CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS

2011/12 Annual Report

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ABOUT THIS BOOK

Department of Consumer Affairs' Annual Report 2011-12 was designed and edited by DCA's Office of Publications, Design & Editing and printed onsite by DCA's Digital Print Services.

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 Director

I am pleased to present the Fiscal Year *2011-12 Annual Report of the Department of Consumer Affairs* (DCA). As a State government agency, DCA's role is to protect and serve California consumers while ensuring a competent and fair marketplace. It is a mission we embrace. It is a mission we value.

DCA has more than 2.8 million licenses, certifications, or approvals in more than 250 categories. The 36 entities that make up DCA set and enforce minimum competency standards for the professions and vocations they regulate, which include nearly all of California's healthcare fields. To enter a DCA-regulated profession, individuals must meet job-specific qualifications and pass State-approved exams before they can be licensed. Candidates must also provide fingerprints and pass a criminal background check before a license is issued.

This report is an overview of the accomplishments of DCA's entities in FY 2011-12 in specific areas.

In 2011-12, DCA staff demonstrated their commitment to California consumers despite severe budgetary constraints. These dedicated professionals improved enforcement of consumer protection laws and instituted efficiencies that helped people become licensed and enter the workforce quicker, among other achievements.

Here's a look at some of the year's highlights:

In enforcing laws and protecting the public

DCA continues to post on its Web site regular reports on its progress in meeting enforcement goals. The results have been impressive. Many DCA boards and bureaus boosted their ability to issue citations and fines, streamlined disciplinary processes, and took quicker action to stop licensees whose actions endangered the public.

Examples of DCA's consumer protection efforts:

- The Contractors State License Board joined a coalition of State and Federal agencies to target construction sites as another way to fight the persistent problems of unlicensed contractors who operate in the State's underground economy.

- The Medical Board of California implemented a new State law that raised oversight of outpatient surgery centers. As part of that effort, the Board launched a new online database that allows consumers to check details of a surgery center's accreditation.
- The California State Board of Pharmacy became the first pharmacy board in the nation to establish requirements for patient-centered prescription labels that help patients understand their medicine and how to take it properly. The new labels are expected to be a major factor in reducing patient medication errors.

In providing information and assistance

Phone agents in DCA's Consumer Information Center handled more than 1 million calls in the fiscal year. Calls to the toll-free hotline were answered in person in under three minutes, on average. CIC employs agents fluent in Spanish and English and, through contract services, provides assistance in more than 177 languages. Phone agents provide information to consumers, help them file a complaint, or refer them to the government agency or other entity best suited to their needs.

In getting refunds and saving money

Consumers realized millions of dollars in refunds, reworks, and restitutions thanks to DCA's efforts in the past fiscal year. More than $10 million came back to consumers through the Arbitration Certification Program, which administers California's automotive "lemon law." The Bureau of Automotive Repair logged $4.4 million in savings for consumers, and $11.3 million in savings was achieved for consumers through the efforts of the Contractors State License Board.

In streamlining access and services

Work continued in 2011-12 on BreEZe, DCA's new computer system which will replace long-outdated systems and be a single, centralized source for managing and tracking license holders and applicants. BreEZe will serve the public and licensees by improving online access to important information and simplifying tasks such as address changes, license renewals, verifying licenses, and more. BreEZe will launch in 2013, and will be the largest licensing system of its kind in the world.

There is much we are proud of in this year's *Annual Report*, but we know that the job of ensuring a fair marketplace and competent providers of goods and services is never ending. We invite you to explore our services and the professions we license, and call us if we can help. Our mission continues. Its value endures.

Denise D. Brown

DENISE D. BROWN, DIRECTOR
DEPARTMENT OF CONSUMER AFFAIRS

DCA's Support System

DCA's boards, bureaus, and other entities are supported by a dedicated and talented staff of legal, technical, and administrative professionals. These professionals provide a wide range of support services including human resources, information technology, investigations, professional examinations, training, strategic planning, accounting, and more. In addition, DCA's Consumer Information Center serves consumers and licensees with helpful information and referrals on a wide range of consumer-related topics.

HERE IS A LOOK AT SOME OF DCA SUPPORT DIVISIONS AND WHAT THEY DO.

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

THE OFFICE OF INFORMATION SERVICES directs and manages information technology for all of DCA. It consists of Applications Services, Enterprise Technology Services, Infrastructure Services, Client Services, Enterprise Project Services, and

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

THE COMPLAINT RESOLUTION PROGRAM helps resolve complaints that consumers have filed after experiencing difficulty or disappointment in the California marketplace.

THE CONSUMER INFORMATION CENTER is DCA's information resource center for consumers and licensees. Through its Call Center and Correspondence Unit, CIC provides consumers and licensees with user-friendly information and identifies for them the government agency or community organization that can best address their needs. In 2011-12, CIC received more than 1 million calls; all were answered within an average of three minutes. The Correspondence Unit responds to e-mail and letters sent into the Department. In FY 2011-12, the Correspondence Unit responded to nearly 10,000 letters and e-mails. Staff members answer e-mails within one to two business days, and respond to letters within 25 days.

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

THE DIVISION OF INVESTIGATION is the law enforcement and investigative branch of DCA. It is the only entity within DCA that employs peace officers. DOI staff strive to provide timely, objective, and cost-effective investigations regarding allegations of misconduct by licensees of client agencies, and to develop information for filing criminal, administrative, and civil actions on behalf of DCA agencies. DOI field investigations frequently involve allegations of the illegal use and theft of drugs, sexual misconduct, quality-of-care issues, and unlicensed activity. Within the DOI is the Special Operations Unit which is responsible for workplace security and employee safety.

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

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

THE OFFICE OF PROFESSIONAL EXAMINATION SERVICES provides professional expertise in examination validation services to DCA's boards, bureaus, and committees. The office 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. OPES also oversees the Department's master contract for computer-based testing administration.

THE OFFICE OF PUBLIC AFFAIRS creates and executes strategic media and communications plans for DCA, proactively provides news media with information of interest to consumers, and responds to media inquiries. OPA alerts media to unlicensed activity sweeps and continues to support the Bureau of Automotive Repair.

THE OFFICE OF PUBLICATIONS, DESIGN & EDITING designs, edits, updates, and distributes more than 200 consumer publications produced by DCA's various entities and by its Executive Office. PDE supports DCA's licensees by producing and publishing online newsletters for many of its boards and bureaus, and supports DCA staff by producing a monthly online newsletter for employees. PDE staff also write, edit, design, and distribute DCA's award-winning quarterly magazine, *Consumer Connection.*

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

DCA's Leadership Team

DENISE BROWN
Director

Denise was appointed by Governor Edmund G. Brown Jr. on January 9, 2012. As Director, she oversees the nearly 40 regulatory entities and other divisions within the Department. She has more than 30 years of service with DCA and, during that time, has held numerous positions within the Department and its various boards.

AWET KIDANE
Chief Deputy Director

Awet was appointed in January 2012. As Chief Deputy Director, Awet oversees the internal operations of the Department. Before being appointed to DCA, he served in various positions in the State Legislature, where he was a chief of staff, a senior advisor, and a consultant.

REICHEL EVERHART
Deputy Director, Board Relations

Reichel was appointed in January 2012 after having spent a year as Senior Advisor to the Director. She is the Department's primary liaison with its constituent Boards, Bureaus, Committees, Programs, and Commission.

SONIA HUESTIS
Deputy Director, Bureau Relations

Sonia was appointed on June 21, 2012. Before coming to DCA, she had served in several positions within the California State Controller's Office, including Section Chief for the Operations Support Unit, Staff Services Manager II for the Unclaimed Property Systems Replacement Project, Staff Services Manager I in the Reporting Services Unit, and Staff Services Analyst.

AMY COX-O'FARRELL

Deputy Director, Office of Information Services

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

DOREATHEA JOHNSON

Deputy Director, Legal Affairs Division

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

SANDRA MAYORGA

Deputy Director, Office of Administrative Services

Sandra oversees administrative functions within DCA, including Human Resources, Business Services, Accounting, Fiscal Operations, SOLID Training Solutions, and the Office of Professional Examination Services. In her 30 years of State service, she has worked for the Attorney General's Office, Caltrans, the Department of Insurance, and the Department of Consumer Affairs.

TRACY RHINE

Deputy Director, Legislative and Policy Review Division

Tracy was appointed in March 2012, having previously served as the Assistant Executive Officer for the Board of Behavioral Sciences. Before coming to DCA, she served as a consultant to the California State Assembly Committee on Business, Professions and Consumer Protection from 2005 to 2008 and as a consultant to the Speaker's Office of Member Services from 2002 to 2005. She was a graduate research assistant in the Governor's Office of Innovation in 2002 and a program coordinator at Changing Courses from 1988 to 2001.

TOMASA DUEÑAS

Assistant Deputy Director, Legislative and Policy Review Division

Tomasa was appointed on April 23, 2012. She had served as legislative director for Assemblymember V. Manuel Perez since 2011 and was legislative aide for Senator Jenny Oropeza from 2007 to 2010.

Overview of Statistical Information

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

In this *Annual Report*, each DCA entity notes its accomplishments and significant new laws or regulations for the 2011-12 fiscal year. Tables that follow summarize the licensing and enforcement activities of each entity. Boards and bureaus vary in the data they report because they are governed by different laws. Therefore, not all categories of data apply to all programs. If a particular category does not apply, the table will indicate that.

Here is an overview of the information included.

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

BOARD MEMBERSHIP
Boards are semiautonomous entities. Members of a board are usually split between people representing the profession and people representing the public. Board members are appointed by the Governor, the Senate Rules Committee, or the Speaker of the Assembly. The number of board members, who they represent, and who appoints them is set in State law. Membership on a DCA board is not a salaried position. Those who serve receive a small stipend and travel expenses to attend meetings. More information about board membership can be found by visiting the DCA Online Board Member Resource Center at www.dcaboardmembers.ca.gov.

BUREAU ADVISORY COMMITTEE MEMBERSHIP
Bureaus, committees, programs, and commissions are under the direct control of the Department of Consumer Affairs, but may have an advisory committee made up of professionals and public members.

STRATEGIC PLAN
Each DCA entity is expected to have its own strategic plan that outlines its mission, vision, and goals. The date listed is the date each entity adopted its strategic plan.

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

SUMMARY OF LICENSING ACTIVITY

INITIAL LICENSES/CERTIFICATES/PERMITS
The number of initial applications, the number of licenses issued, and the number of licenses renewed.

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

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

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

SUMMARY OF ENFORCEMENT ACTIVITY

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

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

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

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

NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS
The timeline begins from the date the complaint was received to the date the investigation was closed, plus the average number of days to complete intake and investigation.

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

TOTAL AMOUNT OF FINES
Amount assessed, reduced, and collected.

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

OFFICE OF THE ATTORNEY GENERAL/ DISCIPLINARY ACTIONS
Complaints and investigations in which the evidence and facts have substantiated a violation of the law are referred to the Attorney General for disciplinary action. Outcomes of disciplinary action may affect the status of a professional's license.

NUMBER OF DAYS TO COMPLETE ATTORNEY GENERAL (AG) CASES
This table refers to the number of closed cases in the previous table. The timeline covers the date the complaint was received to the date the order became effective.

FORMAL ACTIONS FILED/WITHDRAWN/DISMISSED
All actions filed, withdrawn, or dismissed during the year.

ADMINISTRATIVE OUTCOMES/FINAL ORDERS
Disciplinary action taken in the cases closed by the Attorney General.

PETITION FOR MODIFICATION OR TERMINATION OF PROBATION
Outcome of petitions by licensees to reduce terms and conditions of probation or to terminate probation early.

PETITION FOR REINSTATEMENT OF REVOKED LICENSE/REGISTRATION/CERTIFICATION
The outcome of those requests.

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

CONSUMER RESTITUTION TO CONSUMERS/ REFUNDS/SAVINGS (IF APPLICABLE)
The total of court-ordered restitution to consumers as a result of mediation efforts. In some instances, services were performed without charge to the consumer, a consumer's bill was reduced, or a product was returned or exchanged.

CALIFORNIA BOARD OF ACCOUNTANCY

Accountancy

Licenses and regulates accountants and accountancy firms.

STAFF:

83.5 civil service positions; 1 exempt

LICENSES:

89,966

BOARD MEMBERSHIP:

7 licensees; 4 public representatives

STRATEGIC PLAN ADOPTED:

July 2009

www.dca.ca.gov/cba

MAJOR ACCOMPLISHMENTS

- Added a link on the Board's Web site to CPA Verify, which allows consumers to verify the license of a Certified Public Accountant (CPA) licensed in 28 participating states outside of California.
- Revised and updated Consumer Assistance booklet.
- Added Peer Review Reporting Video to Web site.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 543, Price (Chapter 448, Statutes of 2011) extends the Board's sunset date to January 1, 2016, and makes the Board's Peer Review Program permanent.
- Assembly Bill 431, Ma (Chapter 395, Statutes of 2011) authorizes the Board to establish a retired status for CPAs who are not actively engaged in public accountancy.
- Senate Bill 773, Negrete McLeod (Chapter 344, Statutes of 2011) codifies the 10 semester units of ethics study required for licensure starting in January 2014. This, along with accounting study regulations, will define the 30 semester hours of additional education that will be required for CPA licensure starting in 2014.
- Senate Bill 306, De Léon (Chapter 445, Statutes of 2011) makes the Practice Privilege Safe Harbor period permanent. Also establishes a licensing exemption for certain out-of-state licensees practicing under very specific conditions in California.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
INDIVIDUAL	**3,594**	**3,241**	**38,329**
PUBLIC ACCOUNTANT	**0**	**0**	**20**
CORPORATION	**223**	**223**	**1,654**
PARTNERSHIP	**106**	**106**	**653**
FICTITIOUS NAME PERMIT	**156**	**156**	**96**

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
INDIVIDUAL	**N/A**	**84,712**	**N/A**
PUBLIC ACCOUNTANT	**N/A**	**122**	**N/A**
CORPORATION	**N/A**	**3,718**	**N/A**
PARTNERSHIP	**N/A**	**1,414**	**N/A**
FICTITIOUS NAME PERMIT	**1,535**	**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**	**0**
CPA - PARTNERSHIP	**EVERY 2 YEARS**	**0**
CPA - FICTITIOUS NAME PERMIT	**EVERY 5 YEARS**	**0**

Exams

PASS	FAIL	TOTAL
3,434*		

* 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 11/12.

Summary of Enforcement Activity

Consumer Complaints—Intake

1,765	RECEIVED
174	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,600	REFERRED FOR INVESTIGATION
9	PENDING

Conviction/Arrest Notification Complaints

146	RECEIVED
146	CLOSED/REFERRED FOR INVESTIGATION
3	PENDING

Inspections

NOT APPLICABLE TO THIS PROGRAM

Investigations

1,626	OPENED
1,525	CLOSED
439	PENDING

Number of Days to Complete Intake and Investigations

1,201	UP TO 90 DAYS
105	91 TO 180 DAYS
105	181 DAYS TO 1 YEAR
92	1 TO 2 YEARS
17	2 TO 3 YEARS
5	OVER 3 YEARS
85	AVERAGE NUMBER OF DAYS TO COMPLETE AN INVESTIGATION

Citations and Fines

908	ISSUED
908	ISSUED WITH A FINE
111	WITHDRAWN
0	DISMISSED
22	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

$255,350	ASSESSED
$40,750	REDUCED
$95,200	COLLECTED

* PLEASE REFER TO PAGE 10 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	
50	CASES OPENED/INITIATED
26	CASES CLOSED
54	CASES PENDING

Number of Days to Complete AG Cases	
1	1 YEAR
9	1 TO 2 YEARS
10	2 TO 3 YEARS
5	3 TO 4 YEARS
1	OVER 4 YEARS
867	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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	
2	GRANTED
3	DENIED
5	TOTAL

Cost Recovery to DCA	
$705,407	ORDERED
$607,192	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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

ACUPUNCTURE BOARD

Acupuncture

Licenses and regulates acupuncture practitioners.

STAFF:

8.5 civil service positions; 1 exempt

LICENSES:

12,297

BOARD MEMBERSHIP:

3 licensees; 4 public representatives

STRATEGIC PLAN ADOPTED:

March 2007

www.acupuncture.ca.gov

MAJOR ACCOMPLISHMENTS

- Approved the use of live streaming webinars for the 50 hours of continuing education required for license renewal. The change is expected to save licensees money they would have spent on travel, lodging, and other expenses to attend courses in person.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ACUPUNCTURE LICENSE	149	121	6,130

Licensing Population by Type			
TYPE	CERTIFCATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ACUPUNCTURE LICENSE	0	12,260	0
ACUPUNCTURE SCHOOLS	0	0	37

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
586	410	996

Summary of Enforcement Activity

Consumer Complaints—Intake	
62	RECEIVED
9	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
56	REFERRED FOR INVESTIGATION
0	PENDING

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
93	OPENED
152	CLOSED
43	PENDING

Number of Days to Complete Intake and Investigations	
54	UP TO 90 DAYS
37	91 TO 180 DAYS
42	181 DAYS TO 1 YEAR
18	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
164	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
14	ISSUED
12	ISSUED WITH A FINE
1	WITHDRAWN
2	DISMISSED
238	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Total Amount of Fines	
$3,350	ASSESSED .
N/A	REDUCED
$9,812	COLLECTED

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

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

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

Formal Actions Filed/Withdrawn/Dismissed	
1	STATEMENTS OF ISSUES FILED
21	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
13	REVOCATION
5	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	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	
1	REVOCATION
5	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	
0	GRANTED
3	DENIED
3	TOTAL

Cost Recovery to DCA	
N/A	ORDERED .
$26,980	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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

ARBITRATION CERTIFICATION PROGRAM

Arbitration Certification

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

STAFF:

8 civil service positions

CERTIFICATIONS:

24

STRATEGIC PLAN ADOPTED:

January 2012

www.dca.ca.gov/acp
www.LemonLaw.ca.gov

MAJOR ACCOMPLISHMENTS

- Facilitated the return of approximately $10 million to consumers in refunds, replacement vehicles, extended service contracts, and repairs by State-certified arbitration programs.
- Approved the joint certification applications of four manufacturers, Ferrari North America and Maserati North America, and their selected arbitration program, the BBB Auto Line; American Honda Motor Company, Inc., and its selected arbitration program, the California Dispute Settlement Program; and Workhorse Custom Chassis LLC and its selected arbitration program, the Consumer Arbitration Program for Motor Vehicles.
- Audited 235 dealerships.
- Sponsored a national webcast for State-certified third-party program administrators and vehicle manufacturers to understand California regulations and continued certification, and to enhance the partnership of the ACP with the industry it oversees.
- Created social media presence on Facebook and Twitter, plus created another Web domain name, www.LemonLaw.ca.gov, to help consumers more easily identify the agency associated with the State's lemon law program

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	4	4	N/A

Active Licenses by License Category			
LICENSE NAME	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CERTIFICATION OF ARBITRATION PROGRAM	24	N/A	N/A

License Renewal and Continuing Education		
LICENSE NAME	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
NOT APPLICABLE TO THIS PROGRAM		

Summary of Enforcement Activity

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

Convictions and Arrest Notifications
NOT APPLICABLE TO THIS PROGRAM

Investigations
NOT APPLICABLE TO THIS PROGRAM

Formal Actions Filed
NOT APPLICABLE TO THIS PROGRAM

Citations And Fines
NOT APPLICABLE TO THIS PROGRAM

Summary of Enforcement Activity

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

Petition for Modification or Termination of Probation
NOT APPLICABLE TO THIS PROGRAM

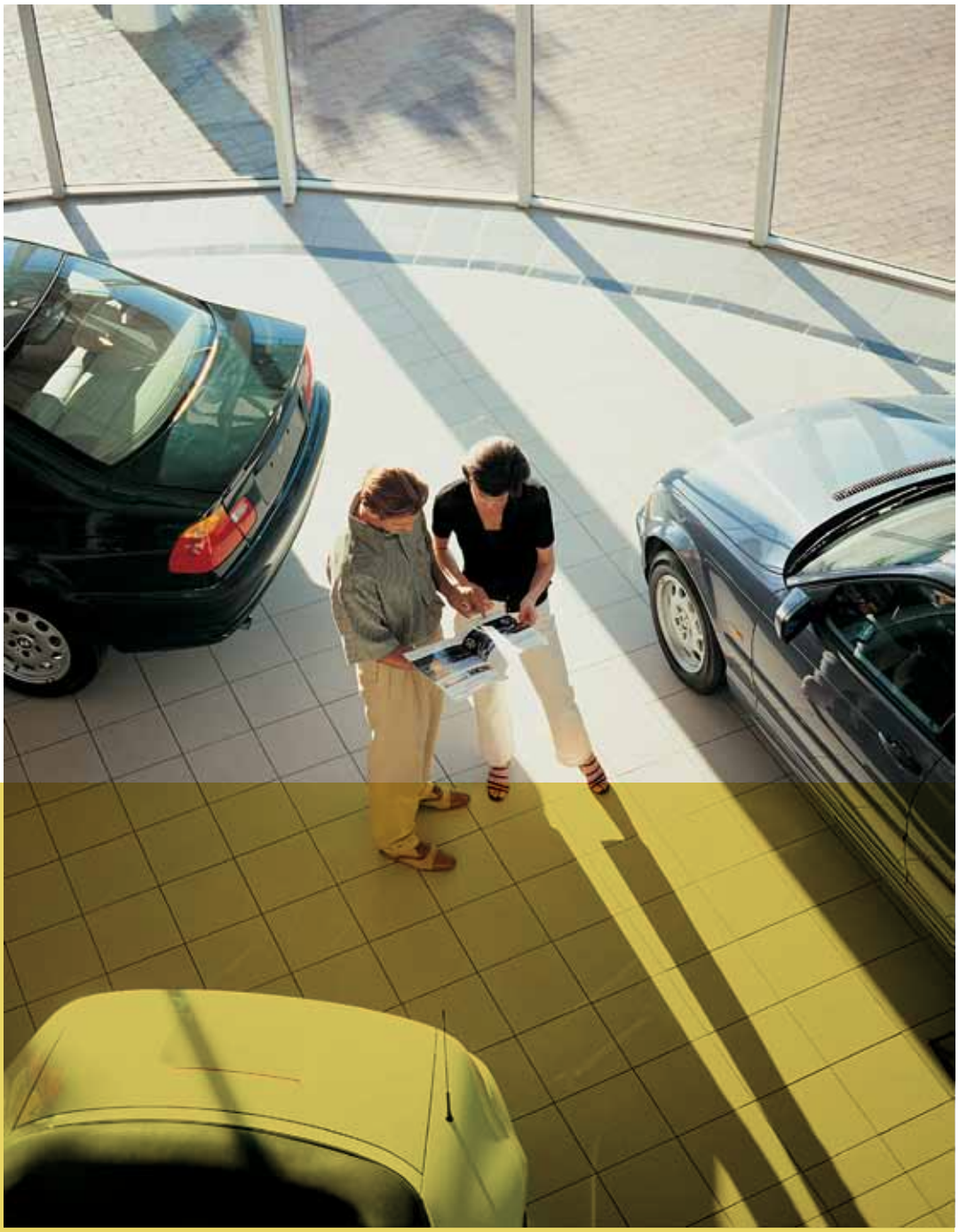
Petition for Reinstatement of Revoked License/ Registration/Certification
NOT APPLICABLE TO THIS PROGRAM

Administrative Outcomes/Final Orders
NOT APPLICABLE TO THIS PROGRAM

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
NOT APPLICABLE TO THIS PROGRAM

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



CALIFORNIA ARCHITECTS BOARD

Architects

Licenses and regulates architects who practice in California.

STAFF:

24.4 civil service positions, 1 exempt

LICENSES:

20,181

BOARD MEMBERSHIP:

5 licensees, 5 public representatives

STRATEGIC PLAN ADOPTED:

March 2012

www.cab.ca.gov

MAJOR ACCOMPLISHMENTS

- Completed sunset review with no findings or recommendations from the Legislature. Legislation extending the Board's sunset date to 2016 was passed.
- Began issuing California Supplemental Examination score reports onsite at the end of a candidate's exam. This action will reduce the time from examination to licensure.
- Approved regulations to repeal the Comprehensive Intern Development Program, further streamlining the licensure process.
- Improved caseload statistics for enforcement program by 33 percent, meeting established guidelines.

MAJOR NEW LEGISLATION OR REGULATIONS

- California Code of Regulations sections 109 (Filing of Applications), 117 (Experience Evaluation), and 121 (Form of Examinations, Reciprocity) clarify and provides consistency with how these items are referenced in the regulations. Also strikes entry point language for the Intern Development Program.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
C-ARCHITECTS	**620**	**638**	**12,068**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
C-ARCHITECTS	**0**	**20,181**	**0**

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

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
BUILDING DESIGN AND CONSTRUCTION SYSTEMS	**346**	**306**	**652**
BUILDING SYSTEMS	**376**	**269**	**645**
CONSTRUCTION DOCUMENTS AND SERVICES	**477**	**302**	**779**
PROGRAMMING, PLANNING, AND PRACTICE	**480**	**407**	**887**
SCHEMATIC DESIGN	**521**	**218**	**739**
SITE PLANNING AND DESIGN	**490**	**261**	**751**
STRUCTURAL SYSTEMS	**468**	**187**	**655**
CALIFORNIA SUPPLEMENTAL EXAMINATION	**535**	**380**	**915**
TOTALS	**3,693**	**2,330**	**6,023**

Summary of Enforcement Activity

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

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
228	OPENED
281	CLOSED
67	PENDING

Number of Days to Complete Intake and Investigations	
144	UP TO 90 DAYS
48	91 TO 180 DAYS
66	181 DAYS TO 1 YEAR
22	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
146	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
26	ISSUED
26	ISSUED WITH A FINE
5	WITHDRAWN
2	DISMISSED
268	AVERAGE NUMBER OF DAYS TO COMPLETE A CITATION AND FINE

Total Amount of Fines	
$55,250	ASSESSED
$7,750	REDUCED
$22,022	COLLECTED

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

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
3	CASES CLOSED
1	CASES PENDING

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

Formal Actions Filed/Withdrawn/Dismissed	
1	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
2	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	
$3,350	ORDERED
$9,375	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$226,775	RESTITUTION ORDERED
$0	AMOUNT REFUNDED
$0	REWORK AT NO CHARGE
$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$226,775	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA STATE ATHLETIC COMMISSION

Athletic Commission

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

STAFF:

7 civil service positions; 1 exempt

LICENSES:

2,894

COMMISSION MEMBERSHIP:

7 public represenatives

STRATEGIC PLAN ADOPTED:

September 2010

www.dca.ca.gov/csac

CALIFORNIA STATE

CSAC

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MAJOR NEW LEGISLATION OR REGULATIONS

- Amended Title 4, Division 2, section 399 of the California Code of Regulations to change the procedure when a license is denied or revoked.
- Adopted Title 4, Division 2, section 511 of the California Code of Regulations to set the number of scheduled rounds for a mixed-martial arts event.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
PROMOTER	27	27	34
REFEREE	8	8	35
TIMEKEEPER	1	1	11
PROFESSIONAL ATHLETE	327	327	560
JUDGE	8	8	32
MATCHMAKER	10	10	3
SECOND	369	369	1,392
MANAGER	50	50	27

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PROMOTER	N/A	61	N/A
REFEREE	N/A	43	N/A
TIMEKEEPER	N/A	12	N/A
PROFESSIONAL ATHLETE	N/A	887	N/A
JUDGE	N/A	40	N/A
MATCHMAKER	N/A	13	N/A
SECOND	N/A	1,761	N/A
MANAGER	N/A	77	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PROMOTER	EVERY YEAR	0
REFEREE	EVERY YEAR	0
TIMEKEEPR	EVERY YEAR	0
PROFESSIONAL ATHLETE	EVERY YEAR	0
JUDGE	EVERY YEAR	0
MATCHMAKER	EVERY YEAR	0
SECOND	EVERY YEAR	0
MANAGER	EVERY YEAR	0

Exams

NOT APPLICABLE TO THIS PROGRAM

Summary of Enforcement Activity

Consumer Complaints—Intake

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

Conviction/Arrest Notification Complaints

NOT APPLICABLE TO THIS PROGRAM

Inspections

NOT APPLICABLE TO THIS PROGRAM

Investigations

NOT APPLICABLE TO THIS PROGRAM

Number of Days to Complete Intake and Investigations

NOT APPLICABLE TO THIS PROGRAM

Citations and Fines

16	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
$25,642	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

12	CASES OPENED/INITIATED
12	CASES CLOSED
0	CASES PENDING

* PLEASE REFER TO PAGE 10 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
NOT APPLICABLE TO THIS PROGRAM

Formal Actions Filed/Withdrawn/Dismissed
NOT APPLICABLE TO THIS PROGRAM

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

Petition for Modification or Termination of Probation
NOT APPLICABLE TO THIS PROGRAM

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

Cost Recovery to DCA
NOT APPLICABLE TO THIS PROGRAM

Consumer Restitution to Consumers/Refunds/ Savings
NOT APPLICABLE TO THIS PROGRAM

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BUREAU OF AUTOMOTIVE REPAIR

Auto Repair

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

STAFF:

624.7 civil service positions; 2 exempt

LICENSES, REGISTRATIONS, AND PERMITS:

64,350

EDUCATIONAL ADVISORY COMMITTEE:

13

STRATEGIC PLAN ADOPTED:

July 2012

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

DEPARTMENT OF CONSUMER AFFAIRS
BAR
Bureau of Automo ive Rep ir

MAJOR ACCOMPLISHMENTS

- Made significant progress in implementing Assembly Bill 2289, Eng (Chapter 258, Statutes of 2010), which requires the use of technology to improve the overall effectiveness and efficiency of the Smog Check Program. The newly created STAR Program creates incentives for licensed stations and inspectors to conduct vehicle inspections correctly.
- Developed specifications for equipment manufacturers to build the new On-Board Diagnostic (OBD) inspection system required under AB 2289. Also initiated development of a Web-based application that will determine the inspection result for a vehicle using OBD thus reducing an inspector's ability to manipulate the test.
- Retired 39,413 vehicles under the Consumer Assistance Program and provided financial assistance toward the repair of 23,511 vehicles.
- Adopted regulations for administrative citation and abatement orders and fines for unlicensed activity.
- Suspended 91 Smog Check licenses for clean piping or clean plugging (i.e., using a surrogate vehicle or simulator to produce passing test results for vehicles that would otherwise fail).
- Revoked 416 individual licenses and registrations for violations such as sales of unnecessary parts and labor or improper Smog Check inspections.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 869, Yee (Chapter 430, Statutes of 2011) makes it a misdemeanor, punishable by a fine of $5,000 and/or up to one year in county jail, for an automotive repair dealer who fails to properly repair and restore an airbag to its original operating condition.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
AUTOMOTIVE REPAIR DEALER	**4,104**	**3,884**	**32,798**
SMOG CHECK TEST AND REPAIR STATION	**369**	**375**	**4,520**
SMOG CHECK TEST ONLY STATION	**494**	**483**	**1,936**
SMOG CHECK GOLD SHIELD	**125**	**57**	**N/A**
BRAKE AND LAMP STATION	**294**	**251**	**1,921**
SMOG CHECK ADVANCED EMISSION SPECIALIST	**2,150**	**1,129**	**5,696**
SMOG CHECK BASIC AREA TECHNICIAN	**29**	**19**	**230**
SMOG CHECK INTERN TECHNICIAN	**29**	**19**	**N/A**
BRAKE AND LAMP ADJUSTER	**2,224**	**838**	**N/A**

Licensing Population by Type

TYPE	CERTIFICATIONS/PERMITS	LICENSES/REGISTRATIONS	APPROVALS
AUTOMOTIVE REPAIR DEALER	**N/A**	**35,717**	**N/A**
SMOG CHECK TEST AND REPAIR STATION	**N/A**	**4,787**	**N/A**
SMOG CHECK TEST ONLY STATION	**N/A**	**2,483**	**N/A**
SMOG CHECK GOLD SHIELD	**534**	**N/A**	**N/A**
BRAKE AND LAMP STATION	**N/A**	**2,115**	**N/A**
SMOG CHECK ADVANCED EMISSION SPECIALIST	**N/A**	**14,865**	**N/A**
SMOG CHECK BASIC AREA TECHNICIAN	**N/A**	**611**	**N/A**
SMOG CHECK INTERN TECHNICIAN	**N/A**	**35**	**N/A**
BRAKE AND LAMP ADJUSTER	**N/A**	**3,203**	**N/A**

Renewal and Continuing Education

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

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
ADVANCED EMISSION SPECIALIST TECHNICIAN	**1,129**	**766**	**1,895**
BASIC AREA TECHNICIAN	**19**	**13**	**32**
BRAKE ADJUSTER	**450**	**153**	**303**
LAMP ADJUSTER	**388**	**329**	**717**
TOTALS	**1,986**	**1,261**	**2,947**

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Consumer Complaints—Intake	
19,064	RECEIVED
474	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
18,608	REFERRED FOR INVESTIGATION
145	PENDING

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

Inspections	
18,450	INSPECTIONS CONDUCTED
1,062	INSPECTIONS CITATIONS ISSUED

Investigations	
18,608	OPENED
18,101	CLOSED
2,481	PENDING

Number of Days to Complete Intake and Investigations	
17,026	UP TO 90 DAYS
859	91 TO 180 DAYS
153	181 DAYS TO 1 YEAR
62	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
45	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
2,204	ISSUED
580	ISSUED WITH A FINE
1	WITHDRAWN
4	DISMISSED
23	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$584,500	ASSESSED*
$1,500	REDUCED
$727,500	COLLECTED
* Assessed does not include fines currently under appeal	

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

Office of the Attorney General/Disciplinary Action	
282	CASES OPENED/INITIATED
214	CASES CLOSED*
327	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	
28	1 YEAR
105	1 TO 2 YEARS
62	2 TO 3 YEARS
6	3 TO 4 YEARS
4	OVER 4 YEARS
652	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
25	STATEMENTS OF ISSUES FILED
234	ACCUSATIONS FILED
91	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
5	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
2	ACCUSATIONS WITHDRAWN/DISMISSED

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Administrative Outcomes/Final Orders	
11	LICENSE APPLICATIONS DENIED
416	REVOCATION
0	SURRENDER OF LICENSE
79	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
55	PROBATION ONLY
0	PUBLIC REPRIMAND
15	OTHER DECISIONS
BAR has multiple licenses listed on a single case/accusation. Therefore, cases closed will not match the number of outcomes against licenses.	

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	
$783,066	ORDERED
$285,701	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$23,093	RESTITUTION ORDERED
$2,343,839	AMOUNT REFUNDED
$1,273,702	REWORK AT NO CHARGE
$826,299	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$4,443,839	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BOARD OF BARBERING AND COSMETOLOGY

Cosmetology

Licenses and regulates barbers, cosmetologists, manicurists, estheticians, electrologists, and the establishments they work in.

STAFF:

91.1 civil service; 1 exempt

LICENSES:

548,466

BOARD MEMBERSHIP:

4 licensees, 5 public representatives

STRATEGIC PLAN ADOPTED:

January 2006

www.barbercosmo.ca.gov

BarberCosmo
Board of Barbering & Cosmetology

MAJOR ACCOMPLISHMENTS

- Implemented the national practical examination. The Board now administers both the practical and written national exams.
- Eliminated the use of models in the examination process, and required mannequins instead. The change eliminates disqualifications for model-related problems including inability to find a suitable model, late arrival, and inappropriate coaching.

MAJOR NEW LEGISLATION OR REGULATIONS

- Title 16, California Code of Regulations 974 revised the Board's administrative fine schedule. The revisions included lowering some of the fines and restoring a three-tiered progressive discipline system in which fines increase according to the number of previous offenses.
- Title 16, California Code of Regulations 972 revised the Board's Disciplinary Guidelines Handbook which administrative law that judges use when imposing penalties on licensees.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
BARBER	2,016	1,209	8,486
BARBER APPRENTICE	291	265	N/A
COSMETOLOGIST	24,676	11,970	114,389
COSMETOLOGY APPRENTICE	537	508	N/A
ELECTROLOGIST	37	22	765
ELECTROLOGY APPRENTICE	1	1	N/A
ESTABLISHMENT	6,567	6,706	17,067
ESTHETICIAN	7,286	4,567	24,386
MANICURIST	8,008	4,939	45,011
MOBILE UNIT	6	4	3

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BARBER	N/A	23,097	N/A
BARBER APPRENTICE	N/A	683	N/A
COSMETOLOGIST	N/A	286,925	N/A
COSMETOLOGY APPRENTICE	N/A	1,072	N/A
ELECTROLOGIST	N/A	2,156	N/A
ELECTROLOGY APPRENTICE	N/A	2	N/A
ESTABLISHMENT	N/A	50,103	N/A
ESTHETICIAN	N/A	63,178	N/A
MANICURIST	N/A	121,226	N/A
MOBILE UNIT	N/A	24	N/A

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
BARBER	EVERY 2 YEARS	0
BARBER APPRENTICE	NONE	0
COSMETOLOGIST	EVERY 2 YEARS	0
COSMETOLOGY APPRENTICE	NONE	0
ELECTROLOGIST	EVERY 2 YEARS	0
ELECTROLOGY APPRENTICE	NONE	0
ESTABLISHMENT	EVERY 2 YEARS	0
ESTHETICIAN	EVERY 2 YEARS	0
MANICURIST	EVERY 2 YEARS	0
MOBILE UNIT	EVERY 2 YEARS	0

Exams

PASS	FAIL	TOTAL
47,041	15,868	62,909

Summary of Enforcement Activity

Consumer Complaints—Intake

3,580	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
3,580	REFERRED FOR INVESTIGATION
13	PENDING

Conviction/Arrest Notification Complaints

1,887	RECEIVED
1,889	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections

14,006	INSPECTIONS CONDUCTED
10,547	INSPECTION CITATIONS ISSUED

Investigations

5,468	OPENED
5,700	CLOSED
864	PENDING

Number of Days to Complete Intake and Investigations

4,043	UP TO 90 DAYS
1,074	91 TO 180 DAYS
479	181 DAYS TO 1 YEAR
96	1 TO 2 YEARS
8	2 TO 3 YEARS
0	OVER 3 YEARS
73	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines

18,231	ISSUED
14,534	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
45-60	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Total Amount of Fines	
$11,048,151	ASSESSED
$1,484,867	REDUCED
$5,670,728	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
113	CASES OPENED/INITIATED
56	CASES CLOSED
80	CASES PENDING

Number of Days to Complete AG Cases	
4	1 YEAR
21	1 TO 2 YEARS
19	2 TO 3 YEARS
7	3 TO 4 YEARS
5	OVER 4 YEARS
861	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

Subsequent Disciplinary—Administrative Outcomes/ Final Orders	
12	REVOCATION
2	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	
6	GRANTED
2	DENIED
8	TOTAL

Cost Recovery to DCA	
$176,075	ORDERED
$96,733	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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BOARD OF BEHAVIORAL SCIENCES

Behavioral Sciences

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

STAFF:

45.6 civil service; 1 exempt

LICENSES:

82,048

BOARD MEMBERSHIP:

7 licensees, 7 public representatives

STRATEGIC PLAN ADOPTED:

January 2010

www.bbs.ca.gov

MAJOR ACCOMPLISHMENTS

- Collaborated with the Association of Marriage and Family Therapy Regulatory Boards to participate in the Association's occupational analysis. The data from the analysis will be used in the upcoming national examination.
- Completed the notification and fingerprinting of 34,665 licensees who had not previously submitted fingerprints.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 274, Wyland (Chapter 148, Statutes of 2011) extends the Licensed Professional Clinical Counselor (LPCC) grandparent application period from June 20, 2011, to December 31, 2011, and removes the annual renewal requirement.
- Senate Bill 363, Emmerson (Chapter 384, Statutes of 2011) clarifies the law as it relates to Marriage and Family Therapist (MFT) Interns and trainees. Permits trainees to counsel clients while not enrolled in a practicum course only if the lapse in enrollment is less than 90 days and is immediately preceded and immediately followed by enrollment in a practicum course. Permits LPCCs to supervise MFT Interns if they meet the additional training and education requirements.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
MARRIAGE AND FAMILY THERAPIST	**2,230**	**1,540**	**15,758**
MARRIAGE AND FAMILY INTERN	**4,205**	**4,096**	**11,420**
MFT REFERRAL SERVICE	**N/A**	**N/A**	**N/A**
LICENSED CLINICAL SOCIAL WORKER	**1,454**	**1,117**	**9,231**
ASSOCIATE SOCIAL WORKER	**2,916**	**2,681**	**7,534**
LICENSED EDUCATIONAL PSYCHOLOGIST	**106**	**90**	**869**
PROVIDER CONTINUING EDUCATION	**265**	**249**	**1,118**
LICENSED PROFESSIONAL CLINICAL COUNSELOR	**3,773**	**61**	**N/A**
LICENSED PROFESSIONAL CLINICAL COUNSELOR INTERN	**187**	**41**	**N/A**

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
MARRIAGE AND FAMILY THERAPIST	**N/A**	**32,546**	**N/A**
MARRIAGE AND FAMILY INTERN	**N/A**	**15,358**	**N/A**
MFT REFERRAL SERVICE	**N/A**	**25**	**N/A**
LICENSED CLINICAL SOCIAL WORKER	**N/A**	**19,470**	**N/A**
ASSOCIATE SOCIAL WORKER	**N/A**	**10,139**	**N/A**
LICENSED EDUCATIONAL PSYCHOLOGIST	**N/A**	**1,821**	**N/A**
PROVIDER CONTINUING EDUCATION	**N/A**	**2,587**	**N/A**
LICENSED PROFESSIONAL CLINICAL COUNSELOR	**N/A**	**61**	**N/A**
LICENSED PROFESSIONAL CLINICAL COUNSELOR INTERN	**N/A**	**41**	**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**	**18***
PROVIDER CONTINUING EDUCATION	**EVERY 2 YEARS**	**N/A**
PROVIDER CONTINUING EDUCATION	**EVERY 2 YEARS**	**36**
PROVIDER CONTINUING EDUCATION	**EVERY YEAR**	**N/A**

* LEP licenses renewing between 1/1/12 and 12/31/12 must complete at least 18 hours of continuing education. LEP licensees renewing on 1/1/13 and thereafter must complete at least 36 hours of continuing education.

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Licensing Activity

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
LICENSED CLINICAL SOCIAL WORKER STANDARD	1,218	1,108	2,326
LICENSED CLINICAL SOCIAL WORKER CV	1,301	365	1,666
LICENSED EDUCATIONAL PSYCHOLOGIST	107	55	162
MARRIAGE AND FAMILY THERAPIST STANDARD	1,675	1,243	2,918
MARRIAGE AND FAMILY THERAPIST CV	1,890	569	2,459
LICENSED PROFESSIONAL CLINICAL COUNSELOR LAW AND ETHICS	2	1	3
LICENSED PROFESSIONAL CLINICAL COUNSELOR GP LAW AND ETHICS	72	21	93
LICENSED PROFESSIONAL CLINICAL COUNSELOR GAP LCSW	3	0	3
LICENSED PROFESSIONAL CLINICAL COUNSELOR GAP MFT	117	0	117
TOTALS	6,385	3,362	9,747

Summary of Enforcement Activity

Consumer Complaints—Intake	
986	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
949	REFERRED FOR INVESTIGATION
37	PENDING

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
1,916	OPENED
1,967	CLOSED
641	PENDING

Number of Days to Complete Intake and Investigations	
1,026	UP TO 90 DAYS
410	91 TO 180 DAYS
344	181 DAYS TO 1 YEAR
175	1 TO 2 YEARS
9	2 TO 3 YEARS
3	OVER 3 YEARS
142	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

Total Amount of Fines	
$111,850	ASSESSED
$15,000	REDUCED
$38,000	COLLECTED

* PLEASE REFER TO PAGE 10 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	
140	CASES OPENED/INITIATED
105	CASES CLOSED
186	CASES PENDING

Number of Days to Complete AG Cases	
3	1 YEAR
31	1 TO 2 YEARS
37	2 TO 3 YEARS
13	3 TO 4 YEARS
0	OVER 4 YEARS
872	AVERAGE NUMER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
25	STATEMENTS OF ISSUES FILED
83	ACCUSATIONS FILED
4	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
2	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
15	ACCUSATIONS WITHDRAWN/DISMISSED

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

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

Subsequent Disciplinary—Administrative Outcomes/Final Orders	
3	REVOCATION
8	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
2	DENIED
6	TOTAL

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

Cost Recovery to DCA	
$117,457	ORDERED
$71,244	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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CEMETERY AND FUNERAL BUREAU

Cemetery/Funeral

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

STAFF:

23.5 civil service; 1 exempt

LICENSES AND CERTIFICATIONS:

9,687

ADVISORY COMMITTEE MEMBERSHIP:

4 licensees, 3 public representatives

STRATEGIC PLAN ADOPTED:

2011

www.cfb.ca.gov

CEMETERY & FUNERAL BUREAU

MAJOR ACCOMPLISHMENTS

- Developed a new brochure titled *Peace of Mind: Funeral and Cemetery Arrangements*, which covers the advantages of planning ahead, the choices in funeral and cemetery providers and arrangement options when planning ahead, and tips for consumers to keep in mind when making plans.
- Began the formal rulemaking process for the Cemetery Maintenance Standards regulation, which will ensure that California-licensed cemeteries are adequately maintained.
- Began a comprehensive review and update of the Bureau's probation monitoring standards to ensure that licensees placed on probation comply with the terms and conditions of their probation and that cost recovery payments are submitted promptly.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 658, Negrete McLeod (Chapter 386, Statutes of 2011) requires a funeral establishment that maintains a Web site to post on its Web site the funeral establishment's list of funeral goods and services and prices.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
CEMETERY BROKER	**26**	**17**	**239**
CEMETERY MANAGER	**20**	**10**	**277**
CREMATORY MANAGER	**29**	**27**	**453**
EMBALMER	**30**	**35**	**1,752**
FUNERAL DIRECTOR	**140**	**123**	**2,098**
APPRENTICE EMBALMER	**52**	**54**	**N/A**
FUNERAL ESTABLISHMENT	**33**	**30**	**981**
CERTIFICATE OF AUTHORITY (CEMETERY)	**8**	**8**	**187**
CREMATORY	**15**	**12**	**206**
CEMETERY SALESPERSON	**1,723**	**1,325**	**2,638**
CREMATED REMAINS DISPOSER	**14**	**13**	**159**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CEMETERY BROKER	**N/A**	**244**	**N/A**
CEMETERY MANAGER	**N/A**	**282**	**N/A**
CREMATORY MANAGER	**N/A**	**465**	**N/A**
EMBALMER	**N/A**	**1,734**	**N/A**
FUNERAL DIRECTOR	**N/A**	**2,178**	**N/A**
APPRENTICE EMBALMER	**263**	**N/A**	**N/A**
FUNERAL ESTABLISHMENT	**N/A**	**991**	**N/A**
CERTIFICATE OF AUTHORITY (CEMETERY)	**N/A**	**192**	**N/A**
CREMATORY	**N/A**	**216**	**N/A**
CEMETERY SALESPERSON	**N/A**	**2,970**	**N/A**
CREMATED REMAINS DISPOSER	**N/A**	**152**	**N/A**

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
CEMETERY BROKER	**EVERY YEAR**	**0**
CEMETERY MANAGER	**EVERY YEAR**	**0**
CREMATORY MANAGER	**EVERY YEAR**	**0**
EMBALMER	**EVERY YEAR**	**0**
FUNERAL DIRECTOR	**EVERY YEAR**	**0**

Exams		
PASS	FAIL	TOTAL
198	**65**	**263**

Summary of Enforcement Activity

Consumer Complaints—Intake	
673	RECEIVED
21	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
645	REFERRED FOR INVESTIGATION
7	PENDING

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

Inspections	
1,461	INSPECTIONS CONDUCTED
122	INSPECTION CITATIONS ISSUED

Investigations	
717	OPENED
745	CLOSED
70	PENDING

* PLEASE REFER TO PAGE 10 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	
628	UP TO 90 DAYS
80	91 TO 180 DAYS
33	181 DAYS TO 1 YEAR
4	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
47	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
191	ISSUED
97	ISSUED WITH A FINE
1	WITHDRAWN
1	DISMISSED
38	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$99,155	ASSESSED
$1,901	REDUCED
$80,096	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
16	CASES CLOSED
17	CASES PENDING

Number of Days to Complete AG Cases	
1	1 YEAR
11	1 TO 2 YEARS
4	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
564	AVERAGE NUMBER OF 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	
12	LICENSE APPLICATIONS DENIED
9	REVOCATION
2	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
3	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

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

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

Cost Recovery to DCA	
$13,539	ORDERED
$7,812	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$0	RESTITUTION ORDERED
$34,145	AMOUNT REFUNDED
$22	REWORK AT NO CHARGE
$15,312	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$49,479	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CONTRACTORS STATE LICENSE BOARD

Contractors

Licenses and regulates contractors in 43 classifications.

STAFF:

400.6 civil service positions; 1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATIONS:

242,446

BOARD MEMBERSHIP:

7 representing the profession, consumer group, or government entity; 8 public representatives

STRATEGIC PLAN ADOPTED:

June 2012

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

MAJOR ACCOMPLISHMENTS

- Began processing applications for limited liability companies, authorized under Senate Bill 392, Florez (Statutes of 2010, Chapter 698). In the first six months of offering this new license type, CSLB received 421 applications.
- Implemented Labor Enforcement Task Force, a coalition of State and Federal agencies to combat the underground construction economy.
- Took part in Multi-State Online Bulletin Board Sting Operation with state contracting boards of Arizona, Nevada, and Oregon, as well as the National Association of State Contractors Licensing Agencies, in issuing a nationwide consumer alert about rampant illegal and deceptive ads placed on Internet bulletin board sites. Held a news conference at the State Capitol in Sacramento to promote the operation.
- Participated in a news conference with the San Francisco District Attorney's Office about the arrest of an unlicensed operator who victimized Chinese-speaking and Spanish-speaking day laborers and consumers in the Bay Area.
- Continued to promote Senior Scam Stopper seminars. Sent a letter to each State legislator providing information on construction-related scams and how seniors can protect themselves when hiring a contractor. Interest in the Senior Scam Stopper seminars grew as a result of the letters.
- Expanded the Board's electronic payment project at the headquarters office to include all 11 renewal and reactivation fee transactions. Individuals now can make their payment on a computer adjacent to the public counter.

MAJOR NEW LEGISLATION OR REGULATIONS

NONE

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
ORIGINAL CONTRACTOR LICENSE	**17,680**	**11,838**	**121,598**
HOME IMPROVEMENT SALESMAN REGISTRATION	**6,906**	**3,723**	**1,247**

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ORIGINAL CONTRACTOR LICENSE	**3,298**	**230,469**	**N/A**
HOME IMPROVEMENT SALESMAN REGISTRATION	**N/A**	**8,679**	**N/A**

Renewal and Continuing Education

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
ORIGINAL CONTRACTOR LICENSE	**EVERY 2 YEARS**	**0**
HOME IMPROVEMENT SALESMAN REGISTRATION	**EVERY 2 YEARS**	**0**

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
LAW AND BUSINESS	**8,623**	**5,884**	**14,507**
GENERAL ENGINEERING (A)	**547**	**530**	**987**
GENERAL CONTRACTOR (B)	**3,427**	**5,136**	**8,563**
ASBESTOS CERTIFICATION	**75**	**41**	**116**
HAZARDOUS CERTIFICATION	**72**	**33**	**105**
INSULATION AND ACOUSTICAL (C-2)	**42**	**43**	**85**
BOILER, HOT-WATER HEATING AND STEAM FITTING (C-4)	**23**	**19**	**42**
FRAMING AND ROUGH CARPENTRY (C-5)	**15**	**19**	**34**
CABINET, MILLWORK AND FINISH CARPENTRY (C-6)	**161**	**194**	**355**
LOW VOLTAGE SYSTEMS (C-7)	**226**	**99**	**325**
CONCRETE (C-8)	**161**	**229**	**390**
DRYWALL (C-9)	**120**	**296**	**416**
ELECTRICAL (C-10)	**916**	**965**	**1,881**
ELEVATOR (C-11)	**15**	**19**	**34**
EARTHWORK AND PAVING (C-12)	**71**	**151**	**222**
FENCING (C-13)	**73**	**71**	**144**
FLOORING (C-15)	**262**	**296**	**558**
FIRE PROTECTION (C-16)	**92**	**151**	**243**
GLAZING (C-17)	**108**	**114**	**222**
WARM-AIR HEATING, VENTILATING, AND AIR COND. (C-20)	**469**	**441**	**910**
BUILDING MOVING/ DEMOLITION (C-21)	**69**	**50**	**119**
ORNAMENTAL METAL (C-23)	**39**	**65**	**104**
LANDSCAPING (C-27)	**433**	**832**	**1,265**
LOCK AND SECURITY EQUIPMENT (C-28)	**31**	**19**	**50**
MASONRY (C-29)	**65**	**144**	**209**
CONSTRUCTION ZONE TRAFFIC CONTROL (C-31)	**15**	**25**	**40**
PARKING AND HIGHWAY IMPROVEMENT (C-32)	**14**	**19**	**33**

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Licensing Activity

Exam Results (continued)			
EXAM TITLE	PASS	FAIL	TOTAL
PAINTING AND DECORATING (C-33)	563	592	1,155
PIPELINE (C-34)	11	6	17
LATHING AND PLASTERING (C-35)	63	83	146
PLUMBING (C-36)	583	623	1,206
REFRIGERATION (C-38)	74	64	138
ROOFING (C-39)	198	221	419
SANITATION SYSTEM (C-42)	15	30	45
SHEET METAL (C-43)	39	27	66
SIGN (C-45)	39	64	103
SOLAR (C-46)	96	136	232
MANUFACTURED HOUSING (C-47)	8	40	48
REINFORCING STEEL (C-50)	13	14	27
STRUCTURAL STEEL (C-51)	45	49	94
SWIMMING POOL (C-53)	93	97	190
TILE (C-54)	215	242	457
WATER CONDITIONING (C-55)	12	21	33
WELL DRILLIING (C-57)	23	13	36
WELDING (C-60)	43	50	93
TOTAL	18,207	18,257	36,464

Summary of Enforcement Activity

Consumer Complaints—Intake	
18,961	RECEIVED
88	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
19,104	REFERRED FOR INVESTIGATION
959	PENDING

Conviction/Arrest Notification Complaints	
437	RECEIVED
700	CLOSED/REFERRED FOR INVESTIGATION
210	PENDING

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
19,239	OPENED
20,366	CLOSED
3,901	PENDING

Number of Days to Complete Intake and Investigations	
15,399	UP TO 90 DAYS
2,289	91 TO 180 DAYS
2,503	181 DAYS TO 1 YEAR
72	1 TO 2 YEARS
2	2 TO 3 YEARS
1	OVER 3 YEARS
138	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
1,582	ISSUED
1,582	ISSUED WITH A FINE
59	WITHDRAWN
6	DISMISSED
164	AVERAGE NUMBER OF DAYS TO ISSUE A CITIATION AND FINE

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Total Amount of Fines	
$2,688,050	ASSESSED
$222,150	REDUCED
$966,344	COLLECTED

Criminal /Civil Actions	
1,192	REFERRALS FOR CRIMINAL/CIVIL ACTION .
494	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
406	CASES OPENED/INITIATED
347	CASES CLOSED
700	CASES PENDING

Number of Days to Complete AG Cases	
55	1 YEAR
154	1 TO 2 YEARS
84	2 TO 3 YEARS
36	3 TO 4 YEARS
18	OVER 4 YEARS
722	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
38	STATEMENTS OF ISSUES FILED
160	ACCUSATIONS FILED
7	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
5	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
20	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
50	LICENSE APPLICATIONS DENIED
330	REVOCATION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
8	SUSPENSION ONLY
62	PROBATION ONLY
0	PUBLIC REPRIMAND
33	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	
$258,982	ORDERED
$470,476	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$282,375	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
$1,082,747	REWORK AT NO CHARGE
N/A	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$11,375,346	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

COURT REPORTERS BOARD OF CALIFORNIA

Court Reporters

Licenses and regulates certified shorthand reporters, also known as court reporters, and oversees California's schools of court reporting. Also manages the Transcript Reimbursement Fund, which provides free or low-cost transcripts to low-income people.

STAFF:

3.5 civil service; 1 exempt

LICENSES:

7,260

BOARD MEMBERSHIP:

2 licensees; 3 public representatives

STRATEGIC PLAN ADOPTED:

April 2012

www.courtreportersboard.ca.gov

COURT REPORTERS BOARD
OF CALIFOR I

MAJOR ACCOMPLISHMENTS

- Helped transition to the privatization of courts. In several counties, parties in civil matters must pay for the services of a court reporter. Worked extensively with industry associations, licensees, and attorneys to transition to this privatization.
- Redesigned and updated student career brochure.
- Developed a Transcript Reimbursement Fund brochure describing the application process and requirements. The aim is to maximize use of this fund by consumers.
- Developed a complaint process postcard for consumers to advise them of industry standards, where to obtain additional information on those standards, and the complaint process.

MAJOR NEW LEGISLATION OR REGULATIONS

- Restructured license examination fees as set out in California Code of Regulations, Title 16, Division 24, section 2450. The new structure allows for greater accuracy of exam statistics, improving the Board's ability to analyze efficacy of the exam as well as predict revenue, thus increasing efficiency. It also corrects a flaw in the current data system that could inadvertently allow a candidate to repeat an exam.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
CERTIFIED SHORTHAND REPORTER	**96**	**96**	**7,260**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CERTIFIED SHORTHAND REPORTER	**N/A**	**7,260**	**N/A**

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
CERTIFIED SHORTHAND REPORTER	**EVERY YEAR**	**0**

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
DICTATION	**76**	**274**	**350**
ENGLISH	**96**	**153**	**249**
PROFESSIONAL PRACTICE	**108**	**98**	**206**
TOTALS	**280**	**525**	**805**

Summary of Enforcement Activity

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

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Summary of Enforcement Activity

Investigations	
119	OPENED
121	CLOSED
28	PENDING

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

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

Total Amount of Fines	
$45,500	ASSESSED
$4,625	REDUCED
$9,600	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	
8	CASES OPENED/INITIATED
5	CASES CLOSED
8	CASES PENDING

* PLEASE REFER TO PAGE 10 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	
1	1 YEAR
4	1 TO 2 YEARS
0	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
492	AVERAGE NUMBER 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
2	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	
0	GRANTED
0	DENIED
0	TOTAL

Cost Recovery to DCA	
$3,000	ORDERED
$500	COLLECTED .

Consumer Restitution to Consumers/Refunds/Savings	
$0	RESTITUTION ORDERED
$905	AMOUNT REFUNDED
$0	REWORK AT NO CHARGE
$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$905	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

DENTAL BOARD OF CALIFORNIA

Dentistry

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

STAFF:

70.3 civil service; 1 exempt

LICENSES AND PERMITS:

97,845

BOARD MEMBERSHIP:

10 dental professionals, 4 public representatives

STRATEGIC PLAN ADOPTED:

2010

www.dbc.ca.gov

MAJOR ACCOMPLISHMENTS

- Appointed a Dental Assisting Council to consider all matters relating to dental assistants in California and to make recommendations to the Board and its committees. Council members participated in their first Board meeting in May 2012.
- Granted reapproval of the University De La Salle, Bajio School of Dentistry in Leon, Guanajuato, Mexico in accordance with Business and Professions Code section 1636.4(g) for an additional seven years.
- Served seven search warrants resulting in the arrest of nine suspects for various unlicensed practices. Investigators, often working with the Los Angeles County Health Authority Law Enforcement Task Force (HALT) seized illegal prescription drugs, dentistry equipment, and contraband which resulted in 11 criminal filings.
- Donated in excess of $8,000 worth of dental equipment seized during a criminal case to nonprofit organizations for underserved communities in Africa and Mexico.
- Provided educational presentations of the Board's licensing and enforcement roles to graduating dental students at four California universities.
- Revised the Registered Dental Assistant Written and Law and Ethics Examinations.
- 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.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 540, Price (Chapter 385, Statutes of 2011) extends the licensing, regulatory, and enforcement authority of the Board until January 1, 2016, changes the composition of the Board from 14 to 15, establishes a Dental Assisting Counsel, and makes several changes to the provisions of the Dental Practice Act.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
ADDITIONAL OFFICE PERMIT	247	238	886
CONSCIOUS SEDATION PERMIT	62	56	210
DENTIST LICENSE	1,070	1,031	17,426
ELECTIVE FACIAL COSMETIC SURGERY	2	1	11
FICTITIOUS NAME PERMIT	544	580	2,403
GENERAL ANESTHESIA PERMIT	37	40	392
MOBILE DENTAL CLINIC	3	3	10
MEDICAL GENERAL ANESTHESIA PERMIT	17	17	20
ORAL CONSCIOUS SEDATION CERTIFICATE	167	202	7,020
ORAL AND MAXILLOFACIAL SURGERY PERMIT	6	4	38
REGISTERED PROVIDER	139	127	562
SPECIAL PERMIT	4	5	27
REGISTERED DENTAL ASSISTANT (RDA)	2,842	1,767	15,745
RDA IN EXTENDED FUNCTIONS (RDAEF)	100	65	622
ORTHODONTIC ASSISTANT (OA)	54	18	6
DENTAL SEDATION ASSISTANT (DSA)	8	9	0

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ADDITIONAL OFFICE PERMIT	2,044	N/A	N/A
CONSCIOUS SEDATION PERMIT	483	N/A	N/A
DENTIST LICENSE	N/A	41,933	N/A
ELECTIVE FACIAL COSMETIC SURGERY	21	N/A	N/A
FICTITIOUS NAME PERMIT	5,309	N/A	N/A
GENERAL ANESTHESIA PERMIT	825	N/A	N/A
MOBILE DENTAL CLINIC	23	N/A	N/A
MEDICAL GENERAL ANESTHESIA PERMIT	64	N/A	N/A
ORAL CONSCIOUS SEDATION CERTIFICATE	2,240	N/A	N/A
ORAL AND MAXILLOFACIAL SURGERY PERMIT	33	83	N/A
REGISTERED PROVIDER	33	1,321	N/A
SPECIAL PERMIT	33	N/A	N/A
REGISTERED DENTAL ASSISTANT (RDA)	33	43,997	N/A
RDA IN EXTENDED FUNCTIONS (RDAEF)	33	1,444	N/A
ORTHODONTIC ASSISTANT (OA)	29	N/A	N/A
DENTAL SEDATION ASSISTANT (DSA)	12	N/A	N/A

* PLEASE REFER TO PAGE 10 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**	**0**
CONSCIOUS SEDATION PERMIT	**EVERY 2 YEARS**	**15**
DENTIST LICENSE	**EVERY 2 YEARS**	**50**
ELECTIVE FACIAL COSMETIC SURGERY	**EVERY 2 YEARS**	**0**
FICTITIOUS NAME PERMIT	**EVERY 2 YEARS**	**0**
GENERAL ANESTHESIA PERMIT	**EVERY 2 YEARS**	**24**
MOBILE DENTAL CLINIC	**EVERY 2 YEARS**	**0**
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**	**0**
SPECIAL PERMIT	**EVERY YEAR**	**25**
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	**2,273**	**433**	**2,706**
TOTALS	**2,273**	**433**	**2,706**

*SEE SECTION 139 REPORT, PAGE 152

Summary of Enforcement Activity

Consumer Complaints—Intake	
2,808	RECEIVED
4	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,796	REFERRED FOR INVESTIGATION
33	PENDING

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

Inspections	
151	INSPECTIONS CONDUCTED
5	INSPECTION CITATIONS ISSUED

Investigations	
3,569	OPENED
3,505	CLOSED
1,565	PENDING

Number of Days to Complete Intake and Investigations	
1,819	UP TO 90 DAYS
839	91 TO 180 DAYS
351	181 DAYS TO 1 YEAR
287	1 TO 2 YEARS
178	2 TO 3 YEARS
31	OVER 3 YEARS
156	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
15	ISSUED
13	ISSUED WITH A FINE
4	WITHDRAWN
1	DISMISSED
339	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Total Amount of Fines	
$23,000	ASSESSED
$0	REDUCED
$10,469	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
173	CASES OPENED/INITIATED
114	CASES CLOSED
229	CASES PENDING

Number of Days to Complete AG Cases	
18	1 YEAR
26	1 TO 2 YEARS
23	2 TO 3 YEARS
27	3 TO 4 YEARS
20	OVER 4 YEARS
950	AVERAGE NUMBER OFDAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
7	LICENSE APPLICATIONS DENIED
30	REVOCATION
6	SURRENDER OF LICENSE
57	PROBATION WITH SUSPENSION
2	SUSPENSION ONLY
6	PROBATION ONLY
13	PUBLIC REPRIMAND
8	OTHER DECISIONS

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

Subsequent Disciplinary—Administrative Outcomes/Final Orders	
8	REVOCATION
2	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	
7	GRANTED
1	DENIED
8	TOTAL

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

Cost Recovery to DCA	
$457,929	ORDERED
$217,304	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$27,774	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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

DENTAL HYGIENE COMMITTEE OF CALIFORNIA

Dental Hygiene

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

STAFF:

7.2 civil service; 1 exempt

LICENSES AND PERMITS:

30,385

ADVISORY COMMITTEE MEMBERSHIP:

5 dental professionals; 4 public representatives

STRATEGIC PLAN ADOPTED:

September 2010

www.dhcc.ca.gov

MAJOR ACCOMPLISHMENTS

- Filled staff positions for examination analyst, enforcement analyst, and administrative analyst positions.
- Continued development of the Registered Dental Hygienist in Alternative Practice law and ethic examination.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 1202, Leno (Chapter 331, Statutes of 2012) provides mobile dental hygiene clinics to underserved areas, establishes permits for out-of-state licensees to teach in California dental hygiene schools, and adds provisions for California dental hygiene schools to create extramural dental facilities to enhance students' clinical experience.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
RDH	858	779	9,870
RDHEF	0	0	16
RDHAP	61	62	220
FNP	52	51	43

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

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
RDH	N/A	29,828	N/A
RDHAP	N/A	431	N/A
RDHEF	N/A	38	N/A
FNP	88	N/A	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	35
RDHEF	EVERY 2 YEARS	25

Exams		
PASS	FAIL	TOTAL
526	85	611

Summary of Enforcement Activity

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

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
222	OPENED
224	CLOSED
26	PENDING

Number of Days to Complete Intake and Investigations	
185	UP TO 90 DAYS
18	91 TO 180 DAYS
15	181 DAYS TO 1 YEAR
5	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
49	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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

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

Summary of Enforcement Activity

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

Number of Days to Complete AG Cases	
0	1 YEAR
1	1 TO 2 YEARS
1	2 TO 3 YEARS
0	3 TO 4 YEARS
0	OVER 4 YEARS
785	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
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
1	DENIED
1	TOTAL

Cost Recovery to DCA	
$19,433	ORDERED
$0	COLLECTED

Consumer Restitution to Consumers/Refund /Savings	
$10,000	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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

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

BEARHFTI

Licenses and registers electronic and appliance repair businesses and has jurisdiction over sale and administration of service contracts on various consumer products. Regulates the manufacture and sale of upholstered furniture, bedding, and thermal insulation products; tests for flammability and sanitization.

STAFF:

41.9 civil service, 1 exempt

LICENSES AND REGISTRATIONS:

40,437

BUREAU ADVISORY COUNCILS:

11 industry representatives; 1 public representatives

STRATEGIC PLAN ADOPTED:

2007

www.bearhfti.ca.gov

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

MAJOR ACCOMPLISHMENTS

- Relocated to a new office after more than 30 years in the prior location. The new facility includes a full-scale test laboratory and meets State Fire Marshal and Cal-OSHA requirements.
- Implemented an online credit card payment system for licensees to use when paying their fees.
- Began efforts to revise the Bureau's nearly 40-year-old upholstered furniture flammability standard, known as Technical Bulletin 117.

MAJOR NEW LEGISLATION OR REGULATIONS

NONE

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
BEDDING RETAILER	286	265	661
CUSTOM UPHOLSTERER	22	13	224
FURNITURE AND BEDDING MANUFACTURER	134	122	602
FURNITURE AND BEDDING RETAILER	853	1,032	5,680
FURNITURE AND BEDDING WHOLESALER	27	21	78
FURNITURE RETAILER	130	99	819
IMPORTER	669	639	1,155
SANITIZER	11	7	4
SUPPLY DEALER	5	3	62
THERMAL INSULATION	9	9	118
APPLIANCE SERVICE DEALER	244	225	2,152
COMBINATION SERVICE DEALER	89	88	460
ELECTRONIC SERVICE DEALER	872	798	4,626
SERVICE CONTRACT ADMINISTRATOR	10	9	29
SERVICE CONTRACT SELLER	1,523	1,474	7,700

Licensing by Population Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BEDDING RETAILER	N/A	1,954	N/A
CUSTOM UPHOLSTERER	N/A	493	N/A
FURNITURE AND BEDDING MANUFACTURER	N/A	1,415	N/A
FURNITURE AND BEDDING RETAILER	N/A	11,258	N/A
FURNITURE AND BEDDING WHOLESALER	N/A	189	N/A
FURNITURE RETAILER	N/A	3,578	N/A
IMPORTER	N/A	3,584	N/A
SANITIZER	N/A	15	N/A
SUPPLY DEALER	N/A	132	N/A
THERMAL INSULATION	N/A	125	N/A
APPLIANCE SERVICE DEALER	N/A	2,396	N/A
COMBINATION SERVICE DEALER	N/A	524	N/A
ELECTRONIC SERVICE DEALER	N/A	5,400	N/A
SERVICE CONTRACT ADMINISTRATOR	N/A	39	N/A
SERVICE CONTRACT SELLER	N/A	9,335	N/A

* PLEASE REFER TO PAGE 10 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**	**0**
CUSTOM UPHOLSTERER	**EVERY 2 YEARS**	**0**
FURNITURE AND BEDDING MANUFACTURER	**EVERY 2 YEARS**	**0**
FURNITURE AND BEDDING RETAILER	**EVERY 2 YEARS**	**0**
FURNITURE AND BEDDING WHOLESALER	**EVERY 2 YEARS**	**0**
FURNITURE RETAILER	**EVERY 2 YEARS**	**0**
IMPORTER	**EVERY 2 YEARS**	**0**
SANITIZER	**EVERY 2 YEARS**	**0**
SUPPLY DEALER	**EVERY 2 YEARS**	**0**
THERMAL INSULATION	**EVERY 2 YEARS**	**0**
APPLIANCE SERVICE DEALER	**EVERY YEAR**	**0**
COMBINATION SERVICE DEALER	**EVERY YEAR**	**0**
ELECTRONIC SERVICE DEALER	**EVERY YEAR**	**0**
SERVICE CONTRACT ADMINISTRATOR	**EVERY YEAR**	**0**
SERVICE CONTRACT SELLER	**EVERY YEAR**	**0**

Summary of Enforcement Activity

Exams
NOT APPLICABLE TO THIS PROGRAM

Consumer Complaints—Intake	
1,889	RECEIVED
6	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,906	REFERRED FOR INVESTIGATION
9	PENDING

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

Summary of Enforcement Activity

Inspections	
4,498	INSPECTIONS CONDUCTED
35	INSPECTIONS CITATIONS ISSUED

Investigations	
1,905	OPENED
1,858	CLOSED
335	PENDING

Number of Days to Complete Intake and Investigations	
1,441	UP TO 90 DAYS
243	91 TO 180 DAYS
98	181 DAYS TO 1 YEAR
76	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
66	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

Citations and Fines	
119	ISSUED
112	ISSUED WITH A FINE
33	WITHDRAWN
2	DISMISSED
110	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$39,350	ASSESSED
$0	REDUCED
$18,000	COLLECTED

Criminal/Civil Actions
NOT APPLICABLE TO THIS PROGRAM

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

* PLEASE REFER TO PAGE 10 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
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	
10	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	
4	LICENSE APPLICATIONS DENIED
2	REVOCATION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
1	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$0	RESTITUTION ORDERED
$191,124	AMOUNT REFUNDED
$43,666	REWORK AT NO CHARGE
$73,609	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$308,399	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

STATE BOARD OF GUIDE DOGS FOR THE BLIND

Guide Dogs

Licenses and regulates schools and instructors that train and supply guide dogs for the blind.

STAFF:

1.7 civil service, 1 exempt

LICENSES AND APPROVALS:

115

BOARD MEMBERSHIP:

2 guide dog users; 5 public representatives

STRATEGIC PLAN ADOPTED:

November 2009

www.guidedogboard.ca.gov

guide dog board

MAJOR ACCOMPLISHMENTS

- Posted tip sheets for consumers, first responders, and veterinarians to the Guide Dog Board Web site.
- Continued work on occupational analysis for the guide dog instructor application and licensing processes.

MAJOR NEW LEGISLATION OR REGULATIONS

- Amended the following sections of Title 16, California Code of Regulations: 2252 (Definitions), 2275 (Sterilization of Dogs), 2284 (Instructor - When License Required), 2295 (Issuance of Citations and Fines), 2295.1 (Criteria to Be Considered), 2295.2 (Contested Citations), 2295.3 (Citations for Unlicensed Practice). The changes do the following:
  - Better define what is a "guide dog," "client," "guide dog team," "apprentice," and "instruction."
  - Clarify the level of supervision required for an apprentice.
  - Clarify that a blind person receiving a guide dog will also receive a certificate stating that the dog has been spayed or neutered.
  - Adopt regulations to implement a cite-and-fine program for licensees as well as the ability to cite person who are acting in the capacity of a licensee without a license.
- Senate Bill 944, Committee on Business, Professions and Economic Development (Chapter 432, Statutes of 2011) clarifies that the Executive Officer keeps all the records of the Board; clarifies that the Board should receive instructor license applications and fees; repeals the reference to seeing-eye dog; clarifies that no person shall sell, give, or furnish any guide dog that is not spayed or neutered; and amends delivery of verification from veterinarian that the immunizations, sterilization and examination of health to "when the dog is assigned to the client."
- SB 543, Steinberg (Chapter 448, Statutes of 2011) allows the Board to continue providing consumer protection and gives the Legislature time to review the Board's operations during a future sunset review hearing.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
GUIDE DOG INSTRUCTOR	7	7	102
GUIDE DOG SCHOOL	0	0	3
FUNDRAISING LICENSE	0	0	0
INACTIVE INSTRUCTOR	2	2	1

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
GUIDE DOG INSTRUCTOR	0	102	7
GUIDE DOG SCHOOL	0	3	0
FUNDRAISING LICENSE	0	0	0
INACTIVE INSTRUCTOR	0	1	2

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
7	0	7

Summary of Enforcement Activity

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

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

Inspections	
3	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations	
0	OPENED
0	CLOSED
0	PENDING

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

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

* PLEASE REFER TO PAGE 10 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
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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE

Landscape Architects

Licenses and regulates landscape architects.

STAFF:

5.2 civil service

LICENSES AND APPROVALS:

3,503

COMMITTEE MEMBERSHIP:

5 licensees

STRATEGIC PLAN ADOPTED:

June 2012

www.latc.ca.gov

MAJOR ACCOMPLISHMENTS

- Completed Sunset Review with no findings or recommendations from the Legislature. The Committee's Sunset date was extended to 2016.
- Convened an Exceptions and Exemptions Task Force to determine how the Committee can ensure clarity about Business and Professions Code Division 3, Chapter 3.5, Article 3, section 5641 Chapter Exceptions, Exemptions and ensure that these provisions adequately protect the public health, safety, and welfare.
- Convened a University of California Extension Certificate Program Task Force to review and develop the standards and procedures for approval of the extension certificate programs and conduct reviews of the programs using the new procedures.
- Developed a new California Supplemental Examination to ensure that candidates are tested on critical California-specific issues and that other issues on the national examination are covered sufficiently.
- Improved enforcement program caseload statistics by 55 percent.

MAJOR NEW LEGISLATION OR REGULATIONS

- Obtained approval of regulations to allow a candidate who has a Board-approved degree in landscape architecture or an extension certificate in landscape architecture from a Board-approved school to take the multiple-choice sections of the Landscape Architect Registration Examination early.
- Obtained approval of regulations to allow one year of education credit for a degree in architecture which consists of at least a four-year curriculum that has been accredited by the National Architectural Accrediting Board or partial completion of either a degree in landscape architecture from an approved school or an extension certificate in landscape architecture from an approved school.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
APPLICATION FOR ELIGIBILITY	**105**	**N/A**	**N/A**
APPLICATION FOR INITIAL LICENSE	**90**	**90**	**1.696**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
LANDSCAPE ARCHITECT LICENSE	**N/A**	**3,503**	**N/A**

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

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
LANDSCAPE ARCHITECT REGISTRATION EXAMINATION (LARE)	**462**	**294**	**756**
CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE)	**94**	**10**	**104**
TOTALS	**556**	**304**	**860**

Summary of Enforcement Activity

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

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
28	OPENED
59	CLOSED
26	PENDING

Number of Days to Complete Intake and Investigations	
7	UP TO 90 DAYS
5	91 TO 180 DAYS
1	181 DAYS TO 1 YEAR
38	1 TO 2 YEARS
8	2 TO 3 YEARS
0	OVER 3 YEARS
516	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATION

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

Total Amount of Fines	
$0	ASSESSED
$3,200	REDUCED
$300	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

* PLEASE REFER TO PAGE 10 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
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 WITHDRAW /DISMISSED
1	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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Lawn
Spa
Small Accent Shrubs
Lawn

MEDICAL BOARD OF CALIFORNIA

Medical Board

Licenses and regulates physicians and certain allied healthcare professionals.

STAFF:

282.2 civil service; 1 exempt

LICENSES AND PERMITS:

150,264

BOARD MEMBERSHIP:

8 licensed physicians;
7 public representatives

STRATEGIC PLAN ADOPTED:

2012

www.mbc.ca.gov

MAJOR ACCOMPLISHMENTS

- Constructed and launched on the Board's Web site the Outpatient Surgery Setting Database, which allows consumers to research outpatient surgery settings. The search results will show which agency has accredited the facility, the date of first accreditation, when the accreditation expires, the setting type, the location and phone number, and specialties.
- Established regulations to authorize healthcare practitioners who are licensed outside California to provide short-term, voluntary healthcare services to uninsured Californians.
- Expanded the Board's newsletter by adding audio and video links to news from the U.S. Centers for Disease Control and Prevention, U.S. Health and Human Services Agency, and others. Additionally, the Board has switched to an online version of the newsletter, although printed copies will still be mailed out if requested.
- Implemented a new, interactive Expert Reviewer Training program to enhance the quality of the opinions rendered by Expert Reviewers. More than 100 Expert Reviewers participated in the first training session.

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 415, Logue (Chapter 547, Statutes of 2011) repeals existing law related to telemedicine and replaces it with the Telehealth Advancement Act of 2011, to facilitate the advancement of telehealth in managed care and the Medi-Cal Program.
- Senate Bill 541, Price (Chapter 339, Statutes of 2011), co-sponsored with the Contractors State License Board, enables all entities of the Department of Consumer Affairs to use a simplified contract and an expedited contracting process when contracting with expert consultants.
- Assembly Bill 1127, Brownley (Chapter 115, Statutes of 2011) makes it a violation and unprofessional conduct for a physician who is the subject of an investigation by the Medical Board to repeatedly fail, without good cause, to attend and participate in an interview scheduled by mutual agreement of the physician and the Board.

MEDICAL BOARD OF CALIFORNIA CONTINUED

- Assembly Bill 1267, Halderman (Chapter 169, Statutes of 2011) authorizes the Board to automatically place a physician's license on inactive status when a physician is jailed after the conviction of a misdemeanor. This bill allows the Board to disclose the reason for the inactive status on the Board's Web site and requires the Board to change the physician's license status back to its prior or appropriate status within five business days of receiving notice that the physician is no longer being held in jail.
- Assembly Joint Resolution 13, Lara (Chapter 85, Statutes of 2012) urges the President and U.S. Congress to continue to provide funding to increase the physician supply in California and encourages consideration of solutions in order to increase the number of graduate medical education slots in California.
- Senate Bill 100, Price (Chapter 645, Statutes of 2011) requires the Board to adopt regulations on or before January 1, 2013, on the appropriate level of physician availability necessary within clinics or other settings using laser or intense pulse light devices for elective cosmetic surgery; revises the existing definition of "outpatient settings" to include fertility clinics that offer in vitro fertilization; and requires the Board to obtain and maintain a listing of specified information on outpatient settings on its Web site. Also makes a number of changes regarding the approval, oversight, and inspection of outpatient settings by the Board and accreditation agencies approved by the Board; requires all outpatient settings with multiple service locations to have all sites inspected; provides that all final inspection reports, which include the lists of deficiencies, plans of correction or requirements for improvements and correction, and corrective action completed, are public records open to public inspection; and requires, when an accrediting agency denies an accreditation and the outpatient setting applies to a different accrediting agency, the new accrediting agency to ensure that all previous deficiencies have been corrected and a new onsite inspection conducted.
- Senate Bill 380, Wright (Chapter 236, Statutes of 2011) authorizes the Board to set content standards for any educational activity concerning a chronic disease that includes appropriate information on the impact, prevention, and cure of the chronic disease by changes in nutrition and lifestyle behavior. This bill requires the Board to periodically disseminate information and educational material regarding the prevention and treatment of chronic disease by the application of changes in nutrition and lifestyle behavior to each licensed physician and surgeon and to each general acute care hospital in California. This bill also requires the Board to convene a working group of interested parties to discuss nutrition and lifestyle behavior for the prevention and treatment of chronic disease at a quarterly Board meeting within three years of the effective date of this bill.
- Senate Bill 824, Negrete McLeod (Chapter 389, Statutes of 2011) requires a registered dispensing optician (RDO) assuming ownership of a business and the RDO selling or transferring ownership of a business to both file the notice with the Board within 10 days of the completion of the transfer of ownership.
- Senate Bill 943, Senate Business, Professions and Economic Development Committee (Chapter 350, Statutes of 2011) clarifies the grandfathering provisions in existing law related to polysomnographic technologists. The grandfathering provision language would allow current practitioners three years to meet the new requirements for certification as a polysomnographic technologist, and requires the Board to report on the number of reports received pursuant to Section 805.01 of the Business and Professions Code in its Annual Report.
- Polysomnographic Regulations. In order to comply with SB 943, regulations were required to be written that would provide a means for registration of Polysomnographic Technologists, Polysomnographic Technicians, and Polysomnographic Trainees.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
FICTITIOUS NAME PERMIT	1,424	1,410	5.294
LICENSED MIDWIFE	33	31	125
DISPENSING OPTICIAN	66	49	582
CONTACT LENS DISPENSER	92	85	420
SPECTACLE LENS DISPENSER	211	192	991
OUT-OF-STATE OPTICIAN	2	1	3
RESEARCH PSYCHOANALYST	2	4	80
SPECIAL FACULTY PERMIT	5	2	4
PHYSICIAN AND SURGEON	6,623	5,351	64,351
*POLYSOMNOGRAPHIC TRAINEEE	0	0	0
*POLYSOMNOGRAPHIC TECHNICIAN	1	0	0
*POLYSOMNOGRAPHIC TECHNOLOGIST	40	0	0

*Program began accepting applications in April 2012

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
FICTITIOUS NAME PERMIT	13,726	N/A	N/A
LICENSED MIDWIFE	N/A	270	N/A
DISPENSING OPTICIAN	N/A	1,170	N/A
CONTACT LENS DISPENSER	N/A	948	N/A
SPECTACLE LENS DISPENSER	N/A	2,258	N/A
OUT-OF-STATE OPTICIAN	N/A	10	N/A
RESEARCH PSYCHOANALYST	N/A	87	N/A
SPECIAL FACULTY PERMIT	N/A	15	N/A
PHYSICIAN AND SURGEON	N/A	132,842	N/A
POLYSOMNOGRAPHIC TRAINEEE	0	0	0
POLYSOMNOGRAPHIC TECHNICIAN	0	0	0
POLYSOMNOGRAPHIC TECHNOLOGIST	0	0	0

*Program began accepting applications in April 2012

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

Exams
NOT APPLICABLE TO THIS PROGRAM

SEE SECTION 139 REPORT, PAGE 152

Summary of Enforcement Activity
LICENSED MIDWIFE

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

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity
LICENSED MIDWIFE

Investigations	
26	OPENED
25	CLOSED
7	PENDING

Number of Days to Complete Intake and Investigations	
11	UP TO 90 DAYS
6	91 TO 180 DAYS
2	181 DAYS TO 1 YEAR
4	1 TO 2 YEARS
2	2 TO 3 YEARS
0	OVER 3 YEARS
210	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	
1	REFERRALS FOR CRIMINAL/CIVIL ACTION
1	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
2	CASES OPENED/INITIATED
1	CASES CLOSED
3	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
878	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

*PC23

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

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

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity
LICENSED MIDWIFE

Cost Recovery to DCA	
$12,530	ORDERED
$5,880	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$18,356	RESTITUTION ORDERED
$1,620	AMOUNT REFUNDED
$0	REWORK AT NO CHARGE
$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$19,976	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Summary of Enforcement Activity
DISPENSING OPTICIANS

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

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
46	OPENED
54	CLOSED
26	PENDING

Summary of Enforcement Activity
DISPENSING OPTICIANS

Number of Days to Complete Intake and Investigations	
18	UP TO 90 DAYS
15	91 TO 180 DAYS
15	181 DAYS TO 1 YEAR
5	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
177	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$10,500	FINES ASSESSED
$4,500	REDUCED
$1,253	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
3	CASES CLOSED
1	CASES PENDING

Number of Days to Complete AG Cases	
0	1 YEAR
1	1 TO 2 YEARS
0	2 TO 3 YEARS
2	3 TO 4 YEARS
0	OVER 4 YEARS
1,025	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

* PLEASE REFER TO PAGE 10 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
0	ACCUSATIONS FILED
1	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED*
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

*PC23

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

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

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

Cost Recovery to DCA	
$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
RESEARCH PSYCHOANALYST

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

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
3	OPENED
3	CLOSED
0	PENDING

Number of Days to Complete Intake and Investigations	
3	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
61	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 10 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	
6,473	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
6,471	REFERRED FOR INVESTIGATION
151	PENDING

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
6,923	OPENED
7,206	CLOSED
2,295	PENDING

* PLEASE REFER TO PAGE 10 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	
3,621	UP TO 90 DAYS
1,905	91 TO 180 DAYS
996	181 DAYS TO 1 YEAR
595	1 TO 2 YEARS
89	2 TO 3 YEARS
0	OVER 3 YEARS
141	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$148,800	ASSESSED
$45,000	REDUCED
$58,852	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
485	CASES OPENED/INITIATED
298	CASES CLOSED*
515	CASES PENDING

*In addtion to these closed disciplinary actions, the Board closed 93 cases – see Administrative Outcomes/Final Orders charts.

Number of Days to Complete AG Cases	
60	1 YEAR
59	1 TO 2 YEARS
76	2 TO 3 YEARS
72	3 TO 4 YEARS
31	OVER 4 YEARS
863	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
11	STATEMENTS OF ISSUES FILED
312	ACCUSATIONS FILED
64	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED*
4	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
21	ACCUSATIONS WITHDRAWN/DISMISSED

*28 ISO;10 PC23; out-of-state suspension orders five automatic suspensionsorders; four suspension/cease practicce orders issued by Chief of Enforcement

Administrative Outcomes/Final Orders	
1	LICENSE APPLICATIONS DENIED
35	REVOCATION
61	SURRENDER OF LICENSE
12	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
107	PROBATION ONLY
121	PUBLIC REPRIMAND
1	OTHER DECISIONS
23	PROBATIONARY LICENSES ISSUED

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

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity
PHYSICIANS AND SURGEONS

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

Petition for Modification or Termination of Probation	
36	GRANTED
10	DENIED
46	TOTAL

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

Cost Recovery to DCA	
$10,000	ORDERED
$56,360	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$42,748	RESTITUTION ORDERED
$16,887	AMOUNT REFUNDED
$0	REWORK AT NO CHARGE
$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$59,635	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Summary of Enforcement Activity
POLYSOMNOGRAPHIC PROGRAM

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

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
7	OPENED
7	CLOSED
0	PENDING

Number of Days to Complete Intake and Investigations	
7	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	
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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity
POLYSOMNOGRAPHIC PROGRAM

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

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

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

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

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

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
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	
$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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

NATUROPATHIC MEDICINE COMMITTEE

Naturopathic

Licenses and regulates naturopathic doctors.

STAFF:

0 civil service; 1 exempt

LICENSES:

533

COMMITTEE MEMBERS:

5 naturopathic doctors; 2 physicians; 2 public representatives

STRATEGIC PLAN ADOPTED:

November 2010

www.naturopathic.ca.gov

MAJOR ACCOMPLISHMENTS

- Participated in process, implementation, and testing for the Department of Consumer Affairs' new licensing and enforcement system, BreEZe. The Committee will be part of the first rollout of the BreEZe system, which is scheduled for early 2013.
- Supported Bastyr University's efforts to open the first accredited naturopathic medical college in California. Approval for the college came from the Council on Naturopathic Medical Education, the required approver of California naturopathic medical programs, and DCA's Bureau for Private Postsecondary Education.
- Implemented the new Faculty Certification Program for health professionals not licensed by the Committee who teach at approved California naturopathic medical schools and who might practice naturopathic medicine incidental to their role as a faculty member.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 1446, Negrete McLeod (Chapter 333, Statutes of 2012) clarifies sections of the Naturopathic Doctors Act pertaining to administration of natural substances. With this language clarification and the establishment of training requirements, licensees can provide comprehensive naturopathic care consistent with their training and the original intent of the Act. In addition, it will assure consumers, pharmacies, and other healthcare professionals that naturopathic doctors are sufficiently trained to perform certain therapies.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
NATUROPATHIC DOCTOR	**65**	**64**	**153**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
NATUROPATHIC DOCTOR	**0**	**533**	**0**

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

Exams
NOT APPLICABLE TO THIS PROGRAM*

*SEE SECTION 139 REPORT, PAGE 152

Summary of Enforcement Activity

Consumer Complaints—Intake	
87	RECEIVED
3	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
84	REFERRED FOR INVESTIGATION
1	PENDING

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
84	OPENED
83	CLOSED
1	PENDING

Summary of Enforcement Activity

Number of Days to Complete Intake and Investigations	
85	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
0	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$44,500	ASSESSED
$11,250	REDUCED
$3,500	COLLECTED

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

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

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

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

Administrative Outcomes/Final Orders	
1	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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA BOARD OF OCCUPATIONAL THERAPY

Occupational Therapy

Licenses and regulates occupational therapists and occupational therapy assistants.

STAFF:

11.9 civil service; 1 exempt

LICENSES:

13,447

BOARD MEMBERSHIP:

4 licensees; 3 public representatives

STRATEGIC PLAN ADOPTED:

2011

www.bot.ca.gov

MAJOR ACCOMPLISHMENTS

- Developed a Disciplinary Process Resource Manual for Board members to reference when making disciplinary decisions.
- Immediately suspended the practice of licensees placed on probation for acts or offenses involving drugs or alcohol who tested positive for a banned substance while on probation, pursuant to Business and Professions Code section 315.
- Worked more closely and collaboratively with several State departments, including Aging, Developmental Services, Education, Healthcare Services, Public Health, and Social Services in providing notification of disciplinary action and working on issues surrounding unlicensed practice.
- Reported disciplinary action taken against applicants and licensees to the Health Integrity Practitioner Data Bank and National Practitioner Data Bank and enrolled and queried both data banks for applicants who possess an out-of-state license and/or disclose a criminal history.
- Held 12 teleconference committee meetings on enforcement, practice, legislation, education/outreach, and disaster preparedness, to encourage active participation by all stakeholders and improve access to the Board.

MAJOR NEW LEGISLATION OR REGULATIONS

- The Board was the first agency to adopt regulations incorporating the Uniform Standards for Substance-Abusing Healing Arts Licensees.
- The Board amended regulations pertaining to the application and qualification process for licensees to obtain approval to provide services identified as advanced practice.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
OCCUPATIONAL THERAPIST	**826**	**790**	**4,757**
OCCUPATIONAL THERAPY ASSISTANT	**180**	**185**	**789**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
OCCUPATIONAL THERAPIST	**80**	**10,517**	**N/A**
OCCUPATIONAL THERAPY ASSISTANT	**20**	**1,836**	**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
NOT APPLICABLE TO THIS PROGRAM*

*SEE SECTION 139 REPORT, PAGE 152

Summary of Enforcement Activity

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

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

Inspections	
0	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Summary of Enforcement Activity

Investigations	
541	OPENED
565	CLOSED
126	PENDING

Number of Days to Complete Intake and Investigations	
387	UP TO 90 DAYS
133	91 TO 180 DAYS
32	181 DAYS TO 1 YEAR
8	1 TO 2 YEARS
2	2 TO 3 YEARS
3	OVER 3 YEARS
79	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
173	ISSUED
173	ISSUED WITH A FINE
9	WITHDRAWN
10	98
98	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$31,025	ASSESSED
$1,600	REDUCED
$20,655	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
17	CASES CLOSED
8	CASES PENDING

* PLEASE REFER TO PAGE 10 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	
4	1 YEAR
7	1 TO 2 YEARS
5	2 TO 3 YEARS
1	3 TO 4 YEARS
0	OVER 4 YEARS
637	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
1	LICENSE APPLICATIONS DENIED
2	REVOCATION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
11	PROBATION ONLY
0	PUBLIC REPRIMAND
3	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	
4	TOTAL NUMBER FILED

Subsequent Disciplinary—Administrative Outcomes/Final Orders	
1	REVOCATION
5	SURRENDER OF LICENSE
1	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	
$32,510	ORDERED
$19,866	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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA STATE BOARD OF OPTOMETRY

Optometry

Licenses and regulates optometrists.

STAFF:

9.4 civil service; 1 exempt

LICENSES AND PERMITS:

24,315

BOARD MEMBERSHIP:

6 licensees; 5 public representatives

STRATEGIC PLAN ADOPTED:

January 2010

www.optometry.ca.gov

CALIFORNIA STATE BOARD OF OPTOMETRY

MAJOR ACCOMPLISHMENTS

- Created a *Board Member Handbook*, which includes an updated version of the Board's Administrative Procedures Manual.
- Updated and re-designed *Focus on Your Eyes* consumer brochure, and created two new brochures, *Focus on Consumer Protection* and *Cosmetic Contact Lenses*.
- Established a social media presence with the creation of Facebook and Twitter accounts to highlight pertinent information about optometry.
- Enhanced outreach program for California optometry students by working with the schools and colleges of optometry to present an overview of the Board's functions to third-year students, instead of fourth-year students.
- Completed training of enforcement staff on the entire enforcement process. Staff completed the three-day Advanced Investigative Training by the Council for Licensing, Enforcement and Regulation (CLEAR) and the Department of Consumer Affairs' Enforcement Academy.
- Updated the Board's Retention Schedule, which had not been updated since 2002.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 1215, Emmerson (Chapter 359, Statutes of 2012) creates a retired license and a retired license with a volunteer designation, and defines what constitutes "temporary practice."
- Began the regulatory process to update the Board's Disciplinary Guidelines, which have not been updated since 1999, and also add the Uniform Standards Related to Substance-Abusing Healing Arts Licensees (Business and Professions Code section 315).

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
BRANCH OFFICE LICENSE	**63**	**94**	**423**
FICTITIOUS NAME PERMIT	**153**	**147**	**1,305**
STATEMENT OF LICENSURE	**257**	**252**	**473**
OPTOMETRY APPLICATION	**273**	**765**	**3,559**
THERAPEUTIC PHARMACEUTICAL AGENTS CERTIFICATION	**266**	**266**	**N/A**
LACRIMAL IRRIGATION AND DILATION	**286**	**286**	**421**
GLAUCOMA	**952**	**952**	**767**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BRANCH OFFICE LICENSE	**N/A**	**94**	**N/A**
FICTITIOUS NAME PERMIT	**158**	**N/A**	**N/A**
STATEMENT OF LICENSURE	**N/A**	**1,555**	**N/A**
OPTOMETRY APPLICATION	**N/A**	**12,290**	**N/A**
OPTOMETRY APPLICATION - THERAPEUTIC PHARMACEUTICAL AGENTS	**7,442**	**N/A**	**N/A**
LACRIMAL IRRIGATION AND DILATION	**421**	**N/A**	**N/A**
GLAUCOMA	**952**	**N/A**	**N/A**

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
BRANCH OFFICE LICENSE	**EVERY YEAR**	**NONE**
FICTITIOUS NAME PERMIT	**EVERY YEAT**	**NONE**
STATEMENT OF LICENSURE	**EVERY 2 YEARS**	**NONE**
OPTOMETRY APPLICATION	**EVERY 2 YEARS**	**40-50**
OPTOMETRY APPLICATION - THERAPEUTIC PHARMACEUTICAL AGENTS	**EVERY 2 YEARS**	**N/A**
LACRIMAL IRRIGATION AND DILATION	**EVERY 2 YEARS**	**0**
GLAUCOMA	**-EVERY 2 YEARS**	**10**

Exam
NOT APPLICABLE TO THIS PROGRAM*

*SEE SECTION 139 REPORT, PAGE 152

Summary of Enforcement Activity

Consumer Complaints—Intake	
224	RECEIVED
22	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
201	REFERRED FOR INVESTIGATION
2	PENDING

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
329	OPENED
257	CLOSED
167	PENDING

* PLEASE REFER TO PAGE 10 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	
97	UP TO 90 DAYS
59	91 TO 180 DAYS
62	181 DAYS TO 1 YEAR
35	1 TO 2 YEARS
4	2 TO 3 YEARS
0	OVER 3 YEARS
191	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$15,501	ASSESSED
$0	REDUCED
$5,501	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
14	CASES OPENED/INITIATED
7	CASES CLOSED
16	CASES PENDING

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

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
2	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
1	REVOCATION
1	SURRENDER OF LICENSE
1	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	
2	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

* PLEASE REFER TO PAGE 10 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	
4	GRANTED
0	DENIED
4	TOTAL

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

Cost Recovery to DCA	
$40,090	ORDERED
$14,875	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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA

Osteopathic Doctors

Licenses and regulates osteopathic physicians and surgeons.

STAFF:

6 civil service; 1 exempt

LICENSES AND PERMITS:

6,969

BOARD MEMBERSHIP:

8 licensees; 2 naturopathic physicians; 3 public representatives

STRATEGIC PLAN ADOPTED:

April 2012

www.ombc.ca.gov

MAJOR ACCOMPLISHMENTS

- Completed all licensures and re-licensures within the required time frames despite personnel shortages.
- Received approval to proceed with hiring of additional staff.
- Completed strategic plan.
- Completed a major enforcement case which resulted in revocation of a license. The case has been referred to the local District Attorney, where murder charges are being pursued.

MAJOR NEW LEGISLATION OR REGULATIONS

NONE

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
OSTEOPATHIC PHYSICIANS AND SURGEONS	**551**	**518**	**2,973**
FICTITIOUS NAME PERMIT	**123**	**108**	**488**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
OSTEOPATHIC PHYSICIANS AND SURGEONS	**N/A**	**6,462**	**N/A**
FICTITIOUS NAME PERMIT	**507**	**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 3 YEAR REPORTING CYCLE**
FICTITIOUS NAME PERMIT	**EVERY YEAR**	**0**

Exams
NOT APPLICABLE TO THIS PROGRAM*

* SEE SECTION 139 REPORT, PAGE 152

Summary of Enforcement Activity

Consumer Complaints—Intake	
336	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
341	REFERRED FOR INVESTIGATION
3	PENDING

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
362	OPENED
432	CLOSED
254	PENDING

Number of Days to Complete Intake and Investigations	
107	UP TO 90 DAYS
106	91 TO 180 DAYS
135	181 DAYS TO 1 YEAR
75	1 TO 2 YEARS
6	2 TO 3 YEARS
3	OVER 3 YEARS
234	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

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

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

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

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

Formal Actions Filed/Withdrawn/Dismissed	
2	STATEMENTS OF ISSUES FILED
11	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
3	REVOCATION
4	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
2	SUSPENSION ONLY
6	PROBATION ONLY
0	PUBLIC REPRIMAND
1	OTHER DECISIONS

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

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

Cost Recovery to DCA	
$90,910	ORDERED
$58,361	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings
NOT APPLICABLE TO THIS PROGRAM

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA STATE BOARD OF PHARMACY

Pharmacy

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

STAFF:

79.8 civil service; 1 exempt

LICENSES:

134,643

BOARD MEMBERSHIP:

7 pharmacists; 6 public

STRATEGIC PLAN ADOPTED:

May 2012

www.pharmacy.ca.gov

MAJOR ACCOMPLISHMENTS

- Completed a 900-page Sunset Review report and submitted it to the Senate Committee on Business, Professions and Economic Development. Legislation was passed to extend the Board for four more years.
- Began enforcement of California's new strict regulations for pharmacies that compound medication for patients or for prescriber office use.
- Reaffirmed the Board's support of Federal legislation that will secure the U.S. drug supply similar to legislation enacted in California which will take effect in 2015-17. Throughout the year, the Board held public meetings with the pharmaceutical industry to implement these e-pedigree requirements. Additionally, the Board provided technical expertise to Federal authorities about the components needed for a system to safeguard the nation's drug supply.
- Became the first state to develop and enforce requirements for patient-centered prescription drug container labels, ensuring that patients are able to easily identify essential information on prescription drug container labels. The Board developed a new Notice to Consumers that must be posted in all pharmacies to advise patients about their rights and the information needed to understand their prescription medication regimens. As an alternative method to convey this information to patients, the Board developed requirements for a video notice to consumers that could be used instead. Finally, the Board implemented requirements to ensure notice that interpreter services are available through California pharmacies at the time a medication is dispensed.
- Took action against pharmacies and wholesalers involved in profiteering from drugs in short supply, resulting in penalties against those involved. As a national leader in this area, the Board provided congressional testimony and received accolades on its actions to prevent manipulations that increase the scarcity of a pharmaceutical already in short supply.
- Was the first in the nation to to issue a cease and desist order to stop shipments into California from a pharmacy that compounded a ophthalmic medication that injured several people. The Board later sought discipline of the pharmacy.
- Joined with the U.S. Drug Enforcement Administration to provide day-long training to pharmacists on how to prevent prescription drug thefts and diversion.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 1575, Committee on Business, Professions and Economic Development (Chapter 799, Statutes of 2012) ensures that the Board can put discipline of a license on record even after the license is canceled, expired, suspended, voluntarily surrendered, or placed in a retired status. Also allows certification of pharmacist intern experience hours earned in another state by the licensing agency of that state.
- Assembly Bill 377, Solorio (Chapter 687, Statutes of 2012) allows for the barcoding of unit-dose medication produced from a centralized pharmacy location for hospitals under common ownership. Bar-coded medications can be verified at a patient's bedside as the right medication and dose, thus reducing the risk of medication errors.
- SB 1095, Rubio (Chapter 454, Statutes of 2012) authorizes the Board to license specified surgical clinics to enable a centralized drug supply for use by healthcare providers in the clinic.
- SB 1301, Hernandez (Chapter 455, Statutes of 2012) allows a pharmacist to dispense a 90-day supply of a dangerous drug when the prescription meets certain criteria.
- SB 1481, Negrete McLeod (Chapter 874, Statutes of 2012) authorizes a pharmacist to assist a patient with certain over-the-counter FDA approved tests, thereby providing consumers with greater access to safe, simple, and economic tests.
- AB 2570, Hill (Chapter 561, Statutes of 2012) authorizes the Board to take disciplinary action against a licensee who includes a provision in a civil settlement that prohibits the other party from filing a complaint or cooperating with the Board.
- AB 1904, Block (Chapter 399, Statutes of 2012) authorizes the Board to expedite the licensure of a spouse or domestic partner, or person in other legal union with an active duty member of the U.S. Armed Forces serving in California.
- Promulgated regulations to revise the Board's notice-to-consumer poster that pharmacies must post.
- Developed the proposed text of the first two regulations needed to effect California's e-pedigree requirements.
- Secured regulatory enhancements to require pharmacist exam applicants, and pharmacist intern applicants to submit a self-query report from the National Practitioner Data Bank-Healthcare Integrity and Protection Data Bank to enable the Board to identify those applicants who have been disciplined by a regulator in another state.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
PHARMACIST (EXAM APPLICATIONS)	2,480	N/A	N/A
PHARMACIST (INITIAL LICENSING APPLICATIONS)	1,615	1,609	18,205
INTERN PHARMACIST	2,003	1,904	N/A
PHARMACY TECHNICIAN	9,518	10,000	28,635
PHARMACY	349	239	3,982
HOSPITAL	7	5	514
STERILE COMPOUNDING	55	32	243
CLINIC	85	48	1,076
NONRESIDENT PHARMACY	123	47	323
LICENSED CORRECTIONAL FACILITY	0	0	50
HYPODERMIC NEEDLE AND SYRINGE	22	13	249
NONRESIDENT WHOLESALER	118	78	534
WHOLESALER	114	70	444
VETERINARY FOOD-ANIMAL DRUG RETAILER	7	2	23
DESIGNATED REPRESENTATIVE	511	504	2,622
NONRESIDENT STERILE COMPOUNDING (NSC)	13	105	73

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PHARMACIST	N/A	41,064	N/A
INTERN PHARMACIST	N/A	5.926	N/A
PHARMACY TECHNICIAN	N/A	73,360	N/A
PHARMACY	N/A	6,274	N/A
HOSPITAL	N/A	533	N/A
STERILE COMPOUNDING	N/A	278	N/A
CLINIC	N/A	1,297	N/A
NONRESIDENT PHARMACY	N/A	456	N/A
LICENSED CORRECTIONAL FACILITY	N/A	51	N/A
HYPODERMIC NEEDLE AND SYRINGE	N/A	341	N/A
NONRESIDENT WHOLESALER	N/A	756	N/A
WHOLESALER	N/A	616	N/A
VERTERINARY FOOD-ANIMAL DRUG RETAILER	N/A	28	N/A
DESIGNATED REPRESENTATIVE	N/A	4,573	N/A
NONRESIDENT STERILE COMPOUNDING (NSC)	N/A	93	N/A

* PLEASE REFER TO PAGE 10 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
PHARMACIST	**EVERY 2 YEARS**	**30**
INTERN PHARMACIST	**NONE**	**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**
NONRESIDENT STERILE COMPOUNDING (NSC)	**EVERY YEAR**	**N/A**

Exams

TYPE	PASS	FAIL	TOTAL
CPJE	**1,677**	**408**	**2,085**
NAPLEX	**1,967**	**63**	**2,030**

Summary of Enforcement Activity

Consumer Complaints—Intake

1,638	RECEIVED
228	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,380	REFERRED FOR INVESTIGATION
124	PENDING

Conviction/Arrest Notification Complaints

2,059	RECEIVED
2,066	CLOSED/REFERRED FOR INVESTIGATION
22	PENDING

Inspections

2,488	INSPECTIONS CONDUCTED
65	INSPECTION CITATIONS ISSUED

Investigations

3,351	OPENED
2,729	CLOSED
2,132	PENDING

Number of Days to Complete Intake and Investigations

648	UP TO 90 DAYS
866	91 TO 180 DAYS
804	181 DAYS TO 1 YEAR
380	1 TO 2 YEARS
21	2 TO 3 YEARS
10	OVER 3 YEARS
210	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

997	ISSUED
841	ISSUED WITH A FINE
77	WITHDRAWN
8	DISMISSED
306	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Total Amount of Fines	
$116,424,025	ASSESSED
$277,205,080*	REDUCED
$1,269,242	COLLECTED

*Fines reduced include reductions from fines assessed in previous years that were deemed as uncollectable this fiscal year.

Criminal/Civil Actions
NOT APPLICABLE TO THIS PROGRAM

Office of the Attorney General/Disciplinary Actions	
246	CASES OPENED/INITIATED
263	CASES CLOSED
389	CASES PENDING

Number of Days to Complete AG Cases	
7	1 YEAR
96	1 TO 2 YEARS
81	2 TO 3 YEARS
36	3 TO 4 YEARS
43	OVER 4 YEARS
931	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
62	STATEMENTS OF ISSUES FILED
169	ACCUSATIONS FILED
11	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
12	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
25	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders*	
15	LICENSE APPLICATIONS DENIED
115	REVOCATION
49	SURRENDER OF LICENSE
20	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
79	PROBATION ONLY
2	PUBLIC REPRIMAND
0	OTHER DECISIONS

*Cases may include multiple respondents with multiple outcomes.

Summary of Enforcement Activity

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

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

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

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

Cost Recovery to DCA	
$1,080,107	ORDERED
$394,726	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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

PHYSICAL THERAPY BOARD OF CALIFORNIA

Physical Therapy

Licenses and regulates physical therapists and physical therapist assistants.

STAFF:

17 civil service; 1 exempt

LICENSES AND CERTIFICATIONS:

42,799

BOARD MEMBERSHIP:

4 licensees; 3 public representatives

STRATEGIC PLAN ADOPTED:

August 2009

www.ptbc.ca.gov

MAJOR ACCOMPLISHMENTS

- Consistently achieved enforcement performance measure goals, which were established in accordance with the Department of Consumer Affairs' Consumer Protection Enforcement Initiative.
- Submitted a Sunset Review Report to the Senate Committee on Business, Professions and Economic Development.
- Received a favorable review by the Bureau of State Audits in a report issued June 26, 2012.
- Employed technology to increase efficiency and communication. Specifically, the Board developed electronic agenda books, which are available on the Board's Web site before all Board meetings, and changed to an online newsletter instead of mailing printed copies. The Board has proposed revisions to California Code of Regulations (CCR) section 1398.6 which would require all applicants to file and maintain a current e-mail address with the Board.
- Boosted its outreach program by using Facebook, Twitter, and YouTube. The Board held successful webinars to share application, licensing, and enforcement information, and provide news updates to current and future licensees.
- Proposed a regulatory change that would require licensees to provide a notice to consumers that physical therapists and physical therapist assistants are licensed and regulated by the Physical Therapy Board of California.

MAJOR NEW LEGISLATION OR REGULATIONS

- Enacted revisions to CCR sections 1398.13, Patient Records; 1398.44, Adequate Supervision Defined; and 1399, Requirements for Use of Aides. The changes clarify the physical therapist is responsible for all patient treatment and treatment documentation provided by the physical therapist, the physical therapist assistant, and the physical therapist aide. Major revisions include the identification of the "physical therapist of record," a requirement to establish a "written system of transfer," and removal of physical therapists' obligation to co-sign all documentation completed by a physical therapist assistant.
- Enacted revisions to CCR 1398.26.1 requiring foreign-educated applicants to have their credentials evaluated using the Federation of State Boards of Physical Therapy's Coursework Tool.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PT	**1,218**	**1,078**	**10,546**
PTA	**327**	**318**	**2,640**
FOREIGN APPLICATIONS	**472**	**-**	**-**
EK/EN	**2**	**2**	**31**

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

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PT	**N/A**	**34,210**	**N/A**
PTA	**N/A**	**8,497**	**N/A**
EK/EN	**N/A**	**47/45**	**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**	**N/A**

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
NATIONAL PT EXAM	**476**	**391**	**867**
NATIONAL PTA EXAM	**181**	**114**	**295**
CALIFORNIA LAW EXAM	**1,529**	**71**	**1,600**
TOTALS	**2,186**	**576**	**2,762**

Summary of Enforcement Activity

Consumer Complaints—Intake	
1,586	RECEIVED
10	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,576	REFERRED FOR INVESTIGATION
12	PENDING

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
1,802	OPENED
1,686	CLOSED
546	PENDING

Number of Days to Complete Intake and Investigations	
1,454	UP TO 90 DAYS
159	91 TO 180 DAYS
73	181 DAYS TO 1 YEAR
31	1 TO 2 YEARS
12	2 TO 3 YEARS
7	OVER 3 YEARS
71	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$121,950	ASSESSED
$26	REDUCED
$103,945	COLLECTED

* PLEASE REFER TO PAGE 10 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	
69	CASES OPENED/INITIATED
33	CASES CLOSED
86	CASES PENDING

Number of Days to Complete AG Cases	
5	1 YEAR
13	1 TO 2 YEARS
7	2 TO 3 YEARS
8	3 TO 4 YEARS
0	OVER 4 YEARS
746	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

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

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

Cost Recovery to DCA	
$36,504	ORDERED
$27,698	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$0	RESTITUTION ORDERED
$250	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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

PHYSICIAN ASSISTANT COMMITTEE

Physician Assistants

Licenses and regulates physician assistants.

STAFF:

3.5 civil service; 1 exempt

LICENSES AND PERMITS:

8,646

BOARD MEMBERSHIP:

3 licensees, 1 member of the Medical Board of California, 1 educator, 2 physicians, 2 public representatives

STRATEGIC PLAN ADOPTED:

2009

www.pac.ca.gov

MAJOR ACCOMPLISHMENTS

- Implemented the Notification to Consumers requirement, which states that places that employ physician assistants must provide a notice in their locations informing consumers that the Physician Assistant Committee licenses physician assistants and how to contact the PAC.
- Began webcasting meetings to allow interested parties to watch them online. The webcasts are also on the PAC and DCA Web sites.
- Developed a PowerPoint presentation to help physician assistant students obtain and keep a physician assistant license.
- Submitted a Sunset Report to the Legislature.

MAJOR NEW LEGISLATION OR REGULATIONS

- Through Sunset Review, requested that physician assistants be added to the reporting requirements of Business and Professions Code section 800.
- Through Sunset Review, requested the addition of a retired status so that retiring licensees could maintain their license. Also requested a military status to allow active duty military to streamline their renewal process.
- Regulations to enhance consumer protection were enacted, including the following additions to the California Code of Regulations, Title 16, Division 13.8:
  - Section 1399.503 – Allows the Executive Officer to accept default decisions and to approve settlement agreements for the surrender or suspension of a license.
  - Section 1399.507.5 – Allows the PAC to require the applicant to submit to a physical and/or mental evaluation if it appears that he or she may be unable to perform as a PA due to an impairment.
  - Section 1399.521.5 – Defines unprofessional conduct to include sexual abuse or misconduct, failure to provide documents for an investigation, failure to cooperate with the PAC in an investigations, and failure to report to the PAC arrests, convictions, disciplinary actions by other entities, and failure to comply with court orders.
  - Section 1399.523 – Requires revocation of license if a licensee committed a sex offense.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PHYSICIAN ASSISTANT	**708**	**689**	**3,977**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PHYSICIAN ASSISTANT	**N/A**	**8,646**	**N/A**

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

Exam Results
NOT APPLICABLE TO THIS PROGRAM*

* SEE SECTION 139 REPORT, PAGE 152

Summary of Enforcement Activity

Consumer Complaints—Intake	
231	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
239	REFERRED FOR INVESTIGATION
3	PENDING

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
276	OPENED
257	CLOSED
112	PENDING

Number of Days to Complete Intake and Investigations	
164	UP TO 90 DAYS
56	91 TO 180 DAYS
20	181 DAYS TO 1 YEAR
15	1 TO 2 YEARS
2	2 TO 3 YEARS
0	OVER 3 YEARS
100	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$250	ASSESSED
$0	REDUCED
$2,750	COLLECTED

* PLEASE REFER TO PAGE 10 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	
23	CASES OPENED/INITIATED
20	CASES CLOSED
20	CASES PENDING

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

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

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
1	REVOCATION
3	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
15	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	
1	GRANTED
1	DENIED
2	TOTAL

Cost Recovery to DCA	
$166,081	ORDERED
$50,618	COLLECTED

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

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

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

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA BOARD OF PODIATRIC MEDICINE

Podiatric Doctors

Licenses and regulates doctors of podiatric medicine.

STAFF:

4 civil service; 1 exempt

LICENSES:

2,260

BOARD MEMBERSHIP:

4 licensees; 3 public representatives

STRATEGIC PLAN ADOPTED:

February 2011

www.bpm.ca.gov

MAJOR ACCOMPLISHMENTS

- Maintained the nation's model Continuing Competence program, which continues reduces patient harm, complaints, and enforcement actions that contribute to higher licensing, medical care, and insurance costs.
- Found 95 percent compliance in the annual Continuing Competence audit. One doctor given a temporary waiver for hardship must make up the deficiencies and become current at the next renewal date or his license cannot be renewed.
- Worked with the DCA's Office of Publications, Design & Editing to design a new Board of Podiatric Medicine official seal, emphasizing the importance of Continuing Competence for patients, physicians, and the public.
- Initiated a new *In the Spotlight* news update on the Board's Web site.
- Implemented new Board policies for appointment and periodic training of the podiatric medical consultants and experts who advise Medical Board enforcement personnel on quality-of-care issues in patient complaints.

MAJOR NEW LEGISLATION OR REGULATIONS

- Submitted a Sunset Review Report to the Legislature, recommending further reforms for inclusion in Senate Bill 1236, Price (Chapter 332, Statutes of 2012).

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PERMANENT DOCTOR OF PODIATRIC MEDICINE	**64**	**61**	**938**
FEE-EXEMPT LICENSE	**12**	**12**	**96**
RESIDENT STATUS LICENSE	**36**	**36**	**80**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PERMANENT DOCTOR OF PODIATRIC MEDICINE	**N/A**	**1,945**	**N/A**
FEE-EXEMPT LICENSE	**N/A**	**199**	**N/A**
RESIDENT STATUS LICENSE	**N/A**	**116**	**N/A**

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 WAIVED**
RESIDENT STATUS LICENSE	**EVERY 2 YEARS**	**N/A**

* RETIRED/DISABLED: CE UNITS NOT REQUIRED

Exams
NOT APPLICABLE TO THIS PROGRAM*

* SEE SECTION 139 REPORT, PAGE 152

Summary of Enforcement Activity

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

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
130	OPENED
120	CLOSED
61	PENDING

Number of Days to Complete Intake and Investigations	
48	UP TO 90 DAYS
39	91 TO 180 DAYS
18	181 DAYS TO 1 YEAR
15	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
159	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 10 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	
4	CASES OPENED/INITIATED
7	CASES CLOSED
6	CASES PENDING

Number of Days to Complete AG Cases	
0	1 YEAR
1	1 TO 2 YEARS
3	2 TO 3 YEARS
3	3 TO 4 YEARS
0	OVER 4 YEARS
1,065	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
0	REVOCATION
1	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
5	PROBATION ONLY
1	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
0	DENIED
0	TOTAL

Cost Recovery to DCA	
$45,437	ORDERED
$45,153	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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BUREAU FOR PRIVATE POSTSECONDARY EDUCATION

Postsecondary Education

Oversees and regulates private postsecondary educational institutions located in California.

STAFF:

57 civil service; 2 exempt

EDUCTIONAL INSTITUTIONS APPROVED:

1,876

BUREAU ADVISORY COMMITTEE:

10 professionals; 2 public representatives

STRATEGIC PLAN ADOPTED:

No Strategic Plan

www.bppe.ca.gov

BPPE

Bureau for P Ivate Postsecondary Educa Ion

MAJOR ACCOMPLISHMENTS

- Processed 1,099 applications for approval to operate and denied 13 for failing to meet statutory and regulatory requirements. The Bureau's Educational Specialists reviewed 25 licensing applications, conducted one applicant site visit, and provided a quality-of-education review at one compliance inspection.
- Conducted 185 compliance inspections, issued 53 notices to comply, and referred five cases for investigation and enforcement.
- Received 790 complaints and closed 513. Issued four citations and referred six cases for formal discipline.
- Received 1,023 claims for the Student Tuition Recovery Fund. Processed 596 claims and returned $339,028 in tuition refunds to students.

MAJOR NEW LEGISLATION OR REGULATIONS

- Bureau regulations regarding emergency decisions, citations and fines, and reporting requirements were adopted on September 19, 2011, and became effective on October 19, 2011.
- Assembly Bill 611, Gordon (Chapter 103, Statutes of 2011) established certain disclosure requirements pertaining to accreditation status, licensure, and related limitations for unaccredited doctoral programs.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	DENIED
NON-ACCREDITED	102	77	9
ACCREDITED INSTITUTION	119	183	0
VERIFICATION OF EXEMPTION	154	242	N/A
RENEWAL	280	102	0
SUBSTANTIVE CHANGES	479	495	11

Licensing Population by Type			
TYPE	MAIN	BRANCH	SATELLITES
FULL APPROVAL	1,235	287	354

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	NONE	N/A

Exams
NOT APPLICABLE TO THIS PROGRAM

Summary of Enforcement Activity

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

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

Summary of Enforcement Activity

Inspections	
185	INSPECTIONS CONDUCTED
53	INSPECTIONS NOTICE TO COMPLY ISSUED
5	REFERRALS TO INVESTIGATIONS & DISCIPLINE
5	NOTICE OF DISAGREEMENT

Investigations	
819	OPENED
510	CLOSED
568	PENDING

Number of Days to Complete Intake and Investigations	
266	UP TO 90 DAYS
135	91 TO 180 DAYS
77	181 DAYS TO 1 YEAR
31	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
122	AVERAGE NUMBER OF DAYS TO COMPLETE AN INVESTIGATION

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

Total Amount of Fines	
$100,050	ASSESSED
$0	REDUCED
$50	COLLECTED

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

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

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

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

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

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

Student Tuition Recovery Fund (STRF)	
73	2011 CARRY OVER CLAIMS
507	CLAIMS RECEIVED
94	CLAIMS PAID
4	CLAIMS DENIED
377	2012 CARRY OVER CLAIMS

Consumer Restitution (STRF)	
$0	RESTITUTION ORDERED
$33,028	AMOUNT REFUNDED TO STUDENTS
$0	REWORK AT NO CHARGE
$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BOARD FOR PROFESSIONAL ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS

BPELSG

Licenses and regulates engineers, land surveyors, geologists, and geophysicists.

STAFF:

42.7 civil service; 1 exempt

LICENSES:

144,126

BOARD MEMBERSHIP:

7 professionals; 8 public representatives

STRATEGIC PLAN ADOPTED:

May 2011

www.bpelsg.ca.gov

MAJOR ACCOMPLISHMENTS

- Continued to reduce the backlog of cases awaiting issuance of a citation. Issued 177 citations and conducted 75 informal conferences (appeals of citations); 135 citations became final, with fines totaling $211,450.
- Conducted its first round of computer-based testing, which provides applicants with a uniform testing experience, more frequent testing opportunities, more locations, and a faster turnaround time to receive their results.
- Contracted with the National Council of Examiners for Engineering and Surveying (NCEES) to assume administration of the national exams in California. Business and Professions Code sections 6754 and 8740 were amended in 2006 to allow the Board to make arrangements with a public or private organization, such as NCEES, to conduct its examinations, provide examination materials, and receive payment of the required fees directly from applicants.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 543, Steinberg (Chapter 448, Statutes of 2011). Among other things, this bill extends the sunset date for the Board until January 1, 2016, and adds this Board to the list of boards authorized to collect fingerprints from applicants for a criminal background check. The bill also deletes the requirement for a state-specific structural exam, replacing it with a 16-hour national exam.
- Amended Section 407, Title 16, of the California Code of Regulations (CCR) to revise the application and renewal fees for various types of professional engineer and land surveyor licenses.
- Amended CCR Section 443 to repeal subsection (c)(1), which allowed appeals of essay-type problems on the licensing exam. The NCEES examination does not use essay-type problems, so the regulation was unnecessary.
- Amended CCR Section 3005 that establishes examination fees for various types of professional geology and professional geophysics licenses. .

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
AG- AGRICULTURAL	3	0	101
CH- CHEMICAL	111	42	992
CE-CIVIL	6,301	1,734	27,800
CONS-CONSULTING	N/A	N/A	3
CS-CONTROL SYSTEM	36	22	524
CR-CORROSION	N/A	N/A	151
E-ELECTRICAL	976	390	3,921
FP-FIRE PROTECTION	61	34	350
GE-GEOTECHNICAL	69	51	759
I-INDUSTRIAL	12	3	118
LS-LAND SURVEYOR	482	213	2,163
MF-MANUFACTURING	N/A	N/A	224
ME-MECHANICAL	964	502	7,150
MT-METALLURIGICAL	12	4	146
NU-NUCLEAR	4	3	344
PT-PETROLEUM	11	5	157
PHOTO-PHOTO SURVEYOR	N/A	N/A	37
QU-QUALITY	N/A	N/A	295
SF-SAFETY	1	0	281
SE-STRUCTURAL	626	237	1,913
TR-TRAFFIC	133	24	713
PROFESSIONAL GEOLOGIST	275	101	2,418
PROFESSIONAL GEOPHYSICIST	10	3	78
CERTIFIED ENGINEERING GEOLOGIST	18	20	761
CERTIFIED HYDROGEOLOGIST	28	13	414
ENGINEER IN TRAINING	7,561	3,805	N/A
LAND SURVEYOR IN TRAINING	269	104	N/A

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
AG- AGRICULTURAL	N/A	160	N/A
CH- CHEMICAL	N/A	1,956	N/A
CE-CIVIL	N/A	52,902	N/A
CONS-CONSULTING	N/A	4	N/A
CS-CONTROL SYSTEM	N/A	1,270	N/A
CR-CORROSION	N/A	234	N/A
E-ELECTRICAL	N/A	9,255	N/A
FP-FIRE PROTECTION	N/A	730	N/A
GE-GEOTECHNICAL	N/A	1,365	N/A
I-INDUSTRIAL	N/A	422	N/A
LS-LAND SURVEYOR	N/A	4,160	N/A
MF-MANUFACTURING	N/A	540	N/A
ME-MECHANICAL	N/A	14,474	N/A
MT-METALLURIGICAL	N/A	235	N/A
NU-NUCLEAR	N/A	495	N/A
PT-PETROLEUM	N/A	330	N/A
PHOTO-PHOTO SURVEYOR	N/A	37	N/A
QU-QUALITY	N/A	674	N/A
SF-SAFETY	N/A	469	N/A
SE-STRUCTURAL	N/A	3,726	N/A
TR-TRAFFIC	N/A	1,473	N/A
PROFESSIONAL GEOLOGIST	N/A	5,022	N/A
PROFESSIONAL GEOPHYSICIST	N/A	173	N/A
CERTIFIED ENGINEERING GEOLOGIST	N/A	1,579	N/A
CERTIFIED HYDROGEOLOGIST	N/A	874	N/A
ENGINEER IN TRAINING	N/A	39,545	N/A
LAND SURVEYOR IN TRAINING	N/A	2,508	N/A

* PLEASE REFER TO PAGE 10 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
AG- AGRICULTURAL	**EVERY 2 YEARS**	**0**
CH- CHEMICAL	**EVERY 2 YEARS**	**0**
CE-CIVIL	**EVERY 2 YEARS**	**0**
CONS-CONSULTING	**EVERY 2 YEARS**	**0**
CS-CONTROL SYSTEM	**EVERY 2 YEARS**	**0**
CR-CORROSION	**EVERY 2 YEARS**	**0**
E-ELECTRICAL	**EVERY 2 YEARS**	**0**
FP-FIRE PREVENTION	**EVERY 2 YEARS**	**0**
GE-GEOTECHNICAL	**EVERY 2 YEARS**	**0**
I-INDUSTRIAL	**EVERY 2 YEARS**	**0**
LS-LAND SURVEYOR	**EVERY 2 YEARS**	**0**
MF-MANUFACTURING	**EVERY 2 YEARS**	**0**
ME-MECHANICAL	**EVERY 2 YEARS**	**0**
MT-METALLURIGICAL	**EVERY 2 YEARS**	**0**
NU-NUCLEAR	**EVERY 2 YEARS**	**0**
PT-PETROLEUM	**EVERY 2 YEARS**	**0**
PHOTO-PHOTO SURVEYOR	**EVERY 2 YEARS**	**0**
QU-QUALITY	**EVERY 2 YEARS**	**0**
SF-SAFETY	**EVERY 2 YEARS**	**0**
SE-STRUCTURAL	**EVERY 2 YEARS**	**0**
TR-TRAFFIC	**EVERY 2 YEARS**	**0**
PROFESSIONAL GEOLOGIST	**EVERY 2 YEARS**	**0**
PROFESSIONAL GEOPHYSICIST	**EVERY 2 YEARS**	**0**
CERTIFIED ENGINEERING GEOLOGIST	**EVERY 2 YEARS**	**0**
CERTIFIED HYDROGEOLOGIST	**EVERY 2 YEARS**	**0**
ENGINEER IN TRAINING	**VALID UNTIL PE ISSUED**	**0**
LAND SURVEYOR IN TRAINING	**VALID UNTIL PE ISSUED**	**0**

Exams		
PASS	FAIL	TOTAL
9,150	**11,863**	**21,013**

Summary of Enforcement Activity PROFESSIONAL ENGINEERS AND LAND SURVEYORS

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

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
344	OPENED
317	CLOSED
318	PENDING

Citations and Fines	
177	ISSUED
177	ISSUED WITH A FINE
0	WITHDRAWN
38	DISMISSED
1,148	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$211,450	ASSESSED
$5,000	REDUCED
$83,684	COLLECTED

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

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity PROFESSIONAL ENGINEERS AND LAND SURVEYORS

Office of the Attorney General/Disciplinary Actions	
43	CASES OPENED/INITIATED
49	CASES CLOSED
102	CASES PENDING

Number of Days to Complete AG Cases	
3	1 YEAR
5	1 TO 2 YEARS
7	2 TO 3 YEARS
11	3 TO 4 YEARS
23	OVER 4 YEARS
1,550	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Subsequent Disciplinary—Administrative Outcomes/Final Orders	
0	REVOCATION
1	SURRENDER OF LICENSE
1	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
1	DENIED
1	TOTAL

Cost Recovery to DCA	
$177,689	ORDERED
$17,517	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$5,000	RESTITUTION ORDERED
0	AMOUNT REFUNDED
0	REWORK AT NO CHARGE
0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$5,000	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Summary of Enforcement Activity GEOLOGISTS

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

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

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity
GEOLOGISTS

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
14	OPENED
50	CLOSED
42	PENDING

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

Total Amount of Fines	
$9,000	ASSESSED
$2,000	REDUCED
$1,500	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
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
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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

PROFESSIONAL FIDUCIARIES BUREAU

Fiduciaries

STAFF:

1.7 civil service; 1 exempt

LICENSES:

630

BOARD MEMBERSHIP:

3 licensees; 4 public representatives

STRATEGIC PLAN ADOPTED:

September 2010

www.fiduciary.ca.gov

DEPARTMENT OF CONSUMER AFFAIRS

PFB

PROFESSIONAL FIDUCIARIES BUREAU

MAJOR ACCOMPLISHMENTS

- Implemented provisions of Senate Bill 543, Steinberg (Chapter 448, Statutes of 2011) authorizing the Bureau to enter into stipulated agreements with applicants and licensees, which is a cost savings to the Bureau.
- Received final approval and implemented a cite-and-fine program.
- Revised Web site, brochures, and forms.
- Conducted an occupational analysis and made revisions to the State and Federal portions of the licensing exam.

MAJOR NEW LEGISLATION OR REGULATIONS

- Cite-and-fine regulations were approved.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PROFESSIONAL FIDUCIARY	**105**	**94**	**437**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PROFESSIONAL FIDUCIARY	**N/A**	**630**	**N/A**

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
PROFESSIONAL FIDUCIARY	**EVERY YEAR**	**15**

Exams		
PASS	FAIL	TOTAL
152	**28**	**180**

Summary of Enforcement Activity

Consumer Complaints—Intake	
104	RECEIVED
1	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
102	REFERRED FOR INVESTIGATION
2	PENDING

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
103	OPENED
95	CLOSED
48	PENDING

Summary of Enforcement Activity

Number of Days to Complete Intake and Investigations	
66	UP TO 90 DAYS
13	91 TO 180 DAYS
6	181 DAYS TO 1 YEAR
7	1 TO 2 YEARS
2	2 TO 3 YEARS
1	OVER 3 YEARS
126	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

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

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

Office of the Attorney General/Disciplinary Actions	
3	CASES OPENED/INITIATED
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
160	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

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

Administrative Outcomes/Final Orders	
7	LICENSE APPLICATIONS DENIED
1	REVOCATION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
1	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
0	DENIED
0	TOTAL

Cost Recovery to DCA	
$3,500	ORDERED
$3,500	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$0	RESTITUTION ORDERED
$1,042	AMOUNT REFUNDED
$0	REWORK AT NO CHARGE
$0	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$1,042	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

CALIFORNIA BOARD OF PSYCHOLOGY

Psychology

Licenses and regulates regulates psychologists, registered psychologists, and psychological assistants.

STAFF:

17.3 civil service; 1 exempt

LICENSES:

24,254

BOARD MEMBERSHIP:

5 licensed, 4 public representatives

STRATEGIC PLAN ADOPTED:

May 2011

www.psychboard.ca.gov

MAJOR ACCOMPLISHMENTS

- Made the issues of continued competency and telehealth the primary focus of the Continuing Education and Contemporary and Emerging Issues committees.
- Approved language incorporating the Uniform Standards established by the Consumer Protection Enforcement Initiative into the Board's Disciplinary Guidelines.

MAJOR NEW LEGISLATION OR REGULATIONS

- Promulgated regulations to redefine the Board's continuing education provider approval system to make it consistent with other states. The change will restructure the process for compliance monitoring and reporting.
- Promulgated regulations to 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 regulations further define unprofessional conduct as the inclusion of specific provisions in agreements to settle civil disputes, and failure of the licensee or registrant to: provide lawfully requested documents; cooperate with an investigation; report an indictment charging a felony, arrest, or conviction; report any disciplinary action taken by another licensing entity or authority; or failure to comply with a court order issued in the enforcement of a subpoena mandating the release of records to the Board.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PSYCHOLOGIST	**1,076**	**747**	**8,921**
REGISTERED PSYCHOLOGIST	**403**	**165**	**N/A**
PSYCHOLOGICAL ASSISTANT	**1,027**	**851**	**685**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PSYCHOLOGIST	**N/A**	**22.240**	**N/A**
REGISTERED PSYCHOLOGIST	**N/A**	**307**	**N/A**
PSYCHOLOGICAL ASSISTANT	**N/A**	**1,707**	**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 ASSISTANT	**EVERY YEAR**	**N/A**

Exam Results			
EXAM TITLE	PASS	FAIL	TOTAL
EPPP	**596**	**395**	**991**
CPSE	**709**	**112**	**821**
CPLEE	**24**	**15**	**39**
TOTAL	**1,329**	**522**	**1,851**

Summary of Enforcement Activity

Consumer Complaints—Intake	
677	RECEIVED
134	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
540	REFERRED FOR INVESTIGATION
6	PENDING

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
595	OPENED
672	CLOSED
131	PENDING

Number of Days to Complete Intake and Investigations	
485	UP TO 90 DAYS
53	91 TO 180 DAYS
42	181 DAYS TO 1 YEAR
39	1 TO 2 YEARS
8	2 TO 3 YEARS
0	OVER 3 YEARS
90	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$31,500	ASSESSED
$4,250	REDUCED
$6,575	COLLECTED

* PLEASE REFER TO PAGE 10 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
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
31	CASES OPENED/INITIATED
28	CASES CLOSED
40	CASES PENDING

Number of Days to Complete AG Cases	
2	1 YEAR
8	1 TO 2 YEARS
11	2 TO 3 YEARS
7	3 TO 4 YEARS
0	OVER 4 YEARS
904	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

Subsequent Disciplinary—Administrative Outcomes/Final Orders
NOT APPLICABLE TO THIS PROGRAM

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	
$248,890	ORDERED
$77,255	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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BOARD OF REGISTERED NURSING

Registered Nursing

Licenses and regulates registered nurses and evaluates them for certification in nursing specialties.

STAFF:

128.8 civil service; 1 exempt

LICENSES AND CERTIFICATES:

489,923

BOARD MEMBERSHIP:

5 licensees; 4 public representatives

STRATEGIC PLAN ADOPTED:

2006

www.rn.ca.gov

MAJOR ACCOMPLISHMENTS

- Completed and made available the 2010-11 *Annual School Report* for both pre- and post-licensure nursing education programs, *Data Summary and Historical Trend Analysis, Regional Reports,* and *Interactive Database*.
- Completed and made available *The Diversity of California's Registered Nursing Workforce* report. This study is the first study of RN diversity in California conducted by the BRN. This analysis focuses on trends in the diversity of California RNs, statewide and by region, and compares this diversity to that of the population of California as a whole.
- Completed and made available the *Forecasts of the Registered Nurse Workforce in California* (2011) report. This report provides the most current RN supply and demand projections in California.
- Completed and made available the *2010 Survey of Nurse Practitioners and Certified Nurse Midwives* report. This is the first significant study of Advanced Practice Registered Nursing conducted by the BRN and includes information such as demographics, education, employment, earnings, future plans, job satisfaction, and issues specific to Nurse Practitioner (NP) and Certified Nurse Midwife (CNM) practice.
- Completed and made available the *2010 Survey of Clinical Nurse Specialist*s report. This study provides a look at the current California workforce for Clinical Nurse Specialists (CNS) and collects information similar to that collected for NPs and CNMs.
- Joined with the California Institute for Nursing and Health Care, the University of California at Los Angeles, the Association of California Nurse Leaders, and the California Student Nurses Association to conduct the second online survey of recent RN graduates, targeting RNs who graduated between April 1, 2010, and August 30, 2011.
- Moved to the DCA headquarters in August 2011. This allowed all BRN headquarters staff to be in the same location and provides easier access for consumers, licensees, and applicants.
- Welcomed five new Board members who were appointed in May 2012 and participated in their first Board meeting in June 2012.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 98, Committee on Budget and Fiscal Review (Chapter 4, Statutes of 2012) re-established the Board of Registered Nursing and extended its sunset date to January 1, 2016.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
REGISTERED NURSE LICENSE	**37,397**	**22,679**	**183,432**
CLINICAL NURSE SPECIALIST CERTIFICATE	**252**	**198**	**1,512**
NURSE ANESTHETIST CERTIFICATE	**185**	**161**	**988**
NURSE MIDWIFE CERTIFICATE	**76**	**58**	**577**
NURSE MIDWIFE FURNISHING CERTIFICATE	**37**	**37**	**363**
NURSE PRACTITIONER CERTIFICATE	**1,282**	**1,152**	**N/A**
NURSE PRACTITIONER FURNISHING	**903**	**587**	**5,563**
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	**2**	**2**	**N/A**
PUBLIC HEALTH NURSE CERTIFICATE	**3,221**	**2,853**	**N/A**
CONTINUING EDUCATION PROVIDER	**282**	**214**	**1,399**
SCHOOL/PROGRAM APPROVALS	**N/A**	**0**	**16**
TEMPORARY LICENSE	**5,712**	**2,063**	**N/A**
INTERIM PERMIT	**4,751**	**3,983**	**N/A**

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
REGISTERED NURSE LICENSE	**N/A**	**394,533**	**N/A**
CLINICAL NURSE SPECIALIST CERTIFICATE	**3,268**	**N/A**	**N/A**
NURSE ANESTHETIST CERTIFICATE	**2,154**	**N/A**	**N/A**
NURSE MIDWIFE CERTIFICATE	**1,254**	**N/A**	**N/A**
NURSE MIDWIFE FURNISHING CERTIFICATE	**791**	**N/A**	**N/A**
NURSE PRACTITIONER CERTIFICATE	**17,493**	**N/A**	**N/A**
NURSE PRACTITIONER FURNISHING	**12,241**	**N/A**	**N/A**
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	**375**	**N/A**	**N/A**
PUBLIC HEALTH NURSE CERTIFICATE	**54,346**	**N/A**	**N/A**
CONTINUING EDUCATION PROVIDER	**3,468**	**N/A**	**N/A**
SCHOOL/PROGRAM APPROVALS	**N/A**	**N/A**	**144**

* PLEASE REFER TO PAGE 10 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**	**0**
NURSE ANESTHETIST CERTIFICATE	**EVERY 2 YEARS**	**0**
NURSE MIDWIFE CERTIFICATE	**EVERY 2 YEARS**	**0**
NURSE MIDWIFE FURNISHING CERTIFICATE	**EVERY 2 YEARS**	**0**
NURSE PRACTITIONER CERTIFICATE	**N/A**	**0**
NURSE PRACTITIONER FURNISHING	**EVERY 2 YEARS**	**0**
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	**N/A**	**0**
PUBLIC HEALTH NURSE CERTIFICATE	**N/A**	**0**
CONTINUING EDUCATION PROVIDER	**EVERY 2 YEARS**	**0**
SCHOOL/PROGRAM APPROVALS	**EVERY 8 YEARS**	**0**

Exams		
PASS	FAIL	TOTAL
12,998	**10,463**	**23,461**

Summary of Enforcement Activity

Consumer Complaints—Intake	
2,735	RECEIVED
605	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,273	REFERRED FOR INVESTIGATION
97	PENDING

Conviction/Arrest Notification Complaints	
5,109	RECEIVED
5,204	CLOSED/REFERRED FOR INVESTIGATION
49	PENDING

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
8,195	OPENED
6,600	CLOSED
4,160	PENDING

Number of Days to Complete Intake and Investigations	
4,081	UP TO 90 DAYS
698	91 TO 180 DAYS
876	181 DAYS TO 1 YEAR
708	1 TO 2 YEARS
175	2 TO 3 YEARS
62	OVER 3 YEARS
152	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
412	ISSUED
303	ISSUED WITH A FINE
39	WITHDRAWN
4	DISMISSED
380	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
$241,725	ASSESSED
$39,950	REDUCED
$115,605	COLLECTED

* PLEASE REFER TO PAGE 10 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
9	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
1,070	CASES OPENED/INITIATED
699	CASES CLOSED
1,448	CASES PENDING

Number of Days to Complete AG Cases	
166	1 YEAR
300	1 TO 2 YEARS
116	2 TO 3 YEARS
117	3 TO 4 YEARS
0	OVER 4 YEARS
692	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
72	LICENSE APPLICATIONS DENIED
227	REVOCATION
128	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
2	SUSPENSION ONLY
268	PROBATION ONLY
79	PUBLIC REPRIMAND
3	OTHER DECISIONS

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

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

Petition for Modification or Termination of Probation	
12	GRANTED
3	DENIED
15	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification	
12	GRANTED
9	DENIED
21	TOTAL

Cost Recovery to DCA	
$957,608	ORDERED
$633,484	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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Address:
Relation:
Address:
Relation:
Family Member(s) Already Under the Dr's Care
Name:

RESPIRATORY CARE BOARD OF CALIFORNIA

Respiratory Care

Licenses and regulates respiratory care practitioners.

STAFF:

17 civil service; 1 exempt

LICENSES:

20,390

BOARD MEMBERSHIP:

4 licensees;, 1 physician; 4 public representatives

STRATEGIC PLAN ADOPTED:

May 2008

www.rcb.ca.gov

MAJOR ACCOMPLISHMENTS

- Approved the delegation of authority to the Executive Officer to prepare and file proposed default decisions, and to adopt stipulated settlements in which an action to revoke the license has been filed and the respondent agrees to surrender his or her license.
- Took a proactive role in consumer protection by increasing the frequency of testing for licensees on probation for a substance abuse issue.
- Implemented an interim solution to accept credit card payments for license renewal pending the launch of the BreEZe licensing database system.
- Re-engineered processes and eliminated the initial licensing fee to improve application processing times.
- Revised Disciplinary Guidelines to strengthen enforcement processes and enhance consumer protection.

MAJOR NEW LEGISLATION OR REGULATIONS

Promulgated regulatory language to:

- 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).
- Authorize the issuance of a notice-to-cease-practice to any licensee placed on probation who has committed a major violation as identified in the Board's Disciplinary Guidelines.
- Recognize military education and experience as part of education waiver criteria.
- Streamline the citation-and-fine process.
- Clarify and add criteria substantially related to the practice of respiratory care.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
RESPIRATORY CARE PRACTITIONER	**1,593**	**1,313**	**9,111**

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
RESPIRATORY CARE PRACTITIONER	**N/A**	**20,390**	**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
1,351	**730**	**2,081**

Summary of Enforcement Activity

Consumer Complaints—Intake	
227	RECEIVED
11	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
216	REFERRED FOR INVESTIGATION
0	PENDING

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

Inspections
NOT APPLICABLE TO THIS PROGRAM

Investigations	
819	OPENED
819	CLOSED
242	PENDING

Number of Days to Complete Intake and Investigations	
558	UP TO 90 DAYS
135	91 TO 180 DAYS
78	181 DAYS TO 1 YEAR
41	1 TO 2 YEARS
6	2 TO 3 YEARS
0	OVER 3 YEARS
102	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

Total Amount of Fines	
$25,925	ASSESSED
$75,325	REDUCED
$30,933	COLLECTED

* PLEASE REFER TO PAGE 10 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	
69	CASES OPENED/INITIATED
75	CASES CLOSED
58	CASES PENDING

Number of Days to Complete AG Cases	
23	1 YEAR
28	1 TO 2 YEARS
18	2 TO 3 YEARS
4	3 TO 4 YEARS
2	OVER 4 YEARS
625	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

Petition for Modification or Termination of Probation	
9	GRANTED
1	DENIED
10	TOTAL

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

Cost Recovery to DCA	
$259,648	ORDERED
$117,939	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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

Security & Investigative

Licenses and regulates security guards, proprietary private security employers and officers, private investigators, alarm companies and employees, locksmith companies and locksmiths, private patrol operators, and repossession agencies and their employees. The Bureau also has jurisdiction over firearm and baton training facilities and their instructors.

STAFF:

53.5

LICENSES, CERTIFICATES, OR PERMITS:

350,751

BOARD MEMBERSHIP:

11 professionals representing the seven industries regulated by the Bureau

STRATEGIC PLAN ADOPTED:

2012

www.bsis.ca.gov

MAJOR ACCOMPLISHMENTS

- Began issuing citations that require people who are unlicensed to appear in court. These citations cover all industries regulated by the Bureau.
- Began issuing finable administrative citations for unlicensed activity to unlicensed private investigators, locksmiths, and the private patrol industry.
- Established a Veterans Come First Program to expedite the processing of applications for licensure from military veterans.

MAJOR NEW LEGISLATION OR REGULATIONS

- Regulations authorizing the Bureau to issue finable administrative citations for unlicensed activity were adopted in December 2011. Additionally, this rulemaking will allow the Bureau to issue citations/fines to people advertising without a license and help curb unlicensed and unlawful activity.
- Senate Bill 944, Committee on Business, Professions and Economic Development (Chapter 432, Statutes of 2011) allows a person to work as a repossessor — qualified certificate holder or registrant pending receipt of the qualification certificate or registration card if he or she has been approved by the Bureau and carries a printout of the Bureau's approval from the Bureau's Web site and a valid picture identification.
- Assembly Bill 1821, Hall (Chapter 117, Statutes of 2012) authorizes a security guard or security patrol person to carry and use a firearm pending receipt of a permanent or replacement firearm qualification card as long as he or she carries a printout of the Bureau's approval from the Bureau's Web site and a valid picture identification.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
ALARM COMPANY OPERATOR-BRANCH	93	73	61
ALARM COMPANY EMPLOYEE REGISTRATION	4,570	3,950	3,737
ALARM COMPANY OPERATOR	190	139	885
ALARM COMPANY QUALIFIED MANAGER	138	109	975
FIREARM PERMIT	17,000	12,871	11,260
SECURITY GUARD REGISTRATION	59,234	54,569	82,348
LOCKSMITH-BRANCH	5	4	31
LOCKSMITH COMPANY OPERATOR	283	245	1,177
LOCKSMITH EMPLOYEE REGISTRATION	497	437	821
PRIVATE INVESTIGATOR	659	466	4,746
PRIVATE INVESTIGATOR-BRANCH	30	28	51
PRIVATE PATROL OPERATOR-BRANCH	48	48	140
PRIVATE PATROL OPERATOR	396	327	1,094
PROPRIETARY PRIVATE SECURITY OFFICER	1,966	1,778	1,018
REPOSSESSION AGENCY	32	30	173
REPOSSESSION AGENCY EMPLOYEE	502	417	350
REPOSSESSION AGENCY-QUALIFIED MNGR	41	35	126
TRAINING FACILITY-BATON	32	28	73
TRAINING FACILITY-FIREARM	56	46	119
TRAINING INSTRUCTOR-BATON	46	37	105
TRAINING INSTRUCTOR - FIREARM	100	84	228
PROPRIETARY PRIVATE SECURITY EMPLOYER (PSE)	196	175	0

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ALARM COMPANY OPERATOR-BRANCH	N/A	216	N/A
ALARM COMPANY EMPLOYEE REGISTRATION	N/A	15,016	N/A
ALARM COMPANY OPERATOR	N/A	2,049	N/A
ALARM COMPANY QUALIFIED MANAGER	N/A	2,041	N/A
FIREARM PERMIT	N/A	47,407	N/A
SECURITY GUARD REGISTRATION	N/A	267,460	N/A
LOCKSMITH-BRANCH	N/A	79	N/A
LOCKSMITH COMPANY OPERATOR	N/A	2,877	N/A
LOCKSMITH EMPLOYEE REGISTRATION	N/A	2,729	N/A
PRIVATE INVESTIGATOR	N/A	10,017	N/A
PRIVATE INVESTIGATOR-BRANCH	N/A	144	N/A
PRIVATE PATROL OPERATOR-BRANCH	N/A	407	N/A
PRIVATE PATROL OPERATOR	N/A	2,617	N/A
PROPRIETARY PRIVATE SECURITY OFFICER	N/A	404	N/A
REPOSSESSION AGENCY	N/A	6,281	N/A
REPOSSESSION AGENCY EMPLOYEE	N/A	341	N/A
REPOSSESSION AGENCY-QUALIFIED MNGR	N/A	1,035	N/A
TRAINING FACILITY-BATON	N/A	369	N/A
TRAINING FACILITY-FIREARM	N/A	171	N/A
TRAINING INSTRUCTOR-BATON	N/A	301	N/A
TRAINING INSTRUCTOR - FIREARM	N/A	240	N/A
PROPRIETARY PRIVATE SECURITY EMPLOYER (PSE)	N/A	611	N/A

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

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**	**0**
ALARM COMPANY EMPLOYEE REGISTRATION	**EVERY 2 YEARS**	**0**
ALARM COMPANY OPERATOR	**EVERY 2 YEARS**	**0**
ALARM COMPANY QUALIFIED MANAGER	**EVERY 2 YEARS**	**0**
FIREARM PERMIT	**EVERY 2 YEARS**	**0**
SECURITY GUARD REGISTRATION	**EVERY 2 YEARS**	**16**
LOCKSMITH-BRANCH	**EVERY 2 YEARS**	**0**
LOCKSMITH COMPANY OPERATOR	**EVERY 2 YEARS**	**0**
LOCKSMITH EMPLOYEE REGISTRATION	**EVERY 2 YEARS**	**0**
PRIVATE INVESTIGATOR	**EVERY 2 YEARS**	**0**
PRIVATE INVESTIGATOR-BRANCH	**EVERY 2 YEARS**	**0**
PRIVATE PATROL OPERATOR-BRANCH	**EVERY 2 YEARS**	**0**
PRIVATE PATROL OPERATOR	**EVERY 2 YEARS**	**0**
PROPRIETARY PRIVATE SECURITY OFFICER	**EVERY 2 YEARS**	**4**
REPOSSESSION AGENCY	**EVERY 2 YEARS**	**0**
REPOSSESSION AGENCY EMPLOYEE	**EVERY 2 YEARS**	**0**
REPOSSESSION AGENCY-QUALIFIED MNGR	**EVERY 2 YEARS**	**0**
TRAINING FACILITY-BATON	**EVERY 2 YEARS**	**0**
TRAINING FACILITY-FIREARM	**EVERY 2 YEARS**	**0**
TRAINING INSTRUCTOR-BATON	**EVERY 2 YEARS**	**0**
TRAINING INSTRUCTOR - FIREARM	**EVERY 2 YEARS**	**0**
PROPRIETARY PRIVATE SECURITY EMPLOYER (PSE)	**EVERY 2 YEARS**	**0**

Exams

PASS	FAIL	TOTAL
790	**719**	**1,509**

Summary of Enforcement Activity

Consumer Complaints—Intake

2,200	RECEIVED
44	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,111	REFERRED FOR INVESTIGATION
45	PENDING

Conviction/Arrest Notification Complaints

20,360	RECEIVED
18,237	CLOSED/REFERRED FOR INVESTIGATION
2,123	PENDING

Inspections

234	INSPECTIONS CONDUCTED
0	INSPECTION CITATIONS ISSUED

Investigations

20,348	OPENED
18,150	CLOSED
2,198	PENDING

Number of Days to Complete Intake and Investigations

11,016	UP TO 90 DAYS
4,198	91 TO 180 DAYS
2,072	181 DAYS TO 1 YEAR
819	1 TO 2 YEARS
32	2 TO 3 YEARS
13	OVER 3 YEARS
103	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

127	ISSUED
126	ISSUED WITH A FINE
3	WITHDRAWN
2	DISMISSED
117	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

$187,827	ASSESSED
$26,175	REDUCED
$119,230	COLLECTED

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

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	
272	CASES OPENED/INITIATED
1,081	CASES CLOSED
302	CASES PENDING

Number of Days to Complete AG Cases	
475	1 YEAR
497	1 TO 2 YEARS
89	2 TO 3 YEARS
20	3 TO 4 YEARS
0	OVER 4 YEARS
397	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
153	STATEMENTS OF ISSUES FILED
593	ACCUSATIONS FILED
11	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
50	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
63	ACCUSATIONS WITHDRAWN/DISMISSED

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

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

Subsequent Disciplinary—Administrative Outcomes/Final Orders	
14	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	
$122,527	ORDERED
$35,905	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$10,000	RESTITUTION ORDERED
$15,009	AMOUNT REFUNDED
$554	REWORK AT NO CHARGE
$61,242	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$86,805	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

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SECURITY

SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD

Speech & Hearing

Licenses and regulates speech-language pathologists and assistants, audiologists, and hearing aid dispensers.

STAFF:

9 civil service; 1 exempt

LICENSES:

17,759

BOARD MEMBERSHIP:

6 licensees, 3 public representatives, which includes 1 physician

STRATEGIC PLAN ADOPTED:

July 2012

www.speechandhearing.ca.gov

SLPA HADB

MAJOR ACCOMPLISHMENTS

- Updated forms and applications, practice documents, and policy information to post online for the merging of the speech-language pathology and audiology and hearing aid dispensers Web site.
- Completed the Occupational Analysis and Examination Validation Study for the Hearing Aid Dispensers' Written and Practical Examination. The study is designed to evaluate the hearing aid dispenser's licensing examinations to determine whether the content of the examinations is relevant.
- Reviewed and established new enforcement performance measures to improve case processing timelines and communication to the public regarding enforcement procedures and outcomes.

MAJOR NEW LEGISLATION OR REGULATIONS

- Senate Bill 933, Runner (Chapter 449, Statutes of 2011) consolidates all relevant provisions regarding speech-language pathology and audiology and hearing aid dispensing under Business and Professions Code Chapter 5.3 (Sections 2530 et seq.). The bill provided technical clean-up regarding the governance structure and oversight of the SLPAHADB. SB 933 also consolidated the funding source of the professions providing greater flexibility of resources to fund the enforcement, licensing, and examination activities of the SLPAHADB.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
BRANCH	192	192	495
HEARING AID DISPENSER	91	91	901
TEMPORARY/TRAINEE	97	94	N/A
TEMPORARY	6	6	N/A
SP - SPEECH LANGUAGE PATHOLOGIST	431	911	5,685
AU - AUDIOLOGIST	33	55	407
SPA - SPEECH-LANGUAGE PATHOLOGY ASSISTANT	422	346	531
AIDES	49	N/A	N/A
RPE - TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSES	803	667	N/A
SPT - SPEECH TEMPORARY LICENSE	0	0	N/A
AUT - AUDIOLOGY TEMPORARY LICENSE	1	1	N/A
PDP - PROFESSIONAL DEVELOPMENT PROVIDER	17	16	0
SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAM	1	0	N/A
DAU - DISPENSING AUDIOLOGIST	N/A	20	526

Licensing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BRANCH	N/A	627	N/A
HEARING AID DISPENSER	N/A	940	N/A
TEMPORARY/TRAINEE	N/A	97	N/A
TEMPORARY	N/A	6	N/A
SP - SPEECH LANGUAGE PATHOLOGIST	N/A	12,020	N/A
AU - AUDIOLOGIST	N/A	595	N/A
SPA - SPEECH-LANGUAGE PATHOLOGY ASSISTANT	N/A	1,529	N/A
AIDES	N/A	181	N/A
RPE - TEMPORARY REQUIRED PROFESSIONAL EXPERIENCE LICENSES	N/A	665	N/A
SPT - SPEECH TEMPORARY LICENSE	N/A	0	N/A
AUT - AUDIOLOGY TEMPORARY LICENSE	N/A	1	N/A
PDP - PROFESSIONAL DEVELOPMENT PROVIDER	N/A	161	N/A
SPEECH-LANGUAGE PATHOLOGY ASSISTANT PROGRAM	N/A	N/A	7
DAU - DISPENSING AUDIOLOGIST	N/A	930	N/A

* PLEASE REFER TO PAGE 10 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	**NONE**	**N/A**
TEMPORARY	**NONE**	**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

NOT APPLICABLE TO THIS PROGRAM

* SEE SECTION 139 REPORT, PAGE 152

Summary of Enforcement Activity

Consumer Complaints—Intake

196	RECEIVED
1	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
196	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints

24	RECEIVED
24	CLOSED/REFERRED FOR INVESTIGATION
0	PENDING

Inspections

NOT APPLICABLE TO THIS PROGRAM

Investigations

196	OPENED
184	CLOSED
179	PENDING

Number of Days to Complete Intake and Investigations

22	UP TO 90 DAYS
15	91 TO 180 DAYS
25	181 DAYS TO 1 YEAR
32	1 TO 2 YEARS
8	2 TO 3 YEARS
0	OVER 3 YEARS
301	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

16	ISSUED
16	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
209	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Total Amount of Fines	
$23,450	ASSESSED
$0	REDUCED
$8,350	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
14	CASES CLOSED
25	CASES PENDING

Number of Days to Complete AG Cases	
0	1 YEAR
0	1 TO 2 YEARS
2	2 TO 3 YEARS
6	3 TO 4 YEARS
1	OVER 4 YEARS
1,348	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

Administrative Outcomes/Final Orders	
2	LICENSE APPLICATIONS DENIED
1	REVOCATION
2	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
7	PROBATION ONLY .
0	PUBLIC REPRIMAND
45	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	
$48,303	ORDERED
$5,628	COLLECTED

Consumer Restitution to Consumers/Refunds/Savings	
$88,891	RESTITUTION ORDERED
$27,044	AMOUNT REFUNDED
$0	REWORK AT NO CHARGE
$4,500	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURNED/EXCHANGED
$31,544	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

TELEPHONE MEDICAL ADVICE SERVICES BUREAU

TMAS

Registers businesses that provide telephone medical advice to California residents.

STAFF:

1 civil service

REGISTRATIONS:

55

BOARD MEMBERSHIP:

None

STRATEGIC PLAN ADOPTED:

July 2009

www.dca.ca.gov/tmas

MAJOR ACCOMPLISHMENTS

Sent letters to various medical call centers throughout the United States to inform them that they may be conducting unlicensed activity and that they fall under the jurisdiction of the Telephone Medical Advice Services Bureau.

MAJOR NEW LEGISLATION OR REGULATIONS

None

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
TMAS REGISTRANT	7	7	20

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
TMAS REGISTRANT	N/A	55	N/A

Renewal and Continuing Education		
TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
TMAS REGISTRANT	EVERY 2 YEARS	0

Exams
NOT APPLICABLE TO THIS PROGRAM

Summary of Enforcement Activity

Consumer Complaints—Intake	
22	RECEIVED
22	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
NOT APPLICABLE TO THIS PROGRAM

Investigations	
0	OPENED
0	CLOSED
0	PENDING

Summary of Enforcement Activity

Number of Days to Complete Intake and Investigations	
22	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
10	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

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

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

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

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

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

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

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

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

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

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

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

Cost Recovery to DCA	
$0	ORDERED
$0	COLLECTED

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

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

VETERINARY MEDICAL BOARD

Veterinary Medicine

Licenses and regulates veterinarians, registered veterinary technicians, and veterinary premises.

STAFF:

12.2 civil service; 1 exempt

LICENSES:

27,088

BOARD MEMBERSHIP:

4 veterinarians, 1 registered veterinary technician, 3 public representatives

STRATEGIC PLAN ADOPTED:

January 2012

www.vmb.ca.gov

MAJOR ACCOMPLISHMENTS

- Initiated a practice analysis for the State licensing exam for veterinarians.
- Adopted regulations to update the standards for all approved Registered Veterinary Technician (RVT) schools in California and scheduled a public hearing on the language for January 2013.
- Obtained a contract for and initiated a succession planning project for the critical top positions at the Board.
- Conducted workshops to develop RVT law exam in anticipating of transitioning to the Veterinary Technician National Exam.
- Worked with the Ventura County District Attorney to obtain a conviction in an unlicensed anesthesia-free animal dental activity case.

MAJOR NEW LEGISLATION OR REGULATIONS

- Assembly Bill 610, Solorio (Chapter 9, Statutes of 2012) extended the deadline for completing the first phase of the Board's spay/neuter fund-raising license plate project—selling 7,500 license plates before the project can actually start.
- California Code of Regulations, Section 2030 and 2037. Updated and adopted regulations governing minimum standards of practice and defining dental operation.
- California Code of Regulations—Updated and adopted regulations outlining the parameters of the Board's disciplinary guidelines.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
VETERINARIAN	584	501	5,386
VETERINARY TECHNICIAN	414	414	2,786
HOSPITAL	312	193	3,044
INTERNSHIP	N/A	N/A	N/A
RECIPROCITY	N/A	N/A	N/A

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
VETERINARIAN	N/A	15,118	N/A
VETERINARY TECHNICIAN	N/A	8,585	N/A
HOSPITAL	N/A	3,331	N/A
INTERNSHIP	N/A	34	N/A
RECIPROCITY	N/A	20	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	NONE	0
RECIPROCITY	NONE	0

Exam			
EXAM TITLE	PASS	FAIL	TOTAL
CALIFORNIA STATE BOARD EXAM	488	41	529
REGISTERED VETERINARY TECHNICIAN EXAM	445	132	577
TOTAL	933	173	1,106

Summary of Enforcement Activity

Consumer Complaints—Intake	
774	RECEIVED
10	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
669	REFERRED FOR INVESTIGATION
33	PENDING

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

Inspections	
218	INSPECTIONS CONDUCTED
8	INSPECTION CITATIONS ISSUED

Investigations	
692	OPENED
665	CLOSED
702	PENDING

Number of Days to Complete Intake and Investigations	
33	UP TO 90 DAYS
24	91 TO 180 DAYS
18	181 DAYS TO 1 YEAR
2	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
27	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

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

* PLEASE REFER TO PAGE 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

Summary of Enforcement Activity

Total Amount of Fines	
$25,750	ASSESSED
$0	REDUCED
$19,750	COLLECTED

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

Office of the Attorney General/Disciplinary Actions	
55	CASES OPENED/INITIATED
10	CASES CLOSED
72	CASES PENDING

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

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

Administrative Outcomes/Final Orders	
8	LICENSE APPLICATIONS DENIED
9	REVOCATION
3	SURRENDER OF LICENSE
3	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
10	PROBATION ONLY
0	PUBLIC REPRIMAND
5	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	
$142,813	ORDERED
$79,394	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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.

BOARD OF VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS

LVN & PT

Licenses and regulates licensed vocational nurses (LVNs) and psychiatric technicians (PTs).

STAFF:

67 civil service; 1 exempt

LICENSES, CERTIFICATES, AND PERMITS:

146,642

BOARD MEMBERSHIP:

5 licensees; 6 public representatives

STRATEGIC PLAN ADOPTED:

May 2012

www.bvnpt.ca.gov

MAJOR ACCOMPLISHMENTS

- Established a new Investigations Unit within the Enforcement Division as a result of the Consumer Protection Enforcement Initiative (CPEI) to help reduce the length of time needed to complete investigations.
- Implemented online license renewal for LVNs and PTs, which saves time and resources.
- Continued to distribute customer service surveys at all public meetings and at the public counter in the Board's Sacramento office. The surveys provide valuable feedback regarding the Board's effectiveness
- Continued Director Forums in both Northern and Southern California. These forums provide the program directors and faculty of VN and PT programs with information regarding current education and practice including pending or approved legislation and regulations, updates on licensure examination requirements, and new techniques and strategies to improve student achievement and pass rates.

MAJOR NEW LEGISLATION OR REGULATIONS

- New regulations implementing CPEI expand the Board's ability to investigate and act on cases promptly and will help reduce the time required to complete cases.
- Business and Professions Code section 315 establishes a Substance Abuse Coordinating Committee to develop uniform standards for substance-abusing healing arts licensees. The Board approved proposed regulations to implement the Uniform Standards and revise its Disciplinary Guidelines.
- Senate Bill 539, Price (Chapter 338, Statutes of 2011) expands reporting requirements for employers of LVNs and PTs and extends reporting requirements to employment agencies and nursing registries. The Board approved proposed regulations to implement these new requirements.
- Assembly Bill 2699, Bass (Chapter 270, Statutes of 2010) authorizes the Board 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. The Board approved regulations to implement this new law.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits

TYPE	APPS RECEIVED	ISSUED	RENEWED
VOCATIONAL NURSE (VN)	**16,413**	**7,669**	**39,404**
PSYCHIATRIC TECHNICIANS (PT)	**879**	**514**	**4,657**

Licnesing Population by Type

TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
VOCATIONAL NURSE (VN)	**N/A**	**126,813**	**N/A**
PSYCHIATRIC TECHNICIANS (PT)	**N/A**	**13,687**	**N/A**
VN NON-RENEWABLE INTERIM PERMITS	**0**	**N/A**	**N/A**
VN INTRAVENOUS THERAPY (IV)	**1,119**	**N/A**	**N/A**
VN BLOOD WITHDRAWAL (BW)	**684**	**N/A**	**N/A**
VN IV AND BW	**4,299**	**N/A**	**N/A**
PT BW	**40**	**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	**NONE**	**0**
PT INTERIM PERMITS	**NONE**	**0**
POST-LICENSURE CERTIFICATIONS	**NONE**	**0**

Exam Results

EXAM TITLE	PASS	FAIL	TOTAL
VOCATIONAL NURSE (NCLEX)*	**6,992**	**5,813**	**12,805**
PSYCHIATRIC TECHNICIAN (PSI)*	**540**	**292**	**832**
TOTAL	**7,532**	**6,105**	**13,637**

***** The *Annual Report's* examination data does not match the Board's *Sunset Report* in regard to examination pass rates. The *Annual Report* data is the total number of examination candidates, regardless of their qualification method, whereas the *Sunset Report* pass rate is the total number of first-time examination candidates, who graduated from accredited Vocational Nursing or Psychiatric Technician Programs.

Summary of Enforcement Activity

Consumer Complaints—Intake

666	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
652	REFERRED FOR INVESTIGATION
25	PENDING

Conviction/Arrest Notification Complaints

4,974	RECEIVED
4,909	CLOSED/REFERRED FOR INVESTIGATION
123	PENDING

Inspections

NOT APPLICABLE TO THIS PROGRAM

Investigations

5,547	OPENED
5,563	CLOSED
3,871	PENDING

Number of Days to Complete Intake and Investigations

1,798	UP TO 90 DAYS
1,320	91 TO 180 DAYS
1,115	181 DAYS TO 1 YEAR
676	1 TO 2 YEARS
429	2 TO 3 YEARS
225	OVER 3 YEARS
291	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

258	ISSUED
258	ISSUED WITH A FINE
19	WITHDRAWN
0	DISMISSED
361	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

$127,149	ASSESSED
$6,401	REDUCED
$119,467	COLLECTED

* PLEASE REFER TO PAGE 10 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	
401	CASES OPENED/INITIATED
186	CASES CLOSED
586	CASES PENDING

Number of Days to Complete AG Cases	
2	1 YEAR
46	1 TO 2 YEARS
75	2 TO 3 YEARS
38	3 TO 4 YEARS
25	OVER 4 YEARS
1,017	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

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

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

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

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

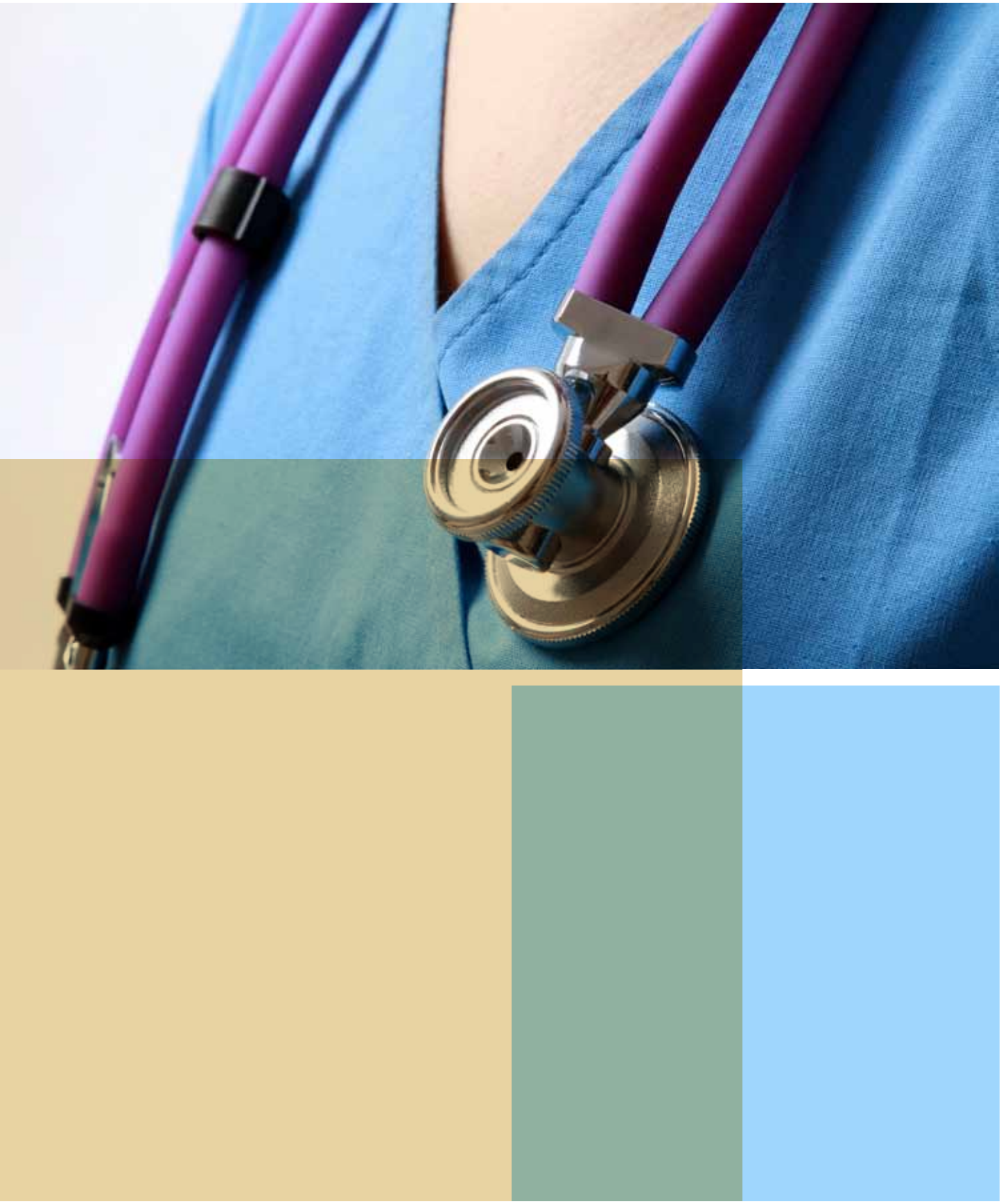
Petition for Modification or Termination of Probation	
2	GRANTED
1	DENIED
3	TOTAL

Petition for Reinstatement of Revoked License/Registration/Certification	
11	GRANTED
14	DENIED
25	TOTAL

Cost Recovery to DCA	
$423,786	ORDERED
$160,371	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 10 FOR AN EXPLANATION OF THE DEFINITIONS AND CRITERIA FOR DATA REPORTED IN THE ENFORCEMENT SECTION.



PG. 153 **Section 139**

PG. 165 **Expenditure Categories**

PG. 168 **Fund Condition**

PG. 171 **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 5092 5093	9.2	OA; INTERNAL/ EXTERNAL REVIEW AS NEEDED	2008	2008	PSYCHO-METRIC	X			$793	
		PROFESSIONAL ETHICS FOR CPAS - SUPPLEMENTAL	5018 5082 5092 5093	10	PREREQUISITES APPLY TO LICENSURE ONLY	2010	2010	SET IN REGULATION		$0	$0	$0	$0
ACUPUNCTURE BOARD	ACUPUNCTURE (L.AC.)	CALIFORNIA ACUPUNCTURE LICENSING EXAMINATION	4938	1399.434	OA; ANNUAL INTERNAL REVIEW	2008	2008	MODIFIED ANGOFF	X	$108	$211 (PY)	$310	
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 (WRITTEN)				2007	2007		X	$0	$178	$39	$0
ATHLETIC COMMISSION, CALIFORNIA STATE	PROMOTER		18640 18648	TITLE 4 213	PREREQUISITES APPLY TO LICENSURE ONLY	CURRENTLY, THE ATHLETIC COMMISSION DOES NOT ADMINISTER ANY EXAMS TO ITS LICENSEES.							
	JUDGE			379									
	MANAGER			218									
	MATCHMAKER			217									
	REFEREE			371									
	SECOND			218									
	TIMEKEEPER			218									
AUTOMOTIVE REPAIR, BUREAU OF	SMOG CHECK TECHNICIAN	SMOG CHECK INSPECTOR	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
		SMOG CHECK REPAIR TECHNICIAN				2009	2009		X				
	BRAKE ADJUSTER (A,B,C)	BRAKE ADJUSTER	9887.2	3310		2011	2011		X				
	LAMP ADJUSTER	LAMP ADJUSTER				2011	2011		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 AS NEEDED	2011	2006	SPECIFIED IN REGULATION	X	THE BOARD IS CHARGED $15 PER PERSON PER NATIONAL EXAM, ($15 FOR WRITTEN AND $15 FOR PRACTICAL) INCLUSIVE OF OA AND ED.			
	COSMETOLOGY	COSMETOLOGY	7321			2009	2009		X				
	ELECTROLOGY	ELECTROLOGY	7330			2011	2011		X				
	ESTHETICIAN	ESTHETICIAN	7324	909 910		2012 (IN PROGRESS)	2007		X				
	MANICURIST	MANICURIST	7326			2008	2008		X				
BEHAVIORAL SCIENCES, BOARD OF	LICENSED CLINICAL SOCIAL WORKER	LCSW	4996.2		OA; ANNUAL INTERNAL/ EXTERNAL REVIEW	2010	2010	MODIFIED ANGOFF	X	$753		$556	
	LICENSED EDUCATIONAL PSYCHOLOGIST	LEP	4989.20			2009	2009		X				
	LICENSED PROFESSIONAL CLINICAL COUNSELOR	LPCC	4999.32 4999.33 4999.44 4999.50			2011	2011		X				
	MARRIAGE AND FAMILY THERAPIST	MFT	4980.37 4980.40 4980.41 4980.43			2007	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)		2012	2012		X	$11		$27	
	CREMATORY MANAGER	CREMATORY MANAGER	9787 9787.3	2326.1 (B)		2010	2010		X		$9	$17	
	EMBALMER	EMBALMER	7642 7643 7646	1235		2009	2009		X		$11	$16	
	FUNERAL DIRECTOR	FUNERAL DIRECTOR	7618 7619			2011	2011		X			$6	

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	A	GENERAL ENGINEERING CONTRACTOR	7056-7058	825 826	INTERNAL REVIEW AS NEEDED	2009	2009	MODIFIED ANGOFF	X	$512 (PY)	$904 (PY)	$1,586	$77 (PY)
	B	GENERAL BUILDING				2009	2009		X				
	C-2	INSULATION AND ACOUSTICAL				2011	2011		X				
	C-4	BOILER, HOT WATER HEATING, AND STEAM FITTING				2011	2011		X				
	C-5	FRAMING AND ROUGH CARPENTRY				2008	2008		X				
	C-6	CABINET, MILLWORK, AND FINISH CARPENTRY				2009	2009		X				
	C-7	LOW VOLTAGE SYSTEMS				2011	2011		X				
	C-8	CONCRETE				2010	2005		X				
	C-9	DRYWALL				2010	2010		X				
	C-10	ELECTRICAL (GENERAL)				2008	2008		X				
	C-11	ELEVATOR				2009	2009		X				
	C-12	EARTHWORK AND PAVING				2011	2011		X				
	C-13	FENCING				2008	2008		X				
	C-15	FLOORING AND FLOOR COVERING				2009	2009		X				
	C-16	FIRE PROTECTION				2012	2007		X				
	C-17	GLAZING				2010	2010		X				
	C-20	WARM AIR HEATING, VENTILATING, AND AIR CONDITIONING				2009	2009		X				
	C-21	BUILDING MOVING AND DEMOLITION				2012	2007		X				
	C-23	ORNAMENTAL METAL				2009	2009		X				
	C-27	LANDSCAPING				2010	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									
CONTRACTORS STATE LICENSE BOARD	C-28	LOCK AND SECURITY EQUIPMENT	7056-7058	825 826	INTERNAL REVIEW AS NEEDED	2008	2008	MODIFIED ANGOFF	X	$512 (PY)	$904 (PY)	$1,586	$77 (PY)
	C-29	MASONRY				2010	2010		X				
	C-31	CONSTRUCTION ZONE TRAFFIC CONTROL				2010	2010		X				
	C-32	PARKING AND HIGHWAY IMPROVEMENT				2010	2010		X				
	C-33	PAINTING AND DECORATING				2010	2010		X				
	C-34	PIPELINE				2012	2007		X				
	C-35	LATHING AND PLASTERING				2008	2008		X				
	C-36	PLUMBING				2009	2009		X				
	C-38	REFRIGERATION				2008	2008		X				
	C-39	ROOFING				2010	2010		X				
	C-42	SANITATION SYSTEM				2012	2007		X				
	C-43	SHEET METAL				2009	2009		X				
	C-45	SIGNS				2012	2007		X				
	C-46	SOLAR				2012	2007		X				
	C-47	GENERAL MANUFACTURED HOUSING				2012	2006		X				
	C-50	REINFORCING STEEL				2012	2007		X				
	C-51	STRUCTURAL STEEL				2009	2009		X				
	C-53	SWIMMING POOL				2011	2011		X				
	C-54	TILE (CERAMIC AND MOSAIC)				2011	2011		X				
	C-55	WATER CONDITIONING				2012	2007		X				
	C-57	WELL DRILLING (WATER)				2012	2007		X				
	C-60	WELDING				2008	2008		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	N/A	ASBESTOS CERTIFICATION	7056-7058	825 826	INTERNAL REVIEW AS NEEDED	2010	2010	MODIFIED ANGOFF	X	$512 (PY)	$904 (PY)	$1,586	$77 (PY)
	N/A	HAZARDOUS CERTIFICATION				2012	2007		X				
	N/A	LAW AND BUSINESS				2010	2010		X				
COURT REPORTERS BOARD OF CALIFORNIA	CERTIFIED SHORTHAND REPORTER	CERTIFIED SHORTHAND REPORTER	8020	2418	OA; INTERNAL/ EXTERNAL REVIEW	2010	2010	MODIFIED ANGOFF	X	$15	$58	$55	$3
DENTAL BOARD OF CALIFORNIA	DENTAL	PORTFOLIO	1632			2005	NA						
	REGISTERED DENTAL ASSISTANT	WRITTEN	1752.1			2009	2012	MODIFIED ANGOLFF	X		$46		
		PRACTICAL					2010	SPECIFIED IN STATUTE					
		LAW & ETHICS					2012	MODIFIED ANGOFF	X		$29		
	REGISTERED DENTAL ASSISTANT IN EXTENDED FUNCTIONS	WRITTEN	1753			2009		MODIFIED ANGOFF	X				
	ORTHODONTIC ASSISTANT PERMIT	WRITTEN	1750.2				2012	MODIFIED ANGOFF	X		$19		
	DENTAL SEDATION ASSISTANT PERMIT	WRITTEN	1750.4				2010	MODIFIED ANGOFF	X				
DENTAL HYGIENE COMMITTEE OF CALIFORNIA	REGISTERED DENTAL HYGIENIST	CALIFORNIA CLINICAL	1917	1082.2 1082.3	INTERNAL REVIEW EVERY 9 YEARS	1998		MODIFIED ANGOFF				$323	
		WRITTEN SUPPLEMENTAL LAW/ETHICS		1082 1082.1		2010	2010		X	$29	$31		
	REGISTERED DENTAL HYGIENIST IN ALTERNATIVE PRACTICE	WRITTEN LAW/ETHICS	1922	1079.3 1082		2010	2010		X	$5	$3		

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									
ENGINEERS AND LAND SURVEYORS AND GEOLOGISTS, BOARD FOR PROFESSIONAL	AGRICULTURAL ENGINEER	PE AGRICULTURAL	6704 6732 6750-59	404 420-424 427.10 438	OA; INTERNAL/ EXTERNAL REVIEW AS NEEDED	2009	2010	MODIFIED ANGOFF	X	$29	$707	$3,302	
	CHEMICAL ENGINEER	PE CHEMICAL	6704 6732 6750-59	404 420-424 427.10 438		2011	2011		X				
	CIVIL ENGINEER (NATIONAL)	PE CIVIL BREADTH & DEPTH				2006	2008		X				
	CIVIL ENGINEER (CALIFORNIA)	SEISMIC PRINCIPLES/ ENGINEERING SURVEY	6402 6704 6731 6731.1 6750-59	404 420-424 427.10 438		2011	2012		X				
	CONTROL SYSTEM ENGINEER	PE CONTROL SYSTEMS	6704 6732 6750-59	404 420-424 427.10 438		2011	2011		X				
	ELECTRICAL ENGINEER	PE ELECTRICAL	6702.1 6704 6750-59	404 420-424 427.10 438		2007	2009		X				
	ENGINEER-IN-TRAINING (EIT)	FUNDAMENTALS OF ENGINEERING (FE)	6704 6750-59	404 420-424 427.10 438		2003	2009		X				
	FIRE PROTECTION ENGINEER	PE FIRE PROTECTION	6704 6732 6750-59	404 420-424 427.10 438		2012	2012		X				
	GEOTECHNICAL ENGINEER	GEOTECHNICAL ENGINEER	6730.2 6736.1	404 420-424 426.50 426.51 427.20		2010	2011		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 AND GEOLOGISTS, BOARD FOR PROFESSIONAL	INDUSTRIAL ENGINEER	PE INDUSTRIAL	6704 6732 6750-59	404 420-424 427.10 438		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		2011	2012		X				
	LAND SURVEYOR-IN-TRAINING	FUNDAMENTALS OF SURVEYING (FS)	8741-8743	404 420-424 438		2003	2005		X				
	MECHANICAL ENGINEER	PE MECHANICAL	6702.2 6704 6750-59	404 420-424 427.10 438		2007	2008		X				
	METALLURGICAL ENGINEER	PE METALLURGICAL AND MATERIALS	6704 6732 6750-59	404 420-424 427.10 438		2008	2009		X				
	NUCLEAR ENGINEER	PE NUCLEAR	6704 6732 6750-59	404 420-424 427.10 438		2012	2012		X				
	PETROLEUM ENGINEER	PE PETROLEUM	6704 6732 6750-59	404 420-424 427.10 438		2006	2007		X				
	STRUCTURAL (NATIONAL)	LATERAL FORCES VERTICAL FORCES	6730.2 6736 6763.1	404 420-424 426.10-426.14 427.30		2011	2011		X				
	STRUCTURAL SEISMIC (CALIFORNIA)	STRUCTURAL ENGINEERING SEISMIC	6730.2 6736	404 420-424 426.10-426.14 427.30		2003/ 2008	2003/ 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 AND GEOLOGISTS, BOARD FOR PROFESSIONAL	TRAFFIC ENGINEER	TRAFFIC ENGINEER	6704 6732 6750-59	404 420-424 427.10 438		2010	2010		X				
	PROFESSIONAL GEOLOGIST	NATIONAL	7841	3031	REGULATORY REVIEW	2000	2000	MODIFIED ANGOFF	X	$42	$308	$85	
		CALIFORNIA SUPPLEMENTAL (CSE)				2000	2000						
	PROFESSIONAL GEOPHYSICIST	PROFESSIONAL GEOPHYSICIST (PGP)	7841.1	3031		2005	2000						
	CERTIFIED ENGINEERING GEOLOGIST	CERTIFIED ENGINEERING GEOLOGIST (CEG)	7842	3041		2000	2000						
	CERTIFIED HYDROGEOLOGIST	CERTIFIED HYDROGEOLOGIST (CHG)	7842	3042		1999	1999						
GUIDE DOGS FOR THE BLIND, STATE BOARD OF	GUIDE DOG INSTRUCTOR	GUIDE DOG INSTRUCTOR EXAM	7208	2260 2266	N/A	2011	2005	PASS/FAIL	N/A	$10 (PY)		N/A	N/A
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	$0	$0.6	$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 REVIEIW)	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%					

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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									
MEDICAL BOARD OF CALIFORNIA	POLYSOMNOGRAPHIC TECHNICIAN	CERTIFIED POLYSOMNOGRAPHIC TECHNICIAN (CPSGT)	3575		PREREQUISITES ARE DETERMINED BY ORGANIZATIONS ADMINISTERING THE EXAMINATIONS	2009		MODIFIED ANGOFF; PRE-SET CRITERIA; REPORT AS PASS/FAIL		EXAMINATIONS ARE ADMINISTERED BY OUTSIDE AGENCIES WITH NO EXPENSE TO THE STATE.			
	POLYSOMNOGRAPHIC TECHNOLOGIST	REGISTERED POLYSOMNOGRAPHIC TECHNOLOGIST (RPSBT)	3575			2009		MODIFIED ANGOFF (200-500); 350 MINIMUM PASSING SCORE; REPORT AS PASS/FAIL					
NATUROPATHIC MEDICINE COMMITTEE	NATUROPATHIC DOCTOR	NPLEX I & II	3631	4220	EXTERNAL REVIEW EVERY 5 YEARS	2012	2012	MODIFIED ANGOFF	X	NO COST TO THE COMMITTEE; NATIONAL EXAMS ARE CREATED, ADMINISTERED, AND EVALUATED BY EXTERNAL SOURCES.			
OCCUPATIONAL 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, STATE BOARD OF	OPTOMETRIST	CA LAWS AND REGULATIONS	3041.2 3046	1523	OA; EXTERNAL REVIEW	2009	2009	NEDELSKY, MODIFIED ANGOFF	X	$0	$27.7 (PY)		
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	OSTEOPATHIC PHYSICIAN AND SURGEON	COMLEX LEVELS I, II, IIPE, III	2089 2089.5 2096 2153.5	1611	OA	2004	2004	ANGOFF HOFSTEDE ITEM MAPPING	X	$0	$0	$0	
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	$140	$79	$52
		NORTH AMERICAN PHARMACIST LICENSURE EXAMINATION (NAPLEX)			OA	2009/ 10	2010		X	ADMINISTERED BY THE NATIONAL ASSOCIATION OF BOARDS OF PHARMACY.			

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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									
PHYSICAL THERAPY BOARD OF CALIFORNIA	PHYSICAL THERAPIST	NPTE/CLE	2650 2653	1398.25 1398.26 1398.30 1398.31	OA; INTERNAL/ EXTERNAL REVIEW	2011/ 2012		MODIFIED ANGOFF		NPTE: $5,000 PAID DIRECTLY TO THE FEDERATION OF STATE BOARDS OF PHYSICAL THERAPY. CLE: $42,766 PAID TO OPES AND $9,428 PAID TO EXPERT CONSULTANTS (I.E., PARTICIPATION/TRAVEL COSTS).			
	PHYSICAL THERAPIST ASSISTANT	NPTE/CLE	2655.3 2655.9	1398.47 1398.51		2011/ 2012							
	KINESIOLOGICAL ELECTROMYOGRAPHER	KEMG	2620.5	1399.63 1399.65		1990							
	ELECTRONEURO-MYOGRAPHER	ENMG		1399.64 1399.65		1994							
PHYSICIAN ASSISTANT COMMITTEE	PHYSICIAN ASSISTANT	PANCE	3519	1399.507	OA	2012		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		1399.660									
		NBPME PART II		1399.660									
		NBPME PART III	2486 (A-C)	1399.660	OA; INTERNAL/ EXTERNAL REVIEW	2010		MODIFIED ANGOFF					
PROFESSIONAL FIDUCIARIES BUREAU	PROFESSIONAL FIDUCIARY (PF)	PROFESSIONAL FIDUCIARIES EXAM	6539	4500	EXTERNAL REVIEW EVERY 4 YEARS	2012	2012	EXPERT PANEL	X	EXAMINATION IS ADMINISTERED BY AN OUTSIDE AGENCY (CGC) WITH NO EXPENSE TO THE STATE.			
PSYCHOLOGY, BOARD OF	PSYCHOLOGIST	EXAMINATION FOR PROFESSIONAL PRACTICE IN PSYCHOLOGY	2914	1387 ET SEQ	OA; EXTERNAL REVIEW	2010	2010		X	$0	$0	$0	
		CALIFORNIA PSYCHOLOGY SUPPLEMENTAL EXAMINATION/ CALIFORNIA PSYCHOLOGY LAWS AND ETHICS EXAMINATION				2011	2004	MODIFIED ANGOFF	X	$50	$47	$113	
REGISTERED NURSING, BOARD OF	REGISTERED NURSE	NCLEX-RN	144 2736	1412 1426	OA; INTERNAL/ EXTERNAL REVIEW; INTERIM 4 YEARS, FULL 8 YEARS	2011	2008	ITEM RESPONSE THEORY	X			$29.2	

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			B&P	CCR									
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 QUALIFIED MANAGER	144 7599	601 620	INTERNAL REVIEW OF QUALIFYING EXPERIENCE/ OA ONGOING	2004	2009	MODIFIED ANGOFF		$34.5	$25	$14	
	PRIVATE INVESTIGATOR	PRIVATE INVESTIGATOR	144 7525 7526 7527 7527.5 7541			2004	2009			$34.5	$25	$31	
	PRIVATE PATROL OPERATOR	PRIVATE PATROL OPERATOR	144 7582 7582.9 7583			2004	2009			$34.5	$24	$31	
	REPOSSESSOR	REPOSSESSOR QUALIFIED MANAGER	7503 7504			2004	2011			$34.5	$26	$8	
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD	SPEECH-LANGUAGE PATHOLOGY	THE PRAXIS SERIES	2532.2	1399. 152.3	OA: INTERNAL/ EXTERNAL REVIEW EVERY 5-7 YEARS	1999	1999	MODIFIED TUCKER-ANGOFF	X	$60	N/A	N/A	
	AUDIOLOGY		2532.2 2532.25			2008	2011		X	$60			
	HEARING AID DISPENSER	HEARING AID DISPENSER WRITTEN/ PRACTICAL EXAMINATIONS	2538.25	1399.120		2007	2007	MODIFIED ANGOFF	X	$82	$45	$53	N/A

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			B&P	CCR									
VETERINARY MEDICAL BOARD AND REGISTERED VETERINARY TECHNICIAN EXAMINING COMMITTEE	VETERINARIAN	NAVLE	4846.1 4846.2 4848	2010.1 2014 2015.2 2022 2023 2024 2025	OA	2009	2009	MODIFIED ANGOFF					
		CSB			OA	2001	2001		X	$51		$16	
		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	2004		X		$41	$28	
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD 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	2012	2011		X	$15.2	$104.3	$44.5	

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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 (-) Reimbursements	Less (-) Distributed Costs	Total Net Expenditures
1111 - BUREAUS & PROGRAMS							
ARBITRATION CERTIFICATION PROGRAM	0166 CERTIFICATION ACCOUNT	$733	$297	$1,030	$-	$-	$1,030
AUTOMOTIVE REPAIR, BUREAU OF	0421 VEHICLE INSPECTION AND REPAIR FUND	$45,353	$71,495	$116,848	$(654)	$(71)	$116,123
	0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT	$4,246	$36,398	$40,644	$-	$-	$40,644
	3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT	$426	$37,475	$37,901	$-	$-	$37,901
	BAR - TOTAL	$50,025	$145,368	$195,393	$(654)	$(71)	$194,668
CEMETERY AND FUNERAL BUREAU	0717 CEMETERY FUND	$1,308	$802	$2,110	$(8)	$(115)	$1,987
	0750 STATE FUNERAL DIRECTORS AND EMBALMERS FUND	$614	$824	$1,438	$(3)	$-	$1,435
	CFB - TOTAL	$1,922	$1,626	$3,548	$(11)	$(115)	$3,422
ELECTRONIC AND APPLIANCE REPAIR, BUREAU OF	0325 ELECTRONIC AND APPLIANCE REPAIR FUND	$873	$1,856	$2,729	$(8)	$(61)	$2,660
HOME FURNISHINGS AND THERMAL INSULATION, BUREAU OF	0752 BUREAU OF HOME FURNISHINGS AND THERMAL INSULATION FUND	$2,045	$2,006	$4,051	$(2)	$-	$4,049
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND	$3,666	$2,169	$5,835			$5,835
	0960 STUDENT TUITION RECOVERY FUND	$-	$223	$223	$-	$-	$223
	BPPE - TOTAL	$3,666	$2,392	$6,058	$-	$-	$6,058
PROFESSIONAL FIDUCIARIES BUREAU	3108 PROFESSIONAL FIDUCIARY FUND	$93	$152	$245	$(4)	$-	$241
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	0239 PRIVATE SECURITY SERVICES FUND	$3,632	$7,389	$11,021	$(572)	$(104)	$10,345
	0769 PRIVATE INVESTIGATOR FUND	$216	$389	$605	$(14)	$-	$591
	BSIS - TOTAL	$3,848	$7,778	$11,626	$(586)	$(104)	$10,936
TELEPHONE MEDICAL ADVICE SERVICES BUREAU	0459 TELEPHONE MEDICAL ADVICE SERVICES FUND	$117	$30	$147	$-	$-	$147
TOTAL NET EXPENDITURES, 1111 - BUREAUS & PROGRAMS		**$63,322**	**$161,505**	**$224,827**	**$(1,265)**	**$(351)**	**$223,211**

FISCAL YEAR 2010-11 -- NET EXPENDITURES (IN THOUSANDS)

DCA 1111/1110	FUND NUMBER AND NAME	Personal Services	Operating Expenses	Subtotal (Month 13)	Less (-) Reimbursements	Less (-) Distributed Costs	Total Net Expenditures
1110 - REGULATORY BOARDS							
ACCOUNTANCY, CALIFORNIA BOARD OF	0704 ACCOUNTANCY FUND	$6,118	$4,320	$10,438	$(1,036)	$-	$9,402
ACUPUNCTURE BOARD	0108 ACUPUNCTURE FUND	$501	$1,417	$1,918	$(49)	$-	$1,869
ARCHITECTS BOARD, CALIFORNIA	0706 CALIFORNIA ARCHITECTS BOARD FUND	$1,343	$1,410	$2,753	$(33)	$(26)	$2,694
ATHLETIC COMMISSION, STATE	0326 STATE ATHLETIC FUND	$1,091	$739	$1,830	$-		$1,830
	0492 STATE ATHLETIC COMMISSION NEUROLOGICAL EXAMINATION ACCOUNT	$49	$17	$66	$-		$66
	9250 BOXERS' PENSION	$38	$362	$400	$-		$400
	ATCOM - TOTAL	$1,178	$1,118	$2,296	$-	$-	$2,296
BARBERING AND COSMETOLOGY, BOARD OF	0069 BARBERING & COSMETOLOGY FUND	$6,092	$11,065	$17,157	$(214)	$-	$16,943
BEHAVIORAL SCIENCES, BOARD OF	0773 BEHAVIORAL SCIENCE EXAMINERS FUND	$2,955	$4,509	$7,464	$(145)		$7,319
	3085 MENTAL HEALTH SERVICES FUND	$-	$-	$-	$-	$-	$-
	BBS - TOTAL	$2,955	$4,480	$7,464	$(145)	$-	$7,319
CONTRACTORS STATE LICENSE BOARD	0735 CONTRACTORS LICENSE FUND	$28,693	$25,458	$54,151	$(661)	$-	$53,490
	0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)	$-	$134	$134	$-	$-	$134
	CSLB - TOTAL	$28,693	$25,592	$54,285	$(661)	$-	$53,624
COURT REPORTERS BOARD OF CALIFORNIA	0771 COURT REPORTERS FUND	$430	$348	$778	$(5)	$-	$773
	0410 TRANSCRIPT REIMBURSEMENT FUND	$-	$257	$257	$-	$-	$257
	CRB - TOTAL	$430	$605	$1,035	$(5)	$-	$1,030
DENTAL HYGIENE COMMITTEE	3140 STATE DENTAL HYGIENE FUND	$421	$523	$944	$(2)	$-	$942
DENTAL ASSISTANT PROGRAM	3142 STATE DENTAL ASSISTANT FUND	$478	$1,024	$1,502	$(3)	$-	$1,499
DENTAL BOARD OF CALIFORNIA	0741 STATE DENTISTRY FUND	$5,061	$5,251	$10,312	$(407)	$-	$9,905
	3039 DENTALLY UNDERSERVED ACCOUNT	$-	$25	$25	$-	$-	$25
	DBC - TOTAL	$5,061	$5,276	$10,337	$(407)	$-	$9,930
ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL	0770 PROFESSIONAL ENGINEERS AND LAND SURVEYORS FUND	$3,051	$7,433	$10,484	$(48)	$(68)	$10,368
GEOLOGISTS AND GEOPHYSICISTS PROGRAM	0205 GEOLOGY AND GEOPHYSICS FUND	$279	$732	$1,011	$(4)	$-	$1,007
GUIDE DOGS FOR THE BLIND, STATE BOARD OF	0024 STATE BOARD OF GUIDE DOGS FOR THE BLIND FUND	$117	$58	$175	$-		$175

FISCAL YEAR 2010-11 -- NET EXPENDITURES (IN THOUSANDS)							
DCA 1111/1110	FUND NUMBER AND NAME	Personal Services	Operating Expenses	Subtotal (Month 13)	Less (-) Reimbursements	Less (-) Distributed Costs	Total Net Expenditures
1110 - REGULATORY BOARDS							
HEARING AID DISPENSERS COMMITTEE	0208 HEARING AID DISPENSERS ACCOUNT	$336	$265	$601		$-	$600
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 LANDSCAPE ARCHITECTS FUND	$357	$248	$605	$(3)	$-	$602
MEDICAL BOARD OF CALIFORNIA	0175 DISPENSING OPTICIANS FUND	$41	$160	$201		$-	$200
	0210 OUTPATIENT SETTING FUND OF THE MEDICAL BOARD OF CALIFORNIA	$-	$2	$2	$-	$-	$2
	0755 LICENSED MIDWIFERY FUND (REVENUE ONLY)	$-	$-	$-	$-	$-	$-
	0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA	$21,457	$31,312	$52,769	$(1,749)	$(780)	$50,240
	MBC - TOTAL	$21,498	$31,474	$52,972	$(1,750)	$(780)	$50,442
NATUROPATHIC MEDICINE COMMITTEE	3069 NATUROPATHIC DOCTORS FUND	$86	$24	$110	$(6)	$-	$104
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 OCCUPATIONAL THERAPY FUND	$619	$675	$1,294	$(27)	$-	$1,267
OPTOMETRY, STATE BOARD OF	0763 STATE OPTOMETRY FUND	$654	$674	$1,328	$(52)	$-	$1,276
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND	$588	$1,029	$1,617	$(92)	$-	$1,525
PHARMACY, CALIFORNIA STATE BOARD OF	0767 PHARMACY BOARD CONTINGENT FUND	$7,187	$6,469	$13,656	$(687)		$12,969
PHYSICAL THERAPY BOARD	0759 PHYSICAL THERAPY FUND	$1,533	$1,809	$3,342	$(88)	$-	$3,254
PHYSICIAN ASSISTANT COMMITTEE	0280 PHYSICIAN ASSISTANT FUND	$398	$777	$1,175	$(86)	$-	$1,089
PODIATRIC MEDICINE, CALIFORNIA BOARD OF	0295 BOARD OF PODIATRIC MEDICINE FUND	$421	$575	$996	$(77)	$-	$919
PSYCHOLOGY, BOARD OF	0310 PSYCHOLOGY FUND	$1,018	$2,282	$3,300	$(139)		$3,161
REGISTERED NURSING, BOARD OF	0761 BOARD OF REGISTERED NURSING FUND	$8,364	$20,298	$28,662	$(1,448)	$-	$27,214
RESPIRATORY CARE BOARD	0319 RESPIRATORY CARE FUND	$1,281	$1,409	$2,690	$(219)	$-	$2,471
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY BOARD	0376 SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY FUND	$369	$416	$785	$(19)	$-	$766
VETERINARY MEDICAL BOARD	0777 VETERINARY MEDICAL BOARD CONTINGENT FUND	$814	$1,878	$2,692	$(95)	$-	$2,597
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	0779 VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS FUND	$3,675	$6,057	$9,732	$(161)	$(37)	$9,534
	0780 PSYCHIATRIC TECHNICIANS ACCOUNT, VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIAN EXAMINERS FUND	$668	$1,183	$1,851	$(48)	$-	$1,803
	VNPTB - TOTAL	$4,343	$7,240	$11,583	$(209)	$(37)	$11,337
TOTAL NET EXPENDITURES, 1110 - REGULATORY BOARDS		**$106,583**	**$142,624**	**$249,207**	**$(7,605)**	**$(911)**	**$240,691**

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	$970	$1,114	$-	$1,030	$1,054	11.2
AUTOMOTIVE REPAIR, BUREAU OF	0421 VEHICLE INSPECTION AND REPAIR FUND	$62,414	$118,983	$-	$116,123	$65,274	9.0
	0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT	$11,885	$36,298	$-	$40,644	$7,539	2.1
	3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT	$5,513	$31,303	$20,000	$37,901	$18,915	6.2
CEMETERY AND FUNERAL BUREAU	0717 CEMETERY FUND	$2,201	$2,141	$-	$1,987	$2,355	12.1
	0750 STATE FUNERAL DIRECTORS AND EMBALMERS FUND	$1,953	$1,261	$-	$1,435	$1,779	12.2
ELECTRONIC AND APPLIANCE REPAIR, BUREAU OF	0325 ELECTRONIC AND APPLIANCE REPAIR FUND	$2,270	$2,303	$-	$2,660	$1,913	9.3
HOME FURNISHINGS AND THERMAL INSULATION, BUREAU OF	0752 BUREAU OF HOME FURNISHINGS AND THERMAL INSULATION FUND	$3,741	$4,071	$(1,500)	$4,049	$2,263	5.8
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND	$6,473	$10,696	$(3,000)	$5,835	$8,334	12.1
	0960 STUDENT TUITION RECOVERY FUND	$11,937	$10,524	$-	$223	$22,238	97.8
PROFESSIONAL FIDUCIARIES BUREAU	3108 PROFESSIONAL FIDUCIARY FUND	$58	$420	$-	$241	$237	6.3
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	0239 PRIVATE SECURITY SERVICES FUND	$9,721	$11,033	$(4,000)	$10,345	$6,409	6.9
	0769 PRIVATE INVESTIGATOR FUND	$1,700	$778	$(1,500)	$591	$387	7.8
TELEPHONE MEDICAL ADVICE SERVICES BUREAU	0459 TELEPHONE MEDICAL ADVICE SERVICES FUND	$689	$145	$-	$147	$687	53.5

[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 – 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
1110 - REGULATORY BOARDS							
ACCOUNTANCY, CALIFORNIA BOARD OF	0704 ACCOUNTANCY FUND	$14,651	$10,052	$(1,000)	$9,402	$14,301	15.4
ACUPUNCTURE BOARD	0108 ACUPUNCTURE FUND	$5,830	$2,406	$(5,000)	$1,869	$1,367	6.0
ARCHITECTS BOARD, CALIFORNIA	0706 CALIFORNIA ARCHITECTS BOARD FUND	$2,580	$4,156	$-	$2,694	$4,042	13.0
ATHLETIC COMMISSION, STATE	0326 STATE ATHLETIC FUND	$466	$1,387	$-	$1,830	$23	0.2
	0492 STATE ATHLETIC COMMISSION NEUROLOGICAL EXAMINATION ACCOUNT	$699	$79	$-	$66	$712	70.6
	9250 BOXERS PENSION FUND	$26	$591	$-	$400	$217	25.0
BARBERING AND COSMETOLOGY, BOARD OF	0069 BARBERING & COSMETOLOGY FUND	$16,081	$21,855	$(11,000)	$16,943	$9,993	6.0
BEHAVIORAL SCIENCES, BOARD OF	0773 BEHAVIORAL SCIENCES EXAMINERS FUND	$4,626	$7,791	$(3,300)	$7,319	$1,798	2.7
CONTRACTORS STATE LICENSE BOARD	0735 CONTRACTORS LICENSE FUND	$15,240	$54,917	$10,000	$53,490	$26,667	5.4
	0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)	$336	$57	$-	$134	$259	22.9
COURT REPORTERS BOARD OF CALIFORNIA	0771 COURT REPORTERS FUND	$1,365	$1,002	$(250)	$773	$1,344	20.8
	0410 TRANSCRIPT REIMBURSEMENT FUND	$289	$1	$250	$257	$283	10.8
DENTAL HYGIENE COMMITTEE	3140 STATE DENTAL HYGIENE COMMITTEE	$711	$1,119	$-	$942	$888	7.5
DENTAL ASSISTANT PROGRAM	3142 STATE DENTAL ASSISTANT FUND	$2,310	$1,634	$-	$1,499	$2,445	16.8
DENTAL BOARD OF CALIFORNIA	0741 STATE DENTISTRY FUND	$6,159	$8,226	$1,700	$9,905	$6,180	6.4
	3039 DENTALLY UNDERSERVED ACCOUNT	$1,979	$7		$25	$1,961	0.0
ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL	0770 PROFESSIONAL ENGINEERS AND LAND SURVEYORS FUND	$5,978	$10,087	$(5,000)	$10,368	$697	0.9
GEOLOGISTS AND GEOPHYSICISTS PROGRAM	0205 GEOLOGY AND GEOPHYSICS FUND	$1,061	$987	$-	$1,007	$1,041	9.1
GUIDE DOGS FOR THE BLIND, STATE BOARD OF	0024 STATE BOARD OF GUIDE DOGS FOR THE BLIND FUND	$195	$144	$-	$175	$164	9.9
HEARING AID DISPENSERS COMMITTEE	0208 HEARING AID DISPENSERS ACCOUNT	$735	$252	$(387)	$600	$-	0.0
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 LANDSCAPE ARCHITECTS FUND	$2,109	$778	$-	$602	$2,285	24.2

[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 – 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
1110 - REGULATORY BOARDS							
MEDICAL BOARD OF CALIFORNIA	0175 DISPENSING OPTICIANS FUND	$359	$186	$-	$200	$345	12.1
	0210 OUTPATIENT SETTING FUND OF THE MEDICAL BOARD OF CALIFORNIA	$260	$1	$-	$2	$259	115.1
	0755 LICENSED MIDWIFERY FUND	$153	$34	$-	$-	$187	93.5
	0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA	$30,996	$52,857	$(9,000)	$50,240	$24,613	5.2
NATUROPATHIC MEDICINE COMMITTEE	3069 NATUROPATHIC DOCTOR'S FUND	$277	$189	$-	$104	$362	25.0
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 OCCUPATIONAL THERAPY FUND	$896	$979	$-	$1,267	$608	5.4
OPTOMETRY, STATE BOARD OF	0763 STATE OPTOMETRY FUND	$1,520	$1,717	$(1,000)	$1,276	$961	6.7
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND	$4,450	$1,468	$(1,500)	$1,525	$2,893	19.6
PHARMACY, CALIFORNIA STATE BOARD OF	0767 PHARMACY BOARD CONTINGENT FUND	$13,823	$12,703	$-	$12,969	$13,557	10.8
PHYSICAL THERAPY BOARD	0759 PHYSICAL THERAPY FUND	$2,420	$3,246	$(1,500)	$3,254	$912	3.4
PHYSICIAN ASSISTANT COMMITTEE	0280 PHYSICIAN ASSISTANT FUND	$2,195	$1,367	$(1,500)	$1,089	$973	8.2
PODIATRIC MEDICINE, CALIFORNIA BOARD OF	0295 BOARD OF PODIATRIC MEDICINE FUND	$857	$921	$-	$919	$859	7.3
PSYCHOLOGY, BOARD OF	0310 PSYCHOLOGY FUND	$4,169	$3,612	$-	$3,161	$4,620	12.5
REGISTERED NURSING, BOARD OF	0761 BOARD OF REGISTERED NURSING FUND	$13,347	$32,163	$(11,300)	$27,214	$6,996	2.8
RESPIRATORY CARE BOARD	0319 RESPIRATORY CARE FUND	$2,213	$2,659	$-	$2,471	$2,401	9.1
SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY BOARD	0376 SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY FUND	$1,161	$1,613	$(1,150)	$766	$858	11.9
VETERINARY MEDICAL BOARD	0777 VETERINARY MEDICAL BOARD FUND	$1,962	$2,955	$-	$2,597	$2,320	9.8
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	0779 VOCATIONAL NURSE EXAMINERS FUND	$8,611	$9,901	$-	$9,534	$8,978	10.5
	0780 PSYCHIATRIC TECHNICIANS ACCOUNT, VOCATIONAL NURSE AND PSYCHIATRIC TECHNICIAN EXAMINERS FUND	$1,978	$1,730	$-	$1,803	$1,905	

[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	$1,111	$-	$-	$-	$3	$-	$1,114	$-
AUTOMOTIVE REPAIR, BUREAU OF	0421 VEHICLE INSPECTION AND REPAIR FUND	$1,483	$108,749	$7,424	$247	$287	$793	$118,983	$-
	0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT	$735	$35,458	$-	$-	$38	$67	$36,298	$-
	3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT	$31,148	$-	$-	$-	$155	$-	$31,303	$20,000
	BAR - TOTAL	$33,366	$144,207	$7,424	$247	$325	$860	$186,584	$-
CEMETERY AND FUNERAL BUREAU	0717 CEMETERY FUND	$1,680	$107	$338	$7	$9	$-	$2,141	$-
	0750 FUNERAL DIRECTORS AND EMBALMERS FUND	$147	$84	$987	$35	$7	$1	$1,261	$-
	CFB - TOTAL	$1,827	$191	$1,325	$42	$16	$1	$3,402	$-
ELECTRONIC AND APPLIANCE REPAIR, BUREAU OF	0325 ELECTRONIC AND APPLIANCE REPAIR FUND	$-	$323	$1,903	$67	$9	$-	$2,302	$-
HOME FURNISHINGS AND THERMAL INSULATION, BUREAU OF	0752 BUREAU OF HOME FURNISHINGS AND THERMAL INSULATION FUND	$28	$767	$3,168	$94	$10	$4	$4,071	$(1,500)
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND	$-	$816	$9,397	$459	$22	$2	$10,696	$(3,000)
	0960 STUDENT TUITION RECOVERY FUND	$-	$-	$-	$-	$-	10,624	$10,624	$-
	BPPE - TOTAL	$-	$816	$9,397	$459	$22	$10,626	$21,320	$(3,000)
PROFESSIONAL FIDUCIARIES BUREAU	3108 PROFESSIONAL FIDUCIARY FUND	$-	$112	$306	$1	$1		$420	$-
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	0239 PRIVATE SECURITY SERVICES FUND	$571	$4,900	$5,317	$195	$24	$26	$11,033	$(4,000)
	0769 PRIVATE INVESTIGATOR FUND	$19	$129	$602	$24	$3	$1	$778	$(1,500)
	BSIS - TOTAL	$590	$5,029	$5,919	$219	$27	$27	$11,811	$(5,500)
TELEPHONE MEDICAL ADVICE SERVICES BUREAU	0459 TELEPHONE MEDICAL ADVICE SERVICES FUND	$-	$38	$105	$-	$2	$-	$145	$-
TOTAL REVENUES, 1111 - BUREAUS & PROGRAMS		**$36,922**	**$151,483**	**$29,547**	**$1,129**	**$570**	**$11,518**	**$231,169**	**$10,000**

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
1110 - REGULATORY BOARDS									
ACCOUNTANCY, CALIFORNIA BOARD OF	0704 ACCOUNTANCY FUND	$167	$4,622	$4,963	$244	$48	$8	$10,052	$(1,000)
ACUPUNCTURE BOARD	0108 ACUPUNCTURE FUND	$49	$748	$1,588	$11	$7	$3	$2,406	$(5,000)
ARCHITECTS BOARD, CALIFORNIA	0706 CALIFORNIA ARCHITECTS BOARD FUND	$655	$386,150	$3,643,338	$107,000	$15,175	$3,237	$4,155,555	$-
ATHLETIC COMMISSION, STATE	0326 ATHLETIC COMMISSION FUND	$1,175	$126	$82	$-	$2	$1	$1,386	$-
	0492 STATE ATHLETIC COMMISSION NEUROLOGICAL EXAMINATION ACCOUNT	$79	$-	$-	$-	$-	$-	$79	$-
	9250 BOXERS PENSION FUND	$591	$-	$-	$-		$-	$591	$-
	ATCOM - TOTAL	$1,845	$126	$82	$-	$2	$1	$2,056	$-
BARBERING AND COSMETOLOGY, BOARD OF	0069 BARBERING AND COSMETOLOGY FUND	$5,735	$4,943	$10,390	$717	$31	$39	$21,855	$(11,000)
BEHAVIORAL SCIENCES, BOARD OF	0773 BEHAVIORAL SCIENCE EXAMINERS FUND	$84	$3,142	$4,477	$68	$10	$10	$7,791	$(3,300)
CONTRACTORS STATE LICENSE BOARD	0735 CONTRACTORS LICENSE FUND	$121	$10,333	$40,072	$2,495	$94	$1,802	$54,917	$10,000
	0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)	$-	$56	$-	$-	$1		$57	$-
	CSLB - TOTAL	$121	$10,389	$40,072	$2,495	$95	$1,802	$54,974	$10,000
COURT REPORTERS BOARD OF CALIFORNIA	0771 COURT REPORTERS FUND	$19	$37	$920	$19	$6	$1	$1,002	$(250)
	0410 TRANSCRIPT REIMBURSEMENT FUND	$-	$-	$-	$-	$1	$-	$1	$250
	CRB - TOTAL	$19	$37	$920	$19	$7	$1	$1,003	$-
DENTAL HYGIENE COMMITTEE	3140 STATE DENTAL HYGIENE FUND	$7	$373	$722	$13	$3	$1	$1,119	
DENTAL ASSISTANT PROGRAM	3142 STATE DENTAL ASSISTANT FUND	$16	$306	$1,224	$73	$10	$5	$1,634	
DENTAL BOARD OF CALIFORNIA	0741 STATE DENTISTRY FUND	$25	$709	$7,180	$74	$21	$217	$8,226	$1,700
	3039 DENTALLY UNDERSERVED ACCOUNT					$7		$7	$-
	DBC - TOTAL	$41	$1,015	$8,404	$147	$38	$222	$9,867	$1,700
ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL	0770 PROFESSIONAL ENGINEERS AND LAND SURVEYORS FUND	$91	$3,386	$6,504	$78	$16	$11	$10,086	$(5,000)
GEOLOGY AND GEOPHYSICISTS PROGRAM	0205 GEOLOGY AND GEOPHYSICS FUND	$2	$201	$753	$26	$5	$-	$987	$-

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
1110 - REGULATORY BOARDS									
GUIDE DOGS FOR THE BLIND, STATE BOARD OF	0024 STATE BOARD OF GUIDE DOGS FOR THE BLIND FUND	$-	$2	$141	$-	$1	$-	$144	$-
HEARING AID DISPENSERS COMMITTEE	0208 HEARING AID DISPENSERS ACCOUNT	$2	$64	$184	$1	$1	$-	$252	
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 LANDSCAPE ARCHITECTS FUND	$675	$72,039	$678,200	$17,600	$8,307	$800	$777,621	$-
MEDICAL BOARD OF CALIFORNIA	0175 DISPENSING OPTICIANS FUND	$-	$26	$150	$9	$1	$-	$186	$-
	0210 OUTPATIENT SETTING FUND OF THE MEDICAL BOARD OF CALIFORNIA	$-	$-	$-	$-	$1	$-	$1	$-
	0755 LICENSED MIDWIFERY FUND	$-	$10	$23	$-	$1	$-	$34	$-
	0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA	$355	$5,947	$46,269	$121	$115	$50	$52,857	$(9,000)
	MBC - TOTAL	$355	$5,983	$46,442	$130	$118	$50	$53,078	$(9,000)
NATUROPATHIC MEDICINE COMMITTEE	3069 NATUROPATHIC DOCTOR'S FUND	$-	$64	$123	$1	$1	$-	$189	$-
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 OCCUPATIONAL THERAPY FUND	$22	$121	$789	$14	$3	$30	$979	$-
OPTOMETRY, STATE BOARD OF	0763 STATE OPTOMETRY FUND	$26	$140	$1,534	$9	$4	$4	$1,717	$(1,000)
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND	$29	$244	$1,176	$6	$12	$1	$1,468	$(1,500)
PHARMACY, CALIFORNIA STATE BOARD OF	0767 PHARMACY BOARD CONTINGENT FUND	$1,400	$2,424	$8,660	$147	$52	$20	$12,703	$-
PHYSICAL THERAPY BOARD	0759 PHYSICAL THERAPY FUND	$174	$402	$2,642	$19	$6	$3	$3,246	$(1,500)
PHYSICIAN ASSISTANT COMMITTEE	0280 PHYSICIAN ASSISTANT FUND	$10	$155	$1,193	$3	$5	$1	$1,367	$(1,500)
PODIATRIC MEDICINE, CALIFORNIA BOARD OF	0295 BOARD OF PODIATRIC MEDICINE FUND	$6	$58	$851	$3	$3	$-	$921	$-
PSYCHOLOGY, BOARD OF	0310 PSYCHOLOGY FUND	$8	$510	$3,060	$12	$18	$4	$3,612	$-
REGISTERED NURSING, BOARD OF	0761 BOARD OF REGISTERED NURSING FUND	$1,008	$6,030	$24,534	$450	$32	$109	$32,163	$(15,000)
RESPIRATORY CARE BOARD	0319 RESPIRATORY CARE FUND	$76	$432	$2,096	$44	$10	$1	$2,659	$-
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY BOARD	0376 SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY FUND	$13	$97	$721	$17	$3	$1	$852	$(1,400)
VETERINARY MEDICAL BOARD	0777 VETERINARY MEDICAL FUND	$39	$550	$2,322	$19	$8	$17	$2,955	$-

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
1110 - REGULATORY BOARDS									
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	0779 VOCATIONAL NURSE EXAMINERS FUND	$218	$3,592	$5,911	$130	$32	$18	$9,901	$-
	0780 PSYCHIATRIC TECHNICIANS ACCOUNT, VOCATIONAL NURSE AND PSYCHIATRIC TECHNICIAN EXAMINERS FUND	$24	$281	$1,397	$19	$8	$1	$1,730	$-
	VNPTB - TOTAL	$242	$3,873	$7,308	$149	$40	$19	$11,631	$-
TOTAL REVENUES, 1110 - REGULATORY BOARDS		**$12,901**	**$508,320**	**$4,504,189**	**$129,442**	**$24,061**	**$6,395**	**$5,185,308**	**$(44,500)**

STATE OF CALIFORNIA

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DEPARTMENT OF CONSUMER AFFAIRS

DCA | HEADQUARTERS

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