



CONSUMER AFFAIRS

**ANNUAL REPORT
STATISTICAL APPENDIX**

FISCAL YEAR 2003–2004





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ANNUAL REPORT STATISTICAL APPENDIX

FISCAL YEAR 2003–2004

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CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS
ANNUAL REPORT STATISTICAL APPENDIX 2003-04

The Department of Consumer Affairs (DCA) is one of the primary consumer protection resources for Californians. We provide information to help consumers understand how they can protect themselves from scams and fraud, and what steps they can take if they find themselves victims of such crimes. DCA also protects professionals from unfair and unethical business practices.

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

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

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

INTERPRETING STATISTICAL INFORMATION:

- Reporting practices among boards and bureaus are not exactly the same because of different legislative mandates for each regulatory program. Because of this difference, not all categories of data apply to all programs. When a particular survey question does not apply to a given program, there is no data to report, so the response is designated as "n/a" for "not applicable."
- Other data may not be reported because a program does not have the capability to track the information or because of electronic system deficiencies, so the response is designated as "NDA" for "no data available." In some instances, a program will have the total number for a given category without having specific numbers broken down into sub-categories.
- Because of the nature of the database, numbers for data under "Complaints" and "Investigations" may have been collected in different fiscal years. As a result, these types of categories often cannot be combined for summary data.
- The term "License Status" is used generically to encompass all of the license statuses used by DCA. These "License Status" categories encompass "Licenses and Registrations," "Certificates and Permits," and "Approvals."





OVERVIEW

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Structure and Description		
BUREAUS	Staffing	
	Number of Staff Positions Approved in Budget	Number of Non-Exempt Employees
Automotive Repair, Bureau of	551.1	547.1
Cemetery and Funeral Bureau	19.3	16.3
Electronic and Appliance Repair, Bureau of	13.9	12.9
Hearing Aid Dispensers Bureau	1.9	0.9
Home Furnishings and Thermal Insulation, Bureau of	29	28
Private Postsecondary and Vocational Education, Bureau for	57.8	56.8
Security and Investigative Services, Bureau of	47.9	46.9
Telephone Medical Advice Services Bureau	1.0	1.0
TOTAL	674.0	663.0

Structure and Description						
BOARDS, COMMITTEES, AND COMMISSION	Board Members				Staffing	
	Total Number of Board Members	Number of Professional Members	Number of Public Members	Number of Board Meetings	Number of Staff Positions Approved in Budget	Number of Non-Exempt Employees
Accountancy, California Board of	15	7	8	5	64.7	63.7
Acupuncture Board	9	2	4	5	9.4	8.4
Architects Board, California	10	5	5	4	18.2	17.2
Athletic Commission, State	6	0	6	5	8.2	7.2
Barbering and Cosmetology, Board of	9	4	5	10 ^a	73.8	72.8
Behavioral Sciences, Board of	11	5	5	6	27.7	26.7
Contractors State License Board	15	6	9	4	373.9	372.9
Court Reporters Board of California	5	2	3	3	5.1	4.1
Dental Auxiliaries, Committee on	9	8	1	4	9.8	8.8
Dental Board of California	14	10	4	6	44.5	43.5
Engineers and Land Surveyors, Board for Professional	13	6	7	7	43.9	42.9
Geologists and Geophysicists, State Board of Registration for	7	3	4	4	3.2	2.2
Guide Dogs for the Blind, State Board of	7	0	7	4	1.1	0.1
Landscape Architects Technical Committee	5	5	0	4	3.8	3.8
Medical Board of California	21	12	9	4	259.7	258.7
Occupational Therapy, California Board of	7	4	3	5	4.7	3.7
Optometry, State Board of	11	6	5	4	7.5	6.5
Osteopathic Medical Board of California	7	5	2	2	4	3
Pharmacy, California State Board of	13	7	6	4	46.2	45.2
Physical Therapy Board of California	7	4	3	4	12.5	11.5
Physicians Assistant Committee	9	5	4	3	4.5	3.5

a) Includes Committee Meetings

continued on next page

Structure and Description (continued)

BOARDS, COMMITTEES, AND COMMISSION	Board Members				Staffing	
	Total Number of Board Members	Number of Professional Members	Number of Public Members	Number of Board Meetings	Number of Staff Positions Approved in Budget	Number of Non-Exempt Employees
Podiatric Medicine, California Board of	7	4	3	3	4.1	3.1
Psychology, Board of	9	5	4	4	11.8	10.8
Registered Nursing, Board of	9	6	3	4	81.4	80.4
Respiratory Care Board of California	9	5	4	2	17.9	16.9
Speech-Language Pathology and Audiology Board	9	6	3	4	4.7	3.7
Structural Pest Control Board	6	2	4	5	29.4	28.4
Veterinary Medical Board and Veterinary Technician Committee, Registered	7	4	3	5	8.6	7.6
Vocational Nursing and Psychiatric Technicians, Board of	11	5	6	3	36.8	35.8
TOTAL	272	138	130	123	1,209	1,182

Strategic Planning / Outreach and Education				
BUREAUS	Strategic Planning	Outreach and Education for Consumers and Industry		
	Date Strategic Plan Adopted	Number of Events and Speaking Engagements	Number of Publications	Number of Web Site Hits
Automotive Repair, Bureau of	06/03	680	16	32,153,518
Cemetery and Funeral Bureau	12/02	11	49	299,336
Electronic and Appliance Repair, Bureau of	05/04	3	16	144,916 ^a
Hearing Aid Dispensers Bureau	06/03	3	11	10,380
Home Furnishings and Thermal Insulation, Bureau of	03/04	17	4	247,780
Private Postsecondary and Vocational Education, Bureau for	02/03	0	0	505,972 ^a
Security and Investigative Services, Bureau of	12/03	13	54	2,394,757
TOTAL	n/a	727	150	35,756,659

a) Projection based on three months of data.

Strategic Planning / Outreach and Education				
BOARDS, COMMITTEES, AND COMMISSION	Strategic Planning	Outreach and Education for Consumers and Industry		
	Date Strategic Plan Adopted	Number of Events and Speaking Engagements	Number of Publications	Number of Web Site Hits
Accountancy, California Board of	11/03	2	13	350,000
Acupuncture Board	6/04	6	17	356,234
Architects Board, California	3/04	10	15	822,325
Athletic Commission, State	3/03	2	26	277,399
Barbering and Cosmetology, Board of	8/04	3	19	1,376,869
Behavioral Sciences, Board of	5/04	6	10	2,190,762
Contractors State License Board	4/04	99	29	4,058,327
Court Reporters Board of California	6/04	17	9	37,138
Dental Auxiliaries, Committee on	11/01	0	0	NDA ^a
Dental Board of California	9/03	2	1	1,278,715
Engineers and Land Surveyors, Board for Professional	4/04	12	19	4,382,269
Geologists and Geophysicists, State Board of Registration for	5/03	12	2	272,915
Guide Dogs for the Blind, State Board of	3/04	0	0	9,371
Landscape Architects Technical Committee	5/04	5	12	198,296
Medical Board of California	5/03	51	58	5,815,325
Occupational Therapy, California Board of	6/04	12	1	59,171

a) Dental Auxiliaries did not capture the number of Web Site hits for Fiscal Year 2003-04. However, it is being captured this year.

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Strategic Planning / Outreach and Education (continued)				
BOARDS, COMMITTEES, AND COMMISSION	Strategic Planning	Outreach and Education for Consumers and Industry		
	Date Strategic Plan Adopted	Number of Events and Speaking Engagements	Number of Publications	Number of Web Site Hits
Optometry, State Board of	4/04	0	1	50,000 ^a
Osteopathic Medical Board of California	4/03	0	0	87,025
Pharmacy, California State Board of	4/04	26	21	4,124,430
Physical Therapy Board of California	5/04	10	10	520,714
Physicians Assistant Committee	10/04	19	2	248,452
Podiatric Medicine, California Board of	1/04	2	18	156,884
Psychology, Board of	5/04	3	10	1,136,784
Registered Nursing, Board of	4/04	8	7	2,200,000 ^a
Respiratory Care Board of California	5/03	3	11	34 4,509
Speech-Language Pathology and Audiology Board	5/04	5	26	215,605
Structural Pest Control Board	1/04	9	6	133,131
Veterinary Medical Board and Veterinary Technician Committee, Registered	4/03	10	4	75,809
Vocational Nursing and Psychiatric Technicians, Board of	2/04	27	13	333,968
TOTAL		351	360	31,112,427

a) Estimate based on six months of data

Field Offices											
	Number of Field Offices	Number of Field Office Staff (All Field Offices)	Walk-in Assistance	Cashiering	Consumer Education	Licensee Education	License Application	License Renewal	Complaint Handling	Enforcement Activities	Exams
Automotive Repair, Bureau of											
Electronic and Appliance Repair, Bureau of											
Private Postsecondary and Vocational Education, Bureau for											
TOTAL	13	312									

Field Offices											
	Number of Field Offices	Number of Field Office Staff (All Field Offices)	Walk-in Assistance	Cashiering	Consumer Education	Licensee Education	License Application	License Renewal	Complaint Handling	Enforcement Activities	Exams
Athletic Commission, State											
Barbering and Cosmetology, Board of											
Contractors State License Board											
Dental Board of California											
Medical Board of California											
Pharmacy, California State Board of											
Registered Nursing, Board of											
TOTAL	26	363.1									

a) The California State Board of Pharmacy conducts business in Southern California from this office in Van Nuys.



BUDGET

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Revenue Sources										
BUREAUS	Funding Sources	Initial Licensing Fees	Renewal Fees	Other Licensing and Regulatory Fees	Delinquent Fees	Fines and Penalties	Interest	Sales	Other (Total of Remaining Revenues)	Total Revenues and Transfers
Automotive Repair, Bureau of	Vehicle Inspection and Repair Fund	\$1,404,750	\$7,359,094	\$113,124,554	\$276,288	\$0	\$654,540	\$101,759	-\$13,946,843	\$108,974,142
	High Polluter Repair or Removal Account	n/a	n/a	\$22,972,391	n/a	\$0	\$290,818	\$0	\$74,004	\$23,337,213
	TOTAL	\$1,404,750	\$7,359,094	\$136,096,945	\$276,288	\$0	\$945,358	\$101,759	-\$13,872,839	\$132,311,355
Cemetery and Funeral Bureau		\$236,804	\$1,136,789	\$1,838,187	\$40,175	\$222,932	\$84,128	\$334	\$650	\$3,559,999
Electronic and Appliance Repair, Bureau of		\$207,455	\$1,479,358	\$0	\$46,176	\$0	\$26,628	\$0	\$1,655	\$1,761,272
Hearing Aid Dispensers Bureau		\$45,545	\$443,785	\$64,098	\$4,325	\$0	\$14,598	\$0	\$140	\$572,491
Home Furnishings and Thermal Insulation, Bureau of		\$947,779	\$2,567,251	\$7,550	\$71,595	\$0	\$33,363	\$638	\$3,203	\$3,631,379
Private Postsecondary and Vocational Education, Bureau for	Administration	\$5,214,449	\$300	\$161,725	\$91,525	\$0	\$13,349	\$2,350	\$9,549	\$5,493,247
	Title 38 Veterans Education	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,104,532	\$1,104,532
	Student Tuition Recovery Fund	\$0	\$0	\$7,190,257	\$0	\$0	\$34,551	\$0	\$430,654	\$7,655,462
	TOTAL	\$5,214,449	\$300	\$7,351,982	\$91,525	\$0	\$47,900	\$2,350	\$1,544,735	\$14,253,241
Security and Investigative Services, Bureau of	Private Security Services	\$3,573,782	\$3,723,480	\$269,024	\$100,465	\$45,083	\$75,523	\$673	-\$3,983,903	\$3,804,127
	Private Investigator Fund	\$145,832	\$596,796	\$6,022	\$19,652	\$13,954	\$18,769	\$60	\$3,029	\$804,114
	TOTAL	\$3,719,614	\$4,320,276	\$275,046	\$120,117	\$59,037	\$94,292	\$733	-\$3,980,874	\$4,608,241
Telephone Medical Advice Services Bureau		\$7,500	\$60,000	n/a	\$0	\$0	\$3,255	\$0	\$0	\$70,755
TOTAL		\$11,783,896	\$17,366,853	\$145,633,808	\$650,201	\$281,969	\$1,249,522	\$105,814	-\$16,303,330	\$160,768,733

Revenue Sources										
BOARDS, COMMITTEES, AND COMMISSION	Funding Sources	Initial Licensing Fees	Renewal Fees	Other Licensing and Regulatory Fees	Delinquent Fees	Fines and Penalties	Interest	Sales	Other (Total of Remaining Revenues)	Total Revenues and Transfers
Accountancy, California Board of		\$466,400	\$6,217,100	\$3,037,248	\$280,275	\$31,775	\$114,448	\$12,656	-\$199,753 ^a	\$9,960,149 ^a
Acupuncture Board		\$779,784	\$982,097	\$26,223	\$7,100	\$0	\$28,213	\$0	-\$1,498,342 ^b	\$325,075 ^b
Architects Board, California		\$63,300	\$2,571,339	\$300,435	\$39,900	\$0	\$40,023	\$0	-\$1,798,920 ^c	\$1,216,077 ^c
Athletic Commission, State	Support	\$200,248	\$704,588	\$0	\$0	\$0	\$7,608	\$13,376	\$925,820	\$925,820
	Neuro	\$0	\$88,987	\$0	\$0	\$1,208	\$0	\$0	\$90,195	\$90,195
	Pension	\$0	\$125,734	\$0	\$0	\$2,800	\$0	\$0	\$128,534	\$128,534
	TOTAL	\$200,248	\$919,309	\$0	\$0	\$4,008	\$7,608	\$13,376	\$2,289,098	\$1,144,549
Barbering and Cosmetology, Board of		\$2,279,609	\$6,730,936	\$47,260	\$423,196	\$1,250,715	\$105,152	\$501	\$26,694	\$10,864,063
Behavioral Sciences, Board of		\$160,656	\$3,187,802	\$1,898,797	\$57,440	\$9,000	\$45,665	\$0	\$6,855	\$5,366,215
Contractors State License Board		\$12,784,630	\$30,890,850	\$114,750	\$1,327,175	\$862,538	\$296,362	\$2,508	\$11,413,917 ^d	\$57,692,730 ^d
Court Reporters Board of California		\$35,270	\$790,948	\$20	\$22,700	\$5,250	\$21,432	\$0	-\$1,449,740 ^e	-\$574,120 ^e
Dental Auxiliaries, Committee on		\$453,116	\$804,317	\$7,580	\$45,225	\$0	\$19,169	\$0	\$7,302	\$1,336,709
Dental Board of California		\$620,591	\$6,120,811	\$57,732	\$58,740	\$34,167	\$70,501	\$280	-\$5,347,203 ^f	\$1,615,619 ^f
Engineers and Land Surveyors, Board for Professional		\$2,902,936	\$3,516,686	\$2,410	\$43,765	\$9,794	\$46,693	\$695	\$5,977	\$6,528,956
Geologists and Geophysicists, State Board of Registration for		\$195,926	\$492,050	\$72	\$22,925	\$9,750	\$9,533	\$0	\$328	\$730,584
Guide Dogs for the Blind, State Board of		\$3,500	\$131,113	\$6,900	\$0	\$0	\$1,651	\$0	\$0	\$143,165
Landscape Architects Technical Committee		\$33,088	\$461,700	\$177,119	\$13,050	\$500	\$19,515	\$0	-\$1,224,958 ^g	-\$519,986 ^g

a) Includes \$270,000 General Fund Loan.

b) Includes \$1.5 million loan to General Fund.

c) Includes \$1.8 million loan to General Fund (03/04).

d) Includes \$8.7 million General Fund loan (03/04), plus repayment of both \$11 m (02/03) and \$8.7m (03/04) General Fund loans, plus \$348,005 in interest.

e) Includes \$200,000 transfer to Transcript Reimbursement Fund and \$1,250,000 General Fund loan.

f) Includes \$5 million loan to General Fund and \$1 million transfer to Dentally Underserved Account.

g) Includes 1.225 million loan to General Fund.

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Revenue Sources (continued)										
BOARDS, COMMITTEES, AND COMMISSION	Funding Sources	Initial Licensing Fees	Renewal Fees	Other Licensing and Regulatory Fees	Delinquent Fees	Fines and Penalties	Interest	Sales	Other (Total of Remaining Revenues)	Total Revenues and Transfers
Medical Board of California	Physicians and Surgeons and Research Psychoanalysts	\$4,702,986	\$31,158,995	\$142,000	\$72,055	\$162,845	\$272,082	\$5,509	\$79,330	\$35,595,802
	Registered Dispensing Opticians	\$28,330	\$116,950	\$350	\$4,750	\$1,420	\$3,156	\$0	\$942	\$155,898
	Midwives	\$6,300	\$12,000	\$125	\$400	\$0	\$513	\$0	\$0	\$19,338
	Outpatient Settings	\$2,000	\$56,100	\$0	\$0	\$0	\$1,115	\$0	\$0	\$59,215
	TOTAL	\$4,739,616	\$31,344,045	\$142,475	\$77,205	\$164,265	\$276,866	\$5,509	\$35,910,525^h	\$35,830,253^h
Occupational Therapy, California Board of		\$130,404	\$1,153,144	\$1,063	\$9,750	\$180	\$14,242	\$0	-\$880,194 ⁱ	\$428,589 ⁱ
Optometry, State Board of		\$40,900	\$916,087	\$49,169	\$3,315	\$0	\$14,797	\$0	\$1,942	\$1,026,000
Osteopathic Medical Board of California		\$150,581	\$541,100	\$25,130	\$6,975	\$850	\$9,280	\$1,059	\$75	\$735,050
Pharmacy, California State Board of		\$1,486,335	\$4,085,549	\$42,465	\$69,243	\$874,532	\$70,306	\$8,875	\$13,206	\$6,650,511
Physical Therapy Board of California		\$347,021	\$1,341,845	\$28,010	\$16,420	\$2,750	\$23,044	\$0	\$1,245	\$1,760,335
Physicians Assistant Committee		\$119,942	\$708,600	\$5,400	\$3,050	\$8,750	\$24,794	\$0	\$0	\$870,536
Podiatric Medicine, California Board of		\$71,050	\$799,640	\$0	\$5,000	\$2,350	\$14,254	\$0	\$45	\$892,339
Psychology, Board of		\$391,820	\$2,485,364	\$2,245	\$14,150	\$7,700	\$20,969	\$4,105	\$2,277	\$2,928,630
Registered Nursing, Board of		\$1,676,810	\$11,106,971	\$2,498,143	\$246,490	\$0	\$136,305	\$0	\$56,782	\$15,721,501
Respiratory Care Board of California		\$56,781	\$1,589,091	\$179,347	\$43,695	\$23,386	\$18,765	\$0	\$23,821	\$1,934,886
Speech-Language Pathology and Audiology Board		\$49,416	\$577,665	\$3,740	\$13,125	\$2,175	\$7,478	\$0	\$356	\$653,955
Structural Pest Control Board (All 3 Funds)		\$199,465	\$200,590	\$535,675	\$8,475	\$102,985	\$50,643	\$2,375	\$2,709,975 ^j	\$3,810,183 ^j
Veterinary Medical Board and Veterinary Technician Committee, Registered		\$257,554	\$1,398,639	\$671	\$13,825	\$75	\$14,973	\$4,063	\$32,264	\$1,722,064
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurses	\$1,395,306	\$3,096,961	\$103,257	\$92,223	\$48,284	\$43,045	\$2,005	-\$1,984,023 ^k	\$2,797,058 ^k
	Psychiatric Technicians	\$226,220	\$1,040,609	\$1,620	\$21,640	\$10,015	\$19,779	\$158	-\$994,030 ^l	\$326,011 ^l
	TOTAL	\$1,621,526	\$4,137,570	\$104,877	\$113,863	\$58,299	\$62,824	\$2,163	\$145,016	\$3,123,069
TOTAL REVENUE		\$32,318,275	\$126,202,958	\$9,294,956	\$2,986,072	\$3,465,794	\$1,585,505	\$58,165	\$40,248,590	\$173,917,686

- h) Includes \$11.5 million transfer to Medically Underserved Account.
- i) Includes loan to General Fund of \$640,000 and final payment for program's General Fund start-up loan of \$241,058.
- j) Includes \$2,706,073 in Wood Destroying Organisms (WDO) Filing Fees.
- k) Includes \$2 million General Fund loan.
- l) Includes \$1 million General Fund loan.

Expenditure Categories						
BUREAUS	Funding Sources	Personal Services	Operating Expenses	(-) Reimbursements	(-) Distributed Costs	Total Expenditures
Automotive Repair, Bureau of	Vehicle Inspection and Repair Fund	\$39,407,420	\$52,071,491	-\$750,977	-\$71,000	\$90,656,934
	High Polluter Repair or Removal Account	\$2,722,839	\$13,657,132	\$0	\$0	\$16,379,971
	TOTAL	\$42,130,259	\$65,728,623	-\$750,977	-\$71,000	\$107,036,905
Cemetery and Funeral Bureau		\$1,346,392	\$1,659,434	-\$7,112	-\$115,000	\$2,883,714
Electronic and Appliance Repair, Bureau of		\$1,078,705	\$883,114	-\$8,695	\$0	\$1,953,124
Hearing Aid Dispensers Bureau		\$120,444	\$277,013	-\$3,907	\$0	\$393,550
Home Furnishings and Thermal Insulation, Bureau of		\$1,921,283	\$1,684,686	-\$53,206	\$0	\$3,552,763
Private Postsecondary and Vocational Education, Bureau for	Administration	\$3,488,481	\$2,222,356	-\$1,645	-\$54,000	\$5,655,192
	Title 38 Veterans Education	\$871,784	\$232,748	\$0	\$0	\$1,104,532
	Student Tuition Recovery Fund	\$55,372	\$4,396,142	\$0	\$0	\$4,451,514
	TOTAL	\$4,415,637	\$6,851,246	-\$1,645	-\$54,000	\$11,211,238
Security and Investigative Services, Bureau of	Private Security Services	\$2,718,248	\$6,036,690	-\$2,222,219	-\$104,000	\$6,428,719
	Private Investigator Fund	\$218,065	\$468,586	-\$16,592	\$0	\$670,059
	TOTAL	\$2,936,313	\$6,505,276	-\$2,238,811	-\$104,000	\$7,098,778
Telephone Medical Advice Services Bureau		\$74,236	\$14,270	n/a	n/a	\$88,506
TOTAL		\$54,023,269	\$83,603,662	-\$3,064,353	-\$344,000	\$134,218,578

Expenditure Categories						
BOARDS, COMMITTEES, AND COMMISSION	Funding Sources	Personal Services	Operating Expenses	(-) Reimbursements	(-) Distributed Costs	Total Expenditures
Accountancy, California Board of		\$3,925,017	\$3,963,446	-\$90,320	\$0	\$7,798,143
Acupuncture Board		\$562,851	\$1,519,181	-\$41,676	\$0	\$2,040,356
Architects Board, California		\$1,147,964	\$1,343,417	-\$22,759	-\$26,000	\$2,422,622
Athletic Commission, State	Support	\$453,546	\$174,189	\$0	\$0	\$627,735
	Neurological Exam Account	\$56,553	\$13,670	\$0	\$0	\$70,223
	Pension	\$25,035	\$38,952	\$0	\$0	\$63,987
	TOTAL	\$535,134	\$226,811	\$0	\$0	\$761,945
Barbering and Cosmetology, Board of		\$4,240,213	\$7,444,747	-\$176,485	\$0	\$11,508,475
Behavioral Sciences, Board of		\$1,647,499	\$2,615,860	-\$52,072	\$0	\$4,211,287
Contractors State License Board		\$24,305,602	\$21,430,129	-\$455,133	\$0	\$45,280,598
Court Reporters Board of California		\$313,012	\$315,740	-\$8,800	\$0	\$619,952
Dental Auxiliaries, Committee on		\$537,995	\$813,191	\$13,003	\$0	\$1,338,183
Dental Board of California		\$3,148,577	\$3,877,849	-\$217,616	\$0	\$6,808,810
Engineers and Land Surveyors, Board for Professional		\$2,404,855	\$4,620,501	-\$56,621	\$0	\$6,968,735
Geologists and Geophysicists, State Board of Registration for		\$250,131	\$458,079	-\$705	\$0	\$707,505
Guide Dogs for the Blind, State Board of		\$82,274	\$32,884	\$0	\$0	\$115,158
Landscape Architects Technical Committee		\$244,927	\$401,922	-\$1,685	\$0	\$645,164
Medical Board of California	Physicians and Surgeons and Research Psychoanalysts	\$19,461,178	\$19,982,532	-\$2,325,559	-\$641,698	\$36,476,453
	Registered Dispensing Opticians	\$42,073	\$89,514	-\$14,800	\$0	\$116,787
	Midwives	\$0	\$0	\$0	\$0	\$0
	Outpatient Settings	\$0	\$0	\$0	\$0	\$0
	TOTAL	\$19,503,251	\$20,072,046	-\$2,340,359	-\$641,698	\$36,593,240

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Expenditure Categories (continued)						
BOARDS, COMMITTEES, AND COMMISSION	Funding Sources	Personal Services	Operating Expenses	(-) Reimbursements	(-) Distributed Costs	Total Expenditures
Occupational Therapy, California Board of		\$312,452	\$256,574	-\$27,152	\$0	\$541,874
Optometry, State Board of		\$493,924	\$584,559	-\$78,234	\$0	\$1,000,249
Osteopathic Medical Board of California		\$247,372	\$502,255	-\$70,349	\$0	\$679,278
Pharmacy, California State Board of		\$3,678,829	\$3,137,938	-\$252,538	\$0	\$6,564,229
Physical Therapy Board of California		\$779,865	\$1,463,009	-\$127,762	\$0	\$2,115,112
Physicians Assistant Committee		\$319,702	\$512,169	-\$41,584	\$0	\$790,287
Podiatric Medicine, California Board of		\$309,681	\$524,392	-\$48,504	\$0	\$785,569
Psychology, Board of		\$807,061	\$1,544,713	-\$105,533	\$0	\$2,246,241
Registered Nursing, Board of		\$5,192,218	\$12,100,231	-\$993,828	\$0	\$16,298,621
Respiratory Care Board of California		\$1,122,668	\$1,100,211	-\$237,892	\$0	\$1,984,987
Speech-Language Pathology and Audiology Board		\$293,669	\$211,236	\$16,914	\$0	\$487,991
Structural Pest Control Board		\$1,705,272	\$1,738,078	-\$30,080	\$0	\$3,413,270
Veterinary Medical Board and Veterinary Technician Committee, Registered		\$581,637	\$1,211,921	-\$112,727	\$0	\$1,680,831
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurses	\$2,016,534	\$2,402,021	-\$197,576	-\$37,000	\$4,183,979
	Psychiatric Technicians	\$405,947	\$731,795	-\$32,179	\$0	\$1,105,563
	TOTAL	\$2,422,481	\$3,133,816	-\$229,755	-\$37,000	\$5,289,542
TOTAL EXPENDITURES		\$81,116,133	\$97,156,905	-\$5,790,252	-\$704,698	\$171,698,254

Fund Condition ^a							
BUREAUS	Funding Sources	Total Reserves July 1	Total Revenues and Transfers	Total Resources	Total Expenditures	Reserve June 30	Estimated Months of Reserve
Automotive Repair, Bureau of	Vehicle Inspection and Repair Fund	\$27,062,000	\$108,974,142	\$136,036,142	\$101,871,203	\$34,164,939	3.9
	High Polluter Repair or Removal Account	\$8,202,319	\$23,337,213	\$31,539,532	\$16,379,971	\$15,159,561	11.1
	TOTAL	\$35,264,319	\$132,311,355	\$167,575,674	\$118,251,174	\$49,324,500	
Cemetery and Funeral Bureau		\$5,110,000	\$3,559,999	\$8,669,999	\$2,883,714	\$5,786,285	19.9
Electronic and Appliance Repair, Bureau of		\$1,664,379	\$1,761,272	\$3,425,651	\$1,953,124	\$1,472,527	8.8
Hearing Aid Dispensers Bureau		\$926,879	\$572,491	\$1,499,370	\$393,679	\$1,105,691	19.9
Home Furnishings and Thermal Insulation, Bureau of		\$2,254,717	\$3,631,379	\$5,886,096	\$3,552,892	\$2,333,204	7.5
Private Postsecondary and Vocational Education, Bureau for	Administration	\$826,000	\$5,493,247	\$6,319,247	\$5,655,192	\$664,055	1.4
	Title 38 Veterans Education	\$0	\$1,104,532	\$1,104,532	\$1,104,532	\$0	n/a
	Student Tuition Recovery Fund	\$241,383	\$7,655,462	\$7,896,845	\$4,451,514	\$3,445,331	9.3
	TOTAL	\$1,067,383	\$14,253,241	\$15,320,624	\$11,211,238	\$4,109,386	
Security and Investigative Services, Bureau of	Private Security Services	\$4,340,715	\$3,804,127	\$8,144,842	\$6,428,848	\$1,715,994	2.9
	Private Investigator Fund	\$975,326	\$804,114	\$1,779,440	\$670,188	\$1,109,252	21.2
	TOTAL	\$5,316,041	\$4,607,944	\$9,924,282	\$7,099,036	\$2,825,246	
Telephone Medical Advice Services Bureau		\$216,768	\$70,755	\$287,523	\$88,506	\$199,017	18.1
TOTAL		\$51,820,486	\$160,768,436	\$212,589,219	\$145,433,363	\$67,155,856	

a) Fund condition statements include, where applicable: prior year adjustments; State Controller's Office charges, Board of Control claims, and/or Rural Health Program expenditures that are not included in Month 13 year-end expenditure reports, and General Fund loans amounts and/ or loan repayments. Supporting detail for these items is on record and is available upon request.

Fund Condition ^a							
BOARDS, COMMITTEES, AND COMMISSION	Funding Sources	Total Reserves July 1	Total Revenues and Transfers	Total Resources	Total Expenditures	Reserve June 30	Estimated Months of Reserve
Accountancy, California Board of		\$6,763,231	\$9,960,149	\$16,723,380	\$7,798,272	\$8,925,108	11.6
Acupuncture Board		\$2,463,441	\$325,075	\$2,788,516	\$2,040,485	\$748,031	4.0
Architects Board, California		\$2,455,780	\$1,216,077	\$3,671,857	\$2,442,751	\$1,229,106	5.2
Athletic Commission, State	Support	n/a	\$925,820	n/a	\$627,735	n/a	n/a
	Neuro	\$105,185	\$90,195	\$195,380	\$70,352	\$125,028	14.2
	Pension	\$134,460	\$128,534	\$262,994	\$63,987	\$199,007	26.0
	TOTAL	\$239,645	\$1,144,549	\$458,374	\$762,074	\$324,035	
Barbering and Cosmetology, Board of		\$3,978,252	\$10,864,063	\$14,842,315	\$11,510,452	\$3,331,863	3.2
Behavioral Sciences, Board of		\$1,852,970	\$5,366,215	\$7,219,185	\$4,211,416	\$3,007,769	7.9
Contractors State License Board		\$10,682,573	\$57,692,730	\$68,375,303	\$45,284,219	\$23,091,084	5.7
Court Reporters Board of California		\$1,790,085	-\$574,120	\$1,215,965	\$620,081	\$595,884	10.9
Dental Auxiliaries, Committee on		\$979,169	\$1,336,709	\$2,315,878	\$1,338,312	\$977,566	6.9
Dental Board of California		\$5,553,848	\$1,615,619	\$7,169,467	\$6,808,939	\$360,528	\$1
Engineers and Land Surveyors, Board for Professional		\$1,723,981	\$6,528,956	\$8,252,937	\$6,968,944	\$1,283,993	2.0
Geologists and Geophysicists, State Board of Registration for		\$560,704	\$730,584	\$1,291,288	\$707,634	\$583,654	8.9
Guide Dogs for the Blind, State Board of		\$143,350	\$143,165	\$286,515	\$115,287	\$171,228	13.5
Landscape Architects Technical Committee		\$1,554,817	-\$519,986	\$1,034,831	\$645,293	\$389,538	5.2
Medical Board of California	Physicians and Surgeons and Research Psychoanalysts	\$12,369,476	\$35,445,802	\$47,815,278	\$36,477,874	\$11,337,404	3.3
	Opticians, Registered Dispensing	\$173,554	\$155,898	\$329,452	\$116,916	\$212,536	10.2
	Midwives	\$23,189	\$19,338	\$42,527	\$129	\$42,398	n/a
	Outpatient Clinics	\$54,274	\$59,215	\$113,489	\$129	\$113,360	59.0
	TOTAL	\$12,620,493	\$35,680,253	\$48,300,746	\$36,595,048	\$11,705,698	3.5

a) Fund condition statements include, where applicable: prior year adjustments; State Controller's Office charges, Board of Control claims, and/or Rural Health Program expenditures that are not included in Month 13 year-end expenditure reports, and General Fund loans amounts and/ or loan repayments. Supporting detail for these items is on record and is available upon request.

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Fund Condition ^a (continued)							
BOARDS, COMMITTEES, AND COMMISSION	Funding Sources	Total Reserves July 1	Total Revenues and Transfers	Total Resources	Total Expenditures	Reserve June 30	Estimated Months of Reserve
Occupational Therapy, California Board of		\$730,674	\$428,589	\$1,159,263	\$542,003	\$617,260	10.5
Optometry, State Board of		\$885,286	\$1,026,210	\$1,911,496	\$1,001,378	\$911,118	7.9
Osteopathic Medical Board of California		\$436,528	\$735,050	\$1,171,578	\$679,407	\$492,171	5.7
Pharmacy, California State Board of		\$4,787,544	\$6,650,511	\$11,438,055	\$6,564,358	\$4,873,697	7.6
Physical Therapy Board of California		\$1,444,892	\$1,760,335	\$3,205,227	\$2,115,241	\$1,089,986	6.3
Physicians Assistant Committee		\$1,492,200	\$870,536	\$2,362,736	\$790,416	\$1,572,320	21.2
Podiatric Medicine, California Board of		\$889,077	\$892,339	\$1,781,416	\$785,698	\$995,718	10.8
Psychology, Board of		\$907,086	\$2,928,630	\$3,835,716	\$2,246,370	\$1,589,346	6.6
Registered Nursing, Board of		\$8,112,564	\$15,721,501	\$23,834,065	\$16,300,023	\$7,534,042	5.0
Respiratory Care Board of California		\$1,324,837	\$1,934,886	\$3,259,723	\$1,985,116	\$1,274,607	6.1
Speech-Language Pathology and Audiology Board		\$377,354	\$653,955	\$1,031,309	\$488,120	\$543,189	11.9
Structural Pest Control Board		\$3,550,591	\$3,810,183	\$7,360,774	\$3,413,657	\$3,947,117	79.6, 22.1, 8.9
Veterinary Medical Board and Veterinary Technician Committee, Registered		\$898,697	\$1,722,064	\$2,620,761	\$1,680,960	\$939,801	6.9
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurses	\$2,760,204	\$2,797,058	\$5,557,262	\$4,184,108	\$1,373,154	3.1
	Psychiatric Technicians	\$1,435,386	\$326,011	\$1,761,397	\$1,105,692	\$655,705	6.8
	TOTAL	\$4,195,590	\$3,123,069	\$7,318,659	\$5,289,800	\$2,028,859	
TOTAL		\$83,395,259	\$173,767,896	\$256,237,335	\$171,731,754	\$85,134,316	

a) Fund condition statements include, where applicable: prior year adjustments; State Controller's Office charges, Board of Control claims, and/or Rural Health Program expenditures that are not included in Month 13 year-end expenditure reports, and General Fund loans amounts and/ or loan repayments. Supporting detail for these items is on record and is available upon request.



LICENSING

ANNUAL REPORT
STATISTICAL APPENDIX

FISCAL YEAR 2003–2004

Breakdown and Activity

BUREAUS	License Category	Number of License Types per Category	Number of Licenses by License Status		Number of Licenses Issued		Frequency of License Renewal
			Active Licenses / Certificates / Permits	Inactive Licenses	Initial Licenses / Certificates / Permits	Renewal Licenses / Certificates / Permits	
Automotive Repair, Bureau of	Licenses and Registrations	16	63,846	14,343	17,778	46,636	Every 1, 2, or 4 Years
	Certificates and Permits	1	1,106	n/a	106	n/a	n/a
Cemetery and Funeral Bureau	Licenses and Registrations	12	10,188	n/a	2,259	7,143	Every year
	Certificates and Permits	1	420	n/a	n/a	n/a	n/a
Electronic and Appliance Repair, Bureau of	Licenses and Registrations	5	11,455	500	1,530	11,450	Every year
Hearing Aid Dispensers Bureau	Licenses and Registrations	4	2,030	124	214	1,955	Every year
Home Furnishings and Thermal Insulation, Bureau of	Licenses and Registrations	10	20,842	1,089	2,535	8,935	Every 2 years
Private Postsecondary and Vocational Education, Bureau for	Licenses and Registrations	5	449	n/a	173	0	n/a
	Certificates and Permits	7	23,310	n/a	6,042	0	Every 1-3 Years
	Approvals	3	2,576	n/a	166	885	Every 3-5 Years
Security and Investigative Services, Bureau of	Licenses and Registrations	21	230,505	39	63,252	74,849	Varies
	Certificates and Permits	2	103,564	0	n/a	n/a	Every 2 years
Telephone Medical Advice Services Bureau	Licenses and Registrations	1	36	0	1	8	Every 2 years

TOTAL BY LICENSE CATEGORY	LICENSES AND REGISTRATIONS	74	339,351	16,095	87,742	150,968	
	CERTIFICATES AND PERMITS	11	128,400	0	6,148	0	
	APPROVALS	3	2,576	0	166	885	

Breakdown and Activity (continued)							
BOARD, COMMITTEES, AND COMMISSION	License Category	Number of License Types per Category	Number of Licenses by License Status		Number of Licenses Issued		Frequency of License Renewal
			Active Licenses	Inactive Licenses	Initial Licenses	Renewal Licenses	
Accountancy, California Board of	Licenses and Registrations	5	45,970	18,830	3,253	31,273	Every 2 years
	Approvals	24	24	0	1	15	Every 2 Years
Acupuncture Board	Licenses and Registrations	1	7,090	1,441	643	3,152	Every 2 years
	Approvals	1	31	n/a	1	n/a	n/a
Architects Board, California	Licenses and Registrations	1	21,588	5,605	384	11,718	Odd Years
Athletic Commission, State	Licenses and Registrations	18	1,577	n/a	1577	1,499	Annual
	Certificates and Permits	1	21	n/a	1	20	Annual
Barbering and Cosmetology, Board of	Licenses and Registrations	10	373,574	71,705	24,051	164,431	Every 2 years
	Approvals	3	226	65	n/a ^a	n/a ^a	n/a
Behavioral Sciences, Board of	Licenses and Registrations	6	61,446	14,690	5,643 ^b	33,652 ^b	(b)
Contractors State License Board	Licenses and Registrations	44 ^c	237,377	61,162	29,231	116,857	Every 2 years
	Certificates and Permits	3 ^d	152,290	21,245	4,879		n/a
Court Reporters Board of California	Licenses and Registrations	1	7,835	1,064	110	7,725	Every year
	Approvals	17	n/a	n/a	n/a	n/a	n/a
Dental Auxiliaries, Committee on	Licenses and Registrations	5	47,732	13,282	2,386	23,717	Every 2 Years
Dental Board of California	Licenses and Registrations	1	32,285	3,847	1,542	15,069	Every 2 years
	Certificates and Permits	9	7,409	958	3,345	3,345	Every 2 Years
Engineers and Land Surveyors, Board for Professional	Licenses and Registrations	19	87,170	45,975	2,363	17,451	Every 2 years
	Certificates and Permits	4	20,458	756	2,971	668	Every 2 Years

a) Apprentice licenses are not renewable.

b) Every 2 Years: Marriage and Family Therapist (MFT), Licensed Clinical Social Workers (LCSW), Licensed Educational Psychologists (LEP);
Yearly: Intern Marriage and Family Therapist (IMF), Associate Clinical Social Worker (ASW)

c) 43 License types and 1 registration

d) Permits do not apply and certificates are not license types but are issued in combination with Licenses

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Breakdown and Activity (continued)							
BOARD, COMMITTEES, AND COMMISSION	License Category	Number of License Types per Category	Number of Licenses by License Status		Number of Licenses Issued		Frequency of License Renewal
			Active Licenses	Inactive Licenses	Initial Licenses	Renewal Licenses	
Geologists and Geophysicists, State Board of Registration for	Licenses and Registrations	4	7,197	0	177	3,452	Every 2 years
Guide Dogs for the Blind, State Board of	Licenses and Registrations	1 ^e	106	4	14	92	Every year
	Approvals	1 ^e	3	n/a	n/a	n/a	n/a
Landscape Architects Technical Committee	Licenses and Registrations	1	3,189	165	147	1,539	Every 2 years
Medical Board of California	Licenses and Registrations	7	120,031	12,353	5,405	60,064	Every 2 years
	Certificates and Permits	2	9,836	0	1,181	3,773	Every 2 years
	Approvals	1	4	0	0	4	Every 3 years
Occupational Therapy, California Board of	Licenses and Registrations	1	7,493	493	727	7,085	Every year
	Certificates and Permits	3	1,360	347	296	1,213	Every year
Optometry, State Board of	Licenses and Registrations	4	1,644	6,388	258	3,129	Every 2 years
	Certificates and Permits	4 ^f	846		81	798	Every year
Osteopathic Medical Board of California	Licenses and Registrations	1	3,218	758	430	1,615	Every 2 years
	Certificates and Permits	1	277	0	66	230	Every year
Pharmacy, California State Board of	Licenses and Registrations	3	74,233	2,075	10,459	27,953	Every 2 years
	Certificates and Permits	24	11,425	585	1,440	9,376	Every year
Physical Therapy Board of California	Licenses and Registrations	4	23,666	26,572	1,254	11,201	Every 2 years
Physicians Assistant Committee	Licenses and Registrations	1	5,317	669	538	2,362	Every 2 years
Podiatric Medicine, California Board of	Licenses and Registrations	3	1,924	458	127	1,097	Every 2 years
	Certificates and Permits	1	376	228	24	160	Every 2 years
	Approvals ^g	7 ^g	n/a	n/a	n/a ^h	n/a ^h	n/a

e) Apprentices who initially failed test were retested and passed.

f) Licenses and registrations = OD, SOL, BOL, Corps. Certificates and permits = FNP, Wall Certs., TPA, and DPA.

g) Approvals only. No Lic/Reg issued/renewed.

h) Frequency of EL-Resident's license renewal is 1 year for up to 4 years maximum.

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Breakdown and Activity (continued)							
BOARD, COMMITTEES, AND COMMISSION	License Category	Number of License Types per Category	Number of Licenses by License Status		Number of Licenses Issued		Frequency of License Renewal
			Active Licenses	Inactive Licenses	Initial Licenses	Renewal Licenses	
Psychology, Board of	Licenses	1	14,608	2,474	568	7,454	Every 2 years
	Registrations ⁱ	2 ⁱ	1,781	1,836	907	997	(i)
Registered Nursing, Board of	Licenses and Registrations	1	289,445	104,926	18,585	141,596	Every 2 years
	Certificates and Permits	10	68,986	11,684	3,283	5,920	Every 2 years
	Approvals ^j	(j)	102	(j)	(j)	(j)	(j)
Respiratory Care Board of California	Licenses and Registrations	1	14,495	853	624	6,931	Every 2 years
Speech-Language Pathology and Audiology Board	Licenses and Registrations	6	11,588	1,301	1,270	5,156	Every 2 years
	Approvals	2	134	0	13	64	Every 2 Years
Structural Pest Control Board	Licenses and Registrations	5	26,600	1,691	4,072	3,615	Every 3 years
Veterinary Medical Board and Veterinary Technician Committee, Registered	Licenses and Registrations	4	12,971	4,996	644	6,336	Every 2 years
	Certificates and Permits	1	2,577	260	126	2,589	Every year
Vocational Nursing and Psychiatric Technicians, Board of	Licenses and Registrations	2	78,231	29,482	5,469	334,441	Every 2 years
	Certificates and Permits	1	NDA	NDA	NDA	NDA	NDA
	Approvals	1	NDA	NDA	NDA	NDA	NDA
TOTAL BY LICENSE CATEGORY	LICENSES AND REGISTRATIONS	163	1,621,381	435,095	122,858	1,052,659	
	CERTIFICATES AND PERMITS	64	275,861	36,063	17,693	28,092	
	APPROVALS	57	422	65	15	83	

i) Registered psychologists are a one-time non-renewable registration and Registered Psychological Assistants are renewed January 31 of each year.

j) BRN does not consider Approvals to be a license type. There were a total of 30 re-approvals for FY 2003-04. Existing program re-approval is normally conducted every 5 years, but can be sooner if there is an issue within the program.

Background Checking Requirements							
BUREAUS	Fingerprinting	Verification of Education			Verification of Experience		
	Number of Criminal Records Received	Candidate's Statement	Official Transcripts	Audit	Candidate's Statement	Official Transcripts	Audit
Automotive Repair, Bureau of	n/a	No	Yes	No	Yes	No	No
Cemetery and Funeral Bureau	85	n/a	Yes	n/a	Yes	n/a	Yes
Electronic and Appliance Repair, Bureau of	26	No	No	No	No	No	No
Hearing Aid Dispensers Bureau	NDA	Yes	No	Yes	Yes	No	Yes
Private Postsecondary and Vocational Education, Bureau for	NDA	Yes	Yes	No	Yes	Yes	No
Security and Investigative Services, Bureau of	9,344	No	Yes	No	Yes	Yes	No
TOTAL	9,455						

Background Checking Requirements							
BOARDS, COMMITTEES, AND COMMISSION	Fingerprinting	Verification of Education			Verification of Experience		
	Number of Criminal Records Received	Candidate's Statement	Official Transcripts	Audit	Candidate's Statement	Official Transcripts	Audit
Accountancy, California Board of	140	No	Yes	No	No ^a	No ^a	No ^a
Acupuncture Board	36	No	Yes	No	n/a	n/a	n/a
Architects Board, California	n/a	n/a ^b	Yes ^b	n/a ^b	Yes ^b	No ^b	n/a ^b
Athletic Commission, State	89	No	No	No	Yes	No	No
Barbering and Cosmetology, Board of	No	No ^c	Yes ^c	No ^c	No ^d	Yes ^d	No ^d
Behavioral Sciences, Board of	223	No	Yes	No	Yes	No	No
Contractors State License Board	n/a	Yes	Yes	Yes	Yes	Yes	Yes
Court Reporters Board of California	2	No	Yes	No	Yes	No	No
Dental Auxiliaries, Committee on	489	No	No	No	No	No	No
Dental Board of California	1,483	Yes	Yes	Yes	Yes	Yes	Yes
Geologists and Geophysicists, State Board of Registration for	n/a	No	Yes	No	Yes	No	No
Guide Dogs for the Blind, State Board of	0	Yes	Yes	No	Yes	Yes	No
Landscape Architects Technical Committee	0	Yes	Yes	Yes	Yes	Yes	Yes
Medical Board of California							
Physicians and Surgeons	NDA	Yes	Yes	No	n/a	n/a	n/a
Specialty Faculty Permit	NDA	Yes	No	No	Yes	No	No
Midwives	NDA	Yes	Yes	No	n/a	n/a	n/a
Research Psychoanalysts	NDA	Yes	Yes	No	n/a	n/a	n/a

- a) The applicant's current or former employer(s) submits a Certificate of Experience.
b) Verification by candidate and employer.
c) Verification by candidate and employer.
d) Verification of Education - A Proof of Training document is signed by the graduating school stating the course of study and number of hours completed.

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Background Checking Requirements (continued)							
BOARDS, COMMITTEES, AND COMMISSION	Fingerprinting	Verification of Education			Verification of Experience		
	Number of Criminal Records Received	Candidate's Statement	Official Transcripts	Audit	Candidate's Statement	Official Transcripts	Audit
Occupational Therapy, California Board of	58	Yes	Yes	No	Yes	Yes	No
Optometry, State Board of	1	n/a	283	n/a	n/a	n/a	n/a
Osteopathic Medical Board of California	17	Yes	Yes	No	Yes	Yes	No
Pharmacy, California State Board of	2,132	No	Yes	Yes	Yes	Yes	Yes
Physical Therapy Board of California	109	No	Yes	No	No	(e)	No
Physicians Assistant Committee	18	No	Yes	No	No	No	No
Podiatric Medicine, California Board of	7	Yes	Yes	No	Yes	Yes	No
Psychology, Board of	15	Yes	Yes	Yes	Yes	Yes	Yes
Registered Nursing, Board of	1,724	No	Yes	No	No	No	No
Respiratory Care Board of California	135	Yes	Yes	No	n/a	n/a	n/a
Speech-Language Pathology and Audiology Board	12	Yes	Yes	No	Yes	Yes	No
Structural Pest Control Board	672	n/a	n/a	n/a	n/a	n/a	n/a
Veterinary Medical Board and Veterinary Technician Committee, Registered	44	Yes	No	No	Yes	No	No
Vocational Nursing and Psychiatric Technicians, Board of							
Vocational Nurses	528	No	Yes	No	No	n/a	(e)
Psychiatric Technicians	91	No	Yes	No	No	n/a	(e)
TOTAL	7,936						

e) Verification of Experience - Verification of (state or country) applicant either through work experience or certification from the licensing state. Out-of-State applicants must provide verification of licensure from an outside evaluation company.

Continuing Education Requirements							
BUREAUS REQUIRING CONTINUING EDUCATION	License Types	Number of Required Hours of CE for Each Renewal Cycle	Methods of CE Verification			Number of CE Providers for This License Type	Number of Audits of CE Providers
			Self-Certification	Instructor Report	Audit		
Automotive Repair, Bureau of	Smog Check Technician - Advanced (EA)	8-16 hours	No	Yes	No	106	80
	Smog Check Technician - Basic (EB)	8-16 hours	No	Yes	No	106	80
Hearing Aid Dispensers Bureau	Hearing Aid Dispenser	9	Yes	Yes	Yes	36	0
Private Postsecondary and Vocational Education, Bureau for	Financial Aid Director	n/a ^a	Yes	No	No	n/a ^b	n/a ^b
	Financial Aid Officer	n/a ^a	Yes	No	No	n/a ^b	n/a ^b
Security and Investigative Services, Bureau of	Various	0	No	No	No	0	0

a) CE requirements are not specified in law by hours.

b) Student Aid Commission has oversight over the CE Program.

Continuing Education Requirements							
BOARDS AND COMMITTEES REQUIRING CONTINUING EDUCATION	License Types	Number of Required Hours of CE for Each Renewal Cycle	Methods of CE Verification			Number of CE Providers for This License Type	Number of Audits of CE Providers
			Self-Certification	Instructor Report	Audit		
Accountancy, California Board of	Certified Public Accountant (CPA)	80	Yes	No	Yes	1	0
	Public Accountant (PA)	80	Yes	No	Yes	1	0
	Accountancy Corporation (COR)	n/a	n/a	n/a	n/a ^c	n/a ^d	n/a
	Accountancy Partnership (PAR)	n/a	n/a	n/a	n/a ^c	n/a ^d	n/a
	Fictitious Name Permit (FNP)	n/a	n/a	n/a	n/a ^c	n/a ^d	n/a
	Professional Conduct and Ethics (PC and E) Provider	n/a	n/a	n/a	n/a ^c	n/a ^d	n/a
Acupuncture Board	Acupuncture License	30	Yes	Yes	Yes	298	0
Barbering and Cosmetology, Board of	Cosmetology Instructor	30	No	No	Yes	28	0
	Barber Instructor	30	No	No	Yes	28	0

c) The CE audit has been temporarily suspended due to staffing constraints.

d) See FY 2003-04 Licensing Breakdown and Activity Chart - Approvals.

continued on next page

Continuing Education Requirements (continued)							
BOARDS AND COMMITTEES REQUIRING CONTINUING EDUCATION	License Types	Number of Required Hours of CE for Each Renewal Cycle	Methods of CE Verification			Number of CE Providers for This License Type	Number of Audits of CE Providers
			Self- Certification	Instructor Report	Audit		
Behavioral Sciences, Board of	Marriage and Family Therapy	36	Yes	No	Yes	2,204	204
	Licensed Clinical Social Worker	36	Yes	No	Yes	2,204	121
Dental Auxiliaries, Committee on	Registered Dental Assistant	25	Yes	No	n/a	NDA	NDA
	Registered Dental Assistant in Extended Functions	25	Yes	No	n/a	NDA	NDA
	Registered Dental Hygienist	25	Yes	No	n/a	NDA	NDA
	Registered Dental Hygienist in Extended Functions	25	Yes	No	n/a	NDA	NDA
	Registered Dental Hygienist in Alternative Functions	25	Yes	No	n/a	NDA	NDA
Dental Board of California	Dental License	50	Yes	n/a	n/a	984	0
	OMS	50	Yes	n/a	n/a	984	0
	General Anesthesia	15	Yes	n/a	n/a	984	0
	SP	25	Yes	n/a	n/a	984	0
	OCS	7	Yes	n/a	n/a	984	0
	Conscious Sedation	7	Yes	n/a	n/a	984	0
Guide Dogs for the Blind, State Board of	Guide Dog Instructor	8 on blindness, 1 on dog training, dog health + 2 other or 16 hours consumer information	No	No	No	No	No
Medical Board of California	Physician and Surgeon	50 ^c	Yes	No	Yes	n/a ^d	n/a
	Licensed Midwife	36 ^c	Yes	No	Yes	n/a ^d	n/a
Optometry, State Board of	Optometrist - Therapeutic Certified	50	Yes	No	Yes	148	144
	Optometrist - Diagnostic and No. Certification	40	Yes	No	Yes	148	144

c) Some licensees may have been granted a waiver of the CME requirements.

d) Business and Profession Code sections 2190.3 and 2190.5 require geriatric, pain management, and end-of-life care courses for specified licensees.

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Continuing Education Requirements (continued)							
BOARDS AND COMMITTEES REQUIRING CONTINUING EDUCATION	License Types	Number of Required Hours of CE for Each Renewal Cycle	Methods of CE Verification			Number of CE Providers for This License Type	Number of Audits of CE Providers
			Self- Certification	Instructor Report	Audit		
Osteopathic Medical Board of California	Osteopathic Physician and Surgeon	150 hours each 3-year reporting period	No	Yes	Yes	NDA	NDA
Pharmacy, California State Board of	Pharmacist	30	Yes	No	No	No	No
Podiatric Medicine, California Board of	E-Permanent	50	Yes	No	Yes	Information Not Trackable	n/a
	EFE-Fee Exempt ^e	n/a	n/a	n/a	n/a		n/a
	EL-Resident's	n/a	n/a	n/a	n/a		n/a
Psychology, Board of	Psychologist	36	No	No	Yes	336	34
Registered Nursing, Board of	Registered Nurse	30	Yes	No	Yes	3,402	0
Respiratory Care Board of California	Respiratory Care Practitioner	15	Yes	No	Yes	n/a	n/a
Speech-Language Pathology and Audiology Board	Speech-Language Pathologist	24	Yes	No	Yes	173	NDA
	Audiologist	24	Yes	No	Yes	173	NDA
	Speech-Language Pathology Assistant	24	Yes	No	Yes	NDA	n/a
Structural Pest Control Board	Field Representative and Operator	NDA	Yes	Yes	Yes	75	3
	Branch 1	16	NDA	NDA	NDA	NDA	NDA
	Branch 2	20	NDA	NDA	NDA	NDA	NDA
	Branch 3	24	NDA	NDA	NDA	NDA	NDA
Veterinary Medical Board	Veterinarian	36	Yes	Yes	Yes	NDA	NDA
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurse	30	Yes	No	Yes	41	n/a
	Psychiatric Technician	30	Yes	No	Yes	0	n/a

e) EFE - Retired licensees without permanent CE waivers are subject to CE requirements.

Examinations								
BUREAUS REQUIRING EXAMINATIONS	Examination Data							
	License Type and Exam Title	Exam Source		Exam Type	Data Combined for All Exams per Year			
		National	CA		Passed	Failed	Total	% Passed
Automotive Repair, Bureau of	Smog Check Technician - Advanced (EA)	No	Yes	Written	2,702	2,790	5,492	49%
	Smog Check Technician - Basic (EB)	No	Yes	Written	68	38	106	64%
	Brake Adjuster - Class A	No	Yes	Written	75	73	148	51%
	Brake Adjuster - Class B	No	Yes	Written	2	12	14	14%
	Brake Adjuster - Class C	No	Yes	Written	299	140	439	68%
	Lamp Adjuster - Class A	No	Yes	Written	284	159	443	64%
	Brake Adjuster - Class A	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Brake Adjuster - Class B							
	Brake Adjuster - Class C							
	Lamp Adjuster - Class A							
Cemetery and Funeral Bureau	Cemetery Broker	No	Yes	Written	20	3	23	87%
	Crematory Manager	No	Yes	Written	22	2	24	92%
	Cemetery Manager	No	Yes	Written	30	5	35	86%
	Funeral Director	No	Yes	Written	80	45	125	64%
	Embalmer	No	Yes	Written	45	27	72	63%
Hearing Aid Dispensers Bureau	Hearing Aid Dispenser	No	Yes	Written	96	92	188	51%
		No	Yes	Practical	71	36	107	66%
Security and Investigative Services, Bureau of	Alarm Company Operator (ACQ)	No	Yes	Written	89	98	187	48%
	Private Investigator (PIQ)	No	Yes	Written	459	245	704	65%
	Private Patrol Operator (PPQ)	No	Yes	Written	185	216	401	46%
	Repossessor (RAQ)	No	Yes	Written	21	22	43	49%

Examinations									
BOARDS AND COMMITTEES REQUIRING EXAMINATIONS	Examination Data								
	License Type	Exam Title (If Different from License Type)	Exam Source		Exam Type	Data Combined for All Exams per Year			
			National	CA		Passed	Failed	Total	% Passed
Accountancy, California Board of	Certified Public Accountant (CPA)	Uniform Certified Public Accountant Examination	X		Written and Computer Based ^a	2,391	7,977 ^b	10,368	23% ^c
Acupuncture Board	Acupuncture License	California Acupuncture License Exam		X	Written	629	437	1,066	59%
Architects Board, California	Architect	Building Planning	X		Written	440	265	705 ^d	62%
		Building Technology	X		Written	405	293	698 ^d	58%
		Construction Docs	X		Written	596	201	797 ^d	75%
		General Structures	X		Written	477	256	733 ^d	65%
		Lateral Forces	X		Written	494	108	602 ^d	82%
		Materials / Methods	X		Written	635	279	914 ^d	69%
		Mech / Electrical	X		Written	464	300	764 ^d	61%
		Pre-Design	X		Written	530	279	809 ^d	66%
		Site Planning	X		Written	472	217	689 ^d	69%
		Supplemental		X	Oral	398	473	871 ^d	46%

- a) In April 2004 the Board converted its CPA Exam from a paper and pencil exam to a computer-based exam. Therefore, FY 2003/04 CPA Exam data is composed of one November 2003 paper and pencil exam and then the first computer-based testing (CBT) window during April and May 2004.
- b) The CPA Exam consists of four parts and under computerized testing, the candidate must pass all four sections within an 18-month period to pass the exam. This number/percentage reflects the candidates who successfully passed the CPA Exam during FY 2003-04. The "Failed" column indicates all tests not completed.
- c) In FY 2003/04 the average per part passage rate for the November 2003 paper and pencil exam was 36%, and 48% for the computerized exam during April - May 2004.
- d) Total numbers of exams does not represent the total number of candidates

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Examinations (continued)										
BOARDS AND COMMITTEES REQUIRING EXAMINATIONS	Examination Data									
	License Type	Exam Title (If Different from License Type)	Exam Source		Exam Type	Data Combined for All Exams per Year				
			National	CA		Passed	Failed	Total	% Passed	
Barbering and Cosmetology, Board of	Barber			X	Written and Practical	667	241	908 ^e	74%	
	Barber Instructor			X	Written	1	5	6 ^e	17%	
	Cosmetologist			X	Written	7,861	2,848	10,709 ^e	73%	
				X	Practical	10,636	3,525	14,161 ^e	75%	
	Cosmetology Instructor			X	Written	41	7	48 ^e	85%	
				X	Practical	63	80	143 ^e	44%	
	Electrologist			X	Written	19	4	23 ^e	83%	
				X	Practical	33	4	37 ^e	89%	
Esthetician			X	Written	2,905	2,208	5,113 ^e	57%		
			X	Practical	5,012	497	5,509 ^e	91%		
Manicurist			X	Written	6,151	1,428	7,579 ^e	81%		
			X	Practical	8,101	1,553	9,654 ^e	84%		
Behavioral Sciences, Board of	Marriage and Family Therapy	MFT Standard Written		X	Written	1,659	867	2,526	66%	
		MFT Clinical Vignette Written								
		MFT Oral Exam ^f			Oral ^f				689	636
	Licensed Clinical Social Worker				X	Written	939	500	1,439	65%
						LCS Oral Exam ^f				
	Licensed Educational Psychologist				X	Written	80	21	101	79%

e) Differences in Numbers from FY 2002-03 to FY 2003-04 reports are due to reporting changes as a result of the implementation of computer-based testing.

f) MFT and LCSW Oral Exam: The BBS continued administering the Oral examinations in November 2003.

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Examinations (continued)									
BOARDS AND COMMITTEES REQUIRING EXAMINATIONS	Examination Data								
	License Type	Exam Title (If Different from License Type)	Exam Source		Exam Type	Data Combined for All Exams per Year			
			National	CA		Passed	Failed	Total	% Passed
Contractors State License Board	A	General Engineering		X	Written	784	482	1,266	62%
	B	General Building		X	Written	7,600	5,188	12,788	59%
	C-2	Insulation and Acoustical		X	Written	42	73	115	37%
	C-4	Boiler, Hot Water Heating, and Steam Fitting		X	Written	21	21	42	50%
	C-5	Framing and Rough Carpentry		X	Written	131	167	298	44%
	C-6	Cabinet, Millwork, and Finish Carpentry		X	Written	383	429	812	47%
	C-7	Low Voltage Systems		X	Written	546	190	736	74%
	C-8	Concrete		X	Written	479	235	714	67%
	C-9	Drywall		X	Written	217	324	541	40%
	C-10	Electrical (General)		X	Written	1,640	1,734	3,374	49%
	C-11	Elevator		X	Written	24	22	46	52%
	C-12	Earthwork and Paving		X	Written	144	81	225	64%
	C-13	Fencing		X	Written	127	76	203	63%
	C-15	Flooring and Floor Covering		X	Written	495	649	1,144	43%
	C-16	Fire Protection		X	Written	90	202	292	31%
	C-17	Glazing		X	Written	202	137	339	60%
	C-20	Warm Air Heating, Ventilating, and Air Conditioning		X	Written	790	542	1,332	59%
	C-21	Building Moving and Demolition		X	Written	73	73	146	50%
	C-23	Ornamental Metal		X	Written	67	86	153	44%
	C-27	Landscaping		X	Written	817	750	1,567	52%
C-28	Lock and Security Equipment		X	Written	33	16	49	67%	
C-29	Masonry		X	Written	189	273	462	41%	
C-31	Construction Zone Traffic Control		X	Written	3	17	20	15%	
C-32	Parking and Highway Improvement		X	Written	29	69	98	30%	
C-33	Painting and Decorating		X	Written	1,278	890	2,168	59%	
C-34	Pipeline		X	Written	24	10	34	71%	

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Examinations (continued)									
BOARDS AND COMMITTEES REQUIRING EXAMINATIONS	Examination Data								
	License Type	Exam Title (If Different from License Type)	Exam Source		Exam Type	Data Combined for All Exams per Year			
			National	CA		Passed	Failed	Total	% Passed
Contractors State License Board	C-35	Lathing and Plastering		X	Written	108	203	311	35%
	C-36	Plumbing		X	Written	889	682	1,571	57%
	C-38	Refrigeration		X	Written	80	60	140	57%
	C-39	Roofing		X	Written	372	272	644	58%
	C-42	Sanitation System		X	Written	35	58	93	38%
	C-43	Sheet Metal		X	Written	79	79	158	50%
	C-45	Electrical Sign		X	Written	38	124	162	24%
	C-46	Solar		X	Written	23	31	54	43%
	C-47	General Manufactured Housing		X	Written	19	54	73	26%
	C-50	Reinforcing Steel		X	Written	17	50	67	25%
	C-51	Structural Steel		X	Written	97	35	132	74%
	C-53	Swimming Pool		X	Written	265	115	380	70%
	C-54	Tile (Ceramic and Mosaic)		X	Written	550	514	1,064	52%
	C-55	Water Conditioning		X	Written	17	19	36	47%
	C-57	Well Drilling (Water)		X	Written	32	30	62	52%
C-60	Welding		X	Written	87	65	152	57%	
C-61	Limited Specialty ^g		X	n/a	n/a	n/a	n/a	n/a	
Court Reporters Board of California	Certified Shorthand Reporter			X	Written	286	161	447	64%
				X	Practical	102	429	531	19%
Dental Auxiliaries, Committee on	Registered Dental Assistant			X	Practical / Written	2,188	1,264	3,452	63%
	Registered Dental Assistant in Extended Functions			X	Clinical	88	30	118	75%
	Registered Dental Hygienist		X	X	Clinical	552	204	756	73%
	Registered Dental Hygienist in Extended Functions			X	Clinical	2	0	2	100%
	Registered Dental Hygienist in Alternative Functions			X	Written	32	0	32	100%

g) Written exam for C-61 Limited Specialty License has been eliminated.

continued on next page

Examinations (continued)									
BOARDS AND COMMITTEES REQUIRING EXAMINATIONS	Examination Data								
	License Type	Exam Title (If Different from License Type)	Exam Source		Exam Type	Data Combined for All Exams per Year			
			National	CA		Passed	Failed	Total	% Passed
Dental Board of California	DDS	Restorative Technique		X	Practical	85	164	249	34%
		Clinical		X	Written, Clinical, and Practical	910	324	1,234	74%
Engineers and Land Surveyors, Board for Professional	Agricultural Engineer		X		Written	0	1	1	0%
	Chemical Engineer		X		Written	40	30	70	57%
	Civil Engineer		X	X	Written	4,538	8,117	12,655	36%
	Control System Engineer		X		Written	7	6	13	54%
	Electrical Engineer		X		Written	168	318	486	35%
	Fire Protection Engineer		X		Written	11	16	27	41%
	Geotechnical Engineer			X	Written	19	44	63	30%
	Industrial Engineer		X		Written	7	2	9	78%
	Land Surveyor		X	X	Written	206	544	750	28%
Engineers and Land Surveyors, Board for Professional	Manufacturing Engineer		X		Written	1	2	3	33%
	Mechanical Engineer		X		Written	236	243	479	49%
	Metallurgical Engineer		X		Written	1	2	3	33%
	Nuclear Engineer		X		Written	1	0	1	100%
	Petroleum Engineer		X		Written	4	7	11	36%
	Structural Engineer			X	Written	78	212	290	27%
	Traffic Engineer			X	Written	78	31	109	72%
	Engineer-in-training (EIT)		X		Written	2,726	2,884	5,610	49%
	Land Surveyor-in-training		X		Written	119	334	453	26%
Geologists and Geophysicists, State Board of Registration for	Registered Geologist		X	X	Written	126	239	365	35%
	Registered Geophysicist			X	Written	3	0	3	100%
	Certified Engineering Geologist			X	Written	37	33	70	53%
	Certified Hydrogeologist			X	Written	11	26	37	30%

continued on next page

Examinations (continued)									
BOARDS AND COMMITTEES REQUIRING EXAMINATIONS	Examination Data								
	License Type	Exam Title (If Different from License Type)	Exam Source		Exam Type	Data Combined for All Exams per Year			
			National	CA		Passed	Failed	Total	% Passed
Guide Dogs for the Blind, State Board of	Guide Dog Instructor			X	Oral	14	0 ^h	14	100%
				X	Written	14	0 ^h	14	100%
				X	Practical	14	0 ^h	14	100%
Landscape Architects Technical Committee	Section A - Legal and Administration		X		Written	NDA	NDA	NDA	NDA
	Section B - Analytical		X		Written	NDA	NDA	NDA	NDA
	Section C - Planning and Site Design		X		Written	97	158	296	33%
	Section D - Structural and Consideration Materials and Methods of Construction		X		Written	NDA	NDA	NDA	NDA
	Section E - Grading, Drainage, and Storm Water Management		X		Written	86	237	323	27%
	California Supplemental Examination			X	Written	147	0	147	100%
Medical Board of California	Physician and Surgeon	U.S. Medical License Exam	X		Written	NDA	NDA	NDA	NDA
	Contact Lens Dispenser	National Contact Lens Examiners Exam	X		Written	NDA	NDA	NDA	NDA
	Spectacle Lens	American Board of Opticianry Competency Exam	X		Written	NDA	NDA	NDA	NDA
	Licensed Midwife	North American Registry of Midwives	X		Written	NDA	NDA	NDA	NDA
Occupational Therapy, California Board of	Licensed Occupational Therapist	NBCOT-OTR	X		Written	259	95	354	73%
	Certified Occupational Therapy Assistant	NBCOT/COTA	X		Written	26	9	35	74%
Optometry, State Board of	Optometrist	Jurisprudence		X	Written	290	23	313	93%
		Basic Science	X		Written	NDA	NDA	NDA	NDA
		Clinical Science	X		Written	NDA	NDA	NDA	NDA
		Patient Assessment	X		Written	NDA	NDA	NDA	NDA
		Clinical Skills	X		Practical	NDA	NDA	NDA	NDA
Osteopathic Medical Board of California	Osteopathic Physician and Surgeon		X		Written	NDA	NDA	NDA	NDA
Pharmacy, California State Board of	RPH North America		X		Written	507	10	517	98%
	RPH California			X	Written	484	89	573	85%

h) Apprentices who initially failed test were retested and passed.

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Examinations (continued)									
BOARDS AND COMMITTEES REQUIRING EXAMINATIONS	Examination Data								
	License Type	Exam Title (If Different from License Type)	Exam Source		Exam Type	Data Combined for All Exams per Year			
			National	CA		Passed	Failed	Total	% Passed
Physical Therapy Board of California	Physical Therapist	National Practice Exam	X		Written	612	852	1,464	42%
	Physical Therapist Assistant	National Practice Exam	X		Written	140	89	229	61%
	Kinesiological Electromyographer	Specialty KEMG		X	Written	0	0	0	0%
	Electroneuromyographer	Specialty KEMG		X	Written	0	0	0	0%
	All PTs and Ats	California Law Exam		X	Written	1,280	217	1,497	86%
Physicians Assistant Committee	Physician Assistant	National Certifying Examination	X		Written	NDA	NDA	NDA	NDA
Podiatric Medicine, California Board of	E-Permanent	National Board of Podiatric Medicine Examiners (NBPME)	Part I	X	Written	NDA	NDA	NDA	NDA
			Part II	X	Written	NDA	NDA	NDA	NDA
			Part III	X	Written	50	7	57	88%
	EL-Resident's	National Board of Podiatric Medicine Examiners (NBPME)	Part I	X	Written	NDA	NDA	NDA	NDA
			Part II	X	Written	NDA	NDA	NDA	NDA
Psychology, Board of	Psychologist	Examination for Professional Practice in Psychology	X		Written	526	382	908	58%
	Psychologist	CA Jurisprudence and Professional Ethics Exam		X	Written	773	137	910	85%
Registered Nursing, Board of	Registered Nurse	NCLEX-RN	X		Written	10,690	11,768	22,458	48%
Respiratory Care Board of California	Respiratory Care Practitioner	Certified Respiratory Therapist Exam	X		Computer Based	400	631	1,031	39%
Speech-Language Pathology and Audiology Board	Speech-Language Pathology	The Praxis Series	X		Written	341	69	410	83%
	Audiology	The Praxis Series	X		Written	46	10	56	82%
Structural Pest Control Board	Applicator	Applicator		X	Written	2,702	2,013	4,715	57%
	Field Representative	Field Representative		X	Written	1,742	4,114	5,856	30%
	Operator	Operator		X	Written	259	735	994	26%
Veterinary Medical Board and Veterinary Technician Committee, Registered	Veterinarian	NAVLE	X		Written	189	46	235	80%
		CSB		X	Written	281	192	473	59%
		VLE		X	Written	269	0	269	100%
	Veterinary Reciprocity	VLE		X	Written	80	0	80	100%
	Registered Veterinary Technician	n/a		X	Written	176	42	218	81%
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurse	Nat'l Council Licensure Examination for Practical Nurses	X		Written	4,652	3,732	8,384	56%
	Psychiatric Technician	California Psychiatric Technician Licensure Exam		X	Written	495	483	978	51%



ENFORCEMENT

ANNUAL REPORT
STATISTICAL APPENDIX

FISCAL YEAR 2003–2004

Complaints Received by Source

BUREAUS	Public	Government / Law Enforcement	Licensed Professional Groups	Internal (Board, Committee, Staff)	Other or Anonymous	Total Received
Automotive Repair, Bureau of	20,216	0	12	2	4	20,235
Cemetery and Funeral Bureau	320	28	27	300	7	682
Electronic and Appliance Repair, Bureau of	1,193	0	0	0	4	1,197
Hearing Aid Dispensers Bureau	40	3	26	2	16	87
Home Furnishings and Thermal Insulation, Bureau of	549	13	0	49	2	613
Private Postsecondary and Vocational Education, Bureau for	708	12	0	95	84	899
Security and Investigative Services, Bureau of	950	58	0	1,578	293	2,879
Telephone Medical Advice Services Bureau	27	0	0	0	0	27
TOTAL	24,003	114	65	2,026	410	26,619

Complaints Received by Source						
BOARDS, COMMITTEES, AND COMMISSION	Public	Government / Law Enforcement	Licensed Professional Groups	Internal (Board, Com- mittee, Staff)	Other or Anonymous	Total Received
Accountancy, California Board of	326	11	24	98	11	470
Acupuncture Board	41	70	3	33	12	159
Architects Board, California	140	8	51	26	25	250
Athletic Commission, State	161	0	5	0	11	177
Barbering and Cosmetology, Board of	1,196	18	137	1,357	479	3,187
Behavioral Sciences, Board of	454	80	22	384	0	943
Contractors State License Board	16,544	105	253	3,181	0	20,083
Court Reporters Board of California	75	133	21	22	6	257
Dental Auxiliaries, Committee on	2,032	318	80	157	166	118
Dental Board of California						2,890
Engineers and Land Surveyors, Board for Professional	144	48	74	127	NDA ^a	393
Geologists and Geophysicists, State Board of Registration for	11	9	6	2	1	29
Guide Dogs for the Blind, State Board of	3	0	0	0	0	3
Landscape Architects Technical Committee	39	0	5	5	2	51
Medical Board of California						
Physicians and Surgeons	4,797	899	283	694	327	8,240
Opticians, Registered Dispensing	40	16	12	8	3	80
Midwives	7	0	1	3	0	11
Occupational Therapy, California Board of	14	43	5	50	3	115
Optometry, State Board of	127	20	1	15	29	195
Osteopathic Medical Board of California	119	16	11	16	2	187
Pharmacy, California State Board of	644	157	188	752	312	2,053

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

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Complaints Received by Source (continued)

BOARDS, COMMITTEES, AND COMMISSION	Public	Government / Law Enforcement	Licensed Professional Groups	Internal (Board, Com- mittee, Staff)	Other or Anonymous	Total Received
Physical Therapy Board of California	113	148	29	104	13	411
Physician Assistant Committee	88	28	3	27	6	159
Podiatric Medicine, California Board of	124	10	12	6	6	177
Psychology, Board of	346	24	20	44	11	448
Registered Nursing, Board of	331	167	535	1,821	95	2,993
Respiratory Care Board of California	81	137	141	158	4	521
Speech-Language Pathology and Audiology Board	7	14	7	18	1	47
Structural Pest Control Board	1,083	0	84	18	0	1,185
Veterinary Medical Board	464	24	52	67	30	649
Veterinary Technician Committee, Registered	1	3	0	4	0	8
Vocational Nursing and Psychiatric Technicians, Board of						
Vocational Nurses	265	65	0	624	47	1,001
Psychiatric Technicians	111	10	0	129	4	254
TOTAL	29,928	2,581	2,065	9,950	1,606	47,744

Complaints Closed Without Going to Formal Investigation

Complaints Closed by Category															
BUREAUS	Contractual	Criminal Charges / Conviction of a Crime	Fraud	Substance Abuse or Mental / Physical Impairment	Negligence / Incompetence	Product Service / Quality	Sexual Misconduct	Unprofessional Conduct or Personal Conduct	Discipline by Another State or Agency	Unlicensed / Unregistered Activity	Unsafe / Unsanitary Conditions	Non-Jurisdictional	Other	Total Closed	Total Pending
Automotive Repair, Bureau of	2,444	0	2,162	0	11,968	86	n/a	2	n/a	826	3,113	15	48	20,664	2,168
Cemetery and Funeral Bureau	192	0	13	0	17	2	2	367	0	26	3	11	8	641	292
Electronic and Appliance Repair, Bureau of	256	0	1	0	182	49	0	1	0	208	1	5	0	703	140
Hearing Aid Dispensers Bureau	0	0	5	0	4	0	0	75	0	1	0	0	1	86	13
Home Furnishings and Thermal Insulation, Bureau of	371	0	21	0	33	60	0	1	0	90	35	38	1	650	107
Private Postsecondary and Vocational Education, Bureau for	376	0	228	0	32	0	0	30	0	283	17	27	27	1,020	335
Security and Investigative Services, Bureau of	328	0	85	0	51	15	0	1,930	0	264	17	10	15	2,715	958
Telephone Medical Advice Services Bureau	0	0	0	0	0	0	0	0	0	0	0	27	0	27	0
TOTAL	3,967	0	2,515	0	12,287	212	2	2,406	0	1,698	3,186	133	100	26,506	4,013

Complaints Closed Without Going to Formal Investigation

Complaints Closed by Category															Total Pending
BOARDS, COMMITTEES, AND COMMISSION	Contractual	Criminal Charges / Conviction of a Crime	Fraud	Substance Abuse or Mental / Physical Impairment	Negligence / Incompetence	Product Service / Quality	Sexual Misconduct	Unprofessional Conduct or Personal Conduct	Discipline by Another State or Agency	Unlicensed / Unregistered Activity	Unsafe / Unsanitary Conditions	Non-Jurisdictional	Other	Total Closed	
Accountancy, California Board of	0	0	2	0	28	0	0	78	0	130	n/a	30	80	348	140
Acupuncture Board	n/a	51	6	0	7	n/a	4	46	1	20	2	4	5	146	110
Architects Board, California	6	4	0	0	14	0	0	61	0	149	0	2	0	236	319
Athletic Commission, State	11	0	0	0	0	0	0	0	0	0	0	0	0	11	10
Barbering and Cosmetology, Board of	11	925	211	n/a	215	3	6	70	n/a	817	834	186	n/a	3,278	2,603
Behavioral Sciences, Board of	0	371	9	0	37	0	9	172	5	45	0	242	1	891	172
Contractors State License Board	222	0	140	0	5,770	0	0	2,363	0	1,713	192	853	249	11,502	2,154
Court Reporters Board of California	9	0	0	n/a	0	23	0	175	0	22	0	16	2	247	10
Dental Auxiliaries, Committee on	n/a	144	58	38	1,853	n/a	7	404	3	132	93	348	73	3,153	69
Dental Board of California														0	853
Geologists and Geophysicists, State Board of Registration for	1	0	0	n/a	0	0	n/a	0	0	0	0	0	0	1	0
Guide Dogs for the Blind, State Board of	0	0	0	0	0	0	0	0	0	0	0	3	0	3	0
Landscape Architects Technical Committee	0	0	0	0	0	0	0	0	0	6	0	2	0	8	24
Medical Board of California	n/a	265	271	28	2,856	n/a	42	1,169	288	174	30	1,706	8	6,837	1,566
Physicians and Surgeons														113	10
Opticians, Registered Dispensing														4	5
Midwives	n/a	0	0	0	2	n/a	0	2	0	0	0	0	0	4	5
Occupational Therapy, California Board of	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Optometry, State Board of	0	11	0	0	9	0	1	59	n/a	28	0	18	32	158	NDA
Osteopathic Medical Board of California	n/a	0	0	0	0	n/a	0	0	0	0	0	11	0	11	0
Pharmacy, California State Board of	0	87	6	0	129	0	0	100	6	221	1	102	172	824	221
Physical Therapy Board of California	0	133	22	16	31	0	6	19	46	101	0	6	63	443	146
Physician Assistant Committee	0	6	1	1	53	0	1	13	7	3	0	13	0	98	39
Podiatric Medicine, California Board of	0	5	19	3	98	0	5	30	0	5	0	8	2	175	67

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Complaints Closed Without Going to Formal Investigation (continued)

Complaints Closed by Category

BOARDS, COMMITTEES AND COMMISSION	Contractual	Criminal Charges / Conviction of a Crime	Fraud	Substance Abuse or Mental / Physical Impairment	Negligence / Incompe- tence	Product Service / Quality	Sexual Mis- conduct	Unprof- essional Conduct or Personal Conduct	Discipline by Another State or Agency	Unlicensed / Unregistered Activity	Unsafe / Unsanitary Conditions	Non- Jurisdic- tional	Other	Total Closed	Total Pending
Psychology, Board of	n/a	10	11	3	45	n/a	5	189	0	33	0	23	6	325	220
Registered Nursing, Board of	0	819	12	389	33	0	8	373	106	18	0	1	5	1,764	1,127
Respiratory Care Board of California	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Speech-Language Pathology and Audiology Board	0	18	1	0	2	0	0	8	0	5	0	0	21	55	16
Structural Pest Control Board	697	0	5	n/a	50	0	n/a	0	0	7	0	21	29	809	111
Veterinary Medical Board	n/a	21	0	3	337	n/a	0	182	15	87	19	26	2	692	367
Veterinary Technician Committee, Registered	n/a	1	0	0	1	n/a	0	0	0	0	0	0	0	2	6
Vocational Nursing and Psychiatric Technicians, Board of															
Vocational Nurses	n/a	368	30	87	45	n/a	2	205	8	26	1	0	32	804	2,102
Psychiatric Technicians	n/a	80	1	8	6	n/a	2	80	3	0	0	0	11	191	557
TOTAL	957	3,322	811	576	11,627	26	98	5,858	0	3,768	0	3,632	794	33,129	12,994

Informal Actions by Type					Petitions to Compel Exams		
BUREAUS	Warning / Cease and Desist Letters Issued	Office Conference / Informal Hearing	Reprimand / Violation / Education Letter Issued	Total Informal Actions	Filed	Granted	Denied
					Automotive Repair, Bureau of ^a	5,727 ^b	1,036 ^c
Cemetery and Funeral Bureau	175 ^e	35	n/a	210			
Electronic and Appliance Repair, Bureau of	n/a	3	864	867			
Hearing Aid Dispensers Bureau	0	0	25	25	0	0	0
Home Furnishings and Thermal Insulation, Bureau of	0	0	3	3			
Private Postsecondary and Vocational Education, Bureau for	4 ^f	0	0	4			
Security and Investigative Services, Bureau of	187	3	71	261			
TOTAL	6,093	1,077	10,468	17,638	0	0	0

a) Informal Actions may be a result from complaints, inspections or investigations.

b) Warning/Cease and Desist letters are sent from BAR's Registration Enforcement Unit.

c) As a result of complaints 302 office conferences were held, 455 office conferences resulted from investigations, and 279 were from probations.

d) On January 15, 2003, BAR began issuing verbal warnings for confirmed violations and discontinued the Notice of Violation.

e) Does not include "Generic" warnings.

f) Orders of Abatement.

Informal Actions by Type					Petitions to Compel Exams		
BOARDS, COMMITTEES, AND COMMISSION	Warning / Cease and Desist Letters Issued	Office Conference / Informal Hearing	Reprimand / Violation / Education Letter Issued	Total Informal Actions	Filed	Granted	Denied
					Accountancy, California Board of	64	23
Acupuncture Board	13	1	0	14			
Architects Board, California	97	12	6	115			
Athletic Commission, State	2	0	0	2			
Barbering and Cosmetology, Board of	1,357	n/a	643	2,000			
Behavioral Sciences, Board of	32	3	0	35	1	1	0
Contractors State License Board	4,100	n/a	n/a	4,100			
Court Reporters Board of California	27	10	n/a	37			
Dental Auxiliaries, Committee on	20	0	0	20			
Dental Board of California	111	11	4	126			
Engineers and Land Surveyors, Board for Professional	9	1	0	10			
Geologists and Geophysicists, State Board of Registration for	4	8	4	16			
Landscape Architects Technical Committee	3	0	0	3	0	0	0
Medical Board of California							
Physicians and Surgeons	6	47	0	53	11	11	
Opticians, Registered Dispensing	3	1	0	4	0	0	0
Occupational Therapy, California Board of	16	0	0	16			
Optometry, State Board of	6	0	13	19			
Osteopathic Medical Board of California	29	0	1	30	4	4	0
Pharmacy, California State Board of	0	21	149	170	0	0	0
Physical Therapy Board of California	4	21	n/a	25	1	0	0
Physicians Assistant Committee	0	0	0	0			

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Informal Actions by Type (continued)					Petitions to Compel Exams		
BOARDS, COMMITTEES, AND COMMISSION	Warning / Cease and Desist Letters Issued	Office Conference / Informal Hearing	Reprimand / Violation / Education Letter Issued	Total Informal Actions			
					Filed	Granted	Denied
Podiatric Medicine, California Board of	1	6	6	13	0	0	0
Psychology, Board of	26 ^g	0	1	27			
Registered Nursing, Board of	0	0	0	0	11	13	0
Respiratory Care Board of California	88	1	160	249	1	1	0
Speech-Language Pathology and Audiology Board	1	9	18	28	0	0	0
Structural Pest Control Board	9	0	0	9			
Veterinary Medical Board	36	7	115	158			
Veterinary Technician Committee, Registered	0	0	0	0	0	0	0
Vocational Nursing and Psychiatric Technicians, Board of							
Vocational Nurses	244	7	0	251	1	1	0
Psychiatric Technicians	78	2	0	80	0	0	0
TOTAL	6,386	191	1,130	7,707	30	31	0

g) Includes 10 Educational Letters.

Diversion ^a				
BOARDS AND COMMITTEES	Referral to Program During Fiscal Year		Total Number of Participants (Entered and Newly Entered)	Successful Completions This Fiscal Year
	Voluntary Self-Referral	Board Referrals		
Dental Auxiliaries, Committee on	0	1	5	3
Dental Board of California	14	2	61	19
Medical Board of California Physicians and Surgeons	25	21	410	37
Osteopathic Medical Board of California	1	4	13	1
Pharmacy, California State Board of	14	11	70	7
Physical Therapy Board of California	2	5	13	1
Physician Assistant Committee	1	2	8	3
Registered Nursing, Board of	92	81	426	67
Speech-Language Pathology and Audiology Board	0	1	1	1
Veterinary Medical Board	1	0	6	0
TOTAL	150	128	1,013	139

a) Not all Bureaus or Boards have Diversion Programs.

Complaints Referred to Sworn Investigators for Formal Investigation

BUREAUS	Investigations Opened	Investigations Closed by Category														Total Pending
		Contractual	Criminal Charges / Conviction of a Crime	Fraud	Substance Abuse or Mental / Physical Impairment	Negligence / Incompetence	Product Service / Quality	Sexual Misconduct	Unprofessional Conduct or Personal Conduct	Discipline by Another State or Agency	Unlicensed / Unregistered Activity	Unsafe / Unsanitary Conditions	Non-Jurisdictional	Other	Total Closed	
Hearing Aid Dispensers Bureau	12	0	0	3	0	2	0	0	2	0	0	0	0	0	7	13
Security and Investigative Services, Bureau of	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	12	0	0	3	0	2	0	0	2	0	0	0	0	0	7	13

Complaints Referred to Sworn Investigators for Formal Investigation ^a

BOARDS, COMMITTEES AND COMMISSION	Investigations Opened	Investigations Closed by Category														Total Pending
		Contractual	Criminal Charges / Conviction of a Crime	Fraud	Substance Abuse or Mental / Physical Impairment	Negligence / Incompetence	Product Service / Quality	Sexual Misconduct	Unprofessional Conduct or Personal Conduct	Discipline by Another State or Agency	Unlicensed / Unregistered Activity	Unsafe / Unsanitary Conditions	Non-Jurisdictional	Other	Total Closed	
Accountancy, California Board of	4	0	0	0	0	0	0	0	1	0	2	n/a	0	0	3	2
Acupuncture Board	19	n/a	3	1	0	1	n/a	2	11	0	1	0	0	0	19	19
Architects Board, California	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Athletic Commission, State	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Barbering and Cosmetology, Board of ^b	82	0	2	8	n/a	43	0	0	0	n/a	9	0	2	n/a	64	82
Behavioral Sciences, Board of	11	0	1	2	0	6	0	3	11	0	1	0	2	0	26	9
Contractors State License Board	20,083	50	0	208	0	3,226	0	0	1,304	0	4,342	252	131	686	10,199	2,961
Court Reporters Board of California	0	1	0	0	0	0	0	0	1	0	0	0	0	0	2	0
Dental Auxiliaries, Committee on	601	n/a	76	20	35	203	n/a	7	48	3	85	4	4	34	58	39
Dental Board of California															461	380
Geologists and Geophysicists, State Board of Registration for	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

a) Due to the nature of the database, the numbers may have been collected from different fiscal years and cannot be combined for summary data.

b) Complaints sent to Board Inspectors are not considered formal investigations.

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Complaints Referred to Sworn Investigators for Formal Investigation ^a (continued)

BOARDS, COMMITTEES, AND COMMISSION	Investi- gations Opened	Investigations Closed by Category														Total Pending
		Contractual	Criminal Charges / Conviction of a Crime	Fraud	Substance Abuse or Mental / Physical Impairment	Negli- gence / Incompe- tence	Product Service / Quality	Sexual Mis- conduct	Unprof- essional Conduct or Personal Conduct	Discipline by Another State or Agency	Unlicen- sed / Unreg- istered Activity	Unsafe / Unsanitary Conditions	Non- Jurisdic- tional	Other	Total Closed	
Medical Board of California																
Physicians and Surgeons	1,812	n/a	113	51	81	1,042	n/a	92	457	6	136	1	0	62	2,041	1,005
Opticians, Registered Dispensing	13	n/a	0	2	0	0	0	0	10	0	3	0	1	0	16	0
Midwives	6	n/a	0	2	0	1	n/a	0	2	0	1	0	0	0	6	6
Occupational Therapy, California Board of	6	0	0	1	0	0	0	1	0	0	0	0	0	0	2	6
Optometry, State Board of	14	0	0	3	0	5	0	11	5	n/a	0	0	0	4	10	42
Osteopathic Medical Board of California	35	n/a	3	1	11	7	n/a	3	11	0	0	0	0	0	36	12
Physical Therapy Board of California	83	0	7	9	1	6	0	8	9	0	43	0	0	9	92	79
Physician Assistant Committee	45	0	6	4	6	14	0	0	5	0	7	0	0	1	43	23
Podiatric Medicine, California Board of	22	0	1	3	3	9	0	3	0	0	1	0	0	1	21	18
Psychology, Board of	103	n/a	6	3	3	10	n/a	9	28	1	10	0	0	35	105	49
Registered Nursing, Board of ^b	1,132	0	27	7	341	177	0	12	327	7	27	0	0	21	946	1,394
Respiratory Care Board of California	0	0	0	3	0	1	0	0	0	0	0	0	0	0	4	0
Speech-Language Pathology and Audiology Board	1	0	1	0	1	1	0	0	4	0	0	0	0	0	7	6
Structural Pest Control Board	3	0	n/a	0	n/a	0	0	n/a	n/a	0	1	0	0	0	1	3
Veterinary Medical Board	47	n/a	2	0	2	3	n/a	0	7	0	7	3	0	0	24	48
Veterinary Technician Committee, Registered	0	n/a	0	0	0	0	n/a	0	0	0	0	0	0	0	0	0
Vocational Nursing and Psychiatric Technicians, Board of																
Vocational Nurses	143	n/a	1	10	57	29	n/a	1	61	0	9	0	0	1	169	261
Psychiatric Technicians	24	n/a	3	0	3	1	n/a	2	15	0	0	0	0	0	24	51
TOTAL	24,290	51	252	335	544	4,780	0	143	2,312	17	4,685	260	140	850	14,379	6,497

a) Due to the nature of the database, the numbers may have been collected from different fiscal years and cannot be combined for summary data.

b) The tracking system does not permit data separation between *Sworn* and *Non-Sworn Investigators* for investigations.

Complaints Referred to Non-Sworn Investigators for Formal Investigation

BUREAUS	Investigations Opened	Investigations Closed by Category ^b														Total Pending
		Contractual	Criminal Charges / Conviction of a Crime	Fraud	Substance Abuse or Mental / Physical Impairment	Negligence / Incompetence	Product Service / Quality	Sexual Misconduct	Unprofessional Conduct or Personal Conduct	Discipline by Another State or Agency	Unlicensed / Unregistered Activity	Unsafe / Unsanitary Conditions	Non-Jurisdictional	Other	Total Closed	
Automotive Repair, Bureau of ^a	1,339	16	0	376	1	518	0	n/a	5	n/a	31	0	0	410	1,357	363
Cemetery and Funeral Bureau	222	50	0	12	0	13	0	1	95	0	14	3	0	3	191	252
Electronic and Appliance Repair, Bureau of	511	123	0	54	0	174	54	0	4	0	77	2	8	17	513	255
Home Furnishings and Thermal Insulation, Bureau of	65	23	0	8	0	1	12	0	0	0	12	9	0	0	65	18
Security and Investigative Services, Bureau of	2,685	90	0	73	1,436	39	6	0	443	0	250	17	1	15	2,370	897
TOTAL	4,822	302	0	523	1,437	745	72	1	547	0	384	31	9	445	4,496	1,785

- a) BAR complaints do not necessarily initiate a formal investigation. If a pattern of violations of the Automotive Repair Act is revealed or allegations of fraud are involved, complaints may be used to support the opening of a formal investigation. BAR primarily uses complaint trends and allegations, smog emission analyzer test data, and follow-up inspections to determine the need for formal investigation.
- b) Investigations closed may be referred to the Attorney General, the District Attorney, or Civil Attorney (represents the number of cases, not measured by license). Investigations with lesser violations may be referred for office conferences and/or citations.

Complaints Referred to Non-Sworn Investigators for Formal Investigation

BOARDS, COMMITTEES, AND COMMISSION	Investigations Opened	Investigations Closed by Category														Total Pending
		Contractual	Criminal Charges / Conviction of a Crime	Fraud	Substance Abuse or Mental / Physical Impairment	Negligence / Incompe- tence	Product Service / Quality	Sexual Mis- conduct	Unprofes- sional Conduct or Personal Conduct	Discipline by Another State or Agency	Unlicensed / Unregistered Activity	Unsafe / Unsanitary Conditions	Non- Jurisdic- tional	Other	Total Closed	
Accountancy, California Board of	110	0	0	0	2	10	0	n/a	78	0	9	n/a	0	6	105	69
Architects Board, California	86	2	0	1	0	12	0	0	46	0	14	0	1	1	77	89
Athletic Commission, State	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Court Reporters Board of California	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Engineers and Land Surveyors, Board for Professional ^a	393	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	246	556
Geologists and Geophysicists, State Board of Registration for	28	4	0	4	n/a	10	1	n/a	0	0	11	0	4	0	34	58
Landscape Architects Technical Committee	3	0	0	0	0	0	0	0	0	1	1	0	0	0	2	3
Medical Board of California Physicians and Surgeons	75	n/a	0	0	0	0	n/a	0	0	76	0	0	0	0	76	0
Occupational Therapy, California Board of	109	0	78	1	1	1	0	0	7	0	1	0	0	0	89	29
Osteopathic Medical Board of California	108	n/a	15	0	1	76	n/a	2	63	4	0	0	0	1	162	63
Pharmacy, California State Board of	0	0	3	22	11	615	0	0	207	3	199	9	9	386	1,464	160
Physical Therapy Board of California	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Psychology, Board of	5	n/a	1	0	0	0	n/a	0	1	0	0	0	0	3	5	1
Respiratory Care Board of California	521	0	372	7	20	46	0	2	27	1	135	1	0	0	611	244
Structural Pest Control Board	377	382	n/a	0	n/a	44	0	n/a	n/a	0	25	0	0	0	451	216
TOTAL	1,815	388	469	35	35	814	1	4	429	85	395	10	14	397	3,322	1,488

- a) The Board for Professional Engineers and Land Surveyors does not distinguish between "complaints" and "investigations"; the two terms are synonymous and interchangeable. All "complaints" are investigated by Board staff. Some complaints are referred to the Division of Investigation (DOI) to assist with the investigation; however, they are then returned to Board staff for further action.

Referrals and Formal Actions Filed							
BUREAUS	Referred		Accusations / Petitions to Revoke Probation Filed	Statement of Issues Filed	Criminal Actions Filed	Civil Actions Filed	Restraining Orders / Interim Suspension Orders Issued
	To AG	To DA / CA					
Automotive Repair, Bureau of ^a	151 ^b	100 ^b	327	35	97	18	0
Cemetery and Funeral Bureau	61	0	17	20	0	0	0
Electronic and Appliance Repair, Bureau of	1	4	1	3	3	1	0
Hearing Aid Dispensers Bureau	2	5	1	0	0	0	0
Home Furnishings and Thermal Insulation, Bureau of	6	1	0	0	0	0	0
Private and Postsecondary and Vocational Education, Bureau for	0	0	1	10	0	0	0
Security and Investigative Services, Bureau of	72	4	490	32	0	0	0
TOTAL	293	114	836	90	100	19	0

- a) Attorney General actions and formal compliance action results involve the filing and adjudication of legal actions against individual licenses. As a result, these actions are measured by license.
- b) Investigations closed may be referred to the Attorney General, the District Attorney, or Civil Attorney. This number represents the number of cases, not measured by license. Investigations with lesser violations may be referred for office conferences and/or citations.

Referrals and Formal Actions Filed							
BOARDS, COMMITTEES, AND COMMISSION	Referred		Accusations / Petitions to Revoke Probation Filed	Statement of Issues Filed	Criminal Actions Filed	Civil Actions Filed	Restraining Orders / Interim Suspension Orders Issued
	To AG	To DA / CA					
Accountancy, California Board of	43	0	33	1	0	1	0
Acupuncture Board	9	0	11	2	0	n/a	1
Architects Board, California	6	1	1	0	1	0	0
Athletic Commission	0	0	0	0	0	0	0
Barbering and Cosmetology, Board of	357	11	163	81	2	0	0 ^a
Behavioral Sciences, Board of	12	2	22	4	2	0	1
Contractors State License Board	847	1,210	247	70	120	n/a	1
Court Reporters Board of California	0	0	1	1	0	0	0
Dental Auxiliaries, Committee on	23	2	15	8	0	0	0
Dental Board of California	111	36	45	22	38	0	0
Engineers and Land Surveyors, Board for Professional	52 ^b	12 ^b	24	1	11	0	0
Geologists and Geophysicists, State Board of Registration for	10	5	2	0	0	1	1
Medical Board of California							
Physicians and Surgeons	580	37	288	7	25	1	57
Opticians, Registered Dispensing	10	0	0	0	0	0	0
Midwives	1	0	0	0	0	0	0
Occupational Therapy, California Board of	8	0	2	5	0	0	0
Optometry, State Board of	9	1	13	1	2	0	0

a) Increase in the number of Accusations/Petitions to Revoke Probation filed is due to the additional funding for Attorney General.

b) The Board for Professional Engineers and Land Surveyors does not track closed complaints/investigations by the type of violation initially alleged. They track closed complaints/investigations by the reason for the closure (such as no violation, compliance, referred to the Attorney General, etc.).

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Referrals and Formal Actions Filed (continued)							
BOARDS, COMMITTEES, AND COMMISSION	Referred		Accusations / Petitions to Revoke Probation Filed	Statement of Issues Filed	Criminal Actions Filed	Civil Actions Filed	Restraining Orders / Interim Suspension Orders Issued
	To AG	To DA / CA					
Osteopathic Medical Board of California	15	2	12	0	2	0	3
Pharmacy, California State Board of	71	0	110	1	2	0	6
Physical Therapy Board of California	55	6	31	0	1	n/a	1
Physician Assistant Committee	17	0	14	3	0	0	0
Podiatric Medicine, California Board of	14	2	11	0	1	0	2
Psychology, Board of	31	5	0 ^c	0	0	0	4
Registered Nursing, Board of	391	24	368	30	15	0	0
Respiratory Care Board of California	55	0	114	17	0	0	4
Speech-Language Pathology and Audiology Board	3	0	5	0	0	0	0
Structural Pest Control Board	53	0	46	8	0	0	0
Veterinary Medical Board	14	6	9	0	6	0	1
Veterinary Technician Committee, Registered	2	0	1	0	0	0	0
Vocational Nursing and Psychiatric Technicians, Board of							
Vocational Nurses	182	28	112	8	28	0	1
Psychiatric Technicians	33	0	33	0	0	0	0
TOTAL	3,014	1,390	1,733	270	256	3	83

c) Includes 1 Penal Code 23 Order.

Administrative Outcomes Against Licensees

BUREAUS	Revocation	Voluntary Surrender	Probation with Suspension	Suspension Only	Probation Only	Public Reprimand	Licenses Denied	Other Decisions	Withdrawn / Dismissed
Automotive Repair, Bureau of	304	19	109	2	73	0	85	4	38
Cemetery and Funeral Bureau	3	3	2	0	9	0	5	13	9
Electronic and Appliance Repair, Bureau of	1	0	0	0	0	0	1	1	0
Hearing Aid Dispensers Bureau	0	0	1	0	3	0	0	0	0
Home Furnishings and Thermal Insulation, Bureau of	2	1	0	0	0	0	1	1	0
Private Postsecondary and Vocational Education, Bureau for	0	0	0	0	3	0	7	0	0
Security and Investigative Services, Bureau of	723	2	34	69	28	1	14	1	75
TOTAL	1,033	25	146	71	113	1	113	20	122

Administrative Outcomes Against Licensees									
BOARDS, COMMITTEES, AND COMMISSION	Revocation	Surrender of License	Probation with Suspension	Suspension Only	Probation Only	Public Reprimand	Licenses Denied	Other Decisions	Withdrawn / Dismissed
Accountancy, California Board of	10	1	6	0	2	n/a	1	0	1
Acupuncture Board	2	0	1	0	0	1	2	0	2
Architects Board, California	1	0	0	0	0	0	0	0	0
Athletic Commission, State	0	0	0	2	0	0	1	1	0
Barbering and Cosmetology, Board of ^a	50	1	46	0	13	0	31	9 ^b	14
Behavioral Sciences, Board of	10	7	1	0	5	0	1	0	1
Contractors State License Board	772	n/a	n/a	617	n/a	n/a	280	3	125
Court Reporters Board of California	1	0	1	0	0	0	0	0	0
Dental Auxiliaries, Committee on	12	2	1	0	10	1	0	0	0
Dental Board of California	4	8	13	0	6	3	30	1	10
Engineers and Land Surveyors, Board for Professional	3	1	5	0	6	0	0	0	0
Geologists and Geophysicists, State Board of Registration for	0	0	0	0	0	4	0	1	0
Landscape Architects Technical Committee	0	0	0	0	0	0	0	1	0
Medical Board of California Physicians and Surgeons	37	65	31	2	98	51	2	41	66
Occupational Therapy, California Board of	0	0	0	0	5	0	1	0	0
Optometry, State Board of	3	1	2	0	2	0	0	0	0
Osteopathic Medical Board of California	2	4	0	1	7	1	1	0	0
Pharmacy, California State Board of	42	22	5	0	16	6	13	15	32
Physical Therapy Board of California	4	0	1	0	5	2	0	5	28

a) Increase in the Administrative Outcomes is due to additional Attorney General funding.

b) The decrease in FY 2003-04 is the result of the Board closing Bureau-initiated complaints, due to lack of funding, in FY 2002-03 that were sent to the AG prior to filing an Accusation.

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Administrative Outcomes Against Licensees (continued)

BOARDS, COMMITTEES, AND COMMISSION	Revocation	Surrender of License	Probation with Suspension	Suspension Only	Probation Only	Public Reprimand	Licenses Denied	Other Decisions	Withdrawn / Dismissed
Physician Assistant Committee	2	7	8	0	3	0	1	2	2
Podiatric Medicine, California Board of	3	2	2	0	4	0	0	0	0
Psychology, Board of	2	6	1	0	11	1	1	0	7
Registered Nursing, Board of	117	49	2	0	168	12	0	0	19
Respiratory Care Board of California	26	10	3	0	36	50	2	0	0
Speech-Language Pathology and Audiology Board	0	0	1	0	1	0	0	0	0
Structural Pest Control Board	16	1	14	0	1	0	8	0	0
Veterinary Medical Board	2	0	2	0	3	0	1	4	0
Veterinary Technician Committee, Registered	1	0	0	0	0	0	0	0	0
Vocational Nursing and Psychiatric Technicians, Board of									
Vocational Nurses	53	7	0	0	28	0	5	2	2
Psychiatric Technicians	12	2	0	0	7	0	0	1	1
TOTAL	1,187	196	146	622	436	132	381	86	310

Petitions for Penalty Relief				
BUREAUS	Petition for Modification / Termination of Probation		Petition for Reinstatement of Revoked Licenses / Registrations	
	Granted	Denied	Granted	Denied
Automotive Repair, Bureau of	0	0	9	40
Cemetery and Funeral Bureau	0	0	0	1
Electronic and Appliance Repair, Bureau of	0	0	0	1
Security and Investigative Services, Bureau of	0	0	1	0
TOTAL	0	0	10	42

Petitions for Penalty Relief				
BOARDS AND COMMITTEES	Petition for Modification / Termination of Probation		Petition for Reinstatement of Revoked Licenses / Registrations	
	Granted	Denied	Granted	Denied
Accountancy, California Board of	0	1	0	5
Acupuncture Board	0	0	0	1
Barbering and Cosmetology, Board of	0	0	3	9
Behavioral Sciences, Board of	1	0	0	0
Court Reporters Board of California	0	0	0	1
Dental Auxiliaries, Committee on	0	0	1	0
Dental Board of California	5	2	2	1
Engineers and Land Surveyors, Board for Professional	3	1	1	1

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Petitions for Penalty Relief (continued)				
BOARDS AND COMMITTEES	Petition for Modification / Termination of Probation		Petition for Reinstatement of Revoked Licenses / Registrations	
	Granted	Denied	Granted	Denied
Geologists and Geophysicists, State Board of Registration for	0	0	0	1
Medical Board of California				
Physicians and Surgeons	21	12	9	7
Opticians, Registered Dispensing	0	0	0	0
Optometry, State Board of	1	2	2	0
Osteopathic Medical Board of California	1	1	0	0
Pharmacy, California State Board of	8	1	0	2
Physical Therapy Board of California	0	0	3	0
Podiatric Medicine, California Board of	1	1	0	0
Psychology, Board of	1	4	0	2
Registered Nursing, Board of	3	3	0	7
Respiratory Care Board of California	6	0	3	0
Structural Pest Control Board	0	0	3	6
Veterinary Medical Board	0	0	1	1
Vocational Nursing and Psychiatric Technicians, Board of				
Vocational Nurses	4	0	1	3
Psychiatric Technicians	0	0	2	0
TOTAL	55	28	31	47

Inspection Data				
BUREAUS	Total Number of Inspections	Notices of Violation Issued	Compliance Verified	Inspection Citations Issued
Automotive Repair, Bureau of	27,113	6,923	7,206	10
Cemetery and Funeral Bureau	480	n/a	n/a	160
Electronic and Appliance Repair, Bureau of	411	NDA	n/a	n/a
Hearing Aid Dispensers Bureau	0	0	0	0
Home Furnishings and Thermal Insulation, Bureau of	2,023	539	n/a	n/a
Private Postsecondary and Vocational Education, Bureau for	197	0	197	0
Security and Investigative Services, Bureau of	161	0	NDA	8
TOTAL	30,385	7,462	7,403	178

Inspection Data				
BOARDS, COMMITTEES, AND COMMISSION	Total Number of Inspections	Notices of Violation Issued	Compliance Verified	Inspection Citations Issued
Athletic Commission, State	0	0	0	0
Barbering and Cosmetology, Board of	7,848	n/a	7,436	9,944
Dental Auxiliaries, Committee on	4	0	23	1
Dental Board of California	88	23	152	26
Guide Dogs for the Blind, State Board of	3	0	3	0
Osteopathic Medical Board of California	0	0	0	0
Pharmacy, California State Board of	2,864	n/a	0	n/a
Structural Pest Control Board	497	198	287	245
Veterinary Medical Board	230	NDA	NDA	6
TOTAL	11,534	221	7,901	10,222

Timeline for Disposition of Complaints

BUREAUS	Investigations							AG Cases						Total AG Cases Pending
	Up to 90 Days	91 to 180 Days	180 Days to 1 Year	1 to 2 Years	2 to 3 Years	Over 3 Years	Total Investigations Closed	Up to 1 Year	1 to 2 Years	2 to 3 Years	3 to 4 Years	Over 4 Years	Total AG Cases Closed	
Automotive Repair, Bureau of	942	198	127	73	17	0	1,357	67	111	35	4	2	219	316
Cemetery and Funeral Bureau	NDA	NDA	NDA	NDA	NDA	NDA	191	42	31	3	0	0	38	38
Electronic and Appliance Repair, Bureau of	303	144	57	8	1	0	513	2	1	0	0	0	3	11
Hearing Aid Dispensers Bureau	1	0	2	2	0	2	7	0	0	0	1	0	1	0
Home Furnishings and Thermal Insulation, Bureau of	1	0	24	2	2	1	30	11	0	0	0	0	1	10
Security and Investigative Services, Bureau of	267	125	51	0	0	0	449	298	404	106	13	6	827	81
TOTAL	1,514	467	261	85	20	3	2,547	420	547	144	18	8	1,089	456

Timeline for Disposition of Complaints														
BOARDS AND COMMITTEES	Investigations							AG Cases						Total AG Cases Pending
	Up to 90 Days	91 to 180 Days	180 Days to 1 Year	1 to 2 Years	2 to 3 Years	Over 3 Years	Total Investigations Closed	Up to 1 Year	1 to 2 Years	2 to 3 Years	3 to 4 Years	Over 4 Years	Total AG Cases Closed	
Accountancy, California Board of	46	12	26	17	4	0	105	11	9	0	0	0	20	46
Acupuncture Board	0	2	4	15	5	4	30	4	5	4	0	1	14	32
Architects Board, California	38	10	8	9	12	0	77	1	0	0	0	0	2	7
Barbering and Cosmetology, Board of	4	11	24	22	1	2	64	16	40	15	6	14	91	349
Behavioral Sciences, Board of	0	0	12	11	3	0	26	20	10	2	0	0	32	24
Contractors State License Board	12,143	5,580	3,097	881	n/a	n/a	21,701	105	143	42	8	4	302	454
Court Reporters Board of California	1	0	0	0	0	0	1	1	1	0	0	0	2	0
Dental Auxiliaries, Committee on	139	93	126	127	28	7	57	29	29	13	1	1	24	30
Dental Board of California							463						49	
Engineers and Land Surveyors, Board for Professional	84	37	54	41	27	3	246	NDA	NDA	NDA	NDA	NDA	17	37
Geologists and Geophysicists, State Board of Registration for	11	4	8	4	2	3	35	0	1	0	0	0	1	10
Guide Dogs for the Blind, State Board of	0	0	0	0	0	0	3	0	0	0	0	0	0	0
Landscape Architects Technical Committee	11	1	2	1	1	0	16	0	0	0	0	0	1	0
Medical Board of California														
Physicians and Surgeons	715	316	603	450	32	1	2,117	177	143	80	24	16	440	537
Opticians, Registered Dispensing	13	0	0	2	0	1	16	0	0	0	0	0	0	7
Midwives	2	1	1	2	0	0	6	0	1	0	0	0	1	3
Occupational Therapy, California Board of	59	19	10	3	0	0	91	4	0	0	0	0	4	9
Optometry, State Board of	0	2	5	5	5	3	20	3	2	1	1	1	NDA	NDA
Osteopathic Medical Board of California	8	9	13	14	1	0	45	7	10	3	1	0	20	22
Pharmacy, California State Board of	134	334	777	208	4	8	1,465	40	16	18	4	5	123	145
Physical Therapy Board of California	32	34	92	120	44	29	351	107	106	45	14	6	278	53
Physician Assistant Committee	9	13	7	12	2	0	43	10	13	7	0	0	25	24
Podiatric Medicine, California Board of	4	2	5	9	1	0	21	8	6	1	1	0	16	16
Psychology, Board of	48	13	29	18	2	0	110	16	13	5	0	0	34	36

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Timeline for Disposition of Complaints (continued)

BOARDS AND COMMITTEES	Investigations							AG Cases						Total AG Cases Pending
	Up to 90 Days	91 to 180 Days	180 Days to 1 Year	1 to 2 Years	2 to 3 Years	Over 3 Years	Total Investigations Closed	Up to 1 Year	1 to 2 Years	2 to 3 Years	3 to 4 Years	Over 4 Years	Total AG Cases Closed	
Registered Nursing, Board of	47	89	224	321	163	99	943	131	194	78	21	10	434	503
Respiratory Care Board of California	0	0	0	3	1	0	4	93	24	1	1	2	121	104
Speech-Language Pathology and Audiology Board	1	0	3	2	0	1	7	1	1	0	0	0	2	11
Structural Pest Control Board	84	109	141	97	16	5	452	13	13	4	1	0	31	25
Veterinary Medical Board	3	4	4	9	3	1	24	3	4	1	3	1	12	27
Veterinary Technician Committee, Registered	NDA	NDA	NDA	NDA	NDA	NDA	NDA	1	NDA	NDA	NDA	NDA	1	1
Vocational Nursing and Psychiatric Technicians, Board of														
Vocational Nurses	1	10	40	74	30	26	181	24	63	17	1	9	114	215
Psychiatric Technicians	0	1	7	7	2	6	23	6	15	1	0	2	24	56
TOTAL	13,637	6,706	5,322	2,484	389	199	28,743	831	862	338	87	72	2,235	2,926

Citations and Fines							
BUREAUS	Total Citations Issued	Citations Issued with a Fine	Citations Withdrawn	Citations Dismissed	Fines Assessed	Fines Reduced	Fines Collected
Automotive Repair, Bureau of	629 ^a	317	1	4	241,500	5,350	232,650
Cemetery and Funeral Bureau	202	174	3	0	165,652	11,615	131,727
Electronic and Appliance Repair, Bureau of	44	44	2	1	18,545	500	4,200
Hearing Aid Dispensers Bureau	2	2	0	0	1,000	0	1,000
Home Furnishings and Thermal Insulation, Bureau of	18	18	2	0	12,500	0	7,500
Private Postsecondary and Vocational Education, Bureau for	4	2	5	0	7,000	0	2,500
Security and Investigative Services, Bureau of	37	37	3	1	84,835	0	28,961
TOTAL	936	594	16	6	531,032	17,465	408,538

a) There were 312 Technician Citations Issued (No Fines Included)

Citations and Fines							
BOARDS, COMMITTEES, AND COMMISSION	Total Citations Issued	Citations Issued with a Fine	Citations Withdrawn	Citations Dismissed	Fines Assessed	Fines Reduced	Fines Collected
Accountancy, California Board of	13	19 ^a	0	0	\$17,770	\$800	\$30,575
Acupuncture Board	3	3	0	0	\$8,500	\$0	\$1,500
Architects Board, California	29	24	0	5	\$19,500	\$0	\$16,750
Athletic Commission, State ^b	86	86	0	0	\$86	\$0	\$13,376
Barbering and Cosmetology, Board of	9,944	9,944	26	15	\$2,840,425	\$1,263,450	\$1,031,910
Behavioral Sciences, Board of	19	19	1	0	\$16,200	\$0	\$8,300
Contractors State License Board	2,274	2,274	46	2	\$2,753,300	\$155,550	\$887,900
Court Reporters Board of California	22	13	1	0	\$14,500	\$5,000	\$5,250
Dental Auxiliaries, Committee on	5	5	0	0	\$2,250	\$0	\$0
Dental Board of California	40	35	1	0	\$30,700	\$250	\$19,950
Engineers and Land Surveyors, Board for Professional	22	22 ^c	n/a	0	\$16,650	n/a	\$9,650
Geologists and Geophysicists, State Board of Registration for	10	10	2	0	\$20,000	\$9,750	\$14,750
Landscape Architects Technical Committee	1	1	0	0	\$500	\$0	\$500
Medical Board of California							
Physicians and Surgeons	423	96	144	1	\$3,430,650	\$6,195,900 ^d	\$76,770
Opticians, Registered Dispensing	3	3	0	0	\$7,500	\$2,250	\$850
Occupational Therapy, California Board of	2	2	0	0	\$200	\$0	\$0

a) Total Citations Issued with a Fine is greater than Total Citations Issued due to the fact that a citation can be issued for more than one violation.

b) Fines are issued at boxing events. No citations are issued.

c) Citations cannot be "withdrawn" they can only be "dismissed." A fine is not considered "assessed" until the citation is final; a citation is not final until the appeal process is finished. Once a citation is final, the amount of the fine cannot be reduced. The amount of the fine can only be reduced during the appeal process, and we do not track this information.

d) \$62,700 amount reduced due to citation withdrawn, \$6,133,200 amount reduced due to citation modified

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Citations and Fines (continued)							
BOARDS, COMMITTEES, AND COMMISSION	Total Citations Issued	Citations Issued with a Fine	Citations Withdrawn	Citations Dismissed	Fines Assessed	Fines Reduced	Fines Collected
Optometry, State Board of	8	8	1	0	\$34,750	\$1	\$15,000
Osteopathic Medical Board of California	0	0	0	0	\$0	\$0	\$850
Pharmacy, California State Board of	1,410	1,020	1	165	\$939,259	\$158,550	\$852,707
Physical Therapy Board of California	47	1	7	0	\$47,330	\$20,920	\$24,110
Physician Assistant Committee	10	10	0	0	\$15,500	\$13,500	\$6,750
Podiatric Medicine, California Board of	1	1	0	0	\$2,500	\$2,250	\$2,250
Psychology, Board of	36	36	8	0	\$12,500	\$1,400	\$7,700
Registered Nursing, Board of	17	15	0	0	\$33,750	\$0	\$5,100
Respiratory Care Board of California	68	68	0	0	\$50,050	\$1,550	\$23,386
Speech-Language Pathology and Audiology Board	16	16	0	1	\$6,250	\$1,025	\$3,175
Structural Pest Control Board	245	244	6	0	\$206,091	\$2	\$158,632
Veterinary Medical Board and Veterinary Technician Committee, Registered	63	63	4	2	\$29,016	\$1	\$20,059
Vocational Nursing and Psychiatric Technicians, Board of							
Vocational Nurses	147	147	2	0	\$93,936	\$0	\$52,949
Psychiatric Technicians	22	22	0	0	\$13,667	\$1	\$12,465
TOTAL	14,981	14,207	250	191	\$10,663,330	\$7,832,150	\$3,303,164

Cost Recovery							
BUREAUS	Cost Recovery to DCA		Consumer Restitution / Refunds / Savings				
	Amount of Cost Recovery Ordered	Total Amount Collected	Amount of Restitution Ordered to Consumers	Refunded to Consumers	Rework - No Charge to Consumers	Adjustments in Money Owed / Product Return-Exchange	Savings Achieved for Consumers
Automotive Repair, Bureau of	\$1,118,981	\$638,386	\$294,293	\$2,518,479	\$1,502,374	\$932,698	\$4,953,551
Cemetery and Funeral Bureau	\$44,208	NDA	\$3,270,121 ^a	\$17,948 ^a	\$9,459 ^a	\$24,932 ^a	\$52,339 ^a
Electronic and Appliance Repair, Bureau of	\$0	\$0	\$239,958	\$114,085	\$15,259	\$110,614	\$239,958
Hearing Aid Dispensers Bureau	\$3,800	\$0	\$4,000	\$3,341	\$12,790	\$3,140	\$23,271
Home Furnishings and Thermal Insulation, Bureau of	\$15,827	\$10,411	\$0	\$67,000	\$49,000	\$40,000	\$156,000
Private Postsecondary and Vocational Education, Bureau for	\$0	\$0	\$0	\$2,755,511 ^b	\$0	\$0	\$2,755,511
Security and Investigative Services, Bureau of	\$62,157	\$21,982	\$525	\$20,705	\$1,699	\$37,187	\$59,591
TOTAL	\$1,244,973	\$670,779	\$3,808,897	\$5,497,069	\$1,590,581	\$1,148,571	\$8,240,221

a) Consumer Restitution Ordered includes restitution ordered by disciplinary actions and ordered to consumer trust funds through Bureau audits of trust fund reports. Due to trust issues, the Bureau independently identifies the deficiency and obtains compliance from the licensee (by contribution to the trust fund).

b) Includes claim payments made, not claim payments encumbered.

Cost Recovery							
BOARDS AND COMMITTEES	Cost Recovery to DCA		Consumer Restitution / Refunds / Savings				
	Amount of Cost Recovery Ordered	Total Amount Collected	Amount of Restitution Ordered to Consumers	Refunded to Consumers	Rework - No Charge to Consumers	Adjustments in Money Owed / Product Return-Exchange	Savings Achieved for Consumers
Accountancy, California Board of	\$95,522	\$62,561	\$0	\$0	n/a	n/a	\$0
Acupuncture Board	\$55,921	\$31,878	n/a	n/a	n/a	n/a	n/a
Architects Board, California	\$0	\$1,494	\$0	\$4,000	\$0	\$0	\$4,000
Barbering and Cosmetology, Board of	\$141,613	\$136,997	\$0	\$0	\$0	\$0	\$0
Behavioral Sciences, Board of	\$25,498	\$20,600	\$0	\$0	\$0	\$0	\$0
Contractors State License Board	\$592,625	\$212,768	NDA	\$28,885,539	n/a	n/a	\$28,885,499
Court Reporters Board of California	\$4,788	\$2,259	\$0	\$522	\$0	\$0	\$522
Dental Auxiliaries, Committee on	\$5,682	\$5,460	\$0	\$0	\$0	\$0	\$0
Dental Board of California	\$157,788	\$88,483	n/a	\$46,093	\$0	\$7,828	\$53,921
Engineers and Land Surveyors, Board for Professional ^a	\$57,929	\$4,134	\$58,980 ^b	n/a ^b	n/a ^b	n/a ^b	\$58,980 ^b
Geologists and Geophysicists, State Board of Registration for	\$0	\$0	\$1,180	\$500	\$5,000	\$0	\$6,680
Medical Board of California							
Physicians and Surgeons	\$2,436,385	\$1,769,498	\$13,280	n/a	n/a	n/a	n/a
Opticians, Registered Dispensing	\$4,790	\$570	\$0	\$0	\$0	\$0	\$0
Occupational Therapy, California Board of	\$1,428	\$180	\$0	\$0	\$0	\$0	\$0
Optometry, State Board of	\$35,029	\$58,699	n/a	\$4,950	n/a	n/a	\$4,950
Osteopathic Medical Board of California	\$56,074	\$37,537	\$0	n/a	n/a	n/a	n/a
Pharmacy, California State Board of	\$263,162	\$171,694	\$0	\$0	\$0	\$0	\$0

a) Cost Recoveries to Board – Total amount collected: Respondents are allowed to make payments during the period of probation.

b) Consumer Restitution/Refunds/Savings: Amount of restitution ordered to consumers and Total savings achieved for consumers: One decision ordered restitution be paid in an amount to be determined by the civil court settlement; therefore, we do not have the actual dollar amount.

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Cost Recovery (continued)							
BOARDS AND COMMITTEES	Cost Recovery to DCA		Consumer Restitution / Refunds / Savings				
	Amount of Cost Recovery Ordered	Total Amount Collected	Amount of Restitution Ordered to Consumers	Refunded to Consumers	Rework - No Charge to Consumers	Adjustments in Money Owed / Product Return-Exchange	Savings Achieved for Consumers
Physical Therapy Board of California	\$37,875	\$33,498	n/a	n/a	n/a	n/a	n/a
Physician Assistant Committee	\$63,245	\$34,829	\$0	\$0	\$0	\$0	\$0
Podiatric Medicine, California Board of	\$42,993	\$26,613	\$0	\$0	\$0	\$0	\$0
Psychology, Board of	\$122,877	\$32,882	\$0	\$0	\$0	\$0	\$0
Registered Nursing, Board of	\$518,487	\$274,065	n/a	n/a	n/a	n/a	n/a
Respiratory Care Board of California	\$195,443	\$230,505	n/a	n/a	n/a	n/a	n/a
Speech-Language Pathology and Audiology Board	\$4,760	\$868	n/a	\$0	\$0	\$0	\$0
Structural Pest Control Board	\$54,529	\$17,434	\$0	\$50,844	\$528,968	\$0	\$579,812
Veterinary Medical Board	\$152,464	\$89,403	\$0	n/a	n/a	n/a	n/a
Vocational Nursing and Psychiatric Technicians, Board of							
Vocational Nurses	\$207,235	\$79,605	n/a	n/a	n/a	n/a	n/a
Psychiatric Technicians	\$70,794	\$27,402	n/a	n/a	n/a	n/a	n/a
TOTAL	\$5,404,935	\$3,451,917	\$73,440	\$28,992,448	\$533,968	\$7,828	\$29,594,364



OTHER PROGRAMS

ANNUAL REPORT
STATISTICAL APPENDIX

FISCAL YEAR 2003–2004

Consumer Information Center							
CLIENT	General Inquiries	Licensing	Complaint-Related	Sub-total Program Actions	Calls Not Qualified ^a	Language Line ^b	Total Program Actions
Acupuncture	119	6	25	150	12	0	162
Automotive Repair	139,627	30,749	20,878	191,254	15,723	164	207,141
Barbering and Cosmetology	132,746	15,555	11,800	160,101	13,162	137	173,400
Cemetery and Funeral	373	95	115	583	48	1	632
Electronic and Appliance Repair ^c	1,039	0	0	1,039	85	1	1,125
Hearing Aid Dispensers	59	8	12	79	6	0	85
Home Furnishings and Thermal Insulation	55	76	389	520	43	0	563
Respiratory Care	18	0	2	20	2	0	22
Security and Investigative Services	18,033	1,583	1,212	20,828	1,712	18	22,558
Arbitration Certification Program	1,508	0	104	1,612	133	1	1,746
Privacy Protection, Office of	337	0	0	337	28	0	365
General / Non-Board, Non-Bureau	73,361	0	0	73,361	6,031	63	79,455
TOTAL CENTER ACTIONS	367,275	48,072	34,537	449,884	36,984	386	487,254

- a) CALLS NOT QUALIFIED - These calls were not categorized by subject matter by the Consumer Information Center (CIC) agents. The total of these non-qualified codes were distributed proportionally among the clients, based on their sub-total program action counts.
- b) LANGUAGE LINE - These calls were qualified as using the Language Line Services and were distributed proportionally among the clients, based on their sub-total program action counts.
- c) Bureau of Electronic and Appliance Repair (BEAR) - all BEAR-related calls were captured under one qualification code in Fiscal Year 2003-04.

Bureau of Automotive Repair – Consumer Assistance Program

PROGRAM OPTION As of June 30, 2004	Program Participation					
	Applications Received	Applications Approved	Applications Denied	Applications Pending	Total Number of Gross Polluters	Total Vehicles Repaired / Retired
Repair Assistance	62,736	47,040	6,325	5,954 ^b	12,742	37,888
Vehicle Retirement ^a	75	n/a	n/a	n/a	n/a	n/a

a) The Vehicle Retirement Program was suspended 01/01/02.

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

PROGRAM OPTION As of June 30, 2004	Average Costs				Program Disbursements	Program Administrative Costs
	Total Stations / Dismantlers Participating	Average State Repair / Retirement Cost	Average Consumer Repair Cost	Total Average Repair Cost	Total Program Disbursements ^b	Total Program Administrative Costs
Repair Assistance	534	\$327	\$83	\$410	\$12,195,462	\$4,184,509
Vehicle Retirement ^a	n/a	n/a	n/a	n/a	n/a	

a) The Vehicle Retirement Program was suspended 01/01/02.

b) Program disbursements are based on vehicles repaired or retired and invoiced by the station or dismantler.

PROGRAM OPTION As of June 30, 2004	Total Estimated Emissions Reduction			
	Carbon (in tons)	HydroCarbon (in tons)	Noxide (in tons)	Total Estimated Emissions Reduction ^b
Repair Assistance	3,337.1	239.1	155.5	3,731.7
Vehicle Retirement ^a	n/a	n/a	n/a	n/a

a) The Vehicle Retirement Program was suspended 01/01/02.

b) Gross benefit calculation attributed to CAP does not take into consideration the emissions benefit that would have taken place in the absence of CAP.

Family Support			
BUREAUS	Total for Fiscal Year 2003-04 (if applies)		
	150-day Temporary License / Notice of Intent to Suspend	Denials / Suspensions	Notice of SLMS Receipt of Release
Automotive Repair, Bureau of	371	207	271
Cemetery and Funeral Bureau	28	13	22
Electronic and Appliance Repair, Bureau of	24	16	15
Hearing Aid Dispensers Bureau	2	2	3
Home Furnishings and Thermal Insulation, Bureau of	7	6	6
Private Postsecondary and Vocational Education, Bureau of	22	18	17
Security and Investigative Services, Bureau of	3,812	2,627	2,469
Telephone Medical Advice Services Bureau	0	0	0
TOTAL	4,266	2,889	2,803

Family Support			
BOARDS, COMMITTEES AND COMMISSIONS	Total for Fiscal Year 2003-04 (if applies)		
	150-day Temporary License / Notice of Intent to Suspend	Denials / Suspensions	Notice of SLMS Receipt of Release
Accountancy, California Board of	12	8	14
Acupuncture Board	2	2	3
Architects Board, California	14	9	14
Athletic Commission, California State	30	18	13
Barbering and Cosmetology, Board of	717	439	581
Behavioral Sciences, Board of	15	7	12
Contractors State License Board	2,359	1,380	1,679
Court Reporters Board of California	11	5	37
Dental Auxiliaries, Committee on	22	8	32
Dental Board of California	23	17	34
Engineers and Land Surveyors, Board for Professional	26	9	17
Geologists and Geophysicists, State Board of Registration for	0	1	2
Guide Dogs for the Blind, State Board of	0	0	1
Medical Board of California	59	30	57

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Family Support (continued)			
BOARDS, COMMITTEES AND COMMISSIONS	Total for the Year (if applies)		
	150-day Temporary License / Notice of Intent to Suspend	Denials / Suspensions	Notice of SLMS Receipt of Release
Occupational Therapy, California Board of	2	1	4
Optometry, State Board of	2	3	1
Osteopathic Medical Board of California	8	0	5
Pharmacy, California State Board of	96	52	66
Physical Therapy Board of California	5	2	3
Physicians Assistant Committee	6	3	6
Podiatric Medicine, California Board of	2	2	1
Psychology, Board of	3	1	3
Registered Nursing, Board of	98	44	71
Respiratory Care Board of California	37	21	31
Speech-Language Pathology and Audiology Board	0	0	8
Structural Pest Control Board	474	269	216
Veterinary Medical Board and Veterinary Technician Committee, Registered	2	0	8
Vocational Nursing and Psychiatric Technicians, Board of	189	97	144
TOTAL	4,214	2,428	3,063