

California Department of Consumer Affairs 2007-2008 Annual Report



STATE OF CALIFORNIA

dca

DEPARTMENT OF CONSUMER AFFAIRS



Arnold Schwarzenegger, *Governor*
State of California

Carrie Lopez, *Director*
Department of Consumer Affairs

On the cover: The Department of Consumer Affairs' Headquarters is located in the Natomas area of Sacramento. The building is the former home of the Sacramento Kings and houses DCA's support systems and several bureaus and boards. DCA moved into the location in December 2005.

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Be an Empowered Consumer! Visitors who stopped by DCA's booth at the California State Fair received advice on how to protect themselves, how to make green consumer choices, and much more. In addition to meeting with DCA staff, consumers were able to pick up copies of DCA's many publications, plus test their own consumer knowledge at the nightly LifeSmarts game show competition.

Introduction

The Department of Consumer Affairs

Welcome to the Department of Consumer Affairs (DCA) 2008 Annual Report. While this report will highlight the DCA's annual accountability, it is also a story of accomplishment and action — solidly supporting DCA's mission statement.

The DCA mission centers on serving the interests of all California consumers by ensuring a standard of professionalism in key industries and promoting informed consumer practices. DCA is committed to continually empowering California consumers to make informed decisions and promoting the use of licensed professionals across the state.

The Department of Consumer Affairs evolved from efforts in the 19th century that sought to protect consumers from “snake oil” salesmen — traveling con artists who claimed to have cures for any ailment from heart disease to hearing loss. In one of the Legislature's first efforts to protect the public, the Legislature passed the Medical Practice Act of 1876.

During the next 30 years, more professions and vocations were brought under the state's licensing authority. By the late 1920s, ten state boards existed under what was then called the Department of Vocational and Professional Standards. In 1965, the Legislature passed the Consumer Affairs Act, giving the Department its current name and a new mandate for consumer protection.

Today, DCA encompasses more than 40 boards, bureaus and other entities. DCA issues more than 2.5 million licenses in more than 100 business and 250 professional categories, including healthcare, construction, and cosmetology. DCA's list of licensees spans the alphabet from accountants to veterinarians. DCA is powered by 2,675 employees, all working to protect consumers. DCA's headquarters is in Sacramento, with field offices around the state.

This Annual Report outlines many recent accomplishments of the boards, bureaus, and programs of the Department of Consumer Affairs. Two themes resonate through out this report. The Department is dedicated to:

- **Empowering Consumers.** DCA provides information, helps them understand their rights, and supports them in making informed decisions.
- **Supporting licensees.** DCA holds licensees to standards of professionalism, service, and ethical behavior that serve as a model for other states.

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Carrie Lopez
Director



Scott Reid
Chief Deputy Director

Introduction

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What DCA Does for Consumers — Advocacy and Education

DCA encourages consumers to empower themselves. They can do this by arming themselves with information DCA provides or by calling on the Department when they have a problem. And accessing DCA is easy — there are a number of options for consumers of all ages.

- **Phone it in!** DCA's toll-free telephone number — (800) 952-5210 — handles more than one million calls a year. Assistance is available in more than 170 languages through DCA's Language Line services.
- **Log On!** Consumers can also access a wealth of consumer protection information at www.dca.ca.gov or www.consumers.ca.gov, 24 hours a day, seven days a week. The sites also allow consumers to check a professional's license and disciplinary history and conduct other business with the Department.
- **Read all about it!** DCA provides consumers with more than 200 consumer-related publications in a variety of languages from the Department's award-winning Publications, Design and Editing Office.
- **Be Heard!** Consumers who wish to file a complaint against a business or professional can do so online at www.dca.ca.gov — a click on "To File a Complaint" will get them started. They can also call DCA's Consumer Information Center toll-free at (800) 952-5210.

Licensee Services — Ensuring fair and competitive access to products and services

DCA seeks to promote the value of the California professional license. These licenses are immensely valuable to both consumers who do business with licensees, and to the licensees themselves.

For consumers, the California professional license means they can count on competent, professional work because the licensee has met certain standards. If a consumer is harmed by a licensee, they can bring their complaints to the Department.

For licensees, the license means a level playing field, as their competitors have to meet the same competency requirements. Identifying and combating unlicensed activity is a top priority of the Department. Individuals posing as licensed professionals endanger consumers and threaten legitimate licensees with illegal competition.

The California professional license also means licensees have met model standards of competency. DCA's Office of Examination Resources ensures that licensee examinations are fair, valid, and include up to date material reflecting the most current trends and required skill sets in the practices of various licensees.

DCA is expanding its iLicensing system (BREEZE), to allow licensed professionals to apply for and renew their licenses online. The Department already offers online renewal to licensees in several professions, and will soon make these services and more available to all DCA licensees.

DCA's Boards and Advisory Committees

DCA could not accomplish its mission without the participation of hundreds of individuals who are appointed to DCA's Boards or serve on Bureau Advisory Committees. The Department is again this year acknowledging their efforts by including a list of Board members and Bureau Advisory Committee members during Fiscal Year 2007–08 on pages 72–75.

DCA's Success Stories 2007–08

During the 2007–08 Fiscal Year, DCA undertook some exciting initiatives and continued working to both protect California consumers and serve its more than 2.5 million licensees. DCA put its consumer protection mission in sharper focus with the implementation of its new 2008–2010 Strategic Plan. DCA's mission is to serve the interests of California consumers by ensuring a standard of professionalism in key industries and promoting informed consumer practices. You can see DCA's Mission, Vision and Values statements on page 11, or see the entire 2008–2010 Strategic Plan at www.dca.ca.gov/publications/strategicplan.pdf.

While DCA's mission statement has been updated, the dedication of the 2,675 employees across California to consumer protection has remained steady and unwavering.

Take a look at just a few examples of the many exciting things DCA accomplished during Fiscal Year 2007–08.

Enhancing Accountability

- Convened annual internal feedback forums to ascertain the level of centralized services provided to DCA's 40 regulatory programs.
- Established an internal Process Improvement Team (PIT) to establish priorities and explore opportunities for improving DCA business processes.

Increasing Visibility, Transparency and Accessibility for Consumers

- Increased transparency in government by familiarizing the public with the roles of the different boards and bureaus that fall under DCA. Specifically, the Department created video overviews, www.dca.ca.gov/about_dca/entities.shtml, of what each board and bureau does to protect consumers.

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Introduction

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- The Department held news conferences, issued press releases and gave media interviews on several topics of consumer interest. To aid in the effort, the Department joined a group of federal, state and local government agencies and national consumer advocacy groups to highlight consumer education efforts in the fight against fraud.

Listening to Consumers Leads to More Consumer Outreach and Education

In late 2005, the Department, using a research firm, conducted a statewide consumer survey to ask consumers first-hand about the kinds of problems they were experiencing and how DCA could better communicate with them and serve them. DCA surveyed 1,000 consumers from a statewide representative sample, including sub-samples of three underserved populations: Spanish-speaking, senior, and low-income consumers.

Respondents told DCA that the following problems were very serious for California consumers: identity theft, telemarketing and internet scams, and false and misleading advertising. Of particular concern to the three underserved groups were: landlord-tenant disputes, automobile-related problems, and real estate fraud.

Respondents further told DCA that they wanted to learn more about the Department through paid and earned media, as well as community outreach. Specifically, low-income and Spanish-speaking respondents stated that they also preferred workshops on specific topics and newsletters mailed to the home.

Specific suggestions for improvement offered by the respondents were: "Better visibility." "More outreach to the community, let us know they are out there." "Use whatever tools that are the most effective to get the word out." "Just exposure. I always hear about the BBB but not the Consumer Affairs at all." "To have more sting operations and more information on people that provide services, background information."

DCA has taken these responses seriously, and implemented the following outreach activities:

- Secured nearly \$45 million in refunds, rework or adjustments to consumers, with most of it — about \$38 million — in direct refunds.
- Took 1,048,800 calls from consumers at our Consumer Information Center, responded to 20,500 written consumer inquiries and answered 16,110 consumer e-mails.
- Handed more than 6,600 consumer complaints through our Complaint Resolution Program.
- Assisted and participated in several mortgage town hall events held throughout the state, to assist persons impacted by the subprime lending crisis.
- Partnered with the Department of Technology Services to create and launch the "Rebuild Your Life" Web site in less than 48 hours to aid victims of the San Diego-area wildfires.
- Provided assistance to consumers in the San Diego area after the fire to help ensure they were not taken advantage of following the disaster.

- Launched the Drive Healthy public awareness campaign, promoting the importance of the Smog Check Program and proper car maintenance.
- Retired 20,000 high-polluting vehicles, an increase of 19.5% over the previous year, removing nearly 4,000 tons of smog-forming pollutants.
- Participated in more than 190 community events and speaking engagements, and tripled the number of ethnic events it attended in the past.
- Repaired 40,800 vehicles and removed 3,994 tons of smog-forming pollutants through the Smog Check program's Repair Assistance Program, which provides state assistance for emissions-related repairs to qualified consumers.
- Completed 1,109 investigations by sworn personnel in our Division of Investigation, made a number of arrests, executed search warrants, and referred 107 cases for criminal filings.
- Published 1.5 million printed pieces, with our Office of Publications, Design and Editing garnering 15 international, national and state awards for graphic design and writing.
- Partnered with Univision, Sacramento to hold a number of consumer call-a-thons and to put Lemon Law public service announcements on the air which inform consumers about their rights if they have purchased a vehicle that is defective.

Maintaining Student Consumer Protections in Place

Following the sunset of the Private Postsecondary and Vocational Education Reform Act on July 1, 2007, the Department of Consumer Affairs has accomplished the following in an attempt to mitigate the impact of the sunset of the law on the people of the state of California:

- Developed and mailed voluntary agreements outlining student protections to those institutions approved as of 6/30/07.
- Modified the Web site of the former BPPVE to provide additional information regarding the sunset of the BPPVE, www.bppve.ca.gov.
- Created a list of 1,725 California schools eligible for participation in the voluntary agreement and posted it to the revamped website. Continually updated the list with schools that volunteered to sign and return the voluntary agreement.
- Created a series of six brochures designed to assist consumers with choosing careers and private postsecondary schools.
- Conducted a series of 17 workshops in 9 cities (including a webcast) to assist school owners, students and other interested parties of the requirements of Assembly Bill 1525 and Senate Bill 45.

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Introduction

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- Paid \$4.7 million from the Student Tuition Recovery Fund to students who filed claims against closed private postsecondary schools and worked with lenders to forgive 80 student loans.
- Continue to answer questions and send information to interested parties through the e-mail notification system (over 2000 subscribers to the e-mail notification system).
- Attended California Association of Private Postsecondary Schools (CAPPS) conferences to present information on proposed legislation and respond to concerns.

Promoting the Value of the California Professional License

- Created the Unlicensed Activity Unit to educate consumers, give businesses and students a resource to open a business; created a toll-free number to report unlicensed activity, and developed publications for consumers, businesses, and students to distribute at events.
- Created partnerships with the Board of Equalization (BOE), the Better Business Bureau (BBB), local chambers, California District Attorneys Association (CDAA), Contractors State License Board (CSLB), California Consumer Affairs Association (CCAA) and other partners to disseminate information.

- Conducted multiple statewide enforcement stings/ sweeps to combat unlicensed activity in construction, automotive repair, appliance repair, furniture manufacturing and sales, security guards, cosmetology, and other areas.

Strategic Alignment with DCA's 40 Regulatory Programs

- Formed the Strategic Organizational Leadership and Individual Development Office (SOLID). SOLID staff completely revamped DCA's outdated training program. In addition, it is responsible for implementing department-wide strategic initiatives, including: job rotation, job mentoring, recruitment and retention, and identifying emerging technology tools to increase efficiency and communication.
- Working with the 40 regulatory programs, collaboratively developed a new DCA Strategic Plan.
- Established bi-monthly Executive Leadership Forums for department executive officers, bureau chiefs, division chiefs, and executive office staff, to ensure consistent, regular information exchange amongst all DCA executives and to provide them with topical leadership training.
- Enhanced internal communications with line staff via the intranet and direct email.

- Established quarterly Managers'/Supervisors' Roundtables for program level managers and supervisors, with the same communication goal as that of the Executive Leadership Forum.
- Revamped the Department's New Board Member Orientation Training.
- Developed on-going board member training modules covering: ethics, board member roles and responsibilities, preparing for industry workforce shortages, and consumer outreach.
- Made recruitment for investigators a priority within the organization. This has resulted in a 50% reduction in the number of investigator vacancies (reduced from 12 to 6 in the last year).
- Implemented an automated case tracking system to enhance accountability and better monitor progress on pending investigative cases.
- Developed and began a program to collect fingerprints from healing arts licensees who had previously been exempted from the requirement.
- Established more regular communication with the Office of Administrative Hearings and the Attorney General's Office to streamline the adjudication process once an accusation is filed.

Strengthening the Enforcement Program

- Established an intake unit in its Division of Investigation, to better screen and prioritize cases submitted to the Division.

Each of these accomplishments — and the hundreds of others not listed here — helps tell the story of DCA. But behind DCA's story is yours: the millions of consumers and business owners who turn to and trust that DCA will be there to keep California moving and growing, fairly and ethically.

In the following pages, you will find even more accomplishments for each of our entities — and some interesting quick facts.

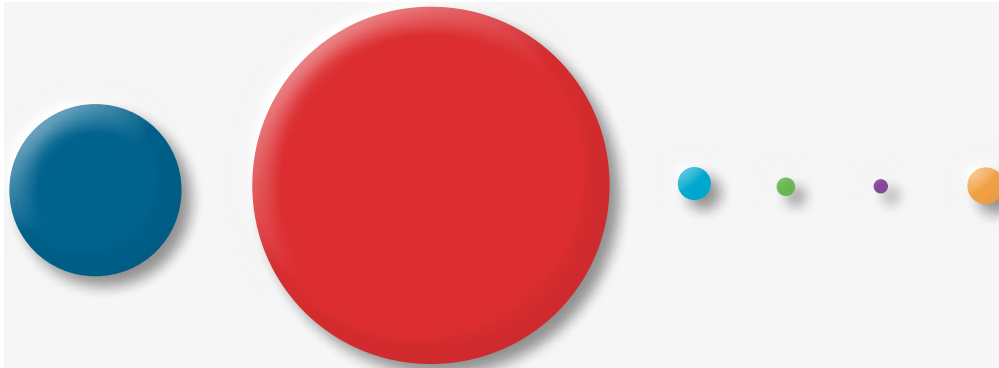
We are pleased to present to you the DCA Annual Report 2007–08.



The Bureau of Automotive Repair (BAR) launched the DriveHealthy.com campaign in Fiscal Year 2007–08. The campaign gives consumers tips on how to save money and reduce the vehicle emissions that cause air pollution. The campaign also promotes the Consumer Assistance Program (CAP). CAP offers options such as repair assistance or vehicle retirement to consumers whose vehicles fail to pass smog check. In the photo above, several high-polluting cars are taken off the road for good at a car crush at the Bakersfield Energy and Clean Air Expo.

Total Savings Achieved for Consumers

In Fiscal Year 2007-08, DCA's boards and bureaus refunded \$38,946,991 to California consumers and achieved a total savings of \$44,734,092. That total includes refunds, no charge work, adjustments in money owed, and product exchange. Below are the totals for the six boards and bureaus that realized the largest amount of savings.



● Bureau of Automotive Repair	\$8,213,884
● Contractors State Licensing Board	\$35,220,433
● Bureau of Electronic and Appliance Repair	\$361,968
● Bureau of Home Furnishings and Thermal Insulation	\$179,420
● Medical Board of California	\$153,000
● Stuctural Pest Control Board	\$377,044

Strategic Plan

Mission, Vision, Values, and Goals

Our Mission

To serve the interests of California consumers by ensuring a standard of professionalism in key industries and promoting informed consumer practices.

Our Values

As a result of our efforts, California consumers are well-informed and are guaranteed that service providers are competent and ethical. As a government agency dedicated to serving the interests of California consumers, the Department of Consumer Affairs (DCA) values:

- **Accountability.** We are accountable to the people of California and each other as stakeholders. We operate transparently and encourage public participation in our decision-making whenever possible.
- **Efficiency.** We diligently identify the best ways to deliver high-quality services with the most efficient use of our resources.
- **Effectiveness.** We make informed decisions that make a difference and have a positive, measurable impact.
- **Integrity.** We are honest, fair, and respectful in our treatment of everyone.
- **Customer Service.** We acknowledge all stakeholders as our customers, listen to them, and take their needs into account.
- **Employees.** We are an employer of choice and strategically recruit, train, and retain employees. We value and recognize employee contributions and talent.
- **Unity.** We draw strength from our organizational diversity as well as California’s ever-changing cultural and economic diversity.

Our Vision

As a result of our efforts, California consumers are well-informed and are guaranteed that service providers are competent and ethical.

Our Goals

The Department of Consumer Affairs is putting forth the following goals and objectives for 2008–2010. As part of the ongoing planning and monitoring process, the stated goals and objectives will be re-evaluated and adjusted as necessary to meet business needs.

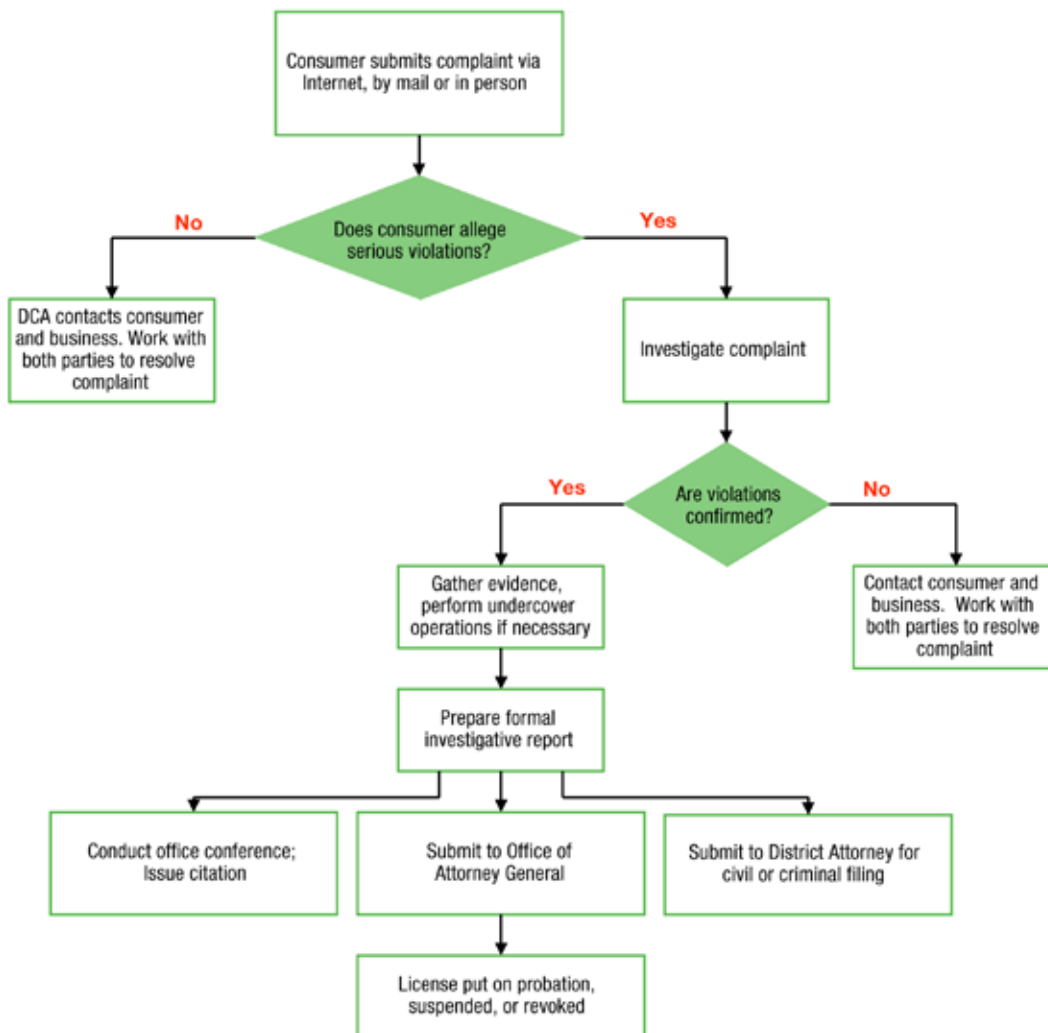
- **Goal 1:** DCA’s effective communication efforts inform, engage, and empower stakeholders.
- **Goal 2:** California is the recognized national leader in professional licensing, regulation, and enforcement.
- **Goal 3:** DCA is “THE” employer of choice.
- **Goal 4:** DCA’s licensing entities help California meet its professional workforce needs.
- **Goal 5:** DCA is regarded as an effective and innovative model of State government.

The Licensing and Consumer Complaint Process

Licensing Process



Complaint Process



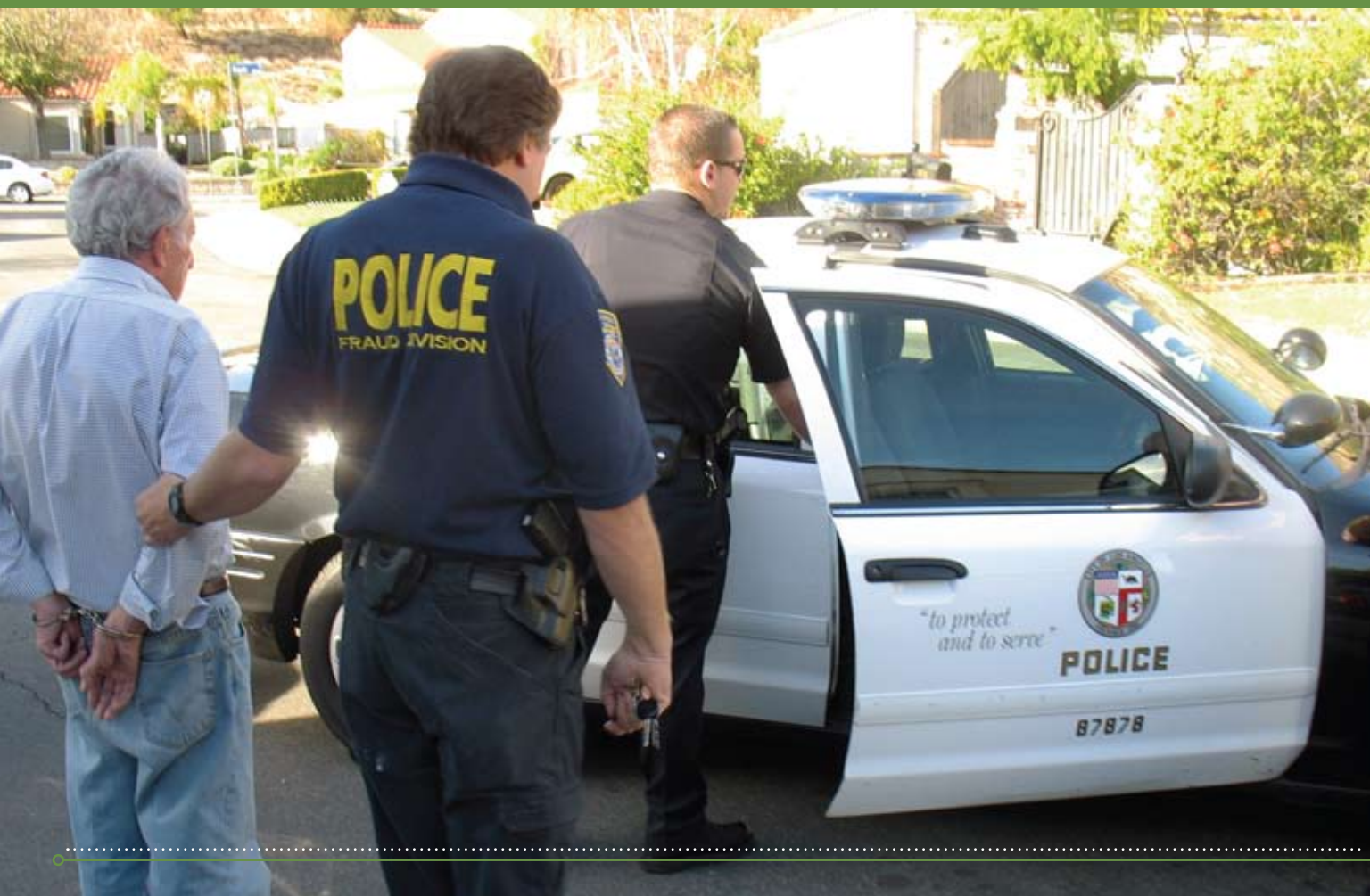
“The BBS has undertaken the arduous task of making major changes to the MFT curriculum, which has not been revised since 1995. I’ve been very impressed with the commitment of the BBS to reaching out to MFT educators throughout the process of devising the new curriculum – their process has been very inclusive of the viewpoints expressed by MFT programs in California. Paul Riches, BBS Executive Director, and Ian Russ, BBS Chair, have done an incredible job in being available to the schools, agencies, and consumers of California by creating numerous committees that act as discussion forums regarding the future of the MFT, LCSW, and LEP professions in California. Under Paul Riches’ leadership, the BBS has become more approachable and accessible. His passion for and deep knowledge of this field has made him the most accessible director I’ve known.”

Kathleen Wenger, MA , Licensed Marriage and Family Therapist, Manager, MA Psychology Professional Development and Clinical Training, Pepperdine University Graduate School of Education and Psychology and Co-Chair Orange County Community Counseling Consortium

“We have a very strong working relationship with the Dental Board. And we appreciate greatly their willingness to reach out to the CDA when considering issues of importance to dentists and their patients in California.”

Dean Chalios, Vice President, Public Policy, California Dental Association





The Contractors State License Board teams up with the Department of Insurance, the Los Angeles District Attorney's Office, and the Los Angeles Police Department to conduct an undercover sting operation targeting illegal operators advertising for construction. One of the operators caught in the sting has a long history with CSLB for his work as a phony contractor, including more than one dozen criminal cases and a current open complaint.

California Board of Accountancy

www.dca.ca.gov/cba



Created in 1901, the California Board of Accountancy (Board) regulates the accounting profession and Certified Public Accountants (CPAs). The Board qualifies California candidates for the National Uniform CPA Examination and licenses individual CPAs, accountancy partnerships, and corporations. It also investigates complaints, disciplines licenses for violations of Board statutes and regulations, and monitors compliance with continuing education requirements. The Board currently regulates nearly 48,000 licensees, the largest group of licensed accounting professionals in the nation.

Major Accomplishments for Fiscal Year 2007-08:

- Launched a new Client Services Unit to enhance the customer service provided by the Board's Licensing Division. It consists of six full-time employees who process the large volume of requests for certification of Board records, update handbooks and forms, and answer telephone inquiries.
- Reduced the average time for processing an individual CPA application from 124 days to 39 days.
- Established a new online customer satisfaction survey to solicit feedback on ways to improve the service of the Licensing Division.

Major Legislation/Regulations for Fiscal Year 2007-08

- Adopted revised regulations to extend the safe harbor period of the practice privilege program. The change increases flexibility for complying with the notification requirement.
- Adopted revised regulations to update and improve the Board's citation and fine structure. The changes allow citations for violating a term or condition of probation, and make the maximum fines consistent with the maximums allowed by statute.
- Submitted a regulation package that identifies subject matter areas the Board requires documented continuing education for, and standardizes continuing education requirements for conversion to active status and for license reissuance.

84 staff

47,848 licensees

16 consumer publications

4,384,046 Web site hits

Patti Bowers
Executive Officer

Carol Sigmann
Former Executive Officer

Donald A. Driftmier, CPA
President

“As a new Director for an established nursing program, the learning curve has been very steep. I don’t know how I would have survived my first four months as a Nursing Director without the advice and help offered to me by my Nursing Education Consultant Katie Daughtery at the Board of Registered Nursing. Katie and the Board have been exceedingly interested and responsive to issues that have impacted our program and students. They have provided me insight and assistance which have allowed me to make decisions that affect the quality of education we provide our students. I can’t thank them enough for their continued support.”

*Diane Pestolesi RN, MSN, CCRN, CNE
Interim Assistant Dean, Director of Nursing, Saddleback College*

“The staff of the Medical Board of California is always very responsive, knowledgeable, transparent and engaging. They are driven to ensure the citizens of California, and when appropriate, across the country, are provided timely and quality information.”

*David Hooper, Senior Director, Marketing and Communications
Federation of State Medical Boards*



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

Major Accomplishments for Fiscal Year 2007-08

- Completed a study of the tutorial program and took action to eliminate the program as a way to qualify for the California Acupuncture Licensing Examination.
- Updated the content and design of *A Consumer’s Guide to Acupuncture and Asian Medicine*. The guide will be translated into Chinese and Korean.
- Proposed legislation to make the unlicensed practice of acupuncture a public offense, which will allow violations to be charged as a misdemeanor or a felony.
- Initiated a process to allow out-of-state students to qualify for the California Acupuncture Licensing Exam.

10 staff
9,165 licensees
120,781 Web site hits



Janelle Wedge
Executive Officer



Adam Burke, L.Ac.
Board Chair

Arbitration Certification Program

www.dca.ca.gov/cba



The Arbitration Certification Program (Program) was established in 1987 to certify and monitor arbitration programs offered by participating new-vehicle manufacturers in California. The Program works closely with these manufacturers to verify that arbitrations comply with state and federal regulations and are conducted in a fair and expeditious manner. California's Lemon Law protects consumers who buy or lease vehicles which have serious warranty defects that cannot be repaired by the manufacturer or dealer.

Major Accomplishments for Fiscal Year 2007-08

- Distributed more than 18,000 *Lemon Aid for Consumers* booklets to consumers, community advocacy groups, and other public entities as part of the Program's goals to educate and inform consumers.
- Increased the Program's educational and outreach efforts by attending various community outreach events, broadcasting a Spanish-language public service announcement on Univision, and participating in many consumer advocacy forums.
- Facilitated the return of approximately \$28 million to consumers in the form of refunds, replacement vehicles, extended service contracts, and repairs awarded by these state-certified arbitration programs.

6 staff

25 Certified Arbitration Programs

3 consumer publications

290,876 Web site hits

\$28,000,000 in restitution to consumers



Sherrie Moffet-Bell
Chief



Rachel Chavez
Former Chief

California Architects Board

www.cab.ca.gov

The California Architects Board (Board), originally known as the State Board of Architecture, was created by the California Legislature in 1901 to safeguard the public's health, safety, and welfare. The Board licenses and regulates more than 22,000 architects who are responsible for designing billions of dollars worth of structures. The Board's regulation of the profession of architecture protects consumers of architectural services, as well as the people who inhabit or use the structures that architects design.

Major Accomplishments for Fiscal Year 2007-08

- Completed the California Supplemental Examination occupational analysis.
- Developed a new architecture careers Web site, www.architect.ca.gov, to reach out to students and graduates on the value of a professional license and licensing requirements.
- Redesigned and reorganized the Board's main Web site.
- Posted the 2008 editions of the *Architects Practice Act and Strategic Plan* to its Web site.
- Conducted multiple outreach presentations to educate students and graduates about state and national internship programs.

Major Legislation/Regulations for Fiscal Year 2007-08

- Processed a regulatory change proposal to remove duplicative business entity requirements for architects.
- Processed a regulatory change proposal to give the Board the authority to require candidates to comply with a new Architect Registration Examination requirement, and processed a regulatory change proposal to accommodate the transition to the new version of the examination.
- Implemented statutory changes related to business entity requirements and that defined specific terms.

25 staff

22,163 licensees

19 consumer publications

894,212 Web site hits



Doug McCauley
Executive Officer



Jon Alan Baker, AIA
President

California State Athletic Commission

www.dca.ca.gov/csac

The California State Athletic Commission (Commission) regulates professional boxing, professional and amateur kickboxing, and professional mixed martial arts throughout the state. The Commission licenses all participants and ensures the health and safety of athletes through medical requirements, skill evaluations, and supervision of live events. The Commission also oversees the Professional Boxers' Pension Plan which provides retirement and death benefits to former professional boxers who have competed in California.

Major Accomplishments for Fiscal Year 2007-08

- Regulated a total of 183 events (86 boxing, 80 mixed martial arts, 17 kickboxing), more than any athletic commission in the United States. In doing so, the Commission accomplished its health and safety goals while assuring consumer integrity was not compromised. Additionally, the Commission licensed more promoters, thus creating additional small businesses in California.
- Implemented the Native American Government Contract for Services that directs the Commission to oversee events on tribal land. In January 2007, Senate Bill 247 mandated the use of a contract between the Commission and tribal leaders.
- Completed steps to revise the existing drug-testing policy by instituting the use of a WADA-certified laboratory in Laval, Quebec, Canada, to provide a true reconfirmation test on "B" Samples following a positive result on an "A" Sample test. The Commission's drug-testing policy has effectively set the industry standard while promoting a drug-free competitive environment.
- Upgraded the Commission's Web site to make it an up-to-date source of information for anything related to combat sports.

9 staff

5,644 licensees

650,325 Web site hits



Armando Garcia
Former Executive Officer



Timothy Noonan
Chair

The Bureau of Automotive Repair (Bureau), established in 1972, registers automotive repair dealers, mediates consumer complaints, conducts investigations, and refers cases to state and local law enforcement agencies for prosecution. Since 1984, the Bureau has administered California's Smog Check Program in those areas of the state that do not meet federal clean air standards. The goal of the Smog Check Program is to reduce air pollution generated by emissions from gasoline-powered passenger vehicles and light-duty trucks. Approximately 21 million vehicles are subject to the Smog Check Program. The Bureau also administers the Consumer Assistance Program (CAP), which provides financial assistance to qualified consumers whose vehicles fail a biennial Smog Check. Through CAP, eligible consumers may receive up to \$500 from the state for emissions-related repairs or \$1,000 to retire their high-polluting vehicles.

Major Accomplishments for Fiscal Year 2007-08

- Visited nearly 1,000 newly registered automotive repair facilities as part of the Education First Program, which began in March 2008. Under the program, a Bureau representative visits the repair facility to explain the Bureau's laws and regulations, discuss the Bureau's business operations, and answer questions.
- Participated in 15 sweeps of auto body repair facilities as part of the Employment Enforcement Coalition, a group of state agencies and local district attorneys. The Coalition inspects repair facilities to ensure compliance with various laws and regulations.
- Launched the DriveHealthy.com consumer education campaign. This statewide effort uses radio, television, newspapers, billboards, and the Web, to educate consumers about the importance of proper vehicle maintenance in improving air quality. This campaign appeared in the San Francisco Bay Area, Sacramento, the San Joaquin Valley, Los Angeles, San Diego, and the Inland Empire.
- Made 3,643 contacts and inspected 2,628 unregistered automotive repair establishments. As a result, the Bureau registered 2,709 automotive repair dealers and collected \$668,310 in fees.

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631 staff

62,558 licensees

10 consumer publications

9,348,376 Web site hits

\$8,213,884 in restitution to consumers



Sherry Mehl
Chief

Bureau of Automotive Repair

continued

Major Accomplishments for Fiscal Year 2007–08

- Retired 20,200 vehicles (a 19.5 percent increase), repaired 40,800 vehicles (a 24 percent increase), and removed 3,994 tons of hydrocarbons and nitrogen oxides annually from the air through the Consumer Assistance Program.
- Trained approximately 2,300 peace officers in the DragNet Program to identify illegally modified vehicles involved in street racing. As a result, law enforcement agencies statewide directed approximately 7,000 vehicles for inspection at Bureau-contracted Referee Centers.
- Conducted 335 inspections and generated more than 120 consumer complaints about auto body repairs, as part of the Auto Body Inspection Program. Under the Program, consumers who have had collision work on their vehicles can have the work inspected free by Bureau representatives.
- Incorporated two new tests into the Smog Check Program. In December 2007, Smog Check stations began testing for fuel evaporative emissions on 1976 through 1995 model-year vehicles. In March 2008, stations began testing all vehicles for visible smoke. The fuel evaporative test is expected to remove 8.2 tons of reactive organic gases and nitrogen oxides per day from the air. The smoke test is expected to remove 0.4 tons of particulate matter per day. The Bureau also began work with the California Air Resources Board and the Department of Motor Vehicles on a plan to begin testing diesel-powered vehicles by January 2010.

Major Legislation/Regulation for Fiscal Year 2007–08

- Assembly Bill 118 (Nunez, Chapter 750, Statutes of 2007) requires the Bureau to implement the Enhanced Fleet Modernization Program to remove high-polluting vehicles from California's roadways.
- Assembly Bill 1488 (Mendoza, Chapter 739, Statutes of 2007) requires the Bureau to include diesel-powered vehicles manufactured after 1997 in the Smog Check Program.

Board of Barbering and Cosmetology

www.barbercosmo.ca.gov



Both the Board of Barber Examiners and the Board of Barbering and Cosmetology were established in 1927 and merged in 1991, to become the Board of Barbering and Cosmetology. The Board licenses and regulates barbers, cosmetologists, manicurists, estheticians, electrologists, and the establishments they work in. The mission of the Board is to ensure the health and safety of California consumers by promoting ethical standards and by enforcing the laws of the beauty industry.

Major Accomplishments for Fiscal Year 2007-08

- Participated in several trade shows catering to consumers, industry, and licensees. Developed and translated into other languages fact sheets and brochures for distribution at trade shows and industry events. Partnered with other government agencies and cultural groups to help communicate with non-English speaking licensees.
- Implemented a Cite and Fine Program within the Enforcement Program which allows the Board to review the inspection reports, issue citations and fines, and mail the notices. The change provides additional time for inspectors to clarify the violations and explain proper procedures.

Major Legislation/Regulations for Fiscal Year 2007-08

- Implemented Grounds for Summary of Suspension (16 California Code of Regulations section 973), which allows the Board's Executive Officer or designee to immediately suspend a license and place the licensee on probation in order to protect the health and safety of the public. This action can be taken for violations including: unsanitary footspas, basins or tubs, improper disinfection or sanitation of manicure/pedicure equipment or implements, missing pedicure cleaning logs, or repeated health and safety violations related to manicures and pedicures. Salons or schools are notified at the time of inspection and placed on probation for one year.

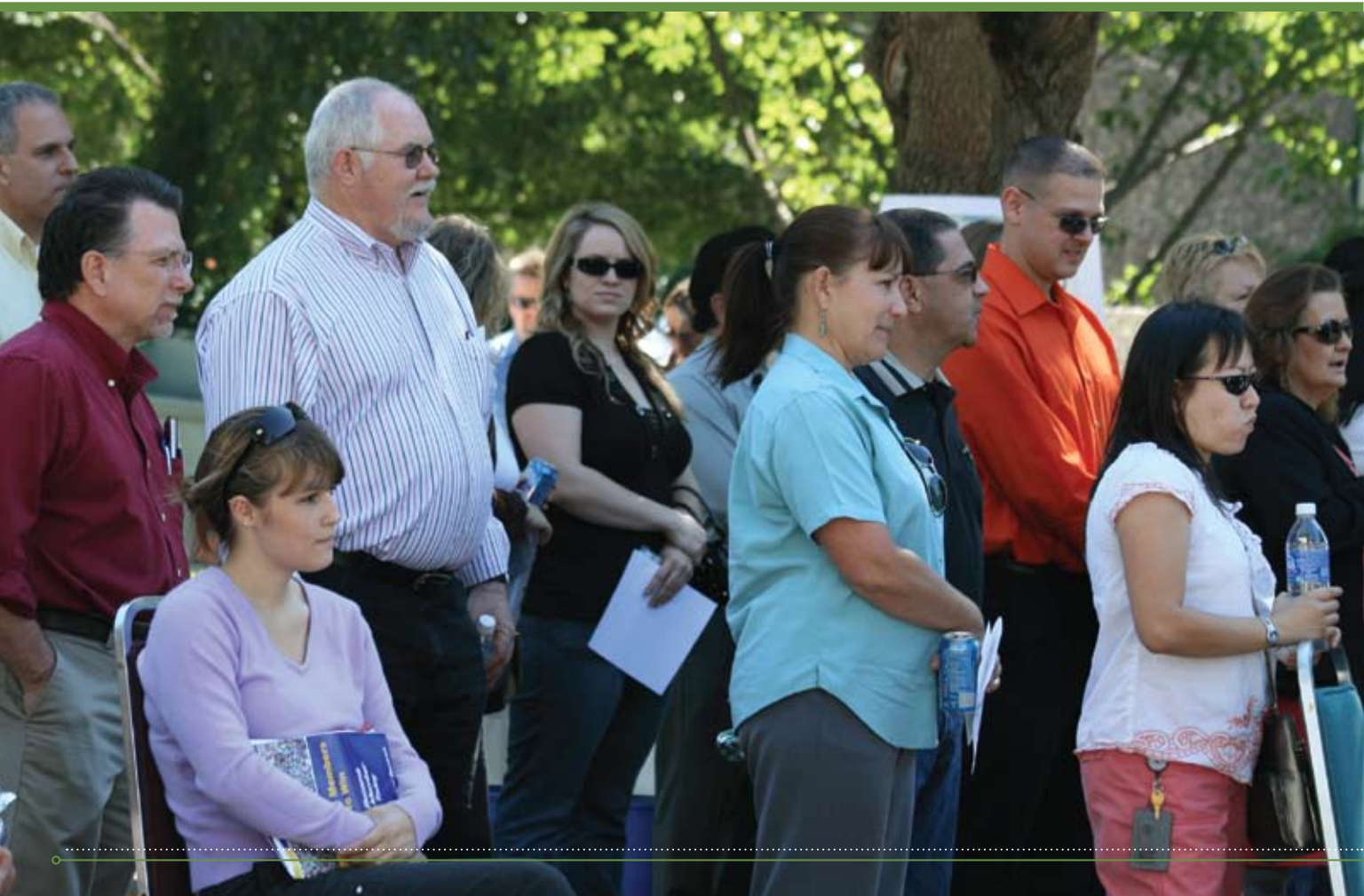
91 staff
495,046 licensees
26 consumer publications
3,306,449 Web site hits



Kristi Underwood
Executive Officer



Jerry Tyler
President



DCA staff gather at Headquarters in October to learn more about the Seven C's of Customer Service campaign at a kick-off sponsored by DCA's Strategic Organization, Leadership and Individual Leadership (SOLID). DCA Deputy Directors treated the staff to lunch.



The mission of the Board of Behavioral Sciences (Board) is to protect Californians by setting standards for mental health professionals through effective communication, education, examination, licensing, and enforcement. The Board was established in 1945 to license and regulate social workers, and has, in the past 60 years, expanded to license and regulate Marriage and Family Therapists (MFTs) and Licensed Educational Psychologists (LEPs).

Major Accomplishments for Fiscal Year 2007-08

- Produced *Self Empowerment: Choosing a Mental Health Professional in California*, a publication providing consumers with guidance on selecting mental health professionals.
- Received funding from the Mental Health Services Act (MHSA) to establish a permanent staff position at the Board to work on aligning the Board's licensing requirements with the MHSA.
- Conducted 55 outreach events at colleges and professional meetings to share information about the licensing processes and Board initiatives.
- Conducted three site visits at public mental health programs in the local community to develop a broader understanding of the mental health needs in California.
- Implemented a Board policy to have at least one public board meeting each year outside the metropolitan areas of San Diego, Los Angeles, Sacramento, and San Francisco.

Major Legislation/Regulations for Fiscal Year 2007-08

- Sponsored Senate Bill 1218 (Correa) which would enact a comprehensive rewriting of marriage and family therapist education requirements.

32 staff
60,113 licensees
3 consumer publications
2,517,121 Web site hits



Paul Riches
Executive Officer



Ian Russ, Ph.D.
Chair

“As you know, UCSF is considered the number one school of pharmacy nationally. One of the reasons we have such a high ranking is because of the caliber of our students. The Board of Pharmacy, under the leadership of Giny Herold helps assure that our students stay apprised of current pharmacy issues and potential disciplinary pitfalls. The Script is one way of sharing information; but, the most helpful has been personal appearances to this campus by both Giny and her inspectors. They provide a realistic view of a relevant regulatory agency while being approachable and respectful.”

Lorie Rice, Associate Dean for External Affairs, UCSF School of Pharmacy

“Licensed health practitioners are skilled and confident to treat patients with the best care. I believe eye care patients choose California optometrists because they are qualified and competent primary eye care providers. Our State Board of Optometry is dedicated to making that connection happen effectively, and with assurance.”

Hilary L. Hawthorne, O.D., President, California Optometric Association

Cemetery and Funeral Bureau

www.cfb.ca.gov



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

Major Accomplishments for Fiscal Year 2007-08

- The Bureau began publishing its quarterly newsletter, *The Tolling Bell*, beginning in Spring 2008. This publication can be found on the Bureau's website (www.cfb.ca.gov) and contains a myriad of topical information, fun facts, and answers to questions posed by licensees and consumers alike.
- Bureau staff, in consultation with the funeral and cemetery industry and consumers, also developed a new brochure entitled 'Pre-need Q & A'. The Pre-need Q & A answers the most frequently asked questions about purchasing a pre-need (before death) contract, and also gives consumers a list of questions to ask in order to make the most informed purchase possible.
- In December, the Bureau's Licensing Unit introduced computer-based testing for embalmers, funeral directors, cemetery managers, crematory managers, and cemetery brokers. Previously these examinations were only given four times a year. The examinations are now available to examinees six days a week at 13 computer examination centers throughout the State.
- During fiscal year 2007-08, the Bureau initiated steps to use the National Embalmers' Examination for licensure as an embalmer. California is the only state that does not use this examination for licensure. We are drafting legislation to allow Bureau to accept the examination for licensure.

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25 staff

10,494 licensees

2 consumer publications

329,179 Web site hits

\$49,929 in restitution to consumers



Richard L. Wallinder Jr.
Chief



Sherrie Moffet-Bell
Former Chief

Stephen Schacht
Chair

Cemetery and Funeral Bureau

continued

Major Accomplishments for Fiscal Year 2007–08

- In an effort to reach more consumers, the Bureau also revised the Consumer Guide in both English and Spanish. Consumers now have access to the latest information to answer questions concerning cemeteries and funerals.
- In accordance with SB 1490 (Ducheny, Chapter 401, Statutes of 2006) the Bureau performed and submitted a survey to the Legislature identifying the endowment care fund levels and maintenance costs. The purpose of the survey was to determine if the endowment care fund levels of the licensee's cemetery are sufficient to cover the cost of future operation. The Bureau was also required to review the levels of endowment care funds that have been previously reported.

Major Legislation/Regulations for Fiscal Year 2007–08

- SB 795 (Yee, Chapter 307, Statutes of 2007) Allows for any investment that is lawful for endowment care funds is a lawful investment for any special care trust. In regards to a revocation, the bill requires the board of trustees to honor a written request of revocation by the trustor within 30 days upon receipt of the written request, and would authorize a board of trustees to charge a revocation fee out of the earned income of a special care trust fund, provided that the amount charged does not exceed 10% of the trust corpus. Lastly, the bill would also permit the board of trustees to charge an annual fee, not to exceed 4% of the trust balance, for administering a revocable special care trust fund, as provided.

Contractors State License Board

www.cslb.ca.gov



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

Major Accomplishments for Fiscal Year 2007-08

- Implemented SCORE, a new exam administration computer system developed by CSLB Testing Division staff. SCORE was designed to replace the aging testing system used since 1990. The new system is not only a more reliable and user-friendly system, but it also can automate reports and increase examination security. In many cases, staff is able to troubleshoot and fix problems remotely, reducing the need to travel to the site. Phase 2 of the project is underway and includes replacement of the examination development and item banking software.
- Participated in *Home Wreckers*, a documentary for cable news channel MSNBC, which featured members of CSLB's Statewide Investigative Fraud Team (SWIFT) as describing their operations and unscrupulous contractors. Public Affairs Chief Rick Lopes appeared live on the *Today Show* to promote the documentary.
- Added a new feature to the Web site, called the Most Wanted List, a list of the worst unlicensed violators who are known to prey on vulnerable and unsuspecting homeowners. Warrants have been issued for the arrest of the individuals who appear in this section.

425 staff
253,674 licensees
37 consumer publications
12,780,397 Web site hits
\$35,220,433 in restitution to consumers



Steve Sands
Registrar



James Miller
Chair

Court Reporters Board of California

www.courtreportersboard.ca.gov

The Court Reporters Board of California (Board) licenses certified shorthand reporters (CSRs) and oversees California's schools of court reporting. CSRs are professionals who provide verbatim transcripts of oral court testimonies, grand jury hearings, depositions, and other legal proceedings. The Board approves school curriculums, audits school requirements, and responds to student complaints of school improprieties with student recordkeeping and curriculum standards. The Board also administers the CSR licensing examination and disciplines licensees who violate consumer protection laws.

Major Accomplishments for Fiscal Year 2007-08

- Completed town hall meetings to explore concerns of licensees and consumers regarding use of backup audio media; convened task force to develop guidelines for best practices.
- Appointed a task force to explore solutions to growing firm oversight problems; developed legislative language to pursue in the 2008–09 legislative year.
- Implemented a toll-free number (877) 3-ASK-CRB (877-327-5272) to allow licensees and consumers better access to Board services.
- Re-issued the *CRB Today* newsletter.

Major Legislation/Regulations for Fiscal Year 2007-08

- Sponsored Assembly Bill 2189 (Karnette) requiring mandatory continuing education for court reporters.
- Implemented clean-up language to fee regulations to align with current fee collection practices.

6 staff
7,626 licensees
4 consumer publications
63,373 Web site hits



David E. Brown
Executive Officer



Gregory Finch
Chair

Committee on Dental Auxiliaries

www.comda.ca.gov

The Committee on Dental Auxiliaries Committee is responsible for licensing five categories of dental professionals who assist and support dentists. The Committee develops and administers written, practical, and clinical licensing examinations, conducts occupational analyses of the various professional categories, and evaluates educational courses. The Committee also makes recommendations to the Dental Board of California on all issues affecting dental auxiliaries, including scope of practice and requirements to qualify for the examinations and licensing.

Major Accomplishments for Fiscal Year 2007-08

- Began further development of new registered dental hygienist and registered dental assistant written examinations to include new duties allowed under Assembly Bill 2637 (Eng).
- Initiated integrating the radiation safety certificate database with the Consumer Affairs System.
- Began development of computer-based registered dental hygienist and registered dental hygienist in alternative practice law and ethics examinations.
- Increased, combined, and cross-trained registered dental hygienist examiner and recorder pools from both northern and southern regions.

Major Legislation/Regulations for Fiscal Year 2007-08

- Senate Bill 853 (Perata, Chapter 31, Statutes of 2008) calls for the committee to be abolished on July 1, 2009, and transfers authority to either the Dental Hygiene Committee or to the Dental Bureau.
- Amendment of Section 1079.2 of Title 16 of the California Code of Regulations allows registered dental hygienists who are educators or work in public health settings to qualify for a licensing as a registered dental hygienist in alternative practice.

11 staff
38,498 licensees
999,009 Web site hits

Lori Hubble
Executive Officer

Judith Forsythe
Chair



Sacramento Outreach Coordinator Amrik Chima makes a new friend in front of the DCA booth at the 2008 International Dragon Boat Festival held on San Francisco's Treasure Island. More than 27,000 people attended the event.

The mission of the Dental Board of California (Board) is to protect and promote the health and safety of California consumers. The Board licenses dental health care professionals who demonstrate competence, takes action to maintain the appropriate standard of care, and works to enhance the education of licensees and consumers.

Major Accomplishments for Fiscal Year 2007-08

- Increased the number of times the Law and Ethics examination is given from 12 to 24 times per year to make it easier for students to become licensed.
- Adopted language concerning portfolio licensure. The Board has contracted with DCA's Office of Examination Resources for a study that will be the basis of legislation.
- Created a 2008 edition of the California Dental Practice Act, which is available on the Board's Web site.
- Provided information about oral health care to consumers at five health-related fairs statewide.
- Implemented a new permit program to allow qualified oral maxillofacial surgeons to practice facial cosmetic surgery.
- Improved the Board's Web site by adding information to the license look-up feature, adding Board meeting minutes, agendas, and notices, and deleting proposed regulation package notices.

Major Legislation/Regulations for Fiscal Year 2007-08

- Emergency regulations implementing the provisions of Senate Bill 683 (Aanestad, Chapter 806, Statutes of 2006) to grant California licensure to applicants who pass specified national examinations in dentistry and an examination in California law and ethics.
- California Code of Regulations section 1079.2 clarifies that "clinical practice" is not limited to private practice in dental offices to qualify for a registered dental hygienist in alternative practice license.
- Senate Bill 853 (Perata, Chapter 31, Statutes of 2008) abolishes the Committee on Dental Auxiliaries and transfers its authority and functions to the Dental Board. It also establishes a Dental Hygiene Committee, with a specified membership and functions, under the jurisdiction of the Board.
- Assembly Bill 1545 (Eng, Chapter 35, Statutes of 2008) re-establishes the Dental Board effective January 1, 2009, with the same structure as the prior board and allows members of the prior board to be appointed to the new Board.

51 staff

36,042 licensees

4 consumer publications

210,914 Web site hits



Cathleen Poncabare
Executive Officer



Suzanne McCormick, DDS
President

Bureau of Electronic and Appliance Repair

www.bear.ca.gov



The Bureau of Electronic and Appliance Repair (Bureau) regulates the repair, maintenance, and service of consumer entertainment electronics, home office equipment, automobile stereo and alarm equipment, and major home appliances. The Bureau also regulates the sale and administration of service contracts on a wide variety of products including jewelry, furniture, power tools, and lawn and garden equipment.

Major Accomplishments for Fiscal Year 2007-08

- Conducted sting operations in San Diego, San Bernardino, West Sacramento, Fremont, and Roseville, targeting unlicensed electronic and appliance repair dealers. Of the 71 businesses that were either unlicensed or delinquent, 65 of the businesses came into compliance.
- Participated in outreach activities at industry events, including compliance workshops, to educate electronic and appliance repair dealers on their legal responsibilities. The Bureau also provided articles to industry magazines to educate service dealers about the Bureau's laws and regulations.
- Participated in consumer awareness events throughout the state to inform consumers about their rights under the Bureau's laws.

Major Legislation/Regulations for Fiscal Year 2007-08

- The Department of Consumer Affairs Omnibus Bill extended the regulation of service contract program until January 1, 2013. This registration ensures that these companies have the required financial backing and that their contracts conform with the Song-Beverly Consumer Warranty Act.

15 staff

13,410 licensees

14 consumer publications

48,618 Web site hits

\$361,968 savings in restitution to consumers



Rick Fong
Acting Chief



Laura Zuniga
Former Acting Chief

Board for Professional Engineers and Land Surveyors

www.dca.ca.gov/pels



The Board for Professional Engineers and Land Surveyors (Board) safeguards life, health, property, and the public welfare by licensing engineers and land surveyors, and helps the public make informed decisions when using their services. It also establishes and enforces regulations and investigates consumer complaints.

Major Accomplishments for Fiscal Year 2007–08

- Reduced the backlog of enforcement cases. At the end of fiscal year 2006–07 the Board had 353 cases over one year old. As of June 1, 2008 the Board had 225 cases over one year old.
- In FY 2007–08 the Board redesigned its Web site (with assistance from DCA’s Internet Team) to make it more functional and user friendly.
- The Board’s FY 2007–08 accomplishments benefited the Board’s consumers and licensees in a number of ways. By reducing the age of enforcement cases it is meeting one of the goals of the Board to protect consumers by investigating and adjudicating violations of the law in a more timely manner. It also benefits licensees by closing cases that are without merit for discipline. The implementation of the Legal Action Program benefits consumers and employees by making

the Board aware of potential problems with licensees who are involved in legal actions before a complaint is filed. Also, having a Board member on the Board of Directors of NCEES benefits consumers, applicants, licensees, and employees in that California will have a voice at the national level. It allows more input in the exam process and the fees that are charged and allows more opportunity to have other Board members appointed to committees at the National level.

- The Board implemented its reporting of Legal Actions Program, effective January 1, 2008. Under this new program all professional engineers and land surveyors are required to report criminal convictions; civil action judgments, settlements, and arbitration awards; and administrative actions to the Board within 90 days of their occurrence or from when the

continued on next page

54 staff

86,992 licensees

2 consumer publications

4,800,701 Web site hits



Cindi Christenson
Executive Officer



Patrick Tami, PLS
President

Board for Professional Engineers and Land Surveyors

continued

licensee has knowledge of the action. In addition to this requirement for licensees, liability insurers, California courts, and all self-insured local and state governmental agencies are required to report criminal convictions, civil judgments, settlements, and awards. As of January 1, 2008, the Board's Enforcement Unit began enforcing Articles 4.5 and 5.7 of the Professional Engineers Act and the Professional Land Surveyors Act (Business and Professions Code sections 6770 et al. and 8776 et al.). The Enforcement Unit is responsible for implementing and enforcing this new program, which included developing forms for completion by licensees, California court clerks, and liability insurers. These new laws require a licensee who is convicted of all felonies and any misdemeanors or infractions that are substantially related to the practice of professional engineering or land surveying to report these actions to the Board within 90 days of knowing of the conviction. California courts and liability insurers will have 30 days to report to the Board. Civil judgments, settlements, and arbitration awards where actions involve an allegation of fraud, deceit, and/or misrepresentation, breach of contract, negligence, incompetence, or recklessness by a licensee in the practice of professional engineering and/or land surveying are required to be reported if the amount or value of the judgment, settlement, or award is \$50,000 or greater. Once conviction, judgment, settlement, or award information is provided to the Board, the Enforcement Unit will review the information reported to determine if a formal investigation case should be opened to determine if any violations of the Professional Engineers or Land Surveyors Act have occurred.

- Patrick J. Tami, P.L.S., was commissioned Western Zone vice president of the National Council of Examiners for Engineering and Surveying (NCEES) at the organization's 2008 Annual Meeting, held August 13–16 in Minneapolis. He is the administrative officer of the Western Zone and a member of the NCEES Board of Directors for a two-year term. A resident of Roseville, California, Tami has been a member of the California Board for Professional Engineers and Land Surveyors since 2006 and is the current Board President. He has served on the NCEES Committee on Uniform Procedures and Legislative Guidelines. He has also assisted with the development of NCEES and state-specific surveying examinations. A professional land surveyor for over 20 years, Tami is currently vice president of RBF Consulting, a design firm providing civil engineering, planning, and surveying services. He is a past president of the California Land Surveyors Association, a past chair of the East Bay Municipal Engineers Association and the Bay Counties Association of Civil Engineers and Land Surveyors, and a former member of the board of directors for the Western Federation of Professional Surveyors. NCEES is a national nonprofit organization composed of engineering and surveying licensing boards representing all U.S. states, the District of Columbia, Guam, Puerto Rico, and the U.S. Virgin Islands. An accredited standards developer with the American National Standards Institute, NCEES develops, scores, and administers the examinations used for engineering and surveying licensure throughout the United States. NCEES also provides services facilitating professional mobility for licensed engineers and surveyors. Its headquarters is located in Clemson, South Carolina.

Board for Geologists and Geophysicists

www.geology.ca.gov



Created by statute in 1968, the independent Board for Geologists and Geophysicists (Board) licenses only fully qualified professionals and enforces the high professional standards needed for preventing or reducing potential risks to human health, safety and the environment and maintaining and improving California's critical infrastructure, housing, water supply and other services.

Major Accomplishments for Fiscal Year 2007-08

- Participated in the annual meeting of the national Association of State Boards of Geology (ASBOG) October 25–27, 2007, in Denver, Colorado.

Major Legislation/Regulations for Fiscal Year 2007-08

- California Code of Regulations Title 16 Division 29 section 3065 sets professional standards and a code of conduct.

7 staff

7,741 licensees

3 consumer publications

441,920 Web site hits

\$3,636 in restitution to consumers



Rick Rempel
Executive Officer



William Black
President



Antonette Sorrick, backrow second from left, Executive Officer of Guide Dogs for the Blind, joined Board President Jeff Neidich and his guide dog, backrow at left, and guide dog puppy raisers with puppies, for a presentation to third-graders at Natomas Park Elementary School in Sacramento.

The California State Board of Guide Dogs for the Blind (Board) licenses and regulates schools and people in California who train and supply guide dogs for the blind. The mission of the Board is to maintain the high threshold of guide dog training that promotes the safety, independence, and self-reliance of visually impaired consumers.

Major Accomplishments for Fiscal Year 2007-08

- Launched a new Web site, with an easy-to-remember address, www.guidedogboard.ca.gov. The site, which complies with the Americans with Disabilities Act, has content tailored for consumers, licensees, and apprentices. The site also has a section on laws and regulations that includes citations for state and federal laws and for advocacy letters.
- Created a toll-free number (866) 512-9103 to be more accessible to stakeholders.
- Started a new five-year strategic plan.

Major Legislation/Regulations for Fiscal Year 2007-08

- Title 16, Sections 2250, 2274 and 2277 of the California Code of Regulations change the physical address of the Board to its current office location and remove outdated disclosure requirements.

2 staff

104 licensees

93,153 Web site hits



Antonette Sorrick
Executive Officer

Jane Brackman
Former Executive Officer



Jeff Neidich
President

“Since before its inception to the present, the staff of the Professional Fiduciaries Bureau has worked cooperatively with the Professional Fiduciary Association of California (PFAC) in its efforts to ensure that all professional fiduciaries are licensed. The Bureau’s efforts to increase knowledge about the profession, encourage individuals to enter the profession, and educate courts about licensure have been overwhelmingly successful.”

Jackie Miller, Executive Director, Professional Fiduciary Association of California

“The CA State Board of Barbering and Cosmetology (BBC) has made great regulatory and outreach progress in 2008, including dramatically altering the citation/fining process to provide more thorough review and due process to licensees before monetary fines are imposed for violations of codes/regulations found during field inspections, actively fostering a welcoming environment for industry and the public at regularly scheduled Board meetings, and establishing stronger lines of communication to our ethnically diverse industry (most especially among the Vietnamese nail salon sector).”

Fred Jones, Counsel, Professional Beauty Federation of California

The Hearing Aid Dispensers Bureau (Bureau) licenses and regulates hearing aid dispensers. The Bureau maintains advertising standards, evaluates the competence of individual dispensers, and enforces statutory and regulatory requirements related to hearing aid dispensing. The Bureau also informs consumers of their legal rights and obligations when purchasing or returning hearing aids and mediates complaints.

Major Accomplishments for Fiscal Year 2007-08

- Streamlined the Practical Examination to accommodate more candidates.
- Increased participation in outreach events targeting senior citizens and in industry meetings and conferences to inform and educate stakeholders.
- Expanded the expert examiner pool for Northern and Southern California by training new expert examiners.
- Developed and administered a course on advertising laws and regulations to licensees.

Major Legislation/Regulations for Fiscal Year 2007-08

- The Bureau developed policies and will be proposing changes to the law to re-issue of a trainee license; to expand owner responsibilities to include advertising; to make non-licensee owners accountable for the laws, to require licensees to provide a receipt for each adjustment, replacement, or repair of any hearing aid; and to require licensees/business owners to promptly notify the Bureau and consumers of business closures and provide alternate contact information.

5 staff

2,392 licensees

26 consumer publications

33,171 Web site hits

\$86,591 in restitution to consumers



Mellonie Yang
Chief



Robert Puleo
Former Acting Chief



Randall Sager
Chair

Bureau of Home Furnishings and Thermal Insulation

www.bhfti.ca.gov



BHFTI
Bureau of Home Furnishings
& Thermal Insulation

The Bureau of Home Furnishings and Thermal Insulation (Bureau) regulates the manufacture and sale of furniture, bedding, and thermal insulation products which are found in nearly every consumer's home. The Bureau enforces health and safety standards on these products by selecting samples from the market, testing for flammability and sanitization, and removing products from the marketplace that pose risks to California consumers.

Major Accomplishments for Fiscal Year 2007-08

- Conducted two major sweeps for unlicensed activity in Northern and Southern California.
- Conducted inspections at swap meets and flea markets to address sanitization and licensing issues with vendors selling new and used mattresses and furniture.
- Participated in industry and consumer outreach events; attended the final task force meeting for the proposed Technical Bulletin 604 test protocol; visited one of the Bureau's contract laboratories; and attended a workshop with the American Society for Testing and Materials.
- Began enforcement of the new federal mattress flammability standard, Code of Federal Regulations, Title 16, Part 1633.
- Began research on a new smoldering ignition source for the required smoldering tests on upholstered furniture, bedding and thermal insulation products. These tests require the use of unfiltered, non-self extinguishing cigarettes. In 2005, the enactment of the California Cigarette Fire Safety and Firefighter Protection Act which requires that cigarettes sold in California be self extinguishing.

Major Legislation/Regulations for Fiscal Year 2007-08

- The Department's Omnibus Bill granted the Bureau the ability to collect all accrued renewal fees, including delinquent and penalty fees, from the time a license expired. Previously, if a Bureau license had not been renewed within one year of its expiration date, the licensee paid the fees that were required of any person applying for the first time.

32 staff

22,619 licensees

4 consumer publications

64,484 Web site hits

\$179,420 in restitution to consumers



Rick Fong
Acting Chief



Laura Zuniga
Former Acting Chief

Landscape Architects Technical Committee

www.latc.ca.gov

The Landscape Architects Technical Committee (Committee), which operates within the California Architects Board, licenses and regulates the practice of landscape architects in California. The Committee's examinations, licensing, and enforcement ensure minimal competency for more than 3,500 landscape architects in California.

Major Accomplishments for Fiscal Year 2007-2008:

- Implemented a new multiple-choice California Supplemental Examination for testing centers in California and nationwide.
- Conducted a passing score workshop in April 2008 to set the minimum acceptable passing standard. Candidates are now notified of their score immediately after the exam.
- Developed and published outreach material for the public, licensees, candidates, public agencies, schools, and professional organizations.
- Completed a comprehensive review of the process to administer the national licensing examination's two graphic sections. Agreed to delegate this function to the national licensing examination vendor, the Council of Landscape Architectural Registration Boards.

Major Legislation/Regulations for Fiscal Year 2007-08

- Business and Professions Code (BPC) section 5616 provides additional protections to written contracts requirements.
- BPC section 5640 clarifies acts of unlicensed activity.
- California Code of Regulations section 2670 clarifies the language and requires licensees or candidates to respond to requests for information within 30 days.

5 staff

3,501 licensees

9 consumer publications

42,925 Web site hits



Mary Ann Aguayo
Program Manager



Steven Lang
Chair

Medical Board of California

www.medbd.ca.gov



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

Major Accomplishments for Fiscal Year 2007-08

- Made available on the Board's Web site aggregated data, by zip code, related to foreign language proficiency and cultural backgrounds of licensees.
- Held three Laser Forums in conjunction with the Board of Registered Nursing to begin implementation of Senate Bill 1423 (Figueroa, Chapter 873, Statutes of 2006) which requires the review of issues and problems surrounding the use of lasers or intense light pulse devices for elective cosmetic procedures.
- Hosted a summit January 24, 2008, for health organizations, medical schools, consumer advocates, and others to discuss options for physicians who are impaired due to substance abuse.
- Created a Wellness Committee to consider the Board's role in addressing programs to improve all licensees' well-being.

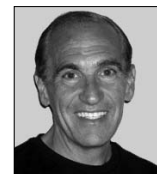
Major Legislation/Regulation for Fiscal Year 2007-08

- Assembly Bill 253 (Eng, Chapter 378, Statutes of 2007) reduces the membership of the Board from 21 to 15 and abolishes the two divisions.
- Assembly Bill 329 (Nakanishi, Chapter 386, Statutes of 2007) authorizes the board to establish a pilot program to expand the practice of telemedicine.

266 staff
125,871 licensees
17 consumer publications
9,109,511 Web site hits



Barb Johnston
Executive Director



Dr. Richard D. Fantozzi
President

Bureau of Naturopathic Medicine

www.naturopathic.ca.gov



The Bureau of Naturopathic Medicine (Bureau) was established in 2004 and began licensing in January 2005. The Naturopathic Doctors Act defines naturopathic medicine as “a distinct and comprehensive system of primary health care practiced by a naturopathic doctor for the diagnosis, treatment, and prevention of human health conditions, injuries, and disease.” The Bureau ensures that California’s naturopathic doctors meet educational and competency standards for licensure. The Bureau licenses, regulates, and investigates complaints against California naturopathic doctors and provides consumers with licensing and disciplinary information.

Major Accomplishments for Fiscal Year 2007-08

- Established a cite and fine program to bring enforcement actions against unlicensed practitioners who advertise as licensed naturopathic doctors and against licensed naturopathic doctors who engage in unprofessional conduct.
- Established an expert reviewer program to recruit qualified, licensed naturopathic doctors to develop opinions and testify on complaints received by the Bureau.
- Continued to work closely with the California Naturopathic Doctors Association on outreach to licensees.
- Created a Bureau Update information letter for licensees and began an e-mail subscription list of licensees for future issues.

2 staff
282 licensees
149,481 Web site hits



Mellonie Yang
Chief



Robert Puleo
Former Acting Chief



Dr. Trevor Holly Cates
Vice Chair

California Board of Occupational Therapy

www.bot.ca.gov

The California Board of Occupational Therapy (Board) was established on January 1, 2001. The Board is responsible for licensing and regulating the state's occupational therapy practitioners. Occupational therapy practitioners provide important health and safety rehabilitation services to people of all ages, who, because of illness, injury, or developmental or psychological impairment, need specialized intervention to regain, develop, or build the skills necessary for independent living.

Major Accomplishments for Fiscal Year 2007-08

- Modified the Board's Web site to make it compliant with new State Standards and to add FAQ pages, a new Outreach Information page, and several new forms and to post of the Board's Disciplinary Actions Report.
- Proposed regulations to implement Business and Professions Code sections 2570.2, 2570.3 and 2570.4.
- Proposed regulations to amend California Code of Regulations section 4170, the Ethical Standards of Practice, to expand the reporting requirements for occupational therapy practitioners.

Major Legislation/Regulations for Fiscal Year 2007-08

- Amended the Occupational Therapy Practice Act to add a provision that license verification on the Board's Web site is adequate for license verification purposes and to eliminate an obsolete reference to an examination being administered twice each year.
- Proposed regulations for implementing Business and Professions Code section 2570.28. The Board approved regulatory language to establish Infection Control Practices for occupational therapy practitioners.
- Proposed regulations to amend California Code of Regulations section 4181 to clarify the appropriate supervision of an occupational therapy assistant and require the supervising occupational therapist to verify that all occupational therapy practitioners under their supervision hold a valid license, certificate, or permit prior to allowing them to provide services.

7 staff

10,246 licensees

633,144 Web site hits



Heather Martin
Executive Officer

Mary Evert
President

California Board of Optometry

www.optometry.ca.gov

The mission of the California Board of Optometry (Board) is to implement and promote laws and regulations that protect the health and safety of consumers, and to ensure that Californians have access to appropriate, high-quality eye and vision care. Protecting the public is the highest priority of the Board. The Board accomplishes this by regulating the practice of optometry in California through licensing and enforcement, and through its public education programs.

Major Accomplishments for Fiscal Year 2007-08

- Implemented a new version of the California Laws and Regulations Examination. The new examination uses psychometrically sound principles of examination development and validation, which ensures that the examination tests candidates for the appropriate level of knowledge necessary for entry-level optometric practice.
- Developed nine fact sheets for licensees: *Licensure by Credentialing, Fingerprint Requirements, Lacrimal Irrigation and Dilation Certification, Requirements for Obtaining a License to Practice Optometry, Certification to Treat Primary Open Angle Glaucoma, Denial of an Application for Licensure, Prescribing Controlled Substances, Fictitious Name Permits, and Optometric Corporation.*
- Conducted outreach meetings with fourth-year students at both the University of California, Berkeley, School of Optometry and the Southern California College School of Optometry to provide information on licensing and continuing education and to answer questions.
- Began using the Applicant Tracking System applications. The system allows the Board to see trends or developments, to track timelines, and to streamline the licensing process.

- Created and published a *Candidate Handbook and Study Guide* to assist examination candidates in preparing for California Laws and Regulations Examination. The handbook also provides information on the California licensure process.

Major Legislation/Regulations for Fiscal Year 2007-08

- Assembly Bill 986 (Eng, Chapter 276, Statutes of 2007) specifies how long optometrists must maintain a patient's records; details the information optometrists at a temporary practice must provide to patients; and increases and adds fees.
- Assembly Bill 1224 (Hernandez, Chapter 507, Statutes of 2007) makes a licensed optometrist subject to the telemedicine provisions and defines a collaborating ophthalmologist who treats primary open angle glaucoma.
- California Code of Regulations Section 1568(i) authorizes the Board to accept an out-of-state applicant's optometric educational or training experience using therapeutic pharmaceutical agents in another state as equivalent to the 65-hour service required in California.

7 staff

7,982 licensees

368,762 Web site hits



Mona Maggio
Executive Officer



Taryn Smith
Former Executive Officer



Lee A. Goldstein, O.D., MPA
President



California drivers stop for a free roadside smog inspection sponsored by the Bureau of Automotive Repair's Consumer Assistance Program and the California Highway Patrol. The voluntary program gives consumers a snapshot of how their car's emission system is performing against California's smog regulations.

Osteopathic Medical Board of California

www.ombc.ca.gov

The Osteopathic Medical Board of California (Board) oversees the practice of medicine by osteopathic physicians and surgeons by enforcing the Medical Practice Act. Emphasizing the inter-relationship of the body's nerves, muscles, bones, and organs, doctors of osteopathic medicine consider the whole person to prevent, diagnose, and treat illness, disease, and injury.

Major Accomplishments for Fiscal Year 2007-08

- Provided more effective complaint and enforcement resolution processes.
- Participated in planning for the DCA-wide BREEZE project.
- Assisted the U.S. Attorney General's Office in collecting money owed by physicians for student loans. The Board's cooperation resulted in repayment agreements and schedules between a delinquent physician and the U.S. government.

Major Legislation/Regulations for Fiscal Year 2007-08

- Assembly Bill 2398 (Nakanishi) restricts the employment of licensed physicians and surgeons by a corporation or other artificial legal entity.
- Senate Bill 1454 (Thomas-Ridley) would impose specific advertising requirements on certain healing arts licensees.

6 staff
5,170 licensees
404,408 Web site hits



Dr. Donald Krpan
Executive Officer



Geraldine O'Shea
President



The California State Board of Pharmacy (Board) protects consumers by licensing and regulating all aspects of the practice of pharmacy in California, including the pharmacist, the pharmacy, and prescription drugs and devices. The Board also regulates drug wholesalers, specialized facilities, and other practitioners such as pharmacist interns and technicians. The Board licenses more than 100,000 individuals and firms, and administers and enforces 12 regulatory programs.

Major Accomplishments for Fiscal Year 2007-08

- Continued to support the pharmaceutical supply chain as it moves to implement California's electronic pedigree requirements, which will protect the prescription drug supply from counterfeit or adulterated drugs. In March, the Board moved the implementation date for e-pedigree requirements to 2011.
- Expanded its online subscriber alert system to notify interested parties, particularly licensees, about emerging health care matters including drug recalls, implementation of new laws, and declarations of emergency.
- Modified the Board's *Notice to Consumers* poster that must be displayed in a pharmacy or printed on receipts to include a patient's right to lawfully prescribed prescription medicine.

Major Legislation/Regulation for Fiscal Year 2007-08

- Senate Bill 966 (Simitian, Chapter 542, Statutes of 2007) authorizes adopting guidelines for model programs to allow consumers to return unwanted prescription drugs.
- Senate Bill 472 (Corbett, Chapter 470, Statutes of 2007) requires the Board to develop standards for prescription container labels so that they are "patient centered." The board began public hearings and consumer surveys to develop regulations so that by 2011, all labels on prescription drugs dispensed to California patients will meet these requirements.
- Senate Bill 1048 (Ridley-Thomas, Chapter 588, Statutes of 2007) makes numerous changes in Pharmacy Law, including:
 - » Requires hospital emergency rooms to report Schedule II, III and IV drugs dispensed from hospital pharmacies each week to the Department of Justice.
 - » Allows Board inspectors to embargo misbranded drugs.
 - » Allows the Board to extend pharmacist intern permits for up to two years so these licensees can complete their required experience.

54 staff

108,628 licenses

48 consumer publications

5,335,831 Web site hits



Virginia Herold
Executive Officer



Dr. Kenneth H. Schell
President

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

Major Accomplishments in Fiscal Year 2007-08

- Adopted language and proposed regulations to implement a Continuing Competency Program. This language calls for 30 hours of continuing competency for physical therapists and physical therapist assistants in each renewal cycle.
- Sought legislation to allow the Board to issue a public letter of reprimand in lieu of a formal accusation against a licensee, to deny an application for the physical therapy examination, and to deny or revoke an application if the Board determines that an applicant has engaged in conduct that undermines the profession.
- Established an Assistive Personnel Task Force to consider the roles assistive personnel play in patient care.

Major Legislation/Regulations for Fiscal Year 2007-08

- Assembly Bill 2868 (Bogh, Chapter 222, Statutes of 2006) authorizes a physical therapist holding a doctoral degree in physical therapy or a related health science to use the title doctor. Section 1398.12 of the California Code of Regulations (CCR) defines which health sciences are related to physical therapy.
- CCR section 1399.15 incorporates by reference the third edition of the *Model Guidelines for Issuing Citations and Imposing Discipline*.
- CCR section 1399.25 establishes the factors and circumstances that apply when deciding the amount of a fine, and specifies when the Board can issue an administrative fine over \$2,500.

12 staff

26,026 licensees

8 consumer publications

279,589 Web site hits



Stephen K. Hartzell
Executive Officer

Nancy Krueger
President

“The Board of Pharmacy staff is extraordinarily responsive and interactive with the entities they regulate. In particular, the Board of Pharmacy staff has been consistently helpful in addressing concerns that the pharmacy community expresses regarding pending regulations and pending legislation. The Board of Pharmacy staff have made it a practice to reach out to pharmacies when challenges are identified, allowing pharmacy operators to work collaboratively with the Board to reach a satisfactory resolution.”

Heidi Barsuglia, Director, Government Affairs, California Retailers Association

“BAR continues to meet and work with the automotive repair industry to insure that any new laws and regulations protect consumers while at the same time are fair and reasonable. The industry may not always agree with BAR, but the BAR continues to genuinely listen and explore ways to find solutions to protect consumers while being fair and reasonable. Chief Sherry Mehl has been very active by regularly traveling up and down the state and meeting with various automotive groups and associations to educate and ensure a continued open dialog between the industry and BAR.”

Jack Molodanof, Sacramento Area Council of Governments

Physician Assistant Committee

www.pac.ca.gov

Physician assistants are highly skilled professionals who, under the supervision of a physician, provide medical care to patients. The Physician Assistant Committee (Committee), which is part of the Medical Board of California, protects consumers by licensing qualified physician assistants and approving the programs that train them.

Major Accomplishments for Fiscal Year 2007-08

- Transitioned the probation monitoring process to the Committee and hired five investigators to conduct monitoring.
- Created an online subscription service to send subscribers updated information and releases from the Committee.
- Conducted Committee meetings in Los Angeles and Sacramento to allow greater access to the meetings by the public.
- Delivered three presentations to physician assistant programs to provide information on licensing requirements and administrative discipline.
- Contracted with a vendor to provide plastic credit card-style licenses to replace the paper licenses issued for the Committee.

Major Legislation/Regulations for Fiscal Year 2007-08

- Assembly Bill 2482 (Maze, Chapter 76, Statutes of 2008) requires a physician assistant (PA) to complete continuing education for license renewal.
- Assembly Bill 3 (Maze, Chapter 376, Statutes of 2007) increases to four the number of PAs a physician can supervise; changes the chart review from 10 percent to 5 percent; and allows a PA to write orders for controlled substances without advance approval by a supervising physician if the PA has met certain educational requirements.

5 staff

7,010 licensees

10 consumer publications

56,098 Web site hits



Elberta Portman
Executive Officer



Robert Sachs, PA-C
Chair

California Board of Podiatric Medicine

www.bpm.ca.gov

The California Board of Podiatric Medicine (Board) licenses more than 2,000 podiatric physicians and enforces the Medical Practice Act through its consumer protection law enforcement. The Board annually licenses all postgraduate medical residents, reviews all California residency programs before approval, and reviews all schools for approval. The Board is the only doctor-licensing board in the nation to implement a continuing competency beyond continuing education requirement.

Major Accomplishments for Fiscal Year 2007-08

- Monitored and confirmed continuing longitudinal decline in patient complaints following implementation of California's pilot Continuing Competence program.
- Maintained broader complaint disclosure on Board's website without any apparent conflicts with narrower Medical Board verifications program.
- Published consumer brochure on *Orthotics: You Don't Have to Live with Foot Pain*.
- The Board also promulgated a regulation indicating that it would accept the national licensing exams for MD and DO candidates as equivalent for its licensing purposes for DPM candidates. With American Medical Association board members urging the podiatric medical profession to sit for the United States Medical Licensing Exam, BPM has indicated it will accept such scores if it receives them (as equivalent to scores from the National Board of Podiatric Medical Examiners). A DPM Focus Group moderated by Franklin Medio, PhD unanimously endorsed the Board's rulemaking.
- By implementing the nation's first doctor-licensing board continuing competence program, as authorized by the Legislature as a pilot, model program, the Board of Podiatric Medicine has advanced its goal of preventing patient harm rather than just respond to harm once it has been done. Requiring peer-reviewed continuing competence pathways at each two-year renewal, over and above continuing education, BPM has shown this reform long recommended by medical reformers works. The Board has further empowered Californians by disclosing on its website when it refers doctors to the Attorney General's office for prosecution, without waiting weeks or months for an Accusation to be drafted, processed and signed. BPM's Orthotics brochure will help the Department combat unlicensed practice. Provision of custom shoe inserts by persons not licensed to diagnose and prescribe can be harmful or dangerous for consumers with lower-extremity medical conditions.

6 staff

2,185 licensees

23 consumer publications

37,506 Web site hits



Jim Rathlesberger
Executive Officer



Aleida Gerena-Rios, MBA
President

Professional Fiduciaries Bureau

www.fiduciary.ca.gov



The Professional Fiduciaries Bureau (Bureau) was created in 2006. The Bureau's mandate is to license and regulate non-family member private fiduciaries, including conservators, guardians, trustees, and agents under durable powers of attorney as defined by the Professional Fiduciaries Act, Senate Bill 1550 (Figueroa, Chapter 491, Statutes of 2006). Private fiduciaries provide critical services to vulnerable seniors, disabled persons, and children. They manage matters involving these consumers' daily care, housing, and medical needs, and offer financial management services ranging from basic bill paying to estate and investment management.

Major Accomplishments for Fiscal Year 2007-08

- Implemented the Professional Fiduciary licensing program. This involved drafting and passing regulations, creating application documents, training staff, identifying candidates, and designing computer programs to track applicants, maintain licensee information, and report to the public and courts as required by law.
- Developed the licensing examination. The Bureau contracted with the Center for Guardianship Certification to develop the examination. Applicants began taking the exam in February 2008. The Bureau began issuing licenses on July 1, 2008.
- Created two brochures, *Are You a Professional Fiduciary?* and *Do You or Does a Loved One Need a Professional Fiduciary?* for consumers and professionals.
- Engaged in extensive outreach to educate consumers by working closely with the California Judicial Council and the courts, the California State Bar, district attorneys, the California Department of Justice, AARP, geriatric care managers, senior advocates, and others.
- Developed a complaint enforcement process.
- Enhanced the Web site to provide information for consumers, fiduciaries, the courts, and others.

4 staff

86 licensees

159,438 Web site hits



Mellonie Yang
Chief



The Bureau of Automotive Repair (BAR) takes several high-polluting cars off the road for good at a car crush at the Bakersfield Energy and Clean Air Expo. BAR's Consumer Assistance Program retired 20,000 vehicles, repaired 40,800 vehicles, and removed nearly 4,000 tons of pollution from California's skies in Fiscal Year 2007–08.



The California Board of Psychology (Board) protects the safety and welfare of consumers of psychological services through its licensing, enforcement, continuing education, and educational outreach programs. The Board regulates psychologists, registered psychologists, and psychological assistants. The Board was established in 1958 when the first psychologists were certified in the state. In 1967, the Psychology Licensing Law was enacted by the Legislature. The Board is dedicated to ensuring that psychologists provide competent and ethical services to consumers.

Major Accomplishments for Fiscal Year 2007–08

- Attended multiple consumer outreach events to distribute publications and raise awareness of the Board.
- Created a Committee for Contemporary and Emerging Issues in Psychology to address community mental health support for returning veterans, media misinformation, unlicensed practice, the importance of licensure, services to the underserved, and other issues.
- Implemented bimonthly license updates on the Web site to keep applicants informed about processing timelines.
- Began planning a Diversity and Cultural Competence Conference to be held in northern and southern California in late October 2008 to focus on the needs of underserved populations.
- Implemented the California Psychology Law and Ethics Examination for applicants who are licensed in another state, and who meet specific criteria. The change streamlines the process for these applicants to become licensed in California.
- Implemented Supervised Professional Experience to include those wanting to practice in “Non-Mental Health.” This includes a structured, sequential plan for trainees.
- Re-evaluated the Expert Review Program. The Board had all Expert Reviewers re-apply and provide more information on their areas of expertise. New matrices, expert training twice a year and new procedures for routing initial complaints to experts from the Enforcement Team, should keep the Expert Review Program valid and accountable.

15 staff

17,741 licensees

10 consumer publications

4,369,999 Web site hits



Robert Kahane
Executive Officer



James McGhee
President

“As current events tell us, finding the balance between prosper and punish in protecting the public isn’t easy – it takes dedicated professionals. The Doctors of Optometry and citizens who make up the State Board of Optometry are professionals in their own right, and they work hard to see the patient’s point of view. In 22 years in Sacramento, I’ve never had a more productive relationship with regulators and their staff.”

Tim Hart, Director, Government & External Affairs, California Optometric Association

“The BBC has made crucial and long needed reforms of the mandated curriculum for beauty/barbering/electrology schools, providing schools and students the ability to become more current to ever evolving industry trends, techniques and technologies; in addition, by adopting the National Interstate Council of State Boards of Cosmetology (NIC) exam for the written portion of the licensing exam (set to roll out May 1, 2009), students will be tested for these updated standards that are more industry relevant and textbook aligned.”

Jim Edwards, Executive Director, California Association of Schools of Cosmetology

Board of Registered Nursing

www.rn.ca.gov

The goal of the Board of Registered Nursing (Board) is to protect the health and safety of the California's healthcare consumers and we do this by ensuring safe practice standards, overseeing nursing school programs, and educating the public. In addition to licensing registered nurses (RNs), the Board evaluates them for certification in the following specialty areas: Nurse Practitioner, Nurse Anesthetist, Nurse Midwife, Clinical Nurse Specialist, Public Health Nurse and Psychiatric/ Mental Health Nurse.

Major Accomplishments for Fiscal Year 2007-08

- The Board requires all California RN graduates to submit fingerprints to the Federal Bureau of Investigation (FBI) which started in June 2008. This fingerprint requirement is in addition to the California Department of Justice (DOJ), which has been a requirement for all applicants since 1991. In 1990 the California Board of Registered Nursing was the first state that required endorsement applicants to submit fingerprints to DOJ and the fingerprint requirement was expanded to include all RN applicants in August 1991.
- The Board worked in conjunction with the Emergency Medical Services Authority (EMSA) to add updated information on the BRN Web site regarding the state-wide registration of California Medical Volunteers, the California Medical Assistance Teams (CalMATs) and Disaster Medical Assistance Teams (DMAT). All of the updated information can be found under Disaster Response on the Board's Website at www.rn.ca.gov.
- The Board's Web site was updated to include a monthly listing of all formal disciplinary actions that have been taken against RNs licensed in California. This list is completed in conjunction with the Board's On-Line Verification System that provides everyone the opportunity to check the license status of a registered nurse and download formal disciplinary actions that have been taken against an RN license. A second feature was added to the Board's Web site for the June 2008 Board Meeting as all Board and Committee meeting packets are now available to review and download at www.rn.ca.gov.
- During this fiscal year the Board approved seven (7) nursing education programs that included entry level master, baccalaureate, and associate degree registered nursing programs. The total number of pre-licensure programs is 130.

95 staff

338,599 licensees

7 consumer publications

1,116,389 Web site hits



Ruth Ann Terry, MPH, RN
Executive Officer



LaFrancine Tate
President

Board of Registered Nursing

continued

- The Board of Registered Nursing redesigned its Web site to expand and refresh California's on-line presence and comply with ADA and Departmental requirements. Additionally, the Board's new Web site now includes information to assist anyone interested in becoming a registered nurse as it provides careers in nursing and the steps to become a RN, financial aid, and related topics.
- With the assistance of the University of California, San Francisco (UCSF) the Board is conducting the 2008 Survey of Registered Nurses. Both California RNs with active and inactive licenses are being surveyed.
- The Board approved the Citation and Fine Program regulation package which increased the maximum penalty fee from \$2,500 to \$5,000. This change aligned the fees to the statutorily authorized maximum and specified the circumstances under which a fine may be imposed.

Respiratory Care Board of California

www.rcb.ca.gov



The Respiratory Care Board of California (Board) protects and serves consumers by administering and enforcing the Respiratory Care Practice Act. Respiratory care practitioners (RCPs) work under the direction of a physician and specialize in evaluating and treating patients who have breathing difficulties as a result of heart and lung disorders. They also provide diagnostic, educational, and rehabilitation services.

Major Accomplishments for Fiscal Year 2007-08

- Raised awareness of the need for licensing polysomnographic technologists and sponsored legislation for certification. Polysomnographic technologists work with people who have sleep disorders.
- Finalized implementation of its Law and Professional Ethics Course requirement aimed at informing RCPs of the expectations of them as professionals in California.
- Educated 2,214 licensed Home Medical Device Retailer Facilities in California as part of the Board's new regulations. The regulations specify the respiratory care services allowed as part of home care.
- Completed a comprehensive workforce study on the respiratory care profession, which the Board will use to prepare for a potential shortage of RCPs in California, and to consider future education and certification requirements.
- Modified its petition process reducing the cost from an average of \$22,500 to \$5,000 a year and cutting the processing times from an average of six months to 30 days.

Major Legislation/Regulations for Fiscal Year 2007-08

- Senate Bill 1526 (Perata) proposes certification for polysomnographic technologists under the Medical Board of California.
- Senate Bill 1779 (Committee on Business, Professions, and Economic Development) provides liability protection for respiratory care practitioners in an emergency; clarifies the Board's authority to recoup costs in some disciplinary cases; strengthens the Board's authority to take action against licensees who use drugs or alcohol on the job; and makes other changes.

18 staff

15,852 licensees

7 consumer publications

130,923 Web site hits



Stephanie Nunez
Executive Officer



Larry L. Renner, B.S., RCP, RRT-RPFT
President



DCA Director Carrie Lopez, right, hears several whirlpool footspa horror stories from Kristy Underwood, Executive Officer of the Board of Barbering and Cosmetology.

Bureau of Security and Investigative Services

www.dca.ca.gov/bsis



The Bureau of Security and Investigative Services (Bureau) licenses and regulates the private security industry. The Bureau has jurisdiction over security guards, proprietary private security officers, private investigators, alarm companies, locksmiths, private patrol operators, and repossession companies and their employees. Firearm and baton training facilities, as well as their instructors, also fall under the Bureau's jurisdiction.

Major Accomplishments for Fiscal Year 2007-2008:

- Held two meetings of the Senate Bill 666 Advisory Committee to develop a syllabus for training requirements for proprietary private security officers. The Committee is made up private industry members who have proprietary security within their businesses, law enforcement representatives, plus representatives from Security Officers United, Service Employees International Union, and the Commission on Peace Officers Standards and Training. The Committee has developed a core training syllabus to be put into regulation.
- Initiated a new pilot program with Division of Investigation targeting unlicensed private investigators.
- Created three new publications, *Guide to License Types* to assist the public in identifying and verifying the licenses and registrations issued by the Bureau; *Guide to the Bureau of Security and Investigative Services*, which gives an overview of the Bureau; and the *Consumer's Guide to Repossession Practices*.
- Participated in two locksmith sting operations for unlicensed activity. The sting operations took place in conjunction with the Contra Costa County District Attorney's Office and the Yolo County District Attorney's Office.

continued on next page

71 staff

265,058 licensees

14 consumer publications

2,573,695 Web site hits

\$74,935 savings achieved for consumers



Paul Johnson
Chief

James Diaz
Chair

Bureau of Security and Investigative Services

continued

Major Accomplishments for Fiscal Year 2007-08

- Visited more than 948 licensees, representatives from private industry, and law enforcement through our outreach program. The program has focused on making private industry and law enforcement aware of the proprietary private security officer licensing requirements.
- Began the written exam development workshops with the Office of Exam Resources in order to create new examinations for the private investigator qualified manager, private patrol operator qualified manager, alarm company operator qualified manager and repossession agency qualified manager. Members throughout the state from each industry participate in the written exam development workshops.

Major Legislation/Regulations for Fiscal Year 2007-08

- Senate Bill 659 (Calderon, Chapter 192, Statutes of 2007) and Assembly Bill 2318 (Calderon, Chapter 418, Statutes of 2006) both affect the repossession industry. Senate Bill 659 requires the reposessor to report any violent act that occurs during a repossession or attempted repossession to the Bureau and to send a copy of the report to the person who requested the repossession. Under Assembly Bill 2318, personal property that requires a tool to remove does not have to be removed by the reposessor. The registered owner of the vehicle must contact the legal owner to recover such property.
- Senate Bill 666 (Maldonado, Chapter 721, Statutes of 2007) requires the Bureau to convene an Advisory Committee to develop training requirements for the proprietary private security officer (curriculum and required hours of training).

Speech-Language Pathology and Audiology Board

www.splab.ca.gov

The Speech-Language Pathology and Audiology Board (Board) protects the public by requiring that speech-language pathologists and audiologists working in California meet certain educational and training standards. Speech-language pathologists help people with speech, voice, language, and swallowing disorders or impairments. Audiologists help people with hearing, balance, and related disorders. The Board investigates applicants' backgrounds, investigates complaints against licensed and unlicensed practitioners, and takes disciplinary action when appropriate.

Major Accomplishments for Fiscal Year 2007-08

- Continued to work actively with the academic and professional community on the development of doctoral training programs in audiology in California.
- Conducted public meetings on evaluating the training and entry-level competency of internationally trained applicants. It has been a top priority of the Board over the past year to develop a new screening process that evaluates the educational and clinical competency of internationally trained applicants.
- Fostered new paths for individuals to become registered as support personnel in speech-language pathology and audiology. Many students who become registered speech-language pathology assistants may now be eligible to work in the profession while pursuing their graduate training to become independent practitioners.
- Redesigned the Board's Web site for easier navigation and added a number of resource links and documents to explain the Board's processes and services.

6 staff

13,056 licensees

15 consumer publications

650,127 Web site hits



Annemarie Del Mugnaio
Executive Officer

Lisa Cabiale O'Connor
Chair

California State Approving Agency for Veterans Education

www.csaave.ca.gov



The mission of the California State Approving Agency for Veterans Education (CSAAVE) is to promote and safeguard quality education and training programs for all qualified veterans and other eligible dependents, and to ensure greater education and training opportunities that meet the challenging needs of veterans. Clients and stakeholders include veterans, in-service persons, National Guard and Reservists, and dependents of disabled veterans or those who died on active duty. Other critical customers include members of the public and state and local officials who foster and promote services to veterans.

Major Accomplishments for Fiscal Year 2007-08

- Established a Web site, www.csaave.ca.gov, which offers veterans information about GI Bill benefits and provides links to resources to help them find a job or to get an education at a VA-approved institution. The site also offers education providers information about how to get and maintain status as a VA-approved educational institution.
- Conducted the required supervisory visits to the 615 active California education and training institutions to review compliance with veterans' approval requirements, including maintaining appropriate attendance, transfer credit, student transcripts and enrollment status for each veteran.
- Participated in Troops to College—a program created by Governor Arnold Schwarzenegger to attract more veterans to California public universities and colleges by making campuses more veteran friendly. Also participated in local job fairs and outreach activities to promote veteran services.

11 staff

57,613 Web site hits



Sheila Hawkins
Education Administration

Structural Pest Control Board

www.pestboard.ca.gov

The Structural Pest Control Board (Board) regulates individuals and companies engaged in the business of controlling various household pests, including rodents, vermin, and insects, as well as wood-destroying pests and organisms in homes and other structures. The Board regulates pest control operators, field representatives, applicators and structural pest control companies. The Board's primary goal is to ensure the health and safety of California consumers.

Major Accomplishments for Fiscal Year 2007-08

- Implemented new licensing examinations for Branch 3 licenses.
- Launched a new Web site. More than a dozen pages were added including a comprehensive frequently asked questions section for consumers and the pest control industry.
- Standardized the reporting and review process for Board specialists to draft and formulate their enforcement reports.
- Funded three major structural pest control research studies that began this fiscal year. The University of California, Riverside, will study the effectiveness of insecticides for treating drywood termites and the most effective and least toxic methods for controlling Argentine ants. The University of California, Berkeley, will study specific chemicals and their treatment of drywood termites.

Major Legislation/Regulations for Fiscal Year 2007-08

- California Code of Regulations (CCR) section 1970 updates an existing form to allow for proper fumigant disclosure and requires a subcontractor to forward a copy of the form to the primary contractor.
- CCR section 1970.4 updates an existing form to allow for proper fumigant disclosure as well as provide and to disclose the presence of any conduits that would allow the fumigant to pass to neighboring structures.
- CCR section 1973 updates an existing form to allow for proper fumigant disclosure.
- Business and Professions Code Section 8610 limits the number of companies that an operator can qualify to two companies.

30 staff

24,566 licensees

7 consumer publications

674,629 Web site hits

\$377,044 savings achieved for consumers



Kelli Okuma
Executive Officer



Mustapha Sesay
President

Don't take chances. Check the license.



A CALIFORNIA LICENSE IS VALUABLE.

for Consumers

- DCA licensing builds a trained, skilled and competent workforce
- DCA licensing provides recourse for unlicensed goods and services

for Licensees

- DCA licensing identifies industry professionals and promotes local business
- DCA licensing promotes fair competition in the marketplace

for Industry

- DCA licensing provides industry education and training standards
- DCA licensing ensures uniform codes of ethics

for California

- DCA licensing helps ensure a safe, healthy and fair business environment
- DCA licensing ensures revenues needed to fund vital community services

INQUIRE BEFORE YOU HIRE!

InquireBeforeYouHire.ca.gov



DCA staff Shayne Wilson (left) and Allison Davis offer information and advice at the premiere of the Unlicensed Activity (ULA) Program booth. The Program's Web site and publications are designed to educate consumers, licensees, and students at vocational schools about the importance and value of professional licensure.

Telephone Medical Advice Services Bureau

www.dca.ca.gov/tmas



The Telephone Medical Advice Services Bureau (Bureau) regulates businesses both in and out of state that give telephone medical advice to California residents. Telephone medical advice is used by some health care organizations to better meet the needs of their large client populations. Consumers are able to contact their health care provider by telephone to explain their symptoms and receive immediate advice about the proper course of action. Some registrants operate disease management or wellness programs via telephone.

Major Accomplishments for Fiscal Year 2007-08

- Developed a process to conduct site inspections to verify application information, ensure records are properly maintained and accurate, to confirm employees are properly licensed, registered or certified, and to verify the registrant's consumer complaint process.
- Created an inspection report to document details found during inspections/audits and a code reference sheet to inform and educate registrants.
- Established a plan to visit each registrant both in state and out of state within five fiscal years.
- Completed a review of all registrant files and initiated a process to update registrant information.

2 staff

37 licensees

56,941 Web site hits



Mellonie Yang
Chief



Robert Puleo
Former Acting Chief

Veterinary Medical Board

www.vmb.ca.gov

The Veterinary Medical Board (Board) protects consumers and animals through the development and maintenance of professional standards; the licensing of veterinarians, registered veterinary technicians, and veterinary premises; and through diligent enforcement of the California Veterinary Medicine Practice Act.

Major Accomplishments for Fiscal Year 2007-08:

- Conducted a hospital inspection training workshop for new hospital inspectors and staff to ensure that inspectors are knowledgeable and competent.
- Partnered with the Office of the Attorney General to conduct expert witness training.
- Converted the Board's examination for veterinarians to a computer-based format on to streamline the testing process and increase accessibility for applicants.

Major Legislation/Regulations for Fiscal Year 2007-08:

- Amended Section 2034 of Title 16 of the California Code of Regulations to update anesthesia requirements and add definitions of anesthesia induction.
- Updated and streamlined the eligibility categories for the registered veterinary technician examination; regulations are pending at Office of Administrative Law.

11 staff

14,699 licensees

4 consumer publications

485,176 Web site hits



Susan Geranen
Executive Officer



Linda Starr
President

Board of Vocational Nursing and Psychiatric Technicians

www.bvnpt.ca.gov

The Board of Vocational Nursing and Psychiatric Technicians (Board) regulates the practice and education of licensed vocational nurses (LVNs) and psychiatric technicians (PTs). It protects consumers by disciplining unsafe and abusive LVNs and PTs, overseeing vocational nursing and psychiatric technician programs, and educating consumers about their rights. LVNs and PTs care for California's most vulnerable citizens, from newborns to the frail elderly who are physically or mentally impaired. The Board licenses and regulates more than 78,000 LVNs and nearly 10,000 PTs, the largest groups of LVNs and PTs in the nation.

Major Accomplishments for Fiscal Year 2007-08:

- Continued efforts to reduce the shortage of LVNs and PTs by expediting the approval and accreditation of qualified vocational nursing (VN) and PT programs.
- Increased the number of VN programs from 195 to 203. Additionally, the Board approved requests by many VN programs to increase their student enrollment authority. As a result, student admissions slots for VN programs increased from 13,521 to 15,318 in the past year.
- Increased the number of student admissions slots for new and existing PT programs from 1,295 to 1,415.
- Continued to conduct surveys to improve Board effectiveness and efficiency and to identify future educational and technological changes that may impact current rules and regulations.
- Conducted Director Forums in Northern and Southern California to provide directors and faculty of VN and PT programs with information on legislation, statutes, regulations, current issues, and examination procedures.
- Adopted the new passing standard for the Psychiatric Technician Licensure Examination.
- Conducted two PT educational conferences, in Northern and Southern California, to provide directors and faculty of PT programs with information on the new Psychiatric Technician Test Plan.
- Conducted Mandatory Reporting Forums in Northern and Southern California (Los Angeles and West Sacramento), to provide employers of LVNs and PTs with an overview of the new mandatory reporting requirements. Mailed approximately 119,000 flyers to licensees, employers, associations, and schools advising them of the new mandatory reporting requirements.

Major Legislation/Regulations for Fiscal Year 2007-08

- California Code of Regulations sections 2518.6–2523.6 and 2576.6–2579.8 require LVNs and PTs to report known violations of rules and regulations to the Board, and require employers of LVNs or PTs to report to the Board the suspension or termination of an LVN or PT they employ.

52 staff

88,394 licensees

5 consumer publications

705,863 Web site hits



Teresa Bello-Jones
Executive Officer



John Vertido
President



Inspectors from the Bureau of Home Furnishings and Thermal Insulation “red-tagged” improperly sanitized mattresses at a mattress company in West Sacramento. A total of 130 mattresses were red-tagged, meaning they cannot be sold to the public until they are professionally sanitized and re-inspected by the Bureau.

DCA's Support System

DCA's boards, bureaus, programs and commissions are supported by the dedicated and talented staff of fifteen programs, divisions, units, and offices, all of which are strongly committed to DCA's consumer protection mission. This exceptional network of legal, technical, and administrative professionals educate and empower consumers, advocate consumer interests before lawmakers, enforce consumer protection laws, work with law enforcement to help fight fraud in the marketplace, mediate disputes that arise between consumers and businesses, and help ensure that consumers have a voice in the California marketplace. They also train and develop DCA management and staff to ensure core competencies essential to individual and Department success.

- The **Consumer Information Center (CIC)** is DCA's information resource center for consumers and licensees and is often the first point of contact for both. Through its **Call Center** and **Correspondence Unit**, CIC provides consumers and licensees with user-friendly information, advice, and instruction and identifies for them the government agency or community organization that can best address their needs. CIC staff also helps consumers understand their complaint-resolution options when they have experienced difficulty or disappointment in the California marketplace. CIC maintains an e-mail address, dca@dca.ca.gov, through which consumers can request information and assistance and typically get a next-day response. The Center also maintains an internationally-available toll-free number, (800) 952-5210, with a less-than-one-minute wait time. CIC employs a number of agents fluent in both Spanish and English and, through contract services, is able to provide assistance in more than 177 languages. In Fiscal Year 2007–08, the **Call Center** received more than 1,048,800 calls, an increase of 47,500 calls from the previous fiscal year and achieved an overall 90 percent service level. The **Correspondence Unit** assists the Executive Office with written responses to complaints sent by consumers to the DCA Director, the Governor's Office and the State and Consumer Services Agency. In FY 2007–08, the Correspondence Unit responded to 20,500 written inquiries, an average of 385 responses per week, and responded to 16,110 e-mails.
- The **Complaint Resolution Program (CRP)** helps resolve issues underlying complaints consumers have filed after experiencing difficulty or disappointment in the California marketplace. This complaint resolution service is a valuable alternative to costly litigation that can overwhelm the consumer, the licensee, and the California court system. Complaint resolution services are performed by patient, courteous, and highly-trained staff and, through contracted translation services, is available in more than 100 languages. In Fiscal Year 2007–08, CRP reviewed more than 11,000 consumer complaints and referred 4,000 of them to DCA bureaus for investigation of serious allegations such as fraud, oversell, bait and switch, false advertising, and gross negligence. CRP also assisted consumers on more than 6,600 complaints resulting in consumer refunds and adjustments totaling more than \$1.4 million dollars. CRP resolved 45 percent of all complaints within an average of 36 days. The CRP has offices located in four major metropolitan areas which offers DCA the opportunity to engage in both local and statewide consumer outreach efforts. This fiscal year, CRP gave presentations to 32 consumer groups and participated in 76 outreach events statewide.

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DCA's Support System

continued

- The **Outreach Unit** takes information about DCA's programs and services directly to consumers. By hosting and participating in targeted community events and by giving presentations to businesses, clubs, schools, and other community based organizations, the Outreach Unit helps put a friendly and helpful "face" on DCA. These outreach efforts help educate licensees, empower consumers, and build strategic consumer protection partnerships. Outreach staff participated in more than 190 community events and speaking engagements this fiscal year and reached more than 280,000 consumers across the State. The Unit dramatically increased its outreach to under-served and minority communities by more than tripling the number of ethnic events in which it participated this fiscal year. The Unit created an Outreach Operations Manual to ensure consistent and polished messaging by all Outreach staff. The Unit also created an Outreach Internet site and Outreach Forum to streamline operations and improve communications in the field.
- The **Office of Publications, Design & Editing** (PDE) designs, edits, and distributes more than 200 high-quality consumer and licensee education publications produced by DCA's Executive Office and industry-specific publications on behalf of DCA's various entities. PDE also coordinates the translation of many of these publications into various languages such as Spanish, Korean, Chinese, Russian, Vietnamese, and Tagalog. In Fiscal Year 2007–08, PDE staff oversaw the publication of 1.5 million printed pieces and received more than 15 international, national, and State awards for excellence in graphic design and writing. PDE staff write, design, publish, and distribute DCA's eye-catching and informative quarterly magazine, *Consumer Connection*, which received a 2008 Award of Excellence from the National Association of Government Communicators, and a 2008 Achievement in Consumer Education (ACE) Award from the National Association of Consumer Agency Administrators.
- The **Office of Public Affairs** (OPA) provides timely and accurate response to media inquiries and is responsible for creating and executing strategic media plans for DCA. In Fiscal Year 2007–08, OPA began placing multimedia content on DCA's Web site to enhance the site's appeal and to help put a friendly "face" on DCA. As part of that effort, OPA provided media, webcasting and audio visual support for the first-ever People Achieving Consumer Trust (PACT) Summit in Los Angeles, documenting the historic event and enabling all consumer protection stakeholders to share the experience. In partnership with DCA's boards and bureaus, OPA rallied the media during statewide sting operations to publicize and help combat unlicensed activity. In addition, OPA helped the Bureau of Automotive Repair launch its DriveHealthy.com campaign, which teaches consumers how timely vehicle maintenance can help protect the air we breathe.

- The **Division of Investigation** (DOI) serves as DCA's law enforcement and investigative branch. Its mission is to protect the public health, safety and welfare of consumers. DOI does this by providing timely, objective, courteous, and cost-effective investigations of alleged misconduct by licensees of client agencies, which often involves illegal use and theft of drugs, sexual misconduct, quality of care issues, and unlicensed activity. DOI and collects and assembles the information needed to file criminal, administrative and civil actions by or on behalf of these agencies. In Fiscal Year 2007–08, DOI field staff completed 1,109 investigations, made 14 arrests, executed four search warrant, and were referred 107 cases for criminal filings. DOI's Special Operations Unit leads DCA programs and investigations which involve workplace violence prevention and threat assessments, criminal offender record information program and clearances, infraction citation program and clearances, and internal affairs investigations. The Unit also oversees DOI internal programs and investigations which involve firearms, defensive tactics, computer forensics, background investigations, and internal affairs investigations.
- The **Legal Division**, includes the Legal Office and the Legal Services Unit and provides legal services to the Department's Executive staff, and to all DCA entities. The **Legal Office** serves as in-house counsel for the Director and the Department's constituent agencies. Its attorneys provide legal analysis and opinions on laws, issues, proposed

legislation, government contracts, employer-employee matters, the Open Meetings Act, the Public Records Act, and the Information Practices Act. The **Legal Services Unit** counsels the Director in carrying out the consumer mandates of the Consumer Affairs Act. The Unit created and maintains a large number of consumer handbooks and guides including the Consumer Law Sourcebook, California Tenants Handbook, Using Small Claims Court booklet, and more than 30 user-friendly legal guides. This fiscal year, the Legal Services Unit prepared the department's Subpoena Manual to ensure timely and appropriate processing of subpoenas by department and constituent agency staff. The Unit also provided full board member orientation training to the Horse Racing Board.

- The **Legislative and Regulatory Review Division** (Division) serves as DCA's resource on legislative matters, and represents DCA's position on these matters before the Legislature. The Division advocates public policy affecting consumers, and regularly advises DCA's Director on all proposed regulations that impact public health, safety, and welfare. In 2008, the Division also began coordinating the review, creation, and approval of DCA policies to ensure proper consideration of DCA's positions on matters affecting consumers. Last year, the Division monitored and analyzed more than 350 legislative bills on consumer issues and reviewed 55 proposed regulation packages submitted by various DCA entities.

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DCA's Support System

continued

- The **Office of Information Services** (OIS) directs and manages information technology for all of DCA. This fiscal year OIS completed the acquisition for a new mainframe printer for printing licenses; issued the Request for Proposal for the BREEZE Project which now provides easy and efficient online license application and renewal; and partnered with the Department of Technology Services to create and launch the Rebuild Your Life Web site within 48 hours to aid the victims of the San Diego-area wildfires and to serve as an ongoing emergency preparedness and disaster recovery resource. OIS also launched a new Web site for the California State Approving Agency for Veterans Education which offers veterans information about GI Bill benefits and provides resources to help them find a job or get an education at a VA-approved institution.
- The **Office of Administrative Services** (OAS) provides the accounting, business, personnel, and budget services that keep DCA running smoothly and efficiently. The Business Services Office ensures that DCA entities promote sound business decisions and practices in securing IT and non-IT goods and services. The Office of Human Resources provides payroll, benefits, training, and examination services to DCA personnel. Last year, OAS began implementing a Customer Service Improvement Project to establish a clear expectation of excellence in customer service, raise employee awareness of the need to improve the delivery of products and services to all DCA customers and stakeholders, and ultimately improve the consumer and licensee experience when dealing with DCA.
- The **Strategic Organization, Leadership, and Individual Development** (SOLID) office was created in fiscal year 2007–08. **SOLID** is responsible for developing individual employees and turning them into the Department's future leaders; facilitating communication among DCA's Executive Office, board staff and members, and employees; and facilitating the development of DCA as an "employer of choice." his fiscal year SOLID developed new training courses that are based on a set of 17 leadership competencies. These courses help ensure that employees are recruited, hired, trained, and promoted on the basis of skills identified by department management as critical to DCA's success. SOLID also worked to establish a Management Academy which provides leadership development for DCA's existing and future managers and leaders. This training is critical because of the impending wave of retirements facing DCA and other State departments. SOLID developed and began hosting the Director's quarterly Executive Leadership Forums for DCA's Board Executive Officers, Bureau Chiefs, and Division Chiefs, These forums provide the opportunity for information sharing and for leadership development presentations and activities. In addition, SOLID began work on several organizational development programs: a recruitment and retention work group, a customer service program, and a new employee survey—all key to ure that the department recruits and retains employees possessing the 17 leadership competencies.

- The **Equal Employment Opportunity Office** (EEO) serves all DCA employees, applicants, and licensees by promoting equal employment opportunity. The EEO Office also promotes affirmative action for persons with disabilities and works to prevent and eliminate discriminatory practices through training, education, and outreach. In Fiscal Year 2007–08, the EEO investigated complaints of discrimination and provided referral services in the form of informal EEO counseling and mediation as well as referrals to other EEO related agencies; monitored and tracked mandatory Sexual Harassment Prevention training for all DCA Supervisors, Managers, Board and Commission members to ensure a safe and appropriate workplace; and developed on-line training to educate and train all DCA employees to be proactive in reporting and resolving potential discriminatory cases. The **Disability Advisory Committee** (DAC) prepared monthly health related articles for DCA’s internal newsletter and contributed to the Wellness Fair, National Disability Awareness Month, and the Statewide Disability Advisory Council’s Symposium and Job Fair. DAC also provided training to Managers, Supervisors and Executive Board Members on the Americans with Disabilities Act, Fair Employment and Housing, and Reasonable Accommodations to ensure DCA compliance.
- The **Family Support Program** improves the lives of California’s children by helping enforce child support regulations. Using the State License Matching System, Program staff compare the names and Social Security

numbers of DCA licensees against the Department of Social Services list of parents who are delinquent in court-ordered child support payments. If a match is discovered, DCA licensing can be stalled or suspended until the offending individual has met their family support obligations. DCA is one of 15 state agencies that participate in the State License Matching System, and is considered the model agency with one of the largest license databases.

- The **Office of Examination Resources** (OER) is nationally recognized for its professional expertise in examination validation services, and currently provides these services to DCA’s boards, bureaus, and committees through pro rata and Intra-Agency Contract agreements. OER also provides consultation on all aspects of the examination validation process, including occupational analyses, examination construction, passing score methodology, statistical analyses, and administration. OER follows the highest technical and professional standards in the industry and is committed to ensuring that licensing examinations are psychometrically sound, job-related, and legally defensible. This year, OER introduced a Quality Assurance Program to ensure that the computer-based testing vendor is providing the level of examination security to meet contract requirements; assisted the Office of Human Resources to select candidates in examination-related classifications to meet staffing requirements; and made presentations before various boards at their scheduled meetings.

DCA Board and Advisory Committee Members

Fiscal Year 2007–08

Member Name Board or Advisory Committee

Aguilera, Lupe Respiratory Care
 Agurto, Luis, Sr. Structural Pest Control
 Alviso, Debra. Physical Therapy
 Anderson, Christine A. Landscape Architects Technical
 Anderson, Don. Security/Investigative Services
 Anderson, Sarah Accountancy
 Arney, Paul. Automotive Repair
 Arredondo, Alejandro Optometry
 Arzate, Cris. Structural Pest Control
 Ashby, James. Geologists/Geophysicists
 Bache, Rochelle Dental Auxiliaries
 Baker, Jon Alan. Architects
 Baker, William Dental, Dental Auxiliaries
 Barnes, Edward Contractors State License
 Barragan, Belinda Guide Dogs for the Blind
 Baucom, Kevin. Voc Nursing/Psychiatric Techs
 Becker, Terri Veterinary Medical
 Beecham, Nancy. Registered Nursing
 Bermudez, Rudy. Accountancy
 Bettinger, John. Dental
 Black, William Geologists/Geophysicists
 Blackseth, Kim Prof Engineers/Land Surveyors
 Blake, Richard Geologists/Geophysicists
 Bowden, Andrew. Landscape Architects Technical
 Bower, Glenn. Cemetery/Funeral
 Brandow, Gregg E. Prof Engineers/Land Surveyors
 Brewer, Robert Acupuncture
 Brown, Robert Contractors State License
 Burgard, James. Pharmacy
 Burke, Adam Acupuncture
 Burks, Royce Ann Ruhkala. Cemetery/Funeral
 Burnett-Collins, Martha Optometry
 Byous, Rosslynn Physician Assistant
 Caballero, Steven. Security/Investigative Services
 Calero, Alex Psychology
 Came, Clara Security/Investigative Services

Member Name Board or Advisory Committee

Cameron-Wedding, Rita Behavioral Sciences
 Canchola, Josefina Voc Nursing/Psychiatric Techs
 Candela, Anthony Guide Dogs for the Blind
 Carlson, Deedee Barbering/Cosmetology
 Carrera, Marta Hearing Aid Dispensers
 Casagrande, Dr. Stephen. Dental
 Cates, Dr. Trevor Holly. Naturopathic Medicine
 Chang, Hedy. Medical
 Charney, Richard. Accountancy
 Chaturvedi, Gopal D. Respiratory Care
 Cheng, Raymond K. Podiatric Medicine
 Cherg, Kenny G. Acupuncture
 Chi, Angela. Accountancy
 Chin, Dr. John Medical
 Cochlan, Iris Architects
 Collison, June Athletic Commission
 Combs-Ferreira, Terrel Structural Pest Control
 County, Virgil Cemetery/Funeral
 Cornell, Craig Registered Vet Technician
 Curtis, Virginia Registered Vet Technician
 DíBraunstein, Todd Voc Nursing/Psychiatric Techs
 Dazé, Timothy Pharmacy
 DeCota, Dennis Automotive Repair
 DeMarco, George Security/Investigative Services
 Diaz, A. Cristina Gomez-Vidal. Physician Assistant
 Diaz, Debra Dental Auxiliaries
 Dietz, Elizabeth O. Registered Nursing
 Di Giorgio, Gordonna (Donna) Behavioral Sciences
 Dominicis, Luis. Dental
 Donald, Dr. Paul Speech-Lang Pathology/Audiology
 Driftmier, Donald A. Accountancy
 Duruisseau, Dr. Shelton Medical
 Dutton, Andrea Registered Nursing
 Evert, Mary. Occupational Therapy
 Fantozzi, Dr. Richard D. Medical
 Farias, Socorro Barbering/Cosmetology
 Ferguson, Stephanie Veterinary Medical

Member Name Board or Advisory Committe

Field, Dr. David R. Naturopathic Medicine
 Finch, Gregory Court Reporters
 Foley, James W., Jr. Prof Engineers/Land Surveyors
 Forsythe, Judith Dental Auxiliaries
 Frierson, John Athletic Commission
 Froistad, Elise Behavioral Sciences
 Gadinis, Marlene Barbering/Cosmetology
 Gerena-Rios, Aleida Podiatric Medicine
 Giza, Christopher Athletic Commission
 Gitnick, Dr. Gary. Medical
 Glaab, Janice Registered Nursing
 Goldstein, Lee A. Optometry
 Graff, Ellen Smith Psychology
 Grimes, Alison M. Speech-Lang Pathology/Audiology
 Guaul, Robert E. Pharmacy
 Gualco, Lori Court Reporters
 Guidi, Lawrence Architects
 Gutierrez, Pasqual Architects
 Hancock, Jennifer Speech-Lang Pathology/Audiology
 Hancock, Joan Contractors State License
 Hanyak, Robert Speech-Lang Pathology/Audiology
 Hardy, Dr. Mary Naturopathic Medicine
 Hariton, Lorraine. Accountancy
 Heaston, Eldon. Automotive Repair
 Hedges, Richard Barbering/Cosmetology
 Heller, Jeffrey D. Architects
 Hisserich, John. Automotive Repair
 Horn, Jacqueline Psychology
 Horning, Judith Hearing Aid Dispensers
 Hough, Henry A. (Hank). Pharmacy
 Howard, Alan. Osteopathic Medical
 Horsley, Patti. Occupational Therapy
 Husar, Shirley Geologists/Geophysicists
 Jacobus, Marlene. Dental Auxiliaries
 Jewel, Martha Physical Therapy
 Johnson, Julia (Judy). Behavioral Sciences
 Johnson, Monica Fascher Optometry

Member Name Board or Advisory Committe

Johnson, Richard. Registered Vet Technician
 Kajioka, Randy Security/Investigative Services
 Kelly, Matthew Contractors State License
 Kendall, Thomas Veterinary Medical
 Khalsa, Dr. Soram S. Naturopathic Medicine
 Kim, Charles Acupuncture
 Kirkbride, Louise Accountancy, Contractors
 Klenk, Theodore Security/Investigative Services
 Klompus, Steven Physician Assistant
 Koretz, Paul Podiatric Medicine
 Krueger, Nancy. Physical Therapy
 La Rose, James R. Podiatric Medicine
 LaManna, Leslie J. Accountancy
 Lamb, Robert. Contractors State License
 Landregan, Stephanie Landscape Architects Technical
 Lang, Eddie, Jr. Contractors State License
 Lang, Steven Landscape Architects Technical
 Lasensky, Elizabeth Court Reporters
 Lawenda, Kenneth Optometry
 Leach, DiKarla Behavioral Sciences
 Levi, Michael J. Podiatric Medicine
 Lew, Michael Dental
 Lloyd, Frank Barbering/Cosmetology
 Lonner, Renee Behavioral Sciences
 Lopez, Peter Athletic Commission
 Low, Reginald Medical, Physician Assistant
 Luzuriaga, David A. Prof Engineers/Land Surveyors
 Lyon, Marilyn Architects
 Lyons, Amy. Guide Dogs for the Blind
 Lyons, Rick Prof Engineers/Land Surveyors
 MacAloney, Bill Accountancy
 Magaña, Sandra Respiratory Care
 Mallery, William Security/Investigative Services
 Manning, Deane Hearing Aid Dispensers
 Mariscal, Martin Voc Nursing/Psychiatric Techs
 Martin, Deborah Hearing Aid Dispensers

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DCA Board and Advisory Committee Members

continued

Member Name	Board or Advisory Committee
Matich, Stephen	Contractors State License
McCormick, Suzanne	Dental
McGhee, James	Psychology
McGregor, David.	Security/Investigative Services
Mefford, Merrill	Cemetery/Funeral
Melton, Jean	Structural Pest Control
Medrano, Bernedette	Contractors State License
Melvin, Susan	Osteopathic Medical
Merchant, Kenneth	Voc Nursing/Psychiatric Techs
Merino, Michael	Architects
Messina, Lisa	Cemetery/Funeral
Michel, Nancy	Occupational Therapy
Miller, James	Contractors State License
Miller-Strunk, Lisa	Contractors State License
Mitchell, Cynthia.	Contractors State License
Modugno, Mike S.	Prof Engineers/Land Surveyors
Moran, Dr. Mary Lynn	Medical
Morris, Bill	Structural Pest Control
Morrow, Cynthia.	Professional Fiduciaries
Murphy, Carol	Speech-Lang Pathology/Audiology
Naranjo, Fred.	Optometry
Neidich, Jeff	Guide Dogs for the Blind
Newell, Lisa	Veterinary Medical
Nguyen, Hienvu Chuc	Podiatric Medicine
Nigro, Vince	Security/Investigative Services
Noonan, Timothy	Athletic Commission
O'Connor, Lisa Cabiale	Speech-Lang Pathology/Audiology
O'Connor, Sharon	Psychology
O'Neill, Toni	Court Reporters
Oldman, Marshal.	Accountancy
Olson, Murray L.	Respiratory Care
Ong, Cynthia Choy	Architects
O'Shea, Geraldine	Osteopathic Medical
Perez, Victor	Behavioral Sciences
Petersen, Robert A.	Accountancy
Phillips, Susanne	Registered Nursing
Powers, William	Pharmacy

Member Name	Board or Advisory Committee
Prather, George	Cemetery/Funeral
Provenzano, Joseph	Osteopathic Medical
Ramirez, Manuel.	Accountancy
Ravnan, Susan L.	Pharmacy
Renner, Larry L.	Respiratory Care
Rice, iBudî Y. Rice, III	Automotive Repair
Rodolfa, Emil.	Psychology
Robinson, Emily	Osteopathic Medical
Rodriguez, Mario.	Athletic Commission
Rose, Howard	Athletic Commission
Roye, Karen	Behavioral Sciences
Russ, Ian	Behavioral Sciences
Rust, Bruce.	Contractors State License
Sachs, Robert	Physician Assistant
Sager, Randall	Hearing Aid Dispensers
Salomonson, Dr. Janet K.	Medical
Samii, Shayan	Geologists/Geophysicists
Saito, Dean.	Automotive Repair
Satorre, Ray	Prof Engineers/Land Surveyors
Schacht, Stephen.	Cemetery/Funeral
Schasa, Shaquawn	Physician Assistant
Schell, Dr. Kenneth H.	Pharmacy
Schipske, Gerrie	Medical
Schumacher, Carol.	Registered Vet Technician
Scott, Tom	Guide Dogs for the Blind
Seldin, Harriet	Dental
Semaan, Simon.	Security/Investigative Services
Semmes, Katrina.	Optometry
Sendejas-Lopez, Juanita	Hearing Aid Dispensers
Sesay, Mustapha	Structural Pest Control
Shaw, Eva.	Cemetery/Funeral
Sheldon, Richard L.	Respiratory Care
Sherman, Richard	Psychology
Silva, Jerry	Prof Engineers/Land Surveyors
Simonds, Richard	Optometry
Smith, James.	Security/Investigative Services

Member Name Board or Advisory Committe

Smith, Naomi Speech-Lang Pathology/Audiology
 Solorzano, Al “Skip” Automotive Repair
 Spearman, Charles B. Respiratory Care
 Staggs, Danny Security/Investigative Services
 Starr, Linda Vet Med, Registered Vet Technician
 Stenson, Barbara M. Respiratory Care
 Stephens, Angelique Voc Nursing/Psychiatric Techs
 Sutak, Thomas Security/Investigative Services
 Swart, Dr. Robert E. Pharmacy
 Swartz, David Accountancy
 Takii, Sara Physical Therapy
 Tami, Patrick Prof Engineers/Land Surveyors
 Tanberg, Bobbi Occupational Therapy
 Tate, LaFrancine Registered Nursing
 Taylor, David Landscape Architects Technical
 Taylor, Lenora Roland Accountancy
 Turner, James E. Physical Therapy
 Trujillo, Michael Prof Engineers/Land Surveyors
 Tyler, Jerry Barbering/Cosmetology
 Utley, Clifford Structural Pest Control
 Vazquez, Celinda. Psychology
 Vertido, John Voc Nursing/Psychiatric Techs
 Voigt, Sheran Architects
 Vuksich, Veronica Osteopathic Medical

Member Name Board or Advisory Committe

Wakim, Paul Osteopathic Medical
 Waldman, Stuart Accountancy
 Walmsley, Joan. Behavioral Sciences
 Walters, Jerri Ann Barbering/Cosmetology
 Watson, Cynthia Naturopathic Medicine
 Weisberg, Rita Dental Auxiliaries
 Weisser, Stanley Pharmacy
 Wheat, Shirley Pharmacy
 Wietlisbach, Christine Occupational Therapy
 Williams, Jeffrey Automotive Repair
 Williams, Ken Barbering/Cosmetology
 Williams, Kim Registered Vet Technician
 Winston, Felicia Cemetery/Funeral
 Wrubel, Karen Podiatric Medicine
 Yale, Joyce Dental
 Yaroslavsky, Barbara Medical
 Yee, Larry Acupuncture
 Yongren, Betty Cooper Cemetery/Funeral
 Young, Sheila. Physician Assistant
 Yu, Cecilia Geologists/Geophysicists
 Yu, Susy Optometry
 Zerunyan, Frank V. Medical
 Zia, Dr. Cabeb Naturopathic Medicine
 Zinder, Andrea Pharmacy

Statistical Appendix



Contractors State License Board (CSLB) Chief Information Officer Rick Lopes addresses reporters at a press conference following the arrest of 27 phony contractors during a two-day undercover sting investigation in the Atwater Village area of Los Angeles.

Statistical Appendix

Introduction

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

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

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

Interpreting Statistical Information

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

Structure and Description

BUREAUS AND PROGRAMS	Staffing		Bureau Advisory Groups ^a					Advisory Committees Mandated by Statute ^b	
	Number of Authorized Positions	Number of Exempt Positions ^c	Total Number of Advisory Groups	Total Number of Members	Number of Professional Members	Number of Public Members	Number of Meetings	Number of Authorized Committees	Number of Committee Meetings
Arbitration Certification Program	6.0	0.0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Automotive Repair, Bureau of	628.6	2.0	1	13	10	3	4	1	8
Cemetery and Funeral Bureau	23.5	1.0	1	13	8	5	1	0	0
Electronic and Appliance Repair, Bureau of	14.5	0.0	1	6	4	2	4	0	0
Hearing Aid Dispensers Bureau	4.0	1.0	1	7	3	4	3	n/a	n/a
Home Furnishings and Thermal Insulation, Bureau of	30.4	1.0	1	6	4	2	3	0	0
Naturopathic Medicine, Bureau of	1.0	1.0	1	9	6	3	2	0	0
Professional Fiduciaries Bureau	3.0	1.0	n/a	n/a	n/a	n/a	n/a	1	n/a
Security and Investigative Services, Bureau of	69.5	1.0	1	13	8	5	2	n/a	n/a
Telephone Medical Advice Services Bureau	1.0	1.0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
TOTAL	781.5	9.0	7.0	67.0	43.0	24.0	19.0	2.0	8.0

a) Established by Bureau Chiefs or by statute to discuss consumer industry issues.

b) Established pursuant to statute to address specific issues mandated in enabled legislation.

c) An exempt position is one in which the employee is exempt from the provisions of the California State Civil Service, and is usually appointed by the Governor and by consent or confirmation of the Senate.

BOARDS, COMMITTEES AND COMMISSIONS	Staffing		Board / Committee / Commission Member Information					
	Number of Authorized Positions	Number of Exempt Positions ^a	Total Number of Board / Committee / Commission Members	Number of Professional Members	Number of Public Members	Number of Board / Committee / Commission Meetings	Number of Authorized Committees	Number of Committee Meetings
Accountancy, California Board of	83.0	1.0	15	7	8	6	2	8
Acupuncture Board	9.0	1.0	7	3	4	6	0	0
Architects Board, California	23.1	1.0	10	5	5	6	5	11
Athletic Commission, California State	8.0	1.0	7	7	0	7	1	1
Barbering and Cosmetology, Board of	89.8	1.0	9	4	5	4	1	15
Behavioral Sciences, Board of	30.3	1.0	11	5	6	4	5	13
California State Approving Agency for Veterans Education	11.0	0.0	0	0	0	0	0	0

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Structure and Description *continued*

BOARDS, COMMITTEES AND COMMISSIONS	Staffing		Board / Committee / Commission Member Information					
	Number of Authorized Positions	Number of Exempt Positions ^a	Total Number of Board / Committee / Commission Members	Number of Professional Members	Number of Public Members	Number of Board / Committee / Commission Meetings	Number of Authorized Committees	Number of Committee Meetings
Contractors State License Board	424.0	1.0	15	6	9	4	n/a	n/a
Court Reporters Board of California	4.5	1.0	5	2	3	5	1	1
Dental Board of California	49.3	1.0	14	10	4	6	13	52
Dental Auxiliaries, Committee on	10.0	1.0	9	8	1	8	6	1
Engineers and Land Surveyors, Board for Professional	53.0	1.0	11	6	5	8	0	0
Geologists and Geophysicists, Board for	6.0	1.0	7	3	4	4	0	0
Guide Dogs for the Blind, State Board of	1.3	1.0	7	0	7	5	0	0
Landscape Architects Technical Committee	4.6	0.0	5	5	0	4	1	0
Medical Board of California	264.8	1.0	15	8	7	4	7 ^b	49
Occupational Therapy, California Board of	6.0	1.0	12	4	8	11	n/a	n/a
Optometry, State Board of	5.5	1.0	11	6	5	4	4	0
Osteopathic Medical Board of California	5.0	1.0	7	5	2	3	2	0
Pharmacy, California State Board of	53.0	1.0	13	7	6	6 ^c	5	16 ^c
Physical Therapy Board of California	11.3	1.0	7	4	3	4	2	0
Physician Assistant Committee	3.5	1.0	9	5	4	5	1	5
Podiatric Medicine, California Board of	4.2	1.0	7	4	3	3	5	0
Psychology, Board of	13.5	1.0	9	5	4	4	8	4
Registered Nursing, Board of	93.9	1.0	9	5	4	5	4	5
Respiratory Care Board of California	16.5	1.0	9	5	4	4	0	0
Speech-Language Pathology and Audiology Board	5.0	1.0	9	6	3	10	n/a	n/a
Structural Pest Control Board	29.0	1.0	7	3	4	4	6 ^d	3
Veterinary Medical Board and Veterinary Technician Examining Committee	9.9	1.0	12	8	4	4	1	4
Vocational Nursing and Psychiatric Technicians, Board of	51.0	1.0	11	5	6	3	4	0
TOTAL	1,239.9	26.0	256	137	119	141	63	121

a) An exempt position is one in which the employee is exempt from the provisions of the California State Civil Service. In this case, the exempt position is the Executive Officer, who is appointed by the Board.

b) Two of these committees are not advisory but have final discipline authority. One of the committees was sunset on July 01, 2008.

c) Two committee meetings regarding E-Pedigree were converted to full board meetings.

d) One of these committees is not advisory but has final discipline authority. Two committees are mandated by statute, two are standing, and two are select committees that met during this reporting period.

Strategic Planning / Outreach and Education

NAME	Date Strategic Plan Adopted	Number of Events and Speaking Engagements	Number of Publications	Number of Web Site Hits
Accountancy, California Board of	11/05	2	16	4,384,046
Acupuncture Board	2/07	3	1	120,781
Arbitration Certification Program	9/07	10	3	290,876
Architects Board, California	3/08	16	19	894,212
Athletic Commission, California State	in progress	4	0	650,325
Automotive Repair, Bureau of	3/2008	1,007	10	9,348,376
Barbering and Cosmetology, Bureau of	10/07	15	26	3,306,449
Behavioral Sciences, Board of	8/07	55	3	2,517,121
California State Approving Agency for Veterans Education	10/07	12	1	57,613
Cemetery and Funeral Bureau	9/06	43	2	329,179
Contractors State License Board	6/08	65	37	12,780,397
Court Reporters Board of California	3/07	18	4	63,373
Dental Auxiliaries, Committee on	4/05	1	1	999,009
Dental Bureau of California	8/07	5	4	210,914
Electronic and Appliance Repair, Bureau of	9/06	4	14	48,618
Engineers and Land Surveyors, Board for Professional	5/07	10	2	4,800,701
Geologists and Geophysicists, Board for	8/07	9	3	441,920
Guide Dogs for the Blind, State Board of	3/04	2	1	93,153
Hearing Aid Dispensers Bureau	9/06	4	26	33,171
Home Furnishings and Thermal Insulation, Bureau of	9/06	9	4	64,484
Landscape Architects Technical Committee	4/08	4	9	42,925
Medical Board of California	2008	51	17	9,109,511
Naturopathic Medicine, Bureau of	9/06	2	1	149,481
Occupational Therapy, California Board of	8/05	11	0	633,144
Optometry, State Board of	5/07	5	1	368,762
Osteopathic Medical Board of California	4/03	1	0	404,408
Pharmacy, California State Board of	7/07	60	48	5,335,831
Physical Therapy Board of California	5/06	NDA	8	279,589
Physician Assistant Committee	10/04	5	10	56,098
Podiatric Medicine, California Board of	6/08	6	23	37,506
Professional Fiduciaries Bureau	n/a	8	1	159,438

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Strategic Planning / Outreach and Education *continued*

NAME	Date Strategic Plan Adopted	Number of Events and Speaking Engagements	Number of Publications	Number of Web Site Hits
Psychology, Board of	5/08	8	10	4,369,999
Registered Nursing, Board of	6/06	9	7	1,116,389
Respiratory Care Board of California	6/08	3	7	130,923
Security and Investigative Services, Bureau of	1/08	944	14	2,573,695
Speech-Language Pathology and Audiology Board	8/06	6	15	650,127
Structural Pest Control Board	4/07	7	7	674,629
Telephone Medical Advice Services Bureau	in progress	0	0	56,941
Veterinary Medical Board and Veterinary Technician Examining Committee	4/07	6	4	485,176
Vocational Nursing and Psychiatric Technicians, Board of	5/08	56	5	705,863
TOTAL	n/a	2,486	364	68,775,153

Field Offices

NAME	Offices and Staff		Services Provided								
	Number of Field Offices	Number of Field Office Staff (All Field Offices)	Walk-In Assistance	Cashiering	Consumer Education	Licensee Education	License Application	License Renewal	Complaint Handling	Enforcement Activities	Exams
Athletic Commission, California State	1	1.0	No	No	No	Yes	Yes	Yes	Yes	Yes	No
Automotive Repair, Bureau of	12	305.8	Yes	No	Yes	Yes	No	No	Yes	Yes	No
Barbering and Cosmetology, Bureau of	2	23.0	No	No	No	No	No	No	No	No	Yes
Contractors State License Board	8	130.4	Yes	No	Yes	Yes	No	No	Yes	Yes	No
Dental Bureau of California	1	13.0	No	No	No	No	No	No	Yes	Yes	Yes
Electronic and Appliance Repair, Bureau of	1	2.0	Yes	No	Yes	Yes	Yes	No	Yes	Yes	No
Home Furnishings and Thermal Insulation, Bureau of	1	2.0	Yes	No	Yes	Yes	Yes	No	Yes	Yes	No
Medical Board of California	12	148 ^a	Yes	No	No	No	No	No	Yes	Yes	No
Pharmacy, California State Board of	1	0.0	No	No	No	Yes	No	No	Yes	Yes	No
Registered Nursing, Board of	1	4.0	No	No	No	Yes	No	No	Yes	Yes	No
TOTAL	40	629.2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

a) Includes 120 approved PY's and an additional 28 permanent intermittent and retired annuitant positions.

Revenue Sources (in thousands)

NAME	Fund Name and Number	Initial Licensing Fees (125700)	Renewal Fees (125800)	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Delinquent Fees (125900)	Interest (150300)	Miscellaneous Other Revenue	Total Revenues	Total Transfers
Accountancy, California Board of	Accountancy Fund / 0704	\$4,194	\$6,933	\$56	\$291	\$934	\$1,025	\$13,433	\$0
Acupuncture Board	Acupuncture Fund / 0108	\$818	\$1,290	\$34	\$9	\$149	\$5	\$2,305	\$0
Arbitration Certification Program	Certification Account / 0166	\$0	\$0	\$1,038	\$0	\$20	\$0	\$1,058	\$0
Architects Board, California	California Architects Board Fund / 0706	\$315	\$2,595	\$1	\$37	\$168	\$2	\$3,118	\$0
Athletic Commission, California State	Athletic Commission Fund / 0326	\$6	\$246	\$1,517	\$0	\$47	\$10	\$1,826	\$0
	Boxers Neurological Examination Account / 0492	\$0	\$0	\$165	\$0	\$6	\$0	\$171	\$0
	Boxers Pension Fund / 9250	\$0	\$0	\$100	\$0	\$18	\$0	\$118	\$0
Automotive Repair, Bureau of	Vehicle Inspection and Repair Fund / 0421	\$99,736	\$7,389	\$1,699	\$258	\$3,297	\$80	\$112,459	-\$1,055
	High Polluter Repair or Removal Account / 0582	\$44,900	\$0	\$0	\$0	\$2,483	\$76	\$47,459	\$0
Barbering and Cosmetology, Board of	Barbering and Cosmetology Fund / 0069	\$3,499	\$8,038	\$5,684	\$556	\$423	\$26	\$18,226	\$0
Behavioral Sciences, Board of	Behavioral Science Examiners Fund, Professions and Vocations Fund / 0773	\$1,747	\$3,832	\$95	\$58	\$295	\$5	\$6,032	\$0
Cemetery and Funeral Bureau	Cemetery Fund / 0717	\$85	\$332	\$1,162	\$7	\$190	\$1	\$1,777	\$0
	Funeral Directors and Embalmers Fund / 0750	\$78	\$952	\$127	\$32	\$112	\$0	\$1,301	\$0
Contractors State License Board	Contractors License Fund / 0735	\$13,244	\$35,044	\$144	\$1,940	\$1,626	\$1,267	\$53,265	\$0
	Construction Management Education Account (CMEA) / 0093	\$86	\$0	\$0	\$0	\$15	\$0	\$101	\$0
Court Reporters Board of California	Court Reporters Fund / 0771	\$30	\$808	\$17	\$19	\$84	\$0	\$958	-\$300
	Transcript Reimbursement Fund / 0410	\$0	\$0	\$0	\$0	\$10	\$0	\$10	\$300
Dental Auxiliaries, Committee on	Dental Auxiliaries Fund / 0380	\$474	\$1,609	\$18	\$65	\$63	\$22	\$2,251	\$0
Dental Bureau of California	State Dentistry Fund / 0741	\$893	\$6,695	\$34	\$85	\$321	\$9	\$8,037	\$0
	Dentally Underserved Account / 3039	\$0	\$0	\$0	\$0	\$123	\$7	\$130	\$0
Electronic and Appliance Repair, Bureau of	Electronic and Appliance Repair Fund / 0325	\$254	\$1,625	\$0	\$63	\$78	\$2	\$2,022	\$0
Engineers and Land Surveyors, Board for Professional	Professional Engineers and Land Surveyors Fund / 0770	\$3,807	\$6,266	\$36	\$65	\$299	\$18	\$10,491	\$0
Geology and Geophysicists, Board for	Geology and Geophysics Fund / 0205	\$321	\$738	\$11	\$14	\$43	\$1	\$1,128	\$0
Guide Dogs for the Blind, State Board of	State Board of Guide Dogs for the Blind Fund / 0024	\$2	\$154	\$0	\$0	\$6	\$0	\$162	\$0
Hearing Aid Dispensers Bureau	Hearing Aid Dispensers Fund / 0208	\$176	\$467	\$1	\$5	\$56	\$0	\$705	\$0
Home Furnishings and Thermal Insulation, Bureau of	Bureau of Home Furnishings and Thermal Insulation Fund / 0752	\$1,318	\$2,481	\$62	\$113	\$164	\$11	\$4,149	\$0
Landscape Architects Technical Committee	Landscape Architects Fund / 0757	\$224	\$507	\$13	\$13	\$78	\$0	\$835	\$0

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Revenue Sources (in thousands) *continued*

NAME	Fund Name and Number	Initial Licensing Fees (125700)	Renewal Fees (125800)	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Delinquent Fees (125900)	Interest (150300)	Miscellaneous Other Revenue	Total Revenues	Total Transfers
Medical Board of California	Dispensing Opticians Fund / 0175	\$27	\$129	\$0	\$4	\$14	\$0	\$174	\$0
	Outpatient Setting Fund of the Medical Board of California / 0210	\$0	\$0	\$0	\$0	\$8	\$0	\$8	\$0
	Licensed Midwifery Fund / 0755	\$6	\$12	\$0	\$0	\$3	\$0	\$21	\$0
	Contingent Fund of the Medical Board of California / 0758	\$5,596	\$44,917	\$354	\$102	\$1,079	\$43	\$52,091	\$0
	Medically Underserved Account, Contingent Fund of the Medical Board of California (fund no longer in existence) / 3040	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Naturopathic Medicine, Bureau of	Naturopathic Doctor's Fund / 3069	\$67	\$70	\$0	\$0	\$3	\$0	\$140	\$0
Occupational Therapy, California Board of	Occupational Therapy Fund / 3017	\$88	\$877	\$19	\$23	\$136	\$14	\$1,157	\$0
Optometry, State Board of	State Optometry Fund / 0763	\$69	\$980	\$12	\$5	\$33	\$3	\$1,102	\$0
Osteopathic Medical Board of California	Osteopathic Medical Board of California Contingent Fund / 0264	\$191	\$787	\$13	\$8	\$189	\$0	\$1,188	\$0
Pharmacy, California State Board of	Pharmacy Board Contingent Fund / 0767	\$1,590	\$5,638	\$907	\$104	\$460	\$22	\$8,721	\$0
Physical Therapy Board of California	Physical Therapy Fund / 0759	\$248	\$1,867	\$58	\$18	\$28	\$1	\$2,220	\$0
Physician Assistant Committee	Physician Assistant Fund / 0280	\$125	\$945	\$9	\$3	\$90	\$1	\$1,173	\$0
Podiatric Medicine, California Board of	Board of Podiatric Medicine Fund / 0295	\$47	\$815	\$4	\$3	\$53	\$0	\$922	\$0
Private Postsecondary and Vocational Education, Bureau for	Private Postsecondary and Vocational Education Administration Fund / 0305	\$0	\$0	\$0	\$0	\$34	\$0	\$34	\$0
	Student Tuition Recovery Fund / 0960	\$0	\$0	\$0	\$0	\$113	\$135	\$248	\$0
Professional Fiduciaries Bureau	Professional Fiduciaries Fund / 3108	\$183	\$0	\$0	\$0	\$27	\$0	\$210	\$1,055
Psychology, Board of	Psychology Fund / 0310	\$412	\$2,743	\$3	\$13	\$192	\$2	\$3,365	\$0
Registered Nursing, Board of	Board of Registered Nursing Fund / 0761	\$5,312	\$12,857	\$1,094	\$282	\$928	\$67	\$20,540	\$0
Respiratory Care Board of California	Respiratory Care Fund / 0319	\$384	\$1,794	\$83	\$45	\$72	\$10	\$2,388	\$0
Security and Investigative Services, Bureau of	Private Security Services Fund / 0239	\$4,402	\$4,357	\$396	\$157	\$200	\$18	\$9,530	\$0
	Private Investigator Fund / 0769	\$118	\$594	\$12	\$19	\$83	\$4	\$830	\$0
Speech-Language Pathology and Audiology Board	Speech-Language Pathology and Audiology Fund / 0376	\$71	\$642	\$12	\$15	\$41	\$0	\$781	\$0
Structural Pest Control Board	Structural Pest Control Research Fund / 0168	\$0	\$0	\$113	\$0	\$39	\$0	\$152	\$0
	Structural Pest Control Education and Enforcement Fund / 0399	\$0	\$0	\$293	\$0	\$35	\$0	\$328	\$0
	Structural Pest Control Support Fund / 0775	\$177	\$190	\$1,911	\$7	\$174	\$7	\$2,466	\$0
Telephone Medical Advice Services Bureau	Telephone Medical Advice Services Fund / 0459	\$23	\$75	\$0	\$1	\$16	\$0	\$115	\$0
Veterinary Medical Board and Veterinary Technician Examining Committee	Veterinary Medical Fund / 0777	\$406	\$1,640	\$30	\$11	\$57	\$11	\$2,155	\$0
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurse Examiners Fund / 0779	\$2,051	\$4,016	\$187	\$106	\$196	\$15	\$6,571	\$0
	Psychiatric Technicians Account, Vocational Nurse and Psychiatric Technician Examiners Fund / 0780	\$216	\$938	\$14	\$24	\$61	\$1	\$1,254	\$0
TOTAL REVENUE		\$198,016	\$174,884	\$17,538	\$4,580	\$15,472	\$2,921	\$413,411	\$0

Expenditure Categories

NAME	Fund Name and Number	Personal Services	Operating Expenses	Subtotal (Month 13 Exp)	(-) Reimbursements	(-) Distributed Costs	Total Net Expenditures
Accountancy, California Board of	Accountancy Fund / 0704	\$5,080	\$3,787	\$8,867	-\$488	\$0	\$8,379
Acupuncture Board	Acupuncture Fund / 0108	\$515	\$1,250	\$1,765	-\$60	\$0	\$1,705
Arbitration Certification Program	Certification Account / 0166	\$521	\$337	\$858	\$0	\$0	\$858
Architects Board, California	California Architects Board Fund / 0706	\$1,241	\$1,774	\$3,015	-\$18	-\$26	\$2,971
Athletic Commission, State	State Athletic Fund / 0326	\$1,001	\$926	\$1,927	\$0	\$0	\$1,927
	Boxers Neurological Examination Account / 0492	\$24	\$16	\$40	\$0	\$0	\$40
	Boxers Pension / 9250	\$26	\$10	\$36	\$0	\$0	\$36
Automotive Repair, Bureau of	Vehicle Inspection and Repair Fund / 0421	\$45,417	\$59,459	\$104,876	-\$1,197	-\$71	\$103,608
	High Polluter Repair or Removal Account / 0582	\$4,951	\$53,378	\$58,329	\$0	\$0	\$58,329
Barbering and Cosmetology, Board of	Barbering and Cosmetology Fund / 0069	\$5,490	\$11,199	\$16,689	-\$299	\$0	\$16,390
Behavioral Sciences, Board of	Behavioral Science Examiners Fund, Professions and Vocations Fund / 0773	\$1,994	\$3,399	\$5,393	-\$81	\$0	\$5,312
	Mental Health Services Fund / 3085	\$50	\$8	\$58	\$0	\$0	\$58
Cemetery and Funeral Bureau	Cemetery Fund / 0717	\$1,291	\$897	\$2,188	\$0	-\$115	\$2,073
	State Funeral Director's and Embalmers Fund / 0750	\$695	\$685	\$1,380	-\$10	\$0	\$1,370
Contractors State License Board	Contractors License Fund / 0735	\$29,409	\$27,154	\$56,563	-\$493	\$0	\$56,070
	Construction Management Education Account (CMEA) / 0093	\$0	\$0	\$0	\$0	\$0	\$0
Court Reporters Board of California	Court Reporters Fund / 0771	\$383	\$438	\$821	-\$5	\$0	\$816
	Transcript Reimbursement Fund / 0410	\$0	\$175	\$175	\$0	\$0	\$175
Dental Auxiliaries, Committee on	Dental Auxiliaries Fund / 0380	\$610	\$1,372	\$1,982	-\$9	\$0	\$1,973
Dental Board of California	State Dentistry Fund / 0741	\$3,507	\$4,765	\$8,272	-\$331	\$0	\$7,941
	Dentally Underserved Account / 3039	\$0	\$454	\$454	\$0	\$0	\$454
Electronic and Appliance Repair, Bureau of	Electronic and Appliance Repair Fund / 0325	\$984	\$1,069	\$2,053	-\$44	\$0	\$2,009
Engineers and Land Surveyors, Board for Professional	Professional Engineers and Land Surveyors Fund / 0770	\$3,051	\$6,007	\$9,058	-\$53	\$0	\$9,005
Geologists and Geophysicists, Board for	Geology and Geophysics Fund / 0205	\$574	\$617	\$1,191	-\$63	\$0	\$1,128
Guide Dogs for the Blind, State Board of	State Board of Guide Dogs for the Blind Fund / 0024	\$100	\$59	\$159	\$0	\$0	\$159
Hearing Aid Dispensers Bureau	Hearing Aid Dispensers Fund / 0208	\$289	\$352	\$641	-\$6	\$0	\$635
Home Furnishings and Thermal Insulation, Bureau of	Bureau of Home Furnishings and Thermal Insulation Fund / 0752	\$1,938	\$1,910	\$3,848	-\$59	\$0	\$3,789
Landscape Architects Technical Committee	Landscape Architects Fund / 0757	\$333	\$504	\$837	-\$3	\$0	\$834

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Expenditure Categories *continued*

NAME	Fund Name and Number	Personal Services	Operating Expenses	Subtotal (Month 13 Exp)	(-) Reimbursements	(-) Distributed Costs	Total Net Expenditures
Medical Board of California	Dispensing Opticians Fund / 0175	\$46	\$99	\$145	-\$2	\$0	\$143
	Outpatient Setting Fund of the Medical Board of California / 0210	\$0	\$0	\$0	\$0	\$0	\$0
	Licensed Midwifery Fund (Revenue Only) / 0755	\$0	\$0	\$0	\$0	\$0	\$0
	Contingent Fund of the Medical Board of California / 0758	\$20,741	\$28,751	\$49,492	-\$1,845	-\$842	\$46,805
	Medically Underserved Account, Contingent Fund of the Medical Board of California (no longer in existence) / 3040	N/A	N/A	N/A	N/A	N/A	N/A
Naturopathic Medicine, Bureau of	Naturopathic Doctor's Fund / 3069	\$87	\$46	\$133	\$0	\$0	\$133
Occupational Therapy, California Board of	Occupational Therapy Fund / 3017	\$402	\$479	\$881	-\$24	\$0	\$857
Optometry, State Board of	State Optometry Fund / 0761	\$526	\$508	\$1,034	-\$63	\$0	\$971
Osteopathic Medical Board of California	Osteopathic Medical Board of California Contingent Fund / 0264	\$371	\$869	\$1,240	-\$51	\$0	\$1,189
Pharmacy, California State Board of	Pharmacy Board Contingent Fund / 0767	\$4,843	\$4,292	\$9,135	-\$221	\$0	\$8,914
Physical Therapy Board of California	Physical Therapy Fund / 0759	\$947	\$1,184	\$2,131	-\$114	\$0	\$2,017
Physician Assistant Committee	Physician Assistant Fund / 0280	\$406	\$766	\$1,172	-\$36	\$0	\$1,136
Podiatric Medicine, California Board of	Board of Podiatric Medicine Fund / 0295	\$445	\$660	\$1,105	-\$68	\$0	\$1,037
Private Postsecondary and Vocational Education, Bureau for	Private Postsecondary and Vocational Education Administration Fund / 0305	\$0	\$0	\$0	\$0	\$0	\$0
	Federal Trust Fund / 0890	\$1,261	\$224	\$1,485	\$0	\$0	\$1,485
	Student Tuition Recovery Fund /0960	\$0	\$4,125	\$4,125	\$0	\$0	\$4,125
Professional Fiduciaries Bureau	Professional Fiduciaries Fund / 3108	\$172	\$228	\$400	\$0	\$0	\$400
Psychology, Board of	Psychology Fund / 0310	\$892	\$2,148	\$3,040	-\$73	\$0	\$2,967
Registered Nursing, Board of	Board of Registered Nursing Fund /0761	\$5,957	\$16,267	\$22,224	-\$1,458	\$0	\$20,766
Respiratory Care Board of California	Respiratory Care Fund / 0319	\$1,224	\$1,356	\$2,580	-\$204	\$0	\$2,376
Security and Investigative Services, Bureau of	Private Security Services Fund / 0239	\$3,619	\$5,680	\$9,299	-\$439	-\$104	\$8,756
	Private Investigator Fund / 0769	\$206	\$522	\$728	-\$10	\$0	\$718
Speech-Language Pathology and Audiology Board	Speech-Language Pathology and Audiology Fund / 0376	\$365	\$441	\$806	-\$22	\$0	\$784
Structural Pest Control Board	Structural Pest Control Research Fund /0168	\$0	\$425	\$425	\$0	\$0	\$425
	Structural Pest Control Education and Enforcement Fund / 0399	\$59	\$276	\$335	\$0	\$0	\$335
	Structural Pest Control Support Fund / 0775	\$1,900	\$2,098	\$3,998	-\$30	\$0	\$3,968
Telephone Medical Advice Services Bureau	Telephone Medical Advice Services Fund / 0459	\$62	\$49	\$111	\$0	\$0	\$111
Veterinary Medical Board and Veterinary Technician Committee, Registered	Veterinary Medical Board Contingent Fund / 0777	\$747	\$1,441	\$2,188	-\$76	\$0	\$2,112
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurse Examiners Fund / 0779	\$2,709	\$3,337	\$6,046	-\$165	-\$37	\$5,844
	Psychiatric Technicians Account, Vocational Nurse and Psychiatric Technician Examiners Fund / 0780	\$561	\$779	\$1,340	-\$33	\$0	\$1,307
TOTAL EXPENDITURES		\$158,360	\$259,110	\$417,470	-\$8,153	-\$1,195	\$408,122

Fund Condition

NAME	Fund Name and Number	Total Reserves July 1 ^a	Total Revenues	Transfers	Total Expenditures ^b	Reserve June 30	Estimated Months of Reserve
Accountancy, California Board of	Accountancy Fund / 0704	\$20,608	\$13,433	\$0	\$8,388	\$25,653	24.7
Acupuncture Board	Acupuncture Fund / 0108	\$3,427	\$2,305	\$0	\$1,708	\$4,024	19.2
Arbitration Certification Program	Certification Account / 0166	\$571	\$1,058	\$0	\$861	\$768	8.2
Architects Board, California	California Architects Board Fund / 0706	\$2,842	\$3,118	\$0	\$2,975	\$2,985	11.1
Athletic Commission, California State	State Athletic Fund / 0326	\$1,060	\$1,826	\$0	\$1,930	\$956	6.1
	Boxers Neurological Examination Account / 0492	\$272	\$171	\$0	\$42	\$401	39.4
	Boxers Pension Fund / 9250	\$378	\$118	\$0	\$36	\$460	54.1
Automotive Repair, Bureau of	Vehicle Inspection and Repair Fund / 0421	\$76,740	\$112,459	-\$1,055	\$117,780	\$70,364	6.7
	High Polluter Repair or Removal Account / 0582	\$54,366	\$47,459	\$0	\$58,344	\$43,481	7.3
Barbering and Cosmetology, Board of	Barbering and Cosmetology Fund / 0069	\$9,769	\$18,226	\$0	\$16,405	\$11,590	7.4
Behavioral Sciences, Board of	Behavioral Science Examiners Fund, Professions and Vocations Fund / 0773	\$6,333	\$6,032	\$0	\$5,317	\$7,048	14.1
Contractors State License Board	Contractors License Fund / 0735	\$38,452	\$53,265	\$0	\$56,110	\$35,607	7.1
	Construction Management Education Account (CMEA) / 0093	\$313	\$101	\$0	\$2	\$412	N/A
Cemetery and Funeral Bureau	Cemetery Fund / 0717	\$4,296	\$1,777	\$0	\$2,077	\$3,996	20.1
	State Funeral Directors and Embalmers Fund / 0750	\$2,550	\$1,301	\$0	\$1,374	\$2,477	17.8
Court Reporters Board of California	Court Reporters Fund / 0771	\$1,968	\$958	(\$300)	\$818	\$1,808	23.8
	Transcript Reimbursement Fund / 0410	\$184	\$10	\$300	\$177	\$317	21.6
Dental Auxiliaries, Committee on	Dental Auxiliaries Fund / 0380	\$1,148	\$2,251	\$0	\$1,976	\$1,423	6.7
Dental Board of California	State Dentistry Fund / 0741	\$7,306	\$8,037	\$0	\$7,949	\$7,394	8.9
	Dentally Underserved Account / 3039	\$2,990	\$130	\$0	\$456	\$2,664	253.7
Electronic and Appliance Repair, Bureau of	Electronic and Appliance Repair Fund / 0325	\$1,725	\$2,022	\$0	\$2,013	\$1,734	8.7
Engineers and Land Surveyors, Board for Professional	Professional Engineers and Land Surveyors Fund / 0770	\$3,986	\$10,491	\$0	\$9,013	\$5,464	7.0
Geologists and Geophysicists, State Board of Registration for	Geology and Geophysics Fund / 0205	\$895	\$1,128	\$0	\$1,131	\$892	7.8
Guide Dogs for the Blind, State Board of	State Board of Guide Dogs for the Blind Fund / 0024	\$223	\$162	\$0	\$161	\$224	16.0
Hearing Aid Dispensers Bureau	Hearing Aid Dispensers Fund / 0208	\$1,206	\$705	\$0	\$638	\$1,273	20.0
Home Furnishings and Thermal Insulation, Bureau of	Bureau of Home Furnishings and Thermal Insulation Fund / 0752	\$3,675	\$4,149	\$0	\$3,796	\$4,028	10.1
Landscape Architects Technical Committee	Landscape Architects Fund / 0757	\$1,704	\$835	\$0	\$837	\$1,702	17.7

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Fund Condition *continued*

NAME	Fund Name and Number	Total Reserves July 1 a	Total Revenues	Transfers	Total Expenditures b	Reserve June 30	Estimated Months of Reserve
Medical Board of California	Dispensing Opticians Fund / 0175	\$302	\$174	\$0	\$145	\$331	27.2
	Outpatient Setting Fund of the Medical Board of California / 0210	\$189	\$8	\$0	\$2	\$195	90.0
	Licensed Midwifery Fund / 0755	\$60	\$21	\$0	\$2	\$79	N/A
	Contingent Fund of the Medical Board of California / 0758	\$18,619	\$52,091	\$0	\$46,844	\$23,866	5.6
	Medically Underserved Account, Contingent Fund of the Medical Board of California (no longer in existence) / 3040	N/A	N/A	N/A	N/A	N/A	N/A
Naturopathic Medicine, Bureau of	Naturopathic Doctor's Fund / 3069	\$73	\$140	\$0	\$135	\$78	7.5
Occupational Therapy, California Board of	Occupational Therapy Fund/ 3017	\$2,835	\$1,157	\$0	\$858	\$3,134	35.3
Optometry, State Board of	State Optometry Fund / 0763	\$610	\$1,102	\$0	\$973	\$739	5.9
Osteopathic Medical Board of California	Osteopathic Medical Board of California Contingent Fund / 0264	\$4,195	\$1,188	\$0	\$1,192	\$4,191	37.0
Pharmacy, California State Board of	Pharmacy Board Contingent Fund / 0767	\$11,084	\$8,721	\$0	\$8,922	\$10,883	13.4
Physical Therapy Board of California	Physical Therapy Fund / 0759	\$375	\$2,220	\$0	\$2,020	\$575	3.5
Physician Assistant Committee	Physician Assistant Fund / 0280	\$1,848	\$1,173	\$0	\$1,138	\$1,883	19.0
Podiatric Medicine, California Board of	Board of Podiatric Medicine Fund / 0295	\$1,197	\$922	\$0	\$1,040	\$1,079	9.9
Private Postsecondary and Vocational Education, Bureau for	Private Postsecondary and Vocational Education Administration Fund / 0305	\$972	\$34	\$0	\$2	\$1,004	N/A
	Student Tuition Recovery Fund / 0960	\$4,703	\$248	\$0	\$4,128	\$823	29.3
Professional Fiduciaries Bureau	Professional Fiduciaries Fund / 3108	-\$1	\$210	\$1,055	\$400	\$864	17.0
Psychology, Board of	Psychology Fund / 0310	\$3,988	\$3,365	\$0	\$2,971	\$43,852	15.7
Registered Nursing, Board of	Board of Registered Nursing Fund / 0761	\$21,343	\$20,540	\$0	\$20,783	\$21,100	10.6
Respiratory Care Board of California	Respiratory Care Fund / 0319	\$1,479	\$2,388	\$0	\$2,380	\$1,487	6.2
Security and Investigative Services, Bureau of	Private Security Services Fund / 0239	\$4,775	\$9,530	\$0	\$8,770	\$5,535	6.5
	Private Investigator Fund / 0769	\$1,766	\$830	\$0	\$720	\$1,876	20.8
Speech-Language Pathology and Audiology Board	Speech-Language Pathology and Audiology Fund / 0376	\$878	\$781	\$0	\$786	\$873	15.4
Structural Pest Control Board	Structural Pest Control Research Fund / 0168	\$670	\$152	\$0	\$427	\$395	12.8
	Structural Pest Control Education and Enforcement Fund / 0399	\$662	\$328	\$0	\$337	\$653	20.6
	Structural Pest Control Support Fund / 0775	\$4,298	\$2,466	\$0	\$3,974	\$2,790	8.0
Telephone Medical Advice Services Bureau	Telephone Medical Advice Services Fund / 0459	\$368	\$115	\$0	\$113	\$370	29.6
Veterinary Medical Board and Veterinary Technician Examining Committee	Veterinary Medical Board Fund / 0777	\$1,208	\$2,155	\$0	\$2,115	\$1,248	6.2
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurse Examiners Fund / 0779	\$4,205	\$6,571	\$0	\$5,850	\$4,926	8.4
	Psychiatric Technicians Account, Vocational Nurse and Psychiatric Technician Examiners Fund / 0780	\$1,273	\$1,254	\$0	\$1,310	\$1,217	8.8

(a) Total Reserves July 1 includes prior year adjustment.

(b) Expenditures in fund conditions include SCO and/or other charges that are not included in final Month 13 CALSTARs expenditure totals.

Summary of License Activity

NAME	Licenses By Type	Initial Licenses / Certificates / Permits Received, Issued, and Renewed this Fiscal Year			Active Licenses by License Category *			Frequency of License / Certificate / Permit Renewal
		Applications Received	Licenses / Certificates / Permits Issued	Licenses / Certificates / Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Accountancy, California Board of	Accountancy Corporation	201	210	1,451	n/a	3,117	n/a	Every 2 years
	Accountancy Partnership	96	111	652	n/a	1,305	n/a	Every 2 years
	Certified Public Accountant	3,203	3,953	33063 ^d	n/a	42,311	n/a	Every 2 years
	Fictitious Name Permit	103	103	69	n/a	1,069	n/a	Every 5 years
	Public Accountant	0	0	52 ^d	n/a	46	n/a	Every 2 years
Acupuncture Board	Acupuncture	688	683	4,207	n/a	9,165	n/a	Every 2 years
Architects Board, California	Architect	428	427	11,524	n/a	22,163	n/a	Every 2 years
Athletic Commission, California State	Promoter	64	64	38	n/a	64	n/a	Every year
	Amateur Athlete	289	289	27	n/a	289	n/a	Every year
	Professional Athlete	1,556	1,556	366	n/a	1,556	n/a	Every year
	Manager	239	239	15	n/a	239	n/a	Every year
	Second	3,362	3,362	462	n/a	3,362	n/a	Every year
	Matchmaker	22	NDA	10	n/a	22	n/a	Every year
	Referee	33	33	25	n/a	33	n/a	Every year
	Judge	45	45	34	n/a	45	n/a	Every year
	Timekeeper	13	13	11	n/a	13	n/a	Every year
Ringside Physician	21	21	18	n/a	21	n/a	Every year	
Automotive Repair, Bureau of	Advanced Emission Specialist	1,790	732	5,952	n/a	14,426	n/a	Every 2 years
	Automotive Repair Dealer	4,490	6,395	31,087	n/a	34,711	n/a	Every year
	Basic Area Technician	50	13	275	n/a	717	n/a	Every 2 years
	Lamp and Brake Adjusters	1,579	362	556	n/a	3,514	n/a	Every 4 years
	Lamp and Brake Station	395	500	1,588	n/a	1,982	n/a	Every year
	Smog Station (Test and Repair)	639	992	4,559	n/a	5,230	n/a	Every year
	Smog Station (Test Only)	476	655	155	n/a	1,946	n/a	Every year
	Technician Intern	27	3	n/a	n/a	32	n/a	n/a
	Gold Shield	1,359	148	n/a	554	n/a	n/a	n/a

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Summary of License Activity *continued*

NAME	Licenses By Type	Initial Licenses / Certificates / Permits Received, Issued, and Renewed this Fiscal Year			Active Licenses by License Category *			Frequency of License / Certificate / Permit Renewal
		Applications Received	Licenses / Certificates / Permits Issued	Licenses / Certificates / Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Barbering and Cosmetology, Bureau of	Barber	1,285	751	8,159	n/a	21,466	n/a	Every 2 years
	Barber Apprentice	176	147	n/a	n/a	314	n/a	Non-renewable
	Cosmetology	20,138	10,371	105,637	n/a	264,119	n/a	Every 2 years
	Cosmetology Apprentice	620	544	n/a	n/a	1,044	n/a	Non-renewable
	Electrology	32	21	913	n/a	2,611	n/a	Every 2 years
	Electrology Apprentice	1	1	n/a	n/a	1	n/a	Non-renewable
	Establishment	6,743	6,699	16,113	n/a	44,716	n/a	Every 2 years
	Esthetician	9,659	5,637	16,458	n/a	45,769	n/a	Every 2 years
	Manicurist	10,043	5,565	44,183	n/a	114,991	n/a	Every 2 years
	Mobile Unit	2	2	2	n/a	15	n/a	Every 2 years
Behavioral Sciences, Board of	Associate Social Worker	2,162	2,018	5,884	n/a	7,729	18	Every year
	Licensed Clinical Social Worker	1,113	713	8,453	n/a	14,570	18	Every 2 years
	Licensed Educational Psychologist	127	111	878	n/a	1,566	27	Every 2 years
	Marriage and Family Therapy Intern	3,329	3,193	8,614	n/a	11,310	83	Every year
	Marriage and Family Therapy	1,660	1,307	14,391	n/a	24,938	83	Every 2 years
Cemetery and Funeral Bureau	Apprentice Embalmer	204	70	n/a	330	n/a	n/a	n/a
	Cemetery Broker Additional	38	20	176	n/a	172	n/a	Every year
	Cemetery Branch Broker	18	8	69	n/a	67	n/a	Every year
	Cemetery Additional Broker	0	2	24	n/a	148	n/a	Every year
	Cemetery Manager	27	12	302	n/a	346	n/a	Every year
	Cemetery Salesperson	1,007	851	2,372	n/a	2,791	n/a	Every year
	Cemetery Establishment	7	1	190	n/a	193	n/a	Every year
	Crematory Establishment	14	11	189	n/a	194	n/a	Every year
	Cremated Remains Disposer	20	18	130	326	n/a	n/a	Every year
	Crematory Manager	50	21	443	n/a	505	n/a	Every year
	Embalmer	43	51	1,875	n/a	2,340	n/a	Every year
	Funeral Establishment	36	45	916	n/a	920	n/a	Every year
	Funeral Director	108	116	2,043	n/a	2,818	n/a	Every year
Contractors State License Board	Contractor	26,176	18,902	124,802	3,368	253,674	n/a	Every 2 years
	Home Improvement Salesperson Registration	5,518	2,463	1,455	n/a	7,116	n/a	Every 2 years

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Summary of License Activity *continued*

NAME	Licenses By Type	Initial Licenses / Certificates / Permits Received, Issued, and Renewed this Fiscal Year			Active Licenses by License Category *			Frequency of License / Certificate / Permit Renewal
		Applications Received	Licenses / Certificates / Permits Issued	Licenses / Certificates / Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Court Reporters Board of California	Certified Shorthand Reporter	467	148	7,478	n/a	7,626	n/a	Every year
	Court Reporting Schools	1	0	0	0	0	15	Periodic reviews
Dental Auxiliaries, Committee on	Registered Dental Assistant	3,781	2,388	16,295	n/a	23,803	n/a	Every 2 years
	Registered Dental Assistant in Extended Functions	107	90	617	n/a	1,177	n/a	Every 2 years
	Registered Dental Hygienist	1,140	706	7,883	n/a	13,286	n/a	Every 2 years
	Registered Dental Hygienist in Extended Functions	1	1	13	n/a	25	n/a	Every 2 years
	Registered Dental Hygienist in Alternative Practice	25	20	102	n/a	207	n/a	Every 2 years
Dental Bureau of California	Additional Office Permit	262	247	958	1,817	n/a	n/a	Every 2 years
	Conscious Sedation Permit	51	44	228	366	n/a	n/a	Every 2 years
	Doctor of Dental Science	1,345	1,183	17,146	n/a	36,042	n/a	Every 2 years
	Facial Cosmetic Surgery Permit	15	9	1	n/a	n/a	n/a	n/a
	Fictitious Name Permit	579	607	2,448	4,233	n/a	n/a	Every 2 years
	General Anesthesia Permit	81	77	386	827	n/a	n/a	Every 2 years
	Mobile Dental Clinics	7	7	12	25	n/a	n/a	Every 2 years
	Oral Conscious Sedation Permit	196	206	506	1,227	n/a	n/a	Every 2 years
	Oral Maxillofacial Surgery Permit	9	5	29	68	n/a	n/a	Every 2 years
	Registered CE Providers	140	120	510	1,111	n/a	n/a	Every 2 years
	Special Permit (for Faculty)	4	5	32	35	n/a	n/a	Every year
Electronic and Appliance Repair, Bureau of	Appliance Service Dealer	339	316	2,009	n/a	2,326	n/a	Every year
	Combination Service Dealer	48	32	418	n/a	450	n/a	Every year
	Electronic Service Dealer	890	851	4,707	n/a	5,079	n/a	Every year
	Service Contract Administrator	1	1	25	n/a	27	n/a	Every year
	Service Contract Seller	572	592	4,892	n/a	5,528	n/a	Every year

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Summary of License Activity *continued*

NAME	Licenses By Type	Initial Licenses / Certificates / Permits Received, Issued, and Renewed this Fiscal Year			Active Licenses by License Category *			Frequency of License / Certificate / Permit Renewal
		Applications Received	Licenses / Certificates / Permits Issued	Licenses / Certificates / Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Engineers and Land Surveyors, Board for Professional	Agricultural	4	1	89	n/a	202	n/a	Every 2 years
	Civil	4,686	1,651	26,828	n/a	49,557	n/a	Every 2 years
	Chemical	110	35	1,044	n/a	1,926	n/a	Every 2 years
	Control System	18	11	573	n/a	1,516	n/a	Every 2 years
	Consulting	0	0	7	n/a	9	n/a	Every 2 years
	Corrosion	0	0	204	n/a	291	n/a	Every 2 years
	Electrical	787	327	3,719	n/a	8,789	n/a	Every 2 years
	Engineer-in-Training	5,010	3,250	n/a	25,317	n/a	n/a	n/a
	Fire Protection	66	25	377	n/a	757	n/a	Every 2 years
	Geotechnical	100	40	734	1,338	n/a	n/a	Every 2 years
	Industrial	2	2	124	n/a	526	n/a	Every 2 years
	Land Surveyor	365	185	2,215	n/a	4,098	n/a	Every 2 years
	Land Surveyor-in-Training	465	251	n/a	1,771	n/a	n/a	n/a
	Manufacturing	0	0	35	n/a	707	n/a	Every 2 years
	Mechanical	949	351	7,708	n/a	14,370	n/a	Every 2 years
	Metallurgical	16	2	195	n/a	272	n/a	Every 2 years
	Nuclear	4	0	453	n/a	618	n/a	Every 2 years
	Petroleum	4	1	222	n/a	387	n/a	Every 2 years
	Photo Surveyor	0	0	3	n/a	4	n/a	Every 2 years
	Quality	0	0	337	n/a	867	n/a	Every 2 years
	Safety	0	0	353	n/a	611	n/a	Every 2 years
Structural	298	95	1,816	3,524	n/a	n/a	Every 2 years	
Traffic	169	61	795	n/a	1,485	n/a	Every 2 years	
Geologists and Geophysicists, Board for	Certified Engineering Geologist	35	35	815	n/a	1,608	n/a	Every 2 years
	Certified Hydrogeologist	12	12	401	n/a	854	n/a	Every 2 years
	Professional Geologist	177	177	2,439	n/a	5,061	n/a	Every 2 years
	Professional Geophysicist	3	3	104	n/a	218	n/a	Every 2 years
Guide Dogs for the Blind, State Board of	Guide Dog Instructor	11	11	82	n/a	98	n/a	Every year
	School	0	0	3	n/a	3	3	Every year
	Fund Raising	0	0	0	n/a	3	3	Every year

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Summary of License Activity *continued*

NAME	Licenses By Type	Initial Licenses / Certificates / Permits Received, Issued, and Renewed this Fiscal Year			Active Licenses by License Category *			Frequency of License / Certificate / Permit Renewal
		Applications Received	Licenses / Certificates / Permits Issued	Licenses / Certificates / Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Hearing Aid Dispensers Bureau	Branch	246	246	350	n/a	547	n/a	Every year
	Hearing Aid Dispenser Permanent	240	147	1,592	n/a	1,685	n/a	Every year
	Hearing Aid Dispenser Temporary	24	18	n/a	n/a	19	n/a	Non-renewable
	Hearing Aid Dispenser Trainee	117	124	124	n/a	141	n/a	Every 6 months up to 18 months
Home Furnishings and Thermal Insulation, Bureau of	Bedding Retailer	315	294	806	n/a	2,505	n/a	Every 2 years
	Custom Upholsterer	36	33	270	n/a	589	n/a	Every 2 years
	Furniture and Bedding Manufacturer	189	167	680	n/a	1,651	n/a	Every 2 years
	Furniture and Bedding Retailer	1,190	1,147	4,969	n/a	10,599	n/a	Every 2 years
	Furniture and Bedding Wholesaler	45	29	89	n/a	224	n/a	Every 2 years
	Furniture Retailer	327	403	926	n/a	3,335	n/a	Every 2 years
	Importer	726	654	1,079	n/a	3,411	n/a	Every 2 years
	Sanitizer	8	3	5	n/a	13	n/a	Every 2 years
	Supply Dealer	12	7	74	n/a	169	n/a	Every 2 years
Thermal Insulation	16	16	107	n/a	123	n/a	Every year	
Landscape Architects Technical Committee	Landscape Architect	170	80	1,690	0	3,501	0	Every 2 years
Medical Board of California	Physician and Surgeon	6,192	4,787	60745 ^e	n/a	125,612	n/a	Every 2 years
	Registered Midwife	17	17	61	n/a	179	n/a	Every 2 years
	Dispensing Optician	163	67	519	1,160	n/a	n/a	Every 2 years
	Contact Lens Dispenser	103	111	302	770	n/a	n/a	Every 2 years
	Spectacle Lens Dispenser	153	163	888	2,010	n/a	n/a	Every 2 years
	Out-of-State Optician	0	0	3	8	n/a	n/a	Every 2 years
	Approved Outpatient Accrediting Agencies	0	0	0	n/a	n/a	4	Every 3 years
	Special Faculty Permit	11	5	0	9	n/a	n/a	Every 2 years
	Research Psychoanalyst	3	2	73	n/a	80	n/a	Every 2 years
Fictitious Name Permit	1,625	1,560	4,588	11,846	n/a	n/a	Every 2 years	
Naturopathic Medicine, Bureau of	Naturopathic Doctor	78	60	80	n/a	282	n/a	Every 2 years

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Summary of License Activity *continued*

NAME	Licenses By Type	Initial Licenses / Certificates / Permits Received, Issued, and Renewed this Fiscal Year			Active Licenses by License Category *			Frequency of License / Certificate / Permit Renewal
		Applications Received	Licenses / Certificates / Permits Issued	Licenses / Certificates / Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Occupational Therapy, California Board of	Occupational Therapist (OT)	NDA	640	6,098	n/a	8,766	n/a	Every 2 years
	Occupational Therapy Assistant (OTA)	NDA	132	1,013	n/a	1,480	n/a	Every 2 years
	Limited Permit (OT)	NDA	101	n/a	10	n/a	n/a	n/a
	Limited Permit (OTA)	NDA	29	n/a	3	n/a	n/a	n/a
Optometry, State Board of	Branch Office	60	55	321	n/a	342	n/a	Every year
	Fictitious Name Permit	180	139	933	994	n/a	n/a	Every year
	Optometrist	214	196	3,247	n/a	6,745	19	Every 2 years
	Statement of Licensure	300	210	271	n/a	895	n/a	Every 2 years
Osteopathic Medical Board of California	Osteopathic Physician and Surgeon	417	406	2,009	n/a	5,170	n/a	Every 2 years
	Fictitious Name Permit	95	95	383	434	n/a	n/a	Every year
Pharmacy, California State Board of	Clinics	99	106	944	n/a	1,151	n/a	Every year
	Designated Representatives	448	407	2,213	n/a	2,851	n/a	Every year
	Hospitals	21	31	438	n/a	533	n/a	Every year
	Hypodermic Needle and Syringes	13	8	266	n/a	303	n/a	Every year
	Licensed Correctional Facility	4	3	44	n/a	47	n/a	Every year
	Licensed Sterile Compounding	49	65	183	n/a	216	n/a	Every year
	Non-Resident Pharmacy	75	59	249	n/a	343	n/a	Every year
	Non-Resident Sterile Compounding	25	11	41	n/a	57	n/a	Every year
	Non-Resident Wholesaler	103	97	404	n/a	535	n/a	Every year
	Pharmacist (Exam Licensing Applications)	2,037	n/a	n/a	n/a	n/a	n/a	n/a
	Pharmacist (Initial Licensing Applications)	1,417	1,386	16,933	n/a	36,171	n/a	Every 2 years
	Pharmacist Intern	1,818	1,654	n/a	n/a	4,550	n/a	Non-renewable
	Pharmacy	428	427	6,104	n/a	6,059	n/a	Every year
	Pharmacy Technician	7,609	7,118	23,195	n/a	55,305	n/a	Every 2 years
	Veterinary Food-Animal Drug Retailer	2	1	20	n/a	23	n/a	Every year
Wholesalers	51	59	455	n/a	484	n/a	Every year	
Physical Therapy Board of California	Physical Therapist	1,432	990	9,944	n/a	20,799	n/a	Every 2 years
	Physical Therapist Assistant	242	290	2,502	n/a	5,171	n/a	Every 2 years
	Kinesiographical Electromyographer	0	0	21	n/a	30	n/a	Every 2 years
	Electroneuromyographer	3	1	14	n/a	26	n/a	Every 2 years

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Summary of License Activity *continued*

NAME	Licenses By Type	Initial Licenses / Certificates / Permits Received, Issued, and Renewed this Fiscal Year			Active Licenses by License Category *			Frequency of License / Certificate / Permit Renewal
		Applications Received	Licenses / Certificates / Permits Issued	Licenses / Certificates / Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Physician Assistant Committee	Physician Assistant	575	551	3,140	n/a	6,853	n/a	Every 2 years
	Physician Assistant Training Program	1	1	n/a	n/a	157	n/a	Non-renewable
Podiatric Medicine, California Board of	E-Permanent	30	55	907	n/a	1,849	8	Every 2 years
	EFE-Fee Exempt	15	15	85	n/a	212	n/a	Every 2 years
	EL-Residents	38	31	93	n/a	124	8	Annually up to 4 years
	Fictitious Name Permit	34	27	173	390	n/a	n/a	Every 2 years
Professional Fiduciaries Bureau	Professional Fiduciary	248	86	n/a	n/a	86	n/a	Every year
Psychology, Board of	Psychologist	970	496	8,151	n/a	15,955	n/a	Every 2 years
	Registered Psychologist	209	186	n/a	n/a	373	n/a	Non-renewable
	Psychological Assistant	765	723	1,031	n/a	1,413	n/a	Every year
Registered Nursing, Board of	Registered Nurse	63,147	23,382	163,979	n/a	338,599	n/a	Every 2 years
	Clinical Nurse Specialist Certificate	254	219	1,187	2,673	n/a	n/a	Every 2 years
	Nurse Anesthetists Certificate	146	143	882	1,934	n/a	n/a	Every 2 years
	Nurse Midwife Certificate	45	38	542	1,159	n/a	n/a	Every 2 years
	Nurse Midwife Furnishing Certificate	36	39	323	714	n/a	n/a	Every 2 years
	Nurse Practitioner Certificate	855	881	n/a	14,678	n/a	n/a	Non-renewable
	Nurse Practitioner Furnishing Certificate	690	704	4,860	10,257	n/a	n/a	Every 2 years
	Psychiatric/Mental Health Nurse Certificate	6	6	n/a	379	n/a	n/a	Non-renewable
	Public Health Nurse Certificate	1,803	1,665	n/a	45,784	n/a	n/a	Non-renewable
	School Approvals	n/a	7	24	n/a	n/a	130	Every 8 years
	Temporary License	9,966	9,385	n/a	n/a	n/a	n/a	n/a
	Interim Permit	9,580	8,532	n/a	n/a	n/a	n/a	n/a
Continuing Education Providers	245	230	1,360	3,393	n/a	n/a	Every 2 years	
Respiratory Care Board of California	Respiratory Care Practitioner	1,359	1,206	7,798	n/a	15,852	n/a	Every 2 years
Security and Investigative Services, Bureau of	Alarm Company Branch	37	35	55	n/a	217	n/a	Every 2 years
	Alarm Company Employee	4,666	3,468	3,293	n/a	13,423	n/a	Every 2 years
	Alarm Company Operator	178	118	905	n/a	2,047	n/a	Every 2 years
	Alarm Company Qualified Manager	146	102	987	n/a	2,010	n/a	Every 2 years
	Baton	n/a	5,101	n/a	81,767	n/a	n/a	Lifetime Permit
	Firearm Permit	12,171	9,122	9,225	34,211	n/a	n/a	Every 2 years
	Locksmith Company	271	221	1,031	n/a	2,505	n/a	Every 2 years

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Summary of License Activity *continued*

NAME	Licenses By Type	Initial Licenses / Certificates / Permits Received, Issued, and Renewed this Fiscal Year			Active Licenses by License Category *			Frequency of License / Certificate / Permit Renewal
		Applications Received	Licenses / Certificates / Permits Issued	Licenses / Certificates / Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Security and Investigative Services, Bureau of (continued)	Locksmith Company Branch	16	15	34	n/a	218	n/a	Every 2 years
	Locksmith Employee	470	261	845	n/a	2,721	n/a	Every 2 years
	Private Patrol Branch	88	77	138	n/a	440	n/a	Every 2 years
	Private Patrol Operator	355	290	1,049	n/a	2,397	n/a	Every 2 years
	Private Patrol Operator/Private Investigator (Combo)	0	0	11	n/a	16	n/a	Every 2 years
	Private Patrol Operator/Private Investigator Branch (Combo)	0	0	1	n/a	5	n/a	Every 2 years
	Private Investigator	428	453	4,786	n/a	9,978	n/a	Every 2 years
	Private Investigator Branch	31	26	36	n/a	206	n/a	Every 2 years
	Proprietary Private Security Officer	2,924	2,320	9	n/a	4,327	n/a	Every 2 years
	Repossessor Agency	76	36	125	n/a	278	n/a	Every 2 years
	Repossessor Agency Employee	600	363	275	n/a	775	n/a	Every 2 years ^f
	Repossessor Agency Qualified Manager	68	29	92	n/a	291	n/a	Every 2 years
	Security Guard	62,625	47,246	69,519	n/a	222,343	n/a	Every 2 years
	Training Facility Baton	25	21	44	n/a	115	n/a	Every 2 years
	Training Facility Firearm	30	25	73	n/a	200	n/a	Every 2 years
	Training Instructor Baton	36	29	59	n/a	146	n/a	Every 2 years
Training Instructor Firearm	59	51	162	n/a	400	n/a	Every 2 years	
Speech-Language Pathology and Audiology Board	Temporary Required Professional Experience	550	553	0	n/a	564	n/a	May be reissued at the discretion of the board
	Speech-Language Pathology Assistant	210	198	0	n/a	660	n/a	Every 2 years
	Aide	70	76	n/a	n/a	n/a	138	Approval does not require renewal
	Speech-Language Pathologist	303	751	4,870	n/a	10,194	n/a	Every 2 years
	Audiologist	34	93	705	n/a	1,486	n/a	Every 2 years
	Professional Development Providers	11	11	67	n/a	152	n/a	Every 2 years
	Speech-Language Pathology Assistant Programs	0	0	n/a	n/a	n/a	8	Approval does not require renewal
	Temporary License - Speech-Language	9	10	0	n/a	0	n/a	May be renewed one time for 6 months
Temporary License - Audiology	3	1	0	n/a	0	n/a	May be renewed one time for 6 months	

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Summary of License Activity *continued*

NAME	Licenses By Type	Initial Licenses / Certificates / Permits Received, Issued, and Renewed this Fiscal Year			Active Licenses by License Category *			Frequency of License / Certificate / Permit Renewal
		Applications Received	Licenses / Certificates / Permits Issued	Licenses / Certificates / Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Structural Pest Control Board	Applicator	1,726	1,324	678	n/a	7,212	n/a	Every 3 years
	Field Representative	1,337	1,333	2,504	n/a	10,951	n/a	Every 3 years
	Operator	184	186	1,068	n/a	3,410	n/a	Every 3 years
	Company Registration	268	257	n/a	n/a	2,472	n/a	n/a
	Branch Office Registration	37	27	n/a	n/a	521	n/a	n/a
Telephone Medical Advice Services Bureau	TMAS Registration	2	2	9	n/a	37	n/a	Every 2 years
Veterinary Medical Board and Veterinary Technician Examining Committee	Veterinarian	738	448	600	n/a	10,060	n/a	Every 2 years
	Veterinary Reciprocity	63	57	n/a	n/a	63	n/a	Non-renewable
	Veterinary Intern	66	48	n/a	n/a	66	n/a	Non-renewable
	Registered Veterinary Technician	567	391	295	n/a	4,510	n/a	Every 2 years
	Veterinary Hospital	120	100	307	2,727	n/a	n/a	Every year
	Exempt Veterinary Hospital	7	7	60	67	n/a	n/a	Every year
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurse	10,266	7,158	33,399	n/a	78,574	n/a	Every 2 years
	Accredited Vocational Nursing Schools	n/a	n/a	n/a	n/a	n/a	30	Maintained unless revoked by board
	Non-Renewable Vocational Nurse Interim Permits	n/a	25	n/a	n/a	n/a	n/a	Non-renewable
	Non-Renewable Post-Licensure Certifications	n/a	4,609	n/a	n/a	n/a	n/a	Non-renewable
	Psychiatric Technician	622	515	4,588	n/a	9,820	n/a	Every 2 years
	Accredited Psychiatric Technician School	n/a	n/a	n/a	n/a	n/a	1	Maintained unless revoked by board
	Non-Renewable Interim Permits	n/a	0	n/a	n/a	n/a	n/a	Non-renewable
	Non-Renewable Blood Withdrawal Cert.	n/a	14	n/a	n/a	n/a	n/a	Non-renewable
TOTAL		357,534	255,828	1,073,941	263,614	2,264,234	596	n/a

* May include licenses from prior year(s) based on renewal periods.

a) and b) As defined by the governing entity and classified by their data system.

c) The total number of school approvals/accreditations that meet the criteria established by the Boards, Committees, and Commission that qualifies the school to train individuals who perform in the specific industry.

d) Population includes both active and inactive renewals

e) Includes fee exempt license renewals.

f) Initial registration is valid for one year.

Background Checking Requirements

NAME	Fingerprinting Required	Verification of Education			Verification of Experience		
		Candidate's Statement	Official Transcripts	Audit	Candidate's Statement	Official Transcripts	Audit
Accountancy, California Board of	Yes	No	Yes	No	No	No	No
Acupuncture Board	Yes	No	Yes	No	n/a	n/a	n/a
Architects Board, California	No	No	Yes	No	Yes	No	No
Athletic Commission, California State	Yes ^a	No	No	No	Yes	No	No
Automotive Repair, Bureau of	No	No	Yes	No	Yes	No	No
Barbering and Cosmetology, Bureau of	No	Yes	Yes	No	No	Yes	No
Behavioral Sciences, Board of	Yes	No	Yes	Yes	Yes	No	Yes
California State Approving Agency for Veterans Education	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cemetery and Funeral Bureau	Yes	No	Yes	No	No	No	No
Contractors State License Board	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Court Reporters Board of California	Yes	No	Yes	Yes	Yes	No	Yes
Dental Auxiliaries, Committee on	Yes	No	Yes	No	No	Yes	No
Dental Bureau of California	Yes	Yes	Yes	No	Yes	Yes	Yes
Electronic and Appliance Repair, Bureau of	No	No	No	No	No	No	No
Engineers and Land Surveyors, Board for Professional							
In-Training Applications	No	Yes	No	No	Yes	No	No
Professional Applications	No	No	Yes	No	No	Yes	No
Geologists and Geophysicists, Board for	No	Yes	Yes	No	Yes	Yes	No
Guide Dogs for the Blind, State Board of	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Hearing Aid Dispensers Bureau	Yes	Yes	No	No	Yes	No	No
Home Furnishings and Thermal Insulation, Bureau of	No	No	No	No	No	No	No
Landscape Architects Technical Committee	No	Yes	Yes	No	Yes	Yes	No
Medical Board of California							
Midwife	Yes	Yes	Yes	No	n/a	n/a	n/a
Physician and Surgeon	Yes	No	Yes	No	No	n/a	No
Registered Dispensing Optician	Yes	No	No	No	n/a	n/a	n/a
Research Psychoanalyst	Yes	Yes	Yes	No	n/a	n/a	n/a
Specialty Faculty Permit	Yes	Yes	No	No	Yes	No	No
Naturopathic Medicine, Bureau of	Yes	No	Yes	No	No	Yes	No
Occupational Therapy, California Board of	Yes	No	Yes	No	No	Yes	No
Optometry, State Board of	Yes	n/a	Yes	n/a	n/a	n/a	n/a
Osteopathic Medical Board of California	Yes	No	Yes	No	No	Yes	No

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Background Checking Requirements *continued*

NAME	Fingerprinting Required	Verification of Education			Verification of Experience		
		Candidate's Statement	Official Transcripts	Audit	Candidate's Statement	Official Transcripts	Audit
Pharmacy, California State Board of	Yes	No	Yes	No	Yes	Yes	No
Physical Therapy Board of California	Yes	No	Yes	No	No	No	No
Physician Assistant Committee	Yes	n/a	Yes	n/a	n/a	n/a	n/a
Podiatric Medicine, California Board of	Yes	Yes	Yes	No	Yes	Yes	No
Professional Fiduciaries Bureau	Yes	Yes	No	No	Yes	No	No
Psychology, Board of	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Registered Nursing, Board of	Yes	No	Yes	No	No	No	No
Respiratory Care Board of California	Yes	Yes	Yes	No	n/a	n/a	n/a
Security and Investigative Services, Bureau of	Yes	No	No	No	No	Yes	Yes
Speech-Language Pathology and Audiology Board	Yes	Yes	Yes	No	Yes	Yes	No
Structural Pest Control Board	Yes	n/a	n/a	n/a	Yes	No	No
Telephone Medical Advice Services Bureau	No	No	No	No	No	No	No
Veterinary Medical Board and Veterinary Technician Examining Committee	Yes	Yes	Yes	No	Yes	No	No
Vocational Nursing and Psychiatric Technicians, Board of							
Psychiatric Technicians	Yes	No	Yes	No	No	n/a	n/a
Vocational Nurses	Yes	No	Yes	No	No	n/a	n/a

a) Promoter, Manager and Matchmaker

Continuing Education Requirements

NAME	License Type(s)	Number of Required Hours of CE Each Renewal Cycle	Methods of CE Verification			Number of CE Providers for this License Type	Number of CE Audits
			Self-Certification	Instructor Report	Audit		
Accountancy, California Board of	Certified Public Accountant	80	Yes	No	No	NDA	0
	Public Accountant	80	Yes	No	No	NDA	0
Acupuncture Board	Acupuncture License	50	Yes	Yes	Yes	367	0
Automotive Repair, Bureau of	Advanced Emission Technician (EA Smog Technician)	12-88	No	Yes	n/a	103	36
	Basic Area Technician (EB Smog Technician)	12-88	No	Yes	n/a	103	36
Behavioral Sciences, Board of	Licensed Clinical Social Worker	36	Yes	No	Yes	2,422	0
	Marriage and Family Therapy	36	Yes	No	Yes	2,422	0
Dental Auxiliaries, Committee on	Registered Dental Assistant in Extended Functions	25	Yes	No	No	NDA ^a	n/a ^a
	Registered Dental Hygienist in Extended Functions	25	Yes	No	No	NDA ^a	n/a ^a
	Registered Dental Assistant	25	Yes	No	No	NDA ^a	n/a ^a
	Registered Dental Hygienist	25	Yes	No	No	NDA ^a	n/a ^a
	Registered Dental Hygienist in Alternative Practice	35	Yes	No	No	NDA ^a	n/a ^a
Dental Bureau of California	Dentists	50	Yes	No	Yes	1,111	NDA
Guide Dogs for the Blind, State Board of	Guide Dog Instructor	8 hours of attendance at a course or seminar OR 16 hours of attendance at a guide dog user organization or an organization of the blind.	Yes	Yes	No	n/a	n/a
Hearing Aid Dispensers Bureau	Hearing Aid Dispensers Permanent License	9	Yes	Yes	No	50	0
Medical Board of California	Physician and Surgeon	50	Yes	No	Yes	n/a	n/a
	Licensed Midwife	36	Yes	No	Yes	n/a	n/a
Naturopathic Medicine, Bureau of	Naturopathic Doctor	60	Yes	No	Yes	NDA	0
Occupational Therapy, California Board of	Occupational Therapist	12-24 ^b	Yes	No	Yes	NDA	n/a
	Occupational Therapy Assistant	12-24 ^b	Yes	No	Yes	NDA	n/a
Optometry, State Board of	Optometrist (DPA Certified)	40	Yes	No	Yes	221	0
	Optometrist (TPA Certified)	50 (35 in diagnosis and TMOD)	Yes	No	Yes	221	0
Osteopathic Medical Board of California	Osteopathic Physician and Surgeon	150 (every three years)	No	Yes	No	n/a	n/a
Pharmacy, California State Board of	Pharmacist	30	Yes	No	Yes	NDA	286
Podiatric Medicine, California Board of	E-Permanent	50	Yes	No	Yes	n/a	n/a
Professional Fiduciaries Bureau	Professional Fiduciary	15	Yes	No	No	22	0
Psychology, Board of	Psychologist	36	Yes	Yes	Yes	229	3

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Continuing Education Requirements *continued*

NAME	License Type(s)	Number of Required Hours of CE Each Renewal Cycle	Methods of CE Verification			Number of CE Providers for this License Type	Number of CE Audits
			Self-Certification	Instructor Report	Audit		
Registered Nursing, Board of	Registered Nurse	30	Yes	No	Yes	3,393	0
Respiratory Care Board of California	Respiratory Care Practitioner	15	Yes	No	Yes	n/a	n/a
Speech-Language Pathology and Audiology Board	Speech-Language Pathologist	24	Yes	No	Yes	152	1
	Audiologist	24	Yes	No	Yes	152	1
	Speech-Language Pathology Assistant	12	Yes	Yes	Yes	152	1
Structural Pest Control Board	Field Representative, Operator: 1 Branch	16	Yes	Yes	Yes	106 ^d	1 ^d
	Field Representative, Operator: 2 Branches	20	Yes	Yes	Yes		
	Field Representative, Operator: 3 Branches	24	Yes	Yes	Yes		
	Applicator	0 (12) ^c	No	No	No	65	0
Veterinary Medical Board and Veterinary Technician Examining Committee	Veterinarian	36	Yes	No	Yes	NDA	n/a
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurse	30	Yes	No	Yes	24	n/a
	Psychiatric Technician	30	Yes	No	Yes	4	n/a

a) The law vests all continuing education authority with the Dental Board, not with the Committee.

b) The Board is currently transitioning to 2 year renewals.

c) Applicator license's that renew on or after January 1, 2009, will be required to complete 12 hours of CE.

d) Total for all branches

Examinations

NAME	License Type(s)	Exam Title	Exam Source		Exam Type	Data Combined for All Exams Per Year a			
			National	CA		Passed	Failed	Total	% Passed
Accountancy, California Board of	Certified Public Accountant (CPA)	Uniform Certified Public Accountant Examination	X		Computer	13,523	15,665	29,188	46%
Acupuncture Board	Acupuncture	Acupuncture Licensing Examination		X	Written	686	447	1,133	61%
Architects Board, California	Architect	Building Planning	X		Written	704	416	1,120	63%
		Building Technology and Services	X		Written	893	441	1,334	67%
		Construction Documents	X		Written	764	355	1,119	68%
		General Structures	X		Written	563	252	815	69%
		Lateral Forces	X		Written	604	169	773	78%
		Materials Methods	X		Written	680	302	982	69%
		Mechanical Electrical	X		Written	562	305	867	65%
		Pre-Design	X		Written	771	291	1,062	73%
		Site Planning	X		Written	804	365	1,169	69%
		California Supplemental Exam	X		Oral	454	447	901	50%
Automotive Repair, Bureau of	Advanced Emission Technician	Advanced		X	Computer	722	846	1,568	46%
	Basic Area Technician	Basic		X	Computer	23	17	40	58%
	Brake Adjuster Class "A"	Brake "A"		X	Computer	79	37	116	68%
	Brake Adjuster Class "B"	Brake "B"		X	Computer	3	19	22	14%
	Brake Adjuster Class "C"	Brake "C"		X	Computer	280	79	359	78%
	Lamp Adjuster Class "A"	Lamp "A"		X	Computer	1,436	1,154	2,590	55%
Barbering and Cosmetology, Bureau of	Barber	Barber		X	Written/Practical	738	168	906	81%
	Cosmetology	Cosmetology		X	Written	10,915	4,752	15,667	70%
				X	Practical	11,200	2,835	14,035	80%
	Electrology	Electrology		X	Written	22	2	24	92%
				X	Practical	25	2	27	93%
	Esthetician	Esthetician		X	Written	5,683	2,573	6,662	69%
				X	Practical	6,085	577	6,662	91%
	Manicurist	Manicurist		X	Written	5,556	2,700	8,256	67%
			X	Practical	6,118	1,025	7,143	86%	
Behavioral Sciences, Board of	Marriage and Family Therapist	Standard		X	Written	1,443	792	2,235	65%
		Clinical Vignette		X	Written	1,320	737	2,057	64%
	Licensed Clinical Social Worker	Standard		X	Written	971	625	1,596	61%
		Clinical Vignette		X	Written	721	777	1,498	48%
	Licensed Educational Psychologist	Standard		X	Written	111	21	132	84%

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Examinations *continued*

NAME	License Type(s)	Exam Title	Exam Source		Exam Type	Data Combined for All Exams Per Year a			
			National	CA		Passed	Failed	Total	% Passed
Cemetery and Funeral Bureau	Cemetery Broker	Cemetery Broker		X	Written	15	15	30	50%
	Cemetery Manager	Cemetery Manager		X	Written	11	7	18	61%
	Crematory Manager	Crematory Manager		X	Written	41	30	71	58%
	Embalmer	Embalmer		X	Written	44	20	64	69%
	Funeral Director	Funeral Director		X	Written	133	96	229	58%
Contractors State License Board	A	General Engineering Contractor		X	Computer	849	649	1,498	57%
	B	General Building		X	Computer	6,591	6,974	13,565	49%
	C-2	Insulation and Acoustical		X	Computer	43	76	119	36%
	C-4	Boiler, Hot Water Heating, and Steam Fitting		X	Computer	25	40	65	38%
	C-5	Framing and Rough Carpentry		X	Computer	95	169	264	36%
	C-6	Cabinet, Millwork, and Finish Carpentry		X	Computer	478	395	873	55%
	C-7	Low Voltage Systems		X	Computer	493	371	864	57%
	C-8	Concrete		X	Computer	436	569	1,005	43%
	C-9	Drywall		X	Computer	186	613	799	23%
	C-10	Electrical (General)		X	Computer	1,552	1,553	3,105	50%
	C-11	Elevator		X	Computer	12	17	29	41%
	C-12	Earthwork and Paving		X	Computer	101	237	338	30%
	C-13	Fencing		X	Computer	109	82	191	57%
	C-15	Flooring and Floor Covering		X	Computer	430	447	877	49%
	C-16	Fire Protection		X	Computer	75	144	219	34%
	C-17	Glazing		X	Computer	170	252	422	40%
	C-20	Warm Air Heating, Ventilating, and Air Conditioning		X	Computer	641	1,420	2,061	31%
	C-21	Building Moving and Demolition		X	Computer	116	53	169	69%
	C-23	Ornamental Metal		X	Computer	73	140	213	34%
	C-27	Landscaping		X	Computer	786	1,195	1,981	40%
	C-28	Lock and Security Equipment		X	Computer	24	20	44	55%
C-29	Masonry		X	Computer	132	286	418	32%	
C-31	Construction Zone Traffic Control		X	Computer	17	12	29	59%	
C-32	Parking and Highway Improvement		X	Computer	30	93	123	24%	
C-33	Painting and Decorating		X	Computer	1,021	1,142	2,163	47%	
C-34	Pipeline		X	Computer	47	29	76	62%	

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Examinations *continued*

NAME	License Type(s)	Exam Title	Exam Source		Exam Type	Data Combined for All Exams Per Year a			
			National	CA		Passed	Failed	Total	% Passed
Contractors State License Board	C-35	Lathing and Plastering		X	Computer	122	200	322	38%
	C-36	Plumbing		X	Computer	941	954	1,895	50%
	C-38	Refrigeration		X	Computer	78	92	170	46%
	C-39	Roofing		X	Computer	263	379	642	41%
	C-42	Sanitation System		X	Computer	43	43	86	50%
	C-43	Sheet Metal		X	Computer	64	67	131	49%
	C-45	Electrical Sign		X	Computer	44	96	140	31%
	C-46	Solar		X	Computer	85	141	226	38%
	C-47	General Manufactured Housing		X	Computer	13	60	73	18%
	C-50	Reinforcing Steel		X	Computer	8	41	49	16%
	C-51	Structural Steel		X	Computer	90	29	119	76%
	C-53	Swimming Pool		X	Computer	176	361	537	33%
	C-54	Tile (Ceramic and Mosaic)		X	Computer	485	1,035	1,520	32%
	C-55	Water Conditioning		X	Computer	14	7	21	67%
	C-57	Well Drilling (Water)		X	Computer	33	12	45	73%
	C-60	Welding		X	Computer	63	64	127	50%
	n/a	Asbestos Certification	X		Computer	41	120	161	25%
	n/a	Hazardous Certification	X		Computer	82	75	157	52%
n/a	Law and Business	X		Computer	15,488	17,954	33,442	46%	
Court Reporters Board of California	Certified Shorthand Reporter	Certified Shorthand Reporter		X	Written	277	200	477	58%
					Practical	166	231	397	42%
Dental Auxiliaries, Committee on	Registered Dental Assistant	Professional		X	Written	2,248	1,837	4,085	55%
					Practical	3,234	635	3,869	84%
	Registered Dental Assistant in Extended Functions (RDAEF)	Professional		X	Clinical	92	25	117	79%
	Registered Dental Hygienist	Professional	X	X	Clinical	655	197	852	77%
	Registered Dental Hygienist-Law and Ethics	Professional		X	Written	1,284	71	1,355	95%
	Registered Dental Assistant in Extended Functions/Registered Dental Hygienist in Extended Functions	Professional		X	Clinical	NDA	NDA	NDA	NDA
Registered Dental Hygienist in Alternative Practice	Professional		X	Written	24	0	24	100%	

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Examinations *continued*

NAME	License Type(s)	Exam Title	Exam Source		Exam Type	Data Combined for All Exams Per Year a			
			National	CA		Passed	Failed	Total	% Passed
Dental Bureau of California	Doctor of Dental Science	Restorative Technique		X	Practical	74	76	150	49%
		Clinical		X	Clinical / Written	136	40	176	77%
		Law and Ethics		X	Written	1,118	47	1,165	96%
Engineers and Land Surveyors, Board for Professional	Agricultural Engineer	Professional	X		Written	NDA	NDA	NDA	NDA
	Chemical Engineer	Professional	X		Written	22	30	52	42%
	Civil Engineer (National)	Professional	X		Written	1,553	2,282	3,835	40%
	Civil Engineer (Seismic)	Professional		X	Written	1,676	2,687	4,363	38%
	Civil Engineer (Surveying)	Professional		X	Written	1,751	2,865	4,616	38%
	Control System Engineer	Professional	X		Written	7	5	12	58%
	Electrical Engineer	Professional	X		Written	194	291	485	40%
	Engineer-in-Training (EIT)	Fundamental	X		Written	3,203	3,633	6,836	47%
	Fire Protection Engineer	Professional	X		Written	19	22	41	46%
	Geotechnical Engineer	Professional		X	Written	39	53	92	42%
	Industrial Engineer	Professional	X		Written	2	2	4	50%
	Land Surveyor (National)	Professional	X		Written	144	151	295	49%
	Land Surveyor (State)	Professional	X		Written	179	340	519	34%
	Land Surveyor-in-Training	Fundamental	X		Written	244	449	693	35%
	Mechanical Engineer	Professional	X		Written	221	229	450	49%
	Metallurgical Engineer	Professional	X		Written	1	4	5	20%
	Nuclear Engineer	Professional	X		Written	0	0	0	0
	Petroleum Engineer	Professional	X		Written	0	5	5	0%
	Structural Engineer (National)	Professional	X		Written	93	168	261	36%
Structural Engineer (State)	Professional		X	Written	83	196	279	30%	
Traffic Engineer	Professional		X	Written	60	42	102	59%	
Geologists and Geophysicists, Board for	Professional Geologist	Practice of Geology (PG)	X		Written	95	62	157	61%
		Fundamentals of Geology (FG)	X		Written	115	91	206	56%
		California Supplemental (CSE)		X	Written	116	124	240	48%
	Professional Geophysicist	Professional Geophysicist (PGP)		X	Written	3	1	4	75%
	Certified Engineering Geologist	Certified Engineering Geologist (CEG)		X	Written	31	17	48	65%
Certified Hydrogeologist	Certified Hydrogeologist (CHG)		X	Written	15	17	32	47%	
Guide Dogs for the Blind, State Board of	Guide Dog Instructor	Guide Dog Mobility Instructor Exam		X	Written and Practical/Oral	11	0	11	100%

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Examinations *continued*

NAME	License Type(s)	Exam Title	Exam Source		Exam Type	Data Combined for All Exams Per Year a			
			National	CA		Passed	Failed	Total	% Passed
Hearing Aid Dispensers Bureau	Hearing Aid Dispenser Permanent License	Written		X	Computer	138	65	203	68%
		Practical		X	Practical	139	53	192	72%
Landscape Architects Technical Committee	Landscape Architect b	A-Project and Construction Administration	X		Computer	148	49	197	75%
		B-Inventor, Analysis and Program Development	X		Computer	139	88	227	61%
		C-Site Design	X		Written/Graphic	163	134	297	55%
		D-Design and Construction Documentation	X		Computer	134	102	236	57%
		E-Grading, Drainage and Stormwater Management	X		Written/Graphic	118	220	338	35%
		California Supplemental Exam		X	Computer	94	6	100	94%
Medical Board of California	Physician and Surgeon	United States Medical Licensing Examination	X		Written and Clinical Skills	NDA	NDA	NDA	NDA
	Contact Lens Dispenser	Contact Lens Registry Examination	X		Written	NDA	NDA	NDA	NDA
	Spectacle Lens Dispenser	National Opticianry Competency Examination	X		Written	NDA	NDA	NDA	NDA
	Licensed Midwife	North American Registry of Midwives	X		Written	NDA	NDA	NDA	NDA
Naturopathic Medicine, Bureau of	Naturopathic Doctor	NPLEX	X		Written	NDA	NDA	NDA	75%
Occupational Therapy, California Board of	Occupational Therapist	OTR	X		Computer	NDA	NDA	NDA	NDA
	Occupational Therapy Assistant	OTA	X		Computer	NDA	NDA	NDA	NDA
Optometry, Board of	Optometrist	Basic Science	X		Written	277	86	363	76
		Clinical Science	X		Written	47	14	61	77
		Patient Care	X		Clinical	1,243	115	1,358	91%
		Laws and Regulations		X	Written	264	24	288	92%
Osteopathic Medical Board of California	Osteopathic Physician and Surgeon	COMLEX Levels I-III	X		Written/Practical	12,033	1,530	13,563	89%
Pharmacy, California State Board of	Pharmacist	North American Pharmacist Licensure Examination (NAPLEX)	X		Written	1,295	95	1,390	93%
		California Pharmacist Jurisprudence Examination (CPJE)		X	Written	1,296	356	1,652	78%
Physical Therapy Board of California	Physical Therapist	NPTE	X		Written	586	489	1,075	55%
	Physical Therapist Assistant	NPTE	X		Written	246	170	416	59%
	Kinesiological Electromyographer	KEMG		X	Specialty	NDA	NDA	NDA	NDA
	Electroneuromyographer	ENMG	X	X	Specialty	1	2	3	33%
	California Law Examination	CLE		X	Written	1,309	89	1,398	94%
Physician Assistant Committee	Physician Assistant	PANCE	X		Written	NDA	NDA	NDA	NDA

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Examinations *continued*

NAME	License Type(s)	Exam Title	Exam Source		Exam Type	Data Combined for All Exams Per Year a			
			National	CA		Passed	Failed	Total	% Passed
Podiatric Medicine, California Board of	E-Permanent	National Board of Podiatric Medical Examiners (NBPME) Part I	X		Written	NDA	NDA	NDA	NDA
		NBPME Part II	X		Written	NDA	NDA	NDA	NDA
		NBPME Part III	X		Written	37	6	43	86%
	EL-Residents	NBPME Part I	X		Written	NDA	NDA	NDA	NDA
		NBPME Part II	X		Written	NDA	NDA	NDA	NDA
Professional Fiduciaries Bureau	Professional Fiduciary	California Professional Fiduciaries Licensing Exam	X	X	Computer	249	38	287	87%
Psychology, Board of	Psychologist	Examination for Professional Practice in Psychology	X		Written	626	330	956	65%
		CA Psychology Supplemental Exam		X	Written	459	221	680	68%
		CA Psychology Laws and Ethics Exam		X	Written	10	4	14	71%
Registered Nursing, Board of	Registered Nurse	NCLEX-RN	X		Computer	18,088	19,440	37,528	48%
Respiratory Care Board of California	Respiratory Care Practitioner	Certified Respiratory Therapist	X	X	Computer	1,067	726	1,793	60%
Security and Investigative Services, Bureau of	Alarm Company Qualified Manager	Alarm Company Qualified Manager		X	Computer	77	85	162	48%
	Private Investigator	Private Investigator		X	Computer	397	199	596	67%
	Private Patrol Operator	Private Patrol Operator		X	Computer	247	175	422	59%
	Repossessor Agency Qualified Manager	Repossessor		X	Computer	25	32	57	44%
Speech-Language Pathology and Audiology Board	Speech-Language Pathology	The Praxis Series	X		Written	NDA	NDA	NDA	NDA
	Audiology	The Praxis Series	X		Written	NDA	NDA	NDA	NDA
Structural Pest Control Board	Applicator	Registered Applicator		X	Written	1,375	829	2,204	62%
	Field Representative	Field Representative		X	Written	1,871	2,303	4,174	45%
	Operator	Operator		X	Written	249	326	575	43%
Veterinary Medical Board and Veterinary Examining Committee	Veterinarian	NAVLE	X		Computer	256	44	300	85%
		CSB		X	Computer	363	113	476	76%
		VLE		X	Written	423	0	423	100%
	Veterinary Temporary Reciprocity	VLE		X	Written	57	0	57	100%
	Registered Veterinary Technician	RVT		X	Computer	426	128	554	77%
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurse	National Council Licensure Examination for Practical Nurses	X		Computer	6,974	5,401	12,375	56%
	Psychiatric Technician	California Psychiatric Technician Licensure Exam		X	Computer	518	565	1,083	48%

a) Some candidates may take a particular exam more than one time per year.

b) Candidates must pass all six exam sections in order to be licensed.

Complaints Received by Source

NAME	Public	Government / Law Enforcement	Business & Professions Code Section 800 ^a	Licensed Professional Groups	Internal (Board or Committee Staff)	Other or Anonymous	Total Received
Accountancy, California Board of	478	16	n/a	8	117	12	631
Acupuncture Board	90	33	0	3	9	19	154
Architects Board, California	197	10	0	43	38	35	323
Athletic Commission, California State	8	0	n/a	0	0	0	8
Automotive Repair, Bureau of	14,798	13	1	37	8	36	14,893
Barbering and Cosmetology, Bureau of	1,468	17	0	4	1,008	533	3,030
Behavioral Sciences, Board of	569	60	5	14	643	74	1,365
California State Approving Agency for Veterans Education	NDA	NDA	NDA	NDA	NDA	NDA	NDA
Cemetery and Funeral Bureau	332	441	0	10	302	20	1,105
Contractors State License Board	15,673	144	n/a	806	6,376	0	22,999
Court Reporters Board of California	49	19	n/a	19	7	0	94
Dental Auxiliaries, Committee on	9	19	0	14	282	10	334
Dental Bureau of California	2,166	461	325	272	67	84	3,375
Electronic and Appliance Repair, Bureau of	1,426	1	1	1	659	2	2,090
Engineers and Land Surveyors, Board for Professional	157	42	n/a	64	NDA ^b	194 ^b	457
Geologists and Geophysicists, Board for	13	8	0	11	10	5	47
Guide Dogs for the Blind, State Board of	0	0	0	1	0	0	1
Hearing Aid Dispensers Bureau	103	5	0	38	1	36	183
Home Furnishings and Thermal Insulation, Bureau of	564	0	0	2	918	0	1,484
Landscape Architects Technical Committee	5	0	0	4	6	10	25
Medical Board of California							
Midwife	4	2	0	1	0	3	10
Physician and Surgeon	4,393	644	990	274	352	186	6,839
Registered Dispensing Optician	14	15	0	4	3	1	37
Research Psychoanalyst	1	0	0	0	0	0	1
Naturopathic Medicine, Bureau of	3	0	0	8	20	31	62
Occupational Therapy, California Board of	33	30	0	6	353	5	427
Optometry, State Board of	128	16	0	3	24	4	175
Osteopathic Medical Board of California	170	39	32	8	12	2	263

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Complaints Received by Source *continued*

NAME	Public	Government / Law Enforcement	Business & Professions Code Section 800 a	Licensed Professional Groups	Internal (Board or Committee Staff)	Other or Anonymous	Total Received
Pharmacy, California State Board of	770	90	0	187	902 ^c	438 ^d	2,387
Physical Therapy Board of California	133	54	3	30	870	12	1,102
Physician Assistant Committee	98	41	2	2	19	3	165
Podiatric Medicine, California Board of	67	9	17	4	5	2	104
Professional Fiduciaries Bureau	2	0	0	0	1	0	3
Psychology, Board of	481	21	9	6	43	46	606
Registered Nursing, Board of	438	220	61	631	2,462	88	3,900
Respiratory Care Board of California	58	137	n/a	137	137	3	472
Security and Investigative Services, Bureau of	915	75	0	114	2,477	27	3,608
Speech-Language Pathology and Audiology Board	28	19	0	2	33	7	89
Structural Pest Control Board	417	0	n/a	98	2		517
Telephone Medical Advice Services Bureau	5	0	0	0	0	0	5
Veterinary Medical Board and Veterinary Technician Examining Committee	502	36	5	60	40	41	684
Vocational Nursing and Psychiatric Technicians, Board of							
Psychiatric Technicians	68	11	0	19	174	3	275
Vocational Nurses	247	96	0	35	831	16	1,225
TOTAL	47,080	2,844	1,451	2,980	19,211	1,988	75,554

a) Complaints received by healing arts agencies pursuant to Business and Professions Code section 800 reporting requirements (e.g., hospital actions, disciplines, malpractice settlements, judgments, or arbitration awards reported by insurance companies, etc.).

b) The Board of Professional Engineers and Land Surveyors does not track complaints from "Other or Anonymous" sources separately from "Internal (Board or Committee Staff)" complaints; therefore, the number listed under "Other or Anonymous" includes "Internal (Board or Committee Staff)."

c) Includes complaints opened as a result of a subsequent arrest rap sheet.

d) Includes applicant investigations.

Informal Actions

NAME	Warning / Cease and Desist Letters Issued	Office Conference / Informal Hearing	Reprimand / Violation / Education Letters Issued	Total Informal Actions	Petitions to Compel Exams (Healing Arts Only)		
					Filed	Granted	Denied
Accountancy, California Board of	76	23	19	118	n/a	n/a	n/a
Acupuncture Board	13	0	7	20	0	0	0
Architects Board, California	133	5	22	160	n/a	n/a	n/a
Athletic Commission, California State	11	0	51	62	NDA	NDA	NDA
Automotive Repair, Bureau of	9,618	579	5,286	15,483	n/a	n/a	n/a
Barbering and Cosmetology, Bureau of	184	1,646	0	1,830	n/a	n/a	n/a
Behavioral Sciences, Board of	24	47	1	72	2	2	0
California State Approving Agency for Veterans Education	NDA	NDA	NDA	NDA	NDA	NDA	NDA
Cemetery and Funeral Bureau	284	1	0	284	n/a	n/a	n/a
Contractors State License Board	3,688	n/a	n/a	3,688	n/a	n/a	n/a
Court Reporters Board of California	6	9	n/a	15	n/a	n/a	n/a
Dental Auxiliaries, Committee on	15	1	0	16	1	1	0
Dental Bureau of California	186	8	0	194	1	1	0
Electronic and Appliance Repair, Bureau of	177	14	345	536	n/a	n/a	n/a
Engineers and Land Surveyors, Board for Professional	76	21	n/a	97	n/a	n/a	n/a
Geologists and Geophysicists, Board for	53	11	4	68	n/a	n/a	n/a
Guide Dogs for the Blind, State Board of	1	0	0	1	0	0	0
Hearing Aid Dispensers Bureau	0	0	63	63	0	0	0
Home Furnishings and Thermal Insulation, Bureau of	121	10	267	398	n/a	n/a	n/a
Landscape Architects Technical Committee	7	0	3	10	0	0	0
Medical Board of California							
Midwife	0	0	0	0	0	0	0
Physician and Surgeon	9	41	111	161	6	8	0
Registered Dispensing Optician	1	0	0	1	0	0	0
Research Psychoanalyst	0	0	0	0	0	0	0
Naturopathic Medicine, Bureau of	42	0	0	42	0	0	0
Occupational Therapy, California Board of	24	19	0	43	0	0	0
Optometry, State Board of	29	0	0	29	0	0	0
Osteopathic Medical Board of California	23	0	0	23	0	0	0
Pharmacy, California State Board of	1	225	169	395	1	1	0

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Informal Actions *continued*

NAME	Warning / Cease and Desist Letters Issued	Office Conference / Informal Hearing	Reprimand / Violation / Education Letters Issued	Total Informal Actions	Petitions to Compel Exams (Healing Arts Only)		
					Filed	Granted	Denied
Physical Therapy Board of California	394	47	0	441	0	0	0
Physician Assistant Committee	0	0	0	0	0	0	0
Podiatric Medicine, California Board of	2	1	2	5	0	0	0
Professional Fiduciaries Bureau	0	0	0	0	0	0	0
Psychology, Board of	25	1	0	26	0	0	0
Registered Nursing, Board of	0	0	3	3	8	6	0
Respiratory Care Board of California	265	1	249	515	1	1	0
Security and Investigative Services, Bureau of	134	360	25	78	n/a	n/a	n/a
Speech-Language Pathology and Audiology Board	1	0	5	6	0	0	0
Structural Pest Control Board	3	n/a	0	3	n/a	n/a	n/a
Telephone Medical Advice Services Bureau	0	0	0	0	0	0	0
Veterinary Medical Board and Veterinary Technician Examining Committee	51	12	144	207	1	1	0
Vocational Nursing and Psychiatric Technicians, Board of							
Psychiatric Technicians	844	88	0	932	2	2	0
Vocational Nurses	137	23	0	160	0	0	0
TOTAL	16,658	3,193	6,776	26,185	23	23	0

Complaints Closed Without Going to Formal Investigation

NAME	Complaints Closed by Category														Total Pending
	Contractual	Criminal Charges / Conviction of a Crime	Fraud	Personal Conduct or Substance Abuse or Mental / Physical Impairment	Negligence / Incompetence	Produce Service / Quality	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed / Unregistered Activity	Unsafe / Unsanitary Conditions	Non Jurisdictional	Other	Total Closed	
Accountancy, California Board of	0	0	4	3	70	8	0	107	0	157	0	21	132	502	139
Acupuncture Board	n/a	28	6	0	0	n/a	1	74	0	21	3	6	2	141	43
Architects Board, California	0	18	0	0	0	0	0	23	0	185	0	0	0	226	277
Athletic Commission, California State	0	0	0	0	0	0	0	0	0	0	0	0	8	8	0
Automotive Repair, Bureau of	1,452	0	1,512	3	8,711	279	0	7	0	452	1,810	34	498	14,758	1,894
Barbering and Cosmetology, Bureau of	12	n/a	64	338	578	101	7	11	n/a	1,476	1,600	303	21	4,511	1,167
Behavioral Sciences, Board of	0	442	12	8	85	0	18	487	8	107	0	190	3	1,360	495
California State Approving Agency for Veterans Education	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA
Cemetery and Funeral Bureau	206	0	27	51	51	8	1	405	0	18	0	16	21	804	55
Contractors State License Board	45	0	23	49	4,127	0	0	4,038	0	1,125	50	514	6	9,977	1,521
Court Reporters Board of California	7	0	0	0	2	19	0	61	1	7	0	4	0	101	4
Dental Auxiliaries, Committee on	n/a	173	0	7	2	n/a	1	21	0	15	1	0	23	243	184
Dental Bureau of California	n/a	78	31	20	1,919	n/a	15	336	5	84	56	210	108	2,571	2,151
Electronic and Appliance Repair, Bureau of	615	0	21	1	530	165	0	3	0	671	1	50	37	2,094	304
Geologists and Geophysicists, Board for	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Guide Dogs for the Blind, State Board of	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Hearing Aid Dispensers Bureau	0	2	5	0	1	0	0	116	0	27	1	3	1	156	18
Home Furnishings and Thermal Insulation, Bureau of	187	0	18	0	14	221	0	3	0	345	478	64	7	1,337	273
Landscape Architects Technical Committee	1	0	0	0	1	0	0	0	0	26	0	0	1	29	30
Medical Board of California															
Midwife	0	0	0	0	5	0	0	0	0	2	0	1	0	8	1
Physician and Surgeon	0	243	242	15	2,457	0	48	932	227	154	3	1,284	3	5,608	1,283
Registered Dispensing Optician	0	8	1	0	0	0	0	4	0	11	0	4	0	28	8
Research Psychoanalyst	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0
Naturopathic Medicine, Bureau of	0	0	0	0	0	0	0	1	0	17	0	0	0	18	43
Occupational Therapy, California Board of	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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Complaints Closed Without Going to Formal Investigation *continued*

NAME	Complaints Closed by Category														Total Pending
	Contractual	Criminal Charges / Conviction of a Crime	Fraud	Personal Conduct or Substance Abuse or Mental / Physical Impairment	Negligence / Incompetence	Produce Service / Quality	Sexual Mis-conduct	Unpro-fessional Conduct	Discipline by Another State or Agency	Unlicensed / Unregistered Activity	Unsafe / Unsanitary Conditions	Non Jurisdic-tional	Other	Total Closed	
Optometry, State Board of	0	0	2	5	2	0	0	24	0	25	0	21	51	130	0
Osteopathic Medical Board of California	0	0	0	0	0	0	0	0	0	0	0	20	0	20	1
Pharmacy, California State Board of	n/a	94	4	1	22	n/a	0	67	2	41	1	83	425 a	740	864 a
Physical Therapy Board of California	0	110	17	0	20	0	16	20	16	43	0	4	775	1,021	348
Physician Assistant Committee	0	7	3	13	40	0	1	17	7	5	0	17	0	110	30
Podiatric Medicine, California Board of	0	4	7	2	47	0	2	20	0	2	2	5	2	93	57
Professional Fiduciaries Bureau	0	0	0	0	2	0	0	0	0	0	0	0	0	2	0
Psychology, Board of	0	23	8	4	5	0	19	257	0	48	1	93	10	468	372
Registered Nursing, Board of	0	877	25	1,235	74	0	17	412	169	36	0	24	38	2,907	1,007
Respiratory Care Board of California	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security and Investigative Services, Bureau of	287	0	100	2,814	41	6	0	413	0	249	0	85	50	4,045	918
Speech-Language Pathology and Audiology Board	0	9	0	0	4	0	0	7	1	7	0	0	28	56	60
Structural Pest Control Board	376	0	0	n/a	6	0	0	n/a	n/a	0	0	0	0	382	78
Telephone Medical Advice Services Bureau	0	0	0	0	0	0	0	2	0	0	0	1	0	3	2
Veterinary Medical Board and Veterinary Technician Examining Committee	0	35	4	3	325	0	0	153	14	78	16	2	122	752	0
Vocational Nursing and Psychiatric Technicians, Board of															
Psychiatric Technicians	n/a	159	25	1	5	n/a	7	59	5	4	0	0	1	266	313
Vocational Nurses	n/a	658	160	70	36	n/a	8	152	21	15	0	0	16	1,136	1,207
TOTAL	3,188	2,968	2,321	4,643	19,182	807	161	8,233	476	5,453	4,023	3,059	2,389	56,612	15,148

a) Includes applicant investigations and investigations as a result of a subsequent arrest notification.

Complaints Referred to Sworn Investigators for Formal Investigation

NAME	Investigations Opened	Investigations Closed by Category													Total Pending ^b	Referred	
		Con-tractual	Criminal Charges / Conviction of a Crime	Fraud	Personal Conduct or Substance Abuse or Mental / Physical Impairment	Negligence / Incompe-tence	Sexual Misc-onduct	Unprof-essional Conduct	Discipline by Another State or Agency	Unlicensed / Unregistered Activity	Unsafe / Unsanitary Conditions	Non Jurisdic-tional	Other	Total Closed ^a		To AG	To DA / CA
Accountancy, California Board of	0	0	0	0	0	0	0	0	0	0	n/a	0	0	0	0	0	0
Acupuncture Board	26	n/a	5	1	1	2	6	9	0	2	0	0	0	26	35	9	2
Architects Board, California	2	0	0	0	0	0	0	0	0	2	0	0	0	2	2	0	0
Athletic Commission, California State	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0
Barbering and Cosmetology, Bureau of	110	0	n/a	1	0	38	0	2	n/a	8	6	1	9	65	137	156	0
Behavioral Sciences, Board of	31	0	0	1	4	2	6	15	0	5	0	1	0	34	45	12	0
Cemetery and Funeral Bureau	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Contractors State License Board	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Court Reporters Board of California	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dental Auxiliaries, Committee on	310	n/a	159	0	7	1	1	5	1	13	0	0	21	208	167	19	3
Dental Bureau of California	570	n/a	34	14	19	117	13	41	2	53	1	0	33	327	574	36	11
Geologists and Geophysicists, Board for	2	0	0	1	0	0	0	0	0	0	0	0	0	1	2	0	0
Guide Dogs for the Blind, State Board of	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Hearing Aid Dispensers Bureau	30	0	1	2	0	1	0	0	0	3	0	0	0	7	35	4	0
Landscape Architects Technical Committee	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0
Medical Board of California																	
Midwife	2	0	0	1	0	3	0	0	0	1	0	0	0	5	2	0	0
Physician and Surgeon	1,057	0	67	52	70	613	53	93	58	84	0	0	53	1143	1,035	372	29
Registered Dispensing Optician	1	0	2	0	0	0	0	2	0	3	0	0	0	7	1	3	2
Naturopathic Medicine, Bureau of	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Occupational Therapy, California Board of	6	0	0	0	0	3	1	1	0	1	0	0	0	6	15	8	0
Optometry, State Board of	9	0	0	0	0	0	0	0	0	0	0	0	8	16	0	1	0
Osteopathic Medical Board of California	49	0	2	2	8	3	2	16	8	0	0	0	1	42	37	8	0
Physical Therapy Board of California	27	0	1	7	0	0	9	2	0	16	0	0	0	35	51	31	0
Physician Assistant Committee	43	0	0	1	17	10	6	9	3	2	0	0	6	54	28	19	1

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Complaints Referred to Sworn Investigators for Formal Investigation *continued*

NAME	Investigations Opened	Investigations Closed by Category													Total Pending ^b	Referred	
		Contractual	Criminal Charges / Conviction of a Crime	Fraud	Personal Conduct or Substance Abuse or Mental / Physical Impairment	Negligence / Incompetence	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed / Unregistered Activity	Unsafe / Unsanitary Conditions	Non Jurisdictional	Other	Total Closed ^a		To AG	To DA / CA
Podiatric Medicine, California Board of	15	0	3	2	2	8	1	2	0	0	0	0	1	19	20	9	0
Professional Fiduciaries Bureau	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
Psychology, Board of	71	0	6	8	3	0	8	29	0	10	0	0	7	58	58	25	4
Registered Nursing, Board of	1,204	0	29	17	310	257	14	188	11	41	0	0	35	902	1,674	436	17
Respiratory Care Board of California	5	0	0	0	0	2	1	0	0	1	0	0	0	4	7	2	0
Security and Investigative Services, Bureau of	8	0	0	0	0	0	0	2	0	3	0	0	0	5	3	0	0
Speech-Language Pathology and Audiology Board	6	0	2	0	1	0	0	0	1	1	0	0	1	6	5	1	0
Structural Pest Control Board	1	0	0	0	n/a	0	n/a	n/a	0	0	0	0	0	0	1	0	0
Telephone Medical Advice Services Bureau	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Veterinary Medical Board and Veterinary Technician Examining Committee	47	0	0	4	2	14	0	4	0	7	0	0	0	31	NDA	NDA	NDA
Vocational Nursing and Psychiatric Technicians, Board of																	
Psychiatric Technicians	20	n/a	0	0	0	0	2	5	1	0	0	0	0	8	28	66	1
Vocational Nurses	170	n/a	2	6	28	15	5	35	0	3	0	0	2	96	264	237	4
TOTAL	3,825	0	313	121	472	1,090	128	460	85	259	7	2	177	3,108	4,228	1,456	74

a) and b) Total closed/pending cases may include cases from the prior fiscal year.

Complaints Referred to Non-Sworn Investigators for Formal Investigation

NAME	Investigations Opened	Investigations Closed by Category														Total Pending ^b	Referred	
		Contractual	Criminal Charges / Conviction of a Crime	Fraud	Personal Conduct or Substance Abuse or Mental/ Physical Impairment	Negligence/ Incompetence	Product Service/ Quality	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed/ Unregistered Activity	Unsafe/ Unsanitary Conditions	Non Jurisdictional	Other	Total Closed ^a		To AG	To DA /CA
Accountancy, California Board of	83	0	0	2	1	14	0	0	25	0	13	n/a	0	19	74	60	20	0
Architects Board, California	110	0	0	0	0	3	0	0	33	0	17	0	0	0	53	129	0	0
Athletic Commission, California State	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Automotive Repair, Bureau of	1,847	12	0	534	0	767	2	0	0	n/a	52	0	0	123	1,891	417	229	88
Behavioral Sciences, Board of	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cemetery and Funeral Bureau	223	70	0	24	50	32	0	0	75	0	14	0	0	13	278	34	10	0
Contractors State License Board	13,845	153	0	193	356	2,111	0	0	1,874	0	5,729	152	120	2,522	13,210	3,513	475	1,953
Electronic and Appliance Repair, Bureau of	760	32	0	19	0	91	68	0	1	0	413	0	18	36	679	145	3	3
Engineers and Land Surveyors, Board for Professional ^c	457	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	612	612	482	63	11
Geologists and Geophysicists, Board for	47	3	0	2	0	2	0	0	0	0	14	0	1	0	22	106	3	0
Hearing Aid Dispensers Bureau	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Home Furnishings and Thermal Insulation, Bureau of	829	22	0	15	0	6	21	0	2	0	245	290	5	3	609	231	1	0
Landscape Architects Technical Committee	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0
Medical Board of California																		
Physicians and Surgeons	76	0	0	0	0	0	0	0	0	73	0	0	0	0	73	2	71	0
Naturopathic Medicine, Bureau of	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Occupational Therapy, California Board of	427	0	241	11	0	1	0	0	73	4	59	0	6	3	398	257	8	0
Optometry, State Board of	7	0	0	0	4	0	0	0	3	0	0	0	0	0	7	0	7	0
Osteopathic Medical Board of California	194	0	14	0	2	79	0	0	49	3	0	0	0	3	150	146	9	0
Pharmacy, California State Board of	1,382	n/a	11	14	15	562	n/a	0	260	0	139	0	16	361	1,378	715	74	n/a
Podiatric Medicine, California Board of	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Professional Fiduciaries Bureau of	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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Complaints Referred to Non-Sworn Investigators for Formal Investigation *continued*

NAME	Investigations Opened	Investigations Closed by Category														Total Pending ^b	Referred	
		Con-tractual	Criminal Charges / Conviction of a Crime	Fraud	Personal Conduct or Substance Abuse or Mental/ Physical Impairment	Negligence/ Incompe-tence	Product Service/ Quality	Sexual Misc- onduct	Unprofes- sional Conduct	Discipline by Another State or Agency	Unlicen- sed/ Unregis- tered Activity	Unsafe/ Unsani- tary Condi- tions	Non Jurisdic- tional	Other	Total Closed ^a		To AG	To DA /CA
Psychology, Board of	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	n/a	n/a	n/a
Respiratory Care Board of California	472	0	242	6	9	19	0	5	9	0	149	0	0	16	455	253	46	0
Security and Investigative Services, Bureau of	3,487	40	0	75	2,805	8	1	0	362	0	233	0	6	48	3,578	823	125	2
Structural Pest Control Board	144	150	0	0	n/a	n/a	17	0	0	0	2	0	0	0	169	192	75	0
Telephone Medical Advice Services Bureau	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	24,392	482	508	895	3,242	3,695	109	5	2,766	80	7,079	442	172	3,759	23,636	7,507	1,219	2,057

a) and b) Total closed/pending cases may include cases from the prior fiscal year.

c) The Board for Professional Engineers and Land Surveyors does not track closed investigations by type of category.

Formal Actions Filed

NAME	Accusations / Petitions to Revoke Probation Filed	Statement of Issues Filed	Criminal Actions Filed	Civil Actions Filed	Restraining Orders / Interim Suspension Orders Issued
Accountancy, California Board of	33	1	0	0	0
Acupuncture Board	3	1	2	0	0
Architects Board, California	1	1	0	0	0
Athletic Commission, California State	0	0	0	0	0
Automotive Repair, Bureau of	162	33	88	5	0
Barbering and Cosmetology, Bureau of	151	14	0	0	0
Behavioral Sciences, Board of	24	3	0	0	0
Cemetery and Funeral Bureau	6	3	0	0	1
Contractors State License Board	248	87	NDA	n/a	0
Court Reporters Board of California	4	1	0	0	0
Dental Auxiliaries, Committee on	18	14	0	0	0
Dental Bureau of California	58	6	6	0	2
Electronic and Appliance Repair, Bureau of	1	0	2	0	0
Engineers and Land Surveyors, Board for Professional	7	2	10	0	0
Geologists and Geophysicists, Board for	1	0	0	0	0
Hearing Aid Dispensers Bureau	0	3	0	0	0
Home Furnishings and Thermal Insulation, Bureau of	0	0	0	0	0
Medical Board of California					
Midwife	0	0	0	0	0
Physician and Surgeon	253	11	17	0	33 a
Registered Dispensing Optician	0	3	1	0	0
Naturopathic Medicine, Bureau of	0	0	0	0	0
Occupational Therapy, California Board of	4	4	0	0	1
Optometry, State Board of	0	0	0	0	1
Osteopathic Medical Board of California	15	1	0	0	1
Pharmacy, California State Board of	68	7	0	1	2
Physical Therapy Board of California	16	0	0	0	1
Physician Assistant Committee	14	2	1	0	1
Podiatric Medicine, California Board of	7	1	0	0	1
Professional Fiduciaries Bureau	0	0	0	0	0
Psychology, Board of	22	5	0	0	1
Registered Nursing, Board of	478	16	23	2	1

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Formal Actions Filed *continued*

NAME	Accusations / Petitions to Revoke Probation Filed	Statement of Issues Filed	Criminal Actions Filed	Civil Actions Filed	Restraining Orders / Interim Suspension Orders Issued
Respiratory Care Board of California	51	22	0	0	3
Security and Investigative Services, Bureau of	570	73	0	0	1
Speech-Language Pathology and Audiology Board	7	0	0	0	0
Structural Pest Control Board	54	27	0	0	0
Telephone Medical Advice Services Bureau	0	0	0	0	0
Veterinary Medical Board and Veterinary Technician Examining Committee,	13	5	n/a	0	4
Vocational Nursing and Psychiatric Technicians, Board of					
Psychiatric Technicians	42	1	0	0	0
Vocational Nurses	161	14	2	0	0
TOTAL	2,492	361	152	8	54

a) Includes 0 Automatic Suspension Orders per B&P Code section 2236, 5 license restrictions per Penal Code section 23, 10 out of state suspension orders per B&P Code section 2310, 2 stipulated agreements to suspend or restrict the practice of medicine, and 1 suspension orders issued by the Chief of Enforcement for violation of probation condition.

Citations and Fines

NAME	Total Number				Total Amount		
	Breakdown of Total Citations Issued				Fines Assessed	Fines Reduced	Fines Collected
	Total Citations Issued	Citations Issued With a Fine	Citations Withdrawn	Citations Dismissed			
Accountancy, California Board of	21	18	2	0	\$42,000	\$3,000	\$17,000
Acupuncture Board	2	2	0	0	\$4,000	\$0	\$2,500
Architects Board, California	29	29	0	3	\$43,500	\$5,000	\$10,765
Athletic Commission, California State	50	46	0	0	\$60,000	\$0	\$12,700
Automotive Repair, Bureau of	1,146	492	5	2	\$467,000	\$38,917	\$428,083
Barbering and Cosmetology, Bureau of	11,457	11,334	4	0	\$9,888,719	\$817,225	\$5,487,019
Behavioral Sciences, Board of	88	85	31	0	\$86,050	\$19,550	\$56,000
Cemetery and Funeral Bureau	133	56	0	0	\$56,008	\$0	\$61,961
Contractors State License Board	2,100	2,100	87	3	\$4,115,676	\$571,165	\$1,121,169
Court Reporters Board of California	16	13	0	3	\$23,000	\$6,100	\$8,900
Dental Auxiliaries, Committee on	0	0	0	0	\$0	\$0	\$0
Dental Bureau of California	16	16	2	1	\$14,300	\$750	\$5,000
Electronic and Appliance Repair, Bureau of	177	177	19	0	\$45,700	\$250	\$11,675
Engineers and Land Surveyors, Board for Professional	71	71	n/a	5	\$89,600	n/a	\$29,650
Geologists and Geophysicists, Board for	11	11	0	1	\$27,500	\$2,000	\$11,000
Hearing Aid Dispensers Bureau	0	0	0	0	\$0	\$0	\$0
Home Furnishings and Thermal Insulation, Bureau of	121	121	9	0	\$72,300	\$500	\$24,350
Landscape Architects Technical Committee	9	9	0	0	\$13,000	\$1,000	\$0
Medical Board of California							
Midwife	0	0	0	0	\$0	\$0	\$0
Physician and Surgeon	248	171	71	1	\$116,200	\$45,660	\$71,821
Registered Dispensing Optician	1	1	0	0	\$2,500	\$0	\$0
Naturopathic Medicine, Bureau of	1	1	0	0	\$1,000	\$250	\$250
Occupational Therapy, California Board of	87	86	2	3	\$22,327	\$2,309	\$15,519
Optometry, State Board of	1	1	NDA	NDA	\$250	NDA	\$250
Osteopathic Medical Board of California	8	8	1	0	\$7,000	\$0	\$2,750
Pharmacy, California State Board of	1,003	836	20	3	\$1,746,850	\$32,350	\$812,795
Physical Therapy Board of California	310	309	0	4	\$36,000	\$33,200	\$24,000

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Citations and Fines *continued*

NAME	Total Number				Total Amount		
	Breakdown of Total Citations Issued				Fines Assessed	Fines Reduced	Fines Collected
	Total Citations Issued	Citations Issued With a Fine	Citations Withdrawn	Citations Dismissed			
Physician Assistant Committee	4	4	0	0	\$6,250	\$0	\$3,250
Podiatric Medicine, California Board of	0	0	0	0	\$0	\$0	\$0
Professional Fiduciaries Bureau	0	0	0	0	\$0	\$0	\$0
Psychology, Board of	4	4	0	0	\$10,000	\$5,900	\$700
Registered Nursing, Board of	35	33	0	0	\$69,750	\$0	\$9,800
Respiratory Care Board of California	63	63	1	0	\$32,450	\$1,225	\$31,061
Security and Investigative Services, Bureau of	34	34	0	0	\$107,475	\$0	\$53,200
Speech-Language Pathology and Audiology Board	25	21	0	1	\$4,900	\$500	\$4,650
Structural Pest Control Board	191	189	3	0	\$176,958	\$2,450	\$76,452
Telephone Medical Advice Services Bureau	0	0	0	0	\$0	\$0	\$0
Veterinary Medical Board and Veterinary Technician Examining Committee	63	63	4	4	\$36,016	NDA	\$23,911
Vocational Nursing and Psychiatric Technicians, Board of							
Psychiatric Technicians	34	34	3	0	\$12,303	\$0	\$6,451
Vocational Nurses	210	210	13	1	\$86,355	\$0	\$42,307
TOTAL	17,769	16,648	277	35	\$17,522,937	\$1,589,301	\$8,466,939

Administrative Outcomes

NAME	Revocation	Surrender of License	Probation with Suspension	Suspension Only	Probation Only	Public Reprimand	License of Applicants Denied	Other Decisions	Withdrawn / Dismissed
Accountancy, California Board of	16	1	10	0	11	0	0	0	0
Acupuncture Board	2	1	1	0	1	0	1	1	1
Architects Board, California	0	0	0	0	2	0	0	0	0
Athletic Commission, California State	0	0	0	46	0	0	6	0	0
Automotive Repair, Bureau of	263	0	162	0	97	0	47	0	17
Barbering and Cosmetology, Bureau of	36	31	156	0	62	1	5	2	11
Behavioral Sciences, Board of	9	12	8	0	6	1	1	0	3
Cemetery and Funeral Bureau	3	3	0	0	10	0	5	0	9
Contractors State License Board	589	n/a	n/a	500	291	0	55	2	57
Court Reporters Board of California	0	0	0	0	3	0	1	0	0
Dental Auxiliaries, Committee on	19	2	0	0	20	0	1	0	2
Dental Bureau of California	11	7	2	0	31	3	3	0	11
Electronic and Appliance Repair, Bureau of	1	0	0	0	1	0	1	1	0
Engineers and Land Surveyors, Board for Professional	2	0	1	1	1	1	1	3	1
Geologists and Geophysicists, Board for	0	1	0	0	0	0	0	0	0
Hearing Aid Dispensers Bureau	0	0	0	0	0	0	6	0	0
Home Furnishings and Thermal Insulation, Bureau of	0	0	0	0	0	0	0	1	0
Landscape Architects Technical Committee	0	0	0	0	0	0	0	0	0
Medical Board of California									
Midwife	0	1	0	0	0	0	0	0	0
Physician and Surgeon	32	70	14	0	91	87	1	14	40 ^a
Registered Dispensing Optician	0	0	0	0	1	0	0	0	0
Naturopathic Medicine, Bureau of	0	0	0	0	0	0	0	0	0
Occupational Therapy, California Board of	0	1	0	0	6	0	4	0	1
Optometry, State Board of	0	1	1	4	1	0	0	0	0
Osteopathic Medical Board of California	1	0	0	1	3	1	2	0	0
Pharmacy, California State Board of	32	17	14	0	9	0	48	4	3
Physical Therapy Board of California	0	0	3	0	10	9	0	9	2
Physician Assistant Committee	3	2	0	0	4	1	1	0	1

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Administrative Outcomes *continued*

NAME	Revocation	Surrender of License	Probation with Suspension	Suspension Only	Probation Only	Public Reprimand	License of Applicants Denied	Other Decisions	Withdrawn / Dismissed
Podiatric Medicine, California Board of	1	0	2	0	3	0	1	0	0
Professional Fiduciaries Bureau	0	0	0		0	0	0	0	0
Psychology, Board of	3	3	0	0	9	2	0	1	3
Registered Nursing, Board of	121	73	10	0	141	3	23	1	34
Respiratory Care Board of California	18	11	15	0	25	9	3	1	2
Security and Investigative Services, Bureau of	667	1	32	0	0	0	3,722	0	31
Speech-Language Pathology and Audiology Board	0	1	0	0	5	0	0	1	0
Structural Pest Control Board	38	8	0	0	15	0	11	0	11
Telephone Medical Advice Services Bureau	0	0	0	0	0	0	0	0	0
Veterinary Medical Board and Veterinary Technician Examining Committee	4	2	2	0	15	0	1	0	1
Vocational Nursing and Psychiatric Technicians, Board of									
Psychiatric Technicians	20	0	0	0	12	0	0	2	1
Vocational Nurses	79	13	4	0	55	0	5	8	7
TOTAL	1,970	262	437	552	941	118	3,955	51	249

a) Does not include citations withdrawn or dismissed (See "Citations and Fines" table on page 118–119).

Inspection Data

NAME	Total Number of Inspections	Notices of Violation Issued	Compliance Verified	Inspection Citations Issued
Athletic Commission, California State	0	0	0	0
Automotive Repair, Bureau of	27,006	n/a	0	n/a
Barbering and Cosmetology, Bureau of	8,013	n/a	6,898	11,457
Cemetery and Funeral Bureau	1,501	n/a	553	103
Court Reporters	0	0	0	0
Dental Auxiliaries, Committee on	19	0	10	0
Dental Bureau of California	201	8	204	8
Electronic and Appliance Repair, Bureau of	2,462	1,426	0	0
Guide Dogs for the Blind, State Board of	3	0	3	0
Hearing Aid Dispensers Bureau	0	0	0	0
Home Furnishings and Thermal Insulation, Bureau of	3,255	1,089	0	0
Landscape Architects Technical Committee	0	0	0	0
Naturopathic Medicine, Bureau of	n/a	n/a	n/a	n/a
Occupational Therapy, California Board of	0	0	0	0
Pharmacy, California State Board of	2,089	863 ^a	NDA ^b	NDA ^b
Physical Therapy Board of California	0	0	0	0
Podiatric Medicine, California Board of	0	0	0	0
Professional Fiduciaries Bureau	0	0	0	0
Security and Investigative Services, Bureau of	362	0	133	0
Structural Pest Control Board	249	115	101	191
Telephone Medical Advice Services Bureau	0	0	0	0
Veterinary Medical Board and Veterinary Technician Examining Committee	234	0	0	NDA
TOTAL	45,394	3,501	7,902	11,759

a) The Board does not currently have the authority to issue a notice of violation; however, Board inspectors found 863 sites inspected were not in compliance with State and Federal laws and regulations. These sites were either formally warned/educated or an investigation was opened to pursue formal action.

b) Total Inspection Citations Issued data are included in the "Citations and Fines" table located on page 118-119. The Board does not currently have a means to separate a citation that resulted from an inspection from other citations issued.

Diversion

NAME	DIVERSION CASES ^a			CASES CLOSED			
	Referral to Program During Fiscal Year		Total Number of Participants	Successful Completions	Non-Compliance	Withdrawals	Not Eligible / Not Interested
	Voluntary Self-Referral	Board Referrals					
Dental Bureau of California	3	14	17	4	6	0	5
Medical Board of California							
Physicians and Surgeons	15	7	0	170	18	12	7
Osteopathic Medical Board of California	0	1	14	0	1	0	0
Pharmacy, California State Board of	28	60	88	10	3	3	2
Physical Therapy Board of California	0	2	10	5	0	2	2
Physician Assistant Committee	2	6	14	0	1	0	3
Registered Nursing, Board of	76	120	445	93	59	37	4
Veterinary Medical Board and Veterinary Technician Examining Committee	3	0	8	2	1	0	0
TOTAL	127	210	596	284	89	54	23

a) Not all Boards and Committees have Diversion Programs. The State Athletic Commission and the Bureaus do not have Diversion Programs.

Petitions for Penalty Relief

NAME ^a	Petitions for Modification / Termination of Probation			Petitions for Reinstatement of Revoked Licenses / Registrations / Certificates		
	Granted	Denied	Total	Granted	Denied	Total
Accountancy, California Board of	0	1	1	1	3	4
Acupuncture Board	0	1	1	1	2	3
Architects Board, California	0	0	0	2	2	4
Automotive Repair, Bureau of	0	0	0	0	0	0
Barbering and Cosmetology, Bureau of	0	1	1	13	2	15
Behavioral Sciences, Board of	0	0	0	0	1	1
Cemetery and Funeral Bureau	0	1	1	1	1	2
Court Reporters Board of California	0	0	0	0	1	1
Dental Auxiliaries, Committee on	1	1	2	0	1	1
Dental Bureau of California	2	2	4	1	2	3
Electronic and Appliance Repair, Bureau of	0	0	0	0	0	0
Engineers and Land Surveyors, Board for Professional	0	0	0	1	1	2
Hearing Aid Dispensers Bureau	0	0	0	0	0	0
Home Furnishings and Thermal Insulation, Bureau of	0	0	0	0	0	0
Medical Board of California						
Physician and Surgeon	25	15	40	2	13	15
Registered Dispensing Optician	0	0	0	0	0	0
Naturopathic Medicine, Bureau of	0	0	0	0	0	0
Occupational Therapy, California Board of	0	0	0	2	0	2
Optometry, State Board of	2	1	3	0	0	0
Osteopathic Medical Board of California	1	1	1	0	3	3
Pharmacy, California State Board of	1	0	1	0	2	2
Physical Therapy Board of California	2	1	3	0	1	1
Physician Assistant Committee	0	0	0	0	2	2
Podiatric Medicine, California Board of	0	0	0	0	0	0
Professional Fiduciaries Bureau	0	0	0	0	0	0
Psychology, Board of	1	0	1	0	0	0
Registered Nursing, Board of	6	5	11	28	6	34
Respiratory Care Board of California	3	0	3	0	0	0

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Petitions for Penalty Relief *continued*

NAME a	Petitions for Modification / Termination of Probation			Petitions for Reinstatement of Revoked Licenses / Registrations / Certificates		
	Granted	Denied	Total	Granted	Denied	Total
Security and Investigative Services, Bureau of	0	0	0	0	0	0
Speech-Language Pathology and Audiology Board	0	0	0	0	0	0
Structural Pest Control Board	0	0	0	4	1	5
Telephone Medical Advice Services Bureau	0	0	0	0	0	0
Veterinary Medical Board and Veterinary Technician Examining Committee	0	0	0	1	0	1
Vocational Nursing and Psychiatric Technicians, Board of						
Psychiatric Technicians	0	0	0	0	4	4
Vocational Nurses	1	2	3	8	6	14
TOTAL	45	32	76	65	54	119

a) The State Athletic Commission does not participate in this process.

Cost Recovery

NAME ^a	Cost Recovery to DCA		Consumer Restitution/Refunds/Savings				
	Amount of Cost Recovery Ordered	Total Amount Collected	Amount of Court Ordered Restitution to Consumers	Refunded to Consumers	Rework - No Charge to Consumers	Adjustments in Money Owed / Product Return-Exchange	Total Savings Achieved for Consumers
Accountancy, California Board of	\$574,849	\$471,872	\$0	\$0	n/a	n/a	\$0
Acupuncture Board	\$10,112	\$21,855	n/a	n/a	n/a	n/a	n/a
Architects Board, California	\$0	\$1,000	\$0	\$13,252	\$0	\$0	\$13,252
Athletic Commission, California State	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Automotive Repair, Bureau of	\$2,536,769	\$1,331,231	\$72,715	\$4,228,345	\$2,106,035	\$1,816,092	\$8,213,884
Barbering and Cosmetology, Bureau of	\$408,042	\$248,952	\$0	n/a	n/a	n/a	n/a
Behavioral Sciences, Board of	\$198,118	\$37,649	\$0	\$0	\$0	\$0	\$0
Cemetery and Funeral Bureau	\$30,471	\$5,500	\$50,000	\$40,828	\$0	\$9,102	\$49,929
Contractors State License Board	\$1,012,161	\$191,124	NDA	\$34,168,335	\$1,052,098	n/a	\$35,220,433
Court Reporters Board of California	\$6,340	\$1,650	\$0	\$0	\$0	\$0	\$0
Dental Auxiliaries, Committee on	\$18,471	\$19,122	\$0	\$0	\$0	\$0	\$0
Dental Bureau of California	\$98,325	\$141,848	\$0	\$0	\$0	\$0	\$0
Electronic and Appliance Repair, Bureau of	\$9,258	\$1,750	\$0	\$170,814	\$57,393	\$133,761	\$361,968
Engineers and Land Surveyors, Board for Professional	\$2,640	\$32,055 ^b	\$0	n/a	n/a	n/a	\$0
Geologists and Geophysicists, Board for	\$5,000	\$2,500	\$4,286	\$3,636	\$1,450	n/a	\$3,636
Hearing Aid Dispensers Bureau	\$0	\$1,750	\$0	\$80,420	\$2,400	\$3,771	\$86,591
Home Furnishings and Thermal Insulation, Bureau of	\$0	\$0	\$0	\$61,693	\$69,308	\$48,419	\$179,420
Landscape Architects Technical Committee	\$0	\$300	\$0	\$0	\$0	\$0	\$0
Medical Board of California							
Midwife	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Physician and Surgeon	\$1,267,512 ^c	\$1,228,522	\$150,000	\$3,000	n/a	n/a	\$153,000
Registered Dispensing Optician	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Naturopathic Medicine, Bureau of	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Occupational Therapy, California Board of	\$17,300	\$6,439	\$0	\$0	\$0	\$0	\$0
Optometry, State Board of	\$65,517	NDA	NDA	NDA	NDA	NDA	NDA
Osteopathic Medical Board of California	\$30,000	\$16,037	\$0	\$1,558	\$0	\$0	\$0
Pharmacy, California State Board of	\$258,182	\$123,543	n/a	n/a	n/a	n/a	n/a
Physical Therapy Board of California	\$57,483	\$33,894	\$0	\$0	\$0	\$0	\$0
Physician Assistant Committee	\$35,862	\$4,271	\$0	\$0	\$0	\$0	\$0
Podiatric Medicine, California Board of	\$25,200	\$14,500	\$0	\$0	\$0	\$0	\$0

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Cost Recovery *continued*

NAME ^a	Cost Recovery to DCA		Consumer Restitution/Refunds/Savings				
	Amount of Cost Recovery Ordered	Total Amount Collected	Amount of Court Ordered Restitution to Consumers	Refunded to Consumers	Rework - No Charge to Consumers	Adjustments in Money Owed / Product Return-Exchange	Total Savings Achieved for Consumers
Professional Fiduciaries Bureau	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Psychology, Board of	\$100,532	\$20,551	\$0	\$0	\$0	\$0	\$0
Registered Nursing, Board of	\$650,547	\$227,161	\$0	\$0	\$0	\$0	\$0
Respiratory Care Board of California	\$168,976	\$211,418	n/a	n/a	n/a	n/a	n/a
Security and Investigative Services, Bureau of	\$86,176	\$31,107	\$1,617	\$35,533	\$1,416	\$36,369	\$74,935
Speech-Language Pathology and Audiology Board	\$1,500	\$6,000	\$0	\$0	\$0	\$0	\$0
Structural Pest Control Board	\$28,470	\$92,174	NDA	\$139,577	\$237,467	NDA	\$377,044
Telephone Medical Advice Services Bureau	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Veterinary Medical Board and Veterinary Technician Examining Committee	NDA	NDA	NDA	NDA	NDA	NDA	NDA
Vocational Nursing and Psychiatric Technicians, Board of							
Psychiatric Technicians	\$44,980	\$28,971	n/a	n/a	n/a	n/a	n/a
Vocational Nurses	\$319,233	\$109,900	n/a	n/a	n/a	n/a	n/a
TOTAL	\$8,068,026	\$4,664,646	\$278,618	\$38,946,991	\$3,527,567	\$2,047,514	\$44,734,092

a) Not all Boards, Committees, and Commission have the ability to provide consumer resolution.

b) Respondents are allowed to make payments during the period of probation, which can cross fiscal years.

c) Effective 01/01/2006 the Board no longer has authority to order cost recovery for investigatory or prosecution costs.

Timeline for Disposition of Complaints

NAME	Investigations							AG Cases					Total AG Cases Closed	Total AG Cases Pending
	Up to 90 Days	91 to 180 Days	181 Days to 1 Year	1 to 2 Years	2 to 3 Years	Over 3 Years	Total Investigations Closed	Up to 1 Year	1 to 2 Years	2 to 3 Years	3 to 4 Years	Over 4 Years		
Accountancy, California Board of	28	23	15	7	1	0	74	24	16	2	0	0	42	34
Acupuncture Board	2	4	5	7	2	6	26	3	0	4	0	1	8	13
Architects Board, California	33	17	4	1	0	0	55	2	0	0	0	0	2	3
Athletic Commission, California State	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Automotive Repair, Bureau of	1,229	280	127	52	14	0	1,702	77	42	5	6	0	130	378
Barbering and Cosmetology, Bureau of	4	1	13	37	8	2	65	49	110	21	15	6	201	217
Behavioral Sciences, Board of	1	1	6	15	10	1	34	16	20	7	0	0	43	53
Cemetery and Funeral Bureau	107	111	55	1	0	0	274	1	8	8	1	0	18	18
Contractors State License Board	17,134	3,235	2,570	245	1	2	23,187	117	169	38	7	4	335	597
Court Reporters Board of California	0	0	0	0	0	0	0	3	1	0	0	0	4	6
Dental Auxiliaries, Committee on	13	26	17	11	8	1	76	23	8	3	0	1	35	75
Dental Bureau of California	151	37	87	123	40	21	459	17	19	6	6	5	53	147
Electronic and Appliance Repair, Bureau of	530	129	17	3	0	0	679	1	1	0	0	0	2	2
Engineers and Land Surveyors, Board for Professional	171	100	60	108	87	86	612	n/a ^a	n/a ^a	n/a ^a	n/a ^a	n/a ^a	7	20
Geologists and Geophysicists, Board for	41	11	5	8	0	2	67	2	2	0	0	0	4	4
Guide Dogs for the Blind, State Board of	0	0	0	0	0	0	0	1	0	0	0	0	1	0
Hearing Aid Dispensers Bureau	0	1	0	1	5	0	7	3	0	0	0	0	3	5
Home Furnishings and Thermal Insulation, Bureau of	534	69	6	0	0	0	609	0	0	0	0	0	0	0
Landscape Architects Technical Committee	0	0	2	4	3	1	10	0	0	0	1	0	1	0
Medical Board of California														
Midwife	2	0	1	2	0	0	5	1	0	0	0	0	1	0
Physician and Surgeon	236	153	355	396	73	3	1,216	203	121	53	18	22	417	396
Registered Dispensing Optician	5	0	2	0	0	0	7	0	0	0	0	0	0	3
Naturopathic Medicine, Bureau of	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Occupational Therapy, California Board of	250	61	59	29	10	5	414	12	2	0	0	0	6	14
Optometry, State Board of	7	0	1	7	2	0	17	14	0	0	0	0	14	7
Osteopathic Medical Board of California	7	7	11	12	5	0	42	4	4	1	1	0	10	26
Pharmacy, California State Board of	73	366	773	160	6	0	1,378	32	29	13	2	0	76	129
Physical Therapy Board of California	2	2	5	7	18	1	35	18	13	5	0	0	36	54
Physician Assistant Committee	14	10	11	16	3	0	54	2	5	3	0	2	12	27

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Timeline for Disposition of Complaints *continued*

NAME	Investigations							AG Cases					Total AG Cases Closed	Total AG Cases Pending
	Up to 90 Days	91 to 180 Days	181 Days to 1 Year	1 to 2 Years	2 to 3 Years	Over 3 Years	Total Investigations Closed	Up to 1 Year	1 to 2 Years	2 to 3 Years	3 to 4 Years	Over 4 Years		
Podiatric Medicine, California Board of	2	0	9	6	2	0	19	7	2	1	0	0	10	14
Professional Fiduciaries Bureau	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Psychology, Board of	2	6	15	22	12	1	58	13	9	5	1	0	28	31
Registered Nursing, Board of	58	46	93	266	229	201	893	124	218	76	17	9	444	599
Respiratory Care Board of California	1	0	0	3	0	0	4	52	12	1	0	0	65	39
Security and Investigative Services, Bureau of	1,722	562	898	315	7	1	3,505	78	35	4	2	1	120	293
Speech-Language Pathology and Audiology Board	3	0	0	1	2	0	6	3	6	1	0	0	10	7
Structural Pest Control Board	19	24	58	36	30	2	169	36	34	6	1	1	78	64
Telephone Medical Advice Services Bureau	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Veterinary Medical Board and Veterinary Technician Examining Committee	NDA	NDA	NDA	NDA	NDA	NDA	NDA	11	4	3	2	0	20	NDA
Vocational Nursing and Psychiatric Technicians, Board of														
Psychiatric Technicians	0	0	2	5	1	0	8	12	18	4	1	5	40	68
Vocational Nurses	0	2	18	31	24	14	89	75	73	23	5	16	192	215
TOTAL	22,381	5,284	5,300	1,937	603	350	35,855	1,036	981	293	86	73	2,468	3,558

a) The Board does not track the age of AG cases at closure.

Bureau of Automotive Repair - Consumer Assistance Program

Program Participation

PROGRAM OPTION As of June 30, 2008	Applications Received	Applications Approved	Applications Denied	Applications Pending a	Total Number of Gross Polluters	Total Vehicles Repaired/ Retired
Repair Assistance	67,979	54,999	11,846	9,429	1,836	44,154
Vehicle Retirement	34,034	24,197	10,634	1,419	2,026	21,909

a) This figure includes any application that is in pending status (i.e., not approved or denied) waiting for additional information from the applicant.

Cost

PROGRAM OPTION As of June 30, 2008	Total Stations/Dismantlers Participating	Average State Repair/ Retirement Cost	Average Consumer Repair Cost	Total Average Repair Cost	Total Program Disbursements	Total Program Administrative Costs
Repair Assistance	555	\$365	n/a	\$364	\$16,129,387	\$11,750,000
Vehicle Retirement	28	\$1,014 b	n/a	n/a	\$22,217,202	

b) This figure represents a \$1,000 state contribution to the consumer and an average administrative fee of \$14 paid to the contracted auto dismantler.

Total Estimated Emissions Reduction (In Tons)

PROGRAM OPTION As of June 30, 2008	Carbon	Hydrocarbon	Noxide	Total Estimated Emission Reduction
Repair Assistance	3,856.8	279.9	191.8	4,328.5
Vehicle Retirement	6,668.8	845.8	184.7	7,699.3

Consumer Information Center (CIC)

Program Summary for Fiscal Year 2007–08

DCA Jurisdictional Contacts	Program/General Inquires ^a	Call Assisted by Language Line Services Interpreters
Acupuncture Board	815	1
Arbitration Certification Program	964	1
Automotive Repair, Bureau of (Automotive Repair Program)	59,087	63
Automotive Repair, Bureau of (Smog Check Program)	291,692	313
Barbering and Cosmetology, Bureau of	282,215	303
Cemetery and Funeral Bureau	1,601	2
Electronic and Appliance Repair, Bureau of	2,411	3
Hearing Aid Dispensers Bureau	313	0
Home Furnishings and Thermal Insulation, Bureau of	915	1
Occupational Therapy, California Board of	46	0
Respiratory Care Board of California	55	0
Security and Investigative Services, Bureau of (BSIS)	129,202	139
Other DCA Jurisdictional Contacts	19,252	21
DCA Non-Jurisdictional Contacts	General Phone Inquires	Call Assisted by Language Line Services Interpreters
Referrals to the California Department of Motor Vehicles	15,350	16
Referrals to Local City/County Agencies	14,331	15
Referrals to the California Attorney General's Office	10,070	11
Landlord/Tenant Complaint	7,566	8
Referrals to Associations/Organizations	4,749	5
Referrals to the Better Business Bureau	4,125	4
Requests for the Landlord/Tenant Publication	3,163	3
Other DCA Non-Jurisdictional Contacts	69,608	75
TOTAL CENTER ACTIVITY	917,530	984

a) A contact with a phone agent may establish one (1) or more inquires.

Statistical Profile

Calls to Access Automated Services (News, Office Hours, Faxed Information, etc.)	Call to CIC Phone Agents	General Information on Shared Line with BSIS	Total Calls to CIC Phone System
242,409	478,339	328,057	1,048,805

Family Support

NAME	Total for Fiscal Year 2007-08 (if applies)		
	150-day Temporary License / Notice of Intent to Suspend	Denials / Suspensions	Notice of SLMS Receipt of Release
Accountancy, California Board of	18	4	15
Acupuncture Board	1	0	3
Architects Board, California	17	5	12
Athletic Commission, State	0	0	0
Automotive Repair, Bureau of	268	166	285
Barbering and Cosmetology, Board of	613	383	601
Behavior Sciences, Board of	17	5	14
Cemetery and Funeral Bureau	23	17	21
Contractors State License Board	2,011	997	1,891
Court Reporters Board of California	0	0	0
Dental Auxiliaries, Committee on	23	8	17
Dental Board of California	22	11	13
Electronic and Appliance Repair, Bureau of	24	19	16
Engineers and Land Surveyors, Board for Professional	26	18	21
Fiduciaries, Professional Bureau of	0	0	0
Geologists and Geophysicists, State Board of Registration for	4	0	3
Guide Dogs for the Blind, State Board of	0	0	0
Hearing Aid Dispensers Bureau	5	4	6
Home Furnishings and Thermal Insulation, Bureau of	11	5	6
Landscape Architects Technical Committee	0	0	0
Medical Board of California	51	10	53
Naturopathic Medicine, Bureau of	0	0	0
Opticians, Registered Dispensers	4	1	8
Occupational Therapy, California Board of	2	1	2
Optometry, Board of	5	1	1
Osteopathic Medical Board of California	3	1	3
Pharmacy, California State Board of	82	50	73
Physical Therapy Board of California	5	0	6
Physician Assistant Committee	7	6	6
Podiatric Medicine, California Board of	1	0	1
Psychology, Board of	4	1	5

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Family Support *continued*

NAME	Total for Fiscal Year 2007-08 (if applies)		
	150-day Temporary License / Notice of Intent to Suspend	Denials / Suspensions	Notice of SLMS Receipt of Release
Registered Nursing, Board of	116	34	84
Respiratory Care Board of California	59	17	48
Security and Investigative Services, Bureau of	3,676	2,342	3,012
Speech-Language Pathology and Audiology Board	1	0	2
State Approving Agency for Veterans Education	NDA	NDA	NDA
Structural Pest Control Board	297	132	251
Telephone Medical Advice Services Bureau	0	0	0
Veterinary Medical Board	7	2	3
Veterinary Technician Committee, Registered	2	1	2
Vocational Nursing and Psychiatric Technicians, Board of	172	79	172
TOTAL	7,577	4,320	6,656

Section 139 Report

EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination			EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)				COSTS (in Thousands) ³ per occurrence (po) or per year (py)				
License Type(s)	Exam Title(s)	Mandating Code(s)	Assessment		Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (po)	ED (po)	Testing (py)	Program Evaluation (po)		
			B&P	CCR										
Accountancy, California Board of	Certified Public Accountant (CPA)	Uniform Certified Public Accountant Examination	5081.1 5092 5093	9.2	OA; internal/ external review as needed	2008	2001	Candidate-centered				\$654		
Acupuncture Board	Acupuncture	California Acupuncture Licensing Examination	4938 4939 4940	1399.42 1399.432 1399.436 1399.439	OA; annual internal review	2001	2001	Modified Angoff	X	\$108	\$227	\$208		
Architects Board, California	Architect	Architect Registration Examination (Written)	5550 5552	116	OA; internal review as needed	2007	2001	Modified Angoff	X	NCARB				
		California Supplemental Examination (Oral)				2007	2001		X	\$163	\$166	\$341	Included in Testing	
Athletic Commission, California State	Promoter	The Commission and DCA are evaluating the need for examinations	18640 18648	Title 4 213	Prerequisites apply to licensure only			Subject Matter Expert		n/a	n/a	n/a	n/a	
	Judge			379										
	Manager			218										
	Matchmaker			217										
	Referee			371										
	Second			218										
	Timekeeper			218										
Automotive Repair, Bureau of	Smog Check Technician	Advanced Emission Specialist	Health & Safety Code 44014 44031.5	3340.28 3340.29	OA; internal review every 2 years	2006	2001	Modified Angoff	X	\$44	\$372.50		\$60	
		Basic Area Technician					2006		2001					X
		Test Only					2006							
	Brake Adjuster (A,B,C)	Brake Adjuster	9887.2	3310	OA; internal review every 5 years	2004			X					
	Lamp Adjuster	Lamp Adjuster				2004			X					
Barbering and Cosmetology, Bureau of	Barber	Barber	7321	909 910 924	Internal review every 5 years	2005		Specified in regulation	X	\$12	\$3,607			
	Cosmetology	Cosmetology					2005							X
	Electrologist	Electrologist	7330			2003			X					
	Esthetician	Esthetician	7324	909 910		2003	2003		X					
	Manicurist	Manicurist	7326			2003	2003		X					

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EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination		EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)				COSTS (in Thousands) ³ per occurrence (po) or per year (py)				
License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (po)	ED (po)	Testing (py)	Program Evaluation (po)	
		B&P	CCR										
Behavioral Sciences, Board of	Licensed Clinical Social Worker (LCSW)	LCSW	4996.2		OA; annual internal/ external review	2005	2005	Modified Angoff	X	\$153	\$745	\$579	\$2
	Licensed Educational Psychologist (LEP)	LEP	4989.2			2003	2003		X				
	Marriage and Family Therapist (MFT)	MFT	4980.37 4980.4 4980.41 4980.43			2007	2007		X				
Cemetery and Funeral Bureau	Cemetery Broker	Cemetery Broker	9702.5		Annual internal review	2006	2006	Modified Angoff	X	\$33	\$67	\$21	
	Cemetery Manager	Cemetery Manager	9715.1 9723.1	2326.1(a)(1)		2005	2005		X				
	Crematory Manager	Crematory Manager	9787 9787.3	2326.1(b)		2004	2004		X				
	Embalmer	Embalmer	7642 7643	1235		2002	2002		X				
	Funeral Director	Funeral Director	7618 7619			2004	2004		X				
Chiropractic Examiners, Board of		Clinical/Practical (Written)	Chiropractic Initiative Act of California Section 5		OA; internal/ external review	2005		Modified Angoff; equating		n/a	n/a	n/a	n/a
		Chiropractic Law and Professional Practice Examination	Chiropractic Initiative Act of California Section 6			2004		Angoff					
Contractors State License Board	A	General Engineering Contractor	7056–7058	825	Internal review as needed	2003		Modified Angoff	X	\$218.50	\$760	\$1,363	\$45
	B	General Building		826		2004			X				
	C-2	Insulation and				2006			X				
	C-4	Boiler, Hot Water Heating, and Steam Fitting				2006			X				
	C-5	Framing and Rough Carpentry				2007	2002		X				

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EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination			EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)				COSTS (in Thousands) ³ per occurrence (po) or per year (py)			
License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (po)	ED (po)	Testing (py)	Program Evaluation (po)	
		B&P	CCR										
Contractors State License Board <i>continued</i>	C-6	Cabinet, Millwork, and Finish Carpentry				2003			X				
	C-7	Low Voltage Systems				2005			X				
	C-8	Concrete				2005			X				
	C-9	Drywall				2005			X				
	C-10	Electrical (General)				2007	2001		X				
	C-11	Elevator				2002			X				
	C-12	Earthwork and Paving				2006			X				
	C-13	Fencing				2008	2002		X				
	C-15	Flooring and Floor Covering				2004			X				
	C-16	Fire Protection				2007			X				
	C-17	Glazing				2005			X				
	C-20	Warm Air Heating, Ventilating, and Air Conditioning				2004			X				
	C-21	Building, Moving, and Demolition				2007			X				
	C-23	Ornamental Metal				2002			X				
	C-27	Landscaping				2004			X				
	C-28	Lock and Security Equipment				2008	2002		X				
	C-29	Masonry				2005			X				
	C-31	Construction Zone Traffic Control				2004			X				
	C-32	Parking and Highway Improvement				2005			X				
	C-33	Painting and				2004			X				
C-34	Pipeline				2007			X					
C-35	Lathing and Plastering				2003			X					
C-36	Plumbing				2004			X					
C-38	Refrigeration				2008	2002		X					

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EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination			EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)				COSTS (in Thousands) ³ per occurrence (po) or per year (py)			
License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (po)	ED (po)	Testing (py)	Program Evaluation (po)	
		B&P	CCR										
Contractors State License Board <i>continued</i>	C-39	Roofing				2004			X				
	C-42	Sanitation System				2007			X				
	C-43	Sheet Metal				2003			X				
	C-45	Electrical Sign				2007			X				
	C-46	Solar				2007			X				
	C-47	General Manufactured Housing				2006			X				
	C-50	Reinforcing Steel				2007	2002		X				
	C-51	Structural Steel				2003			X				
	C-53	Swimming Pool				2006			X				
	C-54	Tile (Ceramic and Mosaic)				2006			X				
	C-55	Water Conditioning				2007			X				
	C-57	Well Drilling (Water)				2007			X				
	C-60	Welding				2008	2002		X				
	N/A	Asbestos Certification				2005			X				
	N/A	Hazardous Certification				2007			X				
N/A	Law and Business				2004			X					
Court Reporters Board of California	Certified Shorthand Reporter	Certified Shorthand Reporter	8020	2418	OA; internal/ external review	2003	2003	Modified Angoff	X	\$56	\$62.50	\$46	\$3
Dental Auxiliaries, Committee on	Extended Functions	Extended Functions	1756 1768	1077.1 1079.1	Internal review every 9 years	1998		Modified Angoff		\$101	\$47	\$1,419	
	Registered Dental Assistant	Registered Dental Assistant	1753	1077	Internal review every 5 years	2005	2005		X				
	Registered Dental Hygienist	Registered Dental Hygienist	1766	1082	Internal review every 9 years	1998							
Dental Bureau of California	Doctor of Dental Science	Written/Clinical	1628	1028	OA; internal/ external review	2005		Specified in regulation		\$20	\$505		

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EXAMINATION PROGRAM		PREREQUISITES ¹ for admittance to the examination			EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)				COSTS (in Thousands) ³ per occurrence (po) or per year (py)			
License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (po)	ED (po)	Testing (py)	Program Evaluation (po)
		B&P	CCR									
Engineers and Land Surveyors, Board for Professional	Agricultural Engineer	6704 6732 6750-6759	404 420-424 427.1 438 460	OA; internal / external review as needed	2000	2000	Modified Angoff	X		\$1,504	\$3,201.50	
	Chemical Engineer	6704 6732 6750-6759	404 420-424 427.1 438 460		2002	2002		X				
	Civil Engineer (National)				2006	2006		X				
	Civil Engineer (California)	6402 6704 6731 6731.1 6750-6759	404 420-424 427.1 438 460		2005	2005		X				
	Control System Engineer	6704 6732 6750-6759	404 420-424 427.1 438 460		2002	2002		X				
	Electrical Engineer	6702.1 6704 6750-6759	404 420-424 427.1 438 460		2007	1999		X				
	Engineer-in-Training (EIT)	6704 6750-6759	404 420-424 427.1 438 460		2003	2003		X				
	Fire Protection Engineer	6704 6732 6750-6759	404 420-424 427.1 438 460		2002	2002		X				

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EXAMINATION PROGRAM		PREREQUISITES ¹ for admittance to the examination			EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)				COSTS (in Thousands) ³ per occurrence (po) or per year (py)			
License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (po)	ED (po)	Testing (py)	Program Evaluation (po)
		B&P	CCR									
Engineers and Land Surveyors, Board for Professional <i>continued</i>	Geotechnical Engineer	6730.2 6736.1	404 420-424 426.5 426.51 427.2		2001	2001		X				
	Industrial Engineer	6704 6732 6750-6759	404 420-424 427.1 438 460		2003	2003		X				
	Land Surveyor (National)				2003	2003		X				
	Land Surveyor (California)	8708 8741-8743	404-424 427.1 438		2002	2002		X				
	Land Surveyor-in-Training	8741-8743	404 420-424 438 460		2003	2003		X				
	Mechanical Engineer	6702.2 6704 6750-6759	404 420-424 427.1 438 460		2007	1999		X				
	Metallurgical Engineer	6704 6732 6750-6759	404 420-424 427.1 438 460		2007	1999		X				
	Nuclear Engineer	6704 6732 6750-6759	404 420-424 427.1 438 460		2003	2003		X				
	Petroleum Engineer	6704 6732 6750-6759	404 420-424 427.1 438 460		2006	2006		X				
	Structural (National)				2002	2002		X				

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EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination		EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)				COSTS (in Thousands) ³ per occurrence (po) or per year (py)				
License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (po)	ED (po)	Testing (py)	Program Evaluation (po)	
		B&P	CCR										
Engineers and Land Surveyors, Board for Professional <i>continued</i>	Structural Seismic (California)	6730.2 6736	404 420-424 426.10-426.14 427.3		2003	2003		X					
	Traffic Engineer	6704 6732 6750-6759	404 420-424 427.1 438 460		1999	1999		X					
Geologists and Geophysicists Board for	Professional Geologist	National	7841	3031	OA; internal review every 2 years	2005	2005	Modified Angoff	X	\$22	\$41	\$164.50	
		California Supplemental (CSE)				2000	2000						
	Professional Geophysicist	Professional Geophysicist (PGP)	7841.1	3031		2005	2005						
	Certified Engineering Geologist	Certified Engineering Geologist (CEG)	7842	3041		2000	2000						
	Certified Hydrogeologist	Certified Hydrogeologist (CHG)	7842	3042		1999	1999						
Guide Dogs for the Blind, State Board of	Guide Dog Instructor	Guide Dog Instructor	7209		2005	2005	Modified Angoff	n/a					
Hearing Aid Dispensers Bureau	Hearing Aid Dispenser Permanent License	Hearing Aid Dispenser	3354		OA; internal/ external review every 2 years	2007	2007	Modified Angoff	X	\$0	\$51	\$83	
Landscape Architects Technical Committee	Landscape Architecture (National)	Landscape Architect Registration Examination	5650 5651	2610 2615 2620 2621	OA; internal review as needed	2006		Modified Angoff		\$0	\$0	\$89.25	\$1
	Landscape Architecture (Supplemental)	California Supplemental Examination				2006	2006						
Medical Board of California	Physician and Surgeon	United States Medical Licensing Examination	2170		Prerequisites are determined by organizations administering the examinations	2006		Rasch model; modified Angoff		Examinations are administered by outside agencies with no expense to the State			
	Contact Lens Dispenser	National Contact Lens Examiner Exam	2559.2 2561			2006		72% score					
	Spectacle Lens Dispenser	American Board of Opticianry Competency Exam				2006		70% score					
	Licensed Midwife	North American Registry of Midwives	2512.5 2513			2001		Scaled score of 75%					

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EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination			EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)				COSTS (in Thousands) ³ per occurrence (po) or per year (py)			
License Type(s)		Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (po)	ED (po)	Testing (py)	Program Evaluation (po)
			B&P	CCR									
Naturopathic Medicine, Bureau of	Naturopathic Doctor	NPLEX	3630 3631	4220	External review every 5 years	2006	2006	Modified Angoff		n/a	n/a	n/a	n/a
Occupational Therapy, California Board of	Occupational Therapist	OTR	2570.6		OA; external review	2008	2003	Modified Angoff	X	Examinations are administered by outside agencies with no expense to the Board			
	Occupational Therapy Assistant	COTA				2008	2003		X				
Optometry, Board of	Optometrist	National Written and Practical	3046	1523	OA; annual internal review	2001		Modified Angoff		\$10	\$29.50		
		CA Laws and Regulations				2001	2001		X				
Osteopathic Medical Board of California	Osteopathic Physician and Surgeon	COMPLEX Levels I, II, IIPE, III	2089 2089.5 2096 2153.5	1611	OA	2004	2004	Angoff Hofstede item mapping	X	\$0	\$0	\$0	\$0
Pharmacy, California State Board of	Pharmacist	North American Pharmacist Licensure Examination (NAPLEX)	4200(a)(2)(B) 4200.1 4200.2 4200.3 4209	1719 1720 1720.1 1724 1725 1728 1749	OA; internal/ external review	2005	2005	Modified Angoff	X	\$0	\$155	\$75	\$50
		California Pharmacist Jurisprudence Examination (CPJE)											
Physical Therapy Board of California	Physical Therapist	NPTE	2650 2653	1398.25; 26; 26.1; 26.5; 30; 31	OA; internal/ external review	2007		Modified Angoff		\$5,000 paid directly to the Federation of State Boards of Physical Therapy			
	Physical Therapist Assistant	NPTE	2655.3 2655.9	1398.47 1398.5 1398.51		2007							
	Kinesiological Electromyographer	KEMG	2620.5	1399.63 1366.65		1990							
	Electroneuromyographer	ENMG		1399.64 1399.65		1994							
	California Law Examination	CLE											
Physician Assistant Committee	Physician Assistant	PANCE	3519	1399.507	OA	2005		Modified Angoff		Examinations are administered by outside agencies with no expense to the State			

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EXAMINATION PROGRAM		PREREQUISITES ¹ for admittance to the examination			EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)				COSTS (in Thousands) ³ per occurrence (po) or per year (py)			
License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (po)	ED (po)	Testing (py)	Program Evaluation (po)
		B&P	CCR									
Podiatric Medicine, California Board of	E-Permanent	NBPME Part I							A one-time fee of \$1,000 was paid directly to the National Board of Podiatric Medical Examiners (NBPME) in 2002 to establish an ongoing contract.			
		NBPME Part II										
		NBPME Part III	2486(a-c)		OA; internal/ external review	2006		Modified Angoff				
Professional Fiduciaries Bureau	Professional Fiduciaries License	California Professional Fiduciaries Licensing Examination	6539	4500	Initial, January 2008							
Psychology, Board of	Psychologist	Examination for Professional Practice in Psychology	2914	1387 et seq	OA; annual external review	2003		Modified Angoff				
		CA Psychology Supplemental Exam				2004	2004		X	\$0	\$203	
Registered Nursing, Board of	Registered Nurse	NCLEX-RN	144 2736	1412 1426	OA; internal/ external review: interim every 4 years, full every 8 years	2006/ 2007		Item response theory			\$29.50	
Respiratory Care Board of California	Respiratory Care Practitioner	Certified Respiratory Therapist	3740		OA; ongoing internal review	2007		Modified Angoff			\$5	
Security and Investigative Services, Bureau of	Alarm Company Operator	Alarm Company Operator	144 7599	601 620	Internal review every 2 years	2004		Modified Angoff		\$138	\$1,149	\$129.50
	Private Investigator	Private Investigator	144 7525 7526 7541			2004	1997					
	Private Patrol Operator	Private Patrol Operator	144 7582-7583			2004						
	Repossessor	Repossessor	7503 7504			2004	1997					
Speech-Language Pathology and Audiology Bureau	Speech-Language Pathology	The Praxis Series	2531 2532 2532.2	1399.152- 1399.153.9	OA; internal/ external review every 5 years	1999	1999	Modified Tucker-Angoff	X	\$72		
	Audiology					1995	1995		X			

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EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination		EXAMINATION VALIDATION ² Occupational Analysis (OA) Examination Development (ED)				COSTS (in Thousands) ³ per occurrence (po) or per year (py)				
License Type(s)	Exam Title(s)	Mandating Code(s)		Assessment	Most Recent OA	ED Linked to OA	Passing Score Method	Ongoing Item Analysis	OA (po)	ED (po)	Testing (py)	Program Evaluation (po)	
		B&P	CCR										
Structural Pest Control Board	Applicator	Registered Applicator	8564.5		Internal/ external review every 5 years	II-2001 III-2002		Specified in statute; fixed ≥70%	X	\$14	\$160	\$103	
	Field Representative	Field Representative	8563 8564 8566	1937		I-2006 II-2001 III-2003							X
	Operator	Operator	8561 8562 8565			I-2006 II-2001 III-2003							X
Veterinary Medical Board and Veterinary Technician Committee, Registered	Veterinarian	NAVLE	4846.1 4846.2 4848	2010.1 2014 2015.2	OA; ongoing internal/ external review	2003	2003	Modified Angoff	X	\$164	\$54	\$70.50	
		CSB		2022 2023 2024 2025		2001	2001						
		VLE											
	Veterinary Temporary/ Reciprocity	VLE	4848	2021 2021.1 2021.3									
	Registered Veterinary Technician	RVT	4833 4839 4841.5	2065 2067 2068 2068.5 2068.6		2004	2004		X	\$159	\$54	\$68	
Vocational Nursing and Psychiatric Technicians, Bureau of	Vocational Nurse	National Council Licensure Examination for Practical Nurses	2866(a-d)	2516 2521 2532 2533 2534 2534j	OA; external review every 3 years	2006	2006	Modified Angoff	X		\$3		
	Psychiatric Technician	California Psychiatric Technician Licensure Exam	4511(a-d)	2575 2578 2585(g) 2586 2587 2588 2588.1	OA; external review every 5 years	2007	2007		X	\$0	\$57	\$70	

[1] Prerequisites for admittance to the examination are mandated by Business and Professions (B&P) Code and/or California Code of Regulations (CCR); and assessed using a number of methods, including valid occupational analyses, national standards, and regulatory review. CCR codes are Title 16 unless otherwise indicated.

[2] Methods used to establish passing scores vary across exam administrations, and are based on minimum competence criteria necessary for licensure.

[3] Included are costs for personnel required to perform these functions.

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