

Department of Consumer Affairs Pro Rata Survey Results

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Executive Summary

The survey was intended to measure the understanding and awareness of the pro rata process, gauge the level of satisfaction with Department of Consumer Affairs (DCA) services, and explore preferences around opting out of DCA services. The quantitative responses and the individual comments give us a robust overview of the perceptions that the individual Boards and Bureaus have about DCA. In summary:

Awareness/Unit Ranking

- There is widespread awareness of the DCA pro rata process. Of 37 respondents, 34 were aware of the process and services provided by the Department.
- There has been significant opportunity for individual Boards and Bureaus to ask DCA staff questions about the process. Of 37 respondents, 32 affirmed they had this opportunity.

We also asked respondents to rank the individual DCA units most vital to their operations. The highest ranked units were:

- Legal Division
- Office of Administrative Services (OAS)
- Office of Information Services (OIS)

These units were selected by a large majority of respondents and were ranked most vital. In summary, these three DCA units were the ones with whom almost all respondents worked on a regular basis and the work was deemed vital by the respondents.

The lowest ranked units were:

- Office of Professional Examination Services
- Consumer Information Center
- Complaint Resolution Program

The primary driver of the low ranking of these units is that many respondents did not actually work with these units on any regular basis, and for those units that did use them, other DCA units were ranked higher.

Satisfaction

Generally, most Board and Bureau respondents felt that the various DCA units work with them as a team to achieve business objectives. A notable exception was OAS where the response was more mixed.

When looking at individual components of satisfaction, Assistance and Customer Service ranked higher while accuracy and particularly, timeliness ranked lower. Echoing the results around teamwork, respondents were less than 50% in agreement that OAS provide timely and accurate assistance. A concern about timeliness was also seen for the Legal, Investigative and Office of Information Services. Individual written comments give examples of these concerns.

Opting Out

More than half the respondents had not considered opting out of DCA services. Eleven respondents had either considered it in the past or are considering it now.

When considering how they would provide the services if they opted out of DCA, most respondents overwhelmingly stated they would use their own resources; a smaller portion would seek services from

other state agencies. Individual comments also reflected some consideration of private sector solutions for some services.

In some cases, individual comments reflected a desire to opt out of the costs associated with a service they do not use. In other words, some units feel they do not use a service and hence should not have to pay a portion of the cost. Individual comments also reflected a concern with the actual value proposition of DCA services. While overall satisfaction with services is high (with some exceptions), some comments expressed that these services could be provided more cost effectively in other ways.

Introduction

CPS HR Consulting conducted a survey as part of its evaluation of the distributed cost methodology (also known as “pro rata”) for the costs of the Department of Consumer Affairs (DCA). The information was used in the independent study conducted by CPS HR as required by Senate Bill 1243 (Lieu, Chapter 395, Statutes of 2014).

The survey was published using the Qualtrics online survey platform and initially ran for two weeks, with an additional extension of five days to ensure full Board/Bureau representation. Invitations were emailed to all DCA programs with a request for a single representative at the Executive Officer or Assistant Executive Officer/Chief or Deputy Chief level to complete the survey. See Appendix A for email text and survey questions.

Sections of this report follow the general flow of the survey presented to respondents and will cover:

- feedback about the DCA pro rata process;
- how DCA units are ranked in terms of their importance to carrying out Board/Bureau missions;
- satisfaction and feedback specific to each DCA unit; and
- preferences and feedback on opting out of DCA services.

The following programs participated in this survey:

Program

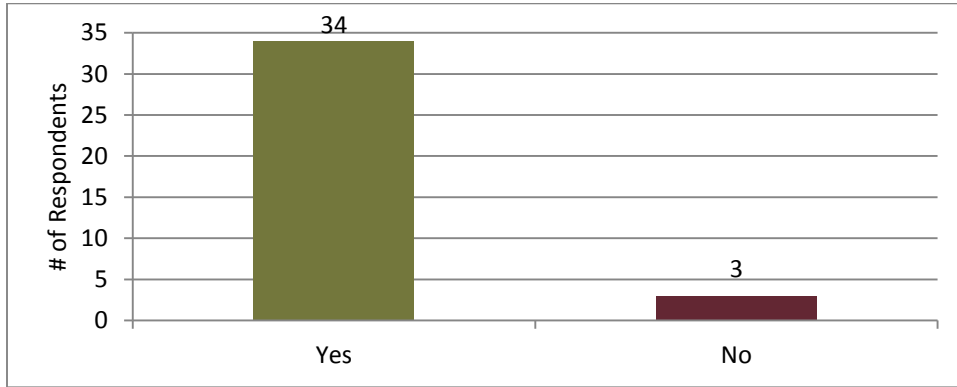
Board of Accountancy
Acupuncture Board
California Architects Board *AND*
Bureau of Automotive Repair
Board of Barbering and Cosmetology
Board of Behavioral Sciences
California Athletic Commission
Cemetery and Funeral Bureau
Board of Chiropractic Examiners
Contractors State License Board
Court Reporters Board
Dental Hygiene Committee of California
Dental Board of California
Bureau of Electronic and Appliance Repair, Home
Furnishings and Thermal Insulation
Board for Professional Engineers, Land Surveyors,
and Geologists
Board of Guide Dogs for the Blind
Landscape Architects Technical Committee

Program

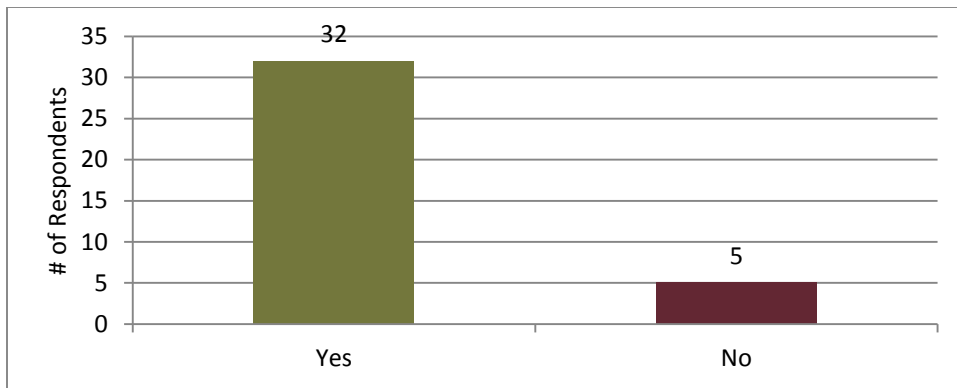
Medical Board of California
Naturopathic Medicine Committee
California Board of Occupational Therapy
Board of Optometry
Osteopathic Medical Board of California
Board of Pharmacy
Physical Therapy Board of California
Physician Assistant Board
Board of Podiatric Medicine
Bureau for Private Postsecondary Education
Professional Fiduciaries Bureau
Board of Psychology
Bureau of Real Estate
Bureau of Real Estate Appraisers
Board of Registered Nursing
Respiratory Care Board
Bureau of Security and Investigative Services
Speech-Language Pathology and Audiology and
Hearing Aid Dispensers Board
Structural Pest Control Board
Telephone Medical Advice Services Bureau

Pro Rata Process & Budget Office

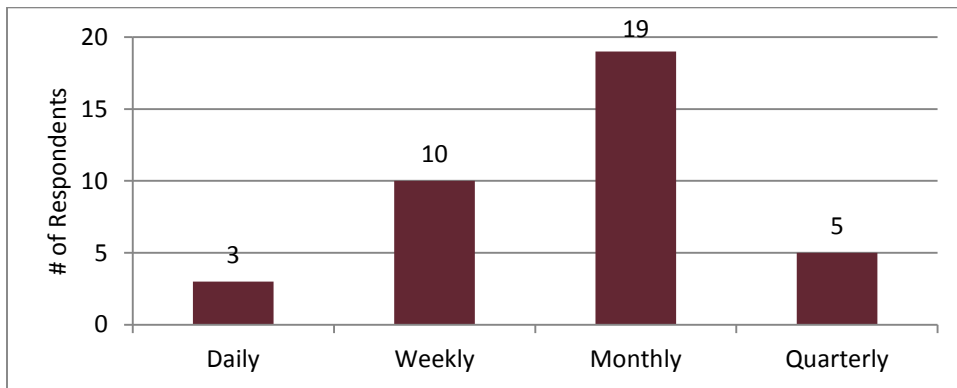
Have you or staff from your program been made aware of DCA's pro rata process and the services provided by the Department?



Have you or your staff had the opportunity to ask questions of DCA staff regarding the pro rata process?



How often do you or your staff have contact with staff from DCA's Budget Office?



Eighty-six percent (86%) of respondents indicated at least monthly contact with DCA's budget office, with 35% at least weekly (n = 37).

DCA Unit Ranking

Respondents were asked to rank the DCA units with which they had worked in the last year from most vital to their program carrying out its consumer protection mandate to least vital (n = 37). If they had not worked with a unit, the respondent was instructed to leave the ranking blank.

Overall ranking of the DCA units' importance was calculated by weighting the average (mean) rank of each unit by the number of times it was selected.

DCA Unit	Count	Mean Rank*	Weighted Rank
Legal Division	37	2.08	1
Office of Administrative Services (Human Resources, Business Services & Fiscal)	37	2.19	2
Office of Information Services	34	3.74	3
Division of Investigation	30	4.37	4
Office of Publications, Design & Editing	35	6.03	5
SOLID Training Solutions	34	6.09	6
Office of Public Affairs	33	6.18	7
Office of Professional Examination Services	21	4.67	8
Consumer Information Center	21	6.76	9
Complaint Resolution Program	10	7.40	10

*1.00 = highest possible rank; 10.00 = lowest possible rank

As seen in the table above, the Legal Division and the Office of Administrative Services had equal counts and close to equal ranks; the Legal Division was considered the most vital unit because it was ranked first 17 times, whereas the Office of Administrative Services was ranked first 14 times. Both units were considered of the highest importance.

At least 81% of respondents selected and ranked 7 of 10 units. The Office of Professional Examination Services, the Consumer Information Center, and the Complaint Resolution Program were selected by 57% or fewer respondents.

The Office of Professional Examination Services' mean rank is almost two times higher than the units surrounding it (4.67 compared to nearby mean ranks of 6.18 and 6.76), but because it was selected less frequently, its weighted rank is lower. The Complaint Resolution Program was selected only ten times and ranked lowest in importance.

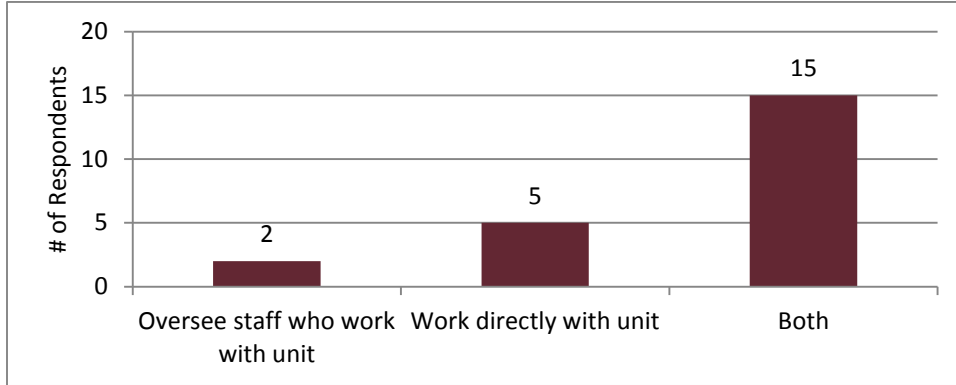
DCA Unit Feedback

Respondents were asked to provide feedback on up to four of their selected DCA units in the prior ranking question. If a respondent had selected more than four DCA units, four units were randomly selected and presented for feedback. Because not all units were selected, some units have fewer responses than others, typically those considered least vital to the programs' mandates. All responses were displayed in the following charts and corresponding written comments were summarized.

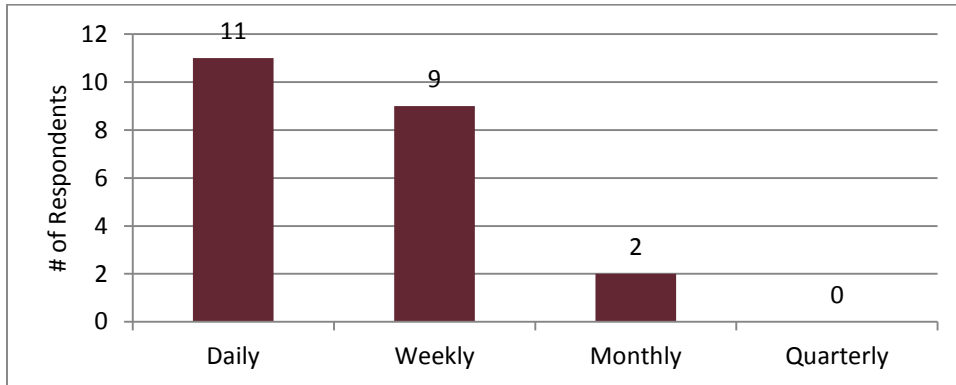
Office of Administrative Services (Human Resources, Business Services & Fiscal)

Number of responses for this unit: 22

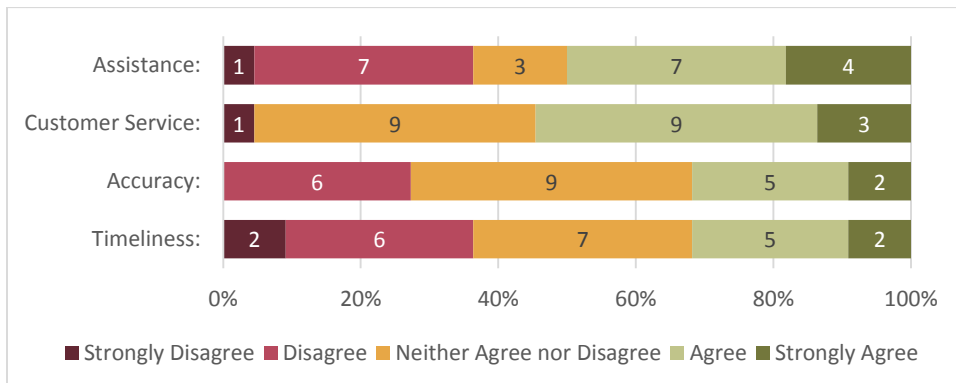
Which of the following best describes your interaction with the Office of Administrative Services?



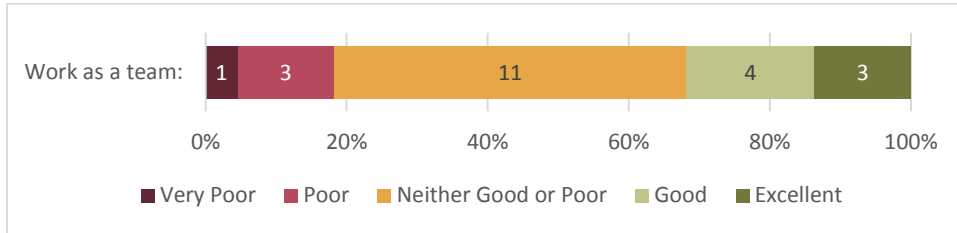
How often do you or your staff interact with the Office of Administrative Services?



Thinking of the Office of Administrative Services, rate your level of agreement with the following statements:



Rate the degree to which you feel that your unit and the Office of Administrative Services work as a team to achieve your business objectives:



What do you value most about the Office of Administrative Services?

Comments made by respondents to this question noted that most staff are responsive and available. Of particular note was the Budget office. This office was mentioned positively a number of times. Some respondents also noted that due to the small size of their Board or Bureau, the support of OAS was essential, as they would be unable to perform these services themselves.

What do you value least about the Office of Administrative Services?

A very frequent and common response to this question centered on slow processing times. This was a sentiment voiced by many and across a number of issues, including pay & benefits transactions, hiring approval, purchasing, contracts and travel reimbursements. The Human Resource issues were the most prevalent, and there were also a number of comments that mentioned inaccuracies in this area. Responsive was also mentioned, with some respondents commenting that issues needed to be escalated to management before action was taken.

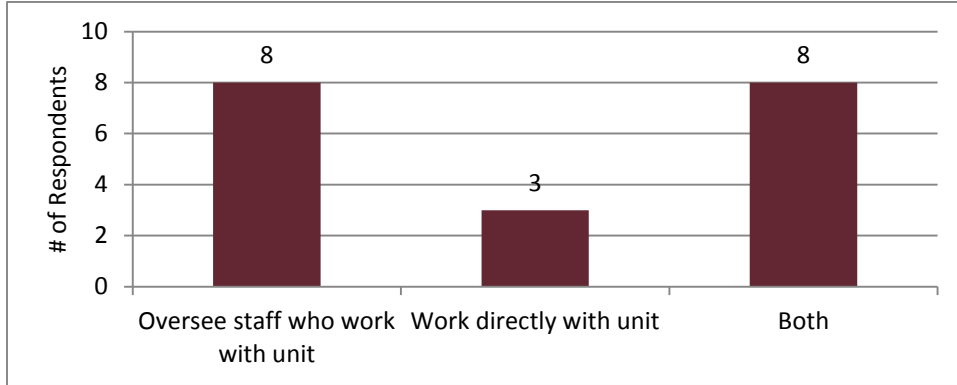
If you could change anything about working with the Office of Administrative Services what would it be?

Many respondents desired further collaboration and partnership. Some expressed the perception that OAS acts more as a gatekeeper or control agency rather than a partner at finding solutions. The comments mostly targeted a desire to remedy the issues listed in the above question, with a focus on better service levels.

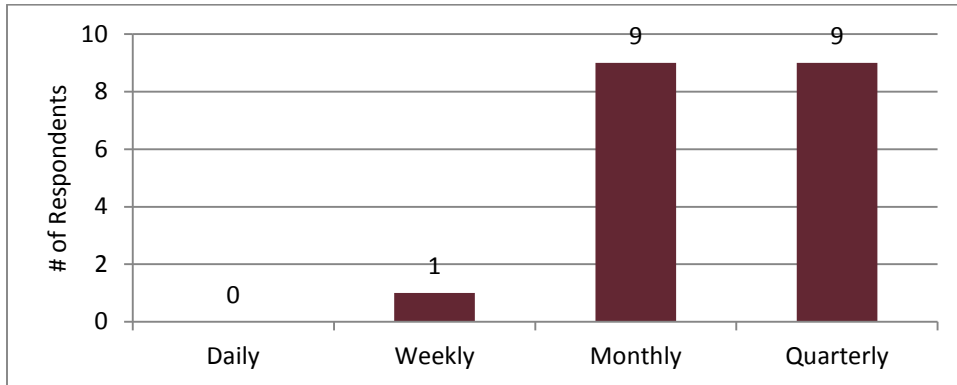
Office of Publications, Design & Editing

Number of responses for this unit: 19

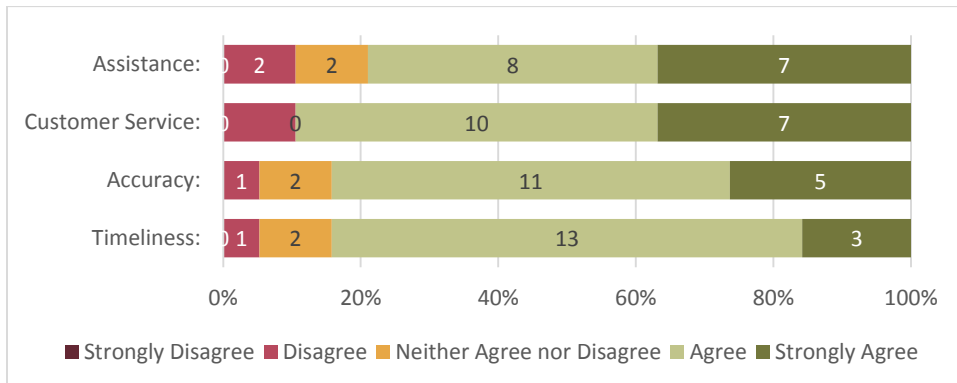
Which of the following best describes your interaction with the Office of Publications, Design & Editing?



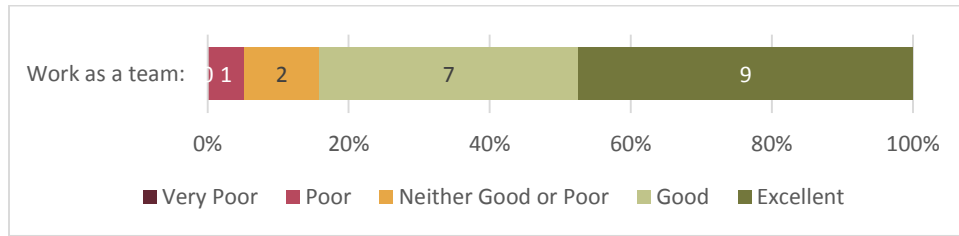
How often do you or your staff interact with the Office of Publications, Design & Editing?



Thinking of the Office of Publications, Design & Editing, rate your level of agreement with the following statements:



Rate the degree to which you feel that your unit and the Office of Publications, Design & Editing work as a team to achieve your business objectives:



What do you value most about the Office of Publications, Design & Editing?

High quality, visually appealing graphics, design work, and publications were the most frequently mentioned attributes. Collaboration, quick turnaround, and willingness to work with individual Boards and Bureaus was also a common sentiment.

What do you value least about the Office of Publications, Design & Editing?

Respondents mentioned cost, the limited availability for mass publications, and the extensive editing as least valuable attributes.

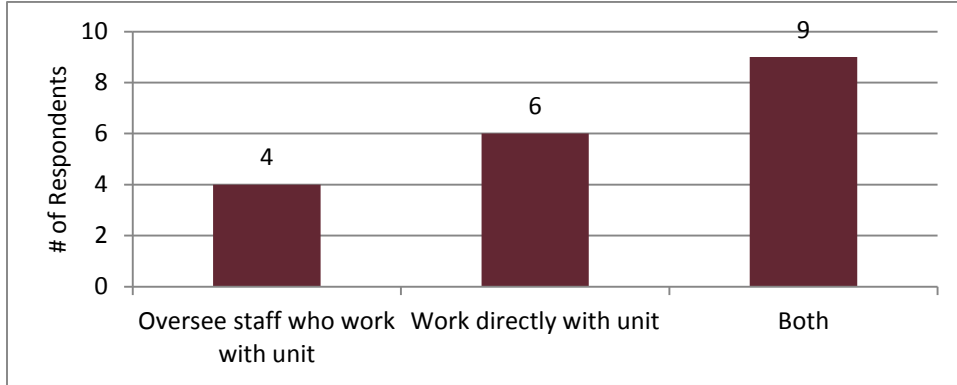
If you could change anything about working with the Office of Publications, Design & Editing what would it be?

Lower costs, more production resources, and better collaboration were the primary areas mentioned.

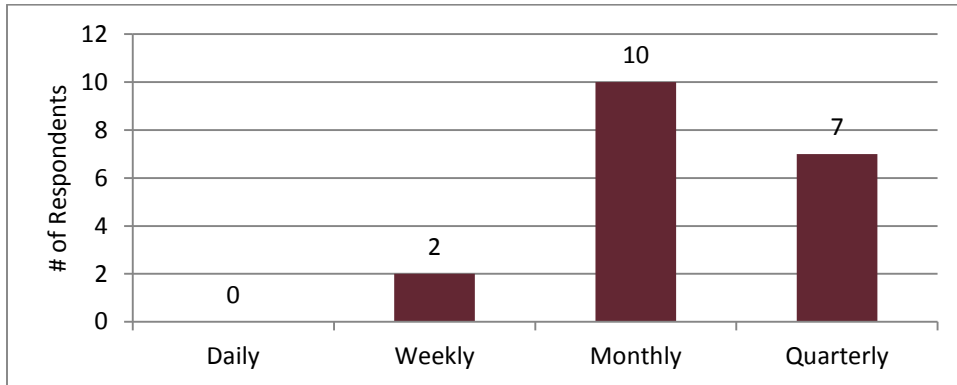
SOLID Training Solutions

Number of responses for this unit: 19

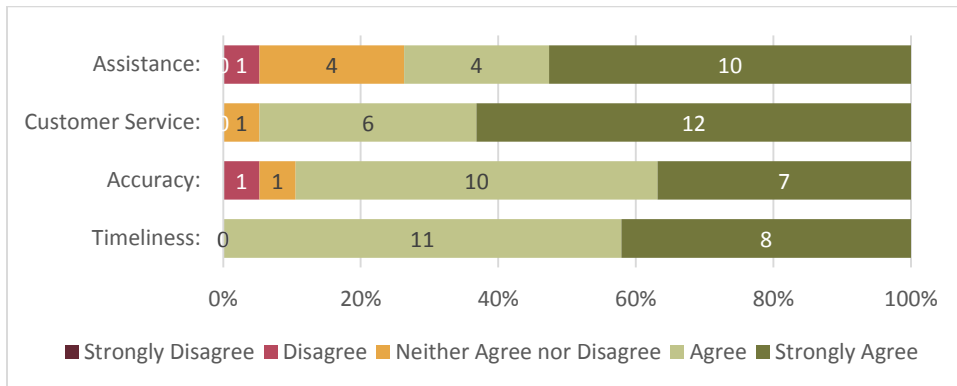
Which of the following best describes your interaction with the SOLID Training Solutions?



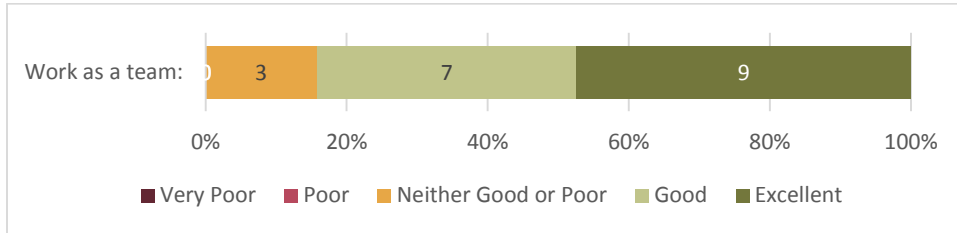
How often do you or your staff interact with the SOLID Training Solutions?



Thinking of the SOLID Training Solutions, rate your level of agreement with the following statements:



Rate the degree to which you feel that your unit and the SOLID Training Solutions work as a team to achieve your business objectives:



What do you value most about the SOLID Training Solutions?

Respondents frequently mentioned excellent customer service, the breadth of classes, and the variety of delivery systems. Also mentioned were the ability to customize coursework and collaborate with Boards and Bureaus on training needs.

What do you value least about the SOLID Training Solutions?

Lack of training classes in Southern California was mentioned as was an inability to track course completed by employees. There were also requests for more specific training related to an individual Boards and Bureaus.

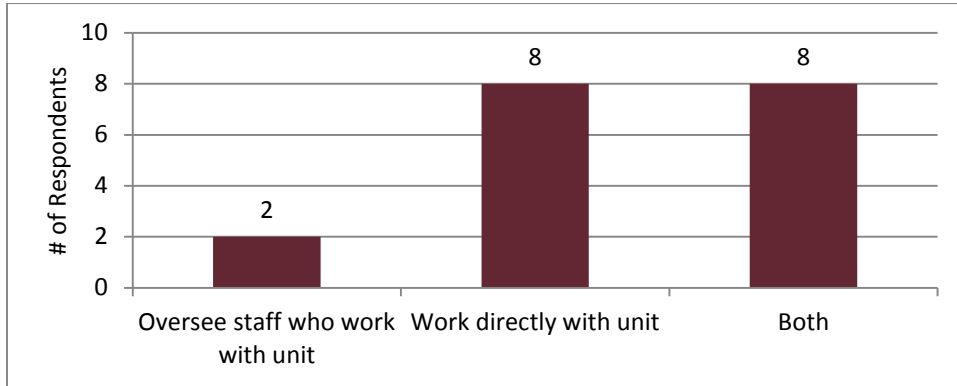
If you could change anything about working with the SOLID Training Solutions what would it be?

Similar to comments above, more classes in Southern California was frequent request. Some respondents wanted to see a streamlining of procedures for outside training, particularly out of state training.

Office of Public Affairs

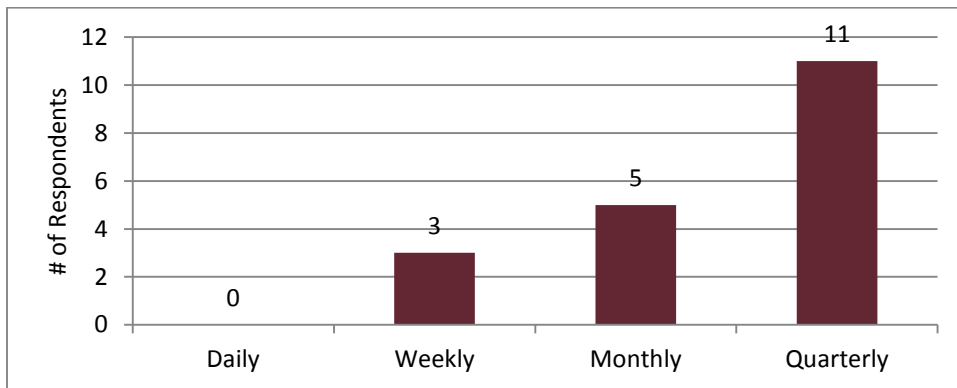
Number of responses for this unit: 19

Which of the following best describes your interaction with the Office of Public Affairs?

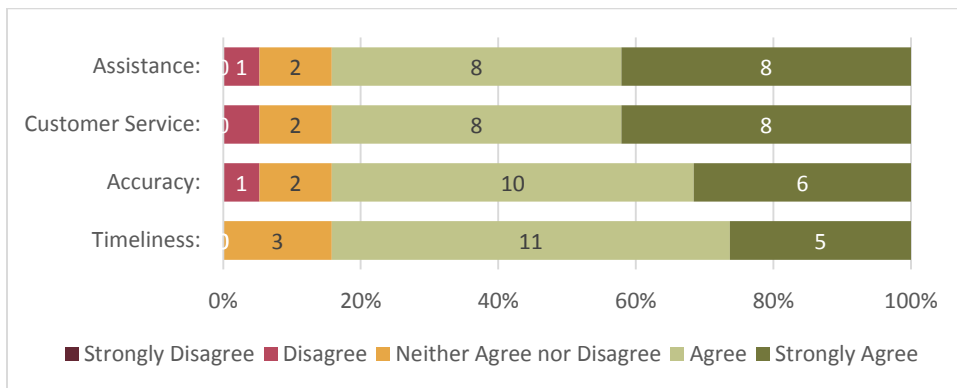


**This was question was addressed by 18 respondents*

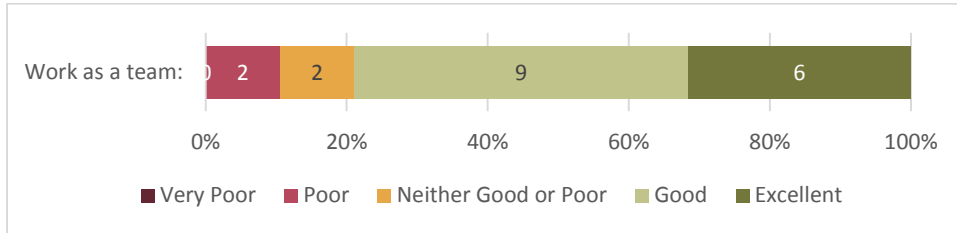
How often do you or your staff interact with the Office of Public Affairs?



Thinking of the Office of Public Affairs, rate your level of agreement with the following statements:



Rate the degree to which you feel that your unit and the Office of Public Affairs work as a team to achieve your business objectives:



What do you value most about the Office of Public Affairs?

Video services and the production staff, assistance with media inquiries, and dedicated knowledgeable staff were consistently mentioned by the respondents.

What do you value least about the Office of Public Affairs?

A number of respondents mentioned that the resources seem limited and they would like to take further advantage of the services if available. Some respondents mentioned a desire for further collaboration with individual Boards and Bureaus. It was also noted that there appeared to be a change in the office post-Breeze implementation.

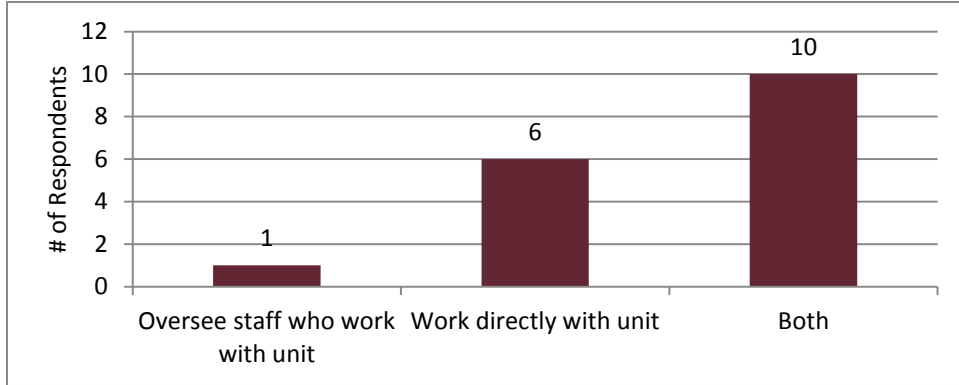
If you could change anything about working with the Office of Public Affairs what would it be?

Respondents desired greater collaboration and interaction, better outreach so that smaller Boards and Bureaus were more aware of services available, and higher production quality.

Office of Information Services

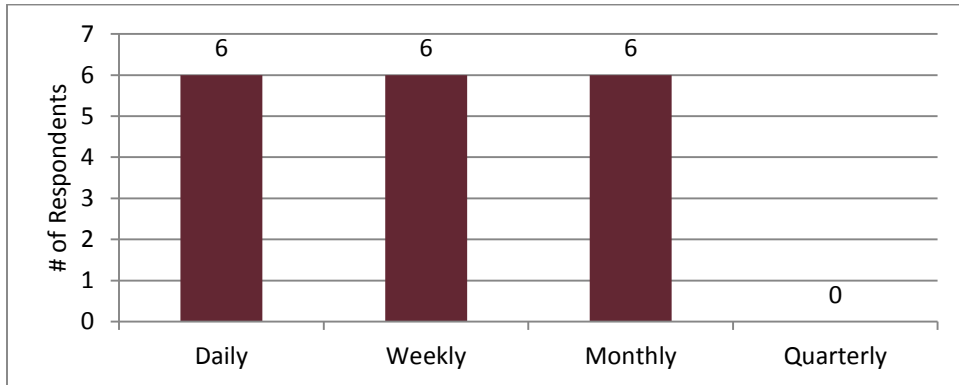
Number of responses for this unit: 18

Which of the following best describes your interaction with the Office of Information Services?

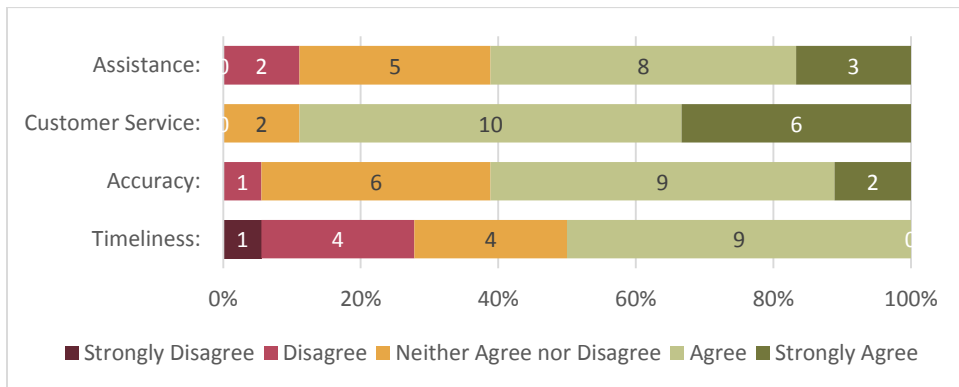


* This question was addressed by 17 respondents

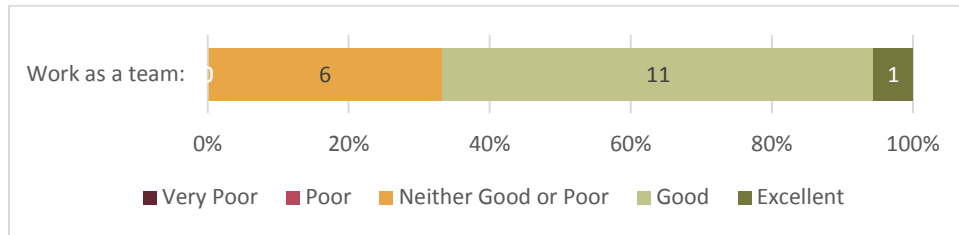
How often do you or your staff interact with the Office of Information Services?



Thinking of the Office of Information Services, rate your level of agreement with the following statements:



Rate the degree to which you feel that your unit and the Office of Information Services work as a team to achieve your business objectives:



What do you value most about the Office of Information Services?

Respondents mentioned the staff at OIS are responsive and knowledgeable and have a strong IT expertise. Small boards again mentioned that they could not provide this type of service internally and depend on OIS for these services.

What do you value least about the Office of Information Services?

Many respondents noted that Breeze has had an impact on the service levels as time and resources have been consumed by this project. Several respondents mentioned a preference for a live person over voicemail/email ticketing system for help desk requests. Delays in setting up computers for new employees was also mentioned.

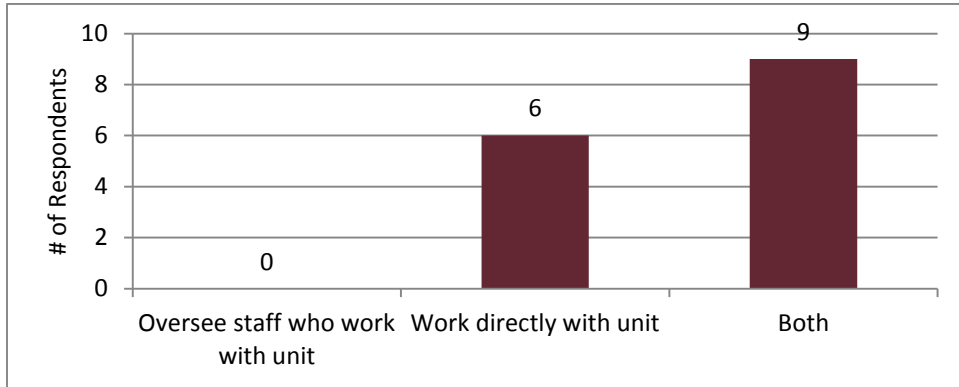
If you could change anything about working with the Office of Information Services what would it be?

Respondents mentioned a desire for more staff and resources, including live person access mentioned above. Breeze was again mentioned as a resource drain. There were also several requests to streamline IT purchasing to better align with Board and Bureau needs.

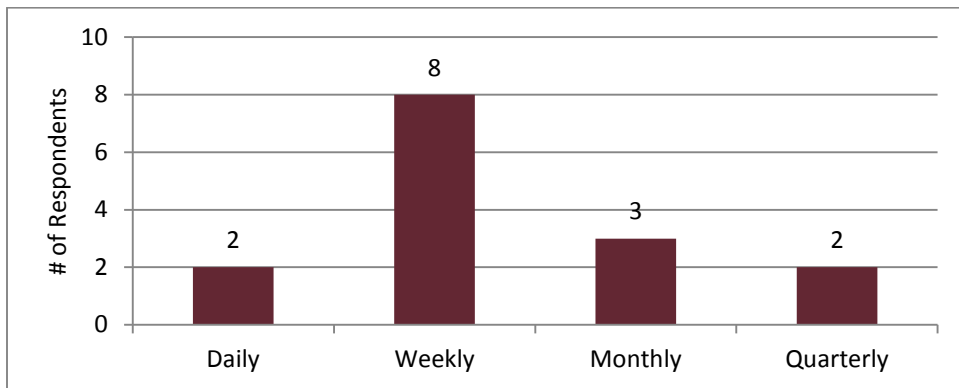
Legal Division

Number of responses for this unit: 15

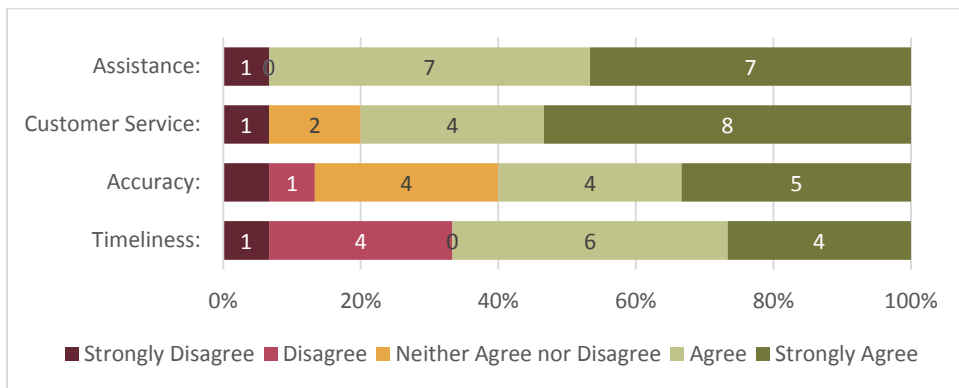
Which of the following best describes your interaction with the Legal Division?



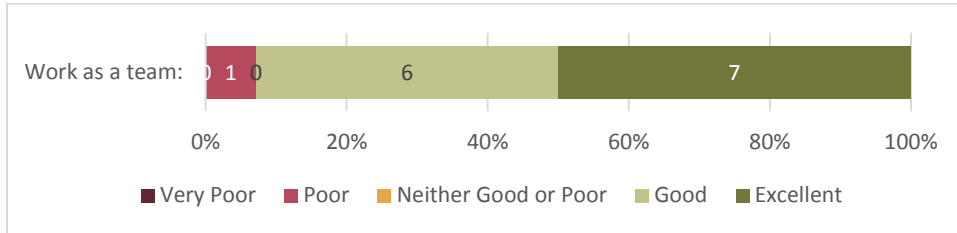
How often do you or your staff interact with the Legal Division?



Thinking of the Legal Division, rate your level of agreement with the following statements:



Rate the degree to which you feel that your unit and the Legal Division work as a team to achieve your business objectives:



What do you value most about the Legal Division?

Respondents mentioned that responses are accurate and thorough and attorneys have a good deal of expertise. Timeliness and expertise were also mentioned.

What do you value least about the Legal Division?

Respondents expressed concerns that opinions can be changed, assigned staff can change, impeding the ability of the attorneys to develop more thorough knowledge about individual programs.

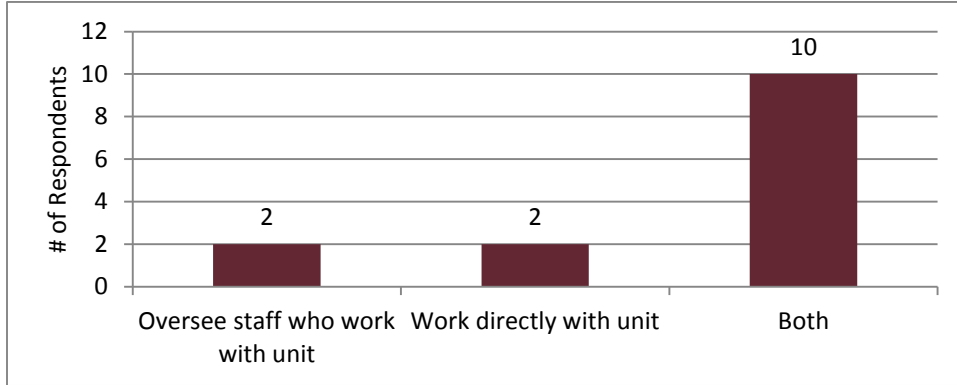
If you could change anything about working with the Legal Division what would it be?

Less change in attorney's assigned to programs, desire to have guidance written in easier to understand language were mentioned in response to this question.

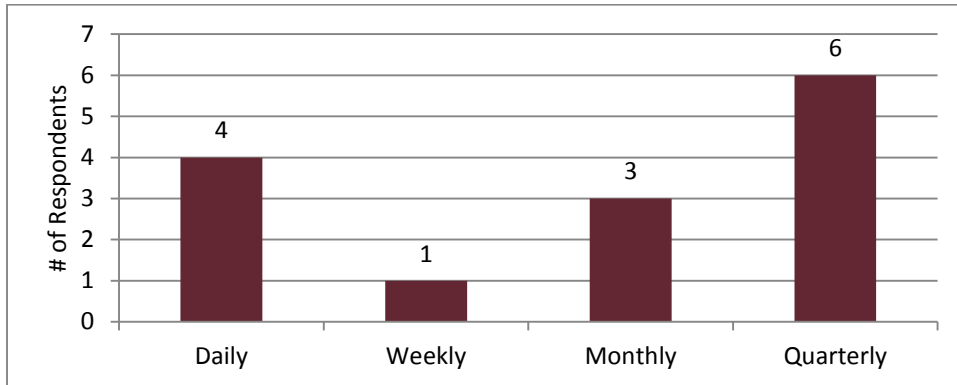
Division of Investigation

Number of responses for this unit: 14

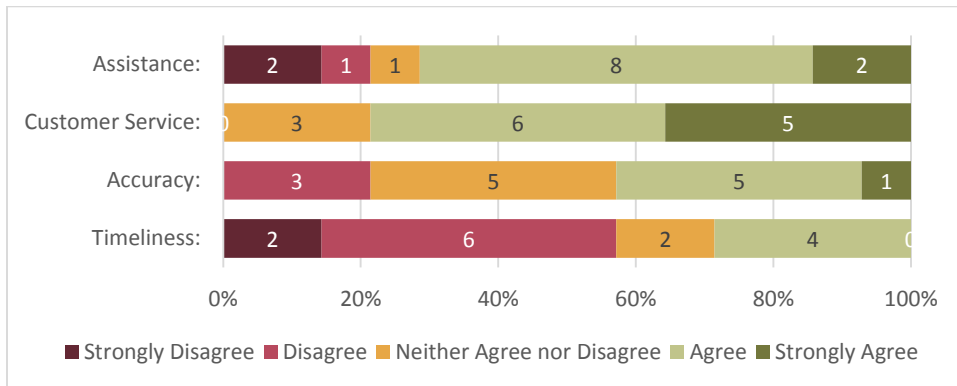
Which of the following best describes your interaction with the Division of Investigation?



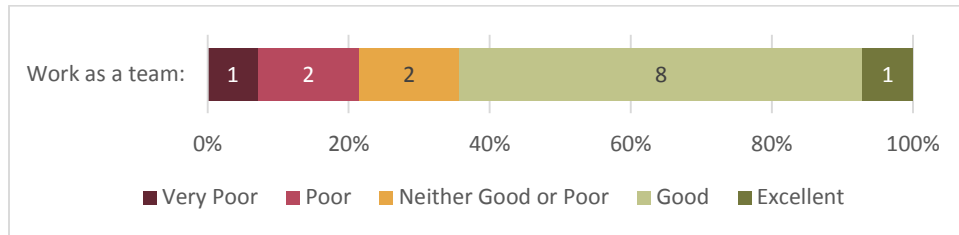
How often do you or your staff interact with the Division of Investigation?



Thinking of the Division of Investigation, rate your level of agreement with the following statements:



Rate the degree to which you feel that your unit and the Division of Investigation work as a team to achieve your business objectives:



What do you value most about the Division of Investigation?

Respondents mentioned the availability of sworn personnel, responsiveness, and collaboration.

What do you value least about the Division of Investigation?

Length of time to complete investigations, short staffing, quality of investigation/reports and cost were most often mentioned in response to this question.

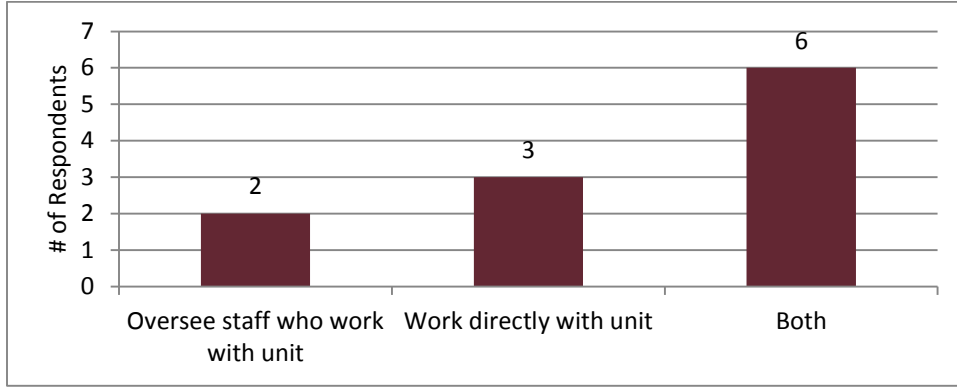
If you could change anything about working with the Division of Investigation what would it be?

Respondents would like to see more collaboration, more timely and thorough investigations, and investigators with more in-depth knowledge of particular Boards and Bureaus. Additionally, cost transparency was also mentioned.

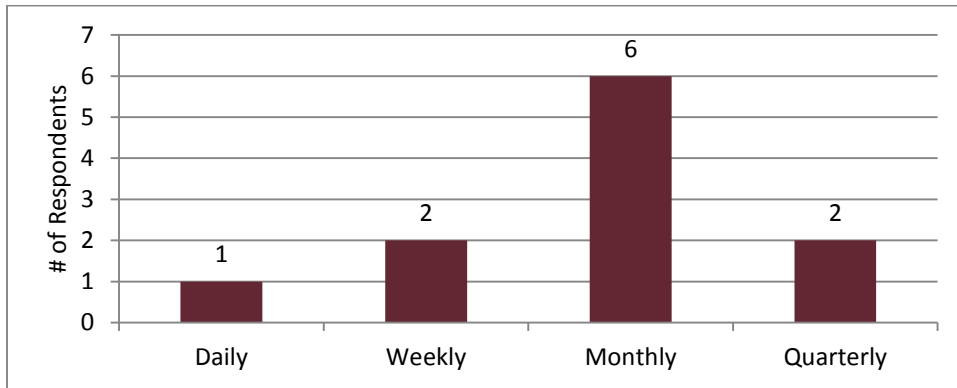
Office of Professional Examination Services

Number of responses for this unit: 11

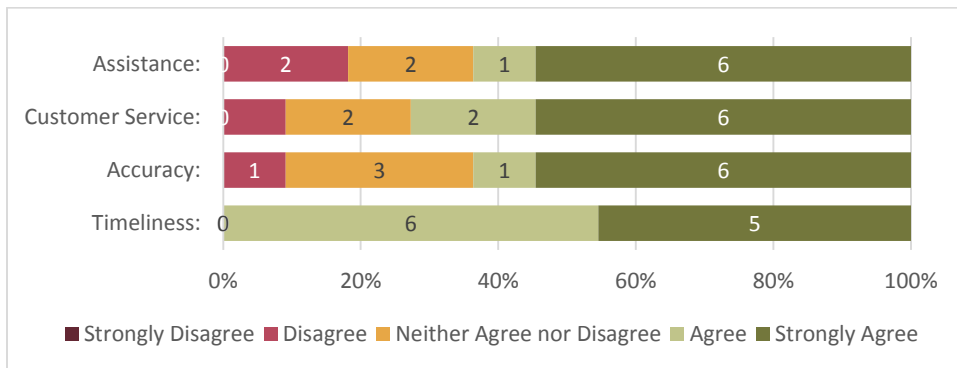
Which of the following best describes your interaction with the Office of Professional Examination Services?



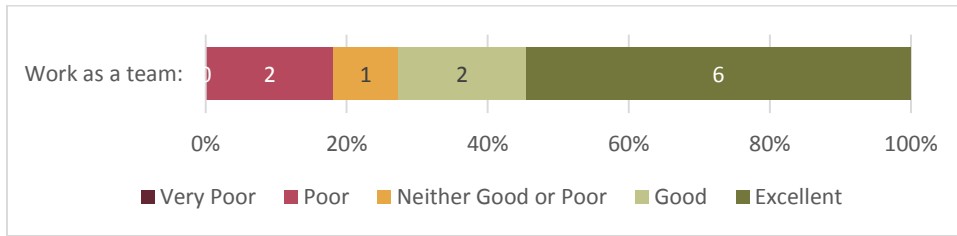
How often do you or your staff interact with the Office of Professional Examination Services?



Thinking of the Office of Professional Examination Services, rate your level of agreement with the following statements:



Rate the degree to which you feel that your unit and the Office of Professional Examination Services work as a team to achieve your business objectives:



What do you value most about the Office of Professional Examination Services?

Respondents mentioned the knowledge and technical expertise of the staff, convenience of computer based testing, and prompt responses.

What do you value least about the Office of Professional Examination Services?

Respondents expressed concerns about cost and customer service, specifically reporting and the lack of solutions to recurring problems.

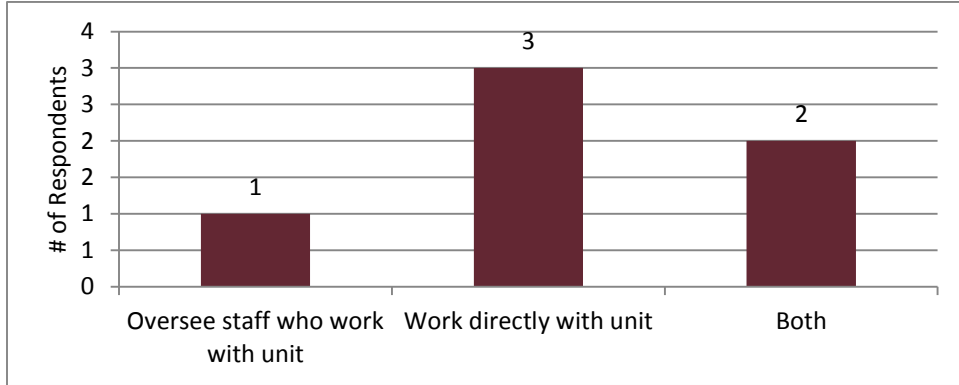
If you could change anything about working with the Office of Professional Examination Services what would it be?

Respondents desired a more customer focused relationship, with more collaboration with the Boards and Bureaus. Cost was also mentioned.

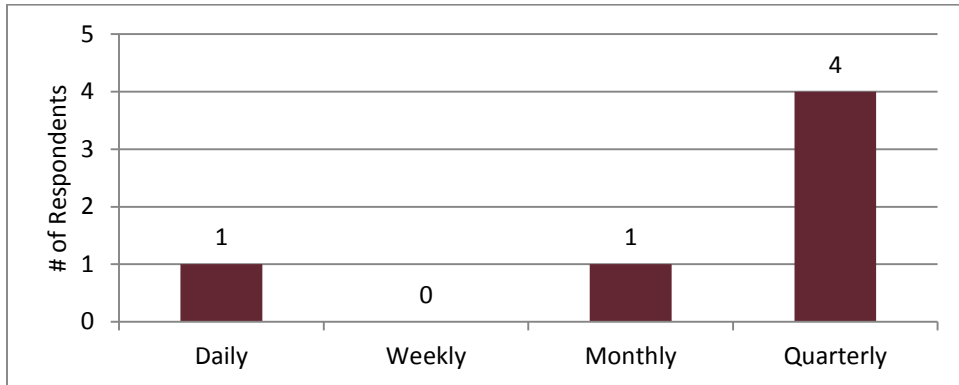
Consumer Information Center

Number of responses for this unit: 6

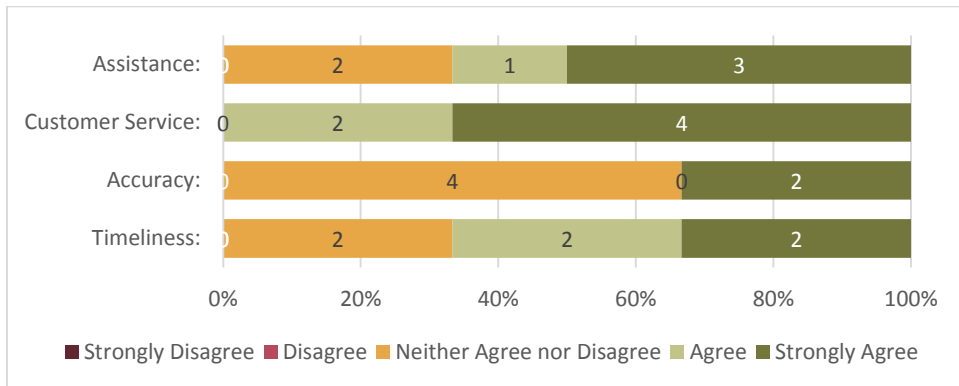
Which of the following best describes your interaction with the Consumer Information Center?



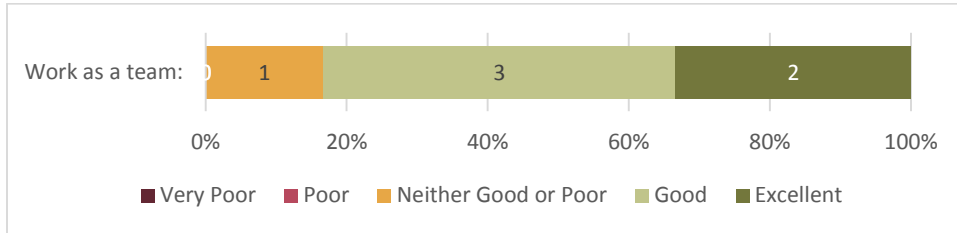
How often do you or your staff interact with the Consumer Information Center?



Thinking of the Consumer Information Center, rate your level of agreement with the following statements:



Rate the degree to which you feel that your unit and the Consumer Information Center work as a team to achieve your business objectives:



What do you value most about the Consumer Information Center?

Respondents mentioned that the correspondence process is very efficient and works well, the CIC provides a backup and an additional resource for consumers.

What do you value least about the Consumer Information Center?

There were only very few responses to this question, most mentioned they did not work with this area enough to have an opinion. Cost was the only factor mentioned.

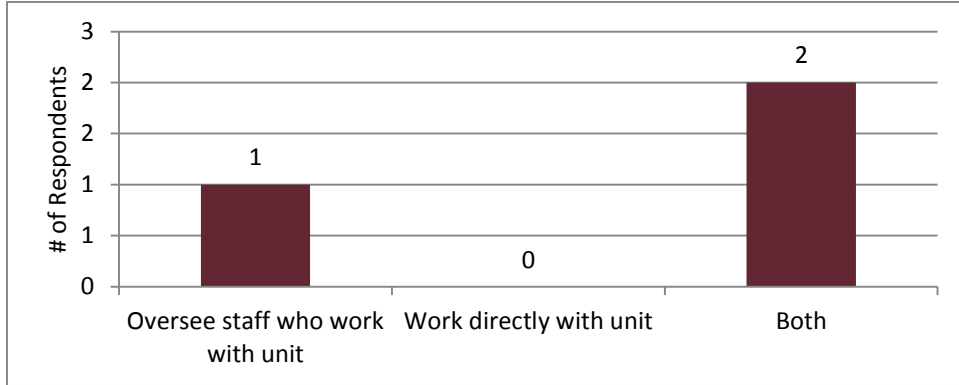
If you could change anything about working with the Consumer Information Center what would it be?

Cost was again mentioned here but there were very limited responses.

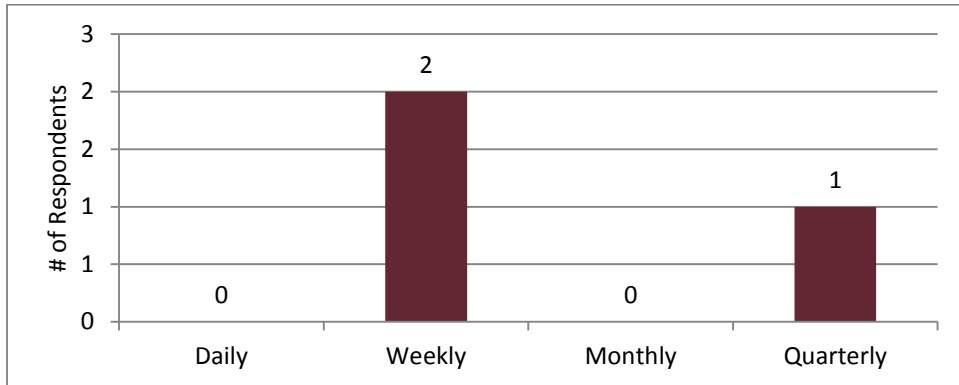
Complaint Resolution Program

Number of responses for this unit: 3

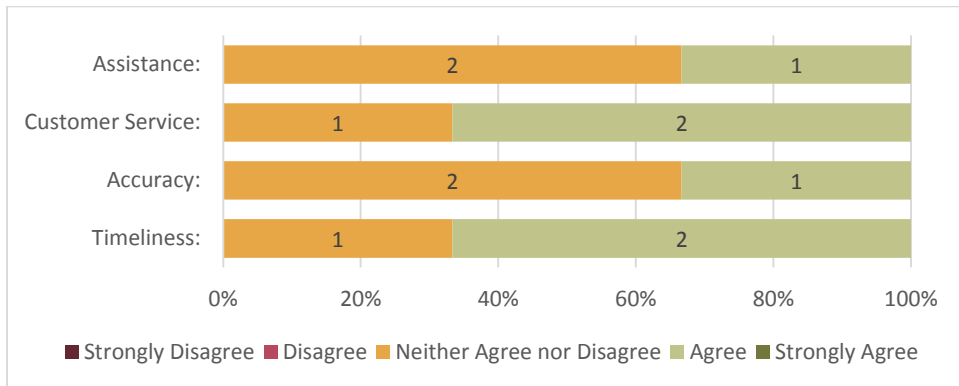
Which of the following best describes your interaction with the Complaint Resolution Program?



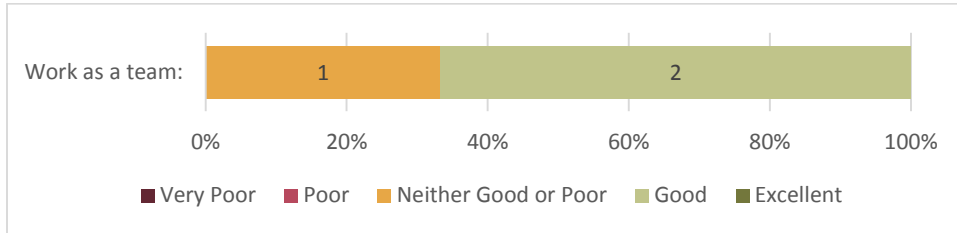
How often do you or your staff interact with the Complaint Resolution Program?



Thinking of the Complaint Resolution Program, rate your level of agreement with the following statements:



Rate the degree to which you feel that your unit and the Complaint Resolution Program work as a team to achieve your business objectives:



What do you value most about the Complaint Resolution Program?

Respondents mentioned the willingness to assist and having the CRP handle less serious complaints as value added activities

What do you value least about the Complaint Resolution Program?

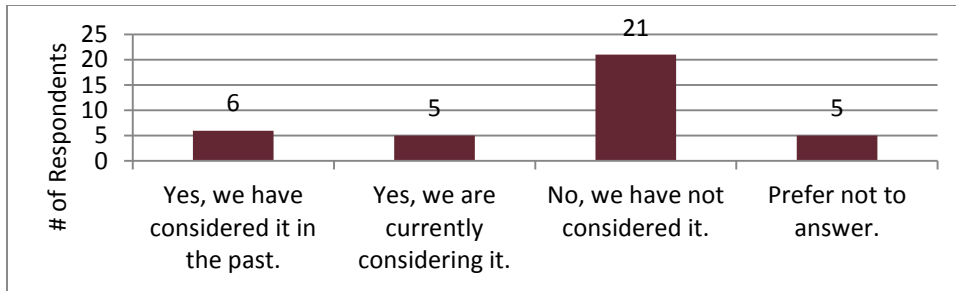
There were no substantive responses to this question.

If you could change anything about working with the Complaint Resolution Program what would it be?

There were no substantive responses to this question.

Opting Out of DCA Services

Respondents were asked if their program would consider “opting out” of using DCA’s services (n = 37). Those who indicated they would prefer not to answer proceeded to the final comments section of the survey.



Respondents were asked to rank the DCA units from whose services they would opt out in order of most likely to least likely. If they would not choose to opt out of a unit’s services, the respondent was instructed to leave the ranking blank. Fourteen respondents who selected “No, we have not considered it” chose of their own accord not to select any units and proceeded to the final comments section of the survey. Five other respondents also chose not to participate in the “opt out” questions. Ultimately, 18 respondents ranked units and provided feedback.

Overall ranking of the units’ importance was calculated by weighting the average (mean) rank of each unit by the number of times it was selected.

DCA Unit	Count	Mean Rank	Weighted Rank
Complaint Resolution Program	14	2.57	1
Consumer Information Center	13	3.15	2
Office of Administrative Services (Human Resources, Business Services & Fiscal)	9	2.56	3
Office of Professional Examination Services	9	3.11	4
Division of Investigation	9	3.33	5
Office of Public Affairs	9	4.22	6
Office of Information Services	7	4.43	7
Office of Publications, Design & Editing	7	4.86	8
SOLID Training Solutions	7	5.57	9
Legal Division	3	7.33	10

*1.00 = highest possible rank; 10.00 = lowest possible rank

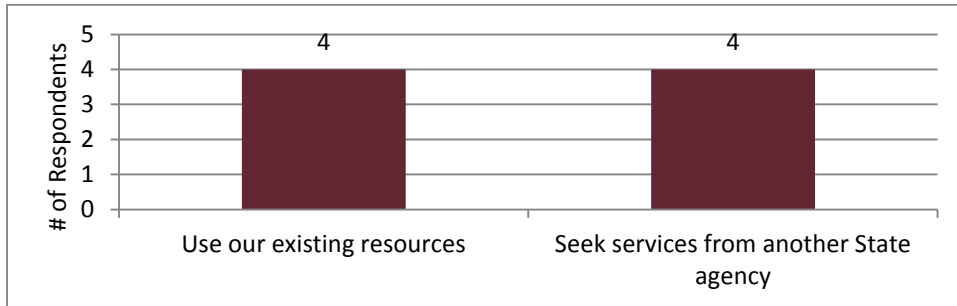
Corresponding with its low importance ranking, the Complaint Resolution Program was selected most often and ranked as the unit in which Boards or Bureaus were most likely to opt out if given the opportunity, with the Consumer Information Center ranked as second most likely.

Respondents were asked to provide additional feedback on all of their selected units in the prior ranking question. All of their selected units were randomly presented for feedback. Because not all DCA units were considered for “opting out”, some units have fewer responses than others.

Office of Administrative Services (Human Resources, Business Services & Fiscal)

Number of responses for this unit: 8

If it was possible to “opt out” of the Office of Administrative Services and your program wished to do so, your program would:



Please specify the state agency or agencies from which you would seek the services currently provided by the Office of Administrative Services:

- DGS and other agencies.
- We would handle this in-house and work directly with CalHR
- DGS

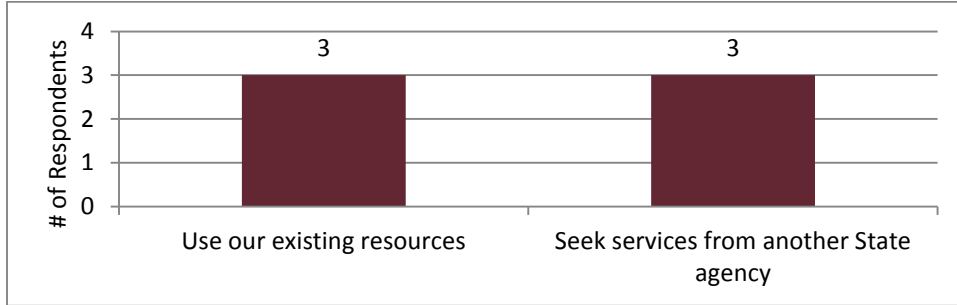
Please be as specific as possible to help us understand why you would consider opting out of the Office of Administrative Services:

Respondents listed concerns about customer service and quality as primary reasons for opting out of using the Office of Administrative Services. Some felt an outside vendor would be a stronger advocate and would treat individual Boards and Bureaus with a higher level of service. Many felt dedicated resources within their organization could provide services more efficiently. Some smaller boards mentioned the fact it would be difficult to replicate many of the services effectively within a small organization.

Office of Publications, Design & Editing

Number of responses for this unit: 6

If it was possible to “opt out” of the Office of Publications, Design & Editing and your program wished to do so, your program would:



Please specify the state agency or agencies from which you would seek the services currently provided by the Office of Publications, Design & Editing:

- Office of State Printing
- OSP
- Office of Publications as we have in the past

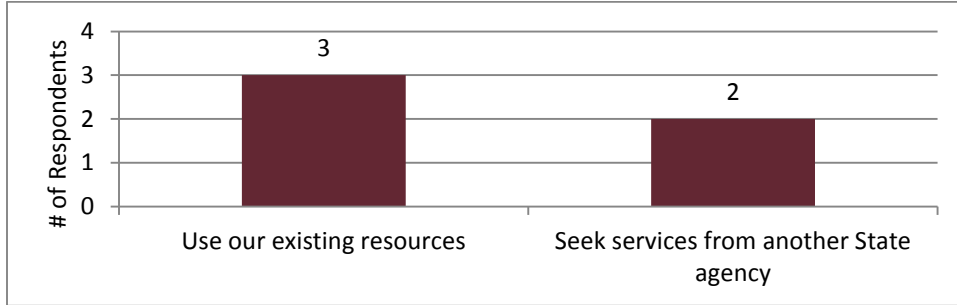
Please be as specific as possible to help us understand why you would consider opting out of the Office of Publications, Design & Editing:

While responses to this question were limited, there was an expression of interest in exploring whether other state agencies or private vendors could provide the services less expensively.

SOLID Training Solutions

Number of responses for this unit: 5

If it was possible to “opt out” of the SOLID Training Solutions and your program wished to do so, your program would:



Please specify the state agency or agencies from which you would seek the services currently provided by the SOLID Training Solutions:

■ CPS

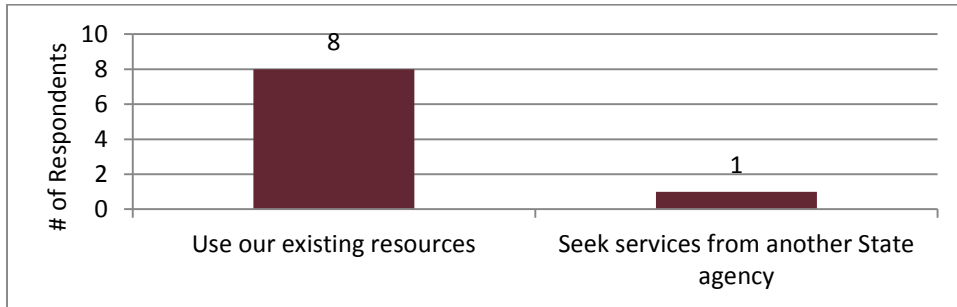
Please be as specific as possible to help us understand why you would consider opting out of the SOLID Training Solutions:

Most respondents mentioned the desire to seek the most effective and relevant training to their needs. Almost all were very happy with SOLID training, but expressed some desire to ensure they are receiving a cost competitive option.

Office of Public Affairs

Number of responses for this unit: 9

If it was possible to “opt out” of the Office of Public Affairs and your program wished to do so, your program would:



Please specify the state agency or agencies from which you would seek the services currently provided by the Office of Public Affairs:

- We would have to conduct research to locate another appropriate agency to seek these services

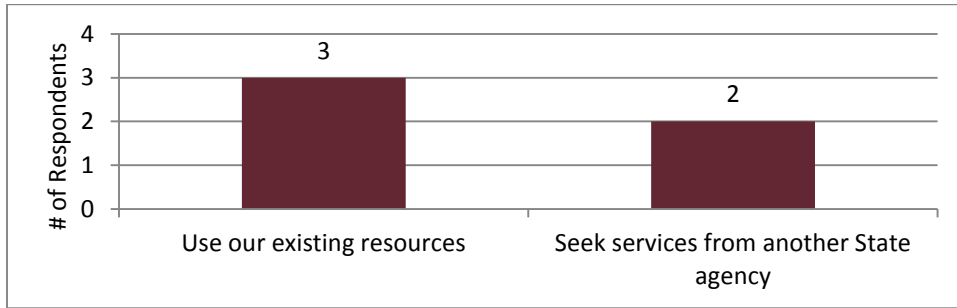
Please be as specific as possible to help us understand why you would consider opting out of the Office of Public Affairs:

Many respondents do not use the Office of Public Affairs and responses to the question were limited.

Office of Information Services

Number of responses for this unit: 5

If it was possible to “opt out” of the Office of Information Services and your program wished to do so, your program would:



Please specify the state agency or agencies from which you would seek the services currently provided by the Office of Information Services:

- Would not go to another state agency - only opt out for private industry
- California Department of Technology - Office of Technology Services

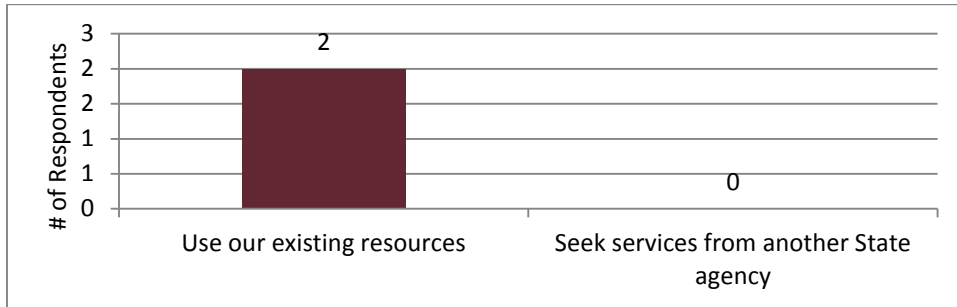
Please be as specific as possible to help us understand why you would consider opting out of the Office of Information Services:

Respondents stated that if OIS could provide more authority to the Board or Bureau IT staff it would be more efficient. Some respondents expressed concerns about customer service as a reason for opting out of these services. Due to the technical nature of the services provided by OIS, there was less consensus on possibilities for opting-out.

Legal Division

Number of responses for this unit: 2

If it was possible to “opt out” of the Legal Division and your program wished to do so, your program would:



Please specify the state agency or agencies from which you would seek the services currently provided by the Legal Division:

■ [No Comments]

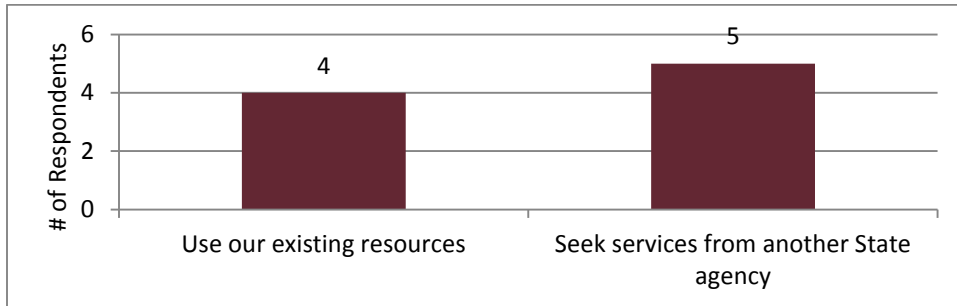
Please be as specific as possible to help us understand why you would consider opting out of the Legal Division:

There were limited responses to this question, as most respondents felt well-served by the Legal Division. The desire to have a more dedicated legal resource was mentioned as potential reason to opt-out.

Division of Investigation

Number of responses for this unit: 9

If it was possible to “opt out” of the Division of Investigation and your program wished to do so, your program would:



Please specify the state agency or agencies from which you would seek the services currently provided by the Division of Investigation:

- Local district attorneys, CHP's or Sheriffs could assist with the unlicensed stings
- Medical Board Investigators and the Attorney General's Office
- Local law enforcement memorandum of understanding and/or contract, or other agencies that can provide such services
- The Department of Justice

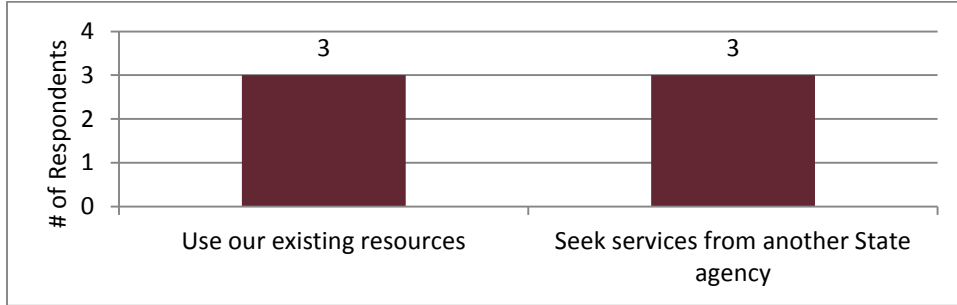
Please be as specific as possible to help us understand why you would consider opting out of the Division of Investigation:

Most respondents provide some level of investigation within their organization. Comments regarding opting out of DOI services center around customer service, with an emphasis on a more thorough understanding of the Board or Bureau's needs. The need for sworn Peace Officer and how that could be acquired outside of the DOI was mentioned as a challenge to opting-out.

Office of Professional Examination Services

Number of responses for this unit: 6

If it was possible to “opt out” of the Office of Professional Examination Services and your program wished to do so, your program would:



Please specify the state agency or agencies from which you would seek the services currently provided by the Office of Professional Examination Services:

- CPS
- Whichever agencies bid for the contract. Preference would be to contract with private vendor, services previously received by private vendor surpassed the quality of services provided by OPES and the cost of services was less

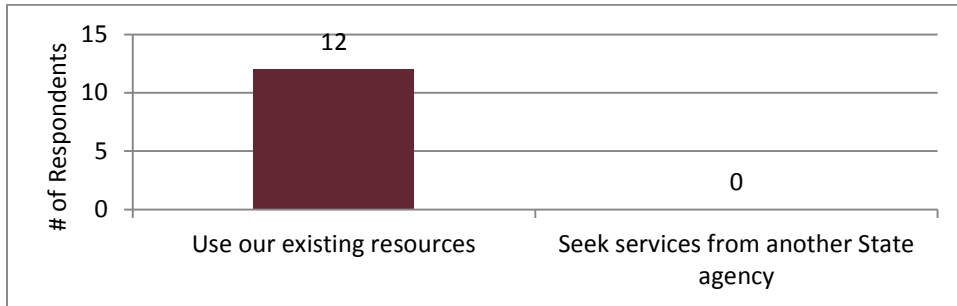
Please be as specific as possible to help us understand why you would consider opting out of the Office of Professional Examination Services:

Most respondents did not use the OPES and the responses regarding why they would opt out were limited. Those that did respond felt that services could be perceived at a lower cost with better service. Consistent with other services that only relatively few Boards or Bureaus use, respondents expressed concern about being charged for services they don't use.

Consumer Information Center

Number of responses for this unit: 12

If it was possible to “opt out” of the Consumer Information Center and your program wished to do so, your program would:



Please specify the state agency or agencies from which you would seek the services currently provided by the Consumer Information Center:

■ [No Comments]

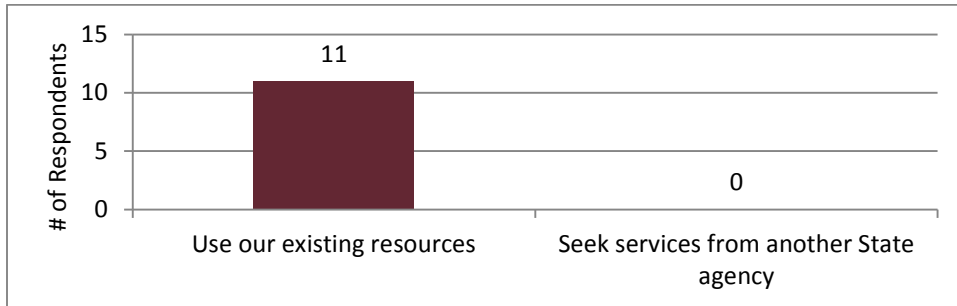
Please be as specific as possible to help us understand why you would consider opting out of the Consumer Information Center:

There were few responses to this question as many Boards and Bureaus do not currently use the services of the Consumer Information Center. Many already provide this service within their organization.

Complaint Resolution Program

Number of responses for this unit: 11

If it was possible to “opt out” of the Complaint Resolution Program and your program wished to do so, your program would:



Please specify the state agency or agencies from which you would seek the services currently provided by the Complaint Resolution Program:

■ [No Comments]

Please be as specific as possible to help us understand why you would consider opting out of the Complaint Resolution Program:

There were few responses to this question as many Boards and Bureaus do not currently use the services of the Complaint Resolution Program.

Final Comments

Respondents were given an opportunity to provide additional comments:

The final comments were generally positive about the overall service level received from DCA. General concerns voiced included having more control and transparency around the costs of services, a greater desire for collaboration, and a feeling that DCA acts more as a gatekeeper or a control agency than a partner in solving business needs.

Appendix A: Questionnaire

Email Invitation (issued March 10, 2015)

Good morning [Salutation] [LastName],

The Department of Consumer Affairs (DCA) is being evaluated on its cost distribution methodology (also known as “pro rata”), and CPS HR Consulting is soliciting your input. The information will be used in the independent study being conducted by CPS HR as required by Senate Bill 1243 (Lieu, Chapter 395, Statutes of 2014). Your feedback is essential to the success of this study.

Each program may only be represented once and should be completed by an individual at the Executive Officer or Assistant Executive Officer/Chief or Deputy Chief level.

At minimum, the survey should take about 15 minutes. If you work with multiple DCA units, the survey may take an additional three to five minutes per unit. You will be able to exit the survey and return to complete it at any point.* The survey will be open until midnight on Tuesday, March 24th.

Follow this link to the Survey:

[Take the Survey](#)

Or copy and paste the URL below into your internet browser:

http://cps.co1.qualtrics.com/WRQualtricsSurveyEngine/?Q_DL=0wBXedyxXm88QYJ_7VYGGPL21qtj7nv_M_LRP_3lYeHzC6KuNxMA5&_=1

Should you have any technical difficulty with the survey, please contact Margie Hertneck at mhertneck@cpsshr.us.

Thank you, we appreciate your feedback!

CPS HR Consulting
241 Lathrop Way
Sacramento, CA 95815
www.cpsshr.us

**Cookies must be enabled on your computer.*

Email Reminder (issued March 23, 2015)

This is a reminder that the survey will close as of midnight tomorrow (Tuesday). If a representative at the Executive Officer or Assistant Executive Officer/Chief or Deputy Chief level of your Board or Bureau has not completed the survey yet, please consider providing your feedback. Thank you!

Follow this link to the Survey:

[Take the Survey](#)

[ORIGINAL EMAIL]

Email Survey Extension (issued March 25, 2015)

Please note that the survey has been extended through midnight Sunday, March 29.

If a representative at the Executive Officer or Assistant Executive Officer/Chief or Deputy Chief level of your Board or Bureau has not completed the survey yet, please consider providing your feedback. Thank you!

Follow this link to the Survey:

[\\${!://SurveyLink?d=Take the Survey}](#)

[ORIGINAL EMAIL]

Department of Consumer Affairs Pro Rata Survey

CPS HR Consulting is conducting a survey as part of its evaluation of the distributed cost methodology (also known as “pro rata”) for the costs of the Department of Consumer Affairs (DCA). The information will be used in the independent study being conducted by CPS HR as required by Senate Bill 1243 (Lieu, Chapter 395, Statutes of 2014). Your feedback is essential to the success of this study.

Each program may only be represented once and should be completed by an individual at the Executive Officer or Assistant Executive Officer/Chief or Deputy Chief level.

At minimum, the survey should take about 15 minutes. If you work with multiple DCA units, the survey may take an additional three to five minutes per unit. You will be able to exit the survey and return to complete it at any point.* Once you have submitted your feedback, you will be unable to return to the survey.

Thank you for providing us your feedback.

**Cookies must be enabled on your computer.*

I certify that my position is at the Executive Officer or Assistant Executive Officer/Chief or Deputy Chief level, and my responses are on behalf of the program I select below:

Name: [TEXT BOX]

Title: [TEXT BOX]

Phone: [TEXT BOX]

Email: [TEXT BOX]

Please select your affiliated Board or Bureau:

- Board of Accountancy
- Acupuncture Board
- Arbitration Certification Program
- California Architects Board
- Bureau of Automotive Repair
- Board of Barbering and Cosmetology
- Board of Behavioral Sciences
- California Athletic Commission
- Cemetery and Funeral Bureau
- Board of Chiropractic Examiners
- Contractors State License Board
- Court Reporters Board
- Dental Hygiene Committee of California
- Dental Board of California
- Bureau of Electronic and Appliance Repair, Home Furnishings and Thermal Insulation
- Board for Professional Engineers, Land Surveyors, and Geologists
- Board of Guide Dogs for the Blind
- Landscape Architects Technical Committee
- Medical Board of California
- Naturopathic Medicine Committee
- California Board of Occupational Therapy
- Board of Optometry
- Osteopathic Medical Board of California
- Board of Pharmacy
- Physical Therapy Board of California
- Physician Assistant Board
- Board of Podiatric Medicine
- Bureau for Private Postsecondary Education
- Professional Fiduciaries Bureau
- Board of Psychology
- Bureau of Real Estate
- Bureau of Real Estate Appraisers
- Board of Registered Nursing
- Respiratory Care Board
- Bureau of Security and Investigative Services
- Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board
- Structural Pest Control Board
- Telephone Medical Advice Services Bureau
- Veterinary Medical Board
- Board of Vocational Nursing and Psychiatric Technicians

Have you or staff from your program been made aware of DCA's pro rata process and the services provided by the Department?

- Yes
- No

Have you or your staff had the opportunity to ask questions of DCA staff regarding the pro rata process?

- Yes
- No

How often do you or your staff have contact with staff from DCA's Budget Office?

- Daily basis
- Weekly basis
- Monthly basis
- Quarterly basis or less

Rank the DCA units with which you have worked in the last year by numbering the units in the order in which the services provided by each unit are most vital to your program carrying out its consumer protection mandate. Type "1" for most vital, then "2" for next most vital and so on. If you have not worked with the unit, leave the text box blank.

	Most Vital Units at top
Office of Administrative Services (Human Resources, Business Services & Fiscal)	
Office of Information Services	
Complaint Resolution Program	
Consumer Information Center	
Division of Investigation	
Legal Division	
Office of Professional Examination Services	
Office of Public Affairs	
Office of Publications, Design & Editing	
SOLID Training Solutions	

The following questions will be asked for each of the DCA units you selected in the prior question. No more than four DCA units of those you selected will be presented.

---- LOOPING SECTION BASED ON RANDOMLY PRESENTED RESPONSES CHOSEN IN PRIOR QUESTION, WHICH WILL BE SPECIFIED BY THE CODE $\{Im://Field/1\}$

Which of the following best describes your interaction with the $\{Im://Field/1\}$?

- You oversee staff who work with the $\{Im://Field/1\}$.
- You work directly with the $\{Im://Field/1\}$.
- Both

How often do you or your staff interact with the $\{Im://Field/1\}$?

- Daily basis
- Weekly basis
- Monthly basis
- Quarterly basis or less

While thinking of the $\{Im://Field/1\}$, rate your level of agreement with the following statements:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
Timeliness: The $\{Im://Field/1\}$ handles my inquiries/requests in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy: The $\{Im://Field/1\}$ answers my questions accurately.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Service: When working with the $\{Im://Field/1\}$, their staff is always friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance: When serious issues occur, the staff from the $\{Im://Field/1\}$ always seek to assist me however possible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate the degree to which you feel that your unit and the $\{Im://Field/1\}$ work as a team to achieve your business objectives:

- Excellent
- Good
- Neither Good or Poor
- Poor
- Very Poor

What do you **value most** about the \${Im://Field/1}? [TEXT BOX]

What do you **value least** about the \${Im://Field/1}? [TEXT BOX]

If you could change anything about working with the \${Im://Field/1} what would it be? [TEXT BOX]

---END LOOPING SECTION

If it was permissible, would your program consider “opting out” of using DCA’s services?

- Yes, we have considered it in the past.
- Yes, we are currently considering it.
- No, we have not considered it.
- Prefer not to answer.

If *Prefer not to answer* is selected, then skip to final comments/submit.

Rank the DCA units from whose services you would choose to opt out. Type "1" for most likely, then "2" for next most likely and so on. If you would not choose to opt out, leave the text box blank.

	Most Likely to Opt Out at top
Office of Administrative Services (Human Resources, Business Services & Fiscal)	
Office of Information Services	
Complaint Resolution Program	
Consumer Information Center	
Division of Investigation	
Legal Division	
Office of Professional Examination Services	
Office of Public Affairs	
Office of Publications, Design & Editing	
SOLID Training Solutions	

---- LOOPING SECTION BASED ON RANDOMLY PRESENTED RESPONSES CHOSEN IN PRIOR QUESTION, WHICH WILL BE SPECIFIED BY THE CODE \${Im://Field/1}

The following questions will be asked for each of the DCA units you selected in the prior question.

If it was possible to “opt out” of the \${Im://Field/1} and your program wished to do so, your program would:

- choose to provide the services within your existing resources.
- seek those services from another state agency.

Display next question if *seek those services from another state agency* is selected.

Please specify the state agency or agencies from which you would seek the services currently provided by the \${Im://Field/1}: [TEXT BOX]

Please be as specific as possible to help us understand why you would consider opting out of the \${Im://Field/1}:

[TEXT BOX]

---END LOOPING SECTION

Thank you for your time. Your feedback is very important to us. If you have anything you would like to add to help DCA better serve you, please let us know below. Select SUBMIT to complete the survey.

[TEXT BOX]