

ANNUAL 2019 REPORT

California
Department of
**CONSUMER
AFFAIRS**



GAVIN NEWSOM

Governor

ALEXIS PODESTA

*Secretary of the Business, Consumer Services
and Housing Agency*

KIMBERLY KIRCHMEYER

Director of the Department of Consumer Affairs

ABOUT THIS BOOK

The Department of Consumer Affairs (DCA) is one of 12 entities operating under the direction of the Business, Consumer Services and Housing Agency, which is overseen by the Governor's Office.

The *Annual Report 2019* was designed and edited by the Office of Publications, Design and Editing and printed on-site by DCA's Digital Print Services in compliance with California Business and Professions Code section 312.

Welcome to the Department of Consumer Affairs

The Department of Consumer Affairs' (DCA or Department) is pleased to present the *2018–19 Annual Report*. DCA protects California consumers by providing a safe and fair marketplace through oversight, enforcement, and licensure of professions. Our vision is that together, we empower California consumers. DCA consists of 37 boards and bureaus that regulate over 3.9 million licenses in more than 250 various professions and occupations, from architects and barbers to veterinarians and vocational nurses.

In fiscal year 2018–19, DCA and its boards and bureaus continued to focus on improving service to consumers, applicants, and licensees. DCA, working with its boards and bureaus, implemented several projects to empower consumers with more information so they can make the best decisions possible for themselves and their families.

- In October 2018, DCA's Office of Information Services updated the DCA License Search tool. Optimized for mobile devices and tablets, this new user-friendly tool provides 24/7/365 information in real time, allowing consumers to find a licensed professional, check on his or her license, and find out how to file a complaint if necessary.
- DCA also launched the Open Data Portal. This portal contains statistical data in a user-friendly format covering many of DCA's core activities, such as licensing, renewals, applications, and enforcement. The data portal provides access to view, interact, analyze, and download data for any active DCA board or bureau. DCA invites all to search, explore, and engage with our data.
- In an effort to educate and protect consumers, DCA debuted #ThePeel, a video-news franchise that educates consumers about current issues in the marketplace and the work the Department and its boards and bureaus do to protect them.
- Throughout the fiscal year, DCA has improved the look and feel of our blog page. *The DCA Page* is a one-stop shop for the latest news, stories, photos, videos and more. Whether you are a licensee, consumer or member of the media, this page is the perfect place to receive the latest DCA news.
- DCA's Consumer Information Center (CIC) provided valuable services to consumers by verifying licenses of DCA-regulated professionals, supplied forms for filing complaints, language services, referrals to other governmental agencies, and answers to consumer topics. DCA's phone agents answered calls from consumers and licensees via DCA's toll-free number and responded to over 483,000 calls in fiscal year 2018–19.

DCA also continued its commitment to California and its consumers by giving priority to certified Small Business and Disabled Veteran Business Enterprise (SB/DVBE) vendors, which resulted in DCA successfully exceeding the governor's mandated annual SB/DVBE requirements this past fiscal year.

In October 2019, the Department welcomed a new Director, Kimberly Kirchmeyer who is looking forward to working with DCA and its boards and bureaus to continue improving its services to consumers, applicants, and licensees.

This report features many additional accomplishments achieved by DCA's boards and bureaus. The statistical, financial, and legislative efforts identified in this report are a testament to DCA's dedication and commitment during this past year.

MISSION

Protecting California consumers by providing a safe and fair marketplace through oversight, enforcement, and licensure of professions.

VISION

Together, empowering California consumers.

VALUES

- ACCOUNTABILITY
- COMMUNICATION
- DIVERSITY
- EMPLOYEES
- INTEGRITY
- LEADERSHIP
- SERVICE
- TRANSPARENCY

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Support System

The Department of Consumer Affairs' (DCA) 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, communications, professional examinations, training, strategic planning, budgeting, and more.

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

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

THE COMMUNICATIONS DIVISION consists of the Office of Public Affairs (OPA); the Office of Publications, Design and Editing (PDE); and Digital Print Services (DPS). OPA creates and executes strategic media and communication plans for DCA, provides news media with information of interest to consumers, responds to media inquiries, and alerts media to unlicensed activity sweeps. OPA's videographers assist DCA boards and bureaus with the creation of public service announcements; training, instructional, and consumer videos; and with webcasting of public meetings. PDE designs, edits, produces, and distributes more than 300 consumer and licensee publications, reports, and signage for DCA's various entities and its Executive Office. PDE supports DCA's boards and bureaus by producing and publishing newsletters and other publications, and supports DCA staff by producing the *Did You Know?* monthly online newsletter for employees. PDE staff also write, edit, design, and distribute DCA's quarterly consumer magazine, *Consumer Connection*. DPS provides full in-house print shop services, including black-and-white and color digital printing, copying, bindery, and other various services to all of DCA. In addition to printing materials created by PDE, DPS produces projects directly from DCA licensing entities and support system programs, including licensee notices, reports, training books, business cards, posters, postcards, and booklets.

THE CONSUMER INFORMATION CENTER (CIC) is DCA's information resource center for consumers and licensees. Through its Call Center and Correspondence Unit, CIC provides consumers, license applicants, and licensees with user-friendly information and identifies the government agency or community organization that can best address their needs. CIC phone agents answer calls from consumers, applicants, and licensees via DCA's toll-free number. Correspondence Unit staff respond to emails and letters sent to DCA and coordinates with boards, bureaus, committees, and programs on escalated complaints received from the Business, Consumer Services and Housing Agency and the Governor's Office.

THE INTERNAL AUDIT OFFICE identifies and evaluates significant exposure to risk by reviewing policies and procedures as well as any laws or regulations applicable to program operations. Services offered range from coordinating internal and external audit efforts, monitoring the status of audit findings and consultations to help identify improvements to address audit findings and provide meaningful feedback to leadership on strengths within the organization as well as any deficiencies noted. The Internal Audit Office serves as the conduit to the State Auditor's office and the Department of Finance.

THE EQUAL EMPLOYMENT OPPORTUNITY OFFICE (EEO) serves all DCA employees, applicants, licensees, and consumers by promoting civil rights laws that prohibit discrimination and require public agencies to allow people to work and advance based on merit, ability, and potential without regard to their protected characteristics. The EEO office is charged with increasing the employment of persons with disabilities at DCA, and preventing and eliminating discrimination through policy implementation, training, education, and outreach. The areas of responsibility include coordinating the DCA Bilingual Services Program, Disability Advisory Committee, Employee Mediation Program, Upward Mobility Program, and sexual harassment prevention training; collecting annual EEO policy acknowledgments, serving as the DCA Americans with Disabilities Act coordinator, investigating allegations of discrimination, facilitating sign language and real-time captioning requests, completing the annual Workforce Analysis, distributing the *Whistleblower Protection Act* notice, and submitting the annual response to the state auditor.

THE OFFICE OF INFORMATION SERVICES (OIS) directs and manages information technology (IT) for all of DCA. OIS consists of Application Services, Enterprise Technology Services, Infrastructure Services, Client IT Support Services, Enterprise Project Services, and the Office of Information Security. Application Services maintains and develops the core licensing and enforcement platforms in DCA's portfolio, including the Consumer Affairs System, the Applicant Tracking System, and BreEZe. Enterprise Technology Services maintains and supports DCA's wide area network infrastructure, serving more than 30 offices statewide, as well as more than 50 internet and intranet sites. Infrastructure Services maintains the network, cloud, operational security, and telecommunication services. The Reports and Data Governance teams provide reporting solutions and data analytics tools. Application Services provides public data fulfillment (licensee information), public customer liaison, and production support. This team includes the Family Support Unit, which maintains systems that involve processing limited license hold issues related to child support systems. Client IT Support Services provides Service Desk and Client Device Services to all programs within DCA for end-user IT engagement. Enterprise Project Services provides project management assistance, controls agency liaison services, oversees the OIS change management and release process, the business analyst teams, and is implementing IT Governance. The Office of Information Security establishes the IT security and data privacy policies, maintains the business continuity planning process, investigates IT security breaches, and acts as liaison to the California Department of Technology in matters related to the IT security of DCA.

THE ORGANIZATIONAL IMPROVEMENT OFFICE (OIO) collaborates with DCA boards, bureaus and centralized services to identify opportunities for effective change and process improvement through business analysis. Services provided included, business process documentation and mapping, development of system requirements for IT projects, and providing support for special projects. The OIO was recently renamed and may be referred to Organizational Change Management (OCM) throughout this report.

THE DIVISION OF INVESTIGATION (DOI) is the law enforcement and investigative branch of DCA. DOI staff work to provide, objective investigations regarding allegations of misconduct by licensees of DCA entities. DOI helps to protect the health, safety, and welfare of California consumers by conducting investigations and by filing criminal actions against subject licensees or unlicensed individuals on behalf of DCA entities. DOI field investigations frequently involve allegations of the illegal use and theft of drugs, sexual misconduct, quality-of-care issues, and unlicensed activity. DOI is composed of four units. The Health Quality Investigation Unit (HQIU) provides investigative services to the Medical Board of California, the Physician Assistant Board, and the Podiatric Medical Board of California. The Cannabis Enforcement Unit (CEU) was created to provide sworn investigative services for the Bureau of Cannabis Control (BCC). CEU handles the more complex, criminal, and administrative cases while enforcing BCC laws and regulations that apply to all Bureau licensees. The Investigation and Enforcement Unit (IEU) provides investigative services for all the other boards, bureaus, and commission within DCA. The Special Operations Unit (SOU) is a specialized law enforcement unit within DOI, which provides investigative services, training, and program management services for DOI and DCA. SOU conducts internal affairs investigations on behalf of DCA; background investigations of board, DOI, and DCA staff; program administration for DCA and oversight of the Infraction Citation Authority Program and the Criminal Offender Record Information clearance system; and investigations pursuant to DCA's Workplace Violence Prevention Policy.

THE LEGAL AFFAIRS DIVISION serves as in-house counsel for the director, executive staff, boards, bureaus, and other programs of DCA. The team of attorneys provides legal analysis and opinions on laws, issues, proposed legislation, regulations, government contracts, employer-employee matters, the *Open Meeting Act*, the *Public Records Act*, and the *Information Practices Act*. They represent DCA before the State Personnel Board and other administrative tribunals, provide small-claims advice, defend clients in depositions, and appear at hundreds of public meetings annually.

THE DIVISION OF LEGISLATIVE AFFAIRS serves as DCA's resource on legislative matters, representing DCA's positions on these matters before the Legislature. The Division monitors and analyzes legislative bills on consumer issues and provides legislative recommendations and technical assistance to DCA; the Business, Consumer Services and Housing Agency; and the Governor's Office. The Division also serves as the liaison for the Legislature in handling constituent issues affecting all DCA entities. The Division hosts legislative roundtables to provide an open forum to discuss all aspects of legislation, including fiscal, information technology, and implementation impacts among DCA's various boards and bureaus.

THE OFFICE OF PROFESSIONAL EXAMINATION SERVICES (OPES) provides psychometric consulting services for occupational licensure examination programs. OPES services include occupational analysis, examination development (item writing/review), standard setting, program evaluation, and statistical analysis of examination performance. OPES follows accepted professional guidelines and technical standards to ensure that licensing examinations are valid, job-related, and legally defensible. In addition to servicing 40–50 intra-agency contracts with DCA entities, OPES also oversees the master contract for examination administration at computer-based testing centers throughout the United States.

SOLID TRAINING AND PLANNING SOLUTIONS (SOLID) 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, employee surveys, and process improvement workshops.

THE OFFICE OF BOARD AND BUREAU SERVICES (OBBS) is the liaison between the DCA executive office and its boards and bureaus. The office provides support services for appointed board members, executive officers, and bureau chiefs by connecting programs with the appropriate DCA resources. OBBS is responsible for coordinating DCA executive officer and board member onboarding, procedures and trainings, including DCA's Board Member Orientation Training. It provides tracking and analysis of all boards' and bureaus' meeting content and acts as the rapid response team for troubleshooting urgent issues across all DCA programs. OBBS facilitates the Department's licensing and enforcement workgroups, which enhances communication between boards and bureaus to promote best practices and efficiencies within the licensing and enforcement divisions of all DCA programs. Additionally, it maintains departmental data on board and committee members' required training compliance and appointments, and disseminates information related to board and committee meetings. OBBS also serves as a liaison between the boards, the Governor's Office, legislative appointing authorities, and the Business, Consumer Services and Housing Agency and collaborates with boards and bureaus on external stakeholder engagement.

DCA-wide Legislation

AB 5 (GONZALEZ, CHAPTER 296, STATUTES OF 2019) WORKER STATUS: EMPLOYEES AND INDEPENDENT CONTRACTORS.

This bill codifies the legal test formulated in *Dynamex v. Superior Court* (2018) 4 Cal.5th 903 (Dynamex) to determine whether a worker who performs services for a hirer is an employee or an independent contractor. This bill extends the Dynamex standard to all issues arising out of the Labor and Unemployment Insurance Codes unless otherwise stated. Under this bill, certain professions and contract arrangements are exempted by explicit reference.

AB 496 (LOW, CHAPTER 351, STATUTES OF 2019) BUSINESS AND PROFESSIONS.

This is the nonhealing arts omnibus bill for the Department that, among other things, provides that a board member's appointing authority has the power to remove that board member from office for specified reasons. This bill also revises the Department's requirements to report audit and disciplinary findings annually to the chairpersons of the Senate Committee on Business, Professions and Economic Development and the Assembly Committee on Business and Professions instead of the Chairpersons of the Senate Committee on Business and Professions and the Assembly Committee on Health.

AB 1076 (TING, CHAPTER 578, STATUTES OF 2019) CRIMINAL RECORDS: AUTOMATIC RELIEF.

This bill requires the Department of Justice, as of January 1, 2021, and upon an annual *Budget Act* appropriation, to review its criminal justice databases on a monthly basis and identify persons who are eligible to have certain arrests and convictions occurring on and after January 1, 2021, sealed, as specified. The bill requires the Department of Justice to grant relief to an eligible person, without requiring the eligible person to file a petition for such relief.

AB 1607 (BOERNER HORVATH, CHAPTER 293, STATUTES OF 2019) GENDER DISCRIMINATION: NOTIFICATION.

This bill, beginning January 1, 2021, expands the *Gender Tax Repeal Act of 1995* by requiring a city or county, at the time a business license is issued, to provide written notice of the provisions of the Act in specified languages. The city or county issuing the license is authorized to increase a fee for the business license to comply with providing this notice. The Department is required, by October 1, 2020, to develop a written notice explaining the requirements of the Act in specified languages and make it available for download on the Department's website.

SB 225 (DURAZO, CHAPTER 790, STATUTES OF 2019) CITIZENS OF THE STATE.

This bill allows any California resident over the age of 18 to hold an appointed civil office, regardless of citizenship or immigration status, and receive all the benefits and compensation associated with carrying out the duties of that office. This bill clarifies that any California citizen over the age of 18 is eligible to hold an elective civil office, and removes unconstitutional language prohibiting the children of aliens born in California from claiming citizenship.

SB 601 (MORRELL, CHAPTER 854, STATUTES OF 2019) STATE AGENCIES: LICENSES: FEE WAIVER.

This bill allows state licensing entities, including the Department's programs, to reduce or waive licensing fees for people or businesses who have been displaced or affected by a proclaimed or declared emergency in the previous year. Licensing fees include those for certificates, registrations, or other documents required to engage in business, and also applies to fees for renewal or replacement of a physical license for display.

Healing Arts Legislation

AB 149 (COOPER, CHAPTER 4, STATUTES OF 2019) CONTROLLED SUBSTANCES: PRESCRIPTIONS.

This urgency bill delays the implementation of requirements for prescription forms as specified in AB 1753 (Low, Chapter 479, Statutes of 2018). This bill also allows pharmacists, until January 1, 2021, to continue filling prescriptions written on prescription forms that were valid prior to January 1, 2019. This bill is intended to clarify the provisions of AB 1753 and establish a reasonable time frame for implementing changes to prescription forms without impacting patients' continuity of care.

AB 241 (KAMLAGER-DOVE, CHAPTER 417, STATUTES OF 2019) IMPLICIT BIAS: CONTINUING EDUCATION: REQUIREMENTS.

This bill requires, by January 1, 2022, that the curriculum for all continuing education courses for physicians and surgeons, registered nurses, and physician assistants contain instruction in the understanding of implicit bias in treatment. It would also impose related mandates on continuing education providers and require certain boards to audit continuing education providers for compliance.

AB 528 (LOW, CHAPTER 677, STATUTES OF 2019) CONTROLLED SUBSTANCES: CURES DATABASE.

This bill adds Schedule V drugs to the Controlled Substance Utilization Review and Evaluation System (CURES) database and changes the timeline for drug dispensers to submit data to the CURES database from seven days to no more than one working day. This bill also changes the current requirement for a practitioner to consult the CURES database every four months if the patient continues using a scheduled drug as part of their treatment to every six months. Additionally, this bill refines reporting requirements and expands CURES access for certain practitioners. The intent of this bill is to help reduce the misuse, abuse, and diversion of Schedule II through V controlled substances. Implementation of the majority of this bill is delayed until January 1, 2021, and when the Department of Justice is able to promulgate regulations.

AB 714 (WOOD, CHAPTER 231, STATUTES OF 2019) OPIOID PRESCRIPTION DRUGS: PRESCRIBERS.

This urgency bill clarifies that the coprescribing of naloxone hydrochloride or another opioid reversal medication is required when prescribing an opioid medication and specific conditions are present in the patient. This bill, among other exclusions, exempts prescribers from the provisions of this bill when ordering medications to be administered to a patient in an inpatient or outpatient setting. This bill also excludes persons licensed under the *Veterinary Medicine Practice Act* from the definition of "prescriber" for the purpose of this bill. The intent of this bill is to clarify certain provisions of AB 2760 (Wood, Chapter 324, Statutes of 2018) requiring prescribers to offer a prescription for naloxone hydrochloride or another opioid reversal medication when certain conditions are present.

AB 1264 (PETRIE-NORRIS, CHAPTER 741, STATUTES OF 2019) MEDICAL PRACTICE ACT: DANGEROUS DRUGS: APPROPRIATE PRIOR EXAMINATION.

This urgency bill clarifies that the requirement for an appropriate prior examination does not need to be a synchronous interaction between a prescriber and the patient. Instead, the prior examination can be achieved using telehealth screening tools such as self-screening tools or questionnaires, provided the tools comply with the appropriate standard of care. This bill is intended to clarify that a live video chat with a prescriber is not needed to obtain self-administered hormonal contraception, or birth control, following the use of a self-screening tool.

AB 1540 (HOLDEN, CHAPTER 167, STATUTES OF 2019) MUSIC THERAPY.

This bill: (1) establishes the *Music Therapy Act*, (2) defines the term "music therapy," (3) prohibits use of the term "board certified music therapist" unless specified educational and clinical training has been completed and a national exam has been passed, (4) clarifies music therapists are not mental or occupational health professionals as provided in other practice acts, (5) requires music therapists to adhere to a code of professional practice and recertify every five years, and (6) clarifies that music therapists employed by the state shall not be required to obtain certification as a board certified music therapist.

AB 1622 (CARRILLO, CHAPTER 632, STATUTES OF 2019) FAMILY PHYSICIANS.

This bill revises the content of the written informed consent statement that must be obtained from a parent or guardian prior to administering general anesthesia or conscious sedation on a minor to include language encouraging the parent or guardian to consult with the child's dentist, pediatrician, or family physician, as needed. This bill also promotes the expertise provided by family physicians by allowing for their input as experts in various specified environments. Additionally, this bill authorizes the Board of Registered Nursing to include family physicians on the Nurse Midwifery Advisory Committee.

SB 425 (HILL, CHAPTER 849, STATUTES OF 2019) HEALTH CARE PRACTITIONERS: LICENSEE'S FILE: PROBATIONARY PHYSICIAN'S AND SURGEON'S CERTIFICATE: UNPROFESSIONAL CONDUCT.

This bill requires health care facilities who receive allegations, written by patients or their representatives, accusing healing arts licensees of sexual abuse or misconduct to report the allegations to the relevant licensing agency. It also makes several changes to the Medical Board of California, processes including probationary license disclosure requirements, interview attendance requirements and licensee file disclosure requirements.

SB 464 (MITCHELL, CHAPTER 533, STATUTES OF 2019) CALIFORNIA DIGNITY IN PREGNANCY AND CHILDBIRTH ACT.

This bill requires specified health facilities that provide perinatal care to implement an implicit bias training program for health care providers involved in perinatal care of patients. It also requires the Department of Public Health to track and publish maternal mortality and morbidity rates and requires that death certificates contain more information about decedents who died within a year of being pregnant.

SB 639 (MITCHELL, CHAPTER 856, STATUTES OF 2019) MEDICAL SERVICES: CREDIT OR LOAN.

This bill prohibits a healing arts licensee from charging treatment or costs to an open-ended credit or loan that is extended by a third party and that is arranged for, or established in, that licensee's office more than 30 days before the date on which the treatment is rendered or costs are incurred. The bill additionally prohibits a licensee from arranging for or establishing an open-end credit or loan application that contains a deferred interest provision, except as specified. The bill also revises the currently required patient notice for readability and incorporates changes made by this bill.

SB 786 (COMMITTEE ON BUSINESS, PROFESSIONS AND ECONOMIC DEVELOPMENT, CHAPTER 456, STATUTES OF 2019) HEALING ARTS.

This bill makes various minor, noncontroversial, non-substantive, and technical changes to provisions of the Business and Professions Code pertaining to the Medical Board of California, Osteopathic Medical Board of California, Podiatric Medical Board of California, Physician Assistant Board, Dental Hygiene Board of California, and the Board of Behavioral Sciences.

Overview of Reported Information

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

In this *Annual Report*, each DCA entity notes its accomplishments and new laws or regulations extending through the 2019 calendar year. Statistical information presented in licensing and enforcement activity is data from fiscal year 2018–19. Entities vary in the data they report because they are governed by different laws, and therefore, not all categories of data apply to all entities. If a category does not apply, the table will indicate "N/A" or "0."

This 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.

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.

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.

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.

RECIPROCITY

Some of DCA's boards and bureaus allow license reciprocity which refers to a mutual agreement between states whereby a licensee holding a license in his or her home state can successfully apply for a license in another state without having to take that state's exam, pre-licensing course, or meet other standards or requirements.

FEES

List of most associated fees.

SUMMARY OF LICENSING ACTIVITY

INITIAL LICENSES/CERTIFICATES/PERMITS

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

RENEWAL AND CONTINUING EDUCATION

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

EXAMINATION 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. DCA defines a complaint 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 entity 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 because 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 reported 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 CASES

This table refers to the number of closed cases in the description above. 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 fiscal 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.

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.



Licenses and regulates certified public accountants and public accountancy firms.

www.dca.ca.gov/cba

STAFF:

82 civil servant positions
2 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

106,587

BOARD MEMBERSHIP:

8 public representatives
7 licensees

BOARD STAFF:

Executive Officer: Patti Bowers
patti.bowers@cba.ca.gov

Assistant Executive Officer: Deanne Pearce
deanne.pearce@cba.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 5000–5158;

California Code of Regulations, Division 1,
Title 16, §§ 1–99.1.

SUNSET REVIEW:

Last review: 2019 Next review: 2023

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code sections 5096–5096.21, qualified out-of-state certified public accountants (CPAs) may participate in the California Board of Accountancy's (CBA) mobility program and practice public accountancy in California without providing notice or paying a fee. All CPAs practicing in California under the mobility program are subject to the disciplinary authority of the CBA and, if applicable, must self-report certain disqualifying events and cease practicing in this state until authorized by the CBA.

ACCOMPLISHMENTS

Sunset Review

In preparation for sunset review in 2019, CBA published its *Sunset Review Report* (available at www.cba.ca.gov) on November 29, 2018. A joint hearing of the Senate Business, Professions, and Economic Development Committee and the Assembly Business and Professions Committee to review the CBA's *Sunset Review Report* was held on Tuesday, February 26, 2019. Assembly Bill 1521 (Low), legislation to extend the CBA's sunset date, was signed by Governor Newsom on September 27, 2019.

Enforcement Program Successes

The Enforcement Division received 3,060 complaints and closed 3,688 investigations, which is the highest number of closed investigations in the past three fiscal years. More than 81% of investigations were closed within six months and 92% closed within one year. The Enforcement Division also increased its effort to investigate complaints related to unlicensed activity.

Online License Renewals

In coordination with DCA, CBA staff launched an online credit card payment portal in December 2018 for license renewals. The payments are processed by a third-party vendor, which provides a quick, secure payment option for licensees. This is the first phase of many projects intended to ease the process for licensees and streamline internal processes.

Business Modernization

The CBA is collaborating with DCA to develop and implement the business modernization project to identify information technology improvements that will provide enhanced functionality, online services, and increased automation of its examination, licensing, and enforcement activities. The CBA completed its preliminary strategic planning activities this year and dedicated CBA subject matter and program experts to partner with DCA staff to document all CBA processes.

Outreach Activity

CBA staff participated in several consumer-oriented outreach events, including the California Financial Literacy Fair at the State Capitol, and Assembly Member Chris Holden's Annual Community Resource Fair and Block Party. CBA staff participated in these events to increase awareness about the practice of public accountancy and to educate future licensees about requirements for CPA licensure.

Further, the CBA participated in outreach events hosted by the California Society of CPAs on the campuses of Pasadena City College and Saddleback College. These events each attracted more than 200 students who learned about the CBA's examination, education, and experience requirements.

The CBA also partnered with the National Association of State Boards of Accountancy to produce updated infographics that help simply explain the requirements to sit for the Uniform CPA Examination and qualify for licensure in California.

Strategic Plan

The CBA published its *2019–2021 Strategic Plan* (available at www.cba.ca.gov), which discusses the CBA's desired accomplishments across its seven strategic goals.

NEW LEGISLATION

AB 1521 (Low, Chapter 359, Statutes of 2019) extends the sunset date of the CBA to January 1, 2024, and authorizes the CBA to consider certain criminal conviction and unprofessional conduct information in its licensing decisions. This bill also allows the CBA to publish its newsletter electronically, requires all applicants and licensees to provide an email address, and increases the CBA's renewal and initial licensure fees.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
CPA EXAMINATION APPLICATION FEE	\$100	\$600
"NATIONAL ASSOCIATION OF STATE BOARDS OF ACCOUNTANCY (NASBA) UNIFORM CPA EXAMINATION FEE"	\$833.60	SET BY NASBA
APPLICATION FEE FOR CPA LICENSURE	\$250	\$250
CPA LICENSE ISSUANCE FEE-2 YEAR	\$120	\$250
TOTAL INITIAL LICENSE FEES	\$1,303.60	N/A
CPA REPEAT EXAM FEE	\$50	\$75
BIENNIAL RENEWAL FEE	\$120	\$250
CPA APPLICATION FEE-RETIRED STATUS	\$75	\$250
CPA RESTORATION FEE-RETIRED STATUS	\$50	\$2,000
ACCOUNTANCY FIRM: APPLICATION FOR REGISTRATION AS A PARTNERSHIP OR CORPORATION	\$150	\$250
ACCOUNTANCY FIRM: BIENNIAL RENEWAL	\$120	\$250

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
CORPORATION	367	279	2,558
FICTITIOUS NAME PERMIT	251	169	217
CPA	3,628	4,400	44,711
PARTNERSHIP	96	66	776
OUT-OF-STATE FIRM REGISTRATION	65	82	136
PUBLIC ACCOUNTANT	0	0	6
TOTAL	4,407	4,996	48,404

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CORPORATION	0	4,358	0
FICTITIOUS NAME PERMIT (RETIRED)	0	2,453	0
CPA	0	97,683	0
PARTNERSHIP	0	1,393	0
OUT-OF-STATE FIRM REGISTRATION	0	675	0
PUBLIC ACCOUNTANT	0	25	0
TOTAL	0	106,587	0

Renewal and Continuing Education (CE)

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
CPA	EVERY 2 YEARS	80
PUBLIC ACCOUNTANT	EVERY 2 YEARS	80
CORPORATION	EVERY 2 YEARS	0
PARTNERSHIP	EVERY 2 YEARS	0
FICTITIOUS NAME PERMIT	EVERY 5 YEARS	0
OUT-OF-STATE FIRM REGISTRATION	EVERY 2 YEARS	0

Exams Results

EXAM TITLE	PASS	FAIL	TOTAL
UNIFORM CERTIFIED PUBLIC ACCOUNTANT EXAMINATION*	2,830	0	2,830

*The Uniform CPA Examination (CPA Exam) consists of four sections—Auditing and Attestation, Business Environment and Concepts, Financial Accounting and Reporting, and Regulation. A candidate must successfully complete all four sections within 18 months to pass the CPA Exam. The number provided represents the total number of candidates who successfully completed all sections and passed the CPA Exam. Since the CPA Exam consists of four sections, the number of individuals who failed the CPA Exam is not available. However, the CBA can provide the number of failed sections that comprise the CPA Exam, which is 13,503.

Summary of Enforcement Activity

Consumer Complaints—Intake

2,617	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,624	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints

443	RECEIVED
443	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections

N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations

3,060	OPENED
3,688	CLOSED
550	PENDING

Number of Days to Complete Intake and Investigations

2,171	UP TO 90 DAYS
819	91 TO 180 DAYS
418	181 DAYS TO 1 YEAR
228	1 TO 2 YEARS
27	2 TO 3 YEARS
25	OVER 3 YEARS
119	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

517	ISSUED
517	ISSUED WITH A FINE
98	WITHDRAWN
0	DISMISSED
163	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$155,950	ASSESSED
\$3,300	REDUCED
\$80,150	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	
79	CASES OPENED/INITIATED
75	CASES CLOSED
69	CASES PENDING

Number of Days to Complete AG Cases	
19	1 YEAR
19	1 TO 2 YEARS
11	2 TO 3 YEARS
26	OVER 3 YEARS
866	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
22	REVOCAION
8	SURRENDER OF LICENSE
9	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
36	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

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

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

Cost Recovery to DCA	
\$321,109.61	ORDERED
\$315,252.70	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
2	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
128	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
378	AVERAGE NUMBER OF DAYS



Licenses and regulates acupuncturists and acupuncture schools.

www.acupuncture.ca.gov

STAFF:

11 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

12,353

BOARD MEMBERSHIP:

4 public representatives
3 licensees

BOARD STAFF:

Executive Officer: Ben Bodea
ben.bodea@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 4925–4979;
California Code of Regulations, Division 13.7,
Title 16, 1399.400–1399.489.2.

SUNSET REVIEW:

Last review: 2018 Next review: 2022

Board Highlights

RECIPROCITY

The Board does not have reciprocity.

ACCOMPLISHMENTS

Strategic Plan

The Acupuncture Board (Board) completed the first year of the *2018–22 Strategic Plan*, adopted by the Board June 29, 2018, guiding the Board to achieve its long-term vision. The *Strategic Plan* identifies multiple goals in five specific areas: licensing, enforcement, education, outreach, and legislation and regulation.

Board member appointments in 2018–19 filled all Board member vacancies. A fully appointed Board facilitates quorum and allows the board additional member resources to help achieve the Board's *Strategic Plan*. The Board president has convened the following committees: Education and Research, Enforcement, Licensing and Examination, and Executive and Legislation. These committees will explore and develop policy that can be effectively and efficiently presented to the full Board for action.

Staffing

Under the direction of the executive officer, with the support of the Board president, organizational and staff development planning resulted in the addition of two Staff Services Manager positions. The licensing manager oversees the licensing, education, and examination functions of the Board, and the central services manager manages the Board's administrative, regulatory, legislative, and policy functions. Both have contributed to several Board improvements, including project development, Board member communications, stakeholder communications, and office efficiencies. In addition, the Board received funding authority to add two limited term Associate Governmental Program Analyst positions, which are planned to be used as support staff during the implementation of the business modernization process (BMP).

Business Modernization Process (BMP)

The Board received funding to begin the implementation of the BMP. This project will move the Board from its current legacy IT system to a full platform software solution, which will allow the Board to automate its current labor-intensive business processes. This project is managed and will be implemented by the Office of Information Services (OIS) and partners, and is following the California Department of Technology (CDT) Project Approval Lifecycle (PAL) process. This BMP has gained CDT approval of stage three of the PAL process. Implementation of this BMP is set to begin in January 2020.

Examination Services

The Board, with the assistance and guidance of the Office of Professional Examination Services (OPES), went live on October 1, 2018, with offering the California Acupuncture Licensing Exam (CALE) in a computer-based testing format. The Board historically only offered the exam in a paper and pencil format twice a year. The CALE is now available for applicant testing during business hours, Monday through Friday, at 17 test sites in California and 22 additional sites nationwide. Computer-based testing provides cost savings, increases security, and improves accessibility for candidates.

Regulations

The Board adopted two major regulatory items for staff to initiate the formal rulemaking process and promulgate regulations. At the March 28–29, 2019, public meeting, the Board adopted proposed regulations to implement Assembly Bill 2138 (Chiu, Chapter 995, Statutes of 2018), which establishes the Board’s substantial relationship and rehabilitation criteria when assessing convictions for the denial or discipline of a license. The Board also adopted a proposed regulation and the incorporated disciplinary guidelines to implement the Uniform Standards Related to Substance Abusing Licensees, Senate Bill 1441 (Ridley-Thomas, Chapter 548, Statutes of 2008); Patient’s Right to Know Act of 2018, SB 1448 (Hill, Chapter 570, Statutes of 2018); and update the Board’s disciplinary guidelines.

Online License Renewals

The Board has begun the process and will soon offer online acupuncture license renewals by credit card. This functionality will allow licensees a convenient platform to manage their license. This project was developed and implemented in partnership with OIS.

Outreach

The Board has continued working with the Communications Division to develop its communications plan. The Board released the publications “Who We Are and What We Do” and “Ten Top Enforcement Violations.” These publications are on the Board’s website and provide consumer outreach about the functions of the Board and useful enforcement trends. The Board is currently working to complete “A Consumer’s Guide to Acupuncture.”

NEW LEGISLATION

AB 779 (Low, Chapter 308, Statutes of 2019) requires, beginning January 1, 2021, acupuncturists licensed by the Board to obtain a wall license for, and unique to, each practice location and renew the wall licenses biennially. This bill imposes a wall license fee, renewal fee, and replacement fee of \$15 each. This bill also requires acupuncturist licensees to register each new practice location and expressly imposes responsibility upon the licensee for services provided under their license at each practice location. This bill also renames the license renewal receipt as a “pocket license” and sets a replacement fee for a pocket license at \$10.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
APPLICATION FEE	\$75	\$75
EXAMINATION FEE	\$550	ACTUAL COST
INITIAL LICENSURE FEE	\$176 - \$325 FOR INITIAL, \$325 THEREAFTER	<= \$325
BIENNIAL RENEWAL FEE	\$325	\$325

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
LICENSED ACUPUNCTURIST	552	416	5,967
TOTAL	552	416	5,967

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
LICENSED ACUPUNCTURIST	0	12,353	0
TOTAL	0	12,353	0

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

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
CALIFORNIA ACUPUNCTURE LICENSING EXAM	393	89	482

Summary of Enforcement Activity

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

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

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
251	OPENED
224	CLOSED
172	PENDING

Number of Days to Complete Intake and Investigations	
133	UP TO 90 DAYS
29	91 TO 180 DAYS
33	181 DAYS TO 1 YEAR
18	1 TO 2 YEARS
9	2 TO 3 YEARS
2	OVER 3 YEARS
160	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$23,160	ASSESSED
\$6,040	REDUCED
\$24,485	COLLECTED

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

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

Number of Days to Complete AG Cases	
3	1 YEAR
11	1 TO 2 YEARS
1	2 TO 3 YEARS
2	OVER 3 YEARS
554	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
2	STATEMENTS OF ISSUES FILED
9	ACCUSATIONS FILED
2	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
5	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
7	PROBATION ONLY
0	PUBLIC REPRIMAND
1	OTHER DECISIONS

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

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

Cost Recovery to DCA	
\$47,991.81	ORDERED
\$33,250.10	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
5	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
206	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
282	AVERAGE NUMBER OF DAYS



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

www.dca.ca.gov/acp

www.lemonlaw.ca.gov

STAFF:

8 civil servant positions
0 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

N/A

STAFF:

Chief: Sherrie Moffet-Bell
sherrie.moffet-bell@dca.ca.gov

Deputy Chief: Jose Escobar
jose.escobar@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 472–472.5;

Commercial Code §§ 2101–2801;

Health and Safety Code §§ 43204–43205.5;

Civil Code §§ 1790–1795.93;

Vehicle Code §§ 11700–11909;

California Code of Regulations, Division 33.1,
Title 16, §§ 3396.1–3399.6.

SUNSET REVIEW:

The Arbitration Certification Program is not subject to sunset review because it is neither a board nor bureau.

Program Highlights

RECIPROCITY

The Program does not have reciprocity.

ACCOMPLISHMENTS

Outreach Activity

The Program continues its public outreach by providing Lemon Law brochures to vehicle owners with assistance from the Department of Motor Vehicles. These brochures help guide consumers through the state-certified Lemon Law arbitration process. In 2018, the Program reached 2,600 consumers with ACP's Lemon Law brochures.

The Program approved the joint certification of Mercedes Benz USA, LLC and the Better Business Bureau (BBB) AUTO LINE, bringing the total of manufacturers participating in California's state-certified arbitration program to 20.

The Program held on-site visits with 95% of its certified manufacturers to conduct its mandated on-site inspections, involving a comprehensive review of operations to ensure it remains in substantial compliance with California law and regulations. This allowed the Program to inspect programs' facilities, records, and operations, including the records of individual disputes, interviews of program staff and discussion of violations, and current trends and issues.

The Program facilitated the return of \$25.5 million to consumers in the form of refunds, replacement vehicles, extended service contracts, and repairs awarded by state-certified arbitration programs.

NEW LEGISLATION

There was no enacted legislation solely related to this program in 2019.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	N/A
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	N/A
EXAMINATION	N/A
CONTINUING EDUCATION/COMPETENCY	N/A
FINGERPRINT REQUIREMENT	N/A

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
N/A		

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
N/A			

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
N/A			

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

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
N/A			

Summary of Enforcement Activity

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

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

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
N/A	OPENED
N/A	CLOSED
N/A	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	
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

ARBITRATION CERTIFICATION PROGRAM

Total Amount of Fines

0	ASSESSED
0	REDUCED
0	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

N/A	CASES OPENED/INITIATED
N/A	CASES CLOSED
N/A	CASES PENDING

Number of Days to Complete AG Cases

N/A	1 YEAR
N/A	1 TO 2 YEARS
N/A	2 TO 3 YEARS
N/A	OVER 3 YEARS
N/A	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

N/A	STATEMENTS OF ISSUES FILED
N/A	ACCUSATIONS FILED
N/A	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
N/A	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
N/A	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

N/A	LICENSE APPLICATIONS DENIED
N/A	REVOCAION
N/A	SURRENDER OF LICENSE
N/A	PROBATION WITH SUSPENSION
N/A	SUSPENSION ONLY
N/A	PROBATION ONLY
N/A	PUBLIC REPRIMAND
N/A	OTHER DECISIONS

Petition for Modification or Termination of Probation

N/A	GRANTED
N/A	DENIED
N/A	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

N/A	GRANTED
N/A	DENIED
N/A	TOTAL

Cost Recovery to DCA

N/A	ORDERED
N/A	COLLECTED

Restitution to Consumers/Refunds/Savings

N/A	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS/RETURNS/EXCHANGES
N/A	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator

N/A	AVERAGE NUMBER OF DAYS
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Investigations: Opening to Closing of Case

N/A	AVERAGE NUMBER OF DAYS
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Investigations: Closure of Investigation to Imposing Formal Discipline

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

www.cab.ca.gov

STAFF:

23.8 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

21,550

BOARD MEMBERSHIP:

5 public representatives
5 licensees

BOARD STAFF:

Executive Officer: Laura Zuniga
laura.zuniga@dca.ca.gov

Assistant Executive Officer: Vickie Mayer
vickie.mayer@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 5500–5610.7;

California Code of Regulations, Division 2,
Title 16, §§ 100–160.

SUNSET REVIEW:

Last review: 2018 Next review: 2022

Board Highlights

RECIPROCITY

Pursuant to Title 16, California Code of Regulations, Division 2, § 121, reciprocity applicants must hold a current and valid license in a qualifying jurisdiction, provide verification of eight years of combined education and work experience, meet the licensing requirements equivalent to those in California, and successfully complete the California Supplemental Examination (CSE). The Board has authority to grant eligibility for the CSE to candidates meeting the requirements based on three categories of reciprocity candidacy: (1) candidates licensed to practice in another United States jurisdiction (pre-1966); (2) candidates licensed in another U.S. jurisdiction (1966-present); and (3) candidates licensed to practice in a foreign country with National Council of Architectural Registration Boards (NCARB) certification.

The Board requires that, prior to licensure, new candidates complete a structured internship program developed by NCARB called the Architectural Experience Program (AXP). In order to be eligible for reciprocity, applicants must have either completed AXP or had three years of architectural practice as a licensed architect in another U.S. jurisdiction. There is a \$35 fee for the Board to review an application for eligibility to take the CSE and a \$100 fee to take the CSE.

ACCOMPLISHMENTS

Sunset Review

The Board submitted its *Sunset Review Report* to the Legislature December 1, 2018, and testified at the sunset review hearing on March 5, 2019. The Legislature recommended that the Board implement a fingerprint requirement and adopt regulations to further define the existing continuing education requirement.

Continuing Education (CE)

On January 1, 2019, the Board submitted a letter to the Legislature on its existing CE requirement, as required by Business and Professions Code section 5600.05(d). The Board did not recommend any significant changes to the existing CE requirement.

Online License Renewals

In February, the Board began accepting online credit and debit card payments for license renewals. The Board anticipates this new payment option will decrease the time to renew a license, while providing a secure online payment option.

California Supplemental Examination (CSE)

The Board reduced the wait time for candidates to retake the exam from 180 days to 90 days.

Strategic Plan

The Board adopted a new *Strategic Plan* in February, for 2019–21. Some highlights include continued focus on Business Modernization efforts, enhanced outreach to students, and increased use of social media.

Outreach

In May, the Board's Enforcement staff participated in an outreach event with the Contractors State License Board in Paradise to discuss how the community can protect themselves from unlicensed practice and the role of an architect in rebuilding.

Publications

In May, the Board released its *New Licensee Information Guide* to be disseminated to newly licensed architects with their initial license. The Guide was created to further educate new licensees about the Architects Practice Act.

NEW LEGISLATION

SB 608 (Glazer, Chapter 376, Statutes of 2019) extends the sunset dates for the Board and the Landscape Architects Technical Committee until January 1, 2024. This bill requires the fingerprinting and criminal history record checks of license applicants and applicants for reinstatement of a revoked or surrendered license and requires the Board to adopt regulations to further define the existing continuing education requirement, and also enacts recommendations from the Board's and Technical Committee's *Sunset Review Reports*, including modifying both professions' written contract requirements, and ensuring the executive officer possesses the same duties related to the Board and the Technical Committee.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	N
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	N

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
APPLICATION FOR ELIGIBILITY EVALUATION	\$100	\$100
APPLICATION FOR LICENSURE	\$150–300	\$400
APPLICATION FOR RELICENSURE	\$100	\$100
APPLICATION FOR RETIRED LICENSE	\$300	\$400
RECIPROCITY APPLICATION	\$35	\$100
CALIFORNIA SUPPLEMENTAL EXAMINATION APPLICATION	\$100	\$100
ARCHITECT LICENSE RENEWAL APPLICATION	\$300	\$400
DELINQUENT RENEWAL	\$100	\$200

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ARCHITECT	774	759	11,014
TOTAL	774	759	11,014

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ARCHITECT	0	21,550	0
TOTAL	0	21,550	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
DISABILITY ACCESS REQUIREMENTS	BIENNIAL	5

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
ARE 5.0			
CONSTRUCTION & EVALUATION	435	250	685
PRACTICE MANAGEMENT	669	828	1,497
PROGRAMMING & ANALYSIS	559	686	1,245
PROJECT DEVELOPMENT & DOCUMENTATION	588	769	1,357
PROJECT MANAGEMENT	583	432	1,015
PROJECT PLANNING & DESIGN	596	1,097	1,693
CALIFORNIA SUPPLEMENTAL EXAMINATION			
CALIFORNIA SUPPLEMENTAL EXAMINATION	808	528	1,336

Number of Days to Complete Intake and Investigations

127	UP TO 90 DAYS
74	91 TO 180 DAYS
69	181 DAYS TO 1 YEAR
46	1 TO 2 YEARS
5	2 TO 3 YEARS
0	OVER 3 YEARS
183	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

47	ISSUED
47	ISSUED WITH A FINE
0	WITHDRAWN
5	DISMISSED
227	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Summary of Enforcement Activity

Consumer Complaints—Intake

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

Conviction/Arrest Notification Complaints

0	RECEIVED
0	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections

N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations

310	OPENED
321	CLOSED
150	PENDING

Total Amount of Fines

\$53,700	ASSESSED
\$1,500	REDUCED
\$21,455.10	COLLECTED

Criminal/Civil Actions

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

Office of the Attorney General/Disciplinary Actions

4	CASES OPENED/INITIATED
0	CASES CLOSED
6	CASES PENDING

Number of Days to Complete AG Cases

1	1 YEAR
1	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
N/A	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

Petition for Modification or Termination of Probation	
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
\$4,800	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
2	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
190	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
N/A	AVERAGE NUMBER OF DAYS



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.

www.dca.ca.gov/csac

STAFF:

7.5 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

3,902

BOARD MEMBERSHIP:

7 public representatives

COMMISSION STAFF:

Executive Officer: Andy Foster
andy.foster@dca.ca.gov

Assistant Executive Officer: Sophia Cornejo
sophia.cornejo@dca.ca.gov

LAWS AND REGULATIONS:

Business and Profession Code §§ 18600–18887;

California Code of Regulations, Division 2,
Title 4, §§ 201–829.

SUNSET REVIEW:

Last review: 2019 Next review: 2023

Commission Highlights

RECIPROCITY

Applicants licensed in another state must meet or exceed the Commission's licensing requirements because no national governing body exists. However, medical examinations from other states by a licensed physician may be accepted if they are completed to the Commission's standards and requirements.

ACCOMPLISHMENTS

In calendar year 2018, the Commission regulated more boxing events than Nevada, Texas, New York, and New Jersey combined. The Commission also collected record revenue for the year.

The Commission expanded its 10-point plan to curb extreme weight cutting to include boxing, and the Commission completed a three-year weight-cutting study to recommend changes to the rules that govern combative sports ensure the health and safety of athletes.

The Commission increased distributions of benefits to retired boxers from the Boxer Pension Plan and established a Gender Equity Task Force to investigate and address issues affecting equity in full-combat sports.

The Commission also established a Harassment Prevention Policy for Licensees that includes sexual harassment prevention and a zero-tolerance policy.

Also, the Commission's executive officer presented the California Weight Study and drug testing at both the North American Boxing Federation and the Association of Boxing Commission's annual conferences.

The Commission conducted C3 Logix neurological testing on 1,513 athletes to assist the Commission in making policy decisions regarding the health and safety of athletes, including athlete care, return to play standards, understanding of the acute and long-term effects on brain health, and effective rehabilitation techniques to allow a safer environment for competition.

NEW LEGISLATION

AB 1523 (Low, Chapter 464, Statutes of 2019) extends the sunset date of the Commission to January 1, 2024, and grants the Commission authority to employ a chief athletic inspector and assistant chief athletic inspector.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	N
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	N
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
PROMOTER	\$1,000	\$1,000
REFEREE/JUDGE	\$150	\$150
TIMEKEEPER	\$50	\$50
PROFESSIONAL ATHLETE	\$60	\$60
MATCHMAKER	\$200	\$200
SECOND	\$50	\$50
MANAGER	\$150	\$150
PROFESSIONAL TRAINER	\$200	\$200
FEREAL ID CARDS	\$20	\$20
GATE FEE	5% OF GATE REVENUE	\$100,000
TELEVISION/BROADCAST FEE	5% OF TV/ BROADCAST CONTRACT	\$35,000

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
MANAGER	114	28	86
MATCHMAKER	18	8	10
PROFESSIONAL ATHLETE	1,343	1,343	0
PROFESSIONAL TRAINER	59	35	24
PROMOTER	53	13	40
REFEREE/JUDGE	101	23	78
SECOND	2,393	2,393	0
TIMEKEEPER	13	1	12
TOTAL	4,094	3,844	250

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
MANAGER	0	70	0
MATCHMAKER	0	14	0
PROFESSIONAL ATHLETE	0	1,343	0
PROFESSIONAL TRAINER	0	56	0
PROMOTER	0	30	0
REFEREE/JUDGE	0	115	0
SECOND	0	2,262	0
TIMEKEEPER	0	12	0
TOTAL	0	3,902	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PROMOTER	ANNUAL	0
REFEREE/ JUDGE	ANNUAL	0
TIMEKEEPER	ANNUAL	0
PROFESSIONAL ATHLETE	ANNUAL	0
MATCHMAKER	ANNUAL	0
SECOND	ANNUAL	0
MANAGER	ANNUAL	0
PROFESSIONAL TRAINER	ANNUAL	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
N/A			

Summary of Enforcement Activity

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

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

Inspections	
0	CONDUCTED
0	CITATIONS ISSUED

Investigations	
2	OPENED
2	CLOSED
0	PENDING

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

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

Total Amount of Fines	
\$308,720	ASSESSED
\$0	REDUCED
\$264,220	COLLECTED

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

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

Number of Days to Complete AG Cases	
4	1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
90	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	
3	LICENSE APPLICATIONS DENIED
0	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
2	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

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

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

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

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
0	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
0	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
0	AVERAGE NUMBER OF DAYS

DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

Licenses and regulates the business operations of automotive repair dealers, Smog Check stations and technicians, and brake and lamp stations and adjusters. Administers the Smog Check and Consumer Assistance programs to reduce air pollution produced by motor vehicles.

www.bar.ca.gov

STAFF:

622.4 civil servant positions
2 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

75,094

BUREAU MEMBERSHIP:

14 BAR Advisory Group Members
9 Educational Advisory Group Members

BUREAU STAFF:

Chief: Patrick Dorais
patrick.dorais@dca.ca.gov

Assistant Chief: Doug Balatti
douglas.balatti@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 9880–9889.68;

Health and Safety Code §§ 4400–44127;

California Code of Regulations, Division 33,
Title 16, §§ 3300–3395.5.

SUNSET REVIEW:

Last review: 2018 Next review: 2022

Bureau Highlights

RECIPROCITY

The Bureau does not have reciprocity.

ACCOMPLISHMENTS

Consumer Protection

In support of its consumer protection and enforcement operations, the Bureau filed, for prosecution by the Attorney General's Office, 419 cases against licensees for violations of the Automotive Repair Act and/or Smog Check Program. Approximately 13,000 complaints were mediated, resulting in over \$5 million in restitution to consumers. This includes complaints filed with the Bureau's Auto Body Inspection Program, which offers consumers no-cost inspections of a vehicle's collision repairs.

Data Analysis

The Bureau rejected 15,682 Smog Check certificates through data analysis that detects the use of a device to fraudulently certify vehicles. In recognition of this effort, the Center for Digital Government awarded the Bureau the 2018 Best of California Award for best data analytics/business intelligence project.

Technology and Regulatory Advances

To advance the use of information and communication technologies, the Bureau adopted regulations to allow electronic estimates and authorizations in automotive repair dealer transactions with consumers. The Bureau published an updated *Write It Right* guide to assist licensees with the new regulations and other updates, including registration requirements for preventative maintenance services pursuant to Assembly Bill 3141 (Low, Chapter 503, Statutes of 2018). The Bureau also adopted portions of two administrative disciplinary decisions as precedential, as guidance for administrative law judges hearing Bureau disciplinary matters. The Bureau and the Department of Motor Vehicles also developed an electronic process to assist the California Highway Patrol in identifying stolen vehicles.

Smog Check Improvements

The Bureau transitioned the California Vehicle Inspection System (Cal-VIS), supporting 12 million annual Smog Checks, to a state-owned data center that will enhance security, and awarded a contract for ongoing maintenance and operation of the system. Additionally, the Bureau adopted regulations updating Smog Check inspection procedures and equipment, including requiring stations to connect to Cal-VIS through a more reliable internet connection instead of a dial-up phone line.

Emissions Reductions

The Bureau continued its development of innovative strategies to reduce vehicle emissions. The annual Smog Check Performance Report published on July 1 illustrates continued improvement since the Bureau's implementation of the performance-based STAR Program in January 2013. The Bureau collected roadside emissions data from 11,368 vehicles to measure program performance and conducted 4,873 inspections of equipment to ensure consistent and accurate emissions testing of vehicles by licensed Smog Check stations. The Bureau also added failure criteria focused on permanent diagnostic trouble codes to identify additional model year 2010 and newer vehicles needing repair.

Consumer Assistance Program

The Bureau retired 52,556 vehicles and provided financial assistance to repair 2,446 vehicles, resulting in an estimated 7,382 tons of reduced emissions. The Bureau also developed a program to supply retired vehicles to public schools for hands-on training of students that will improve the quality of automotive repair services in California.

NEW LEGISLATION

AB 596 (Grayson, Chapter 490, Statutes of 2019) authorizes motor vehicle dealers to obtain electronic authorization from consumers to make recall repairs. This bill also updates consumer notices that motor vehicle dealers are required to display.

AB 949 (Medina, Chapter 266, Statutes of 2019) prohibits an automotive repair dealer licensed by the Bureau from installing an unsafe used tire, as defined, on a motor vehicle. The bill requires an automotive repair dealer to conduct a visual inspection prior to installing a tire to determine if a used tire is unsafe.

SB 210 (Leyva, Chapter 298, Statutes of 2019) requires the California Air Resources Board, in consultation with the Bureau and other state agencies, to adopt and implement a Smog Check program for non-gasoline, heavy-duty, on-road motor vehicles with a gross vehicle weight rating of more than 14,000 pounds.

License Requirements

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	N

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
AUTOMOTIVE REPAIR DEALER		
APPLICATION FEE	\$200	\$200
RENEWAL FEE (ANNUAL)	\$200	\$200
SMOG CHECK STATION		
APPLICATION FEE	\$100	REASONABLE COST
RENEWAL FEE (ANNUAL)	\$100	REASONABLE COST
BRAKE AND/OR LAMP STATION		
APPLICATION FEE	\$10	\$10
RENEWAL FEE (ANNUAL)	\$5	\$5
SMOG CHECK INSPECTOR AND/OR REPAIR TECHNICIAN		
APPLICATION FEE	\$20	REASONABLE COST
EXAM FEE	\$45	REASONABLE COST
TOTAL INITIAL LICENSE FEES	\$65	N/A
RENEWAL FEE (BIENNIAL)	\$20	REASONABLE COST
BRAKE AND/OR LAMP ADJUSTER		
APPLICATION FEE	\$10	\$10
RENEWAL FEE (FOUR YEARS)	\$5	\$5

*Additional fees may be required. Refer to the Bureau's laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
AUTOMOTIVE REPAIR DEALER	3,731	3,116	32,535
SMOG CHECK TEST & REPAIR STATION	418	379	4,548
SMOG CHECK TEST ONLY STATION	430	339	1,780
SMOG CHECK REPAIR ONLY STATION	18	6	36
BRAKE & LAMP STATION	284	235	1,771
SMOG CHECK INSPECTOR	1,935	856	6,284
SMOG CHECK REPAIR TECHNICIAN	879	247	3,348
BRAKE & LAMP ADJUSTER	2,533	234	2,299
STAR PROGRAM CERTIFICATION	712	394	0
TOTAL	10,940	5,806	52,601

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
AUTOMOTIVE REPAIR DEALER	0	36,304	0
SMOG CHECK TEST & REPAIR STATION	0	4,901	0
SMOG CHECK TEST ONLY STATION	0	2,042	0
SMOG CHECK REPAIR ONLY STATION	0	42	0
BRAKE & LAMP STATION	0	1,968	0
SMOG CHECK INSPECTOR	0	14,866	0
SMOG CHECK REPAIR TECHNICIAN	0	8,054	0
BRAKE & LAMP ADJUSTER	0	2,882	0
STAR PROGRAM CERTIFICATION	4,035	0	0
TOTAL	4,035	71,059	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
AUTOMOTIVE REPAIR DEALER	ANNUAL	0
SMOG CHECK TEST & REPAIR STATION	ANNUAL	0
SMOG CHECK TEST ONLY STATION	ANNUAL	0
SMOG CHECK REPAIR ONLY STATION	ANNUAL	0
BRAKE & LAMP STATION	ANNUAL	0
SMOG CHECK INSPECTOR	EVERY 2 YEARS	4 HOURS
SMOG CHECK REPAIR TECHNICIAN	EVERY 2 YEARS	16 HOURS
BRAKE & LAMP ADJUSTER	EVERY 4 YEARS	0
STAR PROGRAM CERTIFICATION	0	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
SMOG CHECK INSPECTOR	886	1,282	2,168
SMOG CHECK REPAIR TECHNICIAN	301	500	801
BRAKE ADJUSTER (CLASS A, B, C)	414	157	571
LAMP ADJUSTER	330	322	652

Summary of Enforcement Activity

Consumer Complaints—Intake	
18,230	RECEIVED
65	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
18,147	REFERRED FOR INVESTIGATION
101	PENDING

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

Inspections	
14,836	CONDUCTED
2,326	CITATIONS ISSUED

Investigations	
18,147	OPENED
18,160	CLOSED
2,054	PENDING

Number of Days to Complete Intake and Investigations	
16,839	UP TO 90 DAYS
1,074	91 TO 180 DAYS
181	181 DAYS TO 1 YEAR
56	1 TO 2 YEARS
10	2 TO 3 YEARS
0	OVER 3 YEARS
42	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
2,326	ISSUED
731	ISSUED WITH A FINE
14	WITHDRAWN
18	DISMISSED
17	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$925,500	ASSESSED
\$25,500	REDUCED
\$742,695	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
428	CASES OPENED/INITIATED
595	CASES CLOSED
884	CASES PENDING

Number of Days to Complete AG Cases	
55	1 YEAR
313	1 TO 2 YEARS
168	2 TO 3 YEARS
59	OVER 3 YEARS
709	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
41	STATEMENTS OF ISSUES FILED
419	ACCUSATIONS FILED
5	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
11	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
14	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
14	LICENSE APPLICATIONS DENIED
1,424	REVOCAION
0	SURRENDER OF LICENSE
95	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
177	PROBATION ONLY
8	PUBLIC REPRIMAND
22	OTHER DECISIONS

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

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

Cost Recovery to DCA	
\$2,606,718.57	ORDERED
\$587,560.52	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$38,897.55	RESTITUTION ORDERED
\$2,980,948	AMOUNT REFUNDED
\$1,107,598.88	REWORK AT NO CHARGE
\$1,145,298.59	ADJUSTMENTS/RETURNS/EXCHANGES
\$5,272,743.02	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
3	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
42	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
528	AVERAGE NUMBER OF DAYS



Licenses and regulates barbers, cosmetologists, manicurists, estheticians, and electrologists, and the establishments where they work. Ensures the health and safety of California consumers by promoting ethical standards and enforcing beauty industry laws.

www.barbercosmo.ca.gov

STAFF:

82.1 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

621,325

BOARD MEMBERSHIP:

5 public representatives
4 licensees

BOARD STAFF:

Executive Officer: Kristy Underwood
kristy.underwood@dca.ca.gov

Assistant Executive Officer: Heather Berg
heather.berg@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 7301–7426.5;
California Code of Regulations, Division 9,
Title 16, §§ 901–999.

SUNSET REVIEW:

Last review: 2015 Next review: 2019

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code § 7331, the Board grants a license to practice to an applicant if the applicant submits all of the following to the Board:

A completed application form and all fees required by the Board.

Proof of a current license issued by another state to practice that meets all of the following requirements:

- It is not revoked, suspended, or otherwise restricted.
- It is in good standing.
- It has been active for three of the last five years, during which time the applicant has not been subject to disciplinary action or a conviction.

ACCOMPLISHMENTS

Process Improvements

During fiscal year 2018–19, process improvements in the Inspections, Cite and Fine, and Enforcement units have led to decreases in processing times. Directed inspections requested by Enforcement analysts are conducted, citations are issued, and inspection reports are returned to the analyst within an average of 48 days (compared to the average of 59 days in 2017–18). The average processing time for citations in Cite and Fine has decreased from 22 days in 2017–18 to 16 days in 2018–19. The Board is opening follow-up complaint cases for egregious violations within 57 days (compared to 81 days in 2017–18).

The Board completed an occupational analysis of the barbering practice in California. The occupational analysis report provides information regarding the current barber practice and will be used to review the National Barber Styling Theory Examination and National Barber Styling Practical Examination.

New Publications

The Board developed three new publications for the CASafeSalon health and safety training. This training series may be used by employers during employee staff meetings, employee trainings, or by individual licensees to facilitate health and safety awareness. The new publications are:

- *Communicable Diseases* informs licensees of specific diseases they may be exposed to on the job and how to protect themselves.
- *Ergonomics* outlines common ergonomic problems found in establishments and how to reduce these problems.
- *Protection from Hazardous Chemicals* informs licensees of how to prevent chemical accidents and what to do if they occur.

Outreach Activity

The Board started a #NoViolenceinBeauty campaign to promote physical and sexual abuse awareness. The Board has a dedicated web page with state and national resources and educational resources for licensees to utilize if they believe they have identified a victim of violence or trafficking.

The Board participated in three outreach events hosted by Training Occupational Development Education Communities (TODEC) Legal Centers in Victorville, Perris, and Coachella. Along with DCA's Office of Public Affairs, Board staff provided information regarding how individuals can obtain licensure with an individual tax identification number instead of a Social Security number. The offices of Assembly Member Eduardo Garcia, Assembly Member Jose Medina, and Assembly Member Eloise Gómez Reyes were involved as well. Over 150 people from local communities attended the events.

The Board launched an Instagram page (@cabarbercosmo) in April 2019. The Board posts Monday–Friday and shares information for both licensees and consumers regarding regulation reminders, outreach events, job opportunities, and Board meetings. These posts are also shared on the Board's Facebook page, which has gained over 1,800 likes and 2,100 followers since the Instagram launch.

NEW LEGISLATION

SB 606 (Glazer, Chapter 375, Statutes of 2019), in the parts relevant to the Board, extends the Board's sunset date to January 1, 2021.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	N

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
BARBER/COSMOTOLOGIST/ELECTROLOGIST		
PRE-APPLICATION FEE	\$9	ESTABLISHED BY BOARD
APPLICATION AND EXAMINATION FEE	\$75	ACTUAL COST TO BOARD
INITIAL LICENSURE FEE	\$50	\$50
TOTAL INITIAL LICENSE FEES	\$134	N/A
LICENSE RENEWAL FEE	\$50	\$50
ESTHETICIAN		
PRE-APPLICATION FEE	\$9	ESTABLISHED BY BOARD
APPLICATION AND EXAMINATION FEE	\$75	ACTUAL COST TO BOARD
INITIAL LICENSURE FEE	\$40	\$40
TOTAL INITIAL LICENSE FEES	\$124	N/A
LICENSE RENEWAL FEE	\$50	\$50
MANICURIST		
PRE-APPLICATION FEE	\$9	ESTABLISHED BY BOARD
APPLICATION AND EXAMINATION FEE	\$75	ACTUAL COST TO BOARD
INITIAL LICENSURE FEE	\$35	\$35
TOTAL INITIAL LICENSE FEES	\$119	N/A
LICENSE RENEWAL FEE	\$50	\$50

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
BARBER	5,880	1,969	11,615
BARBER APPRENTICE	942	866	0
COSMETOLOGIST	14,764	6,482	126,841
COSMETOLOGY APPRENTICE	939	851	0
ELECTROLOGIST	83	31	607
ELECTROLOGY APPRENTICE	0	2	0
ESTABLISHMENT	8,436	7,744	18,506
ESTHETICIAN	8,347	4,901	33,824
MANICURIST	9,093	4,427	49,133
MOBILE UNIT	7	6	12
SCHOOLS	21	15	0
SPONSOR	3	2	0
TOTAL	48,515	27,296	240,538

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BARBER	0	31,558	0
BARBER APPRENTICE	0	1,633	0
COSMETOLOGIST	0	313,660	0
COSMETOLOGY APPRENTICE	0	1,469	0
ELECTROLOGIST	0	1,711	0
ELECTROLOGY APPRENTICE	0	1	0
ESTABLISHMENT	0	52,620	0
ESTHETICIAN	0	88,748	0
MANICURIST	0	130,001	0
MOBILE UNIT	0	48	0
SCHOOLS	0	248	0
SPONSOR	0	45	0
TOTAL	0	621,742	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
BARBER	EVERY 2 YEARS	0
BARBER APPRENTICE	NO RENEWAL	0
COSMETOLOGIST	EVERY 2 YEARS	0
COSMETOLOGIST APPRENTICE	NO RENEWAL	0
ELECTROLOGIST	EVERY 2 YEARS	0
ELECTROLOGY APPRENTICE	NO RENEWAL	0
ESTABLISHMENT	EVERY 2 YEARS	0
ESTHETICIAN	EVERY 2 YEARS	0
MANICURIST	EVERY 2 YEARS	0
MOBILE UNIT	EVERY 2 YEARS	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
BARBER PRACTICAL	2,809	1,357	4,166
BARBER WRITTEN EXAM	2,255	2,662	4,917
COSMETOLOGIST PRACTICAL	7,262	2,431	9,693
COSMETOLOGY WRITTEN EXAM	6,403	4,757	11,160
ELECTROLOGIST PRACTICAL	36	12	48
ELECTROLOGY WRITTEN EXAM	39	14	53
ESTHETICIAN PRACTICAL	5,517	312	5,829
ESTHETICIAN WRITTEN EXAM	5,063	1,467	6,530
MANICURING WRITTEN EXAM	4,854	1,969	6,823
MANICURIST PRACTICAL	5,258	1,966	7,224

Summary of Enforcement Activity

Consumer Complaints – Intake	
4,871	RECEIVED
3	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
4,809	REFERRED FOR INVESTIGATION
95	PENDING

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

Inspections	
10,794	CONDUCTED
15,349	CITATIONS ISSUED

Investigations	
4,825	OPENED
5,457	CLOSED
1,024	PENDING

Number of Days to Complete Intake and Investigations	
3,714	UP TO 90 DAYS
1,082	91 TO 180 DAYS
512	181 DAYS TO 1 YEAR
138	1 TO 2 YEARS
9	2 TO 3 YEARS
2	OVER 3 YEARS
82	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
15,349	ISSUED
14,710	ISSUED WITH A FINE
9	WITHDRAWN
48	DISMISSED
16	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$5,974,126	ASSESSED
\$589,000	REDUCED
\$4,838,844	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	
106	CASES OPENED/INITIATED
79	CASES CLOSED
89	CASES PENDING

Number of Days to Complete AG Cases	
6	1 YEAR
53	1 TO 2 YEARS
29	2 TO 3 YEARS
6	OVER 3 YEARS
627	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
20	REVOCAION
16	SURRENDER OF LICENSE
48	PROBATION WITH SUSPENSION
9	SUSPENSION ONLY
13	PROBATION ONLY
0	PUBLIC REPRIMAND
1	OTHER DECISIONS

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

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

Cost Recovery to DCA	
\$55,682.25	ORDERED
\$66,263.84	COLLECTED

Restitution to Consumers/Refunds/Savings	
N/A	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS/RETURNS/EXCHANGES
N/A	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
4	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
79	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
306	AVERAGE NUMBER OF DAYS



Board of Behavioral Sciences

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

www.bbs.ca.gov

STAFF:

61.8 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

116,940

BOARD MEMBERSHIP:

7 public representatives
6 licensees

BOARD STAFF:

Executive Officer: Kim Madsen
kim.madsen@dca.ca.gov

Assistant Executive Officer: Steve Sodergran
steve.sodergran@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code
§§ 4980–4999.129;

California Code of Regulations, Division 18,
Title 16, §§ 1800–1889.3.

SUNSET REVIEW:

Last review: 2016 Next review: 2020

Board Highlights

RECIPROCITY

The Board does not have reciprocity.

ACCOMPLISHMENTS

The Board of Behavioral Sciences initiated the next step to improve license portability by sponsoring Senate Bill 679 (Bates). This innovative approach provides a streamlined application process for out-of-state licensed marriage and family therapists, licensed clinical social workers, and licensed professional clinical counselors to become licensed in California. Improving license portability is a topic on both the national and state levels. The Board represents two of the largest populations of mental health professionals in the nation and is proud to be a leader in efforts to improve portability. This bill was signed by the governor and becomes effective January 1, 2020.

New Supervision Requirements

The Board's legislative proposal to improve the quality of supervision for supervisees, Assembly Bill 93 (Medina) became effective January 1, 2019. Strengthening the qualifications of supervisors, detailing the responsibilities of the supervisor, identifying acceptable work settings for supervisees, and clarifying the types of supervision that may be provided will better prepare supervisees for independent practice. The Board devoted a significant number of hours attending various outreach events and meetings to educate all stakeholders on the new supervision requirements.

Occupational Analysis

With the assistance of the Department of Consumer Affairs' Office of Professional Examination Services, the Board conducted an occupational analysis of LPCC practice in California. The final results provide a comprehensive description of current practice in California. This will help ensure that the LPCC examination program continues to accurately reflect current LPCC practice.

Online Renewal

The Board promoted paperless renewal by revising its renewal notification to include directions to access the online renewal service and eliminating the renewal coupon. This change resulted in 96% of Board licensees and registrants using the online renewal service. Other online services currently include submitting an address change and requesting a replacement license or registration.

NEW LEGISLATION

AB 630 (Arambula, Chapter 229, Statutes of 2019)

requires, by July 1, 2020, marriage and family therapists, associate marriage and family therapists, clinical social workers, associate clinical social workers, educational psychologists, professional clinical counselors, and associate professional clinical counselors to provide a written notice to clients prior to initiating services, which informs clients that the Board receives and responds to complaints regarding services provided within the scope of practice. This bill also requires, by July 1, 2020, all unlicensed employees and volunteers who provide psychotherapy services in exempt settings to provide a similar notice to clients informing them of the appropriate employment entity or government agency to contact regarding complaints. Last, this bill makes clarifying and conforming changes regarding clinical social work students.

AB 1651 (Medina, Chapter 321, Statutes of 2019)

authorizes applicants for licensure (associates) as marriage and family therapists, professional clinical counselors, or clinical social workers to earn up to 1,200 hours of supervised experience under the supervision of a licensed educational psychologist providing educationally related mental health services. This bill also defines "educationally related mental health services" as mental health services provided to clients who have social, emotional, or behavioral issues that interfere with their educational progress.

SB 679 (Bates, Chapter 380, Statutes of 2019) recasts provisions governing license portability for licensed out-of-state marriage and family therapists, clinical social workers, and professional clinical counselors, including creating a streamlined pathway to licensure for these out-of-state licensees who have practiced in good standing at the highest level of independent clinical practice for at least the immediate past two years. This bill also reduces the requirement that out-of-state applicants complete 18 hours of California law and professional ethics training to 12 hours.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
ASSOCIATE MARRIAGE AND FAMILY THERAPIST	\$75	\$75
ASSOCIATE SOCIAL WORKER	\$75	\$75
ASSOCIATE PROFESSIONAL CLINICAL COUNSELOR	\$100	\$150
LICENSED MARRIAGE AND FAMILY THERAPIST	\$130	\$180
LICENSED CLINICAL SOCIAL WORKER	\$100	\$155
LICENSED PROFESSIONAL CLINICAL COUNSELOR	\$200	\$250
LICENSED EDUCATIONAL PSYCHOLOGIST	\$80	\$150

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ASSOCIATE CLINICAL SOCIAL WORKER	3,910	3,714	9,635
ASSOCIATE MARRIAGE & FAMILY THERAPIST	3,927	3,769	10,536
ASSOCIATE PROFESSIONAL CLINICAL COUNSELOR	1,244	1,080	1,810
LICENSED CLINICAL SOCIAL WORKER	2,438	2,419	22,459
LICENSED EDUCATIONAL PSYCHOLOGIST	157	110	817
LICENSED MARRIAGE & FAMILY THERAPIST	3,353	3,022	20,314
LICENSED PROFESSIONAL CLINICAL COUNSELOR	340	246	702
TOTAL	15,369	14,360	66,273

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ASSOCIATE CLINICAL SOCIAL WORKER	0	15,862	0
ASSOCIATE MARRIAGE & FAMILY THERAPIST	0	16,631	0
ASSOCIATE PROFESSIONAL CLINICAL COUNSELOR	0	4,208	0
LICENSED CLINICAL SOCIAL WORKER	0	29,703	0
LICENSED EDUCATIONAL PSYCHOLOGIST	0	2,079	0
LICENSED MARRIAGE & FAMILY THERAPIST	0	46,500	0
LICENSED PROFESSIONAL CLINICAL COUNSELOR	0	1,957	0
TOTAL	0	116,940	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
ASSOCIATE MARRIAGE & FAMILY THERAPISTS	EVERY YEAR	0
ASSOCIATE CLINICAL SOCIAL WORKER	EVERY YEAR	0
ASSOCIATE PROFESSIONAL CLINICAL COUNSELOR	EVERY YEAR	0
LICENSED MARRIAGE & FAMILY THERAPIST	BI-ANNUAL	36 HOURS
LICENSED CLINICAL SOCIAL WORKER	BI-ANNUAL	36 HOURS
LICENSED PROFESSIONAL CLINICAL COUNSELOR	BI-ANNUAL	36 HOURS
LICENSED EDUCATIONAL PSYCHOLOGIST	BI-ANNUAL	36 HOURS

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
LMFT CALIFORNIA LAW & ETHICS EXAMINATION	3,509	1,166	4,675
LCSW CALIFORNIA LAW & ETHICS EXAMINATION	3,481	1,049	4,530
LPCC CALIFORNIA LAW & ETHICS EXAMINATION	773	346	1,119
LMFT CLINICAL EXAMINATION	2,934	1,758	4,692
LCSW ASWB CLINICAL EXAMINATION	2,154	1,383	3,537
LPCC NCMHCE EXAMINATION	217	97	314
LEP STANDARD WRITTEN EXAMINATION	101	78	179

Summary of Enforcement Activity

Consumer Complaints—Intake	
1,701	RECEIVED
639	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,058	REFERRED FOR INVESTIGATION
57	PENDING

Conviction/Arrest Notification Complaints	
1,318	RECEIVED
1,316	CLOSED/REFERRED FOR INVESTIGATION
3	PENDING

Inspections	
NA	CONDUCTED
NA	CITATIONS ISSUED

Investigations	
2,375	OPENED
2,458	CLOSED
296	PENDING

Number of Days to Complete Intake and Investigations	
2,161	UP TO 90 DAYS
194	91 TO 180 DAYS
80	181 DAYS TO 1 YEAR
22	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
46	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
172	ISSUED
168	ISSUED WITH A FINE
17	WITHDRAWN
NA	DISMISSED
67	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$112,000	ASSESSED
\$15,600	REDUCED
\$54,900	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
148	CASES OPENED/INITIATED
248	CASES CLOSED
117	CASES PENDING

Number of Days to Complete AG Cases	
90	1 YEAR
89	1 TO 2 YEARS
35	2 TO 3 YEARS
6	OVER 3 YEARS
661	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
8	LICENSE APPLICATIONS DENIED
52	REVOCAION
53	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
78	PROBATION ONLY
3	PUBLIC REPRIMAND
40	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	
\$200,696.10	ORDERED
\$18,807.33	COLLECTED

Restitution to Consumers/Refunds/Savings	
NA	RESTITUTION ORDERED
NA	AMOUNT REFUNDED
NA	REWORK AT NO CHARGE
NA	ADJUSTMENTS/RETURNS/EXCHANGES
NA	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
7	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
45	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
349	AVERAGE NUMBER OF DAYS



BUREAU OF CANNABIS CONTROL

CALIFORNIA

Licenses and regulates commercial cannabis retailers, distributors, microbusinesses, testing laboratories, and temporary cannabis events.

www.bcc.ca.gov

STAFF:

215 civil servant positions
6 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

3,500

ADVISORY COMMITTEE MEMBERSHIP:

22 public representatives

BUREAU STAFF:

Chief: Lori Ajax
lori.ajax@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 26000–26250;

Health and Safety Code §§ 11357–11362.9;
§§ 11362.7–11362.85;

Revenue and Taxation Code §§ 34010–34021.5;

California Code of Regulations,
Title 16, §§ 5000–5905

SUNSET REVIEW:

Last review: N/A Next review: N/A

Bureau Highlights

RECIPROCITY

The Bureau does not have reciprocity.

ACCOMPLISHMENTS

In the 2018–19 fiscal year, the Bureau continued issuing licenses for commercial cannabis retailers, distributors, microbusinesses, testing laboratories, event organizers, and temporary cannabis events. Prior to the expiration of the authority to issue temporary licenses, the Bureau acted upon all temporary license applications, issuing more than 2,700 temporary licenses. The Bureau has transitioned temporary license holders into provisional licenses when eligible, as well as issued annual licenses. As of June 30, 2019, the Bureau had approximately 3,500 active licenses.

In early October, the Bureau of Cannabis Control awarded equity grant funding to local jurisdictions to be used for commercial cannabis equity programs that focus on inclusion and support of persons or communities that were negatively or disproportionately impacted by cannabis criminalization. Grant funds are used to provide assistance and services to local equity applicants and licensees. The Bureau awarded a total of \$10 million in equity grant funding to 10 local jurisdictions -City of Los Angeles, City of Oakland, County of Humboldt, City & County of San Francisco, City of Sacramento, City of Long Beach, City of San Jose, County of Santa Cruz, City of Coachella, and City of Palm Springs. The equity grant funding is authorized by the California Cannabis Equity Act of 2018 established by Senate Bill 1294 (Bradford 2018) and the Budget Act of 2019, Item 1111-490 – Reappropriation. All qualifying local jurisdiction applicants that met the criteria and requirements for grant funding received a minimum grant of \$100,000. Fund awards were determined based on the program guidelines up to the amount requested by the local jurisdiction. The guidelines can be found at www.bcc.ca.gov/about_us/documents/equity_grant_guidelines_2019.pdf.

The Bureau continued the process to adopt nonemergency regulations and received approval of its proposed regulations from the Office of Administrative Law. The regulations became effective on January 16, 2019.

Expanded Public Services

The Bureau expanded its services to the public. The Bureau's Eureka office opened in July 2018, as required by statute. In April 2019, the Eureka office transitioned to a larger space which houses the Bureau, the Department of Food and Agriculture, the Department of Public Health, and the Water Resources Control Board. This multiagency office provides one central location for members of the public seeking information on the commercial cannabis licensing process to access staff from all four agencies.

Outreach

The Bureau continued significant public outreach activities by developing and launching a statewide public information program. The Get #WeedWise campaign educates consumers about purchasing cannabis from licensed retailers and warns unlicensed businesses about the consequences of operating illegally. This ongoing multifaceted video, print, and web campaign has already earned 551 editorial mentions and 460,000 impressions on social media.

The Bureau expanded the license search and corresponding outreach campaign (www.CApotcheck.com) to allow consumers to more easily verify the legal status of cannabis businesses.

The Bureau launched “Your Questions Answered,” where the public can view over 100 of the most commonly asked questions received by the Bureau and the answers to those questions in a searchable format.

Adding a new weekly report subscription feature to the website, the Bureau is now providing easy public access to information on recently issued licenses, denied applications, and cannabis batch testing results.

The Bureau is also developing fact sheets and other informational materials, while participating in a wide variety of meetings, conferences, and expositions throughout the state.

Further, the Cannabis Advisory Committee, convened by the Bureau, held six meetings and 23 subcommittee meetings. The Bureau provided staff support for these meetings, which were held throughout the state and attended by hundreds of stakeholders and members of the public.

Social Media

The Bureau increased its social media presence, which allows it to reach a broader section of the public. This presence includes over 22,000 Instagram followers, 10,000 Facebook followers, and 3,200 Twitter followers—a significant increase from last year.

NEW LEGISLATION

AB 74 (Ting, Chapter 23, Statutes of 2019) appropriates \$15,000,000 to the Governor’s Office of Business and Economic Development for administration of the cannabis grant equity program. This bill contained an urgency clause and took effect upon being signed into law.

AB 97 (Budget Committee, Chapter 40, Statutes of 2019) makes changes to the *Medicinal and Adult Use Cannabis Regulation and Safety Act*, including the expansion of enforcement authority for state cannabis

licensing agencies by allowing the issuance of citations and orders of abatement to licensed and unlicensed operators. This urgency bill also extends the equity grant program to local jurisdictions seeking to develop a local program and authorizes the Bureau to enter into an interagency agreement with the Governor’s Office of Business and Economic Development for administration of the grant equity program. Other key provisions include extending the sunset date for provisional license authority to January 1, 2022, modifying provisional license requirements, redirecting fine and penalty revenue, creating an organic certification program for manufactured cannabis products, and extending a limited *California Environmental Quality Act* exemption for local governments to July 1, 2021.

AB 404 (Stone, Chapter 799, Statutes of 2019) authorizes testing laboratories to amend and reissue a certificate of analysis to a cannabis licensee in order to correct “minor errors,” as defined by the Bureau. This bill also allows testing laboratories to re-test cannabis goods that failed testing due to equipment malfunction or staff error if the laboratory notifies the Bureau in writing and the Bureau authorizes the re-test.

AB 1291 (Jones-Sawyer, Chapter 826, Statutes of 2019) requires the existing labor peace agreement statement that is to be provided in an application for cannabis licensure, by those who employ at least 20 employees, to be notarized. This bill also requires that applicants with fewer than 20 employees, and who have no existing labor peace agreement, provide a notarized statement in their application to the licensing authority affirming they will enter into a labor peace agreement within 60 days of employing 20 employees.

AB 1529 (Low, Chapter 830, Statutes of 2019) requires cannabis oil cartridges and integrated cannabis vaporizers to bear the universal cannabis symbol in a size that is at least one-quarter inch by one-quarter inch. This bill contained an urgency clause and took effect upon being signed into law.

SB 34 (Wiener, Chapter 837, Statutes of 2019) establishes a statutory framework governing free cannabis goods, including, among other provisions, that free cannabis goods only be provided to verified medicinal patients if specified conditions are met. This bill also exempts those medicinal cannabis goods designated for donation from the excise tax, and for five years following the effective date of this bill, the cultivation tax and the use tax. To evaluate the effectiveness of the tax exemptions, this bill requires the Legislative Analyst’s Office to collect data from cannabis licensing authorities and submit annual reports to the Governor and Legislature. This bill contains delayed implementation provisions that allow the cannabis track and trace system to be updated to capture medicinal cannabis donations.

SB 185 (McGuire, Chapter 841, Statutes of 2019) clarifies that cannabis shall not be advertised, marketed, labeled, or sold using an appellation of origin or similar name likely to mislead consumers about the kind of cannabis, unless the product meets appellation of origin requirements.

SB 595 (Bradford, Chapter 852, Statutes of 2019) requires state cannabis licensing authorities to develop by January 1, 2021, a deferral or waiver program for state application fees, licensing fees, or renewal fees incurred by needs-based applicants. At least 60% of the total dollar amount of fee waivers and deferrals must go to local equity applicants. This bill also authorizes cannabis licensing authorities to adopt emergency regulations to implement the program and exempts those agencies from demonstrating the existence of an emergency as required by existing law. The operation of this bill is contingent upon appropriation in the budget or another provision of law.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	N
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	N
EXAMINATION	N
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
TESTING LABORATORY - TYPE 8	\$3,000 - \$112,000	N/A
DISTRIBUTOR - TYPE 11 & TYPE 13	\$1,500 - \$240,000	N/A
DISTRIBUTOR, TRANSPORT ONLY SELF-DISTRIBUTION - TYPE 13	\$200 - \$1000	N/A
RETAILER - TYPE 9 & TYPE 10	\$2,500 - \$96,000	N/A
MICROBUSINESS - TYPE 12	\$5,000 - \$300,000	N/A
CANNABIS EVENT ORGANIZER	\$3,000 - \$20,000	N/A
APPLICATION FEE FOR ALL ANNUAL LICENSES	\$1,000	N/A
APPLICATION FEE FOR CANNABIS EVENT ORGANIZER LICENSE	\$1,000	N/A
APPLICATION FEE FOR TEMPORARY CANNABIS EVENT LICENSE	\$1,000	N/A
PHYSICAL MODIFICATION OF PREMISES FEE	\$500	N/A

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
DISTRIBUTOR [ANNUAL LICENSE]	1,421*	2	0
DISTRIBUTOR TRANSPORT ONLY [ANNUAL LICENSE]	311*	0	0
EVENT ORGANIZER [ANNUAL LICENSE]	153*	13	0
MICROBUSINESS [ANNUAL LICENSE]	434*	0	0
RETAILER [ANNUAL LICENSE]	553*	12	0
RETAILER NONSTOREFRONT [ANNUAL LICENSE]	472*	1	0
TESTING LABORATORY [ANNUAL LICENSE]	90*	0	0
TEMPORARY EVENT	32*	13	0
DISTRIBUTOR [PROVISIONAL LICENSE]	*	578	0
DISTRIBUTOR TRANSPORT ONLY [PROVISIONAL LICENSE]	*	68	0
EVENT ORGANIZER [PROVISIONAL LICENSE]	*	15	0
MICROBUSINESS [PROVISIONAL LICENSE]	*	124	0
RETAILER [PROVISIONAL LICENSE]	*	329	0
RETAILER NONSTOREFRONT [PROVISIONAL LICENSE]	*	145	0
TESTING LABORATORY [PROVISIONAL LICENSE]	*	15	0
DISTRIBUTOR [TEMPORARY LICENSE]	*	939	0
DISTRIBUTOR TRANSPORT ONLY [TEMPORARY LICENSE]	*	162	0
EVENT ORGANIZER [TEMPORARY LICENSE]	*	84	2
MICROBUSINESS [TEMPORARY LICENSE]	*	226	0
CANNABIS - RETAILER [TEMPORARY LICENSE]	*	283	0
RETAILER NONSTOREFRONT [TEMPORARY LICENSE]	*	228	0
TESTING LABORATORY [TEMPORARY LICENSE]	*	32	0
TOTAL	3,466	3,269	2

NOTE: Stats marked with* include temporaries + provisionals + annuals (combined).

NOTE: Most temporary licenses which were set to expire during the year were 'transitioned' into new annual or provisional licenses.

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
DISTRIBUTOR [ANNUAL LICENSE]	0	2	0
DISTRIBUTOR TRANSPORT ONLY [ANNUAL LICENSE]	0	0	0
EVENT ORGANIZER [ANNUAL LICENSE]	0	13	0
MICROBUSINESS [ANNUAL LICENSE]	0	0	0
RETAILER [ANNUAL LICENSE]	0	12	0
RETAILER NONSTOREFRONT [ANNUAL LICENSE]	0	1	0
TESTING LABORATORY [ANNUAL LICENSE]	0	0	0
TEMPORARY EVENT	0	13	0
DISTRIBUTOR [PROVISIONAL LICENSE]	0	578	0
DISTRIBUTOR TRANSPORT ONLY [PROVISIONAL LICENSE]	0	68	0
EVENT ORGANIZER [PROVISIONAL LICENSE]	0	15	0
MICROBUSINESS [PROVISIONAL LICENSE]	0	124	0
RETAILER [PROVISIONAL LICENSE]	0	329	0
RETAILER NONSTOREFRONT [PROVISIONAL LICENSE]	0	145	0
TESTING LABORATORY [PROVISIONAL LICENSE]	0	15	0
DISTRIBUTOR [TEMPORARY LICENSE]	0	850	0
DISTRIBUTOR TRANSPORT ONLY [TEMPORARY LICENSE]	0	109	0
EVENT ORGANIZER [TEMPORARY LICENSE]	0	101	0
MICROBUSINESS [TEMPORARY LICENSE]	0	245	0
RETAILER [TEMPORARY LICENSE]	0	613	0
RETAILER NONSTOREFRONT [TEMPORARY LICENSE]	0	233	0
TESTING LABORATORY [TEMPORARY LICENSE]	0	34	0
TOTAL	0	3,500	0

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

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
N/A	N/A	N/A	N/A

Summary of Enforcement Activity

Consumer Complaints—Intake	
7,627	RECEIVED
5,458	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,138	REFERRED FOR INVESTIGATION
31	PENDING

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

Inspections	
983	CONDUCTED
0	CITATIONS ISSUED

Investigations	
244	OPENED
131	CLOSED
113	PENDING

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

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

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

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

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

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

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
N/A	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
N/A	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
N/A	AVERAGE NUMBER OF DAYS



CEMETERY & FUNERAL BUREAU

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

www.cfb.ca.gov

STAFF:

22.5 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

13,418

ADVISORY COMMITTEE:

3 public representatives
4 licensees

BUREAU STAFF:

Bureau Chief: Gina Sanchez
gina.sanchez@dca.ca.gov

Field Operations Supervisor: Sandra Patterson
sandra.patterson@dca.ca.gov

Program Operations Supervisor: Cheryl Jenkins
cheryl.jenkins@dca.ca.gov

Supervising Auditor: David Edwards
david.edwards@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 7600–7746;

California Code of Regulations, Division 12,
Title 16, §§ 1200–1291;

California Code of Regulations, Division 23,
Title 16, §§ 2300–2390;

Health and Safety Code §§ 7000–9677;

Health and Safety Code §§ 102100–103800;

Government Code §§ 27460–27530;

Welfare and Institutions Code §§ 11150–11160,
§§ 12150–12156, §§ 17400–17410.

SUNSET REVIEW:

Last review: 2019 Next review: 2023

Bureau Highlights

RECIPROCITY

The Bureau does not have reciprocity.

ACCOMPLISHMENTS

Sunset Review

The Cemetery and Funeral Bureau (CFB) underwent its legislative sunset review in 2018. The Joint Legislative Sunset Review Oversight Committee reviewed CFB operations at the March 5, 2019 hearing where newly appointed Chief Gina Sanchez testified.

Performance Measures

The CFB is meeting or exceeding its performance target timeframes in 97% of its categories. The CFB has 54 different categories for performance measure targets in areas such as complaints, licensing, and investigations.

Hydrolysis Facilities

Pursuant to AB 967 (Gloria, Chapter 846, Statutes of 2017), effective July 1, 2020, the CFB will license and regulate hydrolysis facilities and the designated hydrolysis facilities manager. With this law, licensed hydrolysis facilities shall use a hydrolysis chamber approved by the California Department of Public Health (CDPH) to hydrolyze human remains as an alternative method of disposition of human remains. CFB collaborated with CDPH, and subsequently drafted regulatory language to implement this law.

Advisory Committee

CFB held its Advisory Committee Meeting on May 24, 2019, to present draft regulatory language to its members and the public. Draft language for substantially related criteria for convictions, unitrust distribution method for endowment care trust funds, and the licensure, and regulation of alkaline hydrolysis were presented and discussed.

Business Modernization Project

CFB is actively working toward implementing an information technology system in accordance with the Department's business modernization project that will streamline consumer and licensee interaction with CFB. As a first step toward modernization, CFB began accepting credit cards for license renewal for all 12 renewable license types.

Strategic Plan

In May 2019, CFB adopted its *2019–23 Strategic Plan*, which identifies goals and objectives to continue to achieve its mission of consumer protection. The *Strategic Plan* focuses on consumer education, consistent interpretation of the Cemetery and Funeral Act, and continuing CFB's progress for information technology solutions to allow for applications and a streamlined consumer experience.

Outreach

CFB attended regulatory and industry meetings to discuss legislation and industry activities on a statewide and national scale. CFB also participated in multiple Senior Scam Stopper events and the California Senior Rally to provide information on how to educate and protect consumers when purchasing preneed or at-need cemetery and funeral goods and services for either themselves or a loved one.

NEW LEGISLATION

AB 795 (Irwin, Chapter 309, Statutes of 2019) modifies the requirements to convert an endowment care fund from a net income distribution method to an unitrust distribution method as established under AB 926 (Irwin, Chapter 750, Statutes of 2017). The bill requires trustee compensation to be reasonable, comply with prudent investor rules, and meet specified requirements based on the net fair market value of the endowment care fund. In addition, this bill protects the cemetery and the endowment care fund from seizure by any private entity during bankruptcy, which limits the use of trust funds to their intended purpose of caring for and maintaining cemetery property.

SB 606 (Glazer, Chapter 375, Statutes of 2019), in the parts relevant to the Bureau, extends the sunset repeal date of the Bureau from January 1, 2020, to January 1, 2024, and makes technical changes related to the Bureau's operations.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
FUNERAL DIRECTOR		
LICENSE FEE	\$200	\$200
EXAMINATION FEE	\$100	\$100
TOTAL INITIAL LICENSE FEE	\$300	\$300
ANNUAL RENEWAL FEE	\$200	\$200
EMBALMER		
APPLICATION / EXAMINATION / LICENSE FEE	\$150	\$150
ANNUAL RENEWAL FEE	\$100	\$125
CEMETERY SALESPERSON		
LICENSE FEE	\$30	\$30
ANNUAL RENEWAL FEE	\$25	\$25

*The program licenses additional categories that can be found in Title 16, Division 12, California Code of Regulations § 1257, Title 16, Division 23, California Code of Regulations §§ 2310-2324; Business and Professions Code §§ 7651, 7653, 7672.1, 7712.2, 7721.9, 7729, 7729.2-7729.8, and 7729.10-7731.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
APPRENTICE EMBALMER	200	69	N/A
CEMETERY BRANCH BROKER	4	3	64
CEMETERY BROKER / ADDITIONAL BROKER	27	16	198
CEMETERY MANAGER	74	21	292
CEMETERY SALESPERSON	1,614	994	3,953
CERTIFICATE OF AUTHORITY (CEMETERY)	0	2	195
CREMATED REMAINS DISPOSER	27	23	112
CREMATORY	1	7	223
CREMATORY MANAGER	72	23	484
EMBALMER	63	55	1,506
FUNERAL DIRECTOR	257	117	2,198
FUNERAL ESTABLISHMENT	35	27	1,062
TOTAL	2,374	1,357	10,287

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
APPRENTICE EMBALMER	0	300	0
CEMETERY BRANCH BROKER	0	70	0
CEMETERY BROKER / ADDITIONAL BROKER	0	228	0
CEMETERY MANAGER	0	364	0
CEMETERY SALESPERSON	0	5,478	0
CERTIFICATE OF AUTHORITY (CEMETERY)	0	195	0
CREMATED REMAINS DISPOSER	0	170	0
CREMATORY	0	229	0
CREMATORY MANAGER	0	590	0
EMBALMER	0	1,894	0
FUNERAL DIRECTOR	0	2,817	0
FUNERAL ESTABLISHMENT	0	1,083	0
TOTAL	0	13,418	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
FUNERAL ESTABLISHMENT	ANNUALLY	0
FUNERAL DIRECTOR	ANNUALLY	0
EMBALMER	ANNUALLY	0
APPRENTICE EMBALMER	N/A	0
CERTIFICATE OF AUTHORITY (CEMETERY)	ANNUALLY	0
CREMATORY	ANNUALLY	0
CEMETERY MANAGER	ANNUALLY	0
CREMATORY MANAGER	ANNUALLY	0
CEMETERY BROKER / ADDITIONAL BROKER	ANNUALLY	0
CEMETERY BRANCH BROKER	ANNUALLY	0
CEMETERY SALESPERSON	ANNUALLY	0
CREMATED REMAINS DISPOSER	ANNUALLY	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
FUNERAL DIRECTOR	119	107	226
EMBALMER	55	0	55
CEMETERY MANAGER	22	6	28
CREMATORY MANAGER	24	9	33
CEMETERY BROKER	8	2	10

Summary of Enforcement Activity

Consumer Complaints—Intake

681	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
677	REFERRED FOR INVESTIGATION
4	PENDING

Conviction/Arrest Notification Complaints

66	RECEIVED
63	CLOSED/REFERRED FOR INVESTIGATION
3	PENDING

Inspections

1,602	CONDUCTED
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Investigations

684	OPENED
636	CLOSED
128	PENDING

Number of Days to Complete Intake and Investigations

459	UP TO 90 DAYS
138	91 TO 180 DAYS
39	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
66	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

CEMETERY AND FUNERAL BUREAU

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

Total Amount of Fines	
\$61,752	ASSESSED
\$1,400	REDUCED
\$51,751	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	
11	CASES OPENED/INITIATED
11	CASES CLOSED
10	CASES PENDING

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

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

Administrative Outcomes/Final Orders	
6	LICENSE APPLICATIONS DENIED
6	REVOCAION
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
3	DENIED
3	TOTAL

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

Cost Recovery to DCA	
\$14,991.23	ORDERED
\$15,362.80	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$21,224.15	AMOUNT REFUNDED
\$950	REWORK AT NO CHARGE
\$2,117.55	ADJUSTMENTS/RETURNS/EXCHANGES
\$24,291.70	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
3	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
63	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
379	AVERAGE NUMBER OF DAYS



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

www.chiro.ca.gov

STAFF:

18 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

12,427

BOARD MEMBERSHIP:

2 public representatives
5 licensees

BOARD STAFF:

Executive Officer: Robert Puleo
robert.puleo@dca.ca.gov

Assistant Executive Officer: Marcus McCarther
marcus.mccarther@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code § 1000–1058;

California Code of Regulations, Division 4,
Title 16, § 309–390.6.

SUNSET REVIEW:

Last review: 2017 Next review: 2021

Board Highlights

RECIPROCITY

The Board will issue a license to any person licensed to practice chiropractic under the laws of another state, provided that the state in which the applicant is licensed had the same general requirements as required by California at the time of licensure, as specified in Cal. Code of Regulations, section 323, and that state will issue a license to practitioners from California.

ACCOMPLISHMENTS

Enforcement Expert Witness Program

In November 2018, the Board completed a comprehensive review of the Enforcement Expert Witness Program and approved changes to update the expert consultant evaluation standards by establishing minimum qualifications, requiring applicants to demonstrate their abilities by completing a written exercise, streamlining the recruitment process, and augmenting the training materials. These changes will help the Board identify and select experts with the necessary training and experience to evaluate evidence in enforcement cases, prepare well written, defensible reports, and deliver persuasive testimony at administrative hearings.

Business Modernization Plan

BCE has continued to work with the Office of Information Services (OIS) to complete the business modernization plan (BMP). The BMP is an operational approach that the Department of Consumer Affairs (DCA) is utilizing to transition boards and bureaus to an effective online licensing and enforcement system.

To date, the Board has reviewed its business processes, considered process improvements, and documented business requirements. The board has completed stages one, two, and three of the project approval lifecycle, and anticipates completing the business modernization project by June 2021.

Law and Ethics Written Examination Development

In February 2019, the Board commenced work with DCA's Office of Professional Examination Services (OPES) to develop new questions for the California Chiropractic Law Examination. Additionally, BCE collaborated with OPES to review existing questions and establish a passing score for the new version of the exam. BCE continues to take active measures to ensure the exam is current with the laws governing the practice of chiropractic in California.

PROPOSED REGULATIONS

Denial of Application, Revocation or Suspension of Licensure (CCR sections 316.5, 321, 326, and 327)–Mandated by the Legislature

This regulation implements AB 2138 (Chiu, Chapter 995, Statutes of 2018), which limits the Board’s discretion in using prior criminal convictions and underlying acts as grounds for licensing determinations and establishes new prohibitions related to the denial, suspension, and revocation of licensure. The regulation will develop denial criteria and amend existing rehabilitation criteria.

Probation Status Disclosure (CCR section 308.2)–Mandated by the Legislature

This regulation implements the Patients Right to Know Act of 2018–SB 1448 (Hill, Chapter 570, Statutes of 2018), which requires specified health care professionals, including licensed chiropractors, who have been placed on probation on or after July 1, 2019, to disclose their probationary status to all patients.

The regulation will require probationary licensees to provide a patient notification form, developed by the Board, to all patients to ensure greater consumer protection and consistency with the provisions of SB 1448.

NEW LEGISLATION

There was no enacted legislation solely related to this program in 2019.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	N
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types–refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
BIENNIAL CONTINUING EDUCATION PROVIDER RENEWAL	\$56	**
CONTINUING EDUCATION PROVIDER APPLICATION	\$84	**
CONTINUING EDUCATION COURSE APPLICATION	\$56	**
CORPORATION REGISTRATION APPLICATION	\$186	**
CORPORATION SPECIAL REPORT FILING	\$31	**
CORPORATION RENEWAL FILING	\$31	**
CORPORATION DUPLICATE CERTIFICATE	\$50	**
DUPLICATE LICENSE	\$50	**
INITIAL LICENSE	\$186	**
LICENSE APPLICATION FEE	\$371	**
LICENSE CERTIFICATION/OUT OF STATE LICENSE VERIFICATION	\$124	**
LICENSE RENEWAL	\$313	**
PETITION FOR EARLY TERMINATION OF PROBATION OR REDUCTION OF PENALTY	\$371	**
PETITION FOR EARLY TERMINATION OF REVOKED LICENSE	\$371	**
PRECEPTOR	\$31	**
RECIPROCAL LICENSE APPLICATION	\$371	**
REFERRAL SERVICES APPLICATION	\$557	**
RESTORATION OF LICENSE FEE	\$626	**
SATELLITE CERTIFICATE APPLICATION	\$62	**
SATELLITE CERTIFICATE RENEWAL	\$31	**
SATELLITE CERTIFICATE REPLACEMENT	\$50	**

*Additional fees may be required. Refer to the laws and regulations for details.

**SB 547 (Hill, Chapter 429 Statutes of 2017) for one year, increased the license renewal fee to \$300 effective January 1, 2018.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
CHIROPRACTIC CORPORATIONS	86	98	1,295
DOCTOR OF CHIROPRACTIC	306	311	12,427
REFERRAL SERVICES	2	1	0
SATELLITE OFFICES (BCE)	1,439	1,244	2,801
TOTAL	1,833	1,654	16,523

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CHIROPRACTIC CORPORATIONS	0	1,371	0
DOCTOR OF CHIROPRACTIC	0	12,943	0
REFERRAL SERVICES	0	31	0
SATELLITE OFFICES (BCE)	4,247	0	0
TOTAL	4,247	14,345	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
DOCTOR OF CHIROPRACTIC	ANNUAL	24
SATELLITE OFFICES	ANNUAL	0
CHIROPRACTIC CORPORATION REGISTRATION	ANNUAL	0
REFERRAL SERVICE	N/A	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
CALIFORNIA CHIROPRACTIC LAW EXAMINATION	323	55	378

Summary of Enforcement Activity

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

All complaints include a desk investigation and may be referred to a field investigator (non-sworn).

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

Inspections	
0	CONDUCTED
0	CITATIONS ISSUED

Investigations	
676	OPENED
331	CLOSED
589	PENDING

Number of Days to Complete Intake and Investigations	
78	UP TO 90 DAYS
76	91 TO 180 DAYS
131	181 DAYS TO 1 YEAR
36	1 TO 2 YEARS
5	2 TO 3 YEARS
5	OVER 3 YEARS
233	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$25,200	ASSESSED
\$800	REDUCED
\$29,104	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	
27	CASES OPENED/INITIATED
52	CASES CLOSED
47	CASES PENDING

Number of Days to Complete AG Cases	
5	1 YEAR
22	1 TO 2 YEARS
17	2 TO 3 YEARS
8	OVER 3 YEARS
796	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Includes complaint intake, desk investigation, field investigation (if applicable), and formal discipline process.

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

Administrative Outcomes/Final Orders	
1	LICENSE APPLICATIONS DENIED
13	REVOCAION
15	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
14	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
8	DENIED
8	TOTAL

Cost Recovery to DCA	
\$214,752.50	ORDERED
\$116,277.49	COLLECTED

Restitution to Consumers/Refunds/Savings	
N/A	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS/RETURNS/EXCHANGES
N/A	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
19	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
214	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
531	AVERAGE NUMBER OF DAYS



Licenses and regulates contractors in 44 classifications.

www.cslb.ca.gov

STAFF:

408.6 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

308,018

BOARD MEMBERSHIP:

9 public members
6 professional members

BOARD STAFF:

Registrar: David Fogt
david.fogt@cslb.ca.gov

Chief Deputy Registrar: Tonya D. Corcoran
tonyad.corcoran@cslb.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 7000–7199.7;

California Code of Regulations, Division 8,
Title 16, §§ 810–890.

SUNSET REVIEW:

Last review: 2019 Next review: 2023

Board Highlights

RECIPROCITY

Pursuant to Business and Profession Code section 7065.4, the Board has reciprocity agreements in place with Arizona, Louisiana, Nevada, and Utah. Reciprocity requirements are the same for these states:

- The contractor must be applying for a license in a classification that appears on that state's Reciprocal Classifications List.
- The contractor must have held an active license in good standing in one of the reciprocal states for the previous five years.
- The contractor must submit to the Board the Request for Verification of License form that is completed by the licensing entity under which he or she is already licensed.
- The contractor must complete the Application for Original Contractor's License.
- The Certification of Work Experience form 13A-11 must be used to report and confirm the journey-level work experience for the previous five years.

If the Board grants reciprocity to a contractor, it can waive the trade portion of the examination (the contractor still must take the business law exam section); however, the Board retains the right to require the exam.

ACCOMPLISHMENTS

Sunset Hearing

In December 2018, CSLB submitted its *Sunset Review Report* to the state Legislature and on February 26, 2019, the Legislature held its joint oversight hearing on CSLB. Board Chair Marlo Richardson, past Board Chair Kevin Albanese, Registrar Dave Fogt, and Chief Deputy Registrar Tonya Corcoran represented CSLB. Legislators were particularly interested in CSLB's disaster response, reducing barriers to licensure, and the efficacy of the current contractor bond amount. SB 610 (Glazer) extends CSLB's sunset date to January 1, 2024.

Pathways to Licensure

CSLB entered into a license reciprocity agreement with Louisiana to allow general building contractor licensees in good standing for five years to become licensed in the other state without taking the trade portion of the exam. Applicants to CSLB would still need to take and pass the California law and business exam.

CSLB assisted military veterans seeking licensure by referring such individuals to specially trained staff to review transferable military training and experience, and expedited processing for 1,029 applications.

CSLB continued monthly licensing workshops, conducted in both English and Spanish, at CSLB's Sacramento headquarters and in the Norwalk office.

In February 2019, CSLB distributed \$100,000 in Construction Management Education grants to Construction Management programs at three California universities.

Disaster Response

CSLB staff joined with other state and local agencies at 15 Local Assistance Centers in 10 different counties across California to offer recovery assistance and information to affected property owners in the aftermath of unprecedented drought-driven wildfires and flooding from winter rains.

CSLB collaborated with county and city offices to conduct six two-part informational workshops in affected areas for survivors as well as contractors working in the rebuild areas. It also conducted sweeps and undercover sting operations in the fire zones to enforce license requirements and warn-off unlicensed contractors.

Financial Restitution

In fiscal year 2018–19, CSLB helped recover \$49 million in ordered restitution for consumers.

Public Outreach

CSLB produced or coproduced 20 webcasts; distributed 37 press releases; responded to 119 media inquiries, and expanded CSLB's social media presence to include Facebook, Twitter, Instagram, YouTube, Periscope, LinkedIn, and Flickr; managed eight mass email lists utilizing DCA's Listserv; and the combined database for all email alerts grew to almost 176,000.

CSLB conducted 53 Senior Scam Stoppers throughout California. These seminars are coordinated with state and local elected officials and agencies, as well as law enforcement and community-based organizations. It conducted 61 Consumer Scam Stoppers and other outreach events geared toward the general public.

Enforcement

CSLB collaborated with the California Public Utilities Commission and the Department of Business Oversight to establish a Joint Agency Solar Consumer Protection Task Force to address the predatory sales tactics seen in various disadvantaged communities around the state. Accomplishments include successful consumer restitution; data sharing among agencies; and formation of workgroups to address preventative outreach, coordinated enforcement activity, and complaint tracking and reporting.

In July 2018, CSLB began to use the letter of admonishment, an intermediate form of corrective action between an advisory notice and a citation, designed to enhance public protection by addressing single, nonnegotiable violations by licensed contractors. The letter provides for one year of public disclosure after issuance and an option for corrective action. In fiscal year 2018–19, CSLB issued 116 letters of admonishment.

CSLB completed 26,006 investigations; settled 3,355 cases; and took 4,437 legal actions. The Statewide Investigative Fraud Team (SWIFT) responded to 1,349 leads, 15% of which led to legal actions. SWIFT also conducted 78 sting operations and 358 sweep days, which led to the issuance of 589 Notices to Appear in criminal court. In total, 545 cases resulted in administrative action and 911 cases were referred to district attorney offices for criminal prosecution. SWIFT also issued 581 stop orders to uninsured employers and 1,009 advisory notices.

NEW LEGISLATION

SB 610 (Glazer, Chapter 378, Statutes of 2019)

extends the Board's sunset from January 1, 2020, to January 1, 2024. The bill adopts recommendations from the Board's 2018 *Sunset Review Report* and makes technical clarifying changes. This bill requires the Board to conduct a study on whether the current amount of the contractor bond is sufficient and report the findings to the Legislature by January 1, 2021. The bill also requires, rather than authorizes, the Board to charge a \$20 fee to enforce electrician certification requirements. The bill requires the Board to maintain its existing contractor's license search function and to webcast its public meetings. Additionally, this bill authorizes the Board to automatically suspend a contractor's license for an unsatisfied construction related judgment entered against a personnel of record of a licensee.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	N
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
APPLICATION FEE (INCLUDES EXAM FEE)	\$330	\$375
INITIAL LICENSURE FEE	\$200	\$225
TOTAL INITIAL LICENSE FEE	\$530	\$600
ADDITIONAL CLASSIFICATION FEE (ORIGINAL LICENSE)	\$75	\$85
ADDITIONAL CLASSIFICATION FEE (EXISTING LICENSE)	\$150	\$175
BIENNIAL RENEWAL FEE	\$400	\$450

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
HOME IMPROVEMENT SALESMAN REGISTRATION	10,549	6,013	4,683
ORIGINAL CONTRACTORS LICENSE	24,648	16,818	116,348
TOTAL	35,197	22,831	121,031

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
HOME IMPROVEMENT SALESMAN REGISTRATION	0	19,213	0
ORIGINAL CONTRACTORS LICENSE	3,716	285,089	0
TOTAL	3,716	304,302	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
ORIGINAL CONTRACTORS LICENSE	EVERY 2 YEARS	0
HOME IMPROVEMENT SALESMAN REGISTRATION	EVERY 2 YEARS	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
LAW AND BUSINESS	10,682	9,689	20,371
GENERAL ENGINEERING (A)	424	237	661
GENERAL CONTRACTOR (B)	3,529	5,470	8,999
ASBESTOS CERTIFICATION	20	17	37
HAZARDOUS CERTIFICATION	69	50	119
INSULATION AND ACOUSTICAL (C-2)	57	144	201
BOILER, HOT-WATER HEATING AND STEAM FITTING (C-4)	24	10	34
FRAMING AND ROUGH CARPENTRY (C-5)	62	71	133
CABINET, MILLWORK AND FINISH CARPENTRY (C-6)	222	328	550
LOW VOLTAGE SYSTEMS (C-7)	252	252	504
CONCRETE (C-8)	323	442	765
DRYWALL (C-9)	141	327	468
ELECTRICAL (C-10)	1,050	912	1,962
ELEVATORS (C-11)	13	28	41
EARTHWORK AND PAVING (C-12)	91	144	235
FENCING (C-13)	87	117	204
FLOORING (C-15)	351	399	750
FIRE PROTECTION (C-16)	66	192	258
GLAZING (C-17)	150	262	412
WARM-AIR HEATING, VENTILATING AND AIR CONDITIONING (C-20)	613	758	1,371
BUILDING MOVING/DEMOLITION (C-21)	96	139	235
ASBESTOS ABATEMENT (C-22)	11	13	24
ORNAMENTAL METAL (C-23)	65	93	158
LANDSCAPING (C-27)	550	1,076	1,626
LOCK AND SECURITY EQUIPMENT (C-28)	14	29	43
MASONRY (C-29)	87	132	219

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
CONSTRUCTION ZONE TRAFFIC CONTROL (C-31)	24	19	43
PARKING AND HIGHWAY IMPROVEMENT (C-32)	12	45	57
PAINTING AND DECORATING (C-33)	766	1,238	2,004
PIPELINE (C-34)	28	16	44
LATHING AND PLASTERING (C-35)	78	159	237
PLUMBING (C-36)	688	558	1,246
REFRIGERATION (C-38)	65	36	101
ROOFING (C-39)	300	374	674
SANITATION SYSTEM (C-42)	37	38	75
SHEETING METAL (C-43)	34	36	70
SIGN (C-45)	43	32	75
SOLAR (C-46)	71	110	181
MANUFACTURED HOUSING (C-47)	19	19	38
REINFORCING STEEL (C-50)	12	30	42
STRUCTURAL STEEL (C-51)	72	60	132
SWIMMING POOL (C-53)	131	167	298
TILE (C-54)	332	401	733
WATER CONDITIONING (C-55)	11	14	25
WELL DRILLING (C-57)	18	14	32
WELDING (C-60)	53	46	99

Summary of Enforcement Activity

Consumer Complaints—Intake

19,439	RECEIVED
637	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
18,802	REFERRED FOR INVESTIGATION
1,517	PENDING

Conviction/Arrest Notification Complaints

1,035	RECEIVED
1,040	CLOSED/REFERRED FOR INVESTIGATION
158	PENDING

Inspections

N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations

20,474	OPENED
21,644	CLOSED
3,132	PENDING

Number of Days to Complete Intake and Investigations

15,759	UP TO 90 DAYS
2,464	91 TO 180 DAYS
3,246	181 DAYS TO 1 YEAR
169	1 TO 2 YEARS
1	2 TO 3 YEARS
5	OVER 3 YEARS
83	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

1,852	ISSUED
1,852	ISSUED WITH A FINE
43	WITHDRAWN
7	DISMISSED
197	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$4,517,152	ASSESSED
\$783,400	REDUCED
\$2,192,350	COLLECTED

Criminal/Civil Actions	
1,674	REFERRALS FOR CRIMINAL/CIVIL ACTION
NDA	CRIMINAL ACTIONS FILED
N/A	CIVIL ACTIONS FILED

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

Number of Days to Complete AG Cases	
173	1 YEAR
177	1 TO 2 YEARS
36	2 TO 3 YEARS
6	OVER 3 YEARS
835	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
28	LICENSE APPLICATIONS DENIED
295	REVOCAION
0	SURRENDER OF LICENSE
2	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
97	PROBATION ONLY
0	PUBLIC REPRIMAND
90	OTHER DECISIONS

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

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

Cost Recovery to DCA	
\$1,677,735	ORDERED
\$519,054	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$6,330,863	RESTITUTION ORDERED
\$41,429,182	AMOUNT REFUNDED
\$1,441,411	REWORK AT NO CHARGE
N/A	ADJUSTMENTS/RETURNS/EXCHANGES
\$49,201,456	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
2	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
83	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
835	AVERAGE NUMBER OF DAYS



COURT REPORTERS BOARD OF CALIFORNIA

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.

www.courtreportersboard.ca.gov

STAFF:

3.5 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

6,338

BOARD MEMBERSHIP:

3 public representatives
2 licensees

BOARD STAFF:

Executive Officer: Yvonne K. Fenner
yvonne.fenner@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 8000–8047;

California Code of Regulations, Division 24,
Title 16, §§ 2400–2481.

SUNSET REVIEW:

Last review: 2018–19 Next review: 2023

Board Highlights

RECIPROCITY

The Board does not have reciprocity.

ACCOMPLISHMENTS

Business Processes

In order to pursue business modernization goals, the Board, with the help of DCA's SOLID unit, mapped out its business processes. Stage 1 documents were submitted to the Business, Consumer Services and Housing Agency as well as the Department of Technology for approval to proceed. The goal of this work is to allow consumers to submit exam applications, license applications and renewals, payments, and complaints online. Additionally, at the conclusion of the business modernization project, the Board will have streamlined its internal processes.

Strategic Plan

The Board adopted the *2019–23 Strategic Plan*. The new *Strategic Plan* includes expanding the Best Practice Pointers Task Force. This task force addresses frequent questions to the Board and assists court reporters in providing the best service to the consumer. It also includes goals for improving the public awareness of the Board's complaint process.

Sunset Review

The Senate Business, Professions, and Economic Development Committee and the Assembly Business and Professions Committee held a sunset hearing in March of 2019 to review the Board's performance. Questions raised by the committees included the status of online skills testing, status of licensing voice writers, the status of the Transcript Reimbursement Fund, and the Board's ability to enforce court reporting statutes with nonlicensee-owned firms.

Regulatory Update

The Board was successful in passing regulations to increase the license fee, which will enable it to remain fiscally stable as well as fund the Transcript Reimbursement Fund. Consumers will benefit from having the enforcement and licensing activities of the Board continue uninterrupted. Indigent litigants will benefit from the reopening of the Transcript Reimbursement Fund, which assists them with transcript costs.

NEW LEGISLATION

AB 253 (Stone, Chapter 419, Statutes of 2019) prohibits courts from using remote court reporting but permits the Santa Clara Superior Court to conduct a one-year pilot project for remote court reporting under a specified set of circumstances. The bill requires the Santa Clara Superior Court to study the effectiveness of the pilot project and provide a report to the Legislature within six months of the conclusion of the pilot project.

AB 1520 (Low, Chapter 463, Statutes of 2019)

This bill: (1) extends the sunset of the Board from January 1, 2020, to January 1, 2024, (2) clarifies that funds in the Court Reporters' Fund are available upon appropriation by the Legislature, (3) prohibits the Board from issuing a certificate for the practice of shorthand reporting by means of voice writing or voice recognition technology, and (4) requires the Board to submit a legislative report regarding the Transcript Reimbursement Fund on or before July 1, 2022.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	**
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	***
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

**May qualify based on completion of recognized court reporting program.

***Education or experience

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
COURT REPORTER/RENEWAL FEE	\$225	\$250
COURT REPORTER/LATE RENEWAL FEE	\$112.50	\$125
COURT REPORTER/LICENSE ISSUANCE	\$225	\$250
COURT REPORTER/APPLICATION FEE	\$40	\$40
COURT REPORTER/EXAM FEE	\$25	\$75
COURT REPORTER/DUPLICATE WALL CERTIFICATE	\$5	\$10

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
CERTIFIED SHORTHAND REPORTER	32	32	6,306
TOTAL	32	32	6,306

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CERTIFIED SHORTHAND REPORTER	0	6,338	0
TOTAL	0	6,338	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
CERTIFIED SHORTHAND REPORTER	YEARLY	NONE

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
DICTIONATION	18	311	329
ENGLISH	51	51	102
PROFESSIONAL PRACTICE	48	28	76

Summary of Enforcement Activity

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

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

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
125	OPENED
100	CLOSED
54	PENDING

COURT REPORTERS BOARD OF CALIFORNIA

Number of Days to Complete Intake and Investigations

75	UP TO 90 DAYS
14	91 TO 180 DAYS
4	181 DAYS TO 1 YEAR
7	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
86	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

17	ISSUED
17	ISSUED WITH A FINE
0	WITHDRAWN
1	DISMISSED
75	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$22,250	ASSESSED
\$2,500	REDUCED
\$10,700	COLLECTED

Criminal/Civil Actions

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

Office of the Attorney General/Disciplinary Actions

4	CASES OPENED/INITIATED
9	CASES CLOSED
3	CASES PENDING

Number of Days to Complete AG Cases

5	1 YEAR
4	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
337	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

2	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

1	LICENSE APPLICATIONS DENIED
3	REVOCATION
1	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
4	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED
0	TOTAL

Petition for Reinstatement of Revoked License/
Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA

\$4,737.50	ORDERED
\$2,229.62	COLLECTED

Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$3,523.35	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$3,523.35	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator

1	AVERAGE NUMBER OF DAYS
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Investigations: Opening to Closing of Case

67	AVERAGE NUMBER OF DAYS
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Investigations: Closure of Investigation to Imposing
Formal Discipline

283	AVERAGE NUMBER OF DAYS
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Licenses and regulates dentists, registered dental assistants, registered dental assistants in extended functions, and holders of orthodontic assistant and dental sedation assistant permits.

www.dbc.ca.gov

STAFF:

74.3 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

191,146

BOARD MEMBERSHIP:

5 public representatives
8 doctor of dental surgery (DDS)
1 registered dental assistant (RDA)
1 registered dental hygienist (RDH)

BOARD STAFF:

Executive Officer: Karen Fischer
karen.fischer@dca.ca.gov

Assistant Executive Officer: Sarah Wallace
sarah.wallace@dca.ca.gov

Administrative Services Manager: Wilbert Rumbaoa
wilbert.rumbaoa@dca.ca.gov

Legislative Contact: Gabriel Nevin
gabriel.nevin@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 160–1808,
§§ 1970–1976;

California Code of Regulations, Division 10,
Title 16, §§ 1000–1087.

SUNSET REVIEW:

Last review: 2019 Next review: 2023

Board Highlights

RECIPROCITY

The Dental Board of California accepts out-of-state dental licenses in good standing. The requirements to obtain a dental license by credential include, but are not limited to:

Dentists:

- A completed application and payment of all fees.
- A current license issued by another state to practice dentistry that is not revoked, suspended, or otherwise restricted.
- Proof that the applicant has either been in active clinical practice or has been a full-time faculty member in an accredited dental education program and in active clinical practice for a total of at least 5,000 hours in five of the seven consecutive years immediately preceding the date of his or her application.
- Residency—Maximum of two years of clinical practice credit allowed for a residency training program accredited by the American Dental Association, Commission on Dental Accreditation. With two years of clinical practice, or a completed residency, the remainder of the five-year requirement may be fulfilled with a contract to teach or to practice in settings specified in Business and Professions Code Sections 1635.5(a)(3)(B), 1635.5(a)(3)(C).
- The applicant may not have failed the California licensure exam or the WREB clinical exam within the last five years. A letter from WREB stating that the applicant has not failed the WREB exam must be submitted as proof.
- Fifty units of continuing education in the last two years, including current mandatory courses.

Registered Dental Assistants

- Reciprocity is not offered to practice as a registered dental assistant (RDA) in California.

ACCOMPLISHMENTS

Website Update

The Board's website was redesigned and updated to be compliant with the Americans with Disabilities Act (ADA) requirement for access and clarity in order to assist consumers navigating the site.

Sunset Review

The Board developed and submitted its comprehensive *Sunset Review Report* to the Legislature by December 1, 2018. The sunset review oversight process allows the Legislature to review the laws and regulations pertaining to each board and evaluate the Board's programs and policies; and determine whether the Board operates and enforces its regulatory responsibilities and is carrying out its statutory duties. The Board is evaluated on key performance measures and targets related to the timeliness of action, enforcement, and other necessary efforts to serve the needs of consumers while promoting regulatory efficiency and effectiveness. The Board appeared before the Legislative Oversight Committee on March 5, 2019, to report on the following issues identified by the Committee: the removal of the Registered Dental Assistant Practical Examination as a requirement for licensure, the success of implementation of the Portfolio Pathway to Licensure, the removal of the authority of the Board to approve foreign dental schools and moving this approval to a national accrediting agency, and the role the Board plays in curbing over-prescribing opioids within the dental profession. Assembly Bill 1519 (Low) is the vehicle for the statutory changes the Board has requested. Governor Newsom signed the bill on October 13, 2019. This legislation extends the Board and its authority to license and enforce the Dental Practice Act in the state until January 1, 2024.

Opioid Epidemic

The Board recognizes that widespread use and abuse of opioids in the country has risen to an epidemic level and believes that educating both licensees and consumers on this important issue coincides with its mission of public protection. The Board therefore encourages its licensees to learn more about this epidemic and its tragic effects on individuals and their families; and to understand best prescribing practices and patient education methods that can be used when prescribing opioids. Links to educational resources are provided on the Board's website to assist both consumers and licensees in this effort. In addition, the Board approved regulatory language that would require licensed dentists, upon renewal, to have taken a mandatory course relating to the risks of addiction associated with the use of Schedule II drugs.

Dental Assisting

The Board conducted two informational meetings with dental assisting program directors to discuss and clarify the Board's program re-evaluation process.

General Anesthesia/Conscious Sedation

The Board conducted two General Anesthesia/Conscious Sedation (GA/CS) Calibration Courses for permit holders—one in Oakland and one in Van Nuys. Subject matter experts in the field of general anesthesia and conscious sedation provided a review of the Board's regulatory requirements for the GA/CS permit examination. The Board was able to recruit additional GA and CS evaluators to be used when evaluating new and renewal applications for both permits. The ability for the Board to recruit and maintain evaluators is important to the success of the program in order to ensure public safety.

Outreach

The Board conducted outreach to students attending California dental schools to promote the Portfolio Pathway to Licensure upon graduation. The pathway, offered only to students attending dental school in California, provides an opportunity for students to complete competency examinations during dental school and to submit a "portfolio" of their work to the Board as a requirement for licensure. This benefits the student because the examination of his/her skills, ability, and knowledge is taken during school rather than an examination taken at a single point in time, as is traditionally done.

NEW LEGISLATION

AB 1519 (Low, Chapter 865, Statutes of 2019), among other things, extends the operations of the Board until January 1, 2024, and authorizes a Board member's appointing authority to remove the member of the Board they appointed for continued neglect of duty, incompetency, or unprofessional or dishonorable conduct at any time. This bill also prohibits the Board from approving applications of foreign dental schools beginning January 1, 2020, and requires currently approved foreign schools to complete the international consultative and accreditation process with the Commission on Dental Accreditation of the American Dental Association or a comparable accrediting body by January 1, 2024. Additionally, this bill abolishes the State Dental Assistant Fund on July 1, 2022, and transfers any moneys held in that fund to the State Dentistry Fund.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y*
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Does not apply for License Type: Registered Dental Assistant.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
DENTIST LICENSURE BY WREB¹ EXAMINATION		
APPLICATION FEE	\$400	\$1,000
INITIAL LICENSURE FEE ²	\$650	\$800
DENTAL LAW AND ETHICS APPLICATION	\$125	\$250
DENTAL LAW AND ETHICS EXAM FEE	\$22.50	ACTUAL COST OF EXAM SET BY PSI ³
WREB EXAMINATION	\$2,185-\$2,420	SET BY WREB
TOTAL INITIAL LICENSE FEE	\$3,382.50-\$3,617.50	N/A
BIENNIAL RENEWAL FEE	\$650	\$800
DENTIST LICENSURE BY PORTFOLIO		
APPLICATION FEE	\$400	\$1,500
INITIAL LICENSURE FEE	\$650	\$800
DENTAL LAW AND ETHICS EXAM	\$125	\$250
TOTAL INITIAL LICENSE FEE	\$1,175	N/A
BIENNIAL RENEWAL FEE	\$650	\$800
DENTIST LICENSURE BY RESIDENCY		
APPLICATION FEE	\$800	\$1,000
INITIAL LICENSURE FEE	\$650	\$800
DENTAL LAW AND ETHICS EXAM	\$125	\$250
TOTAL INITIAL LICENSE FEE	\$1,575	N/A
BIENNIAL RENEWAL FEE	\$650	\$800

License Type/Fee Type	Actual Fee	Statutory Limit
DENTIST LICENSURE BY CREDENTIAL		
APPLICATION FEE	\$525	\$1,000
INITIAL LICENSURE FEE	\$650	\$800
TOTAL INITIAL LICENSE FEE	\$1,175	N/A
BIENNIAL RENEWAL FEE	\$650	\$800
REGISTERED DENTAL ASSISTANT		
APPLICATION FEE	\$120	\$200
GENERAL AND LAW AND ETHICS EXAM	\$38.50	ACTUAL COST OF EXAM SET BY PSI
TOTAL INITIAL LICENSE FEE	\$158.50	N/A
BIENNIAL RENEWAL FEE	\$100	\$200
REGISTERED DENTAL ASSISTANT (RDAEF⁴)		
APPLICATION FEE	\$120	\$200
PRACTICAL EXAMINATION FEE	\$500	ACTUAL COST OF EXAM
WRITTEN EXAMINATION FEE	\$22.50	ACTUAL COST OF EXAM SET BY PSI
TOTAL INITIAL LICENSE FEE	\$642.50	N/A
BIENNIAL RENEWAL FEE	\$100	\$200

*Additional fees may be required. Refer to the laws and regulations for details.

¹WREB is the Western Regional Examining Board and sets its exam fee based on testing location costs.

²Initial license fee prorated. AB 179 (Bonilla, Chapter 510, Statutes of 2015) authorizes the Board to raise specified fees.

³PSI (Psychological Services Inc.) is a testing vendor that offers computer-based tests for DDS and RDA applicants. PSI has their own testing fees that do not include Board fees.

⁴Registered dental assistant in extended functions.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ADDITIONAL OFFICE PERMIT	578	415	1,127
BOARD APPROVED FOREIGN DENTAL SCHOOLS	1	0	1
CODA APPROVED CALIFORNIA DENTAL SCHOOLS	0	0	0
CONSCIOUS SEDATION PERMIT	56	44	257
DENTAL SEDATION ASSISTANT	5	8	13
DENTAL SEDATION ASSISTANT COURSES	5	3	0
DENTIST LICENSE	1,263	1,224	17,772
ELECTIVE FACIAL COSMETIC SURGERY PERMIT	7	2	16
FICTITIOUS NAME PERMIT	1,109	774	3,150
GENERAL ANESTHESIA PERMIT	59	42	421
MEDICAL GENERAL ANESTHESIA PERMIT	23	17	38
MOBILE DENTAL CLINIC PERMIT	11	7	22
ORAL CONSCIOUS SEDATION CERTIFICATE	146	135	1,163
ORAL MAXILLOFACIAL SURGERY PERMIT	9	3	41
ORTHODONTIC ASSISTANT	314	270	452
ORTHODONTIC ASSISTANT COURSES	7	6	0
REGISTERED DENTAL ASSISTANT	2,305	2,328	16,317
REGISTERED DENTAL ASSISTANT PROGRAMS	0	3	0
REGISTERED DENTAL ASSISTANT IN EXTENDED FUNCTIONS	127	102	756
REGISTERED DENTAL ASSISTANT IN EXTENDED FUNCTIONS PROGRAMS	0	1	0
REGISTERED PROVIDER PERMIT	126	91	342
SPECIAL PERMIT	7	3	37
TOTAL	6,158	5,478	41,925

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ADDITIONAL OFFICE PERMIT	10,136	0	0
BOARD APPROVED FOREIGN DENTAL SCHOOLS	0	0	2
CODA APPROVED CALIFORNIA DENTAL SCHOOLS	0	0	6
CONSCIOUS SEDATION PERMIT	1,091	0	0
DENTAL SEDATION ASSISTANT	48	0	0
DENTAL SEDATION ASSISTANT COURSES	0	0	32
DENTIST LICENSE	0	58,727	0
ELECTIVE FACIAL COSMETIC SURGERY PERMIT	34	0	0
FICTITIOUS NAME PERMIT	14,920	0	0
GENERAL ANESTHESIA PERMIT	1,894	0	0
MEDICAL GENERAL ANESTHESIA PERMIT	308	0	0
MOBILE DENTAL CLINIC PERMIT	130	0	0
ORAL CONSCIOUS SEDATION CERTIFICATE	3,885	0	0
ORAL MAXILLOFACIAL SURGERY PERMIT	118	0	0
ORTHODONTIC ASSISTANT	1,277	0	0
ORTHODONTIC ASSISTANT COURSES	0	0	155
REGISTERED DENTAL ASSISTANT	0	92,386	0
REGISTERED DENTAL ASSISTANT PROGRAMS	0	0	88
REGISTERED DENTAL ASSISTANT IN EXTENDED FUNCTIONS	0	2,153	0
REGISTERED DENTAL ASSISTANT IN EXTENDED FUNCTIONS PROGRAMS	0	0	11
REGISTERED PROVIDER PERMIT	3,813	0	0
SPECIAL PERMIT	226	0	0
TOTAL	37,880	153,266	294

Summary of Enforcement Activity

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

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
RDA COMBINED	1,608	1,194	2,802
RDAEF LAW AND ETHICS	120	67	187
RDAEF CLINICAL	92	61	153
RDAEF PRACTICAL	100	41	141
DDS LAW AND ETHICS	999	125	1,124

Consumer Complaints—Intake

3,566	RECEIVED
9	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
3,568	REFERRED FOR INVESTIGATION
12	PENDING

Conviction/Arrest Notification Complaints

800	RECEIVED
751	CLOSED/REFERRED FOR INVESTIGATION
56	PENDING

Inspections

173	CONDUCTED
0	CITATIONS ISSUED

Investigations

929	OPENED
1,433	CLOSED
569	PENDING

Number of Days to Complete Intake and Investigations

2,060	UP TO 90 DAYS
1,155	91 TO 180 DAYS
1,016	181 DAYS TO 1 YEAR
471	1 TO 2 YEARS
256	2 TO 3 YEARS
63	OVER 3 YEARS
205	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

259	ISSUED
229	ISSUED WITH A FINE
20	WITHDRAWN
10	DISMISSED
221	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$231,450	ASSESSED
\$67,000	REDUCED
\$89,750	COLLECTED

Criminal/Civil Actions

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

Office of the Attorney General/Disciplinary Actions

152	CASES OPENED/INITIATED
116	CASES CLOSED
137	CASES PENDING

Number of Days to Complete AG Cases

5	1 YEAR
22	1 TO 2 YEARS
17	2 TO 3 YEARS
47	OVER 3 YEARS
1,079	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

4	STATEMENTS OF ISSUES FILED
80	ACCUSATIONS FILED
2	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
1	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
5	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

3	LICENSE APPLICATIONS DENIED
13	REVOCAION
14	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
44	PROBATION ONLY
24	PUBLIC REPRIMAND
1	OTHER DECISIONS

Petition for Modification or Termination of Probation

5	GRANTED
2	DENIED
7	TOTAL

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

2	GRANTED
1	DENIED
3	TOTAL

Cost Recovery to DCA

\$314,341.15	ORDERED
\$162,566.01	COLLECTED

Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator

126	AVERAGE NUMBER OF DAYS
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Investigations: Opening to Closing of Case

294	AVERAGE NUMBER OF DAYS
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**Investigations: Closure of Investigation to Imposing
Formal Discipline**

1,079	AVERAGE NUMBER OF DAYS
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Licenses and regulates registered dental hygienists, registered dental hygienists in extended functions, and registered dental hygienists in alternative practice.

www.dhbc.ca.gov

STAFF:

9.2 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

32,966

BOARD MEMBERSHIP:

4 public representatives
5 licensees

BOARD STAFF:

Executive Officer: Anthony Lum
anthony.lum@dca.ca.gov

Assistant Executive Officer: Elizabeth Elias
elizabeth.elias@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 1900–1967.4;

California Code of Regulations, Division 10,
Title 16, §§ 1000–1023.8, §§ 1067–1090.1;

California Code of Regulations, Division 11,
Title 16, §§ 1100–1153.

SUNSET REVIEW:

Last review: 2018 Next review: 2022

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code section 1917.1, registered dental hygienists who are licensed in good standing in a state other than California for five years or more may achieve “licensure by credential” rather than through examination.

ACCOMPLISHMENTS

Reclassified as a Board

As of January 1, 2019, the Dental Hygiene Committee of California became one of the newest boards under the responsibility of the Department of Consumer Affairs (DCA) and is now titled the Dental Hygiene Board of California. This is a direct result of the Board’s 2018 sunset review and all references to the committee should now be to the Board. The change in the name ensures that the Board is recognized as an independent governmental body and not a subcommittee of another agency. The Board is the only state governmental body in the nation that oversees its dental hygiene profession and educational programs.

Another change that occurred as a result of DHBC’s 2018 sunset review is that out of the four public members on the Board, two will now be appointed by the Legislature (one by the Senate Committee on Rules, and one by the Speaker of the Assembly). Previously, all members, whether public or professionals, were appointed by the governor. As the current public members are termed out or not reappointed, the Legislature will appoint replacements.

Outreach

The Board’s outreach efforts continued with teleconference sessions with several dental hygiene educational programs throughout the year to answer any questions or concerns students may have about the licensure process and the profession. The Board attended and had an outreach booth at the California Dental Hygienists’ Association’s Spring Scientific Session in Anaheim, where staff interacted with students, licensees, and educators to provide information and answer any questions they may have.

The Board hired Assistant Executive Officer, Elizabeth Elias on December 26, 2018, to help oversee program operations.

The Board continued its review and oversight of the dental hygiene educational programs to ensure their students are prepared for the profession according to the law. Not only is this increased oversight beneficial for the students preparing for licensure, but for the consumer as well in knowing that the schools are graduating skilled, educated, and knowledgeable people about to enter the profession. There were four site visits conducted last year with a goal to review and visit all 27 dental hygiene educational programs.

NEW LEGISLATION

There was no enacted legislation solely related to this program in 2019.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
REGISTERED DENTAL HYGIENIST (RDH)		
APPLICATION FEE (WREB, CRDTS, OR LBC)	\$100	\$250
LICENSE ISSUANCE FEE	\$100	\$250
BIENNIAL LICENSE RENEWAL FEE	\$160	\$500
LICENSE RENEWAL DELINQUENCY FEE	\$80	1/2 LICENSE RENEWAL FEE
REGISTERED DENTAL HYGIENIST IN ALTERNATIVE PRACTICE (RDHAP)		
APPLICATION FEE	\$100	\$250
LICENSE ISSUANCE FEE	\$250	\$250
BIENNIAL LICENSE RENEWAL FEE	\$160	\$500
LICENSE RENEWAL DELINQUENCY FEE	\$80	1/2 LICENSE RENEWAL FEE
REGISTERED DENTAL HYGIENIST IN EXTENDED FUNCTIONS (RDHEF)		
BIENNIAL LICENSE RENEWAL FEE	160	500
LICENSE RENEWAL DELINQUENCY FEE	80	1/2 LICENSE RENEWAL FEE
FICTICIOUS NAME PERMIT (FNP)		
APPLICATION FEE - PERMIT ISSUED MORE THAN 1 YEAR	\$160	\$500
APPLICATION FEE - PERMIT ISSUED LESS THAN 1 YEAR	\$80	\$500
BIENNIAL PERMIT RENEWAL FEE	\$160	\$500
PERMIT RENEWAL DELINQUENCY FEE	\$80	1/2 LICENSE RENEWAL FEE
MISCELLANEOUS FEES		
DUPLICATE LICENSE FEE	\$25	1/2 LICENSE RENEWAL FEE
CERTIFICATION OF LICENSURE FEE	\$25	1/2 LICENSE RENEWAL FEE

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
FICTITIOUS NAME PERMITS (DHCC)	15	0	123
REGISTERED DENTAL HYGIENIST (RDH)	833	810	19,822
REGISTERED DENTAL HYGIENIST IN ALTERNATIVE PRACTICE (RDHAP)	59	45	630
REGISTERED DENTAL HYGIENIST IN EXTENDED FUNCTIONS (RDHEF)	0	0	25
TOTAL	907	855	20,600

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
FICTITIOUS NAME PERMITS (DHCC)	238	0	0
REGISTERED DENTAL HYGIENIST (RDH)	0	31,993	0
REGISTERED DENTAL HYGIENIST IN ALTERNATIVE PRACTICE (RDHAP)	0	703	0
REGISTERED DENTAL HYGIENIST IN EXTENDED FUNCTIONS (RDHEF)	0	32	0
TOTAL	238	32,728	0

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

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
RDH LAW AND ETHICS EXAMINATION	813	175	988
RDHAP LAW AND ETHICS EXAMINATION	41	12	53

The DHBC no longer administers a clinical examination and relies on regional examination results for licensure. (WREB & CRDTS).

Summary of Enforcement Activity

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

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

Inspections	
0	CONDUCTED
0	CITATIONS ISSUED

Investigations	
140	OPENED
113	CLOSED
119	PENDING

Number of Days to Complete Intake and Investigations	
76	UP TO 90 DAYS
9	91 TO 180 DAYS
8	181 DAYS TO 1 YEAR
10	1 TO 2 YEARS
5	2 TO 3 YEARS
2	OVER 3 YEARS
151	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$7,500	ASSESSED
\$0	REDUCED
\$8,761.83	COLLECTED

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

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

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

Formal Actions Filed/Withdrawn/Dismissed	
1	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	
1	LICENSE APPLICATIONS DENIED
2	REVOCAION
1	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	
\$1,652.50	ORDERED
\$15,695.29	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
27	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
140	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
204	AVERAGE NUMBER OF DAYS



BUREAU OF HOUSEHOLD GOODS AND SERVICES

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. Permits and regulates the transport of household goods and personal effects by household movers and brokers.

www.bhgs.dca.ca.gov

STAFF:

61.9 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

44,588

ADVISORY COUNCIL MEMBERSHIP:

6 public representatives
6 licensees

BUREAU STAFF:

Chief: Nicholas Oliver
nicholas.oliver@dca.ca.gov

Deputy Chief: Rita Wong
rita.wong@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 9800–9874 (BEAR); §§ 19000–19221 (HFTI); §§ 19225–19294 (HHM);

California Code of Regulations, Division 27, Title 16, §§ 2700–2775 (BEAR);

California Code of Regulations, Division 3, Title 4, §§ 1101–1383.6 (HFTI).

SUNSET REVIEW:

Last review: 2018 Next review: 2022

Bureau Highlights

RECIPROCITY

The Bureau does not have reciprocity.

ACCOMPLISHMENTS

Name Change

On January 1, 2019, the Bureau's name was changed to the Bureau of Household Goods and Services as a more comprehensive reflection of the variety of industries it regulates.

Administration of the Household Movers Act

The Bureau integrated the household movers program into its existing regulatory authority, providing licensing services, including examination administration, consumer complaint handling, and conducting investigations. Since assuming administration of the household movers program, the Bureau developed educational materials, simplified the application form, and restructured the examination process.

Enforcement Unit Improvements

The Bureau reorganized its Enforcement Unit to include special investigators who have authority to enforce regulations for all programs under the Bureau's oversight.

Repealed Outdated Flammability Standard

The Bureau repealed Technical Bulletin 133, an outdated and redundant flammability standard for upholstered furniture used in public-occupied buildings. The repeal became effective January 22, 2019, requiring all upholstered furniture to meet the flammability and labeling requirements of Technical Bulletin 117-2013. This move benefits industry and consumers as manufacturers no longer need to use component materials containing flame retardant chemicals in order to meet the standard.

Outreach

The Bureau conducted two public regulatory workshops in February 2019 providing stakeholders within the upholstered furniture and household mover industries opportunity to participate in discussions, make suggestions, and provide feedback regarding law on label and household mover enforcement regulations. The Bureau is currently drafting rulemaking proposals on these topics considering stakeholders' feedback and anticipates an implementation date of no later than 2021.

BUREAU OF HOUSEHOLD GOODS AND SERVICES

The Bureau has increased outreach efforts to provide stakeholders with up-to-date information on various topics within the Bureau's jurisdictions. With the assistance of the Department's Communications Division, the Bureau disseminated a flyer providing consumers with moving tips, a consumer news release regarding using licensed restoration companies, an industry advisory with legislative updates, and an educational video to assist licensees with making online payments.

The Bureau published *Summary Report of Barrier Research* in August 2018, which evaluates the effectiveness of a variety of barrier materials which could be used in upholstered furniture. A bench-scale open flame barrier test proposal was developed, and a variety of barrier materials provided by the industry were tested. Also, full-scale validation tests were conducted on mockup furniture made by combining various cover fabrics, barrier materials, and polyurethane foam.

NEW LEGISLATION

SB 82 (Committee on Budget and Fiscal Review, Chapter 29, Statutes of 2019) makes various statutory changes necessary to implement the Budget Act of 2019, including re-establishing a schedule of registration fees for service contractors regulated by the Bureau. This bill contained an urgency clause and took effect upon being signed into law.

SB 358 (Committee on Transportation, Chapter 643, Statutes of 2019) makes various noncontroversial, technical changes to provisions of the Vehicle Code, Labor Code, and Streets and Highways Code. This bill continues the Department of Motor Vehicles' regulatory authority over motortrucks used by household movers by extending its authority over motortrucks that are now regulated by the Bureau. This bill also maintains certain liability exemptions for household movers when they use labor contractors.

SB 391 (Monning, Chapter 210, Statutes of 2019) grants special investigators employed by the Bureau authority to issue notices to appear in court for misdemeanor violations of the *Household Movers Act*.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	N
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	N
EXAMINATION	Y (MOVERS PERMITS)
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	Y (MOVERS PERMITS)

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
APPLIANCE SERVICE DEALER	\$190	\$205
COMBINATION SERVICE DEALER	\$375	\$405
ELECTRONIC SERVICE DEALER	\$190	\$205
SERVICE CONTRACT ADMINISTRATOR	\$95	\$95
SERVICE CONTRACT SELLER	\$95	\$95
BEDDING RETAILER	\$140	\$150
CUSTOM UPHOLSTER	\$420	\$450
FURNITURE & BEDDING RETAILER	\$280	\$300
FURNITURE & BEDDING MANUFACTURER	\$750	\$940
FURNITURE & BEDDING WHOLESALER	\$625	\$675
FURNITURE RETAILER	\$140	\$150
IMPORTER (INCLUDES OVERSEAS MANUFACTURERS)	\$750	\$940
SANITIZER	\$420	\$450
SUPPLY DEALER	\$625	\$675
THERMAL INSULATION MANUFACTURER	\$2,000	\$8,000

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
APPLIANCE SERVICE DEALER	348	341	2,286
BEDDING RETAILER	27	228	970
COMBINATION SERVICE DEALER	22	61	396
CUSTOM UPHOLSTERER	23	25	201
ELECTRONIC SERVICE DEALER	390	393	4,161
FURNITURE & BEDDING MANUFACTURER	129	121	656
FURNITURE & BEDDING RETAILER	392	564	4,340
FURNITURE & BEDDING WHOLESALER	21	19	84
FURNITURE RETAILER	107	170	1,232
IMPORTER	922	926	1,979
SANITIZER	6	12	1
SERVICE CONTRACT ADMINISTRATOR	7	7	45
SERVICE CONTRACT SELLER	191	961	11,303
SUPPLY DEALER	1	0	48
THERMAL INSULATION MANUFACTURER	11	13	102
HOUSEHOLD MOVERS PERMIT	165	131	0
TOTAL	2,762	3,972	27,804

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
APPLIANCE SERVICE DEALER	0	2,634	0
BEDDING RETAILER	0	2,245	0
COMBINATION SERVICE DEALER	0	566	0
CUSTOM UPHOLSTERER	0	476	0
ELECTRONIC SERVICE DEALER	0	4,564	0
FURNITURE & BEDDING MANUFACTURER	0	1,467	0
FURNITURE & BEDDING RETAILER	0	11,260	0
FURNITURE & BEDDING WHOLESALER	0	183	0
FURNITURE RETAILER	0	2,079	0
IMPORTER	0	5,559	0
SANITIZER	0	24	0
SERVICE CONTRACT ADMINISTRATOR	0	57	0
SERVICE CONTRACT SELLER	0	12,241	0
SUPPLY DEALER	0	93	0
THERMAL INSULATION MANUFACTURER	0	114	0
HOUSEHOLD MOVERS PERMIT	1,026	0	0
TOTAL	1,026	43,562	0

*The reason for the disparity between applications received and licenses issued is that large retailers submit one application with a total fee for all new individual stores. They are counted in ATS as one application.

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
APPLIANCE SERVICE DEALER	EVERY YEAR	0
BEDDING RETAILER	EVERY 2 YEARS	0
COMBINATION SERVICE DEALER	EVERY YEAR	0
CUSTOM UPHOLSTERER	EVERY 2 YEARS	0
ELECTRONIC SERVICE DEALER	EVERY YEAR	0
HOUSEHOLD MOVER*	N/A	0
FURNITURE & BEDDING MANUFACTURER	EVERY 2 YEARS	0
FURNITURE & BEDDING RETAILER	EVERY 2 YEARS	0
FURNITURE & BEDDING WHOLESALE	EVERY 2 YEARS	0
FURNITURE RETAILER	EVERY 2 YEARS	0
IMPORTER	EVERY 2 YEARS	0
SANITIZER	EVERY 2 YEARS	0
SERVICE CONTRACT ADMINISTRATOR	EVERY YEAR	0
SERVICE CONTRACT SELLER	EVERY YEAR	0
SUPPLY DEALER	EVERY 2 YEARS	0
THERMAL INSULATION MANUFACTURER	EVERY YEAR	0

*Household Mover Permit Holders are not subject to renewal. In lieu of renewal, they file quarterly reports with fees based on their income.

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
HOUSEHOLD MOVER EXAM	122	47	169

Summary of Enforcement Activity

Consumer Complaints—Intake

1,800	RECEIVED
947	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
845	REFERRED FOR INVESTIGATION
36	PENDING

Conviction/Arrest Notification Complaints

0	RECEIVED
0	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections

3,863	CONDUCTED
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Investigations

846	OPENED
681	CLOSED
318	PENDING

Number of Days to Complete Intake and Investigations

503	UP TO 90 DAYS
109	91 TO 180 DAYS
64	181 DAYS TO 1 YEAR
9	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
67	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

626	ISSUED
250	ISSUED WITH A FINE
21	WITHDRAWN
0	DISMISSED
2	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

BUREAU OF HOUSEHOLD GOODS AND SERVICES

Total Amount of Fines	
\$115,185	ASSESSED
\$20,785	REDUCED
\$73,510	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	
2	CASES OPENED/INITIATED
0	CASES CLOSED
2	CASES PENDING

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

Formal Actions Filed/Withdrawn/Dismissed	
1	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
1	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

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

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

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

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$53,679	AMOUNT REFUNDED
\$315	REWORK AT NO CHARGE
\$20,557	ADJUSTMENTS/RETURNS/EXCHANGES
\$74,551	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
7	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
69	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
47	AVERAGE NUMBER OF DAYS



The Landscape Architects Technical Committee's (LATC's) purpose is to act in an advisory capacity to the California Architects Board on examination and other matters pertaining to the regulation of the practice of landscape architecture in California.

www.latc.ca.gov

STAFF:

5 civil servant positions
0 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

3,868

COMMITTEE MEMBERSHIP:

5 licensees

COMMITTEE STAFF:

Executive Officer: Laura Zuniga
laura.zuniga@dca.ca.gov

Assistant Executive Officer: Vickie Mayer
vickie.mayer@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 5615–5683;

California Code of Regulations, Division 26,
Title 16, §§ 2602–2680.

SUNSET REVIEW:

Last review: 2018 Next review: 2022

Committee Highlights

RECIPROCITY

Pursuant to California Code of Regulations (CCR), Title 16, Division 26, section 2615, in order to be eligible for reciprocal licensure in California, a candidate must be licensed as a landscape architect in another U.S. jurisdiction, Canadian province, or Puerto Rico by having passed a written examination substantially equivalent in scope and subject matter to the Landscape Architect Registration Examination (LARE), meet the education and training requirements for first-time exam candidates, and successfully complete the California Supplemental Examination. For purposes of reciprocity, the LATC recognizes two national examinations, which are the: 1) LARE; and 2) Uniform National Examination for Landscape Architects. There is a \$35 fee for the LATC to review an LATC Reciprocity Application; to take the CSE, there is a \$275 fee.

ACCOMPLISHMENTS

Member Appointments

Jon Wreschinsky was appointed by the Senate Rules Committee effective February 19, 2019. Andrew Bowden's term expired June 1, 2019, and he is currently serving in his grace period. The LATC has all Committee seats filled.

Major Accomplishments for Fiscal Year 2018–19

LATC completed the sunset review process to extend its sunset date until January 1, 2024. The oversight hearing was held on March 5, 2019, by the joint Senate and the Assembly policy committees. LATC provided written responses following the hearing and received legislative approval of Senate Bill 608 (Glazer, 2019).

LATC adopted a new three-year *Strategic Plan* (2019–21). In an effort to strengthen consumer protection, objectives include business modernization efforts, conducting an occupational analysis to update the California Supplemental Examination, and developing an online tutorial of the licensure process for candidates.

LATC partnered with SOLID and the Office of Information Services and completed the current and possible business processes mapping for the business modernization plan. Efforts continue toward identifying a new licensing and enforcement technology platform.

The LATC, along with the Board, secured a contract with a collection agency (Cedars Business Services LLC) for debt collection services to collect outstanding administrative fines and cost recoveries.

A new user-friendly website was launched in the fall of 2018 that includes a comprehensive new license search feature.

The Interim Credit Card Acceptance Portal was launched in April 2019 to allow online credit card payment for license renewals.

LATC implemented a communication plan and has increased its social media presence to inform stakeholders. Announcements include the *Consumer Guide*, *Strategic Plan*, credit card payment for license renewal, examination deadlines, and meeting dates.

Regulatory Change Proposals

Staff prepared a regulatory package to amend CCR section 2671 (Public Presentments and Advertising Requirements) to require a license number on all correspondence and advertisement platforms to inform and protect consumers.

Assembly Bill (AB) 2138 (Chiu, Chapter 995, Statutes of 2018) becomes operative on July 1, 2020. The bill requires boards, bureaus, and committees to amend their existing regulations governing substantially related crimes or acts, and rehabilitation criteria. Staff worked in concert with DCA and developed regulatory amendments for CCR sections 2655 (Substantial Relationship Criteria), 2656 (Criteria for Rehabilitation), and 2680 (Disciplinary Guidelines), to incorporate the new criteria.

Website

Government Code section 11546.7 required, by July 1, 2019, and before July 1 biennially going forward, all state agencies and entities to certify their website content is accessible to everyone. Staff worked with DCA to remediate documents on its website, and on June 27, 2019, LATC received its Website Accessibility Certification.

NEW LEGISLATION

There was no enacted legislation solely related to this program in 2019.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	N

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
LANDSCAPE ARCHITECTS: APPLICATION FEE (LARE ELIGIBILITY)	\$35	\$100
LANDSCAPE ARCHITECTS: APPLICATION FEE (CSE)	\$35	\$100
LANDSCAPE ARCHITECTS: EXAMINATION FEE	\$275	N/A
LANDSCAPE ARCHITECTS: LICENSURE FEE	\$400	\$400
LANDSCAPE ARCHITECTS: BIENNIAL RENEWAL FEE	\$220**	\$400

*Additional fees may be required. Refer to the laws and regulations for details.

** Pursuant to CCR 2649(f), there is a fee reduction from July 1, 2017, to June 30, 2019, such that the renewal fee is currently \$220.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
LANDSCAPE ARCHITECT	169	169	1,756
TOTAL	169	169	1,756

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
LANDSCAPE ARCHITECT	0	3,868	0
TOTAL	0	3,868	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
LANDSCAPE ARCHITECT LICENSE RENEWAL	EVERY 2 YEARS	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
LANDSCAPE ARCHITECT REGISTRATION EXAMINATION (LARE)			
SECTION 1: PROJECT AND CONSTRUCTION MANAGEMENT	133	58	191
SECTION 2: INVENTORY AND ANALYSIS	119	81	200
SECTION 3: DESIGN	94	73	167
SECTION 4: GRADING, DRAINAGE AND CONSTRUCTION DOCUMENTATION	108	56	164
CSE			
CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE)	173	43	216

Summary of Enforcement Activity

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

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

Inspections	
NA	CONDUCTED
NA	CITATIONS ISSUED

Investigations	
43	OPENED
51	CLOSED
8	PENDING

Number of Days to Complete Intake and Investigations	
29	UP TO 90 DAYS
10	91 TO 180 DAYS
8	181 DAYS TO 1 YEAR
4	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
123	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE

Total Amount of Fines	
\$2,500	ASSESSED
\$250	REDUCED
\$1,250	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
2	CASES CLOSED
0	CASES PENDING

Number of Days to Complete AG Cases	
0	1 YEAR
2	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
578	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
1	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	
\$6,757.50	ORDERED
\$752.94	COLLECTED

LATC is actively collecting \$4,517.50 of cost recovery.

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
3	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
123	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
471	AVERAGE NUMBER OF DAYS



Licenses and regulates physicians and surgeons, and certain allied health care professionals.

www.mbc.ca.gov

STAFF:

174.6 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

164,224

BOARD MEMBERSHIP:

7 public representatives
8 licensees

BOARD STAFF:

Executive Director: Kimberly Kirchmeyer
kimberly.kirchmeyer@mbc.ca.gov

Deputy Director: Christine Lally
christine.lally@mbc.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 2000–2448,
§§ 2500–2529.6, and §§ 3575–3579;

California Code of Regulations, Division 13,
Title 16, §§ 1300–1379.78.

SUNSET REVIEW:

Last review: 2017 Next review: 2021

Board Highlights

RECIPROCITY

The California Medical Practice Act does not allow for license reciprocity between states. Out-of-state applicants who are licensed in another state must apply and meet California licensing requirements before a license can be issued. Business and Professions Code (BPC) sections 2135, 2135.5, and 2135.7 provide some exceptions when minimum requirements are deficient.

ACCOMPLISHMENTS

The Medical Board of California seized several opportunities to educate physicians and consumers alike during fiscal year 2018–19 to accomplish its mission of consumer protection.

Meeting with Patient Advocates

The Board held a first-of-its-kind Patient Advocates Interested Parties Meeting at the close of its January 2019 quarterly Board meeting. The meeting brought Board members, Board staff, and patient advocates together to discuss the Board and its enforcement process, share concerns, and collaborate on ways to improve consumer protection. The Board acquired helpful information from the meeting, and has been working to implement certain changes, including the posting of information suggested by patient advocates on the Board's website and revising the Board's complaint form.

Volunteer Physician Registry

As a way to provide opportunities for physicians to give back to their communities and volunteer their services, the Board launched its Volunteer Physicians Registry with resounding success. The registry allows physicians to sign up to volunteer their services in underserved areas statewide. Physicians provide information regarding where they would be willing to volunteer and details about their areas of practice and foreign language proficiency. Clinics and other entities use the registry to connect with the volunteers in order to allow these physicians to provide services to patients in these areas. The application was launched on November 30, 2018, and has so far registered over 800 physicians.

Consumer Corner

Continuing its focus on education, the Board launched a new feature in its quarterly newsletter dedicated to consumer information. The feature, "Consumer Corner," provided readers an overview of the Board's complaint process, what to expect when a complaint is filed, and also provided information on outpatient surgery settings.

Several topics are scheduled for future Consumer Corner articles that will give consumers pertinent information to empower them to make informed decisions about their health care.

2020 Licensing Changes

As a result of Board-endorsed legislation to enhance consumer protection, effective January 1, 2020, an applicant, regardless of whether the medical school attended was domestic or international, must successfully complete a minimum of 36 months of Board-approved postgraduate training. An application has been developed for the new Postgraduate Training License and other applicable forms have been revised. The BreZE online system will be updated by January 1, 2020, to ensure applicants can apply online.

The Licensing Program held multiple webinars to educate stakeholders on the upcoming changes and to answer questions in real time. The webinars focused on the changes to postgraduate training requirements and international medical school recognition, in addition to the new Postgraduate Training License process and notification requirements. A webinar was posted to the Board's website to ensure training programs and applicants have access to information about the new requirements.

License Renewals Go Green

To make the physician renewal process as efficient as possible and supporting the statewide effort to go green, beginning April 2019, electronic courtesy renewal notices are being sent to physicians 180 days prior to the license expiration date. This will significantly reduce the number of paper renewal notices mailed and save on postage costs because physicians who renew during this period will not be mailed a paper renewal form. The number of early renewals will be tracked to measure the success of this new automated process.

Process Improvements

The Central Complaint Unit (CCU) has been identifying ways to improve efficiency. To decrease time for the medical consultant review, staff utilize a secure, cloud-based system so medical consultants can immediately review documents. Other efficiencies include enhancements to the medical expert database, and updating medical consultant procedures and processes; increasing the number of expert reviewer trainings from two to four per year; and improving the processing timelines for citation and fines. Since anonymous complaints present unique challenges due to a lack of information, the CCU is looking for ways to obtain more information in the online process. Expert reviewers are critical to the overall success of a case. They review the

medical records and facts to determine if the standard of care was met. Since 2009, the Board's expert reviewers earned \$150 per hour, significantly less than defense counsel experts. The Board is increasing the hourly rate for neurology experts to \$300 and \$200 for all other specialties, if the expert has completed the Board's training. This hourly rate increase will allow the Board to attract and retain a larger, more experienced pool of expert reviewers, reducing disciplinary timelines.

NEW LEGISLATION

AB 845 (Maienschein, Chapter 220, Statutes of 2019)

requires the Board to consider including a continuing education course for physicians and surgeons on the topic of maternal mental health. This bill also requires this course to address best practices in screening for maternal mental health disorders, the range of disorders, treatment options, and consultation with a psychiatrist.

SB 276 (Pan, Chapter 278, Statutes of 2019) and SB 714 (Pan, Chapter 281, Statutes of 2019)

require the California Department of Public Health to develop a standardized medical exemption form for the purposes of exempting children from immunization requirements before being admitted to school. If, after examining the child, a physician believes a medical exemption is warranted, this form must be utilized and sent to the Department of Public Health for review. The form must include an authorization for the release of medical records to the Board. Most children who have a medical exemption issued before January 1, 2020 may continue enrollment in school; however, new exemptions are needed before enrolling in the next grade span. All exemptions issued by physicians on probation for action relating to immunization standards of care are invalidated.

SB 377 (McGuire, Chapter 547, Statutes of 2019)

requires the Judicial Council to develop forms to be used when foster youth are being prescribed psychotropic medication, that include a question asking if the child or the child's medical rights holder authorizes the Board to obtain the child's medical information, but limited to information relevant to the investigation of the prescription of psychotropic medication. Should the Board be authorized to obtain the medical information, this bill then allows the use of the information to investigate physicians for the potential excessive prescribing of psychotropic medication.

License Requirements*

License Requirements	Y/N?
TYPE: PHYSICIAN AND SURGEON	
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y
TYPE: SPECIAL FACULTY PERMIT	
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y
TYPE: SPECIAL PROGRAMS (INDIVIDUAL)	
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	N
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	Y
TYPE: FICTITIOUS NAME PERMIT	
DEGREE/PROFESSIONAL SCHOOLING	N
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	N
EXAMINATION	N
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	N
TYPE: LICENSED MIDWIFE	
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y
TYPE: POLYSOMNOGRAPHIC TRAINEE	
DEGREE/PROFESSIONAL SCHOOLING	N
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	N
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	Y
TYPE: POLYSOMNOGRAPHIC TECHNICIAN	
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	N
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	Y

License Requirements	Y/N?
TYPE: POLYSOMNOGRAPHIC TECHNOLOGIST	
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	Y
TYPE: RESEARCH PSYCHOANALYST	
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	N
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
PHYSICIAN AND SURGEON		
APPLICATION FEE	\$442**	\$442
INITIAL LICENSE FEE	\$783	\$790
BIENNIAL RENEWAL FEE	\$783	\$790
SPECIAL FACULTY PERMIT		
SPECIAL FACULTY PERMIT APPLICATION FEE	\$442**	\$442
SPECIAL FACULTY PERMIT INITIAL LICENSE FEE	\$783	\$790
SPECIAL FACULTY PERMIT BIENNIAL RENEWAL FEE	\$783	\$790
SPECIAL PROGRAMS APPLICATION FEE	\$86	\$86
SPECIAL PROGRAMS ANNUAL RENEWAL FEE	\$43	\$43
FICTITIOUS NAME PERMIT FEE	\$50	\$50
FICTITIOUS NAME PERMIT BIENNIAL RENEWAL FEE	\$40	\$40
LICENSED MIDWIFE		
INITIAL FEE	\$300**	\$300
BIENNIAL RENEWAL FEE	\$200	\$200
POLYSOMNOGRAPHIC		
TRAINEE APPLICATION FEE	\$100**	\$100
TRAINEE RENEWAL FEE	\$100	\$100
TECHNICIAN APPLICATION FEE	\$100**	\$100
TECHNICIAN REGISTRATION FEE	\$100	\$100
TECHNOLOGIST APPLICATION FEE	\$100**	\$100
TECHNOLOGIST REGISTRATION FEE	\$100	\$100
BIENNIAL RENEWAL FEE: TRAINEE, TECHNICIAN, AND TECHNOLOGIST	\$150	\$150

License Type/Fee Type	Actual Fee	Statutory Limit
RESEARCH PSYCHOANALYST		
INITIAL FEE	\$100**	\$100
BIENNIAL RENEWAL FEE	\$50	\$50

*Additional fees may be required. Refer to the laws and regulations for details.

**Additional \$49 Department of Justice (DOJ)/FBI fingerprint fee required.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
FICTITIOUS NAME PERMIT (MBC)	1,490	1,344	5,364
LICENSED MIDWIFE	43	40	190
PHYSICIAN AND SURGEON (MBC)	7,720	6,694	72,974
POLYSOMNOGRAPHIC TECHNICIAN	29	31	47
POLYSOMNOGRAPHIC TECHNOLOGIST	39	42	438
POLYSOMNOGRAPHIC TRAINEE	21	20	22
RESEARCH PSYCHOANALYST	6	6	6
SPECIAL FACULTY PERMIT	1	2	12
SPECIAL PROGRAMS (INDIVIDUAL)	47	47	96
TOTAL	9,396	8,226	79,149

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
FICTITIOUS NAME PERMIT (MBC)	12812	0	0
LICENSED MIDWIFE	0	429	0
PHYSICIAN AND SURGEON (MBC)	0	149,765	0
POLYSOMNOGRAPHIC TECHNICIAN	0	131	0
POLYSOMNOGRAPHIC TECHNOLOGIST	0	637	0
POLYSOMNOGRAPHIC TRAINEE	0	61	0
RESEARCH PSYCHOANALYST	0	90	0
SPECIAL FACULTY PERMIT	23	0	0
SPECIAL PROGRAMS (INDIVIDUAL)	0	276	0
TOTAL	12,835	151,389	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PHYSICIAN AND SURGEON	EVERY 2 YEARS	50
SPECIAL FACULTY PERMIT	EVERY 2 YEARS	50
SPECIAL PROGRAMS (INDIVIDUAL)	EVERY 2 YEARS	0
FICTITIOUS NAME PERMIT	EVERY 2 YEARS	0
LICENSED MIDWIFE	EVERY 2 YEARS	36
POLYSOMNOGRAPHIC TRAINEE	EVERY 2 YEARS	0
POLYSOMNOGRAPHIC TECHNICIAN	EVERY 2 YEARS	0
POLYSOMNOGRAPHIC TECHNOLOGIST	EVERY 2 YEARS	0
RESEARCH PSYCHOANALYST	EVERY 2 YEARS	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
N/A			

Summary of Enforcement Activity PHYSICIAN AND SURGEON (8002, 8009, 8011)

Consumer Complaints—Intake	
11,050	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
10,883	REFERRED FOR INVESTIGATION
402	PENDING

Conviction/Arrest Notification Complaints	
357	RECEIVED
340	CLOSED/REFERRED FOR INVESTIGATION
18	PENDING

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
11,223	OPENED
9,910	CLOSED
7,418	PENDING

Number of Days to Complete Intake and Investigations

3,077	UP TO 90 DAYS
2,455	91 TO 180 DAYS
2,672	181 DAYS TO 1 YEAR
1,192	1 TO 2 YEARS
479	2 TO 3 YEARS
35	OVER 3 YEARS
222	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

158	ISSUED
156	ISSUED WITH A FINE
76	WITHDRAWN
0	DISMISSED
201	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$134,050	ASSESSED
\$1,250	REDUCED
\$80,950	COLLECTED

Criminal/Civil Actions

39	REFERRALS FOR CRIMINAL/CIVIL ACTION
12	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

693	CASES OPENED/INITIATED
384	CASES CLOSED
471	CASES PENDING

Number of Days to Complete AG Cases

62	1 YEAR
61	1 TO 2 YEARS
92	2 TO 3 YEARS
169	OVER 3 YEARS
974	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

23	STATEMENTS OF ISSUES FILED
396	ACCUSATIONS FILED
32	PETITIONS TO REVOKE PROBATION/ACCUSATIONS AND PETITION TO REVOKE PROBATION FILED
80	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
5	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
31	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

6	LICENSE APPLICATIONS DENIED
49	REVOCATION
85	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
153	PROBATION ONLY
135	PUBLIC REPRIMAND
0	OTHER DECISIONS

Subsequent Disciplinary Administrative Outcomes/Final Orders

11	REVOCATION
10	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
5	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation

31	GRANTED
9	DENIED
40	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

6	GRANTED
10	DENIED
16	TOTAL

Cost Recovery to DCA

\$8,155	ORDERED
\$26,723	COLLECTED

Restitution to Consumers/Refunds/Savings

\$600,000	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
12	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
222	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
375	AVERAGE NUMBER OF DAYS

Summary of Enforcement Activity LICENSED MIDWIFE (8001)

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

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

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
32	OPENED
26	CLOSED
26	PENDING

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

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

Total Amount of Fines	
\$500	ASSESSED
\$0	REDUCED
\$500	COLLECTED

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

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

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

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
2	ACCUSATIONS FILED
0	PETITIONS TO REVOKE PROBATION/ACCUSATIONS AND PETITION TO REVOKE PROBATION 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

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
10	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
265	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
0	AVERAGE NUMBER OF DAYS

Summary of Enforcement Activity RESEARCH PSYCHOANALYST (8003)

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

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

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
4	OPENED
5	CLOSED
2	PENDING

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

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

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

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

Office of the Attorney General/Disciplinary Actions	
0	CASES OPENED/INITIATED
1	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
1	OVER 3 YEARS
1,129	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
0	ACCUSATIONS FILED
0	PETITIONS TO REVOKE PROBATION/ACCUSATIONS AND PETITION TO REVOKE PROBATION 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	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

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
14	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
129	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
177	AVERAGE NUMBER OF DAYS

Summary of Enforcement Activity POLYSOMNOGRAPHY (8012)

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

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

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
15	OPENED
14	CLOSED
10	PENDING

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

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

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

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

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

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

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
3	ACCUSATIONS FILED
0	PETITIONS TO REVOKE PROBATION/ACCUSATIONS AND PETITION TO REVOKE PROBATION 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
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	
\$0	ORDERED
\$0	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
15	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
162	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
185	AVERAGE NUMBER OF DAYS



NATUROPATHIC MEDICINE COMMITTEE

Licenses and regulates naturopathic doctors.

www.naturopathic.ca.gov

STAFF:

1 civil servant position
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

1,073

BOARD MEMBERSHIP:

2 public representatives
5 licensees
2 physicians (MD/DO)

BOARD STAFF:

Executive Officer: Rebecca Mitchell
rebecca.mitchell@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code, Division 2,
Chapter 8.2 §§ 3610–3686;

California Code of Regulations, Division 40,
Title 16, §§ 4200–4268.

SUNSET REVIEW:

Last review: 2017 Next review: 2021

Board Highlights

RECIPROCITY

Business and Professions Code section 3633.

ACCOMPLISHMENTS

Scope Modernization

In order to implement the original intent and mandate of the Legislature, the Committee reviewed the *Naturopathic Doctors Act* and determined that the naturopathic doctors' scope in California falls short in providing consumers with the highest level of quality naturopathic medical care. The Committee appointed the Prescribing and Furnishing of Naturopathic Doctors Subcommittee to assist with review and recommendations for possible scope modernization. Modernizing the scope will not only bring California in line with neighboring states, it will give California consumers the same benefits of naturopathic medicine as consumers across the nation.

During the scope modernization review, the Committee also reviewed the minor office procedures and determined that the Minor Office Procedures Subcommittee needed to be reconvened. The subcommittee will recommend updated scope changes to match naturopathic doctors' education, training, and parity of naturopathic scopes of other states.

Intravenous Therapy Subcommittee

In continuing with its high consumer protection objectives, the Committee has appointed the Intravenous (IV) Therapy Subcommittee which includes experts in IV therapy that will recommend regulations for the safe and effective treatment of IV and injection therapies. This includes additional requirements being met and a new certification being issued for the use of advanced IV therapy.

Office Reconstruction

After fully deploying a contemporary online licensing and enforcement system, the Committee felt that staff needed an updated office with more functionality and space. The Committee's office was renovated in December to include more natural lighting and functional workspaces to allow for more work productivity. Keeping people healthy and preventing illness and injury is important to the Committee and this includes its staff.

NATUROPATHIC MEDICINE COMMITTEE

Performance Measures

The Licensing Unit continues to exceed the Committee’s licensing performance target processing times. This falls in line with the Committee’s goals of providing excellent service to the licensees while protecting consumers.

The prior backlog of complaints was processed by the Enforcement Unit. The unit also continues to increase performance and efficiencies in investigating and processing enforcement cases (complaints) by using best practices.

The Committee started developing a new strategic plan that will advance the Committee’s goal of increasing and enhancing consumer protection through the licensing and enforcement programs. The new plan will also provide more guidance to naturopathic doctors, empower patients and consumers through education, provide increased access to patient care, and build better communication and relationships with relevant organizations.

NEW LEGISLATION

There was no enacted legislation solely related to this program in 2019.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
NATUROPATHIC DOCTORS APPLICATION (1020)	\$400	\$500
NATUROPATHIC DOCTORS INITIAL LICENSE FEE (1021)	\$1,000	\$1,200
NATUROPATHIC DOCTORS LICENSE RENEWAL FEE (2020)	\$1,000	\$1,200
NATUROPATHIC DOCTORS LATE RENEWAL FEE	\$225	\$225
NATUROPATHIC DOCTORS DUPLICATE/REPLACE LIC FEE	\$38	\$38
NATUROPATHIC DOCTORS CERTIFIED LICENSE VERIFICATION FEE	\$30	\$30

*Additional fees may be required. Refer to the BPC § 3680-3681 and CCR § 4240 for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
NATUROPATHIC DOCTOR	90	78	369
TOTAL	90	78	369

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
NATUROPATHIC DOCTOR	0	1,073	0
TOTAL	0	1,073	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
NATUROPATHIC DOCTORS LICENSE	BIENNIAL	60

Exams Results*			
EXAM TITLE	PASS	FAIL	TOTAL
NATUROPATHIC PHYSICIANS LICENSING EXAM (NPLEX PARTS I & II) AUG 2018	388	74	462
NATUROPATHIC PHYSICIANS LICENSING EXAM (NPLEX PARTS I & II) FEB 2019	131	49	180

The Naturopathic Physicians Licensing Examination (NPLEX) is administered by North American Board of Naturopathic Examiners (NABNE). Pass/fail scores are based on both first time and retest takers.

Summary of Enforcement Activity

Consumer Complaints—Intake	
63	RECEIVED
1	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
57	REFERRED FOR INVESTIGATION
7	PENDING

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

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
7	OPENED
3	CLOSED
112	PENDING

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

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

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

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

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

Number of Days to Complete AG Cases	
0	1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 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

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
17	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
282	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
0	AVERAGE NUMBER OF DAYS



Licenses and regulates occupational therapists and occupational therapy assistants.

www.bot.ca.gov

STAFF:

16.2 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

17,543

BOARD MEMBERSHIP:

3 public representatives
4 licensees

BOARD STAFF:

Executive Officer: Heather Martin
heather.martin@dca.ca.gov

Assistant Executive Officer: Jeff Hanson
jeff.hanson@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 2570–2571;

California Code of Regulations, Division 39,
Title 16, §§ 4100–4187.

SUNSET REVIEW:

Last review: 2017 Next review: 2021

Board Highlights

RECIPROCITY

The Board does not have reciprocity.

ACCOMPLISHMENTS

Workforce Study

The Board partnered with the Centers of Excellence for Labor Market Research, an initiative of the California Community Colleges, and Davis Research to conduct a workforce study on occupational therapy assistants, including demographic information with emphasis on employment, pay, and work settings. Another survey will be sent to occupational therapists to obtain similar information. It is anticipated results of the study will be available in the fall of 2019.

Outreach

The Board increased outreach efforts within the profession and educational programs to share information on the BreEZe system, the application and license renewal processes, provide an overview of laws and regulations, continuing competence (education) requirements, and expectations for ethical practice. Board members and staff staffed a booth for two days at the Occupational Therapy Association of California's Annual Conference in Pasadena. The Board president, vice president, and executive officer presented a session at the conference titled "You and Your License." Board staff conducted workshops at Sacramento City College, Santa Ana College, the University of Southern California, California State University, Dominguez Hills, and Grossmont College to assist and familiarize students with the application process after graduation. In addition, Board staff attended a Health Careers Licensing Fair at West Hills College in Lemoore.

The Board increased its social media presence by 124% in 2018–19 (65 posts to Facebook and 65 tweets in 2018–19 versus 29 to both platforms in 2017–18). The posts to Facebook and tweets notify interested parties of upcoming Board and committee meetings, information about the profession, and BreEZe outages. The Board also established a new Instagram page.

Enforcement

The Board had a 93% increase in disciplinary actions taken in the fiscal year (29 in 2018–19 versus 15 in 2017–18). Of the disciplinary actions taken in 2018–19, 52% pertained to unprofessional conduct and 48% pertained to criminal offenses. The two leading underlying circumstances for disciplinary action are shared by continuing competence violations and criminal offenses pertaining to substance and/or alcohol abuse. Other causes for disciplinary action ranged from criminal charges involving sexual misconduct and sexual battery to practicing while impaired, fraud, and practicing on an expired license.

NEW LEGISLATION

There was no enacted legislation solely related to this program in 2019.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
OT BIENNIAL RENEWAL FEE	\$220	\$150/YEAR
OTA BIENNIAL RENEWAL FEE	\$180	\$150/YEAR
OT DELINQUENT RENEWAL FEE	\$110	50% RENEWAL FEE
OTA DELINQUENT RENEWAL FEE	\$90	50% RENEWAL FEE
OT INITIAL LICENSE FEE	\$220 (PRORATED)	
OTA INITIAL LICENSE FEE	\$180 (PRORATED)	
OT & OTA RETIRE LICENSE FEE	\$25	\$25
OT & OTA APPLICATION FEE	\$50	\$50
OT & OTA LIMITED PERMIT FEE	\$100	
OT & OTA DUPLICATE LICENSE FEE	\$25	
OT & OTA FINGERPRINT FEE	\$49	
OT & OTA APPLICANT NATIONAL PRACTITIONER QUERY	\$2	

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
OCCUPATIONAL THERAPIST (OT)	1,444	1,261	6,555
OCCUPATIONAL THERAPIST LIMITED PERMIT (OTLP)	74	40	0
OCCUPATIONAL THERAPY ASSISTANT (OTA)	541	443	1,582
OCCUPATIONAL THERAPY ASSISTANT LIMITED PERMIT (OTLAP)	18	8	0
TOTAL	2,077	1,752	8,137

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
OCCUPATIONAL THERAPIST (OT)	0	14,106	0
OCCUPATIONAL THERAPIST LIMITED PERMIT (OTLP)	0	9	0
OCCUPATIONAL THERAPY ASSISTANT (OTA)	0	3,437	0
OCCUPATIONAL THERAPY ASSISTANT LIMITED PERMIT (OTLAP)	0	1	0
TOTAL	0	17,553	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
OCCUPATIONAL THERAPIST	BIENNIAL	24
OCCUPATIONAL THERAPY ASSISTANT	BIENNIAL	24

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
NBCOT-OTR	909	152	1,061
NBCOT-COTA	359	141	500

Summary of Enforcement Activity

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

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

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
685	OPENED
598	CLOSED
245	PENDING

CALIFORNIA BOARD OF OCCUPATIONAL THERAPY

Number of Days to Complete Intake and Investigations

353	UP TO 90 DAYS
92	91 TO 180 DAYS
98	181 DAYS TO 1 YEAR
31	1 TO 2 YEARS
5	2 TO 3 YEARS
19	OVER 3 YEARS
162	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

172	ISSUED
172	ISSUED WITH A FINE
1	WITHDRAWN
17	DISMISSED
198	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$43,930	ASSESSED
\$5,580	REDUCED
\$37,590	COLLECTED

Criminal/Civil Actions

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

Office of the Attorney General/Disciplinary Actions

25	CASES OPENED/INITIATED
34	CASES CLOSED
19	CASES PENDING

Number of Days to Complete AG Cases

14	1 YEAR
12	1 TO 2 YEARS
5	2 TO 3 YEARS
4	OVER 3 YEARS
521	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

0	STATEMENTS OF ISSUES FILED
27	ACCUSATIONS FILED
3	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
3	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

2	LICENSE APPLICATIONS DENIED
8	REVOCAION
8	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
10	PROBATION ONLY
0	PUBLIC REPRIMAND
1	OTHER DECISIONS

Petition for Modification or Termination of Probation

0	GRANTED
3	DENIED
3	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

0	GRANTED
1	DENIED
1	TOTAL

Cost Recovery to DCA

\$18,870	ORDERED
\$8,648.33	COLLECTED

Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator

1	AVERAGE NUMBER OF DAYS
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Investigations: Opening to Closing of Case

153	AVERAGE NUMBER OF DAYS
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Investigations: Closure of Investigation to Imposing Formal Discipline

521	AVERAGE NUMBER OF DAYS
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Licenses, registers, and regulates optometrists, registered dispensing opticians, contact lens dispensers, spectacle lens dispenser and nonresident contact lens dispensers.

www.optometry.ca.gov

STAFF:

12.4 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

23,315

BOARD MEMBERSHIP:

5 public representatives
6 licensees

BOARD STAFF:

Executive Officer: Shara Murphy
shara.murphy@dca.ca.gov

Assistant Executive Officer: Cheree Kimball
cheree.kimball@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 2540–2545;
§§ 2546–2546.10; §§ 2550–2569; §§ 3000–3167;

California Code of Regulations, Division 15,
Title 16, §§ 1500–1582;

California Code of Regulations, Division 13.5,
Title 16, §§ 1399.200–1399.285.

SUNSET REVIEW:

Last review: 2016 Next review: 2020

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code section 3057, optometrists licensed in another state prior to January 1, 2000, may apply for licensure if they meet specified requirements, including the certification requirements of Business and Professions Code section 3041.3 to use therapeutic pharmaceutical agents, pay the application fee, and take the Board's jurisprudence exam. For those licensed in another state after January 1, 2000, all requirements are the same except that they must also pass parts one through three of the National Board of Examiners in Optometry exam as well as the treatment and management of ocular disease component of the same national exam.

ACCOMPLISHMENTS

Regulations Update

The Board completed a thorough review of existing regulations as part of a section 100 action (nonsubstantial regulatory change), eliminating nearly a dozen obsolete statutes and terms. The Board also approved several major regulatory actions that will improve access, reduce barriers for licensure, and protect the public. The Board approved regulations implementing Assembly Bill 443 (Salas, Chapter 549, Statutes of 2017), which allows optometrists to provide immunizations (e.g., seasonal flu shots and children's preventative medicine) after special training and registration with the Board. Additionally, the Board approved regulations implementing Assembly Bill 2138 (Chiu, Chapter 995, Statutes of 2018), which reduces barriers to licensure for applicants. Both are currently undergoing DCA review and submission to the Office of Administrative Law.

Outreach

With the appointment of a new executive officer in October 2018, the Board rehabilitated outreach efforts to licensees. The new executive officer spoke to the full assembly of the California Optometric Association (COA) 2019 Annual Meeting to open lines of communication between licensees and the Board.

The Board increased outreach to existing and potential registrants of the Optician Program. Staff presented to the California Association of Dispensing Opticians and the California State Society for Opticians. Staff engaged optician and optical career technical programs in California. The goal being presentations to graduating students who could become registered spectacle lens dispensers and registered contact lens dispensers.

With a focus on increasing visibility of the Optician Program, the Board made sweeping changes to its website to ease navigation for consumers and licensees. Staff also worked with the DCA Office of Information Services (OIS) to ensure website accessibility under AB 434 (Baker, Chapter 780, Statutes of 2017) for individuals with disabilities.

Occupational Analysis

In conjunction with the DCA Office of Professional Examination Services (OPES), the Board completed the Contact Lens Dispenser Occupational Analysis. Contact lens dispensers from across California were involved using surveys, telephone interviews and multiple group workshops to better clarify the knowledge and skills required for the practice of contact lens dispensing in California.

Disciplinary Guidelines

The Board held several public meetings in the interest of transparency and public participation, including five Board meetings and 11 committee meetings. The Dispensing Optician Committee began drafting the first disciplinary guidelines specific to optician registrants. Once enacted, disciplinary guidelines will provide an outline of disciplinary terms that ensure a registrant is safe to practice. The Board also began the task of updating the disciplinary guidelines for optometrists, including updates to the Uniform Standards for Substance Abusing Licensees.

Change Management

Optometry licensure underwent process change management within BreZE. Existing staff capacity was able to process a 5% increase in optometry licenses, and a nearly 30% increase in fictitious name permits. Concurrently, optometry examination scheduling and processing times decreased by nine days.

NEW LEGISLATION

AB 458 (Nazarian, Chapter 425, Statutes of 2019)

establishes a home residence permit for optometrists, authorizes optometrists who are certified to use therapeutic pharmaceutical agents to obtain the permit to provide home services to patients, requires optometrists practicing in health facilities, residential care facilities, and patient residences to provide a specified consumer notice, and authorizes the Board to adopt regulations to conduct quality assurance reviews for optometrists practicing in health facilities, residential care facilities, and patient residences.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
OPTOMETRIST	\$275	\$275
BRANCH OFFICE LICENSE	\$75	\$75
STATEMENT OF LICENSURE	\$40	\$40
FICTITIOUS NAME PERMIT	\$50	\$50
REGISTERED DISPENSING OPTICIAN	\$200	\$300
REGISTERED CONTACT LENS DISPENSER	\$200	\$300
REGISTERED SPECTACLE LENS DISPENSER	\$200	\$300
NONRESIDENT CONTACT LENS SELLER	\$200	\$200
DIAGNOSTIC PHARMACEUTICAL AGENT CERTIFICATION	N/A	N/A
THERAPEUTIC PHARMACEUTICAL AGENT CERTIFICATION	\$25	N/A
LACRIMAL IRRIGATION AND DILATION CERTIFICATION	\$25	\$50
GLAUCOMA CERTIFICATION	\$35	\$50

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
BRANCH OFFICE LICENSE	0	0	0
DIAGNOSTIC PHARMACEUTICAL AGENT CERTIFICATION	0	0	0
FICTITIOUS NAME PERMIT (CBO)	225	122	1,262
GLAUCOMA CERTIFICATION	98	65	0
LACRIMAL IRRIGATION AND DILATION CERTIFICATION	0	0	0
NONRESIDENT CONTACT LENS SELLER	4	3	6
OPTOMETRIST	367	294	3,826
REGISTERED CONTACT LENS DISPENSER	148	190	567
REGISTERED DISPENSING OPTICIAN	223	114	503

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
REGISTERED SPECTACLE LENS DISPENSER	449	441	747
STATEMENT OF LICENSURE	602	590	468
THERAPEUTIC PHARMACEUTICAL AGENT CERTIFICATION	0	0	0
TOTAL	2,116	1,819	7,379

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BRANCH OFFICE LICENSE	0	0	0
DIAGNOSTIC PHARMACEUTICAL AGENT CERTIFICATION	391	0	0
FICTITIOUS NAME PERMIT (CBO)	1,696	0	0
GLAUCOMA CERTIFICATION	1,004	0	0
LACRIMAL IRRIGATION AND DILATION CERTIFICATION	1,176	0	0
NONRESIDENT CONTACT LENS SELLER	0	15	0
OPTOMETRIST	0	8,402	0
REGISTERED CONTACT LENS DISPENSER	0	1,486	0
REGISTERED DISPENSING OPTICIAN	0	1,514	0
REGISTERED SPECTACLE LENS DISPENSER	0	3,836	0
STATEMENT OF LICENSURE	1,866	0	0
THERAPEUTIC PHARMACEUTICAL AGENT CERTIFICATION	1,929	0	0
TOTAL	3,795	15,253	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
OPTOMETRIST	EVERY 2 YEARS	40-50
BRANCH OFFICE LICENSE	EVERY 2 YEARS	0
STATEMENT OF LICENSURE	EVERY 2 YEARS	0
FICTITIOUS NAME PERMIT	EVERY YEAR	0
REGISTERED DISPENSING OPTICIAN	EVERY 2 YEARS	0
REGISTERED CONTACT LENS DISPENSER	EVERY 2 YEARS	0
REGISTERED SPECTACLE LENS DISPENSER	EVERY 2 YEARS	0
NONRESIDENT CONTACT LENSE SELLER	EVERY 2 YEARS	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
CALIFORNIA LAWS AND REGULATIONS EXAM (CLRE)	360	47	407

Summary of Enforcement Activity

Consumer Complaints—Intake

279	RECEIVED
65	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
214	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints

111	RECEIVED
111	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections

N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations

325	OPENED
358	CLOSED
258	PENDING

Number of Days to Complete Intake and Investigations	
127	UP TO 90 DAYS
77	91 TO 180 DAYS
86	181 DAYS TO 1 YEAR
55	1 TO 2 YEARS
10	2 TO 3 YEARS
3	OVER 3 YEARS
210	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$41,000	ASSESSED
\$3,000	REDUCED
\$21,500	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
17	CASES OPENED/INITIATED
15	CASES CLOSED
43	CASES PENDING

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

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

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

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

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

Cost Recovery to DCA	
\$24,423	ORDERED
\$13,726.25	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
1	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
210	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
114	AVERAGE NUMBER OF DAYS



Licenses and regulates osteopathic physicians and surgeons.

www.ombc.ca.gov

STAFF:

12.5 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

12,129

BOARD MEMBERSHIP:

4 public representatives
5 licensees

BOARD STAFF:

Executive Officer: Mark Ito
mark.ito@dca.ca.gov

Assistant Executive Officer: Terri Thornfinnson, J.D.
terri.thornfinnson@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code § 3600, Osteopathic Act; Business and Professions Code §§ 2000–2459.7;

California Code of Regulations, Division 16, Title 16, §§ 1600–1697.

SUNSET REVIEW:

Last review: 2017 Next review: 2021

Board Highlights

RECIPROCITY

Per Business and Professions Code section 2153.5, the Board accepts licensees from any state that requires passage of the Comprehensive Osteopathic Medical Licensing Examination (COMLEX) levels 1, 2CE, 2PE, and 3 as their written examination for licensure. Any other state written examination may be considered for approval and acceptance by the Board on a case-by-case basis.

ACCOMPLISHMENTS

Strategic Plan

A new five-year *Strategic Plan* for 2019–23 was adopted by the Board at the May 16, 2019 public meeting. The plan, developed with substantial input from stakeholders, Board members and Board staff, will guide the Board's overall operations for the next five years. The plan establishes goals for licensing, enforcement, outreach and communication, regulation and legislation, and Board administration.

Outreach and Branding

The Board collaborated with DCA's Office of Publications, Design and Editing to develop and select its new logo. The new logo has a modern feel and brands the Board as a progressive regulatory program.

The Board collaborated with DCA's Office of Public Affairs to implement an outreach program. The Board's vision of the outreach program is to more expeditiously notify interested parties using social media. The outreach program will educate licensees and consumers with valuable information regarding the profession of osteopathic medicine.

The Board collaborated with the Office of Publications, Design and Editing to update its website. The new website will include increased functionality and will be more user-friendly. The Board's vision is that the updated website will increase consumer satisfaction and decrease telephone inquiries from consumers. The updated website will reduce barriers for licensure by providing valuable resources for its applicants and licensees.

New License

Senate Bill 798 (Hill, Chapter 775, Statutes of 2017) created a new postgraduate training license, which becomes effective January 1, 2020. Board staff have been working to implement this new license type. Specifically, Board staff have been collaborating with DCA's Office of Information Services to configure this new license type in the BreZE system.

Continuing Medical Education (CME)

The Board developed regulations to streamline the license renewal process by implementing a post-renewal continuing medical education audit. Once this new audit process is implemented, licensees will be able to renew online and instantaneously be issued a new license.

Office Renovation

The Board renovated its current suite to accommodate for the two new positions responsible for implementing the postgraduate training license. The additional space will also allow the Board to hire new staff to address increasing workload, if necessary.

NEW LEGISLATION

AB 845 (Maienschein, Chapter 220, Statutes of 2019)

requires the Board to consider including a continuing education course for physicians and surgeons on the topic of maternal mental health. This bill also requires this course to address best practices in screening for maternal mental health disorders, the range of disorders, treatment options, and consultation with a psychiatrist.

SB 276 (Pan, Chapter 278, Statutes of 2019) and SB 714 (Pan, Chapter 281, Statutes of 2019) require the California Department of Public Health to develop a standardized medical exemption form for the purposes of exempting children from immunization requirements before being admitted to school. If, after examining the child, a physician believes a medical exemption is warranted, this form must be utilized and sent to the Department of Public Health for review. The form must include an authorization for the release of medical records to the Board. Most children who have a medical exemption issued before January 1, 2020 may continue enrollment in school; however, new exemptions are needed before enrolling in the next grade span. All exemptions issued by physicians on probation for action relating to immunization standards of care are invalidated.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
P&S* APPLICATION FEE	\$200	\$400
P&S INITIAL LICENSING FEE**	\$400	\$400
P&S BIENNIAL ACTIVE LICENSE RENEWAL	\$400	\$400
P&S BIENNIAL INACTIVE LICENSE RENEWAL	\$300	\$300
P&S BIENNIAL ACTIVE DELINQUENT FEE	\$100	\$100
P&S BIENNIAL INACTIVE DELINQUENT FEE	\$75	\$75
FICTITIOUS NAME PERMIT APP FEE	\$100	\$100
FICTITIOUS NAME PERMIT RENEWAL FEE	\$50	\$50
ENDORSEMENT	\$25	\$25
DUPLICATE CERTIFICATE	\$25	\$25
CURES CONTRIBUTION***	(DUE TO OTHER FUND OSHP) \$12	\$12
STEPHEN THOMPSON PHYSICIANS CORP LOAN REPAYMENT PROGRAM ****	(DUE TO OTHER FUND) \$25	\$25

* P&S = Physician and Surgeon.

** Initial fee is prorated.

*** \$6/year collected with biennial renewal, B&P Code 208(a).

**** Collected at renewal B&P Code 2436.5 and initial licensure B&P Code 2455.1.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
FICTITIOUS NAME PERMIT (OMBC)	125	86	663
PHYSICIAN AND SURGEON (OMBC)	893	582	4,374
TOTAL	1,018	668	5,037

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
FICTITIOUS NAME PERMIT (OMBC)	1,009	0	0
PHYSICIAN AND SURGEON (OMBC)	0	11,120	0
TOTAL	1,009	11,120	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
OSTEOPATHIC PHYSICIANS & SURGEONS	BIENNIALY	100 HOURS*

* 40 hours must be AOA category 1A or 1B

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
COMLEX LEVELS 1, 2CE, 2PE AND 3*	0	0	0

* OMBC does not track number of pass/failures

Summary of Enforcement Activity

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

Conviction/Arrest Notification Complaints	
25	RECEIVED
24	CLOSED/REFERRED FOR INVESTIGATION
2	PENDING

Inspections	
0	CONDUCTED
0	CITATIONS ISSUED

Investigations	
541	OPENED
576	CLOSED
193	PENDING

Number of Days to Complete Intake and Investigations	
232	UP TO 90 DAYS
181	91 TO 180 DAYS
125	181 DAYS TO 1 YEAR
29	1 TO 2 YEARS
7	2 TO 3 YEARS
2	OVER 3 YEARS
149	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$14,100	ASSESSED
\$0	REDUCED
\$14,100	COLLECTED

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

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

OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA

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

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

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

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

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

Cost Recovery to DCA	
\$161,759.22	ORDERED
\$88,257.25	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
33	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
159	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
344	AVERAGE NUMBER OF DAYS



CALIFORNIA STATE BOARD OF PHARMACY

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

www.pharmacy.ca.gov

STAFF:

119 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

139,473

BOARD MEMBERSHIP:

6 public representatives
7 licensees

BOARD STAFF:

Interim Executive Officer: Anne Sodergren
anne.sodergren@dca.ca.gov

Assistant Executive Officer: Anne Sodergren
anne.sodergren@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code 4000 et seq;

California Code of Regulations Title 16
§ 1700 et seq.

SUNSET REVIEW:

Last review: 2016 Next review: 2020

Board Highlights

RECIPROCITY

The Board does not have reciprocity.

ACCOMPLISHMENTS

The Board responded to states of emergency declared in 10 counties by emailing alerts to help pharmacists care for patients displaced from their homes by wildfires. The alerts advised pharmacists of provisions of California law related to furnishing prescription drugs during an emergency, providing emergency refills without prescriber authorization, and operating a mobile pharmacy in a declared emergency area. In addition, the Board provided information to pharmacists about the Emergency Prescription Assistance Program to help uninsured patients obtain prescription medications and other medical supplies during a disaster.

The Board created an online search tool for consumers to find nearby pharmacies offering drug take-back services. Besides providing convenience for consumers and protection for the environment, the search feature will help prevent prescription drug abuse by providing locations for patients to safely dispose of unused, unwanted, or expired medications.

The Board issued 320 recall alerts and other email warnings from drug manufacturers, licensed sterile compounding pharmacies, and the Food and Drug Administration to the pharmacy or consumer level. Emails protect the public health by instantly notifying licensees and consumers of product recalls, alerts, advisories, and withdrawals.

The Board established a Twitter account to communicate more effectively with consumers and licensees via social media in addition to online announcements and emails. Social media expands the Board's audience to include consumers who do not subscribe to the licensee alerts, especially individuals who prefer to receive information via phone apps rather than websites and email.

Electronic Licensing

The Board set up online process for renewing and paying by credit card for licenses for pharmacists, pharmacy technicians, advanced practice pharmacists, and designated representatives. Electronic license renewal and payment provide convenience for licensees and expedite processing of renewals.

Five full-day continuing education (CE) forums for pharmacists on prescription drug abuse topics were held in Elk Grove, Santa Barbara, Clovis, San Diego, and Marin County. More than 1,600 pharmacists have attended these training events since the Board began sponsoring them statewide in early 2017. Session topics included drug diversion trends, preventing drug losses, corresponding responsibility, preparing for Board and DEA inspections, and CURES. In addition, a total of 1,429 pharmacists have received training in furnishing naloxone, an antidote to opioid overdose, pursuant to the Board's protocol at these events. Continuing education is an important tool for pharmacists to help stop drug diversion and prevent drug abuse in their communities.

Continuing Education

The Board developed a continuing education webinar for pharmacists who want to furnish naloxone, an antidote to opioid overdose. The online tutorial is available for viewing anytime with no registration required. The webinar satisfies the one-hour training requirement for pharmacists to furnish naloxone pursuant to the Board's protocol in California Code of Regulations, Title 16, section 1746.3. A total of 2,184 pharmacists have completed the webinar to earn CE and become certified to furnish naloxone. The Board's goal is to protect public health and save lives by increasing public awareness and availability of naloxone in community pharmacies.

The Board also developed a continuing education webinar for pharmacists on pharmacy ethics. Pharmacists who complete the online tutorial receive one hour of CE credit pursuant to a Board regulation requiring pharmacists seeking license renewal to complete a total two hours of CE training in law and ethics courses provided by the Board. (The law webinar was developed in 2018.) Pharmacists can view the webinars anytime with no registration required.

A quick response was made by the Board to assist pharmacists in complying with a new law, AB 1753 (Low, Chapter 794, Statutes of 2018), requiring prescription forms for controlled substances to be printed with uniquely serialized numbers. Many pharmacists were unable to obtain the new required forms when the law took effect January 1, 2019. To help ensure no delays in patient care, the Board issued immediate guidance announcing it would not make AB 1753 an enforcement priority against pharmacists who used professional judgment in determining that filling a noncompliant prescription would be in the best interest of the patient or public safety or health. The Board also supported AB 149, which delayed the new requirement for prescription forms until no later than January 1, 2020.

The Board Initiated a job analysis survey to update the current detailed content outline (DCO) for the California Practice Standards and Jurisprudence Examination for Pharmacists (CPJE). Pursuant to Business and Professions Code section 139, the Board's examination committee will develop examination items based on the information collected from the survey responses. Such surveys enable examination items to reflect current technologies, methods, and practices. A new DCO is anticipated to be released in fiscal year 2019–20.

The Board's headquarters relocated to 2720 Gateway Oaks Drive, Suite 100, Sacramento CA 95833. The new location consolidates most of the Board's staff in a single suite for improved efficiency and service to licensees and consumers.

NEW LEGISLATION

AB 690 (Aguiar-Curry, Chapter 679, Statutes of 2019) authorizes the relocation of a pharmacy that has been destroyed or damaged during a declared state of emergency if certain specified conditions are satisfied. This bill also establishes the qualifications necessary for a pharmacy technician, licensed by the Board, to be eligible to work at a remote dispensing pharmacy site, which is overseen by a licensed pharmacist via telepharmacy technology. The purpose of this bill is to ensure pharmacies can continue to operate during and after declared states of emergency and to allow for remote dispensing pharmacies to begin operation, which cannot happen until requirements for pharmacy technicians who would staff the remote pharmacies are established in law. This bill contained an urgency clause and took effect upon being signed into law.

AB 973 (Irwin, Chapter 184, Statutes of 2019) requires sterile and nonsterile compounding pharmacies to use the standards established by the current version of the United States Pharmacopeia-National Formulary. This bill also authorizes the Board to adopt regulations to impose additional standards to those of the United States Pharmacopeia-National Formulary.

AB 1723 (Wood, Chapter 323, Statutes of 2019) makes a conforming change in law, effectively increasing the number of hours per week, from 20 to 40, certain clinics are authorized to be open. The intent of this bill is to bring the Pharmacy Law into alignment with AB 2204 (Gray, Chapter 279, Statutes of 2018), which expanded the number of hours an intermittent clinic can be open to 40 hours per week.

AB 1803 (Committee on Health, Chapter 114, Statutes of 2019), among other provisions, makes requirements for pharmacists to notify patients at the point of sale whether a covered prescription drug's retail price is lower than the applicable cost-sharing amount, except as specified, operative on January 1, 2020. This urgency bill also repeals a similar provision and takes effect immediately as an urgency statute.

SB 159 (Wiener, Chapter 532, Statutes of 2019) authorizes a pharmacist to prescribe and furnish HIV/AIDS pre-exposure and postexposure prophylaxis if a pharmacist determines the patient meets clinical criteria consistent with federal guidelines, completes a training program approved by the Board, provides these services in a private and sanitary environment, and complies with other specified requirements. This bill also expands the Medi-Cal schedule of benefits to include HIV/AIDS pre-exposure and postexposure prophylaxis as pharmacist services. This bill additionally prohibits plans and insurers from subjecting those drug treatments, including pre-exposure or postexposure prophylaxis, to prior authorization or step therapy, unless the plan offers an alternate equivalent drug treatment approved by the United States Food and Drug Administration for the prevention of HIV/AIDS. The bill instead requires the plan or insurer to cover at least one of the therapeutically equivalent versions without prior authorization or step therapy. This bill also prohibits plans and insurers from prohibiting, or allowing a pharmacy benefit manager to prohibit, a pharmacy provider from providing pre-exposure or postexposure prophylaxis.

SB 569 (Stone, Chapter 705, Statutes of 2019) authorizes a pharmacist to fill a prescription for a controlled substance during a declared local, state, or federal emergency for which the Board waives certain provisions of the Pharmacy Law. This bill also requires the controlled substance prescription to be for a patient who is able to establish, to the satisfaction of the pharmacist, that they cannot access medications because of the declared emergency, and must be written and dispensed within the first two weeks of the Board's waiver notice of the applicable Pharmacy Law provisions. Additionally, the bill prohibits refills under these provisions and limits the dispensing of a Schedule II controlled substance to a seven-day supply.

SB 655 (Roth, Chapter 213, Statutes of 2019), among other items: (1) increases the hour requirement for a pharmacy technician trainee externship program, (2) authorizes a reverse distributor to acquire dangerous drugs or devices from a previously licensed source, (3) makes various changes to licensing examination and application requirements, (4) removes the exemption for governmental license fees, and (5) make several technical changes.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
ADVANCED PRACTICE PHARMACIST APPLICATION	\$300	\$300
PHARMACIST EXAM	\$260	\$285
INTERN PHARMACIST APPLICATION	\$165	\$230
PHARMACIST LICENSURE APPLICATION	\$195	\$215
PHARMACY TECHNICIAN APPLICATION	\$140	\$195
CLINIC PERMIT APPLICATION	\$520	\$570
HOSPITAL APPLICATION	\$520	\$570
STERILE COMPOUNDING PHARMACY APPLICATION	\$1,645	\$2,305
OUTSOURCING FACILITY APPLICATION	\$2,270	\$3,180
PHARMACY APPLICATION	\$520	\$570
WHOLESALE APPLICATION	\$780	\$820
ADVANCED PRACTICE PHARMACIST RENEWAL	\$300	\$300
PHARMACIST RENEWAL	\$360	\$505
PHARMACY TECHNICIAN RENEWAL	\$140	\$195
CLINIC RENEWAL	\$325	\$360
HOSPITAL RENEWAL	\$665	\$930
STERILE COMPOUNDING RENEWAL	\$1,325	\$1,855
OUTSOURCING FACILITY RENEWAL	\$1,325	\$1,855
PHARMACY RENEWAL	\$665	\$930
WHOLESALE RENEWAL	\$780	\$820

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ADVANCED PRACTICE PHARMACIST (APH)	246	216	180
CENTRALIZED HOSPITAL PACKAGING (CHP)/EXEMPT (CHE)	5	0	9
CLINIC (CLN)/EXEMPT (CLE)	325	215	1,196
DESIGNATED REPRESENTATIVES (EXC)	401	266	2,552
DESIGNATED REPRESENTATIVES VET (EXV)	10	4	55
DESIGNATED REPRESENTATIVES-3PL (DRL)	91	64	228
DESIGNATED REPRESENTATIVES-PARAMEDIC (DPM)	0	0	0
DESIGNATED REPRESENTATIVES-REVERSE DISTRIBUTOR (DRR)	2	2	0
EMERGENCY MEDICAL SERVICES AUTOMATED DRUG DELIVERY SYSTEM	0	0	0
HOSPITAL (HSP)/EXEMPT (HPE) & DRUG ROOM (DRM)/EXEMPT (DRE)	56	50	439
HOSPITAL SATELLITE STERILE COMPOUNDING (SCP)/EXEMPT (SCE)	7	3	1
HYPODERMIC NEEDLE AND SYRINGES (HYP)/EXEMPT (HYE)	12	25	243
INTERN PHARMACIST (INT)	2,212	2,030	0
LICENSED CORRECTIONAL FACILITIES (LCF)	1	0	56
OUTSOURCING FACILITIES (OSF)	2	3	5
OUTSOURCING FACILITIES NONRESIDENT (NSF)	8	7	16
PHARMACIST (EXAM)	3,389	0	0
PHARMACIST (RPH)	2,022	2,025	20,573
PHARMACY (PHY)/EXEMPT (PHE)	505	397	6,313
PHARMACY NONRESIDENT (NRP)	168	124	442
PHARMACY TECHNICIAN (TCH)	5,338	4,926	30,172
STERILE COMPOUNDING (LSC)/EXEMPT (LSE)	162	122	777
STERILE COMPOUNDING NONRESIDENT (NSC)	17	23	52
SURPLUS MEDICATION COLLECTION DISTRIBUTION INTERMEDIARY (SME)	1	0	1
THIRD-PARTY LOGISTICS PROVIDER (TPL)	10	7	16
THIRD-PARTY LOGISTICS PROVIDER NONRESIDENT (NPL)	16	11	49
VETERINARY FOOD-ANIMAL RETAILER (VET)	3	2	18
WHOLESALE (WLS)/EXEMPT (WLE)	70	56	438
WHOLESALE NONRESIDENT (OSD)	101	89	614

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
REMOTE DISPENSING PHARMACY (PHR)	0	0	0
HOSPITAL (HSP)/EXEMPT (HPE) & DRUG ROOM (DRM)/EXEMPT (DRE)	0	3	29
AUTOMATED DRUG DELIVERY SYSTEM (ADD)*	595	0	0
AUTOMATED DRUG DISPENSING SYSTEM 340B CLINIC (ADC)*	1	1	0
TOTAL	15,776	10,671	64,474

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ADVANCED PRACTICE PHARMACIST (APH)	0	550	0
CENTRALIZED HOSPITAL PACKAGING (CHP)/EXEMPT (CHE)	0	10	0
CLINIC (CLN)/EXEMPT (CLE)	0	1,504	0
DESIGNATED REPRESENTATIVES (EXC)	0	2,909	0
DESIGNATED REPRESENTATIVES VET (EXV)	0	66	0
DESIGNATED REPRESENTATIVES-3PL (DRL)	0	300	0
DESIGNATED REPRESENTATIVES-PARAMEDIC (DPM)	0	0	0
DESIGNATED REPRESENTATIVES-REVERSE DISTRIBUTOR (DRR)	0	2	0
EMERGENCY MEDICAL SERVICES AUTOMATED DRUG DELIVERY SYSTEM	0	0	0
HOSPITAL (HSP)/EXEMPT (HPE) & DRUG ROOM (DRM)/EXEMPT (DRE)	0	468	0
HOSPITAL SATELLITE STERILE COMPOUNDING (SCP)/EXEMPT (SCE)	0	3	0
HYPODERMIC NEEDLE AND SYRINGES (HYP)/EXEMPT (HYE)	0	297	0
INTERN PHARMACIST (INT)	0	6,541	0
LICENSED CORRECTIONAL FACILITIES (LCF)	0	60	0
OUTSOURCING FACILITIES (OSF)	0	5	0

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
OUTSOURCING FACILITIES NONRESIDENT (NSF)	0	23	0
PHARMACIST (EXAM)	0	0	0
PHARMACIST (RPH)	0	47,085	0
PHARMACY (PHY)/ EXEMPT (PHE)	0	6,585	0
PHARMACY NONRESIDENT (NRP)	0	553	0
PHARMACY TECHNICIAN (TCH)	0	70,126	0
STERILE COMPOUNDING (LSC)/EXEMPT (LSE)	0	869	0
STERILE COMPOUNDING NONRESIDENT (NSC)	0	70	0
SURPLUS MEDICATION COLLECTION DISTRIBUTION INTERMEDIARY (SME)	0	1	0
THIRD-PARTY LOGISTICS PROVIDER (TPL)	0	26	0
THIRD-PARTY LOGISTICS PROVIDER NONRESIDENT (NPL)	0	68	0
VETERINARY FOOD- ANIMAL RETAILER (VET)	0	21	0
WHOLESALE (WLS)/ EXEMPT (WLE)	0	544	0
WHOLESALE NONRESIDENT (OSD)	0	754	0
REMOTE DISPENSING PHARMACY (PHR)	0	0	0
HOSPITAL (HSP)/EXEMPT (HPE) & DRUG ROOM (DRM)/EXEMPT (DRE)	0	32	0
AUTOMATED DRUG DELIVERY SYSTEM (ADD)*	0	0	0
AUTOMATED DRUG DISPENSING SYSTEM 340B CLINIC (ADC)*	0	1	0
TOTAL	0	139,473	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
DESIGNATED REPRESENTATIVES (EXC)	EVERY YEAR	0
DESIGNATED REPRESENTATIVES VET (EXV)	EVERY YEAR	0
DESIGNATED REPRESENTATIVES-3PL (DRL)	EVERY YEAR	0
DESIGNATED REPRESENTATIVES- PARAMEDIC (DPM)	EVERY YEAR	0
DESIGNATED REPRESENTATIVES-REVERSE DISTRIBUTOR (DRR)	EVERY YEAR	0
INTERN PHARMACIST (INT)	N/A	N/A
PHARMACIST (RPH)	EVERY 2 YEARS	30
ADVANCED PRACTICE PHARMACIST (APH)	EVERY 2 YEARS	10
PHARMACY TECHNICIAN (TCH)	EVERY 2 YEARS	0
CENTRALIZED HOSPITAL PACKAGING (CHP)/EXEMPT (CHE)	EVERY YEAR	0
CLINIC (CLN)/EXEMPT (CLE)	EVERY YEAR	0
HOSPITAL (HSP)/EXEMPT (HPE) & DRUG ROOM (DRM)/ EXEMPT (DRE)	EVERY YEAR	0
EMERGENCY MEDICAL SERVICES AUTOMATED DRUG DELIVERY SYSTEM	EVERY YEAR	0
HOSPITAL SATELLITE STERILE COMPOUNDING (SCP)/ EXEMPT (SCE)	EVERY YEAR	0
HYPODERMIC NEEDLE AND SYRINGES (HYP)/EXEMPT (HYE)	EVERY YEAR	0
LICENSED CORRECTIONAL FACILITIES (LCF)	EVERY YEAR	0
OUTSOURCING FACILITIES (OSF)	EVERY YEAR	0
OUTSOURCING FACILITIES NONRESIDENT (NSF)	EVERY YEAR	0
PHARMACY (PHY)/EXEMPT (PHE)	EVERY YEAR	0
PHARMACY NONRESIDENT (NRP)	EVERY YEAR	0
STERILE COMPOUNDING (LSC)/EXEMPT (LSE)	EVERY YEAR	0
STERILE COMPOUNDING NONRESIDENT (NSC)	EVERY YEAR	0

CALIFORNIA STATE BOARD OF PHARMACY

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
SURPLUS MEDICATION COLLECTION DISTRIBUTION INTERMEDIARY (SME)	EVERY YEAR	0
THIRD-PARTY LOGISTICS PROVIDER (TPL)	EVERY YEAR	0
THIRD-PARTY LOGISTICS PROVIDER NONRESIDENT (NPL)	EVERY YEAR	0
VETERINARY FOOD-ANIMAL RETAILER (VET)	EVERY YEAR	0
WHOLESALE (WLS)/EXEMPT (WLE)	EVERY YEAR	0
WHOLESALE NONRESIDENT (OSD)	EVERY YEAR	0

* required for RPH

** required for RPH, APH, TCH, EXC, EXV, DRL, DRR, DPM

***required for RPH

**** required for RPH and APH license types

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
NAPLEX	1663	335	1998
CPJE TOTAL	2159	988	3147

Summary of Enforcement Activity

Consumer Complaints—Intake	
2,365	RECEIVED
635	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,763	REFERRED FOR INVESTIGATION
98	PENDING

Conviction/Arrest Notification Complaints	
924	RECEIVED
966	CLOSED/REFERRED FOR INVESTIGATION
24	PENDING

Inspections	
3,462	CONDUCTED
N/A	CITATIONS ISSUED

A site may be inspected more than once during the fiscal year.

Investigations	
2,656	OPENED
2,586	CLOSED
1,964	PENDING

Number of Days to Complete Intake and Investigations	
543	UP TO 90 DAYS
533	91 TO 180 DAYS
911	181 DAYS TO 1 YEAR
489	1 TO 2 YEARS
94	2 TO 3 YEARS
16	OVER 3 YEARS
264	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
1,145	ISSUED
803	ISSUED WITH A FINE
14	WITHDRAWN
30	DISMISSED
381	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

There were 35 citations reduced to letters of admonishment at office conference.

Total Amount of Fines	
\$1,176,950	ASSESSED
\$1,098,925	REDUCED
\$1,227,978	COLLECTED

Citations modified may have been issued in a previous fiscal year.

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	
265	CASES OPENED/INITIATED
296	CASES CLOSED
407	CASES PENDING

A case may have multiple respondents with multiple outcomes.

Number of Days to Complete AG Cases	
92	1 YEAR
138	1 TO 2 YEARS
49	2 TO 3 YEARS
17	OVER 3 YEARS
893	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
37	STATEMENTS OF ISSUES FILED
238	ACCUSATIONS FILED
36	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
11	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
19	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
12	LICENSE APPLICATIONS DENIED
140	REVOCAION
82	SURRENDER OF LICENSE
8	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
97	PROBATION ONLY
39	PUBLIC REPRIMAND
5	OTHER DECISIONS

Petition for Modification or Termination of Probation	
11	GRANTED
2	DENIED
13	TOTAL

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

Cost Recovery to DCA	
\$1,597,674	ORDERED
\$828,530	COLLECTED

Probation monitoring costs removed.

Restitution to Consumers/Refunds/Savings	
N/A	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS/RETURNS/EXCHANGES
N/A	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
26	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
232	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
553	AVERAGE NUMBER OF DAYS



Physical Therapy Board of California

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

www.ptbc.ca.gov

STAFF:

21.4 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

40,385

BOARD MEMBERSHIP:

3 public representatives
4 licensees

BOARD STAFF:

Executive Officer: Jason Kaiser
jason.kaiser@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 2600–2696;
California Code of Regulations, Division 13.2,
Title 16, §§ 1398–1399.99.4.

SUNSET REVIEW:

Last review: 2017 Next review: 2021

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code (BPC) section 2636.5, applicants for licensure as a physical therapist or physical therapist assistant who are licensed as such in another state, district, or territory of the United States, approved by the Board, may become licensed without a physical therapy or physical therapist assistant written examination if they meet all the requirements, including those licensing requirements prescribed by the Board. However, these individuals must successfully pass the California Law Examination prior to becoming licensed.

Pursuant to BPC section 2639, applicants who are graduates of an approved education program or substantiated as a graduate of an approved education program, and who have filed a complete application for licensure with the Board may be awarded “license applicant” status by the Board. A physical therapist or physical therapist assistant applicant shall practice under the direct supervision of a licensed physical therapist as a “license applicant.”

ACCOMPLISHMENTS

Organizational Effectiveness

The Board continues to collaborate with DCA by attending legislative roundtables to discuss legislation of interest and share insights with other boards and bureaus. In addition, the Board participated in licensing and enforcement work group meetings which identified best practices and high-priority areas for improvement and potential standardization across boards and bureaus. These work group meetings also utilize knowledge from enforcement and licensing staff to develop process improvement plans and partnered with the OIS Data Governance team to utilize data analytics for goal setting and metric development.

PTBC collaborated with DCA on the submittal of a Budget Change Proposal (BCP) for approval and funding for four additional positions to address increased workload in the Continuing Competency Services program and the Administrative Services program. The BCP was approved and effective with the passing of the governor’s budget for 2019–20.

Outreach

The Board increased outreach efforts within the profession and educational programs to share information on BreEZe, the new DCA search function, laws and regulations, continuing education requirements, and the application process. The Board attended 15 outreach events including 13 school presentations, the CPTA Conference, and the Licensing Fair at West Hills College Lemoore. The Board has also increased its social media traffic by 16% and released three outreach videos on its Facebook page.

Strategic Plan

Staff underwent a comprehensive strategic planning process in 2018, which provided the Board an opportunity to examine its mission and values, gauge successes, and determine how to improve outcomes. From the strategic plan, staff developed an action strategy to determine activities and establish the necessary measures to meet the goals and objectives.

Green Initiative

Due to PTBC's green initiative, the percentage of initial applications received online increased from 45% to 87% this fiscal year. The license record change requests submitted online also continued to increase at a steady pace, with online renewals at 83% and license verification requests at 100%. By eliminating printed correspondence and mailing, PTBC realized significant environmental and fiscal savings. While PTBC strongly encouraged application and request submission via electronic means, it was cognizant of the need to maintain a paper option to ensure ease of access for all stakeholders.

Disciplinary Guidelines

At its meeting on June 21, 2019, the Board approved updates to PTBC's Disciplinary Guidelines, which were last updated in 2013. The Disciplinary Guidelines establish consistency in disciplinary penalties. Staff are currently working with DCA's legal unit to develop a regulatory change proposal for Business and Professions Code (BPC) section 2660 to incorporate the updated Disciplinary Guidelines by reference for submittal to the Office of Administrative Law and notice to the public.

Regulations

The Board is in the process of promulgating the following regulations:

- Satisfactory Documentary Evidence of Equivalent Degree for Licensure as a Physical Therapist or Physical Therapist Assistant, section 1398.26.1 of Article 2, Division 13.2 of Title 16, CCR. This regulation further defines the education requirement for foreign-educated applicants as specified in BPC section 2653(a).
- Written Examination, section 1398.28 of Article 2, Division 13.2 of Title 16, CCR. This regulation will establish a passing score for the licensure examinations of physical therapists and physical therapist assistants.
- Substantial Relationship Criteria, section 1399.20, Rehabilitation Criteria for Denial of Reinstatement of Licensure, section 1399.21, and Rehabilitation Criteria for Suspension and Revocations, section 1399.22 of Article 8, Division 13.2 of Title 16, CCR. The proposed amendments will update the Board's current regulations to be consistent with the provisions of Assembly Bill (AB) 2138 (Chiu, Chapter 995, Statutes 2018) to more accurately reflect the Board's existing authority to deny an applicant a license based upon a substantially related criminal conviction and to consider denials, discipline, or petitions for reinstatement or modification of penalty.
- Clinical Service Requirements for Foreign-Educated Applicants, section 1398.26.5 of Article 2, Division 13.2 of Title 16, CCR. This regulation further defines the clinical service requirements for foreign educated applicants as specified in BPC sections 2650 and 2653.

NEW LEGISLATION

There was no enacted legislation solely related to this program in 2019.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y-PTA ONLY
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
PHYSICAL THERAPIST		
APPLICATION PROCESSING FEE	\$300	\$300
INITIAL LICENSING FEE	\$150	\$150
NATIONAL EXAMINATION FEE	\$480	**
CALIFORNIA LAW EXAMINATION FEE	\$65	**
TOTAL INITIAL LICENSE FEES	\$995	N/A
BIENNIAL RENEWAL FEE	\$300	\$300
PHYSICAL THERAPIST ASSISTANT		
APPLICATION PROCESSING FEE	\$300	\$300
NATIONAL EXAMINATION FEE	\$470	**
CALIFORNIA LAW EXAMINATION FEE	\$65	**
TOTAL INITIAL LICENSE FEES	\$835	N/A
BIENNIAL RENEWAL FEE	\$300	\$300

*Additional fees may be required. Refer to the laws and regulations for details.

** Fee set by Federation of State Board of Physical Therapy

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ELECTRONEUROMYOGRAPHER - CERTIFICATION	1	1	7
KINESIOLOGICAL ELECTROMYOGRAPHER - CERTIFICATION	0	0	12
PHYSICAL THERAPIST - LICENSE	2,053	1,811	12,729
PHYSICAL THERAPIST ASSISTANT - LICENSE	892	626	3,319
TOTAL	2,946	2,438	16,067

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ELECTRONEUROMYOGRAPHER - CERTIFICATION	24	0	0
KINESIOLOGICAL ELECTROMYOGRAPHER - CERTIFICATION	29	0	0
PHYSICAL THERAPIST - LICENSE	0	31,618	0
PHYSICAL THERAPIST ASSISTANT - LICENSE	0	8,714	0
TOTAL	53	40,332	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PHYSICAL THERAPIST	2 YEARS	30
PHYSICAL THERAPIST ASSISTANT	2 YEARS	30

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
NATIONAL PHYSICAL THERAPIST EXAM	961	223	1,184
NATIONAL PHYSICAL THERAPIST ASSISTANT EXAM	433	167	600
CALIFORNIA LAW EXAM	2,535	890	3,425
ELECTRONEUROMYOGRAPHY	1	0	1
KINESIOLOGICAL ELECTROMYOGRAPHY	0	0	0

Summary of Enforcement Activity

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

Conviction/Arrest Notification Complaints	
238	RECEIVED
234	CLOSED/REFERRED FOR INVESTIGATION
2	PENDING

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
582	OPENED
576	CLOSED
344	PENDING

Number of Days to Complete Intake and Investigations	
259	UP TO 90 DAYS
89	91 TO 180 DAYS
77	181 DAYS TO 1 YEAR
34	1 TO 2 YEARS
7	2 TO 3 YEARS
6	OVER 3 YEARS
154	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$23,250	ASSESSED
\$150	REDUCED
\$20,750	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
67	CASES OPENED/INITIATED
57	CASES CLOSED
59	CASES PENDING

Number of Days to Complete AG Cases	
20	1 YEAR
23	1 TO 2 YEARS
6	2 TO 3 YEARS
8	OVER 3 YEARS
597	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
2	STATEMENTS OF ISSUES FILED
30	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
4	REVOCAION
11	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
22	PROBATION ONLY
8	PUBLIC REPRIMAND
4	OTHER DECISIONS

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

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

Cost Recovery to DCA	
\$140,578	ORDERED
\$73,228.22	COLLECTED

Restitution to Consumers/Refunds/Savings	
N/A	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS/RETURNS/EXCHANGES
N/A	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
2	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
126	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
410	AVERAGE NUMBER OF DAYS



Licenses and regulates physician assistants.

www.pac.ca.gov

STAFF:

7 civil servant positions
1 exempt

**LICENSES, REGISTRATIONS, PERMITS,
AND CERTIFICATES:**

13,113

BOARD MEMBERSHIP:

4 public representatives
5 licensees
1 ex officio

BOARD STAFF:

Executive Officer: Maureen L. Forsyth
lynn.forsyth@mbc.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 3500–546;
California Code of Regulations, Division 13.8,
Title 16, §§ 1399.500–1399.623.

SUNSET REVIEW:

Last review: 2016 Next review: 2020

Board Highlights

RECIPROCITY

The Board does not have reciprocity.

ACCOMPLISHMENTS

Effective April 1, 2019, the Physician Assistant Board adopted Title 16, California Code of Regulations (CCR) section 1399.515, which allows a physician assistant to apply for retired status.

To be eligible for the retired status, an individual's license must be in a current/active, current/inactive, or delinquent status. Licensees with a license status of canceled, suspended, revoked or otherwise punitively restricted by the Board or subject to disciplinary action under the *Medical Practice Act* (commencing with section 2000 of the code), *Physician Assistant Practice Act* (commencing with section 3500 of the code), are not permitted to apply for the retired status.

Due to the increase in workload in both enforcement and licensing, the Board submitted a Budget Change Proposal to request an increase in appropriations for additional staff. The Board was granted 2.5 additional positions, thus increasing staff to seven full-time positions.

Continuing Education

The Board is authorized by Title 16, CCR section 1399.617 to audit a random sample of physician assistants who have reported compliance with continued medical education (CME). In the Board's 2012 sunset review response to issues raised by legislative staff in the Board's background paper, it was reported that the Board planned to conduct CME audits on a scheduled basis to ensure compliance.

Each month the Board randomly selects 5% or approximately 45 licensees who have recently renewed their physician assistant licenses for CME compliance. From July 1, 2018, to June 30, 2019, the Board conducted a total of 541 CME audits, resulting in six citations for noncompliance being issued. These licensees have been assessed collectively a total of \$2,750 in fines for noncompliance.

Outreach

The Board's president, vice president and staff have been providing presentations to physician assistant programs on the licensing process, enforcement, and the laws and regulations in an effort to increase the Board's outreach. The Board has conducted two of its meetings and maintained a booth during the annual California Academy of PAs (CAPA) conference. With the addition of staff, increased outreach will be a priority in the coming year.

The mission of the Physician Assistant Board of the Medical Board of California is to protect and serve consumers through licensing, education, and objective enforcement of the physician assistant laws and regulations. We continue to work diligently with the Department of Consumer Affairs and the Legislature on legislation in which to ensure public safety protection.

NEW LEGISLATION

SB 697 (Caballero, Chapter 707, Statutes of 2019)

reduces administrative restrictions governing the practice of physician assistants licensed by the Board. The practice agreement between physician assistants and supervising physicians will have fewer requirements under this bill, allowing the parties to have more control in determining responsibilities and supervision. This bill also modifies supervision requirements, granting physicians greater control over supervision parameters, eliminating statutorily required records reviews, and allowing for multiple physicians to supervise a physician assistant. Lastly, this bill removes several outdated provisions of law governing physician assistants.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
APPLICATION PROCESSION FEE	\$25	\$25
INITIAL LICENSE FEE	\$200	\$300
BIENNIAL RENEWAL FEE	\$300	\$300
FINGERPRINT CARD PROCESSING FEE	\$49	N/A

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PHYSICIAN ASSISTANT	1,319	1,256	5,918
TOTAL	1,319	1,256	5,918

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PHYSICIAN ASSISTANT	0	13,113	0
TOTAL	0	13,113	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PHYSICIAN ASSISTANT	2 YEARS	50 CATEGORY 1, OR NATIONAL CERTIFICATION

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
PHYSICIAN ASSISTANT NATIONAL CERTIFYING EXAMINATION (PANCE) - ADMINISTERED BY THE NATIONAL COMMISSION ON CERTIFICATION OF PHYSICIAN ASSISTANTS (NCCPA)	N/A	N/A	N/A

Summary of Enforcement Activity

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

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

Inspections	
0	CONDUCTED
0	CITATIONS ISSUED

Investigations	
424	OPENED
408	CLOSED
214	PENDING

PHYSICIAN ASSISTANT BOARD

Number of Days to Complete Intake and Investigations	
157	UP TO 90 DAYS
141	91 TO 180 DAYS
68	181 DAYS TO 1 YEAR
19	1 TO 2 YEARS
27	2 TO 3 YEARS
0	OVER 3 YEARS
187	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$2,750	ASSESSED
\$0	REDUCED
\$1,750	COLLECTED

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

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

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

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

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

Board has authority to issue Public Reprival per B&P Code section 495

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

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

Cost Recovery to DCA	
\$172,492.25	ORDERED
\$83,802.44	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
12	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
177	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
270	AVERAGE NUMBER OF DAYS



Licenses and regulates doctors of podiatric medicine.

www.pmbc.ca.gov

STAFF:

4 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

2,554

BOARD MEMBERSHIP:

2 public representatives
4 licensees

BOARD STAFF:

Executive Officer: Brian Naslund
brian.naslund@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 2460–2499.8;

California Code of Regulations, Division 13.9,
Title 16, §§ 1399.650–1399.732.

SUNSET REVIEW:

Last review: 2016 Next review: 2020

Board Highlights

RECIPROCITY

Per Business and Professions Code section 2488, an applicant may be eligible for licensure in California if they are licensed as a doctor of podiatric medicine in any other state, and meet the following requirements:

- Pass Part III of the national exam within the last 10 years.
- Satisfactorily complete at least one year of postgraduate training.
- Submit fingerprints and obtain criminal record clearance from the state Department of Justice and the Federal Bureau of Investigation (applicants in proximity to California may opt to obtain clearances utilizing Live Scan).
- Provide verification of a license in good standing from all states or counties in which a medical license has been held.
- Request a disciplinary data bank report from the Federation of Podiatric Medicine be sent directly to the Board.

ACCOMPLISHMENTS

Name Changes

Due to AB 2457 (Irwin, Chapter 102, Statutes of 2018), the Boards title changed as of July 1, 2019, from the “Board of Podiatric Medicine” to “Podiatric Medical Board of California” and from the “Board of Podiatric Medicine Fund Condition” to the “Podiatric Medical Board of California Fund Condition.” This change impacted regulatory submissions as well as communications to stakeholders, governmental agencies, outside third-party entities and updating internal documents and forms using the new name.

Outreach

The Board continued communication efforts through the publication *Footnotes*, which is published twice a year and covers important updates to the public, licensees, and stakeholders. Also, the Board increased communication efforts through the use of direct electronic communications so that the Board remains transparent and proactive in providing critical information to the public, licensees, and stakeholders.

The Board continued to achieve geographical diversity in scheduling and conducting Board meetings in multiple and diverse areas of the state including Sacramento and Southern California. A Board meeting was held at the University of California, Riverside’s medical education complex on June 7, 2019. This meeting was well-received and allowed the public, faculty, and students to participate in this venue.

The Board implemented its 2018–22 *Strategic Plan* by working on specific goals, which when implemented will assist the Board in meeting its mission to protect and educate members of the public.

NEW LEGISLATION

There was no enacted legislation solely related to this program in 2019.

License Requirements

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
RESIDENT AND PERMANENT LICENSE/APPLICATION	\$100	\$100
RESIDENT AND PERMANENT LICENSE/FINGERPRINT (DOJ)	\$32	
RESIDENT AND PERMANENT LICENSE/FINGERPRINT (FBI)	\$17	
RESIDENT LICENSE	\$100	\$100
PERMANENT LICENSE / INITIAL LICENSE	\$800	\$800
PERMANENT LICENSE / INITIAL CERTIFICATION	\$100	\$100
PERMANENT LICENSE / LICENSE RENEWAL* UNTIL 12/31/2020	\$1,100	\$1,100
PERMANENT LICENSE / LICENSE RENEWAL* STARTING 1/1/2021	\$900	\$900
PERMANENT LICENSE / CURES (PART OF RENEWAL FEE)	\$12	\$12
RESIDENT AND PERMANENT LICENSE/DUPLICATE LICENSE	\$100	\$100
RESIDENT AND PERMANENT LICENSE/LETTER OF GOOD STANDING	\$100	\$100
PERMANENT LICENSE / CME COURSE APPROVAL	\$250	\$250
PERMANENT LICENSE / DELINQUENT AFTER 30 DAYS	\$150	\$150
PERMANENT LICENSE / DELINQUENT AFTER 90 DAYS* UNTIL 12/31/2020	\$550	50% OF RENEWAL FEE
PERMANENT LICENSE / DELINQUENT AFTER 90 DAYS* STARTING 1/1/2021	\$450	50% OF RENEWAL FEE

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
FEE-EXEMPT LICENSE	27	27	95
PERMANENT DOCTOR OF PODIATRIC MEDICINE	126	104	1,018
RESIDENT STATUS LICENSE	50	45	79
TOTAL	203	176	1,192

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
FEE-EXEMPT LICENSE	0	186	0
PERMANENT DOCTOR OF PODIATRIC MEDICINE	0	2,246	0
RESIDENT STATUS LICENSE	0	122	0
TOTAL	0	2,554	0

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
RESIDENT STATUS LICENSE	**N/A	N/A

*Retired/Disabled; CE not required

**Yearly extension based on resident program approval

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
NOT APPLICABLE TO THIS PROGRAM	N/A	N/A	N/A

Summary of Enforcement Activity

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

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

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
176	OPENED
159	CLOSED
81	PENDING

Number of Days to Complete Intake and Investigations	
79	UP TO 90 DAYS
47	91 TO 180 DAYS
12	181 DAYS TO 1 YEAR
14	1 TO 2 YEARS
6	2 TO 3 YEARS
1	OVER 3 YEARS
163	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$4,500	ASSESSED
\$2,750	REDUCED
\$2,050	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	
11	CASES OPENED/INITIATED
6	CASES CLOSED
16	CASES PENDING

Number of Days to Complete AG Cases	
0	1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
5	OVER 3 YEARS
1,519	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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
0	REVOCAION
3	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
2	PROBATION ONLY
1	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
1	DENIED
1	TOTAL

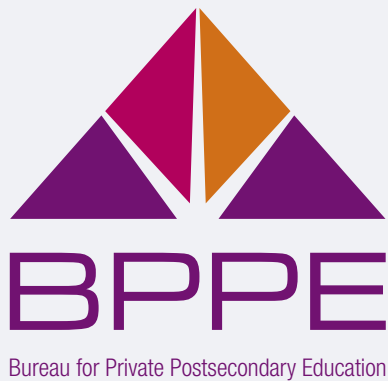
Cost Recovery to DCA	
\$37,579	ORDERED
\$14,994	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
10	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
163	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
389	AVERAGE NUMBER OF DAYS



Oversees and regulates private postsecondary educational institutions located in California.

www.bppe.ca.gov

STAFF:

106 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

1,043

ADVISORY COMMITTEE:

2 public representatives
3 licensees
2 current or past students
3 consumer advocates
2 nonvoting, ex-officio members

BUREAU STAFF:

Chief: Dr. Michael Marion Jr.
michael.marion@dca.ca.gov

Deputy Chief: Leeza Rifredi
leeza.rifredi@dca.ca.gov

LAWS AND REGULATIONS:

California Private Postsecondary Education Act of 2009, California Education Code §§ 94800–94950;

California Code of Regulations, Division 7.5, Title 5, §§ 70000–76240.

SUNSET REVIEW:

Last review: 2016 Next review: 2020

Bureau Highlights

RECIPROCITY

The Bureau does not have reciprocity.

ACCOMPLISHMENTS

The Bureau is preparing for its 2020 sunset hearing. Pursuant to the California Education Code section 94950, the Bureau is scheduled to sunset on January 1, 2021.

The Bureau continues its outreach efforts to students, applicants, and licensees.

In conjunction with the Office of Student Assistance and Relief (OSAR), the Bureau assists students impacted by school closures. Staff work closely with students to help them navigate through the school closure process and determine options for next steps.

The Bureau conducted 14 licensing workshops throughout the state to assist perspective licensees with the application process for approval to operate a nonaccredited institution. In addition, notifications to applicants were enhanced to include more information about the application review process and what the applicant should expect.

Licensees are provided the opportunity to attend compliance workshops. These workshops assist licensees in understanding their roles and responsibilities for staying in compliance with the statutes and regulations so that they may maintain their license. The Bureau conducted 22 compliance workshops inclusive of a School Performance Fact Sheet (SPFS) component that helps licensees navigate through the process of creating the disclosure document that is required to be provided to students.

The Bureau collaborates with various local, state, and federal agencies regarding the regulation of private postsecondary educational institutions in California. The Bureau has conducted joint investigations with entities such as the Board of Barbering and Cosmetology, the Board of Vocational Nursing and Psychiatric Technicians and the U.S. Department of Education.

Licensing

Through diligent efforts, the processing time for new applications for approval to operate an institution nonaccredited was reduced by 10% and the average processing time for all renewal applications was reduced by 30%.

Administration

The Administration Unit showed its commitment to customer service excellence through the processing of 11,815 student transcript requests for students of Corinthian Colleges and other institutions that have closed.

Annual Report Unit

The Bureau implemented new software for the submission of institutions' annual reports. This software enables the Annual Report Unit to progress from quantitative reviews to qualitative reviews. The qualitative reviews assist other units within the Bureau for inspections, investigations, and license renewals. The user-friendly aspect of the new system allows more institutions to submit their reports on time, as evidenced by an 84% on-time submission rate of 2017 annual reports.

Quality of Education

Senate Bill (SB) 1247 (Lieu, Chapter 840, Statutes of 2014) required approved institutions offering degree programs be accredited by an accrediting agency recognized by the U.S. Department of Education. The Quality of Education Unit developed an "Accreditation Basics" guide for institutions considering accreditation. The guide is available on the Bureau's website at www.bppe.ca.gov/schools/accredplan_resources.shtml.

Enforcement

In fiscal year 2018–19, in order to ensure consumer protection, the Bureau restructured its Enforcement Unit to include a team of special investigators. Working with the Division of Investigation, the Bureau developed a task force to work through complaints received from consumers. As a result of the reorganization, combined with the implementation of new processes, procedures, best practices, and additional training, the Bureau was able to reduce the number of pending complaints by 75% and reduce the amount of time it takes to process the complaints by almost 30%.

NEW LEGISLATION

AB 1340 (Chiu, Chapter 519, Statutes of 2019) requires educational institutions licensed by the Bureau to collect, retain, and report to the Bureau individual student information, including enrollment and debt information. The bill requires the Bureau to collect wage information from the Employment Development Department and calculate a debt-to-income ratio for both the institution and the programs offered at the institution. This ratio information will be published on the Bureau's website. The bill provides for delayed implementation until the director of the Department certifies that the Bureau's IT system is updated.

AB 1344 (Bauer-Kahan, Chapter 520, Statutes of 2019) effective July 1, 2022, increases oversight of out-of-state private postsecondary educational institutions by requiring them to provide the Bureau with an expanded list of documentation related to the institution's disciplinary and civil liability history. This bill places a proactive duty on out-of-state institutions to report when they are subject to civil liability or are on probation or subject to administrative action federally or in any other state.

AB 1346 (Medina, Chapter 521, Statutes of 2019) expands the range of financial relief for a student's economic losses that can be offered through the Student Tuition Recovery Fund administered by the Bureau's Office of Student Assistance and Relief, subject to qualifying conditions. This bill also expands the previous grant of eligibility for students of Corinthian Colleges Inc. to include students attending as of January 1, 2010, from its previous cutoff of June 20, 2014.

SB 63 (Hertzberg, Chapter 468, Statutes of 2019) excludes from state taxable gross income the amount of student loan debt discharged on or after January 1, 2019, and before January 1, 2024, for loans discharged after a finding of school wrongdoing under federal regulations, or student inability to complete education due to school closure. The bill's exclusion of state taxable gross income also applies to students affected by the closure of Brightwood College campuses and students of the Art Institute of California. As a tax levy, this bill takes effect immediately. Finally, the bill includes legislative intent language regarding the purpose behind excluding student loan discharges from counting against taxable gross income and a requirement that the Legislative Analyst's Office provide a report to the Legislature.

SB 75 (Committee on Budget and Fiscal Review, Chapter 51, Statutes of 2019) is the governor's education budget trailer bill. In the provisions relevant to the Bureau, this urgency bill creates the Cradle-to-Career Data System Workgroup to replace the defunct California Postsecondary Education Commission. The Workgroup will serve under the direction of the governor's Office of Planning and Research and has two tasks: to report to the Legislature by July 1, 2020, about how a longitudinal data system for California students would look and function, and to report by January 1, 2021, on a more specific implementation timeline.

License Requirements

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	N
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	N
EXAMINATION	N
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	N

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
APPROVAL TO OPERATE AN INSTITUTION NON-ACCREDITED	\$5,000	\$5,000
APPROVAL TO OPERATE AN ACCREDITED INSTITUTION	\$750	\$750
ADDITION OF A SEPARATE BRANCH	\$3,000	\$3,000
CHANGE OF BUSINESS ORGANIZATION/CONTROL/OWNERSHIP	\$500	\$500
CHANGE OF EDUCATIONAL OBJECTIVES	\$500	\$500
CHANGE OF LOCATION	\$500	\$500
CHANGE IN METHOD OF INSTRUCTIONAL DELIVERY	\$500	\$500
CHANGE OF NAME	\$500	\$500
REGISTRATION OR RE-REGISTRATION OF OUT OF STATE INSTITUTION	\$1,500	\$1,500
RENEWAL FOR APPROVAL TO OPERATE AN INSTITUTION NON-ACCREDITED	\$3,500	\$3,500
RENEWAL FOR APPROVAL TO OPERATE AN INSTITUTION NON-ACCREDITED - BRANCH	\$3,000	\$3,000
RENEWAL FOR APPROVAL TO OPERATE AN ACCREDITED INSTITUTION	\$500	\$500
SUBSTANTIVE CHANGE TO AN ACCREDITED INSTITUTION	\$250	\$250
VERIFICATION OF EXEMPTION	\$250	\$250

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
INITIAL INSTITUTIONAL APPROVAL BY MEANS OF ACCREDITATION	46	27	76
INITIAL INSTITUTIONAL APPROVAL NON-ACCREDITED	71	75	54
OUT OF STATE REGISTERED	16	16	0
VERIFICATION OF EXEMPTION*	402	254	0
TOTAL	535	372	130

* Verification of Exemptions are not a license, registration, permit or certificate. They are a verification of an institution's exempt status. The Verification of Exemption "Licenses Issued" represents the number of institutions verified as exempt.

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
INITIAL INSTITUTIONAL APPROVAL BY MEANS OF ACCREDITATION	0	433	0
INITIAL INSTITUTIONAL APPROVAL NON-ACCREDITED	0	610	0
OUT OF STATE REGISTERED	0	73	0
VERIFICATION OF EXEMPTION*	0	0	0
TOTAL	0	1,116	0

*Verification of Exemptions are not a license, registration, permit or certificate. They are a verification of an institution's exempt status.

Licensing Population by Location Type	
TYPE	APPROVALS
MAIN LOCATIONS	1,043
BRANCH LOCATIONS	385
SATELLITE LOCATIONS	522
TOTAL LOCATIONS	1,950

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

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
N/A	N/A	N/A	N/A

Summary of Enforcement Activity

Consumer Complaints—Intake	
877	RECEIVED
192	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
684	REFERRED FOR INVESTIGATION
1	PENDING

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

Inspections	
181	CONDUCTED
57	CITATIONS ISSUED

Investigations	
684	OPENED
1,482	CLOSED
390	PENDING

Number of Days to Complete Intake and Investigations

237	UP TO 90 DAYS
132	91 TO 180 DAYS
255	181 DAYS TO 1 YEAR
360	1 TO 2 YEARS
246	2 TO 3 YEARS
252	OVER 3 YEARS
602	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

242	ISSUED
219	ISSUED WITH A FINE
27	WITHDRAWN
5	DISMISSED
72	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$4,346,918	ASSESSED
\$2,188,462	REDUCED
\$188,173.64	COLLECTED

Criminal/Civil Actions

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

Office of the Attorney General/Disciplinary Actions

35	CASES OPENED/INITIATED
40	CASES CLOSED
39	CASES PENDING

Number of Days to Complete AG Cases

12	1 YEAR
18	1 TO 2 YEARS
15	2 TO 3 YEARS
10	OVER 3 YEARS
524	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

16	STATEMENTS OF ISSUES FILED
12	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
11	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
5	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

6	LICENSE APPLICATIONS DENIED
1	REVOCAION
4	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

\$80,373.58	ORDERED
\$34,000	COLLECTED

Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$138,851.31	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator

3	AVERAGE NUMBER OF DAYS
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Investigations: Opening to Closing of Case

602	AVERAGE NUMBER OF DAYS
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Investigations: Closure of Investigation to Imposing Formal Discipline

335	AVERAGE NUMBER OF DAYS
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OFFICE OF STUDENT ASSISTANCE AND RELIEF

(An office within the Bureau for Private Postsecondary Education)

Chief: Scott Valverde
scott.valverde@dca.ca.gov

www.osar.bppe.ca.gov

Provides students with information on their rights when attending a private college, filing a school complaint, resources available including potential reimbursement from the Student Tuition Recovery Fund (STRF), and how to access state and federal relief programs.

ACCOMPLISHMENTS

In fiscal year 2018–19, the Office of Student Assistance and Relief (OSAR) presented 39 closed school workshops, followed immediately by providing one-on-one case management style assistance to all students impacted by those school closures, whether they attended the workshop or not. OSAR also provided proactive outreach on diverse topics including an overview of OSAR's free services, making an informed decision in selecting an institution or degree type, financial literacy, how to strategically research educational programs, and how to best utilize GI benefits at 50 additional events throughout the state. This included the first OSAR College Prep Workshop that took place at Goodwill Industries on October 27, 2018. After much planning and partnership development activity that took place in 2018–19, the second OSAR College Prep Workshop was calendared and will be delivered in 2019–20, in partnership with Natomas Unified School District. Lastly, OSAR developed and launched an instructional video for students' benefit on how to successfully complete a STRF application. The video is currently accessible on the OSAR website and is presented at all closed school workshops.

NUMBER OF STUDENTS SERVED¹

Federal Loan Forgiveness Claims	Total
Number of Students Assisted	68,105
Pending Claims	
Pending Claims (Qty.)	374
Pending Claims (Dollar Amount) ²	\$4,469,929
Approved Claims	
Approved Claims (Qty.)	29
Approved Claims (Dollar Amount)	\$424,116
Denied Claims	
Denied Claims (Qty.)	0
Denied Claims (Dollar Amount)	\$0
Appealed Claims	
Appealed Claims (Qty.)	0
Appealed Claims (Dollar Amount)	\$0

Students Served By OSAR	Total
Corinthian Students	58,395
Other Eligible Students	18,138
Total Number of Students	76,533

SUMMARY OF STUDENT SERVICES¹

STRF Claims Received by the Bureau for Private Postsecondary Education (OSAR) - State Fiscal Years 2018–19 Through 2019–20 -	Total
Number of Students Assisted	71,596
Number of Claims Received	1,281
Pending Claims	
Pending Claims (Qty.)	1,510
Pending Claims (Total Dollar Amount) ²	\$19,822,395
Approved Claims	
Claims Approved (Qty.)	148
Claims Approved (Total Dollar Amount)	\$1,494,084
Student Loans Canceled (Dollar Amount)	\$0
Student Loans Paid Off (Dollar Amount)	\$0
Cash Reimbursements to Students (Dollar Amount)	\$1,126,273
Denied Claims	
Claims Denied (Qty.)	43
Claims Denied (Total Dollar Amount)	\$492,531
Appealed Claims	
Claims on Appeal (Qty.)	2
Claims on Appeal (Total Dollar Amount)	\$13,220

Private Loan Relief (Non-STRF)	Total
Number of Students Assisted	64,483
Examples of Services Provided	
- Referred Students to the Consumer Financial Protection Bureau	
- Referred Students to the California Department of Business Oversight	

Federal Loan Income-Dependent Repayment Plans	Total
Number of Students Assisted	0
Students Helped Out of Default on Federal Loan Through Consolidation or Rehabilitation	0

¹ Data reported as of August 20, 2019.

² The total dollar value is derived from self-reported numbers by students and is subject to change.



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

www.bpelsg.ca.gov

STAFF:

42.7 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

173,608

BOARD MEMBERSHIP:

8 public representatives
7 licensees

BOARD STAFF:

Executive Officer: Richard B. Moore, PLS
ric.moore@dca.ca.gov

Assistant Executive Officer: Nancy A. Eissler
nancy.eissler@dca.ca.gov

LAWS AND REGULATIONS:

Professional Engineers Act (Business and Professions Code § 6700, et seq.);

Geologist and Geophysicist Act (Business and Professions Code § 7800, et seq.);

Professional Land Surveyors' Act (Business and Professions Code § 8700, et seq.);

California Code of Regulations, Divisions 5 and 29, Title 16, (§ 400, et seq., and 3000, et seq., respectively).

SUNSET REVIEW:

Last review: 2018–19 Next review: 2023–24

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code sections 6759, 7847, and 8748, an engineer or land surveyor registered in another state may apply for licensure in California by comity. Comity applicant must submit a complete application including work descriptions, references that can verify the work experience, college transcripts (optional), and verification of successful examination in another state. The complete application must be reviewed and approved by a staff engineer or land surveyor. In addition, comity applicants must take and pass the California Laws and Board Rules examination, a 25-question multiple-choice examination that is completed at home and returned to the Board office for scoring.

California accepts results of the National Council of Examiners for Engineering and Surveying (NCEES) exams for the practice act branches of civil, electrical, and mechanical engineering, the title act engineering branches, except for traffic, for which there is no national NCEES examination, and the NCEES Principles of Surveying examination for land surveying. Civil engineering applicants must also pass the California Seismic Principles and Engineering Surveying exams, which are both mandated by statute. Land surveying applicants must pass the California Professional Land Surveying examination, as required by statute. If the home state has waived the Fundamentals of Engineering or Fundamentals of Surveying examination, the application is evaluated to see if the home state's waiver matches California's waiver requirements; if not, the applicant must pass the respective fundamentals examination or have 14-17 years of experience.

California law does not provide for comity for foreign applicants registered in another country for engineering or land surveying disciplines. Applicants from foreign countries are required to submit the same application as first time California applicants and pass all required examinations.

The Board may accept out-of-state or foreign registration as qualification to register as a geologist or geophysicist so long as the applicant's qualifications meet the requirements to become a registered geologist or geophysicist in California.

ACCOMPLISHMENTS

Sunset Review

In March 2019, the Board successfully completed the joint sunset review oversight hearings testifying in front of members from the Assembly Business and Professions Committee and the Senate Business, Professions and Economic Development Committee. The committees review the boards and bureaus under the Department of Consumer Affairs (DCA). The DCA boards and bureaus are responsible for protecting consumers and the public and regulating the professionals they license. The sunset review process provides an opportunity for DCA, the Legislature, the boards, and interested parties and stakeholders to discuss the performance of the boards and make recommendations for improvements.

Business Modernization Project

In April 2019, the Board received approval of "Stage 2—Alternatives Analysis" from the California Department of Technology (CDT) as part of its process to acquire a new application, licensing, and case management system. CDT has legislative oversight for the Project Approval Lifecycle (PAL) process and is tasked with improving the quality, value, and likelihood of success for information technology projects undertaken by the state of California. The PAL is divided into four stages ("Stage 1—Business Analysis," "Stage 2—Alternatives Analysis," "Stage 3—Solution Development," and "Stage 4—Project Readiness and Approval") each separated by gates of approval. The Board received "Stage 2" approval that includes identification of the current system architecture, detailed functional solution requirements, market research, alternative solutions, recommended solution, and a high-level project schedule.

NEW LEGISLATION

AB 1522 (Low, Chapter 630, Statutes of 2019)

This bill: (1) extends the sunset date of the Board to January 1, 2024, (2) authorizes the Board to investigate geologists-in-training and revoke their Board-issued certificates for specified acts, (3) extends indefinitely the obligation of licensees to respond to investigations from the Board while also clarifying that the obligation does not necessarily require cooperation, (4) makes technical changes to the title protection for geologists and geophysicists, (5) corrects outdated language regarding the ability to conduct surveys that do not include the determination of a property line, and (6) makes further technical and clarifying changes.

SB 339 (Jones, Chapter 145, Statutes of 2019) allows professional engineers, land surveyors, geologists, and geophysicists licensed by the Board to report potential violations of their respective practice acts to the Board regardless of whether the licensee was subject to a nondisclosure agreement while retained as an expert witness. This bill also specifies that this reporting authorization does not act as a waiver of any applicable attorney-client or attorney work product privileges.

License Requirements

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	ENGINEERS/LAND SURVEYORS: NO; GEOLOGISTS/ GEOPHYSICISTS: YES
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	Y

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
PROFESSIONAL ENGINEER (ALL DISCIPLINES)/APPLICATION	\$125	\$400
PROFESSIONAL LAND SURVEYOR/ APPLICATION	\$125	\$400
ENGINEER-IN-TRAINING/APPLICATION	\$50	\$100
LAND SURVEYOR-IN-TRAINING/ APPLICATION	\$50	\$100
CALIFORNIA SPECIAL CIVIL SEISMIC PRINCIPLES/EXAMINATION	\$150	*
CALIFORNIA SPECIAL CIVIL ENGINEERING SURVEYING/ EXAMINATION	\$150	*
GEOTECHNICAL ENGINEERING/ EXAMINATION	\$150	*

BOARD FOR PROFESSIONAL ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS

License Type/Fee Type	Actual Fee	Statutory Limit
TRAFFIC ENGINEERING/EXAMINATION	\$150	*
CALIFORNIA STATE-SPECIFIC LAND SURVEYING/EXAMINATION	\$150	*
PROFESSIONAL ENGINEER (ALL DISCIPLINES)/RENEWAL	\$115	\$400
PROFESSIONAL LAND SURVEYOR/RENEWAL	\$115	\$400
PROFESSIONAL ENGINEER (ALL DISCIPLINES)/RETIRED LICENSE	\$62.50	**
PROFESSIONAL LAND SURVEYOR/RETIRED LICENSE	\$62.50	**
PROFESSIONAL GEOLOGIST/APPLICATION	\$250	\$250
PROFESSIONAL GEOPHYSICIST/APPLICATION	\$250	\$250
CERTIFIED ENGINEERING GEOLOGIST/APPLICATION	\$250	\$250
CERTIFIED HYDROGEOLOGIST/APPLICATION	\$250	\$250
PRACTICE OF GEOLOGY NATIONAL EXAMINATION/EXAMINATION	\$250	***
CALIFORNIA SPECIFIC GEOLOGIST EXAMINATION/EXAMINATION	\$150	***
FUNDAMENTALS OF GEOLOGY NATIONAL EXAMINATION/EXAMINATION	\$150	***
GEOPHYSICIST/EXAMINATION	\$100	****
CERTIFIED ENGINEERING GEOLOGIST/EXAMINATION	\$100	****
CERTIFIED HYDROGEOLOGIST/EXAMINATION	\$100	****
PROFESSIONAL GEOLOGIST/RENEWAL	\$270	\$400
PROFESSIONAL GEOPHYSICIST/RENEWAL	\$270	\$400
CERTIFIED ENGINEERING GEOLOGIST/RENEWAL	\$67.50	\$100
CERTIFIED HYDROGEOLOGIST/RENEWAL	\$67.50	\$100
CERTIFIED ENGINEERING GEOLOGIST/RETIRED LICENSE	\$62.50	*****
CERTIFIED HYDROGEOLOGIST/RETIRED LICENSE	\$62.50	*****
PROFESSIONAL GEOLOGIST/RETIRED LICENSE	\$62.50	*****
PROFESSIONAL GEOPHYSICIST/RETIRED LICENSE	\$62.50	*****

* No greater than actual cost of development and administration.

** Not more than 50% of application fee in effect at the time.

*** Equal to actual cost to the Board to administer the examination.

**** Equal to actual cost to Board for development and maintenance of the examination, and shall not exceed \$100.

***** Not more than 50% of application fee in effect at the time.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
AGRICULTURAL ENGINEER	2	1	43
CERTIFIED ENGINEERING GEOLOGIST	43	24	726
CERTIFIED HYDROGEOLOGIST	25	22	457
CHEMICAL ENGINEER	51	54	943
CIVIL ENGINEER	4,856	1,350	26,471
CONSULTING ENGINEER	N/A	N/A	3
CONTROL SYSTEMS ENGINEER	27	19	483
CORROSION ENGINEER	N/A	N/A	52
ELECTRICAL ENGINEER	415	432	5,034
ENGINEER-IN-TRAINING	3,331	3,461	N/A
FIRE PROTECTION ENGINEER	40	36	406
GEOLOGIST-IN-TRAINING	306	188	N/A
GEOTECHNICAL ENGINEER	73	6	591
INDUSTRIAL ENGINEER	4	5	163
LAND SURVEYOR	212	62	2,144
LAND SURVEYOR-IN-TRAINING	78	81	N/A
MANUFACTURING ENGINEER	N/A	N/A	126
MECHANICAL ENGINEER	537	519	6,877
METALLURGICAL ENGINEER	7	5	79
NUCLEAR ENGINEER	1	0	75
PETROLEUM ENGINEER	6	5	139
PHOTOGRAMMETRIC SURVEYOR	N/A	N/A	1
GEOLOGIST	329	126	2,527
GEOPHYSICIST	6	1	91
QUALITY ENGINEER	N/A	N/A	152
SAFETY ENGINEER	N/A	N/A	1967
STRUCTURAL ENGINEER	205	117	101
TRAFFIC ENGINEER	88	39	686
TOTAL	10,642	6,553	50,337

BOARD FOR PROFESSIONAL ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
AGRICULTURAL ENGINEER	N/A	115	N/A
CERTIFIED ENGINEERING GEOLOGIST	N/A	1,471	N/A
CERTIFIED HYDROGEOLOGIST	N/A	926	N/A
CHEMICAL ENGINEER	N/A	1,908	N/A
CIVIL ENGINEER	N/A	57,320	N/A
CONSULTING ENGINEER	N/A	3	N/A
CONTROL SYSTEMS ENGINEER	N/A	842	N/A
CORROSION ENGINEER	N/A	115	N/A
ELECTRICAL ENGINEER	N/A	10,283	N/A
ENGINEER-IN-TRAINING	62,717	N/A	N/A
FIRE PROTECTION ENGINEER	N/A	822	N/A
GEOLOGIST-IN-TRAINING	1,139	N/A	N/A
GEOTECHNICAL ENGINEER	N/A	1,378	N/A
INDUSTRIAL ENGINEER	N/A	256	N/A
LAND SURVEYOR	N/A	4,118	N/A
LAND SURVEYOR-IN-TRAINING	3,024	N/A	N/A
MANUFACTURING ENGINEER	N/A	243	N/A
MECHANICAL ENGINEER	N/A	15,323	N/A
METALLURGICAL ENGINEER	N/A	194	N/A
NUCLEAR ENGINEER	N/A	295	N/A
PETROLEUM ENGINEER	N/A	312	N/A
PHOTOGRAMMETRIC SURVEYOR	N/A	0	N/A
GEOLOGIST	N/A	5,116	N/A
GEOPHYSICIST	N/A	154	N/A
QUALITY ENGINEER	N/A	283	N/A
SAFETY ENGINEER	N/A	265	N/A
STRUCTURAL ENGINEER	N/A	4,358	N/A
TRAFFIC ENGINEER	N/A	1,485	N/A
TOTAL	66,880	107,625	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
AGRICULTURAL ENGINEER	EVERY 2 YEARS	N/A
CERTIFIED ENGINEERING GEOLOGIST	EVERY 2 YEARS	N/A
CERTIFIED HYDROGEOLOGIST	EVERY 2 YEARS	N/A
CHEMICAL ENGINEER	EVERY 2 YEARS	N/A
CIVIL ENGINEER	EVERY 2 YEARS	N/A
CONSULTING ENGINEER	EVERY 2 YEARS	N/A
CORROSION ENGINEER	EVERY 2 YEARS	N/A
CONTROL SYSTEMS ENGINEER	EVERY 2 YEARS	N/A
ELECTRICAL ENGINEER	EVERY 2 YEARS	N/A
FIRE PROTECTION ENGINEER	EVERY 2 YEARS	N/A
GEOLOGIST	EVERY 2 YEARS	N/A
GEOPHYSICIST	EVERY 2 YEARS	N/A
GEOTECHNICAL ENGINEER	EVERY 2 YEARS	N/A
INDUSTRIAL ENGINEER	EVERY 2 YEARS	N/A
LAND SURVEYOR	EVERY 2 YEARS	N/A
MANUFACTURING ENGINEER	EVERY 2 YEARS	N/A
MECHANICAL ENGINEER	EVERY 2 YEARS	N/A
METALLURGICAL ENGINEER	EVERY 2 YEARS	N/A
NUCLEAR ENGINEER	EVERY 2 YEARS	N/A
PETROLEUM ENGINEER	EVERY 2 YEARS	N/A
PHOTOGRAMMETRIC SURVEYOR	EVERY 2 YEARS	N/A
QUALITY ENGINEER	EVERY 2 YEARS	N/A
SAFETY ENGINEER	EVERY 2 YEARS	N/A
STRUCTURAL ENGINEER	EVERY 2 YEARS	N/A
TRAFFIC ENGINEER	EVERY 2 YEARS	N/A
ENGINEER-IN-TRAINING	VALID UNTIL ENGINEER LICENSE ISSUED	N/A
GEOLOGIST-IN-TRAINING	VALID UNTIL GEOLOGIST LICENSE ISSUED	N/A
LAND SURVEYOR-IN-TRAINING	VALID UNTIL LAND SURVEYOR LICENSE ISSUED	N/A

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
AGRICULTURAL ENGINEERING	0	2	2
CERTIFIED ENGINEERING GEOLOGIST	24	21	45
CERTIFIED HYDROGEOLOGIST	22	11	33
CHEMICAL ENGINEERING	44	16	60
CIVIL ENGINEERING - PRINCIPLES AND PRACTICE	2,092	2,510	4,602
CIVIL ENGINEERING - ENGINEERING SURVEYING	1,243	1,485	2,728
CIVIL ENGINEERING - SEISMIC PRINCIPLES	1,260	1,449	2,709
CONTROL SYSTEMS ENGINEERING	23	18	41
ELECTRICAL ENGINEERING	352	537	889
FIRE PROTECTION ENGINEERING	34	24	58
FUNDAMENTALS OF ENGINEERING	4,019	3,244	7,263
FUNDAMENTALS OF GEOLOGY	257	112	369
FUNDAMENTALS OF SURVEYING	89	188	277
GEOLOGIST - CALIFORNIA STATE SPECIFIC EXAM	125	128	253
GEOLOGIST - PRINCIPLES AND PRACTICE	134	51	185
GEOPHYSICIST	1	3	4
GEOTECHNICAL ENGINEERING	7	28	35
INDUSTRIAL AND SYSTEMS ENGINEERING	7	0	7
LAND SURVEYING - PRINCIPLES AND PRACTICE	87	73	160
LAND SURVEYING - CALIFORNIA STATE SPECIFIC EXAM	65	140	205
MECHANICAL ENGINEERING	478	349	827
METALLURGICAL AND MATERIALS ENGINEERING	10	2	12
NUCLEAR ENGINEERING	0	1	1
PETROLEUM ENGINEERING	4	7	11
STRUCTURAL ENGINEERING - LATERAL FORCES	95	149	244
STRUCTURAL ENGINEERING - VERTICAL FORCES	86	162	248
TRAFFIC ENGINEERING	39	38	77

Summary of Enforcement Activity

Consumer Complaints—Intake

369	RECEIVED
62	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
314	REFERRED FOR INVESTIGATION
8	PENDING

Conviction/Arrest Notification Complaints

3	RECEIVED
3	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections

N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations

328	OPENED
301	CLOSED
247	PENDING

Number of Days to Complete Intake and Investigations

56	UP TO 90 DAYS
56	91 TO 180 DAYS
125	181 DAYS TO 1 YEAR
63	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
248	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

76	ISSUED
74	ISSUED WITH A FINE
1	WITHDRAWN
11	DISMISSED
236	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$94,500	ASSESSED
\$3,500	REDUCED
\$48,000	COLLECTED

Criminal/Civil Actions

6	REFERRALS FOR CRIMINAL/CIVIL ACTION
3	CRIMINAL ACTIONS FILED
1	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

34	CASES OPENED/INITIATED
30	CASES CLOSED
36	CASES PENDING

Number of Days to Complete AG Cases

7	1 YEAR
8	1 TO 2 YEARS
3	2 TO 3 YEARS
14	OVER 3 YEARS
935	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

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

Administrative Outcomes/Final Orders

0	LICENSE APPLICATIONS DENIED
5	REVOCAION
2	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
11	PROBATION ONLY
7	PUBLIC REPRIMAND
1	OTHER DECISIONS

Petition for Modification or Termination of Probation

1	GRANTED
0	DENIED
1	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification

1	GRANTED
0	DENIED
1	TOTAL

Cost Recovery to DCA

\$109,423.85	ORDERED
\$22,726.05	COLLECTED

Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator

11	AVERAGE NUMBER OF DAYS
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Investigations: Opening to Closing of Case

236	AVERAGE NUMBER OF DAYS
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Investigations: Closure of Investigation to Imposing Formal Discipline

550	AVERAGE NUMBER OF DAYS
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DEPARTMENT OF CONSUMER AFFAIRS



PROFESSIONAL FIDUCIARIES BUREAU

Licenses and regulates professional fiduciaries.

www.fiduciary.ca.gov

STAFF:

2 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

756

ADVISORY COMMITTEE:

4 public representatives
3 licensees

BUREAU STAFF:

Chief: Rebecca May
rebecca.may@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 6500–6592;

California Code of Regulations, Division 41,
Title 16, §§ 4400–4622.

SUNSET REVIEW:

Last review: 2018 Next review: 2022

Bureau Highlights

RECIPROCITY

The Bureau does not have reciprocity.

ACCOMPLISHMENTS

The past year marked several significant changes to the Professional Fiduciaries Act (Act). Individuals who serve as a personal representative of a decedent estate for two or more nonfamilial individuals are now required to be licensed by the Bureau. Additionally, applicants may now qualify for licensure via an experience-only pathway. The most notable change to the act is that licensees are now expressly prohibited from billing their clients in response to a complaint lodged with the Bureau.

The Bureau consistently exceeded its licensure and enforcement performance measure timeline targets during fiscal year 2018–19. Bureau staff have also partnered with the Department of Consumer Affairs' Office of Public Affairs to reach more consumers through increased social media outreach. Additionally, the Bureau overhauled its website to ensure that all content is accessible to the public in accordance with the Americans with Disabilities Act.

Bureau staff attended and spoke at several outreach events including senior fairs; several district attorney elder and fraud prevention fairs; resource fairs; the Bakersfield Bar Association; and the 24th Annual Professional Fiduciaries Association of California Educational Conference. Staff spoke with consumers, professionals, and potential licensees at these events and educated the public about the Bureau's purpose.

NEW LEGISLATION

There was no enacted legislation solely related to this program in 2019.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
APPLICATION	\$400	N/A
INITIAL LICENSE	\$600 + PRORATION	N/A
RENEWAL	\$700	N/A
DELINQUENT RENEWAL	\$150	N/A
DUPLICATE LICENSE	\$25	N/A

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PROFESSIONAL FIDUCIARY	119	65	676
TOTAL	119	65	676

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PROFESSIONAL FIDUCIARY	0	756	0
TOTAL	0	756	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PROFESSIONAL FIDUCIARY	ANNUALLY	15 INCLUDING 2 HOURS OF ETHICS

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
PROFESSIONAL FIDUCIARY NATIONAL PORTION	68	85	153
PROFESSIONAL FIDUCIARY STATE PORTION	69	72	141

Summary of Enforcement Activity

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

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

Inspections	
0	CONDUCTED
0	CITATIONS ISSUED

Investigations	
118	OPENED
74	CLOSED
69	PENDING

Number of Days to Complete Intake and Investigations	
37	UP TO 90 DAYS
18	91 TO 180 DAYS
14	181 DAYS TO 1 YEAR
4	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
132	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$11,250	ASSESSED
\$0	REDUCED
\$7,500	COLLECTED

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

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

Number of Days to Complete AG Cases	
2	1 YEAR
0	1 TO 2 YEARS
2	2 TO 3 YEARS
0	OVER 3 YEARS
759	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	
2	LICENSE APPLICATIONS DENIED
1	REVOCAION
1	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
2	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

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

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

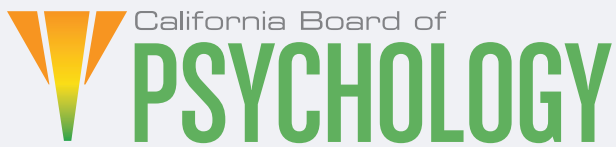
Cost Recovery to DCA	
\$11,887.22	ORDERED
\$9,315.03	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
3	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
131	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
759	AVERAGE NUMBER OF DAYS



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

www.psychology.ca.gov

STAFF:

29.5 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

20,186

BOARD MEMBERSHIP:

4 public representatives
5 licensees

BOARD STAFF:

Executive Officer: Antonette Sorrick
antonette.sorrick@dca.ca.gov

Assistant Executive Officer: Jeffrey Thomas
jeffrey.thomas@dca.ca.gov

Legislative Contact: Cherise Burns
cherise.burns@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 2900–2999;

California Code of Regulations, Division 13.6,
Title 16, §§ 1380–1397.71.

SUNSET REVIEW:

Last review: 2016 Next review: 2020

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code section 2946, a psychologist certified or licensed in another state or province and who has made application to the Board for a license in this state may perform activities and services of a psychological nature without a valid license for a period not to exceed 180 calendar days from the time of submitting his or her application or from the commencement of residency in California, whichever occurs first.

Business and Professions Code section 2912 states that nothing in this chapter shall be construed to restrict or prevent a person who is licensed as a psychologist at the doctoral level in another state or territory of the United States or in Canada from offering psychological services in this state for a period not to exceed 30 days in a calendar year.

ACCOMPLISHMENTS

‘Therapy Never Includes Sexual Behavior’ Brochure Revised

The Board of Psychology sponsored AB 2968 (Levine, Chapter 778, Statutes of 2018), which amended sections 337 and 728 of the BPC relating to the content required for inclusion in the “Therapy Never Includes Sexual Behavior” brochure for victims of psychotherapist-patient sexual contact (which was previously called “Professional Therapy Never Includes Sex”) regarding inappropriate sexual behavior, sexual contact, and touching of an intimate part between a psychotherapist and a client or patient. This legislation also expanded the existing requirement that psychotherapists, or an employer of a psychotherapist, who becomes aware of alleged sexual behaviors, in addition to sexual contact, between a previous psychotherapist of a client or patient, must provide and discuss the brochure with the client/patient. The revised brochure is posted on the Department of Consumer Affairs’ (DCA) website and has been distributed to all Board licensees and stakeholders.

Website User-Friendliness Stakeholder Groups

Board staff worked with the DCA’s SOLID Training and Planning Solutions Unit (SOLID) to evaluate the user-friendliness of the Board’s website. After collecting and analyzing preliminary website data, SOLID worked with Board staff to plan two focus groups, one in Northern/Central California and one in Southern California, that would discuss specifically the who, what, where, when, and why of what stakeholders want to see on the Board’s

website. Board staff invited a broad array of stakeholders and received interest in participation from licensees, students, graduate school program representatives, other government agency representatives, and mental health organizations.

The two focus group meetings were held in February and March of 2019. Both meetings were extremely informative for both staff and the participants. Participants were highly engaged, provided excellent feedback about the website and the Board's customer service, and provided insight from a variety of perspectives. SOLID facilitated both focus groups and provided Board staff with the notes from the focus groups. Throughout 2019, Board staff will be working to implement identified minor changes and will work with the appropriate DCA and Board staff to address more complex items for a larger 2020 restructuring of the Board's website.

Board Outreach Activities

Board President Stephen Phillips, J.D., PsyD, Board Vice President Seyron Foo, and Executive Officer Antonette Sorrick attended the Association of State and Provincial Psychology Boards (ASPPB) board of directors luncheon meeting in San Francisco in August 2018. The topic of the luncheon was the pending implementation of a revised national licensing examination (the Enhanced Examination for Professional Practice in Psychology).

Licensing/BreEZe coordinator Mai Xiong participated in and gave introductory remarks at "Recent Insights into Competency-Based Assessment & Evaluation: Advancing Clinical Supervision," the California Psychological Association Division II meeting in Los Angeles in March 2019.

Dr. Phillips and Mrs. Sorrick were approved to attend the Mid-Year Meeting for ASPPB in Santa Fe, New Mexico, in April 2019. Dr. Phillips gave a presentation on the roles of board members vs. guild members and Mrs. Sorrick gave a presentation about on-boarding for new Board members.

Strategic Plan Adoption

The Board developed and approved its 2019–23 *Strategic Plan*. This plan includes strategies to reduce the Board's carbon footprint, work with DCA to review internal processes, and implement recommended improvements to better serve the stakeholders of the Board and address emerging issues within the profession of psychology such as continuing professional development and telepsychology. The plan also provides directives to increase outreach activities and enhance communications with stakeholders.

NEW LEGISLATION

There was no enacted legislation solely related to this program in 2019.

License Requirements

License Requirements	Y/N/?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y*
EXAMINATION	Y**
CONTINUING EDUCATION/COMPETENCY	Y**
FINGERPRINT REQUIREMENT	Y

Business and Professions Code §§ 2909, 2913, and 2914; California Code of Regulations §§ 1387 and 1387.4.

*No minimum experience requirement for psychological assistant.

**Examinations and continuing education are only required for psychologists.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
PSYCHOLOGIST/ APPLICATION FEE	\$40	\$50
PSYCHOLOGIST/ INITIAL LICENSE FEE	\$400	EQUAL TO RENEWAL FEE
PSYCHOLOGIST (ACTIVE)/ BIENNIAL RENEWAL FEE	\$400	\$500
PSYCHOLOGIST (ACTIVE)/ ADDITIONAL BIENNIAL FEES PAID AT RENEWAL **	\$30	\$30
PSYCHOLOGIST (INACTIVE)/ BIENNIAL RENEWAL FEE	\$40	\$40
PSYCHOLOGIST (INACTIVE)/ ADDITIONAL BIENNIAL FEES PAID AT RENEWAL ***	\$20	\$20
PSYCHOLOGIST (ACTIVE)/ DELINQUENCY FEE	\$150	50% OF RENEWAL NOT TO EXCEED \$150
PSYCHOLOGIST (INACTIVE)/ DELINQUENCY FEE	\$20	50% OF RENEWAL NOT TO EXCEED \$150
PSYCHOLOGIST/ DUPLICATE LICENSE FEE	\$5	\$5
CALIFORNIA PSYCHOLOGY LAWS AND ETHICS EXAMINATION (CPLÉE)	\$129	COST TO BOARD
PSYCHOLOGICAL ASSISTANT/ APPLICATION FEE	\$40	\$75
PSYCHOLOGICAL ASSISTANT/ ANNUAL RENEWAL FEE	\$40	\$75

License Type/Fee Type	Actual Fee	Statutory Limit
PSYCHOLOGICAL ASSISTANT/ DELINQUENCY FEE	\$20	50% OF RENEWAL NOT TO EXCEED \$150
REGISTERED PSYCHOLOGIST APPLICATION FEE	\$0	\$0
LICENSE VERIFICATION FEE	\$5	\$5

*Additional fees may be required. Refer to the Board laws and regulations for details.

**Included in the biennial renewal fee for an active psychologist is an additional \$30 in fees which includes \$20 pursuant to BPC section 2987.2 and \$10 pursuant to CCR Title 16, Division 13.1, section 1397.69.

***Included in the biennial renewal fee for an inactive psychologist is an additional \$20 fee pursuant to BPC section 2987.2.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PSYCHOLOGICAL ASSISTANT	760	701	908
PSYCHOLOGIST	2,212	878	10,303
REGISTERED PSYCHOLOGIST	100	68	N/A
TOTAL	3,072	1,647	11,211

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PSYCHOLOGICAL ASSISTANT	0	1,411	0
PSYCHOLOGIST	0	18,644	0
REGISTERED PSYCHOLOGIST	0	131	0
TOTAL	0	20,186	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PSYCHOLOGIST	EVERY 2 YEARS	36
PSYCHOLOGICAL ASSISTANT	EVERY YEAR	0
REGISTERED PSYCHOLOGIST	NON-RENEWABLE	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
EXAMINATION FOR PROFESSIONAL PRACTICE IN PSYCHOLOGY (EPPP)	801	790	1,591
CALIFORNIA PSYCHOLOGY LAWS AND ETHICS EXAMINATION (CPLEE)	890	376	1,266

Summary of Enforcement Activity

Consumer Complaints—Intake	
1,192	RECEIVED
336	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
862	REFERRED FOR INVESTIGATION
114	PENDING

Conviction/Arrest Notification Complaints	
40	RECEIVED
31	CLOSED/REFERRED FOR INVESTIGATION
9	PENDING

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
962	OPENED
837	CLOSED
428	PENDING

Number of Days to Complete Intake and Investigations	
525	UP TO 90 DAYS
103	91 TO 180 DAYS
66	181 DAYS TO 1 YEAR
40	1 TO 2 YEARS
13	2 TO 3 YEARS
0	OVER 3 YEARS
95	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$60,500	ASSESSED
\$9,500	REDUCED
\$38,050	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	
55	CASES OPENED/INITIATED
11	CASES CLOSED
84	CASES PENDING

Number of Days to Complete AG Cases	
2	1 YEAR
2	1 TO 2 YEARS
3	2 TO 3 YEARS
2	OVER 3 YEARS
1,220	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
7	LICENSE APPLICATIONS DENIED
0	REVOCAION
9	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
18	PROBATION ONLY
3	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation	
3	GRANTED
7	DENIED
10	TOTAL

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

Cost Recovery to DCA	
\$133,887	ORDERED
\$9,410	COLLECTED

Restitution to Consumers/Refunds/Savings	
N/A	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS/RETURNS/EXCHANGES
N/A	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
9	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
86	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
1,220	AVERAGE NUMBER OF DAYS



BUREAU OF REAL ESTATE APPRAISERS

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

www.brea.ca.gov

STAFF:

31 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

5,820

BUREAU STAFF:

Chief: James S. Martin
jim.martin@brea.ca.gov

Deputy Chief: Loretta Dillon
loretta.dillon@brea.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 11300–11423;

California Code of Regulations, Chapter 6.5,
Title 10, §§ 3500–3780;

United States Code, Title 11, §§ 1101–1126;

United States Code, Title 12, § 3338;

United States Code, Title 15, § 1639(e);

Code of Federal Regulations, Title 12,
§§ 225.61–225.67;

Code of Federal Regulations, Title 12,
§§ 1222.20–1222.26.

SUNSET REVIEW:

Last review: 2016 Next review: 2020

Bureau Highlights

RECIPROCITY

Pursuant to Title 16, California Code of Regulations, Chapter 10, section 3569, the Bureau offers reciprocity when an appraiser has a valid license from a compliant state whose own requirements meet or exceed those of California at the time of application. Licenses are issued without additional examination, but the licensing fee is still required.

ACCOMPLISHMENTS

Federal Compliance Review—Appraisal Subcommittee (ASC)

The Bureau's enforcement and licensing programs received an "Excellent" rating for the second biannual audit in a row. An "Excellent" rating represents meeting all Title XI mandates, complies with ASC Policy Statements, maintains a strong regulatory program and is at a very low risk of failure.

The Bureau's Appraisal Management Company (AMC) Program was audited for the first time and received a "Good" rating for meeting the majority of Title XI mandates, complying with most ASC Policy Statements, maintaining an effective regulatory program, and being at a low risk of failure.

The Bureau amended its AMC regulations; these amendments included revising definitions to comply with the recently revised statutory changes, requiring the controlling person to timely notify the Bureau when changes occur and increasing the minimum standards of practice for AMCs.

Enforcement Program

The Bureau reduced the number of open investigations to under 100.

The Bureau amended its regulations to clarify that Bureau investigators do not complete appraisals or appraisal reviews.

Information Technology (IT) Audit and Enhancements

The Bureau passed the IT Security Audit performed by the California Military Department.

The Bureau received its Americans with Disability Act (ADA) certification.

The Bureau enhanced the license lookup feature on the Bureau's website. This feature will eliminate retooling every five years as industry system resources become obsolete or are no longer supported.

Cost Savings Measures

The Bureau has moved to a new facility in Rancho Cordova, which will save the Bureau almost \$300,000 over the term of the lease.

The Bureau permanently reduced staff by three positions via a budget change proposal resulting in an annual savings of approximately \$350,000.

Outreach Endeavors

The Bureau completed an environmental scan that provided a very high 10% response rate and an 80% rating for effective or very effective across licensing and registration, enforcement, laws and regulations, organizational effectiveness and communication, customer service, and outreach.

The Bureau chief posted a consumer alert on the Bureau's website that cautioned consumers to be careful in utilizing certain appraisals that do not contain all pertinent information in order to be understood.

The Bureau notified and worked with course providers regarding changes to the Bureau's statutes and regulations. All course providers offering the four-hour California laws and regulations course must revise their course material when changes are made to the laws and regulations.

NEW LEGISLATION

AB 1018 (Frazier, Chapter 267, Statutes of 2019)

expressly prohibits a home inspector from providing an opinion on the value of a property and prohibits a licensed real estate appraiser from acting as a home inspector while performing a real estate appraisal.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
TRAINEE (AT)		
INITIAL LICENSE FEE	\$405	\$450
BIENNIAL RENEWAL FEE	\$335	\$450
RESIDENTIAL (AL)		
INITIAL APPLICATION AND LICENSE FEE	\$405	\$450
FEDERAL FEE (INITIAL AND RENEWAL)	\$80	
TOTAL INITIAL LICENSE FEE	\$485	
TOTAL BIENNIAL RENEWAL FEE	\$415	\$450
CERTIFIED RESIDENTIAL (AR)		
INITIAL APPLICATION AND LICENSE FEE	\$455	\$525
FEDERAL FEE (INITIAL AND RENEWAL)	\$80	
TOTAL INITIAL LICENSE FEE	\$535	
TOTAL BIENNIAL RENEWAL FEE	\$465	\$525
CERTIFIED GENERAL (AG)		
INITIAL APPLICATION AND LICENSE FEE	\$455	\$525
FEDERAL FEE (INITIAL AND RENEWAL)	\$80	
TOTAL INITIAL LICENSE FEE	\$535	
TOTAL BIENNIAL RENEWAL FEE	\$465	\$525

*Additional fees may be required. Refer to the Board laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
APPRAISAL MANAGEMENT COMPANY (AMC)	103	100	76
CERTIFIED GENERAL	1,579	1,563	1,506
CERTIFIED RESIDENTIAL	2,862	2,850	2,822
RESIDENTIAL	538	526	508
TEMPORARY PRACTICE PERMITS	323	323	0
TRAINEE (BREA)	352	353	204
UPGRADE CERTIFIED GENERAL	17	15	0
UPGRADE CERTIFIED RESIDENTIAL	59	58	0
UPGRADE RESIDENTIAL	32	32	0
TOTAL	5,865	5,820	5,116

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
APPRAISAL MANAGEMENT COMPANY (AMC)	0	244	0
CERTIFIED GENERAL	0	3,018	0
CERTIFIED RESIDENTIAL	0	5,333	0
RESIDENTIAL	0	1,053	0
TEMPORARY PRACTICE PERMITS	323	0	0
TRAINEE (BREA)	0	662	0
UPGRADE CERTIFIED GENERAL	0	0	0
UPGRADE CERTIFIED RESIDENTIAL	0	0	0
UPGRADE RESIDENTIAL	0	32	0
TOTAL	323	10,342	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
LICENSEE	EVERY 2 YEARS	28
APPRAISAL MANAGEMENT COMPANY (AMC)	EVERY 2 YEARS	0
AMC CONTROLLING PERSON(S)	N/A	7
COURSE PROVIDER	EVERY 4 YEARS	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
RESIDENTIAL (AL) [40.4% PASSED]	61	90	151
CERTIFIED RESIDENTIAL (AR) [41.2% PASSED]	87	124	211
CERTIFIED GENERAL (AG) [40.4% PASSED]	46	68	114

Summary of Enforcement Activity

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

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

Inspections	
N/A	CONDUCTED
	CITATIONS ISSUED

Investigations	
217	OPENED
214	CLOSED
96	PENDING

Number of Days to Complete Intake and Investigations	
97	UP TO 90 DAYS
25	91 TO 180 DAYS
67	181 DAYS TO 1 YEAR
21	1 TO 2 YEARS
2	2 TO 3 YEARS
2	OVER 3 YEARS
180	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$106,000	ASSESSED
N/A	REDUCED
\$74,230.21	COLLECTED

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

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

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

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

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

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

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

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

Restitution to Consumers/Refunds/Savings	
N/A	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS/RETURNS/EXCHANGES
N/A	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
4	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
2	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
328	AVERAGE NUMBER OF DAYS



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

www.rn.ca.gov

STAFF:

238.8 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

559,824

BOARD MEMBERSHIP:

3 public representatives
3 licensees

BOARD STAFF:

Executive Officer: Joseph Morris
joseph.morris@dca.ca.gov

Assistant Executive Officer: Evon Lenerd
evon.lenerd@dca.ca.gov

LAWS AND REGULATIONS:

Business and Profession Code §§ 2700–2838.4;

California Code of Regulations, Division 14,
Title 16, §§ 1402–1495.4.

SUNSET REVIEW:

Last review: 2017 Next review: 2021

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code section 2732.1(b), the Board may issue a license upon written application to any individual, without examination, who is licensed or registered as a nurse in another state, district, or territory of the United States or Canada if they have qualifications equal to those required by the Board or have passed a comparable examination for licensure or registration and meet all other Board requirements.

ACCOMPLISHMENTS

New Chief of Legislation

The Board appointed Thelma Harris, RN, PHN, MSN, as the Board's chief of legislation to head the new Office of Legislative Affairs. Thelma is a registered nurse who has worked as a lobbyist for more than 16 years. Her experience includes working in pharmaceutical and health care organizations, managing lobbying teams, and community activism. Thelma brings an extensive understanding and acquaintance with various aspects of the legislative process and the nursing practice. The Board is fortunate to have a designated voice such as hers representing it at the state Capitol.

Board Assistant Executive Officer

The Board welcomed Evon Lenerd, MBA, as the Assistant Executive Officer. Evon earned her bachelor's degree from California State University, Sacramento in Government and minor in Criminal Justice and her Master of Business Administration from Western Governor's University. She brings over 30 years of state service to the Board having worked for the State Controller's Office, California Department of Justice, Department of Health Services, Department of Public Health and Department of Social Services. Her vast background working across many functions including budget, enforcement, licensing and legislation will be of great value to the evolving culture of the Board.

Internal Business Processes

The Board continues to review its internal business processes and submitted a Budget Change Proposal to request additional staff to meet its daily operational needs. The proposal requested 67 positions which were unanimously approved by the Senate and Assembly Budget Subcommittee and included in the budget bill signed by Governor Gavin Newsom. The additional staff will be used to improve customer service and other essential operations of the Board. The Board expanded the fast track process to all attorney general offices and began utilizing cloud technology to securely send case materials resulting in improved case processing time frames.

Regional Nursing Summits

To examine clinical capacity in more detail, the Board participated in seven Regional Nursing Summits that were held across California with the intent and purpose to address the clinical capacity issues and associated factors with key stakeholders in a collaborative and transparent manner. The summits included input from clinical practice, academia, legislative branches, labor groups, and many more including Dr. Joanne Spetz from the University of California, San Francisco. Summit discussions focused on the clinical capacity/displacement concerns that have been expressed by nursing programs within California and solutions that will improve upon the strategies currently in place.

The BRN Report

The official magazine of the Board, *The BRN Report*, is back and better than ever. Each edition is published quarterly and distributed to the Board's internal and external stakeholders. The magazine represents the work and successes of the Board, while providing information on the variety of activities in its mission to protect consumers.

Licensee Renewal Postcard

The Board hit a new milestone with its license renewal notices by rolling out its new renewal postcard notification. In 2013, the Board's renewal notice consisted of six pages and about 45% of the licensee population was renewing online. In 2017, the Board reduced the notice down to one page and required all licensees to renew online. The Board is the first DCA board to implement a postcard renewal notification and have 99% of its over 450,000 licensee population renew online. This is one step closer to the vision of a paperless renewal.

Employer Reporting of Nurse Practice Violations in California Report

The Board collaborated with the California Research Bureau, which completed and submitted its report to the Legislature in January 2019 as required by Business and Professions Code section 2761.5., per Chapter 520, Statutes of 2017 (SB 799, Hill). The report includes a review of existing laws that require reporting in California and in other states, a list of laws "permitting, prohibiting, encouraging, or discouraging voluntary reporting" to the Board, a summary of employer reporting requirements in other Department of Consumer Affairs (DCA) boards, and options the state could consider for "consistent and reasonable reporting mechanisms."

Enforcement Outreach

To meet goals established in its *Strategic Plan 2018–21*, the Board enforcement leadership developed and participated in outreach opportunities with facility partners, nursing programs, and labor organizations to include over 12 in-person presentations across California to educate stakeholders regarding the enforcement process for applicants, licensees, and the benefits of the Board's intervention program. The "Applicant Enforcement Webinar" is an online enforcement workshop tailored for prelicensure students and first-time applicants for licensure in California with a history of criminal conviction or discipline against another professional license. The webinar is available on the Board's website.

Enforcement Business Improvements

Continuous evaluation and improvement led to a marked reduction in the average time to complete the disciplinary process by 40 days as compared to fiscal year 2017–18. The Board is within 103 days of meeting the goal of completing disciplinary actions within an average of 540 days, while completing the highest number of disciplinary actions of all DCA health care boards and bureaus. The Board established a memorandum of understanding (MOU) with the Board of Vocational Nursing and Psychiatric Technicians in December 2018 to share investigative resources. The MOU supports an enforcement audit recommendation and is helping reduce investigative costs and staff time when prosecuting cases. Petitioner cases are now being heard within six months of receipt instead of one year. A new stipulated settlement process was developed and implemented for probationers who successfully follow all probation requirements to end probation up to one year early.

NEW LEGISLATION

There was no enacted legislation solely related to this program in 2019.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
REGISTERED NURSE		
APPLICATION BY EXAMINATION (CALIFORNIA GRADUATES)	\$300	\$1,000
APPLICATION BY EXAMINATION (US GRADUATES)	\$350	\$1,000
APPLICATION BY EXAMINATION (INTERNATIONAL GRADUATES)	\$750	\$1,500
APPLICATION BY ENDORSEMENT (US GRADUATES)	\$350	\$1,000
APPLICATION BY ENDORSEMENT (INTERNATIONAL GRADUATES)	\$750	\$1,500
BIENNIAL RENEWAL FEE	\$180 + \$10	\$750
PUBLIC HEALTH NURSE		
PUBLIC HEALTH NURSE APPLICATION FEE	\$300	\$1,500
NURSE PRACTITIONER		
NURSE PRACTITIONER APPLICATION FEE	\$500	\$1,500
NURSE PRACTITIONER FURNISHING APPLICATION FEE	\$400	\$1,500

* The program has additional license populations and fees that can be found in California Code of Regulations section 1417.

** Any licensee holding an advanced practitioner certificate must first have a California registered nursing license.

*** \$10 is assessed and collected for the Registered Nursing Education Fund pursuant to Business and Professions Code section 2815.1.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
CLINICAL NURSE SPECIALIST CERTIFICATE	101	93	1,641
CONTINUING EDUCATION PROVIDER (BRN)	280	248	1,026
INTERIM PERMIT	995	925	0
NURSE ANESTHETIST CERTIFICATE	254	219	1,198
NURSE MIDWIFE CERTIFICATE	101	83	605
NURSE MIDWIFE FURNISHING CERTIFICATE	85	75	467
NURSE PRACTITIONER CERTIFICATE	3,097	2,683	11,768
NURSE PRACTITIONER FURNISHING CERTIFICATE	2,906	2,481	10,544
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	26	3	117
PUBLIC HEALTH NURSE CERTIFICATE	1,840	1,767	16,311
REGISTERED NURSE	38,822	37,052	204,926
TEMPORARY LICENSE (BRN)	3,862	1,936	0
TOTAL	52,369	47,565	248,603

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CLINICAL NURSE SPECIALIST CERTIFICATE	3,458	0	0
CONTINUING EDUCATION PROVIDER (BRN)	2,550	0	0
INTERIM PERMIT	0	0	0
NURSE ANESTHETIST CERTIFICATE	2,585	0	0
NURSE MIDWIFE CERTIFICATE	1,346	0	0
NURSE MIDWIFE FURNISHING CERTIFICATE	1,041	0	0
NURSE PRACTITIONER CERTIFICATE	26,305	0	0
NURSE PRACTITIONER FURNISHING CERTIFICATE	23,186	0	0
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	268	0	0
PUBLIC HEALTH NURSE CERTIFICATE	47,151	0	0
REGISTERED NURSE	0	451,934	0
TEMPORARY LICENSE (BRN)	0	0	0
TOTAL	107,890	451,934	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
REGISTERED NURSE LICENSE	EVERY 2 YEARS	30
CLINICAL NURSE SPECIALIST CERTIFICATE	EVERY 2 YEARS	0
NURSE ANESTHETIST	EVERY 2 YEARS	0
NURSE MIDWIFE CERTIFICATE	EVERY 2 YEARS	0
NURSE MIDWIFE FURNISHING CERTIFICATE	EVERY 2 YEARS	0
NURSE PRACTITIONER CERTIFICATE	EVERY 2 YEARS	0
NURSE PRACTITIONER FURNISHING CERTIFICATE	EVERY 2 YEARS	0
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	EVERY 2 YEARS	0
PUBLIC HEALTH NURSE CERTIFICATE	EVERY 2 YEARS	0
CONTINUING EDUCATION PROVIDER	EVERY 2 YEARS	0
SCHOOL/PROGRAM APPROVALS	EVERY 5 YEARS	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
NCLEX	16,152	5,710	21,862

Summary of Enforcement Activity

Consumer Complaints—Intake*	
4,472	RECEIVED
737	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
3,715	REFERRED FOR INVESTIGATION
78	PENDING

*Includes SUB case types

Conviction/Arrest Notification Complaints	
4,595	RECEIVED
4,599	CLOSED/REFERRED FOR INVESTIGATION
24	PENDING

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
8,310	OPENED
8,681	CLOSED
2,276	PENDING

Number of Days to Complete Intake and Investigations*	
6,012	UP TO 90 DAYS
743	91 TO 180 DAYS
962	181 DAYS TO 1 YEAR
882	1 TO 2 YEARS
68	2 TO 3 YEARS
14	OVER 3 YEARS
111	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

*Includes SUB case types

Citations and Fines	
567	ISSUED
567	ISSUED WITH A FINE
61	WITHDRAWN
23	DISMISSED
176	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$392,813.50	ASSESSED
\$55,725	REDUCED
\$313,325	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
1,632	CASES OPENED/INITIATED
1,116	CASES CLOSED
1,454	CASES PENDING

Number of Days to Complete AG Cases	
406	1 YEAR
477	1 TO 2 YEARS
331	2 TO 3 YEARS
202	OVER 3 YEARS
653	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
54	STATEMENTS OF ISSUES FILED
1,003	ACCUSATIONS FILED
13	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
2	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
34	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
2	LICENSE APPLICATIONS DENIED
332	REVOCAION
226	SURRENDER OF LICENSE
11	PROBATION WITH SUSPENSION
N/A	SUSPENSION ONLY
303	PROBATION ONLY
107	PUBLIC REPRIMAND
12	OTHER DECISIONS

Petition for Modification or Termination of Probation	
181	GRANTED
8	DENIED
189	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification	
50	GRANTED
19	DENIED
69	TOTAL

Cost Recovery to DCA	
\$2,308,442.57	ORDERED
\$506,937.50	COLLECTED

Restitution to Consumers/Refunds/Savings	
N/A	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS/RETURNS/EXCHANGES
N/A	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
5	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
106	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
409	AVERAGE NUMBER OF DAYS



Licenses and regulates respiratory care practitioners.

www.rcb.ca.gov

STAFF:

16.4 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

23,490

BOARD MEMBERSHIP:

4 public representatives
4 licensees
1 physician and surgeon

BOARD STAFF:

Executive Officer: Stephanie Nunez
stephanie.nunez@dca.ca.gov

Assistant Executive Officer: Christine Molina
christine.molina@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 3700–3779;

California Code of Regulations, Division 13.6,
Title 16, §§ 1399.300–1399.395.

SUNSET REVIEW:

Last review: 2017 Next review: 2021

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code section 3735, the Board recognizes and accepts the National Board for Respiratory Care's Registered Respiratory Therapist credential in lieu of passage of the California licensing examinations. However, education requirements must also be met and background checks performed prior to license issuance. Further, verification of licensure, including discipline history, is required from each state where the applicant has been licensed.

ACCOMPLISHMENTS

The Board released a joint statement with the Board of Vocational Nursing and Psychiatric Technicians to reaffirm the roles of respiratory therapists and vocational nurses in caring for respiratory care patients. The joint statement specifically addressed caring for patients requiring invasive mechanical ventilation, the clinical instruction and operation or application of respiratory care equipment and appliances, development of patient care plans, and working titles held by health care personnel providing respiratory care.

The Board approved significant continuing education amendments following the solicitation and consideration of stakeholder input.

The Board also approved amendments to the disciplinary guidelines in accordance with the Board's 2017–21 *Strategic Plan*.

The Board pursued a successful legislative amendment within SB 1491 (Chapter 703, Statutes of 2018) to require an individual petitioning for reinstatement of licensure to pass the current licensing exams to ensure competency at the current minimum required level.

The Board achieved compliance with the Web Content Accessibility Guidelines 2.0 to the extent that content is not subject to federal section 508 "safe harbor" and "undue burden" provisions.

NEW LEGISLATION

There was no enacted legislation solely related to this program in 2019.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	YES
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	YES
EXAMINATION	YES
CONTINUING EDUCATION/COMPETENCY	YES
FINGERPRINT REQUIREMENT	YES

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
APPLICATION FEE	\$300	\$300
EXAMINATION FEE	\$190 - \$390	ACTUAL COST
BIENNIAL RENEWAL FEE	\$300	\$330

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
RESPIRATORY CARE PRACTITIONER	1,215	1,124	9,594
TOTAL	1,215	1,124	9,594

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
RESPIRATORY CARE PRACTITIONER	0	23,490	0
TOTAL	0	23,490	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
RESPIRATORY CARE PRACTITIONER	BIENNIAL	30

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
THERAPIST MULTIPLE CHOICE	820	195	1,015
CLINICAL SIMULATION EXAM	649	330	979

Summary of Enforcement Activity

Consumer Complaints—Intake	
319	RECEIVED
30	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
290	REFERRED FOR INVESTIGATION
2	PENDING

Conviction/Arrest Notification Complaints	
474	RECEIVED
470	CLOSED/REFERRED FOR INVESTIGATION
4	PENDING

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
739	OPENED
732	CLOSED
179	PENDING

Number of Days to Complete Intake and Investigations	
606	UP TO 90 DAYS
77	91 TO 180 DAYS
44	181 DAYS TO 1 YEAR
4	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
56	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$53,058	ASSESSED
\$3,350	REDUCED
\$41,413	COLLECTED

RESPIRATORY CARE BOARD OF CALIFORNIA

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

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

Number of Days to Complete AG Cases	
59	1 YEAR
5	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
372	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
1	LICENSE APPLICATIONS DENIED
18	REVOCAION
7	SURRENDER OF LICENSE
5	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
6	PROBATION ONLY
0	PUBLIC REPRIMAND
3	OTHER DECISIONS

Petition for Modification or Termination of Probation	
5	GRANTED
1	DENIED
6	TOTAL

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

Cost Recovery to DCA	
\$237,485.90	ORDERED
\$135,019.02	COLLECTED

Restitution to Consumers/Refunds/Savings	
N/A	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS/RETURNS/EXCHANGES
N/A	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
1	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
56	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
217	AVERAGE NUMBER OF DAYS



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.

www.bsis.ca.gov

STAFF:

69 civil servant positions
9 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

416,485

ADVISORY COMMITTEE MEMBERSHIP:

7 public representatives
6 industry representatives

BUREAU STAFF:

Bureau Chief: Lynne Andres
lynne.andres@dca.ca.gov

Deputy Chief–Enforcement: Samuel Stodolski
samuel.stodolski@dca.ca.gov

Deputy Chief–Licensing: Gloriela Garcia
gloriela.garcia@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 6980–6981;
§§ 7500–7599.80;

California Code of Regulations, Division 7,
Title 16, §§ 600–645.

SUNSET REVIEW:

Last review: 2019 Next review: 2023

Bureau Highlights

RECIPROCITY

The Bureau does not have reciprocity.

ACCOMPLISHMENTS

Bureau Chief

The Bureau transitioned to new leadership under Bureau Chief Lynne Andres, who was appointed by Governor Gavin Newsom in April 2019. Chief Andres has a wealth of experience in both state and federal government. That experience includes service in various capacities, including service as a consultant for the California Speaker’s Office of Research and Floor Analysis, director of government relations for the California Academy of Physician Assistants from 2017 to 2018, legislative director in the California State Legislature from 2005 to 2017 and for U.S. Rep. Bart Stupak from 1997 to 2003, and federal policy advisor for Michigan Governor Jennifer Granholm from 2003 to 2004. Chief Andres holds a Juris Doctor degree from Concord Law School and a bachelor’s degree in history from the University of Hawaii at Manoa.

Sunset

The Bureau submitted a *Sunset Review Report* to the Senate Committee on Business, Professions and Economic Development and the Assembly Committee on Business and Professions. The Bureau participated in the Joint Oversight Hearing before the committees in February 2019.

Firearms Assessment

The Bureau implemented the firearms assessment for security guards applying for a firearms permit to determine whether the individual possesses, at the time of the assessment, appropriate judgment, restraint, and self-control for the purposes of carrying a firearm during the course of their security guard duties. As of June 30, 2019, a total of 3,709 applicants have completed the firearms assessment with Psychology Services LLC, with a passage rate of 87%.

Veteran/Military Applications

In fiscal year 2018–19, the Bureau processed 15,747 applications identified as belonging to a current member or veteran of the U.S. military, which brings the total number of applications processed since the inception of the Bureau’s Veterans Come First Program in 2012 to 48,832. Through the Veterans Come First Program, the Bureau provides priority services to veteran applicants via a dedicated email account and specifically assigned staff to provide assistance through the licensing process.

The Bureau continues to work closely with the California Military Department as well as job placement programs that assist veterans such as the Work for Warriors program.

Workshops

The Bureau held workshops with private patrol operator subject matter experts to develop a new qualified manager exam, which was released in September 2019. Three new examinations went into effect in fiscal year 2018–19 including, the new repossessioners' examination in July 2018, the new alarm company operators' examination in September 2018, and the new private investigators' examination in November 2018.

Private Investigator (PI) Fee Audit

The Bureau contracted with CPS HR Consulting to conduct a fee audit review of private investigator fees. CPS HR Consulting found that the fees in the Private Investigator Act are inadequate to cover the expenses the Bureau expends to regulate the private investigator industry and ultimately recommended a fee increase.

License Search for Companies

In June 2019, the Bureau activated a new feature for the search for company principals by first and last name. For the PI industry this means that PI licensees who are doing business under a name other than their personal name can now be looked up by first and last name. The prior system only allowed the search to be conducted under the PI licensee's company name. This feature is also available for private investigator qualified managers, private patrol operator qualified managers, and all other company principals.

NEW LEGISLATION

AB 1289 (Chen, Chapter 65, Statutes of 2019) limits the liability of Alarm Company Operator licensees of the Bureau for fines associated with false alarms or for failure to maintain a proper municipal use permit for their alarm systems. Under this bill, Alarm Company Operator licensees can only be fined if it was their legal responsibility to obtain or renew the permit and they had been notified about an expired permit.

SB 385 (Jones, Chapter 326, Statutes of 2019) requires the Bureau to issue an enhanced photo identification card, rather than a pocket card, upon issuance of and with each biennial renewal of a private investigator license, effective January 1, 2021. This bill also increases the criminal category of unlicensed private investigator practice from an infraction to a misdemeanor. Further, this bill exempts peace officers and federal qualified law enforcement officers applying for a firearms permit from completing the powers to arrest training and training in the carrying and use of firearms, as specified.

SB 390 (Umberg, Chapter 475, Statutes of 2019) requires security guards working on the property of K-12 school districts or community college districts to complete the course of training developed by the Bureau, in consultation with the Commission on Peace Officer Standards and Training, whether the security guards are employed directly by the districts or are providing security services pursuant to a contract with a Private Patrol Operator. Further, the security guards have to complete the training regardless of the number of hours worked in a single week.

SB 609 (Glazer, Chapter 377, Statutes of 2019) extends the sunset date of the Bureau from January 1, 2020 to January 1, 2024. This bill also requires exposed firearm permit holders to be at least 21 years old, revises prerequisite training and continued education standards for security guard licensees, merges the Bureau's two operational funds to improve fiscal efficiency, and makes additional technical amendments to the Bureau's practice acts. This bill also includes fee increases for the Private Investigator Act.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y*
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y*
EXAMINATION	Y*
CONTINUING EDUCATION/COMPETENCY	Y*
FINGERPRINT REQUIREMENT	Y*

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
LOCKSMITH		
INITIAL APPLICATION FEE	\$250	\$275
INITIAL LICENSE FEE	\$250	\$275
TOTAL INITIAL LICENSE FEE	\$500	\$550
BIENNIAL RENEWAL FEE	\$500	\$550
BRANCH OFFICE/INITIAL BRANCH FEE	\$250	\$275
BRANCH OFFICE/BIENNIAL RENEWAL FEE	\$150	\$165
EMPLOYEE/INITIAL APPLICATION FEE	\$55	\$60
EMPLOYEE/BIENNIAL RENEWAL FEE	\$40	\$44

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

License Type/Fee Type	Actual Fee	Statutory Limit
PRIVATE INVESTIGATOR		
INITIAL APPLICATION AND EXAMINATION FEE	\$50	\$50
INITIAL LICENSE FEE	\$175	\$175
TOTAL INITIAL LICENSE FEE	\$225	\$225
BIENNIAL RENEWAL FEE	\$125	\$125
BRANCH OFFICE/INITIAL BRANCH FEE	\$30	\$30
BRANCH OFFICE/BIENNIAL RENEWAL FEE	\$30	\$30
PRIVATE PATROL OPERATOR		
INITIAL APPLICATION & EXAMINATION FEE	\$550	\$605
INITIAL LICENSE FEE	\$770	\$847
TOTAL INITIAL LICENSE FEE	\$1,320	\$1,452
BIENNIAL RENEWAL FEE	\$900	\$990
BRANCH OFFICE/INITIAL BRANCH FEE	\$250	\$275
BRANCH OFFICE/BIENNIAL RENEWAL FEE	\$150	\$165
SECURITY GUARD		
INITIAL APPLICATION FEE	\$55	\$60
BIENNIAL RENEWAL FEE	\$40	\$44
FIREARMS PERMIT		
INITIAL APPLICATION	\$100	\$110
BIENNIAL RENEWAL	\$80	\$88
FIREARM TRAINING INSTRUCTOR		
INITIAL APPLICATION FEE	\$350	\$385
BIENNIAL RENEWAL FEE	\$300	\$330
FIREARM TRAINING FACILITY		
INITIAL APPLICATION FEE	\$800	\$880
BIENNIAL RENEWAL FEE	\$750	\$825
BATON PERMIT		
INITIAL APPLICATION FEE	\$60	\$66
BIENNIAL RENEWAL FEE	N/A	N/A
BATON TRAINING INSTRUCTOR		
INITIAL APPLICATION FEE	\$350	\$385
BIENNIAL RENEWAL FEE	\$275	\$303
BATON TRAINING FACILITY		
INITIAL APPLICATION FEE	\$700	\$770
BIENNIAL RENEWAL FEE	\$550	\$605

License Type/Fee Type	Actual Fee	Statutory Limit
PROPRIETARY PRIVATE SECURITY EMPLOYER		
INITIAL APPLICATION FEE	\$350	\$385
BIENNIAL RENEWAL FEE	\$350	\$385
PROPRIETARY PRIVATE SECURITY OFFICER		
INITIAL APPLICATION FEE	\$55	\$60
BIENNIAL RENEWAL FEE	\$40	\$44
ALARM COMPANY OPERATOR		
INITIAL APPLICATION FEE	\$370	\$407
INITIAL LICENSE FEE	\$600	\$660
TOTAL LICENSE FEE	\$970	\$1,067
BIENNIAL RENEWAL FEE	\$750	\$825
ALARM COMPANY OPERATOR QUALIFIED MANAGER		
INITIAL APPLICATION & EXAMINATION FEE	\$350	\$385
BIENNIAL RENEWAL FEE	\$225	\$248
ALARM COMPANY OPERATOR BRANCH OFFICE		
INITIAL APPLICATION FEE	\$250	\$275
BIENNIAL RENEWAL FEE	\$150	\$165
ALARM AGENT		
INITIAL APPLICATION FEE	\$55	\$60
BIENNIAL RENEWAL FEE	\$40	\$44
REPOSSESSION AGENCY		
INITIAL LICENSE FEE	\$970	\$1,067
LICENSE RENEWAL FEE	\$750	\$825
REPOSSESSION AGENCY QUALIFIED MANAGER		
INITIAL APPLICATION AND EXAMINATION FEE	\$350	\$385
LICENSE RENEWAL FEE	\$225	\$248
REPOSSESSION AGENCY EMPLOYEE		
INITIAL APPLICATION FEE	\$75	\$82
REGISTRATION RENEWAL FEE	\$40	\$44

*Additional fees may be required. Refer to laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ALARM COMPANY EMPLOYEE REGISTRATION	4,819	4,179	4,435
ALARM COMPANY OPERATOR	121	94	858
ALARM COMPANY OPERATOR BRANCH	90	53	64
ALARM COMPANY QUALIFIED MANAGER	75	68	862
BATON PERMIT	4,806	4,806	N/A*
FIREARM PERMIT	10,424	6,318	11,807
LOCKSMITH COMPANY OPERATOR	222	220	886
LOCKSMITH EMPLOYEE REGISTRATION	335	266	854
LOCKSMITH BRANCH	13	11	8
PRIVATE INVESTIGATOR	514	322	3,897
PRIVATE INVESTIGATOR BRANCH	83	50	49
PRIVATE PATROL OPERATOR	656	332	1,050
PRIVATE PATROL OPERATOR BRANCH	114	72	146
PROPRIETARY PRIVATE SECURITY EMPLOYER	201	115	245
PROPRIETARY PRIVATE SECURITY OFFICER	2,822	2,342	1,283
REPOSSESSION AGENCY	41	43	122
REPOSSESSION AGENCY EMPLOYEE	242	201	269
REPOSSESSION AGENCY QUALIFIED MANAGER	19	16	156
SECURITY GUARD	66,616	60,798	84,453
TRAINING FACILITY (BATON)	25	12	71
TRAINING FACILITY (FIREARM)	40	30	137
TRAINING INSTRUCTOR (BATON)	21	8	61
TRAINING INSTRUCTOR (FIREARM)	63	38	229
TOTAL	92,362	80,394	111,942

*Baton permits are not subject to renewals.

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ALARM COMPANY EMPLOYEE REGISTRATION	N/A	17,861	N/A
ALARM COMPANY OPERATOR	N/A	1,872	N/A
ALARM COMPANY OPERATOR BRANCH	271	N/A	N/A
ALARM COMPANY QUALIFIED MANAGER	1,895	N/A	N/A
BATON PERMIT	35,593	N/A	N/A
FIREARM PERMIT	41,976	N/A	N/A
LOCKSMITH COMPANY OPERATOR	N/A	2,539	N/A
LOCKSMITH EMPLOYEE REGISTRATION	N/A	2,242	N/A
LOCKSMITH BRANCH	49	N/A	N/A
PRIVATE INVESTIGATOR	N/A	8,654	N/A
PRIVATE INVESTIGATOR BRANCH	163	N/A	N/A
PRIVATE PATROL OPERATOR	N/A	2,418	N/A
PRIVATE PATROL OPERATOR BRANCH	339	N/A	N/A
PROPRIETARY PRIVATE SECURITY EMPLOYER	N/A	591	N/A
PROPRIETARY PRIVATE SECURITY OFFICER	N/A	7,164	N/A
REPOSSESSION AGENCY	N/A	284	N/A
REPOSSESSION AGENCY EMPLOYEE	N/A	740	N/A
REPOSSESSION AGENCY QUALIFIED MANAGER	279	N/A	N/A
SECURITY GUARD	N/A	290,254	N/A
TRAINING FACILITY (BATON)	162	N/A	N/A
TRAINING FACILITY (FIREARM)	338	N/A	N/A
TRAINING INSTRUCTOR (BATON)	201	N/A	N/A
TRAINING INSTRUCTOR (FIREARM)	600	N/A	N/A
TOTAL	81,866	334,619	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
ALARM COMPANY OPERATOR-BRANCH	EVERY 2 YEAR	N/A
ALARM COMPANY EMPLOYEE REGISTRATION	EVERY 2 YEAR	N/A
ALARM COMPANY OPERATOR	EVERY 2 YEAR	N/A
ALARM COMPANY QUALIFIED MANAGER	EVERY 2 YEAR	N/A
BATON PERMIT***	N/A	N/A
FIREARM PERMIT*	EVERY 2 YEAR	8
SECURITY GUARD REGISTRATION	EVERY 2 YEAR	16
LOCKSMITH-BRANCH	EVERY 2 YEAR	N/A
LOCKSMITH COMPANY OPERATOR	EVERY 2 YEAR	N/A
LOCKSMITH EMPLOYEE REGISTRATION	EVERY 2 YEAR	N/A
PRIVATE INVESTIGATOR	EVERY 2 YEAR	N/A
PRIVATE INVESTIGATOR-BRANCH	EVERY 2 YEAR	N/A
PRIVATE PATROL OPERATOR-BRANCH	EVERY 2 YEAR	N/A
PRIVATE PATROL OPERATOR	EVERY 2 YEAR	N/A
PROPRIETARY PRIVATE SECURITY EMPLOYER	EVERY 2 YEAR	N/A
PROPRIETARY PRIVATE SECURITY OFFICER	EVERY 2 YEAR	4
REPOSSESSION AGENCY**	EVERY 2 YEAR	N/A
REPOSSESSION AGENCY EMPLOYEE**	EVERY 2 YEAR	N/A
REPOSSESSION AGENCY QUALIFIED MANAGER**	EVERY 2 YEAR	N/A
TRAINING FACILITY-BATON	EVERY 2 YEAR	N/A
TRAINING FACILITY-FIREARM	EVERY 2 YEAR	N/A
TRAINING INSTRUCTOR-BATON	EVERY 2 YEAR	N/A
TRAINING INSTRUCTOR-FIREARM	EVERY 2 YEAR	N/A

*Includes four range qualifications and eight hours of continuing education.

**Initial renewal frequency is one year; thereafter, renewal is every two years.

***Not subject to renewal.

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
ALARM COMPANY QUALIFIED MANAGER	63	27	90
FIREARM PERMIT ASSESSMENT	3,709	540	4,249
PRIVATE INVESTIGATOR QUALIFIED MANAGER	274	135	409
PRIVATE PATROL OPERATOR QUALIFIED MANAGER	238	142	380
REPOSSESSION AGENCY QUALIFIED MANAGER	16	10	26

Summary of Enforcement Activity

Consumer Complaints—Intake

2,633	RECEIVED
340	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,331	REFERRED FOR INVESTIGATION
35	PENDING

Conviction/Arrest Notification Complaints

24,962	RECEIVED
22,780	CLOSED/REFERRED FOR INVESTIGATION
2,182	PENDING

Inspections

166	CONDUCTED
1	CITATIONS ISSUED

Investigations

6,533	OPENED
6,823	CLOSED
4,127	PENDING

Number of Days to Complete Intake and Investigations

4,500	UP TO 90 DAYS
1,142	91 TO 180 DAYS
458	181 DAYS TO 1 YEAR
292	1 TO 2 YEARS
363	2 TO 3 YEARS
63	OVER 3 YEARS
149	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$91,840	ASSESSED
\$4,000	REDUCED
\$29,040	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
365	CASES OPENED/INITIATED
72	CASES CLOSED
428	CASES PENDING

Number of Days to Complete AG Cases	
36	1 YEAR
44	1 TO 2 YEARS
32	2 TO 3 YEARS
11	OVER 3 YEARS
721	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
2,887	LICENSE APPLICATIONS DENIED
337	REVOCAION
4	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
817	SUSPENSION ONLY
24	PROBATION ONLY
1	PUBLIC REPRIMAND
10	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	
\$37,964.01	ORDERED
\$58,138.40	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$27,517	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$128,746	ADJUSTMENTS/RETURNS/EXCHANGES
\$156,263	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
4	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
146	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
543	AVERAGE NUMBER OF DAYS



SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD

Licenses and regulates speech-language pathologists and assistants, audiologists, and hearing aid dispensers.

www.speechandhearing.ca.gov

STAFF:

11 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

33,118

BOARD MEMBERSHIP:

3 public representatives
6 licensees

BOARD STAFF:

Executive Officer: Paul Sanchez
paul.sanchez@dca.ca.gov

Assistant Executive Officer: Breanne Humphreys
breanne.humphreys@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Codes §§ 2530–2539.14;

California Code of Regulations, Division 13.3,
Title 16, §§ 1399.100–1399.144;

California Code of Regulations, Division 13.4,
Title 16, §§ 1399.150–1399.199.14.

SUNSET REVIEW:

Last review: 2017 Next review: 2021

Board Highlights

RECIPROCITY

The Board does not have reciprocity.

ACCOMPLISHMENTS

Online Renewals

In collaboration with Department of Consumer Affairs' Office of Information Services, the Board developed a web portal that allows for all license types to renew online with a credit or debit card.

Business Modernization

The Board began participating in the Department's business modernization project and will be working toward implementation of an information technology solution that will transition the Board from its existing legacy databases to a new system that will provide access for licensees and applicants to apply for licensure and complete online transactions. The system will also improve the Board's tracking of enforcement-related investigations and actions.

Outreach

The Board continued outreach efforts by providing educational presentations to three professional associations and two graduate programs, emphasizing consumer protection, licensing laws, and the Board's enforcement program. The Board also met with all California university communication science disorders program administrators to implement new processes which contributed to reduced application processing time frames.

Occupational Analysis

In conjunction with DCA's Office of Professional Examination Services, the Board completed its occupational analysis (OA) for the audiology profession. This information is utilized to ensure that licensure candidates possess the knowledge, skills, and abilities to fulfill duties safely. As a result of the OA, the Board acquired data that supports the elimination of the hearing aid dispensers' practical examination requirement for audiologists who wish to dispense hearing aids. In support of removing an unnecessary barrier to licensure, the Board approved regulatory language to remove this requirement.

Licensing Targets, CE Audit, Examinations

The Board also: met or exceeded license application processing targets of all license types; issued 3,811 licenses; audited 5% of licensees to ensure ongoing compliance with continuing education requirements; and conducted 184 written examinations and 204 practical examinations for hearing aid dispenser candidates.

SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD

NEW LEGISLATION

There was no enacted legislation solely related to this program in 2019.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y*
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y*
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Does not apply to the hearing aid profession.

Fees

License Type/Fee Type	Actual Fee	Statutory Limit
SPEECH-LANGUAGE PATHOLOGIST		
INITIAL APPLICATION & LICENSE FEE	\$60	\$150
NATIONAL EXAMINATION FEE	\$115	SET BY EDUCATIONAL TESTING SERVICE
BIENNIAL RENEWAL FEE	\$110	\$150
SPEECH-LANGUAGE PATHOLOGY ASSISTANT		
INITIAL REGISTRATION & APPLICATION FEE	\$50	\$100
BIENNIAL RENEWAL FEE	\$75	\$150
AUDIOLOGIST		
INITIAL APPLICATION & LICENSE FEE	\$60	\$150
NATIONAL EXAMINATION FEE	\$115	SET BY EDUCATIONAL TESTING SERVICE
BIENNIAL RENEWAL FEE	\$110	\$150
DISPENSING AUDIOLOGIST		
INITIAL APPLICATION & LICENSE FEE	\$280	\$280
NATIONAL EXAMINATION FEE	\$115	SET BY EDUCATIONAL TESTING SERVICE
WRITTEN EXAMINATION FEE	\$225	ACTUAL COST
PRACTICAL EXAMINATION FEE	\$500	ACTUAL COST
ANNUAL RENEWAL FEE	\$280	\$280
HEARING AID DISPENSER		
INITIAL APPLICATION	\$75	\$75
LICENSE FEE	\$280	\$280
WRITTEN EXAMINATION FEE	\$225	ACTUAL COST
PRACTICAL EXAMINATION FEE	\$500	ACTUAL COST
ANNUAL RENEWAL FEE	\$280	\$280
BRANCH LICENSE FEE	\$25	\$25
BRANCH LICENSE RENEWAL FEE (ANNUAL)	\$25	\$25

License Type/Fee Type	Actual Fee	Statutory Limit
HEARING AID DISPENSER TRAINEE		
INITIAL APPLICATION & TEMPORARY LICENSE	\$175	\$175
WRITTEN EXAMINATION FEE	\$225	ACTUAL COST
PRACTICAL EXAMINATION FEE	\$500	ACTUAL COST
RENEWAL FEE (MAY RENEW TWICE, SIX MONTHS EACH)	\$100	\$100
BRANCH LICENSE FEE	\$25	\$25
BRANCH LICENSE RENEWAL FEE (ANNUAL)	\$25	\$25
HEARING AID DISPENSER - LICENSED IN ANOTHER STATE		
INITIAL APPLICATION & TEMPORARY LICENSE	\$175	\$175
WRITTEN EXAMINATION FEE	\$225	ACTUAL COST
PRACTICAL EXAMINATION FEE	\$500	ACTUAL COST
BRANCH LICENSE FEE	\$25	\$25
REQUIRED PROFESSIONAL EXPERIENCE		
INITIAL APPLICATION & TEMPORARY LICENSE	\$60	\$150
AIDE (AUDIOLOGY AND SPEECH-LANGUAGE PATHOLOGY)		
REGISTRATION (ONE TIME ONLY)	\$10	\$30
CONTINUING EDUCATION COURSE APPROVAL	\$50	\$50
CONTINUING PROFESSIONAL DEVELOPMENT PROVIDER	\$200	\$200
CONTINUING PROFESSIONAL DEVELOPMENT RENEWAL FEE	\$200	\$200

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
AIDES	41	32	0
AUDIOLOGIST	68	63	170
BRANCH	307	333	584
DISPENSING AUDIOLOGIST	35	35	714
HEARING AID DISPENSER	236	135	1,023
HEARING AID DISPENSER TEMPORARY	16	17	0
HEARING AID DISPENSER TRAINEE	173	156	179
PROFESSIONAL DEVELOPMENT PROVIDER	16	15	72
REQUIRED PROFESSIONAL EXPERIENCE	992	977	0
SPEECH LANGUAGE PATHOLOGIST	584	1,446	7,843
SPEECH LANGUAGE PATHOLOGY ASSISTANT	601	602	1,525
TOTAL	3,069	3,811	12,110

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
AIDES	0	245	0
AUDIOLOGIST	0	831	0
BRANCH	0	1,347	0
DISPENSING AUDIOLOGIST	0	1,334	0
HEARING AID DISPENSER	0	1,380	0
HEARING AID DISPENSER TEMPORARY	0	31	0
HEARING AID DISPENSER TRAINEE	0	214	0
PROFESSIONAL DEVELOPMENT PROVIDER	0	176	0
REQUIRED PROFESSIONAL EXPERIENCE	0	1,364	0
SPEECH LANGUAGE PATHOLOGIST	0	21,374	0
SPEECH LANGUAGE PATHOLOGY ASSISTANT	0	4,822	0
TOTAL	0	33,118	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
SPEECH-LANGUAGE PATHOLOGISTS	2 YEARS	24
AUDIOLOGIST	2 YEARS	24
DISPENSING AUDIOLOGIST	1 YEAR	12
SPEECH-LANGUAGE PATHOLOGY ASSISTANT	2 YEARS	12
AIDES	0	0
REQUIRED PROFESSIONAL EXPERIENCE	0	0
PROFESSIONAL DEVELOPMENT PROVIDER	2 YEARS	0
HEARING AID DISPENSER	1 YEAR	12
HEARING AID DISPENSER TRAINEE	TWICE, 6 MONTHS EACH	0
HEARING AID DISPENSER - OUT OF STATE	0	0
BRANCH	1 YEAR	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
HEARING AID DISPENSERS WRITTEN EXAM	128	56	184
HEARING AID DISPENSERS PRACTICAL EXAM	168	36	204

Summary of Enforcement Activity

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

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

Inspections	
NA	CONDUCTED
NA	CITATIONS ISSUED

Investigations	
271	OPENED
184	CLOSED
290	PENDING

Number of Days to Complete Intake and Investigations	
80	UP TO 90 DAYS
43	91 TO 180 DAYS
41	181 DAYS TO 1 YEAR
17	1 TO 2 YEARS
6	2 TO 3 YEARS
1	OVER 3 YEARS
182	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD

Total Amount of Fines	
\$14,450	ASSESSED
\$0	REDUCED
\$9,650	COLLECTED

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

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

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

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

Administrative Outcomes/Final Orders	
5	LICENSE APPLICATIONS DENIED
0	REVOCAION
0	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	
\$11,872.50	ORDERED
\$12,766.50	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$1,000	RESTITUTION ORDERED
\$18,890	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$19,890	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
1	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
178	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
871	AVERAGE NUMBER OF DAYS



Licenses and regulates fumigators, pest control companies, pest management professionals, and structural pesticide applicators.

www.pestboard.ca.gov

STAFF:

28.5 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

28,710

BOARD MEMBERSHIP:

4 public representatives
3 licensees

BOARD STAFF:

Executive Officer: Susan Saylor
susan.saylor@dca.ca.gov

Assistant Executive Officer: Robert Lucas
robert.lucas@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 8500–8697.4;
California Code of Regulations, Division 19,
Title 16, §§ 1900–1999.5.

SUNSET REVIEW:

Last review: 2018 Next review: 2022

Board Highlights

RECIPROCITY

The Board does not have reciprocity.

ACCOMPLISHMENTS

Examination Development

The Structural Pest Control Board (SPCB) continued to work with the Office of Professional Examination Services (OPES) on the creation and introduction of new licensing examinations and occupational analyses. During fiscal year 2018–19 the SPCB, in partnership with OPES, it held 15 subject matter expert workshops.

Because of the partnership with OPES, the SPCB debuted nine new licensing examinations in fiscal year 2018–19.

Research Awards

During the July 26, 2018 board meeting, research awards were presented by the Research Advisory Committee/ Panel to the following individuals:

Dr. Hong-Hwan Choe, University of California, Riverside, to conduct a research project titled “Improving Urban Pest Ants Management by Low-Impact IPM Strategies.”
Amount awarded: \$77,311

Dr. Michael Rust, University of California, Riverside, to conduct a research project titled “Development and Evaluation of Baiting Strategies for Control of Pest Yellowjackets in California.”
Amount awarded: \$280,017

Dr. Niamh Quinn, University of California Agriculture and Natural Resources, to conduct a research project titled “Investigation of Rodenticide Pathways in an Urban System Through the Use of Isotopically Labelled Bait.”
Amount awarded: \$329,749

Dr. Neil Tsutsui, University of California, Berkeley, to conduct a research project titled “Diet and Colony Structure of Two Emerging Invasive Pest Ants.”
Amount awarded: \$146,325

Dr. Andrew Sutherland, University of California Agriculture and Natural Resources, to conduct a research project titled “Evaluation of Bait Station System Efficacy for Reduced-Risk Subterranean Termite Management in California.”
Amount awarded: \$190,425

At its October 17, 2018 meeting, the SPCB re-elected Darren Van Steenwyk as president and re-elected Dave Tamayo as vice president.

Licensing Facilitation

SPCB began working with the Department of Consumer Affairs on amending its regulations to implement Assembly Bill 2138 to reduce barriers to licensure for certain individuals with criminal backgrounds.

SPCB began the business modernization process to acquire and implement a new information technology system.

SPCB completed Stage 1 (Business Analysis) of the Project Approval Lifecycle Framework to comply with Department of Technology oversight protocols in the process of implementing a new information technology solution.

NEW LEGISLATION

There was no enacted legislation solely related to this program in 2019.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	N
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees

License Type/Fee Type	Actual Fee	Statutory Limit
DUPLICATE LICENSE	\$2	\$2
CHANGE OF LICENSEE NAME	\$2	\$2
OPERATOR EXAMINATION	\$65	\$100
OPERATOR LICENSE	\$120	\$150
RENEWAL OPERATOR LICENSE	\$120	\$150
COMPANY OFFICE REGISTRATION	\$120	\$120
BRANCH OFFICE REGISTRATION	\$60	\$60
FIELD REPRESENTATIVE EXAMINATION	\$50	\$75
FIELD REPRESENTATIVE LICENSE	\$30	\$45
RENEWAL FIELD REPRESENTATIVE LICENSE	\$30	\$45
CHANGE OF REGISTERED COMPANY NAME	\$25	\$25
CHANGE OF PRINCIPLE OFFICE ADDRESS	\$25	\$25
CHANGE OF BRANCH OFFICE ADDRESS	\$25	\$25
CHANGE OF QUALIFYING MANAGER	\$25	\$25
CHANGE OF REGISTERED COMPANY OFFICERS	\$25	\$25
CHANGE OF BOND OR INSURANCE	\$25	\$25
CONTINUING EDUCATION PROVIDER	\$50	\$50
CONTINUING EDUCATION COURSE APPROVAL	\$25	\$25
PESTICIDE USE REPORT FILING	\$6	\$7
APPLICATORS LICENSE	\$10	\$50
RENEWAL APPLICATOR LICENSE	\$10	\$50
APPLICATOR EXAMINATION	\$55	\$60
OPERATOR CHALLENGE EXAMINATION	\$65	\$100
FIELD REPRESENTATIVE CHALLENGE EXAM	\$50	\$75

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
APPLICATOR	1,405	1,372	1,060
BRANCH OFFICE REGISTRATIONS	54	51	0
COMPANY REGISTRATIONS	278	273	0
FIELD REPRESENTATIVE	2,036	1,979	3,268
OPERATOR	174	184	1,288
TOTAL	3,947	3,859	5,616

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
APPLICATOR	0	7,151	0
BRANCH OFFICE REGISTRATIONS	0	438	0
COMPANY REGISTRATIONS	0	3,135	0
FIELD REPRESENTATIVE	0	13,730	0
OPERATOR	0	4,256	0
TOTAL	0	28,710	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
OPERATOR BRANCH 1	3 YEARS	16
OPERATOR BRANCH 2	3 YEARS	16
OPERATOR BRANCH 3	3 YEARS	16
OPERATOR BRANCH 1 & 2	3 YEARS	20
OPERATOR BRANCH 1 & 3	3 YEARS	20
OPERATOR BRANCH 2 & 3	3 YEARS	20
OPERATOR BRANCH 1, 2 & 3	3 YEARS	24
FIELD REPRESENTATIVE BRANCH 1	3 YEARS	16
FIELD REPRESENTATIVE BRANCH 2	3 YEARS	16
FIELD REPRESENTATIVE BRANCH 3	3 YEARS	16
FIELD REPRESENTATIVE BRANCH 1 & 2	3 YEARS	20
FIELD REPRESENTATIVE BRANCH 1 & 3	3 YEARS	20
FIELD REPRESENTATIVE BRANCH 2 & 3	3 YEARS	20
FIELD REPRESENTATIVE BRANCH 1, 2 & 3	3 YEARS	24
APPLICATOR	3 YEARS	12

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
OPERATOR BRANCH 1	11	25	36
OPERATOR BRANCH 2	138	146	284
OPERATOR BRANCH 3	80	94	174
FIELD REPRESENTATIVE BRANCH 1	44	44	88
FIELD REPRESENTATIVE BRANCH 2	1,904	1,880	3,784
FIELD REPRESENTATIVE BRANCH 3	521	646	1,167
APPLICATOR	1,527	1,467	2,994

Summary of Enforcement Activity

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

Conviction/Arrest Notification Complaints	
2,045	RECEIVED
0	CLOSED/REFERRED FOR INVESTIGATION
117	PENDING

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
455	OPENED
519	CLOSED
426	PENDING

Number of Days to Complete Intake and Investigations	
319	UP TO 90 DAYS
64	91 TO 180 DAYS
86	181 DAYS TO 1 YEAR
50	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
138	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$278,127.50	ASSESSED
\$15,000	REDUCED
\$160,752	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
74	CASES OPENED/INITIATED
82	CASES CLOSED
59	CASES PENDING

Number of Days to Complete AG Cases	
181	1 YEAR
458	1 TO 2 YEARS
1,083	2 TO 3 YEARS
0	OVER 3 YEARS
574	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Cost Recovery to DCA	
\$86,724.36	ORDERED
\$67,573.67	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$37,500	RESTITUTION ORDERED
\$248,276.31	AMOUNT REFUNDED
\$86,897	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$335,173.31	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
2	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
120	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
513	AVERAGE NUMBER OF DAYS



Licenses and regulates veterinarians, registered veterinary technicians, and veterinary premises.

www.vmb.ca.gov

STAFF:

20.7 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

47,482

BOARD MEMBERSHIP:

3 public representatives
5 licensees

BOARD STAFF:

Executive Officer: Jessica Sieferman
jessica.sieferman@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 4800–4917;

California Code of Regulations, Division 20,
Title 16, §§ 2000–2086.9;

Civil Code §§ 3051, § 3052, §§ 3080–3080.03,
§§ 1834.5–1834.6;

Health and Safety Code §§ 122125–122220.

SUNSET REVIEW:

Last review: 2016 Next review: 2020

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code section 4848 reciprocity for veterinary applicants is offered as follows:

Any person applying for a veterinary license who has passed the veterinary national licensing examination at the time of original licensure in another state and has been practicing veterinary medicine full time for two out of the three years (in the United States, United States territory, or Canada) immediately preceding the application may apply for reciprocity (one-year license) if he or she has no disciplinary action taken against the license.

International veterinary graduates may apply for reciprocity if they meet all of the above requirements and if they have completed a recognized education equivalence program.

All reciprocity licensees must complete a three-day course on regionally specific diseases and conditions within 12 months of the date of issue of their temporary license in order to receive unrestricted licensure. Courses are offered in March and September.

Pursuant to California Code of Regulations, Title 16, section 2068.6, reciprocity for veterinary technician applicants is offered as follows:

A licensed (in the United States, United States territory, or Canada) out-of-state veterinary technician applicant may apply for reciprocity and is eligible for the California veterinary technician examination if he or she has passed the national veterinary technician licensing examination and has obtained 4,416 hours of directed clinical practice under the direct supervision of a veterinarian (licensed in the United States, United States territory, or Canada) and if he or she has no disciplinary action taken against the license.

ACCOMPLISHMENTS

The Board launched its “Project Green Initiative” encouraging applicants and licensees to submit all initial and renewal applications online. The Board implemented one-page renewal forms, which is a significant reduction from its original six-page renewal and requires licensees to renew online through BreZE. The majority of online renewal applications are renewed the same day and require no Board interaction, whereas a paper renewal application can take several weeks.

In April 2019, the Board unapproved the current California Veterinary Technician Exam (CVTE) for registered veterinary technicians (RVT) applicants. The CVTE was intended to satisfy the examination specific to California animal health care tasks, but the examination developed was a statutes and regulation exam. Removing this state exam as a requirement for RVT registration has eliminated a barrier to licensure and will potentially increase the RVT licensee population. The Board may consider approving a future examination if animal health care tasks limited to California are identified.

Enforcement

The Enforcement Program streamlined the initial complaint process by eliminating unnecessary tasks and further utilized electronic means of communication and document storage/retrieval. These improvements eliminated the backlog and brought intake cycle times back to the targets set in the Board's performance measures.

In addition, the Enforcement Program revised the discipline process by obtaining mitigation prior to transmitting cases to the Attorney General's Office (AGO), adding acceptable settlement terms to the AGO transmittal memo, pursuant to the Board's disciplinary guidelines, and electronically transmitting cases to the AGO using updated, secure technology. These improvements have incrementally improved cycle times, which better protect consumers.

In an effort to go completely paperless, the Enforcement Program began scanning all case-related records into BreEZe. This not only helps the Board to "go green," it also allows the enforcement team to access case documents without the need to track down a physical file. Further, BreEZe permits users to access case-related documents remotely, which could allow enforcement analysts to eventually telecommute.

Program Analysis

The Board is currently revamping the expert witness guidelines and sample reports to give Board experts clear direction on report formatting and content. Once completed, the updated guidelines will be provided to all Board experts, who will also be provided training consistent with these guidelines.

The Board's Inspection Program survey results indicate it is a vital educational and outreach tool for veterinary practices as well as a crucial component in meeting its consumer protection mission. Board staff participated in various outreach meetings hosted by local association chapters throughout the state, highlighting the inspection process as well as the Enforcement Program. Veterinarians were provided with the Hospital Standards Self-Evaluation Checklist (available online) and were encouraged to download the Inspection Report on the Board's website to conduct a "mock" inspection of their facilities.

Although the Board was unable to meet its inspection goal, it has made significant improvements in facilitating veterinary practices in their efforts to meet minimum practice standards and achieve compliance with the law. With the passage of SB 1480 (Hill, Chapter 571, Statutes of 2018), the Board is now required to inspect at least 20% of veterinary premises annually, effective January 1, 2019. To address increased workload costs associated with the provisions of SB 1480, a BCP was attempted and approved for fiscal year 2019–20 for necessary program funding and three additional positions in the Inspection Program.

NEW LEGISLATION

AB 611 (Nazarian, Chapter 613, Statutes of 2019) expands upon existing law prohibiting sexual contact with an animal to include additional definitions of unlawful conduct. This bill also allows officers investigating reports of sexual abuse of an animal to immediately seize and promptly take the animal to a veterinarian for an examination for evidence of sexual contact.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
VETERINARIAN FEES		
APPLICATION	\$150	\$350
STATE EXAM	\$235	\$350
LAW EXAM	\$100	\$100
INITIAL LICENSE	\$350	\$500
RENEWAL (\$350 + \$12 CURES)	\$362	\$500
VETERINARIAN TEMPORARY RECIPROCITY FEES		
APPLICATION	\$150	\$350
LAW EXAM	\$100	\$100
LICENSE	\$175	\$500
VETERINARIAN TEMPORARY INTERNSHIP FEES		
LICENSE	\$175	\$500
REGISTERED VETERINARY TECHNICIAN FEES		
APPLICATION	\$150	\$350
STATE EXAM*	\$200	\$300
INITIAL LICENSE	\$160	\$350
RENEWAL	\$160	\$350

VETERINARY MEDICAL BOARD

License Type/Fee Type	Actual Fee	Statutory Limit
VETERINARY ASSISTANT CONTROLLED SUBSTANCES PERMIT FEES		
APPLICATION	\$50	\$100
INITIAL LICENSE	\$50	-
RENEWAL	\$50	\$50
VETERINARY PREMISES FEES		
INITIAL LICENSE	\$400	\$400
RENEWAL	\$400	\$400
UNIVERSITY VETERINARIAN FEES		
APPLICATION	\$125	\$350
LAW EXAM	\$100	\$100
LICENSE	\$290	\$500
RENEWAL	\$290	\$500
RENEWAL (\$290 + \$12 CURES)	\$302	\$500

* No longer a requirement as of April 2019.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
REGISTERED VETERINARY TECHNICIAN	940	658	335
VETERINARIAN	800	597	5,846
VETERINARIAN INTERN	35	34	0
VETERINARIAN TEMPORARY	73	61	0
VETERINARY ASSISTANT CONTROLLED SUBSTANCES PERMIT	1,942	1,422	1,654
VETERINARY PREMISES	324	268	3,473
UNIVERSITY VETERINARIAN LICENSE	67	61	5
TOTAL	4,181	3,101	1,1313

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
REGISTERED VETERINARY TECHNICIAN	0	12,608	0
VETERINARIAN	0	20,463	0
VETERINARIAN INTERN	0	692	0
VETERINARIAN TEMPORARY	0	886	0
VETERINARY ASSISTANT CONTROLLED SUBSTANCES PERMIT	5,864	0	0
VETERINARY PREMISES	0	6,853	0
UNIVERSITY VETERINARIAN LICENSE	0	116	0
TOTAL	5,864	41,618	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
VETERINARIAN	EVERY TWO BIRTH DAY CYCLES	36
REGISTERED VETERINARY TECHNICIAN	EVERY TWO BIRTH DAY CYCLES	20
UNIVERSITY VETERINARY	EVERY TWO BIRTH DAY CYCLES	36

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
CALIFORNIA REGISTERED VETERINARY TECHNICIAN EXAM	445	18	463
CALIFORNIA VETERINARIAN STATE BOARD EXAM	454	80	534
VETERINARY TECHNICIAN NATIONAL EXAM	468	TBD	468
NORTH AMERICAN VETERINARY LICENSING EXAM	392	64	456

Summary of Enforcement Activity

Consumer Complaints—Intake	
1,215	RECEIVED
2	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,190	REFERRED FOR INVESTIGATION
26	PENDING

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

Inspections	
459	CONDUCTED
0	CITATIONS ISSUED

Investigations	
1,310	OPENED
516	CLOSED
1,779	PENDING

Number of Days to Complete Intake and Investigations	
193	UP TO 90 DAYS
50	91 TO 180 DAYS
128	181 DAYS TO 1 YEAR
106	1 TO 2 YEARS
30	2 TO 3 YEARS
9	OVER 3 YEARS
280	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
13	ISSUED
13	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
1,038	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$24,402	ASSESSED
\$0	REDUCED
\$7,402	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	
77	CASES OPENED/INITIATED
56	CASES CLOSED
114	CASES PENDING

Number of Days to Complete AG Cases	
18	1 YEAR
18	1 TO 2 YEARS
25	2 TO 3 YEARS
38	OVER 3 YEARS
888	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Cost Recovery to DCA	
\$203,399.90	ORDERED
\$177,292.94	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
44	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
269	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
785	AVERAGE NUMBER OF DAYS



BOARD OF VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS

Licenses and regulates vocational nurses (VNs) and psychiatric technicians (PTs).

www.bvnpt.ca.gov

STAFF:

71 civil servant positions
10 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

135,528

BOARD MEMBERSHIP:

6 public representatives
5 licensees

BOARD STAFF:

Executive Officer: Elaine Yamaguchi
elaine.yamaguchi@dca.ca.gov

Assistant Executive Officer: Vicki Lyman
vicki.lyman@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 2840–2895.5
and §§ 4500–4548;

California Code of Regulations, Division 25,
Title 16, §§ 2500–2557.3 and §§ 2560–2595.3.

SUNSET REVIEW:

Last review: 2017 Next review: 2020

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code section 2872.1, the Board, upon receiving a written application and required fees, may issue a license to any applicant who possesses a valid unrevoked license as a vocational or practical nurse issued by any other state or foreign country, and who in the opinion of the Board meets all the other requirements.

Pursuant to Business and Professions Code section 4515, the Board, upon receiving a written application and required fees, may issue a license to any applicant who possesses a valid unrevoked license as a psychiatric technician issued by any other state or foreign country, and who in the opinion of the Board meets all the other requirements.

ACCOMPLISHMENTS

In July of 2018, BVNPT had a staff vacancy rate of approximately 16%, or 12 positions. As of July 2019, the vacancy rate was down to 8%, or six positions.

The Board increased its visibility by holding quarterly forums for directors of the educational programs and participated in outreach events aimed at fostering interest in pursuing careers as an VN or PT.

The Board successfully implemented a fee increase for applicants and licensees to better sustain the Board's operations.

Licensing Improvements

The Board reorganized the Licensing Division in October 2018 to increase efficiencies in both processing times and customer service. The Board received 275,317 incoming telephone calls in fiscal year 2017–18 and the team answered 24,118 calls, which is 9%. In 2018–19, there were 133,983 incoming telephone calls and the team answered 36,374, which is 27%. Call volume decreased by 141,334 calls in 2018–19 and the team answered three times as many calls during this time. The average on-hold time went from 49 minutes in October 2018 to a six-minute average on-hold time in June 2019. A major factor in the call volume decrease is the average processing times for most applications dropped from four to six weeks to between one and three weeks. Applicants and licensees benefit from both the decrease in call volume and application processing time.

The Department's Organizational Change Management (OCM) Unit conducted an audit in July 2018 of licensing to further increase efficiencies. They presented their findings in May 2019 and one of their key recommendations to decrease processing time for equivalency applications was implemented and reduced processing time by 11 weeks.

In October 2018, the Board reduced the renewal letter sent to licensees from seven pages to one page and directed licensees to renew their license online using their BreEZe account. The number of renewals completed online went from 65% to 96%. The Board saved a considerable amount of money in postage and paper expenses and licensees benefitted from an immediate license renewal.

Continuing Education

The Board rebuilt and launched a new Continuing Education Audit program in June 2019. This new audit is fully sustainable and audits 2.5% of licensees renewing their license and ensures compliance with their continuing education requirement. The Enforcement Division is engaged in the process and issues citations and fines for noncompliance.

Education Division

The Education Division collaborated with the Respiratory Care Board and issued a joint statement in April 2019 outlining each Board's scopes of practice relating to patient care and mechanical ventilation. The statement sparked interest in the health care industry and the boards hosted a stakeholder meeting in June 2019. This resulted in ongoing discussions and future legislation and regulations to further define the respective scopes of practice.

Enforcement Division

The Enforcement Division is utilizing new technology to securely transmit confidential documents to the Attorney General's Office, which greatly reduces costs and maintains a high level of security.

Administrative and Support Services Division

The Administrative and Support Services Division again exceeded the annual requirement to use small business (SB) and disabled veteran business enterprises (DVBE) vendors for purchases. Each year, all state agencies are required to spend 25% of their annual procurements with certified SB vendors and 3% with certified DVBE.

New Strategic Plan

The Board worked with SOLID to develop a new *Strategic Plan* for 2020–25. This process started with an analysis of the 2017-19 plan and its enactment. It then included participation from the rank and file staff, stakeholders, management and Board members, and guides the Board's work for the next five years.

Social Media

The Board launched its social media presence with Facebook and Twitter in March 2019 with educational and inspirational posts.

NEW LEGISLATION

SB 606 (Glazer, Chapter 375, Statutes of 2019), among other provisions, extends the authority of the Governor to appoint the executive officer of the Board from January 1, 2020 to January 1, 2021, aligning that authority with the Board's sunset date.

License Requirements*

License Requirements	Y/N?
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
VOCATIONAL NURSES		
INITIAL APPLICATION FOR LICENSURE BY EXAMINATION – GRADUATE OF AN APPROVED CA VN PROGRAM	\$220	\$300
INITIAL APPLICATION FOR LICENSURE BY EXAMINATION – QUALIFYING METHOD OTHER THAN ABOVE	\$225	\$300
APPLICATION FOR LICENSURE BY ENDORSEMENT FROM ANOTHER STATE	\$220	\$300
APPLICATION FOR RE-EXAMINATION	\$220	\$300
BIENNIAL RENEWAL OF A LICENSE	\$220	\$300
RENEWAL DELINQUENT FEE	\$110	\$150
INITIAL LICENSE FEE	\$220	\$300
DUPLICATE LICENSE FEE	\$25	\$50
INTERIM PERMIT	\$20	\$50
APPLICATION FOR VERIFICATION OF LICENSURE TO ANOTHER STATE	\$100	\$150
INTRAVENOUS THERAPY (IV), BLOOD WITHDRAWAL (BW), OR IV/BW COMBO CERTIFICATION	\$20	\$50
PSYCHIATRIC TECHNICIANS		
INITIAL APPLICATION FOR LICENSURE BY EXAMINATION – GRADUATE OF AN APPROVED CA PT PROGRAM	\$265	\$345
INITIAL APPLICATION FOR LICENSURE BY EXAMINATION – QUALIFYING METHOD OTHER THAN ABOVE	\$295	\$375
APPLICATION FOR LICENSURE BY ENDORSEMENT FROM ANOTHER STATE	\$220	\$300
APPLICATION FOR RE-EXAMINATION	\$265	\$345

BOARD OF VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS

License Type/Fee Type	Actual Fee	Statutory Limit
BIENNIAL RENEWAL OF A LICENSE	\$220	\$300
RENEWAL DELINQUENT FEE	\$110	\$150
INITIAL LICENSE FEE	\$220	\$345
INTERIM PERMIT	\$20	\$50
DUPLICATE LICENSE FEE	\$25	\$50
APPLICATION FOR VERIFICATION OF LICENSURE TO ANOTHER STATE	\$20	\$50
BLOOD WITHDRAWAL (BW) CERTIFICATION	\$20	\$50
VOCATIONAL NURSES		
APPROVAL OF AN INTRAVENOUS (IV), BLOOD WITHDRAWAL (BW), OR IV WITH BW COURSE PROVIDER	\$150	\$250
CONTINUING APPROVAL OF AN INTRAVENOUS THERAPY (IV), BLOOD WITHDRAWAL (BW), OR IV WITH BW COURSE PROVIDER	\$150	\$250
APPROVAL OF A CONTINUING EDUCATION COURSE PROVIDER	\$150	\$250
CONTINUING APPROVAL OF A CONTINUING EDUCATION COURSE PROVIDER	\$150	\$250
PSYCHIATRIC TECHNICIANS		
APPROVAL OF A BLOOD WITHDRAWAL (BW) COURSE PROVIDER	\$150	\$250
CONTINUING APPROVAL OF A BLOOD WITHDRAWAL (BW) COURSE PROVIDER	\$150	\$250
APPROVAL OF A CONTINUING EDUCATION COURSE PROVIDER	\$150	\$250
CONTINUING APPROVAL OF A CONTINUING EDUCATION COURSE PROVIDER	\$150	\$250

*Additional fees may be required. Refer to the laws and regulations for details.
 Fees increased January 1, 2019

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PSYCHIATRIC TECHNICIAN (PT)	519	398	4,457
PSYCHIATRIC TECHNICIAN BLOOD WITHDRAWAL (PT BW)	0	0	0
VOCATIONAL NURSE (VN)	8,154	6,683	47,595
VOCATIONAL NURSE BLOOD WITHDRAWAL (BW)	0	0	0
VOCATIONAL NURSE INTRAVENOUS THERAPY (IV)	0	0	0
VOCATIONAL NURSE INTRAVENOUS THERAPY AND BLOOD WITHDRAWAL (IV BW)	0	0	0
TOTAL	8,673	7,081	52,052

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PSYCHIATRIC TECHNICIAN (PT)	0	11,616	0
PSYCHIATRIC TECHNICIAN BLOOD WITHDRAWAL (PT BW)	0	0	0
VOCATIONAL NURSE (VN)	0	123,912	0
VOCATIONAL NURSE BLOOD WITHDRAWAL (BW)	0	0	0
VOCATIONAL NURSE INTRAVENOUS THERAPY (IV)	0	0	0
VOCATIONAL NURSE INTRAVENOUS THERAPY AND BLOOD WITHDRAWAL (IV BW)	0	0	0
TOTAL	0	135,528	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
VOCATIONAL NURSE	BI ANNUAL	30 HOURS
PSYCHIATRIC TECHNICIAN	BI ANNUAL	30 HOURS

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
NCLEX- PN	6,004	3,990	9,994
PSYCHIATRIC TECHNICIANS EXAM	395	305	700

Summary of Enforcement Activity

Consumer Complaints—Intake	
1,138	RECEIVED
288	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
891	REFERRED FOR INVESTIGATION
4	PENDING

Conviction/Arrest Notification Complaints	
1,512	RECEIVED
1,531	CLOSED/REFERRED FOR INVESTIGATION
2	PENDING

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

BOARD OF VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS

Investigations	
2,423	OPENED
2,400	CLOSED
1,435	PENDING

Number of Days to Complete Intake and Investigations	
987	UP TO 90 DAYS
376	91 TO 180 DAYS
498	181 DAYS TO 1 YEAR
389	1 TO 2 YEARS
127	2 TO 3 YEARS
23	OVER 3 YEARS
209	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
\$69,516	ASSESSED
\$1,751	REDUCED
\$36,695	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
267	CASES OPENED/INITIATED
331	CASES CLOSED
225	CASES PENDING

Number of Days to Complete AG Cases	
50	1 YEAR
118	1 TO 2 YEARS
109	2 TO 3 YEARS
54	OVER 3 YEARS
791	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
42	LICENSE APPLICATIONS DENIED
159	REVOCAION
44	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
95	PROBATION ONLY
10	PUBLIC REPRIMAND
6	OTHER DECISIONS

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

Petition for Reinstatement of Revoked License/Registration/Certification	
11	GRANTED
12	DENIED
23	TOTAL

Cost Recovery to DCA	
\$580,111	ORDERED
\$253,553	COLLECTED

Restitution to Consumers/Refunds/Savings	
0	RESTITUTION ORDERED
0	AMOUNT REFUNDED
0	REWORK AT NO CHARGE
0	ADJUSTMENTS/RETURNS/EXCHANGES
0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Assignment to Investigator	
8	AVERAGE NUMBER OF DAYS

Investigations: Opening to Closing of Case	
223	AVERAGE NUMBER OF DAYS

Investigations: Closure of Investigation to Imposing Formal Discipline	
336	AVERAGE NUMBER OF DAYS

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Pg. 186 **Expenditure Categories**

Pg. 189 **Fund Conditions**

Pg. 192 **Revenue Sources**

Section 139 Report

EXAMINATION PROGRAM				PREREQUISITES¹ for admittance to the examination			EXAMINATION VALIDATION² OA = Occupational Analysis					COSTS (INTHOUSANDS)³ ED = Examination Development EA = Examination Administration PE = Program Evaluation PO = Per Occurrence PY = Per Year				
BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)			
			B&P	CCR										NAT'L	CAL	
ACCOUNTANCY, CALIFORNIA BOARD OF	CERTIFIED PUBLIC ACCOUNTANT (CPA)	UNIFORM CERTIFIED PUBLIC ACCOUNTANT EXAMINATION (CPA EXAM)	5092 5093	9.2	OA: INTERNAL/ EXTERNAL REVIEW AS NEEDED	2015	2015; NEW CPA EXAM RELEASED APRIL 2017	CRITERION- REFERENCED		\$0	\$0	\$726	\$0			
		PROFESSIONAL ETHICS FOR CERTIFIED PUBLIC ACCOUNTANTS – SUPPLEMENTAL EXAMINATION	5018 5092 5093	10	EXTERNAL REVIEW EVERY 3 YEARS		2016	SET IN REGULATION	X	\$0	\$0	\$0	\$0			
ACUPUNCTURE BOARD	ACUPUNCTURE	CALIFORNIA ACUPUNCTURE LICENSING EXAMINATION	4938 4939 4941	1399.415 1399.416 1399.425 1399.434	OA: INTERNAL REVIEW EVERY 5 YEARS OR AS NEEDED		2015	MODIFIED ANGOFF	X	\$0	\$226	\$30	\$0			
		ARCHITECT REGISTRATION EXAMINATION (ARE)	5550 5552	116	OA: INTERNAL/ EXTERNAL REVIEW AS NEEDED	2012	2012	MODIFIED ANGOFF	X	\$0	\$8	\$126	\$23			
		CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE)			OA: INTERNAL REVIEW EVERY 5 YEARS OR AS NEEDED		2014	MODIFIED ANGOFF		\$0	\$232	\$194	\$19			
AUTOMOTIVE REPAIR, BUREAU OF	SMOG CHECK	SMOG CHECK INSPECTOR	HEALTH & SAFETY CODE 44014 44031.5	3340.28 3340.29	OA: INTERNAL REVIEW EVERY 5 YEARS		2016			\$0	\$0	\$93	\$7			
		SMOG CHECK REPAIR TECHNICIAN					2015	MODIFIED ANGOFF	X	\$0	\$26	\$35	\$13			
	BRAKE ADJUSTER (A,B,C)					2018			\$0	\$66	\$19	\$21				
	LAMP ADJUSTER					2018			\$0	\$34	\$21	\$11				
BARBERING AND COSMETOLOGY, BOARD OF	BARBER		7321.5		EXTERNAL REVIEW EVERY 5 YEARS	2016	2016	MODIFIED ANGOFF (FIRST FORM OF OA) EQUATING (SUBSEQUENT FORMS)								
		COSMETOLOGIST	7321	909 910 924 926		2015	2015	MODIFIED ANGOFF (SUBSEQUENT FORMS)								
	ELECTROLOGIST	7330		EXTERNAL REVIEW AS NEEDED	2018	2018	MODIFIED ANGOFF (CANDIDATE VOLUME DOES NOT SUPPORT EQUATING)	X	\$57.1	\$0	\$2,666.5	\$0				
	ESTHETICIAN	7324	909 910			2018	2012	MODIFIED ANGOFF (FIRST FORM OF OA) EQUATING (SUBSEQUENT FORMS)								
	MANICURIST	7326				2013	2013	MODIFIED ANGOFF (SUBSEQUENT FORMS)								

1 Prerequisites for admittance to the examination are mandated by Business and Professions (B&P) Code and/or California Code of Regulations (CCR), and assessed using a number of methods, including national standards and regulatory review. CCR codes are Title 16 unless otherwise indicated.
 2 Methods used to establish passing scores vary across examination administrations and are based on minimum competence criteria necessary for licensure.
 3 Included are costs for personnel required to perform these functions.

Section 139 Report

EXAMINATION PROGRAM			PREREQUISITES¹ for admittance to the examination			EXAMINATION VALIDATION² OA = Occupational Analysis				COSTS (INTHOUSANDS)³ ED = Examination Development EA = Examination Administration PE = Program Evaluation PO = Per Occurrence PY = Per Year						
BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA		OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)		
			B&P	CCR		NAT'L	CAL									
BEHAVIORAL SCIENCES BOARD OF	LICENSED CLINICAL SOCIAL WORKER (LCSW)	CALIFORNIA LCSW LAW AND ETHICS	4992.05 (b)		OA: ANNUAL INTERNAL/ EXTERNAL REVIEW	2015	2015	2015	MODIFIED ANGOFF	X						
		ASSOCIATION OF SOCIAL WORK BOARD (ASWB) CLINICAL EXAMINATION NATIONAL EXAM	4992.05(c) (1-3)			2010	2010	2010								
	LICENSED EDUCATIONAL PSYCHOLOGIST (LEP)	CALIFORNIA LEP	4989.22			2015	2015	2015								
		CALIFORNIA LPCC LAW AND ETHICS	4993.53(b)			2015	2015	2015								
	LICENSED PROFESSIONAL CLINICAL COUNSELOR (LPCC)	NATIONAL BOARD OF CERTIFIED COUNSELORS- NATIONAL CLINICAL MENTAL HEALTH COUNSELOR EXAMINATION (NBCC-NCMHCE)	4993.53(c) (1-3)			2010	2010	2010								
	LICENSED MARRIAGE AND FAMILY THERAPIST (LMFT)	CALIFORNIA LMFT LAW AND ETHICS	4980.397(b)			2015	2015									
		CALIFORNIA LMFT CLINICAL	4980.397 (c)(1-3)			2012	2012									
CEMETERY AND FUNERAL BUREAU	CEMETERY BROKER	CEMETERY BROKER	7651 7651.1 7651.2		ANNUAL INTERNAL REVIEW	2013	2013	2013	MODIFIED ANGOFF	X						
	CEMETERY MANAGER	CEMETERY MANAGER	7653.7			2019	2012	2012								
	CREMATORY MANAGER	CREMATORY MANAGER	7712.1 7713.1	2326.1(a)(1) 2326.1(b)		2018	2010	2010								
	EMBALMER	EMBALMER	7642 7643 7646	1235		2017	2014	2014								
	FUNERAL DIRECTOR	FUNERAL DIRECTOR	7618 7619			2017	2017	2017								
CHIROPRACTIC EXAMINERS BOARD OF	DOCTOR OF CHIROPRACTIC	NATIONAL BOARD OF CHIROPRACTIC EXAMINERS EXAMINATION	SECTION 6, CHIROPRACTIC INITIATIVE ACT		INTERNAL 5 YEARS	2015	2015	2015	MODIFIED ANGOFF	X						
		CALIFORNIA CHIROPRACTIC LAW EXAMINATION (CCLE)	SECTION 5, CHIROPRACTIC INITIATIVE ACT			2017	2017	2017								

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BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)			
			B&P	CCR										NAT'L	CAL	
CONTRACTORS STATE LICENSE BOARD (CONTINUED)	C-39	ROOFING			INTERNAL REVIEW AS NEEDED		2015	2015								
	C-42	SANITATION SYSTEM					2017	2017								
	C-43	SHEET METAL					2014	2014								
	C-45	SIGN					2018	2018								
	C-46	SOLAR					2017	2017								
	C-47	GENERAL MANUFACTURED HOUSING					2018	2018								
	C-50	REINFORCING STEEL					2018	2018								
	C-51	STRUCTURAL STEEL					2019	2014								
	C-53	SWIMMING POOL		7056-7058			2016	2016	MODIFIED ANGOFF	X	\$616 (PY): TOTAL COST FOR ALL CSLB PROGRAMS	\$1,091 (PY): TOTAL COST FOR ALL CSLB PROGRAMS	\$1,911 (PY): TOTAL COST FOR ALL CSLB PROGRAMS	\$93 (PY): TOTAL COST FOR ALL CSLB PROGRAMS		
	C-54	CERAMIC AND MOSAIC TILE					2016	2016								
	C-55	WATER CONDITIONING					2018	2018								
	C-57	WELL DRILLING					2017	2017								
	C-60	WELDING					2018	2018								
N/A		ASBESTOS CERTIFICATION				2015	2015									
N/A		HAZARDOUS SUBSTANCE REMOVAL CERTIFICATION				2017	2017									
N/A		LAW AND BUSINESS				2015	2015									
COURT REPORTERS, BOARD OF CALIFORNIA	CERTIFIED SHORTHAND REPORTER (CSR)	CSR PRACTICAL	8020	2418	OA: INTERNAL/ EXTERNAL REVIEW		2017									
		CSR ENGLISH														
		CSR PROFESSIONAL PRACTICE														
DENTAL BOARD OF CALIFORNIA	DENTIST	PORTFOLIO	1632 (c)(1)	1032	INTERNAL/ EXTERNAL REVIEW AS NEEDED	2013	2013									
		WRFB	1632 (c)(2)			2014	2014									
		LAW & ETHICS	1632 (b)				2018	2018								
	WRITTEN	1752.1				2018	2018									
	REGISTERED DENTAL ASSISTANT	1752.1 1752.3	1076 1077			2016	2016									
	REGISTERED DENTAL ASSISTANT IN EXTENDED FUNCTIONS	1753	1076 1077.1			2016	2016									
	ORTHODONTIC ASSISTANT	1750.2				2010	2010									
DENTAL SEDATION ASSISTANT	1750.4			2010	2010											

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BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)			
			B&P	CCR										NAT'L	CAL	
DENTAL HYGIENE BOARD OF CALIFORNIA	REGISTERED DENTAL HYGIENIST (RDH)	NATIONAL BOARD DENTAL HYGIENE EXAMINATION (NBDHE)	1082	1082	EXTERNAL REVIEW EVERY 5 YEARS	2015	2015	CRITERION-REFERENCED	X	\$0	\$0	\$0				
		WESTERN REGIONAL EXAMINATION BOARD (WREB)	1917	1082.1		2018	2018									
		CENTRAL REGIONAL DENTAL TESTING SERVICES (CRDTS)	1917	1082.1		2018	2018									
	CALIFORNIA LAW AND ETHICS EXAMINATION (FOR RDHs)	1922	1082.3			INTERNAL REVIEW EVERY 3 YEARS	2010	2010	SPECIFIED IN STATUTE		\$4	\$4	\$4			
	REGISTERED DENTAL HYGIENIST IN ALTERNATIVE PRACTICE (RDHAP)	CALIFORNIA LAW AND ETHICS EXAMINATION (FOR RDHAPs)	1918	1082.3			2000	2000								
ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS, BOARD FOR PROFESSIONAL	AGRICULTURAL ENGINEER	PE AGRICULTURAL	6704 6732 6750-59	404 420-422 424 427.10 438	OA: INTERNAL/ EXTERNAL REVIEW AS NEEDED	2013	2013	MODIFIED ANGOFF	X	\$309: TOTAL COST FOR ALL PROGRAMS	\$2,497: TOTAL COST FOR ALL PROGRAMS	\$213: TOTAL COST FOR ALL PROGRAMS	\$129: TOTAL COST FOR ALL PROGRAMS			
		CHEMICAL ENGINEER	6704 6732 6750-59	404 420-422 424 427.10 438		2016	2016									
	CIVIL ENGINEER (NATIONAL)	PE CIVIL BREADTH & DEPTH	6702 6704 6731 6731.1 6750-59				2013	2013								
	CIVIL ENGINEER (CALIFORNIA)	SEISMIC PRINCIPLES/ ENGINEERING SURVEY	6702 6704 6731 6731.1 6750-59				2017	2017								

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BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)	
			B&P	CCR										NAT'L
ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS, BOARD FOR PROFESSIONAL (CONTINUED)	CONTROL SYSTEMS ENGINEER	PE CONTROL SYSTEMS	6704 6732 6750-59	404 420-422 424	OA: INTERNAL/ EXTERNAL REVIEW AS NEEDED	2010	2010							
	ELECTRICAL ENGINEER	PE ELECTRICAL	6702.1 6704 6750-59	404 420-422 424		2018	2018							
	ENGINEER-IN-TRAINING (EIT)	FUNDAMENTALS OF ENGINEERING (FE)	6704 6750-59	427.10 438		2012	2012							
	FIRE PROTECTION ENGINEER	PE FIRE PROTECTION	6704 6732 6750-59	404 420-422 424		2017	2017							
	GEOTECHNICAL ENGINEER	GEOTECHNICAL ENGINEER	6730.2 6736.1	426.50 426.51 427.20			2018	2018						
	INDUSTRIAL ENGINEER	PE INDUSTRIAL	6704 6732 6750-59	404 420-422 424		2019	2011							
	LAND SURVEYOR (NATIONAL)	PRINCIPLES OF SURVEYING	8741-8743	404 420-422 424		2018	2018							
	LAND SURVEYOR (CALIFORNIA)	PROFESSIONAL LAND SURVEYOR	8708 8741-8743	427.10 438			2018	2018						
	LAND SURVEYOR-IN-TRAINING	FUNDAMENTALS OF SURVEYING	8741-8743	404 420-422 424		2012	2012							
	MECHANICAL ENGINEER	PE MECHANICAL	6702.2 6704 6750-59	404 420-422 424		2015	2015							
	METALLURGICAL ENGINEER	PE METALLURGICAL AND MATERIALS		404 420-422 424		2014	2014							
	NUCLEAR ENGINEER	PE NUCLEAR	6704 6732 6750-59	427.10 438		2017	2017							
	PETROLEUM ENGINEER	PE PETROLEUM		404 420-422 424		2018	2013							

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BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA		OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)		
			B&P	CCR		NAT'L	CAL									
ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS, BOARD FOR PROFESSIONAL (CONTINUED)	STRUCTURAL ENGINEER (NATIONAL)	LATERAL FORCES VERTICAL FORCES	404	404	OA: INTERNAL/ EXTERNAL REVIEW AS NEEDED	2017	2017	2017	MODIFIED ANGOFF	X	\$309: TOTAL COST FOR ALL PROGRAMS	\$2,497: TOTAL COST FOR ALL PROGRAMS	\$213: TOTAL COST FOR ALL PROGRAMS	\$129: TOTAL COST FOR ALL PROGRAMS		
			6730.2	420-422												
	6736	424														
	6763.1	426.10- 426.14 427.30														
	6704	404														
	6732	420-422														
	6750-59	424														
	7843	427.10, 438														
	7841	3031														
	7841.1															
PROFESSIONAL FIDUCIARIES BUREAU	PROFESSIONAL FIDUCIARY (PF)	PROFESSIONAL FIDUCIARY EXAMINATION	6539	4500	EXTERNAL REVIEW EVERY 4 YEARS; INTERNAL REVIEW AS NEEDED	2017 (EXTERNAL)	2017 (EXTERNAL)	2017 (EXTERNAL)	EXPERT PANEL	X	\$0	\$0	\$0	\$0		
			LANDSCAPE ARCHITECT (NATIONAL)	LANDSCAPE ARCHITECT REGISTRATION EXAMINATION (LARE)	2610	2610	OA: INTERNAL/ EXTERNAL REVIEW AS NEEDED	2016	2016	2016	MODIFIED ANGOFF	X	\$1	\$2	\$29	\$8
					5650	2615										
LANDSCAPE ARCHITECT TECHNICAL COMMITTEE	LANDSCAPE ARCHITECT (SUPPLEMENTAL)	CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE)	5651	2620	OA: INTERNAL REVIEW EVERY 5 YEARS OR AS NEEDED	2014	2014	2014			\$0	\$78	\$22	\$7		
			2621	2621												
MEDICAL BOARD OF CALIFORNIA	PHYSICIAN AND SURGEON	UNITED STATES MEDICAL LICENSING EXAMINATION	2170		EXTERNAL REVIEW EVERY 4 YEARS; INTERNAL REVIEW AS NEEDED	2013	2013	2013	MODIFIED ANGOFF WITH RASCH MODEL EQUATING	X					EXAMINATIONS ARE CREATED AND ADMINISTERED BY OUTSIDE AGENCIES WITH NO EXPENSE TO THE STATE.	
			2512.5	2513	OA: EXTERNAL REVIEW	2016	2016	2016	MODIFIED ANGOFF							
	POLYSOMNOGRAPHIC TECHNICIAN	NORTH AMERICAN REGISTRY OF MIDWIVES	3575			2018	2018	2018	MODIFIED BOOKMARK METHOD							
						2018	2018	2018								

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BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)							
			B&P	CCR										NAT'L	CAL	OA	ED	EA	PE	
NATUROPATHIC MEDICINE COMMITTEE	NATUROPATHIC DOCTOR	NATUROPATHIC PHYSICIANS LICENSING EXAMINATIONS (INPLEX) I & II	3630 3631	4220	EXTERNAL REVIEW EVERY 5 YEARS	2015	2015	MODIFIED ANGOFF	X											
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	OCCUPATIONAL THERAPIST	REGISTERED OCCUPATIONAL THERAPIST	2570.6		OA: EXTERNAL REVIEW	2017	2017	MODIFIED ANGOFF	X											
	OCCUPATIONAL THERAPIST ASSISTANT	CERTIFIED OCCUPATIONAL THERAPY ASSISTANT																		
OPTOMETRY, CALIFORNIA STATE BOARD OF	OPTOMETRIST (OPT)	NATIONAL BOARD OF EXAMINERS IN OPTOMETRY (NBEO)-APPLIED BASIC SCIENCE (PART I); PATIENT ASSESSMENT AND MANAGEMENT (PART II); CLINICAL SKILLS (PART III)	3041.2 3046	1523	EXTERNAL THROUGH NBEO	2016	2016													
		CALIFORNIA LAW AND REGULATIONS EXAMINATION (CLRE)			INTERNAL	2019	2009	MODIFIED ANGOFF	X											
		AMERICAN BOARD OF OPTICIANRY (ABO) – SPECTACLE EXAM	2559.2		EXTERNAL THROUGH ABO	2019	2019													
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	CONTACT LENS DISPENSER	NATIONAL CONTACT LENS EXAMINERS (NCLÉ) – CONTACT LENS EXAM	2561	1620	EXTERNAL THROUGH NCLÉ	2019	2019													
		COMLEX-USA LEVEL 1			EXTERNAL REVIEW EVERY 3-5 YEARS	2016	2016	MODIFIED ANGOFF	X											
		COMLEX-USA LEVEL 2 (CE)	2099.5																	
		COMLEX-USA LEVEL 2 (PE)																		
PHARMACY, CALIFORNIA STATE BOARD OF	REGISTERED PHARMACIST	CALIFORNIA PRACTICE AND JURISPRUDENCE EXAMINATION FOR PHARMACISTS (CPJE)	4200 4200.1 4200.2 4200.3 4200.4 4209 4400	1719 1720 1720.1 1721 1723.1 1724 1725 1728 1749	OA: INTERNAL/ EXTERNAL REVIEW	2014	2014													
		NORTH AMERICAN PHARMACIST LICENSURE EXAMINATION (NAPLEX)			OA	2014 (IMPLE- MENTED 2015)	2014 (IMPLE- MENTED 2015)	MODIFIED ANGOFF	X											
		PHARMACY TECHNICIAN CERTIFICATION EXAMINATION (PTCB)	4202 4400		OA	2016	2019	2012	ANGOFF											
		EXAM FOR THE CERTIFICATION OF PHARMACY TECHNICIANS (EXCPT)			OA	2016	2016	2016	MODIFIED ANGOFF											

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BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)	
			B&P	CCR										NAT'L
PHYSICAL THERAPY BOARD OF CALIFORNIA	PHYSICAL THERAPIST (PT)	NATIONAL PHYSICAL THERAPY EXAMINATION (NPTE)	1398.25 1398.26 1398.26.1 1398.26.5 1398.30 1398.31	OA: EVERY 5 YEARS AND AS OTHERWISE DEEMED NECESSARY OA: AS DEEMED NECESSARY DUE TO CHANGES IN LAW OR REGULATION	2016	2016								
		CALIFORNIA LAW EXAMINATION (CAL-LAW)	2636 2650 2653	OA: EVERY 5 YEARS AND AS OTHERWISE DEEMED NECESSARY OA: AS DEEMED NECESSARY DUE TO CHANGES IN LAW OR REGULATION	2012	2012				\$0	\$2.5 SHARED WITH PE COSTS	\$5.4	\$2.5 SHARED WITH ED COSTS	
	PHYSICAL THERAPIST ASSISTANT (PTA)	NATIONAL PHYSICAL THERAPY EXAMINATION (NPTE)		1398.47 1398.50 1398.51	OA: EVERY 5 YEARS AND AS OTHERWISE DEEMED NECESSARY OA: AS DEEMED NECESSARY DUE TO CHANGES IN LAW OR REGULATION	2016	2016		MODIFIED ANGOFF	X				
		CALIFORNIA LAW EXAMINATION (CAL-LAW)					2012							
PHYSICIAN ASSISTANT BOARD	PT SPECIALTY CERTIFICATION	KINESIOLOGICAL ELECTROMYOGRAPHY (KEMG)	1399.63 1399.65	OA	1990	1990							\$0	
		ELECTRONEUROMYOGRAPHY (ENMG)	2620.5	OA	1994	1994								\$0.2
PODIATRIC MEDICAL BOARD OF CALIFORNIA	DOCTOR OF PODIATRIC MEDICINE (DPM) - PERMANENT (E)	PHYSICIAN ASSISTANT NATIONAL CERTIFYING EXAMINATION (PANCE)	3519	EXTERNAL PRACTICE ANALYSIS (I.E., OA) EVERY 5 TO 7 YEARS	2015	2015		MODIFIED ANGOFF					\$0	
		NBPME PART I												
	DOCTOR OF PODIATRIC MEDICINE (DPM) - RESIDENT (EL)	NBPME PART II	2486	1399.660	OA: INTERNAL/EXTERNAL REVIEW EVERY 5 YEARS	2016	2016							
		NBPME PART III	2475.1	1399.668		2015	2015		MODIFIED ANGOFF	X				
PSYCHOLOGY, CALIFORNIA BOARD OF	PSYCHOLOGIST	EXAMINATION FOR PROFESSIONAL PRACTICE IN PSYCHOLOGY (EPPP)	2914	INTERNAL (APPLICATION, LAWS, AND REGULATIONS) AND EXTERNAL (OA); AS NEEDED	2010	2010							\$0	
		CALIFORNIA PSYCHOLOGY LAWS AND ETHICS EXAMINATION (CPLEE)					2012							\$0
REAL ESTATE APPRAISERS, BUREAU OF	APPRAISER	APPRAISER LICENSE	11340	EXTERNAL REVIEW	2014	2014		SME TESTING	X					
		CERTIFIED RESIDENTIAL												
		CERTIFIED GENERAL												

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BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)				
			B&P	CCR										NAT'L	CAL		
REGISTERED NURSING BOARD OF	REGISTERED NURSE	NCLEX-RN	144 2736	1412 1426	OA: INTERNAL/ EXTERNAL REVIEW: 4 YEARS FULL EVERY 8 YEARS	2017	2017	ITEM RESPONSE THEORY	X	\$0	\$0	\$22	\$0				
RESPIRATORY CARE BOARD OF CALIFORNIA	RESPIRATORY CARE PRACTITIONER	THERAPIST MULTIPLE CHOICE (TMC) CLINICAL SIMULATION (CS)	3740		OA: ONGOING INTERNAL REVIEW	2017	2012	MODIFIED ANGOFF	X	\$0		\$11					
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	ALARM COMPANY OPERATOR	ALARM COMPANY QUALIFIED MANAGER	144 7599			2017	2017			\$0	\$0	\$3.2					
	PRIVATE INVESTIGATOR	PRIVATE INVESTIGATOR QUALIFIED MANAGER	144 7525 7526 7541	601 620	INTERNAL REVIEW OF QUALIFYING EXPERIENCE/ OA ONGOING		2015		X	\$0	\$0	\$14.9	\$0				
	PRIVATE PATROL OPERATOR	PRIVATE PATROL OPERATOR QUALIFIED MANAGER	144 7582 7583, 7583.1				2012			\$0	\$24.1	\$14.6					
	REPOSESSION AGENCY	REPOSESSION AGENCY QUALIFIED MANAGER	7503 7504	601			2017			\$0	\$0	\$0.9					
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD	SPEECH-LANGUAGE PATHOLOGIST	THE PRAXIS SERIES	2532.1 2532.2 2532.25	1399,152.3	OA: INTERNAL/ EXTERNAL REVIEW EVERY 5 TO 7 YEARS	2015	2015	MODIFIED TUCKER- ANGOFF		\$0	\$0	\$0	\$0				
	AUDIOLOGIST					2017	2017		X	\$67	\$0	\$0	\$0				
	HEARING AID DISPENSER	CALIFORNIA HEARING AID DISPENSER WRITTEN AND PRACTICAL EXAMINATIONS	2538.24 2538.25	1399,120	OA: INTERNAL/ EXTERNAL REVIEW EVERY 5 TO 7 YEARS		2012			\$0	\$61	\$337	\$0				
STRUCTURAL PEST CONTROL BOARD	APPLICATOR	APPLICATOR	8564.5				2014										
	FIELD REPRESENTATIVE	BRANCH 1	8563 8564 8566		OA: INTERNAL/ EXTERNAL REVIEW EVERY 5 YEARS		2008										
		BRANCH 2					2015										
		BRANCH 3					2017			X	\$50	\$183	\$290	\$0			
	OPERATOR	BRANCH 1	8561				2008										
		BRANCH 2	8562	1934			2017										
BRANCH 3		8565				2017											

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			B&P	CCR										NAT'L
VETERINARY MEDICAL BOARD	VETERINARIAN	NORTH AMERICAN VETERINARY LICENSING EXAMINATION (NAVLE)	2010 2010.1 2014 2015	2010 2010.1 2014 2015	OA; EXTERNAL REVIEW EVERY 7 YEARS	2017	2009		X		\$0			
		CALIFORNIA VETERINARY STATE BOARD EXAMINATION (CSB)	4846.1 4846.2 4848 4848.1	2015.1 2015.2 2021 2022	OA; INTERNAL REVIEW EVERY 5-7 YEARS	2019	2013				\$74	\$102	\$23	\$0
		VETERINARY LAW EXAMINATION (VLE)	2023 2024 2025	INTERNAL LAW REVIEW EVERY 1-2 YEARS	2016	2016								
REGISTERED VETERINARY TECHNICIAN	REGISTERED VETERINARY TECHNICIAN	CALIFORNIA REGISTERED VETERINARY TECHNICIAN EXAMINATION (CRVT) – NO LONGER REQUIRED FOR LICENSURE AS OF APRIL 2019	2010 2014.1 2015 2066 2068.5 2068.6 2068.7	2010 2014.1 2015 2066 2068.5 2068.6 2068.7	OA; INTERNAL REVIEW EVERY 5-7 YEARS; LINKAGE STUDY	2016	2010				\$100	\$13	\$0	
		VETERINARY TECHNICIAN NATIONAL EXAMINATION (VTNE)			OA; EXTERNAL REVIEW EVERY 5-7 YEARS	2017	2017		X					\$0
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	VOCATIONAL NURSE	NATIONAL COUNCIL LICENSURE EXAMINATION FOR PRACTICAL/ VOCATIONAL NURSES (NCLEX-PN)	2866 (a-d) 2873 2873.5 2882	2516 2516.5 2530(g) 2532 2533 2534 2534.1	OA; EXTERNAL REVIEW EVERY 3 YEARS	2018	2015						\$0	
		PSYCHIATRIC TECHNICIAN	4511 (a-d) 4531	2575 2585(g) 2586 2587 2588 2588.1	EXTERNAL REVIEW EVERY 5 YEARS	2014	2014							\$0

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 2 Methods used to establish passing scores vary across examination administrations and are based on minimum competence criteria necessary for licensure.
 3 Included are costs for personnel required to perform these functions.

Expenditure Categories

FISCAL YEAR 2018/19 NET EXPENDITURES (IN THOUSANDS OF DOLLARS)									
1111 - BOARDS & BUREAUS	Fund Number and Name	From Prelim FM 12 Fi\$Cal Program Disbursement Report			From Prelim FM 12 Fi\$Cal Revenue Report		From Prelim FM 12 Fi\$Cal Revenue Report		Total Net Expenditures
		Personal Services	Operating Expenses	Subtotal (Month 13)	Less (-) Reimbursements	Less (-) Internal Distributed Costs			
AUTOMOTIVE REPAIR, BUREAU OF	0421 VEHICLE INSPECTION & REPAIR FUND	57,307	54,769	112,076	-606	0	0	111,470	
	0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT	5,586	27,086	32,672	0	0	0	32,672	
	3122 ENHANCED FLEET MODERNIZATION SUBAC-COUNT	559	31,658	32,217	0	0	0	32,217	
	TOTAL BAR	63,452	113,513	176,965	-606	0	0	176,359	
CEMETERY & FUNERAL BUREAU	0717 CEMETERY AND FUNERAL FUND	2,474	1,254	3,728	-13	0	0	3,715	
	0750 STATE FUNERAL DIRECTORS & EMBALMERS FUND	0	0	0	0	0	0	0	
	TOTAL CFB	2,474	1,254	3,728	-13	0	0	3,715	
HOUSEHOLD GOODS AND SERVICES, BUREAU OF	0752 BUREAU OF HOME FURNISHINGS & THERMAL INSULATION FUND	2,605	1,782	4,387	-17	0	0	4,370	
	0325 ELECTRONIC & APPLIANCE REPAIR FUND	1,618	982	2,600	0	0	0	2,600	
	3315 - HOUSEHOLD MOVERS FUND	538	547	1,085	0	0	0	1,085	
	TOTAL BHGS	4,761	3,311	8,072	-17	0	0	8,055	
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND	10,296	4,712	15,008	0	0	0	15,008	
	0960 STUDENT TUITION RECOVERY FUND	0	1,717	1,717	0	0	0	1,717	
	TOTAL BPPE	10,296	6,429	16,725	0	0	0	16,725	
SECURITY & INVESTIGATIVE SERVICES, BUREAU OF	0239 PRIVATE SECURITY SERVICES FUND	5,584	9,110	14,694	-644	0	0	14,050	
	0769 PRIVATE INVESTIGATOR FUND	405	715	1,120	-8	0	0	1,112	
	TOTAL BSIS	5,989	9,825	15,814	-652	0	0	15,162	
ATHLETIC COMMISSION, CALIFORNIA STATE	0326 STATE ATHLETIC FUND	1,154	683	1,837	0	0	0	1,837	
	9250 BOXERS' PENSION	0	0	0	0	0	0	0	
	0492 STATE ATHLETIC COMM NEURO EXAM ACCOUNT	47	0	47	0	0	0	47	
	TOTAL CSAC	1,201	683	1,884	0	0	0	1,884	
CONTRACTORS STATE LICENSE BOARD	0735 CONTRACTORS' LICENSE FUND	38,861	28,020	66,881	-758	0	0	66,123	
	0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)	0	0	0	0	0	0	0	
	TOTAL CSLB	38,861	28,020	66,881	-758	0	0	66,123	

[a] all expenditures based on Fi\$Cal Program Disbursement Report generated on 10/9/2019

Expenditure Categories

FISCAL YEAR 2018/19 NET EXPENDITURES (IN THOUSANDS OF DOLLARS)									
1111 - BOARDS & BUREAUS	Fund Number and Name	From Prelim FM 12 FISCAL Program Disbursement Report			From Prelim FM 12 FISCAL Revenue Report	Less (-) Internal Distributed Costs	Total Net Expenditures		
		Personal Services	Operating Expenses	Subtotal (Month 13)					
COURT REPORTERS BOARD OF CALIFORNIA	0771 COURT REPORTERS FUND	640	416	1,056	0	1,051			
	0410 TRANSCRIPT REIMBURSEMENT FUND	0	0	0	0	0			
	TOTAL CRB	640	416	1,056	-5	1,051			
DENTAL BOARD OF CALIFORNIA	3142 STATE DENTAL ASSISTANT FUND	807	1,185	1,992	0	1,991			
	0741 STATE DENTISTRY FUND	6,913	5,523	12,436	0	11,874			
	3039 DENTALLY UNDERSERVED ACCOUNT	0	0	0	0	0			
	TOTAL DBC	7,720	6,708	14,428	-563	13,865			
PROFESSIONAL ENGINEERS, LAND SURVEYORS & GEOLOGISTS, BOARD FOR	0770 PROFESSIONAL ENGINEERS' & LAND SURVEYORS' FUND	4,723	5,658	10,381	0	10,253			
	0205 GEOLOGY & GEOPHYSICS FUND	0	0	0	0	0			
	TOTAL BPELSG	4,723	5,658	10,381	-128	10,253			
MEDICAL BOARD OF CALIFORNIA	0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA	16,441	48,083	64,524	0	61,464			
	0210 OUTPATIENT SETTING FUND OF THE MED BOARD OF CA	0	0	0	0	0			
	0755 LICENSED MIDWIFERY FUND	0	10	10	0	10			
	TOTAL MBC	16,441	48,093	64,534	-3,060	61,474			
OPTOMETRY, CALIFORNIA STATE BOARD OF	0763 STATE OPTOMETRY FUND	988	1,110	2,098	-86	1,978			
	0175 DISPENSING OPTICIANS FUND	159	263	422	0	404			
	TOTAL OPTOMETRY BOARD OF CALIFORNIA	1,147	1,373	2,520	-52	2,382			
STRUCTURAL PEST CONTROL BOARD	0399 SPC EDUCATION & ENFORCEMENT FUND	107	58	165	0	165			
	0775 STRUCTURAL PEST CONTROL FUND	2,432	2,336	4,768	0	4,697			
	TOTAL SPCB	2,539	2,394	4,933	-71	4,862			
VOCATIONAL NURSING & PSYCHIATRIC TECHNICIANS, BOARD OF	0779 VOCATIONAL NURSING & PSYCHIATRIC TECHNICIANS FUND	6,690	9,402	16,092	0	15,802			
	0780 PSYCHIATRIC TECHNICIANS ACCOUNT	0	0	0	0	0			
	TOTAL BVNPT	6,690	9,402	16,092	-290	15,802			
ARBITRATION CERTIFICATION PROGRAM	0166 CERTIFICATION ACCOUNT	904	309	1,213	0	1,213			
PROFESSIONAL FIDUCIARIES BUREAU	3108 PROFESSIONAL FIDUCIARY FUND	327	172	499	0	499			

(a) all expenditures based on FISCAL Program Disbursement Report generated on 10/9/2019

Expenditure Categories

FISCAL YEAR 2018/19 NET EXPENDITURES (IN THOUSANDS OF DOLLARS)									
	Fund Number and Name	From Prelim FM 12 FISCAL Program Disbursement Report			From Prelim FM 12 FISCAL Revenue Report		From Prelim FM 12 FISCAL Revenue Report		Total Net Expenditures
		Personal Services	Operating Expenses	Subtotal (Month 13)	Less (-) Reimbursements	Less (-) Internal Distributed Costs			
1111 - BOARDS & BUREAUS									
BUREAU OF REAL ESTATE APPRAISERS	0400 REAL ESTATE APPRAISERS FUND	3,478	1,948	5,426	-4	0		5,422	
ACCOUNTANCY, CALIFORNIA BOARD OF	0704 ACCOUNTANCY FUND	9,129	4,751	13,880	-356	0		13,524	
ACUPUNCTURE BOARD	0108 ACUPUNCTURE FUND	1,013	1,795	2,808	-61	0		2,747	
CALIFORNIA ARCHITECTS BOARD	0706 CALIFORNIA ARCHITECTS BOARD FUND	1,786	1,502	3,288	-12	0		3,276	
BARBERING & COSMETOLOGY, BOARD OF	0069 BARBERING & COSMETOLOGY FUND	7,164	13,470	20,634	-97	0		20,537	
BEHAVIORAL SCIENCE, BOARD OF	0773 BEHAVIORAL SCIENCE EXAMINERS FUND	5,375	7,062	12,437	-237	0		12,200	
BOARD OF CHIROPRACTIC EXAMINERS	0152 CHIROPRACTIC EXAMINERS FUND	1,284	2,504	3,788	-122	0		3,666	
DENTAL HYGIENE BOARD OF CALIFORNIA	3140 STATE DENTAL HYGIENE FUND	740	758	1,498	-35	0		1,463	
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 LANDSCAPE ARCHITECTS FUND	464	399	863	0	0		863	
NATUROPATHIC MEDICINE COMMITTEE	3069 NATUROPATHIC DOCTOR'S FUND	246	172	418	-1	0		417	
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 OCCUPATIONAL THERAPY FUND	1,222	992	2,214	-57	0		2,157	
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND	1,219	976	2,195	-140	0		2,055	
PHARMACY, CALIFORNIA STATE BOARD OF	0767 PHARMACY BOARD CONTINGENT FUND	15,879	9,615	25,494	-1,515	0		23,979	
PHYSICAL THERAPY BOARD	0759 PHYSICAL THERAPY FUND	2,520	2,140	4,660	-128	0		4,532	
PHYSICIAN ASSISTANT BOARD	0280 PHYSICIAN ASSISTANT FUND	510	1,029	1,539	-130	0		1,409	
PODIATRIC MEDICAL BOARD OF CALIFORNIA	0295 BOARD OF PODIATRIC MEDICINE FUND	512	579	1,091	-62	0		1,029	
PSYCHOLOGY, BOARD OF	0310 PSYCHOLOGY FUND	2,570	2,249	4,819	-28	0		4,791	
REGISTERED NURSING, BOARD OF	0761 BOARD OF REGISTERED NURSING FUND	16,923	27,202	44,125	-2,355	0		41,770	
RESPIRATORY CARE BOARD	0319 RESPIRATORY CARE FUND	1,748	1,571	3,319	-215	0		3,104	
SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY & HEARING AID DISPENSERS BOARD	0376 SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY & HEARING AID DISPENSERS FUND	995	963	1,958	-54	0		1,904	
VETERINARY MEDICAL BOARD	0777 VETERINARY MEDICAL BOARD CONTINGENT FUND	1,962	3,046	5,008	-197	0		4,811	
CURES	3252 CURES FUND	0	1,612	1,612	0	0		1,612	
BUREAU OF CANNABIS CONTROL	3288 CANNABIS CONTROL FUND	8,859	12,061	20,920	-641	0		20,279	
		253,763	335,956	589,719	-12,662	-86		576,971	
		DCA - TOTAL							

[a] all expenditures based on FISCAL Program Disbursement Report generated on 10/9/2019

Fund Conditions

FISCAL YEAR 2018/19 FUND CONDITIONS (IN THOUSANDS OF DOLLARS)		From General Ledger Fund Conditions						
		Fund Number and Name	Total Reserves July 1	Total Revenues	Transfers	Total Expenditures [a]	Reserve June 30	Estimated Months of Reserve
1111 - BOARDS & BUREAUS	0421 VEHICLE INSPECTION AND REPAIR FUND	114,511	127,240	0	136,305	105,446	7.7	
	0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT	58,445	49,142	0	33,332	74,255	18.0	
AUTOMOTIVE REPAIR, BUREAU OF	3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT	25,109	33,572	0	35,066	23,615	4.5	
	0717 CEMETERY & FUNERAL FUND	3,898	3,872	0	3,949	3,821	5.8	
CEMETERY AND FUNERAL BUREAU	0750 STATE FUNERAL DIRECTORS AND EMBALMERS FUND	0	0	0	0	0	0.0	
	0325 ELECTRONIC AND APPLIANCE REPAIR FUND	3,810	6,059	0	2,756	7,113	28.4	
HOUSEHOLD GOODS AND SERVICES, BUREAU OF	0752 HOME FURNISHINGS AND THERMAL INSULATION FUND	4,090	3,298	0	4,622	2,766	5.8	
	3315 HOUSEHOLD MOVERS FUND	0	2,261	1,287	1,085	2,463	13.0	
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND	8,164	15,171	0	16,149	7,186	4.4	
	0960 STUDENT TUITION RECOVERY FUND	26,295	413	0	1,717	24,991	149.9	
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	0239 PRIVATE SECURITY SERVICES FUND	9,740	14,233	0	15,011	8,962	6.9	
	0769 PRIVATE INVESTIGATOR FUND	633	647	750	1,195	835	8.4	
ATHLETIC COMMISSION, CALIFORNIA STATE	0326 STATE ATHLETIC FUND	1,020	2,762	0	1,963	1,819	10.9	
	0492 STATE ATHLETIC COMM NEURO EXAM ACCOUNT	538	23	0	47	514	92.5	
CONTRACTORS STATE LICENSE BOARD	9250 BOXERS' PENSION FUND	73	671	0	0	744	62.5	
	0735 CONTRACTORS' LICENSE FUND	13,873	66,009	0	70,888	8,994	1.4	
COURT REPORTERS BOARD OF CALIFORNIA	0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)	236	123	0	10	349	418.8	
	0771 COURT REPORTERS FUND	434	1,057	0	1,144	347	3.4	
DENTAL ASSISTANT PROGRAM	0410 TRANSCRIPT REIMBURSEMENT FUND	42	2	0	0	44	0.0	
	3142 STATE DENTAL ASSISTANT FUND	1,860	2,554	0	2,210	2,204	9.8	
DENTAL BOARD OF CALIFORNIA	0741 STATE DENTISTRY FUND	7,390	15,976	0	12,849	10,517	7.6	
	3039 DENTALLY UNDERSERVED ACCOUNT	1,428	24	0	8	1,444	129.3	
PROFESSIONAL ENGINEERS, LAND SURVEYORS, & GEOLOGISTS, BOARD FOR	0770 PROFESSIONAL ENGINEERS, LAND SURVEYORS, & GEOLOGISTS' FUND	7,955	8,885	1,134	11,104	6,870	3.6	
	0205 GEOLOGY AND GEOPHYSICS FUND	1,134	0	-1,134	0	0	0.0	

[a] all expenditures based on F&Cal Program Disbursement Report generated on 10/9/2019

[b] Camabis Control Fund is a shared fund. We do not have data for 2018-19 from the other fund users; figures provided are BCC/DCA specific.

Fund Conditions

FISCAL YEAR 2018/19 FUND CONDITIONS (IN THOUSANDS OF DOLLARS)		From General Ledger Fund Conditions					
1111 - BOARDS & BUREAUS	Fund Number and Name	Total Reserves July 1	Total Revenues	Transfers	Total Expenditures [a]	Reserve June 30	Estimated Months of Reserve
	0210 OUTPATIENT SETTING FUND OF THE MED BOARD OF CA	450	20	0	2	468	208.0
MEDICAL BOARD OF CALIFORNIA	0755 LICENSED MIDWIFERY FUND	393	57	0	12	438	32.1
	0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA	32,285	59,695	0	65,861	26,119	4.3
OPTOMETRY, CALIFORNIA STATE BOARD OF	0763 STATE OPTOMETRY FUND	3,055	1,966	0	2,107	2,914	14.5
	0175 DISPENSING OPTICIANS FUND	635	640	0	430	845	16.9
	0168 SPC RESEARCH FUND	1,041	165	0	3	1,203	4,718.0
STRUCTURAL PEST CONTROL BOARD	0399 SPC EDUCATION & ENFORCEMENT FUND	1,235	475	0	190	1,520	45.3
	0775 SPC FUND	1,505	4,477	0	5,063	919	1.8
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	0779 VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS FUND	8,478	14,094	0	16,858	5,714	3.9
	0780 PSYCHIATRIC TECHNICIANS ACCOUNT	0	0	0	0	0	0.0
ARBITRATION CERTIFICATION PROGRAM	0166 CERTIFICATION ACCOUNT	1,215	1,363	0	1,279	1,299	10.9
PROFESSIONAL FIDUCIARIES BUREAU	3108 PROFESSIONAL FIDUCIARY FUND	220	560	0	523	257	3.8
BUREAU OF REAL ESTATE APPRAISERS	0400 REAL ESTATE APPRAISERS FUND	7,238	3,814	500	5,752	5,800	11.1
ACCOUNTANCY, CALIFORNIA BOARD OF	0704 ACCOUNTANCY FUND	27,563	10,412	0	14,601	23,374	16.6
ACUPUNCTURE BOARD	0108 ACUPUNCTURE FUND	4,247	2,627	0	3,026	3,848	9.7
ARCHITECTS BOARD, CALIFORNIA	0706 CALIFORNIA ARCHITECTS BOARD FUND	5,749	3,114	0	3,533	5,330	13.3
BARBERING AND COSMETOLOGY, BOARD OF	0069 BARBERING & COSMETOLOGY FUND	19,557	22,760	0	22,139	20,178	10.7
BEHAVIORAL SCIENCE, BOARD OF	0773 BEHAVIORAL SCIENCE EXAMINERS FUND	5,624	9,622	3,300	13,258	5,288	5.0
BOARD OF CHIROPRACTIC EXAMINERS	0152 CHIROPRACTIC EXAMINERS FUND	1,916	3,945	0	3,912	1,949	5.4
DENTAL HYGIENE BOARD OF CALIFORNIA	3140 STATE DENTAL HYGIENE COMMITTEE	2,312	1,863	0	1,625	2,550	9.6
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 LANDSCAPE ARCHITECTS FUND	1,831	558	0	922	1,467	13.5
NATUROPATHIC MEDICINE COMMITTEE	3069 NATUROPATHIC DOCTOR'S FUND	463	409	0	449	423	10.3
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 OCCUPATIONAL THERAPY FUND	2,217	2,242	0	2,377	2,082	7.9
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 OSTEOPTIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND	2,837	2,564	0	2,178	3,223	8.9

[a] all expenditures based on F&C Cal Program Disbursement Report generated on 10/9/2019

[b] Cammabis Control Fund is a shared fund. We do not have data for 2018-19 from the other fund users; figures provided are BCC/DCA specific.

Fund Conditions

FISCAL YEAR 2018/19 FUND CONDITIONS (IN THOUSANDS OF DOLLARS)		From General Ledger Fund Conditions						
1111 - BOARDS & BUREAUS	Fund Number and Name	Total Reserves July 1	Total Revenues	Transfers	Total Expenditures [a]	Reserve June 30	Estimated Months of Reserve	
	PHARMACY, CALIFORNIA STATE BOARD OF	8,614	25,842	0	25,531	8,925	3.8	
	PHYSICAL THERAPY BOARD	3,075	6,116	0	4,835	4,356	8.6	
	PHYSICIAN ASSISTANT BOARD	2,248	2,114	0	1,528	2,834	15.4	
	PODIATRIC MEDICAL BOARD OF CALIFORNIA	775	1,081	0	1,119	737	6.9	
	PSYCHOLOGY, BOARD OF	3,399	4,400	0	5,152	2,647	12.7	
	REGISTERED NURSING, BOARD OF	14,465	60,546	0	44,927	30,084	6.4	
	RESPIRATORY CARE BOARD	943	3,147	0	3,336	754	2.2	
	SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY & HEARING AID DISP BOARD	2,260	2,201	0	2,044	2,417	9.3	
	VETERINARY MEDICAL BOARD	745	5,538	0	5,165	1,118	1.0	
	CURES	2,871	2,012	0	1,801	3,082	18.5	
	BUREAU OF CANNABIS CONTROL [B]	24,834	15,598	0	20,279	20,153	11.9	

[a] all expenditures based on F&C Cal Program Disbursement Report generated on 10/9/2019

[b] Cannabis Control Fund is a shared fund. We do not have data for 2018-19 from the other fund users; figures provided are BCC/DCA specific.

Revenue Sources

FISCAL YEAR 2018/19 REVENUE CATEGORIES (IN THOUSANDS)																		
1111-Bureaus & Programs	Fund Number and Name	Other Motor Vehicle Fees (4115600)	Delinquent Fees (4121200)	Division of Real Estate License Fees (4127200)	Renewal Fees (4127400)	STRF Assessment 6805	Other Licensing and Regulatory Fees, Fines, & Penalties (4129200)	Initial Licensing Fees (4129400)	Miscellaneous Revenue From Local Agencies (4135000)	Sale of Documents (4140000)	Miscellaneous Services to the Public (4143500)	Interest Earned (4163000)	Interest Income from Interfund Loans (4150600)	Other Revenue, Cost Recoveries (4171100)	Escheats (4171400, 4171500)	Penalty Assessments (4173000)	Miscellaneous/Other Revenue	Total
AUTOMOTIVE REPAIR, BUREAU OF	0421 VEHICLE INSPECTION & REPAIR FUND	0	225	0	7,751	0	1,700	115,091	0	0	0	1,806	0	0	0	0	67	127,240
	0682-HIGH-POLLUTER REPAIR OR REMOVAL ACCOUNT	0	0	0	0	0	712	47,398	2	0	0	1,026	0	0	0	0	4	49,142
	312Z ENHANCED FLEET MODERNIZATION SUBACCOUNT	33,093	0	0	0	0	0	0	0	0	0	479	0	0	0	0	0	33,572
	TOTAL BAR	33,093	225	0	7,751	0	2,412	163,089	2	0	0	3,311	0	0	0	0	71	209,954
CEMETERY & FUNERAL BUREAU	0717 CEMETERY FUND	0	44	0	1,393	0	2,152	197	0	0	0	83	0	0	3	0	0	3,872
	0750 STATE FUNERAL DIRECTORS & EMBALMERS FUND	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CEMETERY FUNERAL BUREAU	0	44	0	1,393	0	2,152	197	0	0	0	83	0	0	3	0	0	3,872
HOUSEHOLD GOODS AND SERVICES, BUREAU OF	0825 ELECTRONIC & APPLIANCE REPAIR FUND	0	124	0	3,836	0	121	1,028	0	0	0	70	0	0	16	0	864	6,059
	0752 HOME FURNISHINGS & THERMAL INSULATION FUND	0	107	0	2,582	0	24	258	0	0	0	60	0	0	17	0	250	3,298
	3315 HOUSEHOLD MOVERS FUND	0	40	0	2,016	0	53	57	0	0	0	0	0	0	0	0	95	2,261
	TOTAL BHGS	0	271	0	8,434	0	198	1,343	0	0	0	130	0	0	33	0	1,209	11,618

[a] All revenues based on FISCAL Program Disbursement Report generated on 9/9/2019

Revenue Sources

FISCAL YEAR 2018/19 REVENUE CATEGORIES (IN THOUSANDS)																		
1111-Bureaus & Programs	Fund Number and Name	Other Motor Vehicle Fees (4115600)	Deinquent Fees (4121200)	Division of Real Estate License Fees (4127200)	Renewal Fees (4127400)	STRF Assessment 6805	Other Licensing and Regulatory Fees, Fines, & Penalties (4129200)	Initial Licensing Fees (4129400)	Miscellaneous Revenue From Local Agencies (4135000)	Sale of Documents (4140000)	Miscellaneous Services to the Public (4143500)	Interest Earned (4163000)	Interest Income from Interfund Loans (4150500)	Other Revenue, Cost Recoveries (4171100)	Escheats (4171400, 4171500)	Penalty Assessments (4173000)	Miscellaneous/Other Revenue	Total
PRIVATE POSTSECONDARY EDUCATION	0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND	0	328	0	13,683	0	413	616	0	0	2	118	0	5	6	0	0	15,171
	0860 STUDENT TUITION RECOVERY FUND	0	0	0	0	0	8	0	0	0	0	404	0	0	1	0	0	413
	TOTAL BPPE	0	328	0	13,683	0	421	616	0	0	2	522	0	5	7	0	0	15,584
SECURITY & INVESTIGATIVE SERVICES	0239 PRIVATE SECURITY SERVICES FUND	0	312	0	7,083	0	587	6,061	0	0	1	168	0	0	15	0	6	14,233
	0769 PRIVATE INVESTIGATOR FUND	0	22	0	512	0	5	83	0	0	1	21	0	0	3	0	0	647
	TOTAL BSS	0	334	0	7,595	0	592	6,144	0	0	2	189	0	0	18	0	6	14,880
ATHLETIC COMMISSION, STATE	0326 STATE ATHLETIC FUND	0	0	0	72	0	2,406	247	0	15	0	20	0	0	0	0	2	2,762
	0492 STATE ATHLETIC COMM NEURO EXAM ACCOUNT	0	0	0	0	0	15	0	0	0	0	8	0	0	0	0	0	23
	9250 BOXERS' PENSION FUND	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	668	671
	TOTAL CSAC	0	0	0	72	0	2,421	247	0	15	0	31	0	0	0	0	670	3,456
CONTRACTORS' STATE LICENSE BOARD	0735 CONTRACTORS' LICENSE FUND	0	2,644	0	45,230	0	137	15,479	0	0	75	208	0	0	0	2,175	61	66,009
	0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)	0	0	0	0	0	0	117	0	0	0	6	0	0	0	0	0	123
	TOTAL CONTRACTORS' STATE LICENSE BOARD	0	2,644	0	45,230	0	137	15,596	0	0	75	214	0	0	0	2,175	61	66,132

(a) All revenues based on FISCAL Program Disbursement Report generated on 9/9/2019

Revenue Sources

FISCAL YEAR 2018/19 REVENUE CATEGORIES (IN THOUSANDS)																	
1111-Bureaus & Programs	Fund Number and Name	Other Motor Vehicle Fees (4115600)	Delinquent Fees (4121200)	Division of Real Estate License Fees (4127200)	Renewal Fees (4127400)	STRF Assessment 6805	Other Licensing and Regulatory Fees, Fines, & Penalties (4129200)	Initial Licensing Fees (4129400)	Miscellaneous Revenue From Local Agencies (4135000)	Sale of Documents (4140000)	Miscellaneous Services to the Public (4143500)	Interest Income from Interfund Loans (4150500)	Other Revenue, Cost Recoveries (4171100)	Escheats (4171400, 4171500)	Penalty Assessments (4173000)	Miscellaneous/Other Revenue	Total
	0771 COURT REPORTERS FUND	0	16	0	915		19	21	0	0	0	6	0	0	0	80	1,057
	0410 TRANSCRIPT REIMBURSEMENT FUND	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	2
	TOTAL COURT REPORTERS BOARD	0	16	0	915	0	19	21	0	0	0	7	0	1	0	80	1,059
	3142 STATE DENTAL ASSISTANT FUND	0	96	0	1,832	0	36	511	43	0	0	32	0	2	0	2	2,554
	0741 STATE DENTISTRY FUND	0	200	0	12,993	0	157	2,410	0	0	37	161	0	10	0	8	15,976
	3038 DENTALLY UNDERSERVED ACCOUNT	0	0	0	0	0	0	0	0	0	0	24	0	0	0	0	24
	TOTAL DENTAL BOARD OF CALIFORNIA	0	296	0	14,825	0	193	2,921	43	0	37	217	0	12	0	10	18,554
	0770 PROFESSIONAL ENGINEERS & LAND SURVEYORS FUND	0	75	0	6,260	0	100	1,842	0	440	0	145	0	22	0	1	8,885
	0205 GEOLOGY & GEOPHYSICS FUND	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL BPELGG	0	75	0	6,260	0	100	1,842	0	440	0	145	0	22	0	1	8,885
	0210 OUTPATIENT SETTING FUND OF THE MED BOARD OF CA	0	0	0	13	0	0	0	0	0	0	7	0	0	0	0	20
	0755 LICENSED MIDWIFERY FUND	0	0	0	38	0	0	13	0	0	0	6	0	0	0	0	57
	0758 MEDICAL BOARD OF CALIFORNIA FUND	0	125	0	51,165	0	483	7,067	0	0	0	817	0	26	0	12	59,695
	TOTAL MEDICAL BOARD OF CALIFORNIA	0	125	0	51,216	0	483	7,080	0	0	0	830	0	26	0	12	59,772

(a) All revenues based on Fr&Cal Program Disbursement Report generated on 9/9/2019

Revenue Sources

FISCAL YEAR 2018/19 REVENUE CATEGORIES (IN THOUSANDS)																	
1111-Bureaus & Programs	Fund Number and Name	Other Motor Vehicle Fees (4115600)	Deinquent Fees (4121200)	Division of Real Estate License Fees (4127200)	Renewal Fees (4127400)	STRF Assessment 6805	Other Licensing and Regulatory Fees, Fines, & Penalties (4129200)	Initial Licensing Fees (4129400)	Miscellaneous Revenue From Local Agencies (4135000)	Sale of Documents (4140000)	Miscellaneous Services to the Public (4143500)	Interest Income from Interfund Loans (4150500)	Other Revenue, Cost Recoveries (4171100)	Escheats (4171400, 4171500)	Penalty Assessments (4173000)	Miscellaneous/ Other Revenue	Total
OPTOMETRY, CALIFORNIA STATE BOARD OF	0763 STATE OPTOMETRY FUND	0	12	1,677	0	69	155	0	0	0	0	51	0	2	0	0	1,966
	0175 DISPENSING OPTICIANS FUND	0	16	381	0	5	226	0	0	0	0	12	0	0	0	0	640
	TOTAL OPTOMETRY BOARD OF CALIFORNIA	0	28	2,058	0	74	381	0	0	0	0	63	0	2	0	0	2,606
STRUCTURAL PEST CONTROL BOARD	0168 SPCB RESEARCH FUND	0	0	0	0	148	0	0	0	0	0	17	0	0	0	0	165
	0399 SPCB EDUCATION & ENFORCEMENT FUND	0	0	0	0	454	0	0	0	0	0	21	0	0	0	0	475
	0775 SPC FUND	0	6	251	0	3,507	683	0	0	2	1	24	0	2	0	1	4,477
TOTAL SPCB	0	6	251	0	4,109	683	0	0	2	1	62	0	2	0	1	5,117	
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	0779 VOCATIONAL NURSE EXAMINERS FUND	0	187	9,648	0	281	3,771	0	0	0	0	192	3	9	0	3	14,094
	0780 PSYCHIATRIC TECHNICIANS ACCOUNT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL BVNPT	0	187	9,648	0	281	3,771	0	0	0	0	192	3	9	0	3	14,094
ARBITRATION CERTIFICATION PROGRAM	0166 CERTIFICATION ACCOUNT	0	0	0	0	1,351	0	0	0	0	12	0	0	0	0	0	1,363
PROFESSIONAL FIDUCIARIES BUREAU	3108 PROFESSIONAL FIDUCIARY FUND	0	2	433	0	17	102	0	0	0	6	0	0	0	0	0	560
BUREAU OF REAL ESTATE APPRAISERS	0400 REAL ESTATE APPRAISERS FUND	0	0	3,386	0	0	203	0	0	1	0	99	11	35	79	0	3,814

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Revenue Sources

FISCAL YEAR 2018/19 REVENUE CATEGORIES (IN THOUSANDS)																	
1111-Bureaus & Programs	Fund Number and Name	Other Motor Vehicle Fees (4115600)	Delinquent Fees (4121200)	Division of Real Estate License Fees (4127200)	Renewal Fees (4127400)	STRF Assessment 6805	Other Licensing and Regulatory Fees, Fines, & Penalties (4129200)	Initial Licensing Fees (4129400)	Miscellaneous Revenue From Local Agencies (4135000)	Sale of Documents (4140000)	Miscellaneous Services to the Public (4143500)	Interest Earned (4163000)	Other Revenue, Cost Recoveries (4171100)	Escheats (4171400, 4171500)	Penalty Assessments (4173000)	Miscellaneous/ Other Revenue	Total
ACCOUNTANCY, CALIFORNIA BOARD OF	0704 ACCOUNTANCY FUND	0	202	0	5,462	0	147	4,155	0	0	0	423	0	14	7	2	10,412
ACUPUNCTURE BOARD	0108 ACUPUNCTURE FUND	0	13	0	1,997	0	56	483	0	0	0	75	0	2	0	1	2,627
ARCHITECTS BOARD, CALIFORNIA	0706 CALIFORNIA ARCHITECTS BOARD FUND	0	27	0	2,529	0	20	0	460	0	0	76	0	0	0	2	3,114
BARBERING & COSMETOLOGY, BOARD OF	0069 BARBERING & COSMETOLOGY FUND	0	1,178	0	12,185	0	4,849	4,051	0	0	40	372	0	75	0	10	22,760
BEHAVIORAL SCIENCE, BOARD OF	0773 BEHAVIORAL SCIENCE EXAMINERS FUND	0	199	0	5,514	0	197	3,533	0	0	0	120	0	53	0	6	9,622
BOARD OF CHIROPRACTIC EXAMINERS	0152 CHIROPRACTIC EXAMINERS FUND	0	37	0	3,555	0	57	260	0	0	0	35	0	0	0	1	3,945
DENTAL HYGIENE BOARD OF CALIFORNIA	3140 STATE DENTAL HYGIENE COMMITTEE	0	25	0	1,585	0	0	201	0	1	0	39	0	0	0	12	1,863
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 LANDSCAPE ARCHITECTS FUND	0	8	0	393	0	2	127	0	0	0	27	0	0	0	1	558
NATUROPATHIC MEDICINE COMMITTEE	3069 NATUROPATHIC DOCTOR'S FUND	0	2	0	315	0	1	83	0	0	0	8	0	0	0	0	409
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 OCCUPATIONAL THERAPY FUND	0	31	0	1,717	0	40	376	0	0	36	42	0	0	0	0	2,242
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 OSTEOPATHIC MED BD OF CA FUND	0	15	0	2,053	0	40	406	0	0	0	50	0	0	0	0	2,564

[a] All revenues based on FISCAL Program Disbursement Report generated on 9/9/2019

Revenue Sources

FISCAL YEAR 2018/19 REVENUE CATEGORIES (IN THOUSANDS)																	
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PHARMACY, CALIFORNIA STATE BOARD OF	0767 PHARMACY BOARD CONTINGENT FUND	0	190	0	19,698	0	1,544	3,988	1	1	0	205	0	209	0	6	25,842
PHYSICAL THERAPY BOARD	0759 PHYSICAL THERAPY FUND	0	32	0	4,796	0	118	1,099	0	0	0	69	0	2	0	0	6,116
PHYSICIAN ASSISTANT BOARD	0280 PHYSICIAN ASSISTANT FUND	0	4	0	1,728	0	16	320	0	0	0	45	0	1	0	0	2,114
PODIATRIC MEDICAL BOARD OF CALIFORNIA	0295 BOARD OF PODIATRIC MEDICINE FUND	0	5	0	924	0	11	128	0	0	0	12	0	1	0	0	1,081
PSYCHOLOGY, BOARD OF	0310 PSYCHOLOGY FUND	0	39	0	3,521	0	149	623	0	0	0	68	0	0	0	0	4,400
REGISTERED NURSING, BOARD OF	0761 BOARD OF REGISTERED NURSING FUND	0	726	0	39,661	0	2,713	16,920	0	0	12	492	1	12	0	9	60,546
RESPIRATORY CARE BOARD	0319 RESPIRATORY CARE FUND	0	76	0	2,616	0	68	368	0	0	0	19	0	0	0	0	3,147
SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY & HEARING AID DISPENSERS BOARD	0376 SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY FUND	0	24	0	1,658	0	41	426	0	0	0	42	0	0	0	10	2,201
VETERINARY MEDICAL BOARD	0777 VETERINARY MEDICAL BOARD FUND	0	30	0	4,170	0	88	1,207	0	0	1	38	0	4	0	0	5,538
CURES	3252 CURES FUND	0	0	0	5	0	1,938	0	0	0	0	69	0	0	0	0	2,012
BUREAU OF CANNABIS CONTROL	3288 CANNABIS CONTROL FUND	0	0	0	0	0	0	15,171	0	0	0	427	0	0	0	0	15,598
DCA TOTAL		33,093	7,444	3,386	285,846	0	27,055	256,161	506	460	206	8,866	0	20	2,261	2,184	630,031

[a] All revenues based on Fr\$Cal Program Disbursement Report generated on 9/9/2019



STATE OF CALIFORNIA

dca

DEPARTMENT OF CONSUMER AFFAIRS

DCA | HEADQUARTERS

1625 NORTH MARKET BLVD.

SACRAMENTO, CALIFORNIA 95834

(800) 952-5210 www.dca.ca.gov

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