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CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS
2010 / 11 ANNUAL REPORT

2010-11

TABLE OF CONTENTS

MISSION, VISION, AND VALUES 2

MESSAGE FROM THE ACTING DIRECTOR 2

SUPPORT SYSTEM 4

EXPLANATION OF STATISTICAL INFORMATION 12

CALIFORNIA BOARD OF ACCOUNTANCY 14

ACUPUNCTURE BOARD 19

ARBITRATION CERTIFICATION PROGRAM 22

CALIFORNIA ARCHITECTS BOARD 25

CALIFORNIA STATE ATHLETIC COMMISSION 29

BUREAU OF AUTOMOTIVE REPAIR 32

BOARD OF BARBERING AND COSMETOLOGY 37

BOARD OF BEHAVIORAL SCIENCES 41

CEMETERY AND FUNERAL BUREAU 45

CONTRACTORS STATE LICENSE BOARD 49

COURT REPORTERS BOARD OF CALIFORNIA 54

DENTAL BOARD OF CALIFORNIA 58

DENTAL HYGIENE COMMITTEE OF CALIFORNIA 64

BUREAU OF ELECTRONIC AND APPLIANCE REPAIR, HOME FURNISHINGS AND THERMAL INSULATION 67

STATE BOARD OF GUIDE DOGS FOR THE BLIND 71

LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE 74

MEDICAL BOARD OF CALIFORNIA 77

NATUROPATHIC MEDICINE COMMITTEE 87

CALIFORNIA BOARD OF OCCUPATIONAL THERAPY 91

CALIFORNIA STATE BOARD OF OPTOMETRY 95

OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA 100

CALIFORNIA STATE BOARD OF PHARMACY 103

PHYSICAL THERAPY BOARD OF CALIFORNIA 108

PHYSICIAN ASSISTANT COMMITTEE 111

CALIFORNIA BOARD OF PODIATRIC MEDICINE 114

BUREAU FOR PRIVATE POSTSECONDARY EDUCATION 117

BOARD FOR PROFESSIONAL ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS 120

PROFESSIONAL FIDUCIARIES BUREAU 127

CALIFORNIA BOARD OF PSYCHOLOGY 130

BOARD OF REGISTERED NURSING 133

RESPIRATORY CARE BOARD OF CALIFORNIA 138

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES 141

SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD 145

TELEPHONE MEDICAL ADVICE SERVICES BUREAU 150

VETERINARY MEDICAL BOARD 153

BOARD OF VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS 156

SECTION 139, EXPENDITURE CATEGORIES, FUND CONDITION, AND REVENUE SOURCES 162

- SECTION 139 REPORT 163
- EXPENDITURE CATEGORIES 174
- FUND CONDITION 177
- REVENUE SOURCES 180

OUR MISSION

To protect and serve the interests of California consumers.

OUR VISION

California consumers make informed choices and have access to competent and ethical service providers.

OUR VALUES

As a government agency dedicated to serving the interests of California consumers, the Department of Consumer Affairs values:

ACCOUNTABILITY

We are accountable to the people of California and each other as stakeholders. We operate transparently and encourage public participation in our decision-making whenever possible.

EFFICIENCY

We diligently identify the best ways to deliver high-quality services with the most efficient use of our resources.

EFFECTIVENESS

We make informed decisions that make a difference and have a positive, measurable impact.

INTEGRITY

We are honest, fair, and respectful in our treatment of everyone.

CUSTOMER SERVICE

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

EMPLOYEES

We are an employer of choice and strategically recruit, train, and retain employees. We value and recognize employee contributions and talent.

UNITY

We draw strength from our organizational diversity as well as California's ever-changing cultural and economic diversity.

MESSAGE FROM THE ACTING DIRECTOR

I am pleased to present the Department of Consumer Affairs' (DCA) Annual Report for Fiscal Year 2010-11.

Despite constraints resulting from the past year's faltering economy, DCA has been vigilant in preserving the integrity of California's marketplace and in protecting the health and welfare of consumers. DCA continues to fulfill its mission through the efforts of dedicated staff members who have learned not only how to use resources wisely but also how to work smarter. I commend them for advancing DCA's effectiveness and efficiency in light of the challenges all of us have faced.

This report features some representative, but by no means exhaustive, achievements of DCA's more than 36 boards, bureaus, program, committee, and commission, which establish and enforce minimum competency standards for such professions and vocations as nursing, automotive repair, accounting, and psychology. In FY 2010-11, these regulatory entities collectively issued more than 2.5 million licenses, certificates, and approvals in approximately 240 classifications.

While we recognize that most of DCA's licensees are highly principled professionals, we acknowledge there are some practitioners who take advantage of consumers, especially in times of economic adversity. Therefore, we have continued to make consumer protection a priority by focusing sharply on licensee enforcement. To that end, the Bureau of Automotive Repair (BAR) conducted more than 50 sweeps and stings of automotive repair shops across several major California counties and successfully identified numerous unlicensed automotive repair operations.

Because we firmly believe that consumers want to be proactive and, further, that informed consumers become more empowered consumers, our boards and bureaus have taken steps to arm them with the information they need to make prudent decisions in the marketplace. For example, the Contractors State License Board conducted an extensive public education campaign that encourages consumers to check the contractor's license before they sign on the dotted line.

To raise consumer awareness, a Notice to Consumers regulation now requires physicians to post a sign that informs patients of their licensure by the Medical Board of California and provides information on how to file a consumer complaint.

We know that finances have been and are still paramount to all of us. I am gratified to report that DCA's Arbitration Certification Program put approximately $10 million back in consumers' pockets through refunds, replacement vehicles, extended service contracts, and repairs by way of State-certified arbitration programs. Our Complaint Resolution Program also assisted consumers in recovering more than $535,000 in refunds and adjustments.

Along similar lines, BAR enabled many eligible motorists to receive up to $500 in assistance from the State for emissions-related repairs and at least $1,000 to retire qualified vehicles. Over the past year, BAR provided financial assistance toward the repair of nearly 44,000 vehicles.

Given the sluggish economy and unprecedented unemployment numbers, we are mindful of the pressing need for new job opportunities for Californians. Acting on U.S. Department of Labor employment growth projections, the Board of Vocational Nursing and Psychiatric Technicians approved the admission of more than 5,000 additional students for new and existing statewide programs.

Aside from our boards, bureaus, and other entities, DCA encompasses a support network, which includes a Consumer Information Center (CIC). CIC responded to more than 1 million telephone calls over the past year, as well as answering more than 28,000 letters and e-mails. In a fragile economy, it appears that consumers count on reliable guidance for goods and services even more than during robust times.

These are just a few of the highlights of our accomplishments in Fiscal Year 2010-11. The following pages of this report will give you a more comprehensive perspective of how hard we at DCA work to serve and protect California's consumers.

Brian J. Stiger

BRIAN J. STIGER, ACTING DIRECTOR, CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS

SUPPORT SYSTEM

DCA's various entities are supported by the dedicated and talented staff of 16 programs, divisions, units, and offices, all of which are strongly committed to DCA's consumer protection mission. These legal, technical, and administrative professionals inform and empower consumers, promote consumer interests before lawmakers, enforce consumer protection laws, collaborate with law enforcement to fight consumer fraud, resolve disputes between consumers and businesses, and work to ensure that consumers have a voice in the California marketplace. They also train and develop management and staff to ensure they have the core competencies essential to individual and DCA success.

THE OFFICE OF ADMINISTRATIVE AND INFORMATION SERVICES provides essential central support services to DCA's boards, bureaus, program, committee, and commission. It is DCA's largest division and consists of two branches, the Office of Administrative Services and the Office of Information Services.

THE OFFICE OF ADMINISTRATIVE SERVICES (OAS) provides the accounting, business, personnel, and budget services that keep DCA running smoothly and efficiently. OAS consists of three programs: Business Services, Human Resources, and Fiscal Operations. Business Services ensures that DCA entities promote sound business decisions and practices in contracting and purchasing goods and services. OAS also manages DCA's facilities, vehicle fleet, emergency response, and mailroom, copying, and imaging services. Human Resources provides full-service human resources support for employees within DCA and for its client agencies through the following functional areas: Classification and Pay, Health and Safety, Labor Relations, Personnel Transactions, Selection Services and Recruitment, Equal Employment Opportunity, and Special Projects Unit. Fiscal Operations provides budget, accounting, and central cashiering services for DCA.

In 2010-11, the Business Services Office's Digital Print Services expanded its services to provide for more in-house printing options as a cost-savings measure. The Fiscal Operations Office continued to implement online Renewal Payment services by adding the Contractors State License Board. This service allows licensees to pay their renewals by credit card.

The Office of Human Resources continued to implement recommendations from an assessment of its internal policies, processes, and procedures to provide DCA employees with services and resources that are efficient and effective.

The Business Services Office's Small Business/Disabled Veterans Business Enterprises (SB/DVBE) program received a Department of General Services' State Agency Bronze Advocate of the Year Recognition Award in recognition of the DCA's continued efforts and achievements in supporting California's small businesses. The SB/DVBE program also received an award from the California Black Chamber of Commerce for Diversity in Procurement and Outreach at the 15th Annual Ron Brown Economic Summit.

The Office of Human Resources instituted monthly personnel liaison meetings and began publishing a Personnel Liaison Newsletter highlighting attendance, benefits, payroll, and other important issues to ensure optimum communication between DCA personnel liaisons and the Office of Human Resources.

THE OFFICE OF INFORMATION SERVICES (OIS) directs and manages information technology for all of DCA. OIS consists of Applications Services, Enterprise Technology Services, Infrastructure Services, Client Services, Enterprise Project Services, and the Information Security Office. Application Services maintains the Consumer Affairs System (CAS) and the Applicant Tracking System (ATS) databases that form the core of DCA's business processes. Enterprise Technology maintains and supports DCA's

UNIX/Wide Area Network as well as the Internet and intranet sites, and maintains the Enterprise Architecture. Infrastructure Services maintains the desktop and network service, which includes DCA's e-mail system, file, and print services, client device support (such as PCs, notebooks, phones, and handheld devices) and DCA's variety of phone systems across the State, which are primarily Voice-Over Internet Protocol (VoIIP).

Client Services provides an array of services that support DCA's regulatory entities, including public sales (licensee information), customer liaison, and production support. It includes the Family Support Unit, which maintains systems that involve processing limited license hold issues related to child support systems, and the Service Desk, which is the first point of contact to request OIS services. Enterprise Project Services provides project management assistance, control agency liaison services, oversees the OIS change management and release process, manages the BreEZe project which will replace the DCA legacy systems, and is implementing IT Governance. The Information Security Office establishes the DCA IT security and data privacy policies, maintains the business continuity planning process, investigates IT security breaches, and acts as the liaison to the California Technology Agency in matters related to the IT security of DCA.

In 2010-11, OIS completed the procurement process for a new integrated licensing and enforcement system, called BreEZe, awarding the development contract to Accenture LLC. Development activities will begin in 2011-12. OIS completed the conversion of the DCA e-mail system from Lotus Notes to Microsoft Outlook as required by the California Technology Agency prior to the move to the California E-mail System at the end of 2011. Part of the conversion process included the activation of Microsoft Active Directory and the elimination of the existing Novell environment. OIS also moved the State and Consumer Services Agency staff from an OTECH-supported technology environment to the DCA-supported technology environment at their request. In addition, OIS implemented the OIS Service Desk, which consolidates five of its service desk functions into one centralized unit. Along with the Service Desk, OIS implemented the CA Service Desk Manager application, used as the primary service tracking tool. OIS also coordinated DCA's response to the Governor's requirement for a 50 percent reduction in cellular phone usage.

THE COMPLAINT RESOLUTION PROGRAM (CRP) helps resolve complaints that consumers have filed after experiencing difficulty or disappointment in the California marketplace. This service is a valuable alternative to costly litigation that can overwhelm the consumer, the licensee, and the State's court system. Complaint resolution services are performed by highly trained staff and, through contracted translation services, are available in more than 177 languages.

In 2010-11, CRP reviewed more than 4,852 consumer complaints and referred 150 of them to DCA bureaus for investigation of serious allegations such as fraud, oversell, bait and switch, false advertising, and gross negligence. CRP's assistance resulted in consumer refunds and adjustments totaling more than $535,000. CRP resolved more than 41 percent of all complaints within an average of 29 days or less. CRP has offices in four major metropolitan areas in California, which offers the opportunity to engage in both local and statewide consumer outreach efforts. CRP also assisted CIC by handling 37,622 calls from consumers this fiscal year.

THE CONSUMER INFORMATION CENTER (CIC) is DCA's information resource center for consumers and licensees. Through its Call Center and Correspondence Unit, CIC provides consumers and licensees with user-friendly information, advice, and instruction, and identifies the government agency or community organization that can best address their needs. CIC staff also help consumers understand their complaint resolution options after experiencing difficulty or disappointment when purchasing goods or services. The Call Center maintains an internationally available toll-free number, (800) 952-5210. CIC employs a number of agents fluent in Spanish and, through contract services, is able to provide assistance in more than 177 languages. In 2010–11, the toll-free 800 number received more than 1 million calls. Calls handled by CIC

phone agents were answered within four to five minutes, on average. The Correspondence Unit responds to e-mails and letters sent to DCA and assists the Executive Office with written responses to complaints sent by consumers addressed to the DCA Director, the State and Consumer Services Agency, and the Governor's Office. CIC maintains an e-mail address, dca@dca.ca.gov, through which consumers can request information and assistance. In 2010-11, the Correspondence Unit responded to more than 28,000 letters and e-mails. Correspondence Unit staff answer e-mails within one to two business days, and answer letters within 30 days.

THE EQUAL EMPLOYMENT OPPORTUNITY (EEO) OFFICE serves all DCA consumers, employees, applicants, and licensees by promoting equal employment opportunity. The EEO Office also promotes affirmative action for persons with disabilities and works to prevent and eliminate discriminatory practices through policy implementation, training, education, and outreach. In Fiscal Year 2010-11, the EEO Office investigated complaints of discrimination; provided services in the form of informal EEO counseling, mediation, and referrals to other related agencies; tracked mandatory sexual harassment prevention training compliance for all DCA employees; and completed the Annual Workforce Analysis. The EEO Office coordinated the Biennial Language Survey, the Language Survey Implementation Plan, activities of the DCA Disability Advisory Committee, and distributed information related to the DCA Upward Mobility Program and the Whistleblower Protection Act.

THE DIVISION OF INVESTIGATION (DOI) is the general law enforcement and investigative branch of DCA. It is the only entity within DCA that employs peace officer investigators having the statutory authority to investigate any violation of those laws administrated by DCA's boards, bureaus, program, committee, and commission. DOI investigators are sworn to enforce the law and uphold the Federal and State constitutions and the municipal laws of the State of California. DOI's mission is to provide law enforcement investigative services in order to protect California consumers and licensees by effectively and efficiently enforcing laws, regulations, and professional standards. DOI is dedicated to protecting the public health, safety, and welfare by providing timely, objective, courteous, and cost-effective investigations regarding allegations of misconduct by licensees of client agencies, and to developing information for filing criminal, administrative, and civil actions on behalf of these agencies. DOI field investigations frequently involve allegations of the illegal use and theft of drugs, sexual misconduct, quality of care issues, and unlicensed activity. In Fiscal Year 2010-11, DOI field staff completed 1,293 investigations, made 27 arrests, executed 12 search warrants, and referred 150 cases for criminal filings. The remainder of the cases were forwarded to the various DCA boards, bureaus, program, committee, and commmission for appropriate action.

Within DOI, the Special Operations Unit (SOU) works to ensure and maintain the quality and integrity of staff and regulated people and entities, while promoting and protecting workplace security and employee safety. The SOU is responsible for leading the following DCA programs and investigations: workplace violence prevention and threat assessments; criminal offender record information program and clearances; infraction citation program and clearances; and internal affairs investigations. The SOU also oversees the following DOI internal programs and investigations: firearms maintenance and training; defensive tactics; computer forensics; background investigations; and internal affairs investigations.

In 2010-11, DOI:

- Cleared investigations more than a year old. In 2009-10, DOI committed to completing all of its investigations in less than a year through a variety of strategies designed to reduce current case backlog; increase efficiency in the investigative process; optimize investigative services relative to resources, staffing, and fiscal constraints; and strengthen DOI's role as the national leader in professional licensing enforcement. The current average completion time is seven months or less and currently there are no cases more than a year old. By aggressively

completing cases in a timely fashion, the public is assured greater consumer protection through efficient investigative services.

- Worked with client boards and bureaus to prioritize complaints. As the initial point of contact for clients, DOI's Intake Unit meets with each client board and bureau to assist in determining which consumer complaints should be referred to DOI. The Intake Unit was created in June 2007 to increase the efficiency of DOI's Field Operations by screening and evaluating cases before they are assigned for further investigations. It is crucial that complaints involving serious allegations be identified and investigated in a timely manner. The Intake Unit works with each client to discuss alternatives to potential case referrals; assist in case prioritization strategies; and tracks case dispositions to measure the success of DOI's investigative efforts. By assisting the client boards and bureaus, DOI can use its investigative resources on the most critical complaints. This allows the Intake Unit to resolve the small administrative cases through fast turnaround which allows for investigative efficiencies that improve case closure rates.
- Provided instruction to attendees of DCA's Enforcement Academy. DOI was instrumental in developing strategic enforcement curriculum and providing sworn staff to teach at DCA's Enforcement Academy for DCA's non-sworn investigators. The Enforcement Academy provides knowledge on how to conduct administrative investigations while ensuring compliance with laws and regulations. The benefit to the public is the ability for a greater number of DCA staff to protect California consumers and licensees by effectively and efficiently enforcing laws, regulations, and professional standards.
- Conducted sting operations on behalf of DOI's various clients. In times of economic difficulties, the chance for consumer harm increases as unlicensed individuals attempt to provide services to the public. Issuance of a license demonstrates a minimum level of knowledge and expertise in an individual's field. Unlicensed individuals have failed to demonstrate they have the professional ability to provide a service. Additionally, it is unknown if the unlicensed individual will actually provide services within the confines of the law once that person receives payment. By conducting sting operations for our clients, the public is assured that DCA is committed to protecting the public health, safety, and welfare to reduce the number of unlicensed complaints.

THE LEGAL AFFAIRS DIVISION includes the Legal Office, the Legal Services Unit, and the Administrative Unit. These units provide legal services to DCA's Executive staff, programs and all DCA constituent agencies. The Legal Office serves as in-house counsel for the Executive Office as well as counsel to the boards, bureaus, programs, committees, and commission. Its lawyers provide legal advice to the constituent agencies, as well as opinions and analysis of laws, regulations, proposed legislation, and contracts. They also provide advice on personnel matters, the Open Meetings Act, the Public Records Act, and the Information Practices Act, as well as on other issues impacting the protection of consumers.

The Legal Services Unit counsels the Director in carrying out the consumer mandates of the Consumer Affairs Act. This unit created and maintains several consumer handbooks and guides, including *California Tenants: A Guide to Residential Tenants' and Landlords' Rights and Responsibilities; The Small Claims Court: A Guide to Its Practical Use*, and more than 30 user-friendly legal guides.

The Administrative Unit provides in-house counsel to DCA's administrative divisions, including Human Resouorces, EEO, Labor Resources, and Contracts. It also provides legal assistance to DCA's Division of Investigation and provides legal representation for DCA in personnel and EEO matters before the State Personnel Board and the Department of Personnel Administration.

Notable projects completed in Fiscal Year 2010-11 include: a new edition of *The Small Claims Court: A Guide to Its Practical Use*; an updated subpoena manual for use by all entities within the Department; the update of 15 legal guides; extensive work on Senate Bill 1441

workgroups on uniform standards regarding substance abuse and healing arts licenses; and the Consumer Protection Enforcement Initiative. The Division also prepared materials for and instructed three modules and provided course instruction at DCA's Enforcement Academy.

THE LEGISLATIVE AND POLICY REVIEW DIVISION (LPR) serves as DCA's resource on legislative, policy, and regulatory matters, representing DCA's positions on these matters before the Legislature. LPR monitors and analyzes legislative bills on consumer issues, reviews proposed regulation packages, and provides substantive policy consultation and review on a myriad of issues throughout DCA and its affected entities.

LPR advises DCA's Director on public policy affecting consumers, as well as on any proposed regulations that impact the public health, safety, and welfare of Californians. LPR tracks and attends all board and bureau meetings to identify, analyze, and monitor policy issues, as well as other matters of interest. LPR coordinates crosscutting and multidisciplinary policy projects on behalf of DCA, often involving multiple boards and bureaus. Additionally, LPR provides in-depth analytical support services, when necessary, across DCA's multiple entities.

In 2010-11, LPR monitored and analyzed 262 legislative bills on consumer issues and reviewed 62 proposed regulation packets submitted by various DCA entities.

LICENSING FOR JOB CREATION (LJC): The Department of Consumer Affairs' 2010-12 Strategic Plan Goal 3 states that "California is the recognized national leader in professional licensing and contributes effectively to job growth in California." To meet this goal, DCA began an aggressive licensing oversight program in early 2010. The goal of the program is to contribute toward California's job growth through expeditious and efficient processing of professional and business licenses and examination applications.

In March 2010, DCA embarked on a concentrated four-month effort to reduce existing licensing and examination application workload. Many boards and bureaus reduced their pending workload, licensing, and examination approvals. In addition, these entities issued licenses at an increased rate during this period. In August of 2010, DCA established a Licensing for Job Creation (LJC) Unit to help continue the licensing improvement efforts and develop operational and structural application processing improvements that foster continued job creation.

A new monthly reporting mechanism was created to measure the average processing time for initial exam and licensing applications from start to finish. In addition, this report measures initial applications received, initial applications approved, initial applications closed, and initial licenses issued. By monitoring and oversight of this monthly report, licensing entities LJC works collaboratively with all DCA licensing entities to help reduce DCA's pending initial exam/initial licensure backlog. LJC also provides input for establishing performance measurements for licensing functions, helps develop best practices, suggests changes to statutes or regulations, and identifies any additional licensing resource needs.

Additional LJC highlights and ongoing achievements with DCA and other State agencies are as follows:

- As of January 2011, the majority of DCA reporting entities approve applications and/or issue licenses within 30 days of receipt.
- Through troubleshooting of the monthly report, LJC has improved accuracy and efficiency of use of the current licensing database and made recommendations for numerous process improvements. As a result, pending numbers were reduced by more than 10,000.
- Established a method to identify pending applications that were complete versus applications missing information that the applicant needs to provide in order to continue to process.
- Prepared a Quarterly Summary Analysis of licensing trends by industry type focusing on increases or decreases in license and exam applications, approvals and licenses issued.
- LJC works in conjunction with DCA's BreEZe team to ensure a seamless licensing data

transition from the current licensing system to the new BreEZe system.

- LJC works closely with the Office of Statewide Health Planning and Development to provide licensing data necessary to identify possible access disparities under the new Health Care Reform Act.
- Prepared a new publication entitled *California Healthcare Jobs: Working for Tomorrow*. This publication is designed to inform students interested in a career in healthcare about educational and experiential requirements necessary for licensure in California.

THE OUTREACH UNIT is dedicated to educating consumers, industries, community-based organizations, and stakeholder agencies about DCA's resources and services. In Fiscal Year 2010-11, due to cost and travel restraints, the Outreach Unit shifted much of its focus from events and presentations to other means of reaching consumers without cost. The Outreach Unit's efforts included: facilitating six Consumer Protection Leaders Roundtable meetings throughout the State; coordinating a monthly Sacramento Library Speaker Series; coordinating with the Contractors State License Board in Senior Scam Stoppers presentations; partnering with the U.S. Postal Service during National Consumer Protection Week; and continuing to foster partnerships with important professional and government organizations throughout the State and country.

One outcome of the Consumer Protection Leaders Roundtable meetings was the ongoing discussion on debt collection issues. DCA Outreach gathered large quantities of information from the Federal Trade Commission, news articles, reports, and attendees at the roundtable meetings and drafted a report on debt collection. The report addressed the following topics:

- Collector responsibilities
- Enforcement efforts
- Sale of debt
- Consumer rights and outreach education

Through the Consumer Protection Leaders Roundtables, DCA Outreach was able to make and strengthen vital partnerships with various county district attorney offices focused on consumer protection issues as well as:

- California Attorney General's Office
- Better Business Bureau
- California and Nevada Credit Union Leagues
- California Consumer Affairs Association
- Community Colleges Family and Consumer Sciences Statewide Advisory Committee
- Consumer Action
- Consumers Union
- Department of Corporations
- Federal Trade Commission
- Los Angeles County Department of Consumer Affairs
- California Office of Privacy Protection
- Public Good Law Center

THE OFFICE OF PROFESSIONAL EXAMINATION SERVICES (OPES) provides professional expertise in examination validation services to DCA's licensing entities through pro rata and intradepartmental contracts. OPES also provides analytical and consultative services for all aspects of the examination validation process, including occupational analyses, examination construction, passing score methodology, statistical analyses, and administration. OPES follows the highest technical and professional standards in the industry and is committed to ensuring that licensing examinations are psychometrically sound, job-related, and legally defensible. Since 1998, OPES has provided oversight for DCA's master contract for computer-based testing (CBT) administration.

In 2010-11, OPES:

- Developed and delivered 59 written examinations and three occupational analysis reports.
- Created OPES Policy 11-01, effective March 1, 2011, regarding Participation in Examination Development Workshops.
- Drafted a Licensure Examination Validation policy.

- Completed two reports to address Objective 3.2 of Goal 3 of DCA's Strategic Plan to evaluate the computer-based licensure examination process for efficiency.
- Implemented more stringent security procedures for expert consultants serving as subject matter experts.
- Updated Informational Series No. 8 Fact Sheet to address the role of expert consultants.
- Completed new instructions for the Section 139 Report and provided it to all of DCA's licensing entities.
- Received officewide training in customer service according to DCA's Seven Cs of Customer Service.
- Completed, submitted, and received approval for a feasibility study report for the Computer Based Testing (CBT) project.
- Initiated steps to renegotiate a new CBT master contract to replace the existing one that expires in May 2012.
- Implemented online questionnaires for occupational analysis reports in order to save printing, mailing, and data entry costs; decrease staff time; and reduce the project length for our clients.

THE OFFICE OF PUBLIC AFFAIRS (OPA) creates and executes strategic media and communications plans for DCA, proactively provides news media with information of interest to consumers, and responds to media inquiries. In 2010-11, OPA continued to expand video production and webcasting abilities while placing more multimedia content on DCA's Web site, YouTube, and Twitter. OPA has also alerted media to unlicensed activity sweeps.

THE OFFICE OF PUBLICATIONS, DESIGN & EDITING (PDE) designs, edits, and distributes more than 200 consumer publications produced by DCA's various entities and Executive Office. PDE supports DCA's licensees by producing and publishing online newsletters for many of its boards and bureaus, and supports DCA staff by producing *Did You Know?,* the monthly online newsletter for employees. PDE also coordinates the translation of consumer publications into various languages such as Spanish, Korean, Chinese, Vietnamese, and Tagalog. PDE staff also write, edit, design, and distribute DCA's award-winning quarterly magazine, *Consumer Connection*. PDE has received more than 40 national, international, and State awards for writing, editing, and graphic design since 2007.

In 2010-11, PDE staff earned five awards from the State Information Officers Council for excellence in writing and graphic design. Also in 2010-11, PDE created a comprehensive and updated *Resource and Referral Guide* to assist consumers in filing complaints, understanding their rights, and locating governmental programs and services. Two other new publications were created this year: *What to Do if the Debt Collector Calls*, and *Consumer's Guide to Healthcare Providers* (also available in Spanish). In addition, PDE began offering four of its most popular publications on CD to save printing and mailing costs.

SOLID TRAINING SOLUTIONS: SOLID Training Solutions supports the competency development of all DCA employees through training needs analysis as well as the design, development, delivery, evaluation, and administration of employee training and education programs. SOLID maintains a strong commitment to supporting the Consumer Protection Enforcement Initiative through training and development programs. In 2010-11, SOLID conducted two Enforcement Academies and graduated 80 DCA employees from this intensive week-long course covering the full range of enforcement functions that are performed at DCA. SOLID introduced two new enforcement-related training programs, including a two-day probation monitoring course designed to teach techniques and skills necessary for successful probation monitoring at DCA as well as a course on the drug testing process. SOLID also worked with the Council on Licensure, Enforcement and Regulation to conduct two sessions of their National Certified Investigator Basic Training at DCA. This week-long course covering core investigative techniques was successfully completed by 138 DCA employees.

In 2010-11, SOLID delivered 145 training classes on a wide variety of professional development topics with a total attendance

of 2,285. In addition, SOLID developed and conducted 20 customized training programs for individual work teams throughout DCA on such topics as team-building, group dynamics, and communication. DCA also held its fourth Management Academy in spring 2011. A total of 30 managers and supervisors graduated from the program. In addition, SOLID developed and added several new classes to the DCA course catalog this year, including Completed Staff Work, Stress Management, Getting to Know DCA, Progressive Discipline for Managers, and Regulations Development.

SOLID also expanded its course offerings to include hands-on technical training by developing and offering the new Introduction to Word and Excel 2010 and Introduction to Outlook 2010 classes and by conducting department-wide Office 2010 overview training for DCA employees who upgraded to the new software version.

THE STRATEGIC PLANNING AND DEVELOPMENT UNIT (SPD) develops and oversees DCA's strategic plan; assists DCA's licensing entities with strategic planning; develops and implements the DCA's performance measures; coordinates the Employee Recognition Program; manages and reports on DCA's consumer satisfaction surveys; offers process improvement assistance; maintains the Knowledge Management Center; and provides a wide variety of other organizational development services.

In 2010-11, SPD facilitated the development of nearly a dozen strategic plans for various DCA entities. These documents are essential business tools that lay out a roadmap of what each program desires to accomplish in the coming years, and how it will achieve those goals. SPD also facilitated several process improvement sessions, dedicated to streamlining DCA processes, cutting cycle times, and making it possible for boards and bureaus to do more with less.

Fiscal Year 2010-11 also saw the official launch of the DCA Consumer Protection Enforcement Performance initiative, in which the boards and bureaus began publicly reporting on important milestones and measurements associated with their enforcement activity. SPD was charged with gathering cycle-time, volume, and consumer satisfaction data, and generating quarterly reports for each program. These reports are now available on DCA's Web site.

THE PROCESS IMPROVEMENT TEAM (PIT) is a DCA-wide volunteer team that provides ad hoc consultation to DCA's Executive Office and the Strategic Planning and Development (SPD) Unit to evaluate and prioritize process improvement projects, ensuring they are well designed, appropriate, efficient, and sustainable.

In Fiscal Year 2010-11, PIT provided Acting Director Brian Stiger with cost-saving ideas to reduce government spending, including:

- Use electronic signatures, eco fonts, duplex printing, and "draft" printing.
- Reduce the number of printed and mailed publications and newsletters.
- Use teleconferencing, videoconferencing, and the Internet for meetings.
- Provide e-meeting alternatives for SOLID training.
- Provide in-house training in Microsoft Word and Excel.
- Increase awareness and use of established contracts for reduced shipping costs.
- Reduce after-hours lighting at the DCA headquarters building.

EXPLANATION OF STATISTICAL INFORMATION

DCA's regulatory boards and bureaus license, register, certify, permit, or approve individuals or businesses according to legislation and regulations. These regulatory entities also investigate complaints and discipline those who violate practice requirements.

In the pages that follow, each board, bureau, or other entity notes its accomplishments for Fiscal Year 2010-11. The data varies among boards and bureaus because of different legislative mandates for each regulatory program. Therefore, not all categories of data apply to all programs. In some instances, data may not be reported because a program does not track the information.

The definitions and criteria for data used in the tables are explained below:

PROGRAM SUMMARY

STAFFING

Includes the number of civil service (staff) positions and exempt employees approved in the State budget. Exempt employees are executive-level personnel usually appointed by the board, the DCA Director, or the Governor.

BOARD, COMMITTEE, COMMISSION, OR BUREAU ADVISORY GROUP MEMBERS

The first line of the table shows the total number of members mandated by law as of the end of Fiscal Year 2010–11. The next two lines divide the total number into the number of mandated professional and public members. Professional members represent a specific profession, field, or constituency. Public members represent the public as a whole. Both types are appointed by the Governor, the Senate Rules Committee, or the Speaker of the Assembly.

STRATEGIC PLANNING AND OUTREACH

The date given is the date the entity established its strategic plan. Outreach details the number of times the executive officer or staff participated in outreach events for consumers, professional groups, etc.

SUMMARY OF LICENSING ACTIVITY

TOTAL TYPES OF LICENSES/CERTIFICATES/ PERMITS

The number of initial applications, the number of licenses issued, and number renewed. Licensing population means how many individuals hold each type of license or certificate

RENEWAL AND CONTINUING EDUCATION

These figures include how often a license must be renewed and how many hours of continuing education are required.

EXAMS

Total number of candidates who passed or failed an exam for licensure. Note: Candidates may take an exam more than once a year.

SUMMARY OF ENFORCEMENT ACTIVITY

COMPLAINTS

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

CONVICTION/ARREST NOTIFICATION COMPLAINTS

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

INSPECTIONS

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

INVESTIGATIONS

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

NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

The timeline begins from the date the complaint was received to the date the investigation was closed.

CITATIONS AND FINES

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

TOTAL AMOUNT OF FINES

Amount assessed, reduced, and collected.

CRIMINAL/CIVIL ACTIONS

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

OFFICE OF THE ATTORNEY GENERAL/ DISCIPLINARY ACTIONS

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

NUMBER OF DAYS TO COMPLETE AG CASES

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

FORMAL ACTIONS FILED/WITHDRAWN/DISMISSED

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

ADMINISTRATIVE OUTCOMES/FINAL ORDERS

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

PETITION FOR MODIFICATION OR TERMINATION OF PROBATION

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

PETITION FOR REINSTATEMENT OF REVOKED LICENSE/REGISTRATION/CERTIFICATION.

The outcome of those requests.

COST RECOVERY TO DCA

Total dollar amount of administrative costs ordered repaid to DCA. Note: Costs ordered may never be realized.

CONSUMER RESTITUTION TO CONSUMERS/ REFUNDS/SAVINGS

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

CALIFORNIA BOARD OF ACCOUNTANCY

www.dca.ca.gov/cba

Created in 1901, the California Board of Accountancy (CBA) licenses and regulates more than 5,000 firms and more than 82,000 licensees, the largest group of accounting professionals in the nation. CBA's licensure program establishes minimum standards for entry into the profession and, because of the dynamic and ever-changing nature of the profession, establishes minimum continuing education requirements designed to maintain or enhance licensees' currency of knowledge. CBA also maintains a vigorous enforcement program designed to protect consumers from substandard practice through the rehabilitation of licensees, as warranted.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Approved the delegation of authority to the Executive Officer to sign stipulated decisions for revocation or surrender of license on behalf of CBA. The Executive Officer's authority to sign such disciplinary documents enhances consumer protection by expediting enforcement matters, and supports Goal 1 of CBA's 2010-12 Strategic Plan, which is to pursue an active, effective, and efficient enforcement program to maximize consumer protection.
- Implemented a mandatory peer review program for the accountancy profession in California, with the first group of licensees reporting. The Peer Review Program protects consumers by enhancing the quality of public accounting services in California and fulfills Objective 7.1 in CBA's 2010-12 Strategic Plan to implement mandatory peer review in California.
- Developed the framework for new regulations that will govern the 30 additional units of education necessary for licensure effective January 1, 2014. The new regulations are part of CBA's goal to promote licensee competency and specifically support Objective 7.4 of CBA's 2010-12 Strategic Plan to review general accounting experience requirements for licensure and revise regulations as warranted.
- Launched Facebook and Twitter accounts to facilitate outreach to consumers and other stakeholders while minimizing expenditures for more traditional outreach. These endeavors are in concert with several objectives under Goal 4 of CBA's 2010-12 Strategic Plan to provide and maintain effective and timely outreach to all CBA stakeholders, including Goal 4.1, ensure that all communications are current and Goal 4.5, increase transparency of CBA activities.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

CBA successfully enacted several regulations to implement a mandatory peer review program, which included the following:

- Peer review finalized (December 20, 2010). This regulation package was the certificate of compliance for CBA's emergency regulations that implemented the Peer Review Program.
- Peer Review Oversight Committee (December 21, 2010). This regulation package established the guidelines for the Peer Review Oversight Committee.
- Continuing education exemptions and extensions (February 2, 2011). This package added a requirement that any regulatory review course must cover Article 6 - Peer Review of the Board of Accountancy Regulations.
- Peer review provider requirements (April 25, 2011). This package requires peer review providers to furnish CBA with failed peer reviews within 60 days.

In addition, CBA was able to help offset the cost of the new Peer Review Program to licensees through a fee reduction package (April 14, 2011), which reduced initial license and renewal fees from $200 to $120 for a four-year period effective July 1, 2011, and ending June 30, 2015.

PROGRAM SUMMARY

Staffing	
83	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
15	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
7	PROFESSIONAL BOARD MEMBERS
8	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
07/12/2009	DATE STRATEGIC PLAN ADOPTED
15	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
INDIVIDUAL	3,631	3,567	35,704
PUBLIC ACCOUNTANT	0	0	33
CORPORATION	193	184	1,633
PARTNERSHIP	69	66	616
FICTITIOUS NAME PERMIT	144	136	254

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
INDIVIDUAL	N/A	82,232	N/A
PUBLIC ACCOUNTANT	N/A	142	N/A
CORPORATION	N/A	3,796	N/A
PARTNERSHIP	N/A	1,496	N/A
FICTITIOUS NAME PERMIT	1,696	N/A	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
CPA - INDIVIDUAL	EVERY 2 YEARS	80
PA - PUBLIC ACCOUNTANT	EVERY 2 YEARS	80
CPA - CORPORATION	EVERY 2 YEARS	N/A
CPA - PARTNERSHIP	EVERY 2 YEARS	N/A
CPA - FICTITIOUS NAME PERMIT	EVERY 5 YEARS	N/A

Exams

PASS	FAIL	TOTAL
3,865*		

* This number represents the total number of candidates who passed their final section of the Uniform CPA Examination (CPA Exam). The CPA Exam consists of four sections - Auditing and Attestation, Business Environment and Concepts, Financial Accounting and Reporting, and Regulation. The CPA Exam is computerized and candidates sit for each section individually. Once a candidate successfully completes one section of the CPA Exam the candidate must then pass the remaining sections of the CPA Exam within 18 months to pass the CPA Exam. The California Board of Accountancy does not currently have the capability to provide the number of candidates who failed the CPA Exam during FY 10/11.

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
722	RECEIVED
132	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
573	REFERRED FOR INVESTIGATION
17	PENDING

Conviction/Arrest Notification Complaints	
132	RECEIVED
127	CLOSED/REFERRED FOR INVESTIGATION
5	PENDING

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTIONS CITATIONS ISSUED

Investigations	
601	OPENED
464	CLOSED
334	PENDING

Number of Days to Complete Intake and Investigations	
306	UP TO 90 DAYS
50	91 TO 180 DAYS
49	181 DAYS TO 1 YEAR
51	1 TO 2 YEARS
8	2 TO 3 YEARS
0	OVER 3 YEARS
130	AVERAGE NUMBER OF DAYS TO COMPLETE AN INVESTIGATION

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

Total Amount of Fines	
$29,300	ASSESSED
$1,150	REDUCED
$14,431	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
24	CASES OPENED/INITIATED
19	CASES CLOSED
37	CASES PENDING

Number of Days to Complete AG Cases	
2	1 YEAR
11	1 TO 2 YEARS
3	2 TO 3 YEARS
3	3 TO 4 YEARS
0	OVER 4 YEARS
727	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

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

Cost Recovery to DCA	
$277,868	ORDERED
236,580	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

ACUPUNCTURE BOARD

www.acupuncture.ca.gov

The Acupuncture Board (Board) regulates the practice of acupuncture and Asian medicine in California. Acupuncturists treat health conditions by inserting very thin needles through the skin to stimulate "acu-points" found at certain locations on the body. The Board establishes the minimum qualifications that individuals must meet to practice acupuncture and sets the standards of conduct within the profession.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Adopted Infection Control Guidelines. The guidelines are based on minimum standards that are industry-accepted and known to minimize the risk of transmission of infectious diseases.
- Came into full compliance with the National Practitioner Data Bank and the Healthcare Integrity and Protection Data Bank requirements.
- Implemented a recruitment and formal training program for enforcement expert witnesses.
- Enhanced the Board's probation program by using Phamatech to monitor probationers who are required to submit to random biological fluid tests.
- Added a new renewal application form to the Web site for the convenience of licensees.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Implemented retroactive fingerprinting. Licensed acupuncturists who were licensed prior to January 1, 2001, or for whom a record of submission of fingerprints no longer exists, are required to submit fingerprints to the Department of Justice for a criminal history check and to undergo a State and Federal criminal offender record search as a condition of renewal.
- Drafted a regulation to require candidates for admission to a training program taught in a language other than English to submit proof of passing the Test of English as a Foreign Language (TOEFL) at an Internet-based testing facility. It is essential that an acupuncturist be able to speak and understand the English language when dealing with a person's healthcare.

PROGRAM SUMMARY

Staffing	
8	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
7	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
3	PROFESSIONAL BOARD MEMBERS
4	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
03/15/2007	DATE STRATEGIC PLAN ADOPTED
0	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ACUPUNCTURE LICENSE	636	633	4,969

Licensing Population by Type			
TYPE	CERTIFCATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ACUPUNCTURE LICENSE	0	11,200	0
ACUPUNCTURE SCHOOLS	0	0	36

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
ACUPUNCTURE LICENSE	EVERY 2 YEARS	50 HOURS

Exams		
PASS	FAIL	TOTAL
636	405	1,041

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
135	RECEIVED
10	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
124	REFERRED FOR INVESTIGATION
3	PENDING

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

Inspections	
N/A	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations	
211	OPENED
218	CLOSED
95	PENDING

Number of Days to Complete Intake and Investigations	
77	UP TO 90 DAYS
70	91 TO 180 DAYS
37	181 DAYS TO 1 YEAR
27	1 TO 2 YEARS
5	2 TO 3 YEARS
2	OVER 3 YEARS
180	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
42	ISSUED
34	ISSUED WITH A FINE
6	WITHDRAWN
4	DISMISSED
152	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Total Amount of Fines	
$26,440	ASSESSED .
$7,330	REDUCED
$9,960	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
33	CASES OPENED/INITIATED
19	CASES CLOSED
30	CASES PENDING

Number of Days to Complete AG Cases	
4	1 YEAR
8	1 TO 2 YEARS
4	2 TO 3 YEARS
1	3 TO 4 YEARS
2	OVER 4 YEARS
706	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes Final Orders	
1	LICENSE APPLICATIONS DENIED
2	REVOCATION
7	SURRENDER OF LICENSE
2	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
6	PROBATION ONLY
0	PUBLIC REPRIMAND
1	OTHER DECISIONS

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

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

Petition for Penalty Relief	
0	GRANTED
1	DENIED
1	TOTAL

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

Cost Recovery to DCA	
$76,742	ORDERED .
$27,070	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

ARBITRATION CERTIFICATION PROGRAM

www.dca.ca.gov/acp | www.lemonlaw.ca.gov

The Arbitration Certification Program (ACP) was established in 1987 to certify and monitor third-party arbitration programs of participating automobile manufacturers to ensure compliance with California laws and regulations related to new vehicle warranties and these State-certified arbitration programs. ACP works closely with manufacturer-sponsored arbitration programs to ensure that arbitration hearings comply with Federal and State regulations, and that they are conducted in a fair and expeditious manner. When compared to other states around the nation, California is unique where manufacturers are not required to be certified. However, 64 percent of the auto manufacturers have a state-certified arbitration program. California's lemon law protects consumers who buy or lease vehicles with serious warranty defects that cannot be repaired by the manufacturer or dealer under the manufacturer's original limited warranty.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Facilitated the return of approximately $10 million to consumers in the form of refunds, replacement vehicles, extended service contracts, and repairs awarded by State-certified arbitration programs. This was based on all State-certified manufacturer arbitration programs buyback of lemon vehicles for 2010-11.
- Audited 222 dealerships. This number represents ACP's hands-on education with the manufacturing industry from speaker presentations at dealer meetings to onsite dealership audits and disclosure requirements by dealers of the availability of the State-certified arbitration programs to consumers. ACP considers dealership audits a strategic outreach goal on consumer education regarding the arbitration mechanism.
- Required all of its State-certified manufacturers and program administrators to update their joint certification files with their most current application materials and their written operating procedures.
- Conducted an annual consumer satisfaction survey which is mandated by the Legislature. The survey was revamped to evaluate and compile better response statistics from consumers by using a pre- and post-survey methodology.
- Created a tri-fold lemon law brochure to reduce paper and rising publication costs and facilitated speaker presentations at mandated arbitrator trainings conducted by State-certified arbitration programs.
- Furthered the goal of "going green" by referring consumers, manufacturers, and program administrators to ACP's Web site to download lemon law publications and other resource materials. This effort reduces the use of paper and and saves the State money. However, ACP provides printed copies of any of these materials upon request.

PROGRAM SUMMARY

Staffing	
8	STAFF POSITIONS APPROVED IN BUDGET
N/A	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
N/A	TOTAL NUMBER OF MEMBERS
N/A	PROFESSIONAL MEMBERS
N/A	PUBLIC MEMBERS

Strategic Planning and Outreach	
10/2010	DATE STRATEGIC PLAN ADOPTED
5	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits Received, issued and Renewed this Fiscal Year			
LICENSE NAME	APPS RECEIVED	ISSUED	RENEWED
CERTIFICATION OF ARBITRATION PROGRAM	1	1	N/A

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

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

SUMMARY OF ENFORCEMENT ACTIVITY

Complaints	
82	TOTAL COMPLAINTS RECEIVED
82	COMPLAINTS CLOSED
0	COMPLAINTS REFERRED FOR INVESTIGATION
0	COMPLAINTS PENDING

Convictions And Arrest Notifications	
N/A	TOTAL RECEIVED
N/A	TOTAL CLOSED
N/A	TOTAL PENDING
N/A	TOTAL REFERRED FOR DISCIPLINARY ACTION

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

Formal Actions Filed	
N/A	STATEMENTS OF ISSUES FILED
N/A	ACCUSATIONS FILED
N/A	SUSPENSION ORDERS ISSUED

Citations And Fines	
N/A	TOTAL NUMBER OF CITATIONS ISSUED
N/A	CITATIONS ISSUED WITH A FINE
N/A	CITATIONS WITHDRAWN
N/A	CITATIONS DISMISSED
N/A	FINES ASSESSED
N/A	FINES REDUCED
N/A	FINES COLLECTED

Inspections/Audits	
226	TOTAL NUMBER OF INSPECTIONS
N/A	INSPECTION CITATIONS ISSUED

Petition for Modification or Termination of Probation	
N/A	GRANTED
N/A	DENIED
N/A	TOTAL

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

Administrative Outcomes	
N/A	REVOCATION
N/A	SURRENDER OF LICENSE
N/A	PROBATION WITH SUSPENSION
N/A	SUSPENSION ONLY
N/A	PROBATION ONLY
N/A	PUBLIC REPRIMAND
N/A	LICENSE APPLICATIONS DENIED
N/A	ACCUSATIONS/STATEMENT OF ISSUES WITHDRAWN OR DISMISSED
N/A	OTHER DECISIONS

Cost Recovery	
N/A	AMOUNT OF ORDERED TO DCA
N/A	TOTAL AMOUNT COLLECTED:
N/A	AMOUNT OF COURT ORDERED RESTITUTION TO CONSUMERS
$10,000,000	AMOUNT REFUNDED TO CONSUMERS
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/ EXCHANGED
$10,000,000	TOTAL SAVINGS ACHIEVED FOR CONSUMERS:

Timeline for Disposition of Investigations	
N/A	UP TO 90 DAYS
N/A	91 TO 180 DAYS
N/A	181 DAYS TO 1 YEAR
N/A	1 TO 2 YEARS
N/A	2 TO 3 YEARS
N/A	OVER 3 YEARS

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA ARCHITECTS BOARD

www.cab.ca.gov

The California Architects Board (Board) licenses and regulates more than 21,000 active, licensed architects who are responsible for designing billions of dollars' worth of structures in the State of California. The Board's regulation of the profession of architecture protects consumers of architectural services, as well as the people who inhabit or use the structures that architects design.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Completed 2010-11 sunset review process. The Board completed its sunset review report and submitted it to the Senate Business, Professions, and Economic Development Committee on September 30, 2010. The Board's hearing was held on March 21, 2011, to address any concerns, and a written response was submitted to the Committee with explanations about its concerns prior to the 30-day deadline. If approved by the Legislature, Senate Bill 543 (Price) will extend the Board's sunset date until January 1, 2016.
- Implemented the new California Supplemental Examination computer-based exam format in February after having an oral exam for decades. By changing the exam format, candidates can now schedule and take the exam at locations that are closer to them and at a time that fits their schedules. The exam is available five days a week at testing sites throughout the State and multiple locations across the country.
- Changed all of the Board's meeting materials to an electronic format. The materials are now readily available to the public on the Board's Web site prior to meetings. This saves the Board time and resources.
- The Board conducted outreach sessions at all of California's architectural schools to maintain communication and to address issues the schools may have. At these sessions, the Board also provides information on the importance and benefits of an architecture license.
- Began posting scores of the Architect Registration Examination, the national examination, on the Board's Web site in July 2010. The Board posts the scores online so that candidates can review their results in a timely manner and other jurisdictions could utilize the site as a reference for individuals applying for licensure in those locations.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Assembly Bill 1746, Emmerson (Chapter 240, Statutes of 2010). Beginning in 2013, the bill authorizes the Board to conduct random audits of at least three percent of its licensees in each renewal cycle for compliance with continuing education requirements.
- The Board obtained approval of regulations to increase some of its fees effective January 1, 2011. The Board had not increased its licensing fees for more than 20 years, and in that time, the cost of doing business in California has dramatically risen to the point where the Board's fund would have been depleted.

PROGRAM SUMMARY

Staffing	
25	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
10	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
5	PROFESSIONAL BOARD MEMBERS
5	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
03/2011	DATE STRATEGIC PLAN ADOPTED
11	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
C-ARCHITECTS	**463**	**432**	**7,932**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
C-ARCHITECTS	**N/A**	**19,434**	**N/A**

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
C-ARCHITECTS	**EVERY 2 YEARS**	**5**

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
BUILDING DESIGN AND CONSTRUCTION SYS.	**314**	**255**	**569**
BUILDING SYSTEMS	**401**	**292**	**693**
CONSTRUCTION DOCUMENTS AND SERVICES	**521**	**345**	**866**
PROGRAMMING, PLANNING, AND PRACTICE	**424**	**359**	**783**
SCHEMATIC DESIGN	**532**	**217**	**749**
SITE PLANNING AND DESIGN	**464**	**207**	**671**
STRUCTURAL SYSTEMS	**436**	**264**	**700**
CALIFORNIA SUPPLEMENTAL EXAMINATION	**561**	**538**	**1,099**
TOTALS	**3,653**	**2,477**	**6,130**

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
285	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
285	REFERRED FOR INVESTIGATION
0	PENDING

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
285	OPENED
303	CLOSED
132	PENDING

Number of Days to Complete Intake and Investigations	
116	UP TO 90 DAYS
61	91 TO 180 DAYS
66	181 DAYS TO 1 YEAR
32	1 TO 2 YEARS
18	2 TO 3 YEARS
10	OVER 3 YEARS
253	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
20	ISSUED
20	ISSUED WITH A FINE
1	WITHDRAWN
0	DISMISSED
469	AVERAGE NUMBER OF DAYS TO COMPLETE A CITATION AND FINE

Total Amount of Fines	
$59,600	ASSESSED
$4,600	REDUCED
$12,775	COLLECTED

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

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

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

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

Administrative Outcome Final Orders	
0	LICENSE APPLICATIONS DENIED
2	REVOCATION
1	SURRENDER OF LICENSE
2	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
1	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

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

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

Cost Recovery to DCA	
$40,931	ORDERED
$2,250	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA STATE ATHLETIC COMMISSION

www.dca.ca.gov/csac

The California State Athletic Commission (CSAC) regulates boxing, kickboxing, and full-contact martial arts, including Muay Thai and mixed martial arts throughout the State of California. CSAC monitors and evaluates USA Boxing and California Amateur Mixed Martial Arts Organization (CAMO) to which CSAC has delegated some of its authority over amateur events. CSAC administers the Professional Boxer's Pension Plan which provides a retirement benefit to former professional boxers. CSAC licenses all event participants and ensures the health and safety of athletes through the most stringent medical requirements in the nation, evaluation of the athletes' skills and careful supervision of each event. CSAC takes the necessary steps to stop unlicensed events.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Sanctioned approximately 178 events with 1,634 total matches. CSAC continues to sanction more events per year than any other state or country.
- Sanctioned nine boxing and two mixed martial arts World Championship bouts.
- Increased outreach for Professional Boxer's Pension Plan through media outlets and sanctioned events, resulting in a substantial increase in claims.
- Avoided traumatic injuries requiring overnight hospital stays for all athletes due to the review of safety standards by the Advisory Committee on Medical Safety Standards, changes to various regulations and extensive training of inspectors, officials and physicians. The result has been a decline in serious injuries to athletes.
- Created and published outreach brochures aligned with the strategic plan for CSAC that have been distributed to boxers at pro debut evaluations and weigh-ins, offering valuable information and support.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- CSAC underwent sunset review and its existence was extended to 2014.
- Proposed the following changes to sections of Title 4, California Code of Regulations (currently pending):
  - Sections 221, 222, 226, 230 – amendment to contracts between promoters and boxers.
  - Section 262 – repeal the use of courtesy passes.
  - Section 288 – clarify the definition of ringside physician.
  - Section 300 – amendment to examinations given to contestants by physicians.
  - Section 340 – how to score when an injury occurs that is not the result of a foul.

PROGRAM SUMMARY

Staffing	
12	STAFF POSITIONS APPROVED IN BUDGET
N/A	CIVIL SERVICE POSITIONS
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
7	TOTAL NUMBER OF COMMISSION MEMBERS AS MANDATED
0	PROFESSIONAL COMMISSION MEMBERS
7	PUBLIC COMMISSION MEMBERS

Strategic Planning and Outreach	
09/20/2010	DATE STRATEGIC PLAN ADOPTED
N/A	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
PROMOTER		60	43
REFEREE		32	28
TIMEKEEPER		13	13
PROFESSIONAL ATHLETE		1,037	906
JUDGE		76	36
MATCHMAKER		10	5
SECOND		1,795	1,411
MANAGER		73	40

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PROMOTER	YEARLY	N/A
REFEREE	YEARLY	N/A
TIMEKEEPR	YEARLY	N/A
PROFESSIONAL ATHLETE	YEARLY	N/A
JUDGE	YEARLY	N/A
MATCHMAKER	YEARLY	N/A
SECOND	YEARLY	N/A
MANAGER	YEARLY	N/A

Exams

PASS	FAIL	TOTAL
N/A	N/A	N/A

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
2	RECEIVED
2	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
N/A	REFERRED FOR INVESTIGATION
0	PENDING

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
0	OPENED
0	CLOSED
0	PENDING

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

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Total Amount of Fines	
	ASSESSED
	REDUCED
$75,057	COLLECTED

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

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

Number of Days to Complete AG Cases	
N/A	1 YEAR
N/A	1 TO 2 YEARS
N/A	2 TO 3 YEARS
N/A	3 TO 4 YEARS
N/A	OVER 4 YEARS
N/A	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

Petition for Modification or Termination of Probation	
N/A	GRANTED
N/A	DENIED
N/A	TOTAL

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

Cost Recovery to DCA	
N/A	ORDERED
N/A	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

DEPARTMENT OF CONSUMER AFFAIRS

BAR

Bureau of Automo ive Rep ir

BUREAU OF AUTOMOTIVE REPAIR

www.bar.ca.gov | www.smogcheck.ca.gov

The Bureau of Automotive Repair (BAR) registers automotive repair dealers, resolves consumer complaints, conducts investigations, and refers cases to State and local law enforcement agencies for prosecution. Since 1984, BAR has administered California's Smog Check program, which is designed to reduce excess emissions from gasoline and diesel-powered passenger vehicles and light-duty trucks. Approximately 21 million vehicles are subject to an inspection every two years and when they undergo a change of ownership. BAR also administers the Consumer Assistance Program (CAP), which allows eligible consumers to receive up to $500 in State assistance for emissions-related repairs. CAP also offers eligible consumers either $1,000 or $1,500 to retire a qualified vehicle.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Doubled to 42,525 the number of vehicles retired over the prior fiscal year and provided financial assistance toward the repair of 43,958 vehicles. Because of CAP, BAR reduced an estimated 14,175 tons of hydrocarbons, oxides of nitrogen, and carbon monoxide in California.
- Expanded CAP to allow for the retirement of any eligible vehicle at any time and for any reason, as mandated by Assembly Bill 118, Nunez (Chapter 750, Statutes of 2007).
- Modified the eligibility requirements of CAP, providing eligible low-income consumers an additional $500 to retire a vehicle and prohibiting consumers from receiving financial assistance toward emissions-related repairs based solely on owning a vehicle that has been directed to a Gold Shield or Test-Only Smog Check station for an initial inspection, as mandated by Assembly Bill 787, Hill (Chapter 231, Statutes of 2010).
- Obtained final approval to begin development of the California Vehicle Inspection (Cal-VIS) Project. Cal-VIS will modernize California's Smog Check Program with the development of an On-Board Diagnostic inspection system for model year 2000 and newer vehicles. Smog Check stations will begin using this equipment in early 2013.
- Performed 4,235 Emissions Inspection System analyzer audits at Smog Check stations. BAR found 2,640 instances of noncompliance that required corrective action. In 461 of the audits, the identified compliance issues were immediately corrected. Most of the remaining problems were corrected within seven days of the audit.
- Participated in sting operations targeting unlicensed automotive repair businesses in Sacramento, San Diego, and Shasta counties, resulting in 22 arrests. These unlicensed individuals were cited for violating the law and were referred to local district attorney offices for adjudication.
- Issued 18 Interim Suspension Orders and two Penal Code section 23 orders against 57 licensees that engaged in illegal activities related to the Smog Check Program, including

"clean piping" or "clean plugging" violations. Clean piping and clean plugging are fraudulent methods to certify vehicles that would not pass a Smog Check inspection on their own.

- Participated with the Economic and Employment Enforcement Coalition (EEEC) on 51 automotive repair shop sweeps in Los Angeles, Orange, Sacramento, and Santa Clara counties. The sweeps identified individuals engaged in automotive repair without a license, among other violations. The EEEC is a partnership of State and Federal agencies collaborating to educate business owners and employees on Federal and State labor, employment, and licensing laws.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Assembly Bill 2289, Eng (Chapter 258, Statutes of 2010) creates penalties ranging from $100 to $5,000 for violations of Health and Safety Code section 44050, establishes station and technician inspection-based performance standards, and allows for an alternate testing method for model year 2000 and newer vehicles, among other things.
- Assembly Bill 787, Hill (Chapter 231, Statutes of 2010) mandates the vehicle retirement incentive be set at no less than $1,500 for low-income consumers whose income is no more than 225 percent of the Federal Poverty Guidelines and $1,000 for all other motor vehicle owners. This bill also limits financial assistance for emissions-related repairs to low-income consumers. Regulations to implement this have been adopted.
- Assembly Bill 2461, Emmerson (Chapter 388 Statutes of 2010) requires BAR to administer a regulation amnesty process for consumers who own a vehicle that is incorrectly titled.
- Assembly Bill 519, Duvall (Chapter, 566, Statutes of 2010) requires anyone who charges for storing vehicles to post a "Towing Fees and Access Notice" at the storage facility. The notice outlines owners' rights and responsibilities if their vehicle is towed. The bill establishes where the sign must be posted and requires the information posted on the sign be made available to the public.
- Enhanced Fleet Modernization Program regulations allow consumers to retire an eligible vehicle at any time and for any reason. A vehicle no longer needs to fail a Smog Check inspection to qualify for retirement.

PROGRAM SUMMARY

Staffing	
640.1	STAFF POSITIONS APPROVED IN BUDGET
2	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
13	TOTAL NUMBER OF INSPECTION MAINTENANCE REVIEW COMMITTEE MEMBERS AS MANDATED
10	PROFESSIONAL BOARD MEMBERS
3	PUBLIC BOARD MEMBERS .

Strategic Planning and Outreach	
06/2007	DATE STRATEGIC PLAN ADOPTED
386	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
AUTOMOTIVE REPAIR DEALER	**3,895**	**3,303**	**33,295**
SMOG CHECK TEST AND REPAIR STATION	**373**	**330**	**4,501**
SMOG CHECK TEST ONLY STATION	**491**	**443**	**1,893**
SMOG CHECK GOLD SHIELD	**345**	**85**	**N/A**
BRAKE AND LAMP STATION	**265**	**217**	**1,790**
SMOG CHECK ADVANCED EMISSION SPECIALIST	**1,632**	**1,126**	**6,944**
SMOG CHECK BASIC AREA TECHNICIAN	**36**	**17**	**316**
SMOG CHECK INTERN TECHNICIAN	**46**	**12**	**N/A**
BRAKE AND LAMP ADJUSTER	**2,164**	**859**	**N/A**

Licensing Population by Type

TYPE	CERTIFICATIONS/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
AUTOMOTIVE REPAIR DEALER	**N/A**	**34,795**	**N/A**
SMOG CHECK TEST AND REPAIR STATION	**N/A**	**4,831**	**N/A**
SMOG CHECK TEST ONLY STATION	**N/A**	**2,391**	**N/A**
SMOG CHECK GOLD SHIELD	**764**	**N/A**	**N/A**
BRAKE AND LAMP STATION	**N/A**	**2,089**	**N/A**
SMOG CHECK ADVANCED EMISSION SPECIALIST	**N/A**	**14,643**	**N/A**
SMOG CHECK BASIC AREA TECHNICIAN	**N/A**	**631**	**N/A**
SMOG CHECK INTERN TECHNICIAN	**N/A**	**37**	**N/A**
BRAKE AND LAMP ADJUSTER	**N/A**	**3,356**	**N/A**

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
AUTOMOTIVE REPAIR DEALER	**YEARLY**	**0**
SMOG CHECK TEST AND REPAIR STATION	**YEARLY**	**0**
SMOG CHECK TEST ONLY STATION	**YEARLY**	**0**
SMOG CHECK GOLD SHIELD	**YEARLY**	**0**
BRAKE AND LAMP STATION	**YEARLY**	**0**
SMOG CHECK ADVANCED EMISSION SPECIALIST	**EVERY 2 YEARS**	**16**
SMOG CHECK BASIC AREA TECHNICIAN	**EVERY 2 YEARS**	**16**
SMOG CHECK INTERN TECHNICIAN	**N/A**	**0**
BRAKE AND LAMP ADJUSTER	**EVERY 4 YEARS**	**0**

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
ADVANCED EMISSION SPECIALIST TECHNICIAN	**1,126**	**867**	**1,193**
BASIC AREA TECHNICIAN	**17**	**27**	**44**
BRAKE ADJUSTER	**480**	**130**	**610**
LAMP ADJUSTER	**379**	**373**	**752**
TOTALS	**2,002**	**1,397**	**3,399**

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
18,497	RECEIVED
672	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
17,814	REFERRED FOR INVESTIGATION
168	PENDING

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

Inspections	
9,976	INSPECTIONS CONDUCTED
0	INSPECTIONS CITATIONS ISSUED

Investigations	
17,815	OPENED
18,039	CLOSED
1,937	PENDING

Number of Days to Complete Intake and Investigations	
16,841	UP TO 90 DAYS
1,018	91 TO 180 DAYS
152	181 DAYS TO 1 YEAR
28	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
46	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
1,515	ISSUED
756	ISSUED WITH A FINE
0	WITHDRAWN
1	DISMISSED
47	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$741,500	ASSESSED*
$10,500	REDUCED
$719,500	COLLECTED

* Assessed does not include fines currently under appeal

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

Office of the Attorney General/Disciplinary Action	
261	CASES OPENED/INITIATED
225	CASES CLOSED*
276	CASES PENDING

* Cases closed do not match the number of outcomes against licenses. BAR has multiple licenses listed on a single case/accusation.

Number of Days to Complete AG Cases	
106	1 YEAR
83	1 TO 2 YEARS
26	2 TO 3 YEARS
8	3 TO 4 YEARS
2	OVER 4 YEARS
535	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
21	STATEMENTS OF ISSUES FILED
162	ACCUSATIONS FILED
20	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
7	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
2	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
9	LICENSE APPLICATIONS DENIED
249	REVOCATION
0	SURRENDER OF LICENSE
57	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
103	PROBATION ONLY
N/A	PUBLIC REPRIMAND
6	OTHER DECISIONS

BAR has multiple licenses listed on a single case/accusation. Therefore, cases closed will not match the number of outcomes against licenses.

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

Cost Recovery to DCA	
$1,621,679	ORDERED
$246,937	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$22,447	RESTITUTION ORDERED
$2,769,469	AMOUNT REFUNDED
$1,428,752	REWORK AT NO CHARGE
$936,183	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/ EXCHANGED
$5,156,851	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BOARD OF BARBERING AND COSMETOLOGY

www.barbercosmo.ca.gov

The Board of Barbering and Cosmetology (Board) licenses and regulates barbers, cosmetologists, manicurists, estheticians, and electrologists, and the establishments they work in. The Board's mission is to ensure the health and safety of California consumers by promoting ethical standards and by enforcing beauty industry laws.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Opened 3,425 complaint cases, an increase of 554 complaints from 2009-10.
- Contracted with a collection agency to collect past due fines from licensed and unlicensed persons.
- Began requesting that the Division of Investigation issue misdemeanor citations to unlicensed operators and establishment owners. The Division issued 15 misdemeanor citations for unlicensed activity on the Board's behalf.
- Conducted 11,445 inspections, 1,601 more than 2009-10 and had 41 immediate suspensions. Board inspectors were able to identify whether these establishments were in compliance with health and safety requirements and provide education to the establishments, as needed. With the increase in inspections conducted, there was an increase in citation fine amounts collected.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

At the Board's urging, the Legislature made several changes to the Barbering and Cosmetology Act in Fiscal Year 2010-11 to clarify various statutes. These were signed into law on January 1, 2011.

These changes:

- Allow the incidental massaging from the fingertips to the elbow or from the toes to the knee during manicures and pedicures, and allow the use of metal smoothers on feet.
- Clarify that unlicensed activity is an administrative violation that may be treated as a misdemeanor.
- Allow the use of air hand dryers in salon handwashing facilities.
- Clarify the Board's authority to accept written appeals to the Disciplinary Review Committee.

PROGRAM SUMMARY

Staffing	
98.7	STAFF POSITIONS APPROVED IN BUDGET
5	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
9	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
4	PROFESSIONAL BOARD MEMBERS
5	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
10/2007	DATE STRATEGIC PLAN ADOPTED
2	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
BARBER	1,874	1,275	8,365
BARBER APPRENTICE	301	287	N/A
COSMETOLOGIST	23,761	11,878	115,864
COSMETOLOGY APPRENTICE	548	517	N/A
ELECTROLOGIST	29	22	845
ELECTROLOGY APPRENTICE	1	1	N/A
ESTABLISHMENT	6,284	5,943	15,733
ESTHETICIAN	7,744	4,815	23,034
MANICURIST	8,400	4,552	45,438
MOBILE UNIT	6	7	6

SUMMARY OF LICENSING ACTIVITY

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BARBER	N/A	22,559	N/A
BARBER APPRENTICE	N/A	652	N/A
COSMETOLOGIST	N/A	280,033	N/A
COSMETOLOGY APPRENTICE	N/A	1,030	N/A
ELECTROLOGIST	N/A	2,222	N/A
ELECTROLOGY APPRENTICE	N/A	1	N/A
ESTABLISHMENT	N/A	47,467	N/A
ESTHETICIAN	N/A	59,205	N/A
MANICURIST	N/A	119,458	N/A
MOBILE UNIT	N/A	20	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
BARBER	EVERY 2 YEARS	N/A
BARBER APPRENTICE	NO RENEWAL	N/A
COSMETOLOGIST	EVERY 2 YEARS	N/A
COSMETOLOGY APPRENTICE	NO RENEWAL	N/A
ELECTROLOGIST	EVERY 2 YEARS	N/A
ELECTROLOGY APPRENTICE	NO RENEWAL	N/A
ESTABLISHMENT	EVERY 2 YEARS	N/A
ESTHETICIAN	EVERY 2 YEARS	N/A
MANICURIST	EVERY 2 YEARS	N/A
MOBILE UNIT	EVERY 2 YEARS	N/A

Exams

PASS	FAIL	TOTAL
44,653	17,763	62,416

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
3,426	RECEIVED
23	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
3,407	REFERRED FOR INVESTIGATION
14	PENDING

Conviction/Arrest Notification Complaints	
1,722	RECEIVED
1,720	CLOSED/REFERRED FOR INVESTIGATION
2	PENDING

Inspections	
12,506	INSPECTIONS CONDUCTED
9,913	INSPECTION CITATIONS ISSUED

Investigations	
5,127	OPENED
4,974	CLOSED
1,082	PENDING

Number of Days to Complete Intake and Investigations	
3,533	UP TO 90 DAYS
830	91 TO 180 DAYS
464	181 DAYS TO 1 YEAR
139	1 TO 2 YEARS
7	2 TO 3 YEARS
1	OVER 3 YEARS
78	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
16,115	ISSUED
14,568	ISSUED WITH A FINE
156	WITHDRAWN
N/A	DISMISSED
45-60	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$13,027,573	ASSESSED
$5,611,750	REDUCED
$4,729,798	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
108	CASES OPENED/INITIATED
51	CASES CLOSED
83	CASES PENDING

Number of Days to Complete AG Cases	
0	1 YEAR
15	1 TO 2 YEARS
28	2 TO 3 YEARS
5	3 TO 4 YEARS
3	OVER 4 YEARS
882	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Petitions to Revoke Probation Filed Petitions and Accusations to Revoke Probation Filed	
28	TOTAL NUMBER FILED

Subsequent Disciplinary–Administrative Outcomes/ Final Orders	
12	REVOCATION
1	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
2	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

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

Petition for Reinstatement of Revoked License/ Registration/Certification	
5	GRANTED
2	DENIED
7	TOTAL

Cost Recovery to DCA	
$160,430	ORDERED
$128,161	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BOARD OF BEHAVIORAL SCIENCES

www.bbs.ca.gov

The Board of Behavioral Sciences (Board) licenses and regulates marriage and family therapists, licensed clinical social workers, licensed educational psychologists, marriage and family therapist interns, associate clinical social workers, licensed professional clinical counselors, and licensed professional clinical counselor interns. The Board's mission is to protect Californians by promoting consumer awareness; advocating for improved mental health services; and setting, communicating, and enforcing standards.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Completed the implementation of a new mental health licensure program: Licensed Professional Clinical Counselor. Adopted the national examination, the National Clinical Mental Health Counselor Examination for licensure in California.
- Continued to provide technical assistance to educators seeking to implement the curriculum revisions to the marriage and family therapy education.
- Enhanced its probation monitoring program through changes to the drug testing requirement and incorporating personal meetings with probationers.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Sponsored Assembly Bill 2191, Emmerson (Chapter 548, Statutes of 2010) which establishes a retired license category for all Board licensees. The change gives licensees the option to retire their license in lieu of an inactive license status or canceling their license. The bill was signed into law on September 29, 2010, and became effective January 1, 2011.
- Sponsored Senate Bill 704, Negrete McLeod, to restructure the Board's examination program on or after January 1, 2013. Requires applicants for licensure as a marriage and family therapist, licensed clinical social worker, or licensed professional clinical counselor to take and pass a California law and ethics examination and clinical examination. This legislation is pending.
- Approved the rulemaking package to require licensed educational psychologists to complete continuing education units as part of the renewal process.
- Approved the rulemaking package to establish fees for the licensed professional clinical counselor licensure program.

PROGRAM SUMMARY

Staffing	
45.7	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
12	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
5	PROFESSIONAL BOARD MEMBERS
7	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
01/2010	DATE STRATEGIC PLAN ADOPTED
6	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
MARRIAGE AND FAMILY THERAPIST	**2,002**	**1,521**	**15,191**
MARRIAGE AND FAMILY INTERN	**3,696**	**3,529**	**10,817**
MFT REFERRAL SERVICE	**1**	**1**	**N/A**
LICENSED CLINICAL SOCIAL WORKER	**1,331**	**928**	**9,026**
ASSOCIATE SOCIAL WORKER	**2,431**	**2,138**	**7,239**
LICENSED EDUCATIONAL PSYCHOLOGIST	**113**	**86**	**854**
PROVIDER CONTINUING EDUCATION	**266**	**205**	**972**

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
MARRIAGE AND FAMILY THERAPIST	**N/A**	**31,570**	**N/A**
MARRIAGE AND FAMILY INTERN	**N/A**	**13,901**	**N/A**
MFT REFERRAL SERVICE	**N/A**	**25**	**N/A**
LICENSED CLINICAL SOCIAL WORKER	**N/A**	**18,724**	**N/A**
ASSOCIATE SOCIAL WORKER	**N/A**	**9,332**	**N/A**
LICENSED EDUCATIONAL PSYCHOLOGIST	**N/A**	**1,816**	**N/A**
PROVIDER CONTINUING EDUCATION	**N/A**	**2,528**	**N/A**

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
MARRIAGE AND FAMILY THERAPIST	**EVERY 2 YEARS**	**36**
MARRIAGE AND FAMILY INTERN	**EVERY YEAR**	**N/A**
MFT REFERRAL SERVICE	**N/A**	**N/A**
LICENSED CLINICAL SOCIAL WORKER	**EVERY 2 YEARS**	**36**
ASSOCIATE SOCIAL WORKER	**EVERY YEAR**	**N/A**
LICENSED EDUCATIONAL PSYCHOLOGIST	**EVERY 2 YEARS**	**N/A**
PROVIDER CONTINUING EDUCATION	**EVERY 2 YEARS**	**N/A**

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
LICENSED CLINICAL SOCIAL WORKER STANDARD	**905**	**967**	**1,872**
LICENSED CLINICAL SOCIAL WORKER CV	**951**	**549**	**1,500**
LICENSED EDUCATIONAL PSYCHOLOGIST	**85**	**77**	**162**
MARRIAGE AND FAMILY THERAPIST STANDARD	**1,400**	**857**	**2,257**
MARRIAGE AND FAMILY THERAPIST CV	**1,550**	**674**	**2,224**
TOTALS	**4,891**	**3,124**	**8,015**

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
972	RECEIVED
1	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
971	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest/Notification Complaints	
1,009	RECEIVED
1,009	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
N/A	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations	
1,980	OPENED
1,972	CLOSED
675	PENDING

Number of Days to Complete Intake and Investigations	
1,002	UP TO 90 DAYS
392	91 TO 180 DAYS
402	181 DAYS TO 1 YEAR
165	1 TO 2 YEARS
9	2 TO 3 YEARS
2	OVER 3 YEARS
141	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

Total Amount of Fines	
$72,250	ASSESSED
$6,700	REDUCED
$51,920	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
125	CASES OPENED/INITIATED
119	CASES CLOSED
166	CASES PENDING

Number of Days to Complete AG Cases	
2	1 YEAR
42	1 TO 2 YEARS
29	2 TO 3 YEARS
15	3 TO 4 YEARS
0	OVER 4 YEARS
804	AVERAGE NUMER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
17	STATEMENTS OF ISSUES FILED
78	ACCUSATIONS FILED
2	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
3	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
6	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
40	LICENSE APPLICATIONS DENIED
24	REVOCATION
20	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
44	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed	
3	TOTAL NUMBER FILED

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Subsequent Disciplinary–Administrative Outcomes/ Final Orders	
4	REVOCATION
2	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation	
4	GRANTED
1	DENIED
5	TOTAL

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

Cost Recovery to DCA	
$153,254	ORDERED
$48,492	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CEMETERY AND FUNERAL BUREAU

www.cfb.ca.gov

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

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Furthered the development of cemetery maintenance standards through the organization of a Cemetery Maintenance Standards Workshop. This was followed by a focus group and then a presentation of the revised draft regulation at the Advisory Committee Meeting held on June 17, 2011. The Bureau is currently finalizing the language based upon stakeholder input in order to proceed with the rulemaking process which will ensure that California licensed cemeteries are adequately maintained.
- Appointed a new seven-member Advisory Committee composed of four industry members and three public members. The Bureau selected Committee members from a diverse and representative mix of geographic regions, licensing and consumer advocacy backgrounds, and professional experience to better serve licensees and consumers.
- Filed a lawsuit against the Funeral Directors Service Corporation (FDSC), the California Funeral Directors Association, Mechanics Bank, and others, based in part over activities uncovered during an audit of the California Master Trust. The lawsuit seeks to take control of the trust away from FDSC and place it in the hands of a receiver, another trustee, or administrator. The Bureau is also asking that the defendants be ordered to pay restitution of all the missing monies, and that the Bureau be given full accountings of all financial transactions of the trust and of the defendants' transactions with the trust since 2000.
- Drafted a new strategic plan outlining the Bureau's goals and objectives through 2014. The strategic plan serves as a guide for the Bureau's major activities over the next three years, allowing licensees and consumers to follow the processes that will make the Bureau a more effective public protection agency.

CEMETERY AND FUNERAL BUREAU

continued

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Senate Bill 1491, Committee on Business, Professions, and Economic Development (Chapter 415, Statutes of 2010) defines a keepsake urn and requires crematories to use the crematory license number, in addition to a unique number, on the identification disk, tab, or other permanent label for identification of cremated remains (does not apply to keepsake urns if space does not permit). Also repeals Section 8340 of the Health and Safety Code requiring a crematory to be on the grounds of a cemetery in order to be licensed.
- Assembly Bill 4, Miller, deals with human remains and hydrolysis. The Bureau has been closely following this bill since it was introduced December 6, 2010. If passed, it would allow for the practice of alkaline hydrolysis as a new method of disposition of human remains in California, and the Bureau would then be tasked with developing regulations to govern the practice and associated licenses.

PROGRAM SUMMARY

Staffing	
23.5	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
7	TOTAL BUREAU ADVISORY GROUP MEMBERS AS MANDATED
4	PROFESSIONAL BUREAU ADVISORY GROUP MEMBERS
3	PUBLIC BUREAU ADVISORY GROUP MEMBERS

Strategic Planning and Outreach	
2006	DATE STRATEGIC PLAN ADOPTED
9	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
CEMETERY BROKER	58	22	240
CEMETERY MANAGER	24	14	283
CREMATORY MANAGER	21	18	429
EMBALMER	43	37	1,741
FUNERAL DIRECTOR	174	129	2,055
APPRENTICE EMBALMER	50	53	N/A
FUNERAL ESTABLISHMENT	40	45	927
CERTIFICATE OF AUTHORITY (CEMETERY)	7	9	183
CREMATORY	9	15	196
CEMETERY SALESPERSON	1,401	1,149	2,270
CREMATED REMAINS DISPOSER	34	34	137

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CEMETERY BROKER	N/A	243	N/A
CEMETERY MANAGER	N/A	287	N/A
CREMATORY MANAGER	N/A	450	N/A
EMBALMER	N/A	1,743	N/A
FUNERAL DIRECTOR	N/A	2,127	N/A
APPRENTICE EMBALMER	279	N/A	N/A
FUNERAL ESTABLISHMENT	N/A	968	N/A
CEMETERY OF AUTHORITY (CEMETERY)	N/A	188	N/A
CREMATORY	N/A	208	N/A
CEMETERY SALESPERSON	N/A	2,499	N/A
CREMATED REMAINS DISPOSER	N/A	148	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
CEMETERY BROKER	EVERY YEAR	N/A
CEMETERY MANAGER	EVERY YEAR	N/A
CREMATORY MANAGER	EVERY YEAR	N/A
EMBALMER	EVERY YEAR	N/A
FUNERAL DIRECTOR	EVERY YEAR	N/A

Exams

PASS	FAIL	TOTAL
208	48	256

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
705	RECEIVED
22	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
690	REFERRED FOR INVESTIGATION
0	PENDING

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

Inspections	
1,455	INSPECTIONS CONDUCTED
129	INSPECTION CITATIONS ISSUED

Investigations	
747	OPENED
760	CLOSED
98	PENDING

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Number of Days to Complete Intake and Investigations	
639	UP TO 90 DAYS
94	91 TO 180 DAYS
26	181 DAYS TO 1 YEAR
1	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
43	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
186	ISSUED
100	ISSUED WITH A FINE
1	WITHDRAWN
1	DISMISSED
27	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$88,769	ASSESSED
$1,002	REDUCED
$84,860	COLLECTED

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

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

Number of Days to Complete AG Cases	
2	1 YEAR
12	1 TO 2 YEARS
4	2 TO 3 YEARS
1	3 TO 4 YEARS
0	OVER 4 YEARS
607	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Cost Recovery to DCA	
$6,000	ORDERED
$14,286	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$0	RESTITUTION ORDERED
$36,250	AMOUNT REFUNDED
$0	REWORK AT NO CHARGE
$10,365	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/ EXCHANGED
$46,616	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CONTRACTORS STATE LICENSE BOARD

www.cslb.ca.gov | www.CheckthelicenseFirst.com

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

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Established credit card payments at CSLB headquarters for renewal and reactivation transactions including re-exams, license and home improvement salesperson renewals, and reactivation. The new feature began in late August 2010 and is Phase I of CSLB's electronic payment project. Contractors who have used the payment method tell CSLB that it is simple and convenient, and that guidance from the computer prompts and written instructions at the front counter are easy to use. Phase II is expected to roll out at headquarters by late 2011 and will provide for 11 different types of CSLB fee transactions.
- Concluded a three-year public education campaign to encourage consumers and homeowners to always "Check the License First" in order to avoid dangerous scams and to make informed choices in matters related to construction.
- Expanded consumer and contractor education through the use of social media sites Facebook and Twitter. Statistics indicate that audience participation has grown each month. Engaging in discussion groups is providing further horizontal reach into the consumer and contracting communities and offers new avenues to distribute CSLB news and information in an instantaneous, viral setting.
- Implemented stop work orders at construction job sites where there is no workers' compensation insurance coverage for employees. This new CSLB authority became effective January 1, 2011, under Business and Professions Code section 7127 and has helped expand CSLB's partnership with local building departments and prosecutors. Enforcing this law protects law-abiding contractors, construction employees, and property owners who have hired a company or individual to provide new construction or home improvement services. Workers' compensation insurance is a business requirement of B&P Code section 7125 and Labor Code section 3700. Without a valid workers' compensation insurance policy, the financial liability associated with worksite injuries could become the responsibility of the injured worker or the property owner. When CSLB issues a stop order, the contractor must immediately stop using employee labor on any of his or her projects until the stop order has been lifted. Failure of a contractor to comply with the stop order is a misdemeanor criminal offense, punishable by up to 60 days in county jail or by a fine of up to $10,000, or both.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Assembly Bill 2305, Knight (Chapter 423, Statutes of 2010) amends existing law to extend until January 1, 2013, the requirement for a C-39 Roofing contractor to obtain and maintain workers' compensation insurance even if he or she has no employees. Requires the suspension of any license that, after January 1, 2011, is active and has had the C-39 Roofing classification removed, but only if the licensee is found by the Registrar of Contractors to have employees and lacks a valid Certificate of Workers' Compensation Insurance or Certification of Self-Insurance.
- Senate Bill 294, Negrete McLeod (Chapter 695, Statutes of 2010) extends the sunset date of CSLB for one year, until January 1, 2012.
- SB 392, Florez (Chapter 698, Statutes of 2010) amends the Beverly-Killea Limited Liability Company Act and Contractors State License Law. Authorizes the issuance of a contractor license to a limited liability company (LLC). Requires the LLC to: (1) maintain liability insurance for $1 million to $5 million, the sum of which is dependent upon the number of persons listed on the license; and (2) post a $100,000 surety bond for labor-related issues. This surety bond is in addition to the $12,500 license bond required under existing law.
- SB 1254, Leno (Chapter 643, Statutes of 2010) authorizes the Registrar of Contractors to issue a stop work order to any licensed or unlicensed contractor who, as an employer, has failed to secure workers' compensation insurance coverage for his or her employees. Makes a failure to comply with the order a misdemeanor. Requires that employee wages continue to be paid for up to 10 days, during a work stoppage resulting from a stop work order. Allows an employer to request a hearing to protest a stop work order. Also, the bill increases the number of CSLB peace officer positions (from three to 12) that may be designated by the Director of the Department of Consumer Affairs.
- SB 1491 Committee on Business, Professions, and Economic Development (Chapter 415, Statutes of 2010) modifies the method for administering the open book asbestos examination and extends the statute of limitations for filing an action to discipline unlicensed contractors so that it conforms to the statute of limitations for licensees. Action must be brought within four years from the date of the violation or 18 months after the filing of the complaint, whichever is later.

PROGRAM SUMMARY

Staffing	
431.5	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
15	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
7	PROFESSIONAL BOARD MEMBERS
8	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
06/2011	DATE STRATEGIC PLAN ADOPTED
139	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
ORIGINAL CONTRACTOR LICENSE	**18,524**	**13,199**	**122,769**
HOME IMPROVEMENT SALESMAN REGISTRATION	**6,406**	**3,502**	**1,466**

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ORIGINAL CONTRACTOR LICENSE	**3,288**	**237,128**	**N/A**
HOME IMPROVEMENT SALESMAN REGISTRATION	**N/A**	**8,101**	**N/A**

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
ORIGINAL CONTRACTOR LICENSE	**EVERY 2 YEARS**	**N/A**
HOME IMPROVEMENT SALESMAN REGISTRATION	**EVERY 2 YEARS**	**N/A**

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
LAW AND BUSINESS	**10,590**	**9,765**	**20,355**
GENERAL ENGINEERING (A)	**591**	**569**	**1,160**
GENERAL CONTRACTOR (B)	**4,157**	**5,715**	**9,872**
ASBESTOS CERTIFICATION	**71**	**68**	**139**
HAZARDOUS CERTIFICATION	**89**	**45**	**134**
INSULATION AND ACOUSTICAL (C-2)	**62**	**59**	**121**
BOILER, HOT-WATER HEATING AND STEAM FITTING (C-4)	**33**	**17**	**50**
FRAMING AND ROUGH CARPENTRY (C-5)	**46**	**58**	**104**
CABINET, MILLWORK AND FINISH CARPENTRY (C-6)	**209**	**201**	**410**
LOW VOLTAGE SYSTEMS (C-7)	**294**	**154**	**448**
CONCRETE (C-8)	**237**	**229**	**466**
DRYWALL (C-9)	**133**	**402**	**535**
ELECTRICAL (C-10)	**1,230**	**1,202**	**2,432**
ELEVATOR (C-11)	**24**	**22**	**46**
EARTHWORK AND PAVING (C-12)	**60**	**155**	**215**
FENCING (C-13)	**70**	**98**	**168**
FLOORING (C-15)	**281**	**437**	**718**
FIRE PROTECTION (C-16)	**135**	**201**	**336**
GLAZING (C-17)	**137**	**146**	**283**
WARM-AIR HEATING, VENTILATING, AND AIR COND. (C-20)	**598**	**655**	**1,253**
BUILDING MOVING/ DEMOLITION (C-21)	**76**	**65**	**141**
ORNAMENTAL METAL (C-23)	**45**	**123**	**168**
LANDSCAPING (C-27)	**508**	**1,044**	**1,552**
LOCK AND SECURITY EQUIPMENT (C-28)	**24**	**39**	**63**
MASONRY (C-29)	**80**	**163**	**243**
CONSTRUCTION ZONE TRAFFIC CONTROL (C-31)	**17**	**34**	**51**
PARKING AND HIGHWAY IMPROVEMENT (C-32)	**29**	**68**	**97**

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF LICENSING ACTIVITY

EXAM TITLE	PASS	FAIL	TOTAL
PAINTING AND DECORATING (C-33)	643	735	1,378
PIPELINE (C-34)	20	37	57
LATHING AND PLASTERING (C-35)	64	103	167
PLUMBING (C-36)	727	735	1,462
REFRIGERATION (C-38)	70	82	152
ROOFING (C-39)	197	230	427
SANITATION SYSTEM (C-42)	37	51	88
SHEET METAL (C-43)	45	49	94
SIGN (C-45)	40	60	100
SOLAR (C-46)	144	237	381
MANUFACTURED HOUSING (C-47)	7	42	49
REINFORCING STEEL (C-50)	12	35	47
STRUCTURAL STEEL (C-51)	73	72	145
SWIMMING POOL (C-53)	92	204	296
TILE (C-54)	302	312	614
WATER CONDITIONING (C-55)	13	17	30
WELL DRILLIING (C-57)	38	8	46
WELDING (C-60)	34	70	104
TOTAL	**22,384**	**24,813**	**47,197**

Consumer Complaints–Intake	
20,925	RECEIVED
91	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
20,868	REFERRED FOR INVESTIGATION
3,827	PENDING

Conviction/Arrest Notification Complaints	
395	RECEIVED
759	CLOSED/REFERRED FOR INVESTIGATION
64	PENDING

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
21,342	OPENED
21,833	CLOSED
3,891	PENDING

Number of Days to Complete Intake and Investigations	
16,798	UP TO 90 DAYS
2,348	91 TO 180 DAYS
2,534	181 DAYS TO 1 YEAR
151	1 TO 2 YEARS
4	2 TO 3 YEARS
0	OVER 3 YEARS
69.5	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
1,671	ISSUED
1,671	ISSUED WITH A FINE
71	WITHDRAWN
4	DISMISSED
166	AVERAGE NUMBER OF DAYS TO ISSUE A CITIATION AND FINE

Total Amount of Fines	
$2,587,011	ASSESSED
$237,275	REDUCED
$834,709	COLLECTED

Criminal /Civil Actions	
1,263	REFERRALS FOR CRIMINAL/CIVIL ACTION .
NDA	CRIMINAL ACTIONS FILED
N/A	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
599	CASES OPENED/INITIATED
370	CASES CLOSED
641	CASES PENDING

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Number of Days to Complete AG Cases	
34	1 YEAR
152	1 TO 2 YEARS
126	2 TO 3 YEARS
28	3 TO 4 YEARS
30	OVER 4 YEARS
793.8	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
68	STATEMENTS OF ISSUES FILED
313	ACCUSATIONS FILED
16	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
8	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
16	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
49	LICENSE APPLICATIONS DENIED
237	REVOCATION
0	SURRENDER OF LICENSE
40	PROBATION WITH SUSPENSION
2	SUSPENSION ONLY
3	PROBATION ONLY
0	PUBLIC REPRIMAND
39	OTHER DECISIONS

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

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

Cost Recovery to DCA	
$1,563,940	ORDERED
$103,552	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
NDA	RESTITUTION ORDERED
$43,975,343	AMOUNT REFUNDED
$990,516	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/ EXCHANGED
$44,965,859	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

COURT REPORTERS BOARD OF CALIFORNIA

www.courtreportersboard.ca.gov

The Court Reporters Board of California (Board) licenses certified shorthand reporters (CSRs), more commonly known as court reporters, and oversees California's schools of court reporting. CSRs are professionals who provide verbatim transcripts of oral court testimonies, grand jury hearings, depositions, and other legal proceedings. The Board develops and administers the CSR licensing examination as well as disciplines licensees who violate consumer protection laws. By ensuring the competency of court reporters, the Board protects the appeal rights of every consumer. The Board also approves school curriculum, audits school requirements, and responds to complaints of school improprieties regarding student recordkeeping and curriculum standards. In addition, the Board manages the Transcript Reimbursement Fund, which provides minimal or no-cost transcripts to pro bono legal counsel on behalf of indigent clients in civil cases and to indigent pro per litigants as set out in the Pro Per Pilot Project, effective January 1, 2011, through January 1, 2013.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Expanded the Board's commitment to enforcement by graduating two staff members from DCA's Enforcement Academy. To further the Board's strategic plan, a series of organizational changes were made to more efficiently and effectively track complaints, allowing for better transparency of the process to consumers, as well as improved timeliness of services to consumers.
- Increased transparency of government by webcasting Board meetings. Consumers unable to travel to meetings have expressed appreciation at being able to follow the meeting discussions online.
- Revised security procedures for the practical portion of the license exam in response to technological advancements and changes to reporting equipment. Consumers are assured that successful candidates are accurately and fairly tested to ensure a minimum level of competency for entering the workforce.
- Audited licensee database for incorrect and duplicative data, increasing the Board's ability to rely upon statistical trends for forecasting. Better data results in better decisions by the Board in furthering consumer protection.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Implemented Senate Bill 1181, Cedillo (Chapter 518, Statutes of 2010) which established a pilot project authorizing low-income persons appearing pro se to apply for funds from the Transcript Reimbursement Fund, subject to specified requirements and limitations. The implementation of this pilot project gave increased access to the justice system to those most in financial need by reimbursing covered costs associated with obtaining transcripts.
- Finalized changes to regulations associated with court reporting school curriculum requirements and submitted the package to the Office of Administrative Law for review. Key proposed changes to the regulations include changing the number of hours of academic coursework to more accurately reflect current industry requirements as well as a provision which would expand online delivery of court reporting courses. Online delivery of courses increases the availability to students living outside of major metropolitan areas, an important factor in a state the size of California.

PROGRAM SUMMARY

Staffing	
3.5	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
5	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
2	PROFESSIONAL BOARD MEMBERS
3	PUBLIC BOARD MEMBERS .

Strategic Planning and Outreach	
03/2009	DATE STRATEGIC PLAN ADOPTED
28	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
CSR	73	73	7,358

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CSR	N/A	7,358	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
CSR	EVERY YEAR	0

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
DICTATION	95	259	354
ENGLISH	101	145	246
PROFESSIONAL PRACTICE	113	65	178
TOTALS	309	469	778

SUMMARY OF ENFORCEMENT ACTIVITY

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Consumer Complaints–Intake	
148	RECEIVED
6	CLOSED WITHOUTREFERRAL FOR INVESTIGATION
142	REFERRED FOR INVESTIGATION
0	PENDING

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

Inspections	
N/A	INSPECTIONS CONDUCTED
N/A	INSPECTIONS CITATIONS ISSUED

Investigations	
142	OPENED
141	CLOSED
30	PENDING

Number of Days to Complete Intake and Investigations	
105	UP TO 90 DAYS
24	91 TO 180 DAYS
12	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
71	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

Total Amount of Fines	
$45,250	ASSESSED
$8,300	REDUCED
$14,950	COLLECTED

SUMMARY OF ENFORCEMENT ACTIVITY

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

Office of the Attorney General/Disciplinary Actions	
11	CASES OPENED/INITIATED
10	CASES CLOSED
5	CASES PENDING

Number of Days to Complete AG Cases	
7	1 YEAR
3	1 TO 2 YEARS
0	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
147	AVERAGE NUMBER DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Cost Recovery to DCA	
$7,980	ORDERED
$6,403	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$0	RESTITUTION ORDERED
$875	AMOUNT REFUNDED
$0	REWORK AT NO CHARGE
$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/ EXCHANGED
$875	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

DENTAL BOARD OF CALIFORNIA

www.dbc.ca.gov

The Dental Board of California (Board) is responsible for regulating the practice of approximately 71,000 licensed dental health professionals, which includes dentists, registered dental assistants, registered dental assistants in extended functions, and holders of orthodontic assistant and dental sedation assistant permits. In addition, the Board is responsible for setting the duties and functions of approximately 50,000 unlicensed dental assistants. The Board's mission is to protect and promote the health and safety of consumers of the State of California. Public protection is achieved through licensing standards and vigilant, objective enforcement of the Dental Practice Act.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010-11

- Prepared and submitted background information and an overview of the Board's programs to the Legislature on October 1, 2010, to begin the sunset review process. Legislation will be enacted that will allow the Board to continue to operate until January 1, 2016, thereby ensuring that the profession of dentistry (dental and dental assisting) will continue to be regulated, the public will continue to be protected, and the employees of the Board will continue to be employed.
- Established a new Investigative Analysis Unit within the Board's Enforcement Program, using funding and positions from DCA's Consumer Protection Enforcement Initiative (CPEI). The unit, composed of one staff manager, two special investigators, and three associate governmental program analysts (AGPA), is focusing on quality of care and criminal conviction cases and will streamline investigative timelines. CPEI also added two sworn Investigators and two special investigators to the field offices, and one and a half AGPA positions to the Discipline Coordination Unit to handle the increase in accusations filed.
- Began notifying licensees (dentists, registered dental assistants, and registered dental assistants in extended functions), for whom no fingerprinting record exists at the Department of Justice, that as a condition of renewal, they must submit evidence that they have completed the electronic fingerprinting process.
- Implemented an automated Investigator Activity Reporting System in the enforcement program to enhance management of cost recovery information and investigative casework.
- Modified the Board's Web site to create a new section devoted to the Dental Assisting Program. Quick hits highlight approved dental assisting courses, dental workforce survey, RDA renewal information, and license verification. This update improves access to dental assisting information for applicants, licensees, and consumers.
- Implemented computer-based testing for the Board's dental law and ethics examination to make it easier for DDS applicants to complete this requirement and qualify for licensure.
- Updated and published a 2011 edition of the Dental Practice Act.

- Contracted with Comira to begin developing the content and structure for portfolio competency examinations as specified in Business and Professions Code sections 1630, 1632, 1632.1, and 1632.6 relating to the portfolio pathway to licensure for dentists.
- Participated in a lecture series to dental students at the University of California, San Francisco and the University of California, Los Angeles. Given in conjunction with the Office of the Attorney General, the sessions provided the undergraduates with a blend of information and real-life anecdotes.
- Held a one-day Dental Consultant Calibration Course in Sacramento to ensure that staff and consultants continue to review cases and submit reports using consistent parameters.
- Held two General Anesthesia/ Conscious Sedation Evaluator Calibration courses, one in Northern California and one in Southern California, to ensure that the Board's evaluators are trained to assess the competency of general anesthesia and/or conscious sedation permit holders.
- Published a newsletter on the Board's Web site.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Assembly Bill 1524, Hayashi (Chapter 446, Statutes of 2010), effective January 1, 2011, abolishes the clinical and written examination administered by the Board. Once the Board establishes the new program and adopts new regulations, the examination will be replaced with a portfolio examination of an applicant's competence to enter the practice of dentistry. The examination will be conducted while the applicant is enrolled in a Board-approved California dental school program.
- AB 2699, Bass (Chapter 270, Statutes of 2010), effective January 1, 2011, states that until January 1, 2014, healthcare professionals who provide free healthcare services through a sponsored event to uninsured or underinsured people may be exempt from California license requirements if they are licensed in another state. Healthcare practitioners seeking licensing exemption must be authorized to provide services from the applicable licensing board. Licensing boards must adopt regulations specifying application requirements prior to exempting healthcare practitioners.
- Senate Bill 1172, Negrete McLeod (Chapter 517, Statutes of 2010) specifies that individuals or entities contracting with DCA or any board within DCA for services relating to the treatment of license holders impaired by alcohol or dangerous drugs are required to keep records and documents related to the treatment for three years. The bill also specifies that the records and documents are confidential and not subject to discovery or subpoena unless otherwise expressly provided by law. A healing arts board is required to order a licensee to cease practice if the licensee tests positive for any prohibited substance under the terms of the licensee's probation or diversion program. Healing art boards are authorized to adopt regulations to order a licensee who is on probation or in a diversion program to cease practice for major violations or when ordered by the Board to undergo a clinical diagnostic evaluation.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Senate Bill 540, Price, was introduced in February 2011 and extends the operation of the Board until January 1, 2016, and specifies that the membership of the Board consist of eight practicing dentists, a registered dental assistant, a registered dental hygienist and five public members. The bill also creates a Dental Assisting Council, to be appointed by the Board, to consider matters relating to dental assistants and to make recommendations to the Board.
- The Board's revised Disciplinary Guidelines became effective December 14, 2010. This regulation amended and revised Title 16, California Code of Regulations Section 1018 and the Board's Disciplinary Guidelines to include model language, rationale, and to specify the factors that may be considered by an Administrative Law Judge when determining whether a license should be suspended, revoked, or placed on probation. These regulations will assist the Board and the Attorney General's Office in pursuing enforcement actions against licensees who violate the Dental Practice Act.
- New electronic fingerprint requirements for licensees became effective July 1, 2011. These regulations require licensees to furnish a full set of fingerprints to the Department of Justice and FBI as a condition of renewal, if the licensee was initially licensed prior to 1999 or if an electronic record of the fingerprint submission no longer exists.
- Completed a rulemaking to revise Section 1005 (Minimum Standards for Infection Control) to update the standard precautionary practices necessary to prevent the risk of transmitting infectious diseases in dental healthcare facilities. The regulations become effective August 20, 2011.
- Completed a rulemaking to clarify and place into regulation requirements for dental assisting educational programs and courses for dental assistants, registered dental assistants, registered dental assistants in extended function, orthodontic assistants, and dental sedation assistants and added corresponding educational requirements. The regulations become effective November 11, 2011.
- Completed a rulemaking to provide it with the means to expedite the enforcement process. The CPEI rulemaking package further defines unprofessional conduct and permits the Board to require the examination of an applicant who may be impaired by a physical or mental illness affecting competency. The regulations are anticipated to become effective during 2011-12.
- Proposed language to update the *Dental Board of California Disciplinary Guidelines* with Model Language, Revised 08/30/2010, that is incorporated by reference in Section 1018, by using the uniform standards developed by the Substance Abuse Coordination Committee in probationary orders and to specify that it is the Diversion Evaluation Committee's duty and responsibility to consider the uniform standards contained within the incorporated document in creating treatment rehabilitation plans for licensees entering the impaired licentiates program.

PROGRAM SUMMARY

Staffing	
72.8	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
14	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
10	PROFESSIONAL BOARD MEMBERS
4	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
07/2010	DATE STRATEGIC PLAN ADOPTED
3	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
ADDITIONAL OFFICE PERMIT	304	300	1,102
CONSCIOUS SEDATION PERMIT	37	34	215
DENTIST LICENSE	1,082	1,046	17,680
ELECTIVE FACIAL COSMETIC SURGERY	5	1	9
FICTITIOUS NAME PERMIT	604	604	2,514
GENERAL ANESTHESIA PERMIT	44	44	372
MOBILE DENTAL CLINIC	2	2	9
MEDICAL GENERAL ANESTHESIA PERMIT	15	11	23
ORAL CONSCIOUS SEDATION CERTIFICATE	262	217	1,017
ORAL AND MAXILLOFACIAL SURGERY PERMIT	6	7	31
REGISTERED PROVIDER	129	123	518
SPECIAL PERMIT	2	2	32
REGISTERED DENTAL ASSISTANT (RDA)	2,991	1,391	16,868
RDA IN EXTENDED FUNCTIONS (RDAEF)	95	69	632
ORTHODONTIC ASSISTANT (OA)	25	7	0
DENTAL SEDATION ASSISTANT	20	2	0

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ADDITIONAL OFFICE PERMIT	N/A	1,990	N/A
CONSCIOUS SEDATION PERMIT	N/A	447	N/A
DENTIST LICENSE	N/A	44,291	N/A
ELECTIVE FACIAL COSMETIC SURGERY	N/A	19	N/A
FICTITIOUS NAME PERMIT	N/A	5,013	N/A
GENERAL ANESTHESIA PERMIT	N/A	798	N/A
MOBILE DENTAL CLINIC	N/A	21	N/A
MEDICAL GENERAL ANESTHESIA PERMIT	N/A	56	N/A
ORAL CONSCIOUS SEDATION CERTIFICATE	N/A	2,126	N/A
ORAL AND MAXILLOFACIAL SURGERY PERMIT	N/A	80	N/A
REGISTERED PROVIDER	N/A	1,287	N/A
SPECIAL PERMIT	N/A	30	N/A
REGISTERED DENTAL ASSISTANT (RDA)	N/A	54,580	N/A
RDA IN EXTENDED FUNCTIONS (RDAEF	N/A	1,556	N/A
ORTHODONTIC ASSISTANT (OA)	7	N/A	N/A
DENTAL SEDATION ASSISTANT	2	N/A	N/A

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF LICENSING ACTIVITY

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

Exams			
TYPE	PASS	FAIL	TOTAL
DDS	**N/A**	**N/A**	**N/A**
RDA AND RDAEF	**1,656**	**371**	**2,027**
TOTALS	**1,656**	**371**	**2,027**

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
3,051	RECEIVED
116	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,939	REFERRED FOR INVESTIGATION
19	PENDING

Conviction/Arrest Notification Complaints	
674	RECEIVED
647	CLOSED/REFERRED FOR INVESTIGATION
32	PENDING

Inspections	
175	INSPECTIONS CONDUCTED
9	INSPECTION CITATIONS ISSUED

Investigations	
3,585	OPENED
3,972	CLOSED
1,463	PENDING

Number of Days to Complete Intake and Investigations	
1,852	UP TO 90 DAYS
1,003	91 TO 180 DAYS
585	181 DAYS TO 1 YEAR
315	1 TO 2 YEARS
166	2 TO 3 YEARS
51	OVER 3 YEARS
169	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
42	ISSUED
40	ISSUED WITH A FINE
9	WITHDRAWN
3	DISMISSED
127	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$140,900	ASSESSED
$550	REDUCED
$15,850	COLLECTED

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

Office of the Attorney General/Disciplinary Actions	
144	CASES OPENED/INITIATED
105	CASES CLOSED
195	CASES PENDING

Number of Days to Complete AG Cases	
11	1 YEAR
20	1 TO 2 YEARS
37	2 TO 3 YEARS
24	3 TO 4 YEARS
13	OVER 4 YEARS
976	AVERAGE NUMBER OFDAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
23	STATEMENTS OF ISSUES FILED
88	ACCUSATIONS FILED
3	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
11	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
9	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
3	LICENSE APPLICATIONS DENIED
24	REVOCATION
10	SURRENDER OF LICENSE
6	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
59	PROBATION ONLY
9	PUBLIC REPRIMAND
20	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed	
11	TOTAL NUMBER FILED

Subsequent Disciplinary–Administrative Outcomes/ Final Orders	
5	REVOCATION
2	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
1	OTHER DECISIONS

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

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

Cost Recovery to DCA	
$390,750	ORDERED
$180,525	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$575	RESTITUTION ORDERED .
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/ EXCHANGED
N/A	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

DENTAL HYGIENE COMMITTEE OF CALIFORNIA

www.dhcc.ca.gov

The Dental Hygiene Committee of California (DHCC) is responsible for licensing three categories of dental hygienists who assist and support dentists practicing in California: registered dental hygienist, registered dental hygienist in alternative practice, and registered dental hygienist in extended functions. DHCC develops and administers written and clinical licensing examinations, conducts occupational analyses of the various professional categories, and evaluates educational courses. DHCC also participates in outreach and support of the dental community with the goal of ensuring the highest quality of oral healthcare for all Californians.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010-11

- Created and adopted DHCC's strategic plan approved September 26, 2010.
- Completed the newly developed registered dental hygiene alternative practice law and ethics examination.
- Continues to develop the registered dental hygiene law and ethics examination.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010-11

- Establishment of the new retroactive fingerprint regulations that require licensees licensed prior to 1994 be electronically fingerprinted.
- Pursuit of the cite-and-fine, substance abuse, and disciplinary guidelines language to continue through the regulatory process.

PROGRAM SUMMARY

Staffing	
7.2	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
9	TOTAL NUMBER OF COMMITTEE MEMBERS AS MANDATED
5	PROFESSIONAL COMMITTEE MEMBERS .
4	PUBLIC COMMITTEE MEMBERS

Strategic Planning and Outreach	
09/26/2010	DATE STRATEGIC PLAN ADOPTED
1	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
RDH	702	764	6,093
RDHEF	0	0	5
RDHAP	72	73	101
FNP	24	31	8

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
RDH	N/A	29,220	N/A
RDHAP	N/A	374	N/A
RDHEF	N/A	37	N/A
FNP	N/A	41	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
RDH	EVERY 2 YEARS	25
RDHAP	EVERY 2 YEARS	25
RDHEF	EVERY 2 YEARS	35

Exams

PASS	FAIL	TOTAL
461	87	549

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
18	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
133	REFERRED FOR INVESTIGATION
26	PENDING

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
133	OPENED
107	CLOSED
26	PENDING

Number of Days to Complete Intake and Investigations	
79	UP TO 90 DAYS
25	91 TO 180 DAYS
13	181 DAYS TO 1 YEAR
6	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
109	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

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

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

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

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

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

Cost Recovery to DCA	
1	ORDERED
1	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

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

www.bearhfti.ca.gov

The Bureau of Electronic and Appliance Repair, Home Furnishings and Thermal Insulation (Bureau) licenses, registers, and regulates nearly 39,000 businesses serving California consumers in industries involving appliance, electronic and computer repair, service contracts; manufacturers, importers, retailers, upholsterers, sanitizers, and supply dealers providing home furnishings products; and thermal insulation manufacturers providing thermal insulation products. The Bureau's licensure program establishes minimum standards for entry into the various professions and establishes requirements designed to maintain or enhance licensee knowledge and ensure consumer protection. The Bureau also maintains a vigorous enforcement program which is designed to protect consumers, minimize substandard practice, and discipline licensees as warranted. Routine industry inspections and advisory events are conducted to promote consumer protection, maintain a fair and competitive marketplace, and provide educational opportunities to industry stakeholders and licensees.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Continued to educate industry representatives by conducting informational visits to educate and reduce potential violations. Field visits focused on newly licensed or registered businesses.
- Increased the number of field visits and inspections to businesses by improving efficiencies despite challenges with furloughs, staff vacancies, and budget constraints.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Passage and implementation of Senate Bill 2111, Smyth (Chapter 543, Statutes of 2010) which impacted regulation of the service contract industry by allowing expanded roles for administrators and companies outside of the retail chain of distribution. It also expanded the regulation to include accessories for electronic equipment and appliances, and removed the cap for incidental payments.
- Successfully promulgated regulations which exempted three juvenile products from complying with flammability regulations. The three products are strollers, infant carriers, and nursing pillows.

PROGRAM SUMMARY

Staffing	
44.5	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
12	TOTAL BUREAU ADVISORY COUNCIL MEMBERS AS MANDATED
11	PROFESSIONAL BUREAU ADVISORY COUNCIL MEMBERS
1	PUBLIC BUREAU ADVISORY COUNCIL MEMBERS

Strategic Planning and Outreach	
2007	DATE STRATEGIC PLAN ADOPTED
1	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
BEDDING RETAILER	267	273	882
CUSTOM UPHOLSTERER	27	27	238
FURNITURE AND BEDDING MANUFACTURER	159	122	588
FURNITURE AND BEDDING RETAILER	726	758	4,122
FURNITURE AND BEDDING WHOLESALER	32	30	65
FURNITURE RETAILER	185	152	1,345
IMPORTER	637	607	1,178
SANITIZER	3	3	3
SUPPLY DEALER	4	4	66
THERMAL INSULATION	10	5	121
APPLIANCE SERVICE DEALER	245	224	2,250
COMBINATION SERVICE DEALER	17	18	406
ELECTRONIC SERVICE DEALER	572	498	4,756
SERVICE CONTRACT ADMINISTRATOR	0	5	26
SERVICE CONTRACT SELLER	1,993	2,065	7,063

SUMMARY OF LICENSING ACTIVITY

Licensing by Population Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BEDDING RETAILER	N/A	2,090	N/A
CUSTOM UPHOLSTERER	N/A	551	N/A
FURNITURE AND BEDDING MANUFACTURER	N/A	1,428	N/A
FURNITURE AND BEDDING RETAILER	N/A	10,764	N/A
FURNITURE AND BEDDING WHOLESALER	N/A	183	N/A
FURNITURE RETAILER	N/A	2,786	N/A
IMPORTER	N/A	3,425	N/A
SANITIZER	N/A	9	N/A
SUPPLY DEALER	N/A	147	N/A
THERMAL INSULATION	N/A	132	N/A
APPLIANCE SERVICE DEALER	N/A	2,428	N/A
COMBINATION SERVICE DEALER	N/A	476	N/A
ELECTRONIC SERVICE DEALER	N/A	5,227	N/A
SERVICE CONTRACT ADMINISTRATOR	N/A	30	N/A
SERVICE CONTRACT SELLER	N/A	9,061	N/A

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF LICENSING ACTIVITY

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
BEDDING RETAILER	**EVERY 2 YEARS**	**N/A**
CUSTOM UPHOLSTERER	**EVERY 2 YEARS**	**N/A**
FURNITURE AND BEDDING MANUFACTURER	**EVERY 2 YEARS**	**N/A**
FURNITURE AND BEDDING RETAILER	**EVERY 2 YEARS**	**N/A**
FURNITURE AND BEDDING WHOLESALER	**EVERY 2 YEARS**	**N/A**
FURNITURE RETAILER	**EVERY 2 YEARS**	**N/A**
IMPORTER	**EVERY 2 YEARS**	**N/A**
SANITIZER	**EVERY 2 YEARS**	**N/A**
SUPPLY DEALER	**EVERY 2 YEARS**	**N/A**
THERMAL INSULATION	**EVERY 2 YEARS**	**N/A**
APPLIANCE SERVICE DEALER	**ANNUAL**	**N/A**
COMBINATION SERVICE DEALER	**ANNUAL**	**N/A**
ELECTRONIC SERVICE DEALER	**ANNUAL**	**N/A**
SERVICE CONTRACT ADMINISTRATOR	**ANNUAL**	**N/A**
SERVICE CONTRACT SELLER	**ANNUAL**	**N/A**

SUMMARY OF ENFORCEMENT ACTIVITY

Exams		
PASS	FAIL	TOTAL
N/A	**N/A**	**N/A**

Consumer Complaints–Intake	
2,147	RECEIVED
4	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,151	REFERRED FOR INVESTIGATION
25	PENDING

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

Inspections	
5,561	INSPECTIONS CONDUCTED
13	INSPECTIONS CITATIONS ISSUED

Investigations	
2,155	OPENED
2,248	CLOSED
290	PENDING

Number of Days to Complete Intake and Investigations	
1,779	UP TO 90 DAYS
368	91 TO 180 DAYS
93	181 DAYS TO 1 YEAR
8	1 TO 2 YEARS
N/A	2 TO 3 YEARS
N/A	OVER 3 YEARS
62	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
73	ISSUED
72	ISSUED WITH A FINE
14	WITHDRAWN
11	DISMISSED
87	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$31,700	ASSESSED
$375	REDUCED
$19,650	COLLECTED

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

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

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

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$0	RESTITUTION ORDERED
$186,933	AMOUNT REFUNDED
$26,989	REWORK AT NO CHARGE
$68,309	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/ EXCHANGED
$282,231	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

guide dog board

STATE BOARD OF GUIDE DOGS FOR THE BLIND

www.guidedogboard.ca.gov

The State Board of Guide Dogs for the Blind (Board) licenses and regulates schools and instructors operating in California that train and supply guide dogs for the blind. The mission of the Board is to ensure the quality of the guide dog industry by protecting, promoting, and educating guide dog users, instructors, schools, and the public in order to enhance the lives of blind or visually impaired individuals.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Continued a public awareness campaign regarding dog attacks on guide dogs. Added tip sheets for consumers in English and Spanish, tip sheets for first responders, and tip sheets for veterinarians.
- Partnered with the U.S. Department of Justice and Disability Rights California on What Is a Service Animal and Why You Need to Know. The event raised awareness of updates to the Americans with Disabilities Act, particularly the change in the definition of service animal. The event garnered more than 1,000 hits on the webcast on the day of the event. Attendees included those in the guide dog user community, law enforcement, business community, and State and local government.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Senate Bill 543, Price, extends the sunset review date of the Board from 2011 to 2013.
- Senate Bill 944, Senate Business Professions and Economic Development Committee, makes nonsubstantive changes to the Guide Dog Act.
- Amended the following sections of Title 16, California Code of Regulations: 2260 (Completion of Requirements for License as Instructor); 2266 (Apprentice Standards; Minimum Instruction); 2282 (Preliminary Training of Dogs); and 2282.1 (Required Training) These changes do the following:
  - Better define experience and make clear to whom verification must be provided.
  - Delete the requirement that an apprentice has had one year of actual experience in working with the training of guide dogs.
  - Specify that an instructor shall have verified that the guide dog meets the requirements set forth in section 2282.
  - Clarify the required training for guide dogs and add four additional competencies through training and testing.
- Pursued citation-and-fine authority, clarified regulatory definitions, and made minor technical changes via regulation.

PROGRAM SUMMARY

Staffing	
1.5	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
7	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
2	PROFESSIONAL BOARD MEMBERS
5	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
11/2009	DATE STRATEGIC PLAN ADOPTED
3	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
GUIDE DOG INSTRUCTOR	6	5	101
GUIDE DOG SCHOOL	0	0	3
FUNDRAISING LICENSE	0	0	0
INACTIVE INSTRUCTOR	0	0	1

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
GUIDE DOG INSTRUCTOR	0	106	5
GUIDE DOG SCHOOL	0	3	0
FUNDRAISING LICENSE	0	0	0
INACTIVE INSTRUCTOR	0	0	1

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
GUIDE DOG INSTRUCTOR	EVERY YEAR	8
GUIDE DOG SCHOOL	EVERY YEAR	N/A
FUNDRAISING LICENSE	N/A	N/A
INACTIVE INSTRUCTOR	EVERY YEAR	N/A

Exams		
PASS	FAIL	TOTAL
5	1	6

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

Inspections	
3	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
1	OPENED
1	CLOSED
0	PENDING

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

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

Total Amount of Fines	
0	ASSESSED
0	REDUCED
0	COLLECTED

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

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

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

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

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

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

Cost Recovery to DCA	
$0	ORDERED .
$0	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE

www.latc.ca.gov

The Landscape Architects Technical Committee (Committee) has operated within the California Architects Board since 1999. The Committee licenses and regulates the practice of more than 3,500 landscape architects in California, ensuring licensees meet competency requirements through examination, licensing, and enforcement.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010-11

- Completed the Committee's 2010-11 sunset review process. The Committee completed its sunset review report and submitted it to the Senate Business, Professions, and Economic Development Committee on September 30, 2010. LATC's hearing was held on March 21, 2011 to address any concerns, and a written response was submitted prior to the 30-day deadline. If approved by the Legislature, Senate Bill 543, Price, will extend the Committee's sunset date until January 1, 2016.
- Completed the examination development process for the California Supplemental Examination. The new examination will be implemented on August 1, 2011.
- Converted all of the Committee's meeting materials to an electronic format. The change allows the materials to be readily available to the public on the Committee's Web site prior to a meeting and saves the staff time and resources.
- Conducted seven outreach presentations. These presentations covered pathways to licensure, benefit of licensure, eligibility requirements for the Landscape Architect Registration Examination, enforcement process, and information about the Committee's Web site. The Committee collected survey feedback from these presentations to assess their quality and effectiveness.
- Strengthened the Committee's enforcement program by adding a 0.4 position.

PROGRAM SUMMARY

Staffing	
5.5	STAFF POSITIONS APPROVED IN BUDGET
0	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
5	TOTAL NUMBER OF COMMITTEE MEMBERS AS MANDATED
5	PROFESSIONAL COMMITTEE MEMBERS
0	PUBLIC COMMITTEE MEMBERS

Strategic Planning and Outreach	
09/2010	DATE STRATEGIC PLAN ADOPTED
7	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
APPLICATION FOR INITIAL LICENSE	92	94	381

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
LANDSCAPE ARCHITECT LICENSE	N/A	3,462	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
LANDSCAPE ARCHITECT LICENSE RENEWAL	EVERY 2 YEARS	N/A

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
LANDSCAPE ARCHITECT REGISTRATION EXAMINATION (LARE)	627	285	912
CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE)	84	18	102
TOTALS	711	303	1,014

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
30	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
30	REFERRED FOR INVESTIGATION
0	PENDING

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
30	OPENED
63	CLOSED
57	PENDING

Number of Days to Complete Intake and Investigations	
13	UP TO 90 DAYS
4	91 TO 180 DAYS
14	181 DAYS TO 1 YEAR
30	1 TO 2 YEARS
2	2 TO 3 YEARS
0	OVER 3 YEARS
380	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

Total Amount of Fines	
$10,750	ASSESSED
$7,500	REDUCED
$2,635	COLLECTED

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

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

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

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

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

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

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

MEDICAL BOARD OF CALIFORNIA

www.mbc.ca.gov

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

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010-11

- Saw an increase in complaints of about 50 per month (up to 7,122 as of June 30), which the Board attributes to the new Notice to Consumers regulation, which became effective June 27, 2010. During 2009-10, the Board received 6,539 complaints. The Notice to Consumers regulation, mandated by Business and Professions Code section 138, requires physicians in California to post a notice to inform their patients that they are licensed by the Medical Board of California. The sign must include the Board's contact information and tell consumers where to go for information or to complain about California medical doctors.
- Expanded efforts by the Board's licensing outreach and education program to meet with more teaching hospitals and physician recruiters. Board statistics now report that these efforts substantially reduced questions and problems applicants were experiencing when applying for licensure. This resulted in a more streamlined application process, has enabled staff to consistently maintain a current status of licensing application reviews without using overtime hours, and has ensured applicants receive their licenses in order to continue in training programs in California.
- Initiated a new project to clean up and validate physician and surgeon e-mail addresses. The Board realizes the value of reaching physicians immediately to disperse important and sometimes emergency, health-related information that may affect their practice. Physicians voluntarily provide their e-mail addresses and the Board validates and confirms them for accuracy. After e-mail blasts are sent, staff quickly review rejected addresses and delete them from the system. This past fiscal year, the Board expanded the blasts to notify licensees and interested parties that the Board's quarterly newsletter is posted on its Web site. These newsletter alerts are sent to approximately 114,360 physicians, doctors of podiatric medicine, and others. The Board only mailed 30,000 copies to individuals who have not provided an e-mail address, saving about $50,000 per quarterly issue. Additionally, the Board partnered with the University of California, San Francisco, the Department of Health Care Services, the California Department of Public Health, and other health-related entities to share their valuable and time-sensitive information to its licensees through Board-initiated e-mail blasts – a win/win situation.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010-11

- Assembly Bill 583, Hayashi (Chapter 436, Statutes of 2010) requires healthcare practitioners to disclose their name, license type, and highest level of academic degree to their patients in their office or in writing in at least 24-point type in a specified format. It also requires physicians and surgeons, including osteopathic physicians, to disclose the name of their certifying board or association.
- Assembly Bill 1767, Hill (Chapter 451, Statutes of 2010) a Board-sponsored bill, requires the Office of the Attorney General to provide representation to a licensed physician who provides expertise to the Board in the evaluation of the conduct of a licensee when, as a result of providing the expertise, the physician is subject to a disciplinary proceeding undertaken by a specialty board of which the physician is a member. It also extends the sunset date of the two members of the Health Professions Education Foundation that are appointed by the Board, from January 1, 2011, to January 1, 2016.
- Assembly Bill 2699, Bass (Chapter 270, Statutes of 2010) exempts healing arts healthcare practitioners, who are licensed and certified in other states, from California state licensure for the purposes of providing voluntary healthcare services to uninsured and underinsured Californians on a short-term basis in a sponsored event. It requires each sponsored event to be no longer than 10 days and the sponsoring entity must be approved and must be a nonprofit entity or a community-based organization. It requires each board to notify the sponsoring entity within 20 calendar days if the request is approved or denied (using specified requirements). It requires the healthcare practitioner to submit to the appropriate board, on a form prescribed by each board, a request for authorization to practice without a license. This law has a sunset date of January 1, 2014. The Board is also adopting regulations to implement this bill.
- Senate Bill 700, Negrete McLeod, (Chapter 505, Statutes of 2010) specifies that peer review is the process in which the basic qualifications, staff privileges, employment, outcomes, and conduct of licensees are reviewed to determine if they may continue to practice in the facility and if so, under what parameters. It clarifies that an 805 report must be filed within 15 days from the date when a peer review body denies or rejects a licensee's application for staff privileges or membership for a medical disciplinary cause or reason; a licensee's staff privileges, membership, or employment are revoked for a medical disciplinary cause or reason; restrictions are imposed, or voluntarily accepted, on staff privileges, membership, or employment for a total of 30 days or more within any 12-month period for medical disciplinary reasons; a licensee resigns or takes a leave of absence from staff privileges, membership or employment; a licensee withdraws or abandons his or her request for renewal of staff privileges, membership, or employment after receiving notice of a pending investigation initiated for a medical disciplinary cause or reason after receiving notice that his or her application for staff privileges,

membership, or employment is denied or will be denied for a medical disciplinary cause or reason; and, when a summary suspension of staff privileges, membership, or employment is imposed for a period in excess of 14 days. It also requires an 805 report to be maintained electronically for dissemination for a period of three years after receipt. This bill adds that minutes or reports of a peer review are included in the documents that the Board may inspect. This bill prohibits the Board from disclosing to the public any peer review summaries completed by a hospital if a court finds that the peer review was not conducted in good faith. Lastly, this bill requires the Board to remove from the Board's Web site any information concerning hospital disciplinary action that is posted if a court finds that the peer review was not done in good faith (the licensee must notify the Board of that finding). It also requires the Board to post a fact sheet on the Internet that explains and provides information on 805 reporting.

- Senate Bill 1172, Negrete McLeod (Chapter 517, Statutes of 2010) requires all healing arts boards under the Department of Consumer Affairs, except the Board of Registered Nursing (BRN) to order a licensee to cease practice if the licensee tests positive for any substance that is prohibited under the terms of the licensee's probation or diversion program. This bill allows healing arts boards (except BRN) to adopt regulations authorizing the boards to order a licensee to cease practice for major violations or when ordered to undergo a clinical diagnostic evaluation. This bill prohibits an order to cease practice pursuant to this bill from being governed by the Administrative Procedures Act, and states that the order shall not constitute a disciplinary action. The Board is revising its disciplinary guidelines through the regulatory process to include the cease practice requirements.

PROGRAM SUMMARY

Staffing	
288.1	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
15	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
8	PROFESSIONAL BOARD MEMBERS
7	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
2008	DATE STRATEGIC PLAN ADOPTED
56	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
FICTITIOUS NAME PERMIT	1,390	1,266	4,943
LICENSED MIDWIFE	41	40	98
DISPENSING OPTICIAN	74	69	421
CONTACT LENS DISPENSER	70	73	384
SPECTACLE LENS DISPENSER	195	196	870
OUT-OF-STATE OPTICIAN	0	0	5
RESEARCH PSYCHOANALYST	7	8	4
SPECIAL FACULTY PERMIT	0	0	11
PHYSICIAN AND SURGEON	6,047	5,272	62,656

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
FICTITIOUS NAME PERMIT	13,094	N/A	N/A
LICENSED MIDWIFE	N/A	252	N/A
DISPENSING OPTICIAN	N/A	1,161	N/A
CONTACT LENS DISPENSER	N/A	902	N/A
SPECTACLE LENS DISPENSER	N/A	2,182	N/A
OUT-OF-STATE OPTICIAN	N/A	11	N/A
RESEARCH PSYCHOANALYST	N/A	92	N/A
SPECIAL FACULTY PERMIT	N/A	14	N/A
PHYSICIAN AND SURGEON	N/A	130,670	N/A

Renewal and Continuing Education

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

Exams

PASS	FAIL	TOTAL
N/A	N/A	N/A

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY LICENSED MIDWIFE

Consumer Complaints–Intake	
9	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
9	REFERRED FOR INVESTIGATION
0	PENDING

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

Inspections	
N/A	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations	
10	OPENED
11	CLOSED
6	PENDING

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

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

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

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

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

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

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

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

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY LICENSED MIDWIFE

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

Cost Recovery to DCA	
$11,565	ORDERED
$150	COLLECTED

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

SUMMARY OF ENFORCEMENT ACTIVITY DISPENSING OPTICIANS

Consumer Complaints–Intake	
96	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
95	REFERRED FOR INVESTIGATION
1	PENDING

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

Inspections	
N/A	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations	
114	OPENED
105	CLOSED
33	PENDING

Number of Days to Complete Intake and Investigations	
22	UP TO 90 DAYS
68	91 TO 180 DAYS
5	181 DAYS TO 1 YEAR
10	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
153	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$7,500	FINES ASSESSED
$5,000	REDUCED
$800	COLLECTED

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

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

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY DISPENSING OPTICIANS

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

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

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$500	RESTITUTION ORDERED
$0	AMOUNT REFUNDED
$0	REWORK AT NO CHARGE
$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/ EXCHANGED
$500	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

SUMMARY OF ENFORCEMENT ACTIVITY RESEARCH PSYCHOANALYST

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

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

Inspections	
N/A	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations	
0	OPENED
0	CLOSED
0	PENDING

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

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

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY RESEARCH PSYCHOANALYST

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

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

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

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

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

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

SUMMARY OF ENFORCEMENT ACTIVITY PHYSICIANS AND SURGEONS

Consumer Complaints–Intake	
6,771	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
6,782	REFERRED FOR INVESTIGATION
140	PENDING

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

Inspections	
N/A	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations	
7,128	OPENED
7,081	CLOSED
2,470	PENDING

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY PHYSICIANS AND SURGEONS

Number of Days to Complete Intake and Investigations	
3,987	UP TO 90 DAYS
1,715	91 TO 180 DAYS
632	181 DAYS TO 1 YEAR
584	1 TO 2 YEARS
163	2 TO 3 YEARS
0	OVER 3 YEARS
137	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$48,880	ASSESSED
$20,225	REDUCED
$52,921	COLLECTED

Criminal/Civil Actions	
41	REFERRALS FOR CRIMINAL/CIVIL ACTION
13	CRIMINAL ACTIONS FILED
3	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
471	CASES OPENED/INITIATED
232	CASES CLOSED
501	CASES PENDING

Number of Days to Complete AG Cases	
58	1 YEAR
60	1 TO 2 YEARS
48	2 TO 3 YEARS
42	3 TO 4 YEARS
24	OVER 4 YEARS
797	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
3	LICENSE APPLICATIONS DENIED
31	REVOCATION
42	SURRENDER OF LICENSE
14	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
79	PROBATION ONLY
107	PUBLIC REPRIMAND
4	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed	
35	TOTAL NUMBER FILED

Subsequent Disciplinary–Administrative Outcomes/ Final Orders	
7	REVOCATION
4	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
3	PROBATION ONLY
1	PUBLIC REPRIMAND
1	OTHER DECISIONS

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY PHYSICIANS AND SURGEONS

Petition for Modification or Termination of Probation	
26	GRANTED
8	DENIED
34	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification	
5	GRANTED
7	DENIED
12	TOTAL

Cost Recovery to DCA	
$53,447	ORDERED
$18,326	COLLECTED

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

NATUROPATHIC MEDICINE COMMITTEE

www.naturopathic.ca.gov

Naturopathic medicine is one of the oldest continuously licensed healthcare professions in this country. The Naturopathic Doctors Act defines naturopathic medicine as "a distinct and comprehensive system of primary healthcare practiced by a naturopathic doctor for the diagnosis, treatment, and prevention of human health conditions, injuries, and disease." Naturopathic doctors are primary care providers who use a variety of treatments utilizing water therapy, herbs, supplements, vitamins, amino acids, homeopathics, hormones, massage, and pharmaceuticals, to treat patients.

The Naturopathic Medicine Committee (Committee) was established October 23, 2009, under the Osteopathic Medical Board of California. Originally formed as the Bureau of Naturopathic Medicine, it began licensing naturopathic doctors in January 2005. The Committee ensures that California's naturopathic doctors meet educational and competency standards for licensure. The Committee licenses and regulates naturopathic doctors as well as investigates complaints while providing consumers and other regulatory agencies with licensing and disciplinary information.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Developed its first strategic plan. This document represents the first time that the Committee has been allowed to create its own plan since becoming a self-determining healing arts regulatory entity. The plan is a blueprint for the Committee in the areas of licensing, enforcement, legislation, administration, and education and sets goals in each area.
- Enhanced enforcement policies and procedures in order to comply with the latest departmental standards and legislative requirements. Staff training precipitated more efficient procedures, enhancing response time to consumers and licensees in matters of public safety.
- Created its first newsletter, called *Natural News*. The inaugural publication featured a review of new laws, a list of Committee goals, and informative articles. The newsletter is intended to create another line of communication between the Committee and its licensees as well as with the public. The newsletter is available on the Web site.
- Enhanced the Committee's Web site by upgrading the display of the California Code of Regulations as it applies to the Naturopathic Doctors Act. The new look-up makes it easier to find specific sections, thus enhancing the accessibility of those regulations to consumers and licensees.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Senate Bill 1050, Yee (Chapter 143, Statues of 2010) gives the Committee sole responsibility for implementation of the Naturopathic Doctors Act; it changes the composition of the Committee to include five licensed naturopathic doctors, two licensed medical doctors, and two public members; and it authorizes the Committee to appoint an executive officer and other officers and employees as necessary. Self-determination allows the Committee staff to develop policies and procedures to be more responsive to the needs of licensees and consumers.
- SB 1246, Negrete McLeod (Chapter 523, Statutes of 2010) adds licensed naturopathic doctors to the category of healthcare providers who may act as laboratory directors and perform clinical laboratory tests or exams that are classified as waived (CLIA waived tests). It allows naturopathic doctors to perform routine laboratory tests in their office thus improving patient care and allowing quicker treatment. The bill also created the position of naturopathic assistant and authorizes those assistants to perform certain medical procedures and technical support services under the supervision of a licensed naturopathic doctor. Creating the classification of naturopathic assistant creates new job opportunities in each doctor's office and frees doctors from having to personally perform all office procedures, allowing them to see more patients and to provide a higher level of service to consumers.
- Division 40 of Title 16, California Code of Regulations was modified to reflect the change from the Bureau of Naturopathic Medicine to the Naturopathic Medicine Committee, changing the name, the address, and replacing "bureau chief" with "committee, executive officer, or designee." The changes were deemed non-substantive by the Office of Administrative Law.

PROGRAM SUMMARY

Staffing	
0	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
9	TOTAL NUMBER OF COMMITTEE MEMBERS AS MANDATED
7	PROFESSIONAL COMMITTEE MEMBERS
2	PUBLIC COMMITTEE MEMBERS

Strategic Planning and Outreach	
11/05/2010	DATE STRATEGIC PLAN ADOPTED
2	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
NATUROPATHIC DOCTOR	60	56	170

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
NATUROPATHIC DOCTOR	N/A	452	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
NATUROPATHIC DOCTOR	EVERY 2 YEARS	60

Exams		
PASS	FAIL	TOTAL
N/A	N/A	N/A

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
66	RECEIVED
1	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
65	REFERRED FOR INVESTIGATION
0	PENDING

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
65	OPENED
65	CLOSED
0	PENDING

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

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

Total Amount of Fines	
$27,500	ASSESSED
$7,250	REDUCED
$2,500	COLLECTED

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

Number of Days to Complete AG Cases	
N/A	1 YEAR
N/A	1 TO 2 YEARS
N/A	2 TO 3 YEARS
N/A	3 TO 4 YEARS
N/A	OVER 4 YEARS
N/A	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
1	LICENSE APPLICATIONS DENIED
N/A	REVOCATION
N/A	SURRENDER OF LICENSE
N/A	PROBATION WITH SUSPENSION
N/A	SUSPENSION ONLY
N/A	PROBATION ONLY
N/A	PUBLIC REPRIMAND
N/A	OTHER DECISIONS

Petition for Modification or Termination of Probation	
N/A	GRANTED
N/A	DENIED
N/A	TOTAL

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA BOARD OF OCCUPATIONAL THERAPY

www.bot.ca.gov

The California Board of Occupational Therapy (Board) licenses and regulates occupational therapists and occupational therapy assistants. Occupational therapy practitioners provide important habilitation, rehabilitation, education, and health-promoting services to people who, because of illness, injury, disease, disorder, condition, impairment, disability, activity limitation, or developmental or psychological impairment, need specialized intervention to regain, develop, or build the skills necessary for independent living, improved well-being, and quality of life. Occupational therapy addresses the physical, cognitive, psychosocial, sensory, and other aspects of performance in a variety of contexts to support engagement in everyday life activities.

MAJOR ACCOMPLISHMENTS FOR FY 2010-11

Prioritized complaints and focused on reducing the number of pending complaints and improving processing times, in keeping with DCA 's Consumer Protection Enforcement Initiative.

- Experienced a 173 percent increase in the number of complaints received in 2010-11 compared to the average number of complaints (from 395 to 683) received in the two prior years.
- Reduced complaint processing times from receipt of complaint to completion of the investigation by nearly 55 percent. In 2009-10, the average number of days was 253; this number reduced to 140 days in FY 2010-11.
- Reduced the number of complaints pending investigation by 31% percent. The prior fiscal year ended with 202 complaints pending investigation; this number was reduced to 139.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010-11

- The Board was the first healing arts board to approve regulatory language which would incorporate the newly developed Uniform Standards Regarding Substance Abusing Healing Arts Licensees, consistent with the requirements of Senate Bill 1441, Ridley-Thomas (Chapter 548, Statutes of 2008). The Board also took a proactive role in consumer protection by increasing the frequency of testing for licensees on probation for a substance abuse/use issue.

The Board added and amended several regulations, including:

- Added a new definition for Level II fieldwork educator.
- Amended the application process for advanced practice services (eliminated the statement of learning component and reduced the requirements for candidates who completed coursework pre-approved by the Board) and amended the credentials and qualifications for supervisors.
- Imposed further restrictions on limited permit holders.
- Clarified the use of specified initials, which require licensure in California.

PROGRAM SUMMARY

Staffing	
N/A	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
7	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
4	PROFESSIONAL BOARD MEMBERS
3	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
2007	DATE STRATEGIC PLAN ADOPTED
6	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
OCCUPATIONAL THERAPIST	**746**	**647**	**4,675**
OCCUPATIONAL THERAPY ASSISTANT	**129**	**137**	**806**

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
OCCUPATIONAL THERAPIST	**N/A**	**11,159**	**N/A**
OCCUPATIONAL THERAPY ASSISTANT	**N/A**	**1,984**	**N/A**

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
OCCUPATIONAL THERAPIST	**EVERY 2 YEARS**	**24**
OCCUPATIONAL THERAPY ASSISTANT	**EVERY 2 YEARS**	**24**

Exams

PASS	FAIL	TOTAL
N/A	**N/A**	**N/A**

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
588	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
588	REFERRED FOR INVESTIGATION
0	PENDING

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
683	OPENED
746	CLOSED
139	PENDING

Number of Days to Complete Intake and Investigations	
544	UP TO 90 DAYS
45	91 TO 180 DAYS
58	181 DAYS TO 1 YEAR
62	1 TO 2 YEARS
19	2 TO 3 YEARS
18	OVER 3 YEARS
140	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
263	ISSUED
263	ISSUED WITH A FINE
7	WITHDRAWN
11	DISMISSED
88	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$50,492	ASSESSED
$4,775	REDUCED
$39,549	COLLECTED

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

Office of the Attorney General/Disciplinary Actions	
18	CASES OPENED/INITIATED
11	CASES CLOSED
17	CASES PENDING

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

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

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

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

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed	
7	TOTAL NUMBER FILED

Subsequent Disciplinary–Administrative Outcomes/ Final Orders	
2	REVOCATION
4	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

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

Cost Recovery to DCA	
$16,805	ORDERED
$9,813	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA STATE BOARD OF OPTOMETRY

www.optometry.ca.gov

The California State Board of Optometry (Board) regulates the practice of optometry through licensing and enforcement. The Board's mission is to serve the public and optometrists by promoting and enforcing laws and regulations which protect the health and safety of California's consumers and to ensure high quality care. The Board requires continuing education so that licensees can remain current on emerging trends and industry changes and conducts public outreach to inform consumers about the eye and vision care programs and services available to them.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Conducted outreach about the dangers of purchasing cosmetic contact lenses without a prescription from unlicensed dispensers. Educational letters were sent to unlicensed dispensers to stop the sale of the lenses, a press conference covered by local media was held at a Halloween store to educate the public, and a Halloween flier was created and distributed to California middle school students who are considered to be the target audience for unlicensed dispensers.

  The Board also met with the Northern California Consumer Protection Committee to educate district attorneys regarding this under-reported but prevalent issue. This accomplishment meets the Board's strategic goals related to education, outreach, and enforcement. Consumers benefit greatly because they are being protected from unlicensed activity and licensees are encouraged to report unlicensed dispensers to assist the Board in its enforcement efforts.

- Developed a new logo for the Board as part of the Board's strategic plan. The redesign, completed in November 2010, was done to modernize the Board's look and to rebrand the Board as a leading healthcare profession board that continuously provides consumers and optometrists with effective, collaborative, and proactive services.

- Updated the Board Web site to simplify of navigation for consumers, licensees, and staff. These changes meet the Board's outreach and education goals and benefits consumers, licensees, and Board staff. Improvements include:

  - Added a "What's New" section on the home page with the latest information on the Board's activities.
  - Redesigned icons for the Board's expert witness recruitment, customer satisfaction survey, and mailing list to be more eye-catching and modern.
  - Added a citations and disciplinary actions page to inform the public and increase consumer protection regarding licenses on probation, pending accusations against licenses, surrendered licenses, and other public enforcement actions.
  - Redesigned meetings, forms/publications, laws/regulations, and other pages for easier navigation.

- Improved the Board's Probation Monitoring Program as part of the Board's strategic plan. Improvements include: the creation of pre-orientation packets, the use of more effective interviewing skills, creation of compliance interviews, implementation of drug testing through Phamatech,

an update of probation terms and conditions including those related to substance use pursuant to SB1441, Ridley-Thomas (Chapter 548, Statutes of 2008) in the Board's Disciplinary Guidelines, and improved techniques on how to respond to violations.

These changes protect consumers by ensuring each probationer is held to every condition. Licensees on probation will also benefit because they will be provided with more, much-needed guidance to complete their probation.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Successfully implemented glaucoma certification requirements through the regulatory process effective January 8, 2011. This action meets the Board's strategic goals related to regulations, and benefits licensees and Board staff by providing a streamlined process for a certification in high demand by California optometrists. Also, consumers will benefit because the implementation of this regulation increases access to care.
- Updated continuing education (CE) requirements though the regulatory process to increase optometric CE opportunities such as the ability to obtain CE units for attending Board meetings and taking a course to receive CPR certification. This action meets the Board's strategic goals related to licensing and regulations by ensuring that California's optometric CE opportunities are current and in line with other states. Licensees and consumers benefit because a variety of CE improves the practice of optometry by keeping optometrists at the top of their profession.
- Updated guidelines for infection control in optometric practice through the regulatory process pertaining to proper hand hygiene, use of personal protective equipment, handling sharp instruments and disinfection requirements. This action meets the Board's strategic goals related to regulations, consumer protection, and outreach by ensuring that optometrists are aware of what is required of them by law. Consumers will benefit greatly from this added clarity regarding infection control.
- Created and sponsored Assembly Bill 2683, Hernandez (Chapter 604, Statues of 2011). The bill became effective January 1, 2011, and establishes requirements for optometrists to practice in health facilities such as skilled nursing homes and intermediate care facilities. The Board conducted outreach to its licensees regarding this new law by writing an informational article in the California Optometric Association's 2010 September/October newsletter. This bill benefits licensees in this type of practice by allowing them to treat patients at multiple locations without having to notify the Board of every single location they visit. This exemption only applies if all the conditions described in the bill are met. The bill benefits consumers by increasing access to care and meets the Board's strategic goals related to legislation.

PROGRAM SUMMARY

Staffing	
14	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
11	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
6	PROFESSIONAL BOARD MEMBERS
5	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
03/2010	DATE STRATEGIC PLAN ADOPTED
5	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
BRANCH OFFICE LICENSE	63	46	339
FICTITIOUS NAME PERMIT	151	103	1,098
STATEMENT OF LICENSURE	243	237	319
OPTOMETRY APPLICATION	274	248	3,482
THERAPUTIC PHARMACEUTICAL AGENTS CERTIFICATION	267	267	0
DUPLICATE WALL CERTIFICATE APPLICATION	253	253	0
LACRIMAL IRRIGATION AND DILATION	276	269	0
GLAUCOMA	293	267	0

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BRANCH OFFICE LICENSE	N/A	46	N/A
FICTITIOUS NAME PERMIT	103		N/A
STATEMENT OF LICENSURE	N/A	237	N/A
OPTOMETRY APPLICATION	N/A	335	N/A
OPTOMETRY APPLICATION - THERAPUTIC PHARMACEUTICAL AGENTS	N/A	325	N/A
DUPLICATE WALL CERTIFICATE APPLICATION	N/A	253	N/A
LACRIMAL IRRIGATION AND DILATION	N/A	320	N/A
GLAUCOMA	N/A	320	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
BRANCH OFFICE LICENSE	ANNUAL	NONE
FICTITIOUS NAME PERMIT	ANNUAL	NONE
STATEMENT OF LICENSURE	EVERY 2 YEARS	NONE
OPTOMETRY APPLICATION	EVERY 2 YEARS	40-50
OPTOMETRY APPLICATION - THERAPUTIC PHARMACEUTICAL AGENTS	EVERY 2 YEARS	40-50
DUPLICATE WALL CERTIFICATE APPLICATION	N/A	0
LACRIMAL IRRIGATION AND DILATION	EVERY 2 YEARS	40-50
GLAUCOMA	EVERY 2 YEARS	40-50

Exam

EXAM TITLE	PASS	FAIL	TOTAL
NATIONAL BOARD OF EXAMINERS IN OPTOMETRY	456		456
CA LAWS AND REGULATIONS EXAM	95	10	105

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
238	RECEIVED
37	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
202	REFERRED FOR INVESTIGATION
0	PENDING

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
223	OPENED
189	CLOSED
96	PENDING

Number of Days to Complete Intake and Investigations	
126	UP TO 90 DAYS
31	91 TO 180 DAYS
20	181 DAYS TO 1 YEAR
12	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
89	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$13,000	ASSESSED
$14,250	REDUCED
$2,500	COLLECTED

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

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

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

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

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

Subsequent Disciplinary–Administrative Outcomes/ Final Orders	
2	REVOCATION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
2	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

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

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

Cost Recovery to DCA	
$6,875	ORDERED
$31,755	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA

www.ombc.ca.gov

The Osteopathic Medical Board of California (Board) oversees the practice of medicine by osteopathic physicians and surgeons by enforcing the Osteopathic Act and those portions of the Medical Practice Act identified as Article 12 (commencing with section 2220), of Chapter 5 of Division 2 of the Business and Professions Code. Emphasizing the interrelationship of the body's nerves, muscles, bones and organs, doctors of osteopathic medicine consider the whole person to prevent, diagnose, and treat illness, disease, and injury.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Supported the previously approved Budget Change Proposal (2009-10) with an application for a hiring freeze exemption in an effort to hire additional staff.
- Revised the Board's strategic plan with added user-friendly online access.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Supported Senate Bill 1050, Yee (Chapter 143, Statutes of 2010) which increases public member representation on the Board by two members.

PROGRAM SUMMARY

Staffing	
12	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
9	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
5	PROFESSIONAL BOARD MEMBERS
4	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
01/13/2011	DATE STRATEGIC PLAN ADOPTED
0	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
OSTEOPATHIC PHYSICIANS AND SURGEONS	480	575	3,499
FICTITIOUS NAME PERMIT	69	69	465

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
OSTEOPATHIC PHYSICIANS AND SURGEONS	N/A	6,056	N/A
FICTITIOUS NAME PERMIT	512	N/A	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
OSTEOPATHIC PHYSICIANS AND SURGEONS	EVERY 2 YEARS	150 HOURS EVERY 3 YEARS
FICTITIOUS NAME PERMIT	EVERY YEAR	N/A

Exams

PASS	FAIL	TOTAL
N/A	N/A	N/A

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
338	RECEIVED
7	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
380	REFERRED FOR INVESTIGATION
13	PENDING

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

Inspections	
N/A	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations	
397	OPENED
277	CLOSED
328	PENDING

Number of Days to Complete Intake and Investigations	
75	UP TO 90 DAYS
44	91 TO 180 DAYS
93	181 DAYS TO 1 YEAR
53	1 TO 2 YEARS
10	2 TO 3 YEARS
2	OVER 3 YEARS
256	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
1	ISSUED
1	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
1,400	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Total Amount of Fines	
$750	ASSESSED
$0	REDUCED
$750	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
19	CASES OPENED/INITIATED
10	CASES CLOSED
24	CASES PENDING

Number of Days to Complete AG Cases	
1	1 YEAR
2	1 TO 2 YEARS
1	2 TO 3 YEARS
6	3 TO 4 YEARS
0	OVER 4 YEARS
1,049	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Cost Recovery to DCA	
$183,602	ORDERED
$48,200	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA STATE BOARD OF PHARMACY

www.pharmacy.ca.gov

The California State Board of Pharmacy (Board) protects consumers by licensing and regulating all aspects of the practice of pharmacy in California, including pharmacists, the pharmacies, and prescription drugs and devices. The Board also regulates drug wholesalers, specialized facilities, and other practitioners such as pharmacist interns and pharmacy technicians. The Board licenses more than 130,000 individuals and firms in 25 programs, and administers and enforces 15 additional regulatory programs.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Co-hosted a day-long seminar with the U.S. Drug Enforcement Administration on preventing drug thefts for which participants earned continuing education credit. Prescription drug abuse is a major societal problem, ranking only behind marijuana use as illegal drug abuse. Reported cases involving prescription drug thefts and diversion from pharmacies increased more that 45 percent from 2008. Future presentations are planned.
- Participated in national forums seeking to preserve the integrity of the nation's drug supply. The work of the Board has made California the leader in this effort, with Board-sponsored laws that will ensure that adulterated, counterfeit, illegally imported, or stolen drugs do not enter the drug supply undetected. These requirements were explained in various public forums as pharmaceutical companies institute steps to comply with the laws that take effect over a staggered basis from 2015-17.
- Participated in an intensive review of the 2008 heparin contamination crisis which killed at least 81 patients despite widespread recalls. In this case the Board's efforts via site inspections of all 533 California hospitals identified failures in the recall system with recalled heparin found in nearly 20 percent of these facilities. During the year, the Board released notifications to Board licensees on more than 100 separate manufacturers' recalls of drugs that had been shipped to pharmacies.
- Continued work with licensees and other stakeholders on processes to ensure patients have a means to dispose of unwanted pharmaceuticals in ways that will not harm the environment but will not lead to drug diversion. This included dissemination of California's model guidelines for the take back of prescription medication, education of licensees and others, and planning for better solutions.
- Increased by 100 percent the number of inspector positions to reduce complaint investigation time, and in recognition of the major growth in the number of Board licensees over the years. These investigators are licensed pharmacists who inspect and investigate licensees and applicants for this Board.
- Conducted a job analysis of the pharmacist profession in California to validate the California Practice Standards and Jurisprudence Examination for Pharmacists, and by the year's end, modified the content of this examination to reflect the new analysis.
- Created an online video on how to purchase drugs safely over the Internet and how and why to avoid Web sites illegally selling prescription medicine.

- Assessed the performance of accrediting agencies for pharmacies that compound sterile injectable drug products, which requires very stringent standards to ensure the products are not harmful. The identified deficiencies were discussed with each of the four accrediting agencies during public meetings to upgrade the quality of their assessments and accrediting processes.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Sponsored enacted legislation to require completion of 16 units in a school of pharmacy for any pharmacist applicant who fails either licensure examination four times. The units must be completed before the applicant can retake the examination.
- Sponsored legislation during the 2011 session that would aid the Board in achieving DCA's Consumer Protection Enforcement Initiative goals to reduce the time within which Board licensees must provide records upon demand of Board inspectors, or report drug diversion or firings for pharmacy employees for certain violations to the Board.
- To improve patient understanding and compliance with prescribed medication therapy, the Board promulgated the nation's first patient-centered prescription drug container labeling requirements that dedicate at least 50 percent of any label to the information most important to a patient, in a specific order and enlarged type size. The regulation also requires oral interpreter services for any patient with limited English speaking skills (California Code of Regulations, Title 16, section 1707.5).
- Secured enhanced enforcement sanctions for those who compromise the Board's pharmacist licensure examinations (California Code of Regulations, Title 16, sections 1721, 1723.1).
- Implemented major public protection requirements for all pharmacies that compound medication for patients (California Code of Regulations, Title 16, sections 1735 et seq., 1751 et seq.).
- Ensured the Board receives the fastest possible notice of the arrests and convictions of pharmacists by ensuring that the Department of Justice (DOJ) has electronic fingerprints on file for all pharmacists. Pharmacists whose fingerprints were done before 2001 or for whom a record of fingerprints does not exist at the DOJ are now required to be reprinted to ensure electronic matching rather than a manual matching process by the DOJ (California Code of Regulations, Title 16, section 1702).
- Aided pharmacies and wholesalers in complying with complex pharmacy law by updating the survey documents used for mandatory self-assessment of Board-licensed premises (California Code of Regulations, Title 16, sections 1715, 1784).
- Ensured that applicants with disciplinary actions in other states have these actions available for review by the Board before licensure by requiring National Practitioner Data Bank background reports as an application requirement (California Code of Regulations, Title 16, sections 1783.5, 1727.2).

PROGRAM SUMMARY

Staffing	
78.2	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
13	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
7	PROFESSIONAL BOARD MEMBERS
6	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
07/2010	DATE STRATEGIC PLAN ADOPTED
43	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
PHARMACIST (EXAM APPLICATIONS)	2,448	N/A	N/A
PHARMACIST (INITIAL LICENSING APPLICATIONS)	1,532	1,559	17,083
INTERN PHARMACIST	1,941	1,962	N/A
PHARMACY TECHNICIAN	11,090	8,330	26,869
PHARMACY	298	266	6,292
HOSPITAL	42	40	*
STERILE COMPOUNDING	63	35	290
CLINIC	54	69	904
NONRESIDENT PHARMACY	73	63	289
LICENSED CORRECTIONAL FACILITY	2	1	49
HYPODERMIC NEEDLE AND SYRINGE	19	12	242
NONRESIDENT WHOLESALER	116	81	483
WHOLESALER	83	60	450
VETERINARY FOOD-ANIMAL DRUG RETAILER	1	1	21
DESIGNATED REPRESENTATIVE	509	402	2,458

* INCLUDED WITH PHARMACY

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PHARMACIST	N/A	39,682	N/A
INTERN PHARMACIST	N/A	5,737	N/A
PHARMACY TECHNICIAN	N/A	69,241	N/A
PHARMACY	N/A	6,239	N/A
HOSPITAL	N/A	489	N/A
STERILE COMPOUNDING	N/A	338	N/A
CLINIC	N/A	1,287	N/A
NONRESIDENT PHARMACY	N/A	442	N/A
LICENSED CORRECTIONAL FACILITY	N/A	51	N/A
HYPODERMIC NEEDLE AND SYRINGE	N/A	329	N/A
NONRESIDENT WHOLESALER	N/A	656	N/A
WHOLESALER	N/A	569	N/A
VERTERINARY FOOD-ANIMAL DRUG RETAILER	N/A	26	N/A
DESIGNATED REPRESENTATIVE	N/A	4,092	N/A

Renewal and Continuing Education

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF LICENSING ACTIVITY

Exams			
TYPE	PASS	FAIL	TOTAL
CPJE	**1,464**	**542**	**2,006**
NAPLEX	**1,820**	**114**	**1,934**

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
1,393	RECEIVED
237	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,186	REFERRED FOR INVESTIGATION
80	PENDING

Conviction/Arrest Notification Complaints	
1,850	RECEIVED
1,970	CLOSED/REFERRED FOR INVESTIGATION
3	PENDING

Inspections	
1,532	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations	
3,044	OPENED
3,161	CLOSED
1,448	PENDING

Number of Days to Complete Intake and Investigations	
650	UP TO 90 DAYS
924	91 TO 180 DAYS
1,070	181 DAYS TO 1 YEAR
394	1 TO 2 YEARS
92	2 TO 3 YEARS
31	OVER 3 YEARS
233	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
1,040	ISSUED
851	ISSUED WITH A FINE
5	WITHDRAWN
12	DISMISSED
278	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$155,575,060	ASSESSED
$1,044,500	REDUCED
$1,174,052	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
340	CASES OPENED/INITIATED
254	CASES CLOSED
452	CASES PENDING*

*An additional 73 cases are pending at the AG's office awaiting citation appeal

Number of Days to Complete AG Cases	
17	1 YEAR
84	1 TO 2 YEARS
95	2 TO 3 YEARS
33	3 TO 4 YEARS
25	OVER 4 YEARS
877	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
40	STATEMENTS OF ISSUES FILED
250	ACCUSATIONS FILED
8	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
9	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
13	ACCUSATIONS WITHDRAWN/DISMISSED

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Administrative Outcomes/Final Orders	
4	LICENSE APPLICATIONS DENIED
121	REVOCATION
43	SURRENDER OF LICENSE
26	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
55	PROBATION ONLY
2	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed	
13	TOTAL NUMBER FILED

Subsequent Disciplinary–Administrative Outcomes/ Final Orders	
15	REVOCATION
3	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
1	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

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

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

Cost Recovery to DCA	
$1,104,828	ORDERED
$401,943	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

PHYSICAL THERAPY BOARD OF CALIFORNIA

www.ptbc.ca.gov

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

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Established course-approving agencies and began conducting audits of documentation of coursework taken by physical therapists and physical therapist assistants requesting renewal of their licenses, in accordance with the new Continuing Competency Regulation, sections 1399.90-1399.99, Title 16, California Code of Regulations. The Continuing Competency Regulation is expected to provide the public with assurance that renewing practitioners are taking the latest educational courses in the field.
- Established performance measures to ensure the Board is meeting its enforcement goals and targets as required by DCA's Consumer Protection Enforcement Initiative. Requirements are in effect to ensure that DCA's boards are processing consumer complaints in a responsive and timely manner.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Proposed changes to section 1398.4, Title 16, California Code of Regulations to establish authority for the Executive Officer, the Assistant Executive Officer, or another designee to dispatch Board business in connection with investigative or administrative proceedings, allowing faster and more efficient complaint resolution. Additionally, the Board proposed section 1399.23 requiring actions against sex offenders, and section 1399.24 further defining unprofessional conduct of a licensee. Both proposals will strengthen the Board's ability to protect the public.
- Proposed changes to section 1398.26.1, Title 16, California Code of Regulations adopting a coursework tool for the evaluation of a physical therapist and physical therapist assistant's education. By adopting the use of the tool recognized by 49 other states, the Board will make it easier for physical therapists and physical therapist assistants seeking licensure in other states. The change will also make it easier to evaluate whether the education of a foreign-educated physical therapist is equilvalent to that of a U.S.-trained physical therapist.

PROGRAM SUMMARY

Staffing	
16.5	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
7	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
4	PROFESSIONAL BOARD MEMBERS
3	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
08/2009	DATE STRATEGIC PLAN ADOPTED
N/A	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PT	1,440	1,141	10,224
PTA	212	267	2,544
FOREIGN APPLICATIONS	453	1,157	N/A
EK/EN	2/5	0	10/11

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PT	N/A	37,993	N/A
PTA	N/A	9,522	N/A
EK/EN	N/A	45/44	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PT	EVERY 2 YEARS	30
PTA	EVERY 2 YEARS	30
EK/EN	EVERY 2 YEARS	0

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
NATIONAL PT EXAM	727	378	1,105
NATIONAL PTA EXAM	200	133	333
CALIFORNIA LAW EXAM	1,533	90	1,623
TOTALS	2,520	601	3,121

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
1,585	RECEIVED
11	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,570	REFERRED FOR INVESTIGATION
13	PENDING

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
1,791	OPENED
1,634	CLOSED
519	PENDING

Number of Days to Complete Intake and Investigations	
1,365	UP TO 90 DAYS
106	91 TO 180 DAYS
65	181 DAYS TO 1 YEAR
60	1 TO 2 YEARS
33	2 TO 3 YEARS
5	OVER 3 YEARS
82	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$113,550	ASSESSED
$23	REDUCED
$90,025	COLLECTED

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

Number of Days to Complete AG Cases	
4	1 YEAR
18	1 TO 2 YEARS
10	2 TO 3 YEARS
8	3 TO 4 YEARS
0	OVER 4 YEARS
812	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
8	REVOCATION
4	SURRENDER OF LICENSE
5	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
19	PROBATION ONLY
16	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation	
2	GRANTED
3	DENIED
5	TOTAL

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

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

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

Cost Recovery to DCA	
$56,002	ORDERED
$46,030	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$300	RESTITUTION ORDERED
$0	AMOUNT REFUNDED
$0	REWORK AT NO CHARGE
$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/ EXCHANGED
$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

PHYSICIAN ASSISTANT COMMITTEE

www.pac.ca.gov

Physician assistants are highly skilled professionals who work under the supervision of a physician and provide medical care to patients. The Physician Assistant Committee (Committee), part of the Medical Board of California, protects consumers by licensing qualified physician assistants and taking enforcement actions against physician assistants who violate the provisions of the applicable laws and regulations.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Began requesting that applicants who have held other healthcare licenses self query with the National Practitioner Database. This report discloses if the applicant was disciplined by another licensing agency throughout the United States. (Goal 1, Licensing Objective)
- Increased administrative efficiency by scanning and posting on the Committee's Web site meeting agenda information and documents to ensure members and the public can review them before the meeting. (Goal 3, Education and Outreach; Goal 4, Administrative Efficiency)
- Increased licensing efficiency by e-mailing deficiency and licensing letters to applicants who choose to provide an e-mail address on their application. Applicants who do not provide their e-mail address will continue to receive notifications by mail. The new procedure saves postage, handling, and paper costs, in addition to providing applicants with information regarding their pending application on a more timely basis. (Goal 1 and 4, Licensing and Administrative Efficiency Objectives)
- Began posting Quarterly Performance Measurements for the enforcement program on PAC Web site. This reporting format provides consumers and licensees with information regarding the Committee's enforcement program. (Goal 3, Education and Outreach)
- Developed a PowerPoint presentation to use when giving presentations to physician assistant program students about the licensing process and practice issues. With the State's travel restrictions, this PowerPoint was useful in giving a presentation via teleconference to students at the Stanford program in spring 2011. (Goal 3, Education and Outreach; Goal 4, Administrative Efficiency)

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- California Code of Regulations Title 16, section 1399.557, approved effective January 19, 2011, states that licensees who are required to participate in the diversion program shall pay the full amount of the monthly participation fee charged by the contractor. Licensees voluntarily enrolling in the diversion program shall pay 75 percent of the monthly participation fee charged by the contractor.

PROGRAM SUMMARY

Staffing	
4	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
9	TOTAL NUMBER OF COMMITTEE MEMBERS AS MANDATED
7	PROFESSIONAL COMMITTEE MEMBERS
2	PUBLIC COMMITTEE MEMBERS

Strategic Planning and Outreach	
11/2009	DATE STRATEGIC PLAN ADOPTED
5	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PHYSICIAN ASSISTANT	694	647	3,738

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PHYSICIAN ASSISTANT	N/A	8,177	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PHYSICIAN ASSISTANT	EVERY 2 YEARS	50

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
PHYSICIAN ASSISTANT NATIONAL CERT EXAM	N/A	N/A	N/A

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
235	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
229	REFERRED FOR INVESTIGATION
11	PENDING

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

Inspections	
N/A	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations	
266	OPENED
270	CLOSED
60	PENDING

Number of Days to Complete Intake and Investigations	
206	UP TO 90 DAYS
37	91 TO 180 DAYS
13	181 DAYS TO 1 YEAR
8	1 TO 2 YEARS
6	2 TO 3 YEARS
0	OVER 3 YEARS
74	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Total Amount of Fines	
$2,750	ASSESSED
$0	REDUCED
$700	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
23	CASES OPENED/INITIATED
26	CASES CLOSED
21	CASES PENDING

Number of Days to Complete AG Cases	
8	1 YEAR
5	1 TO 2 YEARS
7	2 TO 3 YEARS
1	3 TO 4 YEARS
2	OVER 4 YEARS
614	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Cost Recovery to DCA	
$85,067	ORDERED
$29,081	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA BOARD OF PODIATRIC MEDICINE

www.bpm.ca.gov

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

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Maintained the nation's model continuing competency program, which contributed to a record low number of consumer complaints in the 2010-11 fiscal year — 90. That is less than a third of the complaints the Board received prior to pioneering this recommendation from the medical licensing literature in 1999.
  - The Director of the University of California San Diego Physician Assessment and Clinical Education Program commented, "You will never know how much we respect the California Board of Podiatric Medicine for being the first Board of any discipline, to our knowledge, to have made a true Maintenance of Competence requirement a legal requirement of licensure. . . . Your Board has done the right thing, and we congratulate you. Your Board will be recounted as heroes in the history books, and I mean this honestly and literally."
  - Board President Doctor Karen L. Wrubel, DPM, explained, "Our Continuing Competence initiative is working because podiatric physicians embraced and internalized it as a higher standard of our own. That's what it means to be a professional—holding oneself to a higher standard and striving for continual improvement. As doctors, it is what we should expect and demand of ourselves. For the Board of Podiatric Medicine, prevention of patient harm is a major part of our public trust."
- Published *You and Your DPM*, another in a series of consumer information brochures prepared with assistance from DCA's Office of Publications, Design & Editing. Subtitled *Highly trained specialists keep Americans on the move*, the pamphlet provides background on this small but elite medical specialty.

PROGRAM SUMMARY

Staffing	
4.2	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
7	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
4	PROFESSIONAL BOARD MEMBERS
3	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
02/2011	DATE STRATEGIC PLAN ADOPTED
1	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PERMANENT DOCTOR OF PODIATRIC MEDICINE	61	58	894
FEE-EXEMPT LICENSE	15	15	76
RESIDENT STATUS LICENSE	44	44	73

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PERMANENT DOCTOR OF PODIATRIC MEDICINE	N/A	1,919	N/A
FEE-EXEMPT LICENSE	N/A	206	N/A
RESIDENT STATUS LICENSE	N/A	117	N/A

SUMMARY OF LICENSING ACTIVITY

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PERMANENT DOCTOR OF PODIATRIC MEDICINE	EVERY 2 YEARS	50
FEE-EXEMPT LICENSE	EVERY 2 YEARS	50 *UNLESS PERM WAIVER
RESIDENT STATUS LICENSE	EVERY 2 YEARS	N/A

* RETIRED/DISABLED: CME ARE NOT REQUIRED

Exams		
PASS	FAIL	TOTAL
N/A	N/A	0

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
90	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
86	REFERRED FOR INVESTIGATION
0	PENDING

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTIONS CITATIONS ISSUED

Investigations	
91	OPENED
111	CLOSED
45	PENDING

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Number of Days to Complete Intake and Investigations	
44	UP TO 90 DAYS
29	91 TO 180 DAYS
17	181 DAYS TO 1 YEAR
19	1 TO 2 YEARS
2	2 TO 3 YEARS
0	OVER 3 YEARS
191	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$0	ASSESSED
$0	REDUCED
$1,600	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
11	CASES OPENED/INITIATED
3	CASES CLOSED
13	CASES PENDING

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

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

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

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

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

Cost Recovery to DCA	
$18,880	ORDERED
$28,790	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BUREAU FOR PRIVATE POSTSECONDARY EDUCATION

www.bppe.ca.gov

The Bureau for Private Postsecondary Education (Bureau) is responsible for the implementation of the California Private Postsecondary Education Act of 2009, providing oversight of California's private postsecondary educational institutions. Currently, there are approximately 1,500 institutions regulated by the Bureau. California private postsecondary institutions are those institutions that are located in California, provide education beyond high school, and are not public institutions. Many of the institutions governed by the Act are vocational institutions offering skills training for entry-level positions in a variety of industries and trades, and others offer degree programs that are academic in nature such as psychology, computer science, and business.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010-11

- Established operations, created staff duty statements, and responded to inquiries from the public and educational institutions in the first few months after the Bureau was created, relying on a few loaned staff. Although the Bureau began operation on January 1, 2010, the delayed State budget and hiring freeze prevented the Bureau from hiring staff. In November of 2010, the Bureau received its first exemption from the hiring freeze and brought on eight staff for the licensing unit.
- Processed more than 700 applications for approval to operate, made substantive changes to approvals, and verified exemptions. These tasks were completed from the time the staff began with the Bureau the week of Thanksgiving 2010 through the end of the fiscal year.
- Closed 479 complaints by working with DCA's complaint mediation unit and with staff hired in December for the complaint unit.
- Took administrative action against one institution for violations of the Act. Denials and citations are not considered disciplinary actions.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010-11

The Bureau completed three sets of regulations and noticed a fourth set in the last fiscal year.

- The changes necessary to bring the existing regulations in compliance with the new Act were approved by the Office of Administrative Law (OAL) on November 18, 2010.
- The second set of regulations for new sections of the Act pertaining to notices to comply and the Bureau's disciplinary guidelines, was approved by OAL on March 28, 2011.
- The third set of regulations, modifying the existing regulations for the Student Tuition Recovery Fund, was approved by OAL on April 12, 2011.
- The fourth set of regulations regarding emergency decisions, citations and fines, and annual reports was noticed on August 6, 2010.

PROGRAM SUMMARY

Staffing	
63	STAFF POSITIONS APPROVED IN BUDGET
2	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
12	TTL BUREAU ADVISORY COMMITTEE MEMBERS AS MANDATED
10	PROFESSIONAL BUREAU ADVISORY COMMITTEE MEMBERS
2	PUBLIC BUREAU ADVISORY COMMITTEE MEMBERS

Strategic Planning and Outreach	
N/A	DATE STRATEGIC PLAN ADOPTED
3	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
NON-ACCREDITED	201	52	N/A
ACCREDITED INSTITUTION	266	175	N/A
VERIFICATION OF EXEMPTION	290	96	N/A
RENEWAL	104	10	N/A

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
FULL APPROVAL			936
ACCREDITED INSTITUTIONAL APPROVAL			211
CONDITIONAL APPROVAL			9
TEMPORARY APPROVAL			78

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
NON-ACCREDITED	EVERY 5 YEARS	N/A
ACCREDITED INSTITUTION	VARIABLE	N/A
VERIFICATION OF EXEMPTION	N/A	N/A

Exams		
PASS	FAIL	TOTAL
N/A	N/A	N/A

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
575	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
575	REFERRED FOR INVESTIGATION
270	PENDING

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTIONS CITATIONS ISSUED

Investigations	
575	OPENED
430	CLOSED
270	PENDING

Number of Days to Complete Intake and Investigations	
227	UP TO 90 DAYS
128	91 TO 180 DAYS
67	181 DAYS TO 1 YEAR
2	1 TO 2 YEARS
0	2 TO 3 YEARS
6	OVER 3 YEARS
241	AVERAGE NUMBER OF DAYS TO COMPLETE AN INVESTIGATION.

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

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

Number of Days to Complete AG Cases	
N/A	1 YEAR
N/A	1 TO 2 YEARS
N/A	2 TO 3 YEARS
N/A	3 TO 4 YEARS
N/A	OVER 4 YEARS
N/A	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BOARD FOR PROFESSIONAL ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS

www.pels.ca.gov

The Board for Professional Engineers, Land Surveyors, and Geologists (Board) safeguards the life, health, property, and the public welfare by licensing engineers, land surveyors, geologists, and geophysicists, and helps the public make informed decisions when using their services. It also establishes and enforces regulations and investigates consumer complaints.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Continued to reduce the age of enforcement complaint investigation cases and increase the number of enforcement actions (either formal disciplinary actions or administrative citations). In July 2010, there were 100 complaint investigation cases more than one year old. As of June 2011, there were 86. Referred 52 cases to the Attorney General's Office for formal disciplinary action against licensees and issued 61 final decisions. Issued 71 citations, versus 38 in 2010-11.
- Completed successful sunset review by the Senate Committee on Business, Professions, and Economic Development, allowing the Board to continue protecting and serving the consumers of California through January 1, 2016.
- Initiated action to receive a one-time special fund action augmentation to finance the additional fees required by the National Council of Examiners for Engineering and Surveying (NCEES) to administer the national examination to applicants in California as mandated by law. This action, which was approved, will eliminate financial liability and make certain that the examinations are administered in strict accordance with existing NCEES policy.
- Conducted strategic planning meeting to aid in the development of a new strategic plan. The current plan was adopted May 12, 2011, and will take the Board through 2014. Implementing the current plan will enable the Board to reach its goals such as effectively protecting consumers; promoting its laws and regulations; increasing the number of licensed professional engineers, land surveyors, geologists, and geophysicists; and providing information regarding the practices of engineering, land surveying, geology, and geophysics and the relevance of those professions to consumers and licensees.
- Implemented a requirement for examinees to register on the NCEES Examinee Management System for a unique identification number beginning with the October 2010 examination administration. This move allows the registration process to become standardized among the licensing entities and streamlines the reciprocity process for those individuals seeking licensure in other state boards. Examinees received their examination admission notices and result letters electronically from NCEES which provided a cost savings to the Board and allows applicants to receive their results faster.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Assembly Bill 1431, Hill (Chapter 696, Statutes of 2010) changed the name of the Board to the Board for Professional Engineers, Land Surveyors, and Geologists and adds one professional geologist or geophysicist member and one public member to the Board. Adding a geologist or geophysicist member to the Board broadens its expertise and input to better address the needs of licensees and consumers.
- Senate Bill 1491, Committee on Business, Professions, and Economic Development (Chapter 415, Statutes of 2010) clarifies the qualifying experience required to become certified as an engineer-in-training. Applicants may now have three years of engineering education, three years of engineering work, or a combination of the two totaling three years.
- Amended sections 404, 424, 425, 428, and 460 of Title 16, California Code of Regulations to define approved and nonapproved engineering and land surveying curricula to clarify the number of years of education credit that may be granted towards the total number of years of qualifying experience needed for licensure as a professional engineer or a professional land surveyor; and to expand the situations in which an applicant for licensure as a professional engineer may obtain a waiver of the Engineer-in-Training/ Fundamentals of Engineering examination.
- Amended sections 427.10 and 427.30, of Title 16, California Code of Regulations to adopt new Engagement Record and Reference Forms to be used by applicants for licensure as professional engineers and professional land surveyors and certification as structural engineers. Also adopted new log book as an optional form to be used by applicants for licensure as professional land surveyors to better document their work experience.

PROGRAM SUMMARY

Staffing	
44.7	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
15	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
7	PROFESSIONAL BOARD MEMBERS
8	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
05/2011	DATE STRATEGIC PLAN ADOPTED
5	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
AG- AGRICULTURAL	2	1	59
CH- CHEMICAL	119	69	964
CE-CIVIL	6,331	1,706	25,102
CONS-CONSULTING	N/A	N/A	1
CS-CONTROL SYSTEM	30	21	746
CR-CORROSION	N/A	N/A	83
E-ELECTRICAL	872	372	5,334
FP-FIRE PROTECTION	43	20	380
GE-GEOTECHNICAL	101	49	606
I-INDUSTRIAL	4	4	304
LS-LAND SURVEYOR	459	8	1,997
MF-MANUFACTURING	N/A	N/A	315
ME-MECHANICAL	799	459	7,324
MT-METALLURIGICAL	6	4	89
NU-NUCLEAR	1	N/A	151
PT-PETROLIUM	5	4	173
PHOTO-PHOTO SURVEYOR	N/A	N/A	N/A
QU-QUALITY	N/A	N/A	379
SF-SAFETY	1	N/A	188
SE-STRUCTURAL	499	84	1,813
TR-TRAFFIC	101	33	760
PROFESSIONAL GEOLOGIST	353	131	2,452
PROFESSIONAL GEOPHYSICIST	7	1	94
CERTIFIED ENGINEERING GEOLOGIST	43	28	742
CERTIFIED HYDROGEOLOGIST	20	33	450
ENGINEER IN TRAINING	7,857	2,973	N/A
LAND SURVEYOR IN TRAINING	377	139	N/A

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF LICENSING ACTIVITY

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
AG- AGRICULTURAL	**N/A**	**169**	**N/A**
CH- CHEMICAL	**N/A**	**2,018**	**N/A**
CE-CIVIL	**N/A**	**53,366**	**N/A**
CONS-CONSULTING	**N/A**	**7**	**N/A**
CS-CONTROL SYSTEM	**N/A**	**1,263**	**N/A**
CR-CORROSION	**N/A**	**257**	**N/A**
E-ELECTRICAL	**N/A**	**9,371**	**N/A**
FP-FIRE PROTECTION	**N/A**	**751**	**N/A**
GE-GEOTECHNICAL	**N/A**	**1,404**	**N/A**
I-INDUSTRIAL	**N/A**	**412**	**N/A**
LS-LAND SURVEYOR	**N/A**	**4,217**	**N/A**
MF-MANUFACTURING	**N/A**	**526**	**N/A**
ME-MECHANICAL	**N/A**	**14,988**	**N/A**
MT-METALLURIGICAL	**N/A**	**260**	**N/A**
NU-NUCLEAR	**N/A**	**552**	**N/A**
PT-PETROLIUM	**N/A**	**374**	**N/A**
PHOTO-PHOTO SURVEYOR	**N/A**	**3**	**N/A**
QU-QUALITY	**N/A**	**650**	**N/A**
SF-SAFETY	**N/A**	**498**	**N/A**
SE-STRUCTURAL	**N/A**	**3,794**	**N/A**
TR-TRAFFIC	**N/A**	**1,512**	**N/A**
PROFESSIONAL GEOLOGIST	**N/A**	**5,006**	**N/A**
PROFESSIONAL GEOPHYSICIST	**N/A**	**186**	**N/A**
CERTIFIED ENGINEERING GEOLOGIST	**1,568**	**N/A**	**N/A**
CERTIFIED HYDROGEOLOGIST	**880**	**N/A**	**N/A**
ENGINEER IN TRAINING	**N/A**	**37,692**	**N/A**
LAND SURVEYOR IN TRAINING	**N/A**	**2,460**	**N/A**

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
AG- AGRICULTURAL	**EVERY 2 YEARS**	**NONE**
CH- CHEMICAL	**EVERY 2 YEARS**	**NONE**
CE-CIVIL	**EVERY 2 YEARS**	**NONE**
CONS-CONSULTING	**EVERY 2 YEARS**	**NONE**
CS-CONTROL SYSTEM	**EVERY 2 YEARS**	**NONE**
CR-CORROSION	**EVERY 2 YEARS**	**NONE**
E-ELECTRICAL	**EVERY 2 YEARS**	**NONE**
FP-FIRE PREVENTION	**EVERY 2 YEARS**	**NONE**
GE-GEOTECHNICAL	**EVERY 2 YEARS**	**NONE**
I-INDUSTRIAL	**EVERY 2 YEARS**	**NONE**
LS-LAND SURVEYOR	**EVERY 2 YEARS**	**NONE**
MF-MANUFACTURING	**EVERY 2 YEARS**	**NONE**
ME-MECHANICAL	**EVERY 2 YEARS**	**NONE**
MT-METALLURIGICAL	**EVERY 2 YEARS**	**NONE**
NU-NUCLEAR	**EVERY 2 YEARS**	**NONE**
PT-PETROLIUM	**EVERY 2 YEARS**	**NONE**
PHOTO-PHOTO SURVEYOR	**EVERY 2 YEARS**	**NONE**
QU-QUALITY	**EVERY 2 YEARS**	**NONE**
SF-SAFETY	**EVERY 2 YEARS**	**NONE**
SE-STRUCTURAL	**EVERY 2 YEARS**	**NONE**
TR-TRAFFIC	**EVERY 2 YEARS**	**NONE**
PROFESSIONAL GEOLOGIST	**EVERY 2 YEARS**	**NONE**
PROFESSIONAL GEOPHYSICIST	**EVERY 2 YEARS**	**NONE**
CERTIFIED ENGINEERING GEOLOGIST	**EVERY 2 YEARS**	**NONE**
CERTIFIED HYDROGEOLOGIST	**EVERY 2 YEARS**	**NONE**
ENGINEER IN TRAINING	**VALID UNTIL PE ISSUED**	**NONE**
LAND SURVEYOR IN TRAINING	**VALID UNTIL PE ISSUED**	**NONE**

Exams

PASS	FAIL	TOTAL
9,201	**11,3111**	**20,512**

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY PROFESSIONAL ENGINEERS AND LAND SURVEYORS

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Consumer Complaints–Intake	
418	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
418	REFERRED FOR INVESTIGATION
0	PENDING

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

Inspections	
N/A	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations	
418	OPENED
400	CLOSED
320	PENDING

Citations and Fines	
71	ISSUED
71	ISSUED WITH A FINE
N/A	WITHDRAWN
7	DISMISSED
1,460	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$54,250	ASSESSED
$5,700	REDUCED
$12,150	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
52	CASES OPENED/INITIATED
53	CASES CLOSED
108	CASES PENDING

Number of Days to Complete AG Cases	
2	1 YEAR
5	1 TO 2 YEARS
2	2 TO 3 YEARS
9	3 TO 4 YEARS
35	OVER 4 YEARS
1,799	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
1	LICENSE APPLICATIONS DENIED
11	REVOCATION
8	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
25	PROBATION ONLY
5	PUBLIC REPRIMAND
1	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed	
6	TOTAL NUMBER FILED

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

SUMMARY OF ENFORCEMENT ACTIVITY PROFESSIONAL ENGINEERS AND LAND SURVEYORS

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

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

Cost Recovery to DCA	
$123,860	ORDERED
$32,411	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$400	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/ EXCHANGED
$400	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

SUMMARY OF ENFORCEMENT ACTIVITY GEOLOGISTS

Consumer Complaints–Intake	
25	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
25	REFERRED FOR INVESTIGATION
80	PENDING .

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

Inspections	
N/A	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations	
25	OPENED
42	CLOSED
80	PENDING

Citations and Fines	
4	ISSUED
4	ISSUED WITH A FINE
0	WITHDRAWN
1	DISMISSED
1,231	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$11,500	ASSESSED
$1,500	REDUCED
$2,500	COLLECTED

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

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

Number of Days to Complete AG Cases	
N/A	1 YEAR
N/A	1 TO 2 YEARS
N/A	2 TO 3 YEARS
N/A	3 TO 4 YEARS
N/A	OVER 4 YEARS
N/A	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY GEOLOGISTS

Administrative Outcomes Final Orders	
N/A	LICENSE APPLICATIONS DENIED
N/A	REVOCATION
N/A	SURRENDER OF LICENSE
N/A	PROBATION WITH SUSPENSION
N/A	SUSPENSION ONLY
N/A	PROBATION ONLY
N/A	PUBLIC REPRIMAND
N/A	OTHER DECISIONS

Petition for Modification or Termination of Probation	
N/A	GRANTED
N/A	DENIED
N/A	TOTAL

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

Cost Recovery to DCA	
N/A	ORDERED
N/A	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

PROFESSIONAL FIDUCIARIES BUREAU

www.fiduciary.ca.gov

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

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Completed the sunset review process in March 2011.
- Ramped up enforcement by hiring a retired annuitant to conduct investigations, contracted with an expert consultant, and utilized the DCA's Complaint Resolution Program to address complaints.
- Repaid loans used to start Bureau operations in 2007.
- Developed a three-year strategic plan and established four subcommittees to accomplish the goals of the plan.
- Developed processes and trained staff in the Complaint Resolution Program to help address consumer complaints.
- Trained eight DCA Call Center staff to answer calls for the Bureau.
- Linked DCA's online complaint form to the Bureau's Web site and deleted outdated information on the Web site.
- Utilized DCA's Division of Investigation to handle more sensitive complaints that could require undercover work.
- Conducted outreach to consumers by:
  - Partnering with the Contractors State Licensing Board at Senior Scam Stoppers events throughout the State.
  - Making a presentation to the Vacaville Commission on Aging, which was televised.
  - Being interviewed on TV station KTSF 26 in San Francisco by Self-Help for the Elderly.
  - Presenting at both Northern and Southern Chapters of the Professional Fiduciary Association of California.
  - Speaking to the Sacramento Bar Association, Probate Section, other government agencies, and the California Consumer Affairs Association.
  - Conducting a workshop for the Probate Court Investigator Association in May.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Filed regulations for the Bureau's cite-and-fine regulations in April 2011.
- Senate Bill 543, Steinberg, will extend the Bureau to 2015.

PROGRAM SUMMARY

Staffing	
1.7	STAFF POSITIONS APPROVED IN BUDGET
7	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
7	TTL BUREAU ADVISORY COMMITTEE MEMBERS AS MANDATED
5	PROFESSIONAL BUREAU ADVISORY COMMITTEE MEMBERS
2	PUBLIC BUREAU ADVISORY COMMITTEE MEMBERS

Strategic Planning and Outreach	
09/27/2010	DATE STRATEGIC PLAN ADOPTED
16	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PROFESSIONAL FIDUCIARY	105	98	369

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PROFESSIONAL FIDUCIARY	N/A	536	0

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PROFESSIONAL FIDUCIARY	EVERY YEAR	15

Exams		
PASS	FAIL	TOTAL
218	51	269

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
82	RECEIVED
1	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
35	REFERRED FOR INVESTIGATION
1	PENDING

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
35	OPENED
17	CLOSED
18	PENDING

Number of Days to Complete Intake and Investigations	
5	UP TO 90 DAYS
1	91 TO 180 DAYS
4	181 DAYS TO 1 YEAR
6	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
227	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

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

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

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

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

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA BOARD OF PSYCHOLOGY

www.psychboard.ca.gov

The Board of Psychology (Board) regulates psychologists, registered psychologists, and psychological assistants. The Board protects and advocates for Californians by promoting the highest professional standards through its licensing, regulation, legislation, enforcement, continuing education, and outreach programs. The Board is dedicated to ensuring that psychologists provide competent and ethical services to consumers.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Made efforts to operate in an environmentally responsible manner in order to reduce the Board's "carbon footprint" during all phases of operation. One way in which this was accomplished was the elimination of the mailing of printed copies of the Board's newsletter, the *BOP Update*. The newsletter is now only available online.
- Made continued competency and telehealth the primary focus of the Committee on Contemporary and Emerging Issues.
- Approved language incorporating the Uniform Standards related to substance abuse established by the Substance Abuse Coordinating Committee into the Board's disciplinary guidelines.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Continuing Education Regulations: The proposed regulations will redefine the Board's continuing education provider approval system to make it consistent with other states and will also streamline the process for compliance monitoring and reporting.
- Delegation of Functions/ Unprofessional Conduct Regulations: The proposed regulations delegate authority to the Executive Officer to order an applicant for licensure to submit to a physical or mental examination, or to approve settlement agreements for revocation, surrender, or interim suspension of a license or registration. The proposal would also amend the title of Article 7 of Division 13.1 from Restoration of Suspended or Revoked Licenses, to Standards Related to Denial, Discipline, and Reinstatement of Licenses and Registrations to provide clarification of the subject matter of the regulations contained within Article 7. This proposal would, in addition to conduct described in Business and Professions Code section 2960, further define unprofessional conduct to prohibit the inclusion of specific provisions in agreements to settle civil disputes, and to also include failure of the licensee or registrant to: provide lawfully requested documents; cooperate with an investigation; report convictions; or report any disciplinary action taken by another licensing entity or authority.

PROGRAM SUMMARY

Staffing	
19.5	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
9	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
5	PROFESSIONAL BOARD MEMBERS
4	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
MAY 2011	DATE STRATEGIC PLAN ADOPTED
2	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PSYCHOLOGIST	1,446	1,097	8,402
REGISTERED PSYCHOLOGIST	263	205	N/A
PSYCHOLOGICAL ASSIT.	1,124	897	687

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PSYCHOLOGIST	N/A	21,521	N/A
REGISTERED PSYCHOLOGIST	N/A	311	N/A
PSYCHOLOGICAL ASSIT.	N/A	1,468	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PSYCHOLOGIST	EVERY 2 YEARS	36
REGISTERED PSYCHOLOGIST	NON RENEWABLE	N/A
PSYCHOLOGICAL ASSIT.	EVERY YEAR	N/A

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
EPPP	693	355	1,048
CPSE	661	75	736
CPLEE	45	30	75
TOTAL	1,399	460	1,859

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
737	RECEIVED
144	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
599	REFERRED FOR INVESTIGATION
3	PENDING

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

Inspections	
N/A	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations	
641	OPENED
633	CLOSED
156	PENDING

Number of Days to Complete Intake and Investigations	
515	UP TO 90 DAYS
36	91 TO 180 DAYS
27	181 DAYS TO 1 YEAR
35	1 TO 2 YEARS
17	2 TO 3 YEARS
1	OVER 3 YEARS
93	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$12,250	ASSESSED
$2,500	REDUCED
$2,775	COLLECTED

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

Office of the Attorney General/Disciplinary Actions	
37	CASES OPENED/INITIATED
18	CASES CLOSED
44	CASES PENDING

Number of Days to Complete AG Cases	
2	1 YEAR
5	1 TO 2 YEARS
3	2 TO 3 YEARS
8	3 TO 4 YEARS
0	OVER 4 YEARS
953	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

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

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

Cost Recovery to DCA	
$78,986	ORDERED
$74,567	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$2,734	RESTITUTION ORDERED
$0	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/ EXCHANGED
$2,734	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BOARD OF REGISTERED NURSING

www.rn.ca.gov

The Board of Registered Nursing (Board) licenses registered nurses and evaluates them for certification in nursing specialties, including nurse practitioner, nurse anesthetist, nurse midwife, clinical nurse specialist, public health nurse, and psychiatric/mental health nurse. The Board's goal is to protect the health and safety of California's healthcare consumers by overseeing nursing school programs and by ensuring safe practice standards.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010-11

- Completed and made available the *2010 RN Survey*. The University of California, San Francisco (UCSF) and Board staff worked on the 2010 survey. The Board contracts with the Center for the Health Professions at UCSF to conduct a biennial survey of active and inactive registered nurses in California. The purpose of the surveys is to collect and evaluate nursing workforce data to understand the demographics, education, employment patterns, nurse perceptions of the work environment, reasons for discontinuing work in nursing and plans for future employment. This is the seventh in the series of California RN workforce surveys. The previous ones were conducted in 1990, 1993, 1997, 2004, 2006, and 2008.
- Completed and made available the *2009-10 Annual School Report, Data Summary, Regional Reports, and Interactive Database*. Development of the 2009-10 Board of Registered Nursing School Survey was the work of the Board's Education Advisory Committee, which consists of nursing education stakeholders from across California. UCSF was commissioned by the Board to develop the online survey instrument, administer the survey, and report data collected from the survey. The survey collects data about nursing programs and their students and faculty. This survey has been developed to support nursing, nursing education and workforce planning in California. The Board believes that the results of this survey will provide data-driven evidence to influence policy at the local, state, Federal, and institutional levels.
- Completed and made available *A Study of California Nurses Placed on Probation* report. Nurses put on probation by the Board have been disciplined for behavior that could jeopardize patient health or safety. Analyzing characteristics of these nurses and the likelihood of recidivism can influence Board policies regarding this population of nurses, and address concerns over the presence of these nurses in hospitals and other healthcare settings. The Board commissioned UCSF to research characteristics of these nurses and the outcomes of their probation. This report represents the first effort to describe the demographic characteristics of California RNs on probation, as well as the offenses that lead to probation and recidivism.
- Continued participation in DCA's Consumer Protection Enforcement Initiative. This enforcement model is for all allied health boards regarding best practices to ensure that complaints, investigations,

and administrative actions filed by the Attorney General on behalf of the Board; and the administrative hearings held on behalf of the Board by the Office of Administrative Hearings are timely. Additionally, this initiative has given the Board and DCA the opportunity to develop a new integrated IT system.

- Obtained authority to hire special investigators who are on the Board's staff in Northern and Southern California to investigate RN-specific complaint cases.
- Presented the sunset report to the Senate Business, Professions, and Economic Development Committee.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010-11

- Amended section 1417, Title 16, of California Code of Regulations to increase the application fee for registered nurses, increase the renewal and penalty fees for registered nurses, nurse midwives, and nurse anesthetists, and to set the application, renewal and penalty fees for clinical nurse specialists. This regulatory action was approved and became effective on December 24, 2010.
- Set the minimum educational standards for Board-approved prelicensure programs whose purpose is to ensure that students who complete those programs have the requisite knowledge, skills, and abilities to practice safely and competently at the entry level. This regulatory action was approved and became effective on October 21, 2010.

PROGRAM SUMMARY

Staffing	
138	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
9	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
5	PROFESSIONAL BOARD MEMBERS
4	PUBLIC BOARD MEMBERS .

Strategic Planning and Outreach	
2006	DATE STRATEGIC PLAN ADOPTED
65	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
REGISTERED NURSE LICENSE	**36.723**	**22,948**	**168,692**
CLINICAL NURSE SPECIALIST CERTIFICATE	**203**	**197**	**1,347**
NURSE ANESTHETIST CERTIFICATE	**148**	**139**	**908**
NURSE MIDWIFE CERTIFICATE	**44**	**45**	**584**
NURSE MIDWIFE FURNISHING CERTIFICATE	**24**	**22**	**373**
NURSE PRACTITIONER CERTIFICATE	**829**	**913**	**N/A**
NURSE PRACTITIONER FURNISHING	**701**	**748**	**5,290**
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	**8**	**6**	**N/A**
PUBLIC HEALTH NURSE CERTIFICATE	**2,698**	**2,711**	**N/A**
CONTINUING EDUCATION PROVIDER	**261**	**264**	**1,625**
SCHOOL/PROGRAM APPROVALS	**18**	**1**	**37**
TEMPORARY LICENSE	**5,727**	**2,092**	**N/A**
INTERIM PERMIT	**6,072**	**5,258**	**N/A**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
REGISTERED NURSE LICENSE	**N/A**	**386,545**	**N/A**
CLINICAL NURSE SPECIALIST CERTIFICATE	**3,124**	**N/A**	**N/A**
NURSE ANESTHETIST CERTIFICATE	**2,094**	**N/A**	**N/A**
NURSE MIDWIFE CERTIFICATE	**1,220**	**N/A**	**N/A**
NURSE MIDWIFE FURNISHING CERTIFICATE	**768**	**N/A**	**N/A**
NURSE PRACTITIONER CERTIFICATE	**16,641**	**N/A**	**N/A**
NURSE PRACTITIONER FURNISHING	**11,808**	**N/A**	**N/A**
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	**386**	**N/A**	**N/A**
PUBLIC HEALTH NURSE CERTIFICATE	**52,513**	**N/A**	**N/A**
CONTINUING EDUCATION PROVIDER	**3,437**	**N/A**	**N/A**
SCHOOL/PROGRAM APPROVALS	**N/A**	**N/A**	**148**

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF LICENSING ACTIVITY

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
RN LICENSES	**EVERY 2 YEARS**	**30**
CLINICAL NURSE SPECIALIST CERTIFICATE	**EVERY 2 YEARS**	**N/A**
NURSE ANESTHETIST CERTIFICATE	**EVERY 2 YEARS**	**N/A**
NURSE MIDWIFE CERTIFICATE	**EVERY 2 YEARS**	**N/A**
NURSE MIDWIFE FURNISHING CERTIFICATE	**EVERY 2 YEARS**	**N/A**
NURSE PRACTITIONER CERTIFICATE	**N/A**	**N/A**
NURSE PRACTITIONER FURNISHING	**EVERY 2 YEARS**	**N/A**
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	**N/A**	**N/A**
PUBLIC HEALTH NURSE CERTIFICATE	**N/A**	**N/A**
CONTINUING EDUCATION PROVIDER	**EVERY 2 YEARS**	**N/A**
SCHOOL/PROGRAM APPROVALS	**EVERY 8 YEARS**	**N/A**

Exams		
PASS	FAIL	TOTAL
14,923	**14,047**	**28,970**

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
3,065	RECEIVED
544	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,476	REFERRED FOR INVESTIGATION
186	PENDING

Conviction/Arrest Notification Complaints	
4,919	RECEIVED
5,037	CLOSED/REFERRED FOR INVESTIGATION
126	PENDING

Inspections	
N/A	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations	
7,423	OPENED
7,334	CLOSED
3,060	PENDING

Number of Days to Complete Intake and Investigations	
4,612	UP TO 90 DAYS
1,137	91 TO 180 DAYS
802	181 DAYS TO 1 YEAR
576	1 TO 2 YEARS
166	2 TO 3 YEARS
41	OVER 3 YEARS
134	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Total Amount of Fines	
$83,400	ASSESSED
$12,750	REDUCED
$53,264	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
1,192	CASES OPENED/INITIATED
733	CASES CLOSED
1,165	CASES PENDING

Number of Days to Complete AG Cases	
221	1 YEAR
207	1 TO 2 YEARS
143	2 TO 3 YEARS
162	3 TO 4 YEARS
0	OVER 4 YEARS
738	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
52	STATEMENTS OF ISSUES FILED
974	ACCUSATIONS FILED
8	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
1	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
36	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
55	LICENSE APPLICATIONS DENIED
272	REVOCATION
155	SURRENDER OF LICENSE
4	PROBATION WITH SUSPENSION
2	SUSPENSION ONLY
281	PROBATION ONLY
37	PUBLIC REPRIMAND
5	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed	
61	TOTAL NUMBER FILED

Subsequent Disciplinary–Administrative Outcomes/ Final Orders	
38	REVOCATION
20	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
10	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation	
16	GRANTED
2	DENIED
18	TOTAL

Petition for Reinstatement of Revoked License/ Registration/Certification	
12	GRANTED
9	DENIED
21	TOTAL

Cost Recovery to DCA	
$1,096,840	ORDERED
$528,610	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

RESPIRATORY CARE BOARD OF CALIFORNIA

www.rcb.ca.gov

The Respiratory Care Board (Board) of California licenses and regulates respiratory care practitioners (RCPs). RCPs work under the direction of a physician and specialize in evaluating and treating patients who have breathing difficulties as a result of heart and lung disorders. RCPs also provide diagnostic, educational, and rehabilitation services. The Board protects and serves consumers by administering and enforcing the Respiratory Care Practice Act.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Continued implementing and reviewing process changes consistent with DCA's Consumer Protection Enforcement Initiative to reduce disciplinary case processing times to within 12 to 18 months, and reporting data regularly to DCA.
- Continued working toward efforts to improve application processing times (including a regulation change to take effect in 2012), and get applicants licensed and into the workforce, helping to stimulate the economy, and reporting data regularly to DCA.
- Adopted a policy concerning drug testing frequency (including increased testing to 52-104 times per year) for persons whose licenses have been placed on probation in line with uniform standards developed as a result of Senate Bill 1441, Ridley-Thomas (Chapter 548, Statutes of 2008).
- Initiated a requirement to query out-of-state applicants with the National Practitioner Data Bank to ensure the applicant has not been disciplined in another state before applying for licensure in California.
- Participated in "Transitioning the Respiratory Therapist Workforce for 2015 and Beyond", a professional planning conference hosted by the American Association for Respiratory Care.
- Developed a record retention policy to ensure cost effective and efficient recordkeeping practices, while preserving historical information.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- SB Bill 294, Negrete McLeod (Chapter 695, Statutes of 2010) extended the Board's sunset date through January 1, 2014.
- Initiated a rulemaking action to amend the Board's disciplinary guidelines, citation and fines, fees, the development of standards for discipline where the cause for discipline is related to substance use, and other various regulatory revisions.

PROGRAM SUMMARY

Staffing	
17	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
9	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
5	PROFESSIONAL BOARD MEMBERS
4	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
05/2008	DATE STRATEGIC PLAN ADOPTED
0	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
RESPIRATORY CARE PRACTITIONER	1,357	1,391	8,642

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
RESPIRATORY CARE PRACTITIONER	N/A	19,658	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
RESPIRATORY CARE PRACTITIONER	EVERY 2 YEARS	15

Exams		
PASS	FAIL	TOTAL
1,166	652	1,818

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
205	RECEIVED
11	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
194	REFERRED FOR INVESTIGATION
0	PENDING

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

Inspections	
N/A	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations	
789	OPENED
856	CLOSED
240	PENDING

Number of Days to Complete Intake and Investigations	
521	UP TO 90 DAYS
162	91 TO 180 DAYS
95	181 DAYS TO 1 YEAR
75	1 TO 2 YEARS
2	2 TO 3 YEARS
1	OVER 3 YEARS
128	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Total Amount of Fines	
$51,450	ASSESSED
$3,500	REDUCED
$47.166	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
80	CASES OPENED/INITIATED
64	CASES CLOSED
72	CASES PENDING

Number of Days to Complete AG Cases	
11	1 YEAR
35	1 TO 2 YEARS
16	2 TO 3 YEARS
2	3 TO 4 YEARS
0	OVER 4 YEARS
593	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
5	LICENSE APPLICATIONS DENIED
12	REVOCATION
5	SURRENDER OF LICENSE
3	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
25	PROBATION ONLY
10	PUBLIC REPRIMAND
4	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed	
9	TOTAL NUMBER FILED

Subsequent Disciplinary–Administrative Outcomes/ Final Orders	
7	REVOCATION
6	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
1	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

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

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

Cost Recovery to DCA	
$245,009	ORDERED
$90,884	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

www.bsis.ca.gov

The Bureau of Security and Investigative Services (Bureau) licenses and regulates the private security industry. The Bureau has jurisdiction over security guards, proprietary private security employers, proprietary private security officers, private investigators, alarm companies, locksmiths, private patrol operators, and repossession companies and their employees. The Bureau also has jurisdiction over firearm and baton training facilities as well as their instructors.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Received authority and completed training to issue infraction citations and fines to people operating or advertising as unlicensed locksmiths, private investigators, and security companies.
- Began a written exam development workshop with DCA's Office of Professional Examination Resources to create a new examination for repossession agency qualified managers. Representatives of the repossession industry throughout the State participated in the written exam development workshops.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Regulations authorizing the Bureau to issue unlicensed activity citations and fines was approved by the State and Consumer Services Agency. The regulatory notice was filed with the Office of Administrative Law. The Bureau anticipates the adoption of the regulations during Fiscal Year 2011-12.

PROGRAM SUMMARY

Staffing	
55.5	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
15	TOTAL DISCIPLINARY REVIEW COMMITTEE MEMBERS AS MANDATED
9	PROFESSIONAL DISCIPLINARY REVIEW COMMITTEE MEMBERS
6	PUBLIC DISCIPLINARY REVIEW COMMITTEE MEMBERS

Strategic Planning and Outreach	
2006	DATE STRATEGIC PLAN ADOPTED
481	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ALARM COMPANY OPERATOR-BRANCH	0	15	57
ALARM COMPANY EMPLOYEE REGISTRATION	3,701	3,221	4,021
ALARM COMPANY OPERATOR	180	134	1,022
ALARM COMPANY QUALIFIED MANAGER	132	115	995
FIREARM PERMIT	15,937	11,733	11,856
SECURITY GUARD REGISTRATION	56,636	49,858	84,022
LOCKSMITH-BRANCH	8	7	51
LOCKSMITH COMPANY OPERATOR	285	248	1,303
LOCKSMITH EMPLOYEE REGISTRATION	326	265	1,210
PRIVATE INVESTIGATOR	805	528	4,618
PRIVATE INVESTIGATOR-BRANCH	24	19	56

Initial Licenses/Certificates/Permits			
PRIVATE PATROL OPERATOR-BRANCH	66	53	176
PRIVATE PATROL OPERATOR	386	252	1,153
PROPRIETARY PRIVATE SECURITY OFFICER	2,202	1,862	1,590
REPOSSESSION AGENCY	60	59	186
REPOSSESSION AGENCY EMPLOYEE	537	484	398
REPOSSESSION AGENCY-QUALIFIED MNGR	57	44	238
TRAINING FACILITY-BATON	29	23	54
TRAINING FACILITY-FIREARM	46	35	111
TRAINING INSTRUCTOR-BATON	47	40	68
TRAINING INSTRUCTOR - FIREARM	86	86	228
PROPRIETARY PRIVATE SECURITY EMPLOYER (PSE)	241	229	N/A

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF LICENSING ACTIVITY

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
ALARM COMPANY OPERATOR-BRANCH	**EVERY 2 YEARS**	**N/A**
ALARM COMPANY EMPLOYEE REGISTRATION	**EVERY 2 YEARS**	**N/A**
ALARM COMPANY OPERATOR	**EVERY 2 YEARS**	**N/A**
ALARM COMPANY QUALIFIED MANAGER	**EVERY 2 YEARS**	**N/A**
FIREARM PERMIT	**EVERY 2 YEARS**	**N/A**
SECURITY GUARD REGISTRATION	**EVERY 2 YEARS**	**16**
LOCKSMITH-BRANCH	**EVERY 2 YEARS**	**N/A**
LOCKSMITH COMPANY OPERATOR	**EVERY 2 YEARS**	**N/A**
LOCKSMITH EMPLOYEE REGISTRATION	**EVERY 2 YEARS**	**N/A**
PRIVATE INVESTIGATOR	**EVERY 2 YEARS**	**N/A**
PRIVATE INVESTIGATOR-BRANCH	**EVERY 2 YEARS**	**N/A**
PRIVATE PATROL OPERATOR-BRANCH	**EVERY 2 YEARS**	**N/A**
PRIVATE PATROL OPERATOR	**EVERY 2 YEARS**	**N/A**
PROPRIETARY PRIVATE SECURITY OFFICER	**EVERY 2 YEARS**	**4**
REPOSSESSION AGENCY	**EVERY 2 YEARS**	**N/A**
REPOSSESSION AGENCY EMPLOYEE	**EVERY 2 YEARS**	**N/A**
REPOSSESSION AGENCY-QUALIFIED MNGR	**EVERY 2 YEARS**	**N/A**
TRAINING FACILITY-BATON	**EVERY 2 YEARS**	**N/A**
TRAINING FACILITY-FIREARM	**EVERY 2 YEARS**	**N/A**
TRAINING INSTRUCTOR-BATON	**EVERY 2 YEARS**	**N/A**
TRAINING INSTRUCTOR - FIREARM	**EVERY 2 YEARS**	**N/A**
PROPRIETARY PRIVATE SECURITY EMPLOYER (PSE)	**EVERY 2 YEARS**	**N/A**

Exams		
PASS	FAIL	TOTAL
833	**1,044**	**1,877**

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
2,035	RECEIVED
18	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,251	REFERRED FOR INVESTIGATION
30	PENDING

Conviction/Arrest Notification Complaints	
33,900	RECEIVED
34,919	CLOSED/REFERRED FOR INVESTIGATION
380	PENDING

Inspections	
52	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
14,108	OPENED
13,549	CLOSED
1,988	PENDING

Number of Days to Complete Intake and Investigations	
6,918	UP TO 90 DAYS
3,113	91 TO 180 DAYS
1,906	181 DAYS TO 1 YEAR
1,584	1 TO 2 YEARS
22	2 TO 3 YEARS
6	OVER 3 YEARS
144	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
113	ISSUED
113	ISSUED WITH A FINE
5	WITHDRAWN
2	DISMISSED
105	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Total Amount of Fines	
$186,351	ASSESSED
$21,125	REDUCED
$110,763	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
312	CASES OPENED/INITIATED
766	CASES CLOSED
311	CASES PENDING

Number of Days to Complete AG Cases	
0	1 YEAR
354	1 TO 2 YEARS
74	2 TO 3 YEARS
19	3 TO 4 YEARS
0	OVER 4 YEARS
417	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
128	STATEMENTS OF ISSUES FILED
618	ACCUSATIONS FILED
3	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
46	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
55	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
4,353	LICENSE APPLICATIONS DENIED
715	REVOCATION
1	SURRENDER OF LICENSE
4	PROBATION WITH SUSPENSION
2	SUSPENSION ONLY
30	PROBATION ONLY
0	PUBLIC REPRIMAND
2	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed	
13	TOTAL NUMBER FILED

Subsequent Disciplinary–Administrative Outcomes/ Final Orders	
7	REVOCATION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

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

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

Cost Recovery to DCA	
$110,240	ORDERED
$32,299	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$78,877	RESTITUTION ORDERED
$29,344	AMOUNT REFUNDED
$8,101	REWORK AT NO CHARGE
$59,393	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/ EXCHANGED
$272,554	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD

www.speechandhearing.ca.gov

On January 1, 2010, pursuant to Assembly Bill 1535, Jones (Chapter 309, Statutes of 2009) the Hearing Aid Dispensers Bureau and the Speech-Language Pathology and Audiology Board merged to form one regulatory body, the Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board (Board). This Board sets licensing standards and enforces laws governing the practices of the speech-language pathology, audiology, and hearing aid dispensers professsions. The primary mission of the Board is to protect California consumers.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Recruited for a newly established position for an in-house special investigator (non-sworn) to handle a majority of the Board's complaint investigations and probation monitoring cases. Having an in-house special investigator drastically reduces the Board's complaint processing timelines as the investigator is trained to identify scope of practice and compliance issues for the professions of speech-language pathology, audiology, and hearing aid dispensing.
- Enhanced enforcement case procedures and defined and implemented internal performance measures for expediting and tracking complaints, investigations, and administrative actions. These performance measures assist the Board in monitoring its responsiveness to California consumers, thereby ensuring timely and appropriate action.
- Implemented new legislation creating the dispensing audiology license type which eliminated the need for an audiologist to hold a separate hearing aid dispensers license provided the audiologist passes the practical hearing aid dispensing examination. The elimination of the requirement for an audiologist to hold dual licenses reduces application paperwork for Board staff and application and licensing fees for dispensing practitioners, and enables qualified and competent audiologists to provide complete hearing healthcare services to the public.

SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD

continued

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010-11

- Adopted emergency regulations regarding the application and renewal fees, and the continuing professional development requirements of dispensing audiologists. The new regulations specify mandatory continued professional development for dispensing audiologists and require practitioners to participate in learning experiences that will assist them in staying current and abreast of new information and practice trends in the respective fields of audiology and hearing aid dispensing. The continuing professional development requirements serve as an additional layer of public protection as they ensure licensees are exposed to current and relevant practice information to provide quality patient/client care.
- Proposed new regulations for enhancing the Board's enforcement authority in order to efficiently investigate matters of misconduct that come before the Board and swiftly adjudicate proposed disciplinary settlements. Such provisions protect consumers by enabling the Board to impose appropriate restrictions in a timely matter on licensees who fail to uphold the law.

PROGRAM SUMMARY

Staffing	
9	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
9	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
6	PROFESSIONAL BOARD MEMBERS
3	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
2007	DATE STRATEGIC PLAN ADOPTED
3	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
BRANCH	187	205	450
HEARING AID DISPENSER	51	50	888
TEMPORARY/TRAINEE	77	77	N/A
TEMPORARY	21	12	73
SP - SPEECH LANGUAGE PATHOLOGIST	268	734	5,304
AU - AUDIOLOGIST	29	57	306
SPA - SPEECH-LANGUAGE PATHOLOGY ASSISTANT	349	312	530
AIDES	48	52	N/A
RPE - TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSES	586	513	N/A
SPT - SPEECH TEMPORARY LICENSE	1	1	2
AUT - AUDIOLOGY TEMPORARY LICENSE	2	2	1
PDP - PROFESSIONAL DEVELOPMENT PROVIDER	15	15	56
SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAM	1	1	N/A
DAU - DISPENSING AUDIOLOGIST	NDA	78	426

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BRANCH	N/A	601	N/A
HEARING AID DISPENSER	N/A	932	N/A
TEMPORARY/TRAINEE	N/A	83	N/A
TEMPORARY	N/A	12	N/A
SP - SPEECH LANGUAGE PATHOLOGIST	N/A	11,349	N/A
AU - AUDIOLOGIST	N/A	431	N/A
SPA - SPEECH-LANGUAGE PATHOLOGY ASSISTANT	N/A	1,304	N/A
AIDES	N/A	N/A	215
RPE - TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSES	N/A	608	N/A
SPT - SPEECH TEMPORARY LICENSE	N/A	1	N/A
AUT - AUDIOLOGY TEMPORARY LICENSE	N/A	2	N/A
PDP - PROFESSIONAL DEVELOPMENT PROVIDER	N/A	N/A	161
SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAM	N/A	N/A	7
DAU - DISPENSING AUDIOLOGIST	N/A	1,024	N/A

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF LICENSING ACTIVITY

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
BRANCH	**EVERY 2 YEARS**	**N/A**
HEARING AID DISPENSER	**EVERY YEAR**	**9**
TEMPORARY/TRAINEE	**N/A**	**N/A**
TEMPORARY	**N/A**	**N/A**
SPEECH LANGUAGE PATHOLOGIST	**EVERY 2 YEARS**	**24**
AUDIOLOGIST	**EVERY 2 YEARS**	**24**
SPEECH-LANGUAGE PATHOLOGY ASSISTANT	**EVERY 2 YEARS**	**12**
AIDES	**N/A**	**N/A**
TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSES	**VARIES**	**N/A**
SPEECH TEMPORARY LICENSE	**ONCE FOR 6 MONTHS.**	**N/A**
AUDIOLOGY TEMPORARY LICENSE	**ONCE FOR 6 MONTHS.**	**N/A**
PROFESSIONAL DEVELOPMENT PROVIDER	**EVERY 2 YEARS**	**N/A**
SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAM	**N/A**	**N/A**
DAU - DISPENSING AUDIOLOGIST	**EVERY YEAR**	**12**

Exams			
	PASS	FAIL	TOTAL
WRITTEN	**95**	**60**	**155**
PRACTICAL	**109**	**70**	**179**

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
195	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
194	REFERRED FOR INVESTIGATION
1	PENDING

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

Inspections	
N/A	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations	
239	OPENED
289	CLOSED
149	PENDING

Number of Days to Complete Intake and Investigations	
65	UP TO 90 DAYS
61	91 TO 180 DAYS
92	181 DAYS TO 1 YEAR
62	1 TO 2 YEARS
9	2 TO 3 YEARS
0	OVER 3 YEARS
235	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Total Amount of Fines	
$10,150	ASSESSED
$0	REDUCED
$5,150	COLLECTED

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

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

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

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

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

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

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

Cost Recovery to DCA	
$8.966	ORDERED
$13,104	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$0	RESTITUTION ORDERED
$5,800	AMOUNT REFUNDED
$0	REWORK AT NO CHARGE
$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/ EXCHANGED
$5,800	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

TELEPHONE MEDICAL ADVICE SERVICES BUREAU

www.dca.ca.gov/tmas

Telephone medical advice is used by some healthcare organizations to better meet the medical needs of their large client populations. Patients may contact their healthcare provider by phone to explain their symptoms and receive immediate advice about the appropriate course of action. This method can reduce the need for patients to visit a doctor or emergency room, thus reducing the cost of healthcare. California licenses a variety of healthcare professionals to ensure high standards and quality care. The Legislature has authorized DCA to bring higher consumer protection standards to the field of telephone medical advice. It is crucial that providers of telephone medical advice are qualified, licensed healthcare professionals. Although some of the healthcare professionals providing telephone medical advice may be located out of state, it is important to note that consumer protection standards are in place to protect California residents.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Visited several registered call centers for the first time since the Bureau has been in existence.
- Received all quarterly reports and verified all providers with their appropriate licensing entity.
- Established a tracking system to maintain receipt of quarterly reports and verification of healthcare profession providers.
- Created a public awareness brochure to provide consumers with information on what telephone medical advice services are. The brochure is available on our Web site.

PROGRAM SUMMARY

Staffing	
1	STAFF POSITIONS APPROVED IN BUDGET
0	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
N/A	BUREAU ADVISORY GROUP MEMBERS
N/A	PROFESSIONAL BOARD MEMBERS
N/A	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
07/01/2009	DATE STRATEGIC PLAN ADOPTED
1	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
TMAS REGISTRANT	7	7	25

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
TMAS REGISTRANT	N/A	51	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
TMAS REGISTRANT	EVERY 2 YEARS	N/A

Exams		
PASS	FAIL	TOTAL
N/A	N/A	N/A

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
22	RECEIVED
22	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
0	REFERRED FOR INVESTIGATION
4	PENDING

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
0	OPENED
0	CLOSED
0	PENDING

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

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

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

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

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

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

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

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

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

VETERINARY MEDICAL BOARD

www.vmb.ca.gov

The Veterinary Medical Board (Board) protects consumers and animals through the development and maintenance of professional standards; the licensing of veterinarians, registered veterinary technicians, and veterinary premises; and through diligent enforcement of the California Veterinary Medicine Practice Act.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010–11

- Worked with DCA's Division of Investigation to prioritize cases and improve case processing times, and worked with DCA to post enforcement statistics and actual cases on the Internet to provide maximum information to the public.
- Enhanced public access to Board meeting documents by creating online links to each document associated with an agenda discussion item.
- Attended outreach events throughout the year to provide access to the public and the profession to Board employees, Board members, and information. Events included the TLC and CARES symposiums for people becoming licensed via reciprocity, dedication of a new shelter for animals belonging to homeless people at Loaves and Fishes in Sacramento, the Doggie Dash (a fundraiser for the Sacramento SPCA), Microchip Day at the State Capitol where more than 300 dogs and cats were given free microchips and low-cost vaccinations, and three meetings of the State association for veterinarians and registered veterinary technicians (RVT) to provide information on the Board's mission, licensing, and enforcement.

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010–11

- Assembly Bill 1980, Hayashi (Chapter 538, Statutes of 2010) consolidated the Registered Veterinary Technician Committee and the Multidisciplinary Advisory Committee and added one RVT to the Veterinary Medical Board as a cost-savings and efficiency measure. The bill also created title protection for RVTs to help eliminate any confusion for the public about who is licensed and who is not among staff at veterinary practices.
- Initiated a project to incorporate Senate Bill 1441, Ridley-Thomas (Chapter 548, Statues of 2008) Uniform Standards, into the Board's disciplinary guidelines and ultimately codify those guidelines and standards into regulations to ensure appropriate discipline for those who have impairment and/or addiction issues that affect their ability to practice veterinary medicine.
- Sections 2086 et seq, Title 16, California Code of Regulations, requiring mandatory reporting of continuing education hours for RVTs to help insure competency in the profession.
- Sections 2010 et. seq, Title 16, California Code of Regulations, requires mandatory, retroactive fingerprinting of licensees for purposes of consumer and animal protection.

PROGRAM SUMMARY

Staffing	
13.5	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
8	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
5	PROFESSIONAL BOARD MEMBERS
3	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
07/21/2009	DATE STRATEGIC PLAN ADOPTED
6	EVENTS AND SPEAKING ENGAGEMENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
VETERINARIAN	732	732	5,314
VETERINARY TECHNICIAN	332	332	2,766
HOSPITAL	93	93	2,820
INTERNSHIP	38	38	N/A
RECIPROCITY	38	38	N/A

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
VETERINARIAN	N/A	15,170	N/A
VETERINARY TECHNICIAN	N/A	8,141	N/A
HOSPITAL	3,311	N/A	N/A
INTERNSHIP	N/A	34	N/A
RECIPROCITY	N/A	96	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
VETERINARIAN	EVERY 2 YEARS	36
VETERINARY TECHNICIAN	EVERY 2 YEARS	20
HOSPITAL	EVERY YEAR	N/A
INTERNSHIP	N/A	N/A
RECIPROCITY	N/A	N/A

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
CALIFORNIA STATE BOARD EXAM	412	211	613
REGISTERED VETERINARY TECHNICIAN EXAM	418	230	648
TOTAL	830	441	1,261

Exams

PASS	FAIL	TOTAL
830	441	1,261

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake

661	RECEIVED
30	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
652	REFERRED FOR INVESTIGATION
12	PENDING

Conviction/Arrest Notification Complaints

49	RECEIVED
48	CLOSED/REFERRED FOR INVESTIGATION
1	PENDING

Inspections

233	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations

698	OPENED
478	CLOSED
660	PENDING

Number of Days to Complete Intake and Investigations

138	UP TO 90 DAYS
114	91 TO 180 DAYS
93	181 DAYS TO 1 YEAR
85	1 TO 2 YEARS
27	2 TO 3 YEARS
21	OVER 3 YEARS
292	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Citations and Fines	
37	ISSUED
37	ISSUED WITH A FINE
3	WITHDRAWN
1	DISMISSED
532	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$13,502	ASSESSED
$0	REDUCED
$11,502	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
40	CASES OPENED/INITIATED
14	CASES CLOSED
48	CASES PENDING

Number of Days to Complete AG Cases	
1	1 YEAR
2	1 TO 2 YEARS
3	2 TO 3 YEARS
8	3 TO 4 YEARS
0	OVER 4 YEARS
1,380	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
2	LICENSE APPLICATIONS DENIED
6	REVOCATION
1	SURRENDER OF LICENSE
2	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
4	PROBATION ONLY
0	PUBLIC REPRIMAND
11	OTHER DECISIONS

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

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

Cost Recovery to DCA	
$82,135	ORDERED
$60,028	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BOARD OF VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS

www.bvnpt.ca.gov

The Board of Vocational Nursing and Psychiatric Technicians (Board) protects consumers from unprofessional and unsafe licensed vocational nurses (LVNs) and psychiatric technicians (PTs). LVNs and PTs care for California's most vulnerable consumers, from newborns to the frail elderly. PTs also care for mentally impaired and developmentally disabled clients of any age.

The Board regulates LVN and PT educational programs and holds them accountable for the provision of complex scientific theoretical and clinical knowledge that is consistent with the profession, and that results in students' acquisition of the knowledge, skills, and abilities necessary for success on the licensure examination. In so doing, the Board holds programs accountable for the educational preparation of safe and competent practitioners. The Board disciplines incompetent, negligent, and abusive LVNs and PTs. The Board meets with more than 4,000 students annually to provide an overview of the Board's enforcement process and their responsibilities as licensees.

In summary, the Board has jurisdiction over two distinct licensure programs, with separate and distinct statutes and regulations, budget authority, curriculum requirements, licensure examinations, and staff. The Board regulates the largest groups of LVNs and PTs in the nation. The Board clarifies and renders decisions relative to the scope of practice of LVNs and PTs, consistent with applicable statutes, regulations, and current and established professional knowledge and standards. The Board also develops and publishes brochures and information on the Board's Web site to educate consumers about healthcare, utilization of LVNs and PTs, VN and PT programs, consumer rights, and how to file complaints.

MAJOR ACCOMPLISHMENTS FOR FISCAL YEAR 2010-11

- Underwent sunset review. This is a mandated legislative review every four years in order to ensure the Board is performing its statutory responsibilities and meeting the needs of California consumers. Numerous meetings and hearings were held. As a result, Senate Bill 539, Price, extended the Board's authority until January 1, 2016.
- Approved the admission of more than 5,000 more students for new and existing VN and PT programs statewide. The U.S. Department of Labor has projected a 21.5 percent growth in the employment of LVNs between 2008 and 2018. Similarly, a 9.2 percent growth in the employment of PTs is expected between 2008 and 2018.
- Continued to distribute customer service surveys at all public meetings and at the public counter in the Board's Sacramento office. The survey solicits feedback regarding the Board's effectiveness in accomplishing its mission and goals. The information gleaned from these surveys is also used in developing the Board's strategic plan. In Fiscal Year 2010-11, survey results indicated that more than 98 percent of the Board's customers were either very satisfied or satisfied with the Board's performance.
- Continued director forums in both Northern and Southern California. The forums provide directors and faculty of LVN and PT programs with information regarding pending and approved legislation, proposed or approved regulations, current issues in education and practice, licensure examination procedures, and strategies to maximize student achievement and improve program pass rates.
- Began inclusion in the interim online license renewal project in mid-September. This project is being implemented until the conversion to the new DCA information technology system (BreEZe) is operational in 2013. When fully operational, BreEZe will combine and centralize the databases used to license and track licensees. This will allow the Board to do online licensing, resulting in a shorter period of time between the receipt of an application and issuance of the license.

BOARD OF VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS

continued

MAJOR LEGISLATION/REGULATIONS FOR FISCAL YEAR 2010-11

- Consumer Protection Enforcement Initiative: At its September 16, 2010, Board meeting, the Board approved draft language to implement the Consumer Protection Enforcement Initiative and directed staff to prepare a rulemaking file for notice and comment. These regulations expand the Board's ability to investigate and act on cases in a timely manner, thereby decreasing the average time for completion of cases to between 12 and 18 months. The comment period ended August 27, 2011. The staff projects submission of the rulemaking file to DCA and the Office of Administrative Law (OAL) for approval in early 2012.
- Disciplinary Standards and Uniform Guidelines: Business and Professions Code section 315 establishes a Substance Abuse Coordinating Committee (SACC) to develop uniform standards for substance-abusing healing arts licensees. On July 22, 2011, the Board published a Notice of Proposed Regulations which contained the uniform standards adopted by the SACC. These regulations standardize the healing arts board language as it relates to drug testing, disciplinary orders, and conditions of probation. A hearing was held September 6, 2011. The regulatory proposal is pending before the Board.
- Sponsored Healthcare Events – Requirements for Exemption: On June 10, 2011, the Board filed a Notice of Proposed Regulations with the OAL. These regulations will make specific provisions of Assembly Bill 2699, Bass (Chapter 270, Statutes of 2010) to allow a healthcare practitioner licensed in another state but not in California to participate in free healthcare events in California for uninsured or under-insured individuals. These regulations were approved by the Board and staff projects submission to OAL in early 2012.
- Senate Bill 539, Price, extends the operation of the Board until January 1, 2016, and requires an applicant for a LVN or PT license to have completed specified courses from an approved school. The bill also closes a loophole in existing statutes by requiring an employer, employment agency, or nursing registry to report the resignation for cause, or the rejection from assignment of an LVN or PT. It also specifies that a violation is a misdemeanor.

PROGRAM SUMMARY

Staffing	
86	STAFF POSITIONS APPROVED IN BUDGET
1	EXEMPT EMPLOYEES

Board, Committee, Commission, or Bureau Advisory Group Members	
11	TOTAL NUMBER OF BOARD MEMBERS AS MANDATED
5	PROFESSIONAL BOARD MEMBERS
6	PUBLIC BOARD MEMBERS

Strategic Planning and Outreach	
05/20/2011	DATE STRATEGIC PLAN ADOPTED
19	NUMBER OF EVENTS

SUMMARY OF LICENSING ACTIVITY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
VOCATIONAL NURSE (VN)	**16,815**	**9,273**	**37,407**
PSYCHIATRIC TECHNICIANS (PT)	**896**	**520**	**4,585**

Licnesing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
VOCATIONAL NURSE (VN)	**N/A**	**119,221**	**N/A**
PSYCHIATRIC TECHNICIANS (PT)	**N/A**	**13,193**	**N/A**
VN NON-RENEWABLE INTERIM PERMITS	**5**	**N/A**	**N/A**
VN INTRAVENOUS THERAPY (IV)	**932**	**N/A**	**N/A**
VN BLOOD WITHDRAWAL (BW)	**537**	**N/A**	**N/A**
VN IV AND BW	**3,127**	**N/A**	**N/A**
PT BW	**11**	**N/A**	**N/A**

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
VN LICENSE	**EVERY 2 YEARS**	**30**
PT LICENSE	**EVERY 2 YEARS**	**30**
VN INTERIM PERMITS	**NON-RENEWABLE**	**N/A**
PT INTERIM PERMITS	**NON-RENEWABLE**	**N/A**
POST-LICENSURE CERTIFICATIONS	**NON-RENEWABLE**	**N/A**

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
VOCATIONAL NURSE (NCLEX)*	**8,194**	**5,880**	**14,074**
PSYCHIATRIC TECHNICIAN (PSI)*	**500**	**298**	**798**
TOTAL	**8,694**	**6,178**	**14,872**

* The Annual Report's examination data does not match the Board's Sunset Report in regard to examination pass rates. The Annual Report data is the total number of examination candidates, regardless of their qualification method, whereas the Sunset Report pass rate is the total number of first-time examination candidates, who graduated from accredited Vocational Nursing or Psychiatric Technician Programs.

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints–Intake	
526	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
539	REFERRED FOR INVESTIGATION
427	PENDING

Conviction/Arrest Notification Complaints	
4,534	RECEIVED
4,620	CLOSED/REFERRED FOR INVESTIGATION
3,469	PENDING

Inspections	
N/A	INSPECTIONS CONDUCTED
N/A	INSPECTION CITATIONS ISSUED

Investigations	
5,221	OPENED
5,626	CLOSED
3,906	PENDING

Number of Days to Complete Intake and Investigations	
1,078	UP TO 90 DAYS
1,568	91 TO 180 DAYS
1,546	181 DAYS TO 1 YEAR
921	1 TO 2 YEARS
346	2 TO 3 YEARS
167	OVER 3 YEARS
303	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$218,935	ASSESSED
$2,750	REDUCED
$157,510	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
339	CASES OPENED/INITIATED
155	CASES CLOSED
449	CASES PENDING

Number of Days to Complete AG Cases	
2	1 YEAR
33	1 TO 2 YEARS
60	2 TO 3 YEARS
35	3 TO 4 YEARS
25	OVER 4 YEARS
1,034	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
57	STATEMENTS OF ISSUES FILED
168	ACCUSATIONS FILED
9	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
8	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
7	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
7	LICENSE APPLICATIONS DENIED
80	REVOCATION
20	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
53	PROBATION ONLY
1	PUBLIC REPRIMAND
5	OTHER DECISIONS

Petitions to Revoke Probation Filed/Petitions and Accusations to Revoke Probation Filed	
34	TOTAL NUMBER FILED

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SUMMARY OF ENFORCEMENT ACTIVITY

Subsequent Disciplinary–Administrative Outcomes/ Final Orders	
12	REVOCATION
8	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
1	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

Petition for Modification or Termination of Probation	
4	GRANTED
4	DENIED
8	TOTAL

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

Cost Recovery to DCA	
$468,034	ORDERED
$156,765	COLLECTED

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

* PLEASE REFER TO PAGE 12 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

SECTION 139
EXPENDITURE CATEGORIES
FUND CONDTITION
REVENUE SOURCES

EXAMINATION PROGRAM			PREREQUISITES[1] for admittance to the examination			EXAMINATION VALIDATION[2] Occupational Analysis (OA) Examination Development (ED)				COSTS (IN THOUSANDS)[3] per occurrence (po) or per year (py)			
	License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (PO)	ED (PO)	Testing (PY)	Program Evaluation (PO)
			B&P	CCR									
ACCOUNTANCY, CALIFORNIA BOARD OF	CERTIFIED PUBLIC ACCOUNTANT (CPA)	UNIFORM CERTIFIED PUBLIC ACCOUNTANT EXAMINATION	5081.1 5092 5093	9.2	OA; INTERNAL/ EXTERNAL REVIEW AS NEEDED	2008	2008	CANDIDATE-CENTERED				$803	
ACUPUNCTURE BOARD	ACUPUNCTURE	CALIFORNIA ACUPUNCTURE LICENSING EXAMINATION	4938		OA; ANNUAL INTERNAL REVIEW	2008	2008	MODIFIED ANGOFF	X		$203	$308	
ARCHITECTS BOARD, CALIFORNIA	ARCHITECT	ARCHITECT REGISTRATION EXAMINATION (WRITTEN)	5550 5552	116	OA; INTERNAL REVIEW AS NEEDED	2007	2001	MODIFIED ANGOFF	X	NCARB			
		CALIFORNIA SUPPLEMENTAL EXAMINATION (ORAL)				2007	2007		X	$0	$149	$236	$7
ATHLETIC COMMISSION, CALIFORNIA STATE	PROMOTER	THE COMMISSION AND DCA ARE EVALUATING THE NEED FOR EXAMINATIONS	18640 18648	TITLE 4 213	PREREQUISITES APPLY TO LICENSURE ONLY			SUBJECT MATTER EXPERT		N/A	N/A	N/A	N/A
	JUDGE			379									
	MANAGER			218									
	MATCHMAKER			217									
	REFEREE			371									
	SECOND			218									
	TIMEKEEPER			218									
AUTOMOTIVE REPAIR, BUREAU OF	SMOG CHECK TECHNICIAN	ADVANCED EMISSION SPECIALIST	HEALTH & SAFETY CODE 44014 44031.5	3340.28 3340.29	OA; INTERNAL REVIEW EVERY 5 YEARS	2009	2009	MODIFIED ANGOFF	X	$62	$372.5		$60
		BASIC AREA TECHNICIAN				2009	2009		X				
		TEST ONLY				2009							
	BRAKE ADJUSTER (A,B,C)	BRAKE ADJUSTER	9887.2	3310		2004	2004		X				
	LAMP ADJUSTER	LAMP ADJUSTER				2004	2004		X				

1. Prerequisites for admittance to the examination are mandated by Business and Professions (B&P) Code and/or California Code of Regulations (CCR); and assessed using a number of methods, including valid occupational analyses, national standards, and regulatory review. CCR codes are Title 16 unless otherwise indicated.
2. Methods used to establish passing scores vary across exam administrations, and are based on minimum competence criteria necessary for licensure.
3. Included are costs for personnel required to perform these functions.

EXAMINATION PROGRAM			PREREQUISITES[1] for admittance to the examination			EXAMINATION VALIDATION[2] Occupational Analysis (OA) Examination Development (ED)				COSTS (IN THOUSANDS)[3] per occurrence (po) or per year (py)			
	License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (PO)	ED (PO)	Testing (PY)	Program Evaluation (PO)
			B&P	CCR									
BARBERING AND COSMETOLOGY, BUREAU OF	BARBER	BARBER	7321.5	909 910 924 926	INTERNAL REVIEW EVERY 5 YEARS	2006		SPECIFIED IN REGULATION	X	THE BOARD IS CHARGED $15 PER PERSON PER NATIONAL EXAM, INCLUSIVE OF OA AND ED.			
	COSMETOLOGY	COSMETOLOGY	7321			2009			X				
	ELECTROLOGY	ELECTROLOGY	7330			2011			X				
	ESTHETICS	ESTHETICS	7324	909 910		2007			X				
	MANICURIST	MANICURIST	7326			2008			X				
BEHAVIORAL SCIENCES, BOARD OF	LICENSED CLINICAL SOCIAL WORKER (LCSW)	LCSW	4996.2		OA; ANNUAL INTERNAL/ EXTERNAL REVIEW	2010	2010	MODIFIED ANGOFF	X	$753		$556	$2
	LICENSED EDUCATIONAL PSYCHOLOGIST (LEP)	LEP	4989.20			2009	2009		X				
	LICENSED PROFESSIONAL CLINICAL COUNSELOR (LPCC)	LPCC	4999.32 4999.33 4999.44 4999.50			2011	2011		X				
	MARRIAGE AND FAMILY THERAPIST (MFT)	MFT	4980.37 4980.40 4980.41 4980.43			2006	2006		X				
CEMETERY AND FUNERAL BUREAU	CEMETERY BROKER	CEMETERY BROKER	9702.5		ANNUAL INTERNAL REVIEW	2006	2006	MODIFIED ANGOFF	X				
	CEMETERY MANAGER	CEMETERY MANAGER	9715.1 9723.1	2326.1 (A)(1)		2005	2005		X				
	CREMATORY MANAGER	CREMATORY MANAGER	9787 9787.3	2326.1 (B)		2010	2010		X				
	EMBALMER	EMBALMER	7642 7643 7646	1235		2009	2009		X				
	FUNERAL DIRECTOR	FUNERAL DIRECTOR	7618 7619			2011	2004		X	$10	$77	$262	
CONTRACTORS STATE LICENSE BOARD	A	GENERAL ENGINEERING CONTRACTOR	7056-7058	825 826	INTERNAL REVIEW AS NEEDED	2009		MODIFIED ANGOFF	X	$512 (PY)	$904 (PY)	$1586	$77 (PY)
	B	GENERAL BUILDING				2009			X				
	C-2	INSULATION AND ACOUSTICAL				2011	2006		X				

1. Prerequisites for admittance to the examination are mandated by Business and Professions (B&P) Code and/or California Code of Regulations (CCR); and assessed using a number of methods, including valid occupational analyses, national standards, and regulatory review. CCR codes are Title 16 unless otherwise indicated.
2. Methods used to establish passing scores vary across exam administrations, and are based on minimum competence criteria necessary for licensure.
3. Included are costs for personnel required to perform these functions.

EXAMINATION PROGRAM			PREREQUISITES[1] for admittance to the examination			EXAMINATION VALIDATION[2] Occupational Analysis (OA) Examination Development (ED)				COSTS (IN THOUSANDS)[3] per occurrence (po) or per year (py)			
	License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (PO)	ED (PO)	Testing (PY)	Program Evaluation (PO)
			B&P	CCR									
CONTRACTORS STATE LICENSE BOARD	C-4	BOILER, HOT WATER HEATING, AND STEAM FITTING				2011	2006		X				
	C-5	FRAMING AND ROUGH CARPENTRY				2008			X				
	C-6	CABINET, MILLWORK, AND FINISH CARPENTRY				2009			X				
	C-7	LOW VOLTAGE SYSTEMS				2011	2005		X				
	C-8	CONCRETE				2010	2005		X				
	C-9	DRYWALL				2010	2005		X				
	C-10	ELECTRICAL (GENERAL)				2008			X				
	C-11	ELEVATOR				2009			X				
	C-12	EARTHWORK AND PAVING				2011	2006		X				
	C-13	FENCING				2008			X				
	C-15	FLOORING AND FLOOR COVERING				2009			X				
	C-16	FIRE PROTECTION				2007			X				
	C-17	GLAZING				2010			X				
	C-20	WARM AIR HEATING, VENTILATING, AND AIR CONDITIONING				2009			X				
	C-21	BUILDING MOVING AND DEMOLITION				2011	2007		X				
	C-23	ORNAMENTAL METAL				2009			X				
	C-27	LANDSCAPING				2010			X				
	C-28	LOCK AND SECURITY EQUIPMENT				2008			X				
	C-29	MASONRY				2010			X				
	C-31	CONSTRUCTION ZONE TRAFFIC CONTROL				2010	2004		X				
	C-32	PARKING AND HIGHWAY IMPROVEMENT				2010	2005		X				

1. Prerequisites for admittance to the examination are mandated by Business and Professions (B&P) Code and/or California Code of Regulations (CCR); and assessed using a number of methods, including valid occupational analyses, national standards, and regulatory review. CCR codes are Title 16 unless otherwise indicated.
2. Methods used to establish passing scores vary across exam administrations, and are based on minimum competence criteria necessary for licensure.
3. Included are costs for personnel required to perform these functions.

EXAMINATION PROGRAM			PREREQUISITES[1] for admittance to the examination			EXAMINATION VALIDATION[2] Occupational Analysis (OA) Examination Development (ED)				COSTS (IN THOUSANDS)[3] per occurrence (po) or per year (py)			
	License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (PO)	ED (PO)	Testing (PY)	Program Evaluation (PO)
			B&P	CCR									
CONTRACTORS STATE LICENSE BOARD	C-33	PAINTING AND DECORATING				2010			X				
	C-34	PIPELINE				2007			X				
	C-35	LATHING AND PLASTERING				2008			X				
	C-36	PLUMBING				2009			X				
	C-38	REFRIGERATION				2008			X				
	C-39	ROOFING				2010			X				
	C-42	SANITATION SYSTEM				2007			X				
	C-43	SHEET METAL				2009			X				
	C-45	ELECTRICAL SIGN				2007			X				
	C-46	SOLAR				2007			X				
	C-47	GENERAL MANUFACTURED HOUSING				2011	2006		X				
	C-50	REINFORCING STEEL				2007			X				
	C-51	STRUCTURAL STEEL				2009			X				
	C-53	SWIMMING POOL				2011	2006		X				
	C-54	TILE (CERAMIC AND MOSAIC)				2011	2006		X				
	C-55	WATER CONDITIONING				2007			X				
	C-57	WELL DRILLING (WATER)				2007			X				
	C-60	WELDING				2008			X				
	N/A	ASBESTOS CERTIFICATION				2010			X				
	N/A	HAZARDOUS CERTIFICATION				2007			X				
	N/A	LAW AND BUSINESS				2010			X				

1. Prerequisites for admittance to the examination are mandated by Business and Professions (B&P) Code and/or California Code of Regulations (CCR); and assessed using a number of methods, including valid occupational analyses, national standards, and regulatory review. CCR codes are Title 16 unless otherwise indicated.
2. Methods used to establish passing scores vary across exam administrations, and are based on minimum competence criteria necessary for licensure.
3. Included are costs for personnel required to perform these functions.

EXAMINATION PROGRAM			PREREQUISITES[1] for admittance to the examination			EXAMINATION VALIDATION[2] Occupational Analysis (OA) Examination Development (ED)				COSTS (IN THOUSANDS)[3] per occurrence (po) or per year (py)			
	License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (PO)	ED (PO)	Testing (PY)	Program Evaluation (PO)
			B&P	CCR									
COURT REPORTERS BOARD OF CALIFORNIA	CERTIFIED SHORTHAND REPORTER	CERTIFIED SHORTHAND REPORTER	8020	2418	OA; INTERNAL/ EXTERNAL REVIEW	2010	2010	MODIFIED ANGOFF	X	$15	$88	$55	$3
DENTAL BOARD OF CALIFORNIA	DOCTOR OF DENTAL SCIENCE	WRITTEN CLINICAL	1628	1028	OA; INTERNAL/ EXTERNAL REVIEW	2005		SPECIFIED IN REGULATION		$20	$307		
	REGISTERED DENTAL ASSISTANT	WRITTEN PRACTICAL	1752.1										
		LAW & ETHICS				2009	2009						
	REGISTERED DENTAL ASSISTANT IN EXTENDED FUNCTIONS	WRITTEN	1753			2009	2009						
	ORTHODONTIC ASSISTANT PERMIT	WRITTEN	1750.2			2009	2009						
	DENTAL SEDATION ASSISTANT PERMIT	WRITTEN	1750.4			2009	2009						
DENTAL HYGIENE COMMITTEE OF CALIFORNIA	REGISTERED DENTAL HYGIENIST	CALIFORNIA CLINICAL	1917	1082.1 1082.3	INTERNAL REVIEW EVERY 9 YEARS	1998		MODIFIED ANGOFF			$323		
		SUPPLEMENTAL LAW/ETHICS		1082 1082.3		2010	2010		X	$29	$31		
	REGISTERED DENTAL HYGIENIST IN ALTERNATIVE PRACTICE	WRITTEN LAW/ETHICS	1922	1079.3 1082		2010	2010		X	$5	$3		
ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL	AGRICULTURAL ENGINEER	PE AGRICULTURAL	6704 6732 6750-59	404 420-424 427.10 438, 460	OA; INTERNAL/ EXTERNAL REVIEW AS NEEDED	2009	2010	MODIFIED ANGOFF	X	$47	$1566	$3130	
	CHEMICAL ENGINEER	PE CHEMICAL	6704 6732 6750-59	404 420-424 427.10 438, 460		2002	2003		X				
	CIVIL ENGINEER (NATIONAL)	PE CIVIL				2006	2008		X				
	CIVIL ENGINEER (CALIFORNIA)	SEISMIC PRINICIPLES/ ENGINEERING SURVEY	6402 6704 6731 6731.1 6750-59	404 420-424 427.10 438, 460		2005	2005		X				

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EXAMINATION PROGRAM			PREREQUISITES[1] for admittance to the examination			EXAMINATION VALIDATION[2] Occupational Analysis (OA) Examination Development (ED)				COSTS (IN THOUSANDS)[3] per occurrence (po) or per year (py)			
	License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (PO)	ED (PO)	Testing (PY)	Program Evaluation (PO)
			B&P	CCR									
ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL	CONTROL SYSTEM ENGINEER	PE CONTROL SYSTEMS	6704 6732 6750-59	404 420-424 427.10 438, 460		2002	2003		X				
	ELECTRICAL ENGINEER	PE ELECTRICAL	6702.1 6704 6750-59	404 420-424 427.10 438, 460		2007	2009		X				
	ENGINEER-IN-TRAINING (EIT)	FUNDAMENTALS OF ENGINEERING (FE)	6704 6750-59	404 420-424 427.10 438, 460		2003	2009		X				
	FIRE PROTECTION ENGINEER	PE FIRE PROTECTION	6704 6732 6750-59	404 420-424 427.10 438, 460		2002	2004		X				
	GEOTECHNICAL ENGINEER	GEOTECHNICAL ENGINEER	6730.2 6736.1	404 420-424 426.50 426.51 427.20		2010	2010		X				
	INDUSTRIAL ENGINEER	PE INDUSTRIAL	6704 6732 6750-59	404 420-424 427.10 438, 460		2003	2005		X				
	LAND SURVEYOR (NATIONAL)	PRINCIPLES OF SURVEYING (PS)	8741-8743	404-424 427.10 438		2003	2005		X				
	LAND SURVEYOR (CALIFORNIA)	PROFESSIONAL LAND SURVEYOR	8708 8741-8743	404-424 427.10 438		2002	2002		X				
	LAND SURVEYOR-IN-TRAINING	FUNDAMENTALS OF SURVEYING (FS)	8741-8743	404 420-424 438, 460		2003	2005		X				
	MECHANICAL ENGINEER	PE MECHANICAL	6702.2 6704 6750-59	404 420-424 427.10 438, 460		2007	2008		X				

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	License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (PO)	ED (PO)	Testing (PY)	Program Evaluation (PO)
			B&P	CCR									
ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL	METALLURGICAL ENGINEER	PE METALLURGICAL AND MATERIALS	6704 6732 6750-59	404 420-424 427.10 438, 460		2008	2015		X				
	NUCLEAR ENGINEER	PE NUCLEAR	6704 6732 6750-59	404 420-424 427.10 438, 460		2003	2003		X				
	PETROLEUM ENGINEER	PE PETROLEUM	6704 6732 6750-59	404 420-424 427.10 438, 460		2006	2006		X				
	STRUCTURAL (NATIONAL)	STRUCTURAL II	6730.2 6736	404 420-424 426.10-426.14 427.30		2004	2004		X				
	STRUCTURAL SEISMIC (CALIFORNIA)	STRUCTURAL ENGINEERING SEISMIC	6730.2 6736	404 420-424 426.10-426.14 427.30		2003/ 2008	2003/ 2008		X				
	TRAFFIC ENGINEER	TRAFFIC ENGINEER	6704 6732 6750-59	404 420-424 427.10 438, 460		2009	2010		X				
GEOLOGISTS AND GEOPHYSICISTS	PROFESSIONAL GEOLOGIST	NATIONAL	7841	3031	REGULATORY REVIEW	2000	2005	MODIFIED ANGOFF	X	$22	$256	$240	$22
		CALIFORNIA SUPPLEMENTAL (CSE)				2000	2010						
	PROFESSIONAL GEOPHYSICIST	PROFESSIONAL GEOPHYSICIST (PGP)	7841.1	3031		2005	2005						
	CERTIFIED ENGINEERING GEOLOGIST	CERTIFIED ENGINEERING GEOLOGIST (CEG)	7842	3041		2000	2010						
	CERTIFIED HYDROGEOLOGIST	CERTIFIED HYDROGEOLOGIST (CHG)	7842	3042		1999	2010						
GUIDE DOGS FOR THE BLIND, STATE BOARD OF	GUIDE DOG INSTRUCTOR	GUIDE DOG INSTRUCTOR	7209			2005	2005	MODIFIED ANGOFF	N/A				

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	License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (PO)	ED (PO)	Testing (PY)	Program Evaluation (PO)
			B&P	CCR									
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	LANDSCAPE ARCHITECTURE (NATIONAL)	LANDSCAPE ARCHITECT REGISTRATION EXAMINATION	5650 5651	2610 2615 2620 2621	OA; INTERNAL REVIEW AS NEEDED	2011	2006	MODIFIED ANGOFF	X	$0	$18	$4	$0
	LANDSCAPE ARCHITECTURE (SUPPLEMENTAL)	CALIFORNIA SUPPLEMENTAL EXAMINATION				2006	2006		X				
MEDICAL BOARD OF CALIFORNIA	PHYSICIAN AND SURGEON	UNITED STATES MEDICAL LICENSING EXAMINATION	2170		PREREQUISITES ARE DETERMINED BY ORGANIZATIONS ADMINISTERING THE EXAMINATIONS	2004 (START OF COMPRE HENSIVE REVIEW)	YES	RASCH MODEL; MODIFIED ANGOFF; TWO-DIGIT PASSING SCORE 75	X	EXAMINATIONS ARE ADMINISTERED BY OUTSIDE AGENCIES WITH NO EXPENSE TO THE STATE			
	CONTACT LENS DISPENSER	NATIONAL CONTACT LENS EXAMINER EXAM	2559.2 2561			2006		73% SCORE					
	SPECTACLE LENS DISPENSER	AMERICAN BOARD OF OPTICIANRY COMPETENCY EXAM				2006		70% SCORE					
	LICENSED MIDWIFE	NORTH AMERICAN REGISTRY OF MIDWIVES	2512.5 2513			2001		SCALED SCORE OF 75%					
NATUROPATHIC MEDICINE COMMITTEE	NATUROPATHIC DOCTOR	NPLEX I & II	3623		EXTERNAL REVIEW EVERY 5 YEARS	2006	2006	MODIFIED ANGOFF	X	N/A	N/A	N/A	
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	OCCUPATIONAL THERAPIST	OTR	2570.6		OA; EXTERNAL REVIEW	2008	2009	MODIFIED ANGOFF	X	EXAMINATIONS ARE ADMINISTERED BY AN EXTERNAL ORGANIZATION WITH NO EXPENSE TO THE BOARD			
	OCCUPATIONAL THERAPY ASSISTANT	COTA				2008	2009		X				
OPTOMETRY, BOARD OF	OPTOMETRIST	CA LAWS AND REGULATIONS	3041.2 3046	1523	OA; EXTERNAL REVIEW	2009	2009	NEDELSKY, MODIFIED ANGOFF	X	$0	$21.8 (PY)		
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	OSTEOPATHIC PHYSICIAN AND SURGEON	COMLEX LEVELS I, II, IIPE, III	2089 2089.5		OA	2004	2004	ANGOFF HOFSTEDE ITEM MAPPING	X	$0	$0	$0	

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	License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (PO)	ED (PO)	Testing (PY)	Program Evaluation (PO)
			B&P	CCR									
PHARMACY, CALIFORNIA STATE BOARD OF	PHARMACIST	CALIFORNIA PRACTICE STANDARDS AND JURISPRUDENCE EXAMINATION FOR PHARMACISTS (CPJE)	4200 4200.1 4200.2 4200.3 4200.4 4209	1719 1720 1720.1 1721 1723.1 1724 1725 1728 1749	OA; INTERNAL/ EXTERNAL REVIEW	2009/ 10	2010	MODIFIED ANGOFF	X	N/A	$121	$83	$50
		NORTH AMERICAN PHARMACIST LICENSURE EXAMINATION (NAPLEX)			OA	2009/ 10	2010		X	ADMINISTERED BY THE NATIONAL ASSOCIATION OF BOARDS OF PHARMACY			
PHYSICAL THERAPY BOARD OF CALIFORNIA	PHYSICAL THERAPIST	NPTE	2650 2653	1398.25; 26;26.1; 26.5;30; 31	OA; INTERNAL/ EXTERNAL REVIEW	2007		MODIFIED ANGOFF		$5,000 PAID DIRECTLY TO THE FEDERATION OF STATE BOARDS OF PHYSICAL THERAPY			
	PHYSICAL THERAPIST ASSISTANT	NPTE	2655.3 2655.9	1398.47 1398.50 1398.51		2007							
	KINESIOLOGICAL ELECTROMYOGRAPHER	KEMG	2620.5	1399.63 1399.65		1990							
	ELECTRONEURO-MYOGRAPHER	ENMG		1399.64 1399.65		1994							
	CALIFORNIA LAW EXAMINATION	CLE											
PHYSICIAN ASSISTANT COMMITTEE	PHYSICIAN ASSISTANT	PANCE	3517 3519	1399.507	OA	2011		MODIFIED ANGOFF		EXAMINATIONS ARE ADMINISTERED BY AN OUTSIDE AGENCY WITH NO EXPENSE TO THE STATE			
PODIATRIC MEDICINE, CALIFORNIA BOARD OF	E-PERMANENT	NBPME PART I	2486							A ONE-TIME FEE OF $1,000 WAS PAID DIRECTLY TO THE NATIONAL BOARD OF PODIATRIC MEDICAL EXAMINERS (NBPME) IN 2002 TO ESTABLISH AN ONGOING CONTRACT.			
		NBPME PART II	2486										
		NBPME PART III	2486		OA; INTERNAL/ EXTERNAL REVIEW	2006		MODIFIED ANGOFF					
PROFESSIONAL FIDUCIARIES BUREAU	PROFESSIONAL FIDUCIARIES LICENSE	CALIFORNIA PROFESSIONAL FIDUCIARIES LICENSING EXAMINATION	6539	4500	EXTERNAL REVIEW EVERY 4 YEARS	2008	2007	EXPERT PANEL	X	EXAMINATION IS ADMINISTERED BY AN OUTSIDE AGENCY WITH NO EXPENSE TO THE STATE			
PSYCHOLOGY, BOARD OF	PSYCHOLOGIST	EXAMINATION FOR PROFESSIONAL PRACTICE IN PSYCHOLOGY	2914	1387 ET SEQ	OA; ANNUAL EXTERNAL REVIEW	2010	2010		X	$0	$0	$0	
		CALIFORNIA PSYCHOLOGY SUPPLEMENTAL EXAMINATION/ CALIFORNIA PSYCHOLOGY LAWS AND ETHICS EXAMINATION				2004	2004	MODIFIED ANGOFF	X	$0	$80	$133	

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			B&P	CCR									
REGISTERED NURSING, BOARD OF	REGISTERED NURSE	NCLEX-RN	144 2736	1412 1426	OA; INTERNAL/ EXTERNAL REVIEW; INTERIM 4 YEARS, FULL 8 YEARS	2008		ITEM RESPONSE THEORY				$33	
RESPIRATORY CARE BOARD OF CALIFORNIA	RESPIRATORY CARE PRACTITIONER	CERTIFIED RESPIRATORY THERAPIST	3740		OA; ONGOING INTERNAL REVIEW	2007	2009	MODIFIED ANGOFF	X			$5	
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	ALARM COMPANY OPERATOR	ALARM COMPANY OPERATOR	144 7599	601 620	INTERNAL REVIEW EVERY 2 YEARS	2004	2009	MODIFIED ANGOFF		$138	$72.5	$58.5	
	PRIVATE INVESTIGATOR	PRIVATE INVESTIGATOR	144 7525 7526 7541			2004	2009						
	PRIVATE PATROL OPERATOR	PRIVATE PATROL OPERATOR	144 7582-7583			2004	2009						
	REPOSSESSOR	REPOSSESSOR	7503 7504			2004	1997						
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD	SPEECH-LANGUAGE PATHOLOGY	THE PRAXIS SERIES	2531 2532 2532.2	1399.152.3	OA; INTERNAL/ EXTERNAL REVIEW EVERY 5 YEARS	1999	1999	MODIFIED TUCKER-ANGOFF	X	$60	N/A	N/A	
	AUDIOLOGY		2531 2532 2532.2 2532.25			1996	1996		X	$60			
	HEARING AID DISPENSER	HEARING AID DISPENSER WRITTEN/PRACTICAL EXAMINATIONS	3353 3354	1399.120	OA; INTERNAL/ EXTERNAL REVIEW EVERY 5-7 YEARS	2007	2007	MODIFIED ANGOFF	X	$82	$45	$53	N/A

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			B&P	CCR									
VETERINARY MEDICAL BOARD AND VETERINARY TECHNICIAN EXAMINING COMMITTEE	VETERINARIAN	NAVLE	4846.1 4846.2 4848	2010.1 2014 2015.2 2022 2023 2024 2025	OA	2003		MODIFIED ANGOFF					
		CSB			OA	2001			X	$100	$20	$28	
		VLE											
	VETERINARY TEMPORARY/ RECIPROCITY	VLE	4848	2021 2021.1 2021.3									
	REGISTERED VETERINARY TECHNICIAN	RVT	4833 4839 4841.5	2065 2067 2068 2068.5 2068.6	OA	2004			X	$100	$20	$22	
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BUREAU OF	VOCATIONAL NURSE	NATIONAL COUNCIL LICENSURE EXAMINATION FOR PRACTICAL NURSES	2866 (A-D)	2516 2521 2530(G) 2532 2533 2534 2534J	OA; EXTERNAL REVIEW EVERY 3 YEARS	2009	2011	MODIFIED ANGOFF	X		$3		
	PSYCHIATRIC TECHNICIAN	CALIFORNIA PSYCHIATRIC TECHNICIAN LICENSURE EXAM	4511 (A-D)	2575 2578 2585(G) 2586 2587 2588 2588.1	OA; EXTERNAL REVIEW EVERY 5 YEARS	2007	2011		X	$0	$76.7	$44.7	

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FISCAL YEAR 2010-11 -- NET EXPENDITURES (IN THOUSANDS)

DCA 1111/1110	FUND NUMBER AND NAME	Personal Services	Operating Expenses	Subtotal (Month 13)	Less (-) Reimburse-ments	Less (-) Distributed Costs	Total Net Expenditures
1111 - BUREAUS & PROGRAMS							
ARBITRATION CERTIFICATION PROGRAM	0166 CERTIFICATION ACCOUNT	$692	$331	$1,023	$-	$-	$1,023
AUTOMOTIVE REPAIR, BUREAU OF	0421 VEHICLE INSPECTION AND REPAIR FUND	$42,676	$47,156	$89,832	$(332)	$(71)	$89,429
	0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT	$4,596	$47,384	$51,980	$-	$-	$51,980
	3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT	$186	$20,329	$20,515	$-	$-	$20,515
	BAR - TOTAL	$47,458	$114,869	$162,327	$(332)	$(71)	$161,924
CEMETERY AND FUNERAL BUREAU	0717 CEMETERY FUND	$1,220	$792	$2,012	$(16)	$(115)	$1,881
	0750 STATE FUNERAL DIRECTORS AND EMBALMERS FUND	$635	$949	$1,584	$(8)	$-	$1,576
	CFB - TOTAL	$1,855	$1,741	$3,596	$(24)	$(115)	$3,457
ELECTRONIC AND APPLIANCE REPAIR, BUREAU OF	0325 ELECTRONIC AND APPLIANCE REPAIR FUND	$917	$1,324	$2,241	$(4)	$-	$2,237
HOME FURNISHINGS AND THERMAL INSULATION, BUREAU OF	0752 BUREAU OF HOME FURNISHINGS AND THERMAL INSULATION FUND	$1,960	$2,411	$4,371	$(16)	$-	$4,355
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND	$1,207	$2,191	$3,398	$-	$-	$3,398
	0960 STUDENT TUITION RECOVERY FUND			$-	$-	$-	$-
	BPPE - TOTAL	$1,207	$2,191	$3,398	$-	$-	$3,398
PROFESSIONAL FIDUCIARIES BUREAU	3108 PROFESSIONAL FIDUCIARY FUND	$83	$184	$267	$-	$-	$267
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	0239 PRIVATE SECURITY SERVICES FUND	$2,387	$6,700	$9,988	$(530)	$(104)	$9,354
	0769 PRIVATE INVESTIGATOR FUND	$236	$596	$832	$(7)	$-	$825
	BSIS - TOTAL	$2,623	$7,296	$10,820	$(537)	$(104)	$10,179
TELEPHONE MEDICAL ADVICE SERVICES BUREAU	0459 TELEPHONE MEDICAL ADVICE SERVICES FUND	$79	$31	$110	$-	$-	$110
TOTAL NET EXPENDITURES, 1111 - BUREAUS & PROGRAMS		$56,874	$130,378	$188,153	$(913)	$(290)	$187,923

1110 - REGULATORY BOARDS							
ACCOUNTANCY, CALIFORNIA BOARD OF	0704 ACCOUNTANCY FUND	$5,287	$4,169	$9,456	$(344)	$-	$9,112
ACUPUNCTURE BOARD	0108 ACUPUNCTURE FUND	$481		$481	$(45)	$-	$436
ARCHITECTS BOARD, CALIFORNIA	0706 CALIFORNIA ARCHITECTS BOARD FUND	$1,393	$1,485	$2,878	$(19)	$(26)	$2,833
ATHLETIC COMMISSION, STATE	0326 STATE ATHLETIC FUND	$1,004	$1,147	$2,151	$-	$-	$2,151
	0492 STATE ATHLETIC COMMISSION NEUROLOGICAL EXAMINATION ACCOUNT	$42	$17	$59	$-	$-	$59
	9250 BOXERS' PENSION	$34	$43	$77	$-	$-	$77
	ATCOM - TOTAL	$1,080	$1,207	$2,287	$-	$-	$2,287
BARBERING AND COSMETOLOGY, BOARD OF	0069 BARBERING & COSMETOLOGY FUND	$5,951	$9,329	$15,280	$(220)	$-	$15,060
BEHAVIORAL SCIENCE, BOARD OF	0773 BEHAVIORAL SCIENCE EXAMINERS FUND	$2,503	$4,401	$6,904	$(154)	$-	$6,750
	3085 MENTAL HEALTH SERVICES FUND	$65	$29	$94	$-	$-	$94
	BBS - TOTAL	$2,568	$4,430	$6,998	$(154)	$-	$6,844
CONTRACTORS' STATE LICENSE BOARD	0735 CONTRACTORS' LICENSE FUND	$28,574	$26,546	$55,120	$(336)	$-	$54,784
	0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)		$132	$132	$-	$-	$132
	CSLB - TOTAL	$28,574	$26,678	$55,252	$(336)	$-	$54,916
COURT REPORTERS BOARD OF CALIFORNIA	0771 COURT REPORTERS FUND	$394	$361	$755	$(8)	$-	$747
	0410 TRANSCRIPT REIMBURSEMENT FUND	$-	$176	$176	$-	$-	$176
	CRB - TOTAL	$394	$537	$931	$(8)	$-	$923
DENTAL HYGIENE COMMITTEE	3140 STATE DENTAL HYGIENE FUND	$432	$601	$1,033	$(2)	$-	$1,031
DENTAL ASSISTANT PROGRAM	3142 STATE DENTAL ASSISTANT FUND	$502	$788	$1,290		$-	$1,289
DENTAL BOARD OF CALIFORNIA	0741 STATE DENTISTRY FUND	$4,333	$5,726	$10,059	$(327)	$-	$9,732
	3039 DENTALLY UNDERSERVED ACCOUNT		$1	$1	$-	$-	$1
	DBC - TOTAL	$4,333	$5,727	$10,060	$(327)	$-	$9,733
ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL	0770 PROFESSIONAL ENGINEERS' AND LAND SURVEYORS' FUND	$3,118	$5,913	$9,031	$(41)	$(43)	$8,947
GEOLOGISTS AND GEOPHYSICISTS PROGRAM	0205 GEOLOGY AND GEOPHYSICS FUND	$227	$623	$850	$-	$-	$850
GUIDE DOGS FOR THE BLIND, STATE BOARD OF	0024 STATE BOARD OF GUIDE DOGS FOR THE BLIND FUND	$113	$52	$165	$-	$-	$165
HEARING AID DISPENSERS COMMITTEE	0208 HEARING AID DISPENSERS ACCOUNT	$255	$613	$868	$(7)	$-	$861
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 LANDSCAPE ARCHITECTS FUND	$324	$293	$617		$-	$617

MEDICAL BOARD OF CALIFORNIA	0175 DISPENSING OPTICIANS FUND	$39	$141	$180	$(2)	$-	$178
	0210 OUTPATIENT SETTING FUND OF THE MEDICAL BOARD OF CALIFORNIA	$-	$-	$-	$-	$-	$-
	0755 LICENSED MIDWIFERY FUND (REVENUE ONLY)	$-	$-	$-	$-	$-	$-
	0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA	$15,206	$28,280	$49,324	$(1,628)	$(794)	$46,902
	MBC - TOTAL	$15,245	$28,421	$49,504	$(1,630)	$(794)	$47,080
NATUROPATHIC MEDICINE COMMITTEE	3069 NATUROPATHIC DOCTOR'S FUND	$82	$33	$115	$(3)	$-	$112
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 OCCUPATIONAL THERAPY FUND	$599	$533	$1,132	$(22)	$-	$1,110
OPTOMETRY, STATE BOARD OF	0763 STATE OPTOMETRY FUND	$708	$692	$1,400	$(43)	$-	$1,357
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND	$503	$810	$1,313	$(79)	$-	$1,234
PHARMACY, CALIFORNIA STATE BOARD OF	0767 PHARMACY BOARD CONTINGENT FUND	$5,779	$5,454	$11,233	$(508)	$-	$10,725
PHYSICAL THERAPY BOARD	0759 PHYSICAL THERAPY FUND	$1,355	$1,437	$2,792	$(95)	$-	$2,697
PHYSICIAN ASSISTANT COMMITTEE	0280 PHYSICIAN ASSISTANT FUND	$402	$889	$1,291	$(65)	$-	$1,226
PODIATRIC MEDICINE, CALIFORNIA BOARD OF	0295 BOARD OF PODIATRIC MEDICINE FUND	$438	$659	$1,097	$(65)	$-	$1,032
PSYCHOLOGY, BOARD OF	0310 PSYCHOLOGY FUND	$990	$1,832	$2,822	$(109)	$-	$2,713
REGISTERED NURSING, BOARD OF	0761 BOARD OF REGISTERED NURSING FUND	$7,036	$22,752	$29,788	$(1,235)	$-	$28,553
RESPIRATORY CARE BOARD	0319 RESPIRATORY CARE FUND	$1,219	$1,288	$2,507	$(191)	$-	$2,316
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY BOARD	0376 SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY FUND	$391	$344	$735	$(23)	$-	$712
VETERINARY MEDICAL BOARD	0777 VETERINARY MEDICAL BOARD CONTINGENT FUND	$766	$1,465	$2,231	$(78)	$-	$2,153
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	0779 VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS FUND	$3,195	$4,505	$7,700	$(164)	$(37)	$7,499
	0780 PSYCHIATRIC TECHNICIANS ACCOUNT, VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIAN EXAMINERS FUND	$730	$1,052	$1,782	$(50)	$-	$1,732
	VNPTB - TOTAL	$3,925	$5,557	$9,482	$(214)	$(37)	$9,231
TOTAL NET EXPENDITURES, 1110 - REGULATORY BOARDS		$94,470	$134,611	$234,919	$(5,864)	$(900)	$228,155

FISCAL YEAR 2010-11 – FUND CONDITIONS (IN THOUSANDS)

DCA 1111/1110	FUND NUMBER AND NAME	Total Reserves July 1 [a]	Total Revenues	Transfers	Total Expenditures [b]	Reserve June 30	Estimated Months of Reserve
1111 - BUREAUS & PROGRAMS							
ARBITRATION CERTIFICATION PROGRAM	0166 CERTIFICATION ACCOUNT	$955	$1,062	$-	$1,026	$991	10.8
AUTOMOTIVE REPAIR, BUREAU OF	0421 VEHICLE INSPECTION AND REPAIR FUND	$51,209	$111,955	$215	$103,801	$59,578	5.7
	0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT	$4,808	$37,018	$20,000	$52,155	$9,671	2.6
	3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT	$58,419	$28,455	$(60,000)	$20,515	$6,359	1.8
CEMETERY AND FUNERAL BUREAU	0717 CEMETERY FUND	$1,918	$2,166	$-	$1,887	$2,197	14
	0750 STATE FUNERAL DIRECTORS AND EMBALMERS FUND	$2,263	$1,252	$-	$1,580	$1,935	15
ELECTRONIC AND APPLIANCE REPAIR, BUREAU OF	0325 ELECTRONIC AND APPLIANCE REPAIR FUND	$2,270	$2,222	$-	$2,243	$2,249	8.9
HOME FURNISHINGS AND THERMAL INSULATION, BUREAU OF	0752 BUREAU OF HOME FURNISHINGS AND THERMAL INSULATION FUND	$4,306	$3,732	$-	$4,365	$3,673	9.3
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND	$1,397	$8,411	$-	$3,398	$6,410	23
	0960 STUDENT TUITION RECOVERY FUND	$-	$9,898	$-	$-	$9,898	-
PROFESSIONAL FIDUCIARIES BUREAU	3108 PROFESSIONAL FIDUCIARY FUND	$140	$397	$(215)	$267	$55	3
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	0239 PRIVATE SECURITY SERVICES FUND	$8,469	$10,594	$-	$9,382	$9,681	10.9
	0769 PRIVATE INVESTIGATOR FUND	$1,786	$729	$-	$828	$1,687	24.4
TELEPHONE MEDICAL ADVICE SERVICES BUREAU	0459 TELEPHONE MEDICAL ADVICE SERVICES FUND	$564	$237	$-	$110	$691	55.7

[a] Total Reserves July 1 includes prior year adjustment.

[b] Expenditures in fund conditions include SCO and/or other charges that are not included in final Month 13 CALSTARs expenditure totals.

1110 - REGULATORY BOARDS							
ACCOUNTANCY, CALIFORNIA BOARD OF	0704 ACCOUNTANCY FUND	$20,393	$13,091	$(10,000)	$9,138	$14,346	15.3
ACUPUNCTURE BOARD	0108 ACUPUNCTURE FUND	$5,279	$2,437	$-	$1,952	$5,764	26.8
ARCHITECTS BOARD, CALIFORNIA	0706 CALIFORNIA ARCHITECTS BOARD FUND	$2,484	$2,836	$-	$2,841	$2,479	8.2
ATHLETIC COMMISSION, STATE	0326 STATE ATHLETIC FUND	$811	$1,757	$-	$2,155	$413	2.1
	0492 STATE ATHLETIC COMMISSION NEUROLOGICAL EXAMINATION ACCOUNT	$616	$145	$-	$60	$701	69.5
	9250 BOXERS' PENSION FUND	$172	$93	$-	$252	$13	1.5
BARBERING AND COSMETOLOGY, BOARD OF	0069 BARBERING & COSMETOLOGY FUND	$10,049	$21,034		$15,098	$15,985	12.7
BEHAVIORAL SCIENCE, BOARD OF	0773 BEHAVIORAL SCIENCE EXAMINERS FUND	$4,925	$6,367	$-	$6,763	$4,529	7.0
CONTRACTORS' STATE LICENSE BOARD	0735 CONTRACTORS' LICENSE FUND	$21,330	$48,437	$-	$54,909	$14,858	3.0
	0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)	$405	$65	$-	$132	$338	24.6
COURT REPORTERS BOARD OF CALIFORNIA	0771 COURT REPORTERS FUND	$1,271	$891	$-	$748	$1,414	21.3
	0410 TRANSCRIPT REIMBURSEMENT FUND	$466	$2	$-	$176	$292	11.2
DENTAL HYGIENE COMMITTEE	3140 STATE DENTAL HYGIENE COMMITTEE	$423	$1,305		$1,032	$696	6.1
DENTAL ASSISTANT PROGRAM	3142 STATE DENTAL ASSISTANT FUND	$1,931	$1,641		$1,291	$2,281	16.5
DENTAL BOARD OF CALIFORNIA	0741 STATE DENTISTRY FUND	$7,865	$7,955		$9,753	$6,067	6.4
	3039 DENTALLY UNDERSERVED ACCOUNT		$10			$10	
ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL	0770 PROFESSIONAL ENGINEERS' AND LAND SURVEYORS' FUND	$5,649	$9,026		$8,968	$5,707	8
GEOLOGISTS AND GEOPHYSICISTS PROGRAM	0205 GEOLOGY AND GEOPHYSICS FUND	$847	$1,017	$-	$853	$1,011	14
GUIDE DOGS FOR THE BLIND, STATE BOARD OF	0024 STATE BOARD OF GUIDE DOGS FOR THE BLIND FUND	$234	$139	$-	$166	$207	13.3
HEARING AID DISPENSERS COMMITTEE	0208 HEARING AID DISPENSERS ACCOUNT	$1,058	$539	$-	$863	$734	10.8
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 LANDSCAPE ARCHITECTS FUND	$1,934	$789	$-	$620	$2,103	22.5
MEDICAL BOARD OF CALIFORNIA	0175 DISPENSING OPTICIANS FUND	$374	$166	$-	$178	$362	13.9
	0210 OUTPATIENT SETTING FUND OF THE MEDICAL BOARD OF CALIFORNIA	$261	$2	$-	$-	$263	112.3
	0755 LICENSED MIDWIFERY FUND	$121	$32	$-	$-	$153	N/A
	0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA	$27,347	$49,913	$-	$47,012	$30,248	6.6

[a] Total Reserves July 1 includes prior year adjustment.

[b] Expenditures in fund conditions include SCO and/or other charges that are not included in final Month 13 CALSTARs expenditure totals.

NATUROPATHIC MEDICINE COMMITTEE	3069 NATUROPATHIC DOCTOR'S FUND	$187	$204	$-	$112	$279	23.4
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 OCCUPATIONAL THERAPY FUND	$1,028	$973	$-	$1,108	$893	7.5
OPTOMETRY, STATE BOARD OF	0763 STATE OPTOMETRY FUND	$1,226	$1,648		$1,360	$1,514	11.4
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND	$4,211	$1,443	$-	$1,237	$4,417	26.6
PHARMACY, CALIFORNIA STATE BOARD OF	0767 PHARMACY BOARD CONTINGENT FUND	$12,293	$12,133	$-	$10,748	$13,678	11.6
PHYSICAL THERAPY BOARD	0759 PHYSICAL THERAPY FUND	$1,996	$3,110	$-	$2,700	$2,406	9.0
PHYSICIAN ASSISTANT COMMITTEE	0280 PHYSICIAN ASSISTANT FUND	$2,102	$1,301	$-	$1,230	$2,173	18.9
PODIATRIC MEDICINE, CALIFORNIA BOARD OF	0295 BOARD OF PODIATRIC MEDICINE FUND	$1,008	$883	$-	$1,035	$856	7.5
PSYCHOLOGY, BOARD OF	0310 PSYCHOLOGY FUND	$3,358	$3,473		$2,720	$4,111	11.3
REGISTERED NURSING, BOARD OF	0761 BOARD OF REGISTERED NURSING FUND	$15,441	$22,331	$2,000	$28,602	$11,170	4.7
RESPIRATORY CARE BOARD	0319 RESPIRATORY CARE FUND	$1,968	$2,532	$-	$2,323	$2,177	11
SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY BOARD	0376 SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY FUND	$1,096	$780		$712	$1,164	17.5
VETERINARY MEDICAL BOARD	0777 VETERINARY MEDICAL BOARD FUND	$1,682	$2,416		$2,160	$1,938	8.5
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	0779 VOCATIONAL NURSE EXAMINERS FUND	$6,573	$9,554	$-	$7,517	$8,610	9.2
	0780 PSYCHIATRIC TECHNICIANS ACCOUNT, VOCATIONAL NURSE AND PSYCHIATRIC TECHNICIAN EXAMINERS FUND	$1,959	$1,709	$-	$1,735	$1,933	9.1

[a] Total Reserves July 1 includes prior year adjustment.

[b] Expenditures in fund conditions include SCO and/or other charges that are not included in final Month 13 CALSTARs expenditure totals.

FISCAL YEAR 2010-11 -- REVENUE CATEGORIES (IN THOUSANDS)

DCA 1111/1110	FUND NUMBER AND NAME	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Initial Licensing Fees (125700)	Renewal Fees (125800)	Delinquent Fees (125900)	Interest (150300)	Miscellaneous Other Revenue	Total Revenues	Total Transfers
1111 - BUREAUS & PROGRAMS									
ARBITRATION CERTIFICATION PROGRAM	0166 CERTIFICATION ACCOUNT	$1,059	$-	$-	$-	$3	$-	$1,062	$-
AUTOMOTIVE REPAIR, BUREAU OF	0421 VEHICLE INSPECTION AND REPAIR FUND	$1,950	$101,842	$7,369	$254	$261	$279	$111,955	$215
	0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT	$273	$35,199	$-	$-	$38	$21,509	$57,019	$20,000
	3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT	$-	$-	$-	$-	$117	$28,338	$28,455	$(60,000)
	BAR - TOTAL	$2,223	$137,041	$7,369	$254	$299	$21,788	$168,974	$20,215
CEMETERY AND FUNERAL BUREAU	0717 CEMETERY FUND	$1,715	$103	$330	$8	$9	$1	$2,166	$-
	0750 FUNERAL DIRECTORS AND EMBALMERS FUND	$150	$86	$969	$35	$11	$1	$1,252	$-
	CFB - TOTAL	$1,865	$189	$1,299	$43	$20	$2	$3,418	$-
ELECTRONIC AND APPLIANCE REPAIR, BUREAU OF	0325 ELECTRONIC AND APPLIANCE REPAIR FUND	$-	$299	$1,843	$66	$11	$3	$2,222	$-
HOME FURNISHINGS AND THERMAL INSULATION, BUREAU OF	0752 BUREAU OF HOME FURNISHINGS AND THERMAL INSULATION FUND	$92	$772	$2,733	$110	$18	$7	$3,732	$-
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND	$-	$1,113	$7,146	$138	$12	$2	$8,411	$-
	0960 STUDENT TUITION RECOVERY FUND	$-	$-	$-	$-		9,898	$9,898	$-
	BPPE - TOTAL	$-	$1,113	$7,146	$138	$12	$9,900	$18,309	$-
PROFESSIONAL FIDUCIARIES BUREAU	3108 PROFESSIONAL FIDUCIARY FUND	$-	$136	$258	$2	$1	$-	$397	$-
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	0239 PRIVATE SECURITY SERVICES FUND	$525	$4,758	$5,058	$185	$40	$28	$10,594	$-
	0769 PRIVATE INVESTIGATOR FUND	$11	$135	$551	$22	$9	$1	$729	$-
	BSIS - TOTAL	$536	$4,893	$5,609	$207	$49	$29	$11,323	$-
TELEPHONE MEDICAL ADVICE SERVICES BUREAU	0459 TELEPHONE MEDICAL ADVICE SERVICES FUND	$-	$37	$195	$2	$3	$-	$237	$-
TOTAL REVENUES, 1111 - BUREAUS & PROGRAMS		$5,775	$144,480	$26,452	$822	$533	$60,067	$238,129	$(39,785)

1110 - REGULATORY BOARDS									
ACCOUNTANCY, CALIFORNIA BOARD OF	0704 ACCOUNTANCY FUND	$67	$4,827	$7,801	$323	$66	$7	$13,091	$(10,000)
ACUPUNCTURE BOARD	0108 ACUPUNCTURE FUND	$36	$716	$1,641	$12	$27	$5	$2,437	$-
ARCHITECTS BOARD, CALIFORNIA	0706 CALIFORNIA ARCHITECTS BOARD FUND	$1	$418	$2,374	$32	$8	$3	$2,836	$-
ATHLETIC COMMISSION, STATE	0326 ATHLETIC COMMISSION FUND	$1,521	$50	$180	$-	$5	$1	$1,757	$-
	0492 STATE ATHLETIC COMMISSION NEUROLOGICAL EXAMINATION ACCOUNT	$145	$-	$-	$-	$-	$-	$145	$-
	9250 BOXERS' PENSION FUND	$92	$-	$-	$-	$1	$-	$93	$-
	ATCOM - TOTAL	$1,758	$50	$180	$-	$6	$1	$1,995	$-
BARBERING AND COSMETOLOGY, BOARD OF	0069 BARBERING AND COSMETOLOGY FUND	$4,939	$4,845	$10,434	$728	$61	$27	$21,034	$-
BEHAVIORAL SCIENCE, BOARD OF	0773 BEHAVIORAL SCIENCE EXAMINERS FUND	$92	$1,965	$4,219	$58	$25	$8	$6,367	$-
CONTRACTORS' STATE LICENSE BOARD	0735 CONTRACTORS' LICENSE FUND	$117	$9,837	$35,207	$2,219	$92	$965	$48,437	$-
	0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)	$-	$63	$-	$-	$2	$-	$65	$-
	CSLB - TOTAL	$117	$9,900	$35,207	$2,219	$94	$965	$48,502	$-
COURT REPORTERS BOARD OF CALIFORNIA	0771 COURT REPORTERS FUND	$22	$27	$815	$19	$7	$1	$891	$-
	0410 TRANSCRIPT REIMBURSEMENT FUND	$-	$-		$-	$2	$-	$2	$-
	CRB - TOTAL	$22	$27	$815	$19	$9	$1	$893	$-
DENTAL HYGIENE COMMITTEE	3140 STATE DENTAL HYGIENE FUND	$6	$554	$725	$14	$4	$2	$1,305	
DENTAL ASSISTANT PROGRAM	3142 STATE DENTAL ASSISTANT FUND	$13	$293	$1,248	$68	$12	$7	$1,641	
DENTAL BOARD OF CALIFORNIA	0741 STATE DENTISTRY FUND	$28	$753	$7,050	$73	$37	$14	$7,955	$-
	3039 DENTALLY UNDERSERVED ACCOUNT					$10		$10	$-
	DBC - TOTAL	$41	$1,046	$8,298	$141	$59	$21	$9,606	$-
ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL	0770 PROFESSIONAL ENGINEERS' AND LAND SURVEYORS' FUND	$14	$3,535	$5,356	$72	$39	$10	$9,026	$-
GEOLOGY AND GEOPHYSICISTS PROGRAM	0205 GEOLOGY AND GEOPHYSICS FUND	$3	$179	$815	$14	$6	$-	$1,017	$-
GUIDE DOGS FOR THE BLIND, STATE BOARD OF	0024 STATE BOARD OF GUIDE DOGS FOR THE BLIND FUND	$-	$1	$137	$-	$1	$-	$139	$-
HEARING AID DISPENSERS COMMITTEE	0208 HEARING AID DISPENSERS ACCOUNT	$3	$140	$386	$4	$5	$1	$539	$-
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 LANDSCAPE ARCHITECTS FUND	$3	$70	$690	$17	$9	$-	$789	$-

MEDICAL BOARD OF CALIFORNIA	0175 DISPENSING OPTICIANS FUND	$-	$28	$131	$5	$2	$-	$166	$-
	0210 OUTPATIENT SETTING FUND OF THE MEDICAL BOARD OF CALIFORNIA	$-	$-	$-	$-	$2	$-	$2	$-
	0755 LICENSED MIDWIFERY FUND	$-	$12	$19	$-	$1	$-	$32	$-
	0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA	$289	$5,502	$43,781	$102	$164	$75	$49,913	$-
	MBC - TOTAL	$289	$5,542	$43,931	$107	$169	$75	$50,113	$-
NATUROPATHIC MEDICINE COMMITTEE	3069 NATUROPATHIC DOCTOR'S FUND	$-	$67	$134	$2	$1	$-	$204	$-
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 OCCUPATIONAL THERAPY FUND	$42	$101	$790	$15	$5	$20	$973	$-
OPTOMETRY, STATE BOARD OF	0763 STATE OPTOMETRY FUND	$17	$115	$1,498	$9	$7	$2	$1,648	$-
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND	$30	$231	$1,150	$10	$22	$-	$1,443	$-
PHARMACY, CALIFORNIA STATE BOARD OF	0767 PHARMACY BOARD CONTINGENT FUND	$1,215	$2,432	$8,258	$139	$65	$24	$12,133	$-
PHYSICAL THERAPY BOARD	0759 PHYSICAL THERAPY FUND	$150	$366	$2,562	$16	$13	$3	$3,110	$-
PHYSICIAN ASSISTANT COMMITTEE	0280 PHYSICIAN ASSISTANT FUND	$7	$158	$1,121	$3	$11	$1	$1,301	$-
PODIATRIC MEDICINE, CALIFORNIA BOARD OF	0295 BOARD OF PODIATRIC MEDICINE FUND	$7	$53	$815	$3	$5	$-	$883	$-
PSYCHOLOGY, BOARD OF	0310 PSYCHOLOGY FUND	$5	$469	$2,964	$12	$19	$4	$3,473	$-
REGISTERED NURSING, BOARD OF	0761 BOARD OF REGISTERED NURSING FUND	$913	$4,593	$15,815	$595	$77	$338	$22,331	$2,000
RESPIRATORY CARE BOARD	0319 RESPIRATORY CARE FUND	$91	$400	$1,988	$40	$11	$2	$2,532	$-
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY BOARD	0376 SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY FUND	$10	$80	$668	$15	$6	$1	$780	$-
VETERINARY MEDICAL BOARD	0777 VETERINARY MEDICAL FUND	$29	$467	$1,878	$16	$9	$17	$2,416	$-
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	0779 VOCATIONAL NURSE EXAMINERS FUND	$233	$3,547	$5,603	$121	$34	$16	$9,554	
	0780 PSYCHIATRIC TECHNICIANS ACCOUNT, VOCATIONAL NURSE AND PSYCHIATRIC TECHNICIAN EXAMINERS FUND	$23	$282	$1,371	$20	$12	$1	$1,709	
	VNPTB - TOTAL	$256	$3,829	$6,974	$141	$46	$17	$11,263	$-
TOTAL REVENUES, 1110 - REGULATORY BOARDS		$10,163	$47,176	$169,624	$4,776	$885	$1,555	$234,179	$(8,000)

STATE OF CALIFORNIA

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DEPARTMENT OF CONSUMER AFFAIRS

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PDE 11-109 (12/11)