REFERRAL SERVICES                     | <b>1</b>      | <b>1</b>     | <b>N/A</b>    |

| Licensing Population by Type |                          |                            |            |
|------------------------------|--------------------------|----------------------------|------------|
| TYPE                         | CERTIFICATES/<br>PERMITS | LICENSES/<br>REGISTRATIONS | APPROVALS  |
| DOCTOR OF CHIROPRACTIC       | <b>N/A</b>               | <b>13,402</b>              | <b>N/A</b> |
| SATELLITE OFFICES            | <b>3,612</b>             | <b>N/A</b>                 | <b>N/A</b> |
| CHIROPRACTIC CORPORATIONS    | <b>1,361</b>             | <b>N/A</b>                 | <b>N/A</b> |
| REFERRAL SERVICES            | <b>32</b>                | <b>N/A</b>                 | <b>N/A</b> |

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

| Exams      |            |            |
|------------|------------|------------|
| PASS       | FAIL       | TOTAL      |
| <b>320</b> | <b>156</b> | <b>476</b> |

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>502</b>                 | RECEIVED                                  |
| <b>0</b>                   | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>496</b>                 | REFERRED FOR INVESTIGATION                |
| <b>15</b>                  | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>116</b>                                | RECEIVED                          |
| <b>116</b>                                | CLOSED/REFERRED FOR INVESTIGATION |
| <b>1</b>                                  | PENDING                           |

| Inspections |                             |
|-------------|-----------------------------|
| <b>69</b>   | INSPECTIONS CONDUCTED       |
| <b>N/A</b>  | INSPECTION CITATIONS ISSUED |

| Investigations |         |
|----------------|---------|
| <b>612</b>     | OPENED  |
| <b>563</b>     | CLOSED  |
| <b>212</b>     | PENDING |

### Summary of Enforcement Activity

#### Number of Days to Complete Intake and Investigations

|            |   |
|------------|---|
| <b>316</b> | UP TO 90 DAYS   |
| <b>145</b> | 91 TO 180 DAYS  |
| <b>67</b>  | 181 DAYS TO 1 YEAR  |
| <b>27</b>  | 1 TO 2 YEARS  |
| <b>3</b>   | 2 TO 3 YEARS  |
| <b>5</b>   | OVER 3 YEARS  |
| <b>126</b> | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION |

#### Citations and Fines

|            |   |
|------------|---|
| <b>29</b>  | ISSUED  |
| <b>28</b>  | ISSUED WITH A FINE                                  |
| <b>7</b>   | WITHDRAWN   |
| <b>0</b>   | DISMISSED   |
| <b>234</b> | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

#### Total Amount of Fines

|                 |           |
|-----------------|-----------|
| <b>\$27,600</b> | ASSESSED  |
| <b>\$2,750</b>  | REDUCED   |
| <b>\$22,237</b> | COLLECTED |

#### Criminal/Civil Actions

|          |                                     |
|----------|-------------------------------------|
| <b>0</b> | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>0</b> | CRIMINAL ACTIONS FILED              |
| <b>0</b> | CIVIL ACTIONS FILED                 |

#### Office of the Attorney General/Disciplinary Actions

|           |                        |
|-----------|------------------------|
| <b>30</b> | CASES OPENED/INITIATED |
| <b>17</b> | CASES CLOSED           |
| <b>63</b> | CASES PENDING          |

#### Number of Days to Complete AG Cases

|              |   |
|--------------|---|
| <b>0</b>     | 1 YEAR                                      |
| <b>4</b>     | 1 TO 2 YEARS                                |
| <b>6</b>     | 2 TO 3 YEARS                                |
| <b>7</b>     | 3 TO 4 YEARS                                |
| <b>0</b>     | OVER 4 YEARS                                |
| <b>1,163</b> | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

#### Formal Actions Filed/Withdrawn/Dismissed

|           |   |
|-----------|---|
| <b>6</b>  | STATEMENTS OF ISSUES FILED                        |
| <b>38</b> | ACCUSATIONS FILED                                 |
| <b>3</b>  | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>2</b>  | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>3</b>  | ACCUSATIONS WITHDRAWN/DISMISSED                   |

#### Administrative Outcomes/Final Orders

|           |                             |
|-----------|-----------------------------|
| <b>6</b>  | LICENSE APPLICATIONS DENIED |
| <b>13</b> | REVOCATION                  |
| <b>8</b>  | SURRENDER OF LICENSE        |
| <b>4</b>  | PROBATION WITH SUSPENSION   |
| <b>1</b>  | SUSPENSION ONLY             |
| <b>15</b> | PROBATION ONLY              |
| <b>0</b>  | PUBLIC REPRIMAND            |
| <b>0</b>  | OTHER DECISIONS             |

#### Petition for Modification or Termination of Probation

|          |         |
|----------|---------|
| <b>1</b> | GRANTED |
| <b>4</b> | DENIED  |
| <b>5</b> | TOTAL   |

#### Petition for Reinstatement of Revoked License/Registration/Certification

|          |         |
|----------|---------|
| <b>1</b> | GRANTED |
| <b>3</b> | DENIED  |
| <b>4</b> | TOTAL   |

#### Cost Recovery to DCA

|                  |           |
|------------------|-----------|
| <b>\$121,228</b> | ORDERED   |
| <b>\$123,704</b> | COLLECTED |

#### Consumer Restitution to Consumers/Refunds/Savings

|            |  |
|------------|--|
| <b>N/A</b> | RESTITUTION ORDERED                                  |
| <b>N/A</b> | AMOUNT REFUNDED                                      |
| <b>N/A</b> | REWORK AT NO CHARGE                                  |
| <b>N/A</b> | ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED |
| <b>N/A</b> | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                 |

CONTRACTORS STATE LICENSE BOARD

# Contractors

STAFF:

**400.6 civil service positions  
1 exempt**

LICENSES, REGISTRATIONS,  
PERMITS, AND  
CERTIFICATIONS:

**300,944**

BOARD MEMBERSHIP:

**5 representing the  
profession, consumer  
group, or government  
entity  
10 public representatives**

STRATEGIC PLAN ADOPTED:

**June 2014**

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



## MAJOR ACCOMPLISHMENTS

- Developed and implemented improved contractor examination software, known as SCORE 1.5 (State Contractors Official Regulatory Examination), that is now accessed by applicants who are taking licensing examinations on touch-screen monitors, and enhanced security measures in all eight testing centers.
- Initiated a contractor education program designed to protect consumers from predatory warm-air heating, ventilating, and air-conditioning (HVAC) businesses that promise low-cost service and then use high-pressure or scare tactics to up-sell unnecessary repairs and equipment replacement. This ongoing HVAC contractor program provides webinar discussions, workshops, and printed materials for contractors and for their potential customers.
- Added CSLB website disclosure information about disciplinary action taken against licensees by partnering State government agencies, which is especially helpful to public works-awarding agencies.
- Established a Veterans Application Assistance program to expedite license applications for military personnel who are transitioning to civilian employment.
- Continued to serve as a key participant in the multiagency California Labor Enforcement Task Force (LETF) that was established on January 1, 2012, to combat the underground economy and improve the State's business environment. LETF teams sweep active construction sites throughout California each week to determine if businesses are operating legally and safely using State-required licensing, employment, taxation, and health and safety guidelines. In 2013, CSLB's investigators were part of 820 site inspections that found 80 percent out of compliance; LETF construction citation penalties and assessments totaled more than \$2.6 million.
- Increased the amount of ordered restitution recovered for consumers during the 2013–14 Fiscal Year from \$44 million to approximately \$51 million.

CONTINUED

### MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 44, Buchanan (Chapter 258, Statutes of 2013), requires a contractor to include the contractor license number of each subcontractor listed in any bid or offer submitted after July 1, 2014, for the construction of any public work.
- AB 433, Gordon (Chapter 377, Statutes of 2013), authorizes, until January 1, 2017, licensed plumbing contractors to install residential fire protection systems for single- and two-family homes; and authorizes the State Fire Marshal to propose, adopt, and administer regulations to ensure fire safety in buildings and structures and makes those regulations subject to certain requirements.
- AB 811, Lowenthal (Chapter 250, Statutes of 2013), requires regional notification centers to post on their websites information provided by operators and excavators relating to violations of specified State laws governing subsurface excavations.
- AB 1236, Hagman (Chapter 114, Statutes of 2013), authorizes contractors licensed as limited liability companies (LLC) to obtain statutorily required liability insurance from a surplus line insurer.
- Senate Bill 261, Monning (Chapter 163, Statutes of 2013), allows CSLB to take administrative action for specified violations, such as misusing or misrepresenting license information and aiding an unlicensed individual in evading the licensing requirements.
- SB 262, (Monning (Chapter 180, Statutes of 2013), provides that failure of a qualifying individual to exercise direct supervision and control of construction operations constitutes grounds for disciplinary action, and shall be punishable as a misdemeanor or imprisonment in a county jail by a fine of \$3,000 to \$5,000, or both.
- SB 822, Business, Professions and Economic Development (Chapter 319, Statutes of 2013), as it pertains to CSLB, provides that an incomplete renewal application that had originally been submitted on or before the license expiration date shall be returned to the licensee with an explanation, and the licensee shall have 30 days to correct and resubmit those documents and shall not be required to pay the renewal delinquency fee.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits     |               |               |                |
|---|---------------|---------------|----------------|
| TYPE                                      | APPS RECEIVED | ISSUED        | RENEWED        |
| ORIGINAL CONTRACTOR LICENSE               | <b>17,988</b> | <b>11,195</b> | <b>116,971</b> |
| HOME IMPROVEMENT SALESPERSON REGISTRATION | <b>9,522</b>  | <b>3,989</b>  | <b>1,777</b>   |

| Licensing Population by Type              |                       |                         |            |
|---|-----------------------|-------------------------|------------|
| TYPE                                      | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS  |
| ORIGINAL CONTRACTOR LICENSE               | <b>4,153</b>          | <b>286,984</b>          | <b>N/A</b> |
| HOME IMPROVEMENT SALESPERSON REGISTRATION | <b>N/A</b>            | <b>9,807</b>            | <b>N/A</b> |

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

| Exam Results   |              |              |               |
|--|--------------|--------------|---------------|
| EXAM TITLE   | PASS         | FAIL         | TOTAL         |
| LAW AND BUSINESS   | <b>6,596</b> | <b>3,987</b> | <b>10,583</b> |
| GENERAL ENGINEERING (A)                                    | <b>321</b>   | <b>204</b>   | <b>525</b>    |
| GENERAL BUILDING (B)                                       | <b>2,016</b> | <b>2,773</b> | <b>4,789</b>  |
| ASBESTOS CERTIFICATION                                     | <b>74</b>    | <b>29</b>    | <b>103</b>    |
| HAZARDOUS CERTIFICATION                                    | <b>64</b>    | <b>23</b>    | <b>87</b>     |
| INSULATION AND ACOUSTICAL (C-2)                            | <b>47</b>    | <b>62</b>    | <b>109</b>    |
| BOILER, HOT-WATER HEATING, AND STEAM FITTING (C-4)         | <b>20</b>    | <b>12</b>    | <b>32</b>     |
| FRAMING AND ROUGH CARPENTRY (C-5)                          | <b>30</b>    | <b>53</b>    | <b>83</b>     |
| CABINET, MILLWORK, AND FINISH CARPENTRY (C-6)              | <b>176</b>   | <b>172</b>   | <b>348</b>    |
| LOW VOLTAGE SYSTEMS (C-7)                                  | <b>231</b>   | <b>106</b>   | <b>337</b>    |
| CONCRETE (C-8)   | <b>168</b>   | <b>200</b>   | <b>368</b>    |
| DRYWALL (C-9)  | <b>110</b>   | <b>161</b>   | <b>271</b>    |
| ELECTRICAL (C-10)  | <b>677</b>   | <b>494</b>   | <b>1,171</b>  |
| ELEVATOR (C-11)  | <b>11</b>    | <b>13</b>    | <b>24</b>     |
| EARTHWORK AND PAVING (C-12)                                | <b>57</b>    | <b>91</b>    | <b>148</b>    |
| FENCING (C-13)   | <b>56</b>    | <b>43</b>    | <b>99</b>     |
| FLOORING (C-15)  | <b>255</b>   | <b>236</b>   | <b>491</b>    |
| FIRE PROTECTION (C-16)                                     | <b>39</b>    | <b>47</b>    | <b>86</b>     |
| GLAZING (C-17)   | <b>111</b>   | <b>99</b>    | <b>210</b>    |
| WARM-AIR HEATING, VENTILATING, AND AIR CONDITIONING (C-20) | <b>316</b>   | <b>174</b>   | <b>490</b>    |
| BUILDING MOVING/ DEMOLITION (C-21)                         | <b>47</b>    | <b>40</b>    | <b>87</b>     |
| ORNAMENTAL METAL (C-23)                                    | <b>42</b>    | <b>47</b>    | <b>89</b>     |
| LANDSCAPING (C-27)   | <b>397</b>   | <b>545</b>   | <b>942</b>    |
| LOCK AND SECURITY EQUIPMENT (C-28)                         | <b>22</b>    | <b>18</b>    | <b>40</b>     |
| MASONRY (C-29)   | <b>57</b>    | <b>129</b>   | <b>186</b>    |
| CONSTRUCTION ZONE TRAFFIC CONTROL (C-31)                   | <b>23</b>    | <b>18</b>    | <b>41</b>     |
| PARKING AND HIGHWAY IMPROVEMENT (C-32)                     | <b>14</b>    | <b>30</b>    | <b>44</b>     |



### Summary of Licensing Activity

| Exam Results (continued)       |               |               |               |
|--------------------------------|---------------|---------------|---------------|
| EXAM TITLE                     | PASS          | FAIL          | TOTAL         |
| PAINTING AND DECORATING (C-33) | 534           | 456           | 990           |
| PIPELINE (C-34)                | 15            | 10            | 25            |
| LATHING AND PLASTERING (C-35)  | 56            | 61            | 117           |
| PLUMBING (C-36)                | 395           | 358           | 753           |
| REFRIGERATION (C-38)           | 48            | 27            | 75            |
| ROOFING (C-39)                 | 150           | 164           | 314           |
| SANITATION SYSTEM (C-42)       | 22            | 52            | 74            |
| SHEET METAL (C-43)             | 39            | 31            | 70            |
| SIGN (C-45)                    | 33            | 50            | 83            |
| SOLAR (C-46)                   | 91            | 53            | 144           |
| MANUFACTURED HOUSING (C-47)    | 5             | 15            | 20            |
| REINFORCING STEEL (C-50)       | 16            | 17            | 33            |
| STRUCTURAL STEEL (C-51)        | 57            | 49            | 106           |
| SWIMMING POOL (C-53)           | 71            | 68            | 139           |
| TILE (C-54)                    | 233           | 176           | 409           |
| WATER CONDITIONING (C-55)      | 12            | 12            | 24            |
| WELL DRILLING (C-57)           | 17            | 9             | 26            |
| WELDING (C-60)                 | 55            | 50            | 105           |
| <b>TOTAL</b>                   | <b>13,826</b> | <b>11,464</b> | <b>25,290</b> |

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| 17,785                     | RECEIVED                                  |
| 118                        | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| 17,667                     | REFERRED FOR INVESTIGATION                |
| 3,835                      | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| 418                                       | RECEIVED                          |
| 470                                       | CLOSED/REFERRED FOR INVESTIGATION |
| 58  | PENDING                           |

| Inspections |
|-------------|
| N/A         |

| Investigations |         |
|----------------|---------|
| 18,203         | OPENED  |
| 18,875         | CLOSED  |
| 3,893          | PENDING |

| Number of Days to Complete Intake and Investigations |   |
|--|---|
| 13,826   | UP TO 90 DAYS   |
| 2,592  | 91 TO 180 DAYS  |
| 2,350  | 181 DAYS TO 1 YEAR  |
| 107  | 1 TO 2 YEARS  |
| 0  | 2 TO 3 YEARS  |
| 0  | OVER 3 YEARS  |
| 76.4   | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION |

| Citations and Fines |  |
|---------------------|--|
| 2,203               | ISSUED   |
| 2,203               | ISSUED WITH A FINE                                   |
| 61                  | WITHDRAWN  |
| 4                   | DISMISSED  |
| 168.4               | AVERAGE NUMBER OF DAYS TO ISSUE A CITIATION AND FINE |

### Summary of Enforcement Activity

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$4,129,925</b>    | ASSESSED  |
| <b>\$511,969</b>      | REDUCED   |
| <b>\$1,519,857</b>    | COLLECTED |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>1,118</b>           | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>NDA*</b>            | CRIMINAL ACTIONS FILED              |
| <b>N/A</b>             | CIVIL ACTIONS FILED                 |

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>472</b>  | CASES OPENED/INITIATED |
| <b>387</b>  | CASES CLOSED           |
| <b>602</b>  | CASES PENDING          |

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| <b>174</b>                          | 1 YEAR                                      |
| <b>149</b>                          | 1 TO 2 YEARS                                |
| <b>50</b>                           | 2 TO 3 YEARS                                |
| <b>9</b>                            | 3 TO 4 YEARS                                |
| <b>5</b>                            | OVER 4 YEARS                                |
| <b>820</b>                          | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

| Formal Actions Filed/Withdrawn/Dismissed |   |
|--|---|
| <b>73</b>                                | STATEMENTS OF ISSUES FILED                        |
| <b>342</b>                               | ACCUSATIONS FILED                                 |
| <b>0</b>                                 | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>1</b>                                 | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>19</b>                                | ACCUSATIONS WITHDRAWN/DISMISSED                   |

| Administrative Outcomes/Final Orders |                             |
|--------------------------------------|-----------------------------|
| <b>55</b>                            | LICENSE APPLICATIONS DENIED |
| <b>311</b>                           | REVOCAION                   |
| <b>0</b>                             | SURRENDER OF LICENSE        |
| <b>0</b>                             | PROBATION WITH SUSPENSION   |
| <b>5</b>                             | SUSPENSION ONLY             |
| <b>81</b>                            | PROBATION ONLY              |
| <b>0</b>                             | PUBLIC REPRIMAND            |
| <b>70</b>                            | OTHER DECISIONS             |

| Petition for Modification or Termination of Probation |         |
|---|---------|
| <b>0</b>  | GRANTED |
| <b>0</b>  | DENIED  |
| <b>0</b>  | TOTAL   |

| Petition for Reinstatement of Revoked License/Registration/Certification |         |
|--|---------|
| <b>NDA*</b>  | GRANTED |
| <b>NDA*</b>  | DENIED  |
| <b>NDA*</b>  | TOTAL   |

| Cost Recovery to DCA |           |
|----------------------|-----------|
| <b>\$2,293,114</b>   | ORDERED   |
| <b>\$258,757</b>     | COLLECTED |

| Consumer Restitution to Consumers/Refunds/Savings |  |
|---|--|
| <b>\$2,178,020</b>                                | RESTITUTION ORDERED                                  |
| <b>\$48,071,473</b>                               | AMOUNT REFUNDED                                      |
| <b>\$808,094</b>                                  | REWORK AT NO CHARGE                                  |
| <b>N/A</b>  | ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED |
| <b>\$51,057,587</b>                               | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                 |

\* No data available.

COURT REPORTERS BOARD OF CALIFORNIA

# Court Reporters

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

#### STAFF:

**4 civil service**  
**1 exempt**

#### LICENSES:

**Cert. Shorthand Reporter**

#### BOARD MEMBERSHIP:

**2 licensees**  
**3 public representatives**

#### STRATEGIC PLAN ADOPTED:

**April 27, 2012**

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



**COURT REPORTERS BOARD**  
OF CALIFORNIA

#### MAJOR ACCOMPLISHMENTS

- Updated disciplinary guidelines to foster uniformity of penalties and to ensure that licensees understand the consequences of violating laws or regulations pertaining to court reporting. These guidelines will be of use to everyone involved in and affected by the disciplinary process, namely the general public, attorneys, courts, administrative law judges, licensees, Board staff, and Board members, who review and vote on proposed decisions and stipulations.
- Developed and approved language for a voluntary professional oath in furtherance of the 2012–2014 Strategic Plan. A professional oath helps to protect the consumer by reinforcing the core ethical duties set out in statute and regulation to which the Board holds each licensee.
- Appointed a task force to address the complex issue of electronic signatures and records. The Board's 2012–2014 Strategic Plan calls for the Board to investigate and develop standards for preserving the integrity of electronic records, including the use of digital signatures.

#### MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 823, Committee on Business, Professions and Economic Development (Chapter 474, Statutes of 2013), extends the sunset date of a number of provisions related to the Transcript Reimbursement Fund to January 1, 2017.
- Updated Professional Standards of Practice, Title 16, Division 24, Article 8, section 3475 of the California Code of Regulations, effective January 1, 2014. The most significant change to the regulation is a clarification that the \$100 limit pertaining to gift giving or receipt applies to an entity and is not solely limited to individuals within an entity.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |            |              |
|---------------------------------------|---------------|------------|--------------|
| TYPE                                  | APPS RECEIVED | ISSUED     | RENEWED      |
| CERTIFIED SHORTHAND REPORTER          | <b>119</b>    | <b>117</b> | <b>7,058</b> |

| Licensing Population by Type |                       |                         |            |
|------------------------------|-----------------------|-------------------------|------------|
| TYPE                         | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS  |
| CERTIFIED SHORTHAND REPORTER | <b>N/A</b>            | <b>7,058</b>            | <b>N/A</b> |

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

| Exam Results          |            |            |            |
|-----------------------|------------|------------|------------|
| EXAM TITLE            | PASS       | FAIL       | TOTAL      |
| DICTIONATION          | <b>110</b> | <b>274</b> | <b>384</b> |
| ENGLISH               | <b>134</b> | <b>96</b>  | <b>230</b> |
| PROFESSIONAL PRACTICE | <b>137</b> | <b>37</b>  | <b>174</b> |
| <b>TOTALS</b>         | <b>381</b> | <b>407</b> | <b>788</b> |

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>101</b>                 | RECEIVED                                  |
| <b>0</b>                   | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>101</b>                 | REFERRED FOR INVESTIGATION                |
| <b>21</b>                  | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>5</b>                                  | RECEIVED                          |
| <b>5</b>                                  | CLOSED/REFERRED FOR INVESTIGATION |
| <b>1</b>                                  | PENDING                           |

| Inspections |
|-------------|
| <b>N/A</b>  |

### Summary of Enforcement Activity

| Investigations |         |
|----------------|---------|
| <b>101</b>     | OPENED  |
| <b>101</b>     | CLOSED  |
| <b>21</b>      | PENDING |

| Number of Days to Complete Intake and Investigations |   |
|--|---|
| <b>75</b>  | UP TO 90 DAYS   |
| <b>22</b>  | 91 TO 180 DAYS  |
| <b>2</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  |
| <b>0</b>   | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION |

| Citations and Fines |   |
|---------------------|---|
| <b>16</b>           | ISSUED  |
| <b>16</b>           | ISSUED WITH A FINE                                  |
| <b>0</b>            | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>38</b>           | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$17,850</b>       | ASSESSED  |
| <b>\$3,000</b>        | REDUCED   |
| <b>\$8,500</b>        | COLLECTED |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>0</b>               | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>0</b>               | CRIMINAL ACTIONS FILED              |
| <b>0</b>               | CIVIL ACTIONS FILED                 |

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>10</b>   | CASES OPENED/INITIATED |
| <b>13</b>   | CASES CLOSED           |
| <b>9</b>  | CASES PENDING          |

### Summary of Enforcement Activity

| Number of Days to Complete AG Cases |  |
|-------------------------------------|--|
| 5                                   | 1 YEAR                                   |
| 5                                   | 1 TO 2 YEARS                             |
| 3                                   | 2 TO 3 YEARS                             |
| 0                                   | 3 TO 4 YEARS                             |
| 0                                   | OVER 4 YEARS                             |
| <b>527</b>                          | AVERAGE NUMBER DAYS TO IMPOSE DISCIPLINE |

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

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

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

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

| Cost Recovery to DCA |           |
|----------------------|-----------|
| <b>\$16,950</b>      | ORDERED   |
| <b>\$1,821.45</b>    | COLLECTED |

| Consumer Restitution to Consumers/Refunds/Savings |  |
|---|--|
| <b>\$0</b>  | RESTITUTION ORDERED                                  |
| <b>\$2,178.94</b>                                 | AMOUNT REFUNDED                                      |
| <b>\$0</b>  | REWORK AT NO CHARGE                                  |
| <b>\$0</b>  | ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED |
| <b>\$2,178.94</b>                                 | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                 |

DENTAL BOARD OF CALIFORNIA

# Dentistry

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

#### STAFF:

**68.8 civil service  
1 exempt**

#### LICENSES AND PERMITS:

**86,000**

#### BOARD MEMBERSHIP:

**10 dental professionals  
5 public representatives**

#### STRATEGIC PLAN ADOPTED:

**December 3, 2012**

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

#### MAJOR ACCOMPLISHMENTS

- Promulgated a regulation to implement the requirements of its Portfolio examination as a new pathway to dental licensure in California.
- Promulgated a rule-making to require an Administrative Law Judge (ALJ) to order revocation of a license when issuing a proposed decision that contains any findings of fact that: (1) a licensee engaged in any act of sexual contact with a patient, client, or customer; or, (2) the licensee has been convicted of or committed a sex offense. This proposal would prohibit the proposed decision issued by the ALJ under such circumstances from containing an order staying the revocation of the license or placing the licensee on probation.
- Sponsored Senate Bill 1416 (Block) to establish the fees for initial dental licensure and biennial renewal of dental licensure at \$525 beginning January 1, 2015.
- Provided educational presentations of the Board's licensing and enforcement roles to graduating dental students at six California universities. These presentations educate potential applicants on the Board's licensure process, including information on the circumstances that could result in licensure delays and possible denials.
- Updated and published the 2014 Dental Practice Act.



CONTINUED

### MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 258, Chavez (Chapter 227, Statutes of 2013), requires, after July 1, 2014, every State agency that requests on any written form or written publication or through its Internet website whether a person is a veteran, to request that information only in the following format: "Have you ever served in the United States military?"
- AB 512, Rendon (Chapter 111, Statutes of 2013), extends the repeal date of Business and Professions Code section 901, which provides an exemption for a healthcare practitioner, licensed or certified in another state, from the licensing and regulatory requirements of the applicable California healing arts board to provide services at a sponsored healthcare event to uninsured or underinsured people on a short-term, voluntary basis.
- AB 836, Skinner (Chapter 299, Statutes of 2013), prohibits the Board from requiring a retired dentist who provides only uncompensated care to complete more than 60 percent of the hours of continuing education that are required of other licensed dentists. All of those hours of continuing education are required to be gained through courses related to the actual delivery of dental services to the patient or the community, as determined by the Board.
- Senate Bill 562, Galgiani (Chapter 624, Statutes of 2013), eliminates the one mobile dental clinic or unit limit and requires a mobile dental unit or a dental practice that routinely uses portable dental units, as defined, to be registered and operated in accordance with the regulations of the Board.
- SB 809, DeSaulnier (Chapter 400, Statutes of 2013), establishes the Controlled Substance Utilization Review and Evaluation System (CURES) Fund within the State Treasury to receive funds to be allocated, upon appropriation by the Legislature, to the Department of Justice for the purposes of funding CURES.
- SB 821, Senate Business, Professions and Economic Development Committee (Chapter 473, Statutes of 2013), corrects a reference to the Board's name from "Board of Dental Examiners" to "Dental Board of California."
- SB 512, Block (Chapter 73, Statutes of 2014), sets the fee for an initial dental license and for the renewal of a dental license at \$525. This fee will become effective on January 1, 2015.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |        |         |
|---------------------------------------|---------------|--------|---------|
| TYPE                                  | APPS RECEIVED | ISSUED | RENEWED |
| ADDITIONAL OFFICE PERMIT              | 305           | 329    | 1,071   |
| CONSCIOUS SEDATION PERMIT             | 52            | 53     | 235     |
| DENTIST (DDS) LICENSE                 | 1,201         | 1,035  | 17,662  |
| ELECTIVE FACIAL COSMETIC SURGERY      | 3             | 1      | 10      |
| FICTITIOUS NAME PERMIT                | 695           | 807    | 2,667   |
| GENERAL ANESTHESIA PERMIT             | 59            | 48     | 415     |
| MOBILE DENTAL CLINIC                  | 4             | 9      | 13      |
| MEDICAL GENERAL ANESTHESIA PERMIT     | 59            | 13     | 30      |
| ORAL CONSCIOUS SEDATION CERTIFICATE   | 230           | 241    | 1,084   |
| ORAL AND MAXILLOFACIAL SURGERY PERMIT | 1             | 1      | 40      |
| REGISTERED PROVIDER                   | 121           | 101    | 580     |
| SPECIAL PERMIT                        | 10            | 10     | 30      |
| REGISTERED DENTAL ASSISTANT (RDA)     | 3,129         | 2,045  | 16,390  |
| RDA IN EXTENDED FUNCTIONS (RDAEF)     | 145           | 102    | 654     |
| ORTHODONTIC ASSISTANT (OA)            | 200           | 76     | 53      |
| DENTAL SEDATION ASSISTANT (DSA)       | 8             | 8      | 9       |

| Licensing Population by Type          |                       |                         |           |
|---------------------------------------|-----------------------|-------------------------|-----------|
| TYPE                                  | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS |
| ADDITIONAL OFFICE PERMIT              | 2,245                 | 0                       | 0         |
| CONSCIOUS SEDATION PERMIT             | 516                   | 0                       | 0         |
| DENTIST LICENSE                       | 0                     | 42,550                  | 0         |
| ELECTIVE FACIAL COSMETIC SURGERY      | 27                    | 0                       | 0         |
| FICTITIOUS NAME PERMIT                | 5,731                 | 0                       | 0         |
| GENERAL ANESTHESIA PERMIT             | 844                   | 0                       | 0         |
| MOBILE DENTAL CLINIC                  | 29                    | 0                       | 0         |
| MEDICAL GENERAL ANESTHESIA PERMIT     | 80                    | 0                       | 0         |
| ORAL CONSCIOUS SEDATION CERTIFICATE   | 2,435                 | 0                       | 0         |
| ORAL AND MAXILLOFACIAL SURGERY PERMIT | 83                    | 0                       | 0         |
| REGISTERED PROVIDER                   | 1,212                 | 0                       | 0         |
| SPECIAL PERMIT                        | 38                    | 0                       | 0         |
| REGISTERED DENTAL ASSISTANT (RDA)     | 0                     | 44,267                  | 0         |
| RDA IN EXTENDED FUNCTIONS (RDAEF)     | 0                     | 1,533                   | 0         |
| ORTHODONTIC ASSISTANT (OA)            | 170                   | 0                       | 0         |
| DENTAL SEDATION ASSISTANT (DSA)       | 28                    | 0                       | 0         |



### Summary of Licensing Activity

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

| Exams         |              |              |              |
|---------------|--------------|--------------|--------------|
| TYPE          | PASS         | FAIL         | TOTAL        |
| DDS           | <b>N/A</b>   | <b>N/A</b>   | <b>N/A</b>   |
| RDA AND RDAEF | <b>2,207</b> | <b>1,401</b> | <b>3,608</b> |
| <b>TOTALS</b> | <b>2,207</b> | <b>1,401</b> | <b>3,608</b> |

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>3,032</b>               | RECEIVED                                  |
| <b>0</b>                   | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>3,041</b>               | REFERRED FOR INVESTIGATION                |
| <b>20</b>                  | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>650</b>                                | RECEIVED                          |
| <b>659</b>                                | CLOSED/REFERRED FOR INVESTIGATION |
| <b>4</b>                                  | PENDING                           |

| Inspections |                             |
|-------------|-----------------------------|
| <b>174</b>  | INSPECTIONS CONDUCTED       |
| <b>12</b>   | INSPECTION CITATIONS ISSUED |

| Investigations |         |
|----------------|---------|
| <b>3,699</b>   | OPENED  |
| <b>3,753</b>   | CLOSED  |
| <b>1,829</b>   | PENDING |

| Number of Days to Complete Intake and Investigations |   |
|--|---|
| <b>1,611</b>   | UP TO 90 DAYS   |
| <b>926</b>   | 91 TO 180 DAYS  |
| <b>647</b>   | 181 DAYS TO 1 YEAR  |
| <b>386</b>   | 1 TO 2 YEARS  |
| <b>154</b>   | 2 TO 3 YEARS  |
| <b>29</b>  | OVER 3 YEARS  |
| <b>187</b>   | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION |

| Citations and Fines |   |
|---------------------|---|
| <b>83</b>           | ISSUED  |
| <b>75</b>           | ISSUED WITH A FINE                                  |
| <b>4</b>            | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>272</b>          | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

### Summary of Enforcement Activity

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$301,150</b>      | ASSESSED  |
| <b>\$6,375</b>        | REDUCED   |
| <b>\$28,782</b>       | COLLECTED |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>29</b>              | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>29</b>              | CRIMINAL ACTIONS FILED              |
| <b>0</b>               | CIVIL ACTIONS FILED                 |

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>95</b>   | CASES OPENED/INITIATED |
| <b>96</b>   | CASES CLOSED           |
| <b>172</b>  | CASES PENDING          |

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| <b>4</b>                            | 1 YEAR                                      |
| <b>16</b>                           | 1 TO 2 YEARS                                |
| <b>22</b>                           | 2 TO 3 YEARS                                |
| <b>30</b>                           | 3 TO 4 YEARS                                |
| <b>24</b>                           | OVER 4 YEARS                                |
| <b>1,184</b>                        | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

| Formal Actions Filed/Withdrawn/Dismissed |   |
|--|---|
| <b>18</b>                                | STATEMENTS OF ISSUES FILED                        |
| <b>71</b>                                | ACCUSATIONS FILED                                 |
| <b>0</b>                                 | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>0</b>                                 | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>3</b>                                 | ACCUSATIONS WITHDRAWN/DISMISSED                   |

| Administrative Outcomes/Final Orders |                             |
|--------------------------------------|-----------------------------|
| <b>5</b>                             | LICENSE APPLICATIONS DENIED |
| <b>32</b>                            | REVOCAION                   |
| <b>14</b>                            | SURRENDER OF LICENSE        |
| <b>51</b>                            | PROBATION WITH SUSPENSION   |
| <b>0</b>                             | SUSPENSION ONLY             |
| <b>3</b>                             | PROBATION ONLY              |
| <b>12</b>                            | PUBLIC REPRIMAND            |
| <b>3</b>                             | OTHER DECISIONS             |

| Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed |                    |
|---|--------------------|
| <b>11</b>   | TOTAL NUMBER FILED |

| Subsequent Disciplinary—Administrative Outcomes/ Final Orders |                           |
|---|---------------------------|
| <b>1</b>  | REVOCAION                 |
| <b>1</b>  | SURRENDER OF LICENSE      |
| <b>0</b>  | PROBATION WITH SUSPENSION |
| <b>0</b>  | SUSPENSION ONLY           |
| <b>2</b>  | PROBATION ONLY            |
| <b>0</b>  | PUBLIC REPRIMAND          |
| <b>0</b>  | OTHER DECISIONS           |

| Petition for Modification or Termination of Probation |         |
|---|---------|
| <b>10</b>   | GRANTED |
| <b>2</b>  | DENIED  |
| <b>12</b>   | TOTAL   |

| Petition for Reinstatement of Revoked License/ Registration/Certification |         |
|---|---------|
| <b>3</b>  | GRANTED |
| <b>2</b>  | DENIED  |
| <b>5</b>  | TOTAL   |

| Cost Recovery to DCA |           |
|----------------------|-----------|
| <b>\$681,985.82</b>  | ORDERED   |
| <b>\$359,726.32</b>  | COLLECTED |

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

DENTAL HYGIENE COMMITTEE OF CALIFORNIA

# Dental Hygiene

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

## STAFF:

**7 civil service**  
**1 exempt**

## LICENSES AND PERMITS:

**25,662\***

\* Data does not include deceased, canceled, revoked, voluntary surrenders, or surrenders.

## ADVISORY COMMITTEE MEMBERSHIP:

**5 dental professionals**  
**4 public representatives**

## STRATEGIC PLAN ADOPTED:

**September 26, 2010**

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

## MAJOR ACCOMPLISHMENTS

- Successfully completed the DHCC's Sunset Review Report and submitted it to the Legislature for review.
- Relocated to a larger office space, which provides more room to fill existing vacant positions, add new positions when needed, and to have more resources readily available to address the DHCC workload.
- As of January 1, 2014, accepted the Central Regional Dental Testing Services (CRDTS) examination as an option that fulfills the California requirements to become a licensed registered dental hygienist. The DHCC now accepts three clinical examinations—CRDTS, Western Regional Examining Board, and the California Clinical Examination—that meet examination requirements for licensure as a registered dental hygienist. Accepting these examinations provides applicants flexibility in meeting California licensure requirements and allows their examination results to be more portable should they choose to pursue licensure in other states.

## MAJOR NEW LEGISLATION OR REGULATIONS

- Implemented the Uniform Standards Related to Substance Abuse and Disciplinary Guidelines regulations. Prior to the DHCC's creation in July 2009, dental hygienists were governed by the Dental Board of California (DBC) under its disciplinary guidelines. Since its inception, the DHCC had many operational challenges that prohibited the pursuit of its own disciplinary guidelines and continued to use the DBC's in the interim. The passage of these new regulations provide clarity and direction for both Administrative Law Judges and DHCC members to follow when considering a formal disciplinary action against a dental hygiene license or a licensee's substance abuse issues.



### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |            |              |
|---------------------------------------|---------------|------------|--------------|
| TYPE                                  | APPS RECEIVED | ISSUED     | RENEWED      |
| RDH                                   | <b>849</b>    | <b>756</b> | <b>7,852</b> |
| RDHAP                                 | <b>56</b>     | <b>56</b>  | <b>202</b>   |
| RDHEF                                 | <b>0</b>      | <b>0</b>   | <b>18</b>    |
| FNP                                   | <b>31</b>     | <b>31</b>  | <b>42</b>    |

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

| Licensing Population by Type |                       |                         |            |
|------------------------------|-----------------------|-------------------------|------------|
| TYPE                         | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS  |
| RDH                          | <b>N/A</b>            | <b>24,949</b>           | <b>N/A</b> |
| RDHAP                        | <b>N/A</b>            | <b>537</b>              | <b>N/A</b> |
| RDHEF                        | <b>N/A</b>            | <b>38</b>               | <b>N/A</b> |
| FNP                          | <b>138</b>            | <b>N/A</b>              | <b>N/A</b> |

| Renewal and Continuing Education (CE) |                      |                                     |
|---------------------------------------|----------------------|-------------------------------------|
| TYPE                                  | FREQUENCY OF RENEWAL | NUMBER CE HOURS REQUIRED EACH CYCLE |
| RDH                                   | <b>EVERY 2 YEARS</b> | <b>25</b>                           |
| RDHAP                                 | <b>EVERY 2 YEARS</b> | <b>35</b>                           |
| RDHEF                                 | <b>EVERY 2 YEARS</b> | <b>25</b>                           |

| Exams      |           |            |
|------------|-----------|------------|
| PASS       | FAIL      | TOTAL      |
| <b>282</b> | <b>32</b> | <b>314</b> |

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>66</b>                  | RECEIVED                                  |
| <b>1</b>                   | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>65</b>                  | REFERRED FOR INVESTIGATION                |
| <b>1</b>                   | PENDING                                   |

### Summary of Enforcement Activity

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>102</b>                                | RECEIVED                          |
| <b>102</b>                                | CLOSED/REFERRED FOR INVESTIGATION |
| <b>1</b>                                  | PENDING                           |

| Inspections |
|-------------|
| <b>N/A</b>  |

| Investigations |         |
|----------------|---------|
| <b>166</b>     | OPENED  |
| <b>154</b>     | CLOSED  |
| <b>31</b>      | PENDING |

| Number of Days to Complete Intake and Investigations |   |
|--|---|
| <b>124</b>   | UP TO 90 DAYS   |
| <b>14</b>  | 91 TO 180 DAYS  |
| <b>10</b>  | 181 DAYS TO 1 YEAR  |
| <b>5</b>   | 1 TO 2 YEARS  |
| <b>1</b>   | 2 TO 3 YEARS  |
| <b>0</b>   | OVER 3 YEARS  |
| <b>43</b>  | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION |

| Citations and Fines |   |
|---------------------|---|
| <b>68</b>           | ISSUED  |
| <b>68</b>           | ISSUED WITH A FINE                                  |
| <b>0</b>            | WITHDRAWN   |
| <b>2</b>            | DISMISSED   |
| <b>65</b>           | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$13,700</b>       | ASSESSED  |
| <b>\$500</b>          | REDUCED   |
| <b>\$7,500</b>        | COLLECTED |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>0</b>               | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>0</b>               | CRIMINAL ACTIONS FILED              |
| <b>0</b>               | CIVIL ACTIONS FILED                 |

### Summary of Enforcement Activity

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>17</b>   | CASES OPENED/INITIATED |
| <b>7</b>  | CASES CLOSED           |
| <b>11</b>   | CASES PENDING          |

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| <b>0</b>                            | 1 YEAR                                      |
| <b>5</b>                            | 1 TO 2 YEARS                                |
| <b>1</b>                            | 2 TO 3 YEARS                                |
| <b>1</b>                            | 3 TO 4 YEARS                                |
| <b>0</b>                            | OVER 4 YEARS                                |
| <b>730</b>                          | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

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

| Administrative Outcomes/Final Orders |                             |
|--------------------------------------|-----------------------------|
| <b>0</b>                             | LICENSE APPLICATIONS DENIED |
| <b>3</b>                             | REVOCAION                   |
| <b>5</b>                             | SURRENDER OF LICENSE        |
| <b>0</b>                             | PROBATION WITH SUSPENSION   |
| <b>0</b>                             | SUSPENSION ONLY             |
| <b>11</b>                            | PROBATION ONLY              |
| <b>0</b>                             | PUBLIC REPRIMAND            |
| <b>0</b>                             | OTHER DECISIONS             |

| Petition for Modification or Termination of Probation |         |
|---|---------|
| <b>1</b>  | GRANTED |
| <b>0</b>  | DENIED  |
| <b>1</b>  | TOTAL   |

| Petition for Reinstatement of Revoked License/Registration/Certification |         |
|--|---------|
| <b>0</b>   | GRANTED |
| <b>0</b>   | DENIED  |
| <b>0</b>   | TOTAL   |

| Cost Recovery to DCA |           |
|----------------------|-----------|
| <b>\$9,120</b>       | ORDERED   |
| <b>\$6,911</b>       | COLLECTED |

| Consumer Restitution to Consumers/Refund /Savings |  |
|---|--|
| <b>\$0</b>  | RESTITUTION ORDERED                                  |
| <b>\$0</b>  | AMOUNT REFUNDED                                      |
| <b>\$0</b>  | REWORK AT NO CHARGE                                  |
| <b>\$0</b>  | ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED |
| <b>\$3,488</b>                                    | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                 |

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

# BEARHFTI

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

STAFF:

**41.9 civil service**  
**1 exempt**

LICENSES AND REGISTRATIONS:

**41,411**

BUREAU ADVISORY COUNCILS:

**6 industry representatives**  
**3 public representatives**

STRATEGIC PLAN ADOPTED:

**January 2013**

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

## MAJOR ACCOMPLISHMENTS

- The Bureau’s Field Investigation and Enforcement Units continued to be aggressive with enforcement, including the practice, initiated two years ago, of issuing abatement only/no-fine citations to business owners found to be delinquent or unlicensed. The program was designed to offer first-time offenders a chance to obtain a license and educate, in addition to taking swift enforcement action against the noncompliant business owner. Inspections of businesses have increased 25 percent; the opening of investigations has increased 28 percent; and most notably, citations issued have increased over 300 percent.
- Promulgated regulations to adopt Technical Bulletin (TB) 117-2013 (Title 4, California Code of Regulations (CCR); Article 2, Section 1126, Article 13, Section 1374 and 1374.3), which creates a new flammability standard for upholstered furniture that provides consumer protection and significantly reduces or eliminates manufacturers’ reliance on materials treated with flame retardant chemicals. The new standard now has a smolder test method for outer upholstery cover fabrics, which is the first item to ignite in an actual fire. The adoption of TB 117-2013 benefits consumers by providing greater fire safety protection against smoldering materials, which is the leading ignition source of fires and losses today. This will provide consumers with a more realistic approach to fire safety in addition to reducing the upholstered furniture’s smolder ignition potential.
- Adopted regulations, as amended in Title 4, CCR, Section 1374.2, to exempt 15 additional juvenile products from meeting the flammability requirements of TB 117-2013. The Bureau concluded that these products with less fuel load content are less likely to be ignited or come in contact with an ignition source under the exercise of reasonable care and supervision of adults and, therefore, are not inclined to pose a serious fire hazard. In addition, Title 4, CCR, Section 1374.1 of Article 13 has been repealed. Products exempt from the TB117-2013 flammability standard will no longer require an exempt flammability label (disclosure label indicating noncompliance with the TB117-2013), however the product is still required to have a law label attached.



CONTINUED

**MAJOR NEW LEGISLATION OR REGULATIONS**

- Assembly Bill 480, Calderon (Chapter 421, Statutes of 2013), expands the Bureau's authority to include service contracts on consumer optical products. This expansion benefits consumers who purchase contracts for these products, which were previously unregulated, and provides the same contract disclosures, financial backing, and recourse consistent with contracts on products already under the Bureau's scope of authority.

**Summary of Licensing Activity**

| Initial Licenses/Certificates/Permits |               |        |         |
|---------------------------------------|---------------|--------|---------|
| TYPE                                  | APPS RECEIVED | ISSUED | RENEWED |
| BEDDING RETAILER                      | 391           | 390    | 761     |
| CUSTOM UPHOLSTERER                    | 31            | 34     | 215     |
| FURNITURE AND BEDDING MANUFACTURER    | 132           | 135    | 649     |
| FURNITURE AND BEDDING RETAILER        | 611           | 924    | 6,160   |
| FURNITURE AND BEDDING WHOLESALER      | 33            | 21     | 72      |
| FURNITURE RETAILER                    | 148           | 128    | 699     |
| IMPORTER                              | 762           | 729    | 1207    |
| SANITIZER                             | 10            | 8      | 15      |
| SUPPLY DEALER                         | 3             | 3      | 61      |
| THERMAL INSULATION                    | 7             | 7      | 143     |
| APPLIANCE SERVICE DEALER              | 246           | 240    | 2,142   |
| COMBINATION SERVICE DEALER            | 33            | 31     | 483     |
| ELECTRONIC SERVICE DEALER             | 947           | 910    | 4,671   |
| SERVICE CONTRACT ADMINISTRATOR        | 5             | 5      | 39      |
| SERVICE CONTRACT SELLER               | 790           | 1,635  | 8,430   |

| Licensing by Population Type       |                       |                         |           |
|------------------------------------|-----------------------|-------------------------|-----------|
| TYPE                               | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS |
| BEDDING RETAILER                   | N/A                   | 1,868                   | N/A       |
| CUSTOM UPHOLSTERER                 | N/A                   | 496                     | N/A       |
| FURNITURE AND BEDDING MANUFACTURER | N/A                   | 1,435                   | N/A       |
| FURNITURE AND BEDDING RETAILER     | N/A                   | 11,553                  | N/A       |
| FURNITURE AND BEDDING WHOLESALER   | N/A                   | 162                     | N/A       |
| FURNITURE RETAILER                 | N/A                   | 2,265                   | N/A       |
| IMPORTER                           | N/A                   | 4,008                   | N/A       |
| SANITIZER                          | N/A                   | 20                      | N/A       |
| SUPPLY DEALER                      | N/A                   | 130                     | N/A       |
| THERMAL INSULATION                 | N/A                   | 123                     | N/A       |
| APPLIANCE SERVICE DEALER           | N/A                   | 2,430                   | N/A       |
| COMBINATION SERVICE DEALER         | N/A                   | 501                     | N/A       |
| ELECTRONIC SERVICE DEALER          | N/A                   | 5,641                   | N/A       |
| SERVICE CONTRACT ADMINISTRATOR     | N/A                   | 47                      | N/A       |
| SERVICE CONTRACT SELLER            | N/A                   | 9,504                   | N/A       |

### Summary of Licensing Activity

| Renewal and Continuing Education (CE) |                      |                                     |
|---------------------------------------|----------------------|-------------------------------------|
| TYPE                                  | FREQUENCY OF RENEWAL | NUMBER CE HOURS REQUIRED EACH CYCLE |
| BEDDING RETAILER                      | <b>EVERY 2 YEARS</b> | <b>0</b>                            |
| CUSTOM UPHOLSTERER                    | <b>EVERY 2 YEARS</b> | <b>0</b>                            |
| FURNITURE AND BEDDING MANUFACTURER    | <b>EVERY 2 YEARS</b> | <b>0</b>                            |
| FURNITURE AND BEDDING RETAILER        | <b>EVERY 2 YEARS</b> | <b>0</b>                            |
| FURNITURE AND BEDDING WHOLESALER      | <b>EVERY 2 YEARS</b> | <b>0</b>                            |
| FURNITURE RETAILER                    | <b>EVERY 2 YEARS</b> | <b>0</b>                            |
| IMPORTER                              | <b>EVERY 2 YEARS</b> | <b>0</b>                            |
| SANITIZER                             | <b>EVERY 2 YEARS</b> | <b>0</b>                            |
| SUPPLY DEALER                         | <b>EVERY 2 YEARS</b> | <b>0</b>                            |
| THERMAL INSULATION                    | <b>EVERY YEAR</b>    | <b>0</b>                            |
| APPLIANCE SERVICE DEALER              | <b>EVERY YEAR</b>    | <b>0</b>                            |
| COMBINATION SERVICE DEALER            | <b>EVERY YEAR</b>    | <b>0</b>                            |
| ELECTRONIC SERVICE DEALER             | <b>EVERY YEAR</b>    | <b>0</b>                            |
| SERVICE CONTRACT ADMINISTRATOR        | <b>EVERY YEAR</b>    | <b>0</b>                            |
| SERVICE CONTRACT SELLER               | <b>EVERY YEAR</b>    | <b>0</b>                            |

### Summary of Enforcement Activity

| Exams      |  |
|------------|--|
| <b>N/A</b> |  |

  

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>2,855</b>               | RECEIVED                                  |
| <b>322</b>                 | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>2,562</b>               | REFERRED FOR INVESTIGATION                |
| <b>5</b>                   | PENDING                                   |

  

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>0</b>                                  | RECEIVED                          |
| <b>0</b>                                  | CLOSED/REFERRED FOR INVESTIGATION |
| <b>0</b>                                  | PENDING                           |

### Summary of Enforcement Activity

| Inspections  |                              |
|--------------|------------------------------|
| <b>4,537</b> | INSPECTIONS CONDUCTED        |
| <b>1,460</b> | INSPECTIONS CITATIONS ISSUED |

  

| Investigations |         |
|----------------|---------|
| <b>2,594</b>   | OPENED  |
| <b>2,795</b>   | CLOSED  |
| <b>382</b>     | PENDING |

  

| Number of Days to Complete Intake and Investigations |   |
|--|---|
| <b>2,523</b>   | UP TO 90 DAYS   |
| <b>188</b>   | 91 TO 180 DAYS  |
| <b>81</b>  | 181 DAYS TO 1 YEAR  |
| <b>30</b>  | 1 TO 2 YEARS  |
| <b>6</b>   | 2 TO 3 YEARS  |
| <b>0</b>   | OVER 3 YEARS  |
| <b>39</b>  | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION |

  

| Citations and Fines |   |
|---------------------|---|
| <b>1,492</b>        | ISSUED  |
| <b>55</b>           | ISSUED WITH A FINE                                  |
| <b>38</b>           | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>6</b>            | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

  

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$18,250</b>       | ASSESSED  |
| <b>\$500</b>          | REDUCED   |
| <b>\$2,750</b>        | COLLECTED |

  

| Criminal/Civil Actions |  |
|------------------------|--|
| <b>N/A</b>             |  |

  

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>5</b>  | CASES OPENED/INITIATED |
| <b>7</b>  | CASES CLOSED           |
| <b>17</b>   | CASES PENDING          |



### Summary of Enforcement Activity

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| 1                                   | 1 YEAR                                      |
| 2                                   | 1 TO 2 YEARS                                |
| 3                                   | 2 TO 3 YEARS                                |
| 1                                   | 3 TO 4 YEARS                                |
| 0                                   | OVER 4 YEARS                                |
| <b>827</b>                          | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

| Formal Actions Filed/Withdrawn/Dismissed |   |
|--|---|
| 7  | STATEMENTS OF ISSUES FILED                        |
| 2  | ACCUSATIONS FILED                                 |
| 1  | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| 2  | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| 0  | ACCUSATIONS WITHDRAWN/DISMISSED                   |

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

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

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

| Cost Recovery to DCA |           |
|----------------------|-----------|
| <b>\$4,482.50</b>    | ORDERED   |
| <b>\$0</b>           | COLLECTED |

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

STATE BOARD OF GUIDE DOGS FOR THE BLIND

# Guide Dogs

STAFF:

**0.5 civil service**  
**1 exempt**

LICENSES AND APPROVALS:

**106 licenses**  
**5 approvals**

BOARD MEMBERSHIP:

**2 guide dog users**  
**5 public representatives**

STRATEGIC PLAN ADOPTED:

**November 23, 2009**

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



STATE BOARD OF  
**GUIDE  
DOGS**  
FOR THE BLIND

## MAJOR ACCOMPLISHMENTS

- Attended, participated, and assisted in the development and production of Senator Ted Lieu’s informational hearing entitled, “Fake Service Dogs, Real Problem or Not?”
- Attended several outreach and education events including the California Council of the Blind’s fall convention and California Restaurant Association chapter meetings in Fresno and Los Angeles.
- Collaborated with licensed guide dog and other service dog schools to create tip sheets on how to accommodate guide and service dog teams in hospitals and restaurants.

## MAJOR NEW LEGISLATION OR REGULATIONS

- A regulatory package seeking to amend sections 2285 of the Business and Professions Code was submitted to the Office of Administrative Law. These amendments would specify and clarify specific ethical standards of practice for a Guide Dog Instructor and Guide Dog Schools in order to further protect guide dog users.

## Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |        |         |
|---------------------------------------|---------------|--------|---------|
| TYPE                                  | APPS RECEIVED | ISSUED | RENEWED |
| GUIDE DOG INSTRUCTOR                  | 5             | 5      | 95      |
| GUIDE DOG SCHOOL                      | 0             | 0      | 3       |
| FUNDRAISING LICENSE                   | 0             | 0      | 0       |
| INACTIVE INSTRUCTOR                   | 2             | 2      | 1       |

| Licensing Population by Type |                          |                            |           |
|------------------------------|--------------------------|----------------------------|-----------|
| TYPE                         | CERTIFICATES/<br>PERMITS | LICENSES/<br>REGISTRATIONS | APPROVALS |
| GUIDE DOG INSTRUCTOR         | 0                        | 100                        | 100       |
| GUIDE DOG SCHOOL             | 0                        | 3                          | 3         |
| FUNDRAISING LICENSE          | 0                        | 0                          | 0         |
| INACTIVE INSTRUCTOR          | 0                        | 3                          | 3         |

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

| Exams |      |       |
|-------|------|-------|
| PASS  | FAIL | TOTAL |
| 5     | 0    | 5     |

## Summary of Enforcement Activity

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

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

| Inspections |                             |
|-------------|-----------------------------|
| 3           | INSPECTIONS CONDUCTED       |
| 0           | INSPECTION CITATIONS ISSUED |

| Investigations |         |
|----------------|---------|
| 0              | OPENED  |
| 0              | CLOSED  |
| 0              | PENDING |

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

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

### Summary of Enforcement Activity

| Total Amount of Fines |           |
|-----------------------|-----------|
| 0                     | ASSESSED  |
| 0                     | REDUCED   |
| 0                     | COLLECTED |

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

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

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

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

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

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

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

| Cost Recovery to DCA |           |
|----------------------|-----------|
| \$0                  | ORDERED   |
| \$0                  | COLLECTED |

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

## LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE

# Landscape Architects

Licenses and regulates landscape architects.

STAFF:

**5.5 civil service**

LICENSES:

**3,548**

COMMITTEE MEMBERSHIP:

**5 licensees**

STRATEGIC PLAN ADOPTED:

**May 22, 2013**

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

## MAJOR ACCOMPLISHMENTS

- Concluded the work of the Exceptions and Exemptions Task Force (EETF), which was tasked with ensuring that the provisions of Business and Professions Code (BPC) section 5641 will protect the health, safety, and welfare of the public. On August 20, 2013, the Committee approved the EETF's recommendation that BPC 5641 is sufficiently clear and no revision is warranted.
- Strengthened the Committee's enforcement unit by adding a third technical expert and an additional enforcement officer to assist in the review of complex investigations and reduce the aging of enforcement cases. The Committee upheld its goal in Fiscal Year 2013–14 of reducing the average time to complete an enforcement investigation to less than 18 months, averaging 293 days to complete an investigation compared to 344 days in FY 2012–13.
- Commenced work on the Committee's Sunset Review Report. The report showcases the Committee's endeavors in fulfilling its mission and vision while operating effectively and efficiently to protect the public through examinations, licensure, and regulations.
- Approved the Extension Certificate Programs for University of California, Berkeley (UCB), and University of California, Los Angeles (UCLA), for a period of six years through December 2020, subsequent to the evaluation and site review of UCB's and UCLA's Extension Certificate Programs by the University of California Extension Certificate Task Force.
- Approved the results of the 2014 Occupational Analysis (OA) as prepared by DCA's Office of Professional Examination Services. The OA studied the current practice of landscape architecture to identify anticipated changes in the practice for currency in areas that are not otherwise tested for on the Landscape Architect Registration Examination (LARE), which resulted in a new examination outline containing four content areas.
- Conducted student outreach presentations regarding the new LARE and licensing requirements.

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### **MAJOR NEW LEGISLATION OR REGULATIONS**

- Proposed and prepared a regulatory package to amend California Code of Regulations (CCR) section 2649 to temporarily reduce license renewal fees for one renewal cycle in FY 2015–16 to effectively manage the budget at an appropriate level to comply with Business and Professions Code section 128.5.
- Proposed and prepared a regulatory package to amend CCR section 2610 to change the 70-day filing requirement to register for the LARE to 45 days.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |            |              |
|---------------------------------------|---------------|------------|--------------|
| TYPE                                  | APPS RECEIVED | ISSUED     | RENEWED      |
| APPLICATION FOR ELIGIBILITY           | <b>156</b>    | <b>N/A</b> | <b>N/A</b>   |
| APPLICATION FOR INITIAL LICENSE       | <b>76</b>     | <b>76</b>  | <b>1,759</b> |

| Licensing Population by Type |                       |                         |            |
|------------------------------|-----------------------|-------------------------|------------|
| TYPE                         | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS  |
| LANDSCAPE ARCHITECT LICENSE  | <b>N/A</b>            | <b>3,548</b>            | <b>N/A</b> |

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

| Exam Results  |            |            |            |
|---|------------|------------|------------|
| EXAM TITLE  | PASS       | FAIL       | TOTAL      |
| LANDSCAPE ARCHITECT REGISTRATION EXAMINATION (LARE) | <b>280</b> | <b>152</b> | <b>432</b> |
| CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE)           | <b>71</b>  | <b>42</b>  | <b>113</b> |
| <b>TOTALS</b>                                       | <b>351</b> | <b>194</b> | <b>545</b> |

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>27</b>                  | RECEIVED                                  |
| <b>0</b>                   | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>27</b>                  | REFERRED FOR INVESTIGATION                |
| <b>0</b>                   | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>5</b>                                  | RECEIVED                          |
| <b>5</b>                                  | CLOSED/REFERRED FOR INVESTIGATION |
| <b>0</b>                                  | PENDING                           |

| Inspections |  |
|-------------|--|
| <b>N/A</b>  |  |

| Investigations |         |
|----------------|---------|
| <b>32</b>      | OPENED  |
| <b>41</b>      | CLOSED  |
| <b>21</b>      | PENDING |

| Number of Days to Complete Intake and Investigations |   |
|--|---|
| <b>19</b>  | UP TO 90 DAYS   |
| <b>4</b>   | 91 TO 180 DAYS  |
| <b>3</b>   | 181 DAYS TO 1 YEAR  |
| <b>11</b>  | 1 TO 2 YEARS  |
| <b>4</b>   | 2 TO 3 YEARS  |
| <b>0</b>   | OVER 3 YEARS  |
| <b>293</b>   | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION |

| Citations and Fines |   |
|---------------------|---|
| <b>3</b>            | ISSUED  |
| <b>3</b>            | ISSUED WITH A FINE                                  |
| <b>1</b>            | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>872</b>          | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$3,750</b>        | ASSESSED  |
| <b>\$1,750</b>        | REDUCED   |
| <b>\$5,436</b>        | COLLECTED |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>0</b>               | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>0</b>               | CRIMINAL ACTIONS FILED              |
| <b>0</b>               | CIVIL ACTIONS FILED                 |

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>1</b>  | CASES OPENED/INITIATED |
| <b>0</b>  | CASES CLOSED           |
| <b>1</b>  | CASES PENDING          |

### Summary of Enforcement Activity

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

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

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

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

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

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

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

| Cost Recovery to DCA |           |
|----------------------|-----------|
| \$0                  | ORDERED   |
| \$0                  | COLLECTED |

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



MEDICAL BOARD OF CALIFORNIA

# Medical Board

Licenses and regulates physicians and certain allied healthcare professionals.

#### STAFF:

**270.1 civil service**  
**1 exempt**

#### LICENSES AND PERMITS:

**153,309**

#### BOARD MEMBERSHIP:

**8 licensed physicians**  
**7 public representatives**

#### STRATEGIC PLAN ADOPTED:

**2014**

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



#### MAJOR ACCOMPLISHMENTS

- Made the inappropriate prescribing of controlled substances, particularly opioids, a top priority in Fiscal Year 2013–14 by establishing a Prescribing Task Force. The Task Force focused on promoting appropriate prescribing and is in the process of revising the Board's Guidelines for Prescribing Controlled Substances for Pain.
- Instituted a temporary Strike Force named Operation Rx to investigate the most serious overprescribing cases. The Strike Force performed numerous search warrants, filed a number of actions, and arrested multiple physicians.
- Produced a video designed to educate physicians on the steps to appropriately prescribing controlled substances to patients. The Board also produced a public service announcement (PSA) geared toward consumers featuring gold medalist Natalie Coughlin to educate them on how to avoid abuse of prescription drugs. Both video and PSA are available on the Board's website.
- In March 2014, the Board's Executive Director spoke at the National Coalition Against Prescription Drug Abuse (NCAPDA) rally at the State Capitol. In May 2014, the Board's President participated on a panel at the Summit on Prescription Drug Abuse hosted by the U.S. Attorney's Office in San Francisco.
- Established an Outpatient Surgery Setting (OSS) Task Force to review the Board's existing OSS Program and laws to explore ways to improve consumer protection. The Task Force held several meetings to obtain stakeholder feedback on the Board's proposed changes to law that would increase consumer protection. Proposed changes were approved to go into legislation next year.
- Allowed the public to listen and provide public comment at its meeting via the phone in an effort to facilitate consumer participation at the Board's Quarterly Board and Committee Meetings. The public is allowed to make comments and provide input on all agenda items.
- Approved an updated Strategic Plan in May 2014.

### MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 635, Ammiano (Chapter 707, Statutes of 2013), allows healthcare providers to prescribe, dispense, and issue standing orders for an opioid antagonist to persons at risk of overdose, or their family member, friend, or other person in a position to assist persons at risk, without making them professionally, civilly, or criminally liable, if acting within reasonable care. It also extends this same liability protection to individuals assisting in dispensing, distributing, or administering the opioid antagonist during an overdose. This bill requires a person who is prescribed or possesses an opioid antagonist pursuant to a standing order to receive training provided by an opioid overdose prevention and treatment training program.
- AB 1308, Bonilla (Chapter 665, Statutes of 2013), removes the physician supervision requirement for Licensed Midwives (LMs) and requires LMs to only accept clients who meet the criteria for normal pregnancy and childbirth, as specified in this bill. This bill requires LMs to provide records and speak to the receiving physician if the client is transferred to a hospital, requires the hospital to report each transfer of a planned out-of-hospital birth to the Board and the California Maternal Quality Care Collaborative, and requires all LMs to complete midwifery education programs and does not allow new licensees to substitute clinical experience for formal didactic education beginning January 1, 2015.
- Assembly Concurrent Resolution 40, J. Perez (Chapter 19, Statutes of 2013), makes findings and declarations regarding the importance of organ donation. This resolution encourages all Californians to register with the Donate Life California Registry when applying for or renewing a driver's license or identification card.
- Senate Bill 304, Lieu (Chapter 515, Statutes of 2013), extends the Board's sunset date to January 1, 2018. SB 304 also includes language requiring the Board's investigators, medical consultants, and their support staff to be transferred to the Department of Consumer Affairs (DCA) Division of Investigation and creates a new Health Quality Investigation Unit within DCA by July 1, 2014. Finally, this bill changes the time frame in which an international medical school graduate who attends a disapproved medical school must practice successfully in another state before becoming eligible for licensure in California by reducing the practice requirement from 20 years to 12 years.
- SB 670, Steinberg (Chapter 399, Statutes of 2013), authorizes the Board to inspect the medical records of a patient who is deceased without the consent of the patient's next of kin or a court order in any case that involves the death of a patient, if specified criteria is met. This bill also revises the definition of unprofessional conduct for a licensee who is under investigation if the licensee repeatedly fails to attend and participate in an interview of the Board.

CONTINUED

- SB 809 DeSaulnier and Steinberg, (Chapter 400, Statutes of 2013), makes findings and declarations regarding the Controlled Substance Utilization Review and Evaluation System (CURES) and establishes the Fund that would be administered by the Department of Justice (DOJ), and would consist of funds collected from boards that license prescribers and dispensers, for purposes of funding and upgrading the CURES system. This bill requires the Board to periodically develop and disseminate information and educational materials related to assessing a patient's risk of abusing or diverting controlled substances and information on CURES to each licensed physician and general acute care hospital. This bill requires prescribers and dispensers, before January 1, 2016, or upon receipt of a Federal Drug Enforcement Administration number, to submit an application to DOJ to obtain approval to access information online regarding the controlled substance history of a patient from CURES.
- Senate Concurrent Resolution 8, DeSaulnier (Chapter 26, Statutes of 2013), proclaims the month of March each year as Prescription Drug Abuse Awareness Month and encourages all citizens to participate in prevention programs and activities, and to pledge to "Spread the Word ... One Pill Can Kill."

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |        |         |
|---------------------------------------|---------------|--------|---------|
| TYPE                                  | APPS RECEIVED | ISSUED | RENEWED |
| FICTITIOUS NAME PERMIT                | 1,034         | 1,104  | 3,833   |
| LICENSED MIDWIFE                      | 31            | 28     | 140     |
| DISPENSING OPTICIAN                   | 65            | 55     | 429     |
| CONTACT LENS DISPENSER                | 57            | 63     | 427     |
| SPECTACLE LENS DISPENSER              | 157           | 186    | 935     |
| OUT-OF-STATE OPTICIAN                 | 1             | 0      | 2       |
| RESEARCH PSYCHOANALYST                | 5             | 3      | 70      |
| SPECIAL FACULTY PERMIT                | 6             | 1      | 2       |
| PHYSICIAN AND SURGEON                 | 6,308         | 5,522  | 64,714  |
| POLYSOMNOGRAPHIC TRAINEEE             | 26            | 19     | 0       |
| POLYSOMNOGRAPHIC TECHNICIAN           | 72            | 35     | 0       |
| POLYSOMNOGRAPHIC TECHNOLOGIST         | 143           | 114    | 0       |

| Licensing Population by Type  |                       |                         |           |
|-------------------------------|-----------------------|-------------------------|-----------|
| TYPE                          | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS |
| FICTITIOUS NAME PERMIT        | 10,835                | N/A                     | N/A       |
| LICENSED MIDWIFE              | N/A                   | 313                     | N/A       |
| DISPENSING OPTICIAN           | N/A                   | 1,047                   | N/A       |
| CONTACT LENS DISPENSER        | N/A                   | 921                     | N/A       |
| SPECTACLE LENS DISPENSER      | N/A                   | 2,110                   | N/A       |
| OUT-OF-STATE OPTICIAN         | N/A                   | 6                       | N/A       |
| RESEARCH PSYCHOANALYST        | N/A                   | 76                      | N/A       |
| SPECIAL FACULTY PERMIT        | N/A                   | 19                      | N/A       |
| PHYSICIAN AND SURGEON         | N/A                   | 137,320                 | N/A       |
| POLYSOMNOGRAPHIC TRAINEEE     | N/A                   | 30                      | N/A       |
| POLYSOMNOGRAPHIC TECHNICIAN   | N/A                   | 78                      | N/A       |
| POLYSOMNOGRAPHIC TECHNOLOGIST | N/A                   | 554                     | N/A       |

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

| Exams |
|-------|
| N/A   |

### Summary of Enforcement Activity LICENSED MIDWIFE

| Consumer Complaints—Intake |   |
|----------------------------|---|
| 25                         | RECEIVED                                  |
| 0                          | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| 25                         | REFERRED FOR INVESTIGATION                |
| 0                          | PENDING                                   |

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

| Inspections |
|-------------|
| N/A         |

## Summary of Enforcement Activity LICENSED MIDWIFE

| Investigations |         |
|----------------|---------|
| 25             | OPENED  |
| 22             | CLOSED  |
| 10             | PENDING |

| Number of Days to Complete Intake and Investigations* |  |
|---|--|
| 14  | 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   |
| 58  | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

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

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

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

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

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

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

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

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

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

\* This number is inaccurate as the BreZe report used to obtain this information does not accurately exclude the days between any closed and reopened activities, resulting in the number of days being greater than the actual number of days to complete these processes.

### Summary of Enforcement Activity LICENSED MIDWIFE

| Cost Recovery to DCA |           |
|----------------------|-----------|
| <b>\$10,500</b>      | ORDERED   |
| <b>\$17,856</b>      | COLLECTED |

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

### Summary of Enforcement Activity DISPENSING OPTICIANS

| Consumer Complaints— Intake |   |
|-----------------------------|---|
| <b>63</b>                   | RECEIVED                                  |
| <b>0</b>                    | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>63</b>                   | REFERRED FOR INVESTIGATION                |
| <b>1</b>                    | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>28</b>                                 | RECEIVED                          |
| <b>27</b>                                 | CLOSED/REFERRED FOR INVESTIGATION |
| <b>1</b>                                  | PENDING                           |

| Inspections |  |
|-------------|--|
| <b>N/A</b>  |  |

| Investigations |         |
|----------------|---------|
| <b>97</b>      | OPENED  |
| <b>55</b>      | CLOSED  |
| <b>64</b>      | PENDING |

\* This number is inaccurate as the BreZze report used to obtain this information does not accurately exclude the days between any closed and reopened activities, resulting in the number of days being greater than the actual number of days to complete these processes.

### Summary of Enforcement Activity DISPENSING OPTICIANS

| Number of Days to Complete Intake and Investigations* |  |
|---|--|
| <b>30</b>   | UP TO 90 DAYS  |
| <b>7</b>  | 91 TO 180 DAYS   |
| <b>10</b>   | 181 DAYS TO 1 YEAR   |
| <b>7</b>  | 1 TO 2 YEARS   |
| <b>1</b>  | 2 TO 3 YEARS   |
| <b>0</b>  | OVER 3 YEARS   |
| <b>151</b>  | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

| Citations and Fines |   |
|---------------------|---|
| <b>0</b>            | ISSUED  |
| <b>0</b>            | ISSUED WITH A FINE                                  |
| <b>0</b>            | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>0</b>            | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |                |
|-----------------------|----------------|
| <b>\$0</b>            | FINES ASSESSED |
| <b>\$0</b>            | REDUCED        |
| <b>\$0</b>            | COLLECTED      |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>2</b>               | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>0</b>               | CRIMINAL ACTIONS FILED              |
| <b>0</b>               | CIVIL ACTIONS FILED                 |

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>5</b>  | CASES OPENED/INITIATED |
| <b>3</b>  | CASES CLOSED           |
| <b>7</b>  | CASES PENDING          |

| Number of Days to Complete AG Cases* |   |
|--------------------------------------|---|
| <b>0</b>                             | 1 YEAR                                      |
| <b>2</b>                             | 1 TO 2 YEARS                                |
| <b>1</b>                             | 2 TO 3 YEARS                                |
| <b>0</b>                             | 3 TO 4 YEARS                                |
| <b>0</b>                             | OVER 4 YEARS                                |
| <b>7</b>                             | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

### Summary of Enforcement Activity DISPENSING OPTICIANS

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

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

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

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

| Cost Recovery to DCA |           |
|----------------------|-----------|
| \$1,633              | ORDERED   |
| \$1,633              | COLLECTED |

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

### Summary of Enforcement Activity RESEARCH PSYCHOANALYST

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

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

| Inspections |  |
|-------------|--|
| N/A         |  |

| Investigations |         |
|----------------|---------|
| 3              | OPENED  |
| 0              | CLOSED  |
| 3              | PENDING |

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

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

\* This number is inaccurate as the BreZe report used to obtain this information does not accurately exclude the days between any closed and reopened activities, resulting in the number of days being greater than the actual number of days to complete these processes.

| Total Amount of Fines |           |
|-----------------------|-----------|
| \$0                   | ASSESSED  |
| \$0                   | REDUCED   |
| \$0                   | COLLECTED |

**Summary of Enforcement Activity  
RESEARCH PSYCHOANALYST**

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

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

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

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

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

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

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

| Cost Recovery to DCA |           |
|----------------------|-----------|
| \$0                  | ORDERED   |
| \$0                  | COLLECTED |

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

**Summary of Enforcement Activity  
PHYSICIANS AND SURGEONS**

| Consumer Complaints—Intake |   |
|----------------------------|---|
| 8,005                      | RECEIVED                                  |
| 0                          | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| 8,030                      | REFERRED FOR INVESTIGATION                |
| 197                        | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| 324                                       | RECEIVED                          |
| 0   | CLOSED/REFERRED FOR INVESTIGATION |
| 7   | PENDING                           |

| Inspections |  |
|-------------|--|
| N/A         |  |

\* This number is inaccurate as the BreZe report used to obtain this information does not accurately exclude the days between any closed and reopened activities, resulting in the number of days being greater than the actual number of days to complete these processes.



| Investigations |         |
|----------------|---------|
| <b>8,507</b>   | OPENED  |
| <b>6,672</b>   | CLOSED  |
| <b>5,112</b>   | PENDING |

### Summary of Enforcement Activity PHYSICIANS AND SURGEONS

| Number of Days to Complete Intake and Investigations* |  |
|---|--|
| <b>2,923</b>  | UP TO 90 DAYS  |
| <b>1,361</b>  | 91 TO 180 DAYS   |
| <b>753</b>  | 181 DAYS TO 1 YEAR   |
| <b>496</b>  | 1 TO 2 YEARS   |
| <b>69</b>   | 2 TO 3 YEARS   |
| <b>7</b>  | OVER 3 YEARS   |
| <b>106</b>  | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

| Citations and Fines |   |
|---------------------|---|
| <b>45</b>           | ISSUED  |
| <b>41</b>           | ISSUED WITH A FINE                                  |
| <b>16</b>           | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>196</b>          | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$51,800</b>       | ASSESSED  |
| <b>\$55,150</b>       | REDUCED   |
| <b>\$31,350</b>       | COLLECTED |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>67</b>              | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>32</b>              | CRIMINAL ACTIONS FILED              |
| <b>1</b>               | CIVIL ACTIONS FILED                 |

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>497</b>  | CASES OPENED/INITIATED |
| <b>263</b>  | CASES CLOSED**         |
| <b>427</b>  | CASES PENDING          |

| Number of Days to Complete AG Cases* |   |
|--------------------------------------|---|
| <b>24</b>                            | 1 YEAR                                      |
| <b>65</b>                            | 1 TO 2 YEARS                                |
| <b>80</b>                            | 2 TO 3 YEARS                                |
| <b>55</b>                            | 3 TO 4 YEARS                                |
| <b>39</b>                            | OVER 4 YEARS                                |
| <b>984</b>                           | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

| Formal Actions Filed/Withdrawn/Dismissed |  |
|--|--|
| <b>4</b>                                 | STATEMENTS OF ISSUES FILED                           |
| <b>274</b>                               | ACCUSATIONS FILED                                    |
| <b>74</b>                                | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED*** |
| <b>0</b>                                 | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED             |
| <b>17</b>                                | ACCUSATIONS WITHDRAWN/DISMISSED                      |

| Administrative Outcomes/Final Orders |                              |
|--------------------------------------|------------------------------|
| <b>0</b>                             | LICENSE APPLICATIONS DENIED  |
| <b>45</b>                            | REVOCAION                    |
| <b>71</b>                            | SURRENDER OF LICENSE         |
| <b>15</b>                            | PROBATION WITH SUSPENSION    |
| <b>1</b>                             | SUSPENSION ONLY              |
| <b>109</b>                           | PROBATION ONLY               |
| <b>89</b>                            | PUBLIC REPRIMAND             |
| <b>4</b>                             | OTHER DECISIONS              |
| <b>15</b>                            | PROBATIONARY LICENSES ISSUED |

| Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed |                    |
|---|--------------------|
| <b>30</b>   | TOTAL NUMBER FILED |

\* This number is inaccurate as the BreZe report used to obtain this information does not accurately exclude the days between any closed and reopened activities, resulting in the number of days being greater than the actual number of days to complete these processes.

\*\* In addition to these closed disciplinary actions, the Board closed 112 cases—see Administrative Outcomes/Final Orders and Subsequent Disciplinary—Administrative Outcomes/Final Orders charts.

\*\*\* 21 interim suspension orders; 0 temporary restraining orders; 7 automatic suspension orders; 17 Penal Code §23; 15 out-of-state suspension orders; 1 stipulated agreement to suspend or restrict the practice of medicine; 13 suspension/cease practice orders issued by the Chief of Enforcement.

### Summary of Enforcement Activity PHYSICIANS AND SURGEONS

| Subsequent Disciplinary—Administrative Outcomes/<br>Final Orders |                           |
|--|---------------------------|
| 6  | REVOCAION                 |
| 6  | SURRENDER OF LICENSE      |
| 1  | PROBATION WITH SUSPENSION |
| 0  | SUSPENSION ONLY           |
| 12   | PROBATION ONLY            |
| 1  | PUBLIC REPRIMAND          |
| 0  | OTHER DECISIONS           |

| Petition for Modification or Termination of Probation |         |
|---|---------|
| 35  | GRANTED |
| 11  | DENIED  |
| 46  | TOTAL   |

| Petition for Reinstatement of Revoked License/<br>Registration/Certification |         |
|--|---------|
| 8  | GRANTED |
| 7  | DENIED  |
| 15   | TOTAL   |

| Cost Recovery to DCA |           |
|----------------------|-----------|
| \$23,873             | ORDERED   |
| \$41,430             | COLLECTED |

| Consumer Restitution to Consumers/Refunds/Savings |   |
|---|---|
| \$50,107  | RESTITUTION ORDERED                                     |
| \$0   | AMOUNT REFUNDED   |
| \$0   | REWORK AT NO CHARGE                                     |
| \$0   | ADJUSTMENTS IN MONEY OWED/PRODUCT<br>RETURNED/EXCHANGED |
| \$50,107  | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                    |

\* This number is inaccurate as the BreZze report used to obtain this information does not accurately exclude the days between any closed and reopened activities, resulting in the number of days being greater than the actual number of days to complete these processes.

### Summary of Enforcement Activity POLYSOMNOGRAPHIC PROGRAM

| Consumer Complaints—Intake |   |
|----------------------------|---|
| 4                          | RECEIVED                                  |
| 0                          | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| 4                          | REFERRED FOR INVESTIGATION                |
| 0                          | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| 3   | RECEIVED                          |
| 4   | CLOSED/REFERRED FOR INVESTIGATION |
| 0   | PENDING                           |

| Inspections |  |
|-------------|--|
| N/A         |  |

| Investigations |         |
|----------------|---------|
| 8              | OPENED  |
| 4              | CLOSED  |
| 4              | PENDING |

| Number of Days to Complete Intake and Investigations* |   |
|---|---|
| 3   | 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  |
| 116   | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE<br>AND INVESTIGATIONS |

| Citations and Fines |  |
|---------------------|--|
| N/A                 | ISSUED   |
| N/A                 | ISSUED WITH A FINE                                     |
| N/A                 | WITHDRAWN  |
| N/A                 | DISMISSED  |
| N/A                 | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION<br>AND FINE |

### Summary of Enforcement Activity POLYSOMNOGRAPHIC PROGRAM

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>N/A</b>            | ASSESSED  |
| <b>N/A</b>            | REDUCED   |
| <b>N/A</b>            | COLLECTED |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>0</b>               | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>0</b>               | CRIMINAL ACTIONS FILED              |
| <b>0</b>               | CIVIL ACTIONS FILED                 |

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>0</b>  | CASES OPENED/INITIATED |
| <b>0</b>  | CASES CLOSED           |
| <b>0</b>  | CASES PENDING          |

| Number of Days to Complete AG Cases* |   |
|--------------------------------------|---|
| <b>0</b>                             | 1 YEAR                                      |
| <b>0</b>                             | 1 TO 2 YEARS                                |
| <b>0</b>                             | 2 TO 3 YEARS                                |
| <b>0</b>                             | 3 TO 4 YEARS                                |
| <b>0</b>                             | OVER 4 YEARS                                |
| <b>0</b>                             | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

| Formal Actions Filed/Withdrawn/Dismissed |   |
|--|---|
| <b>0</b>                                 | STATEMENTS OF ISSUES FILED                        |
| <b>0</b>                                 | ACCUSATIONS FILED                                 |
| <b>0</b>                                 | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>0</b>                                 | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>0</b>                                 | ACCUSATIONS WITHDRAWN/DISMISSED                   |

\* This number is inaccurate as the BreZE report used to obtain this information does not accurately exclude the days between any closed and reopened activities, resulting in the number of days being greater than the actual number of days to complete these processes.

| Administrative Outcomes/Final Orders |                             |
|--------------------------------------|-----------------------------|
| <b>0</b>                             | LICENSE APPLICATIONS DENIED |
| <b>0</b>                             | REVOCAION                   |
| <b>0</b>                             | SURRENDER OF LICENSE        |
| <b>0</b>                             | PROBATION WITH SUSPENSION   |
| <b>0</b>                             | SUSPENSION ONLY             |
| <b>0</b>                             | PROBATION ONLY              |
| <b>0</b>                             | PUBLIC REPRIMAND            |
| <b>0</b>                             | OTHER DECISIONS             |

| Petition for Modification or Termination of Probation |         |
|---|---------|
| <b>0</b>  | GRANTED |
| <b>0</b>  | DENIED  |
| <b>0</b>  | TOTAL   |

| Petition for Reinstatement of Revoked License/Registration/Certification |         |
|--|---------|
| <b>0</b>   | GRANTED |
| <b>0</b>   | DENIED  |
| <b>0</b>   | TOTAL   |

| Cost Recovery to DCA |           |
|----------------------|-----------|
| <b>\$0</b>           | ORDERED   |
| <b>\$0</b>           | COLLECTED |

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

## NATUROPATHIC MEDICINE COMMITTEE

# Naturopathic

## STAFF:

**0 civil service**  
**1 exempt**

## LICENSES:

**525**

## COMMITTEE MEMBERS:

**5 naturopathic doctors**  
**1 physician**  
**2 public representatives**

## STRATEGIC PLAN ADOPTED:

**November 5, 2010**

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



## MAJOR ACCOMPLISHMENTS

- Participated in the development and User Acceptance Testing (UAT) of the Department of Consumer Affairs' (DCA's) new BreEZe online database system. The Committee went "live" in October 2013. Throughout the two-year implementation process, staff actively participated in system design and development sessions, UAT, and provided feedback to project management and staff. Committee staff continue to make improvements to internal work processes on ever-changing external system updates and participates within DCA-wide project work groups.
- Searched for and appointed a permanent Executive Officer (EO) as of July 31, 2013. The new EO has started many of the regulatory and legislative changes needed for the program.
- Succeeded in getting a Budget Change Proposal (BCP) approved that requested an Associate Governmental Program Analyst and allocation of funds for the new position. The new analyst was approved to start at the beginning of the fiscal year (effective July 1, 2014). It is the first time the program has additional staffing besides the EO since the program was established as a Committee in October of 2009.
- Redesigned the Committee's website ([www.naturopathic.ca.gov](http://www.naturopathic.ca.gov)). Changes were made to the website that will aid in the protection of consumers.

## MAJOR NEW LEGISLATION OR REGULATIONS

- Adopted the trigger options for Senate Bill 1441 (Title 16, Article 4.5 section 1018 of the California Code of Regulations), Disciplinary Guidelines and Uniform Standards for Substance-Abusing Licensees.
- Adopted the language for SB 1111, Proposed Changes Through Regulations.
- Working with DCA's Legal Affairs Division to establish the Disciplinary Guidelines and to complete the regulatory process for SB 1111 and SB 1441.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |           |            |
|---------------------------------------|---------------|-----------|------------|
| TYPE                                  | APPS RECEIVED | ISSUED    | RENEWED    |
| NATUROPATHIC DOCTOR                   | <b>98</b>     | <b>69</b> | <b>151</b> |

| Licensing Population by Type |                       |                         |           |
|------------------------------|-----------------------|-------------------------|-----------|
| TYPE                         | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS |
| NATUROPATHIC DOCTOR          | <b>N/A</b>            | <b>525</b>              | <b>69</b> |

| Renewal and Continuing Education |                      |                                     |
|----------------------------------|----------------------|-------------------------------------|
| TYPE                             | FREQUENCY OF RENEWAL | NUMBER CE HOURS REQUIRED EACH CYCLE |
| NATUROPATHIC DOCTOR              | <b>EVERY 2 YEARS</b> | <b>60</b>                           |

| Exams                                 |
|---------------------------------------|
| <b>NOT APPLICABLE TO THIS PROGRAM</b> |

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>211</b>                 | RECEIVED                                  |
| <b>0</b>                   | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>135</b>                 | REFERRED FOR INVESTIGATION                |
| <b>76</b>                  | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>0</b>                                  | RECEIVED                          |
| <b>0</b>                                  | CLOSED/REFERRED FOR INVESTIGATION |
| <b>0</b>                                  | PENDING                           |

| Inspections                           |
|---------------------------------------|
| <b>NOT APPLICABLE TO THIS PROGRAM</b> |

| Investigations |         |
|----------------|---------|
| <b>135</b>     | OPENED  |
| <b>29</b>      | CLOSED  |
| <b>106</b>     | PENDING |

### Summary of Enforcement Activity

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

| Citations and Fines |   |
|---------------------|---|
| <b>1</b>            | ISSUED  |
| <b>1</b>            | ISSUED WITH A FINE                                  |
| <b>0</b>            | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>60</b>           | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$2,500</b>        | ASSESSED  |
| <b>\$500</b>          | REDUCED   |
| <b>\$0</b>            | COLLECTED |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>0</b>               | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>0</b>               | CRIMINAL ACTIONS FILED              |
| <b>0</b>               | CIVIL ACTIONS FILED                 |

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>0</b>  | CASES OPENED/INITIATED |
| <b>1</b>  | CASES CLOSED           |
| <b>0</b>  | CASES PENDING          |

\* Information Unavailable

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| 0                                   | 1 YEAR                                      |
| 1                                   | 1 TO 2 YEARS                                |
| 0                                   | 2 TO 3 YEARS                                |
| 0                                   | 3 TO 4 YEARS                                |
| 0                                   | OVER 4 YEARS                                |
| <b>210</b>                          | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

### Summary of Enforcement Activity

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

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

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

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

| Cost Recovery to DCA |           |
|----------------------|-----------|
| <b>\$7,000</b>       | ORDERED   |
| <b>\$7,000</b>       | COLLECTED |

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

CALIFORNIA BOARD OF OCCUPATIONAL THERAPY

# Occupational Therapy

Licenses and regulates occupational therapists and occupational therapy assistants.

#### STAFF:

**7.6 civil service**  
**1 exempt**

#### LICENSES:

**15,584**

#### BOARD MEMBERSHIP:

**4 licensees**  
**3 public representatives**

#### STRATEGIC PLAN ADOPTED:

**2011**

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

#### MAJOR ACCOMPLISHMENTS

- Experienced a 49 percent increase in consumer complaints from 424 to 633, as well as an increase in the overall number of investigations (including consumer complaints and conviction/arrest reports). The number of investigations opened increased from 557 to 749, or 35 percent.
- Worked closely with the Regional Centers to identify those individuals who provided early intervention services to a medically fragile population when not licensed or provided fraudulent or undocumented services. The Board's efforts resulted in restitution ordered to be repaid to two Regional Centers in the amount \$148,798.
- Increased the number of continuing competence (continuing education) audits by 15 percent, for a total of 449 audits, up from 389 audits the previous year.

#### MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 305, Lieu (Chapter 516, Statutes 2013), extends the Board's sunset date from 2014 to January 1, 2018.
- Established new regulations allowing licensees to request retired status; established a new application processing fee; established a retired status fee; and set forth standards of practice when services are delivered via telehealth.
- Amended existing regulations to accept the certified hand therapist (a national competence-based designation) as meeting the Board's advanced practice requirements; issue a limited permit, for a period of up to three months, to new graduates who have passed the required national examination, but are unable to provide official transcripts to the Board due to no fault of their own; and effect technical clean-up language to eliminate the outdated reference to "certified."

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |            |              |
|---------------------------------------|---------------|------------|--------------|
| TYPE                                  | APPS RECEIVED | ISSUED     | RENEWED      |
| OCCUPATIONAL THERAPIST                | <b>986</b>    | <b>854</b> | <b>5,462</b> |
| OCCUPATIONAL THERAPY ASSISTANT        | <b>325</b>    | <b>290</b> | <b>973</b>   |

| Licensing Population by Type   |                       |                         |            |
|--------------------------------|-----------------------|-------------------------|------------|
| TYPE                           | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS  |
| OCCUPATIONAL THERAPIST         | <b>59</b>             | <b>TBD</b>              | <b>968</b> |
| OCCUPATIONAL THERAPY ASSISTANT | <b>28</b>             | <b>TBD</b>              | <b>370</b> |

| Renewal and Continuing Education |                      |                                     |
|----------------------------------|----------------------|-------------------------------------|
| TYPE                             | FREQUENCY OF RENEWAL | NUMBER CE HOURS REQUIRED EACH CYCLE |
| OCCUPATIONAL THERAPIST           | <b>EVERY 2 YEARS</b> | <b>24</b>                           |
| OCCUPATIONAL THERAPY ASSISTANT   | <b>EVERY 2 YEARS</b> | <b>24</b>                           |

**Exams**  
**ADMINISTERED BY NATIONAL BOARD OF CERTIFICATION IN OCCUPATIONAL THERAPY**

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>633</b>                 | RECEIVED                                  |
| <b>0</b>                   | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>633</b>                 | REFERRED FOR INVESTIGATION                |
| <b>0</b>                   | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>116</b>                                | RECEIVED                          |
| <b>116</b>                                | CLOSED/REFERRED FOR INVESTIGATION |
| <b>0</b>                                  | PENDING                           |

| Inspections |                             |
|-------------|-----------------------------|
| <b>N/A</b>  | INSPECTIONS CONDUCTED       |
| <b>N/A</b>  | INSPECTION CITATIONS ISSUED |

### Summary of Enforcement Activity

| Investigations |         |
|----------------|---------|
| <b>749</b>     | OPENED  |
| <b>633</b>     | CLOSED  |
| <b>320</b>     | PENDING |

| Number of Days to Complete Intake and Investigations |  |
|--|--|
| <b>373</b>   | UP TO 90 DAYS  |
| <b>171</b>   | 91 TO 180 DAYS   |
| <b>74</b>  | 181 DAYS TO 1 YEAR   |
| <b>11</b>  | 1 TO 2 YEARS   |
| <b>4</b>   | 2 TO 3 YEARS   |
| <b>0</b>   | OVER 3 YEARS   |
| <b>100</b>   | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

| Citations and Fines |   |
|---------------------|---|
| <b>145</b>          | ISSUED  |
| <b>145</b>          | ISSUED WITH A FINE                                  |
| <b>11</b>           | WITHDRAWN   |
| <b>5</b>            | DISMISSED   |
| <b>123</b>          | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$30,326</b>       | ASSESSED  |
| <b>\$0</b>            | REDUCED   |
| <b>\$29,207</b>       | COLLECTED |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>1</b>               | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>1</b>               | CRIMINAL ACTIONS FILED              |
| <b>0</b>               | CIVIL ACTIONS FILED                 |

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>12</b>   | CASES OPENED/INITIATED |
| <b>15</b>   | CASES CLOSED           |
| <b>11</b>   | CASES PENDING          |



### Summary of Enforcement Activity

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| 2                                   | 1 YEAR                                      |
| 8                                   | 1 TO 2 YEARS                                |
| 2                                   | 2 TO 3 YEARS                                |
| 3                                   | 3 TO 4 YEARS                                |
| 0                                   | OVER 4 YEARS                                |
| <b>704</b>                          | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

| Formal Actions Filed/Withdrawn/Dismissed |   |
|--|---|
| 5  | STATEMENTS OF ISSUES FILED                        |
| 5  | ACCUSATIONS FILED                                 |
| 2  | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| 0  | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| 1  | ACCUSATIONS WITHDRAWN/DISMISSED                   |

| Administrative Outcomes/Final Orders |                             |
|--------------------------------------|-----------------------------|
| 1                                    | LICENSE APPLICATIONS DENIED |
| 2                                    | REVOCATION                  |
| 1                                    | SURRENDER OF LICENSE        |
| 1                                    | PROBATION WITH SUSPENSION   |
| 0                                    | SUSPENSION ONLY             |
| 8                                    | PROBATION ONLY              |
| 1                                    | PUBLIC REPRIMAND            |
| 2                                    | OTHER DECISIONS             |

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

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

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

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

| Cost Recovery to DCA |           |
|----------------------|-----------|
| <b>\$28,730</b>      | ORDERED   |
| <b>\$11,140</b>      | COLLECTED |

| Consumer Restitution to Consumers/Refunds/Savings |  |
|---|--|
| <b>\$148,798</b>                                  | RESTITUTION ORDERED                                  |
| <b>\$59,519</b>                                   | AMOUNT REFUNDED                                      |
| <b>N/A</b>  | REWORK AT NO CHARGE                                  |
| <b>N/A</b>  | ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED |
| <b>\$0</b>  | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                 |

## CALIFORNIA STATE BOARD OF OPTOMETRY

# Optometry

## STAFF:

**10 civil service**  
**1 exempt**

## LICENSES/PERMITS:

**11,761**

## BOARD MEMBERSHIP:

**6 licensees**  
**5 public representatives**

## STRATEGIC PLAN ADOPTED:

**January 24, 2014**

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



## MAJOR ACCOMPLISHMENTS

- Celebrated the Board's centennial, marking 100 years of consumer protection. This milestone was commemorated by a resolution from the Honorable Senator Edward Hernandez, O.D., that recognized the Board for its contributions to protecting the health and safety of California's consumers.
- Participated in the Controlled Substance Utilization Review and Evaluation System (CURES) 2.0 project. Once implemented, CURES will allow the Board to monitor drug interactions between optometrists and patients to detect the occurrence of overprescribing. This project will help ensure California consumers are better protected against the diversion and resultant abuse of Schedule II, III, and IV controlled substances.
- Took part in the design and testing in preparation for the second release of the BreEZe database project. BreEZe will merge the Board's existing legacy databases into an easy-to-use online interface to be utilized by consumers, licensees, and regulatory agencies.
- Gained a full complement of Board members—the first full Board since 2009. The added number of Board members cultivates additional input regarding optometry-related issues, ensuring all avenues are explored in the interest of consumer protection.
- Adopted the Board's 2014–2018 Strategic Plan. This plan provides the Board a strategic blueprint over the next five years to meet its mission to protect the health and safety of California consumers.

## MAJOR NEW LEGISLATION OR REGULATIONS

- On April 1, 2014, a rule-making package pertaining to California Code of Regulations 1524 became effective. This package provided licensees with a "retired license" option, allowing them to forgo paying renewal fees in order to avoid delinquency. In addition, this package gives licensees the ability to obtain a retired license with volunteer designation, permitting optometrists to provide optometric services without compensation at health fairs, vision screenings, and public service eye programs.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits           |               |            |              |
|---|---------------|------------|--------------|
| TYPE  | APPS RECEIVED | ISSUED     | RENEWED      |
| LICENSED OPTOMETRIST                            | <b>411</b>    | <b>354</b> | <b>3,613</b> |
| BRANCH OFFICE LICENSE                           | <b>49</b>     | <b>32</b>  | <b>337</b>   |
| FICTITIOUS NAME PERMIT                          | <b>165</b>    | <b>133</b> | <b>1,232</b> |
| STATEMENT OF LICENSURE                          | <b>288</b>    | <b>252</b> | <b>404</b>   |
| THERAPEUTIC PHARMACEUTICAL AGENTS CERTIFICATION | <b>379</b>    | <b>359</b> | <b>N/A</b>   |
| LACRIMAL IRRIGATION AND DILATION CERTIFICATION  | <b>353</b>    | <b>350</b> | <b>N/A</b>   |
| GLAUCOMA CERTIFICATION                          | <b>701</b>    | <b>706</b> | <b>N/A</b>   |

| Licensing Population by Type                    |                       |                         |            |
|---|-----------------------|-------------------------|------------|
| TYPE  | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS  |
| LICENSED OPTOMETRIST                            | <b>N/A</b>            | <b>8,821</b>            | <b>N/A</b> |
| BRANCH OFFICE LICENSE                           | <b>N/A</b>            | <b>401</b>              | <b>N/A</b> |
| FICTITIOUS NAME PERMIT                          | <b>1,388</b>          | <b>N/A</b>              | <b>N/A</b> |
| STATEMENT OF LICENSURE                          | <b>N/A</b>            | <b>1,151</b>            | <b>N/A</b> |
| DIAGNOSTIC PHARMACEUTICAL AGENTS CERTIFICATION  | <b>8,678</b>          | <b>N/A</b>              | <b>N/A</b> |
| THERAPEUTIC PHARMACEUTICAL AGENTS CERTIFICATION | <b>7,673</b>          | <b>N/A</b>              | <b>N/A</b> |
| LACRIMAL IRRIGATION AND DILATION CERTIFICATION  | <b>4,239</b>          | <b>N/A</b>              | <b>N/A</b> |
| GLAUCOMA CERTIFICATION                          | <b>3,171</b>          | <b>N/A</b>              | <b>N/A</b> |

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

| Exam       |
|------------|
| <b>N/A</b> |

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>213</b>                 | RECEIVED                                  |
| <b>40</b>                  | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>174</b>                 | REFERRED FOR INVESTIGATION                |
| <b>0</b>                   | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>25</b>                                 | RECEIVED                          |
| <b>26</b>                                 | CLOSED/REFERRED FOR INVESTIGATION |
| <b>0</b>                                  | PENDING                           |

| Inspections |
|-------------|
| <b>N/A</b>  |

| Investigations |         |
|----------------|---------|
| <b>200</b>     | OPENED  |
| <b>251</b>     | CLOSED  |
| <b>70</b>      | PENDING |

### Summary of Enforcement Activity

| Number of Days to Complete Intake and Investigations |  |
|--|--|
| <b>101</b>   | UP TO 90 DAYS  |
| <b>85</b>  | 91 TO 180 DAYS   |
| <b>33</b>  | 181 DAYS TO 1 YEAR   |
| <b>32</b>  | 1 TO 2 YEARS   |
| <b>11</b>  | 2 TO 3 YEARS   |
| <b>0</b>   | OVER 3 YEARS   |
| <b>177</b>   | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

| Citations and Fines |   |
|---------------------|---|
| <b>13</b>           | ISSUED  |
| <b>13</b>           | ISSUED WITH A FINE                                  |
| <b>0</b>            | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>345</b>          | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$59,500</b>       | ASSESSED  |
| <b>\$20,500</b>       | REDUCED   |
| <b>\$20,380</b>       | COLLECTED |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>0</b>               | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>0</b>               | CRIMINAL ACTIONS FILED              |
| <b>0</b>               | CIVIL ACTIONS FILED                 |

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>11</b>   | CASES OPENED/INITIATED |
| <b>16</b>   | CASES CLOSED           |
| <b>11</b>   | CASES PENDING          |

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| <b>0</b>                            | 1 YEAR                                      |
| <b>6</b>                            | 1 TO 2 YEARS                                |
| <b>9</b>                            | 2 TO 3 YEARS                                |
| <b>1</b>                            | 3 TO 4 YEARS                                |
| <b>0</b>                            | OVER 4 YEARS                                |
| <b>828</b>                          | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

| Formal Actions Filed/Withdrawn/Dismissed |   |
|--|---|
| <b>0</b>                                 | STATEMENTS OF ISSUES FILED                        |
| <b>8</b>                                 | ACCUSATIONS FILED                                 |
| <b>0</b>                                 | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>0</b>                                 | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>1</b>                                 | ACCUSATIONS WITHDRAWN/DISMISSED                   |

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

| Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed |                    |
|---|--------------------|
| <b>1</b>  | TOTAL NUMBER FILED |

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

### Summary of Enforcement Activity

| Petition for Modification or Termination of Probation |         |
|---|---------|
| <b>0</b>  | GRANTED |
| <b>2</b>  | DENIED  |
| <b>2</b>  | TOTAL   |

| Petition for Reinstatement of Revoked License/<br>Registration/Certification |         |
|--|---------|
| <b>4</b>   | GRANTED |
| <b>1</b>   | DENIED  |
| <b>5</b>   | TOTAL   |

| Cost Recovery to DCA |           |
|----------------------|-----------|
| <b>\$57,081.25</b>   | ORDERED   |
| <b>\$40,604.99</b>   | COLLECTED |

| Consumer Restitution to Consumers/Refunds/Savings |   |
|---|---|
| <b>\$165.20</b>                                   | RESTITUTION ORDERED                                     |
| <b>\$0</b>  | AMOUNT REFUNDED   |
| <b>\$0</b>  | REWORK AT NO CHARGE                                     |
| <b>\$0</b>  | ADJUSTMENTS IN MONEY OWED/PRODUCT<br>RETURNED/EXCHANGED |
| <b>\$165.20</b>                                   | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                    |

## OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA

# Osteopathic

## STAFF:

**10.5 civil service**  
**1 exempt**

## LICENSES:

**8,810 (Lic. & Perm.)**

## BOARD MEMBERSHIP:

**5 licensees**  
**4 public representatives**

## STRATEGIC PLAN ADOPTED:

**January 2012**

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

## MAJOR ACCOMPLISHMENTS

- Approved a Code of Ethics for osteopathic physicians and surgeons upon recommendation of the Senate Committee on Business, Professions, and Economic Development and the Assembly Committee on Business, Professions, and Consumer Protection during oversight hearings held in 2013. The Code of Ethics was created to guide osteopathic physicians in making the best decisions concerning their practice of medicine as well as their personal behavior and integrity. The code was adapted, in part, from the American Osteopathic Association's Code of Ethics where allowed by the California Business and Professions Code and the California Code of Regulations.
- Participated on the newly created prescribing task force to create guidelines for healthcare professionals who routinely prescribe dangerous drugs. The task force is comprised of board members, board staff, and licensees from the various affected healthcare boards. The task force aims to develop guidelines for prescribing recommendations, dosage, and monitoring of patients taking opiates.
- Participated in the first release of the Department of Consumer Affairs' BreZE system that went live in October 2013. Board staff changed pre-existing work processes to accommodate the transition from the old licensing and enforcement system to the new system. Throughout the two-year implementation process, staff actively participated in system design sessions, user testing, and provided feedback to project staff. Board staff continue to make improvements to internal work processes and participate in DCA-wide working groups.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |            |              |
|---------------------------------------|---------------|------------|--------------|
| TYPE                                  | APPS RECEIVED | ISSUED     | RENEWED      |
| OSTEOPATHIC PHYSICIANS AND SURGEONS   | <b>641</b>    | <b>608</b> | <b>3,290</b> |
| FICTITIOUS NAME PERMIT                | <b>115</b>    | <b>115</b> | <b>523</b>   |

| Licensing Population by Type        |                       |                         |            |
|-------------------------------------|-----------------------|-------------------------|------------|
| TYPE                                | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS  |
| OSTEOPATHIC PHYSICIANS AND SURGEONS | <b>N/A</b>            | <b>8,011*</b>           | <b>N/A</b> |
| FICTITIOUS NAME PERMIT              | <b>591</b>            | <b>N/A</b>              | <b>N/A</b> |

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

| Exams   |
|---|
| <b>NATIONAL BOARD OF OSTEOPATHIC EXAMINERS (COMLEX)</b> |

\* Includes 838 delinquent status.

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>377</b>                 | RECEIVED                                  |
| <b>13</b>                  | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>349</b>                 | REFERRED FOR INVESTIGATION                |
| <b>36</b>                  | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>15</b>                                 | RECEIVED                          |
| <b>14</b>                                 | CLOSED/REFERRED FOR INVESTIGATION |
| <b>2</b>                                  | PENDING                           |

| Inspections |
|-------------|
| <b>N/A</b>  |

| Investigations |         |
|----------------|---------|
| <b>263</b>     | OPENED  |
| <b>366</b>     | CLOSED  |
| <b>188</b>     | PENDING |

| Number of Days to Complete Intake and Investigations |  |
|--|--|
| <b>91</b>  | UP TO 90 DAYS  |
| <b>103</b>   | 91 TO 180 DAYS   |
| <b>88</b>  | 181 DAYS TO 1 YEAR   |
| <b>73</b>  | 1 TO 2 YEARS   |
| <b>7</b>   | 2 TO 3 YEARS   |
| <b>4</b>   | OVER 3 YEARS   |
| <b>237</b>   | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

| Citations and Fines |   |
|---------------------|---|
| <b>3</b>            | ISSUED  |
| <b>3</b>            | ISSUED WITH A FINE                                  |
| <b>1</b>            | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>373</b>          | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

### Summary of Enforcement Activity

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$3,250</b>        | ASSESSED  |
| <b>\$0</b>            | REDUCED   |
| <b>\$750</b>          | COLLECTED |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>0</b>               | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>0</b>               | CRIMINAL ACTIONS FILED              |
| <b>0</b>               | CIVIL ACTIONS FILED                 |

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>24</b>   | CASES OPENED/INITIATED |
| <b>27</b>   | CASES CLOSED           |
| <b>22</b>   | CASES PENDING          |

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| <b>8</b>                            | 1 YEAR                                      |
| <b>9</b>                            | 1 TO 2 YEARS                                |
| <b>4</b>                            | 2 TO 3 YEARS                                |
| <b>6</b>                            | 3 TO 4 YEARS                                |
| <b>0</b>                            | OVER 4 YEARS                                |
| <b>709</b>                          | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

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

| Administrative Outcomes/Final Orders |                             |
|--------------------------------------|-----------------------------|
| <b>1</b>                             | LICENSE APPLICATIONS DENIED |
| <b>5</b>                             | REVOCATION                  |
| <b>5</b>                             | SURRENDER OF LICENSE        |
| <b>1</b>                             | PROBATION WITH SUSPENSION   |
| <b>2</b>                             | SUSPENSION ONLY             |
| <b>10</b>                            | PROBATION ONLY              |
| <b>1</b>                             | PUBLIC REPRIMAND            |
| <b>0</b>                             | OTHER DECISIONS             |

| Petition for Modification or Termination of Probation |         |
|---|---------|
| <b>1</b>  | GRANTED |
| <b>2</b>  | DENIED  |
| <b>3</b>  | TOTAL   |

| Petition for Reinstatement of Revoked License/Registration/Certification |         |
|--|---------|
| <b>0</b>   | GRANTED |
| <b>0</b>   | DENIED  |
| <b>0</b>   | TOTAL   |

| Cost Recovery to DCA |           |
|----------------------|-----------|
| <b>\$124,225</b>     | ORDERED   |
| <b>\$64,858</b>      | COLLECTED |

| Consumer Restitution to Consumers/Refunds/Savings |  |
|---|--|
| <b>N/A</b>  |  |



CALIFORNIA STATE BOARD OF PHARMACY

# Pharmacy

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

#### STAFF:

**99.7 civil service**  
**1 exempt**

#### LICENSES:

**138,744**

#### BOARD MEMBERSHIP:

**7 pharmacists**  
**6 public representatives**

#### STRATEGIC PLAN ADOPTED:

**April 2012**

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



#### MAJOR ACCOMPLISHMENTS

- Addressed the epidemic of prescription pain medication abuse by forming a Prescription Drug Abuse Prevention subcommittee. Partnered with the Office of the Attorney General and U.S. Drug Enforcement Administration to conduct a number of day-long joint educational programs for pharmacists; created public service announcement videos on the danger of unsecured pain medications in the home; developed a prescription drug abuse prevention page on the Board's website with information for teens, college students, parents, educators, and pharmacists; worked with the California Department of Justice to register pharmacists in Controlled Substance Utilization, Review and Evaluation System (CURES), the State's prescription drug monitoring program; and created a corresponding responsibility brochure to educate pharmacists on their role in preventing prescription drug abuse.
- Implemented new statutory requirements for pharmacies that perform high-risk sterile compounding, whether they reside in or ship medication into California. In less than six months and using only existing resources, inspected and licensed more than 700 new sterile compounding facilities before the July 1, 2014, deadline for licensure. Additionally, initiated out-of-state inspections of nonresident sterile compounders. The Board, viewed as a leader in this subject, attended and provided testimony at a national meeting on sterile compounding, convened by the Federal Food and Drug Administration.
- Joined with District Attorney Offices from San Diego, Riverside, and Alameda counties to prosecute and fine two pharmacy chains \$1.2 million for failing to consult with patients on new prescriptions under the State's unfair business practices provisions.
- Adopted as a precedential decision a Board disciplinary action in full support of a pharmacist's corresponding responsibility, which holds that while a prescriber has the responsibility for the proper prescribing of controlled substances, the pharmacist filling the prescription has a corresponding responsibility to ensure the prescription is legal, appropriate for the patient, or not for purposes of abuse.

- California took an aggressive leadership role in requiring the pharmaceutical track-and-trace program for all prescription medication provided to patients in California, and passed E-pedigree. E-pedigree was preempted by Federal legislation in late 2014 in favor of the national system to be built over the next 10 years. E-pedigree had been in the works for 10 years and requirements would have been effective starting in 2015. The goal of track-and-trace programs is to ensure the integrity of the pharmaceutical products sold in the United States and protect consumers against counterfeits, adulterated, misbranded, or outdated drugs. The Board's law was instrumental in the enactment of the Federal requirements.

#### MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 294, Emmerson (Chapter 565, Statutes of 2013), helps ensure patients receive safe medications by prohibiting a pharmacy from compounding sterile drug products for injection, administration into the eye, or inhalation unless the pharmacy has obtained a sterile compounding pharmacy license from the Board. Compounding pharmacies will also be subject to random, annual inspections by the Board, and be required to report to the Board any disciplinary or regulatory action taken against the pharmacy by another state within 10 days and any recall notice within 12 hours.
- Assembly Bill 1045, Quirk-Silva (Chapter 302, Statutes of 2013), requires a pharmacy issuing a recall notice regarding a sterile compounded drug to contact the recipient pharmacy, prescriber, or patient and the Board about the recalled drug within 12 hours if use of or exposure to the recalled drug may cause serious adverse health consequences or death, and revokes the license of a nonresident sterile compounding pharmacy if its license is canceled, revoked, or suspended for any reason in its home state.
- SB 493, Hernandez (Chapter 469, Statutes of 2013), creates an advanced practice pharmacist classification that will allow pharmacists, with proper training, to greater assist in serving patients as healthcare providers. The new law allows pharmacists who receive training, are in a pharmacy setting, and meet additional requirements, to administer biological products that have been ordered by a prescriber; provide self-administered hormonal contraceptives; and provide training and education to patients about drug therapy, disease management and prevention; nicotine replacement products; non-diagnosis requiring drugs for travelers going outside of the United States. Pharmacist can also order and monitor tests to manage the efficacy and toxicity of drug therapies; perform physical assessments; order and interpret medication-related tests; refer patients to other providers; initiate, adjust, and discontinue medications under physician protocol or as part of an integrated system such as an ACO; and participate in the evaluation and management of health conditions in collaboration with other providers; to independently initiate and administer vaccines listed on the routine immunization; and initiate and administer epinephrine or diphenhydramine by injection for the treatment of severe allergic reaction.
- AB 1136, Levine (Chapter 304, Statutes of 2013), requires a pharmacist to determine that if a drug, when taken by itself or when combined with alcohol, may impair a person's ability to operate a vehicle or vessel. If so, the pharmacist shall include a written ancillary label on the prescription container indicating that the drug may impair a person's ability to operate a vehicle or vessel.
- E-pedigree, the Board's track-and-trace program

CONTINUED

to maintain the integrity of the prescription drug supply, was pre-empted in November 2013 when President Obama signed Public Law 113-54, which contains provisions for a national tracking system for prescription medication. California's E-pedigree requirements were enacted in 2004 and were to be in effect on a staggered basis from 2015 to July 2017.

- SB 809, DeSaulnier (Chapter 400, Statutes of 2013), assesses an annual \$6 fee for pharmacists, clinics, wholesalers, pharmacies, and prescribers licensed by DCA to pay toward the cost of upgrading and maintaining CURES (California's prescription drug monitoring program). It also establishes the CURES Fund to provide sufficient revenue to upgrade and modernize the CURES program, maintain program operations, establish enforcement capability, and improve utilization by requiring all practitioners and pharmacists to enroll in CURES once the program is capable of accommodating all users.
- AB 1535, Bloom (Chapter 326, Statutes of 2014), permits pharmacists to furnish the opiate overdose reversal medicine naloxone hydrochloride upon request. Previously, naloxone was available only by prescription from a healthcare provider or from a handful of naloxone distribution programs throughout the State.
- SB 1039, Hernandez (Chapter 319, Statutes of 2014), enables pharmacy technicians to do more under the direct supervision of a pharmacist. New duties may include packaging emergency supplies, sealing emergency containers, performing monthly checks of drug supplies, and reporting irregularities.
- California Code of Regulations 1707.5(a)(1) — The Board approved changes to prescription labels that requires 12-point font be used in the patient-centered portion of the label that contains only the patient name, name and strength of the drug, directions for use, and when entered onto the prescription document, purpose or condition for which the drug was prescribed.
- AB 2605, Bonilla (Chapter 507, Statutes of 2014), establishes regulatory and licensure requirements for third-party logistics providers, large warehouse businesses that sometimes ship, store, select, and distribute prescription medication and devices to patients and providers.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits       |               |              |               |
|---|---------------|--------------|---------------|
| TYPE  | APPS RECEIVED | ISSUED       | RENEWED       |
| PHARMACIST (EXAM APPLICATIONS)              | <b>2,683</b>  | <b>N/A</b>   | <b>N/A</b>    |
| PHARMACIST (INITIAL LICENSING APPLICATIONS) | <b>1,792</b>  | <b>1,839</b> | <b>19,044</b> |
| INTERN PHARMACIST                           | <b>2,186</b>  | <b>1,913</b> | <b>N/A</b>    |
| PHARMACY TECHNICIAN                         | <b>8,230</b>  | <b>6,841</b> | <b>30,561</b> |
| PHARMACY                                    | <b>409</b>    | <b>350</b>   | <b>6,169</b>  |
| HOSPITAL                                    | <b>35</b>     | <b>23</b>    | <b>481</b>    |
| STERILE COMPOUNDING                         | <b>669</b>    | <b>664</b>   | <b>243</b>    |
| CLINIC                                      | <b>102</b>    | <b>90</b>    | <b>1,123</b>  |
| NONRESIDENT PHARMACY                        | <b>149</b>    | <b>88</b>    | <b>330</b>    |
| LICENSED CORRECTIONAL FACILITY              | <b>1</b>      | <b>1</b>     | <b>51</b>     |
| HYPODERMIC NEEDLE AND SYRINGE               | <b>16</b>     | <b>11</b>    | <b>244</b>    |
| NONRESIDENT WHOLESALER                      | <b>90</b>     | <b>81</b>    | <b>621</b>    |
| WHOLESALER                                  | <b>90</b>     | <b>545</b>   | <b>493</b>    |
| VETERINARY FOOD-ANIMAL DRUG RETAILER        | <b>1</b>      | <b>0</b>     | <b>21</b>     |
| DESIGNATED REPRESENTATIVE                   | <b>536</b>    | <b>401</b>   | <b>2,664</b>  |
| NONRESIDENT STERILE COMPOUNDING             | <b>15</b>     | <b>16</b>    | <b>71</b>     |
| CENTRALIZED HOSPITAL PACKAGING              | <b>9</b>      | <b>1</b>     | <b>N/A</b>    |

| Licensing Population by Type          |                       |                         |            |
|---------------------------------------|-----------------------|-------------------------|------------|
| TYPE                                  | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS  |
| PHARMACIST                            | <b>N/A</b>            | <b>43,972</b>           | <b>N/A</b> |
| INTERN PHARMACIST                     | <b>N/A</b>            | <b>6,012</b>            | <b>N/A</b> |
| PHARMACY TECHNICIAN                   | <b>N/A</b>            | <b>73,568</b>           | <b>N/A</b> |
| PHARMACY                              | <b>N/A</b>            | <b>6,361</b>            | <b>N/A</b> |
| HOSPITAL                              | <b>N/A</b>            | <b>494</b>              | <b>N/A</b> |
| STERILE COMPOUNDING                   | <b>N/A</b>            | <b>901</b>              | <b>N/A</b> |
| CLINIC                                | <b>N/A</b>            | <b>1,386</b>            | <b>N/A</b> |
| NONRESIDENT PHARMACY                  | <b>N/A</b>            | <b>516</b>              | <b>N/A</b> |
| LICENSED CORRECTIONAL FACILITY        | <b>N/A</b>            | <b>53</b>               | <b>N/A</b> |
| HYPODERMIC NEEDLE AND SYRINGE         | <b>N/A</b>            | <b>343</b>              | <b>N/A</b> |
| NONRESIDENT WHOLESALER                | <b>N/A</b>            | <b>822</b>              | <b>N/A</b> |
| WHOLESALER                            | <b>N/A</b>            | <b>625</b>              | <b>N/A</b> |
| VERTERINARY FOOD-ANIMAL DRUG RETAILER | <b>N/A</b>            | <b>25</b>               | <b>N/A</b> |
| DESIGNATED REPRESENTATIVE             | <b>N/A</b>            | <b>3,576</b>            | <b>N/A</b> |
| NONRESIDENT STERILE COMPOUNDING       | <b>N/A</b>            | <b>88</b>               | <b>N/A</b> |
| CENTRALIZED HOSPITAL PACKAGING        | <b>N/A</b>            | <b>2</b>                | <b>N/A</b> |

## Summary of Licensing Activity

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

| Exams   |              |            |              |
|---|--------------|------------|--------------|
| TYPE  | PASS         | FAIL       | TOTAL        |
| CALIFORNIA PRACTICE STANDARDS AND JURISPRUDENCE EXAMINATION FOR PHARMACISTS | <b>2,421</b> | <b>470</b> | <b>2,891</b> |
| NORTH AMERICAN PHARMACIST LICENSURE EXAMINATION                             | <b>1,416</b> | <b>158</b> | <b>1,574</b> |

## Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>1,931</b>               | RECEIVED                                  |
| <b>460</b>                 | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>1,535</b>               | REFERRED FOR INVESTIGATION*               |
| <b>206</b>                 | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                    |
|---|------------------------------------|
| <b>1,336</b>                              | RECEIVED                           |
| <b>1,281</b>                              | CLOSED/REFERRED FOR INVESTIGATION* |
| <b>37</b>                                 | PENDING                            |

| Inspections  |                               |
|--------------|-------------------------------|
| <b>1,729</b> | INSPECTIONS CONDUCTED         |
| <b>73</b>    | INSPECTION CITATIONS ISSUED** |

| Investigations |         |
|----------------|---------|
| <b>2,745</b>   | OPENED  |
| <b>3,168</b>   | CLOSED  |
| <b>1,613</b>   | PENDING |

| Number of Days to Complete Intake and Investigations |  |
|--|--|
| <b>722</b>   | UP TO 90 DAYS  |
| <b>705</b>   | 91 TO 180 DAYS   |
| <b>1,149</b>   | 181 DAYS TO 1 YEAR   |
| <b>466</b>   | 1 TO 2 YEARS   |
| <b>111</b>   | 2 TO 3 YEARS   |
| <b>15</b>  | OVER 3 YEARS   |
| <b>243</b>   | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

| Citations and Fines*** |   |
|------------------------|---|
| <b>1,984</b>           | ISSUED  |
| <b>1,594</b>           | ISSUED WITH A FINE                                  |
| <b>12</b>              | WITHDRAWN   |
| <b>67</b>              | DISMISSED   |
| <b>347</b>             | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

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

\*\* The Board is not authorized to issue a citation at the time of inspection; however, an inspection may initiate a formal investigation that results in a citation or a citation and fine being issued. There were 73 of these during Fiscal Year 13–14.

\*\*\* Seventeen citations were reduced to Letter of Admonishment at Office Conference.

### Summary of Enforcement Activity

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$13,011,000</b>   | ASSESSED  |
| <b>\$741,525</b>      | REDUCED   |
| <b>\$2,265,079</b>    | COLLECTED |

| Criminal/Civil Actions |          |
|------------------------|----------|
|                        | <b>0</b> |

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>378</b>  | CASES OPENED/INITIATED |
| <b>339</b>  | CASES CLOSED           |
| <b>627</b>  | CASES PENDING          |

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| <b>23</b>                           | 1 YEAR                                      |
| <b>143</b>                          | 1 TO 2 YEARS                                |
| <b>104</b>                          | 2 TO 3 YEARS                                |
| <b>44</b>                           | 3 TO 4 YEARS                                |
| <b>25</b>                           | OVER 4 YEARS                                |
| <b>827</b>                          | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

| Formal Actions Filed/Withdrawn/Dismissed |   |
|--|---|
| <b>59</b>                                | STATEMENTS OF ISSUES FILED                        |
| <b>415</b>                               | ACCUSATIONS FILED                                 |
| <b>21</b>                                | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>19</b>                                | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>21</b>                                | ACCUSATIONS WITHDRAWN/DISMISSED                   |

| Administrative Outcomes/Final Orders* |                             |
|---------------------------------------|-----------------------------|
| <b>33</b>                             | LICENSE APPLICATIONS DENIED |
| <b>167</b>                            | REVOCAION                   |
| <b>52</b>                             | SURRENDER OF LICENSE        |
| <b>10</b>                             | PROBATION WITH SUSPENSION   |
| <b>0</b>                              | SUSPENSION ONLY             |
| <b>52</b>                             | PROBATION ONLY              |
| <b>11</b>                             | PUBLIC REPRIMAND            |
| <b>1</b>                              | OTHER DECISIONS             |

\* Cases may include multiple respondents with multiple outcomes.

### Summary of Enforcement Activity

| Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed |                    |
|---|--------------------|
| <b>27</b>   | TOTAL NUMBER FILED |

| Subsequent Disciplinary—Administrative Outcomes/ Final Orders |                           |
|---|---------------------------|
| <b>14</b>   | REVOCAION                 |
| <b>3</b>  | SURRENDER OF LICENSE      |
| <b>3</b>  | PROBATION WITH SUSPENSION |
| <b>0</b>  | SUSPENSION ONLY           |
| <b>1</b>  | PROBATION ONLY            |
| <b>0</b>  | PUBLIC REPRIMAND          |
| <b>0</b>  | OTHER DECISIONS           |

| Petition for Modification or Termination of Probation |         |
|---|---------|
| <b>1</b>  | GRANTED |
| <b>7</b>  | DENIED  |
| <b>9</b>  | TOTAL   |

| Petition for Reinstatement of Revoked License/ Registration/Certification |         |
|---|---------|
| <b>3</b>  | GRANTED |
| <b>0</b>  | DENIED  |
| <b>3</b>  | TOTAL   |

| Cost Recovery to DCA |           |
|----------------------|-----------|
| <b>\$897,072</b>     | ORDERED   |
| <b>\$482,077</b>     | COLLECTED |

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

PHYSICAL THERAPY BOARD OF CALIFORNIA

# Physical Therapy

Licenses and regulates physical therapists and physical therapist assistants.

#### STAFF:

**19.1 civil service**  
**1 exempt**

#### LICENSES AND CERTIFICATIONS:

**34,043**

#### BOARD MEMBERSHIP:

**4 licensees**  
**3 public representatives**

#### STRATEGIC PLAN ADOPTED:

**2013**

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



#### MAJOR ACCOMPLISHMENTS

- Updated the Board's website to identify what services each Board-Recognized Continuing Competency Approval Agency provides in order to assist licensees in meeting continuing competency requirements.
- Created new and updated existing application and licensing forms for clarity, uniformity, and accessibility.
- Processed a record number of applications for licensure and issued more licenses this fiscal year than in any prior year.
- Continued the Board's commitment to be active participants in the development and design of the BreEZe system. The Board has completed phase one of a three-phase development plan.
- Obtained approval and funding for three additional positions to address increased workload in the Consumer Protection Services program and the Application and Licensing Services program.

#### MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 1000, Wieckowski (Chapter 620, Statutes of 2013), adds Section 2620.1 to the Business and Professions Code, allowing patients to access physical therapy services without a diagnosis for 45 calendar days or 12 visits, whichever occurs first. This bill also expands the types of licensed professionals permitted to work for a professional corporation; adds physical therapy corporations to the list of corporations in section 13401.5 of the Corporations Code, identifying who, other than physical therapists, may be a shareholder, officer, or director of a physical therapy corporation; and permits a licensed physical therapist to be a shareholder, officer, or director of a medical corporation and a podiatric medical corporation.
- Senate Bill 198, Lieu (Chapter 338, Statutes of 2013), revises the Physical Therapy Practice Act and includes provisions that provide specific licensure exemptions; specific license renewal exemptions and waivers; authority for the Board to collect a civil penalty of \$1,000 per day after the 15th day that a licensee fails to comply with a request from the Board for patient records; clarification of specific violations that constitute unprofessional conduct; and, a requirement for applicants who were educated outside the United States at a non-accredited

school to demonstrate English proficiency by achieving a passing score on the Test of English as a Foreign Language. This bill also extends the Board's sunset date to January 1, 2018.

- Effective October 1, 2013, California Code of Regulations (CCR) section 1398.15 requires physical therapists to notify their patients that they, as well as physical therapist assistants, are licensed and regulated by the Board.
- Effective January 1, 2014, CCR section 1398.6, requires, among other things, an applicant or licensee to provide an e-mail address to the Board, if he or she has an e-mail address. The Board will utilize e-mail addresses as a means of communication with applicants and licensees, and to inform applicants and licensees of law and regulation changes as well as other important Board information.
- Effective October 1, 2014, CCR section 1399.15 incorporates the fifth edition of the *Guidelines for Issuing Citations and Imposing Discipline*, revised December 2013, (*Guidelines*) by reference. The fifth edition of the *Guidelines* includes new violations and modifications of the penalties to be consistent and appropriate to the current practice of physical therapy as well as includes provisions from the Uniform Standards Regarding Substance Abusing Healing Arts Licensees (4/2011) (Uniform Standards), which is also incorporated by reference in the language of CCR section 1399.15.



### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |              |               |
|---------------------------------------|---------------|--------------|---------------|
| TYPE                                  | APPS RECEIVED | ISSUED       | RENEWED       |
| PT                                    | <b>1,204</b>  | <b>1,192</b> | <b>11,125</b> |
| PTA                                   | <b>423</b>    | <b>354</b>   | <b>2,737</b>  |
| FOREIGN APPLICATIONS                  | <b>385</b>    | <b>N/A</b>   | <b>N/A</b>    |
| EK/EN                                 | <b>3</b>      | <b>0</b>     | <b>30</b>     |

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

| Licensing Population by Type |                          |                            |            |
|------------------------------|--------------------------|----------------------------|------------|
| TYPE                         | CERTIFICATES/<br>PERMITS | LICENSES/<br>REGISTRATIONS | APPROVALS  |
| PT                           | <b>N/A</b>               | <b>27,128</b>              | <b>N/A</b> |
| PTA                          | <b>N/A</b>               | <b>6,820</b>               | <b>N/A</b> |
| EK/EN                        | <b>N/A</b>               | <b>95</b>                  | <b>N/A</b> |

| Renewal and Continuing Education |                         |  |
|----------------------------------|-------------------------|--|
| TYPE                             | FREQUENCY OF<br>RENEWAL | NUMBER CE HOURS<br>REQUIRED EACH CYCLE |
| PT                               | <b>EVERY 2 YEARS</b>    | <b>30</b>                              |
| PTA                              | <b>EVERY 2 YEARS</b>    | <b>30</b>                              |
| EK/EN                            | <b>EVERY 2 YEARS</b>    | <b>N/A</b>                             |

| Exam Results        |              |              |              |
|---------------------|--------------|--------------|--------------|
| EXAM TITLE          | PASS         | FAIL         | TOTAL        |
| NATIONAL PT EXAM    | <b>659</b>   | <b>354</b>   | <b>1,013</b> |
| NATIONAL PTA EXAM   | <b>298</b>   | <b>176</b>   | <b>474</b>   |
| CALIFORNIA LAW EXAM | <b>1,662</b> | <b>1,102</b> | <b>2,764</b> |
| <b>TOTALS</b>       | <b>2,619</b> | <b>1,632</b> | <b>4,251</b> |

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>1,019</b>               | RECEIVED                                  |
| <b>97</b>                  | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>930</b>                 | REFERRED FOR INVESTIGATION                |
| <b>4</b>                   | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>289</b>                                | RECEIVED                          |
| <b>296</b>                                | CLOSED/REFERRED FOR INVESTIGATION |
| <b>2</b>                                  | PENDING                           |

| Inspections |  |
|-------------|--|
| <b>N/A</b>  |  |

| Investigations |         |
|----------------|---------|
| <b>1,216</b>   | OPENED  |
| <b>1,285</b>   | CLOSED  |
| <b>483</b>     | PENDING |

| Number of Days to Complete Intake and Investigations |  |
|--|--|
| <b>864</b>   | UP TO 90 DAYS  |
| <b>216</b>   | 91 TO 180 DAYS   |
| <b>82</b>  | 181 DAYS TO 1 YEAR   |
| <b>109</b>   | 1 TO 2 YEARS   |
| <b>10</b>  | 2 TO 3 YEARS   |
| <b>4</b>   | OVER 3 YEARS   |
| <b>118</b>   | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

| Citations and Fines |   |
|---------------------|---|
| <b>249</b>          | ISSUED  |
| <b>247</b>          | ISSUED WITH A FINE                                  |
| <b>10</b>           | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>141</b>          | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$53,450</b>       | ASSESSED  |
| <b>0</b>              | REDUCED   |
| <b>\$49,950</b>       | COLLECTED |

### Summary of Enforcement Activity

#### Criminal/Civil Actions

|          |                                     |
|----------|-------------------------------------|
| <b>0</b> | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>0</b> | CRIMINAL ACTIONS FILED              |
| <b>0</b> | CIVIL ACTIONS FILED                 |

#### Office of the Attorney General/Disciplinary Actions

|           |                        |
|-----------|------------------------|
| <b>52</b> | CASES OPENED/INITIATED |
| <b>38</b> | CASES CLOSED           |
| <b>78</b> | CASES PENDING          |

#### Number of Days to Complete AG Cases

|            |   |
|------------|---|
| <b>3</b>   | 1 YEAR                                      |
| <b>16</b>  | 1 TO 2 YEARS                                |
| <b>12</b>  | 2 TO 3 YEARS                                |
| <b>10</b>  | 3 TO 4 YEARS                                |
| <b>0</b>   | OVER 4 YEARS                                |
| <b>883</b> | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

#### Formal Actions Filed/Withdrawn/Dismissed

|           |   |
|-----------|---|
| <b>6</b>  | STATEMENTS OF ISSUES FILED                        |
| <b>44</b> | ACCUSATIONS FILED                                 |
| <b>2</b>  | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>0</b>  | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>6</b>  | ACCUSATIONS WITHDRAWN/DISMISSED                   |

#### Administrative Outcomes/Final Orders

|           |                             |
|-----------|-----------------------------|
| <b>4</b>  | LICENSE APPLICATIONS DENIED |
| <b>5</b>  | REVOCAION                   |
| <b>6</b>  | SURRENDER OF LICENSE        |
| <b>0</b>  | PROBATION WITH SUSPENSION   |
| <b>0</b>  | SUSPENSION ONLY             |
| <b>14</b> | PROBATION ONLY              |
| <b>10</b> | PUBLIC REPRIMAND            |
| <b>6</b>  | OTHER DECISIONS             |

#### Petition for Modification or Termination of Probation

|          |         |
|----------|---------|
| <b>2</b> | GRANTED |
| <b>3</b> | DENIED  |
| <b>5</b> | TOTAL   |

#### Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

|          |                    |
|----------|--------------------|
| <b>2</b> | TOTAL NUMBER FILED |
|----------|--------------------|

#### Subsequent Disciplinary—Administrative Outcomes/Final Orders

|          |                           |
|----------|---------------------------|
| <b>0</b> | REVOCAION                 |
| <b>0</b> | SURRENDER OF LICENSE      |
| <b>0</b> | PROBATION WITH SUSPENSION |
| <b>0</b> | SUSPENSION ONLY           |
| <b>2</b> | PROBATION ONLY            |
| <b>0</b> | PUBLIC REPRIMAND          |
| <b>0</b> | OTHER DECISIONS           |

#### Petition for Reinstatement of Revoked License/Registration/Certification

|          |         |
|----------|---------|
| <b>0</b> | GRANTED |
| <b>1</b> | DENIED  |
| <b>1</b> | TOTAL   |

#### Cost Recovery to DCA

|                  |           |
|------------------|-----------|
| <b>\$151,013</b> | ORDERED   |
| <b>\$78,424</b>  | COLLECTED |

#### Consumer Restitution to Consumers/Refunds/Savings

|              |  |
|--------------|--|
| <b>\$950</b> | RESTITUTION ORDERED                                  |
| <b>\$0</b>   | AMOUNT REFUNDED                                      |
| <b>\$0</b>   | REWORK AT NO CHARGE                                  |
| <b>\$0</b>   | ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED |
| <b>\$0</b>   | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                 |

## PHYSICIAN ASSISTANT BOARD

# Physician Assistants

Licenses and regulates physician assistants.

#### STAFF:

**4 civil service**  
**1 exempt**

#### LICENSES AND PERMITS:

**9,482**

#### BOARD MEMBERSHIP:

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

#### STRATEGIC PLAN ADOPTED:

**February 24, 2014**

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

#### MAJOR ACCOMPLISHMENTS

- Approved the Board's 2014–2018 Strategic Plan on February 24, 2014. The plan was added to the Board's website.
- Updated the Board's "What is a PA?" consumer information brochure in both English and Spanish. Both brochures are available on the Board's website.
- Transitioned to Department of Consumer Affairs' (DCA's) BreEZe licensing and enforcement system in October 2013. Physician assistant applicants now have the option to submit online applications for licensure to the Board.
- Created a diversion program fee schedule to better inform Administrative Law Judges, Deputy Attorney Generals, licensees, and applicants of typical costs involved in participation in the Board's diversion program. This document also informs applicants and licensees of required initial practice restrictions when initially entering the program.

#### MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 352 (Pavley, Chapter 286, Stats of 2013) amends Business and Professions Code section 2069 to allow physicians to delegate medical assistant supervision to physician assistants, certified nurse practitioners, and certified nurse midwives. An informational bulletin, "Supervision of Medical Assistants by Physician Assistants," was developed so that physician assistants and supervising physicians may become better informed about supervision of medical assistants. The Frequently Asked Questions on the Board's website was updated to reflect this legislative change.
- Title 16, California Code of Regulations sections 1399.620, 1399.621, 1399.622, and 1399.623, Sponsored Free Health Care Events, establishes requirements for healthcare events at which free care is offered to uninsured and under-insured individuals by volunteer healthcare providers, including physician assistants, where those practitioners may include individuals who may be licensed in other states but not in California.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |            |              |
|---------------------------------------|---------------|------------|--------------|
| TYPE                                  | APPS RECEIVED | ISSUED     | RENEWED      |
| PHYSICIAN ASSISTANT                   | <b>770</b>    | <b>775</b> | <b>4,360</b> |

| Licensing Population by Type |                       |                         |            |
|------------------------------|-----------------------|-------------------------|------------|
| TYPE                         | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS  |
| PHYSICIAN ASSISTANT          | <b>N/A</b>            | <b>9,482</b>            | <b>N/A</b> |

| Renewal and Continuing Education (CE) |                      |  |
|---------------------------------------|----------------------|--|
| TYPE                                  | FREQUENCY OF RENEWAL | NUMBER CE HOURS REQUIRED EACH CYCLE      |
| PHYSICIAN ASSISTANT                   | <b>EVERY 2 YEARS</b> | <b>50 HRS. OR NATIONAL CERTIFICATION</b> |

| Exam Results |
|--------------|
| <b>N/A</b>   |

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>316</b>                 | RECEIVED                                  |
| <b>0</b>                   | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>312</b>                 | REFERRED FOR INVESTIGATION                |
| <b>10</b>                  | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>46</b>                                 | RECEIVED                          |
| <b>43</b>                                 | CLOSED/REFERRED FOR INVESTIGATION |
| <b>3</b>                                  | PENDING                           |

| Inspections                           |
|---------------------------------------|
| <b>NOT APPLICABLE TO THIS PROGRAM</b> |

| Investigations |         |
|----------------|---------|
| <b>355</b>     | OPENED  |
| <b>267</b>     | CLOSED  |
| <b>194</b>     | PENDING |

| Number of Days to Complete Intake and Investigations |  |
|--|--|
| <b>172</b>   | UP TO 90 DAYS  |
| <b>45</b>  | 91 TO 180 DAYS   |
| <b>27</b>  | 181 DAYS TO 1 YEAR   |
| <b>19</b>  | 1 TO 2 YEARS   |
| <b>4</b>   | 2 TO 3 YEARS   |
| <b>0</b>   | OVER 3 YEARS   |
| <b>118</b>   | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

| Citations and Fines |   |
|---------------------|---|
| <b>19</b>           | ISSUED  |
| <b>19</b>           | ISSUED WITH A FINE                                  |
| <b>1</b>            | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>262</b>          | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$9,800</b>        | ASSESSED  |
| <b>\$450</b>          | REDUCED   |
| <b>\$4,100</b>        | COLLECTED |

### Summary of Enforcement Activity

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

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| 49  | CASES OPENED/INITIATED |
| 34  | CASES CLOSED           |
| 26  | CASES PENDING          |

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| 17                                  | 1 YEAR                                      |
| 9                                   | 1 TO 2 YEARS                                |
| 5                                   | 2 TO 3 YEARS                                |
| 3                                   | 3 TO 4 YEARS                                |
| 0                                   | OVER 4 YEARS                                |
| 526                                 | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

| Formal Actions Filed/Withdrawn/Dismissed |   |
|--|---|
| 2  | STATEMENTS OF ISSUES FILED                        |
| 19                                       | ACCUSATIONS FILED                                 |
| 3  | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| 2  | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| 0  | ACCUSATIONS WITHDRAWN/DISMISSED                   |

| Administrative Outcomes/Final Orders |                             |
|--------------------------------------|-----------------------------|
| 2                                    | LICENSE APPLICATIONS DENIED |
| 6                                    | REVOCATION                  |
| 6                                    | SURRENDER OF LICENSE        |
| 1                                    | PROBATION WITH SUSPENSION   |
| 0                                    | SUSPENSION ONLY             |
| 15                                   | PROBATION ONLY              |
| 1                                    | PUBLIC REPRIMAND            |
| 0                                    | OTHER DECISIONS             |

| Petition for Modification or Termination of Probation |         |
|---|---------|
| 0   | GRANTED |
| 2   | DENIED  |
| 2   | TOTAL   |

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

| Cost Recovery to DCA |           |
|----------------------|-----------|
| \$140,555            | ORDERED   |
| \$46,525             | COLLECTED |

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

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

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

# Podiatric Doctors

## STAFF:

**4 civil service**  
**1 exempt**

## LICENSES:

**2,288**

## BOARD MEMBERSHIP:

**4 licensees**  
**3 public representatives**

## STRATEGIC PLAN ADOPTED:

**November 16, 2012**

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

## MAJOR ACCOMPLISHMENTS

- Since implementing the nation's model Continuing Competency Program in 1999, the Board has continued to reap consumer protection benefits as consumer complaints remain at yearly lows and an additional 9.8 percent decrease in complaint volume year over last has been achieved for Fiscal Year 2013–2014.
- Successful participation and implementation of Release 1 of the Department of Consumer Affairs (DCA) BreEZe online database system for the Board's licensing and enforcement functions on October 13, 2013. The Board's successful adoption and migration to the new BreEZe system has offered both consumers and licensees improved data quality, technology, and customer service and has enhanced the Board's licensing and enforcement efficiency.

## MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 809, DeSaulnier (Chapter 400, Statutes of 2013), requires all licensees to be assessed \$6 annually and collected at the time of renewal in order to cover the operation and maintenance of the Controlled Substance Utilization Review and Evaluation System (CURES). The amount of \$12 per renewal cycle has been successfully added to the Board's renewal fee effective April 1, 2014.
- SB 304, Lieu (Chapter 515, Statutes 2013), requires all peace officers, field office medical consultants, and their support positions to be transferred from the Medical Board of California (MBC) to the Health Quality Investigation Unit (HQIU) within the DCA Division of Investigation no later than July 1, 2014. The transition has successfully taken place and the move has not affected the progress of investigations handled for the Board.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits  |               |        |         |
|--|---------------|--------|---------|
| TYPE                                   | APPS RECEIVED | ISSUED | RENEWED |
| PERMANENT DOCTOR OF PODIATRIC MEDICINE | 60            | 77     | 1,027   |
| FEE-EXEMPT LICENSE                     | 3             | 2      | 124     |
| RESIDENT STATUS LICENSE                | 51            | 47     | 75      |

| Licensing Population by Type           |                       |                         |           |
|--|-----------------------|-------------------------|-----------|
| TYPE                                   | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS |
| PERMANENT DOCTOR OF PODIATRIC MEDICINE | N/A                   | 1,682                   | N/A       |
| FEE-EXEMPT LICENSE                     | N/A                   | 216                     | N/A       |
| RESIDENT STATUS LICENSE                | N/A                   | 122                     | N/A       |

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

| Exam Results |
|--------------|
| ***          |

\* Retired/disabled: CE units not required.  
 \*\* Yearly extension based on resident program approval.  
 \*\*\* See Section 139 report, page 172.

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| 110                        | RECEIVED                                  |
| 2                          | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| 108                        | REFERRED FOR INVESTIGATION                |
| 0                          | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| 13  | RECEIVED                          |
| 13  | CLOSED/REFERRED FOR INVESTIGATION |
| 0   | PENDING                           |

| Inspections                    |
|--------------------------------|
| NOT APPLICABLE TO THIS PROGRAM |

| Investigations |         |
|----------------|---------|
| 123            | OPENED  |
| 86             | CLOSED  |
| 92             | PENDING |

| Number of Days to Complete Intake and Investigations |  |
|--|--|
| 40   | UP TO 90 DAYS  |
| 19   | 91 TO 180 DAYS   |
| 15   | 181 DAYS TO 1 YEAR   |
| 8  | 1 TO 2 YEARS   |
| 4  | 2 TO 3 YEARS   |
| 0  | OVER 3 YEARS   |
| 177  | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

| Citations and Fines |   |
|---------------------|---|
| 5                   | ISSUED  |
| 5                   | ISSUED WITH A FINE                                  |
| 2                   | WITHDRAWN   |
| 1                   | DISMISSED   |
| 612                 | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| \$12,500              | ASSESSED  |
| \$7,500               | REDUCED   |
| \$300                 | COLLECTED |

### Summary of Enforcement Activity

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

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| 10  | CASES OPENED/INITIATED |
| 6   | CASES CLOSED           |
| 7   | CASES PENDING          |

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| 2                                   | 1 YEAR                                      |
| 2                                   | 1 TO 2 YEARS                                |
| 1                                   | 2 TO 3 YEARS                                |
| 0                                   | 3 TO 4 YEARS                                |
| 1                                   | OVER 4 YEARS                                |
| 690                                 | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

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

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

| Petition for Modification or Termination of Probation |         |
|---|---------|
| 2   | GRANTED |
| 0   | DENIED  |
| 2   | TOTAL   |

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

| Cost Recovery to DCA |           |
|----------------------|-----------|
| \$35,714             | ORDERED   |
| \$33,618             | COLLECTED |

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



BUREAU FOR PRIVATE POSTSECONDARY EDUCATION

# Postsecondary Education

Oversees and regulates private postsecondary educational institutions located in California.

## STAFF:

**75 civil service**  
**1 exempt**

## EDUCATIONAL INSTITUTIONS APPROVED:

**1,101**

## BUREAU ADVISORY COMMITTEE:

**10 professionals**  
**representing educational**  
**institutions, students,**  
**employers, or consumers**  
**2 public representatives**

## STRATEGIC PLAN ADOPTED:

**2012**

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

## MAJOR ACCOMPLISHMENTS

- Attended four major outreach events to educate California students on what to look for when choosing a private postsecondary college.
- Developed and unveiled workshops designed to assist private postsecondary institutions with the licensing application process and compliance inspection process.
- Processed 707 applications for approval to operate an institution and denied 109 applications for failing to meet statutory and regulatory requirements.
- Conducted 291 compliance inspections, issued 124 notices to comply, and referred 87 cases for investigation and enforcement. Closed 522 investigations.
- Between January 1, 2014, and June 30, 2014, the Compliance Unit completed 213 announced compliance inspections for institutions with approval by means of accreditation. The inspections of these institutions provide them the ability to remain eligible for Title IV funding under State authorization requirements.
- Processed 312 Student Tuition Recover Fund claims and refunded \$1,933,493.29 to compensate those students who suffered a loss because their school closed before they completed their education.



### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |            |           |
|---------------------------------------|---------------|------------|-----------|
| TYPE                                  | APPS RECEIVED | ISSUED     | DENIED    |
| NON-ACCREDITED                        | <b>90</b>     | <b>35</b>  | <b>14</b> |
| ACCREDITED INSTITUTION                | <b>93</b>     | <b>63</b>  | <b>5</b>  |
| VERIFICATION OF EXEMPTION             | <b>210</b>    | <b>128</b> | <b>58</b> |
| RENEWAL                               | <b>167</b>    | <b>117</b> | <b>16</b> |
| SUBSTANTIVE CHANGES                   | <b>407</b>    | <b>364</b> | <b>16</b> |

| Licensing Population by Type |              |            |            |
|------------------------------|--------------|------------|------------|
| TYPE                         | MAIN         | BRANCH     | SATELLITES |
| FULL APPROVAL                | <b>1,101</b> | <b>396</b> | <b>519</b> |

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

| Exams      |
|------------|
| <b>N/A</b> |

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>772</b>                 | RECEIVED                                  |
| <b>0</b>                   | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>1,014</b>               | REFERRED FOR INVESTIGATION                |
| <b>0</b>                   | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>0</b>                                  | RECEIVED                          |
| <b>0</b>                                  | CLOSED/REFERRED FOR INVESTIGATION |
| <b>0</b>                                  | PENDING                           |

### Summary of Enforcement Activity

| Inspections |  |
|-------------|--|
| <b>291</b>  | INSPECTIONS CONDUCTED                    |
| <b>124</b>  | INSPECTIONS NOTICE TO COMPLY ISSUED      |
| <b>87</b>   | REFERRALS TO INVESTIGATIONS & DISCIPLINE |
| <b>16</b>   | NOTICE OF DISAGREEMENT                   |

| Investigations |         |
|----------------|---------|
| <b>772</b>     | OPENED  |
| <b>522</b>     | CLOSED  |
| <b>949</b>     | PENDING |

| Number of Days to Complete Intake and Investigations |   |
|--|---|
| <b>191</b>   | UP TO 90 DAYS                                       |
| <b>99</b>  | 91 TO 180 DAYS                                      |
| <b>94</b>  | 181 DAYS TO 1 YEAR                                  |
| <b>107</b>   | 1 TO 2 YEARS  |
| <b>26</b>  | 2 TO 3 YEARS  |
| <b>5</b>   | OVER 3 YEARS  |
| <b>249</b>   | AVERAGE NUMBER OF DAYS TO COMPLETE AN INVESTIGATION |

| Citations and Fines |   |
|---------------------|---|
| <b>14</b>           | ISSUED  |
| <b>14</b>           | ISSUED WITH A FINE                                  |
| <b>2</b>            | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>822</b>          | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$296,068</b>      | ASSESSED  |
| <b>\$0</b>            | REDUCED   |
| <b>\$10,000</b>       | COLLECTED |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>3</b>               | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>2</b>               | CRIMINAL ACTIONS FILED              |
| <b>0</b>               | CIVIL ACTIONS FILED                 |

### Summary of Enforcement Activity

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>29</b>   | CASES OPENED/INITIATED |
| <b>15</b>   | CASES CLOSED           |
| <b>32</b>   | CASES PENDING          |

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| <b>1</b>                            | 1 YEAR                                      |
| <b>2</b>                            | 1 TO 2 YEARS                                |
| <b>0</b>                            | 2 TO 3 YEARS                                |
| <b>0</b>                            | 3 TO 4 YEARS                                |
| <b>0</b>                            | OVER 4 YEARS                                |
| <b>544</b>                          | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

| Formal Actions Filed/Withdrawn/Dismissed |   |
|--|---|
| <b>12</b>                                | STATEMENTS OF ISSUES FILED                        |
| <b>0</b>                                 | ACCUSATIONS FILED                                 |
| <b>0</b>                                 | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>7</b>                                 | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>1</b>                                 | ACCUSATIONS WITHDRAWN/DISMISSED                   |

| Administrative Outcomes/Final Orders |                           |
|--------------------------------------|---------------------------|
| <b>2</b>                             | REVOCATION                |
| <b>0</b>                             | SURRENDER OF LICENSE      |
| <b>0</b>                             | PROBATION WITH SUSPENSION |
| <b>0</b>                             | SUSPENSION ONLY           |
| <b>0</b>                             | PROBATION ONLY            |
| <b>0</b>                             | PUBLIC REPRIMAND          |
| <b>1</b>                             | OTHER DECISIONS           |

| Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed |                    |
|---|--------------------|
| <b>0</b>  | TOTAL NUMBER FILED |

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

| Petition for Modification or Termination of Probation |         |
|---|---------|
| <b>0</b>  | GRANTED |
| <b>0</b>  | DENIED  |
| <b>0</b>  | TOTAL   |

| Petition for Reinstatement of Revoked License/Registration/Certification |         |
|--|---------|
| <b>0</b>   | GRANTED |
| <b>0</b>   | DENIED  |
| <b>0</b>   | TOTAL   |

| Cost Recovery to DCA |           |
|----------------------|-----------|
| <b>\$139,266.88</b>  | ORDERED   |
| <b>\$0</b>           | COLLECTED |

| Student Tuition Recovery Fund (STRF) |                          |
|--------------------------------------|--------------------------|
| <b>8</b>                             | 2011 CARRY-OVER CLAIMS   |
| <b>203</b>                           | CLAIMS RECEIVED          |
| <b>263</b>                           | CLAIMS PAID              |
| <b>49</b>                            | CLAIMS DENIED/INELIGIBLE |
| <b>101</b>                           | 2012 CARRY-OVER CLAIMS   |

| Consumer Restitution (STRF) |  |
|-----------------------------|--|
| <b>\$0</b>                  | RESTITUTION ORDERED                                  |
| <b>\$1,933,493.29</b>       | AMOUNT REFUNDED TO STUDENTS                          |
| <b>\$0</b>                  | REWORK AT NO CHARGE                                  |
| <b>\$5,792</b>              | ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED |
| <b>\$0</b>                  | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                 |

BOARD FOR PROFESSIONAL ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS

# BPESLG

STAFF:

**42 civil service**  
**1 exempt**

LICENSES:

**104,947**

BOARD MEMBERSHIP:

**7 professionals**  
**8 public representatives**

STRATEGIC PLAN ADOPTED:

**May 12, 2011**

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



## MAJOR ACCOMPLISHMENTS

- Established a 1.0 Senior Registrar position to serve as a Senior Registrar for the Geology and Geophysicists Program. The Senior Registrar will provide consistent technical expert advice and direction related to examination application evaluation, exam development, preliminary enforcement case review, and technical input on legislative/regulatory review when needed. The position was approved for Fiscal Year 2013–2014 by the Department of Finance.
- Reduced the aging of open investigations over 1 year old from 108 cases to nine cases.
- Changed the administration of the Fundamentals of Engineering exam and the Fundamentals of Surveying to year-round. This change simplifies the process for the applicant by making examinations more convenient, thereby encouraging licensure.

## MAJOR NEW LEGISLATION OR REGULATIONS

- Sponsored Senate Bill 152, Roth (Chapter 178, Statutes of 2013), which repealed Business and Professions Code sections 6760, 7848, and 7848.1, to eliminate the issuing of temporary authorizations for out-of-state licensees to practice in any branch of engineering, geology, and geophysics in California.
- Supported SB 822, Lieu (Chapter 319, Statutes of 2013), which created a retired license for geologists and geophysicists. The Geologist and Geophysicist Act (Business and Professions Code sections 7800–7887) did not allow for a retired license status for professional geologists or geophysicists. Previously, if a professional geologists or geophysicist retired from his or her profession, they had one of two options: They could stop paying their renewal fees, which would cause their license to go into a delinquent status after the license expiration date and five years later is canceled, or the other option would be for the individual to continue to pay their renewal fees every two years to keep their license in an active status even though they are retired from the profession.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |        |         |
|---------------------------------------|---------------|--------|---------|
| TYPE                                  | APPS RECEIVED | ISSUED | RENEWED |
| AG-AGRICULTURAL                       | 2             | 1      | 35      |
| CH-CHEMICAL                           | 102           | 55     | 387     |
| CE-CIVIL                              | 5,913         | 1,425  | 10,273  |
| CONS-CONSULTING                       | N/A           | N/A    | N/A     |
| CS-CONTROL SYSTEM                     | 37            | 18     | 154     |
| CR-CORROSION                          | N/A           | N/A    | 39      |
| E-ELECTRICAL                          | 898           | 408    | 2,208   |
| FP-FIRE PROTECTION                    | 61            | 30     | 209     |
| GE-GEOTECHNICAL                       | 141           | 45     | 249     |
| I-INDUSTRIAL                          | 6             | 1      | 47      |
| LS-LAND SURVEYOR                      | 540           | 90     | 395     |
| MF-MANUFACTURING                      | N/A           | N/A    | 73      |
| ME-MECHANICAL                         | 957           | 361    | 3,606   |
| MT-METALLURGICAL                      | 9             | 3      | 44      |
| NU-NUCLEAR                            | 2             | 0      | 78      |
| PT-PETROLEUM                          | 11            | 3      | 73      |
| PHOTO-PHOTO SURVEYOR                  | N/A           | N/A    | 0       |
| QU-QUALITY                            | N/A           | N/A    | 68      |
| SF-SAFETY                             | N/A           | N/A    | 80      |
| SE-STRUCTURAL                         | 450           | 146    | 739     |
| TR-TRAFFIC                            | 115           | 33     | 476     |
| PG-PROFESSIONAL GEOLOGIST             | 249           | 102    | 2,320   |
| PROFESSIONAL GEOPHYSICIST             | 8             | 5      | 69      |
| CERTIFIED ENGINEERING GEOLOGIST       | 38            | 10     | 719     |
| CERTIFIED HYDROGEOLOGIST              | 22            | 11     | 411     |
| ENGINEER IN TRAINING                  | 2,884         | 3,388  | N/A     |
| GEOLOGIST IN TRAINING                 | 119           | 75     | N/A     |
| LAND SURVEYOR IN TRAINING             | 46            | 70     | N/A     |

| Licensing Population by Type    |                       |                         |           |
|---------------------------------|-----------------------|-------------------------|-----------|
| TYPE                            | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS |
| AG-AGRICULTURAL                 | N/A                   | 148                     | N/A       |
| CH-CHEMICAL                     | N/A                   | 1,970                   | N/A       |
| CE-CIVIL                        | N/A                   | 54,111                  | N/A       |
| CONS-CONSULTING                 | N/A                   | 4                       | N/A       |
| CS-CONTROL SYSTEM               | N/A                   | 1,100                   | N/A       |
| CR-CORROSION                    | N/A                   | 57                      | N/A       |
| E-ELECTRICAL                    | N/A                   | 9,636                   | N/A       |
| FP-FIRE PROTECTION              | N/A                   | 755                     | N/A       |
| GE-GEOTECHNICAL                 | N/A                   | 1,382                   | N/A       |
| I-INDUSTRIAL                    | N/A                   | 367                     | N/A       |
| LS-LAND SURVEYOR                | N/A                   | 4,226                   | N/A       |
| MF-MANUFACTURING                | N/A                   | 121                     | N/A       |
| ME-MECHANICAL                   | N/A                   | 14,970                  | N/A       |
| MT-METALLURGICAL                | N/A                   | 224                     | N/A       |
| NU-NUCLEAR                      | N/A                   | 439                     | N/A       |
| PT-PETROLEUM                    | N/A                   | 350                     | N/A       |
| PHOTO-PHOTO SURVEYOR            | N/A                   | 2                       | N/A       |
| QU-QUALITY                      | N/A                   | 134                     | N/A       |
| SF-SAFETY                       | N/A                   | 143                     | N/A       |
| SE-STRUCTURAL                   | N/A                   | 3,826                   | N/A       |
| TR-TRAFFIC                      | N/A                   | 1,474                   | N/A       |
| PG-PROFESSIONAL GEOLOGIST       | N/A                   | 5,056                   | N/A       |
| PROFESSIONAL GEOPHYSICIST       | N/A                   | 158                     | N/A       |
| CERTIFIED ENGINEERING GEOLOGIST | N/A                   | 1,561                   | N/A       |
| CERTIFIED HYDROGEOLOGIST        | N/A                   | 917                     | N/A       |
| ENGINEER IN TRAINING            | 34,309                | N/A                     | N/A       |
| GEOLOGIST IN TRAINING           | 227                   | N/A                     | N/A       |
| LAND SURVEYOR IN TRAINING       | 1,964                 | N/A                     | N/A       |

### Summary of Licensing Activity

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

| Exams         |               |                |
|---------------|---------------|----------------|
| PASS          | FAIL          | TOTAL          |
| <b>8,715*</b> | <b>8,697*</b> | <b>17,412*</b> |

\*Amended October 1, 2014.

### Summary of Enforcement Activity PROFESSIONAL ENGINEERS AND LAND SURVEYORS

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>319</b>                 | RECEIVED                                  |
| <b>0</b>                   | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>319</b>                 | REFERRED FOR INVESTIGATION                |
| <b>0</b>                   | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>N/A</b>                                | RECEIVED                          |
| <b>N/A</b>                                | CLOSED/REFERRED FOR INVESTIGATION |
| <b>N/A</b>                                | PENDING                           |

| Inspections |
|-------------|
| <b>N/A</b>  |

| Investigations |         |
|----------------|---------|
| <b>319</b>     | OPENED  |
| <b>394</b>     | CLOSED  |
| <b>217</b>     | PENDING |

| Citations and Fines |   |
|---------------------|---|
| <b>74</b>           | ISSUED  |
| <b>74</b>           | ISSUED WITH A FINE                                  |
| <b>1</b>            | WITHDRAWN   |
| <b>8</b>            | DISMISSED   |
| <b>557</b>          | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$194,450</b>      | ASSESSED  |
| <b>N/A</b>            | REDUCED   |
| <b>\$71,100</b>       | COLLECTED |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>7</b>               | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>4</b>               | CRIMINAL ACTIONS FILED              |
| <b>0</b>               | CIVIL ACTIONS FILED                 |

## Summary of Enforcement Activity PROFESSIONAL ENGINEERS AND LAND SURVEYORS

### Office of the Attorney General/Disciplinary Actions

|           |                        |
|-----------|------------------------|
| <b>39</b> | CASES OPENED/INITIATED |
| <b>34</b> | CASES CLOSED           |
| <b>69</b> | CASES PENDING          |

### Number of Days to Complete AG Cases

|              |   |
|--------------|---|
| <b>2</b>     | 1 YEAR                                      |
| <b>5</b>     | 1 TO 2 YEARS                                |
| <b>3</b>     | 2 TO 3 YEARS                                |
| <b>8</b>     | 3 TO 4 YEARS                                |
| <b>16</b>    | OVER 4 YEARS                                |
| <b>1,482</b> | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

### Formal Actions Filed/Withdrawn/Dismissed

|           |   |
|-----------|---|
| <b>1</b>  | STATEMENTS OF ISSUES FILED                        |
| <b>29</b> | ACCUSATIONS FILED                                 |
| <b>0</b>  | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>1</b>  | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>3</b>  | ACCUSATIONS WITHDRAWN/DISMISSED                   |

### Administrative Outcomes/Final Orders

|           |                             |
|-----------|-----------------------------|
| <b>2</b>  | LICENSE APPLICATIONS DENIED |
| <b>6</b>  | REVOCAION                   |
| <b>5</b>  | SURRENDER OF LICENSE        |
| <b>0</b>  | PROBATION WITH SUSPENSION   |
| <b>0</b>  | SUSPENSION ONLY             |
| <b>18</b> | PROBATION ONLY              |
| <b>4</b>  | PUBLIC REPRIMAND            |
| <b>0</b>  | OTHER DECISIONS             |

### Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

|          |                    |
|----------|--------------------|
| <b>2</b> | TOTAL NUMBER FILED |
|----------|--------------------|

### Petition for Modification or Termination of Probation

|          |         |
|----------|---------|
| <b>1</b> | GRANTED |
| <b>0</b> | DENIED  |
| <b>1</b> | TOTAL   |

### Subsequent Disciplinary—Administrative Outcomes/ Final Orders

|          |                           |
|----------|---------------------------|
| <b>1</b> | REVOCAION                 |
| <b>0</b> | SURRENDER OF LICENSE      |
| <b>0</b> | PROBATION WITH SUSPENSION |
| <b>0</b> | SUSPENSION ONLY           |
| <b>0</b> | PROBATION ONLY            |
| <b>0</b> | PUBLIC REPRIMAND          |
| <b>0</b> | OTHER DECISIONS           |

### Petition for Reinstatement of Revoked License/ Registration/Certification

|          |         |
|----------|---------|
| <b>0</b> | GRANTED |
| <b>1</b> | DENIED  |
| <b>0</b> | TOTAL   |

### Cost Recovery to DCA

|                  |           |
|------------------|-----------|
| <b>\$137,005</b> | ORDERED   |
| <b>\$6,857</b>   | COLLECTED |

### Consumer Restitution to Consumers/Refunds/Savings

|                 |  |
|-----------------|--|
| <b>\$17,000</b> | RESTITUTION ORDERED                                  |
| <b>N/A</b>      | AMOUNT REFUNDED                                      |
| <b>N/A</b>      | REWORK AT NO CHARGE                                  |
| <b>N/A</b>      | ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED |
| <b>\$17,000</b> | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                 |

## Summary of Enforcement Activity GEOLOGISTS

### Consumer Complaints—Intake

|           |   |
|-----------|---|
| <b>26</b> | RECEIVED                                  |
| <b>0</b>  | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>26</b> | REFERRED FOR INVESTIGATION                |
| <b>0</b>  | PENDING                                   |

### Conviction/Arrest Notification Complaints

|            |                                   |
|------------|-----------------------------------|
| <b>N/A</b> | RECEIVED                          |
| <b>N/A</b> | CLOSED/REFERRED FOR INVESTIGATION |
| <b>N/A</b> | PENDING                           |

## Summary of Enforcement Activity GEOLOGISTS

| Inspections |     |
|-------------|-----|
|             | N/A |

| Investigations |         |
|----------------|---------|
| 26             | OPENED  |
| 34             | CLOSED  |
| 28             | PENDING |

| Citations and Fines |   |
|---------------------|---|
| 10                  | ISSUED  |
| 10                  | ISSUED WITH A FINE                                  |
| 0                   | WITHDRAWN   |
| 0                   | DISMISSED   |
| 933                 | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| \$7,000               | ASSESSED  |
| N/A                   | REDUCED   |
| \$7,000               | COLLECTED |

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| 3   | CASES OPENED/INITIATED |
| 2   | CASES CLOSED           |
| 6   | CASES PENDING          |

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| 1                                   | 1 YEAR                                      |
| 0                                   | 1 TO 2 YEARS                                |
| 0                                   | 2 TO 3 YEARS                                |
| 0                                   | 3 TO 4 YEARS                                |
| 1                                   | OVER 4 YEARS                                |
| 2,047                               | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

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

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

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

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

| Cost Recovery to DCA |           |
|----------------------|-----------|
| \$11,008             | ORDERED   |
| 0                    | COLLECTED |

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



## PROFESSIONAL FIDUCIARIES BUREAU

# Fiduciaries

Licenses and regulates professional fiduciaries.

#### STAFF:

**1.0 civil service**  
**0.7 exempt**

#### LICENSES:

**780**

#### ADVISORY COMMITTEE MEMBERSHIP:

**3 licensees**  
**4 public representatives**

#### STRATEGIC PLAN ADOPTED:

**November 19, 2013**

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

DEPARTMENT OF CONSUMER AFFAIRS

**PFIB**

PROFESSIONAL FIDUCIARIES BUREAU

#### MAJOR ACCOMPLISHMENTS

- New Bureau Chief confirmed in May of 2014.
- Drafted and adopted a 2014–2016 Strategic Plan.
- Filled all seats on the Advisory Committee for the first time since inception of the Bureau.
- Created Facebook and Twitter accounts to extend Bureau's outreach onto social media platforms.
- Made consumer and licensee brochures available in Spanish and other languages via Google Translator on the Bureau's website.
- Performed the Bureau's first annual continuing education audit on a sample population of the total licensee base.

#### MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 1588, Atkins (Chapter 742, Statutes of 2012), allows a licensee to have the biennial license renewal fee and continuing education requirements waived if he or she is called to active duty as a member of the California National Guard or the U.S. Armed Forces.
- AB 1904, Block (Chapter 399, Statutes of 2012), requires boards to expedite the licensure process for an applicant who holds a license in the same profession or vocation in another jurisdiction and is married to, or in a legal union with, an active duty member of the U.S. Armed Forces who is stationed in California.
- AB 1057, Medina (Chapter 693, Statutes of 2013), requires, after January 1, 2015, all licensing programs within the Department of Consumer Affairs (DCA) to ensure all applications for licensure ask whether the applicant is serving in, or has previously served in, the military.
- AB 381, Chau (Chapter 99, Statutes of 2013), extends double-damage provisions to an attorney-in-fact who misappropriates property through undue influence, in bad faith, or through acts of financial elder abuse, and specifically allows a court to award attorneys' fees and costs in addition to double damages.

PROFESSIONAL FIDUCIARIES BUREAU

CONTINUED



- AB 937, Wieckowski (Chapter 127, Statutes of 2013), provides that a conservator’s control of a conservatee shall not extend to personal rights retained by the conservatee, such as the right to receive visitors, telephone calls, and personal mail, unless limited by court order. (Probate Code section 2351)
- AB 1339, Maienschein (Chapter 248, Statutes of 2013), requires a court-appointed conservator, or proposed conservator, to disclose their total fees or compensation at the time a petition to appoint a conservator is filed. This bill would also allow for periodic payments from the estate to the conservator but only after a fee schedule or statement of compensation has been properly filed. (Probate Code section 2643.1)

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |           |            |
|---------------------------------------|---------------|-----------|------------|
| TYPE                                  | APPS RECEIVED | ISSUED    | RENEWED    |
| PROFESSIONAL FIDUCIARY                | <b>102</b>    | <b>72</b> | <b>527</b> |

| Licensing Population by Type |                       |                         |            |
|------------------------------|-----------------------|-------------------------|------------|
| TYPE                         | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS  |
| PROFESSIONAL FIDUCIARY       | <b>N/A</b>            | <b>780</b>              | <b>N/A</b> |

| Renewal and Continuing Education (CE) |                      |                                     |
|---------------------------------------|----------------------|-------------------------------------|
| TYPE                                  | FREQUENCY OF RENEWAL | NUMBER CE HOURS REQUIRED EACH CYCLE |
| PROFESSIONAL FIDUCIARY                | <b>EVERY YEAR</b>    | <b>15</b>                           |

| Exams      |           |            |
|------------|-----------|------------|
| PASS       | FAIL      | TOTAL      |
| <b>142</b> | <b>81</b> | <b>223</b> |

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>103</b>                 | RECEIVED                                  |
| <b>0</b>                   | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>103</b>                 | REFERRED FOR INVESTIGATION                |
| <b>0</b>                   | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>2</b>                                  | RECEIVED                          |
| <b>2</b>                                  | CLOSED/REFERRED FOR INVESTIGATION |
| <b>0</b>                                  | PENDING                           |

| Inspections |  |
|-------------|--|
| <b>N/A</b>  |  |

| Investigations |         |
|----------------|---------|
| <b>103</b>     | OPENED  |
| <b>95</b>      | CLOSED  |
| <b>35</b>      | PENDING |

### Summary of Enforcement Activity

| Number of Days to Complete Intake and Investigations |  |
|--|--|
| <b>57</b>  | UP TO 90 DAYS  |
| <b>24</b>  | 91 TO 180 DAYS   |
| <b>10</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   |
| <b>93</b>  | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

| Citations and Fines |   |
|---------------------|---|
| <b>5</b>            | ISSUED  |
| <b>5</b>            | ISSUED WITH A FINE                                  |
| <b>1</b>            | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>84</b>           | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$4,500</b>        | ASSESSED  |
| <b>\$0</b>            | REDUCED   |
| <b>\$500</b>          | COLLECTED |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>1</b>               | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>0</b>               | CRIMINAL ACTIONS FILED              |
| <b>0</b>               | CIVIL ACTIONS FILED                 |

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>3</b>  | CASES OPENED/INITIATED |
| <b>0</b>  | CASES CLOSED           |
| <b>6</b>  | CASES PENDING          |

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| <b>0</b>                            | 1 YEAR                                      |
| <b>0</b>                            | 1 TO 2 YEARS                                |
| <b>0</b>                            | 2 TO 3 YEARS                                |
| <b>0</b>                            | 3 TO 4 YEARS                                |
| <b>0</b>                            | OVER 4 YEARS                                |
| <b>0</b>                            | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

### Summary of Enforcement Activity

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

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

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

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

| Cost Recovery to DCA |           |
|----------------------|-----------|
| \$0                  | ORDERED   |
| \$0                  | COLLECTED |

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

CALIFORNIA BOARD OF PSYCHOLOGY

# Psychology

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

#### STAFF:

**20.3 civil service**  
**1 exempt**

#### LICENSES:

**22,336**

#### BOARD MEMBERSHIP:

**5 licensees**  
**4 public representatives**

#### STRATEGIC PLAN ADOPTED:

**May 16, 2014**

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

#### MAJOR ACCOMPLISHMENTS

- Implementation of the BreEZe system.
- Reduced processing time frames from 16 weeks to less than a week for all license types.
- Continue to meet the Board's Performance Measure target dates.
- Added probationary documents to the Board's website for easier access and transparency.
- Began utilizing social media platforms Twitter and Facebook to reach licensees and consumers.
- Created a more user-friendly website: [www.psychology.ca.gov](http://www.psychology.ca.gov).
- Increased advocacy by attending legislative stakeholder meetings, testifying on bills in committee, and sending support and opposition letters to authors, legislative committees, and the Governor.

#### MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 127, Gaines (Chapter 753, Statutes of 2013), requires a psychotherapist to notify local law enforcement within 24 hours when a person or a person's family member communicates to the therapist a serious threat of physical violence against a reasonably identifiable victim or victims.
- SB 666, Steinberg (Chapter 577, Statutes of 2013), provides for the suspension or revocation of an employer's business license for retaliation based on citizenship/immigration status.



### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |            |              |
|---------------------------------------|---------------|------------|--------------|
| TYPE                                  | APPS RECEIVED | ISSUED     | RENEWED      |
| PSYCHOLOGIST                          | <b>1,412</b>  | <b>636</b> | <b>9,778</b> |
| REGISTERED PSYCHOLOGIST               | <b>169</b>    | <b>120</b> | <b>0</b>     |
| PSYCHOLOGICAL ASSISTANT               | <b>1,017</b>  | <b>807</b> | <b>1,634</b> |

| Licensing Population by Type |                       |                         |           |
|------------------------------|-----------------------|-------------------------|-----------|
| TYPE                         | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS |
| PSYCHOLOGIST                 | <b>0</b>              | <b>20,183</b>           | <b>0</b>  |
| REGISTERED PSYCHOLOGIST      | <b>0</b>              | <b>321</b>              | <b>0</b>  |
| PSYCHOLOGICAL ASSISTANT      | <b>0</b>              | <b>1,832</b>            | <b>0</b>  |

| Renewal and Continuing Education (CE) |                      |                                     |
|---------------------------------------|----------------------|-------------------------------------|
| TYPE                                  | FREQUENCY OF RENEWAL | NUMBER CE HOURS REQUIRED EACH CYCLE |
| PSYCHOLOGIST                          | <b>EVERY 2 YEARS</b> | <b>36</b>                           |
| REGISTERED PSYCHOLOGIST               | <b>NONRENEWABLE</b>  | <b>0</b>                            |
| PSYCHOLOGICAL ASSISTANT               | <b>EVERY YEAR</b>    | <b>0</b>                            |

| Exam Results |              |            |              |
|--------------|--------------|------------|--------------|
| EXAM TITLE   | PASS         | FAIL       | TOTAL        |
| EPPP         | <b>840</b>   | <b>526</b> | <b>1,366</b> |
| CPSE         | <b>726</b>   | <b>347</b> | <b>1,073</b> |
| CPLPEE       | <b>55</b>    | <b>34</b>  | <b>89</b>    |
| <b>TOTAL</b> | <b>1,621</b> | <b>907</b> | <b>2,528</b> |

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>724</b>                 | RECEIVED                                  |
| <b>62</b>                  | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>624</b>                 | REFERRED FOR INVESTIGATION                |
| <b>38</b>                  | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>52</b>                                 | RECEIVED                          |
| <b>50</b>                                 | CLOSED/REFERRED FOR INVESTIGATION |
| <b>2</b>                                  | PENDING                           |

| Inspections |          |
|-------------|----------|
|             | <b>0</b> |

| Investigations |         |
|----------------|---------|
| <b>624</b>     | OPENED  |
| <b>564</b>     | CLOSED  |
| <b>131</b>     | PENDING |

| Number of Days to Complete Intake and Investigations |  |
|--|--|
| <b>497</b>   | UP TO 90 DAYS  |
| <b>58</b>  | 91 TO 180 DAYS   |
| <b>4</b>   | 181 DAYS TO 1 YEAR   |
| <b>3</b>   | 1 TO 2 YEARS   |
| <b>2</b>   | 2 TO 3 YEARS   |
| <b>0</b>   | OVER 3 YEARS   |
| <b>44</b>  | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

| Citations and Fines |   |
|---------------------|---|
| <b>4</b>            | ISSUED  |
| <b>4</b>            | ISSUED WITH A FINE                                  |
| <b>0</b>            | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>307</b>          | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$5,500</b>        | ASSESSED  |
| <b>\$2,000</b>        | REDUCED   |
| <b>\$925</b>          | COLLECTED |

### Summary of Enforcement Activity

#### Criminal/Civil Actions

|          |                                     |
|----------|-------------------------------------|
| <b>1</b> | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>0</b> | CRIMINAL ACTIONS FILED              |
| <b>0</b> | CIVIL ACTIONS FILED                 |

#### Office of the Attorney General/Disciplinary Actions

|           |                        |
|-----------|------------------------|
| <b>39</b> | CASES OPENED/INITIATED |
| <b>31</b> | CASES CLOSED           |
| <b>44</b> | CASES PENDING          |

#### Number of Days to Complete AG Cases

|            |   |
|------------|---|
| <b>5</b>   | 1 YEAR                                      |
| <b>13</b>  | 1 TO 2 YEARS                                |
| <b>6</b>   | 2 TO 3 YEARS                                |
| <b>4</b>   | 3 TO 4 YEARS                                |
| <b>3</b>   | OVER 4 YEARS                                |
| <b>868</b> | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

#### Formal Actions Filed/Withdrawn/Dismissed

|           |   |
|-----------|---|
| <b>4</b>  | STATEMENTS OF ISSUES FILED                        |
| <b>27</b> | ACCUSATIONS FILED                                 |
| <b>0</b>  | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>0</b>  | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>2</b>  | ACCUSATIONS WITHDRAWN/DISMISSED                   |

#### Administrative Outcomes/Final Orders

|           |                             |
|-----------|-----------------------------|
| <b>3</b>  | LICENSE APPLICATIONS DENIED |
| <b>4</b>  | REVOCATION                  |
| <b>10</b> | SURRENDER OF LICENSE        |
| <b>0</b>  | PROBATION WITH SUSPENSION   |
| <b>0</b>  | SUSPENSION ONLY             |
| <b>11</b> | PROBATION ONLY              |
| <b>2</b>  | PUBLIC REPRIMAND            |
| <b>0</b>  | OTHER DECISIONS             |

#### Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

|          |                    |
|----------|--------------------|
| <b>2</b> | TOTAL NUMBER FILED |
|----------|--------------------|

#### Subsequent Disciplinary—Administrative Outcomes/ Final Orders

|          |  |
|----------|--|
| <b>0</b> |  |
|----------|--|

#### Petition for Modification or Termination of Probation

|          |         |
|----------|---------|
| <b>1</b> | GRANTED |
| <b>0</b> | DENIED  |
| <b>1</b> | TOTAL   |

#### Petition for Reinstatement of Revoked License/ Registration/Certification

|          |         |
|----------|---------|
| <b>0</b> | GRANTED |
| <b>0</b> | DENIED  |
| <b>0</b> | TOTAL   |

#### Cost Recovery to DCA

|                    |           |
|--------------------|-----------|
| <b>\$172,404</b>   | ORDERED   |
| <b>\$71,411.21</b> | COLLECTED |

#### Consumer Restitution to Consumers/Refunds/Savings

|            |  |
|------------|--|
| <b>\$0</b> | RESTITUTION ORDERED                                  |
| <b>\$0</b> | AMOUNT REFUNDED                                      |
| <b>\$0</b> | REWORK AT NO CHARGE                                  |
| <b>\$0</b> | ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED |
| <b>\$0</b> | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                 |

## BUREAU OF REAL ESTATE

# Real Estate

## STAFF:

**328 civil service**  
**3 exempt**

## LICENSES:

**402,397**

ADVISORY COMMITTEE  
MEMBERSHIP

**N/A licensees**  
**N/A public representatives**

## STRATEGIC PLAN ADOPTED:

**2011–Five year plan**

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



## MAJOR ACCOMPLISHMENTS

- Paid a record \$4.2 million to victims of real estate fraud via the Consumer Recovery Account (CRA), which has paid out more than \$51 million since its inception.
- Adopted regulations that allow CalBRE to fully implement its citation and fine program. The newly adopted regulations enhance CalBRE's consumer protection capabilities with authority to issue citations for violations of the Real Estate Law with fines up to \$2,500.
- Implemented an online complaint filing program for consumers.
- Launched a searchable public report online database that gives consumers and industry the ability to access public reports.
- Provided current and relevant consumer information to ensure consumers have the information needed to avoid fraud and make informed choices in real estate transactions. New materials published in Fiscal Year 2013–14 include the *Residential Subdivision Buyer's Guide* and *Top Ten Tips for Non-English Speakers to Avoid (I) Becoming a Victim of Real Estate, Home Loan, and Rental Fraud, and, (II) Scams in General*.
- Opened an electronic exam center in Sacramento, which brings the total of testing centers to five. Examinees who pass the exam and who have met the other criteria for licensure are issued their license identification number at the exam center and they may immediately begin engaging in licensed activity.
- Implemented a new exam scheduling system that allows candidates to schedule an exam online up to 6 a.m. on the day of an exam at any of the five exam locations that have space available.
- Provided industry with current and relevant information to ensure licensees have the tools to serve consumers and stay compliant. Posted a narrated PowerPoint presentation detailing the real estate broker requirements for maintaining a trust account, and published *A Guide to Understanding Residential Subdivisions in California*, and *Opening a Real Estate Broker Trust Account*.



CONTINUED

- Conducted 656 audits of real estate brokers. Of the 656 audits, 209 audits revealed trust fund shortages with shortages totaling more than \$8.5 million. Nearly \$3.9 million of the trust fund shortages were cured as a result of the audits.
- Partnered with the State Bar to host periodic meetings to explore greater collaboration among regulatory agencies. The meetings have resulted in actions that will establish broader and more formalized communications and greater collaboration among consumer protection agencies.
- SB 676, Block (Chapter 349, Statutes of 2013), clarifies that willful destruction or falsification of records required to be maintained by a licensee of CalBRE is grounds for disciplinary action.
- Adopted regulations relating to citations and fines. Recent legislation granted this level of disciplinary power to more efficiently handle low-level violations by licensees; citations and fines may also be used to discipline unlicensed real estate practices. The adopted regulations streamline the appeal process for cited licensees who seek to challenge a citation or the amount of a fine, resulting in savings for both the licensee and CalBRE.

#### **MAJOR NEW LEGISLATION OR REGULATIONS**

- Senate Bill 269, Hill (Chapter 436, Statutes of 2013), grants consumers of prepaid rental listing services access to the CRA, requires licensees to disclose their license number and provide a written disclosure to consumers, and gives CalBRE the authority to disconnect phone lines utilized by unlicensed persons.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits         |               |        |         |
|---|---------------|--------|---------|
| TYPE  | APPS RECEIVED | ISSUED | RENEWED |
| BROKER LICENSE                                | 5,956         | 5,301  | 30,024  |
| SALESPERSON LICENSE                           | 21,608        | 17,663 | 54,537  |
| PREPAID RENTAL LISTING SERVICE (PRLS)         | 0             | 0      | 8       |
| MORTGAGE LICENSE ORIGATION (MLO) ENDORSEMENTS | N/A           | N/A    | 22,045  |
| PUBLIC REPORT ORIGINALS                       | 2,794         | 2,396  | N/A     |
| PUBLIC REPORT AMEND/ RENEWALS                 | 516           | 508    | N/A     |
| PUBLIC REPORT CONDITIONALS                    | 1,972         | 1,787  | N/A     |
| PUBLIC REPORT PRELIMINARIES                   | 784           | 789    | N/A     |
| PUBLIC REPORT INTERIMS                        | 130           | 128    | N/A     |
| PUBLIC REPORT OUT OF STATE                    | 76            | 81     | N/A     |
| PUBLIC REPORT TIMESHARES                      | 367           | 299    | N/A     |

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

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

| Exams  |        |        |
|--------|--------|--------|
| PASS   | FAIL   | TOTAL  |
| 21,124 | 22,742 | 43,866 |

### Summary of Enforcement Activity

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

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

| Audits |                         |
|--------|-------------------------|
| 656    | AUDITS CONDUCTED        |
| 204    | REFERRED TO ENFORCEMENT |

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

## Summary of Enforcement Activity

| Number of Days to Complete Intake and Investigations |   |
|--|---|
| <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 YEAR                                      |
| <b>N/A</b>   | 1 TO 2 YEARS                                |
| <b>N/A</b>   | 2 TO 3 YEARS                                |
| <b>N/A</b>   | OVER 3 YEARS                                |
| <b>275.13</b>  | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

| Citations and Fines |   |
|---------------------|---|
| <b>116</b>          | ISSUED  |
| <b>116</b>          | ISSUED WITH A FINE                                  |
| <b>2</b>            | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>N/A</b>          | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$235,800</b>      | ASSESSED  |
| <b>\$0</b>            | REDUCED   |
| <b>\$228,132</b>      | COLLECTED |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>0</b>               | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>0</b>               | CRIMINAL ACTIONS FILED              |
| <b>0</b>               | CIVIL ACTIONS FILED                 |

| CalBRE Legal Cases |                                     |
|--------------------|-------------------------------------|
| <b>1,257</b>       | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>746</b>         | CASES CLOSED                        |
| <b>1,042</b>       | CASES PENDING                       |

| Number of Days to Complete Legal Cases |   |
|--|---|
| <b>N/A</b>                             | 1 YEAR                                      |
| <b>N/A</b>                             | 1 TO 2 YEARS                                |
| <b>N/A</b>                             | 2 TO 3 YEARS                                |
| <b>N/A</b>                             | 3 TO 4 YEARS                                |
| <b>N/A</b>                             | OVER 4 YEARS                                |
| <b>203.52</b>                          | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

| Formal Actions Filed/Withdrawn/Dismissed |   |
|--|---|
| <b>209</b>                               | STATEMENTS OF ISSUES FILED                        |
| <b>687</b>                               | ACCUSATIONS FILED                                 |
| <b>182</b>                               | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>33</b>                                | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>129</b>                               | ACCUSATIONS WITHDRAWN/DISMISSED                   |

| Administrative Outcomes/Final Orders |                             |
|--------------------------------------|-----------------------------|
| <b>71</b>                            | LICENSE APPLICATIONS DENIED |
| <b>649</b>                           | REVOCATION                  |
| <b>117</b>                           | SURRENDER OF LICENSE        |
| <b>N/A</b>                           | PROBATION WITH SUSPENSION   |
| <b>182</b>                           | SUSPENSION ONLY             |
| <b>177</b>                           | RESTRICTED                  |
| <b>15</b>                            | PUBLIC REPROVAL             |
| <b>108</b>                           | DESIST AND REFRAIN ORDERS   |

| Petition for Modification or Termination of Probation |         |
|---|---------|
| <b>N/A</b>  | GRANTED |
| <b>N/A</b>  | DENIED  |
| <b>N/A</b>  | TOTAL   |

| Petition for Reinstatement of Revoked License/Registration/Certification |         |
|--|---------|
| <b>91</b>  | GRANTED |
| <b>N/A</b>   | DENIED  |
| <b>N/A</b>   | TOTAL   |

| Consumer Recovery Account |              |
|---------------------------|--------------|
| <b>152</b>                | CLAIMS FILED |
| <b>104</b>                | CLAIMS PAID  |
| <b>\$4,287,000</b>        | AMOUNT PAID  |

BUREAU OF REAL ESTATE APPRAISERS

# Real Estate Appraisers

STAFF:

**34 civil service  
1 exempt**

LICENSES:

**11,738**

APPRAISAL MANAGEMENT  
COMPANY REGISTRATIONS:

**275**

STRATEGIC PLAN ADOPTED:

**July 28, 2014**

OUTREACH:

**12 events**

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



## MAJOR ACCOMPLISHMENTS

- Further implementation and enhancement of the customized Web-based Enterprise Information System known as the Real Estate Appraiser Licensing and Enforcement system yielded new efficiencies and services, including online license renewal and temporary practice permits, automated education verification, and real-time reporting between the California Appraisers License Registry and the Federal Appraisal Subcommittee Registry.
- Attended and made presentations at the Association of Appraiser Regulatory Officials conference in San Francisco. In addition, the Bureau Chief was appointed to the ASC Advisory Committee to participate in making recommendations to the Appraisal Subcommittee (ASC) on the upcoming rule-making process as mandated by the Dodd-Frank legislation.
- *The California Appraiser* newsletter was reintroduced and the Bureau's website was redesigned and includes user-friendly mobile access. Both of these tools allow for increased communication and access to information by Bureau stakeholders.

## MAJOR NEW LEGISLATION OR REGULATIONS

- Became the Bureau of Real Estate Appraisers within the Department of Consumer Affairs on July 1, 2013, as part of the Governor's Reorganization Plan.
- Adoption of regulations regarding qualifying requirements for supervisory appraisers is pending.
- Adoption of regulations for 2015 minimum education requirements as per Dodd-Frank legislation amending Title XI, Financial Reform and Recovery Enforcement Act, 1989, is pending.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |            |              |
|---------------------------------------|---------------|------------|--------------|
| TYPE                                  | APPS RECEIVED | ISSUED     | RENEWED      |
| TRAINEE                               | <b>669</b>    | <b>262</b> | <b>246</b>   |
| RESIDENTIAL                           | <b>851</b>    | <b>32</b>  | <b>759</b>   |
| CERTIFIED RESIDENTIAL                 | <b>2,821</b>  | <b>59</b>  | <b>2,539</b> |
| CERTIFIED GENERAL                     | <b>1,791</b>  | <b>136</b> | <b>1,335</b> |
| UPGRADES                              | <b>307</b>    | <b>308</b> | <b>N/A</b>   |
| TEMPORAY PRACTICE PERMITS             | <b>275</b>    | <b>275</b> | <b>N/A</b>   |
| APPRAISAL MANAGEMENT COMPANY (AMC)    | <b>161</b>    | <b>43</b>  | <b>118</b>   |

| Licensing Population by Type |                       |                         |            |
|------------------------------|-----------------------|-------------------------|------------|
| TYPE                         | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS  |
| TRAINEE                      | <b>N/A</b>            | <b>745</b>              | <b>N/A</b> |
| RESIDENTIAL                  | <b>N/A</b>            | <b>1,586</b>            | <b>N/A</b> |
| CERTIFIED RESIDENTIAL        | <b>N/A</b>            | <b>5,702</b>            | <b>N/A</b> |
| CERTIFIED GENERAL            | <b>N/A</b>            | <b>3,094</b>            | <b>N/A</b> |
| AMC                          | <b>N/A</b>            | <b>275</b>              | <b>N/A</b> |

| Renewal and Continuing Education (CE) |                      |                                     |
|---------------------------------------|----------------------|-------------------------------------|
| TYPE                                  | FREQUENCY OF RENEWAL | NUMBER CE HOURS REQUIRED EACH CYCLE |
| LICENSEE                              | <b>EVERY 2 YEARS</b> | <b>28</b>                           |
| AMC                                   | <b>EVERY 2 YEARS</b> | <b>0</b>                            |
| COURSE PROVIDER                       | <b>EVERY 4 YEARS</b> | <b>0</b>                            |

| Exams      |            |            |
|------------|------------|------------|
| PASS       | FAIL       | TOTAL      |
| <b>396</b> | <b>462</b> | <b>858</b> |

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>338</b>                 | RECEIVED                                  |
| <b>29</b>                  | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>305</b>                 | REFERRED FOR INVESTIGATION                |
| <b>4</b>                   | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>N/A</b>                                | RECEIVED                          |
| <b>N/A</b>                                | CLOSED/REFERRED FOR INVESTIGATION |
| <b>N/A</b>                                | PENDING                           |

| Inspections |                             |
|-------------|-----------------------------|
| <b>N/A</b>  | INSPECTIONS CONDUCTED       |
| <b>N/A</b>  | INSPECTION CITATIONS ISSUED |

| Investigations |         |
|----------------|---------|
| <b>305</b>     | OPENED  |
| <b>402</b>     | CLOSED  |
| <b>183</b>     | PENDING |

### Summary of Enforcement Activity

| Number of Days to Complete Intake and Investigations |   |
|--|---|
| <b>202</b>   | UP TO 90 DAYS                               |
| <b>6</b>   | 91 TO 180 DAYS                              |
| <b>33</b>  | 181 DAYS TO 1 YEAR                          |
| <b>109</b>   | 1 TO 2 YEARS                                |
| <b>14</b>  | 2 TO 3 YEARS                                |
| <b>7</b>   | OVER 3 YEARS                                |
| <b>260</b>   | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

| Citations and Fines |   |
|---------------------|---|
| <b>79</b>           | ISSUED  |
| <b>54</b>           | ISSUED WITH A FINE                                  |
| <b>0</b>            | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>512</b>          | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$131,500</b>      | ASSESSED  |
| <b>0</b>              | REDUCED   |
| <b>\$140,070</b>      | COLLECTED |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>0</b>               | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>N/A</b>             | CRIMINAL ACTIONS FILED              |
| <b>N/A</b>             | CIVIL ACTIONS FILED                 |

| Office of Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>15</b>                                       | CASES OPENED/INITIATED |
| <b>24</b>                                       | CASES CLOSED           |
| <b>10</b>                                       | CASES PENDING          |

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| <b>1</b>                            | 1 YEAR                                      |
| <b>10</b>                           | 1 TO 2 YEARS                                |
| <b>8</b>                            | 2 TO 3 YEARS                                |
| <b>2</b>                            | 3 TO 4 YEARS                                |
| <b>3</b>                            | OVER 4 YEARS                                |
| <b>879</b>                          | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

| Formal Actions Filed/Withdrawn/Dismissed |   |
|--|---|
| <b>8</b>                                 | STATEMENTS OF ISSUES FILED                        |
| <b>5</b>                                 | ACCUSATIONS FILED                                 |
| <b>0</b>                                 | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>0</b>                                 | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>0</b>                                 | ACCUSATIONS WITHDRAWN/DISMISSED                   |

| Administrative Outcomes/Final Orders |                             |
|--------------------------------------|-----------------------------|
| <b>9</b>                             | LICENSE APPLICATIONS DENIED |
| <b>3</b>                             | REVOCAION                   |
| <b>7</b>                             | SURRENDER OF LICENSE        |
| <b>7</b>                             | PROBATION WITH SUSPENSION   |
| <b>0</b>                             | SUSPENSION ONLY             |
| <b>16</b>                            | RESTRICTED                  |
| <b>N/A</b>                           | PUBLIC REPROVAL             |
| <b>70</b>                            | DESIST AND REFRAIN ORDERS   |

| Petition for Modification or Termination of Probation |         |
|---|---------|
| <b>N/A</b>  | GRANTED |
| <b>N/A</b>  | DENIED  |
| <b>N/A</b>  | TOTAL   |

| Petition for Reinstatement of Revoked License/Registration/Certification |         |
|--|---------|
| <b>0</b>   | GRANTED |
| <b>0</b>   | DENIED  |
| <b>0</b>   | TOTAL   |

| Cost Recovery to DCA |           |
|----------------------|-----------|
| <b>\$62,821</b>      | ORDERED   |
| <b>\$67,771</b>      | COLLECTED |

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

## BOARD OF REGISTERED NURSING

# Registered Nursing

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

## STAFF:

**129 civil service**  
**1 exempt**

LICENSES AND  
CERTIFICATES:

**518,872**

## BOARD MEMBERSHIP:

**5 licensees**  
**4 public representatives**

## STRATEGIC PLAN ADOPTED:

**2014**

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

## MAJOR ACCOMPLISHMENTS

- Developed and adopted a new 2014–17 Strategic Plan.
- Voted to adopt the position that the California Board of Registered Nursing will not become a member of the nursing licensure compact in June 2014. There are 24 states within the United States that allow an applicant to apply for and receive one multi-state license in a “home” state that permits an individual to practice in the 23 other party states. Not all states have continuing education requirements, educational requirements in other states may not be equivalent to California’s, and the scholarship fund would also be negatively impacted. Most importantly, there is great concern that some states do not require background checks, laws and regulations vary from state to state, and we would have difficulty addressing disciplinary issues that could affect public safety because we take disciplinary action against a licensee.
- Transitioned to the Department of Consumer Affairs (DCA) BreZE system on October 8, 2013.
- Completed the *2013 Survey of Nurses’ Educational Experience*. This survey was conducted to gain data in light of the Institute of Medicine’s (IOM) Committee on the Future of Nursing recommendation that more RNs obtain doctoral degrees and that 80 percent of RNs have at least a bachelor’s degree.
- Completed the *2012–2013 Annual School Report* for both pre- and post-licensure nursing education programs, *Data Summary and Historical Trend Analysis, Regional Reports, and Interactive Database*. Development of the *2012–13 Board of Registered Nursing School Survey* was the work of the Board’s Education Advisory Committee, which consists of nursing education stakeholders from across California.
- Completed and made available the *2013 BRN Report Newsletter* winter edition on the BRN website. It includes BRN updates, information about recent legislative changes, overviews of BRN activities, NCLEX and Nursys updates, and much more.
- Continued participation in DCA’s Consumer Protection Enforcement Initiative. This enforcement model is for all allied health boards regarding the best practices to ensure that complaints, investigations, and administrative actions filed by the Attorney General on behalf of the BRN, and the administrative hearings are processed in a timely manner.



- Realized a full complement of Board members with the appointment of two new members in February 2014.

#### MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 154, Atkins (Chapter 662, Statutes of 2013), allows nurse practitioners, nurse-midwives, and physician assistants who complete specified training and who practice with standardized procedures or protocols, as specified, to perform the functions necessary for an abortion by medication or aspiration techniques in the first trimester of pregnancy, and makes it unprofessional conduct to perform an abortion by aspiration techniques without prior completion of training and validation of clinical competency.
- Senate Bill 352, Hernandez (Chapter 286, Statutes of 2013), deletes the requirement in existing law that the services performed by a medical assistant be performed in a specified clinic when under the specific authorization of a physician assistant, nurse practitioner, or nurse-midwife, and prohibits a nurse practitioner, nurse-midwife, or physician assistant from authorizing a medical assistant to perform any clinical laboratory test or examination for which the medical assistant is not authorized.
- SB 809, DeSaulnier and Steinberg (Chapter 400, Statutes of 2013), establishes funding for the Controlled Substance Utilization Review and Evaluation System (CURES) Fund for use by the Legislature in making appropriations for CURES and its Prescription Drug Monitoring Program, which is an electronic monitoring system for the prescribing and dispensing of Schedule II–IV controlled substances and requires an annual fee of \$6 to be assessed on specified licensees, and requires the regulating body to collect this fee at the time of license renewal.
- Effective April 22, 2014, the Office of Administrative Law endorsed, approved, and made effective a change to California Code of Regulations section 1419(c), increasing the reportable traffic violation fine amount from \$300 to \$1,000.
- AB 633, Salas (Chapter 591, Statutes of 2013), prohibits an employer from having a policy of prohibiting an employee from providing voluntary emergency medical services, including cardiopulmonary resuscitation, in response to a medical emergency, except as specified.
- AB 1057, Medina (Chapter 693, Statutes of 2013), requires, effective January 1, 2015, that each board within the DCA inquire in every application for licensure if the individual applying for licensure is serving in, or has previously served in, the military.
- SB 271, Hernandez (Chapter 384, Statutes of 2013), extends indefinitely the operation of the Associate Degree Nursing Scholarship Program, which is funded by the Registered Nurse Education Fund and requires the Office of Statewide Health Planning and Development to post the Program's statistics and updates on its website.
- AB 512, Rendon (Chapter 111, Statutes of 2013), extends until January 1, 2018, the exemption from licensing requirements for healthcare practitioners who are licensed in another state and who provide services in California at a sponsored event under specified circumstances.



## Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |               |                |
|---------------------------------------|---------------|---------------|----------------|
| TYPE                                  | APPS RECEIVED | ISSUED        | RENEWED*       |
| REGISTERED NURSE LICENSE              | <b>33,603</b> | <b>20,208</b> | <b>198,525</b> |
| CLINICAL NURSE SPECIALIST CERTIFICATE | <b>165</b>    | <b>157</b>    | <b>1,812</b>   |
| NURSE ANESTHETIST CERTIFICATE         | <b>192</b>    | <b>172</b>    | <b>1,134</b>   |
| NURSE MIDWIFE CERTIFICATE             | <b>62</b>     | <b>55</b>     | <b>650</b>     |
| NURSE MIDWIFE FURNISHING CERTIFICATE  | <b>61</b>     | <b>69</b>     | <b>413</b>     |
| NURSE PRACTITIONER CERTIFICATE        | <b>1,465</b>  | <b>1,611</b>  | <b>N/A</b>     |
| NURSE PRACTITIONER FURNISHING         | <b>1,657</b>  | <b>1,794</b>  | <b>6,869</b>   |
| PSYCHIATRIC MENTAL HEALTH CERTIFICATE | <b>18</b>     | <b>12</b>     | <b>N/A</b>     |
| PUBLIC HEALTH NURSE CERTIFICATE       | <b>3,431</b>  | <b>2,813</b>  | <b>N/A</b>     |
| CONTINUING EDUCATION PROVIDER         | <b>242</b>    | <b>224</b>    | <b>1,415</b>   |
| SCHOOL/PROGRAM APPROVALS              | <b>N/A</b>    | <b>NDA</b>    | <b>NDA</b>     |
| TEMPORARY LICENSE                     | <b>5,868</b>  | <b>1,020</b>  | <b>N/A</b>     |
| INTERIM PERMIT                        | <b>4,070</b>  | <b>1,273</b>  | <b>N/A</b>     |

\*These totals include Revenue Collected in Advance (RCA) as current reporting capabilities available to the BRN are not able to distinguish between revenue collected in Fiscal Year (FY) 13/14 and applied to renewals for FY 13/14 or FY 14/15, thus all revenue received in FY 13/14 was included in FY13/14 year-to-date revenue. As a result, renewals received appear higher for FY 13/14 than historically reported.

| Licensing Population by Type          |                       |                         |            |
|---------------------------------------|-----------------------|-------------------------|------------|
| TYPE                                  | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS  |
| REGISTERED NURSE LICENSE              | <b>N/A</b>            | <b>414,159</b>          | <b>N/A</b> |
| CLINICAL NURSE SPECIALIST CERTIFICATE | <b>3,536</b>          | <b>N/A</b>              | <b>N/A</b> |
| NURSE ANESTHETIST CERTIFICATE         | <b>2,331</b>          | <b>N/A</b>              | <b>N/A</b> |
| NURSE MIDWIFE CERTIFICATE             | <b>1,266</b>          | <b>N/A</b>              | <b>N/A</b> |
| NURSE MIDWIFE FURNISHING CERTIFICATE  | <b>861</b>            | <b>N/A</b>              | <b>N/A</b> |
| NURSE PRACTITIONER CERTIFICATE        | <b>19,234</b>         | <b>N/A</b>              | <b>N/A</b> |
| NURSE PRACTITIONER FURNISHING         | <b>15,273</b>         | <b>N/A</b>              | <b>N/A</b> |
| PSYCHIATRIC MENTAL HEALTH CERTIFICATE | <b>373</b>            | <b>N/A</b>              | <b>N/A</b> |
| PUBLIC HEALTH NURSE CERTIFICATE       | <b>58,431</b>         | <b>N/A</b>              | <b>N/A</b> |
| CONTINUING EDUCATION PROVIDER         | <b>3,408</b>          | <b>N/A</b>              | <b>N/A</b> |
| SCHOOL/PROGRAM APPROVALS              | <b>N/A</b>            | <b>N/A</b>              | <b>NDA</b> |

\*\*BreEZe is unable to provide accurate License Population reports. License population is BRN's best estimate based on historical data and trend analysis.

### Summary of Licensing Activity

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

| Exams      |            |            |
|------------|------------|------------|
| PASS       | FAIL       | TOTAL      |
| <b>N/A</b> | <b>N/A</b> | <b>N/A</b> |

\* Due to the limited reporting capabilities currently available to the BRN, accurate data is not currently available.

\*\* Due to the limited reporting capabilities currently available to the BRN, correct data could not be obtained. Manual total counts kept by staff are being reported and are thought to be the most accurate. A breakdown of the data is not available.

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>3,244</b>               | RECEIVED                                  |
| *                          | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| *                          | REFERRED FOR INVESTIGATION                |
| *                          | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>4,618</b>                              | RECEIVED                          |
| *   | CLOSED/REFERRED FOR INVESTIGATION |
| *   | PENDING                           |

| Inspections                           |
|---------------------------------------|
| <b>NOT APPLICABLE TO THIS PROGRAM</b> |

| Investigations |         |
|----------------|---------|
| *              | OPENED  |
| *              | CLOSED  |
| *              | PENDING |

| Number of Days to Complete Intake and Investigations |  |
|--|--|
| *  | UP TO 90 DAYS  |
| *  | 91 TO 180 DAYS   |
| *  | 181 DAYS TO 1 YEAR   |
| *  | 1 TO 2 YEARS   |
| *  | 2 TO 3 YEARS   |
| *  | OVER 3 YEARS   |
| <b>145*</b>  | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

| Citations and Fines |   |
|---------------------|---|
| <b>961</b>          | ISSUED  |
| <b>952</b>          | ISSUED WITH A FINE                                  |
| <b>37</b>           | WITHDRAWN   |
| <b>9</b>            | DISMISSED   |
| <b>457*</b>         | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$451,850</b>      | ASSESSED  |
| <b>\$37,750</b>       | REDUCED   |
| <b>\$270,182**</b>    | COLLECTED |

## Summary of Enforcement Activity

### Criminal/Civil Actions

|           |                                     |
|-----------|-------------------------------------|
| <b>52</b> | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>35</b> | CRIMINAL ACTIONS FILED              |
| <b>0</b>  | CIVIL ACTIONS FILED                 |

### Office of the Attorney General/Disciplinary Actions

|                |                        |
|----------------|------------------------|
| <b>1,539</b>   | CASES OPENED/INITIATED |
| <b>1,333**</b> | CASES CLOSED           |
| <b>2,060</b>   | CASES PENDING          |

### Number of Days to Complete AG Cases

|             |   |
|-------------|---|
| •           | 1 YEAR                                      |
| •           | 1 TO 2 YEARS                                |
| •           | 2 TO 3 YEARS                                |
| •           | 3 TO 4 YEARS                                |
| •           | OVER 4 YEARS                                |
| <b>782*</b> | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

### Formal Actions Filed/Withdrawn/Dismissed

|              |   |
|--------------|---|
| <b>111</b>   | STATEMENTS OF ISSUES FILED                        |
| <b>1,448</b> | ACCUSATIONS FILED                                 |
| <b>34</b>    | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>1</b>     | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>42</b>    | ACCUSATIONS WITHDRAWN/DISMISSED                   |

### Administrative Outcomes/Final Orders

|             |                             |
|-------------|-----------------------------|
| <b>200</b>  | LICENSE APPLICATIONS DENIED |
| <b>531</b>  | REVOCATION                  |
| <b>302</b>  | SURRENDER OF LICENSE        |
| <b>2</b>    | PROBATION WITH SUSPENSION   |
| <b>1</b>    | SUSPENSION ONLY             |
| <b>458*</b> | PROBATION ONLY              |
| <b>96</b>   | PUBLIC REPRIMAND            |
| <b>15</b>   | OTHER DECISIONS             |

### Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

|           |                    |
|-----------|--------------------|
| <b>65</b> | TOTAL NUMBER FILED |
|-----------|--------------------|

### Subsequent Disciplinary—Administrative Outcomes/Final Orders

|           |                           |
|-----------|---------------------------|
| <b>22</b> | REVOCATION                |
| <b>87</b> | SURRENDER OF LICENSE      |
| <b>0</b>  | PROBATION WITH SUSPENSION |
| <b>0</b>  | SUSPENSION ONLY           |
| <b>*</b>  | PROBATION ONLY            |
| <b>0</b>  | PUBLIC REPRIMAND          |
| <b>1</b>  | OTHER DECISIONS           |

### Petition for Modification or Termination of Probation

|           |         |
|-----------|---------|
| <b>23</b> | GRANTED |
| <b>5</b>  | DENIED  |
| <b>28</b> | TOTAL   |

### Petition for Reinstatement of Revoked License/Registration/Certification

|           |         |
|-----------|---------|
| <b>36</b> | GRANTED |
| <b>6</b>  | 32      |
| <b>42</b> | TOTAL   |

### Cost Recovery to DCA

|                      |           |
|----------------------|-----------|
| <b>\$1,835,993</b>   | ORDERED   |
| <b>\$6,116,016**</b> | COLLECTED |

### Consumer Restitution to Consumers/Refunds/Savings

|            |  |
|------------|--|
| <b>N/A</b> | RESTITUTION ORDERED                                  |
| <b>N/A</b> | AMOUNT REFUNDED                                      |
| <b>N/A</b> | REWORK AT NO CHARGE                                  |
| <b>N/A</b> | ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED |
| <b>N/A</b> | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                 |

\* Due to the limited reporting capabilities currently available to the BRN, accurate data is not currently available.

\*\* Due to the limited reporting capabilities currently available to the BRN, correct data could not be obtained. Manual total counts kept by staff are being reported and are thought to be the most accurate. A breakdown of the data is not available.

# Respiratory Care

STAFF:

**16.4 civil service**  
**1 exempt**

LICENSES:

**22,153**

BOARD MEMBERSHIP:

**4 licensees**  
**1 physician**  
**4 public representatives**

STRATEGIC PLAN ADOPTED:

**2013**

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



## MAJOR ACCOMPLISHMENTS

- Successfully launched the BreZze Licensing and Enforcement System in October 2013, and modified business processes consistent with new system functionality.
- Finalized a Strategic Plan for 2013–2016, including updating the mission and vision statements, and identifying strategic objectives in the areas of enforcement, practice standards, outreach, and organizational effectiveness.
- Adopted an Enforcement History Web Retention Policy to establish a maximum time period to post citations, fines, and disciplinary matters on the Internet.
- Established a routine e-mail outreach program to inform and educate the respiratory community on current Board updates, trends, and news items related to respiratory care.

## MAJOR NEW LEGISLATION OR REGULATIONS

- Pursued legislation Senate Bill 305, Lieu (Chapter 516, Statutes of 2013), to specify that any board under the Department of Consumer Affairs (DCA) is authorized to receive certified records from a local or State agency of all arrests and convictions, certified records regarding probation, and any and all other related documentation needed to complete an applicant or licensee investigation.
- Co-sponsored Assembly Bill 1972, Jones (Chapter 179, Statutes of 2014), to establish the Registered Respiratory Therapist (RRT) examination as the minimum requirement for licensure.
- Initiated the rule-making process to: clarify that the Board shall review the driving history for each applicant as part of its application screening process; increase the number of continuing education (CE) units from 15 to 30 and modify courses recognized for CE credit; amend the fee structure that more accurately reflects fees imposed by the national testing vendor; add a preference to applications from active military personnel and their spouses or domestic partners, and exempt military personnel who are called to active duty from CE and renewal fee requirements; and establish a process for temporary licensure for out-of-state entities and personnel to practice respiratory care in California at a community (sponsored free healthcare) event of not more than 10 days.

## Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |              |              |
|---------------------------------------|---------------|--------------|--------------|
| TYPE                                  | APPS RECEIVED | ISSUED       | RENEWED      |
| RESPIRATORY CARE PRACTITIONER         | <b>1,560</b>  | <b>1,422</b> | <b>9,215</b> |

| Licensing Population by Type  |                       |                         |            |
|-------------------------------|-----------------------|-------------------------|------------|
| TYPE                          | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS  |
| RESPIRATORY CARE PRACTITIONER | <b>N/A</b>            | <b>22,153</b>           | <b>N/A</b> |

| Renewal and Continuing Education (CE) |                      |                                     |
|---------------------------------------|----------------------|-------------------------------------|
| TYPE                                  | FREQUENCY OF RENEWAL | NUMBER CE HOURS REQUIRED EACH CYCLE |
| RESPIRATORY CARE PRACTITIONER         | <b>EVERY 2 YEARS</b> | <b>15</b>                           |

| Exams        |            |              |
|--------------|------------|--------------|
| PASS         | FAIL       | TOTAL        |
| <b>1,299</b> | <b>771</b> | <b>2,070</b> |

## Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>244</b>                 | RECEIVED                                  |
| <b>18</b>                  | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>225</b>                 | REFERRED FOR INVESTIGATION                |
| <b>1</b>                   | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>613</b>                                | RECEIVED                          |
| <b>612</b>                                | CLOSED/REFERRED FOR INVESTIGATION |
| <b>1</b>                                  | PENDING                           |

| Inspections |            |
|-------------|------------|
|             | <b>N/A</b> |

| Investigations |         |
|----------------|---------|
| <b>808</b>     | OPENED  |
| <b>811</b>     | CLOSED  |
| <b>243</b>     | PENDING |

| Number of Days to Complete Intake and Investigations |  |
|--|--|
| <b>513</b>   | UP TO 90 DAYS  |
| <b>145</b>   | 91 TO 180 DAYS   |
| <b>98</b>  | 181 DAYS TO 1 YEAR   |
| <b>48</b>  | 1 TO 2 YEARS   |
| <b>7</b>   | 2 TO 3 YEARS   |
| <b>0</b>   | OVER 3 YEARS   |
| <b>119</b>   | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

| Citations and Fines |   |
|---------------------|---|
| <b>79</b>           | ISSUED  |
| <b>79</b>           | ISSUED WITH A FINE                                  |
| <b>2</b>            | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>189</b>          | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$65,950</b>       | ASSESSED  |
| <b>\$1,100</b>        | REDUCED   |
| <b>\$23,593</b>       | COLLECTED |

### Summary of Enforcement Activity

#### Criminal/Civil Actions

|          |                                     |
|----------|-------------------------------------|
| <b>1</b> | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>1</b> | CRIMINAL ACTIONS FILED              |
| <b>0</b> | CIVIL ACTIONS FILED                 |

#### Office of the Attorney General/Disciplinary Actions

|           |                        |
|-----------|------------------------|
| <b>67</b> | CASES OPENED/INITIATED |
| <b>69</b> | CASES CLOSED           |
| <b>62</b> | CASES PENDING          |

#### Number of Days to Complete AG Cases

|            |   |
|------------|---|
| <b>14</b>  | 1 YEAR                                      |
| <b>38</b>  | 1 TO 2 YEARS                                |
| <b>9</b>   | 2 TO 3 YEARS                                |
| <b>0</b>   | 3 TO 4 YEARS                                |
| <b>0</b>   | OVER 4 YEARS                                |
| <b>531</b> | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

#### Formal Actions Filed/Withdrawn/Dismissed

|           |   |
|-----------|---|
| <b>10</b> | STATEMENTS OF ISSUES FILED                        |
| <b>45</b> | ACCUSATIONS FILED                                 |
| <b>11</b> | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>5</b>  | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>0</b>  | ACCUSATIONS WITHDRAWN/DISMISSED                   |

#### Administrative Outcomes/Final Orders

|           |                             |
|-----------|-----------------------------|
| <b>2</b>  | LICENSE APPLICATIONS DENIED |
| <b>18</b> | REVOCAION                   |
| <b>7</b>  | SURRENDER OF LICENSE        |
| <b>17</b> | PROBATION WITH SUSPENSION   |
| <b>0</b>  | SUSPENSION ONLY             |
| <b>7</b>  | PROBATION ONLY              |
| <b>7</b>  | PUBLIC REPRIMAND            |
| <b>2</b>  | OTHER DECISIONS             |

#### Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

|          |                    |
|----------|--------------------|
| <b>8</b> | TOTAL NUMBER FILED |
|----------|--------------------|

#### Subsequent Disciplinary—Administrative Outcomes/ Final Orders

|          |                           |
|----------|---------------------------|
| <b>3</b> | REVOCAION                 |
| <b>4</b> | SURRENDER OF LICENSE      |
| <b>0</b> | PROBATION WITH SUSPENSION |
| <b>0</b> | SUSPENSION ONLY           |
| <b>1</b> | PROBATION ONLY            |
| <b>0</b> | PUBLIC REPRIMAND          |
| <b>0</b> | OTHER DECISIONS           |

#### Petition for Modification or Termination of Probation

|          |         |
|----------|---------|
| <b>4</b> | GRANTED |
| <b>0</b> | DENIED  |
| <b>4</b> | TOTAL   |

#### Petition for Reinstatement of Revoked License/ Registration/Certification

|          |         |
|----------|---------|
| <b>0</b> | GRANTED |
| <b>1</b> | DENIED  |
| <b>1</b> | TOTAL   |

#### Cost Recovery to DCA

|                  |           |
|------------------|-----------|
| <b>\$236,091</b> | ORDERED   |
| <b>\$77,685</b>  | COLLECTED |

#### Consumer Restitution to Consumers/Refunds/Savings

|            |  |
|------------|--|
| <b>N/A</b> | RESTITUTION ORDERED                                  |
| <b>N/A</b> | AMOUNT REFUNDED                                      |
| <b>N/A</b> | REWORK AT NO CHARGE                                  |
| <b>N/A</b> | ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED |
| <b>N/A</b> | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                 |

## BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

# Security & Investigative

Licenses and regulates security guards, proprietary private security employers and officers, private investigators, alarm companies and employees, locksmith companies and locksmiths, private patrol operators, and repossession agencies and their employees. The Bureau also has jurisdiction over firearm and baton training facilities and their instructors.

## STAFF:

**49.9**LICENSES, CERTIFICATES,  
OR PERMITS:**443,976**DISCIPLINARY REVIEW  
COMMITTEES\*:**3 industry representatives  
2 public representatives**

## ADVISORY COMMITTEE:

**7 industry representatives  
6 public representatives**

## STRATEGIC PLAN ADOPTED:

**2012**

\*There are three disciplinary review committees, and each committee has 3 industry reps, and 2 public reps.

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



## MAJOR ACCOMPLISHMENTS

- Re-established the BSIS Advisory Committee, which is comprised of representatives from the BSIS-regulated industries, organizations representing consumers and the businesses served by private security entities, and State and local law enforcement agencies.
- Processed more than 3,194 veteran applications through the Bureau's Veterans Come First Program. Since the inception of the program in May 2012, a total of 5,554 veteran applications have been processed.
- Utilized the Franchise Tax Board Intercept Program to collect nearly \$6,400 in delinquent outstanding fines and cost recovery orders issued against licensees.
- Established a BSIS Ombudsman to serve as a single point of contact within the Bureau on sensitive and complex BSIS-related issues. The creation of this position has improved the Bureau's response times in the resolution of issues raised by licensees, applicants, and consumers.
- Updated and implemented the BSIS Private Patrol Operator (PPO) Qualified Manager Examination. The new exam more appropriately aligns with the core skills and knowledge PPO licensees must possess to perform their duties safely and competently to promote consumer protection.
- Implemented new procedures to refer complaints relating to civil and contractual issues, where the complainant is requesting repayment of a portion or all fees paid to a licensee, to the Department of Consumer Affairs Complaint Resolution Program.
- Utilized the Bureau's automatic suspension authority for security guards, alarm companies and their employees, and locksmith companies and their employees, to suspend the license or registration of more than 900 licensees and registrants convicted of a crime.

**MAJOR NEW LEGISLATION OR REGULATIONS**

- Assembly Bill 791, Hagman (Chapter 340, Statutes of 2013), prohibits a reposessor from selling repossessed collateral or accepting payment from a debtor in lieu of carrying out the repossession. Also, authorizes a reposessor to wear a badge, jacket patch, or cap insignia approved by the Bureau.
- AB 759, Daly (Chapter 14, Statutes of 2014), an urgency measure, provides a limited exemption from Locksmith licensing requirements to a person regulated under the Alarm Company Act if the Locksmith duties performed by the person are in combination with the installation or maintenance of an alarm system, as specified, and restricted to work on electronic locks or access control devices controlled by an alarm system.



## Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |        |         |
|---------------------------------------|---------------|--------|---------|
| TYPE                                  | APPS RECEIVED | ISSUED | RENEWED |
| ALARM COMPANY OPERATOR-BRANCH         | 12            | 20     | 111     |
| ALARM COMPANY EMPLOYEE REGISTRATION   | 6,535         | 5,657  | 4,363   |
| ALARM COMPANY OPERATOR                | 160           | 121    | 901     |
| ALARM COMPANY QUALIFIED MANAGER       | 151           | 117    | 978     |
| FIREARM PERMIT                        | 12,139        | 10,649 | 12,085  |
| SECURITY GUARD REGISTRATION           | 56,002        | 50,960 | 89,016  |
| LOCKSMITH-BRANCH                      | 3             | 9      | 18      |
| LOCKSMITH COMPANY OPERATOR            | 264           | 233    | 1,210   |
| LOCKSMITH EMPLOYEE REGISTRATION       | 372           | 351    | 852     |
| PRIVATE INVESTIGATOR                  | 497           | 366    | 4,743   |
| PRIVATE INVESTIGATOR-BRANCH           | 31            | 25     | 43      |
| PRIVATE PATROL OPERATOR-BRANCH        | 49            | 40     | 130     |
| PRIVATE PATROL OPERATOR               | 351           | 300    | 1,156   |
| PROPRIETARY PRIVATE SECURITY OFFICER  | 1,612         | 1,566  | 1,272   |
| REPOSSESSION AGENCY                   | 39            | 32     | 151     |
| REPOSSESSION AGENCY EMPLOYEE          | 414           | 368    | 330     |
| REPOSSESSION AGENCY-QUALIFIED MANAGER | 25            | 20     | 118     |
| TRAINING FACILITY-BATON               | 33            | 20     | 78      |
| TRAINING FACILITY-FIREARM             | 53            | 45     | 139     |
| TRAINING INSTRUCTOR-BATON             | 32            | 26     | 114     |
| TRAINING INSTRUCTOR-FIREARM           | 77            | 65     | 255     |
| PROPRIETARY PRIVATE SECURITY EMPLOYER | 114           | 111    | 134     |

| Licensing Population by Type          |                          |                            |           |
|---------------------------------------|--------------------------|----------------------------|-----------|
| TYPE                                  | CERTIFICATES/<br>PERMITS | LICENSES/<br>REGISTRATIONS | APPROVALS |
| ALARM COMPANY OPERATOR-BRANCH         | 215                      | N/A                        | N/A       |
| ALARM COMPANY EMPLOYEE REGISTRATION   | N/A                      | 18,996                     | N/A       |
| ALARM COMPANY OPERATOR                | N/A                      | 2,096                      | N/A       |
| ALARM COMPANY QUALIFIED MANAGER       | 2,105                    | N/A                        | N/A       |
| FIREARM PERMIT                        | 46,597                   | N/A                        | N/A       |
| SECURITY GUARD REGISTRATION           | N/A                      | 280,702                    | N/A       |
| LOCKSMITH-BRANCH                      | 59                       | N/A                        | N/A       |
| LOCKSMITH COMPANY OPERATOR            | N/A                      | 2,908                      | N/A       |
| LOCKSMITH EMPLOYEE REGISTRATION       | N/A                      | 2,854                      | N/A       |
| PRIVATE INVESTIGATOR                  | N/A                      | 9,885                      | N/A       |
| PRIVATE INVESTIGATOR-BRANCH           | 139                      | N/A                        | N/A       |
| PRIVATE PATROL OPERATOR-BRANCH        | 408                      | N/A                        | N/A       |
| PRIVATE PATROL OPERATOR               | N/A                      | 2,765                      | N/A       |
| PROPRIETARY PRIVATE SECURITY OFFICER  | N/A                      | 6,201                      | N/A       |
| REPOSSESSION AGENCY                   | N/A                      | 309                        | N/A       |
| REPOSSESSION AGENCY EMPLOYEE          | N/A                      | 891                        | N/A       |
| REPOSSESSION AGENCY-QUALIFIED MANAGER | 330                      | N/A                        | N/A       |
| TRAINING FACILITY-BATON               | 196                      | N/A                        | N/A       |
| TRAINING FACILITY-FIREARM             | 353                      | N/A                        | N/A       |
| TRAINING INSTRUCTOR-BATON             | 253                      | N/A                        | N/A       |
| TRAINING INSTRUCTOR-FIREARM           | 642                      | N/A                        | N/A       |
| PROPRIETARY PRIVATE SECURITY EMPLOYER | N/A                      | 594                        | N/A       |

### Summary of Licensing Activity

| Renewal and Continuing Education (CE) |                      |                                     |
|---------------------------------------|----------------------|-------------------------------------|
| TYPE                                  | FREQUENCY OF RENEWAL | NUMBER CE HOURS REQUIRED EACH CYCLE |
| ALARM COMPANY OPERATOR-BRANCH         | <b>EVERY 2 YEARS</b> | <b>N/A</b>                          |
| ALARM COMPANY EMPLOYEE REGISTRATION   | <b>EVERY 2 YEARS</b> | <b>N/A</b>                          |
| ALARM COMPANY OPERATOR                | <b>EVERY 2 YEARS</b> | <b>N/A</b>                          |
| ALARM COMPANY QUALIFIED MANAGER       | <b>EVERY 2 YEARS</b> | <b>N/A</b>                          |
| FIREARM PERMIT                        | <b>EVERY 2 YEARS</b> | <b>8</b>                            |
| SECURITY GUARD REGISTRATION           | <b>EVERY 2 YEARS</b> | <b>16</b>                           |
| LOCKSMITH-BRANCH                      | <b>EVERY 2 YEARS</b> | <b>N/A</b>                          |
| LOCKSMITH COMPANY OPERATOR            | <b>EVERY 2 YEARS</b> | <b>N/A</b>                          |
| LOCKSMITH EMPLOYEE REGISTRATION       | <b>EVERY 2 YEARS</b> | <b>N/A</b>                          |
| PRIVATE INVESTIGATOR                  | <b>EVERY 2 YEARS</b> | <b>N/A</b>                          |
| PRIVATE INVESTIGATOR-BRANCH           | <b>EVERY 2 YEARS</b> | <b>N/A</b>                          |
| PRIVATE PATROL OPERATOR-BRANCH        | <b>EVERY 2 YEARS</b> | <b>N/A</b>                          |
| PRIVATE PATROL OPERATOR               | <b>EVERY 2 YEARS</b> | <b>N/A</b>                          |
| PROPRIETARY PRIVATE SECURITY OFFICER  | <b>EVERY 2 YEARS</b> | <b>4</b>                            |
| REPOSSESSION AGENCY                   | <b>EVERY 2 YEARS</b> | <b>N/A</b>                          |
| REPOSSESSION AGENCY EMPLOYEE          | <b>EVERY 2 YEARS</b> | <b>N/A</b>                          |
| REPOSSESSION AGENCY-QUALIFIED MANAGER | <b>EVERY 2 YEARS</b> | <b>N/A</b>                          |
| TRAINING FACILITY-BATON               | <b>EVERY 2 YEARS</b> | <b>N/A</b>                          |
| TRAINING FACILITY-FIREARM             | <b>EVERY 2 YEARS</b> | <b>N/A</b>                          |
| TRAINING INSTRUCTOR-BATON             | <b>EVERY 2 YEARS</b> | <b>N/A</b>                          |
| TRAINING INSTRUCTOR-FIREARM           | <b>EVERY 2 YEARS</b> | <b>N/A</b>                          |
| PROPRIETARY PRIVATE SECURITY EMPLOYER | <b>EVERY 2 YEARS</b> | <b>N/A</b>                          |

| Exams      |            |              |
|------------|------------|--------------|
| PASS       | FAIL       | TOTAL        |
| <b>652</b> | <b>561</b> | <b>1,213</b> |

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>2,378</b>               | RECEIVED                                  |
| <b>203</b>                 | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>1,952</b>               | REFERRED FOR INVESTIGATION                |
| <b>160</b>                 | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>20,413</b>                             | RECEIVED                          |
| <b>18,826</b>                             | CLOSED/REFERRED FOR INVESTIGATION |
| <b>81</b>                                 | PENDING                           |

| Inspections |                             |
|-------------|-----------------------------|
| <b>61</b>   | INSPECTIONS CONDUCTED       |
| <b>0</b>    | INSPECTION CITATIONS ISSUED |

| Investigations |         |
|----------------|---------|
| <b>8,509</b>   | OPENED  |
| <b>9,453</b>   | CLOSED  |
| <b>1,300</b>   | PENDING |

| Number of Days to Complete Intake and Investigations |  |
|--|--|
| <b>5,892</b>   | UP TO 90 DAYS  |
| <b>1,796</b>   | 91 TO 180 DAYS   |
| <b>1,244</b>   | 181 DAYS TO 1 YEAR   |
| <b>502</b>   | 1 TO 2 YEARS   |
| <b>27</b>  | 2 TO 3 YEARS   |
| <b>12</b>  | OVER 3 YEARS   |
| <b>108</b>   | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

| Citations and Fines |   |
|---------------------|---|
| <b>96</b>           | ISSUED  |
| <b>96</b>           | ISSUED WITH A FINE                                  |
| <b>0</b>            | WITHDRAWN   |
| <b>2</b>            | DISMISSED   |
| <b>122</b>          | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$131,684</b>      | ASSESSED  |
| <b>\$1,625</b>        | REDUCED   |
| <b>\$124,958</b>      | COLLECTED |

### Summary of Enforcement Activity

#### Criminal/Civil Actions

|           |                                     |
|-----------|-------------------------------------|
| <b>16</b> | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>0</b>  | CRIMINAL ACTIONS FILED              |
| <b>0</b>  | CIVIL ACTIONS FILED                 |

#### Office of the Attorney General/Disciplinary Actions

|            |                        |
|------------|------------------------|
| <b>92</b>  | CASES OPENED/INITIATED |
| <b>261</b> | CASES CLOSED           |
| <b>122</b> | CASES PENDING          |

#### Number of Days to Complete AG Cases

|            |   |
|------------|---|
| <b>169</b> | 1 YEAR                                      |
| <b>46</b>  | 1 TO 2 YEARS                                |
| <b>32</b>  | 2 TO 3 YEARS                                |
| <b>15</b>  | 3 TO 4 YEARS                                |
| <b>0</b>   | OVER 4 YEARS                                |
| <b>335</b> | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

#### Formal Actions Filed/Withdrawn/Dismissed

|           |   |
|-----------|---|
| <b>24</b> | STATEMENTS OF ISSUES FILED*                       |
| <b>27</b> | ACCUSATIONS FILED                                 |
| <b>7</b>  | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>7</b>  | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>2</b>  | ACCUSATIONS WITHDRAWN/DISMISSED                   |

#### Administrative Outcomes/Final Orders

|              |                             |
|--------------|-----------------------------|
| <b>1,886</b> | LICENSE APPLICATIONS DENIED |
| <b>197</b>   | REVOCAION                   |
| <b>2</b>     | SURRENDER OF LICENSE        |
| <b>2</b>     | PROBATION WITH SUSPENSION   |
| <b>906</b>   | SUSPENSION ONLY             |
| <b>16</b>    | PROBATION ONLY              |
| <b>0</b>     | PUBLIC REPRIMAND            |
| <b>0</b>     | OTHER DECISIONS             |

#### Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed

|           |                    |
|-----------|--------------------|
| <b>12</b> | TOTAL NUMBER FILED |
|-----------|--------------------|

\* 76 denied via AG's Office.

#### Subsequent Disciplinary—Administrative Outcomes/Final Orders

|           |                           |
|-----------|---------------------------|
| <b>22</b> | REVOCAION                 |
| <b>0</b>  | SURRENDER OF LICENSE      |
| <b>0</b>  | PROBATION WITH SUSPENSION |
| <b>0</b>  | SUSPENSION ONLY           |
| <b>0</b>  | PROBATION ONLY            |
| <b>0</b>  | PUBLIC REPRIMAND          |
| <b>0</b>  | OTHER DECISIONS           |

#### Petition for Modification or Termination of Probation

|          |         |
|----------|---------|
| <b>0</b> | GRANTED |
| <b>0</b> | DENIED  |
| <b>0</b> | TOTAL   |

#### Petition for Reinstatement of Revoked License/Registration/Certification

|          |         |
|----------|---------|
| <b>0</b> | GRANTED |
| <b>0</b> | DENIED  |
| <b>0</b> | TOTAL   |

#### Cost Recovery to DCA

|                 |           |
|-----------------|-----------|
| <b>\$80,684</b> | ORDERED   |
| <b>\$63,656</b> | COLLECTED |

#### Consumer Restitution to Consumers/Refunds/Savings

|                  |  |
|------------------|--|
| <b>\$0</b>       | RESTITUTION ORDERED                                  |
| <b>\$21,143</b>  | AMOUNT REFUNDED                                      |
| <b>\$40</b>      | REWORK AT NO CHARGE                                  |
| <b>\$81,520</b>  | ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED |
| <b>\$102,701</b> | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                 |

# Speech & Hearing

STAFF:

**8 civil service**  
**1 exempt**

LICENSES:

**19,472**

BOARD MEMBERSHIP:

**6 licensees**  
**2 public representatives**  
**1 physician**

STRATEGIC PLAN ADOPTED:

**July 2012**

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



## MAJOR ACCOMPLISHMENTS

- Conducted an occupational analysis of the speech-language pathology profession to define the practice for speech-language pathologists in terms of actual job tasks that new licensees must be able to perform safely and competently at the time of licensure.
- Conducted the first continuing education audit in more than four years to ensure that licensees are compliant with the Speech-Language Pathology and Audiology and Hearing Aid Dispensers Practice Act requirements and to promote continued professional development learning.
- Approved several rule-making files and scheduled public hearings to adopt or amend the Practice Act relating to the approval of the Board's Disciplinary Guidelines, continuing education requirements for hearing aid dispensers, and speech-language pathology assistants' scope of responsibility and supervision provisions.

## MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill B 305, Lieu (Chapter 516, Statutes of 2013), extends the Board to 2018 and provides an avenue for the Board to merge and consolidate the hearing aid regulations with the speech-language pathology and audiology regulations; authorizes the Board to issue, or refuse to issue, a license on specified grounds, including, securing a license by fraud or deceit; and authorizes the Board to issue, or refuse to issue, a license for a violation of a term or condition of a probationary order of a license or a term or condition of a conditional license issued by the Board, as provided.
- SB 1326, Roth (Chapter 226, Statutes of 2014), clarifies warranty provisions as they pertain to hearing aids, changes the 30-day warranty period to 45 days, and requires all new and used hearing aids sold in the State to be accompanied by the retail seller's written warranty, which is required to contain specified language.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits                     |               |            |              |
|---|---------------|------------|--------------|
| TYPE  | APPS RECEIVED | ISSUED     | RENEWED      |
| BRANCH  | <b>147</b>    | <b>282</b> | <b>518</b>   |
| HEARING AID DISPENSER                                     | <b>73</b>     | <b>49</b>  | <b>907</b>   |
| TEMPORARY/TRAINEE   | <b>141</b>    | <b>139</b> | <b>122</b>   |
| TEMPORARY   | <b>0</b>      | <b>5</b>   | <b>N/A</b>   |
| SP - SPEECH LANGUAGE PATHOLOGIST                          | <b>354</b>    | <b>964</b> | <b>6,198</b> |
| AU - AUDIOLOGIST  | <b>39</b>     | <b>57</b>  | <b>267</b>   |
| SPA - SPEECH-LANGUAGE PATHOLOGY ASSISTANT                 | <b>364</b>    | <b>326</b> | <b>747</b>   |
| AIDES   | <b>30</b>     | <b>40</b>  | <b>N/A</b>   |
| RPE - TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSES | <b>723</b>    | <b>690</b> | <b>N/A</b>   |
| SPT - SPEECH TEMPORARY LICENSE                            | <b>0</b>      | <b>0</b>   | <b>N/A</b>   |
| AUT - AUDIOLOGY TEMPORARY LICENSE                         | <b>0</b>      | <b>0</b>   | <b>N/A</b>   |
| PDP - PROFESSIONAL DEVELOPMENT PROVIDER                   | <b>14</b>     | <b>15</b>  | <b>65</b>    |
| SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAM               | <b>0</b>      | <b>0</b>   | <b>N/A</b>   |
| DAU - DISPENSING AUDIOLOGIST                              | <b>17</b>     | <b>UA*</b> | <b>973</b>   |

\* Data unavailable.

| Licensing Population by Type                              |                       |                         |            |
|---|-----------------------|-------------------------|------------|
| TYPE  | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS  |
| BRANCH  | <b>N/A</b>            | <b>710</b>              | <b>N/A</b> |
| HEARING AID DISPENSER                                     | <b>N/A</b>            | <b>913</b>              | <b>N/A</b> |
| TEMPORARY/ TRAINEE  | <b>N/A</b>            | <b>145</b>              | <b>N/A</b> |
| TEMPORARY   | <b>N/A</b>            | <b>8</b>                | <b>N/A</b> |
| SP - SPEECH LANGUAGE PATHOLOGIST                          | <b>N/A</b>            | <b>13,285</b>           | <b>N/A</b> |
| AU - AUDIOLOGIST  | <b>N/A</b>            | <b>1,555</b>            | <b>N/A</b> |
| SPA - SPEECH-LANGUAGE PATHOLOGY ASSISTANT                 | <b>N/A</b>            | <b>1,969</b>            | <b>N/A</b> |
| AIDES   | <b>N/A</b>            | <b>119</b>              | <b>N/A</b> |
| RPE - TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSES | <b>N/A</b>            | <b>768</b>              | <b>N/A</b> |
| SPT - SPEECH TEMPORARY LICENSE                            | <b>N/A</b>            | <b>0</b>                | <b>N/A</b> |
| AUT - AUDIOLOGY TEMPORARY LICENSE                         | <b>N/A</b>            | <b>0</b>                | <b>N/A</b> |
| PDP - PROFESSIONAL DEVELOPMENT PROVIDER                   | <b>N/A</b>            | <b>N/A</b>              | <b>153</b> |
| SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAM               | <b>N/A</b>            | <b>N/A</b>              | <b>7</b>   |
| DAU - DISPENSING AUDIOLOGIST                              | <b>N/A</b>            | <b>UA*</b>              | <b>N/A</b> |

\* Data unavailable.

### Summary of Licensing Activity

| Renewal and Continuing Education (CE)               |                          |                                     |
|---|--------------------------|-------------------------------------|
| TYPE  | FREQUENCY OF RENEWAL     | NUMBER CE HOURS REQUIRED EACH CYCLE |
| BRANCH  | <b>EVERY YEAR</b>        | <b>N/A</b>                          |
| HEARING AID DISPENSER                               | <b>EVERY YEAR</b>        | <b>9</b>                            |
| TEMPORARY/TRAINEE                                   | <b>N/A</b>               | <b>N/A</b>                          |
| TEMPORARY   | <b>N/A</b>               | <b>N/A</b>                          |
| SPEECH LANGUAGE PATHOLOGIST                         | <b>EVERY 2 YEARS</b>     | <b>24</b>                           |
| AUDIOLOGIST   | <b>EVERY 2 YEARS</b>     | <b>24</b>                           |
| SPEECH-LANGUAGE PATHOLOGY ASSISTANT                 | <b>EVERY 2 YEARS</b>     | <b>12</b>                           |
| AIDES   | <b>N/A</b>               | <b>N/A</b>                          |
| TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSES | <b>VARIES</b>            | <b>N/A</b>                          |
| SPEECH TEMPORARY LICENSE                            | <b>ONCE FOR 6 MONTHS</b> | <b>N/A</b>                          |
| AUDIOLOGY TEMPORARY LICENSE                         | <b>ONCE FOR 6 MONTHS</b> | <b>N/A</b>                          |
| PROFESSIONAL DEVELOPMENT PROVIDER                   | <b>EVERY 2 YEARS</b>     | <b>N/A</b>                          |
| SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAM         | <b>N/A</b>               | <b>N/A</b>                          |
| DAU - DISPENSING AUDIOLOGIST                        | <b>EVERY YEAR</b>        | <b>12</b>                           |

#### Exams - Hearing Aid Dispenser - Written

| PASS       | FAIL       | TOTAL      |
|------------|------------|------------|
| <b>106</b> | <b>194</b> | <b>300</b> |

#### Exams - Hearing Aid Dispenser - Practical

| PASS      | FAIL      | TOTAL     |
|-----------|-----------|-----------|
| <b>45</b> | <b>27</b> | <b>72</b> |

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>127</b>                 | RECEIVED                                  |
| <b>0</b>                   | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>126</b>                 | REFERRED FOR INVESTIGATION                |
| <b>1</b>                   | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>35</b>                                 | RECEIVED                          |
| <b>35</b>                                 | CLOSED/REFERRED FOR INVESTIGATION |
| <b>0</b>                                  | PENDING                           |

| Inspections |  |
|-------------|--|
| <b>N/A</b>  |  |

| Investigations |         |
|----------------|---------|
| <b>161</b>     | OPENED  |
| <b>173</b>     | CLOSED  |
| <b>129</b>     | PENDING |

| Number of Days to Complete Intake and Investigations |  |
|--|--|
| <b>49</b>  | UP TO 90 DAYS  |
| <b>25</b>  | 91 TO 180 DAYS   |
| <b>36</b>  | 181 DAYS TO 1 YEAR   |
| <b>33</b>  | 1 TO 2 YEARS   |
| <b>27</b>  | 2 TO 3 YEARS   |
| <b>3</b>   | OVER 3 YEARS   |
| <b>311</b>   | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

| Citations and Fines |   |
|---------------------|---|
| <b>11</b>           | ISSUED  |
| <b>8</b>            | ISSUED WITH A FINE                                  |
| <b>1</b>            | WITHDRAWN   |
| <b>2</b>            | DISMISSED   |
| <b>406</b>          | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

### Summary of Enforcement Activity

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$10,750</b>       | ASSESSED  |
| <b>\$0</b>            | REDUCED   |
| <b>\$7,950</b>        | COLLECTED |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>0</b>               | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>0</b>               | CRIMINAL ACTIONS FILED              |
| <b>0</b>               | CIVIL ACTIONS FILED                 |

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>15</b>   | CASES OPENED/INITIATED |
| <b>3</b>  | CASES CLOSED           |
| <b>22</b>   | CASES PENDING          |

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| <b>0</b>                            | 1 YEAR                                      |
| <b>0</b>                            | 1 TO 2 YEARS                                |
| <b>1</b>                            | 2 TO 3 YEARS                                |
| <b>1</b>                            | 3 TO 4 YEARS                                |
| <b>1</b>                            | OVER 4 YEARS                                |
| <b>1,249</b>                        | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

| Formal Actions Filed/Withdrawn/Dismissed |   |
|--|---|
| <b>1</b>                                 | STATEMENTS OF ISSUES FILED                        |
| <b>9</b>                                 | ACCUSATIONS FILED                                 |
| <b>0</b>                                 | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>0</b>                                 | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>0</b>                                 | ACCUSATIONS WITHDRAWN/DISMISSED                   |

| Administrative Outcomes/Final Orders |                             |
|--------------------------------------|-----------------------------|
| <b>0</b>                             | LICENSE APPLICATIONS DENIED |
| <b>1</b>                             | REVOCAION                   |
| <b>2</b>                             | SURRENDER OF LICENSE        |
| <b>0</b>                             | PROBATION WITH SUSPENSION   |
| <b>0</b>                             | SUSPENSION ONLY             |
| <b>8</b>                             | PROBATION ONLY              |
| <b>0</b>                             | PUBLIC REPRIMAND            |
| <b>0</b>                             | OTHER DECISIONS             |

| Petition for Modification or Termination of Probation |         |
|---|---------|
| <b>0</b>  | GRANTED |
| <b>0</b>  | DENIED  |
| <b>0</b>  | TOTAL   |

| Petition for Reinstatement of Revoked License/Registration/Certification |         |
|--|---------|
| <b>0</b>   | GRANTED |
| <b>2</b>   | DENIED  |
| <b>2</b>   | TOTAL   |

| Cost Recovery to DCA |           |
|----------------------|-----------|
| <b>\$19,607.50</b>   | ORDERED   |
| <b>\$12,284.36</b>   | COLLECTED |

| Consumer Restitution to Consumers/Refunds/Savings |  |
|---|--|
| <b>\$6,490</b>                                    | RESTITUTION ORDERED                                  |
| <b>\$525</b>                                      | AMOUNT REFUNDED                                      |
| <b>\$0</b>  | REWORK AT NO CHARGE                                  |
| <b>\$0</b>  | ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED |
| <b>\$7,015</b>                                    | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                 |

## STRUCTURAL PEST CONTROL BOARD

# Structural Pest

STAFF:

**28.5 civil service**  
**1 exempt**

LICENSES:

**24,788**

BOARD MEMBERSHIP:

**3 licensees**  
**4 public representatives**

STRATEGIC PLAN ADOPTED:

**2007, 2014–In Progress**

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

**MAJOR ACCOMPLISHMENTS**

- An underground enforcement task force with Department of Consumer Affairs (DCA) Division of Investigation led to the arrests and subsequent felony convictions of two individuals in June 2014 for alleged licensing examination subversion. The investigation revealed three other State agencies as victims. In addition to jail time, the company, ACEAPP, and its owner Larry Holmes Jr., were court-ordered to pay \$400,000 in victim restitution. The company owner immediately made restitution in the amount of \$200,000 following the conviction and will make future progress payments to the victims.
- Undercover investigations by the SPCB, Division of Investigation, and Los Angeles Police Department resulted in the arrests and initial felony charges in June 2014, against two individuals for elder abuse, fraud, and theft. Eldad Syton and Yair Zilberman, who often disguised their true identities to their victims, operated American Pest Control, an unlicensed company, and a host of other unlicensed companies. The suspects were taken into custody by L.A. Police, ending an apparent three-year ring of criminal activities.
- Issued a joint enforcement policy directive with the Department of Pesticide Regulation to implement their passage of regulations regarding Second-Generation Anticoagulant Rodenticides, making these products, among other regulatory provisions, California-restricted materials. This regulation limits the sale of these products to pest control licentiates only in order to reduce risks of misapplications that would otherwise harm nontarget pests and possibly the environment.
- Collected over \$39,000 in cost recovery and restitution to consumers. Consumers saved approximately \$82,000 through the SPCB's mediations and investigations programs.
- Implemented computer-based testing (CBT) in March 2014 immediately following the SPCB's return to DCA on July 1, 2013. CBT improves examination accessibility for licensees and applicants and reduces the risks of examination compromise.



CONTINUED

**MAJOR NEW LEGISLATION OR REGULATIONS**

- Senate Bill 662, Galgiani (Chapter 218, Statutes of 2013 ), increases the minimum liability insurance to \$500,000 and bond coverage to \$12,500 (restoration bond maximum increases to \$25,000) that a registered pest control company must maintain to engage in the practice of structural pest control and prohibits any other type of financial deposit in lieu of those requirements.
- Assembly Bill 1177, Bocanegra (Chapter 596, Statutes of 2013), extends the sunset date of the structural fumigation enforcement program to January 1, 2018; increases fees paid under the program from \$5 to \$8; revises specified reporting requirements; and authorizes a county agricultural commissioner to require payment of delinquent fees.
- Amended Section 1920 of the SPCB's regulations to maximize it's authority to assess fines greater than \$2,500 effective September 1, 2013.
- Amended Section 1937.11 of the SPCB's disciplinary guidelines to expand a judge's or board's discretion on the imposition of disciplinary orders, effective September 1, 2013.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |              |              |
|---------------------------------------|---------------|--------------|--------------|
| TYPE                                  | APPS RECEIVED | ISSUED       | RENEWED      |
| APPLICATOR                            | <b>N/A</b>    | <b>1,355</b> | <b>513</b>   |
| FIELD REPRESENTATIVE                  | <b>N/A</b>    | <b>793</b>   | <b>2,030</b> |
| OPERATOR                              | <b>N/A</b>    | <b>197</b>   | <b>875</b>   |
| COMPANY REGISTRATION                  | <b>N/A</b>    | <b>263</b>   | <b>N/A</b>   |
| BRANCH OFFICE                         | <b>N/A</b>    | <b>52</b>    | <b>N/A</b>   |

| Licensing Population by Type |                          |                            |            |
|------------------------------|--------------------------|----------------------------|------------|
| TYPE                         | CERTIFICATES/<br>PERMITS | LICENSES/<br>REGISTRATIONS | APPROVALS  |
| APPLICATOR                   | <b>N/A</b>               | <b>6,385</b>               | <b>N/A</b> |
| FIELD REPRESENTATIVE         | <b>N/A</b>               | <b>10,919</b>              | <b>N/A</b> |
| OPERATOR                     | <b>N/A</b>               | <b>4,080</b>               | <b>N/A</b> |
| COMPANY REGISTRATION         | <b>N/A</b>               | <b>2,956</b>               | <b>N/A</b> |
| BRANCH OFFICE                | <b>N/A</b>               | <b>448</b>                 | <b>N/A</b> |

| Renewal and Continuing Education (CE) |                         |  |
|---------------------------------------|-------------------------|--|
| TYPE                                  | FREQUENCY OF<br>RENEWAL | NUMBER CE HOURS<br>REQUIRED EACH CYCLE |
| APPLICATOR                            | <b>EVERY 3 YEARS</b>    | <b>12</b>                              |
| FIELD REPRESENTATIVE                  | <b>EVERY 3 YEARS</b>    | <b>16</b>                              |
| OPERATOR                              | <b>EVERY 3 YEARS</b>    | <b>16</b>                              |

| Exams        |              |              |
|--------------|--------------|--------------|
| PASS         | FAIL         | TOTAL        |
| <b>2,574</b> | <b>4,615</b> | <b>7,189</b> |

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>572</b>                 | RECEIVED                                  |
| <b>20</b>                  | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>548</b>                 | REFERRED FOR INVESTIGATION                |
| <b>6</b>                   | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>1,045</b>                              | RECEIVED                          |
| <b>N/A</b>                                | CLOSED/REFERRED FOR INVESTIGATION |
| <b>110</b>                                | PENDING                           |

| Inspections |                             |
|-------------|-----------------------------|
| <b>55</b>   | INSPECTIONS CONDUCTED       |
| <b>0</b>    | INSPECTION CITATIONS ISSUED |

| Investigations |         |
|----------------|---------|
| <b>548</b>     | OPENED  |
| <b>536</b>     | CLOSED  |
| <b>191</b>     | PENDING |

## Summary of Enforcement Activity

### Number of Days to Complete Intake and Investigations

|            |  |
|------------|--|
| <b>353</b> | UP TO 90 DAYS  |
| <b>62</b>  | 91 TO 180 DAYS   |
| <b>78</b>  | 181 DAYS TO 1 YEAR   |
| <b>30</b>  | 1 TO 2 YEARS   |
| <b>10</b>  | 2 TO 3 YEARS   |
| <b>3</b>   | OVER 3 YEARS   |
| <b>119</b> | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

### Citations and Fines

|            |   |
|------------|---|
| <b>417</b> | ISSUED  |
| <b>415</b> | ISSUED WITH A FINE                                  |
| <b>8</b>   | WITHDRAWN   |
| <b>1</b>   | DISMISSED   |
| <b>N/A</b> | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

### Total Amount of Fines

|                  |           |
|------------------|-----------|
| <b>\$188,740</b> | ASSESSED  |
| <b>\$6,400</b>   | REDUCED   |
| <b>\$116,250</b> | COLLECTED |

### Criminal/Civil Actions

|            |                                     |
|------------|-------------------------------------|
| <b>8</b>   | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>1</b>   | CRIMINAL ACTIONS FILED              |
| <b>N/A</b> | CIVIL ACTIONS FILED                 |

### Office of the Attorney General/Disciplinary Actions

|           |                        |
|-----------|------------------------|
| <b>58</b> | CASES OPENED/INITIATED |
| <b>43</b> | CASES CLOSED           |
| <b>55</b> | CASES PENDING          |

### Number of Days to Complete AG Cases

|            |   |
|------------|---|
| <b>21</b>  | 1 YEAR                                      |
| <b>16</b>  | 1 TO 2 YEARS                                |
| <b>8</b>   | 2 TO 3 YEARS                                |
| <b>4</b>   | 3 TO 4 YEARS                                |
| <b>0</b>   | OVER 4 YEARS                                |
| <b>493</b> | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

### Formal Actions Filed/Withdrawn/Dismissed

|           |   |
|-----------|---|
| <b>8</b>  | STATEMENTS OF ISSUES FILED                        |
| <b>50</b> | ACCUSATIONS FILED                                 |
| <b>1</b>  | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>2</b>  | STATEMENTS OF ISSUES WITHDRAWN DISMISSED          |
| <b>1</b>  | ACCUSATIONS WITHDRAWN/DISMISSED                   |

### Administrative Outcomes Final Orders

|           |                             |
|-----------|-----------------------------|
| <b>6</b>  | LICENSE APPLICATIONS DENIED |
| <b>26</b> | REVOCATION                  |
| <b>5</b>  | SURRENDER OF LICENSE        |
| <b>5</b>  | PROBATION WITH SUSPENSION   |
| <b>0</b>  | SUSPENSION ONLY             |
| <b>41</b> | PROBATION ONLY              |
| <b>0</b>  | PUBLIC REPRIMAND            |
| <b>0</b>  | OTHER DECISIONS             |

### Petition for Modification or Termination of Probation

|          |         |
|----------|---------|
| <b>0</b> | GRANTED |
| <b>1</b> | DENIED  |
| <b>1</b> | TOTAL   |

### Petition for Reinstatement of Revoked License/Registration/Certification

|          |         |
|----------|---------|
| <b>3</b> | GRANTED |
| <b>1</b> | DENIED  |
| <b>4</b> | TOTAL   |

### Cost Recovery to DCA

|                    |           |
|--------------------|-----------|
| <b>\$88,937.96</b> | ORDERED   |
| <b>\$32,588.89</b> | COLLECTED |

### Consumer Restitution to Consumers/Refunds/Savings

|                 |  |
|-----------------|--|
| <b>\$6,500</b>  | RESTITUTION ORDERED                                  |
| <b>\$43,382</b> | AMOUNT REFUNDED                                      |
| <b>\$38,402</b> | REWORK AT NO CHARGE                                  |
| <b>N/A</b>      | ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED |
| <b>\$88,284</b> | TOTAL SAVINGS ACHIEVED FOR CONSUMERS                 |

TELEPHONE MEDICAL ADVICE SERVICES BUREAU

# TMAS

Registers businesses that provide telephone medical advice to California residents.

STAFF:

**1 civil service**

REGISTRATIONS:

**59**

BOARD MEMBERSHIP:

**0**

STRATEGIC PLAN ADOPTED:

**March 1, 2014**

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

## MAJOR ACCOMPLISHMENTS

- Developed guidelines for a four-year strategic plan.
- Researched unlicensed activity, which has resulted in new registration(s).



### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |          |           |
|---------------------------------------|---------------|----------|-----------|
| TYPE                                  | APPS RECEIVED | ISSUED   | RENEWED   |
| TMAS REGISTRANT                       | <b>7</b>      | <b>7</b> | <b>24</b> |

| Licensing Population by Type |                       |                         |            |
|------------------------------|-----------------------|-------------------------|------------|
| TYPE                         | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS  |
| TMAS REGISTRANT              | <b>N/A</b>            | <b>59</b>               | <b>N/A</b> |

| Renewal and Continuing Education (CE) |                      |                                     |
|---------------------------------------|----------------------|-------------------------------------|
| TYPE                                  | FREQUENCY OF RENEWAL | NUMBER CE HOURS REQUIRED EACH CYCLE |
| TMAS REGISTRANT                       | <b>EVERY 2 YEARS</b> | <b>N/A</b>                          |

| Exams |            |
|-------|------------|
|       | <b>N/A</b> |

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>17</b>                  | RECEIVED                                  |
| <b>16</b>                  | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>0</b>                   | REFERRED FOR INVESTIGATION                |
| <b>1</b>                   | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>0</b>                                  | RECEIVED                          |
| <b>0</b>                                  | CLOSED/REFERRED FOR INVESTIGATION |
| <b>0</b>                                  | PENDING                           |

| Inspections |            |
|-------------|------------|
|             | <b>N/A</b> |

| Investigations |         |
|----------------|---------|
| <b>0</b>       | OPENED  |
| <b>0</b>       | CLOSED  |
| <b>0</b>       | PENDING |

### Summary of Enforcement Activity

| Number of Days to Complete Intake and Investigations |  |
|--|--|
| <b>15</b>  | UP TO 90 DAYS  |
| <b>1</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   |
| <b>20</b>  | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

| Citations and Fines |   |
|---------------------|---|
| <b>0</b>            | ISSUED  |
| <b>0</b>            | ISSUED WITH A FINE                                  |
| <b>0</b>            | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>0</b>            | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$0</b>            | ASSESSED  |
| <b>\$0</b>            | REDUCED   |
| <b>\$0</b>            | COLLECTED |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>0</b>               | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>0</b>               | CRIMINAL ACTIONS FILED              |
| <b>0</b>               | CIVIL ACTIONS FILED                 |

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>0</b>  | CASES OPENED/INITIATED |
| <b>0</b>  | CASES CLOSED           |
| <b>0</b>  | CASES PENDING          |

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| <b>0</b>                            | 1 YEAR                                      |
| <b>0</b>                            | 1 TO 2 YEARS                                |
| <b>0</b>                            | 2 TO 3 YEARS                                |
| <b>0</b>                            | 3 TO 4 YEARS                                |
| <b>0</b>                            | OVER 4 YEARS                                |
| <b>0</b>                            | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

### Summary of Enforcement Activity

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

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

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

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

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

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

| Cost Recovery to DCA |           |
|----------------------|-----------|
| \$0                  | ORDERED   |
| \$0                  | COLLECTED |

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

## VETERINARY MEDICAL BOARD

# Veterinary Medicine

Licenses and regulates veterinarians, registered veterinary technicians, and veterinary premises.

## STAFF:

**23.7 civil service**  
**1 exempt**

## LICENSES:

**29,783**

## BOARD MEMBERSHIP:

**4 veterinarians**  
**1 registered veterinary technician**  
**3 public representatives**

## STRATEGIC PLAN ADOPTED:

**January 2012**

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



## MAJOR ACCOMPLISHMENTS

- Transitioned the Board's examination program for Registered Veterinary Technicians (RVTs) to the Veterinary Technician National Examination (VTNE) and began administering the first CA RVT law and regulation examination as a prerequisite to registration in the State. Changing the examination pathway creates greater portability for applicants between California and other states, and ensures that RVT applicants are being examined on a broad range of animal healthcare tasks and services as well as regulatory expectations specific to California.
- Conducted public hearings on Animal Rehabilitation services to gain a better understanding of the licensed personnel involved in providing rehabilitation therapy and services to animals. Animal rehabilitation is a growing animal healthcare service with a multidisciplinary team approach, involving physical therapists and veterinarians. The Board recognizes the need for such therapy and has worked with interested parties and professionals to develop supervision guidelines for the provision of animal rehabilitation and is continuing to pursue regulations to clearly define expectations for the supervision of individuals involved in this treatment.

## MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 304, Lieu (Chapter 515, Statutes of 2013), requires that, upon the later of January 1, 2015, or the effective date of a specified legislative determination, a veterinary assistant be designated by a licensed veterinarian and hold a valid veterinary assistant controlled substances permit from the Board in order to obtain or administer controlled substances. The bill requires an applicant to furnish a set of fingerprints to the Department of Justice for the purposes of conducting both a State and Federal criminal history record check. SB 304 also increased the Board's responsibility for inspection of veterinary hospitals and requires the Board, contingent on available staffing, to inspect 20 percent of its registered veterinary hospitals.
- SB 809, DeSaulnier and Steinberg (Chapter 400, Statutes of 2013), establishes the Controlled Substance Utilization Review and Evaluation System (CURES) Fund within the State Treasury to receive

## VETERINARY MEDICAL BOARD

CONTINUED

funds to be allocated to the Department of Justice for the purposes of funding CURES. The bill requires an annual fee of \$6 to be assessed on specified licensees, including veterinarians, and others authorized to prescribe, order, administer, furnish, or dispense controlled substances, and require the regulating agency of each of those licensees to bill and collect that fee at the time of license renewal.

- California Code of Regulations, sections 2030–2032.25, were amended to update the Minimum Standards for practice at facilities where veterinary medicine is provided. Section 2006 was amended to incorporate the updated Disciplinary Guidelines. The Minimum Standards provide for minimum expectations in terms of sanitation, available equipment, record and drug storage, etc., that must be met by veterinarians who manage veterinary hospitals, vaccination clinics, and mobile veterinary units.
- Adopted regulations updating the Board’s citation and fine program, which will provide greater penalties for repeat offenses and unlicensed activity.



## Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |            |              |
|---------------------------------------|---------------|------------|--------------|
| TYPE                                  | APPS RECEIVED | ISSUED     | RENEWED      |
| VETERINARIAN                          | <b>640</b>    | <b>544</b> | <b>5,518</b> |
| VETERINARY TECHNICIAN                 | <b>883</b>    | <b>497</b> | <b>2,747</b> |
| HOSPITAL                              | <b>232</b>    | <b>232</b> | <b>3,182</b> |
| INTERNSHIP                            | <b>29</b>     | <b>24</b>  | <b>N/A</b>   |
| RECIPROCITY                           | <b>101</b>    | <b>41</b>  | <b>N/A</b>   |

| Licensing Population by Type |                          |                            |            |
|------------------------------|--------------------------|----------------------------|------------|
| TYPE                         | CERTIFICATES/<br>PERMITS | LICENSES/<br>REGISTRATIONS | APPROVALS  |
| VETERINARIAN                 | <b>N/A</b>               | <b>16,866</b>              | <b>N/A</b> |
| VETERINARY TECHNICIAN        | <b>N/A</b>               | <b>9,734</b>               | <b>N/A</b> |
| HOSPITAL                     | <b>N/A</b>               | <b>3,131</b>               | <b>N/A</b> |
| INTERNSHIP                   | <b>N/A</b>               | <b>31</b>                  | <b>N/A</b> |
| RECIPROCITY                  | <b>N/A</b>               | <b>32</b>                  | <b>N/A</b> |

| Renewal and Continuing Education (CE) |                         |  |
|---------------------------------------|-------------------------|--|
| TYPE                                  | FREQUENCY OF<br>RENEWAL | NUMBER CE HOURS<br>REQUIRED EACH CYCLE |
| VETERINARIAN                          | <b>EVERY 2 YEARS</b>    | <b>36</b>                              |
| VETERINARY TECHNICIAN                 | <b>EVERY 2 YEARS</b>    | <b>20</b>                              |
| HOSPITAL                              | <b>EVERY YEAR</b>       | <b>N/A</b>                             |
| INTERNSHIP                            | <b>NONE</b>             | <b>N/A</b>                             |
| RECIPROCITY                           | <b>NONE</b>             | <b>N/A</b>                             |

| Exam                                  |              |            |              |
|---------------------------------------|--------------|------------|--------------|
| EXAM TITLE                            | PASS         | FAIL       | TOTAL        |
| CALIFORNIA STATE BOARD EXAM           | <b>769</b>   | <b>98</b>  | <b>867</b>   |
| REGISTERED VETERINARY TECHNICIAN EXAM | <b>521</b>   | <b>223</b> | <b>744</b>   |
| <b>TOTAL</b>                          | <b>1,290</b> | <b>321</b> | <b>1,611</b> |

## Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>648</b>                 | RECEIVED                                  |
| <b>41</b>                  | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>523</b>                 | REFERRED FOR INVESTIGATION                |
| <b>136</b>                 | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>84</b>                                 | RECEIVED                          |
| <b>71</b>                                 | CLOSED/REFERRED FOR INVESTIGATION |
| <b>26</b>                                 | PENDING                           |

| Inspections |                             |
|-------------|-----------------------------|
| <b>203</b>  | INSPECTIONS CONDUCTED       |
| <b>38</b>   | INSPECTION CITATIONS ISSUED |

| Investigations |         |
|----------------|---------|
| <b>129</b>     | OPENED  |
| <b>85</b>      | CLOSED  |
| <b>407</b>     | PENDING |

| Number of Days to Complete Intake and Investigations |  |
|--|--|
| <b>12</b>  | UP TO 90 DAYS  |
| <b>14</b>  | 91 TO 180 DAYS   |
| <b>32</b>  | 181 DAYS TO 1 YEAR   |
| <b>26</b>  | 1 TO 2 YEARS   |
| <b>1</b>   | 2 TO 3 YEARS   |
| <b>0</b>   | OVER 3 YEARS   |
| <b>268</b>   | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

| Citations and Fines |   |
|---------------------|---|
| <b>94</b>           | ISSUED  |
| <b>3</b>            | ISSUED WITH A FINE                                  |
| <b>2</b>            | WITHDRAWN   |
| <b>25</b>           | DISMISSED   |
| <b>601</b>          | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

### Summary of Enforcement Activity

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$39,500</b>       | ASSESSED  |
| <b>\$10,250</b>       | REDUCED   |
| <b>\$25,500</b>       | COLLECTED |

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| <b>0</b>               | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| <b>0</b>               | CRIMINAL ACTIONS FILED              |
| <b>0</b>               | CIVIL ACTIONS FILED                 |

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| <b>43</b>   | CASES OPENED/INITIATED |
| <b>19</b>   | CASES CLOSED           |
| <b>88</b>   | CASES PENDING          |

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| <b>0</b>                            | 1 YEAR                                      |
| <b>0</b>                            | 1 TO 2 YEARS                                |
| <b>0</b>                            | 2 TO 3 YEARS                                |
| <b>0</b>                            | 3 TO 4 YEARS                                |
| <b>1</b>                            | OVER 4 YEARS                                |
| <b>805</b>                          | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

| Formal Actions Filed/Withdrawn/Dismissed |   |
|--|---|
| <b>12</b>                                | STATEMENTS OF ISSUES FILED                        |
| <b>35</b>                                | ACCUSATIONS FILED                                 |
| <b>0</b>                                 | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| <b>7</b>                                 | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| <b>3</b>                                 | ACCUSATIONS WITHDRAWN/DISMISSED                   |

| Administrative Outcomes/Final Orders |                             |
|--------------------------------------|-----------------------------|
| <b>0</b>                             | LICENSE APPLICATIONS DENIED |
| <b>5</b>                             | REVOCAION                   |
| <b>1</b>                             | SURRENDER OF LICENSE        |
| <b>1</b>                             | PROBATION WITH SUSPENSION   |
| <b>0</b>                             | SUSPENSION ONLY             |
| <b>6</b>                             | PROBATION ONLY              |
| <b>0</b>                             | PUBLIC REPRIMAND            |
| <b>5</b>                             | OTHER DECISIONS             |

| Petition for Modification or Termination of Probation |         |
|---|---------|
| <b>0</b>  | GRANTED |
| <b>0</b>  | DENIED  |
| <b>0</b>  | TOTAL   |

| Petition for Reinstatement of Revoked License/Registration/Certification |         |
|--|---------|
| <b>2</b>   | GRANTED |
| <b>0</b>   | DENIED  |
| <b>2</b>   | TOTAL   |

| Cost Recovery to DCA |           |
|----------------------|-----------|
| <b>\$157,199.94</b>  | ORDERED   |
| <b>\$481,916.60</b>  | COLLECTED |

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

## BOARD OF VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS

# VN & PT

Licenses and regulates licensed vocational nurses (LVNs) and psychiatric technicians (PTs).

#### STAFF:

**66.9 civil service**  
**1 exempt**

#### LICENSES, CERTIFICATES, AND PERMITS:

**145,805**

#### BOARD MEMBERSHIP:

**5 licensees**  
**6 public representatives**

#### STRATEGIC PLAN ADOPTED:

**September 2014**

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

#### MAJOR ACCOMPLISHMENTS

- Began direct involvement in Department of Consumer Affairs (DCA) integrated enterprise-wide enforcement and licensing system (BreEZe) on December 3, 2013, as part of the project's Release 2 implementation by assisting in the development, configuration, and design of the new system to meet the Board's business requirements and processes.
- Continued to work on the Board's Psychiatric Technician Occupational Analysis. On January 29, 2014, the Board disseminated task and knowledge surveys to 10,000 licensed psychiatric technicians. The implementation of a new licensure examination is projected to commence in early 2015.
- Filled most of the Board's Nursing Education Consultant vacancies after rigorous recruitment and hiring efforts. As a result, the Board was able to re-establish onsite visits to its approved educational programs. The Board maintains high standards of public protection by removal of Board-approved programs whenever the programs fail to comply with the Board's rules and regulations and standards of education and practice.
- Successfully transitioned to the National Council of State Boards of Nursing's (NCSBN) paperless examination process and converted critical program codes to comply with NCSBN requirements.

#### MAJOR NEW LEGISLATION OR REGULATIONS

- On September 17, 2013, the Office of Administrative Law approved the Board's rule-making file to implement elements of Senate Bill 539 related to Mandatory Reporting Requirements. Sections 2878.1 and 4521.2 of the California Code of Regulations were amended to require employers to report licensed vocational nurses (VNs) and psychiatric technicians (PTs) who resign for cause; require employment agencies and nursing registries to report VNs and PTs who are rejected from assignment due to acts that would be cause for suspension or termination; defines "employer" to include employment agencies and nursing registries; and includes "resignation for cause" and "rejection from assignment" among the acts that must be reported directly to the Board. The regulations were effective on January 1, 2014.

### Summary of Licensing Activity

| Initial Licenses/Certificates/Permits |               |              |               |
|---------------------------------------|---------------|--------------|---------------|
| TYPE                                  | APPS RECEIVED | ISSUED       | RENEWED       |
| VOCATIONAL NURSE (VN)                 | <b>15,005</b> | <b>8,746</b> | <b>43,390</b> |
| PSYCHIATRIC TECHNICIANS (PT)          | <b>814</b>    | <b>561</b>   | <b>4,658</b>  |

| Licensing Population by Type    |                       |                         |            |
|---------------------------------|-----------------------|-------------------------|------------|
| TYPE                            | CERTIFICATES/ PERMITS | LICENSES/ REGISTRATIONS | APPROVALS  |
| VN                              | <b>N/A</b>            | <b>126,674</b>          | <b>N/A</b> |
| PT                              | <b>N/A</b>            | <b>13,414</b>           | <b>N/A</b> |
| VN NONRENEWABLE INTERIM PERMITS | <b>133</b>            | <b>N/A</b>              | <b>N/A</b> |
| VN INTRAVENOUS THERAPY (IV)     | <b>863</b>            | <b>N/A</b>              | <b>N/A</b> |
| VN BLOOD WITHDRAWAL (BW)        | <b>571</b>            | <b>N/A</b>              | <b>N/A</b> |
| VN IV AND BW                    | <b>4,140</b>          | <b>N/A</b>              | <b>N/A</b> |
| PT BW                           | <b>10</b>             | <b>N/A</b>              | <b>N/A</b> |

| Renewal and Continuing Education (CE) |                      |                                     |
|---------------------------------------|----------------------|-------------------------------------|
| TYPE                                  | FREQUENCY OF RENEWAL | NUMBER CE HOURS REQUIRED EACH CYCLE |
| VN LICENSE                            | <b>EVERY 2 YEARS</b> | <b>30</b>                           |
| PT LICENSE                            | <b>EVERY 2 YEARS</b> | <b>30</b>                           |
| VN INTERIM PERMITS                    | <b>N/A</b>           | <b>N/A</b>                          |
| PT INTERIM PERMITS                    | <b>N/A</b>           | <b>N/A</b>                          |
| POST-LICENSURE CERTIFICATIONS         | <b>N/A</b>           | <b>N/A</b>                          |

| Exam Results                  |              |              |               |
|-------------------------------|--------------|--------------|---------------|
| EXAM TITLE                    | PASS         | FAIL         | TOTAL         |
| VOCATIONAL NURSE (NCLEX)*     | <b>7,307</b> | <b>5,766</b> | <b>13,073</b> |
| PSYCHIATRIC TECHNICIAN (PSI)* | <b>575</b>   | <b>282</b>   | <b>857</b>    |
| <b>TOTAL</b>                  | <b>7,882</b> | <b>6,048</b> | <b>13,930</b> |

\* The *Annual Report's* examination data does not match the Board's *Sunset Report* in regard to examination pass rates. The *Annual Report* data is the total number of examination candidates, regardless of their qualification method, whereas the *Sunset Report* pass rate is the total number of first-time examination candidates who graduated from accredited vocational nursing or psychiatric technician programs.

### Summary of Enforcement Activity

| Consumer Complaints—Intake |   |
|----------------------------|---|
| <b>642</b>                 | RECEIVED                                  |
| <b>0</b>                   | CLOSED WITHOUT REFERRAL FOR INVESTIGATION |
| <b>638</b>                 | REFERRED FOR INVESTIGATION                |
| <b>8</b>                   | PENDING                                   |

| Conviction/Arrest Notification Complaints |                                   |
|---|-----------------------------------|
| <b>5,147</b>                              | RECEIVED                          |
| <b>5,156</b>                              | CLOSED/REFERRED FOR INVESTIGATION |
| <b>68</b>                                 | PENDING                           |

| Inspections |  |
|-------------|--|
| <b>N/A</b>  |  |

| Investigations |         |
|----------------|---------|
| <b>5,789</b>   | OPENED  |
| <b>6,253</b>   | CLOSED  |
| <b>3,316</b>   | PENDING |

| Number of Days to Complete Intake and Investigations |  |
|--|--|
| <b>2,959</b>   | UP TO 90 DAYS  |
| <b>1,165</b>   | 91 TO 180 DAYS   |
| <b>785</b>   | 181 DAYS TO 1 YEAR   |
| <b>681</b>   | 1 TO 2 YEARS   |
| <b>442</b>   | 2 TO 3 YEARS   |
| <b>221</b>   | OVER 3 YEARS   |
| <b>249</b>   | AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS |

| Citations and Fines |   |
|---------------------|---|
| <b>144</b>          | ISSUED  |
| <b>141</b>          | ISSUED WITH A FINE                                  |
| <b>9</b>            | WITHDRAWN   |
| <b>0</b>            | DISMISSED   |
| <b>463</b>          | AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE |

| Total Amount of Fines |           |
|-----------------------|-----------|
| <b>\$102,138</b>      | ASSESSED  |
| <b>\$4,650</b>        | REDUCED   |
| <b>\$96,452.38</b>    | COLLECTED |

### Summary of Enforcement Activity

| Criminal/Civil Actions |                                     |
|------------------------|-------------------------------------|
| 7                      | REFERRALS FOR CRIMINAL/CIVIL ACTION |
| 7                      | CRIMINAL ACTIONS FILED              |
| 0                      | CIVIL ACTIONS FILED                 |

| Office of the Attorney General/Disciplinary Actions |                        |
|---|------------------------|
| 395   | CASES OPENED/INITIATED |
| 287   | CASES CLOSED           |
| 574   | CASES PENDING          |

| Number of Days to Complete AG Cases |   |
|-------------------------------------|---|
| 47                                  | 1 YEAR                                      |
| 139                                 | 1 TO 2 YEARS                                |
| 72                                  | 2 TO 3 YEARS                                |
| 10                                  | 3 TO 4 YEARS                                |
| 19                                  | OVER 4 YEARS                                |
| 1,113                               | AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE |

| Formal Actions Filed/Withdrawn/Dismissed |   |
|--|---|
| 50                                       | STATEMENTS OF ISSUES FILED                        |
| 237                                      | ACCUSATIONS FILED                                 |
| 5  | RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED |
| 7  | STATEMENTS OF ISSUES WITHDRAWN/DISMISSED          |
| 0  | ACCUSATIONS WITHDRAWN/DISMISSED                   |

| Administrative Outcomes/Final Orders |                             |
|--------------------------------------|-----------------------------|
| 16                                   | LICENSE APPLICATIONS DENIED |
| 115                                  | REVOCATION                  |
| 57                                   | SURRENDER OF LICENSE        |
| 0                                    | PROBATION WITH SUSPENSION   |
| 0                                    | SUSPENSION ONLY             |
| 57                                   | PROBATION ONLY              |
| 0                                    | PUBLIC REPRIMAND            |
| 42                                   | OTHER DECISIONS             |

| Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed |                    |
|---|--------------------|
| 13  | TOTAL NUMBER FILED |

| Subsequent Disciplinary—Administrative Outcomes/Final Orders |                           |
|--|---------------------------|
| 13   | REVOCATION                |
| 21   | SURRENDER OF LICENSE      |
| 0  | PROBATION WITH SUSPENSION |
| 0  | SUSPENSION ONLY           |
| 2  | PROBATION ONLY            |
| 0  | PUBLIC REPRIMAND          |
| 0  | OTHER DECISIONS           |

| Petition for Modification or Termination of Probation |         |
|---|---------|
| 0   | GRANTED |
| 3   | DENIED  |
| 3   | TOTAL   |

| Petition for Reinstatement of Revoked License/Registration/Certification |         |
|--|---------|
| 7  | GRANTED |
| 9  | DENIED  |
| 16   | TOTAL   |

| Cost Recovery to DCA |           |
|----------------------|-----------|
| \$416,155.54         | ORDERED   |
| \$118,437.67         | COLLECTED |

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

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Pg. 165 **Section 139 Report**

Pg. 175 **Expenditure Categories**

Pg. 178 **Fund Conditions**

Pg. 181 **Revenue Sources**

**Section 139 Report**

| <b>EXAMINATION PROGRAM</b>            |                                   |   |                      | <b>PREREQUISITES<sup>1</sup> for admittance to the examination</b> |  |                | <b>EXAMINATION VALIDATION<sup>2</sup> Occupational Analysis (OA) Examination Development (ED)</b> |                       |                        |         |         | <b>COSTS (IN THOUSANDS)<sup>3</sup> per occurrence (PO) or per year (PY)</b> |                         |  |  |
|---------------------------------------|-----------------------------------|---|----------------------|--|--|----------------|---|-----------------------|------------------------|---------|---------|--|-------------------------|--|--|
| BOARD/BUREAU/COMMITTEES               | LICENSE TYPE(S)                   | EXAM TITLE(S)   | MANDATING CODE(S)    |  | ASSESSMENT METHOD AND FREQUENCY  | MOST RECENT OA | OA LINKED TO CURRENT EXAM   | PASSING SCORE METHOD  | PERIODIC ITEM ANALYSIS | OA (PO) | ED (PO) | TESTING (PY)   | PROGRAM EVALUATION (PO) |  |  |
|                                       |                                   |   | B&P                  | CCR  |  |                |   |                       |                        |         |         |  |                         |  |  |
| ACCOUNTANCY, CALIFORNIA BOARD OF      | CERTIFIED PUBLIC ACCOUNTANT (CPA) | UNIFORM CERTIFIED PUBLIC ACCOUNTANT EXAMINATION (CPA EXAM)                      | 5081                 | 9.2  | OA: INTERNAL/ EXTERNAL REVIEW AS NEEDED                                  | 2008           | 2008  | CRITERION- REFERENCED |                        | \$0     | \$0     | \$900  | \$0                     |  |  |
|                                       |                                   |   | 5092                 |  |  |                |   |                       |                        |         |         |  |                         |  |  |
|                                       |                                   | PROFESSIONAL ETHICS FOR CERTIFIED PUBLIC ACCOUNTANTS – SUPPLEMENTAL EXAMINATION | 5018                 | 10   | PREREQUISITES APPLY TO LICENSURE ONLY                                    | 2013           | 2013  | SET IN REGULATION     | X                      | \$0     | \$0     | \$0  | \$0                     |  |  |
| ACUPUNCTURE BOARD                     | ACUPUNCTURE                       | CALIFORNIA ACUPUNCTURE LICENSING EXAMINATION                                    | 1399.420             |  | NO NATIONAL COMPETENCY EXISTS FOR PROFESSION, SO OA UPDATE EVERY 5 YEARS |                |   |                       |                        |         |         |  |                         |  |  |
|                                       |                                   |   | 4938                 |  |  |                |   |                       |                        |         |         |  |                         |  |  |
|                                       |                                   |   | 4939                 |  |  |                |   |                       |                        |         |         |  |                         |  |  |
|                                       |                                   |   | 4940                 |  |  |                |   |                       |                        |         |         |  |                         |  |  |
| ARCHITECTS BOARD, CALIFORNIA          | ARCHITECT                         | ARCHITECT REGISTRATION EXAMINATION (ARE)  | 5550                 | 116  | OA: INTERNAL/ EXTERNAL REVIEW AS NEEDED                                  | 2012           | 2012  | MODIFIED ANGOFF       | X                      | \$1     | \$2     | \$117  | \$17                    |  |  |
|                                       |                                   |   | 5552                 |  |  |                |   |                       |                        |         |         |  |                         |  |  |
| ATHLETIC COMMISSION, CALIFORNIA STATE | PROMOTER                          |   |                      | 213  |  |                |   |                       |                        |         |         |  |                         |  |  |
|                                       |                                   |   |                      | 379  |  |                |   |                       |                        |         |         |  |                         |  |  |
|                                       |                                   |   |                      | 218  |  |                |   |                       |                        |         |         |  |                         |  |  |
|                                       |                                   |   |                      | 217  |  |                |   |                       |                        |         |         |  |                         |  |  |
|                                       |                                   |   |                      | 371  |  |                |   |                       |                        |         |         |  |                         |  |  |
|                                       |                                   |   |                      | 218  |  |                |   |                       |                        |         |         |  |                         |  |  |
| AUTOMOTIVE REPAIR, BUREAU OF          | SMOG CHECK                        | SMOG CHECK INSPECTOR  | HEALTH & SAFETY CODE | 3340.28  | OA: INTERNAL REVIEW EVERY 5 YEARS  | 2009           | 2009  | MODIFIED ANGOFF       | X                      | \$62    | \$129.2 |  | \$56                    |  |  |
|                                       |                                   |   | 44014                | 3340.29  |  |                |   |                       |                        |         |         |  |                         |  |  |
|                                       |                                   |   | 44031.5              |  |  |                |   |                       |                        |         |         |  |                         |  |  |
|                                       |                                   |   |                      | 3310   |  |                |   |                       |                        |         |         |  |                         |  |  |
|                                       |                                   |   |                      | 9887.2   |  |                |   |                       |                        |         |         |  |                         |  |  |
|                                       |                                   |   |                      | 7321.5   |  |                |   |                       |                        |         |         |  |                         |  |  |
| BARBERING AND COSMETOLOGY, BOARD OF   | BARBER                            | COSMETOLOGY   | 7321                 | 909  | EXTERNAL REVIEW AS NEEDED  | 2011           | 2007  |                       |                        |         |         |  |                         |  |  |
|                                       |                                   |   | 7321                 | 910  |  | 2014           | 2009  |                       |                        |         |         |  |                         |  |  |
|                                       |                                   |   | 7330                 | 924  |  | 2011           | 2011  |                       |                        |         |         |  |                         |  |  |
|                                       |                                   |   | 7324                 | 926  |  | 2012           | 2007  |                       |                        |         |         |  |                         |  |  |
|                                       |                                   |   | 7324                 | 909  |  | 2013           | 2009  |                       |                        |         |         |  |                         |  |  |
|                                       |                                   |   | 7326                 | 910  |  |                |   |                       |                        |         |         |  |                         |  |  |

CURRENTLY, THE ATHLETIC COMMISSION DOES NOT ADMINISTER ANY EXAMINATIONS FOR ITS LICENSEES.

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| EXAMINATION PROGRAM           |   |   | PREREQUISITES <sup>1</sup> for admittance to the examination  |   | EXAMINATION VALIDATION <sup>2</sup> Occupational Analysis (OA) Examination Development (ED) |                  |                           |   | COSTS (INTHOUSANDS) <sup>3</sup> per occurrence (PO) or per year (PY) |             |                |              |                         |
|-------------------------------|---|---|---|---|---|------------------|---------------------------|---|---|-------------|----------------|--------------|-------------------------|
| BOARD/BUREAU/ COMMITTEES      | LICENSE TYPE(S)                                 | EXAM TITLE(S)                                   | MANDATING CODE(S)   |   | ASSESSMENT METHOD AND FREQUENCY   | MOST RECENT OA   | OA LINKED TO CURRENT EXAM | PASSING SCORE METHOD                                | PERIODIC ITEM ANALYSIS  | OA (PO)     | ED (PO)        | TESTING (PY) | PROGRAM EVALUATION (PO) |
|                               |   |   | B&P   | CCR                                     |   |                  |                           |   |   |             |                |              |                         |
| BEHAVIORAL SCIENCES, BOARD OF | LICENSED CLINICAL SOCIAL WORKER (LCSW)          | LCSW STANDARD WRITTEN<br>LCSW CLINICAL VIGNETTE | 4996.1<br>4996.2  |   |   | 2010             | 2010                      |   |   |             |                |              |                         |
|                               | LICENSED EDUCATIONAL PSYCHOLOGIST (LEP)         | LEP   | 4989.20   |   |   | 2009             | 2009                      |   |   |             |                |              |                         |
|                               | LICENSED PROFESSIONAL CLINICAL COUNSELOR (LPCC) | LPCC  | 4999.32<br>4999.33<br>4999.44<br>4999.50  |   | OA; ANNUAL INTERNAL/ EXTERNAL REVIEW  | 2011             | 2011                      | MODIFIED ANGOFF                                     | X   | \$753       |                | \$556        |                         |
|                               | LICENSED MARRIAGE AND FAMILY THERAPIST (MFT)    | LMFT STANDARD WRITTEN<br>LMFT CLINICAL VIGNETTE | 4980.37<br>4980.40<br>4980.41<br>4980.43  |   |   | 2012             | 2012                      |   |   |             |                |              |                         |
|                               | CEMETERY BROKER                                 | CEMETERY BROKER                                 | 9702  |   |   | 2013             | 2013                      |   |   | \$1         |                | \$1          |                         |
|                               | CEMETERY MANAGER                                | CEMETERY MANAGER                                | 9723.1  | 2326.1 (A)(1)                           |   | 2012             | 2012                      |   |   |             |                | \$1          |                         |
|                               | CREMATORY MANAGER                               | CREMATORY MANAGER                               | 9787<br>9787.3  | 2326.1 (A)(1)                           | ANNUAL INTERNAL REVIEW  | 2010             | 2010                      | MODIFIED ANGOFF                                     | X   |             |                | \$1          |                         |
|                               | EMBALMER  | EMBALMER  | 7642<br>7643<br>7646  | 1235                                    |   | 2014             | 2014                      |   |   | \$11        | \$8            | \$15         |                         |
|                               | FUNERAL DIRECTOR                                | FUNERAL DIRECTOR                                | 7618<br>7619  |   |   | 2011             | 2011                      |   |   |             |                | \$33         |                         |
|                               | CHIROPRACTIC EXAMINERS, BOARD OF                | DOCTOR OF CHIROPRACTIC                          | NATIONAL BOARD OF CHIROPRACTIC EXAMINERS EXAMINATION PARTS I, II, III, IV AND PHYSIOTHERAPY<br>CALIFORNIA LAW AND PROFESSIONAL PRACTICE EXAMINATION (CLPPE) | SECTION 6, CHIRO-PRACTIC INITIATIVE ACT | EXTERNAL<br><br>INTERNAL  | 2010<br><br>2014 | 2009<br><br>2004          | MODIFIED ANGOFF AND EQUATING<br><br>MODIFIED ANGOFF | X   | NA<br><br>0 | NA<br><br>\$45 | NA<br><br>0  | NA<br><br>0             |

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|---------------------------------|-----------------|---|--|-----------|---|---------------------------|---------------------------|----------------------|------------------------|---|------------|--------------|-------------------------|-----------|
| BOARD/BUREAU/ COMMITTEES        | LICENSE TYPE(S) | EXAM TITLE(S)                                       | MANDATING CODE(S)  |           | ASSESSMENT METHOD AND FREQUENCY   | MOST RECENT OA            | OA LINKED TO CURRENT EXAM | PASSING SCORE METHOD | PERIODIC ITEM ANALYSIS | OA (PO)   | ED (PO)    | TESTING (PY) | PROGRAM EVALUATION (PO) |           |
|                                 |                 |   | B&P  | CCR       |   |                           |                           |                      |                        |   |            |              |                         |           |
| CONTRACTORS STATE LICENSE BOARD | A               | GENERAL ENGINEERING CONTRACTOR                      |  |           |   | 2014                      | 2009                      |                      |                        |   |            |              |                         |           |
|                                 | B               | GENERAL BUILDING                                    |  |           |   | 2013                      | 2009                      |                      |                        |   |            |              |                         |           |
|                                 | C-2             | INSULATION AND ACOUSTICAL                           |  |           |   | 2011                      | 2011                      |                      |                        |   |            |              |                         |           |
|                                 | C-4             | BOILER, HOT WATER HEATING, AND STEAM FITTING        |  |           |   | 2011                      | 2011                      |                      |                        |   |            |              |                         |           |
|                                 | C-5             | FRAMING AND ROUGH CARPENTRY                         |  |           |   | 2013                      | 2013                      |                      |                        |   |            |              |                         |           |
|                                 | C-6             | CABINET, MILLWORK, AND FINISH CARPENTRY             |  |           |   | 2009                      | 2009                      |                      |                        |   |            |              |                         |           |
|                                 | C-7             | LOW VOLTAGE SYSTEMS                                 |  |           |   | 2011                      | 2011                      |                      |                        |   |            |              |                         |           |
|                                 | C-8             | CONCRETE  |  |           |   | 2010                      | 2010                      |                      |                        |   |            |              |                         |           |
|                                 | C-9             | DRYWALL   |  |           |   | 2010                      | 2010                      |                      |                        |   |            |              |                         |           |
|                                 | C-10            | ELECTRICAL  |  |           |   | 2013                      | 2008                      |                      |                        |   |            |              |                         |           |
|                                 | C-11            | ELEVATOR  |  |           |   | 2014                      | 2009                      |                      |                        |   |            |              |                         |           |
|                                 | C-12            | EARTHWORK AND PAVING                                |  |           |   | 2011                      | 2011                      |                      |                        |   |            |              |                         |           |
|                                 | C-13            | FENCING   |  |           |   | 2013                      | 2008                      |                      |                        |   |            |              |                         |           |
|                                 | C-15            | FLOORING AND FLOOR COVERING                         |  |           |   | 2014                      | 2009                      |                      |                        |   |            |              |                         |           |
|                                 | C-16            | FIRE PROTECTION                                     |  |           |   | 2011                      | 2011                      |                      |                        |   |            |              |                         |           |
|                                 | C-17            | GLAZING   |  | 7056-7058 | 825<br>826  | INTERNAL REVIEW AS NEEDED | 2010                      | 2010                 | MODIFIED ANGOFF        | X   | \$635 (PY) | \$1,125 (PY) | \$1,971 (PY)            | \$96 (PY) |
|                                 | C-20            | WARM AIR HEATING, VENTILATING, AND AIR CONDITIONING |  |           |   |                           | 2009                      | 2009                 |                        |   |            |              |                         |           |
|                                 | C-21            | BUILDING MOVING AND DEMOLITION                      |  |           |   |                           | 2012                      | 2012                 |                        |   |            |              |                         |           |
|                                 | C-23            | ORNAMENTAL METAL                                    |  |           |   |                           | 2009                      | 2009                 |                        |   |            |              |                         |           |
|                                 | C-27            | LANDSCAPING   |  |           |   |                           | 2010                      | 2010                 |                        |   |            |              |                         |           |
|                                 | C-28            | LOCK AND SECURITY EQUIPMENT                         |  |           |   |                           | 2013                      | 2008                 |                        |   |            |              |                         |           |
|                                 | C-29            | MASONRY   |  |           |   |                           | 2010                      | 2010                 |                        |   |            |              |                         |           |
|                                 | C-31            | CONSTRUCTION ZONE TRAFFIC CONTROL                   |  |           |   |                           | 2010                      | 2010                 |                        |   |            |              |                         |           |
|                                 | C-32            | PARKING AND HIGHWAY IMPROVEMENT                     |  |           |   |                           | 2010                      | 2010                 |                        |   |            |              |                         |           |
|                                 | C-33            | PAINTING AND DECORATING                             |  |           |   |                           | 2010                      | 2010                 |                        |   |            |              |                         |           |
|                                 | C-34            | PIPELINE  |  |           |   |                           | 2012                      | 2012                 |                        |   |            |              |                         |           |
|                                 | C-35            | LATHING AND PLASTERING                              |  |           |   |                           | 2013                      | 2008                 |                        |   |            |              |                         |           |
|                                 | C-36            | PLUMBING  |  |           |   |                           | 2014                      | 2009                 |                        |   |            |              |                         |           |
|                                 | C-38            | REFRIGERATION                                       |  |           |   |                           | 2013                      | 2013                 |                        |   |            |              |                         |           |

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|-------------------------------------|---|---|--|---------------------------|---|----------------|---------------------------|----------------------|------------------------|---|--------------|--------------|-------------------------|
| BOARD/BUREAU/ COMMITTEES            | LICENSE TYPE(S)                                   | EXAM TITLE(S)                             | MANDATING CODE(S)  |                           | ASSESSMENT METHOD AND FREQUENCY   | MOST RECENT OA | OA LINKED TO CURRENT EXAM | PASSING SCORE METHOD | PERIODIC ITEM ANALYSIS | OA (PO)   | ED (PO)      | TESTING (PY) | PROGRAM EVALUATION (PO) |
|                                     |   |   | B&P  | CCR                       |   |                |                           |                      |                        |   |              |              |                         |
| CONTRACTORS STATE LICENSE BOARD     | C-39  | ROOFING                                   |  |                           |   | 2010           | 2010                      |                      |                        |   |              |              |                         |
|                                     | C-42  | SANITATION SYSTEM                         |  |                           |   | 2012           | 2012                      |                      |                        |   |              |              |                         |
|                                     | C-43  | SHEET METAL                               |  |                           |   | 2009           | 2009                      |                      |                        |   |              |              |                         |
|                                     | C-45  | SIGN                                      |  |                           |   | 2012           | 2012                      |                      |                        |   |              |              |                         |
|                                     | C-46  | SOLAR                                     |  |                           |   | 2012           | 2012                      |                      |                        |   |              |              |                         |
|                                     | C-47  | GENERAL MANUFACTURED HOUSING              |  |                           |   | 2012           | 2012                      |                      |                        |   |              |              |                         |
|                                     | C-50  | REINFORCING STEEL                         |  |                           |   | 2012           | 2012                      |                      |                        |   |              |              |                         |
|                                     | C-51  | STRUCTURAL STEEL                          |  |                           |   | 2014           | 2009                      |                      |                        |   |              |              |                         |
|                                     | C-53  | SWIMMING POOL                             |  |                           |   | 2011           | 2011                      | MODIFIED ANGOFF      | X                      | \$635 (PY)  | \$1,125 (PY) | \$1,971 (PY) | \$96 (PY)               |
|                                     | C-54  | CERAMIC AND MOSAIC TILE                   |  |                           |   | 2011           | 2011                      |                      |                        |   |              |              |                         |
|                                     | C-55  | WATER CONDITIONING                        |  |                           |   | 2012           | 2012                      |                      |                        |   |              |              |                         |
|                                     | C-57  | WELL DRILLING                             |  |                           |   | 2012           | 2012                      |                      |                        |   |              |              |                         |
|                                     | C-60  | WELDING                                   |  |                           |   | 2013           | 2008                      |                      |                        |   |              |              |                         |
|                                     | N/A   | ASBESTOS REMOVAL CERTIFICATION            |  |                           |   | 2010           | 2010                      |                      |                        |   |              |              |                         |
|                                     | N/A   | HAZARDOUS SUBSTANCE REMOVAL CERTIFICATION |  |                           |   | 2012           | 2012                      |                      |                        |   |              |              |                         |
|                                     | N/A   | LAW AND BUSINESS                          |  |                           |   | 2010           | 2010                      |                      |                        |   |              |              |                         |
| COURT REPORTERS BOARD OF CALIFORNIA | CERTIFIED SHORTHAND REPORTER (CSR)                | CERTIFIED SHORTHAND REPORTER              | 8020   | 2418                      | OA; INTERNAL/ EXTERNAL REVIEW   | 2010           | 2010                      | MODIFIED ANGOFF      | X                      | \$0   | \$14         | \$74         | \$3                     |
| DENTAL BOARD OF CALIFORNIA          | DENTIST   | PORTFOLIO                                 | 1632 (C)(1)  |                           |   | 2013           |                           |                      |                        |   |              |              |                         |
|                                     |   | WREB                                      | 1632 (C)(2)  |                           |   | 2007           |                           |                      |                        |   |              |              |                         |
|                                     |   | LAW & ETHICS                              | 1632 (B)   |                           |   | 2005           | 2005                      |                      |                        |   |              |              |                         |
|                                     |   | WRITTEN                                   |  |                           |   | 2010           | 2010                      | MODIFIED ANGOFF      | X                      |   | \$15         |              |                         |
|                                     | REGISTERED DENTAL ASSISTANT                       | PRACTICAL                                 | 1752.1   | TITLE 16 DIV 10 1076/1077 |   |                |                           |                      | SPECIFIED IN STATUTE   |   |              |              |                         |
|                                     |   | LAW & ETHICS                              | 1752.16  |                           |   |                | 2013                      | 2013                 | MODIFIED ANGOFF        | X   |              | \$38         |                         |
|                                     | REGISTERED DENTAL ASSISTANT IN EXTENDED FUNCTIONS | WRITTEN                                   | 1753   | TITLE 16 DIV 10 1076/1077 |   | 2009           | 2009                      | MODIFIED ANGOFF      | X                      |   |              |              |                         |
|                                     | ORTHODONTIC ASSISTANT                             | WRITTEN                                   | 1750.2   |                           |   | 2013           | 2013                      | MODIFIED ANGOFF      | X                      |   | \$30         |              |                         |
|                                     | DENTAL SEDATION PERMIT                            | WRITTEN                                   | 1750.4   |                           |   | 2010           | 2010                      | MODIFIED ANGOFF      | X                      |   | \$37         |              |                         |

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|---|---|--|--|--|---|----------------|---------------------------|----------------------|--|---------|---------|--------------|-------------------------|--|--|--|
| BOARD/BUREAU/ COMMITTEES  | LICENSE TYPE(S)   | EXAM TITLE(S)                          | MANDATING CODE(S)  |  | ASSESSMENT METHOD AND FREQUENCY   | MOST RECENT OA | OA LINKED TO CURRENT EXAM | PASSING SCORE METHOD | PERIODIC ITEM ANALYSIS   | OA (PO) | ED (PO) | TESTING (PY) | PROGRAM EVALUATION (PO) |  |  |  |
|   |   |  | B&P  | CCR  |   |                |                           |                      |  |         |         |              |                         |  |  |  |
| DENTAL HYGIENE COMMITTEE OF CALIFORNIA                            | REGISTERED DENTAL HYGIENIST (RDH)                           | CALIFORNIA CLINICAL EXAM               | 1917<br>1917.1<br>1917.2                                     | 1082<br>1082.1<br>1082.3                     | INTERNAL REVIEW EVERY 9 YEARS   | 1998           | 1998                      | MODIFIED ANGOFF      | X  |         |         | \$143        |                         |  |  |  |
|   | REGISTERED DENTAL HYGIENIST IN ALTERNATIVE PRACTICE (RDHAP) | CALIFORNIA LAW AND ETHICS EXAM (RDHAP) | 1922   | 1079.2<br>1082                               |   | 2010           | 2010                      |                      |  | 2013    |         |              |                         |  |  |  |
| ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS, BOARD FOR PROFESSIONAL | AGRICULTURAL ENGINEER                                       | PE AGRICULTURAL                        | 6704<br>6732<br>6750-59                                      |  | OA; INTERNAL/ EXTERNAL REVIEW AS NEEDED   | 2009           | 2009                      | MODIFIED ANGOFF      | X  |         |         |              |                         |  |  |  |
|   | CHEMICAL ENGINEER   | PE CHEMICAL                            |  |  |   | 2011           | 2011                      |                      |  |         |         |              |                         |  |  |  |
|   | CIVIL ENGINEER (NATIONAL)                                   | PE CIVIL BREADTH & DEPTH               |  |  |   | 2006           | 2006                      |                      |  |         |         |              |                         |  |  |  |
|   | CIVIL ENGINEER (CALIFORNIA)                                 | SEISMIC PRINCIPLES/ ENGINEERING SURVEY | 6702<br>6704<br>6731<br>6731.1<br>6750-59                    | 404<br>420-424<br>427.10<br>438              |   | 2011           | 2011                      |                      |  |         |         |              |                         |  |  |  |
|   | CONTROL SYSTEMS ENGINEER                                    | PE CONTROL SYSTEMS                     | 6704<br>6732<br>6750-59                                      |  |   | 2011           | 2011                      |                      |  |         |         |              |                         |  |  |  |
|   | ELECTRICAL ENGINEER   | PE ELECTRICAL                          | 6702.1<br>6704<br>6750-59                                    |  |   | 2007           | 2007                      |                      |  |         |         |              |                         |  |  |  |
|   | ENGINEER-IN-TRAINING (EIT)                                  | FUNDAMENTALS OF ENGINEERING (FE)       | 6704<br>6750-59  |  |   | 2003           | 2003                      |                      |  |         |         |              |                         |  |  |  |
|   | FIRE PROTECTION ENGINEER                                    | PE FIRE PROTECTION                     | 6704<br>6732<br>6750-59                                      |  |   | 2012           | 2012                      |                      |  |         |         |              |                         |  |  |  |
|   | GEO TECHNICAL ENGINEER                                      | GEO TECHNICAL ENGINEER                 | 6730.2<br>6736.1   | 404<br>420-424<br>426.50<br>426.51<br>427.20 |   | 2010           | 2010                      |                      |  |         |         |              |                         |  |  |  |
|   | INDUSTRIAL ENGINEER   | PE INDUSTRIAL                          | 6704<br>6732<br>6750-59                                      | 404-424<br>427.10<br>438                     |   | 2013           | 2013                      |                      |  |         |         |              |                         |  |  |  |
| LAND SURVEYOR (NATIONAL)  | PRINCIPLES OF SURVEYING (PS)                                | 8741-8743                              |  | 2003   | 2003  |                |                           |                      |  |         |         |              |                         |  |  |  |

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| 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) |              |                         |       |
|---|----------------------------------|---|---------------------------|--|--|---|---------------------------|---|------------------------|---------|--|--------------|-------------------------|-------|
| BOARD/BUREAU/COMMITTEES   | LICENSE TYPE(S)                  | EXAM TITLE(S)   | MANDATING CODE(S)         |  | ASSESSMENT METHOD AND FREQUENCY        | MOST RECENT OA  | OA LINKED TO CURRENT EXAM | PASSING SCORE METHOD                    | PERIODIC ITEM ANALYSIS | OA (PO) | ED (PO)  | TESTING (PY) | PROGRAM EVALUATION (PO) |       |
|   |                                  |   | B&P                       | CCR  |  |   |                           |   |                        |         |  |              |                         |       |
| ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS, BOARD FOR PROFESSIONAL | LAND SURVEYOR (CALIFORNIA)       | PROFESSIONAL LAND SURVEYOR  | 8708<br>8741-8743         | 404-424<br>427.10<br>438                                     | OA: INTERNAL/EXTERNAL REVIEW AS NEEDED | 2011  | 2011                      | MODIFIED ANGOFF                         | X                      | \$0     | \$1,236  | \$14         | \$0                     |       |
|   | LAND SURVEYOR-IN-TRAINING (LSIT) | FUNDAMENTALS OF SURVEYING (FS)  | 8741-8743                 | 404<br>420-424<br>438  |  | 2003  | 2003                      |   |                        | 2010    | 2010   | \$0          | \$286                   | \$220 |
|   | MECHANICAL ENGINEER              | PE MECHANICAL   | 6702.2<br>6704<br>6750-59 | 404<br>420-424<br>427.10<br>438                              | OA: INTERNAL/EXTERNAL REVIEW AS NEEDED | 2007  | 2007                      | MODIFIED ANGOFF                         | X                      | \$0     | \$1,236  | \$14         | \$0                     |       |
|   | METALLURGICAL ENGINEER           | PE METALLURGICAL AND MATERIALS  | 6704<br>6732<br>6750-59   |  |  | 2008  | 2008                      |   |                        | 2010    | 2010   | \$0          | \$286                   | \$220 |
|   | NUCLEAR ENGINEER                 | PE NUCLEAR  | 6704<br>6732<br>6750-59   | 404<br>420-424<br>427.10<br>438                              | OA: INTERNAL/EXTERNAL REVIEW AS NEEDED | 2012  | 2012                      | MODIFIED ANGOFF                         | X                      | \$0     | \$1,236  | \$14         | \$0                     |       |
|   | PETROLEUM ENGINEER               | PE PETROLEUM  | 6730.2<br>6736<br>6763.1  |  |  | 2014  | 2014                      |   |                        | 2010    | 2010   | \$0          | \$286                   | \$220 |
|   | STRUCTURAL ENGINEER (NATIONAL)   | LATERAL FORCES VERTICAL FORCES  | 6730.2<br>6736<br>6763.1  | 404<br>420-424<br>427.10<br>438                              | OA: INTERNAL/EXTERNAL REVIEW AS NEEDED | 2011  | 2011                      | MODIFIED ANGOFF                         | X                      | \$0     | \$1,236  | \$14         | \$0                     |       |
|   | TRAFFIC ENGINEER                 | TRAFFIC ENGINEER  | 6704<br>6732<br>6750-59   |  |  | 2010  | 2010                      |   |                        | 2010    | 2010   | \$0          | \$286                   | \$220 |
|   | PROFESSIONAL GEOLOGIST           | (NATIONAL) FUNDAMENTALS – GIT<br>(NATIONAL) PRACTICE – PG<br>CALIFORNIA SPECIFIC – CSE      | 7843<br>7841              | 3031   | REGULATORY REVIEW                      | 2010  | 2010                      | MODIFIED ANGOFF                         | X                      | \$0     | \$1,236  | \$14         | \$0                     |       |
|   | PROFESSIONAL GEOPHYSICIST        | PROFESSIONAL GEOPHYSICIST (PGP)   | 7841.1                    | 3031   |  | 2013  | 2013                      |   |                        | 2010    | 2010   | \$0          | \$286                   | \$220 |
|   | CERTIFIED ENGINEERING GEOLOGIST  | CERTIFIED ENGINEERING GEOLOGIST (CEG)   | 7842                      | 3032<br>3041   | REGULATORY REVIEW                      | 2013  | 2013                      | MODIFIED ANGOFF                         | X                      | \$0     | \$1,236  | \$14         | \$0                     |       |
|   | CERTIFIED HYDROGEOLOGIST         | CERTIFIED HYDROGEOLOGIST (CHG)  | 7842                      | 3032<br>3042   |  | 2013  | 2013                      |   |                        | 2010    | 2010   | \$0          | \$286                   | \$220 |
|   | GUIDE DOG INSTRUCTOR             | GUIDE DOG INSTRUCTOR WRITTEN EXAMINATION<br>GUIDE DOG INSTRUCTOR PRACTICAL/ORAL EXAMINATION | 7208<br>7209<br>7211      | 2261<br>2265   | REGULATORY REVIEW                      | 2012  | 2012                      | MODIFIED ANGOFF<br>CRITERION-REFERENCED |                        | \$24    | \$2  | \$4          | \$0                     |       |

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| 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) |         |         |              |  |  |
|--|---|---|--|----------------------|---|----------------|---------------------------|---|--|---------|---------|--------------|--|--|
| BOARD/BUREAU/ COMMITTEES                 | LICENSE TYPE(S)   | EXAM TITLE(S)   | MANDATING CODE(S)  |                      | ASSESSMENT METHOD AND FREQUENCY   | MOST RECENT OA | OA LINKED TO CURRENT EXAM | PASSING SCORE METHOD                      | PERIODIC ITEM ANALYSIS   | OA (PO) | ED (PO) | TESTING (PY) | PROGRAM EVALUATION (PO)  |  |
|  |   |   | B&P  | CCR                  |   |                |                           |   |  |         |         |              |  |  |
| LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE | LANDSCAPE ARCHITECT (NATIONAL)<br>LANDSCAPE ARCHITECT (SUPPLEMENTAL)  | LANDSCAPE ARCHITECTS REGISTRATION EXAMINATION (LARE)<br>CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE)   | 5650   | 2610                 | OA: INTERNAL/ EXTERNAL REVIEW AS NEEDED<br>OA: INTERNAL REVIEW EVERY 5 YEARS OR AS NEEDED   | 2011           | 2011                      |   |  | \$1     | \$2     | \$25         | \$10   |  |
|  |   |   | 5651   | 2615<br>2620<br>2621 |   | 2014           | 2006                      | MODIFIED ANGOFF                           | X  | \$56    | \$8     | \$16         | \$10   |  |
| MEDICAL BOARD OF CALIFORNIA              | PHYSICIAN AND SURGEON<br>CONTACT LENS DISPENSER<br>SPECTACLE LENS DISPENSER<br>LICENSED MIDWIFE<br>POLYSOMNOGRAPHIC TECHNICIAN<br>POLYSOMNOGRAPHIC TECHNOLOGIST | UNITED STATES MEDICAL LICENSING EXAMINATION   | 2170   |                      |   | 2004           | 2004                      | MODIFIED ANGOFF WITH RASCH MODEL EQUATING | X  |         |         |              |  |  |
|  |   | NATIONAL CONTACT LENS EXAMINER EXAM   | 2559.2   |                      | PREREQUISITES ARE DETERMINED BY THE AGENCY ADMINISTERING THE EXAMINATION.                   | 2006           | 2006                      |   |  |         |         |              |  |  |
|  |   | AMERICAN BOARD OF OPTICIANRY COMPETENCY EXAM  | 2561   |                      |   | 2006           | 2006                      |   |  |         |         |              |  |  |
|  |   | NORTH AMERICAN REGISTRY OF MIDWIVES   | 2512.5<br>2513   |                      | 2008-2009   | 2008-2009      | MODIFIED ANGOFF           |   |  |         |         |              |  |  |
|  |   | CERTIFIED POLYSOMNOGRAPHIC TECHNICIAN (CPSGT)   | 3575   |                      | 2009  | 2009           |                           |   |  |         |         |              |  |  |
| NATUROPATHIC MEDICINE COMMITTEE          | NATUROPATHIC DOCTOR   | NPLEX I & II  | 3630<br>3631   | 4220                 | EXTERNAL REVIEW EVERY 5 YEARS   | 2012           | 2012                      | MODIFIED ANGOFF                           | X  |         |         |              | NO COST TO THE COMMITTEE; NATIONAL EXAMS ARE CREATED, ADMINISTERED, AND EVALUATED BY EXTERNAL SOURCES.           |  |
|  |   | OCCUPATIONAL THERAPIST, REGISTERED (OTR)<br>CERTIFIED OCCUPATIONAL THERAPY ASSISTANT (COTA)   | 2570.6   |                      | OA: EXTERNAL REVIEW   | 2012           | 2014                      | MODIFIED ANGOFF                           | X  |         |         |              | EXAMINATIONS ARE ADMINISTERED BY AN EXTERNAL ORGANIZATION. THEREFORE, NO EXPENSES ARE INCURRED BY THE BOARD.     |  |
| OPTOMETRY, BOARD OF                      | OPTOMETRIST (OPT)   | CALIFORNIA LAW AND REGULATIONS EXAMINATION (CLRE)<br>NATIONAL EXAMINATION ADMINISTERED BY NATIONAL BOARD OF EXAMINERS IN OPTOMETRY (NBEO) | 3041.2<br>3046   | 1523                 | OA: EXTERNAL REVIEW THROUGH OPES<br>OA: EXTERNAL REVIEW THROUGH NBEO                        | 2009           | 2009                      | NEDELSKY MODIFIED ANGOFF                  | X  |         | \$23    |              |  |  |
|  |   | OSTEOPATHIC PHYSICIAN AND SURGEON   | 2099.5   | 1620                 | EXTERNAL REVIEW EVERY 3-5 YEARS   | 2012           | 2012                      | MODIFIED ANGOFF                           | X  |         |         |              | EXAMINATIONS ARE ADMINISTERED BY THE NATIONAL BOARD OF OSTEOPATHIC MEDICAL EXAMINERS, INC. NO COST TO THE BOARD. |  |

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**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 (INTHOUSANDS) <sup>3</sup> per occurrence (PO) or per year (PY) |         |         |              |                         |
|---|-------------------------------------|--|--|-----------|---|----------------|---------------------------|----------------------|---|---------|---------|--------------|-------------------------|
| BOARD/BUREAU/COMMITTEES                 | LICENSE TYPE(S)                     | EXAM TITLE(S)  | MANDATING CODE(S)  |           | ASSESSMENT METHOD AND FREQUENCY   | MOST RECENT OA | OA LINKED TO CURRENT EXAM | PASSING SCORE METHOD | PERIODIC ITEM ANALYSIS  | OA (PO) | ED (PO) | TESTING (PY) | PROGRAM EVALUATION (PO) |
|   |                                     |  | B&P  | CCR       |   |                |                           |                      |   |         |         |              |                         |
| PHARMACY, CALIFORNIA STATE BOARD OF     | PHARMACIST                          | CALIFORNIA PRACTICE STANDARDS AND JURISPRUDENCE EXAMINATION FOR PHARMACISTS (CRJE) | 4200   | 1719      | OA: INTERNAL/EXTERNAL REVIEW<br><br>OA  | 2009/2010      | 2010                      | MODIFIED ANGOFF      | X   | \$31    | \$153   | \$81         | \$64                    |
|   |                                     |  | 4200.1   | 1720      |   |                |                           |                      |   |         |         |              |                         |
|   |                                     |  | 4200.2   | 1720.1    |   |                |                           |                      |   |         |         |              |                         |
| PHYSICAL THERAPIST (PT)                 | PHYSICAL THERAPY EXAMINATION (NPTE) | NATIONAL PHYSICAL THERAPY EXAMINATION (NPTE)                                       | 2650   | 1398.25   | INTERNAL: ANNUALLY<br>EXTERNAL: ANNUALLY AND 5 YEARS  | NPTE: 2007     | NPTE: 2007                | ANGOFF               | X   |         |         |              |                         |
|   |                                     |  | 2653   | 1398.26   |   |                |                           |                      |   |         |         |              |                         |
|   |                                     |  | 2654   | 1398.26.1 |   |                |                           |                      |   |         |         |              |                         |
| PHYSICAL THERAPY BOARD OF CALIFORNIA    | PHYSICAL THERAPIST ASSISTANT (PTA)  | NATIONAL PHYSICAL THERAPY EXAMINATION (NPTE)                                       | 2650   | 1398.47   | INTERNAL: ANNUALLY<br>EXTERNAL: ANNUALLY AND 5 YEARS  | NPTE: 2007     | NPTE: 2007                | ANGOFF               | X   |         |         |              |                         |
|   |                                     |  | 2654   | 1398.51   |   |                |                           |                      |   |         |         |              |                         |
|   |                                     |  | 2620.5   | 1398.30   |   |                |                           |                      |   |         |         |              |                         |
| PHYSICIAN ASSISTANT BOARD               | PHYSICIAN ASSISTANT                 | PANCE  | 3519   | 1399.507  | OA  | 2010           | 2010                      | MODIFIED ANGOFF      |   |         |         |              |                         |
|   |                                     |  |  |           |   |                |                           |                      |   |         |         |              |                         |
|   |                                     |  |  |           |   |                |                           |                      |   |         |         |              |                         |
| PODIATRIC MEDICINE, CALIFORNIA BOARD OF | E-PERMANENT                         | NBPME PART I<br>NBPME PART II<br>NBPME PART III                                    | 2486   | 1399.660  | OA: INTERNAL/EXTERNAL REVIEW  | 2010           | 2010                      | MODIFIED ANGOFF      |   |         |         |              |                         |
|   |                                     |  | (A-C)  |           |   |                |                           |                      |   |         |         |              |                         |
|   |                                     |  |  |           |   |                |                           |                      |   |         |         |              |                         |
| PROFESSIONAL FIDUCIARIES BUREAU         | PROFESSIONAL FIDUCIARY (PF)         | PROFESSIONAL FIDUCIARIES EXAM  | 6539   | 4500      | EXTERNAL REVIEW EVERY 4 YEARS   | 2013           | 2013                      | CRITERION-REFERENCED | X   |         |         |              |                         |
|   |                                     |  |  |           |   |                |                           |                      |   |         |         |              |                         |
| PSYCHOLOGY, BOARD OF                    | PSYCHOLOGIST                        | EXAMINATION FOR PROFESSIONAL PRACTICE IN PSYCHOLOGY (EPPP)                         | 2914   | 1387      | OA: EXTERNAL REVIEW   | 2012           | 2010                      | MODIFIED ANGOFF      | X   |         |         |              |                         |
|   |                                     |  |  | ET SEQ    |   |                |                           |                      |   |         |         |              |                         |
|   |                                     |  |  |           |   |                |                           |                      |   |         |         |              |                         |

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| 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) |                         |                 |         |
|--|-------------------------------|---------------------------------|-----------------------------------|--|--|----------------|---|--|------------------------|---------|---------|--|-------------------------|-----------------|---------|
| BOARD/BUREAU/ COMMITTEES   | LICENSE TYPE(S)               | EXAM TITLE(S)                   | MANDATING CODE(S)                 |  | ASSESSMENT METHOD AND FREQUENCY                              | MOST RECENT OA | OA LINKED TO CURRENT EXAM   | PASSING SCORE METHOD                                       | PERIODIC ITEM ANALYSIS | OA (PO) | ED (PO) | TESTING (PY)   | PROGRAM EVALUATION (PO) |                 |         |
|  |                               |                                 | B&P                               | CCR  |  |                |   |  |                        |         |         |  |                         | OA (PO)         | ED (PO) |
| REAL ESTATE, BUREAU OF   | RE SALESPERSON                | RE SALESPERSON                  | 10150-10153                       | N/A  | PER STATUTE  | 2010           | 2010  | PRE-DETERMINED CUT SCORE, TRANSITIONING TO MODIFIED ANGOFF | X                      | \$89.3  | \$122.7 | \$36.3   | \$17.4                  |                 |         |
|  | RE BROKER                     | RE Broker                       |                                   |  |  |                |   |  |                        |         |         |  |                         |                 |         |
| REAL ESTATE APPRAISERS, BUREAU OF  | APPRAISER                     | Appraiser License               | 11340                             | 3621   | NONE UNTIL 1/1/2015  | 2013           | 2013  | CRITERION-REFERENCED                                       | X                      | N/A     | N/A     | N/A  | N/A                     |                 |         |
|  | CERTIFIED RESIDENTIAL         | Certified Residential License   |                                   |  |  |                |   |  |                        |         |         |  |                         |                 |         |
| REGISTERED NURSING, BOARD OF   | REGISTERED NURSE              | NCLEX-RN                        | 144<br>2736                       | 1412<br>1426   | OA: INTERNAL/ EXTERNAL REVIEW; INTERIM 4 YEARS, FULL 8 YEARS | 2011           | 2013  | ITEM RESPONSE THEORY                                       | X                      |         |         | \$21   |                         |                 |         |
|  | RESPIRATORY CARE PRACTITIONER | CERTIFIED RESPIRATORY THERAPIST | 3740                              |  | OA: ONGOING INTERNAL REVIEW                                  | 2007           | 2009  | MODIFIED ANGOFF  | X                      |         |         |  | \$5                     |                 |         |
| SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF                           | ALARM COMPANY OPERATOR        | ALARM COMPANY QUALIFIED MANAGER | 144<br>7599                       |  |  | 2004           | 2004  |  |                        |         |         | \$16   |                         |                 |         |
|  | PRIVATE INVESTIGATOR          | PRIVATE INVESTIGATOR            | 144<br>7525<br>7526<br>7541       | 601<br>620   | INTERNAL REVIEW OF QUALIFYING EXPERIENCE/ OA ONGOING         | 2004           | 2004  |  | X                      | \$46.5  | \$33    | \$54   |                         |                 |         |
|  | PRIVATE PATROL OPERATOR       | PRIVATE PATROL OPERATOR         | 144<br>7582<br>7583               |  |  | 2012           | 2012  |  |                        | \$81    | \$30    |  |                         |                 |         |
|  | REPOSSOR                      | REPOSSOR QUALIFIED MANAGER      | 7503<br>7504                      |  |  | 2004           | 2004  |  |                        | \$46.5  | \$33    | \$10.5   |                         |                 |         |
| SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD | SPEECH-LANGUAGE PATHOLOGY     | THE PRAXIS SERIES               | 2531<br>2532<br>2532.2            | 1399<br>152.3  | OA: INTERNAL/ EXTERNAL REVIEW EVERY 5 TO 7 YEARS             | 2014           | 1999  | MODIFIED TUCKER- ANGOFF                                    | X                      | \$60    | N/A     | N/A  | N/A                     |                 |         |
|  | AUDIOLOGY                     |                                 | 2531<br>2532<br>2532.2<br>2532.25 |  |  | 2008           | 2008  |  |                        |         |         |  |                         |                 |         |
|  | HEARING AID DISPENSER         |                                 | 2538.25<br>2538.26                |  |  | 2012           | 2012  |  |                        |         |         |  |                         | MODIFIED ANGOFF | \$45    |

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|--|--|---|---|--|---|---|-------------------------------|----------------------|------------------------|---------|--|--------------|-------------------------|--|
| BOARD/BUREAU/ COMMITTEES                                 | LICENSE TYPE(S)                                  | EXAM TITLE(S)   | MANDATING CODE(S)   |  | ASSESSMENT METHOD AND FREQUENCY         | MOST RECENT OA  | OA LINKED TO CURRENT EXAM     | PASSING SCORE METHOD | PERIODIC ITEM ANALYSIS | OA (PO) | ED (PO)  | TESTING (PY) | PROGRAM EVALUATION (PO) |  |
|  |  |   | B&P   | CCR  |   |   |                               |                      |                        |         |  |              |                         |  |
| STRUCTURAL PEST CONTROL BOARD                            | APPLICATOR                                       | APPLICATOR  | 8564.5  |  | INTERNAL/ EXTERNAL REVIEW EVERY 5 YEARS | II-2001<br>III-2002   | 2001/<br>2002                 |                      |                        |         |  |              |                         |  |
|  | FIELD REPRESENTATIVE                             | FIELD REPRESENTATIVE  | 8563<br>8564<br>8566                                      | 1937   |   | I-2008<br>II-2010<br>III-2008   | I-2008<br>II-2010<br>III-2008 |                      | SPECIFIED IN STATUTE   | X       | \$14   | \$160        | \$103                   |  |
|  | OPERATOR   | OPERATOR  | 8561<br>8562<br>8565                                      |  |   |   |                               |                      |                        |         |  |              |                         |  |
| VETERINARY MEDICAL BOARD                                 | VETERINARIAN                                     | NAVLE   | 2010.1<br>2014<br>2015.2                                  |  | OA                                      | 2009<br>2013  | 2009<br>2013                  |                      |                        |         | N/A  | N/A          | N/A                     |  |
|  |  | CSB   | 4846.1<br>4846.2<br>4848                                  |  |   |   |                               |                      |                        | X       | \$51   | \$16         |                         |  |
|  |  | VLE   |   |  |   |   |                               |                      |                        |         |  |              |                         |  |
|  | VETERINARY TEMPORARY/ RECIPROCTY                 | VLE   | 4848  |  | N/A                                     | N/A   | N/A                           |                      | MODIFIED ANGOFF        |         | N/A  | N/A          | N/A                     |  |
|  | REGISTERED VETERINARY TECHNICIAN                 | CARVT   | 4833<br>4839<br>4841.5                                    |  | OA                                      | 2004  | 2004                          |                      |                        | X       | \$36   | \$28         |                         |  |
| VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF | VOCATIONAL NURSE                                 | NATIONAL COUNCIL LICENSURE EXAMINATION FOR PRACTICAL NURSES | 2866 (A-D)  | 2516<br>2521<br>2530(G)<br>2532<br>2533<br>2534<br>2534.1<br>2534J |   | 2012  | 2012                          |                      |                        | X       |  |              |                         |  |
|  |  |   |   |  |   |   |                               |                      |                        |         |  |              |                         |  |
|  |  |   |   |  |   |   |                               |                      |                        |         |  |              |                         |  |
| PSYCHIATRIC TECHNICIAN                                   | CALIFORNIA PSYCHIATRIC TECHNICIAN LICENSURE EXAM | 4511 (A-D)  | 2575<br>2578<br>2585(G)<br>2586<br>2587<br>2588<br>2588.1 |  | OA- EXTERNAL REVIEW EVERY 5 YEARS       | 2014  | 2007                          |                      |                        | X       | \$24.4   | \$75.2       | \$37.3                  |  |
|  |  |   |   |  |   |   |                               |                      |                        |         |  |              |                         |  |

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## Expenditure Categories

| FISCAL YEAR 2013-14 – NET EXPENDITURES (IN THOUSANDS) |   |                   |                    |                     |                         |                            |                        |  |  |
|---|---|-------------------|--------------------|---------------------|-------------------------|----------------------------|------------------------|--|--|
| DCA 1111/1110   | Fund Number and Name  | Personal Services | Operating Expenses | Subtotal (Month 13) | Less (-) Reimbursements | Less (-) Distributed Costs | Total Net Expenditures |  |  |
| <b>1111 – BUREAUS &amp; PROGRAMS</b>                  |   |                   |                    |                     |                         |                            |                        |  |  |
| ARBITRATION CERTIFICATION PROGRAM                     | 0166 CERTIFICATION ACCOUNT                                  | \$766             | \$344              | \$1,110             | \$-                     | \$-                        | \$1,110                |  |  |
|   | 0421 VEHICLE INSPECTION AND REPAIR FUND                     | \$48,829          | \$53,833           | \$102,662           | \$(716)                 | \$(71)                     | \$101,875              |  |  |
|   | 0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT                | \$4,582           | \$24,850           | \$29,432            | \$-                     | \$-                        | \$29,432               |  |  |
|   | 3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT                | \$344             | \$35,960           | \$36,304            | \$-                     | \$-                        | \$36,304               |  |  |
| AUTOMOTIVE REPAIR, BUREAU OF                          | <b>BAR – TOTAL</b>  | <b>\$53,755</b>   | <b>\$114,643</b>   | <b>\$168,398</b>    | <b>\$(716)</b>          | <b>\$(71)</b>              | <b>\$167,611</b>       |  |  |
|   | 0717 CEMETERY FUND  | \$1,354           | \$964              | \$2,318             | \$(11)                  | \$(115)                    | \$2,192                |  |  |
| CEMETERY AND FUNERAL BUREAU                           | 0750 STATE FUNERAL DIRECTORS AND EMBALMERS FUND             | \$592             | \$1,193            | \$1,785             | \$(7)                   | \$-                        | \$1,778                |  |  |
|   | <b>CFB – TOTAL</b>  | <b>\$1,946</b>    | <b>\$2,157</b>     | <b>\$4,103</b>      | <b>\$(18)</b>           | <b>\$(115)</b>             | <b>\$3,970</b>         |  |  |
| ELECTRONIC AND APPLIANCE REPAIR, BUREAU OF            | 0325 ELECTRONIC AND APPLIANCE REPAIR FUND                   | \$928             | \$1,506            | \$2,434             | \$(3)                   | \$(61)                     | \$2,370                |  |  |
|   | 0752 BUREAU OF HOME FURNISHINGS AND THERMAL INSULATION FUND | \$2,135           | \$2,319            | \$4,454             | \$(1)                   | \$-                        | \$4,453                |  |  |
| PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR           | <b>BEAR/HFTI – TOTAL</b>                                    | <b>\$3,063</b>    | <b>\$3,825</b>     | <b>\$6,888</b>      | <b>\$(4)</b>            | <b>\$(61)</b>              | <b>\$6,823</b>         |  |  |
|   | 0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND    | \$5,092           | \$3,560            | \$8,652             | \$(6)                   | \$-                        | \$8,646                |  |  |
| PROFESSIONAL FIDUCIARIES BUREAU                       | 0960 STUDENT TUITION RECOVERY FUND                          | \$-               | \$1,773            | \$1,773             | \$-                     | \$-                        | \$1,773                |  |  |
|   | <b>BPPE – TOTAL</b>   | <b>\$5,092</b>    | <b>\$5,333</b>     | <b>\$10,425</b>     | <b>\$(6)</b>            | <b>\$-</b>                 | <b>\$10,419</b>        |  |  |
| BUREAU OF REAL ESTATE APPRAISERS                      | 3108 PROFESSIONAL FIDUCIARY FUND                            | \$172             | \$249              | \$421               | \$-                     | \$-                        | \$421                  |  |  |
|   | 0400 REAL ESTATE APPRAISERS FUND                            | \$3,008           | \$2,054            | \$5,062             | \$(7)                   | \$-                        | \$5,055                |  |  |
| BUREAU OF REAL ESTATE                                 | 0317 REAL ESTATE FUND                                       | \$27,917          | \$16,750           | \$44,667            | \$(10)                  | \$-                        | \$44,657               |  |  |
|   | 0239 PRIVATE SECURITY SERVICES FUND                         | \$3,712           | \$7,899            | \$11,611            | \$(645)                 | \$(104)                    | \$10,862               |  |  |
| SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF        | 0769 PRIVATE INVESTIGATOR FUND                              | \$261             | \$375              | \$636               | \$(10)                  | \$-                        | \$626                  |  |  |
|   | <b>BISIS – TOTAL</b>  | <b>\$3,973</b>    | <b>\$8,274</b>     | <b>\$12,247</b>     | <b>\$(655)</b>          | <b>\$(104)</b>             | <b>\$11,488</b>        |  |  |
| TELEPHONE MEDICAL-ADVICE SERVICES BUREAU              | 0459 TELEPHONE MEDICAL-ADVICE SERVICES FUND                 | \$121             | \$37               | \$158               | \$-                     | \$-                        | \$158                  |  |  |
|   | <b>1111 – TOTAL</b>   | <b>\$99,813</b>   | <b>\$153,666</b>   | <b>\$253,479</b>    | <b>\$(1,416)</b>        | <b>\$(351)</b>             | <b>\$251,712</b>       |  |  |

## Expenditure Categories

| FISCAL YEAR 2013-14 – NET EXPENDITURES (IN THOUSANDS) |   |                   |                    |                     |                         |                            |                        |  |  |
|---|---|-------------------|--------------------|---------------------|-------------------------|----------------------------|------------------------|--|--|
| DCA 1111/1110   | Fund Number and Name  | Personal Services | Operating Expenses | Subtotal (Month 13) | Less (-) Reimbursements | Less (-) Distributed Costs | Total Net Expenditures |  |  |
| <b>1110-REGULATORY BOARDS</b>                         |   |                   |                    |                     |                         |                            |                        |  |  |
| ACCOUNTANCY, CALIFORNIA BOARD OF                      | 0704 ACCOUNTANCY FUND   | \$6,820           | \$4,901            | \$11,721            | \$(289)                 | \$-                        | \$11,432               |  |  |
| ACUPUNCTURE BOARD                                     | 0108 ACUPUNCTURE FUND   | \$644             | \$1,894            | \$2,538             | \$(26)                  | \$-                        | \$2,512                |  |  |
| ARCHITECTS BOARD, CALIFORNIA                          | 0706 CALIFORNIA ARCHITECTS BOARD FUND                           | \$1,465           | \$1,574            | \$3,039             | \$(31)                  | \$(26)                     | \$2,982                |  |  |
|   | 0326 STATE ATHLETIC FUND  | \$602             | \$592              | \$1,194             | \$-                     | \$-                        | \$1,194                |  |  |
|   | 9250 BOXERS' PENSION  | \$35              | \$191              | \$226               | \$-                     | \$-                        | \$226                  |  |  |
| ATHLETIC COMMISSION, STATE                            | 0492 STATE ATHLETIC COMMISSION NEUROLOGICAL EXAMINATION ACCOUNT | \$-               | \$25               | \$25                | \$-                     | \$-                        | \$25                   |  |  |
|   | <b>ATCOM-TOTAL</b>  | <b>\$637</b>      | <b>\$808</b>       | <b>\$1,445</b>      | <b>\$-</b>              | <b>\$-</b>                 | <b>\$1,445</b>         |  |  |
| BARBERING AND COSMETOLOGY, BOARD OF                   | 0069 BARBERING & COSMETOLOGY FUND                               | \$6,649           | \$13,823           | \$20,472            | \$(125)                 | \$-                        | \$20,347               |  |  |
| BEHAVIORAL SCIENCE, BOARD OF                          | 0773 BEHAVIORAL SCIENCE EXAMINERS FUND                          | \$3,416           | \$4,476            | \$7,892             | \$(161)                 | \$-                        | \$7,731                |  |  |
| BOARD OF CHIROPRACTIC EXAMINERS                       | 0152 CHIROPRACTIC EXAMINERS FUND                                | \$1,491           | \$1,707            | \$3,198             | \$(145)                 | \$-                        | \$3,053                |  |  |
|   | 0735 CONTRACTORS' LICENSE FUND                                  | \$31,052          | \$26,816           | \$57,868            | \$(457)                 | \$-                        | \$57,411               |  |  |
| CONTRACTORS' STATE LICENSE BOARD                      | 0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)           | \$-               | \$158              | \$158               | \$-                     | \$-                        | \$158                  |  |  |
|   | <b>CSLB-TOTAL</b>   | <b>\$31,052</b>   | <b>\$26,974</b>    | <b>\$58,026</b>     | <b>\$(457)</b>          | <b>\$-</b>                 | <b>\$57,569</b>        |  |  |
|   | 0771 COURT REPORTERS FUND                                       | \$493             | \$380              | \$873               | \$(5)                   | \$-                        | \$868                  |  |  |
| COURT REPORTERS BOARD OF CALIFORNIA                   | 0410 TRANSCRIPT REIMBURSEMENT FUND                              | \$-               | \$195              | \$195               | \$-                     | \$-                        | \$195                  |  |  |
|   | <b>CRB-TOTAL</b>  | <b>\$493</b>      | <b>\$575</b>       | <b>\$1,068</b>      | <b>\$(5)</b>            | <b>\$-</b>                 | <b>\$1,063</b>         |  |  |
| DENTAL HYGIENE COMMITTEE                              | 3140 STATE DENTAL HYGIENE FUND                                  | \$617             | \$674              | \$1,291             | \$(24)                  | \$-                        | \$1,267                |  |  |
|   | 3142 STATE DENTAL ASSISTANT FUND                                | \$577             | \$1,053            | \$1,630             | \$(2)                   | \$-                        | \$1,628                |  |  |
| DENTAL BOARD OF CALIFORNIA                            | 0741 STATE DENTISTRY FUND                                       | \$5,366           | \$5,338            | \$10,704            | \$(583)                 | \$-                        | \$10,121               |  |  |
|   | 3039 DENTALLY UNDERSERVED ACCOUNT                               | \$-               | \$80               | \$80                | \$-                     | \$-                        | \$80                   |  |  |
|   | <b>DBC-TOTAL</b>  | <b>\$5,943</b>    | <b>\$6,471</b>     | <b>\$12,414</b>     | <b>\$(585)</b>          | <b>\$-</b>                 | <b>\$11,829</b>        |  |  |
| ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL  | 0770 PROFESSIONAL ENGINEERS' AND LAND SURVEYORS' FUND           | \$3,147           | \$4,696            | \$7,843             | \$(92)                  | \$-                        | \$7,751                |  |  |
| GEOLOGISTS AND GEOPHYSICISTS PROGRAM                  | 0205 GEOLOGY AND GEOPHYSICS FUND                                | \$396             | \$740              | \$1,136             | \$-                     | \$-                        | \$1,136                |  |  |
|   | <b>BPELSGP-TOTAL</b>  | <b>\$3,543</b>    | <b>\$5,436</b>     | <b>\$8,979</b>      | <b>\$(92)</b>           | <b>\$-</b>                 | <b>\$8,887</b>         |  |  |

## Expenditure Categories

| FISCAL YEAR 2013-14 – NET EXPENDITURES (IN THOUSANDS)                     |   |                   |                    |                     |                         |                            |                        |  |  |
|---|---|-------------------|--------------------|---------------------|-------------------------|----------------------------|------------------------|--|--|
| DCA 1111/1110   | Fund Number and Name  | Personal Services | Operating Expenses | Subtotal (Month 13) | Less (-) Reimbursements | Less (-) Distributed Costs | Total Net Expenditures |  |  |
| GUIDE DOGS FOR THE BLIND, STATE BOARD OF HEARING AID DISPENSERS COMMITTEE | 0024 STATE BOARD OF GUIDE DOGS FOR THE BLIND FUND               | \$87              | \$59               | \$146               | \$-                     | \$-                        | \$146                  |  |  |
| LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE                                  | 0208 HEARING AID DISPENSERS ACCOUNT                             |                   |                    |                     |                         |                            |                        |  |  |
|   | 0757 LANDSCAPE ARCHITECTS FUND                                  | \$346             | \$365              | \$711               | \$-                     | \$-                        | \$711                  |  |  |
|   | 0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA         | \$25,184          | \$32,150           | \$57,334            | \$(1,995)               | \$(617)                    | \$54,722               |  |  |
|   | 0210 OUTPATIENT SETTING FUND OF THE MEDICAL BOARD OF CALIFORNIA | \$-               | \$1                | \$1                 | \$-                     | \$-                        | \$1                    |  |  |
| MEDICAL BOARD OF CALIFORNIA   | 0175 DISPENSING OPTICIANS FUND                                  | \$71              | \$167              | \$238               | \$-                     | \$-                        | \$238                  |  |  |
|   | 0942 156 SPECIAL DEPOSIT FUND/ASSET FORFEITURE ACCOUNT          | \$-               | \$443              | \$443               | \$-                     | \$-                        | \$443                  |  |  |
|   | 0755 LICENSED MIDWIFERY FUND (REVENUE ONLY)                     | \$-               | \$-                | \$-                 | \$-                     | \$-                        | \$-                    |  |  |
|   | <b>MBC-TOTAL</b>  | <b>\$25,255</b>   | <b>\$32,761</b>    | <b>\$58,016</b>     | <b>\$(1,995)</b>        | <b>\$(617)</b>             | <b>\$55,404</b>        |  |  |
| NATUROPATHIC MEDICINE COMMITTEE   | 3069 NATUROPATHIC DOCTOR'S FUND                                 | \$105             | \$53               | \$158               | \$(7)                   | \$-                        | \$151                  |  |  |
| OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF                                 | 3017 OCCUPATIONAL THERAPY FUND                                  | \$647             | \$809              | \$1,456             | \$(27)                  | \$-                        | \$1,429                |  |  |
| OPTOMETRY, STATE BOARD OF   | 0763 STATE OPTOMETRY FUND                                       | \$659             | \$1,083            | \$1,742             | \$(73)                  | \$-                        | \$1,669                |  |  |
| OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA                                   | 0264 OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND    | \$774             | \$1,058            | \$1,832             | \$(103)                 | \$-                        | \$1,729                |  |  |
| PHARMACY, CALIFORNIA STATE BOARD OF                                       | 0767 PHARMACY BOARD CONTINGENT FUND                             | \$9,049           | \$8,419            | \$17,468            | \$(749)                 | \$-                        | \$16,719               |  |  |
| PHYSICAL THERAPY BOARD  | 0759 PHYSICAL THERAPY FUND                                      | \$1,341           | \$2,166            | \$3,507             | \$(134)                 | \$-                        | \$3,373                |  |  |
| PHYSICIAN ASSISTANT BOARD   | 0280 PHYSICIAN ASSISTANT FUND                                   | \$348             | \$1,062            | \$1,410             | \$(77)                  | \$-                        | \$1,333                |  |  |
| PODIATRIC MEDICINE, CALIFORNIA BOARD OF                                   | 0295 BOARD OF PODIATRIC MEDICINE FUND                           | \$501             | \$527              | \$1,028             | \$(78)                  | \$-                        | \$950                  |  |  |
| PSYCHOLOGY, BOARD OF  | 0310 PSYCHOLOGY FUND  | \$1,334           | \$2,296            | \$3,630             | \$(124)                 | \$-                        | \$3,506                |  |  |
| REGISTERED NURSING, BOARD OF  | 0761 BOARD OF REGISTERED NURSING FUND                           | \$10,868          | \$24,489           | \$35,357            | \$(1,694)               | \$-                        | \$33,663               |  |  |
| RESPIRATORY CARE BOARD  | 0319 RESPIRATORY CARE FUND                                      | \$1,477           | \$1,445            | \$2,922             | \$(166)                 | \$-                        | \$2,756                |  |  |
| SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY BOARD                             | 0376 SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY FUND               | \$634             | \$966              | \$1,600             | \$(55)                  | \$-                        | \$1,545                |  |  |
| STRUCTURAL PEST CONTROL BOARD   | 0399 SPC EDUCATION & ENFORCEMENT FUND                           | \$59              | \$303              | \$362               | \$-                     | \$-                        | \$362                  |  |  |
|   | 0775 STRUCTURAL PEST CONTROL FUND                               | \$1,806           | \$1,874            | \$3,680             | \$(45)                  | \$-                        | \$3,635                |  |  |
|   | <b>SPCB-TOTAL</b>   | <b>\$1,865</b>    | <b>\$2,177</b>     | <b>\$4,042</b>      | <b>\$(45)</b>           | <b>\$-</b>                 | <b>\$3,997</b>         |  |  |

## Expenditure Categories

| FISCAL YEAR 2013-14 – NET EXPENDITURES (IN THOUSANDS)    |  |                   |                    |                     |                         |                            |                        |  |  |
|--|--|-------------------|--------------------|---------------------|-------------------------|----------------------------|------------------------|--|--|
| DCA 1111/1110  | Fund Number and Name   | Personal Services | Operating Expenses | Subtotal (Month 13) | Less (-) Reimbursements | Less (-) Distributed Costs | Total Net Expenditures |  |  |
| VETERINARY MEDICAL BOARD                                 | 0777 VETERINARY MEDICAL BOARD CONTINGENT FUND  | \$998             | \$2,005            | \$3,003             | \$(147)                 | \$-                        | \$2,856                |  |  |
| VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF | 0779 VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS FUND   | \$4,203           | \$5,652            | \$9,855             | \$(135)                 | \$(37)                     | \$9,683                |  |  |
|  | 0780 PSYCHIATRIC TECHNICIANS ACCOUNT, VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIAN EXAMINERS FUND | \$805             | \$1,091            | \$1,896             | \$(26)                  | \$-                        | \$1,870                |  |  |
|  | <b>VNPTB-TOTAL</b>   | <b>\$5,008</b>    | <b>\$6,743</b>     | <b>\$11,751</b>     | <b>\$(161)</b>          | <b>\$(37)</b>              | <b>\$11,553</b>        |  |  |
|  | <b>1110-TOTAL</b>  | <b>\$124,066</b>  | <b>\$157,796</b>   | <b>\$281,862</b>    | <b>\$(7,575)</b>        | <b>\$(680)</b>             | <b>\$273,607</b>       |  |  |
|  | <b>DCA-TOTAL</b>   | <b>\$223,879</b>  | <b>\$311,462</b>   | <b>\$535,341</b>    | <b>\$(8,991)</b>        | <b>\$(1,031)</b>           | <b>\$525,319</b>       |  |  |

## Fund Conditions

| FISCAL YEAR 2012-13 – FUND CONDITIONS (IN THOUSANDS) |   |                           |                |            |                        |                 |                             |  |  |
|--|---|---------------------------|----------------|------------|------------------------|-----------------|-----------------------------|--|--|
| DCA 1111/1110  | Fund Number and Name  | Total Reserves July 1 [a] | Total Revenues | Transfers  | Total Expenditures [b] | Reserve June 30 | Estimated Months of Reserve |  |  |
| <b>1111-BUREAUS &amp; PROGRAMS</b>                   |   |                           |                |            |                        |                 |                             |  |  |
| ARBITRATION CERTIFICATION PROGRAM                    | 0166 CERTIFICATION ACCOUNT                                  | \$1,094                   | \$1,189        | \$-        | \$1,116                | \$1,167         | 11.3                        |  |  |
| AUTOMOTIVE REPAIR, BUREAU OF                         | 0421 VEHICLE INSPECTION AND REPAIR FUND                     | \$76,247                  | \$118,628      | \$(25,000) | \$117,815              | \$52,060        | 4.8                         |  |  |
|  | 0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT                | \$17,037                  | \$35,304       | \$-        | \$29,628               | \$22,713        | 6.7                         |  |  |
| CEMETERY AND FUNERAL BUREAU                          | 3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT                | \$17,348                  | \$31,186       | \$-        | \$36,477               | \$12,057        | 3.6                         |  |  |
|  | 0717 CEMETERY FUND  | \$2,609                   | \$2,296        | \$-        | \$2,203                | \$2,702         | 13.0                        |  |  |
| ELECTRONIC AND APPLIANCE REPAIR, BUREAU OF           | 0750 STATE FUNERAL DIRECTORS AND EMBALMERS FUND             | \$1,658                   | \$1,320        | \$-        | \$1,786                | \$1,192         | 7.7                         |  |  |
|  | 0325 ELECTRONIC AND APPLIANCE REPAIR FUND                   | \$2,183                   | \$2,563        | \$-        | \$2,370                | \$2,376         | 10.0                        |  |  |
| HOME FURNISHINGS AND THERMAL INSULATION, BUREAU OF   | 0752 BUREAU OF HOME FURNISHINGS AND THERMAL INSULATION FUND | \$1,848                   | \$4,389        | \$1,500    | \$4,454                | \$3,283         | 7.8                         |  |  |
| PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR          | 0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND    | \$10,547                  | \$9,862        | \$-        | \$8,949                | \$11,460        | 11.9                        |  |  |
| PROFESSIONAL FIDUCIARIES BUREAU                      | 0960 STUDENT TUITION RECOVERY FUND                          | \$28,365                  | \$1,919        | \$-        | \$1,773                | \$28,511        | 14.3                        |  |  |
|  | 3108 PROFESSIONAL FIDUCIARY FUND                            | \$344                     | \$479          | \$-        | \$424                  | \$399           | 7.8                         |  |  |

[a] Total Reserves July 1 includes prior year adjustment.

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

Fund Conditions

| FISCAL YEAR 2012-13 – FUND CONDITIONS (IN THOUSANDS) |   |                           |                |           |                        |                 |                             |  |  |
|--|---|---------------------------|----------------|-----------|------------------------|-----------------|-----------------------------|--|--|
| DCA 1111/1110  | Fund Number and Name  | Total Reserves July 1 [a] | Total Revenues | Transfers | Total Expenditures [b] | Reserve June 30 | Estimated Months of Reserve |  |  |
| SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF       | 0239 PRIVATE SECURITY SERVICES FUND                             | \$7,285                   | \$10,978       | \$-       | \$10,915               | \$7,348         | 7.1                         |  |  |
|  | 0769 PRIVATE INVESTIGATOR FUND                                  | \$525                     | \$823          | \$-       | \$629                  | \$719           | 12.2                        |  |  |
| BUREAU OF REAL ESTATE APPRAISERS                     | 0400 REAL ESTATE APPRAISERS FUND                                | \$2,882                   | \$4,002        | \$8,100   | \$5,078                | \$9,906         |                             |  |  |
| BUREAU OF REAL ESTATE                                | 0317 REAL ESTATE FUND   | \$31,689                  | \$51,004       | \$1       | \$44,866               | \$37,828        | 9.3                         |  |  |
| TELEPHONE MEDICAL ADVICE SERVICES BUREAU             | 0459 TELEPHONE MEDICAL ADVICE SERVICES FUND                     | \$815                     | \$234          | \$-       | \$159                  | \$890           | 58.4                        |  |  |
| <b>1110-REGULATORY BOARDS</b>                        |   |                           |                |           |                        |                 |                             |  |  |
| ACCOUNTANCY, CALIFORNIA BOARD OF                     | 0704 ACCOUNTANCY FUND   | \$15,361                  | \$10,310       | \$-       | \$11,486               | \$14,185        | 12.7                        |  |  |
| ACUPUNCTURE BOARD                                    | 0108 ACUPUNCTURE FUND   | \$2,098                   | \$2,555        | \$-       | \$2,513                | \$2,140         |                             |  |  |
| ARCHITECTS BOARD, CALIFORNIA                         | 0706 CALIFORNIA ARCHITECTS BOARD FUND                           | \$4,098                   | \$4,153        | \$-       | \$2,999                | \$5,252         | 16.1                        |  |  |
|  | 0326 STATE ATHLETIC FUND  | \$245                     | \$1,452        | \$-       | \$1,194                | \$503           | 4.3                         |  |  |
| ATHLETIC COMMISSION, STATE                           | 0492 STATE ATHLETIC COMMISSION NEUROLOGICAL EXAMINATION ACCOUNT | \$688                     | \$16           | \$-       | \$25                   | \$679           | 64.2                        |  |  |
|  | 9250 BOXERS' PENSION FUND                                       | \$43                      | \$543          | \$-       | \$226                  | \$360           | 39.6                        |  |  |
| BARBERING AND COSMETOLOGY, BOARD OF                  | 0069 BARBERING & COSMETOLOGY FUND                               | \$14,726                  | \$21,634       | \$-       | \$20,348               | \$16,012        | 9.1                         |  |  |
| BEHAVIORAL SCIENCE, BOARD OF                         | 0773 BEHAVIORAL SCIENCE EXAMINERS FUND                          | \$1,683                   | \$7,994        | \$1,400   | \$7,768                | \$3,309         | 4.4                         |  |  |
| BOARD OF CHIROPRACTIC EXAMINERS                      | CHIROPRACTIC EXAMINERS FUND                                     | \$2,361                   | \$3,632        | \$-       | \$3,070                | \$2,923         | 9.3                         |  |  |
|  | 0735 CONTRACTORS' LICENSE FUND                                  | \$29,082                  | \$54,992       | \$-       | \$57,687               | \$26,387        | 5.1                         |  |  |
| CONTRACTORS' STATE LICENSE BOARD                     | 0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)           | \$138                     | \$54           | \$-       | \$159                  | \$33            | 2.5                         |  |  |
|  | 0771 COURT REPORTERS FUND                                       | \$1,332                   | \$973          | \$(300)   | \$872                  | \$1,133         | 14.0                        |  |  |
| COURT REPORTERS BOARD OF CALIFORNIA                  | 0410 TRANSCRIPT REIMBURSEMENT FUND                              | \$317                     | \$-            | \$-       | \$195                  | \$122           | 4.6                         |  |  |
| DENTAL HYGIENE COMMITTEE                             | 3140 STATE DENTAL HYGIENE COMMITTEE                             | \$588                     | \$1,512        | \$-       | \$1,267                | \$833           | 6.3                         |  |  |
| DENTAL ASSISTANT PROGRAM                             | 3142 STATE DENTAL ASSISTANT FUND                                | \$2,759                   | \$1,703        | \$-       | \$1,627                | \$2,835         | 18.0                        |  |  |
| DENTAL BOARD OF CALIFORNIA                           | 0741 STATE DENTISTRY FUND                                       | \$4,963                   | \$8,598        | \$2,700   | \$10,121               | \$6,140         | 5.9                         |  |  |
|  | 3039 DENTALLY UNDERSERVED ACCOUNT                               | \$-                       | \$4            | \$-       | \$80                   | \$(76)          |                             |  |  |
| ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL | 0770 PROFESSIONAL ENGINEERS' AND LAND SURVEYORS' FUND           | \$2,088                   | \$9,038        | \$2,500   | \$7,794                | \$5,832         | 7.1                         |  |  |

[a] Total Reserves July 1 includes prior year adjustment.

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

## Fund Conditions

| FISCAL YEAR 2012-13 – FUND CONDITIONS (IN THOUSANDS)     |  |                           |                |           |                        |                 |                             |  |  |
|--|--|---------------------------|----------------|-----------|------------------------|-----------------|-----------------------------|--|--|
| DCA 1111/1110  | Fund Number and Name   | Total Reserves July 1 [a] | Total Revenues | Transfers | Total Expenditures [b] | Reserve June 30 | Estimated Months of Reserve |  |  |
| GEOLOGISTS AND GEOPHYSICISTS PROGRAM                     | 0205 GEOLOGY AND GEOPHYSICS FUND   | \$1,166                   | \$966          | \$-       | \$1,141                | \$991           | 8.5                         |  |  |
| GUIDE DOGS FOR THE BLIND, STATE BOARD OF                 | 0024 STATE BOARD OF GUIDE DOGS FOR THE BLIND FUND  | \$123                     | \$151          | \$-       | \$146                  | \$128           |                             |  |  |
| LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE                 | 0757 LANDSCAPE ARCHITECTS FUND   | \$2,445                   | \$798          | \$-       | \$715                  | \$2,528         | 25.8                        |  |  |
|  | 0175 DISPENSING OPTICIANS FUND   | \$311                     | \$177          | \$-       | \$239                  | \$249           | 9.1                         |  |  |
| MEDICAL BOARD OF CALIFORNIA                              | 0210 OUTPATIENT SETTING FUND OF THE MEDICAL BOARD OF CALIFORNIA                                  | \$324                     | \$17           | \$-       | \$1                    | \$340           | 151.1                       |  |  |
|  | 0755 LICENSED MIDWIFERY FUND   | \$218                     | \$39           | \$-       | \$-                    | \$257           | 237.2                       |  |  |
|  | 0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA  | \$26,732                  | \$56,404       | \$-       | \$54,983               | \$28,153        | 5.7                         |  |  |
| NATUROPATHIC MEDICINE COMMITTEE                          | 3069 NATUROPATHIC DOCTOR'S FUND  | \$478                     | \$250          | \$-       | \$151                  | \$577           | 22.7                        |  |  |
| OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF                | 3017 OCCUPATIONAL THERAPY FUND   | \$1,159                   | \$1,202        | \$2,000   | \$1,435                | \$2,926         | 27.1                        |  |  |
| OPTOMETRY, STATE BOARD OF                                | 0763 STATE OPTOMETRY FUND  | \$1,279                   | \$1,834        | \$-       | \$1,668                | \$1,445         | 9.4                         |  |  |
| OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA                  | 0264 OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND                                     | \$3,076                   | \$1,641        | \$-       | \$1,737                | \$2,980         | 19.8                        |  |  |
| PHARMACY, CALIFORNIA STATE BOARD OF                      | 0767 PHARMACY BOARD CONTINGENT FUND  | \$13,885                  | \$14,673       | \$1,000   | \$16,789               | \$12,769        | 7.9                         |  |  |
| PHYSICAL THERAPY BOARD                                   | 0759 PHYSICAL THERAPY FUND   | \$949                     | \$3,315        | \$-       | \$3,373                | \$891           | 2.8                         |  |  |
| PHYSICIAN ASSISTANT BOARD                                | 0280 PHYSICIAN ASSISTANT FUND  | \$1,296                   | \$1,569        | \$-       | \$1,334                | \$1,531         | 12.4                        |  |  |
| PODIATRIC MEDICINE, CALIFORNIA BOARD OF                  | 0295 BOARD OF PODIATRIC MEDICINE FUND  | \$908                     | \$996          | \$-       | \$951                  | \$953           |                             |  |  |
| PSYCHOLOGY, BOARD OF                                     | 0310 PSYCHOLOGY FUND   | \$5,246                   | \$3,888        | \$-       | \$3,526                | \$5,608         | 14.7                        |  |  |
| REGISTERED NURSING, BOARD OF                             | 0761 BOARD OF REGISTERED NURSING FUND  | \$9,541                   | \$33,816       | \$-       | \$33,663               | \$9,694         |                             |  |  |
| RESPIRATORY CARE BOARD                                   | 0319 RESPIRATORY CARE FUND   | \$2,672                   | \$2,711        | \$-       | \$2,756                | \$2,627         |                             |  |  |
| SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY BOARD              | 0376 SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY FUND  | \$796                     | \$1,674        | \$300     | \$1,555                | \$1,215         | 7.5                         |  |  |
| STRUCTURAL PEST CONTROL BOARD                            | 0168 SPCB RESEARCH FUND  | \$307                     | \$140          | \$-       | \$-                    | \$447           | 1788.0                      |  |  |
| VETERINARY MEDICAL BOARD                                 | 0399 SPCB EDUCATION & ENFORCEMENT FUND   | \$613                     | \$389          | \$-       | \$364                  | \$638           | 19.5                        |  |  |
|  | 0775 SPC FUND  | \$1,717                   | \$3,981        | \$-       | \$3,656                | \$2,042         | 5.4                         |  |  |
|  | 0777 VETERINARY MEDICAL BOARD FUND   | \$3,171                   | \$3,526        | \$-       | \$2,870                | \$3,827         | 10.2                        |  |  |
| VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF | 0779 VOCATIONAL NURSE EXAMINERS FUND   | \$10,068                  | \$10,309       | \$-       | \$9,682                | \$10,695        |                             |  |  |
|  | 0780 PSYCHIATRIC TECHNICIANS ACCOUNT, VOCATIONAL NURSE AND PSYCHIATRIC TECHNICIAN EXAMINERS FUND | \$1,617                   | \$1,742        | \$-       | \$1,870                | \$1,489         |                             |  |  |

[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.

Revenue Sources

| FISCAL YEAR 2012-13-REVENUE CATEGORIES (IN THOUSANDS)                              |   |                                   |  |   |                                  |  |                                 |                       |                          |                   |                      |                  |                 |
|--|---|-----------------------------------|--|---|----------------------------------|--|---------------------------------|-----------------------|--------------------------|-------------------|----------------------|------------------|-----------------|
| DCA 1111/1110  | Fund Number and Name  | Other Motor Vehicle Fees (114300) | Division of Real Estate Examination (123400) | Division of Real Estate License Fees (123500) | Subdivision Filing Fees (123600) | Other Licensing and Regulatory Fees, Fines, and Penalties (125600) | Initial Licensing Fees (125700) | Renewal Fees (125800) | Delinquent Fees (125900) | Interest (150300) | Misc./ Other Revenue | Total Revenues   | Total Transfers |
| <b>1111 - BUREAUS &amp; PROGRAMS</b>   |   |                                   |  |   |                                  |  |                                 |                       |                          |                   |                      |                  |                 |
| ARBITRATION CERTIFICATION PROGRAM  | 0166 CERTIFICATION ACCOUNT                                  | \$-                               | \$-  | \$-   | \$-                              | \$1,187  | \$-                             | \$-                   | \$-                      | \$2               | \$-                  | \$1,189          | \$-             |
|  | 0421 VEHICLE INSPECTION AND REPAIR FUND                     | \$-                               | \$-  | \$-   | \$-                              | \$1,423  | \$109,087                       | \$7,676               | \$273                    | \$132             | \$36                 | \$118,627        | \$-             |
|  | 0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT                | \$-                               | \$-  | \$-   | \$-                              | \$380  | \$34,845                        | \$-                   | \$-                      | \$41              | \$38                 | \$35,304         | \$-             |
|  | 3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT                | \$31,142                          | \$-  | \$-   | \$-                              | \$-  | \$-                             | \$-                   | \$-                      | \$44              | \$-                  | \$31,186         | \$-             |
|  | <b>BAR - TOTAL</b>  | <b>\$31,142</b>                   | <b>\$-</b>                                   | <b>\$-</b>                                    | <b>\$-</b>                       | <b>\$1,803</b>   | <b>\$143,932</b>                | <b>\$7,676</b>        | <b>\$273</b>             | <b>\$217</b>      | <b>\$74</b>          | <b>\$185,117</b> | <b>\$-</b>      |
| CEMETERY AND FUNERAL BUREAU  | 0717 CEMETERY FUND  | \$-                               | \$-  | \$-   | \$-                              | \$1,797  | \$120                           | \$362                 | \$9                      | \$8               | \$-                  | \$2,296          | \$-             |
|  | 0750 FUNERAL DIRECTORS AND EMBALMERS FUND                   | \$-                               | \$-  | \$-   | \$-                              | \$168  | \$102                           | \$1,008               | \$37                     | \$4               | \$1                  | \$1,320          | \$-             |
|  | <b>CFB - TOTAL</b>  | <b>\$-</b>                        | <b>\$-</b>                                   | <b>\$-</b>                                    | <b>\$-</b>                       | <b>\$1,965</b>   | <b>\$222</b>                    | <b>\$1,370</b>        | <b>\$46</b>              | <b>\$12</b>       | <b>\$1</b>           | <b>\$3,616</b>   | <b>\$-</b>      |
| BUREAU OF ELECTRONIC AND APPLIANCE REPAIR, HOME FURNISHINGS AND THERMAL INSULATION | 0325 ELECTRONIC AND APPLIANCE REPAIR FUND                   | \$-                               | \$-  | \$-   | \$-                              | \$-  | \$346                           | \$2,128               | \$83                     | \$5               | \$1                  | \$2,563          | \$-             |
|  | 0752 BUREAU OF HOME FURNISHINGS AND THERMAL INSULATION FUND | \$-                               | \$-  | \$-   | \$-                              | \$84   | \$892                           | \$3,275               | \$109                    | \$20              | \$10                 | \$4,390          | \$1,500         |
|  | <b>BEAR/HFTI - TOTAL</b>                                    | <b>\$-</b>                        | <b>\$-</b>                                   | <b>\$-</b>                                    | <b>\$-</b>                       | <b>\$84</b>  | <b>\$1,238</b>                  | <b>\$5,403</b>        | <b>\$192</b>             | <b>\$25</b>       | <b>\$11</b>          | <b>\$6,953</b>   | <b>\$1,500</b>  |
| PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR  | 0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND    | \$-                               | \$-  | \$-   | \$-                              | \$10   | \$673                           | \$8,827               | \$327                    | \$23              | \$3                  | \$9,863          | \$-             |
|  | 0960 STUDENT TUITION RECOVERY FUND                          | \$-                               | \$-  | \$-   | \$-                              | \$-  | \$-                             | \$-                   | \$-                      | \$-               | \$1,919              | \$1,919          | \$-             |
|  | <b>BPPE - TOTAL</b>   | <b>\$-</b>                        | <b>\$-</b>                                   | <b>\$-</b>                                    | <b>\$-</b>                       | <b>\$10</b>  | <b>\$673</b>                    | <b>\$8,827</b>        | <b>\$327</b>             | <b>\$23</b>       | <b>\$1,922</b>       | <b>\$11,782</b>  | <b>\$-</b>      |
| PROFESSIONAL FIDUCIARIES BUREAU  | 3108 PROFESSIONAL FIDUCIARY FUND                            | \$-                               | \$-  | \$-   | \$-                              | \$2  | \$105                           | \$369                 | \$3                      | \$1               | \$-                  | \$480            | \$-             |
| BUREAU OF REAL ESTATE APPRAISERS   | 0400 REAL ESTATE APPRAISERS FUND                            | \$-                               | \$-  | \$2,377                                       | \$-                              | \$-  | \$285                           | \$-                   | \$-                      | \$1,164           | \$176                | \$4,002          | \$8,100         |

Revenue Sources

| FISCAL YEAR 2012-13-REVENUE CATEGORIES (IN THOUSANDS) |   |                                   |  |   |                                  |  |                                 |                       |                          |                   |                      |                 |                 |
|---|---|-----------------------------------|--|---|----------------------------------|--|---------------------------------|-----------------------|--------------------------|-------------------|----------------------|-----------------|-----------------|
|   | Fund Number and Name  | Other Motor Vehicle Fees (114300) | Division of Real Estate Examination (123400) | Division of Real Estate License Fees (123500) | Subdivision Filing Fees (123600) | Other Licensing and Regulatory Fees, Fines, and Penalties (125600) | Initial Licensing Fees (125700) | Renewal Fees (125800) | Delinquent Fees (125900) | Interest (150300) | Misc./ Other Revenue | Total Revenues  | Total Transfers |
| DCA 1111/1110   | BUREAU OF REAL ESTATE   | \$-                               | \$3,770                                      | \$38,052                                      | \$7,302                          | \$-  | \$197                           | \$-                   | \$-                      | \$81              | \$1,602              | \$51,004        | \$-             |
| SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF        | 0317 REAL ESTATE FUND   | \$-                               | \$-  | \$-   | \$-                              | \$501  | \$4,540                         | \$5,671               | \$224                    | \$15              | \$26                 | \$10,978        | \$-             |
|   | 0769 PRIVATE INVESTIGATOR FUND                                  | \$-                               | \$-  | \$-   | \$-                              | \$9  | \$106                           | \$681                 | \$25                     | \$2               | \$-                  | \$823           | \$-             |
|   | <b>BSIS - TOTAL</b>   | <b>\$-</b>                        | <b>\$-</b>                                   | <b>\$-</b>                                    | <b>\$-</b>                       | <b>\$510</b>   | <b>\$4,646</b>                  | <b>\$6,352</b>        | <b>\$249</b>             | <b>\$17</b>       | <b>\$26</b>          | <b>\$11,801</b> | <b>\$-</b>      |
| TELEPHONE MEDICAL ADVICE SERVICES BUREAU              | 0459 TELEPHONE MEDICAL ADVICE SERVICES FUND                     | \$-                               | \$-  | \$-   | \$-                              | \$-  | \$60                            | \$173                 | \$-                      | \$2               | \$-                  | \$235           | \$-             |
| TOTAL REVENUES, 1111 - BUREAUS & PROGRAMS             |   | \$31,142                          | \$3,770                                      | \$40,429                                      | \$7,302                          | \$5,561  | \$151,358                       | \$30,170              | \$1,090                  | \$1,544           | \$3,812              | \$276,179       | \$9,600         |
| <b>1110 - REGULATORY BOARDS</b>                       |   |                                   |  |   |                                  |  |                                 |                       |                          |                   |                      |                 |                 |
| ACCOUNTANCY, CALIFORNIA BOARD OF                      | 0704 ACCOUNTANCY FUND   | \$-                               | \$-  | \$-   | \$-                              | \$278  | \$4,826                         | \$4,968               | \$199                    | \$33              | \$6                  | \$10,310        | \$-             |
| ACUPUNCTURE BOARD                                     | 0108 ACUPUNCTURE FUND   | \$-                               | \$-  | \$-   | \$-                              | \$44   | \$792                           | \$1,697               | \$14                     | \$5               | \$3                  | \$2,555         | \$-             |
| ARCHITECTS BOARD, CALIFORNIA                          | 0706 CALIFORNIA ARCHITECTS BOARD FUND                           | \$-                               | \$-  | \$-   | \$-                              | \$9  | \$358                           | \$3,699               | \$73                     | \$13              | \$1                  | \$4,153         | \$-             |
| ATHLETIC COMMISSION, STATE                            | 0326 ATHLETIC COMMISSION FUND                                   | \$-                               | \$-  | \$-   | \$-                              | \$1,193  | \$224                           | \$32                  | \$-                      | \$1               | \$2                  | \$1,452         | \$-             |
|   | 0492 STATE ATHLETIC COMMISSION NEUROLOGICAL EXAMINATION ACCOUNT | \$-                               | \$-  | \$-   | \$-                              | \$16   | \$-                             | \$-                   | \$-                      | \$-               | \$-                  | \$16            | \$-             |
|   | 9250 BOXERS' PENSION FUND                                       | \$-                               | \$-  | \$-   | \$-                              | \$-  | \$-                             | \$-                   | \$-                      | \$-               | \$539                | \$539           | \$-             |
|   | <b>ATCOM - TOTAL</b>  | <b>\$-</b>                        | <b>\$-</b>                                   | <b>\$-</b>                                    | <b>\$-</b>                       | <b>\$1,209</b>   | <b>\$224</b>                    | <b>\$32</b>           | <b>\$-</b>               | <b>\$1</b>        | <b>\$541</b>         | <b>\$2,007</b>  | <b>\$-</b>      |
| BARBERING AND COSMETOLOGY, BOARD OF                   | 0069 BARBERING AND COSMETOLOGY FUND                             | \$-                               | \$-  | \$-   | \$-                              | \$4,953  | \$4,990                         | \$10,796              | \$846                    | \$32              | \$18                 | \$21,635        | \$-             |
| BEHAVIORAL SCIENCE, BOARD OF                          | 0773 BEHAVIORAL SCIENCE EXAMINERS FUND                          | \$-                               | \$-  | \$-   | \$-                              | \$81   | \$2,339                         | \$5,071               | \$75                     | \$420             | \$8                  | \$7,994         | \$1,400         |



Revenue Sources

| FISCAL YEAR 2012-13-REVENUE CATEGORIES (IN THOUSANDS)                           |   |                                   |  |   |                                  |  |                                 |                       |                          |                   |                      |                 |                 |
|---|---|-----------------------------------|--|---|----------------------------------|--|---------------------------------|-----------------------|--------------------------|-------------------|----------------------|-----------------|-----------------|
|   | Fund Number and Name                                  | Other Motor Vehicle Fees (114300) | Division of Real Estate Examination (123400) | Division of Real Estate License Fees (123500) | Subdivision Filing Fees (123600) | Other Licensing and Regulatory Fees, Fines, and Penalties (125600) | Initial Licensing Fees (125700) | Renewal Fees (125800) | Delinquent Fees (125900) | Interest (150300) | Misc./ Other Revenue | Total Revenues  | Total Transfers |
| BOARD OF CHIROPRACTIC EXAMINERS   | 0152 CHIROPRACTIC EXAMINERS FUND                      | \$-                               | \$-  | \$-   | \$-                              | \$29   | \$162                           | \$3,379               | \$53                     | \$7               | \$2                  | \$3,632         | \$-             |
|   | 0735 CONTRACTORS' LICENSE FUND                        | \$-                               | \$-  | \$-   | \$-                              | \$108  | \$10,218                        | \$39,876              | \$3,102                  | \$64              | \$1,624              | \$54,982        | \$-             |
| CONTRACTORS' STATE LICENSE BOARD  | 0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA) | \$-                               | \$-  | \$-   | \$-                              | \$-  | \$53                            | \$-                   | \$-                      | \$1               | \$-                  | \$54            | \$-             |
|   | <b>CSLB - TOTAL</b>                                   | <b>\$-</b>                        | <b>\$-</b>                                   | <b>\$-</b>                                    | <b>\$-</b>                       | <b>\$108</b>   | <b>\$10,271</b>                 | <b>\$39,876</b>       | <b>\$3,102</b>           | <b>\$65</b>       | <b>\$1,624</b>       | <b>\$55,046</b> | <b>\$-</b>      |
| COURT REPORTERS BOARD OF CALIFORNIA   | 0771 COURT REPORTERS FUND                             | \$-                               | \$-  | \$-   | \$-                              | \$19   | \$40                            | \$892                 | \$18                     | \$4               | \$-                  | \$973           | \$(300)         |
|   | 0410 TRANSCRIPT REIMBURSEMENT FUND                    | \$-                               | \$-  | \$-   | \$-                              | \$-  | \$-                             | \$-                   | \$-                      | \$1               | \$-                  | \$1             | \$-             |
| DENTAL HYGIENE COMMITTEE  | <b>CRB - TOTAL</b>                                    | <b>\$-</b>                        | <b>\$-</b>                                   | <b>\$-</b>                                    | <b>\$-</b>                       | <b>\$19</b>  | <b>\$40</b>                     | <b>\$892</b>          | <b>\$18</b>              | <b>\$5</b>        | <b>\$-</b>           | <b>\$974</b>    | <b>\$(300)</b>  |
|   | 3140 STATE DENTAL HYGIENE FUND                        | \$-                               | \$-  | \$-   | \$-                              | \$12   | \$423                           | \$1,060               | \$14                     | \$2               | \$1                  | \$1,512         | \$-             |
| DENTAL BOARD OF CALIFORNIA  | 3142 STATE DENTAL ASSISTANT FUND                      | \$-                               | \$-  | \$-   | \$-                              | \$18   | \$345                           | \$1,256               | \$72                     | \$7               | \$6                  | \$1,704         | \$-             |
|   | 0741 STATE DENTISTRY FUND                             | \$-                               | \$-  | \$-   | \$-                              | \$47   | \$789                           | \$7,286               | \$75                     | \$394             | \$8                  | \$8,599         | \$2,700         |
|   | 3039 DENTALLY UNDERSERVED ACCOUNT                     | \$-                               | \$-  | \$-   | \$-                              | \$-  | \$-                             | \$-                   | \$-                      | \$4               | \$-                  | \$4             | \$-             |
| BOARD FOR PROFESSIONAL ENGINEERS AND LAND SURVEYORS, GEOLOGISTS & GEOPHYSICISTS | <b>DBC - TOTAL</b>                                    | <b>\$-</b>                        | <b>\$-</b>                                   | <b>\$-</b>                                    | <b>\$-</b>                       | <b>\$65</b>  | <b>\$1,134</b>                  | <b>\$8,542</b>        | <b>\$147</b>             | <b>\$405</b>      | <b>\$14</b>          | <b>\$10,307</b> | <b>\$2,700</b>  |
|   | 0770 PROFESSIONAL ENGINEERS' AND LAND SURVEYORS' FUND | \$-                               | \$-  | \$-   | \$-                              | \$117  | \$2,572                         | \$5,962               | \$57                     | \$317             | \$13                 | \$9,038         | \$2,500         |
| GUIDE DOGS FOR THE BLIND, STATE BOARD OF  | 0205 GEOLOGY AND GEOPHYSICS FUND                      | \$-                               | \$-  | \$-   | \$-                              | \$7  | \$182                           | \$760                 | \$13                     | \$3               | \$1                  | \$966           | \$-             |
|   | <b>BPELSGG - TOTAL</b>                                | <b>\$-</b>                        | <b>\$-</b>                                   | <b>\$-</b>                                    | <b>\$-</b>                       | <b>\$124</b>   | <b>\$2,754</b>                  | <b>\$6,722</b>        | <b>\$70</b>              | <b>\$320</b>      | <b>\$14</b>          | <b>\$10,004</b> | <b>\$2,500</b>  |
|   | 0024 STATE BOARD OF GUIDE DOGS FOR THE BLIND FUND     | \$-                               | \$-  | \$-   | \$-                              | \$-  | \$2                             | \$149                 | \$-                      | \$-               | \$-                  | \$151           | \$-             |

Revenue Sources

| FISCAL YEAR 2012-13-REVENUE CATEGORIES (IN THOUSANDS) |   |                                   |  |   |                                  |  |                                 |                       |                          |                   |                     |                 |                 |
|---|---|-----------------------------------|--|---|----------------------------------|--|---------------------------------|-----------------------|--------------------------|-------------------|---------------------|-----------------|-----------------|
|   | Fund Number and Name  | Other Motor Vehicle Fees (114300) | Division of Real Estate Examination (123400) | Division of Real Estate License Fees (123500) | Subdivision Filing Fees (123600) | Other Licensing and Regulatory Fees, Fines, and Penalties (125600) | Initial Licensing Fees (125700) | Renewal Fees (125800) | Delinquent Fees (125900) | Interest (150300) | Misc./Other Revenue | Total Revenues  | Total Transfers |
| DCA 1111/1110   | Fund Number and Name  |                                   |  |   |                                  |  |                                 |                       |                          |                   |                     |                 |                 |
| LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE              | 0757 LANDSCAPE ARCHITECTS FUND                                  | \$-                               | \$-  | \$-   | \$-                              | \$7  | \$63                            | \$704                 | \$18                     | \$6               | \$-                 | \$798           | \$-             |
|   | 0175 DISPENSING OPTICIANS FUND                                  | \$-                               | \$-  | \$-   | \$-                              | \$-  | \$24                            | \$147                 | \$5                      | \$1               | \$-                 | \$177           | \$-             |
| MEDICAL BOARD OF CALIFORNIA                           | 0210 OUTPATIENT SETTING FUND OF THE MEDICAL BOARD OF CALIFORNIA | \$-                               | \$-  | \$-   | \$-                              | \$-  | \$5                             | \$12                  | \$-                      | \$1               | \$-                 | \$18            | \$-             |
|   | 0755 LICENSED MIDWIFERY FUND                                    | \$-                               | \$-  | \$-   | \$-                              | \$-  | \$9                             | \$28                  | \$-                      | \$1               | \$-                 | \$38            | \$-             |
|   | 0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA         | \$-                               | \$-  | \$-   | \$-                              | \$157  | \$6,994                         | \$48,914              | \$238                    | \$75              | \$27                | \$56,405        | \$-             |
|   | <b>MBC - TOTAL</b>  | <b>\$-</b>                        | <b>\$-</b>                                   | <b>\$-</b>                                    | <b>\$-</b>                       | <b>\$157</b>   | <b>\$7,032</b>                  | <b>\$49,101</b>       | <b>\$243</b>             | <b>\$78</b>       | <b>\$27</b>         | <b>\$56,638</b> | <b>\$-</b>      |
| NATUROPATHIC MEDICINE COMMITTEE                       | 3069 NATUROPATHIC DOCTOR'S FUND                                 | \$-                               | \$-  | \$-   | \$-                              | \$-  | \$76                            | \$171                 | \$1                      | \$2               | \$-                 | \$250           | \$-             |
| OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF             | 3017 OCCUPATIONAL THERAPY FUND                                  | \$-                               | \$-  | \$-   | \$-                              | \$33   | \$140                           | \$906                 | \$14                     | \$85              | \$24                | \$1,202         | \$2,000         |
|   | 0763 STATE OPTOMETRY FUND                                       | \$-                               | \$-  | \$-   | \$-                              | \$49   | \$172                           | \$1,596               | \$10                     | \$4               | \$4                 | \$1,835         | \$-             |
| OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA               | 0264 OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND    | \$-                               | \$-  | \$-   | \$-                              | \$18   | \$297                           | \$1,310               | \$9                      | \$7               | \$-                 | \$1,641         | \$-             |
|   | 0767 PHARMACY BOARD CONTINGENT FUND                             | \$-                               | \$-  | \$-   | \$-                              | \$2,307  | \$2,849                         | \$9,162               | \$150                    | \$184             | \$24                | \$14,676        | \$1,000         |
| PHYSICAL THERAPY BOARD                                | 0759 PHYSICAL THERAPY FUND                                      | \$-                               | \$-  | \$-   | \$-                              | \$120  | \$417                           | \$2,754               | \$18                     | \$3               | \$3                 | \$3,315         | \$-             |
| PHYSICIAN ASSISTANT BOARD                             | 0280 PHYSICIAN ASSISTANT FUND                                   | \$-                               | \$-  | \$-   | \$-                              | \$11   | \$212                           | \$1,336               | \$3                      | \$4               | \$2                 | \$1,568         | \$-             |
| PODIATRIC MEDICINE, CALIFORNIA BOARD OF               | 0295 BOARD OF PODIATRIC MEDICINE FUND                           | \$-                               | \$-  | \$-   | \$-                              | \$6  | \$71                            | \$913                 | \$4                      | \$2               | \$-                 | \$996           | \$-             |

Revenue Sources

| FISCAL YEAR 2012-13-REVENUE CATEGORIES (IN THOUSANDS) |  |                                   |  |   |                                  |  |                                 |                       |                          |                   |                      |                 |                 |
|---|--|-----------------------------------|--|---|----------------------------------|--|---------------------------------|-----------------------|--------------------------|-------------------|----------------------|-----------------|-----------------|
|   | Fund Number and Name   | Other Motor Vehicle Fees (114300) | Division of Real Estate Examination (123400) | Division of Real Estate License Fees (123500) | Subdivision Filing Fees (123600) | Other Licensing and Regulatory Fees, Fines, and Penalties (125600) | Initial Licensing Fees (125700) | Renewal Fees (125800) | Delinquent Fees (125900) | Interest (150300) | Misc./ Other Revenue | Total Revenues  | Total Transfers |
| DCA 1111/1110   | PSYCHOLOGY, BOARD OF   | \$-                               | \$-  | \$-   | \$-                              | \$57   | \$565                           | \$3,237               | \$15                     | \$13              | \$1                  | \$3,888         | \$-             |
|   | REGISTERED NURSING, BOARD OF   | \$-                               | \$-  | \$-   | \$-                              | \$1,000  | \$5,693                         | \$26,579              | \$456                    | \$26              | \$61                 | \$33,815        | \$-             |
|   | RESPIRATORY CARE BOARD   | \$-                               | \$-  | \$-   | \$-                              | \$60   | \$483                           | \$2,119               | \$41                     | \$7               | \$1                  | \$2,711         | \$-             |
|   | SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY BOARD  | \$-                               | \$-  | \$-   | \$-                              | \$25   | \$291                           | \$1,332               | \$18                     | \$5               | \$3                  | \$1,674         | \$300           |
|   | 0168 SPCB RESEARCH FUND  | \$-                               | \$-  | \$-   | \$-                              | \$139  | \$-                             | \$-                   | \$-                      | \$1               | \$-                  | \$140           | \$-             |
|   | 0399 SPCB EDUCATION & ENFORCEMENT FUND   | \$-                               | \$-  | \$-   | \$-                              | \$388  | \$-                             | \$-                   | \$-                      | \$2               | \$-                  | \$390           | \$-             |
|   | 0775 SPC FUND  | \$-                               | \$-  | \$-   | \$-                              | \$3,472  | \$172                           | \$222                 | \$6                      | \$5               | \$104                | \$3,981         | \$-             |
|   | <b>SPCB - TOTAL</b>  | <b>\$-</b>                        | <b>\$-</b>                                   | <b>\$-</b>                                    | <b>\$-</b>                       | <b>\$3,999</b>   | <b>\$172</b>                    | <b>\$222</b>          | <b>\$6</b>               | <b>\$8</b>        | <b>\$104</b>         | <b>\$4,511</b>  | <b>\$-</b>      |
| VETERINARY MEDICAL BOARD                              | 0777 VETERINARY MEDICAL FUND   | \$-                               | \$-  | \$-   | \$-                              | \$45   | \$737                           | \$2,701               | \$18                     | \$8               | \$17                 | \$3,526         | \$-             |
|   | 0779 VOCATIONAL NURSE EXAMINERS FUND   | \$-                               | \$-  | \$-   | \$-                              | \$223  | \$3,475                         | \$6,427               | \$140                    | \$24              | \$21                 | \$10,310        | \$-             |
|   | 0780 PSYCHIATRIC TECHNICIANS ACCOUNT, VOCATIONAL NURSE AND PSYCHIATRIC TECHNICIAN EXAMINERS FUND | \$-                               | \$-  | \$-   | \$-                              | \$13   | \$294                           | \$1,404               | \$26                     | \$4               | \$1                  | \$1,742         | \$-             |
|   | <b>VNPTB - TOTAL</b>   | <b>\$-</b>                        | <b>\$-</b>                                   | <b>\$-</b>                                    | <b>\$-</b>                       | <b>\$236</b>   | <b>\$3,769</b>                  | <b>\$7,831</b>        | <b>\$166</b>             | <b>\$28</b>       | <b>\$22</b>          | <b>\$12,052</b> | <b>\$-</b>      |
| TOTAL REVENUES, 1110 - REGULATORY BOARDS              |  | \$-                               | \$-  | \$-   | \$-                              | \$15,061   | \$51,354                        | \$198,857             | \$5,801                  | \$1,778           | \$2,525              | \$275,376       | \$9,600         |
|   |  | \$31,142                          | \$3,770                                      | \$40,429                                      | \$7,302                          | \$20,622   | \$202,712                       | \$229,027             | \$6,891                  | \$3,322           | \$6,337              | \$551,554       | \$19,200        |



STATE OF CALIFORNIA

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