

THE CONSUMER

*our Purpose
our Priority*

CALIFORNIA DEPARTMENT OF
CONSUMER AFFAIRS
ANNUAL REPORT
1995-1996

Pete Wilson, *Governor*
Joanne Corday Kozberg, *Secretary, State and Consumer Services Agency*
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GOVERNOR PETE WILSON

DEPARTMENT OF CONSUMER AFFAIRS 1995-96 ANNUAL REPORT

The primary purpose of the Department of Consumer Affairs is to protect the California consumer, and during the 1995-96 fiscal year, we have remained steadfast in our commitment to fulfill that important mission. In fact, our state's consumer protection and licensee regulation programs are more effective than ever.

The Department of Consumer Affairs has made significant strides toward streamlining state government, and making it more efficient and effective. The sunset review process for the department's regulatory boards and programs is an opportunity to re-examine how the State conducts occupational regulation. The department's first steps in this process over the past year have led to changes that are appropriate to the needs of California's consumers, and serve as an innovative model for the rest of state government.

Participation in the Performance-Based Budgeting Pilot Project, now in its third year, has helped the department save money, increase productivity, and improve service and responsiveness to California consumers.

The department also continued its dedication to our state's youngest and most vulnerable consumers by refusing to issue or renew licenses until family support obligations have been met. Through ongoing education and enforcement efforts, the department maintains a strong commitment to the consumer.

I am grateful to the staff of the Department of Consumer Affairs for making consumer protection a priority in California.

Sincerely,

A handwritten signature in black ink that reads "Pete Wilson".

PETE WILSON



The Department of Consumer Affairs (DCA) was established twenty-six years ago, absorbing the functions of the Department of Professional and Vocational Standards, which had operated since 1929.

In the years since 1970, the Department has taken the lead as state government's consumer advocate for the people of California. As Governor Wilson has said, consumer trust is essential in maintaining a strong, progressive and competitive marketplace.

DCA currently licenses more than 2.1 million Californians in over 180 different professions. The objective of licensing is to maintain a fair process for establishing qualified professionals and practitioners for California.

Over the years, DCA has made great strides in consumer protection and enforcement. The Department has been involved in streamlining the way government does business, by moving forward in a unique Performance-Based Budgeting Pilot Project. As part of this project, the Department simplified the employment process by consolidating 80 job classifications into 10 and by revising employee review procedures to make them more fair and equitable.

During FY 95/96, the Department:

- Fielded over one million consumer calls.
- Processed nearly 95,000 complaints.
- Licensed or renewed licenses for more than one million Californians.
- Took disciplinary action against nearly 32,000 licensees for fraud, incompetence, negligence, and health and safety violations.
- Recovered \$29.8 million for consumers.

This year several of our bureaus and boards developed Internet websites to more effectively communicate with consumers. We look forward to expanding the use of the Internet to the entire Department, as well as to exploring other interactive technologies.

The vision of consumer protection is becoming a reality for consumers in California. I am proud of management and staff for their hard work and commitment. The Department will continue to ensure that the interests of California's consumers are protected and promoted.

DEPARTMENT REGULATORY BUREAUS & PROGRAMS

ARBITRATION REVIEW PROGRAM

PETER BRIGHTBILL, PROGRAM CHIEF

Purpose: The Arbitration Review Program (ARP) certifies and monitors alternative dispute resolution arbitration programs offered by new vehicle manufacturers in California. Once a manufacturer's arbitration program is certified, ARP ensures that the program is in substantial compliance with statutes and regulations by monitoring arbitration hearings, reviewing case files, investigating consumer complaints, and conducting on-site inspections.

Accomplishments: During the fiscal year, ARP certified the arbitration program of Honda/Acura. This arbitration program is administered by the Council of Better Business Bureaus' AUTOLINE program. American Honda Motor Company, Inc. manufactures approximately ten percent of the vehicles sold in California annually.

As part of its public education program, ARP published *A Guide to California Lemon Law Arbitration Programs*. This brochure provides information on the arbitration process

in order to assist consumers in preparing their cases for arbitration hearings.

For Spanish-speaking consumers, ARP published *Guía para el consumidor sobre la Garantía de Reparación de Vehículos Nuevos*. This guide for warranty repairs explains the arbitration process in the event that a manufacturer cannot repair a new vehicle to conform to the warranty. Information about the state-certified arbitration programs is listed in this pamphlet as well.

In an effort to reach new vehicle owners as early as possible, ARP, in cooperation with the Department of Motor Vehicles, created a Lemon Law flyer which is distributed with every license plate mailed to consumers. This flyer explains how to determine if a vehicle is a lemon and refers consumers to the Department for additional information on arbitration programs.

During FY 95/96, ARP investigated approximately 400 consumer complaints dealing with the arbitration process. The majority of these complaints related to consumers' dissatisfaction with the arbitration decisions

made in their cases. Since ARP may not modify or overturn arbitrators' decisions, ARP responds to these complaints by informing consumers of other legal remedies available to them. Some complaints ARP received dealt with the fairness of the arbitration process, arbitrator bias, or manufacturer compliance with arbitration decisions, and ARP worked successfully with the certified arbitration programs to resolve them.

Mission Contributions: ARP informed consumers about the Lemon Law and the certified arbitration programs through interviews with the media, speaking engagements, participation in conferences and trade shows, and development of new publications. ARP continually encourages each certified program to review its processes for improvement and works with the manufacturers to identify areas for increased consumer satisfaction. During FY 95/96, the arbitration programs certified and monitored by ARP processed approximately 4,900 new vehicle warranty disputes. The vast majority of these cases were resolved at this level and did not involve further litigation.

BUREAU OF AUTOMOTIVE REPAIR

K. MARTIN KELLER, BUREAU CHIEF

Purpose: The Bureau of Automotive Repair (BAR) registers approximately 35,000 California automotive repair facilities and licenses 1,400 lamp, 1,430 brake, and 8,200 smog inspection stations, as well as approximately 15,000 smog check technicians. BAR also oversees the Smog Check II program.

Consumer Protection: During the fiscal year, BAR's Consumer Protection Operations (CPO) Team focused on reducing fraud in the areas of auto body and auto glass repair, and on increasing consumer safety in the use

of air bags. The CPO Team's enforcement activities resulted in \$1,596,328 in settlements against auto repair dealers.

Auto body fraud was the focus of significant enforcement efforts during FY 95/96. BAR conducted an undercover investigation and revoked the license of Stockton Auto Body & Painting, an auto body shop that was repairing vehicles with used parts and falsely representing them as new.

The CPO Team and the Communications & Education Division developed and printed the publication *Write It*

Right—A Guide for the Auto Body Repair Dealer. Eleven other states are reviewing this publication for possible use.

Auto glass enforcement was stepped up when BAR shut down Tags Auto Glass stores in Sacramento and the Bay Area for insurance overbilling practices. After conducting six undercover runs, BAR investigators found that Tags was overbilling insurance companies from two to five times more than what had originally been quoted. In one instance, the overbilling exceeded \$3,000; the average overbilling was \$730.

Air bags were the focus of an enforcement workshop sponsored by BAR in FY 95/96. The CPO Team partnered with other stakeholders, holding research meetings to study the effects of air bag deployment and the safety issues surrounding it.

Inspection and Maintenance Program (Smog Check): Much of the fiscal year was spent planning for and partially implementing elements of the Smog Check II program, including the Remote Sensing Device program, the statewide Gross Polluter program, the Electronic Transmission system, and the Sacramento Prototype. In addition, BAR continued its enforcement efforts to ensure a fairer marketplace for consumers.

Remote Sensing Devices (RSDs) made their debut on California highways beginning in December 1995. There are 10 RSD units statewide that use infrared light to detect gross-polluting vehicles. BAR continued to work with RSTi, the RSD contractor, to test the equipment, refine site selection criteria, and improve data gathering processes. The enforcement aspect of the RSD program is expected to begin in FY 96/97.

Electronic Transmission (ET) is the new central database and data communications system that connects all California licensed smog check stations to a single database. This database maintains records and smog check inspection information for all California vehicles. Beginning in April 1996, BAR began testing the Electronic Transmission system, and by June 1996 most licensed stations were linked to the system. Field operations staff assisted in the installation of computer software in over 8,000 test analyzer systems statewide.

The Statewide Gross Polluter Program began in April 1996 with the installa-

tion of the ET system. (Some vehicles that fail their smog check inspections emit so many pollutants that a new category of failing vehicle—"Gross Polluter"—was created by law.) ET allows BAR to track Gross Polluters and ensure that they are repaired. It is estimated that Gross Polluters represent 10-15% of vehicles statewide but produce over half of vehicular smog. Through the ET system, Gross Polluters were identified at a rate of approximately 4 percent statewide.

The Baseline Study, the state's annual roadside vehicle emissions testing, began in June 1996 and will be completed in October 1996. The testing is conducted to develop a baseline of statewide emissions levels, which is then used to gauge the success of the Smog Check program. A total of 4,500 tests will be conducted at 147 randomly selected sites statewide.

BAR 97 Specifications were developed and released in April 1996 to potential manufacturers of dynamometers. Dynamometers, treadmill-like devices for vehicles that simulate actual driving conditions, will be used in heavily polluted areas of the state to test for NOx (oxides of nitrogen), a key ingredient in the formation of smog.

A Prototype of the NOx detection program began testing vehicles in Sacramento on dynamometers and other state-of-the-art equipment. The purpose of the Prototype program is to gather data and experience that will help in the development of the NOx program for the Enhanced Areas of the state. Participating vehicles were tested at four prototype facilities in Sacramento and were offered free smog check inspections in exchange for their participation. In addition, 11 local test-and-repair facilities volunteered to participate in the program and received advanced training and loaned equip-

ment from manufacturers in exchange for providing BAR with data on repairing vehicles that failed for excess NOx emissions.

Industry Task Force meetings were held statewide to solicit input for the new program in a variety of areas: Technician Training and Testing; Communications and Information; Quality Control/Enforcement; Public Image/Consumer Information; and Economics/Cost. Final reports, with recommendations, are due from each task force in FY 96/97.

Smog Check II publications expanded in number as the program's implementation solidified and the need for consumer information increased. The program developed three brochures: *Drive Away the Smog*, *Test-Only Referee Centers*, and *Remote Sensing Devices*. Numerous fact sheets were also developed: "Smog Check II—The Program Begins," "Remote Sensing Devices," "Electronic Transmission," "What is a Gross Polluter," and "Car Care Tips."

New licensing regulations were adopted for smog check technicians which streamlined the licensing process by ending restrictions on when technicians receive their education and work experience and allowing them to self-certify it.

Enforcement of smog check laws became more efficient in FY 95/96 when Field Operations, Enforcement, and the Attorney General's Office worked to develop the Interim Suspension Order (ISO). The ISO immediately suspends the license of a smog check station when gross violations of the law are detected, and could result in revocation of the license within 75 days. In contrast, the traditional administrative process can take up to two years.

BUREAU OF ELECTRONIC AND APPLIANCE REPAIR

KAREN E. HATCHEL, BUREAU CHIEF (EFFECTIVE 8/12/96)

Purpose: The Bureau of Electronic and Appliance Repair registers and regulates the more than 10,000 California businesses involved in (1) repair of home entertainment electronics, home office electronics, and major home appliances; (2) installation and repair of automobile stereo equipment, security systems, cellular telephones, and residential antennas; and (3) sales or administration of service contracts for the above items.

Enforcement: In Fall 1995, criminal convictions were achieved against 11 owners and technicians in an undercover sweep conducted in Los Angeles County. The court ordered a judgment

of \$107,212.50 against one service dealer in Placer County for untrue and misleading representation. The Bureau's increased enforcement against unregistered servicers throughout the state resulted in 600 new registrations.

Education/Outreach: The Bureau developed and published English and Spanish versions of a brochure, *Guide to Electronic & Appliance Repair*, and a fact sheet on service contracts. Staff also designed and conducted service dealer workshops in San Diego.

Legislation/Regulation: Regulations were adopted governing the sale and administration of service contracts.

The Bureau also participated in a Regulatory Reform Project to identify and remove duplicative and unnecessary regulation.

New Registrations: More than 2,200 new service contract administrator and seller registrations were issued.

Mission Contributions: The Bureau contributed to the Department's various missions by providing consumer and service dealer education, implementing regulation of the service contract industry, and conducting aggressive enforcement operations against fraudulent activity and unregistered servicers throughout the state.

BUREAU OF HOME FURNISHINGS AND THERMAL INSULATION

KAREN E. HATCHEL, BUREAU CHIEF

Purpose: The Bureau protects the public from health, safety, and economic hazards associated with upholstered furniture, bedding products, and thermal insulation sold in California. This is accomplished through the licensure of over 19,500 businesses and the enforcement of regulations relating to flammability, product labeling, custom upholstery, sanitization, and misleading advertising.

Enforcement: A statewide strategy for enforcing false and misleading advertising regulations was implemented during the fiscal year, resulting in over 100 retail locations changing their advertising to conform with state law. Enforcement

of flammability and labeling standards for upholstered furniture and mattresses continued to be a Bureau priority during the year, resulting in the issuing of over 1,500 notices of violation and the withholding from sale of 10,709 products.

Events/Projects: The Bureau submitted a market condition assessment of the futon industry to the Legislature which revealed that a significant proportion of futons for sale in the state do not meet flammability standards. A remediation plan calling for industry education and strong disciplinary action was developed and launched to bring industry into compliance.

Legislation/Regulations: In December 1995 the Bureau submitted a Sunset Review report to the Legislature which evaluated the necessity and effectiveness of Bureau regulations. Based on the Bureau's recommendations, legislation was introduced to eliminate regulation of waterbeds and to consolidate licensing categories, which will reduce the burden on businesses and streamline Bureau business processes.

As part of the Administration's regulatory reform effort, the Bureau removed and/or modified 38 outdated and/or excessively burdensome regulations, including elimination of California-specific standards for feather and down products.

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

JOHN A. NICKOLS, BUREAU CHIEF (EFFECTIVE 8/5/96)

Purpose: The Bureau of Security and Investigative Services licenses and regulates seven industries, totalling approximately 259,000 licensees: private patrol operators, security guards, training facilities and instructors, private investigators, alarm company operators, locksmiths, and repossessioners.

Enforcement: The Bureau's primary enforcing responsibility in administering its program is to protect the consumer/client from inadequate or incompetent service, potential theft/burglary, misrepresentation, exertion of undue force, intimidation, and threats of violence by Bureau licensees. This is accomplished by the careful screening of

applicants prior to issuance of an initial license or registration, and by disciplinary actions, as warranted, against existing licenses and registrations.

Examinations: The Bureau worked with the DCA Office of Examination Resources to develop new licensing examinations for three industries: repossession company operators, alarm company operators, and private investigators. The repossession and alarm company operator examinations have been completed. The private investigator examination is in its final stage of review and will be in place by the end of 1996.

Special Events/Projects: The Bureau continued development of a regulatory

package for submission to the Office of Administrative Law that proposes changes in the training and requalification procedures that are required prior to the issuance/renewal of an unconcealed firearm permit.

The Bureau developed and published three informational bulletins for the regulated industries. Seven fact sheets were developed in coordination with the DCA Communications and Education Division to provide information about licensing and qualification requirements to potential applicants.

Legislation: AB 2645 (Morrissey, Chapter 734) expands the lifetime of the unconcealed weapons permit from one to two years.

CEMETERY AND FUNERAL PROGRAMS

PETER BRIGHTBILL, PROGRAM CHIEF (EFFECTIVE 8/1/96)

Purpose: In January 1996, through legislative action, the authority of the Cemetery Board and the Board of Funeral Directors and Embalmers was transferred to the Department of Consumer Affairs (DCA). The Boards were combined into one office, Cemetery and Funeral Programs. The Programs are responsible for administering the Cemetery Law and the Funeral Directors and Embalmers Law. The primary goals and objectives of the Programs are to: (1) ensure that licensees are qualified and competent to practice safely and effectively, with accountability to the public and (2) reduce the

incidence and impact of fraudulent, negligent, incompetent, and deceptive trade practices by either industry upon consumers.

The law authorizes the Programs to regulate cemeteries; crematories; funeral establishments; personnel in both industries; and activities related to the preparation and arrangements for burials, cremations, funerals, transportation, and disposition of human remains in California. This is accomplished through licensing, investigation and enforcement, and auditing activities.

Enforcement: During the fiscal year, 266 complaints were closed, 184

inspections completed, and 81 citations and 79 Notices of Warning issued. The Programs monitored \$250 million in trust accounts and \$550 million in Endowment Care Funds through auditing and annual reporting activities.

Licensing: More than 1,300 individuals were licensed in the various cemetery and funeral occupations, and 7 cemeteries, 13 crematories, and 13 funeral establishments received licenses.

Examinations: Seven examinations were given to over 1,800 candidates for licensure as cemetery salespersons, funeral director managers, and embalmers.

TAX PREPARER PROGRAM

KAREN E. HATCHEL, ADMINISTRATOR (EFFECTIVE 8/12/96)

Purpose: The Tax Preparer Program regulates the state's tax preparers, administers the Tax Preparer Act, and adopts necessary regulations. The Program's complaint responsibility

includes investigating fraud or deceit by tax preparers.

Activities: The program licensed 31,917 tax preparers during the year. More than 873 complaints were received, and

approximately 59 investigations were completed by the Division of Investigation.

Repeal: The Program will be repealed on July 1, 1997.

DEPARTMENT HEADQUARTERS DIVISIONS

ADMINISTRATIVE AND INFORMATION SERVICES DIVISION

CINDY THOMPSON, DIVISION CHIEF

Purpose: The Administrative and Information Services Division (AISD) consists of two offices—the Office of Administrative Services (OAS) and the Office of Information Services (OIS). The Division is responsible for providing administrative and information services to DCA boards, committees, commission, bureaus, programs, and divisions.

The OAS and OIS deliver services through teams. OAS is organized into cross-disciplinary client service teams that provide all administrative services to its clients. In addition, there are specialized discipline-based teams, such as the Administrative Resources Team, Support Services Team, and the various Information Services Teams.

AISD developed a five-year strategic plan (*AISD 2000*) that is a blueprint for achieving the Division's vision of extraordinary customer service the first time, every time, in time. Many of the objectives in this plan are long-term, complex, even visionary; some may not even be started until later years. The objectives in *AISD 2000* reflect four key themes: Automation/Technology, Customer Service, Innovation/Redesign, and Funding. The blueprint was drawn up by AISD employees to reinvent government in the most basic and effective way—from the ground up.

OFFICE OF ADMINISTRATIVE SERVICES

360-Degree Review: OAS developed and implemented the 360-Degree Review Process to provide a comprehensive summary of a team member's

knowledges, skills, and abilities and measure the achievement of operational results from a variety of perspectives. This process includes input from a number of sources (clients, subordinates, and peers, in addition to supervisors/managers) in order to assess an employee's job compatibility. This process results in a fairer and more equitable process for evaluating employees and ensures continuous and appropriate feedback on employee performance in a total quality management environment.

Award: DCA received an award at the Sixteenth Annual Governor's Employee Safety Awards for the greatest improvement in reducing workers' compensation costs.

Team Classes: On August 8, 1995, members of the State Personnel Board unanimously adopted DCA's proposal to consolidate approximately 80 classifications into 10 new team classifications. On September 1, 1995, approximately 650 employees were transitioned to these new classifications.

OFFICE OF INFORMATION SERVICES

Integrated Consumer Protection System (ICPS): The ICPS will allow the Department to have a single electronic file for each licensee. This file will include all applications, as well as licensing and enforcement information. The ICPS also will provide the foundation for DCA to enable consumers, applicants, and licensees to interactively file complaints, complete applications, and renew licenses. It will also enable the Department to accept payments electronically. DCA

received approval to acquire a business partner to design, develop, build, and implement an ICPS. Selection of a business partner has been completed and the contract negotiated and approved. OIS and business client staff will complete the "Prerequisites" phase in December 1996, and it is anticipated that the business partner will begin the "Requirements" phase in January 1997.

Expansion of DCA Networks: OIS is in the process of completing Phase II of the Local Area Network (LAN) rollout, which includes field offices, shops, and mediation centers. The Sacramento Shop, South El Monte Field Office and Mediation Center, Anaheim Shop, Oceanside Field Office, Bakersfield Field Office, and Rialto Shop are complete. Only the San Jose Field Office, Canoga Park Field Office, and Santa Clarita Shop remain to be done.

Outsourcing: During the fiscal year, OIS conducted a pilot project to outsource print production services to the Employment Development Department. Outsourcing assists in automating the processing and mailing of licenses, renewal notices, and related documents, and will permit the Department to comply with changes in postal regulations and avoid associated cost increases.

Electronic Data Processing: OIS developed a standards manual to streamline and standardize processes and procedures regarding the procurement and development of technology products. The first three chapters of this manual allowed the Department to implement a Fast Track process for all desktop hardware and software purchases.

BOARD RELATIONS

NANCY CAMPBELL, DEPUTY DIRECTOR

Purpose: The Deputy Director, Board Relations acts as the liaison between the Executive Office of the Department of Consumer Affairs and the Department's

various licensing boards, committees, and commission. The Deputy Director ensures that board, committee, and commission administrative needs are met and that bud-

get, personnel, accounting, business services, and other problems are quickly resolved. The Department currently has more than 200 regulatory board members.

COMMUNICATIONS AND EDUCATION DIVISION

BOB BROWN, DEPUTY DIRECTOR (EFFECTIVE 7/31/96)

The Communications and Education Division provides the public, through California and national media, with accurate, timely information on consumer issues and activities of the Department and its bureaus, boards, divisions, and programs. The Division also designs and implements educational programs for consumers and industry.

Media Relations: In addition to responding to numerous daily media calls, Division staff distributed more than 150 news releases to California media, the majority of which pertained to revocations, suspensions, and other enforcement actions taken against licensees.

Staff kept media apprised of cemetery-related enforcement actions and developed Public Service Announcements on how to purchase cemetery property wisely and distributed them in the Los Angeles area. Four stations aired the PSAs, for a total audience reach of 1,480,000.

Division staff wrote several articles that were published in national and regional trade journals and newsletters on such Bureau regulatory topics as futon flammability, alarm companies, and the proposed deregulation of the electronic repair industry.

Events: Staff worked closely with boards and programs on public outreach and education. With Division help, the Pharmacy Board coordinated numerous events statewide to inform consumers, particularly seniors, of the importance of discuss-

ing their medications with their pharmacists.

The Division coordinated staffing for the California State Fair and participated in consumer fairs at Evans Adult School in Los Angeles and at San Francisco City College, as well as California CARES, a job information fair held to prepare employees for the closure of the Long Beach Naval Shipyard. Staff also assisted in planning for a workshop on auto airbag safety sponsored by the Enforcement Division, as well as "Write It Right" workshops for appliance repair dealers to explain laws pertaining to completing work estimates and invoices.

Publications: Brochures were developed describing the Bureaus of Electronic and Appliance Repair and Security and Investigative Services, and fact sheets were written and distributed on service contracts, home alarm systems, hiring security services, firearms requirements, and purchasing renovated mattresses. A one-page fact sheet on the new car Lemon Law was developed and arrangements made for the Department of Motor Vehicles to include it with new license plates mailed to Californians. Staff developed fact sheets covering requirements for licensure for thirteen different security occupations; the fact sheets are distributed in license application packets and to the general public. A list of publications available from the Department and its associated boards was developed for distribution at fairs and other events and for mailing to consumers on request.

Smog Check Communications: On behalf of the Smog Check II program, staff assisted in the development of an environmental studies program for students in grades four through eight called "Drive Away the Smog." This program helped students in the Los Angeles area to create awareness of the harmful effects of smog on air quality. Along with the curriculum, which one hundred teachers used in their classrooms, the program sponsored a media competition for the students. Next year, a similar program will be offered in Modesto, Sacramento, and Fresno.

In addition, staff assisted in the research, development, and creation of several pamphlets and fact sheets about the new program: *Drive Away the Smog; Test-Only/Referee Centers; Remote Sensing Devices*; "Smog Check II—The Program Begins"; "Electronic Transmission"; "What is a Gross Polluter?"; "Remote Sensing Devices"; and "Ten Tips for Car Care." Staff also helped write, design, and deliver the *Smog Check Advisory*, a monthly newsletter, to all smog licensees and interested parties.

During the summer months of 1995, Division staff helped the Smog Check program to launch a preventative maintenance-based advertising campaign using the "Mechanics of Clean Air" message. The ads appeared on billboards, in newspapers, and on radio statewide. Staff also helped coordinate Clean Air Fairs in Sacramento and Fresno to introduce motorists to the importance of vehicle maintenance.

COMPLAINT MEDIATION DIVISION

RUALETTE WHITE, DIVISION CHIEF

Purpose: The Complaint Mediation Division mediates consumer complaints regarding automotive repair, private investigators, private security companies and security guards, repossession agencies and their employees, burglar alarm companies and their employees, locksmiths, baton and firearm training facilities and instructors, electronic and appliance repair, home furnishings, thermal insulation, tax preparers, and cemetery and funeral service providers. The Division's four centers are in Sacramento, Hayward, South El Monte, and Riverside.

The Division mediates complaints between disputing parties to promote mutually acceptable resolutions; educates consumers and licensees on provisions of the law; and educates consumers on how to protect themselves from unethical, incompetent, and illegal business practices. The Division refers complaints that involve apparent violations of the law and

deceptive business practices to the Enforcement Division for possible investigation and/or disciplinary action.

Public Outreach: The Division contacted each District Attorney in California to describe the services the Division offers and encourage the referral of consumers to the Division when their complaints are against an industry regulated by the Department. Division employees staff booths at various consumer information fairs, distributing brochures and complaint forms, giving referral information for other agencies, and answering consumer questions. Mediation staff also participate in many consumer awareness programs, such as senior rallies and expositions sponsored by the Department of Aging and community services organizations. Staff make public presentations on how to best choose services and products, explaining how to file a complaint, and providing general information about the

various industries the Department regulates.

Accomplishments: The Division now uses a single, simplified complaint form to process complaints for all industries within DCA jurisdiction, instead of using a different form for each industry. A brochure has been produced which describes the Division's services and lists each regional office. Copies are available for distribution at state and local fairs, schools, conferences, and presentations. Each time a complaint is closed, both the complainant and respondent are surveyed and their responses analyzed to ensure that the very best customer service is being provided.

Mission Contributions: The Division represents the consumer interest by achieving resolutions (monetary and otherwise); fosters consumer awareness by educating consumers and respondents concerning laws and regulations; and encourages the early resolution of disputes.

CONSUMER INFORMATION AND ANALYSIS DIVISION

BARBARA ARNETT, DIVISION CHIEF

Purpose: The Division includes the Consumer Information Center (CIC) and the Data Interpretation and Program Support Unit. CIC's toll-free number offers live operators to provide accurate information, options, and educational materials to enable consumers to make informed decisions and resolve complaints. Consumers are referred to the appropriate resources for issues that are not under the jurisdiction of the Department. The CIC also provides individuals with criteria, materials, and directions to successfully complete their license applications or renewals. The Center captures various statistical and survey data for its client programs and Department management. Specifically, the Center answers general questions regarding licensure, verifies licensure or registration, provides complaint forms, and provides consumer publications for each client program. The Center makes referrals to all programs within the Department, and Center serves as the main point of contact for the Bureaus of Automotive Repair, Electronic and Appliance Repair, Home

Furnishings and Thermal Insulation, and Security and Investigative Services; the Tax Preparer, Cemetery, and Funeral programs; the Barbering and Cosmetology and Respiratory Care Boards; and the Acupuncture and Hearing Aid Dispensers Examining Committees.

The Data Interpretation and Program Support Unit collects and interprets function-related data reported in a variety of documents. The Unit has the primary responsibility for the development and implementation of DCA's performance measurement framework, which makes up a large portion of the Department's Performance-Based Budgeting Pilot Project. The Unit coordinates the Department's strategic planning process and collects and interprets data for a variety of clients, including legislators and the media.

Accomplishments: During FY 95/96, the CIC received more than one million telephone calls, a 10% increase over the prior year; 25% of the calls were regarding client licensing issues, 45% were complaint or

enforcement-related, and the remaining 30% involved issues not under the jurisdiction of the Department.

The Data Interpretation and Program Support Unit developed and published a number of significant reports, including the Department's Business Strategic Plan, Performance Measurement Plan, the annual report on the Performance-Based Budgeting Pilot Project, Market Conditions Indices, and DCA's Annual Statistical Profile.

Mission Contributions: Customer surveys indicate that the CIC is representing consumers' interests, fostering consumer awareness, advocating individual responsibility, and encouraging early resolution of disputes. Consumers are very pleased with the one-stop service and are recommending it to others. Fifty percent of those individuals who did not complete and return a complaint form indicated that they had been able to resolve the issue on their own after receiving information and assistance from CIC phone technicians.

ENFORCEMENT DIVISION

AMPARO GARCIA, DIVISION CHIEF

Purpose: The Enforcement Division investigates licensee and registrant conduct for the Automotive Repair, Smog Check, Electronic and Appliance Repair, Security and Investigative Services, Funeral, and Tax Preparer programs. Field staff investigate consumer complaints and determine if laws and regulations have been violated. Home Furnishings and Thermal Insulation program staff investigate product safety and labeling. The Division consists of two branches: Field Operations and Case Management.

Field Operations staff conduct licensing inspections and investigate unlicensed activity, consumer complaints, and potential licensee wrongdoing or product safety standard and labeling violations. When an investigation requires disciplinary action, the branch prepares cases for filing with the Attorney General and/or local prosecutors.

The Case Management Branch prepares, monitors, and tracks cases submitted to the Attorney General's Office. The Unlicensed Activity Unit (UAU) within

the branch searches out and contacts unlicensed entities to inform them of the applicable laws requiring licensure or registration.

Smog Check: Field staff assisted with the implementation of the electronic transmission of Smog Check certificates by installing computer software into the test analyzer systems of over 8,000 Smog Check stations statewide. This process eliminates the need for paper certificates, greatly enhances the state's ability to monitor the inspection process, and provides valuable data on a real-time basis to support enforcement actions. The Division also collaborated with the Attorney General's Office to develop an Interim Suspension Order process that immediately suspends Smog Check station licenses when gross violations of law are detected.

Auto Repair: Enforcement has been focused on fraud in the auto body industry. A staff study involving the auto body repair of 52 vehicles resulted in some type of fraudulent act being committed in 40% of the cases, with an average

overcharge of \$866. During the fiscal year, 113 auto body administrative and/or criminal cases were filed. These auto body investigations and related consumer information have been featured by national media and in numerous industry and consumer publications. In addition, the program and the insurance industry are cooperating to investigate, prosecute, and prevent auto repair insurance fraud.

Home Furnishings: Staff worked during the year to deter false and misleading advertising by furniture and bedding retailers through a combination of industry education, monitoring, and field inspector citations.

Reorganization: The Division is in the final stages of consolidating the Automotive Repair field offices from 32 to 11 and the documentation labs from 12 to 5. Although their functions have been consolidated, program staff remain in the field and are readily accessible to licensees and consumers. The reorganization has resulted in more cost-effective, focused enforcement in the geographic and market areas with the greatest need.

DIVISION OF INVESTIGATION

MICHAEL G. GOMEZ, DIVISION CHIEF

Purpose: The Division of Investigation protects public health and safety by providing objective, timely, and cost-effective investigations of allegations of misconduct by licensees of client agencies, and by developing information for filing criminal, civil, and administrative actions by or on behalf of these agencies.

Accomplishments: The Division performed 2,273 investigations on behalf of 28 DCA boards and consolidated bureaus and three other state agencies. Allegations included criminal violations for narcotics use, sexual misconduct, fraud, and unlicensed practice, as well as administrative violations of negligence and incompetence.

In June, the Division provided security services for an Athletic Commission event. Division investigators attended the event at approximately 30 sites statewide to ensure that 5 percent of the entry fees collected at the gate were documented and forwarded to the Commission as required by law.

Legislation: The Chief has made proposals for legislation that would strengthen the provisions of the Cemetery Act, including clarifying the time frames for retention of account audit records and filing of endowment care funds; specifying the financial compensation which may be received by trustees; and establishing requirements for keeping endowment and special care funds separate.

Cemetery Task Force: In conjunction with the Division of Enforcement, the Division of Investigation has taken over the enforcement responsibilities of the former Cemetery Board. This newly established Cemetery Task Force audits records and ensures that proper inspections and maintenance are performed at state-regulated cemeteries. The Division has been involved in the investigation of several high-profile cases in Southern California.

Mission Contributions: The Division of Investigation contributed to the Department's mission to represent consumer interest by providing fair, impartial, aggressive, and timely investigations on behalf of DCA's constituent boards and consolidated bureaus.

OFFICE OF EXAMINATION RESOURCES

NORMAN HERTZ, OFFICE MANAGER

Purpose: The Office of Examination Resources (OER) assists licensing agencies to develop and administer reliable and valid examination programs that fairly assess candidates' competence to practice. OER's services include (1) interpreting and promoting technical, professional, and legal standards related to establishing content-related validity (job relatedness) of examination programs; (2) performing occupational analyses, developing examinations, and establishing passing scores by working collaboratively with the licensing agencies; (3) performing statistical analyses of examination program results and advising licensing programs of potential problems; (4) evaluating examinations developed by profes-

sional associations and test providers, and (5) advising the licensing programs regarding psychometric issues.

Examination Development: Significant examination development work was accomplished for various boards and bureaus, including the Veterinary Medical, Engineers, Barbering and Cosmetology, and Behavioral Science boards. In addition, OER developed new examinations for funeral directors, embalmers, and four cemetery-related occupations to assess competencies required for lawful practice.

Occupational Analyses: Occupational analyses conducted for the certified shorthand reporter, barber, and land surveyor professions will be used to develop new examinations.

Workshops: Passing score workshops were conducted for many occupations, including smog check technicians; marriage, family, and child counselors; engineers; and veterinarians.

Mission Contributions: The work performed by OER was instrumental in establishing those licensing standards that protect the consumer. Consumer protection was enhanced by ensuring that the examinations administered by licensing programs are job-related and assess competencies that are required for safe and effective practice. Also, the consumer is protected when passing scores are established at a level that ensures that the practitioner is minimally competent.

INTERNAL AUDIT OFFICE

SHARON FERRANTE-VINTZE, AUDIT MANAGER

Purpose: The Internal Audit Office provides DCA Executive Staff with the Department's report card of assurance that there is an adequate level of accountability in the Department's programs and processes. The Office reviews the adequacy of management accountability of DCA's various divisions and its 36 bureaus, boards, commission, and committees. The Office reports to the Department's audit committee, which comprises the

Director; Chief Deputy Director; Chief Legal Counsel; Deputy Director, Legislation; and Deputy Director, Board Relations. The audit committee directs the Office on types and scopes of audits to be performed. The committee's oversight is the State's Financial Integrity and State Manager's Accountability Act.

Accomplishments: The Office is engineering professional changes

through the use of "benchmarking" and "best practices" as a direct result of changes in public administration management. Benchmarking collects information regarding state departments' internal audit activities which the Office uses for performance comparisons. Best practices collects data and techniques used by other audit organizations that will aid the Office in streamlining review services provided to the Department.

LEGAL AFFAIRS DIVISION

DERRY KNIGHT, DEPUTY DIRECTOR

Purpose: The Legal Affairs Division provides legal services to the Director and the agencies of the Department, including its boards, bureaus, committees, programs, and commission. The Division comprises the Legal Office and the Legal Services Unit.

LEGAL OFFICE

The Legal Office accomplished the following significant activities during FY 95/96:

- Issued over 200 written legal opinions in the areas of information disclosure, engineering services, flammability and labeling laws, structural pest control, administrative discipline, license suspensions for failure to pay family support, and the unlicensed practice of various professions.
- Created for all Department entities a subpoena manual and policies and

- procedures for examination accommodations under the Americans with Disabilities Act.
- **Contracts:** Provided assistance with Departmental contracts, including those for the Smog Check II Program.
- Assisted Departmental agencies with legislation and regulations.

LEGAL SERVICES UNIT

The Legal Services Unit accomplished the following significant activities during FY 95/96:

- Participated as consumer representative in Public Utilities Commission (PUC) proceedings to assure that the interests of consumers are served as the PUC opens the local telecommunications market to competition.
- Developed and secured regulatory approval of a standardized contract for unlawful detainer assistants.
- Completed a three-volume, 1,280-page reference handbook on consumer and small claims law for judges, small claims advisors, consumer complaint handlers, attorneys, and others.
- Provided updated consumer law information to the Department's boards, bureaus, divisions, and programs, as well as to the public.
- Actively participated as panelists in the California Consumer Affairs Association's Annual Conference.
- Presented a variety of training programs for Department personnel, including four programs on negotiations and another on alternative dispute resolution.
- Continued to administer the Dispute Resolution Programs Act. Thirty-one counties now contribute court filing fees to fund conflict resolution programs.
- Continued its small claims judge training program and served on the Judicial Council's small claims advisory committee.
- Provided technical assistance on legislation to regulate Rent-to-Own transactions and developed materials describing operation of the new law.
- Continued to advise public and private sector personnel on an awards program intended to inspire companies to achieve profitability through quality and customer satisfaction.
- Participated in a variety of efforts to improve the operation of state government, including the Governor's "California Competes" program, use of "900" numbers by state agencies, and the Department's Sunset Review process and proposed Gainsharing program.

LEGISLATIVE AND REGULATORY REVIEW DIVISION

RAY SAATJIAN, DEPUTY DIRECTOR

Purpose: The Legislative and Regulatory Review Division provides objective and thoughtful analyses of legislation and proposed regulatory changes which will become the basis for the Department's recommendations to the Governor's office. Staff also review all proposed DCA regulations for public health, safety, and welfare impacts.

Bill Analysis: During the fiscal year, the Division followed approximately 750 bills that would potentially impact consumers or the Department and its licensing or enforcement agencies. The Division advocated positions on 304 bills.

SUNSET REVIEW PROJECT

SB 1077 (Greene, Chapter 1137) implements the recommendations of the Joint Legislative Sunset Review Committee and the Department regarding the consumer protection value of various DCA boards, bureaus, and programs and the merits of continuing, abolishing, or refashioning them as follows:

- (1) Repeals the Tax Preparer Program

and substitutes bonding, continuing education (CE), and other requirements for tax preparers to be enforced by civil and criminal actions brought by consumers or state and local law enforcement agencies.

- (2) Renders the administrative and exam committee of the Board of Accountancy as advisory only and requires the Board to review its experience and CE requirements.
- (3) Deregulates the waterbed industry and exempts antique furniture dealers and exercise equipment manufacturers from unnecessary licensure by the Bureau of Home Furnishings and Thermal Insulation.
- (4) Reduces the Board of Registration for Geologists and Geophysicists from eight to seven members, with a public majority, and converts all committees to advisory status.
- (5) Increases penalties for court reporters who provide late transcripts.
- (6) Deregulates boxing announcers, box office employees, doormen, ticket

and substitutes bonding, continuing education (CE), and other requirements for tax preparers to be enforced by civil and criminal actions brought by consumers or state and local law enforcement agencies.

Significant 1996 Legislation: AB 1890 (Brulte, Chapter 854) creates a new electricity market structure, ends utility monopolies, and opens the market to competition so that retail customers can choose among alternative energy suppliers.

AB 2234 (Murray, W., Chapter 964) allows an additional charge of not more than \$8.50 for each burial, entombment, inurnment, or cremation effective until mandated loans are repaid; exempts cemetery salesperson applicants from the written exam for a cemetery broker's license until January 1998.

AB 2515 (Bowler, Chapter 1088 - urgency measure) authorizes, rather than requires, the Department to establish a network of privately operated test-only facilities to perform required inspections; provides for voluntary certification of licensed smog check stations so that consumers whose vehicles fail an emissions test at

a test-only facility have the option of services at a single location; establishes a pilot program to allow vehicles initially identified as Gross Polluters to be repaired and issued a certificate of compliance by a licensed and certified station; deletes provisions relating to impoundment of vehicles; authorizes the Department to contract for programming and telecommunication services to operate and maintain the database and network; charges a licensed smog check station a transaction fee for each transmittal of data to the database, and makes conforming changes.

SB 258 (O'Connell, Chapter 338) creates a standard of care for home inspectors, based on industry standards, that may be used by a court to determine liability in a civil action.

SB 610 (Leonard, Chapter 666) allows cable television companies to charge a late fee of up to \$4.75 and a collection fee of up to \$10.

SB 1070 (Calderon, Chapter 992) defines the vehicle license fee as a tax which car rental agencies must disclose by dollar amount as a separate and additional cost to the consumer per

rental day in advertisements and quotations until January 1, 2002.

SB 1576 (Calderon, Chapter 665) removes interest rate ceilings on amounts over \$1,650 on conditional sale contracts for purchase of motor vehicles.

SB 1959 (Calderon, Chapter 682) allows check cashers to defer depositing a personal check of up to \$300 for up to 30 days and charge a fee of up to 15% of the check; also authorizes them to charge a fee of up to 12% of the check for cashing a personal check for immediate deposit.

LICENSING DIVISION

PETER BRIGHTBILL, DIVISION CHIEF

Purpose: The Licensing Division produces accurate licenses in a timely manner while providing quality customer service, and provides information and guidance to licensees, consumers, DCA divisions, and other departments regarding licensing standards and requirements. The Division is committed to protecting California consumers by ensuring that only applicants who meet the minimum licensing requirements are licensed or registered. The Division has licensing responsibilities over seven programs: Automotive Repair, Electronic and Appliance Repair, Home Furnishings and Thermal Insulation, Security and Investigative Services, Tax Preparers, Cemetery, and Funeral Directors and Embalmers. In addition, the Division is responsible for the administration of the Family

Support Program and the Arbitration Review Program.

The Licensing staff have fostered close working relationships with other units within the Department and with other state agencies crucial to the Division's success. As an example, the Division has worked with the Department of Justice to improve fingerprint processing time. During the fiscal year, several improved business processes were adopted that have resulted in better customer service and the elimination of the Division's backlog.

Telephone Team: The establishment of the telephone team has greatly enhanced the delivery of information by telephone to our customers, and has also resulted in other efficiencies. By focusing on telephone duties, team members have become expert in all of

the programs under the direct authority of the Department. Thus, they are able to provide a higher level of service to the customer. Licensing staff not assigned to the telephone team have been relieved of interruptions and are better able to concentrate on their duties, resulting in the faster processing of license applications.

New Programs: This fiscal year the Division began to administer the licensing responsibilities for two new programs—Cemetery and Funeral Directors and Embalmers. Staff worked diligently to successfully integrate these new programs and their responsibilities into the Division. The Division also implemented changes associated with Smog Check II.

LICENSING & REGULATORY BOARDS

BOARD MEMBERS

Robert J. Shackleton, CPA

President

Diane M. Rubin, CPA

Vice President

Robert E. Badham

Victor M. Calderon, CPA

Christina Y. C. Chen

Eileen E. Duddy, CPA

Walter F. Finch, PA

Harry E. Mikkelsen, CPA

Avedick B. Poladian, CPA

Baxter Rice

Michael S., Schneider, CPA

Joseph C. Tambe

Jeffery Martin, CPA

Secretary-Treasurer

(Elected by the Board)

Carol Sigmann

Executive Officer

BOARD OF ACCOUNTANCY

Purpose: Created by statute in 1901, the Board regulates the accounting profession for the public interest; licensed practitioners are the Certified Public Accountant (CPA) and the Public Accountant (PA). By authority of the Accountancy Act, the Board: (1) administers the National Uniform CPA Examination to California candidates; (2) certifies, licenses, and renews licenses of individual CPAs and PAs; (3) registers CPA partnerships, PA partnerships, and corporations; (4) receives and investigates complaints, (5) takes disciplinary action against licensees for violation of Board statutes and regulations, (6) monitors compliance with continuing education requirements; and (7) reviews work products of CPAs, PAs, and CPA firms to ensure adherence to professional standards. The Board currently regulates over 62,000 licensees, the largest group of accounting professionals in the nation.

Enforcement: The Board successfully completed a business process reengineering study of its Enforcement Program to achieve measurable improvements in critical performance areas. When fully implemented, reengineering will result in enhanced customer service, decreased process cycle times, improved quality of work, and reduced program costs. Significant program achievements include realizing a 36% reduction in the backlog of licensed cases and revising the Disciplinary Guidelines to confirm that the range of discipline for various violations is suitable and consistent and that the model language for stipulated settlements is appropriate.

Examination: The Board revised existing exam-related procedures and developed new policies and procedures to ensure the smooth transition to the administration of the nondisclosed National Uniform CPA Examination, beginning with the May 1996 exam. Maintaining the security and integrity of the examination process was critical to the implementation of the new procedures.

Special Events/Projects: In compliance with legislatively mandated Sunset Review, the Board conducted and completed a substantial evaluation of all programs and committees, culminating in the issuance of a comprehensive published report. In the interest of improved communication and consumer awareness, the Board also significantly improved the content and design of its quarterly publication, *UPDATE*.

Legislation: During the 1996 legislative session, the Board sponsored AB 2676 (Pringle, Chapter 430, 1996), which allows the Board to intervene earlier for enhanced consumer protection. This statute requires licensees to report to the Board any convictions for felonies or for other crimes involving theft, embezzlement, fraud, or breach of fiduciary responsibility. Licensees are also required to report any disciplinary actions by other government agencies.

Other: The Board has revised its rules of professional conduct to achieve consistency with the current standards of professional practice, and it has completed a restructuring of its continuing education program to assure that licensees maintain currency of knowledge as a basis for a high standard of practice.

COMMITTEE MEMBERS

Shawn Steel

Chairperson

Lloyd Wright, LAc

Vice Chairperson

Marguerite Hung, LAc, OMD

Jung Min Kim, LAc, OMD

Sandra McCubbin

Angela Tu, LAc, OMD

Jeanne Tumanjan, LAc

Marilyn Nielsen

Executive Officer

ACUPUNCTURE COMMITTEE

Purpose: Acupuncture is a theory and method for treatment of illness and disability and for strengthening and invigorating the body. Because acupuncture affects the public health, safety, and welfare, individuals practicing it are subject to state regulation and control. The Acupuncture Committee accomplishes this through administration of the provisions of the Acupuncture Licensure Act.

Administration: Executive Officer Marilyn Nielsen came to the Committee in October 1995. She previously served as Assistant Deputy Director of the Department, having responsibility as liaison to the boards and committees. A new analyst position, responsible for the coordination of all education functions, was added to the Committee in July 1995. A Sunset Review Task Force was created and began a series of meetings to prepare the Committee's Sunset Review Report, which must be submitted to the Legislature in 1997.

Examining and Licensing: The Committee successfully administered the California Acupuncture Licensing Examination (CALE) in July 1995 (282 clinical examinees), May 1996 (571 written examinees), and June 1996 (409 clinical examinees). As a result of these examinations, 166 new licenses were issued. Psychological Services Incorporated (PSI), based in Glendale, was selected by the Committee to conduct an occupational analysis of the acupuncture profession, in addition to developing and administering the Fall 1996 through Fall 1999 examinations.

Effective January 1, 1996, the renewal fee for both active and inactive licensees changed from an annual fee of \$200 to a biennial fee of \$325, resulting in a \$75 fee reduction over a two-year period.

Education: The Committee inspected and approved a new acupuncture school, Bastyr University, located in Seattle, Washington. With the approval of Bastyr, there are currently 21 Committee-approved acupuncture schools whose graduates may sit for the CALE.

The Committee issued the fourth edition of its *Points of Interest* bulletin to all licensees and interested parties. The bulletin provides licensees with general information about Committee business and reminds them of certain requirements. Included with this edition was a listing of disciplinary decisions against licensees, and a listing of licenses that have been delinquent since 1991 and will lapse in 1996 if not brought current.

BOARD MEMBERS

Betsy Weisman

President

Raymond Cheng

Vice President

Christine Lampert

Secretary

Billy Barty

Gordon Carrier

Lynn Morris

Edward Oremen

Frank Williams

Stephen P. Sands

Executive Officer

BOARD OF ARCHITECTURAL EXAMINERS

Purpose: The Board of Architectural Examiners protects the public health, safety, and welfare through the regulation of the practice of architecture in the state by (1) ensuring that those entering the practice meet minimum standards of competency by way of education, experience, and examination; (2) requiring that any person practicing or offering to practice architecture be licensed; (3) establishing standards of practice for licensees; (4) enforcing the laws, codes, and standards governing architectural practice in a fair and uniform manner; and (5) providing information and educational materials to help consumers make informed decisions.

Enforcement: The Board's pamphlet *Consumer's Guide to Hiring an Architect* was revised and made available on the Internet. Over 150,000 copies have been distributed since 1989, and the pamphlet is used as a model guide by other states. The Board's consumer complaint form and information sheet were also made available on the Internet.

Examinations/Licensing: The Board undertook steps to begin administering its national licensing examination on computer. The Board was selected as one of seven member boards to participate in the field test of the computer-based Architect Registration Examination in February 1996. A national vendor will begin administering the exam in February 1997. *The Candidate's Handbook & Guide to Architectural Licensing in California*, which contains information on qualifications for licensure and other issues of importance to potential candidates, was revised, printed, and made available on the Internet.

Special Events/Projects: The Board conducted a special meeting of its members and senior staff to review and update its Strategic Plan, which was originally created in 1995. The meeting included a review of the progress and accomplishments made under the original plan, an assessment of whether the programs and the reorganization were implementing the Action Plan, and an update of the mission statement and environmental scan.

The *Board Member Administrative Procedure Manual* was adopted. The manual provides Board members with a ready reference of important laws, regulations, policies, standards of conduct, and member responsibilities in order to guide their actions and ensure Board effectiveness and efficiency.

The Board conducted a review of its regulations affecting the business sector to identify those suitable for repeal. The Board also initiated a series of meetings with the profession to review statutes and regulations governing the practice of architecture in California. The meetings and review resulted in a series of legislative recommendations and changes to Board regulations.

Legislation: The following bills affecting the Board and its licensees were chaptered during the fiscal year: Assembly Bill 969 (Davis, Chapter 117, Statutes of 1995) requires architects to use a written contract when contracting to provide professional services to a client. Assembly Bill 2171 (Davis, Chapter 321, Statutes of 1996) authorizes the Board to adopt rules of professional conduct for architects. Senate Bill 1607 (Leslie, Chapter 184, Statutes of 1996) updates the Architects Practice Act by deleting obsolete language, reorganizing certain provisions, and clarifying ambiguous language.

COMMISSION MEMBERS

William Eastman
Chairperson

Willie Buchanon
Vice Chairperson

Frank Azevedo
Elmer Costa
H. Andrew Kim
Carlos Palomino
Manuel "Cal" Soto
Ernest Weiner

Richard DeCuir
Executive Officer

ATHLETIC COMMISSION

The Commission was created by an initiative of the people of California in 1924. The Commission regulates professional and amateur boxing and full-contact martial arts throughout the state by licensing all parties involved in a boxing or full-contact martial arts event and maintaining full control over the administration of each event. This regulatory process maximizes the health and safety of the athlete and ensures that bouts are fair and competitive. The overall effect is protection of the athlete and consumers who pay to watch these events.

Enforcement: Over 200 random training gymnasium inspections were performed by the Commission to protect the health and safety of its licensees.

Special Projects: The Commission's report to the Joint Legislative Sunset Review Committee was completed. Staff revised and streamlined the Professional Boxers' Pension Plan to make it more efficient and provide better benefits.

Revenues: For the first time since 1982, total revenues exceeded total expenditures. This resulted in a deposit of over \$200,000 into the General Fund.

Legislation: The following bills affecting the Commission and its licensees were chaptered during the fiscal year: AB 2472 (Hoge, Chapter 376, 1996) requires HIV testing for all boxers. AB 2560 (Setencich, Chapter 377, 1996) reestablishes a pension plan for boxers in California.

BOARD MEMBERS

Rosemary Faulkner

President

Daniel Sierras

Vice President

DiAnn Eastman
Joan Castle Joseff
Jeanette Keaton
Ronald Lind
Carole Matchette
Howard Stein, DDS
Philip Taylor

Pamela Ramsey

Executive Officer

BOARD MEMBERS

Marsena Buck, LCSW

Chairperson

Lorie Rice

Vice Chairperson

Judy Brislain, LEP
Stephanie Carter
Selma Fields, MFCC
Michael Johnson, LCSW
Jerry Miller
Diego Ramirez-Cardenas, MFCC

Sherry Mehl

Executive Officer

BOARD OF BARBERING AND COSMETOLOGY

Purpose: The Board of Barbering & Cosmetology protects the consumers and providers of barbering, cosmetology, electrology, and related services by (1) ensuring minimum competency standards through quality training and timely examination and licensure of qualified professionals; (2) vigorously enforcing applicable laws, rules, and regulations and taking appropriate action against harmful practitioners; (3) promoting the delivery of quality services by the industry to the consuming public in a healthy and safe environment; and (4) fostering positive communication with the public, the industry, the Department of Consumer Affairs, and the Legislature.

Enforcement: During the fiscal year, the Board instituted a "team" approach to foster better client service by reorganizing the Board's Enforcement Division into four teams of analytical and clerical staff to handle complaints, inspections, and disciplinary cases within an assigned territory. This reorganization was done using existing resources.

Examinations: Board test development positions were relocated to the Office of Examination Resources, greatly improving examination validity and security. Staff completed the first comprehensive occupational analysis of the barber profession ever done in California to determine what knowledge, skills, and abilities are required to safely perform the trade. An increased number of item writing workshops were held, resulting in the introduction of new written examinations for cosmetologists, estheticians, manicurists, electrologists, and cosmetology instructors. The Board also implemented DCA's Applicant Tracking System (ATS), which automates the monitoring of each applicant's progress toward licensure.

Special Events/Projects: The legislatively-mandated Sunset Review Report was completed.

Legislation: The Board adopted regulations to implement a cosmetology student externship program.

Other: The Board completed the first year of a pilot project to increase public access by having the DCA Consumer Information Center handle over 87,000 of its calls via an "800" number. This resulted in better access and a more efficient use of state resources. The cost per call was reduced from over \$23 to approximately \$1.25.

In June 1996, the Board began publishing articles in a monthly trade newsletter distributed to all California licensed establishments.

BOARD OF BEHAVIORAL SCIENCE EXAMINERS

Purpose: The Board of Behavioral Science Examiners regulates marriage, family, and child counselors; licensed clinical social workers; licensed educational psychologists; marriage, family, and child counselor interns; and associate clinical social workers. The Board's mission is to protect the consumer by establishing and maintaining requirements and standards for professional licensure and practice.

Cashiering: In March 1996, the Board converted all cashiering functions to the new Applicant Tracking System. This system allows the Board to provide more timely processing of applications, renewals, and other documents.

Enforcement: During the fiscal year, the Board's court-ordered cost recovery was \$170,435.50, the largest total annual recovery in the history of the Board. In addition, the reorganization of enforcement staff resulted in a record number of complaints being resolved. A public disclosure screen was created on Board computers which allows staff to provide specific information to the public about actions taken against a licensee or registrant. The Board also revised its Disciplinary Guidelines and established guidelines for expert consultants.

Legislation: Passage of DCA's Omnibus Bill (AB 3473 - Morrissey, Chapter 829, 1996) authorizes the Board's name change to Board of Behavioral Sciences effective January 1, 1997.

Internet: The Board's Internet e-mail (BBSWebMaster @bbs.ca.gov) and website (<http://www.bbs.ca.gov>) addresses became active in June 1996. The website provides information to consumers and licensees, as well as candidates who are going through the exam and licensing process. The website includes consumer complaint information; intern, exam, and licensing updates; access for downloading laws and legislation updates; the schedule of upcoming Board meetings; and a variety of other news.

BOARD MEMBERS

David Lucchetti
Chairman

Nina S. Tate
Vice Chairman

Robert H. Alvarado
Douglas E. Barnhart
John Chalker
Marilyn J. Dailey
Sharon J. Kowertz
Robert A. Laurie
Minnie Lopez-Baffo
Mrs. Phil Moore
Timothy Strader

Gail W. Jesswein
Registrar

CONTRACTORS STATE LICENSE BOARD

Purpose: The Contractors State License Board licenses and regulates the more than 277,000 contractors in the building trades professions in California and promotes the general welfare of the public in matters relating to building construction by (1) ensuring that construction is performed in a safe, competent, and professional manner through licensing of contractors and enforcement of the licensing laws; (2) providing resolution to disputes that arise from construction activities; and (3) educating consumers so that they may make informed choices.

Enforcement: Mediated settlements continue to be a high priority for the enforcement program. Referrals to the Board's arbitration program continue to be successful and have tripled in the last two years. Unlicensed contracting is combatted through the Board's Underground Economy Enforcement Unit. The unit also continues to assist the Joint Enforcement Strike Force created by Governor Wilson to deter underground economy activity in the state, working with various other agencies, such as the Labor Commissioner, Employment Development Department, Immigration and Naturalization Service, and Small Business Administration.

The Earthquake Response Center, opened by the Board in December 1994 in response to the Northridge earthquake, was closed in June 1996 after handling more than 2,800 earthquake-related complaints.

Examinations: The Board developed two new trade examinations for the carpentry and lock and security equipment classifications, and included seismic safety questions on many of its examinations.

Special Projects: The Board approved a Strategic Plan that stresses a preventative and proactive approach and outlines six strategic goals in the areas of regulatory streamlining, dispute resolution, licensing, enforcement, and consumer and contractor education.

The "Building Partnerships" program was successfully initiated, and more than 180 groups comprising city and county building departments, consumer organizations, and industry and trade associations have agreed to partner with the Board in various ways, including distributing publications, obtaining conference booth space, hyperlinking with the Board on the Internet, and publishing news articles.

Other: The Board operates one of California government's most popular Internet websites, with more than 76,000 accesses last fiscal year. The Board also continues to stay on the cutting edge of technology; now applicants can receive an automated status report on their licensing applications via the Automated Phone Response System.

BOARD MEMBERS

John Hilbert

Chairperson

Peggy Porter, CSR

Vice Chairperson

Carolyn Gregor, CSR

Lorraine Koster

Lillian Maloney

Rick Black

Executive Officer

BOARD MEMBERS

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President

Peter Hartmann, DDS

Vice President

Victoria Camilli

Secretary

Richard Benveniste, DDS

John Berry, DDS

Robert Christoffersen, DDS

Genevieve Klugman, RDH

Sandra Laderas, RDA

M. Michael Moran

Kit Neacy, DDS

Roger Simonian, DDS

Stephen Yuen, DDS

Georgetta Coleman

Executive Officer

COURT REPORTERS BOARD OF CALIFORNIA

Purpose: The Court Reporters Board of California exists to protect consumers of court reporting services. The Board accomplishes this by (1) establishing the minimum curriculum that court reporter training schools must offer, (2) ensuring, through testing, that entrants to the field possess minimum entry level competencies, and (3) disciplining licensees as appropriate. The Board also administers a fund to pay for transcripts for indigent litigants in civil cases, thereby ensuring that the most needy have access to the judicial system.

Sunset Review: During FY 95/96 the Board went through the Legislative Sunset Review process to demonstrate the need for its continuation. As part of that process, meetings were held with court administrators and attorneys, and letters were mailed to all judges to seek their input regarding the operations of the Board and to augment their knowledge of its functions and capabilities.

Enforcement: Enforcement activities were enhanced, especially through increased use of the Board's citation and fine authority. Staff developed a simple, yet sophisticated case tracking system, which for the first time includes mediated complaints. The Board also sponsored legislation to expand grounds for disciplinary action and to increase oversight of schools relative to advertising and instructor qualifications. These expanded abilities will help ensure consumer protection in areas where needs exist.

BOARD OF DENTAL EXAMINERS

Purpose: The Board protects the California consumer through the examination and licensing of dental professionals and by the enforcement of the laws and standards of practice that govern dentistry in California.

Enforcement: The Board's Enforcement Program continues to achieve success in providing safeguards for consumers of dental services. The dental office inspection program resulted in a 43% increase in the number of administrative citations issued to dentists and a 49% increase in fines. Citations are typically issued for unsafe or unsanitary dental offices.

In its other efforts to achieve consumer protection, the Board increased the number of Interim Suspension Orders 400% over last year. Interim Suspension Orders are issued to block a dentist from practicing in those instances when it has been established that his or her manner of practice constitutes an ongoing and substantially serious threat to the health and welfare of patients.

The Board was also able to achieve a reduction in the amount of time required to address complaints filed by patients against their dentists. While the number of investigations that are completed within the first year has increased by 11%, the number that take longer than one year to complete have decreased by 38%.

Examinations: As called for in its Strategic Plan, the Board conducted field tests on proposed examination changes during the fiscal year. The Board also entered into official discussions with the Western Regional Examining Board. In addition, the Board awarded a bid to Psychological Services, Inc. to conduct an occupational analysis of the Dental Clinical Licensure Examination. The final report is due in December 1996.

Legislation: The Board experienced two legislative milestones during the fiscal year: Senate Bill 511 and Senate Bill 1479. With the passage of SB 511 (Leslie, Chapter 492, 1996), the Board made procedural improvements in how it administers and enforces the Dental Practice Act. The enactment of SB 1479 (Lewis, Chapter 492, 1996) created a new statute that established procedural reforms to ensure that the Board has full legal authority to investigate and discipline its licensees who are receiving treatment in the diversion program.

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Executive Officer

COMMITTEE ON DENTAL AUXILIARIES

Purpose: In creating the Committee on Dental Auxiliaries, the Legislature intended (1) to permit the full utilization of dental auxiliaries in order to meet the dental care needs of all the state's citizens, and (2) that a career ladder be established, permitting the continual advancement of auxiliaries without repeating training for skills already acquired. In addition to the mandates of the Legislature, the Committee administers the examination, qualification, and licensing processes related to four main license classifications of dental auxiliaries for the Board of Dental Examiners.

Examinations: The Committee eliminated an unnecessary barrier to the profession by dropping the requirement that candidates for extended functions licensure pass an examination in the fitting of trial endodontic filling points. The Committee also eliminated two procedures that unlicensed persons are allowed to perform from the Registered Dental Assistant practical exam. At the same time, one procedure that was found during an occupational analysis to be widely performed was added to the examination, thus validating the exam and assuring patient protection.

Special Projects: The Committee continues to conduct an occupational analysis of Registered Dental Assistants and Hygienists in Extended Functions licensees to assure relevancy, validity, and reliability of the licensure examinations.

Other: While expenditures increased in FY 95/96, primarily because of increased enforcement, net expenditures were less than 2% over that of FY 92/93. It is anticipated that license renewal fees may be reduced once again in the coming fiscal year.

BOARD OF REGISTRATION FOR PROFESSIONAL ENGINEERS & LAND SURVEYORS

Purpose: The Board of Registration for Professional Engineers and Land Surveyors safeguards the life, health, property, and public welfare by regulating the practice of professional engineering and professional land surveying; qualifying and licensing individuals; establishing regulations; enforcing laws and regulations; and providing information so that the public can make informed decisions.

Enforcement: The Board implemented its new cite and fine program and issued seven citations; mailed the *Quarterly Enforcement Bulletin* to all building officials; sponsored 15 enforcement outreach meetings with professional societies and 12 with city and/or county agency staff; held two technical expert training seminars; developed a complaint acknowledgment postcard; and established Caseload Performance Standards.

Examinations: The Board contracted with CTB/McGraw Hill for the occupational analysis of its seismic principles and engineering surveying examinations. The Department's Office of Examination Resources completed an occupational analysis for the Land Surveyor and Geotechnical Engineering examinations. The Board registered 3,220 professional engineering candidates; licensed 48 land surveyors; and certified 3,358 engineers-in-training (EIT) and land surveyor-in-training (LSIT) candidates. In addition, the Board examined 143 Mexican EIT applicants in its efforts to comply with the provisions of the North American Free Trade Agreement (NAFTA).

Special Events/Projects: The Board held 12 public forums to gather registrant, citizen, and professional society input on the Rewrite of the Professional Engineers Act; filled the Executive Officer position after screening over 900 applications and interviewing 14 candidates; and held its first annual employee recognition function at which two employees were recognized by their peers and Board Members.

Legislation: Language was developed from the Professional Engineers Rewrite forums to be submitted to the Legislature in 1997, and the Board's Sunset Report was compiled and prepared for submittal to the Joint Legislative Sunset Review Committee.

Other: In continuing the Board's Vision Statement to recruit only the best, four new employees were hired for positions where their skills in working with the public would demonstrate our commitment to excellence; a *Board Member Operating Procedures Manual* was developed; and a Review Committee on Traffic Engineering was established to determine whether traffic engineering should be a practice discipline.

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Vice President

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James Rezowalli
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Laraine Woitke

Dalton Pollard

Executive Officer

BOARD OF REGISTRATION FOR GEOLOGISTS AND GEOPHYSICISTS

Purpose: The Board of Registration for Geologists and Geophysicists examines and licenses geologists and geophysicists and certifies engineering geologists and hydrogeologists in California. The Board's complaint responsibility includes the investigation of deceit, misrepresentation, contract violations, fraud, incompetence or negligence, conviction of a felony connected with the practice of geology or geophysics, and unlicensed practice.

Enforcement: The Board received cite and fine authority in December 1995 and is reviewing its possible application to several pending unlicensed activity cases. In January 1996 the Board held an enforcement workshop for Board members, the profession, and the public. One of the major issues discussed was the lack of complaints received by the Board from city and county reviewing agencies. Local reviewers have indicated that they will send bad, even potentially fraudulent, reports back to the author over and over for additional work (at added cost to the consumer), yet will not file a complaint because of their agency's concern about becoming involved in litigation. The Board would like to eliminate this barrier to public protection. To accomplish this, the Board (1) intends to hold outreach meetings with the profession and city and county reviewing agencies and (2) has asked for authorization to hire an engineering geologist to review substandard reports with these agencies and assist them in bringing violations of the Geologists and Geophysicists Act to the Board's attention. A stronger public awareness program is also being developed.

Examinations: The Board prepared and administered eight examinations in FY 95/96 to 1,054 individuals. Examinations are given twice a year in the Spring and Fall in Sacramento and in Southern California in four disciplines: geology, geophysics, engineering geology, and hydrogeology.

Sunset Review: The Board successfully completed the Sunset Review process during the fiscal year. The Legislature and the Administration agreed to continue the Board structure, with minor modifications. Although the process was time-consuming, it was educational, and the end result was positive. The Board has already implemented a number of changes that the process brought to light and will make more in the future. These changes will improve the Board's operations and enable it to more effectively fulfill its responsibilities to the consumer.

BOARD MEMBERS

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Manuel Urena

Secretary

Audrey Hebner
Sondra Kinsell
Hugh Lyttleton
June Shockency

Pat Urena

Executive Officer

BOARD OF GUIDE DOGS FOR THE BLIND

Purpose: The State Board of Guide Dogs for the Blind, through licensing guide dog instructors, guide dog schools, and guide dog fund-raising, assures that appropriate standards are maintained in this field.

Enforcement: The Board continued its efforts to ensure that consumers wishing to get guide dogs, contributors to guide dog schools, and the general consuming public are aware of the importance of high standards and proper training for guide dogs and their owners.

Examinations: The Board adopted a regulatory change requiring all persons wishing to become guide dog instructors to take a written examination in addition to the practical and oral examinations. The Board sponsored a special seminar to upgrade the written examination.

Special Events/Projects: The Board sponsored the annual "Guide Dog Day at the Capitol" which is designed to bring to the attention of legislators and their staffs the importance of guide dog usage, and the problems of public access experienced by so many guide, signal, and service dog users. In cooperation with the major guide dog user consumer organization, the Board honored guide dog instructors by naming two individuals "Guide Dog Instructor of the Year."

The Board staffed a booth at the California Restaurant Show in San Francisco. This event allowed guide dog licensees and guide dog users the opportunity to educate restaurateurs and others on the access requirements for guide dogs (access to restaurants is a major problem for guide dog users). This show was extremely successful, and arrangements have already begun for the 1997 show in Los Angeles.

The Board's President and Executive Officer, as well as some other Board members, attend meetings of Guide Dog Users of California, a consumer group dedicated to improving and advancing guide dog usage in the state. It is important for the Board and consumers to become aware of all the issues involved in guide dog usage.

Regulations: The Board also adopted continuing education regulations to enhance and improve professional competence of guide dog instructor licensees. Part of the requirement can be satisfied through attendance at meetings of guide dog users and blind persons in general.

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Executive Officer

HEARING AID DISPENSERS EXAMINING COMMITTEE

Purpose: The Committee protects hearing-impaired Californians from fraudulent or incompetent fitting and selling of hearing aids; prepares, administers, and grades an examination designed to evaluate competence; and enforces the Hearing Aid Dispensers Licensing Law.

Enforcement: Ten licenses were revoked in FY 95/96, and three dispensers voluntarily surrendered their licenses in lieu of discipline. Five dispensers received criminal convictions during the year. After careful evaluation of the citation process, the Committee began issuing warning letters to dispensers for minor violations (which usually involve advertising). This allows a more immediate resolution to the problem and helps educate dispensers who do not knowingly violate the law. Citations and fines will be used for repeat offenses.

Examinations: The Committee continues to administer both a written and a practical exam. During the fiscal year, the passing rate for the written exam was 47%, and the passing rate for the practical exam was 82%. In November 1996 the Committee will institute a new practical exam developed to enhance consistency and objectivity in the examination process.

Regulations: New regulations regarding continuing education were approved by the Office of Administrative Law in March 1996. Beginning in January 1997, licensed hearing aid dispensers will have to take nine hours of continuing education, an increase of three hours a year, in order to renew their licenses. Three of the hours may be in ethics or business-related courses. This regulation was pursued due to the number of complaints received regarding ethics and business practices.

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Executive Officer

BOARD OF LANDSCAPE ARCHITECTS

Purpose: The Board of Landscape Architects protects the public by licensing and regulating landscape architects in California and by investigating complaints against its licensees.

Enforcement: All complaints are now prioritized, and Board staff have been trained to implement lesser disciplinary actions, such as citation and fine and mediation. This has streamlined the cases reported to the Division of Investigation and facilitated the dispute resolution process, making the Board's Enforcement Program more cost-effective.

The Board and the Division of Investigation cooperatively conducted a sting operation in central California that resulted in the arrest of an unlicensed practitioner. In addition, as the result of Board mediation of a consumer complaint, the consumer's \$320 deposit was returned.

The Board has reviewed several practice standards for landscape architects and plans to introduce legislation to implement a Standard of Practice in 1997. The Board also plans to create a clearer definition of landscape architects, which will strengthen the practice act and clarify the exemptions.

Examinations/Schools: In 1996 the Board administered 151 exams, with a 29 percent pass rate, and issued five temporary certificates for special projects in California. Board members and the Site Team visited two extension school sites to evaluate their landscape architecture programs. One site received full accreditation, and the other received partial approval.

Special Events/Projects: On June 28, 1996 a Special Workshop Meeting was held with the Department of Consumer Affairs, California Chapter of the American Society of Landscape Architects, the Landscape Architects Guild, and landscape architects to discuss the future of the profession and the Department's recommendation regarding the sunset issue. There was no final decision forthcoming from this meeting.

Legislation: The Board sponsored AB 3164 (Campbell) to merge the Board with the Board of Architectural Examiners, but the bill failed to pass, as did a later amended version. The Board supported AB 2860 (Morrissey), sponsored by the California Chapter, American Society of Landscape Architects, which would extend the sunset date for the board. The bill was dropped by the author.

Other: In compliance with Executive Order W-127-95 to repeal, amend, or streamline regulatory sections that create barriers to practice or limit economic development in California, the Board proposed a Regulatory Rulemaking Package to repeal two sections of the Business and Professions Code dealing with notification of group practice and fees.

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MEDICAL BOARD OF CALIFORNIA

Purpose: The Medical Board of California protects consumers through the proper licensing of physicians and surgeons and the certifying of allied health professions and through the vigorous, objective enforcement of the Medical Practices Act.

Enforcement: The Division of Medical Quality developed, published, and widely disseminated a *Sexual Misconduct Policy Statement* to ensure that the public and profession know that sexual conduct with patients is unacceptable and will not be tolerated by the Medical Board. In order to save time and money, yet ensure public protection, the Board has successfully worked to increase the number of stipulated settlements. In FY 95/96, 214 cases were settled, compared to 71 in FY 92/93.

Audits/Licensing: Licensing program staff conducted over 800 audits of physicians selected at random to ensure compliance with the law and regulations governing continuing medical education. Each audit takes approximately four months to complete. All individuals selected must provide proof of completing their continuing medical education credits. The licensing program also implemented the new Applicant Tracking System, a computerized database designed to track physicians' applications as they satisfy each legal requirement and progress toward licensure.

Special Events: On September 29, 1995 the Medical Board sponsored an educational symposium on the practical and legal issues associated with telemedicine. Speakers from across the nation addressed telemedicine's promise and problems, including liability issues, industry standards for the transmission of information, and patient rights and confidentiality.

Legislation: The Medical Board fully sponsored SB 2098 (Kopp, Chapter 902, 1996) and SB 1592 (Rosenthal, Chapter 441, 1996), and was the partial sponsor of SB 1665 (Thompson, Chapter 864, 1996).

SB 2098 strengthens the reporting requirements for peer review bodies and employer-paid settlements for malpractice and grants the Board the legal authority to develop a registration program for telemedicine medical practice; however, the program cannot be implemented until further legislation is passed.

SB 1592 eliminates the Committee on Affiliated Healing Arts, requires physicians to notify the Board when they change their names, and gives the Hearing Aid Dispensers Examining Committee the authority to hear and adopt its own regulations.

SB 1665, known as the *Telemedicine Development Act of 1996*, deals with a number of issues relating to the practice of medicine via telecommunication technology. Although the bill was primarily sponsored by the author, the Board sponsored the portion of the bill that allowed medical consultation through telemedicine without requiring a California license, and further defined consultation to make clear that consultants should not be responsible for a patient's care.

Other: The Medical Board published two major policy statements in April 1996—*The Physician-Patient Relationship* and *Statement of Concern on Quality of Care in a Managed Care Environment*. *The Physician-Patient Relationship Policy Statement* recognizes the medical, legal, and ethical obligation of physicians to patients, and articulates that communication, respect, compassion, privacy, and advocacy by physicians are among the factors needed to establish an effective and mutually fulfilling relationship with patients. *Statement of Concern on Quality of Care in a Managed Care Environment*, the result of months of meetings of the Board's Committee on Quality of Care in a Managed Care Environment, reflects the voluminous testimony received from patients, physicians, and other health care professionals. It recognizes the changing medical care environment as a result of the proliferation of managed care, and voices the members' concern that financial incentives and disincentives not interfere with the quality of care rendered to patients. The statement of concern included the members' position that insurance company medical directors who make decisions concerning payment for treatment (or whether treatment is rendered) based on medical necessity, should be licensed physicians.

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Executive Officer

BOARD OF NURSING HOME ADMINISTRATORS

Purpose: The Board of Nursing Home Administrators protects the health, safety, and public welfare by regulating the practice of nursing home administrators. This is achieved by licensing qualified applicants, establishing regulations, enforcing laws and regulations, and taking enforcement action as warranted against negligent or incompetent licensees.

Administrative: In an effort to deal with an impending budget deficit because of a declining licensee population, the Board downsized staff, closely monitored expenditures, and instituted program cost reduction measures, which ultimately resulted in budget savings of approximately \$67,000.

Sunset Review: Pursuant to SB 2036 (Chapter 908, 1994), Board members and staff devoted a considerable amount of time and effort to the preparation of a comprehensive report to the Joint Legislative Sunset Review Committee and participated in the Sunset Review public hearing process.

Legislation: The Board successfully pursued legislation (AB 3473 - Morrissey, Chapter 829, 1996) amending the types of facilities in which a suspended licensee may be employed, requiring licensees to inform the Board of any criminal convictions during a preceding renewal period, and repealing various outdated sections requiring legislative reports. The legislation will become effective on January 1, 1997.

Regulation: The Board held two regulatory hearings during the fiscal year that dealt with establishing a citation and fine program; extending application filing deadlines for the Board's administrator-in-training, examination, and continuing education programs; and increasing the Board's examination fees to the statutory maximums. These regulations are anticipated to be in full force and effect by January 1997.

Enforcement: To increase efficiency and control enforcement costs, the Board instituted an Expert Witness Program, using licensed nursing home administrators as peer reviewers. The Board has been successful in its continuing efforts to establish reasonable time frames to which the Attorney General's Office must adhere in handling the Board's enforcement cases, thus reducing enforcement costs and clearing up case backlogs. In order to increase public protection, the Board also adopted a policy of requiring state fingerprint checks for all applicants applying for licensure.

BOARD OF OPTOMETRY

Purpose: The Board of Optometry is responsible for protecting the public by (1) ensuring that only those who possess the appropriate level of optometric expertise and knowledge acquire and hold a license to practice optometry in California within the provisions of the Optometric Practice Act and (2) by disciplining practitioners as warranted.

Legislation: The Board implemented the provisions of SB 668 (Polanco, Chapter 13, 1996), which provides certified optometrists the authority to diagnose and treat certain eye diseases and use specified therapeutic pharmaceutical agents (drugs). The Board was successful in sponsoring legislation to convert to biennial license renewal. This will allow the Board to more evenly distribute its workload and to direct additional resources to enforcement activities.

Examination: Graduates of foreign optometry schools were provided with new requirements for qualifying to sit for the Board's licensure examination. The changes are intended to create a pathway for licensure for foreign-trained optometrists. Production of the Board's licensure examination is now performed by Board staff. Use of digital computer imaging allows for a better quality of examination materials and reduced production costs.

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BOARD OF PHARMACY

Purpose: The Board of Pharmacy serves the public by protecting the health, safety, and welfare of the people of California with integrity and honesty; advocating the highest quality of affordable pharmaceutical care; providing the best available information on pharmaceutical care; and promoting education, wellness, and quality of life.

Advocacy for Patient Education: During the fiscal year, the Board implemented a high-visibility program to educate the public on the importance of learning about their medications. Articles were published in newspapers, newsletters, and periodicals, reaching a combined circulation of more than 3.7 million. Television stations cosponsored the Board's local "Talk With a Pharmacist Day" events and provided a total of 1.25 hours of free air time, reaching more than 2 million people. Additional media events included a two-hour informational panel show on cable TV, 6.75 hours of radio interviews with audiences exceeding 300,000, and public service announcements distributed to 477 radio stations. The Board also distributed to patients 3.6 million of its patient education flier *Get the Answers* in English and four other languages.

Cite and Fine: The Board implemented regulations to cite and fine pharmacists who do not provide patients with mandated consultation about their medications.

Internet: The Board initiated its own website (www.rx.ca.gov.rx), with general information about the Board, including how to file a complaint. Consumer information brochures, text of laws and regulations, and licensing information also can be found at this site.

Consumer Inquiry and Complaint Unit: The implementation of a centralized unit within the Board has successfully streamlined the complaint investigation process, increased inspector efficiency, and provided greater control over the initiation and completion of investigations.

To increase consumer awareness, the Board developed an informational brochure on the complaint process describing investigation and mediation outcomes.

Award: The Board installed state-of-the-art technology to permit its 21 inspectors (who are dispersed throughout California) to "network" directly with the Board's Sacramento computer system—permitting e-mail communications and electronic transfer of investigation reports and cost accounting activity data. The Board received the Excellence Award for a Continuing Telecommuting Program from the International Telework Association for this integrated system, surpassing competing entries from large corporations.

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Vice Chairperson

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Louis Garcia

June Koefeld

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Executive Officer

PHYSICAL THERAPY EXAMINING COMMITTEE

Purpose: The Physical Therapy Examining Committee protects the consumer by administering and enforcing the Physical Therapy Practice Act and by ensuring that physical therapy is provided by qualified, competent physical therapists and their supportive personnel.

Enforcement: Two Interim Suspension Orders and two license revocations for sexual misconduct with patients are examples of the Committee's enforcement program success during FY 95/96. The actions taken by the Committee against these and other licensees remove the potential threat to the health and welfare of Californians.

Examinations: The Committee's examination administration was the subject of an on-site observation by the Professional Examination Service at the direction of the Federation of State Physical Therapy Boards. The observation was conducted to ensure compliance with the Federation's exam security and administration procedures. The results were overwhelmingly positive, and the overall administration was rated "excellent."

Special Events/Projects: In October, the Committee held a public forum in San Diego and invited a former Administrative Law Judge (now a Deputy Attorney General) to explain the hearing process to licensees and consumers.

Legislation/Regulations: Passage of the DCA Omnibus Bill (AB 3473 - Morrissey, Chapter 829, 1996) during the fiscal year authorizes the Committee's name change to the more accurate "Physical Therapy Board of California" effective January 1, 1997. Also to become effective on that date is SB 1962 (O'Connell, Chapter 830, 1996), which (1) requires a physical therapist to provide patient record documentation, (2) sets a minimum time for patient records to be maintained, (3) adjusts the initial and renewal license fees of physical therapists and physical therapist assistants to cover costs of enforcing the Physical Therapy Practice Act and protecting consumers, (4) defines license applicant status in the present and the future, after implementation of computer-based testing, (5) provides that when a license has been revoked, the licensee may not petition for its reinstatement for at least three years, and (6) protects the use of the title of "physical therapist assistant" or the letters "PTA." In addition, regulations were amended to make application fees consistent with actual costs of application processing and to limit the number of times an applicant may take the examination before being required to reapply.

COMMITTEE MEMBERS

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Stephan R. Morey, PA-C

Sandra S. Navarro, PhD

Juande Ragsdale-Blevins

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Executive Officer

PHYSICIAN ASSISTANT EXAMINING COMMITTEE

Purpose: The Physician Assistant Examining Committee protects consumers by licensing physician assistants, processing applications for approval of supervising physicians, and approving physician assistant training programs. The Committee ensures that licensees and approved programs have met minimum licensure requirements.

Enforcement: In March 1996 the Committee established a program for issuing citations and fines to licensees who violate certain laws and regulations. The new citation and fine program will allow the Committee to more effectively and efficiently address relatively minor infractions.

Guidelines: The Committee revised sections of the Model Disciplinary Guidelines pertaining to disciplinary orders and conditions of probation.

Licensing: In its continuing effort to protect consumers from unqualified or dangerous individuals, the Committee modified the license application process to include verification of licenses issued and disciplinary action taken by other states.

Sunset Review: Committee members, a special consultant, and staff began reviewing the Committee's operations and policies and developing responses to the Joint Legislative Sunset Review Committee's questionnaire.

Communications Study: Staff have completed a communications evaluation audit conducted by the Committee's consultant. This is the first step in the Committee's self-initiated Government Efficiency Management Study, which will provide three outcomes: an objective description of staff communication interactions; a comprehensive analysis of person/time/task issues vital to performance-based budgeting; and an assessment of strengths and areas for future improvement in the Committee's staff operations, resources, and equipment.

Training: Staff met with students and educators at the major California-based physician assistant training programs to discuss such issues as licensing, enforcement, laws, and regulations.

BOARD MEMBERS

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JoAnne M. Watson, DPM

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Executive Officer

BOARD OF PODIATRIC MEDICINE

Purpose: The Board of Podiatric Medicine protects consumers by licensing Doctors of Podiatric Medicine, enforcing the Medical Practice Act, and setting standards for and approving schools and residencies.

Enforcement: During the fiscal year, three licenses were revoked, and four were surrendered after prosecution was initiated. In addition, 17 new cases were sent to the Attorney General, and 11 accusations were signed.

Examinations: The Board examined 78 candidates for entry-level competence, passing 42 (54%). Plans for a second exam validation study were also initiated.

Education/Training: Regulations were promulgated that set higher standards for podiatric medical schools and residencies. Hospitals that sponsor postgraduate programs are now held to the Accreditation Council of Graduate Medical Education general "institutional" standards that are applicable to medical residencies. In addition, application-for-approval forms for podiatric medical schools and residencies were developed.

The Board, along with the Medical Board, continued support for implementing recommendations of the 1993 "Nelson-Medio Report" to upgrade postgraduate training consistent with findings of the 1986 National Commission on Podiatric Medicine and the 1992/93 American Board of Medical Specialties conferences on medical residencies.

Sunset Review: At regional hearings on Sunset Review issues, the Board heard testimony from a number of speakers, including former Consumer Affairs Director Jim Conran; Health Professions Commission Director Ed O'Neil, PhD; and Gerald Beavers of the Legislative Analyst's Office.

Legislation: Enactment of AB 1471 (Friedman, Chapter 279, 1995) and SB 609 (Rosenthal, Chapter 708, 1995) added women's health, pediatrics, and behavioral science to the required curriculum and authorized MD-DPM partnerships. In addition, the Board endorsed legislation modeled after an Optometry statute to prohibit advertisement of "free exams."

Special Events/Projects: During the fiscal year, the Board was involved in numerous special projects, including commissioning a report on podiatry's role in primary care from the University of California-San Francisco Center for the Health Professions; securing agreement from the U.S. Department of Health and Human Services to include Doctors of Podiatric Medicine in the National Practitioner Data Bank; issuing Spanish and Chinese translations of *Information for Consumers*; and voting to seek a majority of public members.

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Executive Officer

BOARD OF PSYCHOLOGY

Purpose: The Board of Psychology empowers and protects the consumer by licensing, examining, and disciplining the profession in accordance with the highest principles of professional psychological practice.

Enforcement: During the fiscal year, the Board adopted a new cite and fine program; administered the third annual mandatory expert disciplinary case reviewer training class; achieved enhancements in cost accountability from the Office of the Attorney General for the Board's disciplinary caseload; responded to 600 complaints and issued 34 press releases concerning the Board's disciplinary decisions; was awarded \$96,588 in enforcement cost recovery fees and recovered \$5,064 from probationers for their monitoring costs; updated the Board's Disciplinary Guidelines; and held cooperative meetings with staff and Family Court officials to coordinate more efficient handling of child custody complaints.

Examinations/Licensing: The Board adopted the passpoint for the national written examination as recommended by the Association of State and Provincial Psychology Boards (ASPPB); amended its contract with Professional Examination Service (PES) to allow PES to take over the onerous task of administering the written exam (this will enhance exam security and increase convenience for applicants); established a supervision committee to develop proposed language to simplify and enhance the complex supervision regulations; developed and implemented criteria for selecting oral commissioners; and began using security paper to print wall and pocket licenses to prevent illegal duplication of these documents.

Special Events/Projects: The Board published and distributed its second newsletter to all licensees; developed an applicant tracking system which will enhance processing efficiency and accountability; developed three separate consumer information pamphlets; and appointed a Sunset Review Committee to prepare for Sunset Review hearings in 1997. The Executive Officer and Board Chairperson continue to reach out to consumers and the profession through speaking engagements before university training directors, interns, and professional associations.

Legislation: The Board was authorized to collect probation monitoring fees. SB 523 (Kopp, Chapter 938, 1995) was enacted, requiring that all boards incorporate their disciplinary guidelines into regulation form.

Other: Mandatory continuing education (MCE) requirements that became effective in January 1996 require licensees to obtain 36 hours of MCE every two years. The Board conducts a 100 percent audit of MCE reporting to assure compliance. Regulations were implemented in April 1996 to further define MCE requirements/providers. Regulations concerning examination appeal criteria and time frames, as well as purge criteria for examination recordings, became effective in April 1996. A Board member attendance and reimbursement policy was enacted to assure effectiveness and accountability from Board members. The Executive Officer was appointed to ASPPB's Exam Development Committee to assist in developing a national computerized written exam. This is the first time that a nonpsychologist has been appointed to the committee.

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Executive Officer

BOARD OF REGISTERED NURSING

Purpose: The Board of Registered Nursing protects the health and safety of consumers and promotes quality registered nursing care in California. The Board also serves as an advocate for health care consumers, adding nursing's unique perspective to health care decision-making.

Enforcement: The Board has demonstrated its commitment to protect consumers through effective enforcement by redirecting two staff positions to the Enforcement Program and implementing a case management approach in which analysts oversee and facilitate cases from complaint receipt to completion. The reorganization will further improve and enhance timely case prioritization and completion to ensure the most prompt action possible in the most egregious cases. In addition, the Board sponsored an Enforcement Workshop in September 1995, with presentations on key issues such as chemical dependency, sex offenses, and license denials. Presenters included experts in the field and statewide supervisors for the Office of Administrative Hearings and the Office of the Attorney General.

Diversion Program: The Diversion Program protects the public by providing immediate intervention, rehabilitation, and monitored reentry into safe nursing practice for registered nurses who have been impaired by chemical dependency or mental illness. Since its inception, 529 nurses have successfully completed the program.

Examinations: The Board is one of ten boards selected by the National Council of State Boards of Nursing to participate in a pilot study to evaluate a new testing methodology called Computer Simulated Testing (CST), which may be a future component of the licensure exam. CST is designed to evaluate application of the clinical decision-making process to the management of care through a series of patient scenarios.

Forums/Focus Groups: Four public forums were conducted in Fall 1995 to provide licensees and the general public an avenue to discuss issues with Board members. An additional public outreach occurred in the form of focus groups conducted for consumer groups in Spring 1996. The meetings resulted in the development of Board action plans.

Advisory Committee: The School Nurse Advisory Committee was appointed to address emerging issues pertaining to care of chronically ill children who are being mainstreamed in schools during a time of reduced resources. Under the Education Code, tasks that would require a nursing license in other settings are performed by unlicensed school personnel, possibly subjecting chronically ill children to a lower standard of care.

Advanced Practice: The second annual Advanced Practice Meeting was held with directors of Advanced Practice Nursing Programs. Recommendations from the first meeting to improve nurse midwife and nurse practitioner furnishing applications have already been implemented.

Sunset Review: The 1996 Sunset Review coincided with the Board's strategic planning process, which had been in place since 1994. This provided the Board with the opportunity to evaluate all aspects of its mission and develop improved services.

BOARD MEMBERS

Muriel J. Holmes

President

Valarie M. Dudley, RCP

Vice President

Virginia Ettinger, RCP

Kim L. Kruser, RCP

Louise Leigh

Peter M.S. Margand, MD

Barry Winn, EdD, RCP

Barbara J. Young, EdD

Cathleen A. McCoy

Executive Officer

RESPIRATORY CARE BOARD

Purpose: The Respiratory Care Board protects the public by licensing and regulating the more than 18,000 respiratory care practitioners in California. Practitioners provide care in either a hospital or home setting to patients suffering from such conditions as lung cancer, emphysema, asthma, and cystic fibrosis, as well as to premature infants whose lungs have not yet fully developed.

Enforcement: The Board has created within the Division of Investigation a specialized unit dedicated to monitoring its probation cases. This arrangement will provide consistent and effective monitoring and ensure patient protection. In FY 89/90, only 10 licensees received probationary status; the number today is more than 135. The rate of license revocation of probationers also continues to rise due to this stringent monitoring. The largest number of revocations occurs primarily for substance abuse and probation violations.

During FY 95/96, the Board negotiated a new drug screening contract that involves a single, comprehensive screening test performed statewide. This has lowered screening costs and ensures consistency in the testing procedure. The new contract also provides for expert testimony from the laboratory for administrative hearing cases.

Education: Beginning on July 1, 2000, all applicants for licensure must meet more stringent educational standards.

Outreach: Because of inquiries from the public and members of the health care profession throughout the state, the Board has prepared and distributed an informational fact sheet delineating the applicant process and defining specific statutes which may affect licensure. The Board continues to list all disciplinary actions in its newsletter, *Respiratory STAT*.

COMMITTEE MEMBERS

J. Stephen Sinclair, PhD

Chairperson

David M. Alessi, MD, FACS

Vice Chairperson

Li-Rong "Lilly" Cheng, PhD

Marilyn J. Dailey

Margaret L. Devane

Cydney M. Fox

Marilee Monagan

Executive Officer

SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY EXAMINING COMMITTEE

Purpose: The Speech-Language Pathology and Audiology Examining Committee protects the consumer by requiring adherence to statutes and regulations designed to ensure the qualifications and competency of providers of speech-language pathology and audiology services.

Enforcement: The Committee assumed the responsibility of processing complaints against speech-language pathologists and audiologists from the Medical Board of California on June 1, 1996, and transferred the investigation of complaints from the Medical Board to the DCA Division of Investigation. Productivity and efficiency have been increased through use of the citation and fine process and letters of warning.

Examinations: Applicants for licensure take a national examination administered by the Educational Testing Service, with results submitted to the Committee for review.

Special Events/Projects: The Committee continued its outreach efforts with associations and consumer groups. Committee staff participated in the annual conference of the California Speech-Language-Hearing Association on March 23, 1996.

Legislation/Regulation: Regulations effective May 18, 1996 will allow the Committee to take direct action against unlicensed practice, increase the number of clock hours of clinical experience required for licensure, and reduce the renewal fee for licenses expiring between July 1, 1996 and June 30, 1998. A workplan has been developed and Committee members assigned specific areas of responsibility in the development of the Sunset Review report, which is due to the Joint Legislative Sunset Review Committee by July 1, 1997. Public hearings have been convened by the Committee to take licensee and consumer input on Sunset Review, and a strategic planning workshop for Committee members is being planned.

Other: The Committee's new Executive Officer, Marilee Monagan, was hired in January 1996. From 1993 through 1995, she served as Deputy Chief of the Bureau of Electronic and Appliance Repair and Deputy Chief of the Division of Licensing. Under her direction, the Committee has streamlined many of its processes, and progress has been made in improving and increasing the Committee's outreach efforts with organizations, consumer groups, and the public.

BOARD MEMBERS

Theodora Poloynis-Egen

President

Chuck Brasiel

Vice President

Carl Doucette

Wayne Grisham

Nicholas Papadakis

John Van Hooser

Mary Photias Zak

Donna J. Kingwell

Registrar

STRUCTURAL PEST CONTROL BOARD

Purpose: The Structural Pest Control Board examines, licenses, and regulates persons practicing structural pest control and ensures that they have the skills and knowledge to (1) inspect structures for infestations of wood-destroying and other pests, (2) inspect structures for infections caused by organisms, and (3) properly treat and control infestations and infections. The Board further protects the consumer by mediating consumer complaints, investigating alleged violations, and disciplining registered companies and licensees.

Enforcement: During the fiscal year, the Board took enforcement action against alternative pest control companies for engaging in misleading advertising and unfair business practices.

Legislation: SB 378 (Calderon, Chapter 691, 1995) extended the Los Angeles County Fumigation Pilot Program to perform increased structural fumigation inspections and enforcement activities until July 1, 1997.

AB 910 (Speier, Chapter 381, 1995) required the Board to act to: (1) restrain licensees from excessively pricing services and from "overselling" (persuading consumers to agree to unnecessary services); (2) establish guidelines for the adoption of regulations which establish standards as to how much material is to be removed when replacing wood weakened by fungus or wood-destroying pests or organisms; (3) establish guidelines for the adoption of regulations to allow consumers the option to independently contract with a company for pest control work which the licensee would otherwise subcontract out; and (4) establish guidelines for the adoption of citation and fine regulations.

Other: The Board successfully defended itself in a lawsuit challenging the requirements of AB 910, which was filed by the Pest Control Operators of California.

BOARD MEMBERS

Nancy L. Collins, DVM

President

Ellen O'Connor

Vice President

Alberto Aldrete, DVM

Michael Clark, DYM

Jean Guyer, RDH

Robert Weber, DVM

Gary Hill (*until 6/30/96*)

Susan Geranen (*after 6/30/96*)

Executive Officer

COMMITTEE MEMBERS

Harold Davis, RVT

Chair

Caesar Churchwell, DDS

Suresh Dogra, DVM

Gerald Ross, RVT

Gary Hill (*until 6/30/96*)

Susan Geranen (*after 6/30/96*)

Executive Officer

VETERINARY MEDICAL BOARD

REGISTERED VETERINARY TECHNICIAN EXAMINING COMMITTEE

Purpose: The Veterinary Medical Board is mandated to regulate the practice of veterinary medicine through licensing, examination, and enforcement of the rules and regulations governing veterinary medicine. Inspection of veterinary hospitals for minimum standards and sanitary conditions and prompt handling of complaints and disciplinary actions are critical in providing a minimum level of protection for consumers and their pets.

The Registered Veterinary Technician Examining Committee is mandated to develop and administer a registered veterinary technician (RVT) certifying examination to ensure competency of those individuals who assist veterinarians in the practice of veterinary medicine and to perform inspections and approve all private schools or institutions offering a curriculum for training RVTs.

Enforcement: The Board processed 386 complaints during FY 95/96, including jurisdictional, nonjurisdictional, and unlicensed activity complaints. The Board uses the services of an in-house veterinarian technical advisor and a complaint review committee to review complaints and make determinations as to violation status.

If the initial complaint review indicates a serious violation, the Board initiates a formal investigation with the DCA Division of Investigation. In FY 95/96, the Board initiated 23 formal investigations.

Special Events/Projects: The Board and the Committee completed their Sunset Review reports, which included an analysis of the need for continued regulation of the veterinary profession and the effectiveness of the regulatory programs.

The Board and the Committee mailed the Spring 1996 newsletter to approximately 9,000 veterinarians, 3,000 registered veterinary technicians, 2,000 veterinary facilities, and 300 consumers and consumer agencies. The 19-page newsletter included a listing of expired licenses and articles on the Board's regulatory, enforcement, and examination activities.

Legislation: SB 1645 (Ayala, Chapter 404, 1996), which allows for an increase in the veterinary examination fee ceiling, was signed into law by the Governor.

Three rulemaking files were approved. The first increases the application fees for veterinary and animal health technician examinations. The second updates regulatory language. The third requires that a veterinarian-client-patient relationship (VCPR) be established prior to the veterinarian's prescribing a dangerous drug, defines a VCPR, and requires that certain information be provided by a veterinarian in a prescription for dangerous drugs.

Other: In FY 95/96, three Budget Change Proposals were approved that allow additional funding for examination administration, enforcement activity, and an additional 1.8 clerical personnel.

The Executive Officer and individual Board members attend many functions throughout the year to present information on veterinary ethics and on laws governing the practice of veterinary medicine in California today. These functions include attending and presenting information at meetings held by the California Veterinary Medical Association, the University of California-Davis, and various other organizations.

BOARD MEMBERS

Charles L. Bennett, LVN

President

Carolyn Duncan, PT

Vice President

Regina Carey
Holly Donn, PT
Cecelia Estrada, RN
Karen Feller, LVN
Elinor Glenn
Mary Humphrey

Teresa Bello-Jones, JD, MSN, RN

Executive Officer

BOARD OF VOCATIONAL NURSE AND PSYCHIATRIC TECHNICIAN EXAMINERS

Purpose: The Board of Vocational Nurse and Psychiatric Technician Examiners regulates the practice of approximately 97,000 licensed vocational nurses and 17,000 psychiatric technicians. The Board protects the public's health, safety, and welfare by ensuring that only qualified persons are licensed and that appropriate education requirements and standards of competency and practice are established and enforced.

Citation and Fine Program: In January 1996, the Board implemented a citation and fine program to discipline licensees who have made an error in practice that warrants correction, but not suspension or revocation of the license.

Cost Recovery Collection Program: The Board routinely requests reimbursement for the costs associated with investigating complaints and taking disciplinary action against a licensee. In March 1996, the Board joined the Interagency Intercept Collections Program managed by the Franchise Tax Board. This program intercepts tax refunds and lottery winnings of individuals who owe delinquent sums of money to government agencies.

Drug/Alcohol Screening Program: In December 1995 the Board implemented a drug/alcohol screening program to ensure that licensees on Board-imposed probation due to drug- or alcohol-related offenses abstain from the use of those substances.

New Processing Procedures: In January 1996 the Board implemented new procedures to expedite the processing of license revocations and to reduce enforcement costs. Instead of the Attorney General's Office, the Board is now responsible for serving Accusations and Statement of Issues documents, as well as for preparing Default Decisions. In addition to saving time, the new procedures have thus far saved the Board approximately \$19,500. An annual savings of approximately \$40,000 is anticipated.

Examinations: In January 1996 the Board implemented a new psychiatric technician test plan based on the findings of an occupational analysis conducted to determine the knowledge, skills, and abilities necessary for current practice. The Board also conducted computer-administered psychiatric technician "Practice Tests" to ensure that a sufficient number of test questions have been field-tested and psychometrically evaluated prior to inclusion in the Psychiatric Technician Licensure Examination.

Legislation/Regulations: In May 1996 the Board adopted proposed regulations which define the legally acceptable role in performance of basic assessment and those aspects of the nursing process performed by licensed vocational nurses and psychiatric technicians. In addition, the regulations establish performance standards which specify that the responsibility of nurses and technicians to safeguard their patients' health and safety includes reporting to the Board instances of unprofessional conduct.

DEPARTMENT OF CONSUMER AFFAIRS

STATISTICAL PROFILE
1995-1996

The Statistical Profile was compiled by the Department from data collected from the boards, committees, commission, and programs; the Office of Administrative Services; and the Licensing, Consumer Information and Analysis, Complaint Mediation, Enforcement, and Education divisions. It has been revised this year to more accurately represent and highlight significant activities, rather than to represent the entire year's workload. Therefore, it should not be directly compared to prior year profiles. Additional or more detailed information may be requested directly from the reporting entity.

DEPARTMENT OVERVIEW

FISCAL YEAR 1995-96	NO. BOARD MEMBERS	AUTHORIZED CIVIL SERVICE POSITIONS	EXEMPT EMPLOYEES	NO. FIELD OFFICES	NO. LICENSE CLASSES	ANNUAL BUDGET FY 96-97	EXPENDITURES FY 95-96
Business Services Agencies							
Accountancy	12	59.0	1	0	5	\$ 9,324,000	\$ 8,514,000
Athletic Commission	8	9.8	1	1	15	939,000	921,979
Barbering & Cosmetology	9	69.5	1	2	9	8,005,000	7,261,331
Cemetery**	6	3.0	1	0	5	209,000	211,357
Court Reporters	5	3.5	1	0	1	877,000	793,809
Funeral Directors & Embalmers**	5	7.4	1	0	2	218,000	387,038
Guide Dogs for the Blind	7	0.5	0	0	2	62,000	45,993
Healing Arts Agencies							
Acupuncture	11	6.0	1	0	1	1,233,000	1,176,668
Behavioral Science Examiners	11	31.5	1	0	5	4,246,000	4,657,000
Dental Auxiliaries	9	7.5	1	0	4	1,121,000	1,129,760
Dental Examiners	14	46.8	1	1	1	5,685,000	6,270,391
Dispensing Opticians****	0	1.0	0	0	3	240,000	184,552
Hearing Aid Dispensers	7	2.7	1	0	3	636,000	423,852
Midwifery****	0	0.5	0	0	1	41,000	6,729
Nursing Home Administrators	9	6.0	1	0	1	499,000	458,924
Optometry	9	6.0	1	0	1	1,072,000	908,342
Outpatient Settings****	0	1.0	0	0	1	23,000	47,864
Pharmacy	10	46.0	1	0	12	5,016,000	4,948,317
Physical Therapy	6	5.5	1	0	4	1,553,000	1,148,981
Physician Assistant	9	3.7	1	0	2	748,000	720,680
Physicians/Surgeons****	19	278.8	1	14	2	32,626,000	31,827,232
Podiatric Medicine	6	4.0	1	0	2	982,000	823,947
Psychiatric Technicians	0	4.8	0	*1	1	916,400	1,067,811
Psychology	8	10.0	1	0	3	2,773,000	2,613,014
Registered Nursing	9	94.0	1	1	1	12,326,000	13,093,891
Registered Veterinary Technicians	8	1.0	0	0	1	97,000	82,106
Respiratory Care	9	12.4	1	0	1	2,145,000	1,456,228
Speech-Language Pathology & Audiology	9	2.0	1	0	2	348,000	309,738
Veterinary Medicine	6	4.6	1	0	3	1,205,000	1,152,219
Vocational Nurse	11	30.1	1	*1	1	3,561,400	3,513,728
Design/Construction Agencies							
Architectural Examiners	10	21.5	1	0	1	3,728,000	3,827,332
Contractors***	13	471.7	1	23	44	40,073,000	38,821,554
Geologists & Geophysicists	8	4.0	1	0	4	684,000	711,551
Landscape Architects	7	2.0	1	0	1	508,000	467,291
Professional Engineers & Land Surveyors	13	36.0	1	0	19	6,427,715	6,040,886
Structural Pest Control	7	25.5	1	0	4	3,341,000	3,016,328
Bureaus, Programs, and Divisions	0	1183.9	16	29	54	129,953,000	128,557,000
Department TOTALS	290	2503.2	46	73	222	\$ 283,441,515	\$ 277,599,423

* One location shared by both programs.

** On 1/1/96, these boards sunset and their operations moved to the DCA.

*** Total authorized civil service positions includes 8.7 limited term positions which expired 12/31/95.

**** Programs overseen by the Medical Board of California.

Business Services Agencies

FISCAL YEAR 1995-96	LICENSES & REGISTRATIONS						EXAMINATIONS				
	LICENSING ACTIVITY						TOTAL NUMBER OF EXAMS SCHEDULED	PASS RATE %			
	APPLICATIONS RECEIVED	APPLICATIONS DENIED	LICENSES/ REGISTRATIONS ISSUED	TOTAL ACTIVE LICENSES/ REGISTRATIONS	TOTAL INACTIVE LICENSES/ REGISTRATIONS	LICENSES/ REGISTRATIONS RENEWED		WRITTEN	ORAL	CLINICAL/ PRACTICAL	
Accountancy	2,593	1	2,502	54,030	21,567	28,105	17,025	*	n/a	n/a	
Athletic Commission	1,835	15	1,820	1,820	n/a	1,092	590	n/a	97%	n/a	
Automotive Repair	17,655	77	10,485	62,316	NDA	38,155	9,150	*	n/a	n/a	
Barbering & Cosmetology	37,453	418	21,108	323,642	97,132	143,957	33,531	59%	n/a	80%	
Cemetery	2,071	0	2,156	3,880	1,071	1,057	2,050	56%	n/a	n/a	
Court Reporters	1,010	0	389	7,834	2,256	7,706	1,904	81%	n/a	36%	
Electronic & Appliance Repair	2,195	9	1,466	10,802	NDA	7,605	n/a	n/a	n/a	n/a	
Funeral Directors & Embalmers	94	2	70	3,024	1,407	229	NDA	NDA	n/a	n/a	
Guide Dogs for the Blind	2	0	2	55	NDA	53	2	100%	100%	100%	
Home Furnishings & Thermal Insulation	3,308	0	1,663	19,395	NDA	7,953	n/a	n/a	n/a	n/a	
Security & Investigative Services	59,698	2,120	52,285	252,054	NDA	45,591	2,759	49%	n/a	n/a	
Tax Preparers	NDA	3	4,939	31,917	NDA	24,891	n/a	n/a	n/a	n/a	
TOTALS	127,914	2,645	98,885	770,769	123,433	306,394	67,011				

FISCAL YEAR 1995-96	CERTIFICATES AND PERMITS						EXAMINATIONS				
	ACTIVITY						TOTAL NUMBER OF EXAMS SCHEDULED	PASS RATE %			
	APPLICATIONS RECEIVED	APPLICATIONS DENIED	CERTIFICATES/ PERMITS ISSUED	TOTAL ACTIVE CERTIFICATES/ PERMITS	TOTAL INACTIVE CERTIFICATES/ PERMITS	CERTIFICATES/ PERMITS RENEWED		WRITTEN	ORAL	CLINICAL/ PRACTICAL	
Athletic Commission	*580	0	580	580	n/a	n/a	n/a	n/a	n/a	n/a	
Cemetery	4	0	3	173	11	181	8	100%	n/a	n/a	
Apprentice Embalmers	127	0	127	588	741	0	n/a	n/a	n/a	n/a	
Guide Dogs for the Blind	0	0	0	4	NDA	3	n/a	n/a	n/a	n/a	
Security & Investigative Services	8,830	142	6,546	23,342	NDA	15,066	n/a	n/a	n/a	n/a	
TOTALS	9,541	142	7,256	24,687	752	15,250	8				

* Endnotes appear at the end of the report.

n/a - Not applicable

NDA - Due to the nature of the tracking systems, the data cannot be displayed in this format.

Business Services Agencies

FINGERPRINTS		
FISCAL YEAR 1995-96	YES or NO	NUMBER OF CRIMINAL RECORDS RECEIVED
Accountancy	No	n/a
Athletic Commission	*Yes	2
Automotive Repair	No	n/a
Barbering & Cosmetology	No	n/a
Cemetery	No	n/a
Court Reporters	No	n/a
Electronic & Appliance Repair	Yes	NDA
Funeral Directors & Embalmers	Yes	NDA
Guide Dogs for the Blind	Yes	0
Home Furnishings & Thermal Insulation	No	n/a
Security & Investigative Services	Yes	6,001
Tax Preparers	No	n/a
TOTAL		6,003

APPROVALS/ACCREDITATIONS & CONTINUING EDUCATION			
FISCAL YEAR 1995-96	SCHOOLS	CONTINUING EDUCATION	
	NUMBER OF APPROVALS/ ACCREDITATION	NUMBER OF PROVIDERS	NUMBER OF AUDITS
Automotive Repair	93	n/a	n/a
Barbering & Cosmetology	224	30	0
Court Reporters	31	n/a	n/a
Tax Preparers	n/a	132	0
TOTALS	348	162	0

* Endnotes appear at the end of the report.

n/a - Not applicable

NDA - Due to the nature of the tracking systems, the data cannot be displayed in this format.

Business Services Agencies

COMPLAINTS RECEIVED BY SOURCE						
<i>FISCAL YEAR 1995-96</i>	PUBLIC	GOVERNMENT/ LAW ENFORCEMENT	B & P CODE SECTION 800	PROFESSION	INTERNAL/ OTHER	TOTAL RECEIVED
Accountancy	429	4	n/a	178	159	770
Athletic Commission	*500	0	0	0	*7	507
Automotive Repair	27,219	430	0	34	347	28,030 ✓
Barbering & Cosmetology	649	13	n/a	129	2,268	3,059
Cemetery	602	0	0	1	0	603 ✓
Court Reporters	31	78	0	6	1	116
Electronic & Appliance Repair	1,358	1	0	7	2,042	3,408 ✓
Funeral Directors & Embalmers	191	4	0	8	181	384
Guide Dogs for the Blind	73	3	n/a	0	0	76
Home Furnishings & Thermal Insulation	379	4	0	1	517	901 ✓
Security & Investigative Services	708	115	0	147	2,938	3,908 ✓
Tax Preparers	207	10	0	2	654	873 ✓
TOTALS	32,346	662	0	513	9,114	42,635

* Endnotes appear at the end of the report.
n/a - Not applicable

Business Services Agencies

COMPLAINTS CLOSED WITHOUT GOING TO INVESTIGATION, BY CATEGORY

FISCAL YEAR 1995-96	CONTRACTUAL	FRAUD	INCOMPETENCE/ NEGLIGENCE	PRODUCT/ SERVICE QUALITY	UNPROFESSIONAL CONDUCT	PERSONAL CONDUCT	HEALTH & SAFETY	UNLICENSED/ UNREGISTERED	NON- JURISDICTIONAL	OTHER	TOTAL CLOSED	TOTAL COMPLAINTS PENDING
Accountancy	0	1	6	0	74	0	0	366	56	21	524	359
Athletic Commission	*5	0	0	0	0	0	0	0	0	0	5	2
Automotive Repair	2,923	2,292	15,843	634	2	1	2,956	1,976	11	172	26,810	4,337
Barbering & Cosmetology	4	42	89	132	5	683	788	577	63	79	2,462	2,180
Cemetery	30	4	26	1	28	3	2	0	24	3	121	482
Court Reporters	0	1	0	3	107	0	0	3	0	0	114	7
Electronic & Appliance Repair	205	80	658	101	14	3	2	2,195	104	11	3,373	531
Funeral Directors & Embalmers	37	4	7	0	126	23	58	8	2	1	266	313
Guide Dogs for the Blind	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	67	67	6
Home Furnishings & Thermal Insulation	109	25	18	187	1	0	5	592	11	0	948	123
Security & Investigative Services	201	281	36	18	551	2,379	140	556	41	34	4,237	1,029
Tax Preparers	127	23	17	1	2	0	0	655	2	1	828	133
TOTALS	3,641	2,753	16,700	1,077	910	3,092	3,951	6,928	314	389	39,755	9,502

INFORMAL ACTIONS

FISCAL YEAR 1995-96	WARNING/CEASE & DESIST LETTERS ISSUED	OFFICE CONFERENCE/ INFORMAL HEARING	REPRIMAND/ VIOLATION/EDUCATION LETTERS ISSUED	TOTAL INFORMAL ACTIONS
Accountancy	283	97	39	419
Athletic Commission	40	0	0	40
Automotive Repair*	762	610	7,775	9,147
Barbering & Cosmetology	138	0	1,096	1,234
Court Reporters	5	0	5	10
Electronic & Appliance Repair*	2,702	4	329	3,035
Home Furnishings & Thermal Insulation*	637	0	669	1,306
Security & Investigative Services*	1,143	1	120	1,264
Tax Preparers*	1,153	NDA	NDA	1,153
TOTALS	6,863	712	10,033	17,608

* Endnotes appear at the end of the report.

NDA - Due to the nature of the tracking systems, the data cannot be displayed in this format.

Business Services Agencies

COMPLAINTS REFERRED TO SWORN INVESTIGATORS FOR FORMAL INVESTIGATION

FISCAL YEAR 1995-96	INVESTIGATIONS OPENED	INVESTIGATIONS CLOSED, BY CATEGORY										INVESTIGATIONS PENDING	REFERRED TO AG	REFERRED TO DA/CA
		CONTRACTUAL	FRAUD	INCOMPETENCE/ NEGLIGENCE	PRODUCT/ SERVICE QUALITY	UNPROFESSIONAL CONDUCT	PERSONAL CONDUCT	HEALTH & SAFETY	UNLICENSED/ UNREGISTERED	OTHER	TOTAL CLOSED			
Accountancy	79	0	*0	*0	0	*0	*0	*0	*0	*0	*0	46	*0	1
Barbering & Cosmetology	151	0	3	57	8	1	6	7	43	3	128	171	18	6
Court Reporters	4	0	2	0	0	9	0	0	0	0	11	6	4	1
Security & Investigative Services	109	NDA	NDA	NDA	NDA	NDA	NDA	n/a	25	56	81	44	6	24
Tax Preparers	71	14	2	0	0	0	0	0	43	0	59	74	4	15
TOTALS	414	14	7	57	8	10	6	7	111	59	279	341	32	47

COMPLAINTS REFERRED TO NON-SWORN INVESTIGATORS FOR FORMAL INVESTIGATION

FISCAL YEAR 1995-96	INVESTIGATIONS OPENED	INVESTIGATIONS CLOSED, BY CATEGORY										INVESTIGATIONS PENDING	REFERRED TO AG	REFERRED TO DA/CA
		CONTRACTUAL	FRAUD	INCOMPETENCE/ NEGLIGENCE	PRODUCT/ SERVICE QUALITY	UNPROFESSIONAL CONDUCT	PERSONAL CONDUCT	HEALTH & SAFETY	UNLICENSED/ UNREGISTERED	OTHER	TOTAL CLOSED			
Accountancy	263	0	16	173	0	148	8	1	54	10	*410	205	*48	0
Automotive Repair	1,377	NDA	NDA	NDA	NDA	NDA	NDA	n/a	NDA	1,414	1,414	415	240	107
Cemetery	379	0	0	180	0	0	0	0	0	0	180	199	0	0
Electronic & Appliance Repair	239	0	20	9	0	0	1	0	226	0	256	69	14	11
Home Furnishings & Thermal Insulation	33	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	33	33	0	*9	0
Security & Investigative Services	3,645	NDA	NDA	NDA	NDA	NDA	NDA	n/a	79	2,873	2,952	871	68	n/a
TOTALS	5,936	0	36	362	0	148	9	1	359	4,330	5,245	1,759	379	118

* Endnotes appear at the end of the report.

N/a - Not applicable

NDA - Due to the nature of the tracking systems, the data cannot be displayed in this format.

Business Services Agencies

ACTIONS FILED

FISCAL YEAR 1995-96	ACCUSATIONS/ PETITIONS TO REVOKE PROBATION FILED	STATEMENT OF ISSUES FILED	CITATIONS ISSUED	CRIMINAL ACTIONS FILED	CIVIL ACTIONS FILED	RESTRAINING ORDERS/ INTERIM SUSPENSION ORDERS ISSUED
Accountancy	28	0	62	7	1	0
Automotive Repair	234	34	458	197	35	17
Barbering & Cosmetology	23	4	n/a	15	0	1
Court Reporters	6	0	8	0	0	1
Electronic & Appliance Repair	3	2	28	14	0	0
Home Furnishings & Thermal Insulation	0	0	24	0	9	0
Security & Investigative Services	1,081	2	132	0	0	0
Tax Preparers	4	0	*25	1	7	NDA
TOTALS	1,379	42	737	234	52	19

ADMINISTRATIVE OUTCOMES AGAINST LICENSES/REGISTRATIONS/CERTIFICATES/PERMITS

FISCAL YEAR 1995-96	REVOCACTION	SURRENDER OF LICENSE	PROBATION WITH SUSPENSION	SUSPENSION ONLY	PROBATION ONLY	PUBLIC REPRIMAND	LICENSES DENIED	OTHER DECISIONS	WITHDRAWN/ DISMISSED
Accountancy	19	2	5	0	5	n/a	0	0	5
Athletic Commission	*7	0	0	*285	4	0	0	0	0
Automotive Repair	357	12	133	7	222	n/a	12	0	22
Barbering & Cosmetology	5	0	14	0	8	0	2	0	8
Court Reporters	1	2	0	0	1	0	0	0	0
Electronic & Appliance Repair	7	0	3	0	0	n/a	1	1	2
Home Furnishings & Thermal Insulation	0	0	0	0	2	n/a	0	0	0
Security & Investigative Services	1,425	1	0	0	10	1	18	5	13
Tax Preparers	1	1	0	0	2	0	0	0	0
TOTALS	1,822	18	155	292	254	1	33	6	50

* Endnotes appear at the end of the report.

n/a - Not applicable

NDA - Due to the nature of the tracking systems, the data cannot be displayed in this format.

Business Services Agencies

PETITIONS FOR PENALTY RELIEF

FISCAL YEAR 1995/96	PETITIONS FOR MODIFICATION/TERMINATION OF PROBATION		PETITIONS FOR REINSTATEMENT OF REVOKED LICENSES/REGISTRATIONS	
	GRANTED	DENIED	GRANTED	DENIED
Accountancy	4	1	0	2
Automotive Repair	0	0	3	0
Barbering & Cosmetology	0	0	1	2
Court Reporters	0	0	2	3
Electronic & Appliance Repair	0	0	1	1
TOTALS	4	1	7	8

INSPECTION DATA

FISCAL YEAR 1995-96	TOTAL NUMBER INSPECTIONS	NOTICES OF VIOLATION ISSUED	COMPLIANCE VERIFIED	INSPECTION CITATIONS ISSUED
Athletic Commission	150	0	150	0
Automotive Repair	8,983	403	0	0
Barbering & Cosmetology	15,379	12,958	13,173	12,011
Cemetery	135	0	0	0
Electronic & Appliance Repair	138	NDA	NDA	n/a
Home Furnishings & Thermal Insulation	1,151	1,577	NDA	n/a
Security & Investigative Services	161	NDA	NDA	NDA
TOTALS	26,097	14,938	13,323	12,011

MONETARY SAVINGS/COST RECOVERIES/RESTITUTIONS

FISCAL YEAR 1995-96	REFUNDED TO CONSUMERS	REWORK-NO CHARGE TO CONSUMERS	ADJUSTMENTS IN MONEY OWED/ PRODUCT RETURN/ EXCHANGE	TOTAL SAVINGS ACHIEVED CONSUMERS	TOTAL COST RECOVERIES ORDERED TO BOARD	TOTAL RESTITUTION ORDERED TO CONSUMERS
Accountancy	n/a	n/a	n/a	n/a	\$100,676	n/a
Automotive Repair	\$2,047,919	\$1,565,040	\$811,931	\$4,424,889	\$2,000,353	\$52,120
Barbering & Cosmetology	\$4,268	\$0	\$0	\$4,268	\$25,077	\$1,150
Cemetery	\$17,163	\$0	\$16,981	\$34,144	\$0	\$0
Court Reporters	n/a	n/a	n/a	n/a	\$3,517	\$700
Electronic & Appliance Repair	\$63,162	\$18,683	\$63,904	\$145,749	\$9,352	\$250
Funeral Directors & Embalmers	\$2,169	\$0	\$3,780	\$5,949	NDA	NDA
Home Furnishings & Thermal Insulation	\$31,773	\$18,424	\$21,372	\$71,569	\$27,500	NDA
Security & Investigative Services	\$37,940	\$1,328	\$13,733	\$53,000	\$5,490	\$1,500
Tax Preparers	\$10,160	\$0	\$810	\$10,970	\$10,115	\$0
TOTALS				\$4,750,537	\$2,182,080	\$55,720

n/a - Not applicable

NDA - Due to the nature of the tracking systems, the data cannot be displayed in this format.

Healing Arts Agencies

FISCAL YEAR 1995-96	LICENSES & REGISTRATIONS						EXAMINATIONS			
	LICENSING ACTIVITY						TOTAL NUMBER OF EXAMS SCHEDULED	PASS RATE %		
	APPLICATIONS RECEIVED	APPLICATIONS DENIED	LICENSES/ REGISTRATIONS ISSUED	TOTAL ACTIVE LICENSES/ REGISTRATIONS	TOTAL INACTIVE LICENSES/ REGISTRATIONS	LICENSES/ REGISTRATIONS RENEWED		WRITTEN	ORAL	CLINICAL/ PRACTICAL
Acupuncture	654	0	166	3,482	540	3,290	955	55%	n/a	60%
Behaviorial Science Examiners	3,759	3	4,514	50,392	8,222	27,280	5,290	71%	37%	n/a
Dental Auxiliaries	5,994	0	2,653	37,945	9,489	18,037	10,347	74%	n/a	58%
Dental Examiners	2,005	7	776	34,643	4,762	18,725	1,767	n/a	n/a	61%
Dispensing Opticians	NDA	NDA	377	5,878	3	3,864	n/a	n/a	n/a	n/a
Hearing Aid Dispensers	302	3	181	1,865	68	1,533	249	47%	n/a	82%
Midwifery	3	0	3	3	0	0	n/a	n/a	n/a	n/a
Nursing Home Administrators	*185	*8	135	2,743	1,243	1,243	335	*45%	n/a	n/a
Optometry	224	0	195	5,763	1,702	5,836	460	96%	n/a	81%
Pharmacy	7,718	18	6,149	52,149	3,586	25,360	*2,449	*50%	n/a	n/a
Physical Therapy	1,441	5	1,905	18,022	2,557	8,243	*1,593	*68%	n/a	n/a
Physician Assistant	*1,681	3	*1,656	*11,067	*7,500	*4,276	n/a	n/a	n/a	n/a
Physicians/Surgeons	4,663	0	3,259	103,162	50,012	47,134	3,612	87%	97%	n/a
Podiatric Medicine	*153	1	*104	*2,077	103	*886	78	n/a	54%	n/a
Psychiatric Technician	352	5	304	*11,232	*5,828	5,249	432	61%	n/a	n/a
Psychology	1,599	25	1,520	13,340	1,254	7,034	2,031	51%	42%	n/a
Registered Nursing	18,485	19	10,650	234,168	110,531	120,960	13,300	55%	n/a	n/a
Research Psychoanalysts	9	1	8	68	0	61	n/a	n/a	n/a	n/a
Respiratory Care	781	66	781	13,220	2,182	6,200	932	66%	n/a	n/a
Speech-Language Pathology & Audiology	1,003	0	478	8,407	1,763	4,132	n/a	n/a	n/a	n/a
Veterinary Medicine	745	2	292	7,737	2,124	3,792	*1,331	*	n/a	n/a
Vocational Nurse	5,647	24	4,548	*65,895	*31,883	29,409	6,917	60%	n/a	n/a
TOTALS	57,403	190	40,654	683,258	200,141	342,544	52,078			

* Endnotes appear at the end of the report.

n/a - Not applicable

NDA - Due to the nature of the tracking systems, the data cannot be displayed in this format.

Healing Arts Agencies

FISCAL YEAR 1995-96	CERTIFICATES AND PERMITS						EXAMINATIONS			
	ACTIVITY						TOTAL NUMBER OF EXAMS SCHEDULED	PASS RATE %		
	APPLICATIONS RECEIVED	APPLICATIONS DENIED	CERTIFICATES/ PERMITS ISSUED	TOTAL ACTIVE CERTIFICATES/ PERMITS	TOTAL INACTIVE CERTIFICATES/ PERMITS	CERTIFICATES/ PERMITS RENEWED		WRITTEN	ORAL	CLINICAL/ PRACTICAL
Acupuncture	20	1	19	55	n/a	15	n/a	n/a	n/a	n/a
Dental Auxiliaries	n/a	n/a	*3,968	32,058	n/a	n/a	n/a	n/a	n/a	n/a
Dental Examiners	1,552	0	721	35,176	4,220	5,296	n/a	n/a	n/a	n/a
Nursing Home Administrators	193	3	*184	726	N/A	112	n/a	n/a	n/a	n/a
Optometry	508	10	780	2,033	2	1,454	n/a	n/a	n/a	n/a
Pharmacy	1,005	13	778	3,569	0	245	n/a	n/a	n/a	n/a
Physician Assistant	*168	0	145	*215	*22	n/a	n/a	n/a	n/a	n/a
Physicians/Surgeons	NDA	NDA	1,150	8,014	0	3,059	n/a	n/a	n/a	n/a
Podiatric Medicine	*46	0	*46	414	n/a	191	1	n/a	0%	n/a
Registered Nursing	3,804	3	10,703	52,437	3,400	2,357	n/a	n/a	n/a	n/a
Registered Veterinary Technicians	414	0	215	2,873	1,347	1,367	414	60%	n/a	n/a
Respiratory Care	n/a	n/a	726	726	n/a	n/a	n/a	n/a	n/a	n/a
Veterinary Medicine	111	0	111	2,350	187	2,350	n/a	n/a	n/a	n/a
Vocational Nurse	*5,360	10	5,350	NDA	NDA	n/a	n/a	n/a	n/a	n/a
TOTALS	13,181	40	24,896	140,646	9,178	16,446	415			

* Endnotes appear at the end of the report.

n/a - Not applicable

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Healing Arts Agencies

FINGERPRINTS		
FISCAL YEAR 1995-96	YES or NO	NUMBER OF CRIMINAL RECORDS RECEIVED
Acupuncture	Yes	11
Behaviorial Science Examiners	Yes	75
Dental Auxiliaries	Yes	137
Dental Examiners	Yes	20
Dispensing Opticians	No	n/a
Hearing Aid Dispensers	Yes	NDA
Midwifery	No	n/a
Nursing Home Administrators	*Yes	3
Optometry	Yes	2
Pharmacy	Yes	290
Physical Therapy	Yes	NDA
Physician Assistant	Yes	4
Physicians/Surgeons	Yes	NDA
Podiatric Medicine	Yes	3
Psychiatric Technician	No	n/a
Psychology	Yes	13
Registered Nursing	Yes	197
Registered Veterinary Technicians	No	n/a
Research Psychoanalysts	Yes	0
Respiratory Care	Yes	841
Speech-Language Pathology &	Yes	0
Veterinary Medicine	Yes	2
Vocational Nurse	No	n/a
TOTAL		1,598

APPROVALS/ACCREDITATIONS & CONTINUING EDUCATION			
FISCAL YEAR 1995-96	SCHOOLS	CONTINUING EDUCATION	
	NUMBER OF APPROVALS/ ACCREDITATIONS	NUMBER OF PROVIDERS	NUMBER OF AUDITS
Acupuncture	3	147	0
Behaviorial Science Examiners	81	n/a	n/a
Dental Auxiliaries	12	n/a	n/a
Dental Examiners	1	964	0
Hearing Aid Dispensers	n/a	40	1,640
Nursing Home Administrators	n/a	198	0
Optometry	n/a	202	660
Physical Therapy	22	n/a	n/a
Physicians/Surgeons	n/a	n/a	804
Podiatric Medicine	6	n/a	16
Psychiatric Technician	0	4	NDA
Psychology	n/a	165	2,750
Registered Nursing	22	3,423	1,630
Registered Veterinary	*3	n/a	n/a
Respiratory Care	1,259	n/a	393
Vocational Nurse	6	12	NDA
TOTALS	1,415	5,155	7,893

* Endnotes appear at the end of the report.

n/a - Not applicable

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Healing Arts Agencies

COMPLAINTS RECEIVED BY SOURCE						
<i>FISCAL YEAR 1995-96</i>	PUBLIC	GOVERNMENT/ LAW ENFORCEMENT	B & P CODE SECTION 800	PROFESSION	INTERNAL/ OTHER	TOTAL RECEIVED
Acupuncture	30	3	0	4	5	42
Behaviorial Science Examiners	507	55	5	5	44	616
Dental Examiners	1,732	84	313	102	556	2,787
Dispensing Opticians	41	0	0	11	14	66
Hearing Aid Dispensers	80	4	1	77	138	300
Nursing Home Administrators	5	0	0	2	2	9
Optometry	165	10	3	51	73	302
Pharmacy	360	115	4	135	240	854
Physical Therapy	66	42	n/a	45	26	179
Physician Assistant	53	10	7	3	34	107
Physicians/Surgeons	6,418	3,112	1,141	205	621	11,497
Podiatric Medicine	93	2	4	9	43	151
Psychiatric Technician	9	13	0	101	12	135
Psychology	434	75	7	0	68	584
Registered Nursing	205	208	9	344	416	1,182
Respiratory Care	19	55	0	17	251	342
Speech-Language Pathology & Audiology	4	1	0	1	5	11
Veterinary Medicine	323	6	0	32	25	386
Vocational Nurse	73	21	0	144	63	301
TOTALS	10,617	3,816	1,494	1,288	2,636	19,851

n/a - Not applicable

Healing Arts Agencies

COMPLAINTS CLOSED WITHOUT GOING TO INVESTIGATION, BY CATEGORY

FISCAL YEAR 1995-96	CONTRACTUAL	FRAUD	INCOMPETENCE/ NEGLIGENCE	PRODUCT/ SERVICE QUALITY	UNPROFESSIONAL CONDUCT	PERSONAL CONDUCT	HEALTH & SAFETY	UNLICENSED/ UNREGISTERED	NON- JURISDICTIONAL	OTHER	TOTAL CLOSED	TOTAL COMPLAINTS PENDING
Acupuncture	0	3	6	1	23	2	0	13	2	2	52	38
Behaviorial Science Examiners	n/a	30	113	n/a	230	25	n/a	47	314	7	766	324
Dental Examiners	0	213	1,525	0	164	45	108	77	161	0	2,293	1,393
Dispensing Opticians	0	1	3	0	28	0	0	19	1	0	52	98
Hearing Aid Dispensers	0	229	9	0	6	0	0	16	0	0	260	93
Nursing Home Administrators	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	*6	1
Optometry	0	0	16	12	111	10	9	57	4	39	258	83
Pharmacy	0	0	0	0	96	46	139	26	0	86	393	144
Physical Therapy	1	48	22	3	96	29	4	114	6	9	332	137
Physician Assistant	0	1	25	0	30	16	7	16	1	5	101	62
Physicians/Surgeons	0	173	7,371	0	1,490	67	134	116	396	4	9,751	3,410
Podiatric Medicine	0	28	71	0	62	2	4	6	0	3	176	113
Psychiatric Technician	0	3	0	0	32	25	0	1	0	3	64	53
Psychology	0	42	92	0	314	18	1	97	17	6	587	316
Registered Nursing	n/a	3	39	n/a	136	165	21	52	n/a	41	*457	307
Speech-Language Pathology & Audiology	0	0	0	0	0	0	0	0	0	0	0	11
Veterinary Medicine	0	0	213	0	9	0	4	42	12	1	281	229
Vocational Nurse	0	11	0	0	69	35	1	4	0	10	130	125
TOTALS	1	785	9,505	16	2,896	485	432	703	914	216	15,959	6,937

* Endnotes appear at the end of the report.

n/a - Not applicable

NDA - Due to the nature of the tracking systems, the data cannot be displayed in this format.

Healing Arts Agencies

INFORMAL ACTIONS/PETITIONS TO COMPEL EXAMINATIONS

FISCAL YEAR 1995-96	WARNING/CEASE & DESIST LETTERS ISSUED	OFFICE CONFERENCE/ INFORMAL HEARING	REPRIMAND/VIOLATION/ EDUCATION LETTERS ISSUED	TOTAL INFORMAL ACTIONS	PETITIONS TO COMPEL EXAMS		
					FILED	GRANTED	DENIED
Acupuncture	4	0	0	4	0	0	0
Behaviorial Science Examiners	49	n/a	2	51	1	1	0
Dental Examiners	216	5	25	246	1	1	0
Hearing Aid Dispensers	21	0	55	76	0	0	0
Nursing Home Administrators	103	1	18	122	0	0	0
Optometry	27	0	42	69	0	0	0
Pharmacy	59	131	72	262	0	0	0
Physical Therapy	25	0	1	26	0	0	0
Physician Assistant	2	0	0	2	0	0	0
Physicians/Surgeons	27	44	0	71	28	16	0
Podiatric Medicine	7	5	0	12	0	0	0
Psychiatric Technician	24	*92	0	116	0	0	0
Psychology	39	11	21	71	1	1	0
Registered Nursing	95	0	43	138	12	11	0
Respiratory Care	289	0	17	306	3	3	0
Veterinary Medicine	24	9	31	64	0	0	0
Vocational Nurse	50	*156	0	206	2	2	0
TOTALS	1,061	454	327	1,842	48	35	0

* Endnotes appear at the end of the report.
n/a - Not applicable

Healing Arts Agencies

COMPLAINTS REFERRED TO SWORN INVESTIGATORS FOR FORMAL INVESTIGATION

FISCAL YEAR 1995-96	INVESTIGATIONS OPENED	INVESTIGATIONS CLOSED, BY CATEGORY										INVESTIGATIONS PENDING	REFERRED TO AG	REFERRED TO DA/CA
		CONTRACTUAL	FRAUD	INCOMPETENCE/ NEGLIGENCE	PRODUCT/ SERVICE QUALITY	UNPROFESSIONAL CONDUCT	PERSONAL CONDUCT	HEALTH & SAFETY	UNLICENSED/ UNREGISTERED	OTHER	TOTAL CLOSED			
Acupuncture	13	0	2	5	0	16	1	0	5	0	29	16	9	0
Behavioral Science Examiners	117	n/a	9	32	n/a	57	4	n/a	14	2	118	102	68	2
Dental Examiners	461	0	37	226	0	69	60	7	60	0	459	452	18	1
Dispensing Opticians	2	0	0	0	0	2	0	0	2	0	4	1	0	0
Hearing Aid Dispensers	31	0	38	4	0	3	0	0	12	0	57	16	18	9
Nursing Home Administrators	0	0	0	1	0	1	0	0	0	0	2	0	1	0
Optometry	26	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	22	19	6	4
Physical Therapy	69	0	28	3	0	57	6	1	67	4	166	67	17	3
Physician Assistant	54	0	0	5	0	20	13	4	12	3	57	42	19	0
Physicians/Surgeons	1,747	0	167	728	0	471	129	140	123	54	1,812	1,783	409	68
Podiatric Medicine	43	0	15	29	0	12	2	1	9	4	72	54	18	4
Psychiatric Technician	59	0	0	0	0	31	7	0	0	0	38	45	29	3
Psychology	130	0	21	9	0	50	13	1	28	3	125	163	40	6
Registered Nursing*	790	0	16	193	n/a	318	273	15	86	23	924	583	210	21
Respiratory Care	55	0	2	1	0	1	9	1	7	0	21	34	21	1
Speech-Language Pathology & Audiology	1	0	0	0	0	1	0	0	0	0	1	1	n/a	n/a
Veterinary Medicine	23	0	1	12	0	2	0	0	8	0	23	27	11	NDA
Vocational Nurse	136	0	7	2	0	77	24	0	1	0	111	101	46	21
TOTALS	3,757	0	343	1,250	0	1,188	541	170	434	93	4,041	3,506	940	143

* Endnotes appear at the end of the report.

n/a - Not applicable

NDA - Due to the nature of the tracking systems, the data cannot be displayed in this format.

Healing Arts Agencies

COMPLAINTS REFERRED TO NON-SWORN INVESTIGATORS FOR FORMAL INVESTIGATION

FISCAL YEAR 1995-96	INVESTIGATIONS OPENED	INVESTIGATIONS CLOSED, BY CATEGORY										INVESTIGATIONS PENDING	REFERRED TO AG	REFERRED TO DA/CA
		CONTRACTUAL	FRAUD	INCOMPETENCE/ NEGLIGENCE	PRODUCT/ SERVICE QUALITY	UNPROFESSIONAL CONDUCT	PERSONAL CONDUCT	HEALTH & SAFETY	UNLICENSED/ UNREGISTERED	OTHER	TOTAL CLOSED			
Pharmacy	510	0	0	0	0	148	13	232	54	33	480	587	69	0
Physicians/Surgeons	251	0	0	27	0	125	67	9	0	3	231	68	101	0
Podiatric Medicine	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Respiratory Care	342	0	14	3	0	9	241	2	17	24	310	279	56	0
TOTALS	1,103	0	14	30	0	282	321	243	71	60	1,021	934	226	0

ACTIONS FILED

FISCAL YEAR 1995-96	ACCUSATIONS/ PETITIONS TO REVOKE PROBATION FILED	STATEMENT OF ISSUES FILED	CITATIONS ISSUED	CRIMINAL ACTIONS FILED	CIVIL ACTIONS FILED	RESTRAINING ORDERS/ INTERIM SUSPENSION ORDERS ISSUED
Acupuncture	2	0	0	1	0	0
Behaviorial Science Examiners	66	8	n/a	0	0	1
Dental Examiners	57	10	40	12	0	4
Dispensing Opticians	0	0	0	0	0	0
Hearing Aid Dispensers	13	0	2	4	0	0
Nursing Home Administrators	1	0	0	0	0	0
Optometry	5	0	0	4	0	0
Pharmacy	59	3	26	0	0	1
Physical Therapy	9	0	0	2	0	2
Physician Assistant	11	0	0	0	0	0
Physicians/Surgeons	262	2	152	39	1	37
Podiatric Medicine	10	1	2	2	0	1
Psychiatric Technician	48	3	1	2	0	0
Psychology	26	5	n/a	6	0	1
Registered Nursing	173	20	0	29	0	1
Respiratory Care	47	37	n/a	1	0	0
Veterinary Medicine	4	1	56	0	0	0
Vocational Nurse	109	9	5	12	0	0
TOTALS	902	99	284	114	1	48

n/a - Not applicable

Healing Arts Agencies

ADMINISTRATIVE OUTCOMES AGAINST LICENSES/REGISTRATIONS/CERTIFICATES/PERMITS

FISCAL YEAR 1995-96	REVOCATION	SURRENDER OF LICENSE	PROBATION WITH SUSPENSION	SUSPENSION ONLY	PROBATION ONLY	PUBLIC REPRIMAND	LICENSES DENIED	OTHER DECISIONS	WITHDRAWN/ DISMISSED
Acupuncture	2	3	1	0	0	1	0	0	1
Behavioral Science Examiners	31	9	7	0	14	1	8	0	12
Dental Examiners	12	2	13	0	27	0	0	3	8
Hearing Aid Dispensers	10	3	1	0	2	0	0	0	3
Nursing Home Administrators	0	2	0	0	1	0	0	0	2
Optometry	1	0	3	0	1	0	0	0	0
Pharmacy	31	3	13	0	14	0	3	1	2
Physical Therapy	3	0	3	0	1	0	0	1	1
Physician Assistant	2	2	1	0	4	3	0	0	0
Physicians/Surgeons	62	52	29	1	129	67	5	4	79
Podiatric Medicine	3	4	2	0	3	1	0	0	1
Psychiatric Technician	36	0	0	0	12	0	2	0	2
Psychology	8	4	2	0	12	0	1	1	2
Registered Nursing	77	14	2	1	69	0	7	2	23
Respiratory Care	25	7	2	0	49	0	12	2	0
Speech-Language Pathology & Audiology	0	0	0	0	3	0	0	0	0
Veterinary Medicine	1	2	3	0	0	0	0	0	2
Vocational Nurse	75	4	0	1	25	0	1	0	5
TOTALS	379	111	82	3	366	73	39	14	143

Healing Arts Agencies

PETITIONS FOR PENALTY RELIEF

FISCAL YEAR 1995/96	PETITIONS FOR MODIFICATION/TERMINATION OF PROBATION		PETITIONS FOR REINSTATEMENT OF REVOKED LICENSES/REGISTRATIONS	
	GRANTED	DENIED	GRANTED	DENIED
Behavioral Science Examiners	1	2	0	1
Dental Examiners	3	2	1	3
Optometry	0	0	0	2
Pharmacy	6	2	1	3
Physicians/Surgeons	9	8	8	8
Podiatric Medicine	1	0	0	1
Psychiatric Technician	2	4	1	1
Psychology	0	3	0	0
Registered Nursing	7	6	9	7
Veterinary Medicine	1	1	0	0
Vocational Nurse	2	4	2	9
TOTALS	32	32	22	35

INSPECTION DATA

FISCAL YEAR 1995-96	TOTAL NUMBER INSPECTIONS	NOTICES OF VIOLATION ISSUED	COMPLIANCE VERIFIED	INSPECTION CITATIONS ISSUED
Dental Examiners	42	26	22	40
Nursing Home Administrators	n/a	n/a	n/a	n/a
Pharmacy	1,764	88	n/a	0
Veterinary Medicine	384	434	184	0
TOTALS	2,190	548	206	40

DRUG DIVERSION PROGRAMS

FISCAL YEAR 1995-96	REFERRALS			CASES CLOSED				
	SELF REFERRALS	BOARD REFERRALS	TOTAL NO. OF PARTICIPANTS	SUCCESSFUL COMPLETIONS	NON-COMPLIANCE	WITHDRAWALS	NOT ELIGIBLE/NOT INTERESTED	TOTAL CASES CLOSED
Dental Examiners	29	26	55	7	1	3	2	13
Pharmacy	12	13	60	10	3	6	0	*19
Physical Therapy	1	1	2	0	2	0	0	2
Physician Assistant	5	0	6	0	1	0	0	1
Physicians/Surgeons	131	74	205	45	4	13	28	90
Podiatric Medicine	3	0	7	0	2	0	2	4
Registered Nursing	75	82	393	78	34	31	3	146
Veterinary Medicine	1	1	5	1	1	0	0	2
TOTALS	257	197	733	141	48	53	35	277

* Endnotes appear at the end of the report.
n/a - Not applicable

Healing Arts Agencies

MONETARY SAVINGS/COST RECOVERIES/RESTITUTIONS

FISCAL YEAR 1995-96	REFUNDED TO CONSUMERS	REWORK-NO CHARGE TO CONSUMERS	ADJUSTMENTS IN MONEY OWED/ PRODUCT RETURN/ EXCHANGE	TOTAL SAVINGS ACHIEVED CONSUMERS	TOTAL COST RECOVERIES ORDERED TO BOARD	TOTAL RESTITUTION ORDERED TO CONSUMERS
Acupuncture	n/a	n/a	n/a	\$0	\$12,960	\$0
Behaviorial Science Examiners	n/a	n/a	n/a	\$0	\$170,436	\$20,000
Dental Examiners	\$115,702	\$21,244	\$17,196	\$154,142	\$332,263	\$0
Hearing Aid Dispensers	\$38,330	\$0	\$0	\$38,330	\$17,525	\$995
Optometry	\$1,046	NDA	NDA	\$1,046	\$7,520	n/a
Pharmacy	n/a	n/a	n/a	\$0	\$98,229	n/a
Physical Therapy	n/a	n/a	n/a	\$0	\$15,139	n/a
Physicians/Surgeons	n/a	n/a	n/a	\$0	\$1,095,500	\$663,700
Podiatric Medicine	n/a	n/a	n/a	\$0	\$17,600	\$0
Psychiatric Technician	n/a	n/a	n/a	\$0	\$16,013	NDA
Psychology	n/a	n/a	n/a	\$0	\$96,588	\$3,800
Registered Nursing	n/a	n/a	n/a	\$0	\$122,435	n/a
Respiratory Care	n/a	n/a	n/a	\$0	\$41,794	n/a
Veterinary Medicine	n/a	NDA	n/a	\$0	\$53,400	\$0
Vocational Nurse	n/a	n/a	n/a	\$0	\$54,387	NDA
TOTALS				\$193,518	\$2,151,790	\$688,495

n/a - Not applicable

NDA - Due to the nature of the tracking systems, the data cannot be displayed in this format.

Design/Construction Agencies

	LICENSES & REGISTRATIONS							EXAMINATIONS			
	LICENSING ACTIVITY							TOTAL NUMBER OF EXAMS SCHEDULED	PASS RATE %		
	APPLICATIONS RECEIVED	APPLICATIONS DENIED	LICENSES/ REGISTRATIONS ISSUED	TOTAL ACTIVE LICENSES/ REGISTRATIONS	TOTAL INACTIVE LICENSES/ REGISTRATIONS	LICENSES/ REGISTRATIONS RENEWED	WRITTEN		ORAL	CLINICAL/ PRACTICAL	
FISCAL YEAR 1995-96											
Architectural Examiners	667	4	699	20,407	4,018	11,950	13,678	52%	59%	27%	
Contractors	29,044	369	19,165	210,148	71,333	111,550	39,819	68%	n/a	n/a	
Geologists and Geophysicists	670	7	327	4,470	n/a	1,903	709	34%	n/a	n/a	
Landscape Architects	154	3	76	2,674	593	1,319	151	29%	n/a	n/a	
Professional Engineers & Land Surveyors	8,887	0	1,504	90,012	36,338	17,514	13,049	39%	n/a	n/a	
Structural Pest Control	11,190	5	4,099	16,842	n/a	2,389	10,976	45%	n/a	n/a	
TOTALS	50,612	388	25,870	344,553	112,282	146,625	78,382				

	CERTIFICATES AND PERMITS							EXAMINATIONS			
	ACTIVITY							TOTAL NUMBER OF EXAMS SCHEDULED	PASS RATE %		
	APPLICATIONS RECEIVED	APPLICATIONS DENIED	CERTIFICATES/ PERMITS ISSUED	TOTAL ACTIVE CERTIFICATES/ PERMITS	TOTAL INACTIVE CERTIFICATES/ PERMITS	CERTIFICATES/ PERMITS RENEWED	WRITTEN		ORAL	CLINICAL/ PRACTICAL	
FISCAL YEAR 1995-96											
Contractors	493	0	493	3,842	782	n/a	n/a	n/a	n/a	n/a	
Geologists and Geophysicists	403	10	514	1,926	n/a	693	505	55%	n/a	n/a	
Landscape Architects	5	0	5	5	0	0	n/a	n/a	n/a	n/a	
Professional Engineers & Land Surveyors	6,610	0	1,510	187,349	n/a	n/a	6,831	47%	n/a	n/a	
Structural Pest Control	n/a	n/a	n/a	4,170	n/a	n/a	n/a	n/a	n/a	n/a	
TOTALS	7,511	10	2,522	197,292	782	693	7,336				

n/a - Not applicable

Design/Construction Agencies

FINGERPRINTS

FISCAL YEAR 1995-96	YES or NO	NUMBER OF CRIMINAL RECORDS RECEIVED
Architectural Examiners	No	n/a
Contractors	No	n/a
Geologists and Geophysicists	No	n/a
Landscape Architects	No	n/a
Professional Engineers & Land Surveyors	No	n/a
Structural Pest Control	Yes	33
TOTAL		33

APPROVALS/ACCREDITATIONS & CONTINUING EDUCATION

FISCAL YEAR 1995-96	SCHOOLS	CONTINUING EDUCATION	
	NUMBER OF APPROVALS/ACCREDITATIONS	NUMBER OF PROVIDERS	NUMBER OF AUDITS
Landscape Architects	2	n/a	n/a
Structural Pest Control	3,451	220	32
TOTALS	3,453	220	32

COMPLAINTS RECEIVED BY SOURCE

FISCAL YEAR 1995-96	PUBLIC	GOVERNMENT/ LAW ENFORCEMENT	B & P CODE SECTION 800	PROFESSION	INTERNAL/ OTHER	TOTAL RECEIVED
Architectural Examiners	87	13	n/a	86	113	299
Contractors	21,960	127	n/a	2,274	6,445	30,806
Geologists and Geophysicists	4	1	n/a	9	3	17
Landscape Architects	3	2	n/a	12	6	23
Professional Engineers & Land Surveyors	159	6	n/a	12	102	279
Structural Pest Control	939	0	n/a	33	15	987
TOTALS	23,152	149		2,426	6,684	32,411

Design/Construction Agencies

COMPLAINTS CLOSED WITHOUT GOING TO INVESTIGATION, BY CATEGORY

FISCAL YEAR 1995-96	CONTRACTUAL	FRAUD	INCOMPETENCE/ NEGLIGENCE	PRODUCT/ SERVICE QUALITY	UNPROFESSIONAL CONDUCT	PERSONAL CONDUCT	HEALTH & SAFETY	UNLICENSED/ UNREGISTERED	NON- JURISDICTIONAL	OTHER	TOTAL CLOSED	TOTAL COMPLAINTS PENDING
Architectural Examiners	6	1	9	0	4	1	0	131	9	0	161	152
Contractors	319	258	4,437	0	3,397	50	197	2,342	2,094	130	13,224	6,722
Geologists and Geophysicists	1	0	4	0	1	0	0	6	0	0	12	9
Landscape Architects	3	1	1	0	1	0	1	23	1	9	40	9
Structural Pest Control	335	0	157	0	0	0	1	1	99	41	634	370
TOTALS	664	260	4,608	0	3,403	51	199	2,503	2,203	180	14,071	7,262

INFORMAL ACTIONS

FISCAL YEAR 1995-96	WARNING/CEASE & DESIST LETTERS ISSUED	OFFICE CONFERENCE/ INFORMAL HEARING	REPRIMAND/ VIOLATION/EDUCATION LETTERS ISSUED	TOTAL INFORMAL ACTIONS
Architectural Examiners	141	1	5	147
Contractors	5,940	n/a	n/a	5,940
Geologists and Geophysicists	4	0	0	4
Landscape Architects	14	0	13	27
Professional Engineers & Land Surveyors	29	2	91	122
Structural Pest Control	25	0	208	233
TOTALS	6,153	3	317	6,473

n/a - Not applicable

Design/Construction Agencies

COMPLAINTS REFERRED TO SWORN INVESTIGATORS FOR FORMAL INVESTIGATION

FISCAL YEAR 1995-96	INVESTIGATIONS OPENED	INVESTIGATIONS CLOSED, BY CATEGORY										INVESTIGATIONS PENDING	REFERRED TO AG	REFERRED TO DA/CA
		CONTRACTUAL	FRAUD	INCOMPETENCE/ NEGLIGENCE	PRODUCT/ SERVICE QUALITY	UNPROFESSIONAL CONDUCT	PERSONAL CONDUCT	HEALTH & SAFETY	UNLICENSED/ UNREGISTERED	OTHER	TOTAL CLOSED			
Architectural Examiners	40	1	1	3	0	2	0	0	6	0	13	32	3	5
Contractors	30,806	258	277	6,484	0	3,274	91	410	6,319	2,540	19,653	6,722	5,040	845
Geologists & Geophysicists	3	0	0	0	0	0	0	0	1	2	3	3	1	0
Landscape Architects	0	0	0	2	0	1	0	0	1	0	4	1	0	1
Professional Engineers & Land Surveyors	26	1	7	7	n/a	n/a	n/a	n/a	26	0	41	11	0	13
Structural Pest Control	38	2	0	1	0	0	0	1	73	0	77	14	0	12
TOTALS	30,913	262	285	6,497	0	3,277	91	411	6,426	2,542	19,791	6,783	5,044	876

COMPLAINTS REFERRED TO NON-SWORN INVESTIGATORS FOR FORMAL INVESTIGATION

FISCAL YEAR 1995-96	INVESTIGATIONS OPENED	INVESTIGATIONS CLOSED, BY CATEGORY										INVESTIGATIONS PENDING	REFERRED TO AG	REFERRED TO DA/CA
		CONTRACTUAL	FRAUD	INCOMPETENCE/ NEGLIGENCE	PRODUCT/ SERVICE QUALITY	UNPROFESSIONAL CONDUCT	PERSONAL CONDUCT	HEALTH & SAFETY	UNLICENSED/ UNREGISTERED	OTHER	TOTAL CLOSED			
Architectural Examiners	70	14	4	32	0	30	1	1	30	0	112	18	4	0
Professional Engineers & Land Surveyors	253	18	61	103	n/a	n/a	n/a	n/a	46	2	230	122	21	0
Structural Pest Control	366	139	2	161	0	0	0	1	17	79	399	251	39	0
TOTALS	689	171	67	296	0	30	1	2	93	81	741	391	64	0

n/a - Not applicable

Design/Construction Agencies

ACTIONS FILED

FISCAL YEAR 1995-96	ACCUSATIONS/ PETITIONS TO REVOKE PROBATION FILED	STATEMENT OF ISSUES FILED	CITATIONS ISSUED	CRIMINAL ACTIONS FILED	CIVIL ACTIONS FILED	RESTRAINING ORDERS/ INTERIM SUSPENSION ORDERS ISSUED
Architectural Examiners	3	0	4	3	0	0
Contractors	356	44	3,976	845	0	0
Landscape Architects	NDA	NDA	15	NDA	NDA	NDA
Professional Engineers & Land Surveyors	16	7	7	8	n/a	n/a
Structural Pest Control	*42	15	352	0	1	0
TOTALS	417	66	4,354	856	1	0

ADMINISTRATIVE OUTCOMES AGAINST LICENSES/REGISTRATIONS/CERTIFICATES/PERMITS

FISCAL YEAR 1995-96	REVOCAATION	SURRENDER OF LICENSE	PROBATION WITH SUSPENSION	SUSPENSION ONLY	PROBATION ONLY	PUBLIC REPRIMAND	LICENSES DENIED	OTHER DECISIONS	WITHDRAWN/ DISMISSED
Architectural Examiners	1	0	1	0	0	0	0	0	0
Contractors	1,040	n/a	n/a	1,192	n/a	n/a	14	n/a	41
Geologists and Geophysicists	0	0	1	0	0	0	0	1	1
Landscape Architects	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	3
Professional Engineers & Land Surveyors	4	3	9	2	2	0	4	7	5
Structural Pest Control	35	0	34	1	5	0	7	0	6
TOTALS	1,080	3	45	1,195	7	0	25	8	56

* Endnotes appear at the end of the report.

n/a - Not applicable

NDA - Due to the nature of the tracking systems, the data cannot be displayed in this format.

Design/Construction Agencies

PETITIONS FOR PENALTY RELIEF

FISCAL YEAR 1995/96	PETITIONS FOR MODIFICATION/TERMINATION OF PROBATION		PETITIONS FOR REINSTATEMENT OF REVOKED LICENSES/REGISTRATIONS	
	GRANTED	DENIED	GRANTED	DENIED
Structural Pest Control	0	1	2	12

INSPECTION DATA

FISCAL YEAR 1995-96	TOTAL NUMBER INSPECTIONS	NOTICES OF VIOLATION ISSUED	COMPLIANCE VERIFIED	INSPECTION CITATIONS ISSUED
Structural Pest Control	71	24	NDA	n/a

MONETARY SAVINGS/COST RECOVERIES/RESTITUTIONS

FISCAL YEAR 1995-96	REFUNDED TO CONSUMERS	REWORK-NO CHARGE TO CONSUMERS	ADJUSTMENTS IN MONEY OWED/ PRODUCT RETURN/ EXCHANGE	TOTAL SAVINGS ACHIEVED CONSUMERS	TOTAL COST RECOVERIES ORDERED TO BOARD	TOTAL RESTITUTION ORDERED TO CONSUMERS
Architectural Examiners	\$100	\$0	\$0	\$100	\$3,648	\$1,750
Contractors	\$24,575,206	NDA	NDA	\$24,575,206	\$573,199	NDA
Landscape Architects	\$320	NDA	NDA	\$320	NDA	NDA
Professional Engineers & Land Surveyors	\$0	n/a	\$650	\$650	\$46,935	\$22,936
Structural Pest Control	NDA	NDA	NDA	\$325,202	NDA	NDA
TOTALS				\$24,901,478	\$623,782	\$24,686

n/a - Not applicable

NDA - Due to the nature of the tracking systems, the data cannot be displayed in this format.

STATISTICAL PROFILE ENDNOTES

LICENSES & REGISTRATIONS

Accountancy - Due to the nature of the Board's exams, the data for written exam pass percentages cannot be displayed in this table's format. The CPA exam has four sections, not all of which have to be taken at one time. 17,025 individuals were scheduled to take some portion of the exam, and 14,303 actually sat for it. For the two exams given in Fiscal Year 1995/96, between 34.09% and 39.35% of the candidates passed each of the four exam sections administered.

Automotive Repair - Written Pass Rate for the Smog Technician exam is 62%. Written Pass Rate for the Brake/Lamp Adjuster exam is 54%.

Nursing Home Administrators - Applications Received includes all applicants submitting applications for the administrator-in-training program as prerequisite for licensure, and applicants for licensure based on qualifying master's programs or licensure in another state. Actual number of applications satisfying all licensure prerequisites is 135. Applications Denied includes applications failing to meet requirements and applications pending final disciplinary action with other state agencies. Written Pass Rate consists of the average pass rate for state and national exams. Of the 4 state exams given, the pass rate ranged from 40% to 55%. Of the 4 national exams given, the pass rate ranged from 60% to 70%.

Pharmacy - Total Exams Scheduled includes 1,541 pharmacists and 908 exemptees. Written Pass Rate consists of 53% for pharmacists and 44% for exemptees.

Physical Therapy (PTEC) - Does not include 278 Law and Regulation exams administered by PTEC staff.

Physician Assistant - Includes Supervising Physician data: 1,410 applications received, 1,415 issued, 8,285 active, 6,467 inactive, and 3,066 renewed.

Podiatric Medicine - Includes limited license data: 73 applications received and issued, 111 active, and 38 renewed.

Psychiatric Technicians - Total Active includes 150-day temporary licenses. Total Inactive includes delinquent, inactive, and continuing education holds.

Veterinary Medicine - Total Exams Scheduled includes 408 National Board Examination (NBE), 535 California State Board (CSB), 374 Clinical Competency Test (CCT), and 14 California Reciprocity Examinations (CRE). Written Pass Rate consists of 65% (NBE), 64% (CSB), 72% (CCT), and 100% (CRE).

Vocational Nurse - Total Active includes 150-day temporary licenses. Total Inactive includes delinquent, inactive, and continuing education holds.

CERTIFICATES & PERMITS

Athletic Commission - Applications Received are closed circuit telecast permits.

Dental Auxiliaries - Consists of nonrenewable X-Ray certificates and license certifications.

Nursing Home Administrators - Certificates issued to currently licensed nursing home administrators who attend Board-sponsored preceptor training.

Physician Assistant - Includes Training Program data: 2 applications received, 59 active certificates/permits, and 22 inactive certificates/permits; Interim Approval data: 166 applications received and 156 active certificates/permits.

Podiatric Medicine - Includes 19 Ankle Surgery Certificates.

Vocational Nurse - Includes 615 interim permits, 2,639 Intravenous (I.V.) certs, 1,442 Blood Withdrawal (B.W.) certs, and 664 Intravenous/Blood Withdrawal (I.V.B.W.) certs.

FINGERPRINTS

Athletic Commission - Required for original promoter, matchmaker, and manager applicants.

Nursing Home Administrators - Required for all applicants effective 2/15/96. Formerly, fingerprints were required only if applicant disclosed criminal conviction on application form.

APPROVALS/ACCREDITATIONS

Registered Veterinary Technicians (RVT) - Annual reports requested and received from accredited private RVT schools.

COMPLAINTS RECEIVED, BY SOURCE

Athletic Commission - Public is telephone complaints against unregulated martial arts schools. Internal/Other is boxer/manager contract disputes.

COMPLAINTS CLOSED, BY CATEGORY

Athletic Commission - Boxer/manager contract disputes settled by Commission arbitration.

Nursing Home Administrators - Complaint closed data not available by category. Total number of closed complaints is 6.

Registered Nursing - Includes 57 complaints referred to the Attorney General's Office for disciplinary action.

INFORMAL ACTIONS

Automotive Repair/Electronic & Appliance Repair/Home Furnishings & Thermal Insulation/Security & Investigative Services/Tax Preparers - Includes unlicensed activity warning letters.

Psychiatric Technician - Includes 81 probation meetings and 11 remediation meetings.

Vocational Nurse - Includes 153 probation meetings and 3 remediation meetings.

COMPLAINTS REFERRED TO SWORN INVESTIGATORS

Accountancy - Investigations closed by category and referred to AG are combined under "Complaints Referred to Non-Sworn Investigators for Formal Investigation."

Registered Nursing - Includes complaints referred to non-sworn investigators.

COMPLAINTS REFERRED TO NON-SWORN INVESTIGATORS

Accountancy - Total Closed includes 62 complaints referred to sworn investigators for formal investigation. Referred to

AG includes data for complaints referred to both sworn and non-sworn investigators.

Home Furnishings & Thermal Insulation - Includes complaints referred to DA/CA.

ACTIONS FILED

Structural Pest Control - Each accusation involves multiple licensees.

Tax Preparers - Includes 23 infractions.

ADMINISTRATIVE OUTCOMES

Athletic Commission - Revocation is professional boxers retired for inability to compete. Suspension Only is medical suspensions for boxers knocked out.

DRUG DIVERSION PROGRAMS

Pharmacy - Does not include 1 deceased participant.

GLOSSARY OF TERMS IN STATISTICAL PROFILE

ACCUSATION A formal, written statement of charges.

B&P CODE The Business and Professions Code, which contains the statutes governing the Department of Consumer Affairs and its licensing boards.*

B&P CODE SECTION 480-485 A statute authorizing denial of applications.

B&P CODE SECTION 800 A statute requiring specified healing arts boards to create and maintain a central file containing a historical record of licensees.

CERTIFICATE/PERMIT A document issued to an individual who also holds a valid license or registration that requires a secondary permit or certificate for specialized work.

CITATION A written formal order to pay a fine and/or correct a condition.

CIVIL ACTION A court proceeding initiated by a person or other entity to enforce private rights or obtain redress.

COMPLAINT A communication alleging a violation of the Practice Act.

CONTINUING EDUCATION Additional education required by a board for license renewal.

CONTRACTUAL (VIOLATION) Failure to comply with terms of a contract or invoice or to honor a warranty.

COST RECOVERY An order directing a licensee to pay the costs of investigating and prosecuting an administrative disciplinary action against the licensee.

CRIMINAL ACTION The proceeding by which a party charged with a crime is accused and brought to trial.

FORMAL INVESTIGATIONS BY NON-SWORN INVESTIGATORS
Complaints referred to a non-sworn board investigator, inspector, or consultant to determine if violation of law has occurred.

FORMAL INVESTIGATIONS BY SWORN INVESTIGATORS
Complaints referred to the Division of Investigation or a sworn board investigator to determine if violations of law have occurred.

FRAUD Intentional acts of misrepresentation, misleading advertising, substitution of goods/services, fraudulent billing, or unfair business practices (B&P Code Section 17200).

HEALTH & SAFETY (VIOLATION) Improper use of a toxic or hazardous substance, prescription abuses, sanitation deficiencies, and sale of dangerous substances or products.

INCOMPETENCE/NEGLIGENCE Substandard workmanship, malpractice, departure from the professional standards of practice, quality of care issues, inadequate skills, or lack of knowledge.

INFORMAL ACTION Notification informing a licensee that he or she is in violation of the statutes or regulations of a board. The notification is accomplished by a letter of reprimand, notice of warning, violation letter, office conference, informal hearing, education letter, or cease and desist letter.

INSPECTION Investigation of a licensed business resulting from a consumer complaint or other enforcement purpose.

INTERIM SUSPENSION ORDER A temporary order of an Administrative Law Judge that immediately suspends a license pending the outcome of disciplinary action taken by a board.

MONETARY SAVINGS A refund to the consumer achieved through mediation efforts arranged and facilitated by DCA. Refunds may include actual money, services performed without charge, changes made in dollar amounts owed by the consumer, or return and exchange of product purchased.

NON-JURISDICTIONAL Issues not specifically covered by statute (fee disputes, discourtesy, referrals to other agencies, etc.).

NOTICE OF VIOLATION A notice to a licensee documenting the licensee's failure to comply with a statute or regulation.

PERSONAL CONDUCT Drug/alcohol abuse, moral turpitude, mental illness, or conviction of a crime (regardless of the nature of the crime).

PETITION FOR MODIFICATION/TERMINATION OF PROBATION
A request by a licensee who is on probation as a result of a disciplinary action to change or delete specified terms of the probation or to end the probation prior to its designated completion date.

PETITION FOR REINSTATEMENT A request by a licensee whose license has been revoked to have the license reinstated.

PETITION TO COMPEL EXAMINATION A formal order by the board requiring a licensee to take a psychological, physical, or competency exam. Failure to comply with the order may result in additional action by the board.

PETITION TO REVOKE PROBATION A request filed by a board to terminate probation resulting from the licensee's failure to comply with some or all terms of probation.

* For the sake of convenience, the term "board" has been used in this glossary to represent a DCA licensing board, bureau, program, committee, or commission.

PROBATION A license placed on probation as a result of a disciplinary action with specified terms and conditions attached. (Also included is suspension stayed, probation only; revocation stayed, probation only; revocation stayed, condition and probation; and initial licenses and reinstatements issued on probation.)

PROBATION WITH SUSPENSION A license placed on probation with a specified suspension period resulting from a disciplinary action. (Also included is revocation stayed, suspension and probation; suspension stayed, suspension and probation; revocation stayed, suspension, condition, and probation.)

PRODUCT/SERVICE QUALITY (VIOLATION) Defective goods, product does not perform as warranted, or dissatisfaction with services rendered.

PUBLIC REPRIMAND A reproof of a licensee that is a matter of public record for conduct in violation of the law. (Also included are public letters of reprimand pursuant to B&P Code Section 2233.)

REFERRED TO AG When an investigation of a complaint regarding the conduct of a licensee reveals violation of the Business and Professions Code, the results are submitted to the State Attorney General (AG) for administrative purposes.

REFERRED TO DA/CA When an investigation of a complaint regarding the conduct of a licensee reveals violation of the Business and Professions Code, the results are turned over to the local district attorney (DA) or a city attorney (CA) for legal action.

RESTITUTION An order from a court directing a licensee to pay the consumer moneys resulting from a disciplinary action against the licensee.

RESTRAINING ORDER An order from a court to refrain from engaging in particular unlawful conduct.

REVOCAION The invalidation of an individual's license to practice a profession as a result of an administrative or disciplinary action.

SCHOOL APPROVAL/ACCREDITATION Certification that a school meets the required criteria for licensure.

STATEMENT OF ISSUES A formal, written statement of charges denying an application for a license.

SURRENDER OF LICENSE The voluntary surrender of a license by a licensee resulting from a disciplinary action.

SUSPENSION A decision resulting from a disciplinary action whereby the right to practice a profession is temporarily discontinued or withdrawn. (Also included is revocation stayed, suspension only.)

UNLICENSED/UNREGISTERED Unlicensed/unregistered activity, or aiding and abetting unlicensed activity.

UNPROFESSIONAL CONDUCT Unethical business practices (sexual misconduct, client abandonment, failure to release/return records, or breach of confidentiality).

ASSISTANCE PROVIDED & BUSINESSES & PROFESSIONS LICENSED & REGULATED BY THE DEPARTMENT OF CONSUMER AFFAIRS

UPDATED THROUGH DECEMBER 1, 1996

BOARD RELATIONS

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Liaison between the Department
and its boards, committees, and
commission

CONSUMER INFORMATION & ANALYSIS DIVISION

400 R Street, Suite 1080
Sacramento, CA 95814
(916) 445-1254 (800) 952-5210
TDD (916) 322 1700
TDD (800) 326-2297

Assistance with consumer
complaints and inquiries (available
in English, Spanish, and 133 other
languages)

DISPUTE RESOLUTION OFFICE

400 R Street, Suite 3090
Sacramento, CA 95814
(916) 322-5254

Guidance and assistance to county
dispute resolution programs

COMMUNICATIONS & EDUCATION DIVISION

400 R Street, Suite 3060
Sacramento, CA 95814
(916) 324-1691

Assistance with media, public,
legislative, and governmental
inquiries

ACCOUNTANCY, Board of

Carol Sigmann, Executive Officer
2000 Evergreen Street, Suite 250
Sacramento, CA 95815
(916) 263-3680

Certified public accountants (CPA)
Public accountants (PA)
CPA or PA corporations and
partnerships

ACUPUNCTURE COMMITTEE

Marilyn Nielsen, Executive Officer
1424 Howe Avenue, Suite 37
Sacramento, CA 95825
(916) 263-2680

Certified acupuncturists

ARBITRATION REVIEW PROGRAM

Peter Brightbill, Chief
400 R Street
Sacramento, CA 95814
(916) 323-3406

Certification and monitoring of
automobile manufacturer
arbitration programs to ensure
compliance with the Lemon Law
and other statutes

ARCHITECTURAL EXAMINERS, Board of

Stephen P. Sands, Executive Officer
400 R Street, Suite 4000
Sacramento, CA 95814
(916) 445-3393

Architects

ATHLETIC COMMISSION

Richard DeCuir, Executive Officer
1424 Howe Avenue, Suite 33
Sacramento, CA 95825
(916) 263-2195

5757 West Century Blvd, Suite 16
Los Angeles, CA 90045
(310) 641-8668

Announcers
Assistant matchmakers
Box office employees
Boxers (professional and amateur)
Doorpersons
Full contact karate (kickboxers)
(professional and amateur)
Gyms
Judges (professional and amateur)
Managers
Promoters and matchmakers
Referees (professional and amateur)
Sparring permits
Ticket sellers
Ticket takers
Timekeepers
Trainers/seconds

AUTOMOTIVE REPAIR, Bureau of

K. Martin Keller, Chief
400 R Street, Suite 3000
Sacramento, CA 95814
(916) 445-7964

Automotive repair facilities
Lamp and brake inspection stations
Smog check stations and technicians

BARBERING & COSMETOLOGY, Board of

Pamela Ramsey, Executive Officer
400 R Street, Suite 4080
Sacramento, CA 95814
(916) 445-7061

Apprentices (barber, cosmetology,
electrology)
Barber instructors
Barbers
Board-licensed establishments
Cosmetologists
Cosmetology instructors
Electrologists
Estheticians
Manicurists
Provisional instructors
(The Board no longer licenses schools
but does approve curriculum.)

**BEHAVIORAL SCIENCE
EXAMINERS, Board of**

Sherry Mehl, Executive Officer
400 R Street, Suite 3150
Sacramento, CA 95814
(916) 445-4933

Educational psychologists
Licensed clinical social worker
corporations
Licensed clinical social workers
Registered associate clinical social
workers
Licensed marriage, family, and child
counselor corporations
Marriage, family, and child counselor
registered interns
Marriage, family, and child
counselors
Marriage, family, and child counselor
registered trainees

**CEMETERY & FUNERAL
PROGRAMS**

Peter Brightbill, Chief
400 R Street, Suite 3040
Sacramento, CA 95814
(916) 322-7737

Cemeteries, cemetery sales agents,
cemetery brokers
Crematories
Cremated remains disposers

Apprentice embalmers
Embalmers
Funeral directors
Apprenticeship training
establishments
Preneed funeral arrangement trusts

**CONTRACTORS STATE
LICENSE BOARD**

Gail Jesswein, Registrar
9835 Goethe Road
Sacramento, CA 95827
(916) 255-3985
(800) 321-2752

General engineering contractors -
Class A
General building contractors -
Class B
Specialty contractors - Class C

Boiler, hot water, heating, and steam
fitting
Building moving/demolition
Cabinet and mill work
Concrete
Drywall
Electrical (general)
Electrical sign
Elevator
Earthwork and paving
Fencing
Fire protection
Flooring and floor covering
General manufactured housing
Glazing
Insulation and acoustical
Landscaping
Lathing
Low voltage systems
Masonry
Metal roofing
Ornamental metal
Painting and decorating
Parking and highway improvement
Pipeline
Plastering
Plumbing
Reinforcing steel
Refrigeration
Roofing
Sanitation systems
Sheet metal
Solar
Structural steel
Swimming pool
Tile (ceramic and mosaic)
Warm-air heating, ventilating and air
conditioning
Water conditioning
Welding
Well drilling (water)
Limited specialty (29 sublicenses)

**COURT REPORTERS BOARD OF
CALIFORNIA**

Rick Black, Executive Officer
2535 Capitol Oaks Dr., Suite 230
Sacramento, CA 95833
(916) 263-3660

Court reporters

DENTAL EXAMINERS, Board of

Georgetta Coleman, Executive Officer
1432 Howe Avenue, Suite 85
Sacramento, CA 95825
(916) 263-2300

Dentists

**DENTAL AUXILIARIES,
Committee On**

Karen Wyant, Executive Officer
1428 Howe Avenue, Suite 58
Sacramento, CA 95825
(916) 263-2595

Registered dental hygienists in
extended functions
Registered dental hygienists
Registered dental assistants in
extended functions
Registered dental assistants

**ELECTRONIC AND APPLIANCE
REPAIR, Bureau of**

Karen Hatchel, Chief
400 R Street, Suite 3040
Sacramento, CA 95814
(916) 445-4752

Registration of businesses engaged in:
Automotive radio and stereo
installation and repair
Automotive security system
installation and repair
Cellular phone installation and
repair
Combination electronic and
appliance repair
Home entertainment electronics
repair
Home office electronics repair
Major home appliance repair
Residential antenna installation and
repair (includes satellite antennas)
Service contract sales
Service contract administration

ENGINEERS AND LAND SURVEYORS, Board of Registration for Professional

Cindi Christenson, Executive Officer
2535 Capitol Oaks Dr., Ste. 300
Sacramento, CA 95833
(916) 263-2222

The Board registers the following:

Agricultural engineers
Chemical engineers
Civil engineers
Control system engineers
Corrosion engineers
Electrical engineers
Fire protection engineers
Geotechnical engineers
Industrial engineers
Land surveyors
Manufacturing engineers
Mechanical engineers
Metallurgical engineers
Nuclear engineers
Petroleum engineers
Photogrammetric engineers
Quality engineers
Safety engineers
Structural engineers
Traffic engineers

The Board certifies the following:

Engineers-in-training
Land surveyors-in-training

GEOLOGISTS AND GEOPHYSICISTS, Board of Registration for

Dalton Pollard, Executive Officer
400 R Street, Suite 4060
Sacramento, CA 95814
(916) 445-1920

Engineering geologists
Geologists
Geophysicists
Hydrogeologists

GUIDE DOGS FOR THE BLIND, Board of

Pat Urena, Executive Officer
830 K Street, Room LL10
Sacramento, CA 95814
(916) 445-9041

Instructors
Training schools
Fund-raising to establish training schools

HEARING AID DISPENSERS EXAMINING COMMITTEE

Peggy Richardson, Executive Officer
1420 Howe Avenue, Suite 12
Sacramento, CA 95825
(916) 263-2288

Hearing aid dispensers

HOME FURNISHINGS AND THERMAL INSULATION, Bureau of

Karen E. Hatchel, Chief
3485 Orange Grove Avenue
North Highlands, CA 95660
(916) 574-2041

Bedding manufacturers
Bedding renovators
Bedding retailers
Bedding wholesalers
Custom upholsterers
Furniture and bedding retailers
Furniture manufacturers
Furniture retailers
Furniture wholesalers
Insulation manufacturers
Supply dealers
Sanitizers

LANDSCAPE ARCHITECTS, Board of

Jeanne Brode, Executive Officer
400 R Street, Suite 4020
Sacramento, CA 95814
(916) 445-4954

Landscape architects

MEDICAL BOARD OF CALIFORNIA

Ron Joseph, Executive Director
1426 Howe Avenue
Sacramento, CA 95825
Executive Offices: (916) 263-2389
Application inquiries: (916) 263-2499
Complaints: (916) 263-2424;
(800) 633-2322

Division of Licensing: (916) 263-2344
Fictitious name permits
Medical assistants
Midwives
Physicians and surgeons
Registered dispensing opticians
Research psychoanalysts

NURSING HOME ADMINISTRATORS, Board of

Kim Smith, Executive Officer
1420 Howe Ave., Suite 2
Sacramento, CA 95825-3227
(916) 263-2685

Nursing home administrators

OPTOMETRY, Board of

Karen L. Ollinger, Executive Officer
400 R Street, Suite 3130
Sacramento, CA 958140
(916) 323-8720

Branch offices
Fictitious name permits
Optometric corporations
Optometrists

PHARMACY, Board of

Patricia F. Harris, Executive Officer
400 R Street, Suite 4070
Sacramento, CA 95814
(916) 445-5014

Free/nonprofit/surgical/clinics
Hypodermic needle and syringe distributors
Interns
Nonresident pharmacies
Out-of-state distributors
Pharmaceutical wholesalers and exemptees
Pharmacies
Pharmacists
Pharmacy technicians

**PHYSICAL THERAPY
EXAMINING COMMITTEE**

Steven Hartzell, Executive Officer
1434 Howe Avenue, Suite 92
Sacramento, CA 95825
(916) 263-2550

Electroneuromyographers
Kinesiological electromyographers
Physical therapist assistants
Physical therapists

**PHYSICIAN ASSISTANT
EXAMINING COMMITTEE**

Ray E. Dale, Executive Officer
1424 Howe Avenue, Suite 35
Sacramento, CA 95825
(916) 263-2670

Educational training programs
Physician assistants
Supervising physicians

PODIATRIC MEDICINE, Board of

Jim Rathlesberger, Executive Officer
1420 Howe Avenue, Suite 8
Sacramento, CA 95825
(916) 263-2647

Doctors of Podiatric Medicine

BOARD OF PSYCHOLOGY

Thomas O'Connor, Executive Officer
1422 Howe Avenue, Suite 22
Sacramento, CA 95825
(916) 263-2699

Psychological assistants
Psychologists
Registered psychologists

REGISTERED NURSING, Board of

Ruth Ann Terry, Executive Officer
400 R Street, Suite 4030
Sacramento, CA 95814
(916) 322-3350

Continuing education providers
Nurse anesthetists
Nurse midwives
Nurse midwives with furnishing
number
Nurse practitioners
Nurse practitioners with furnishing
number

Psychiatric mental health nurses
Public health nurses
Registered nurses

RESPIRATORY CARE BOARD

Cathleen McCoy, Executive Officer
1426 Howe Avenue, Suite 48
Sacramento, CA 95825
(916) 263-2626

Respiratory care practitioners

**SECURITY AND INVESTIGATIVE
SERVICES, Bureau of**

John A. Nickols, Chief
400 R Street, Suite 3040
Sacramento, CA 95814
(916) 322-7530

Burglar alarm agents
Burglar alarm company operators and
managers
Firearms/baton permits
Firearms/baton training facilities and
instructors
Locksmiths
Private investigators
Private patrol operators
Repossessor employees
Repossession companies/managers
Security guards/armored car guards

**SPEECH-LANGUAGE PATHOLOGY
AND AUDIOLOGY EXAMINING
COMMITTEE**

Marilee Monagan, Executive Officer
1434 Howe Avenue, Suite 86
Sacramento, CA 95825-3240
(916) 263-2666

Audiologists
Speech-language pathologists

**STRUCTURAL PEST CONTROL
BOARD**

Donna Kingwell, Executive Officer
1422 Howe Avenue, Suite 3
Sacramento, CA 95825-3280
(916) 263-2540

Branch office registrations
Company registrations
Field representatives - Branch 1, 2, 3,
and wood roof cleaning/treatment

Operators - Branch 1, 2, 3, and
wood roof cleaning/treatment
Pesticide applicators
Branch 1 - fumigation
Branch 2 - general pest control
(nonwood type pests)
Branch 3 - termite control (wood
type pests)
Wood roof cleaning/treatment (roof
restoration)

TAX PREPARER PROGRAM

Karen Hatchel, Administrator
10220 Systems Parkway
Sacramento, CA 95827
(916) 255-3145

Tax preparers

VETERINARY MEDICAL BOARD

Susan Geranen, Executive Officer
1420 Howe Avenue, Suite 6
Sacramento, CA 95825
(916) 263-2610

Veterinary hospitals
Veterinarians

**REGISTERED VETERINARY
TECHNICIAN EXAMINING
COMMITTEE**

Susan Geranen, Executive Officer
1420 Howe Avenue, Suite 6
Sacramento, CA 95825
(916) 263-2610

Registered veterinary technicians

**VOCATIONAL NURSE/
PSYCHIATRIC TECHNICIAN
EXAMINERS, Board of**

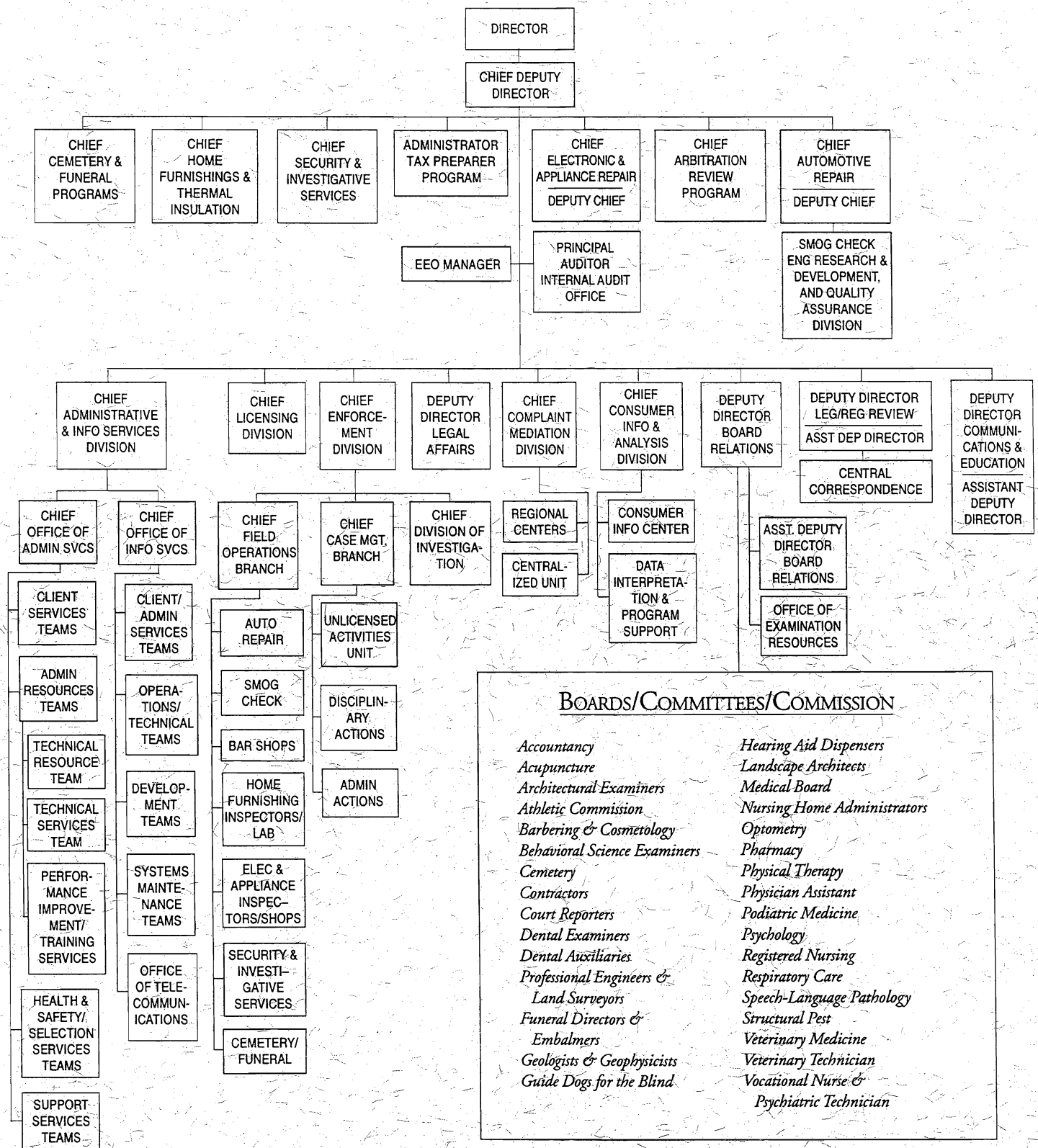
Teresa Bello-Jones, Executive Officer
2535 Capitol Oaks Dr., Suite 205
Sacramento, CA 95833
(916) 263-7800

Vocational nurses
Psychiatric technicians

THE DEPARTMENT OF CONSUMER AFFAIRS

ORGANIZATIONAL CHART

JUNE 30, 1996



BOARDS/COMMITTEES/COMMISSION

- | | |
|--|--|
| <i>Accountancy</i> | <i>Hearing Aid Dispensers</i> |
| <i>Acupuncture</i> | <i>Landscape Architects</i> |
| <i>Architectural Examiners</i> | <i>Medical Board</i> |
| <i>Athletic Commission</i> | <i>Nursing Home Administrators</i> |
| <i>Barbering & Cosmetology</i> | <i>Optometry</i> |
| <i>Behavioral Science Examiners</i> | <i>Pharmacy</i> |
| <i>Cemetery</i> | <i>Physical Therapy</i> |
| <i>Contractors</i> | <i>Physician Assistant</i> |
| <i>Court Reporters</i> | <i>Podiatric Medicine</i> |
| <i>Dental Examiners</i> | <i>Psychology</i> |
| <i>Dental Auxiliaries</i> | <i>Registered Nursing</i> |
| <i>Professional Engineers & Land Surveyors</i> | <i>Respiratory Care</i> |
| <i>Funeral Directors & Embalmers</i> | <i>Speech-Language Pathology</i> |
| <i>Geologists & Geophysicists</i> | <i>Structural Pest</i> |
| <i>Guide Dogs for the Blind</i> | <i>Veterinary Medicine</i> |
| | <i>Veterinary Technician</i> |
| | <i>Vocational Nurse & Psychiatric Technician</i> |

PUBLISHING INFORMATION

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