



**California
Department of
Consumer Affairs**

Annual Survey

2002-2003

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Annual Survey 2002-2003 Introduction

REGULATORY STRUCTURE AND FUNCTIONS

The mission of the Department of Consumer Affairs (DCA) is to promote and protect the interests of California consumers. In support of this mission the Department of Consumer Affairs' regulatory entities license, register, or certify practitioners according to qualifications established by each entity. Some programs authorize other organizations to provide services associated with the entity's purpose; typically education of practitioners or direct services to consumers. DCA's regulatory entities also investigate complaints and discipline those who violate practice requirements.

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

The Department's regulatory entities currently are comprised of 25 boards, 8 bureaus, 4 committees and 1 commission. Two boards (the Medical Board and the Board of Vocational Nursing and Psychiatric Technicians) encompass more than one program. There are additional programs under DCA that are not a part of this Statistical Profile, including the Office of Privacy Protection, the Task Force on Culturally and Linguistically Competent Physicians and Dentists, the Consumer Information Center, the Consumer Mediation Program, and the Arbitration Certification Program. Altogether, boards, bureaus, committees, and the commission comprise 38 regulatory entities that each report Annual Survey data.

The Legislature evaluates the operations of Department entities primarily through Sunset Review, a process to which Annual Survey data contribute. Legislation may establish new entities, cease operations of others, transfer some to another agency, or change an entity's status within the Department. Such changes are reflected in this report.

The Department provides support to the boards, committees, and the commission. The boards, committees, and the commission are semiautonomous bodies whose members are appointed by the Governor and the Legislature. Bureaus report directly to the Department. License, examination, and enforcement fees almost exclusively fund Department operations.

Introduction (continued)

SUMMARY OF ANNUAL SURVEY CONTENT

The Annual Survey provides a descriptive overview (including budgetary information) for all entities, a detailed look at licensing requirements, highlights of enforcement activities, and, finally, data showing costs and recovery stemming from various investigations. The DCA entities are grouped according to the types of services they provide, to make it easier to locate specific programs. The three groupings are as follows:

Business Services:

Accountancy	Athletic Commission	Automotive Repair
Barbering & Cosmetology	Cemetery & Funeral	Court Reporters
Electronic & Appliance Repair	Home Furnishings & Thermal Insulation	Security & Investigators
Private Postsecondary & Vocational Education		

Design/Construction:

Architects	Landscape Architects	Contractors
Engineers & Land Surveyors	Structural Pest Control	Geologists & Geophysicists

Healing Arts:

Acupuncture	Behavioral Sciences	Dental Auxilliary
Dental Board	Guide Dogs for the Blind	Hearing Aid Dispensers
Medical Board	Occupational Therapists	Optometrists
Osteopathic Physicians	Pharmacists	Physical Therapists
Physician Assistants	Podiatric Medicine	Psychologists
Registered Nursing	Respiratory Care Practitioners	Speech-Language Pathology & Audiology
Telephone Medical Advice Services	Veterinary Medicine & Veterinary Technicians	
Vocational Nursing & Psychiatric Technicians		

This report captures only a portion of the workload of the regulatory entities. For additional information about DCA and its programs, please visit the Department's Web site at www.dca.ca.gov.

The Department submits to the Governor and the Legislature the following Annual Survey.

TABLE OF CONTENTS

Overview

Structure & Description	7
Field Offices	9
Outreach & Education	10
Strategic Planning	12

Budget Details

Business Services	15
Design/Construction	18
Healing Arts	21

Licensing Information

Licensing Overview	25
Breakdown of Licensing Data	28

Licensing Requirements

Background Checking	32
Continuing Education	35
Overview of Examinations	37
Diversion Program Information	42

Enforcement Information

Opened Complaints & Investigations	44
Closed Complaints & Investigations	46
Informal Actions & Petitions	52
Referrals & Actions	54
Administrative Outcomes	56
Investigations & A.G. Cases	58
Penalty Relief & Inspection Data	61

Investigation Costs & Recovery

Citations & Fines	63
Case Costs	65
Cost Recovery & Consumer Restitution	67

Other Program Data

Consumer Information Center	71
Consumer Assistance Program	72
Family Support Program	73

Overview

of

Department of Consumer Affairs

Boards, Bureaus, and Programs

OVERVIEW

Board/Bureau Structure and Description										
Programs	Board Members					Committees		Staffing		
	Board member appointing authority	Number of authorized Board members.	Number of professional members.	Number of public members for this fiscal year.	Number of Board meetings for this fiscal year	Number of authorized committees.	Number of authorized committee meetings for this fiscal year.	Number of staff positions approved in budget for current FY.	Number of exempt employees.	Number of non-exempt employees.
Accountancy, Board of	Governor and Legislature	15	7	8	6	3	10	61	1	60
Athletic Commission	Governor and Legislature	7	0	7	7	8	0	8	1	7
Automotive Repair, Bureau of	n/a	n/a	n/a	n/a	n/a	1	8	642.9	4	638.9
Barbering & Cosmetology, Board of	Governor and Legislature	9	4	5	0	0	0	58.3	1	57.3
Cemetery & Funeral Bureau	n/a	n/a	n/a	n/a	n/a	0	0	22.2	3	19.2
Court Reporters Board	Governor and Legislature	5	2	3	5	4	2	4.5	1	3.5
Electronic & Appliance Repair , Bureau of	n/a	n/a	n/a	n/a	n/a	0	0	16	1	15
Home Furnishings & Thermal Insulation, Bureau of	n/a	n/a	n/a	n/a	n/a	n/a	n/a	31.5	1	28.5
Private Postsecondary & Private Vocational Education, Bureau of	Legislature	n/a	n/a	n/a	n/a	1	0	71	1	70
Security & Investigators, Bureau of	n/a	n/a	n/a	n/a	n/a	3	24	46	1	45
Architects Board	Governor and Legislature	10	5	5	5	6	20	20.5	1	19.5
Landscape Architects Technical Committee	Governor and Legislature	5	5	0	4	0	0	4	0	4
Contractors State Licensing Board	Governor and Legislature	15	5	9	4	5	9	432	1	431
Engineers and Land Surveyors, Board of Professional	Governor and Legislature	13	6	7	6	10	6	34	1	33
Geologists & Geophysicists, Board of	Governor and Legislature	7	3	3	3	4	3	3	1	2
Structural Pest Control Board	Governor and Legislature	7	3	4	7	4	5	29	1	28

Continued on page 8

Continued from page 7

Board/Bureau Structure and Description										
Programs	Board Members					Committees		Staffing		
	Board member appointing authority	Number of authorized Board members.	Number of professional members.	Number of public members for this fiscal year.	Number of Board meetings for this fiscal year	Number of authorized committees.	Number of authorized committee meetings for this fiscal year.	Number of staff positions approved in budget for current FY.	Number of exempt employees.	Number of non-exempt employees.
Acupuncture Board	Governor and Legislature	9	5	4	3	0	0	9	1	8
Behavioral Sciences, Board of	Governor and Legislature	11	5	5	5	4	4	30	2	28
Dental Auxiliaries, Committee on	Governor	9	8	1	3	6	2	8.5	1	7.5
Dental Board		14	10	4	8	11	13	45.3	1	44.3
Guide Dogs for the Blind, Board of	Governor	7	0	7	3	0	0	1.2	1	0.2
Hearing Aid Dispensers Bureau	n/a	n/a	n/a	n/a	n/a	1	1	3	1	2
Medical Board	Governor and Legislature	21	12	9	9	9	28	282	1	281
Nursing, Board of Registered	Governor and Legislature	9	6	3	5	5	5	90.7	1	89.7
Occupational Therapy, Board of	Governor and Legislature	7	4	3	3	2	4	6	1	5
Optometry, Board of	Governor and Legislature	11	8	3	2	5	5	7	1	6
Osteopathic Medical Board	Governor	7	5	2	2	2	12	4	1	3
Pharmacy, Board of	Governor and Legislature	11	7	4	4	8	44	55	1	54
Physical Therapy Board	Governor and Legislature	7	4	3	4	2	4	11.3	1	9.4
Physician Assistant Committee	Governor and Legislature	9	15	4	3	3	3	5	1	4
Podiatric Medicine, Board of	Governor and Legislature	7	4	3	3	6	0	5	1	4
Psychology, Board of	Governor and Legislature	9	5	4	4	7	4	13	1	12
Respiratory Care Board	Governor and Legislature	9	5	4	3	6	2	18.9	1	17.9
Speech-Language Pathology & Audiology Board	Governor and Legislature	9	6	2	3	6	8	5	1	4
Telephone Medical Advice Services Bureau	Governor and Legislature	n/a	n/a	n/a	n/a	0	0	1	0	1
Veterinary Medical Board & Registered Veterinary Technician Committee	Governor and Legislature	7	4	3	5	8	5	10	1	9
Vocational Nursing & Psychiatric Technicians, Board of	Governor and Legislature	11	4	4	5	4	4	38	1	37
DEPARTMENT TOTALS		277	157	123	124	144	235	2132.8	41	2088.9

BOARD & BUREAU FIELD OFFICES

Board/Bureau Field Offices												
Programs	Offices and Staff			Services Provided								
	Number of Field Offices	Number of Field Office Staff (all field offices)	Number of Off-Site Field Staff (e.g., personal home offices)	Walk-in assistance	Cashiering	Consumer education	Licensee education	License application	License renewal	Complaint handling	Enforcement activities	Exams
Athletic Commission	1	1	0	x		x	x	x	x	x	x	
Automotive Repair	11	277	15	x	x	x	x	x	x	x	x	
Barbering & Cosmetology	2	29	11								x	x
Cemetery & Funeral	0	n/a	6			x	x			x	x	
Private Postsecondary & Vocational Education	1	3	2	x		x	x	x	x		x	
Contractors	8	230	54	x				x		x	x	
Dental Board	1	11	0								x	
Medical Board	11	137	6	x			x			x	x	
Registered Nursing	1	5	0				x			x	x	

OUTREACH & EDUCATION EFFORTS

Outreach and Education					
For Consumers and Industry					
Programs	Events	Speaking Engagements	Publications	Website	Advertisements
	(consumer assistance days, roundtables, focus groups, workshops, media events, state or county fairs)		(pamphlets, new sletters, fact sheets)	(number of hits to website)	(including Public Service Announcements)
Accountancy, Board of	2	3	12	350,000	0
Athletic Commission	0	0	0	0	0
Automotive Repair, Bureau of	670 ^a	combined with events ^a	15	28,003,256	see note ^b
Barbering & Cosmetology, Board of	5	1	12	1,027,255	1
Cemetery & Funeral Bureau	0	10	2	261,168	0
Court Reporters Board	0	12	1	29,977	3
Electronic & Appliance Repair, Bureau of	8	0	15	NDA	0
Home Furnishings & Thermal Insulation, Bureau of	9	15	5	216,984	0
Private Postsecondary & Vocational Education, Bureau of	0	0	1	NDA	0
Security & Investigative Services, Bureau of	0	7	12	2,183,576	NDA
Architects Board	3	10	15	84,000	0
Landscape Architects Technical Committee	2	5	9	5,000	0
Contractors State Licensing Board	41	38	19	3,199,089	268
Engineers & Land Surveyors, Board of Professional	2	8	4	4,050,575	0
Geologists & Geophysicists, Board of	5	13	6	360,000	1
Structural Pest Control Board	1	23	9	403,784	0

Bureau of Automotive Repair a) Events and Speaking engagements total 670 for BAR and are not separated.

b) BAR ran a Public Information and Education campaign using radio and billboards from the week of March 24th, 2003 through the week of June 16, 2003. 60 second Radio ads ran in English and Spanish and 10 second traffic alerts also ran in English during the campaign. The main message of the information campaign was to inform consumers about the BAR as a resource. The campaign encouraged consumers to visit the BAR website as a resource for information on everything from Smog Check to tips on vehicle maintenance and how to file a claim. This campaign resulted in approximately 670 million impressions. BAR web site hits grew dramatically during the campaign with year over year increases of 55% in June, 33% in May, and 39% in April.

Continued on page 11

OUTREACH & EDUCATION EFFORTS

Continued from page 10

Outreach and Education					
For Consumers and Industry					
Programs	Events	Speaking Engagements	Publications	Website	Advertisements
	(consumer assistance days, roundtables, focus groups, w orkshops, media events, state or county fairs)			(pamphlets, new sletters, fact sheets)	
Acupuncture Board	1	5	1	57,805	0
Behavioral Sciences, Board of	0	12	13	1,663,041	0
Dental Board	1	6	4	168,000	0
Dental Auxilliaries, Committee on	0	0	2	NDA	0
Guide Dogs for the Blind, Board of	1	n/a	n/a	n/a	n/a
Hearing Aid Dispensers Bureau	3	1	5	5,279	0
Medical Board	26	25	17	2,426,176	0
Nursing, Board of Registered	30	17	7	1,071,014	0
Occupational Therapy, Board of	2	1	0	NDA	NDA
Optometry, Board of	0	0	2	NDA	0
Osteopathic Medical Board	0	0	4	NDA	0
Pharmacy, Board of	19	13	13	2,500,000	3
Physical Therapy Board	NDA	NDA	11	NDA	NDA
Physician Assistant Committee	2	17	5	215,490	0
Podiatric Medicine, Board of	2	0	18	210,823	0
Psychology, Board of	3	9	11	178,231	0
Respiratory Care Board	27	n/a	11	81,072	n/a
Speech-Language Pathology and Audiology Board	6	5	16	156,202	0
Telephone Medical Advice Services Bureau	0	0	1	5	0
Veterinary Medical Board & Registered Veterinary Technician Committee	1	7	4	46,758	0
Vocational Nursing & Psychiatric Technicians, Board of	0	13	14	510,468	0
TOTALS	872	276	296	49,465,028	276

STRATEGIC PLANNING PARTICIPATION

Strategic Planning			
Program	Board/bureau participated in the Strategic Planning Process	Board/bureau's Tehnical Advisory Committee participated in the Strategic Planning Process	Date Adopted
Accountancy Board	yes	yes	11/03
Athletic Commission	yes	no	9/03
Automotive Repair, Bureau of	yes	n/a	6/03
Barbering & Cosmetology, Board of	yes	no	9/02
Cemetery & Funeral Bureau	yes	no	12/02
Court Reporters Board	yes	n/a	6/03
Electronic & Appliance Repair, Bureau of	yes	yes	4/03
Home Furnishings & Thermal Insulation, Bureau of	yes	no	4/03
Private Postsecondary & Vocational Education, Bureau	yes	yes	1/03
Security & Investigative Services, Bureau of	yes	no	6/03
Architects Board	yes	n/a	2/03
Landscape Architects Technical Committee	yes	yes	3/03
Contractors State Licensing Board	yes	yes	4/03
Engineers & Land Surveyors, Board of Professional	yes	yes	4/03
Geologists & Geophysicists, Board of	yes	yes	3/02
Structural Pest Control Board	yes	no	1/03

Continued on page 13

STRATEGIC PLANNING PARTICIPATION

Continued from page 12

Strategic Planning			
Program	Board/bureau participated in the Strategic Planning Process	Board/bureau's Tehnical Advisory Committee participated in the Strategic Planning Process	Date Adopted
Acupuncture Board	yes	no	6/02
Behavioral Sciences, Board of	yes	no	2/03
Dental Auxilliaries, Committee on	yes	no	11/01
Dental Board	yes	no	pending 5/04
Guide Dogs for the Blind, Board of	n/a	n/a	n/a
Hearing Aid Dispensers Bureau	yes	no	6/03
Medical Board	yes	yes	5/03
Nursing, Board of Registered	yes	n/a	4/03
Occupational Therapy, Board of	yes	yes	3/03
Optometry, Board of	no	no	1998
Osteopathic Medical Board	yes	no	4/03
Pharmacy, Board of	yes	yes	7/03
Physical Therapy Board	yes	yes	3/03
Physician Assistant Committee	yes	yes	1999
Podiatric Medicine, Board of	yes	n/a	6/03
Psychology, Board of	yes	yes	2/03
Respiratory Care Board	yes	n/a	5/03
Speech-Language Pathology & Audiology Board	yes	yes	5/03
Telephone Medical Advice Services Bureau	n/a	n/a	n/a
Veterinary Medical Board & Registered Veterinary Technician Board	yes	yes	5/03
Vocational Nursing & Psychiatric Technicians, Board of	yes	yes	4/03

Budget Details

of

Department of Consumer Affairs

Boards, Bureaus, and Programs

BUSINESS SERVICES

Program Budget Data		Revenue Sources								TOTAL REVENUES AND TRANSFERS
		Initial licensing fees	Renewal fees	Other licensing and regulatory fees	Delinquent fees	Fines and penalties	Interest	Sales	Other (Total of remaining revenues)	
Accountancy, Board of		1,515,459	5,919,004	3,116,053	294,275	59,764	139,610	15,934	8,137	11,068,236
Athletic Commission	Neuro Fund	0	0	65,044	0	0	1,090	0	0	66,134
	Pension Fund	0	0	77,404	0	0	3,267	0	0	80,671
	Support Fund	173,650	0	571,076	0	0	0	12,490	30,886	788,102
	Combined Funds	173,650	0	713,524	0	0	4,357	12,490	30,886	934,907
Automotive Repair, Bureau of		1,325,000	7,277,000	0	266,000	451,000	1,050,000	15,000	114,946,000	125,330,000
Barbering & Cosmetology, Board of		2,169,980	6,535,034	87,388	409,204	1,381,550	151,034	1,240	21,242	10,756,672
Cemetery & Funeral Bureau		237,000	1,131,000	1,728,000	35,000	258,000	97,000	0	17,000	3,503,000
Court Reporters Board		29,500	801,745	80	22,350	16,457	80,685	NDA	n/a	950,817
Electronic & Appliance Repair, Bureau of		211,000	1,504,000	0	59,000	0	33,000	0	5,000	1,812,000
Home Furnishings & Thermal Insulation, Bureau of		776,205	2,237,960	6,350	64,718	0	29,055	0	113,934	3,228,222
Private Postsecondary & Vocational Education, Bureau of	Overall Fund	4,863,000	5,000	114,000	52,000	0	21,000	1,000	20,000	5,076,000
	Veterans' Education Program Fund	0	0	0	0	0	0	0	1,072,435	1,072,435
	Student Tuition Recovery Fund	0	0	101,704	1,878	0	22,237	0	2,705	128,524
	Combined Funds	4,863,000	5,000	215,704	53,878	0	43,237	1,000	1,095,140	6,276,959
Security & Investigative Services, Bureau of	Private Security Services	3,543,672	2,865,666	241,600	91,418	111,001	73,593	745	14,309	6,942,004
	Private Investigator Fund	124,061	539,688	4,750	17,155	2,912	24,361	0	2,039	714,966
	Combined Funds	3,667,733	3,405,354	246,350	108,573	113,913	97,954	745	16,348	7,656,970
BUSINESS SERVICES TOTAL		#####	#####	6,113,449	1,312,998	2,280,684	1,725,932	46,409	116,253,687	171,517,783

Continued on page 16

BUSINESS SERVICES

Continued from page 15

Program Budget Data		Expenditure Sources				
		Personnel services	Operating expenses	(-) Reimburse - ments	(-) Distributed costs	TOTAL EXPEN- DITURES
Accountancy		3,803,263	5,197,948	-1,923,313		7,077,898
Athletic Commission	Neuro Fund	51,805	18,142	0	0	69,947
	Pension Fund	34,819	43,777	0	0	78,596
	Support Fund	465,845	217,041	-56	0	682,830
	Combined Funds	552,469	278,960	-56	0	831,373
Automotive Repair		36,937,000	57,989,000	-815,000	-71,000	94,040,000
Barbering & Cosmetology		3,947,665	6,745,777	-138,969	0	10,554,473
Cemetery & Funeral		1,134,000	932,000	-4,000	0	2,062,000
Court Reporters		292,310	374,079	-9,123	0	657,266
Electronic & Appliance Repair		992,000	648,000	0	0	1,640,000
Home Furnishings & Thermal Insulation		1,719,510	1,376,513	-38,992	0	3,057,031
Private Postsecondary & Vocational Education	Overall Fund	3,537,351	2,085,187	-34,000	-44,000	5,544,538
	Veterans' Education Program Fund	926,053	146,382	0	0	1,072,435
	Student Tuition Recovery Fund	53,457	57,093	868,365	0	978,915
	Combined Funds	4,516,861	2,288,662	834,365	-44,000	7,595,888
Security & Investigative Services	Private Security Services	2,505,409	5,479,499	-2,422,451	-104,000	5,458,457
	Private Investigator Fund	222,218	385,102	-18,438	0	588,882
	Combined Funds	2,727,627	5,864,601	-2,440,889	-104,000	6,047,339
BUSINESS SERVICES TOTAL		56,622,705	#####	-4,535,977	-219,000	133,563,268

Continued on page 17

BUSINESS SERVICES

Continued from page 16

Program Budget Data		Board/Bureau Fund Condition					ESTIMATED MONTHS OF RESERVE
		Total reserves, July 1	Total revenues and transfers	Total Resources	Total Expenditures	Reserve, June 30	
Accountancy, Board of		8,706,891	5,068,236	13,775,127	7,077,898	6,697,229	8.1
Athletic Commission	Neuro Fund	106,811	66,134	172,945	69,947	102,998	12.4
	Pension Fund	132,273	80,671	212,944	78,596	134,348	18.1
	Support Fund	0	0	0	0	0	
	Combined Funds	239,084	146,805	385,889	148,543	237,346	
Automotive Repair, Bureau of		106,081,000	25,331,000	131,412,000	104,539,000	26,873,000	3.1
Barbering & Cosmetology, Board of		12,622,000	1,756,672	14,378,672	10,554,473	3,824,199	3.9
Cemetery & Funeral Bureau		4,202,000	3,503,000	7,705,000	2,655,000	5,050,000	18.7
Court Reporters Board		1,613,694	612,755	2,226,449	656,054	1,570,395	29.9
Electronic & Appliance Repair, Bureau of		1,483,000	1,812,000	3,295,000	1,633,000	1,662,000	10.0
Home Furnishings & Thermal Insulation, Bureau of		2,077,000	3,183,000	5,260,000	3,057,000	2,203,000	7.1
Private Postsecondary & Vocational Education, Bureau of	Overall Fund	1,306,000	5,076,000	6,382,000	5,545,000	837,000	1.73
	Veterans' Education Program Fund	0	0	0	0	0	
	Student Tuition Recovery Fund	1,092,038	128,524	1,220,562	978,915	241,647	1.74
	Combined Funds	2,398,038	5,204,524	7,602,562	6,523,915	1,078,647	
Security & Investigative Services, Bureau of	Private Security Services	2,631,000	6,942,004	9,573,004	5,458,457	4,114,547	7.0
	Private Investigator Fund	1,018,081	714,966	1,733,047	588,882	1,144,165	20.0
	Combined Funds	3,649,081	7,656,970	11,306,051	6,047,339	5,258,712	
BUSINESS SERVICES TOTAL		#####	#####	#####	142,892,222	#####	

DESIGN/CONSTRUCTION

Program Budget Data	Revenue Sources								
	Initial licensing fees	Renewal fees	Other licensing and regulatory fees	Delinquent fees	Fines and penalties	Interest	Sales	Other (Total of remaining revenues)	TOTAL REVENUES AND TRANSFERS
Architects	332,035	1,746,700	0	17,450	0	41,645	0	4,672	2,142,502
Landscape Architects	265,667	454,800	0	13,350	4,001	33,712	0	14,385	785,915
Contractors	11,077,049	32,591,500	84,694	1,318,315	776,821	289,668	1,027	-10,355,448	35,783,626
Engineers & Land Surveyors	2,410,676	3,128,663	3,080	50,160	12,392	80,246	326	8,950	5,694,493
Geologists & Geophysicists	179,565	523,417	19,174	22,875	0	11,690	0	279	757,000
Structural Pest Control	67,124	204,530	2,665,162	8,085	24,085	55,979	2,115	4,321	3,031,401
DESIGN/CONSTRUCTION TOTAL	14,332,116	38,649,610	2,772,110	1,430,235	817,299	512,940	3,468	-10,322,841	48,194,937

Continued on page 19

DESIGN/CONSTRUCTION

Continued from page 18

Program Budget Data	Expenditure Sources				TOTAL EXPEN- DITURES
	Personnel services	Operating expenses	(-) Reimburse- ments	(-) Distributed costs	
Architects	1,059,012	1,512,560	-16,800	n/a	2,554,772
Landscape Architects	230,318	426,179	-1,156	0	655,341
Contractors	23,143,089	24,072,909	-468,765	0	46,747,233
Engineers & Land Surveyors	2,272,037	4,908,806	-48,912	0	7,131,931
Geologists & Geophysicists	300,189	389,879	-9,275	0	680,793
Structural Pest Control	1,569,662	1,255,031	-36,153	n/a	2,788,540
DESIGN/CONSTRUCTION TOTAL	28,574,307	32,565,364	-581,061	0	60,558,610

Continued on page 20

DESIGN/CONSTRUCTION

Continued from page 19

Program Budget Data	Board/Bureau Fund Condition					
	Total reserves, July 1	Total revenues and transfers	Total Resources	Total Expenditures	Reserve, June 30	ESTIMATED MONTHS OF RESERVE
Architects Board	2,607,746	2,281,533	4,889,279	2,554,772	2,334,507	10.2
Landscape Architects Technical Committee	1,415,071	785,915	2,211,265	655,341	1,555,924	23.1
Contractors State Licensing Board	21,546,223	35,783,626	57,329,849	46,747,233	10,582,616	2.7
Engineers & Land Surveyors, Board of Professional	3,034,333	5,694,493	8,728,826	7,131,931	1,596,895	2.7
Geologists & Geophysicists, Board of	471,619	757,000	1,228,619	680,924	547,695	8.4
Structural Pest Control Board	3,967,711	1,031,401	4,999,112	2,788,670	2,210,442	8.2
DESIGN/ CONSTRUCTION TOTAL	33,042,703	46,333,968	79,386,950	60,558,871	18,828,079	

HEALING ARTS

Program Budget Data		Revenue Sources								
		Initial licensing fees	Renewal fees	Other licensing and regulatory fees	Delinquent fees	Fines and penalties	Interest	Sales	Other (Total of remaining revenues)	TOTAL REVENUES AND TRANSFERS
Acupuncture Board		930,691	1,096,325	26,380	9,820	0	46,657	0	3,183	2,113,056
Behavioral Sciences, Board of		134,214	2,224,088	1,432,953	40,638	10,650	78,975	0	61,051	3,982,569
Dental Auxiliaries, Committee		452,560	817,384	8,600	51,060	0	22,987	0	7,788	1,360,379
Dental Board of California		504,663	5,881,881	0	66,314	16,300	128,245	186	1,589,513	8,187,102
Guide Dogs for the Blind, Board of		1,250	136,556	0	0	0	1,615	0	0	139,421
Hearing Aid Dispensers Bureau		101,899	450,232	985	5,135	100	17,432	200	3,759	579,747
Medical Board of California	Physicians & Surgeons, Midwives, Research Psychoanalysts, Outpatient Clinics	4,723,071	29,930,544	218,822	77,800	193,668	377,576	2,227	0	35,523,708
	Registered Dispensing Opticians	26,700	115,370	625	4,875	6,775	4,820	0	-320	158,845
	All	4,749,771	30,045,914	219,447	82,675	200,443	382,396	2,227	-320	35,682,553
Nursing, Board of Registered		3,242,897	10,749,467	823,345	248,832	68,043	256,259		-12,000,000	3,388,843
Occupational Therapy, Board of		933,479	287,303	735	225	90	13,725	268	-458,915	776,910
Optometry, Board of		47,958	877,199	43,331	3,835	11,411	21,484	0	0	1,005,218
Osteopathic Medical Board		220,468	725,650	8,925	9,300	10,600	33,660	1,416	-2,599,271	-1,589,252
Pharmacy, Board of		1,533,600	3,891,173	0	70,730	408,075	131,981	1,019	200,388	6,236,966
Physical Therapy Board		363,492	1,270,064	0	14,355	0	39,891	0	28,165	1,715,967
Physician Assistant Committee		92,700	638,525	16,880	2,125	7,500	33,395	45	1,659	792,829
Podiatric Medicine, Board of		60,800	766,880	19,025	1,980	4,050	20,352	n/a	209	873,296
Psychology, Board of		755,905	2,370,752	0	11,125	8,350	57,501	5,256	-4,996,158	-1,787,269
Respiratory Care Board		58,218	1,528,143	27,125	52,925	9,379	19,360	0	195,054	1,890,204
Speech-Language Pathology & Audiology		58,001	526,085	0	12,625	0	5,499	0	3,225	605,435
Telephone Medical Advice Services Bureau		37,500	172,500	0	5,000	0	2,427	0	0	217,427
Veterinary Medical Board and Registered Veterinary Technician Committee		77,275	1,124,900	23,306	13,775	37,930	26,609	4,669	80,000	1,388,464
Vocational Nursing & Psychiatric Technicians	Vocational Nursing	1,246,196	2,949,770	92,575	83,259	39,612	64,723	2,431	22,446	4,501,012
	Psychiatric Technicians	188,472	1,069,215	1,310	24,525	750	27,797	179	9,429	1,321,677
	Both	1,434,668	4,018,985	93,885	107,784	40,362	92,520	2,610	31,875	5,822,689
HEALING ARTS TOTAL		15,792,009	69,600,006	2,744,922	810,258	833,283	1,432,970	17,896	-17,848,795	73,382,554

Continued on page 22

HEALING ARTS

Continued from page 21

Program Budget Data		Expenditure Sources				TOTAL EXPENDITURES
		Personnel services	Operating expenses	(-) Reimburse - ments	(-) Distributed costs	
Acupuncture Board		522,655	1,299,423	-34,938	n/a	1,787,140
Behavioral Sciences, Board of		1,537,734	2,901,936	-93,924	0	4,345,746
Dental Auxilliary, Committee on		513,539	977,412	-20,036	0	1,470,915
Dental Board of California		3,003,151	3,978,367	-301,091	-918,421	5,762,006
Guide Dogs for the Blind, Board of		75,437	43,557	n/a	0	118,994
Hearing Aid Dispensers Bureau		108,186	312,858	-3,759	n/a	417,285
Medical Board of California	Physicians & Surgeons, Midwives, Research Psychoanalysts, Outpatient Clinics	18,780,088	20,272,674	-1,809,650	-796,608	36,446,504
	Registered Dispensing Opticians	46,099	163,053	-25,873	0	183,279
	All	18,826,187	20,435,727	-1,835,523	-796,608	36,629,783
Nursing, Board of Registered		4,810,491	11,356,429	-1,025,868	0	15,141,052
Occupational Therapy, Board of		251,618	213,686	-41,177	0	424,127
Optometry, Board of		449,063	698,584	44,429	0	1,192,076
Osteopathic Medical Board		240,429	563,924	-73,887	0	730,466
Pharmacy, Board of		3,498,375	3,400,907	131,830	0	7,031,112
Physical Therapy Board		577,120	1,690,524	-100,077	0	2,167,567
Physician Assistant Committee		323,990	589,103	-25,942	0	887,151
Podiatric Medicine, Board of		260,868	651,086	33,333	n/a	945,287
Psychology, Board of		826,896	2,169,061	-126,309	0	2,869,648
Respiratory Care Board		1,086,469	1,127,713	-238,757	0	1,975,425
Speech-Language Pathology and Audiology		272,210	211,368	-24,938	0	458,640
Telephone Medical Advice Services Bureau		40,759	43,167	n/a	n/a	83,926
Veterinary Medical Board and Registered Veterinary Technician Committee		534,926	1,224,222	-66,687	0	1,692,461
Vocational Nursing & Psychiatric Technicians	Vocational Nursing	1,916,750	2,407,108	-199,885	-37,000	4,086,973
	Psychiatric Technicians	412,006	652,635	-43,450	0	1,021,191
	Both	2,328,756	3,059,743	-243,335	-37,000	5,108,164
HEALING ARTS TOTAL		40,088,859	56,948,797	-4,046,656	-1,752,029	91,238,971

Continued on page 23

HEALING ARTS

Continued from page 22

Program Budget Data		Board/Bureau Fund Condition					ESTIMATED MONTHS OF RESERVE
		Total reserves, July 1	Total revenues and transfers	Total Resources	Total Expenditures	Reserve, June 30	
Acupuncture Board		2,080,129	2,113,057	4,193,186	1,787,270	2,405,916	12.9
Behavioral Sciences, Board of		8,097,102	-2,017,431	6,079,671	4,345,746	1,733,925	4.4
Dental Auxilliaries, Committee on		1,097,303	1,360,379	2,457,682	1,471,045	986,637	7.9
Dental Board of California		8,699,325	3,187,102	12,015,404	6,680,558	5,334,846	9.2
Guide Dogs for the Blind, Board of		116,903	139,421	256,324	118,994	137,330	11.9
Hearing Aid Dispensers Bureau		759,981	575,988	1,335,969	417,414	918,555	20.0
Medical Board of California	Physicians & Surgeons, Midwives, Research Psychoanalysts, Outpatient	13,740,441	35,523,708	49,264,149	36,446,504	12,817,645	4.0
	Registered Dispensing Opticians	194,309	158,845	353,154	183,392	169,762	9.0
	All	13,934,750	35,682,553	49,617,303	36,629,896	12,987,407	
Nursing, Board of Registered		19,678,330	3,388,843	23,067,173	15,141,052	7,926,121	5.7
Occupational Therapy, Board of		369,891	776,910	1,146,801	424,127	722,674	12.9
Optometry, Board of		970,764	995,366	1,966,130	1,116,207	849,923	9.2
Osteopathic Medical Board		2,722,845	-1,589,252	1,133,593	730,466	403,127	4.9
Pharmacy, Board of		10,810,963	47,373	10,975,005	6,572,583	4,402,422	7.2
Physical Therapy Board		1,747,055	1,822,566	3,569,621	2,167,567	1,402,054	6.9
Physician Assistant Committee		1,579,369	792,829	2,371,491	887,151	1,484,340	21.0
Podiatric Medicine, Board of		902,341	873,296	1,775,637	878,621	897,016	9.9
Psychology, Board of		5,576,741	-1,843,675	3,733,066	2,869,648	863,418	3.7
Respiratory Care Board		1,190,032	1,890,204	3,080,236	1,975,425	1,104,811	5.7
Speech-Language Pathology & Audiology		216,105	613,737	829,842	458,640	371,202	8.5
Telephone Medical Advice Services Bureau		81,880	217,427	299,307	84,055	215,252	20.2
Veterinary Medical Board & Registered Veterinary Technicain Committee		1,127,288	1,388,464	2,515,752	1,692,461	823,291	5.2
Vocational Nursing & Psychiatric Technicians	Vocational Nursing	2,308,737	4,501,012	6,809,749	4,086,973	2,722,776	7.8
	Psychiatric Technicians	1,120,036	1,321,677	2,441,713	1,021,191	1,420,522	14.4
	Both	3,428,773	5,822,689	9,251,462	5,108,164	4,143,298	
HEALING ARTS TOTAL		85,187,870	56,237,846	141,670,655	91,557,090	50,113,565	

Licensing Information

for

Department of Consumer Affairs

Boards, Bureaus, and Programs

LICENSING OVERVIEW

LICENSING ACTIVITY - Business Services						
PROGRAM	Initial Licenses		Renewal Licenses		Total Licenses	
	Applications Received	Licenses Issued	Applications Received	Licenses Issued	Applications Received	Licenses Issued
Accountancy, Board of	3,518	3,669	30,573	30,089	34,103	33,758
Athletic Commission	1,430	1,165	1,336	1,299	2,766	2,464
Automotive Repair, Bureau of	13,083	10,829	44,773	44,693	58,486	55,522
Barbering and Cosmetology, Board of	46,361	19,623	26,831	162,814	73,192	182,437
Cemetery and Funeral Bureau	2,298	1,613	7,277	7,253	9,575	8,866
Court Reporters Board of California	102	102	7,907	7,907	8,009	8,009
Electronic and Appliance Repair, Bureau of	1,335	1,211	9,568	9,568	10,903	10,779
Home Furnishings and Thermal Insulation Bureau of	2,581	2,472	8,183	8,183	10,764	10,655
Private Postsecondary & Vocational Education, Bureau of	6,383	5,096	1,069	369	7,452	5,465
Security and Investigative Services, Bureau of	79,181	77,106	60,171	60,171	139,352	137,277
BUSINESS SERVICES TOTALS	156,272	122,886	197,688	332,346	354,602	455,232

Continued on page 26

LICENSING OVERVIEW

Continued from page 25

LICENSING ACTIVITY - Design/Construction						
PROGRAM	Initial Licenses		Renewal Licenses		Total Licenses	
	Applications Received	Licenses Issued	Applications Received	Licenses Issued	Applications Received	Licenses Issued
Architects Board, California	435	435	9,701	9,701	10,136	10,136
Landscape Architects Technical Committee	147	147	1,516	1,516	1,663	1,663
Contractors State Licensing Board	32,673	32,132	116,661	116,661	149,334	148,793
Engineers and Land Surveyors, Board of Professional	11,622	5,778	20,924	20,924	32,546	26,702
Geologists and Geophysicists, Board of	249	249	3,456	1,275	3,705	1,524
Structural Pest Control Board	NDA	3,893	NDA	3,016	NDA	6,909
DESIGN / CONSTRUCTION TOTALS	45,126	42,634	152,258	153,093	197,384	195,727

Continued on page27

LICENSING OVERVIEW

Continued from page 26

LICENSING ACTIVITY - Healing Arts						
PROGRAM	Initial Licenses		Renewal Licenses		Total Licenses	
	Applications Received	Licenses Issued	Applications Received	Licenses Issued	Applications Received	Licenses Issued
Acupuncture Board	667	667	3,148	3,148	3,815	3,815
Behavior Sciences, Board of	6,198	5,244	NDA	32,740	6,198	37,984
Dental Board of California	2,256	2,256	17,837	17,837	20,093	20,093
Dental Auxiliaries, Committee on	NDA	1,888	NDA	48,475	NDA	50,363
Guide Dogs for the Blind	5	5	98	98	103	103
Hearing Aid Dispensers Bureau	390	390	1,974	1,974	2,364	2,364
Medical Board of California						
Physician and Surgeon	6,967	5,924	3,511	57,914	10,478	63,838
Licensed Midwife	12	12	57	57	69	69
Research Psychoanalyst	5	5	0	0	5	5
Registered Dispensing Opticians	384	228	1,536	1,536	1,920	1,764
Nursing, Board of Registered ^a	35,887	19,417 ^b	136,381	136,381	172,268	155,798
Occupational Therapy, California Board of	7,707	7,190	1,993	1,993	9,700	9,183
Optometry, Board of	910	698	4,582	4,582	5,360	5,280
Osteopathic Medical Board	392	391	2,087	2,087	2,479	2,478
Pharmacy, Board of	11,588	9,659	35,578	8,883	48,166	18,542
Physical Therapy Board of California	1,821	1,820	10,597	10,597	12,418	12,417
Physicians Assistant Committee	529	465	2,137	2,137	2,666	2,602
Podiatric Medicine, Board of	95	131	968	968	1,063	1,099
Psychology, Board of	1,707	1,736	7,649	6,705	9,076	8,441
Respiratory Care Board	680	642	6,644	6,644	7,324	7,286
Speech-Language Pathology & Audiology Board	1,471	1,330	5,117	5,279	6,888	6,609
Telephone Medical Advice Services Bureau	NDA	5	NDA	NDA	NDA	5
Veterinary Medical Board and Veterinary Technician Committee, Registered	920	917	8,838	8,838	9,758	9,755
Vocational Nursing and	NDA	4,815	NDA	29,633	NDA	34,448
Psychiatric Technicians, Board of	NDA	396	NDA	4,354	NDA	4,750
HEALING ARTS TOTALS	80,591	66,231	250,732	392,860	332,211	459,091

Board of Registered Nursing

- a) Licensing Activity data is based on the one official license type, Registered Nurse.
- b) Initial Licenses Issued reflects the number of new RNs entering the workforce.

BREAKDOWN OF LICENSING DATA

* Some License Types can have both an Individual and a Business recipient

PROGRAMS	Total Possible License Types						Total Licensees				
	TOTAL NUMBER OF LICENSE TYPES	LICENSE RECIPIENT		NUMBER of LICENSE TYPES by LICENSE CATEGORY			TOTAL LICENSEES by LICENSE STATUS		TOTAL NUMBER of ACTIVE LICENSEES by LICENSE CATEGORY		
		Individual	Program, School, or Business	Certificate or Permit	License or Registration	Approval	Total Active Licenses	Inactive	Certificate or Permit	License or Registration	Approval
Accountancy, Board of	6	3	3	3	2	1	42,859	18,251	39,706	4,260	12
Athletic Commission	16	14	3	0	16	0	2,283	n/a	0	2,283	0
Automotive Repair, Bureau of	11	5	6	1	10	0	74,496	54,286	1,583	72,913	0
Barbering and Cosmetology, Board of	9	9	0	0	9	0	360,724	1,354	0	360,724	0
Cemetery and Funeral Bureau	11	5	6	0	11	0	8,690	n/a	0	8,690	0
Court Reporters Board of California	1	1	0	0	1	0	7,911	28	0	7,911	0
Electronic and Appliance Repair, Bureau of	5	0	5	0	5	0	11,109	473	0	11,109	0
Home Furnishings and Thermal Insulation, Bureau of	10	10	10	0	10	0	20,241	1,152	0	20,241	0
Private Postsecondary and Vocational Education, Bureau of	6	2	4	3	2	2	20,188	n/a	17,287	1,447	1,454
Security and Investigative Services, Bureau of	23	10	13	13	10	0	315,829	39	98,276	217,553	0
BUSINESS SERVICES TOTALS	98	59	50	20	76	3	864,330	75,583	156,852	707,131	1,466

Continued on page 29

BREAKDOWN OF LICENSING DATA

* Some License Types can have both an Individual and a Business recipient

Continued from page 28

PROGRAMS	Total Possible License Types						Total Licensees				
	TOTAL NUMBER OF LICENSE TYPES	TOTAL LICENSE TYPES by RECIPIENT		TOTAL LICENSE TYPES by LICENSE CATEGORY			TOTAL LICENSEES by LICENSE STATUS		TOTAL NUMBER of ACTIVE LICENSEES by LICENSE CATEGORY		
		Individual	Program, School, or Business	Certificate or Permit	License or Registration	Approval	Total Active Licenses	Total Inactive Licenses	Certificate or Permit	License or Registration	Approvals
Architects Board, California	1	1	0	0	1	0	21,298	1,522	0	21,298	0
Landscape Architects Technical Committee	1	1	0	0	1	0	3,078	161	0	3,078	0
Contractors State Licensing Board	43	43	43	3 ^b	86	0	225,185	63,320	168,639	225,185	0
Engineers and Land Surveyors, Board of Professional	23	23	0	2	21	0	103,656	7,293	12,886	90,770	0
Geologists and Geophysicists, Board of	4	4	0	0	4	0	7,071	NDA	0	7,071	0
Structural Pest Control Board	3	3	0	0	3	0	24,579	1,754	0	24,579	0
DESIGN/CONSTRUCTION TOTALS	75	75	43	5	116	0	384,867	74,050	181,525	371,981	0

Contractors State License Board a) Certificates and Permits are not license types in and of themselves but are issued in combination with Licenses and Registrations.

Continued on page 30

BREAKDOWN OF LICENSING DATA*

* Some License Types can have both an Individual and a Business recipient

Continued from page 29

PROGRAM	Total Possible License Types						Total Licensees				
	TOTAL NUMBER OF LICENSE TYPES	LICENSE RECIPIENT		NUMBER of LICENSE TYPES by LICENSE CATEGORY			TOTAL LICENSEES by LICENSE STATUS		TOTAL NUMBER of ACTIVE LICENSEES by LICENSE CATEGORY		
		Individual	Program, School, or Business	Certificate or Permit	License or Registration	Approval	Total Active Licenses	Inactive	Certificate or Permit	License or Registration	Approval
Acupuncture Board	1	1	0	0	1	0	6,582	748	0	6,582	0
Behavioral Sciences, Board of	7	7	2	0	6	1	60,055	6,545	0	57,975	2,080
Dental Board of California	9	9	2	6	3	0	37,455	4,067	5,523	31,932	0
Dental Auxiliaries, Committee on	5	5	0	0	5	0	46,700	13,216	0	46,700	0
Guide Dogs for the Blind	2	1	1	0	1	1	103	0	0	98	3
Hearing Aid Dispensers Bureau	4	3	1	0	4	0	2,001	105	0	2,001	0
Medical Board of California											
Physician and Surgeon	3	3	0	2	1	0	124,270	989	8,916	115,354	0
Licensed Midwife	1	1	0	0	1	0	121	0	0	121	0
Research Psychoanalyst	1	1	0	0	1	0	75	0	0	75	0
Accreditation Agency for Outpatient Settings	1	0	1	0	0	1	4	0	0	0	4
Opticians, Registered Dispensing	4	2	2	0	4	0	3,345	0	0	3,345	0
Nursing, Board of Registered	1	11	1	10	1	1	280,735	63,148	67,084	280,735	3,349
Occupational Therapy, California Board of	4	4	0	3	1	0	8,176	68	1,294	6,882	0
Optometry, Board of	5	2	3	1	4	0	8,722	1,736	836	7,886	0
Osteopathic Medical Board	2	2	0	1	1	0	3,132	754	242	2,890	0
Pharmacy, Board of	10	4	6	7	3	0	77,865	2,039	10,719	67,146	0
Physical Therapy Board of California	4	4	0	2	2	0	22,855	0	55	22,800	0
Physicians Assistant Committee	1	1	0	0	1	0	4,930	0	0	4,930	0
Podiatric Medicine, Board of	3	3	0	0	3	0	2,103	265	0	2,103	0
Psychology, Board of	3	3	0	0	3	0	15,820	2,627	0	15,820	0
Respiratory Care Board	1	1	0	0	1	0	13,683	829	0	13,683	0
Speech-Language Pathology and Audiology Board	7	5	2	0	3	4	11,369	3,395	0	10,577	792
Telephone Medical Advice Services Bureau	1	0	1	0	0	1	37	0	0	0	37
Veterinary Medical Board & Registered Veterinary Technician Committee	6	4	2	2	4	0	15,189	221	6,313	8,876	0
Vocational Nursing and Psychiatric Technicians, Board of	1	1	0	0	1	0	67,310	4,447	0	67,310	0
	1	1	0	0	1	0	9,248	480	0	9,248	0
HEALING ARTS TOTALS	88	79	24	34	56	9	821,885	105,679	100,982	785,069	6,265

Licensing Requirements

for

Department of Consumer Affairs

Boards, Bureaus, and Programs

BACKGROUND CHECKING

Background Checking - Business Services											
Programs with Background Checking Requirements	FINGERPRINTING REQUIREMENTS					OTHER BACKGROUND INFORMATION REQUIREMENTS					
	Method(s) used to obtain info		Clearance from		Number of criminal records received	Verification of education			Verification of experience		
	Livescan	Manual	DOJ	FBI		Candidate's statement	Official transcripts	Further verification	Candidate's statement	Official transcripts	Further verification
Accountancy, Board of	Yes	Yes	Yes	Yes	152	No	Yes	No	No	Yes	Yes
Athletic Commission	Yes	Yes	Yes	Yes	13	No	No	No	No	No	No
Automotive Repair, Bureau of	No	No	n/a	n/a	n/a	Yes	Yes ^a	Yes	Yes	Yes ^a	Yes
Barbering & Cosmetology, Board of	No	No	n/a	n/a	n/a	Yes	Yes	No	No	Yes	Yes
Cemetery & Funeral Bureau	Yes	Yes	Yes	Yes	NDA	No	Yes	No	Yes	Yes	Yes
Court Reporters Board	Yes	Yes	Yes	Yes	3	No	Yes	No	Yes	Yes	Yes
Electronic & Appliance Repair, Bureau of	Yes	Yes	Yes	Yes	32	n/a	n/a	n/a	n/a	n/a	n/a
Home Furnishings & Thermal Insulation, Bureau of	No	No	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Private Postsecondary & Vocational Education, Bureau of	No	Yes	Yes	No	NDA	Yes	Yes	Yes	Yes	Yes	Yes
Security & Investigative Services, Bureau of	Yes	Yes	Yes	Yes	NDA	Yes	Yes	Yes	Yes	Yes	Yes

Bureau of Automotive Repair a) Smog Technicians only

Continued on page 33

BACKGROUND CHECKING

Continued from page 32

Background Checking - Design/Construction											
Programs with Background Checking Requirements	FINGERPRINTING REQUIREMENTS					OTHER BACKGROUND INFORMATION REQUIREMENTS					
	Method(s) used to obtain info		Clearance from		Number of criminal records received	Verification of education			Verification of experience		
	Livescan	Manual	DOJ	FBI		Candidate's statement	Official transcripts	Further verification	Candidate's statement	Official transcripts	Further verification
Architects Board, California	No	No	No	No	n/a	No	Yes	Yes	No	Yes	No
Landscape Architects Technical Committee	No	No	No	No	n/a	Yes	Yes	Yes	Yes	No	Yes
Contractors State Licensing Board	No	No	No	No	n/a	Yes	Yes	Yes	Yes	Yes	Yes
Engineers & Land Surveyors, Board of Professional	No	No	No	No	n/a	No	Yes	No	Yes	Yes	Yes
Geologists & Geophysicists, Board of	No	No	No	No	n/a	No	Yes	No	No	No	Yes
Structural Pest Control Board	Yes	Yes	Yes	Yes	167	No	No	No	No	Yes	No

Continued on page34

BACKGROUND CHECKING

Continued from page 33

Background Checking - Healing Arts											
Programs with Background Checking Requirements	FINGERPRINTING REQUIREMENTS					OTHER BACKGROUND INFORMATION REQUIREMENTS					
	Method(s) used to obtain info		Clearance from		Number of criminal records received	Verification of education			Verification of experience		
	Livescan	Manual	DOJ	FBI		Candidate's statement	Official transcripts	Further verification	Candidate's statement	Official transcripts	Further verification
Acupuncture Board	Yes	Yes	Yes	Yes	27	No	Yes	No	No	No	No
Behavioral Sciences, Board of	Yes	Yes	Yes	Yes	223	No	Yes	No	No	Yes	Yes
Dental Auxilliaries, Committee on	Yes	Yes	Yes	Yes	690	No	No	No	No	Yes	No
Dental Board of California	Yes	Yes	Yes	Yes	NDA	Yes	Yes	Yes	No	No	No
Guide Dogs for the Blind, State Board of	Yes	No	Yes	Yes	0	n/a	n/a	n/a	No	No	No
Hearing Aid Dispensers Bureau	Yes	Yes	Yes	Yes	NDA	Yes	No	No	No	No	No
Medical Board of California											
Physicians & Surgeons	Yes	Yes	Yes	Yes	NDA	Yes	Yes	Yes	No	No	No
Opticians	No	No	No	No	n/a	No	No	No	No	No	No
Midwives	Yes	Yes	Yes	Yes	1	Yes	Yes	Yes	No	No	No
Research Psychoanal	Yes	Yes	Yes	Yes	0	Yes	Yes	Yes	No	No	No
Outpatient Settings	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Nursing, Board of Registered	Yes	Yes	Yes	Yes	1,466	No	Yes	No	No	No	No
Occupational Therapy, Board of	Yes	Yes	Yes	Yes	128	No	Yes	No	No	Yes	No
Optometry, Board of	Yes	Yes	Yes	No	6	No	Yes	No	No	No	No
Osteopathic Medical Board	Yes	Yes	Yes	Yes	14	No	Yes	Yes	No	No	No
Pharmacy, Board of	Yes	Yes	Yes	Yes	1,951	Yes	Yes	Yes	Yes	Yes	Yes
Physical Therapy Board of California	Yes	Yes	Yes	Yes	147	No	Yes	Yes	No	Yes	Yes
Physician Assistant Committee	Yes	Yes	Yes	Yes	16	No	No	Yes	No	No	No
Podiatric Medicine, Board of	Yes	Yes	Yes	Yes	5	Yes	Yes	No	Yes	Yes	No
Psychology, Board of	Yes	Yes	Yes	Yes	3	No	Yes	Yes	Yes	Yes	Yes
Respiratory Care Board	Yes	Yes	Yes	Yes	191	No	Yes	Yes	No	n/a	n/a
Speech-Language Pathologists & Audiology Board	Yes	Yes	Yes	No	0	Yes	Yes	Yes	Yes	Yes	Yes
Telephone Medical Advice Services Bureau	No	No	No	No	0	No	no	No	No	No	No
Veterinary Medical Board	Yes	Yes	Yes	Yes	26	Yes	Yes	Yes	No	Yes	Yes
Veterinary Technicians Committee, Registered	Yes	Yes	Yes	Yes	10	Yes	Yes	Yes	No	Yes	Yes
Vocational Nurses and	Yes	Yes	Yes	Yes	339	No	Yes	No	No	Yes	No
Psychiatric Technicians, Board of	Yes	Yes	Yes	Yes	50	No	Yes	No	No	Yes	No

CONTINUING EDUCATION

Continuing Education Requirements - Business Services									
Programs Requiring CE	License Types	Number of Required Hours of CE for Each Renewal Cycle	Number of specific course requirements	Number of specific course category requirements	CE-related requirements	Methods of CE verification	Sanctions for non-compliance	Number of CE Providers for this License Type	Number of audits of CE providers
Accountancy, Board of	Certified Public Accountant	80			Tech/Nontech		CE required for active renewal	NDA	NDA
	Public Accountan	80			Tech/Nontech		CE required for active renewal	NDA	NDA
Automotive Repair, Bureau of	Basic Area Smog Technician	8 to 20	1	Update Training Course		BAR-Certified Instructor Report	CE required for active renewal	102	57
	Advanced Emission Specialist Smog Technician	8	1			BAR-Certified Instructor Report	CE required for active renewal	102	57
Barbering & Cosmetology, Board of	Instructor/Barber Inst.	30		2			n/a	27	
	Instructor/Cosmetology Inst	30		2			n/a	27	

Continuing Education Requirements - Design Construction									
Programs Requiring CE	License Types	Number of Required Hours of CE for Each Renewal Cycle	Number of specific course requirements	Number of specific course category requirements	CE-related requirements	Methods of CE verification	Sanctions for non-compliance	Number of CE Providers for this License Type.	Number of audits of CE providers
Structural Pest Control Board	Field Representative	16-24	Varies	3		Random Audit	n/a	80	0
	Operator	16-24	Varies	3		Random Audit	n/a	80	0

Continued on page 36

CONTINUING EDUCATION

Continued from page 36

Continuing Education Requirements									
Programs Requiring CE	License Types	Number of Required Hours of CE for Each Renewal Cycle	Number of specific course requirements	Number of specific course category requirements	Other CE-related requirements	Methods of CE verification	Sanctions for non-compliance	Number of CE Providers for this License Type.	Number of audits of CE providers
Acupuncture Board	Acupuncture License	NDA	n/a	n/a	n/a	n/a	n/a	260	n/a
Behavioral Sciences, Board of	PCE						n/a	2,124	6
	LCS	18 first 36 subsequent			1st renewal - 7 hr HIV/AIDS	Audit	n/a	2,124	6
	MFT	18 first 36 subsequent			1st renewal - 7 hr HIV/AIDS	Audit	n/a	2124	6
Dental Board of California	RP					audits	n/a		0
	RS	7				audits	n/a		0
	AO					audits	na		
	OMS	50	1			audits	n/a	965	3
	OCS	7				audits	n/a		0
	GA	15	1			audits	n/a	965	3
	DDS	50	1			audits	n/a	965	
	SP	25	1			may be audited	n/a	965	3
	MDU					audits	n/a	965	3
Dental Auxiliaries, Committee on	FNP					audits	n/a		
	RDHEF	25			CPR		n/a		
	Hygienists in Alternative Practice	35			CPR		n/a		
	Assistant in Extended Functions	25			CPR		n/a		
	Registered Dental Hygienist	25			CPR		n/a		
Registered Dental Assistant		25			CPR		n/a		
		25			CPR		n/a		
Guide Dogs for the Blind, State Board of	Guide Dog User Instructor	8 on blindness, 1 on dog training, dog health + 2 other or 16 hrs consumer mtg	Blindness & mobility, instructing blind persons, Health				n/a		
Hearing Aid Dispensers Bureau		9	n/a	Hearing aid fitting and ethics/business practices	CE required for renewal	Audit, self-certification, & attendance lists submitted by providers	Hold placed on license if all hours are not completed within 2 yr.	48	Bureau audits all licensees annually
Medical Board of California	Physicians & Surgeons	50					n/a		
	Midwives	36					n/a		
Nursing, Board of Registered		30		n/a	n/a	audits	n/a	3,349	0
Optometry, Board of		40-50		5			n/a		
Osteopathic Medical Board		150hrs/3yrs				AOA activity rpt & certificates	license not renewed		
Pharmacy, Board of		30							
Podiatric Medicine, Board of	Permanent / Fee Exempt	50	1 Course - 12 hrs must be in subjects relating to the lower extremity muscular skeletal system	0	Continuing competence	Self-certification Audit	Hold placed on license if waiver not requested and approved	NDA	NDA
Psychology, Board of		36	1	1		100% audit	citation/fine	400	10%
Respiratory Care Board		15	0	10 hrs must be related to clinical practice		audits	n/a		
Speech-Language Pathology & Audiologist Board	Speech-Language Pathology, Audiology	24					citation/fine	144	
	Speech-Language Pathology Assistant	12				Supervisor must Certify	citation/fine	144	
Veterinary Medicine Board	Veterinarian	36					n/a		
Vocational Nurses and	Vocational Nurses	30			ce required for active re	random audits	citation/fine	34	n/a
Psychiatric Technicians, Board of	Psychiatric Technicians	30			ce required for active re	random audits	citation/fine	1	n/a

OVERVIEW OF EXAMINATIONS

Examination Data - Business Services									
Program	License Type	Exam Source		Exam Name	Exam Type	Data combined for all exams			Number of exams held per year
		Nat'l	CA			Passed	Failed	Total	
Accountancy, Board of	Certified Public Accountant	x		Uniform CPA Examination	Written	3,053	12,138	15,191	2
Automotive Repair, Bureau of	Advanced & Basic Tech		x	Basic Emission Specialist	Written	793	132	925	210
				Advanced Emission Specialist	Written	4,234	1,818	6,052	210
	Brake & Lamp Adjuster		x	Lamp Adjuster Class A	Written	437	173	610	210
				Brake Adjuster Class A	Written	141	66	207	210
				Brake Adjuster Class B	Written	2	9	11	210
				Brake Adjuster Class C	Written	415	132	547	210
Barbering & Cosmetology, Board of	Barber		x		WrittenPractical	439	175	614	NDA
	Cosmetology		x		Written	6,397	2,950	9,347	NDA
					Practical	6,419	2,580	8,999	NDA
	Electrology		x		Written	18	6	24	NDA
				Practical	21	2	23	NDA	
	Esthetician		x		Written	2,313	1,628	3,941	NDA
					Practical	2,937	471	3,408	NDA
	Manicuring		x		Written	6,147	2,099	8,246	NDA
					Practical	6,385	1,879	8,264	NDA
	Barber Instructor		x		Written	0	7	7	NDA
Cosmo Instructor		x		Written	31	49	80	NDA	
				Practical	37	42	79	NDA	
Cemetery & Funeral Bureau	Embalmer		x		Written	77	88	165	NDA
	Funeral Director		x		Written	104	77	181	NDA
	Cemetery Broker		x		Written	23	10	33	NDA
Court Reporters Board	CSR		x	English	Written	154	108	262	NDA
				Prof Practice	Written	158	71	229	NDA
				Dictation	Practical	81	325	406	NDA
Security & Investigative Services, Bureau of	Repo Qual Mngr				Written	21	29	50	NDA
	Private Investigator				Written	392	190	582	NDA
	Private Patrol Oper				Written	178	184	362	NDA
	Alarm Co Qual Mgr				Written	81	94	175	NDA

Continued on page 38

OVERVIEW OF EXAMINATIONS

Continued from page 37

Examination Data - Design/Construction										
Program	License Type	Exam Source		Exam Name	Exam Type	Data combined for all exams per year				Number of exams held per year
		Nat'l	CA			Passed	Failed	Total	% Passed	
Architects Board, California	Architect	x		Building Planning	Written	453	221	674	67%	Year round
		x		Building Technology	Written	410	223	633	65%	
		x		Construction Docs.	Written	588	157	745	79%	
		x		General Structures	Written	438	176	614	71%	
		x		Lateral Forces	Written	513	45	558	92%	
		x		Materials & Methods	Written	654	219	873	75%	
		x		Mechanical & Electrical	Written	442	218	660	67%	
		x		Pre-Design	Written	537	253	790	68%	
		x		Site Planning	Written	430	251	681	63%	
	x	CA Supplemental Exam	Written	403	461	864	47%	6		
Landscape Architects Technical Committee	Landscape Architect	x		A-Contract Administratic	Written	141	92	233	61%	1
		x		B-Principles of Design	Written	131	56	187	70%	1
		x		C-Planning and Site Des	Written	97	197	294	33%	2
		x		D-Materials and Method	Written	126	70	196	64%	1
		x		E-Grading and Drainage	Written	75	246	321	23%	2
			x	CA Supplemental Exam	Written	140	0	140	100%	
Contractors State Licensing Board	All 43 License Types		x		Written	17,926	18,741	36,667	49%	42,991
	Failure to Appear = 6,324									

Continued on page 39

OVERVIEW OF EXAMINATIONS

Continued from page 38

Examination Data - Design/Construction										
Program	License Type	Exam Source		Exam Name	Exam Type	Data combined for all exams per year				Number of exams held per year
		Nat'l	CA			Passed	Failed	Total	% Passed	
Engineers & Land Surveyors, Board of Professional	Engineer-in-Training	x			Written	2,806	3,190	5,996	47%	2
	Land Surveyor-in-Training	x			Written	179	382	561	32%	2
	Petroleum	x			Written	2	9	11	18%	1
	Traffic		x		Written	47	57	104	45%	1
	Geotechnical		x		Written	46	39	85	54%	1
	Structural		x		Written	107	182	289	37%	1
	Land Surveyor (National)	x			Written	320	147	467	69%	1
	Land Surveyor State Spec.		x		Written	72	435	507	14%	1
	Industrial	x			Written	3	4	7	43%	1
	Manufacturing	x			Written	1	2	3	33%	1
	Mechanical	x			Written	246	288	534	46%	2
	Metallurgical	x			Written	3	1	4	75%	1
	Nuclear	x			Written	0	0	0	n/a	1
	Agricultural	x			Written	0	0	0	n/a	1
	Chemical	x			Written	45	48	93	48%	2
	Control System	x			Written	9	3	12	75%	1
	Electrical	x			Written	197	321	518	38%	2
	Fire Protection	x			Written	15	21	36	42%	1
	Civil	x			Written	1,658	2,834	4,492	37%	2
	Seismic Principles		x		Written	1,848	2,667	4,515	41%	2
Engineering Surveying		x		Written	1,654	2,842	4,496	37%	2	
Geologists & Geophysicists, Board of	Certified Engineering Geol.		x		Written	38	30	68	56%	1
	Certified Hydrogeologist		x		Written	31	13	44	70%	1
	Registered Geologist	x		Regis. Geologist ASBOG	Written	164	62	226	73%	
		x		Practice of Geol. ASBOG	Written	166	53	219	76%	
	Registered Geophysicist		x	Regis. Geol. CA Specific	Written	186	89	275	68%	1
Structural Pest Control Board	Applicator (RA)				Written	2,591	2,424	5,015	52%	Varies
	Field Representative				Written	1,819	3,955	5,774	32%	
	Operator				Written	241	695	936	26%	

Continued on page 40

OVERVIEW OF EXAMINATIONS

Continued from page 39

Examination Data - Healing Arts									
Program	License Type / Exam Name	Exam Source		Exam Type	Data combined for all exams per year				Number of exams held per year
		Nat'l	CA		Passed	Failed	Total	% Passed	
Acupuncture Board	Acupuncture Licensing		x	Written	662	574	1,236	54%	2
Behavioral Sciences, Board of	LCSW		x	Written	808	345	1,153	70%	Continuous
				Oral	518	400	918	56%	3
	LEP		x	Written	46	26	72	64%	Continuous
	MFT		x	Written	1,271	810	2,081	61%	Continuous
		Oral		845	803	1,648	51%	3	
Dental Auxiliaries, Committee on	Registered Dental Asst.	x		Clinical or Practical	2,158	1,118	3,276	66%	8
	RDAEF	x		Clinical or Practical	92	33	125	74%	1
	Regis. Dental Hygienist	x		Clinical or Practical	607	176	783	78%	4
	RDHEF	x		Clinical or Practical	1	0	1	100%	1
Dental Board of California	DDS Licensure		x	Written/Clinical	1,029	491	1,520	68%	8
Guide Dogs for the Blind, State Board of	Guide Dog Instructor		x	Written	5	0	5	100%	5
				Oral	5	0	5	100%	4
				Practical	5	0	5	100%	4
Hearing Aid Dispensers Bureau	HA Dispenser		x	Written	89	111	200	45%	Continuous
			x	Clinical or Practical	54	19	73	74%	3
Medical Board of California	Physicians & Surgeons	x		Not administered by MBC	NDA	NDA	NDA	NDA	
	Opticians	x							
	Midwives	x							
	Licensed Midwife	x							
Nursing, Board of Registered	RN - NCLEX		x	Written	9,681	10,608	20,289	48%	Continuous
Occupational Therapy, Board of	NBCOT-OTR	x		Written	NDA	NDA	NDA	NDA	Continuous
	NBCOT-COTA	x		Written					Continuous
Optometry, Board of	Optometrist-CA Law Exam		x	Written	NDA	NDA	NDA	NDA	2
	Optometrist-Nat'l Parts 1 and 2	x		Written					2
	Optometrist-Nat'l Part 3	x		Clinical or Practical					2

Continued on page 41

OVERVIEW OF EXAMINATIONS

Continued from page 40

Examination Data - Healing Arts									
Program	License Type / Exam Name	Exam Source		Exam Type	Data combined for all exams per year				Number of exams held per year
		Nat'l	CA		Passed	Failed	Total	% Passed	
Osteopathic Medical Board	P & S NBOME/COMLEX	x		Written	NDA	NDA	NDA	NDA	
			x	Oral/Clinical	337	0	337	100%	4
Pharmacy, Board of	CA Pharmacist Licensure		x	Written	1,034	925	1,959	53%	2
Physical Therapy Board	Physical Therapists	x		Written	641	705	1,346	48%	
	Phys Therapist Assistant	x		Written	138	88	226	61%	
	CA Law Exam		x	Written	1,369	204	1,573	87%	
	Electroneuromyographer		x	Written	0	0			1 or 2
	Kinesiological Electromygr		x	Written	0	0			1 or 2
Physician Assistant Committee	PANCE	x		Written	NDA	NDA	NDA	NDA	Continuous
Podiatric, Board of	Permanent NBPME Part III	x		Written	64	2	66	97%	2
	Permanent NBPME Part II	x		Written	NDA	NDA	NDA	NDA	2
	Permanent NBPME Part I	x		Written	NDA	NDA	NDA	NDA	2
	Resident NBPME Part I	x		Written	NDA	NDA	NDA	NDA	2
	Resident NBPME Part II	x		Written	NDA	NDA	NDA	NDA	2
Psychology, Board of	EPPP Psychologist	x		Written	586	285	871	67%	Continuous
	CJPEE Psychologist		x	Written	706	91	797	89%	Continuous
Respiratory Care Board	Certified Resp Therapist	x		Written	331	474	805	41%	Daily
	Respiratory Care Pract.		x	Written	97	91	188	52%	Daily
Speech-Language Pathology & Audiology Board	SP Praxis Specialty	x		Written	417	75	492	85%	6
	Audiology	x		Written	59	20	79	75%	6
Veterinary Medical Board	VET NAVLE	x		Written	317	93	410	77%	
	VET CSB		x	Written	313	189	502	62%	2
	VET VLE		x	Written	340	0	340	100%	
	RCP VLE		x	Written	77	0	77	100%	
Veterinary Technician Committee, Registered	TEC CA Regis Vet Tech		x	Written	281	130	411	68%	2
Vocational Nursing and Psychiatric Technicians, Board of	Voc Nurse NCLEX-PN	x		Written	4,249	3,559	7,808	54%	Continuous
	Psych Tech CALPT		x	Written	400	432	832	48%	Continuous

DIVERSION PROGRAM INFORMATION

Diversion Program Information					
Boards Using Diversion Programs	Average Annual Cost per Participant	Referral to Program During Fiscal Year		Total Number of Participants (already entered and newly entered) this Fiscal Year	Successful Completions this Fiscal Year
		Voluntary Self-Referral	Board Referrals		
Dental Board	\$2,790	1	11	70	14
Medical Board	\$2,700	161	43	348	38
Nursing, Board of Registered	\$2,486	54	124	429	68
Osteopathic Medical Board	\$2,508	5	6	11	0
Pharmacy	\$2,486	10	9	19	9
Physical Therapy Board	\$2,447	1	5	5	0
Physician Assistant Board	\$2,900	5	7	12	3
Veterinary Medical Board	\$2,160	4	3	7	0
TOTAL NUMBERS		241	208	896	132
AVERAGE \$	\$2,559.63				

Enforcement Information

for

Department of Consumer Affairs

Boards, Bureaus, and Programs

OPENED COMPLAINTS AND INVESTIGATIONS*

*Investigations Opened is a subset of Complaints Received, reflecting the number of complaints for which an investigation is warranted.

Complaints Received and Investigations Opened by Source		Public	Government/ Law Enforcement	B & P Code Section 800	Licensed Professional Groups	Internal (board, committee, staff)	Other or Anonymous	Total Received
Business Services								
Accountancy Board	Complaints Received	373	10	n/a	50	131	n/a	564
	Investigations Opened	27	6	n/a	5	90	n/a	128
Athletic Commission	Complaints Received	150	0	n/a	27	n/a	5	182
	Investigations Opened	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Auto Repair, Bureau of ^a	Complaints Received	22,935	1	0	17	23	0	22,976
	Investigations Opened	314	9	0	0	35	1,272	1,630
Barbering & Cosmetology, Board of	Complaints Received	1,608	27	0	112	1,509	0	3,256
	Investigations Opened	61	1	0	0	12	0	74
Cemetery-Funeral Bureau	Complaints Received	437	23	n/a	18	189	18	685
	Investigations Opened	169	23		22	59	4	277
Court Reporters Board	Complaints Received	82	64	0	0	18	0	164
	Investigations Opened	0	0	0	0	0	0	0
Electronic & Appliance Repair, Bureau of	Complaints Received	1,240	0	0	0	38	23	1,301
	Investigations Opened	367	0	0	0	103	0	470
Home Furnishings & Thermal Insulation, Bureau of	Complaints Received	654	6	0	2	71	3	736
	Investigations Opened	38	4	0	0	56	0	98
Private Postsecondary & Vocational Education, Bureau of	Complaints Received	959	0	0	0	0	0	959
	Investigations Opened	0	0	0	0	0	0	0
Security & Investigative Services, Bureau of	Complaints Received	1,044	70	0	213	2,138	100	3,565
	Investigations Opened	647	69	0	218	2,229	105	3,268
TOTAL	Complaints Received	29,482	201	0	439	4,117	149	34,388
	Investigations Opened	1,623	112	0	245	2,584	1,381	5,945
Design / Construction								
Architects Board ^b	Complaints Received	138	12	0	82	42	0	274
	Investigations Opened	NDA	NDA	NDA	NDA	NDA	NDA	71
Landscape Architects Technical Committee	Complaints Received	11	5	0	5	2	30	53
	Investigations Opened	0	0	0	0	0	0	0
Contractors State Licensing Board	Complaints Received	17,219	116	n/a	391	5,978	0	23,704
	Investigations Opened	0	0	0	0	0	0	0
Engineers & Land Surveyors, Board of Professional	Complaints Received	132	37	n/a	40	93	0	302
	Investigations Opened	n/a	n/a	n/a	n/a	n/a	NDA	n/a
Geologists & Geophysicists, Board of	Complaints Received	10	11	n/a	10	2	1	34
	Investigations Opened	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Structural Pest Control Board	Complaints Received	1,112	0	0	47	5	0	1,164
	Investigations Opened	479	0	0	28	5	0	512
TOTAL	Complaints Received	18,622	181	0	575	6,122	31	25,531
	Investigations Opened	479	0	0	28	5	0	583

Bureau of Automotive Repair

a) BAR investigations are opened as a result of a pattern of consumer complaints or other sources of information.

Architects

b) Investigations are opened as a result of complaints that are received.

Continued on page 45

OPENED COMPLAINTS AND INVESTIGATIONS*

*Investigations Opened is a subset of Complaints Received, reflecting the number of complaints for which an investigation is warranted.

Continued from page 44

Complaints Received and Investigations Opened by Source		Public	Government/ Law Enforcement	B & P Code Section 800	Licensed Professional Groups	Internal (board, committee, staff)	Other or Anonymous	Total Received
Healing Arts								
Acupuncture Board	Complaints Received	68	66	n/a	5	18	n/a	157
	Investigations Opened	11	6		0	2		19
Behavioral Sciences, Board of	Complaints Received	403	77	1	29	356	32	898
	Investigations Opened	23	0	0	0	2	0	25
Dental Board	Complaints Received	2,136	182	297	8	162	116	2,901
	Investigations Opened	231	119	0	3	58	9	420
Hearing Aid Dispensers Bureau	Complaints Received	56	1	0	34	1	10	102
	Investigations Opened	7	0	0	1	0	0	8
Medical Board								
Physicians & Surgeons	Complaints Received	7,832	939	1,385	295	798	307	11,556
	Investigations Opened	662	233	383	58	725	77	2,138
Opticians	Complaints Received	43	17	0	20	4	3	87
	Investigations Opened	0	0	0	0	0	0	0
Midwives	Complaints Received	7	1	0	3	3	0	14
	Investigations Opened	3	2	0	1	3	0	9
Research Psychoanal	Complaints Received	3	0	0	0	0	0	3
	Investigations Opened	0	0	0	0	0	0	0
Nursing, Board of Registered	Complaints Received	313	197	26	527	1,109	0	2,172
	Investigations Opened	162	83	16	323	730	0	1,314
Occupational Therapy, Board of	Complaints Received	9	50	0	3	194	5	261
	Investigations Opened	0	0	0	0	0	0	0
Optometry, Board of	Complaints Received	114	15	6	1	89	49	274
	Investigations Opened	15	4	10	0	12	6	47
Osteopathic Medical Board	Complaints Received	147	8	26	11	24	25	241
	Investigations Opened	18	2	2	2	7	7	38
Pharmacy, Board of	Complaints Received	491	193	0	198	564	516	1,962
	Investigations Opened	0	0	0	0	0	0	0
Physical Therapy Board	Complaints Received	99	121	0	38	102	48	408
	Investigations Opened	26	11	0	3	11	9	60
Physician Assistant Committee	Complaints Received	66	19	2	8	26	11	132
	Investigations Opened	13	6	1	2	24	1	47
Podiatric Medicine, Board of	Complaints Received	131	28	20	5	10	6	200
	Investigations Opened	10	10	7	0	3	0	30
Psychology, Board of	Complaints Received	508	44	8	27	74	40	701
	Investigations Opened	40	7	4	16	65	8	140
Respiratory Care Board	Complaints Received	74	192	0	160	166	11	603
	Investigations Opened	2	0	0	0	0	1	3
Speech-Language Pathology & Audiology Board	Complaints Received	10	15	0	7	4	1	37
	Investigations Opened	1	0	0	1	0	0	2
Telephone Medical Advice Services Bureau	Complaints Received	19	0	0	0	0	0	19
	Investigations Opened	0	0	0	0	0	0	0
Veterinary Medical Board	Complaints Received	584	40	25	72	52	27	800
	Investigations Opened	9	1	0	3	13	2	28
Veterinary Technician Committee	Complaints Received	4	0	0	0	7	0	11
	Investigations Opened	0	0	0	0	1	0	1
Vocational Nursing and	Complaints Received	286	81	0	1	657	31	1,056
	Investigations Opened	127	30	0	0	1	9	167
Psychiatric Technician, Board of	Complaints Received	100	2	0	2	123	5	232
	Investigations Opened	20	2	0	0	1	0	23
TOTAL	Complaints Received	13,503	2,288	1,796	1,454	4,543	1,243	24,827
	Investigations Opened	1,380	516	423	413	1,658	129	4,519

CLOSED COMPLAINTS AND INVESTIGATIONS*

*Complaints Closed without Going to Investigation, Complaints Referred to Sworn Investigators for Formal Investigation, and Complaints Referred to Non-Sworn Investigators for Formal Investigation represent the three ways in which complaints are addressed. Adding the totals of these three categories together provides the total number of Complaints Closed.

Business Services															
Closed Complaints and Closed Investigations by Category		Criminal Charges/Conviction of a Crime	Fraud	Substance Abuse or Mental/Physical Impairment	Negligence / Incompetence	Product Service / Quality	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed/Unregistered Activity	Health and Safety Issues	Non-Jurisdictional	Other	Total Closed	Total Pending
Accountancy Board	Without Investigation	0	7	0	21	1	0	93	0	187	0	38	89	436	126
	To Sworn Investigators for Formal Investigation	0	0	0	0	0	0	2	0	6	0	0	0	8	1
	To Non-Sworn Investigators for Formal Investigation	0	2	0	14	0	0	90	0	22	0	0	12	140	63
	TOTAL	0	9	0	35	1	0	185	0	215	0	38	100	584	190
Athletic Commission	Without Investigation	0	0	0	0	0	0	0	0	NDA	NDA	0	0	182	0
	To Sworn Investigators for Formal Investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	To Non-Sworn Investigators for Formal Investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	182	0
Auto Repair, Bureau of	Without Investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	To Sworn Investigators for Formal Investigation	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
	To Non-Sworn Investigators for Formal Investigation ^a	0	2,818	0	13,075	97	0	0	0	855	3,484	3,797 ^b	36	24,169	2,607
	TOTAL	0	2,818	0	13,075	97	0	0	0	855	3,484	3,797	36	24,169	2,607
Barbering & Cosmetology, Board of	Without Investigation	n/a	242	n/a	229	9	9	13	n/a	726	1,076	94	971	3,369	n/a
	To Sworn Investigators for Formal Investigation	n/a	11	n/a	47	0	7	0	n/a	24	4	1	2	96	66
	To Non-Sworn Investigators for Formal Investigation	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
	TOTAL	n/a	253	n/a	276	9	16	13	n/a	750	1,080	95	973	3,465	66
Cemetery & Funeral Bureau	Without Investigation	0	25	0	75	5	3	579	0	48	30	25	498	1,289	269
	To Sworn Investigators for Formal Investigation	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
	To Non-Sworn Investigators for Formal Investigation	0	21	0	46	2	3	479	0	22	20	2	222	818	242
	TOTAL	0	46	0	121	7	6	1,058	0	70	50	27	720	2,107	511
Court Reporters Board	Without Investigation	n/a	n/a	n/a	2	36	n/a	112	n/a	16	n/a	4	n/a	170	6
	To Sworn Investigators for Formal Investigation	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
	To Non-Sworn Investigators for Formal Investigation	n/a	n/a	0	n/a	20	n/a	n/a	n/a	n/a	0	n/a	n/a	18	2
	TOTAL	n/a	n/a	0	2	56	n/a	112	n/a	16	0	4	n/a	188	8

Bureau of Automotive Repair

- a) BAR complaints do not necessarily initiate a formal investigation. If a pattern of violations of the Automotive Repair Act is revealed or allegations of fraud are involved, complaints may be used to support the opening of a formal investigation. BAR primarily uses complaint trends and allegations, smog emission analyzer test data and follow-up inspections to determine the need for formal investigation.
- b) 3,794 contractual & 3 personal conduct

Continued on page 47

CLOSED COMPLAINTS AND INVESTIGATIONS

Continued from page 46

Business Services															
Closed Complaints and Closed Investigations by Category		Criminal Charges/Conviction of a Crime	Fraud	Substance Abuse or Mental/Physical Impairment	Negligence / Incompetence	Product Service / Quality	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed/Unregistered Activity	Health and Safety Issues	Non-Jurisdictional	Other	Total Closed	Total Pending
Electronic & Appliance Repair, Bureau	Without Investigation	0	17	0	188	42	0	0	0	218	0	21	364	830	91
	To Sworn Investigators for Formal Investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	To Non-Sworn Investigators for Formal Investigation	0	81	0	176	46	0	9	0	66	4	3	70	455	147
TOTAL		0	98	0	364	88	0	9	0	284	4	24	434	1,285	238
Home Furnishings & Thermal Insulation, Bureau of	Without Investigation	0	18	0	29	50	0	0	0	135	16	18	449	715	155
	To Sworn Investigators for Formal Investigation	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
	To Non-Sworn Investigators for Formal Investigation	0	13	0	2	2	0	0	0	44	13	0	12	86	51
TOTAL		0	31	0	31	52	0	0	0	179	29	18	461	801	206
Private Postsecondary & Vocational Education, Bureau of	Without Investigation	0	219	0	16	0	0	21	0	402	10	73	454	1,195	NDA
	To Sworn Investigators for Formal Investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	NDA
	To Non-Sworn Investigators for Formal Investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	NDA
TOTAL		0	219	0	16	0	0	21	0	402	10	73	454	1,195	NDA
Security & Investigative Services, Bureau of	Without Investigation	n/a	34	0	29	78	n/a	78	n/a	23	n/a	38	234	436	n/a
	To Sworn Investigators for Formal Investigation	n/a	1	n/a	n/a	n/a	n/a	2	n/a	n/a	n/a	n/a	n/a	3	3
	To Non-Sworn Investigators for Formal Investigation	1,621	100	n/a	49	n/a	n/a	768	n/a	n/a	n/a	n/a	n/a	3,158	n/a
TOTAL		1,621	135	n/a	78	78	n/a	848	n/a	23	n/a	38	234	3,597	3
Total Complaints Closed without Going to Investigation		0	555	0	589	221	12	896	0	1,755	1,132	311	2,970	8,622	647
Total Complaints to Sworn Investigators for Formal Investigation		0	12	0	47	0	7	2	0	24	4	1	2	99	69
Total Complaints to Non-Sworn Investigators for Formal Investigation		1,621	3,033	0	13,348	167	3	1,256	0	987	3,521	3,802	340	28,844	3,112
TOTAL COMPLAINTS CLOSED		1,621	3,600	0	13,984	388	22	2,154	0	2,766	4,657	4,114	3,312	37,565	3,828

Continued on page 48

CLOSED COMPLAINTS AND INVESTIGATIONS

Continued from page 47

Closed Complaints and Closed Investigations - Design/Construction		Criminal Charges/Conviction of a Crime	Fraud	Substance Abuse or Mental/Physical Impairment	Negligence / Incompetence	Product Service / Quality	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed/Unregistered Activity	Health and Safety Issues	Non-Jurisdictional	Other	Total Closed	Total Pending
Design / Construction															
Architects	Without Investigation	1	3	n/a	4	1	n/a	36	0	157	0	1	4	207	224
	To Sworn Investigators for Formal Investigation	0	0	n/a	0	0	n/a	0	0	4	0	0	0	4	1
	To Non-Sworn Investigators for Formal Investigation	0	6	n/a	9	0	n/a	57	0	10	2	0	2	86	80
	TOTAL	1	9	0	13	1	0	93	0	171	2	1	6	297	305
Landscape Architects	Without Investigation	0	0	0	10	0	0	2	0	62	0	0	3	77	9
	To Sworn Investigators for Formal Investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	To Non-Sworn Investigators for Formal Investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL	0	0	0	10	0	0	2	0	62	0	0	3	77	9
Contractors	Without Investigation	0	111	0	5,158	0	0	2,554	0	3,191	193	1,294	734	13,235	2,655
	To Sworn Investigators for Formal Investigation	0	222	0	4,980	0	0	2,004	0	4,673	283	210	1,089	13,461	3,200
	To Non-Sworn Investigators for Formal Investigation	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
	TOTAL	0	333	0	10,138	0	0	4,558	0	7,864	476	1,504	1,823	26,696	5,855
Engineers & Land Surveyors	Without Investigation	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
	To Sworn Investigators for Formal Investigation	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
	To Non-Sworn Investigators for Formal Investigation	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	218	408
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	218	408
Geologists & Geophysicists	Without Investigation	n/a	0	n/a	4	1	n/a	2	0	2	3	0	6	18	35
	To Sworn Investigators for Formal Investigation	n/a	0	n/a	0	0	n/a	0	0	0	3	0	0	3	2
	To Non-Sworn Investigators for Formal Investigation	n/a	0	n/a	2	0	n/a	0	0	2	9	5	0	18	26
	TOTAL	0	0	0	6	1	0	2	0	4	15	5	6	39	63
Structural Pest Control	Without Investigation	n/a	1	n/a	152	1,112	0	0	0	18	0	38	0	1,321	388
	To Sworn Investigators for Formal Investigation	n/a	0	n/a	0	1	n/a	0	0	5	0	0	0	6	2
	To Non-Sworn Investigators for Formal Investigation	n/a	0	n/a	n/a	0	0	0	0	11	0	0	0	585	282
	TOTAL	0	0	0	152	1,113	0	0	0	34	0	38	0	1,912	672
Complaints Closed without Going to Investigation		1	115	0	5,328	1,114	0	2,594	0	3,430	196	1,333	747	14,858	3,311
Total Complaints to Sworn Investigators for Formal Investigation		0	222	0	4,980	1	0	2,004	0	4,682	286	210	1,089	13,474	3,205
Total Complaints to Non-Sworn Investigators for Formal Investigation		0	6	0	11	0	0	57	0	23	11	5	2	907	796
TOTAL COMPLAINTS CLOSED		1	342	0	10,319	1,115	0	4,655	0	8,135	493	1,548	1,838	29,239	7,312

Continued on page 49

CLOSED COMPLAINTS AND INVESTIGATIONS

Continued from page 45

Healing Arts															
Closed Complaints and Closed Investigations by Category		Criminal Charges/Conviction of a Crime	Fraud	Substance Abuse or Mental/Physical Impairment	Negligence / Incompetence	Product Service / Quality	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed/Unregistered Activity	Health and Safety Issues	Non-Jurisdictional	Other	Total Closed	Total Pending
Acupuncture Board	Without Investigation	56	2	0	9	n/a	12	75	0	46	3	6	3	211	90
	To Sworn Investigators for Formal Investigation	2	0	0	2	n/a	8	17	0	11	2	0	0	42	25
	To Non-Sworn Investigators for Formal Investigation	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
TOTAL		58	2	0	11	0	20	92	0	57	5	6	3	253	115
Behavioral Sciences, Board of	Without Investigation	396	5	2	40	n/a	8	202	7	33	0	202	0	895	136
	To Sworn Investigators for Formal Investigation	0	0	0	3	n/a	15	15	0	2	0	0	0	35	23
	To Non-Sworn Investigators for Formal Investigation	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
TOTAL		396	5	2	43	0	23	217	7	35	0	202	0	930	159
Dental Board & Committee on Dental Auxiliaries	Without Investigation	109	143	18	2,110	n/a	8	328	4	149	110	305	68	2,805	1,046
	To Sworn Investigators for Formal Investigation	27	41	14	262	n/a	6	47	4	87	2	9	15	547	329
	To Non-Sworn Investigators for Formal Investigation	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
TOTAL		136	184	32	2,372	0	14	375	8	236	112	314	83	3,352	1,375
Hearing Aid Dispensers Bureau	Without Investigation	0	12	0	25	1	0	81	0	31	1	2	1	154	30
	To Sworn Investigators for Formal Investigation	0	6	0	5	0	0	0	0	2	1	0	0	14	7
	To Non-Sworn Investigators for Formal Investigation	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
TOTAL		0	18	0	30	1	0	81	0	33	2	2	1	168	37
Medical Board															
Physicians & Surgeons	Without Investigation	169	245	11	5,449	0	36	1,132	239	60	207	1,301	10	8,859	2,019
	To Sworn Investigators for Formal Investigation	90	99	56	859	0	89	702	3	174	188	2	41	2,303	1,207
	To Non-Sworn Investigators for Formal Investigation	0	0	0	0	0	0	0	58	0	0	0	0	58	5
TOTAL		259	344	67	6,308	0	125	1,834	300	234	395	1,303	51	11,220	3,231
Opticians	Without Investigation	1	3	n/a	3	n/a	n/a	13	n/a	13	2	1	n/a	36	57
	To Sworn Investigators for Formal Investigation	n/a	1	n/a	n/a	n/a	0	1	n/a	8	n/a	n/a	n/a	10	3
	To Non-Sworn Investigators for Formal Investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		1	4	0	3	0	0	14	0	21	2	1	0	46	60
Midwives	Without Investigation	n/a	n/a	n/a	n/a	n/a	n/a	1	n/a	1	n/a	n/a	n/a	2	4
	To Sworn Investigators for Formal Investigation	n/a	n/a	n/a	9	n/a	n/a	1	n/a	n/a	n/a	n/a	n/a	10	6
	To Non-Sworn Investigators for Formal Investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	0	9	0	0	2	0	1	0	0	0	12	10
Research Psychoanalysts	Without Investigation	n/a	n/a	n/a	1	n/a	n/a	2	n/a	n/a	n/a	n/a	n/a	3	0
	To Sworn Investigators for Formal Investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	To Non-Sworn Investigators for Formal Investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	0	1	0	0	2	0	0	0	0	0	3	0

Continued on page 50

CLOSED COMPLAINTS AND INVESTIGATIONS

Continued from page 49

Healing Arts															
Closed Complaints and Closed Investigations by Category		Criminal Charges/Conviction of a Crime	Fraud	Substance Abuse or Mental/Physical Impairment	Negligence / Incompetence	Product Service / Quality	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed/Unregistered Activity	Health and Safety Issues	Non-Jurisdictional	Other	Total Closed	Total Pending
Nursing, Board of Registered	Without Investigation	99	9	388	27	0	3	260	42	11	0	5	8	852	847
	To Sworn Investigators for Formal Investigation	24	7	235	170	0	5	184	2	10	0	0	15	652	1,177
	To Non-Sworn Investigators for Formal Investigation	238	7	117	3	0	0	58	68	0	0	0	0	491	437
TOTAL		361	23	740	200	0	8	502	112	21	0	5	23	1,995	2,461
Occupational Therapy, Board of	Without Investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	To Sworn Investigators for Formal Investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	2
	To Non-Sworn Investigators for Formal Investigation	213	1	24	3	0	3	10	5	1	1	0	1	262	16
TOTAL		213	1	24	3	0	3	10	5	1	1	0	1	262	18
Optometry, Board of	Without Investigation	8	14	1	12	0	0	87	0	94	1	16	26	283	83
	To Sworn Investigators for Formal Investigation	0	3	0	5	0	6	6	0	5	0	0	2	27	47
	To Non-Sworn Investigators for Formal Investigation	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
TOTAL		8	17	1	17	0	6	93	0	99	1	16	28	310	130
Osteopathic Medical Board	Without Investigation	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	12	n/a	12	0
	To Sworn Investigators for Formal Investigation	1	n/a	9	n/a	n/a	1	1	n/a	2	n/a	n/a	2	16	26
	To Non-Sworn Investigators for Formal Investigation	10	1	15	84	n/a	3	103	4	2	1	3	3	229	103
TOTAL		11	1	24	84	0	4	104	4	4	1	15	5	257	129
Pharmacy, Board of	Without Investigation	78	3	1	108	0	0	73	5	134	3	73	88	970	n/a
	To Sworn Investigators for Formal Investigation	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
	To Non-Sworn Investigators for Formal Investigation	13	12	6	233	0	0	93	1	78	7	1	177	621	n/a
TOTAL		91	15	7	341	0	0	186	6	212	10	74	262	1,591	0
Physical Therapy, Board of	Without Investigation	117	26	0	7	0	12	16	7	71	1	1	21	279	348
	To Sworn Investigators for Formal Investigation	10	6	0	1	0	9	4	0	26	0	0	7	63	90
	To Non-Sworn Investigators for Formal Investigation	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
TOTAL		127	32	0	8	0	21	20	7	97	1	1	28	342	438
Physician Assistant Committee	Without Investigation	9	1	3	47	0	1	21	4	2	0	4	0	92	23
	To Sworn Investigators for Formal Investigation	5	5	5	17	0	3	9	1	12	0	0	1	58	21
	To Non-Sworn Investigators for Formal Investigation	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
TOTAL		14	6	8	64	0	4	30	5	14	0	4	1	150	44
Podiatric Medicine, Board of	Without Investigation	13	10	6	124	0	1	41	0	4	5	1	1	206	65
	To Sworn Investigators for Formal Investigation	3	4	5	14	0	1	7	0	2	1	0	12	38	17
	To Non-Sworn Investigators for Formal Investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		16	14	11	138	0	2	48	0	6	6	1	13	244	82

Continued on page 51

CLOSED COMPLAINTS AND INVESTIGATIONS

Continued from page 50

Healing Arts															
Closed Complaints and Closed Investigations by Category		Criminal Charges/Conviction of a Crime	Fraud	Substance Abuse or Mental/Physical Impairment	Negligence / Incompetence	Product Service / Quality	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed/Unregistered Activity	Health and Safety Issues	Non-Jurisdictional	Other	Total Closed	Total Pending
Psychology, Board of	Without Investigation	32	6	0	1	72	3	238	1	34	0	127	2	516	251
	To Sworn Investigators for Formal Investigation	6	4	7	24	0	15	51	5	27	0	0	59	198	49
	To Non-Sworn Investigators for Formal Investigation	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
	TOTAL	38	10	7	25	72	18	289	6	61	0	127	61	714	300
Respiratory Care Board	Without Investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	To Sworn Investigators for Formal Investigation	0	4	0	4	0	1	2	0	2	0	0	0	13	4
	To Non-Sworn Investigators for Formal Investigation	222	7	11	41	0	4	23	0	166	1	0	1	476	341
	TOTAL	222	11	11	45	0	5	25	0	168	1	0	1	489	345
Speech-Language Pathology & Audiology Board	Without Investigation	7	0	0	0	0	0	7	0	4	0	0	11	29	19
	To Sworn Investigators for Formal Investigation	0	0	0	0	0	1	2	0	1	0	0	1	5	9
	To Non-Sworn Investigators for Formal Investigation	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
	TOTAL	7	0	0	0	0	1	9	0	5	0	0	12	34	28
Telephone Medical Advice Services Bureau	Without Investigation	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2	n/a	6	11
	To Sworn Investigators for Formal Investigation	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
	To Non-Sworn Investigators for Formal Investigation	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
	TOTAL	0	0	0	0	0	0	0	0	0	0	2	0	6	11
Veterinary Medical Board	Without Investigation	24	4	6	328	0	0	171	5	95	18	40	2	693	417
	To Sworn Investigators for Formal Investigation	1	0	3	10	0	0	5	0	1	2	0	0	22	28
	To Non-Sworn Investigators for Formal Investigation	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
	TOTAL	25	4	9	338	0	0	176	5	96	20	40	2	715	445
Veterinary Technician Committee, Reg.	Without Investigation	2	0	0	1	0	0	4	0	2	0	0	0	9	2
	To Sworn Investigators for Formal Investigation	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	To Non-Sworn Investigators for Formal Investigation	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
	TOTAL	3	0	0	1	0	0	4	0	2	0	0	0	9	2
Vocational Nursing	Without Investigation	338	42	60	53	5	5	207	5	20	0	0	37	767	1,921
	To Sworn Investigators for Formal Investigation	2	7	30	29	n/a	2	49	0	7	0	0	5	131	301
	To Non-Sworn Investigators for Formal Investigation	0	0	0	0	n/a	0	0	0	0	0	0	0	0	0
	TOTAL	340	49	90	82	5	7	256	5	27	0	0	42	898	2,222
Psychiatric Technicians, Board of	Without Investigation	89	5	6	4	5	6	86	1	2	0	0	7	206	495
	To Sworn Investigators for Formal Investigation	1	0	1	1	0	4	18	0	1	0	0	0	26	52
	To Non-Sworn Investigators for Formal Investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL	90	5	7	5	5	10	104	1	3	0	0	7	232	547
Total Complaints Closed without Going to Investigation		1,547	530	502	8,349	83	95	3,045	320	806	333	2,098	285	17,885	7,864
Total Complaints to Sworn Investigators for Formal Investigation		173	187	365	1,415	0	166	1,121	15	380	196	11	160	4,210	3,423
Total Complaints to Non-Sworn Investigators for Formal Investigation		696	28	173	364	0	10	287	136	247	10	4	182	2,137	902
TOTAL COMPLAINTS CLOSED		2,416	745	1,040	10,128	83	271	4,453	471	1,433	539	2,113	624	24,232	12,189

INFORMAL ACTIONS & PETITIONS

Informal Actions / Petitions to Compel Examinations	Warning / Cease and Desist Letters Issued	Office Conference / Informal Hearing	Reprimand / Violation / Education Letter Issued	Total Informal Actions
Business Services				
Accountancy, Board of	93	32	9	134
Athletic Commission	n/a	n/a	n/a	n/a
Auto Repair, Bureau of	4,706	455	7,773	12,934
Barbering & Cosmetology, Board of	1,134	0	843	1,977
Cemetery & Funeral Bureau	222	39	0	261
Court Reporters Board	3	11	20	34
Electronic & Appliance Repair, Bureau of	n/a	2	1,164	1,166
Home Furnishings & Thermal Insulation, Bureau of	n/a	0	2	2
Private Postsecondary & Vocational Education, Bureau of	0	0	0	0
Security & Investigative Services, Bureau of	410	20	276	706
TOTAL	6,568	559	10,087	17,214
Design / Construction				
Architects Board	135	7	16	158
Landscape Architects Technical Committee	6	2	9	17
Contractors State Licensing Board	5,488	n/a	n/a	5,488
Engineers & Land Surveyors, Board of Professional	9	16	0	25
Geologists & Geophysicists, Board of	3	3	9	15
Structural Pest Control Board	0	n/a	0	0
TOTAL	5,641	28	34	5,703

Continued on page 53

INFORMAL ACTIONS & PETITIONS

Continued from page 52

Informal Actions / Petitions to Compel Examinations	Warning / Cease and Desist Letters Issued	Office Conference / Informal Hearing	Reprimand / Violation / Education Letter Issued	Total Informal Actions	Petition to Compel Exam Filed	Petition to Compel Exam Granted	Petition to Compel Exam Denied
					Healing Arts Sector Only		
Healing Arts							
Acupuncture Board	8	1	25	34	0	0	0
Behavioral Sciences, Board of	21	1	1	23	0	0	0
Dental Board/Committee on Dental Auxiliaries	225	14	1	240	n/a	n/a	n/a
Hearing Aid Dispensers Bureau	3	0	15	18	0	0	0
Medical Board							
Physicians & Surgeons	16	95	17	128	16	16	0
Opticians	0	0	0	0	0	0	0
Midwives	0	0	0	0	0	0	0
Research Psychoanal	0	0	0	0	0	0	0
Nursing, Board of Registered	0	0	0	0	13	9	0
Occupational Therapy, Board of	73	0	0	73	0	0	0
Optometry, Board of	38	0	0	38	1	1	0
Osteopathic Medical Board	20	2	0	22	1	1	0
Pharmacy, Board of	0	498	139	637	0	0	0
Physical Therapy Board	0	0	0	0	0	0	0
Physician Assistant Committee	0	2	0	2	2	2	0
Podiatric Medicine, Board of	1	5	1	7	1	1	0
Psychology, Board of	4	12	44	60	2	2	0
Respiratory Care Board	87	0	193	280	1	1	0
Speech-Language Pathology & Audiology Board	2	0	7	9	0	0	0
Telephone Medical Advice Services Bureau	0	0	0	0	0	0	0
Veterinary Medical Board	127	7	0	134	1	1	0
Veterinary Technician Committee, Registered	1	0	0	1	0	0	0
Vocational Nursing & Psychiatric Technicians, Board of	233	58	30	321	1	1	0
	63	17	10	90	0	0	0
TOTAL	922	712	483	2,117	39	35	0

REFERRALS & ACTIONS

Referrals to DA and AG / Actions Filed	Referrals to the DA / CA	Referrals to the AG	Criminal Actions Filed	Civil Actions Filed	Statement of Issues Filed	Accusations / Petitions to Revoke Probation Filed	Restraining Orders / Interim Suspension Orders Issued
Business Services							
Accountancy, Board of	2	35	0	0	1	28	0
Athletic Commission	0	0	0	0	0	0	0
Automotive Repair, Bureau of	172	238	190	35	44	542	0
Barbering & Cosmetology, Board of	12	275	0	0	71	89	0
Cemetery & Funeral Bureau	0	41	0	0	6	19	0
Court Reporters Board	0	5	0	0	1	2	2
Electronic & Appliance Repair, Bureau of	0	0	1	0	3	2	0
Home Furnishings & Thermal Insulation, Bureau of	1	0	0	0	0	0	0
Private Postsecondary & Vocational Education, Bureau of	0	3	0	0	0	0	0
Security & Investigative Services, Bureau of	1	114	1	0	42	681	0
TOTAL	188	711	192	35	168	1,363	2
Design / Construction							
Architects Board	2	0	0	0	0	1	0
Landscape Architects Technical Committee	0	1	0	0	0	0	0
Contractors State Licensing Board	1,389	926	844	n/a	110	297	0
Engineers & Land Surveyors, Board of Professional	13	26	n/a	n/a	1	12	0
Geologists & Geophysicists, Board of	0	2	0	0	0	0	0
Structural Pest Control Board	0	19	0	0	5	14	0
TOTAL	1,404	974	844	0	116	324	0

Continued on page 55

REFERRALS & ACTIONS

Continued from page 54

Referrals to DA and AG / Actions Filed	Referrals to the DA / CA	Referrals to the AG	Criminal Actions Filed	Civil Actions Filed	Statement of Issues Filed	Accusations / Petitions to Revoke Probation Filed	Restraining Orders / Interim Suspension Orders Issued
Healing Arts							
Acupuncture Board	1	11	3	0	0	19	0
Behavioral Sciences, Board of	0	16	0	0	4	17	0
Dental Board & Committee on Dental Auxiliaries	32	145	32	0	6	59	0
Hearing Aid Dispensers Bureau	0	2	0	0	0	2	0
Medical Board							
Physicians & Surgeons	47	494	26	6	3	276	41
Opticians	0	0	0	0	0	0	0
Midwives	2	5	1	0	0	1	0
Research Psychoanalysts	0	0	0	0	0	0	0
Nursing, Board of Registered	41	302	25	0	20	343	0
Occupational Therapy, Board of	0	4	0	0	2	1	0
Optometry, Board of	0	12	0	0	0	15	0
Osteopathic Medical Board	2	29	0	0	5	13	4
Pharmacy, Board of	0	143	0	0	4	78	17
Physical Therapy Board	3	42	n/a	n/a	0	0	3
Physician Assistant Committee	3	28	3	0	2	23	3
Podiatric Medicine Board of	0	14	0	0	1	8	1
Psychology, Board of	2	41	1	n/a	4	25	0
Respiratory Care Board	0	119	0	0	17	107	4
Speech-Language Pathology & Audiology Board	0	4	0	0	0	2	0
Telephone Medical Advice Services Bureau	0	0	0	0	0	0	0
Veterinary Medical Board & Registered Veterinary Technician Committee	2 1	10 1	1 0	0 0	0 1	7 0	0 0
Vocational Nursing & Pschiatic Technicians, Board of	11 0	114 35	1 0	0 0	7 0	98 26	0 0
TOTAL	147	1,571	93	6	76	1,120	73

ADMINISTRATIVE OUTCOMES

Administrative Outcomes Against Licenses / Registrations Certificates / Permits	Revocation	Surrender of License	Probation with Suspension	Suspension Only	Probation Only	Public Reprimand	Licenses Denied	Other Decisions	Withdrawn / Dismissed
Business Services									
Accountancy, Board of	15	2	9	0	11	n/a	1	0	0
Athletic Commission	16	20	0	300	0	0	87	0	0
Auto Repair, Bureau of	295	3	132	0	219	0	144	0	3
Barbering & Cosmetology, Board of	22	2	23	0	6	1	15	47	18
Cemetery & Funeral Bureau	22	0	3	0	6	0	1	0	3
Court Reporters Board	1	0	0	0	0	0	0	0	0
Electronic & Appliance Repair, Bureau of	3	0	0	0	0	0	1	0	1
Home Furnishings & Thermal Insulation, Bureau of	0	0	0	0	0	0	0	0	0
Private Postsecondary & Vocational Education, Bureau of	0	0	0	0	0	0	1	1	0
Security & Investigative Services, Bureau of	563	1	1	0	23	1	14	44	85
TOTAL	937	28	168	300	265	2	264	92	110
Design / Construction									
Architects Board	0	0	0	0	0	0	0	0	1
Landscape Architects Technical Committee	0	0	0	0	0	0	0	0	0
Contractors State Licensing Board	801	n/a	n/a	890	n/a	n/a	541	8	126
Engineers & Land Surveyors, Board of Professional	3	0	1	0	9	0	0	0	4
Geologists & Geophysicists, Board of	0	0	0	0	0	12	0	1	2
Structural Pest Control Board	31	0	10	0	0	0	0	0	0
TOTAL	835	0	11	890	9	12	541	9	133

Continued on page 57

ADMINISTRATIVE OUTCOMES

Continued from page 56

Administrative Outcomes Against Licenses / Registrations Certificates / Permits	Revocation	Surrender of License	Probation with Suspension	Suspension Only	Probation Only	Public Reprimand	Licenses Denied	Other Decisions	Withdrawn / Dismissed
Healing Arts									
Acupuncture Board	10	3	3	0	0	0	1	0	2
Behavioral Sciences, Board of	4	7	8	0	1	1	2	0	3
Dental Board/Dental Auxiliaries, Committee on	13	5	15	0	21	1	0	10	4
Hearing Aid Dispensers Bureau	0	0	0	0	1	0	0	0	0
Medical Board									
Physicians & Surgeons	40	67	27	4	87	58	2	30	46
Opticians	1	0	0	0	1	0	0	2	0
Midwives	0	1	0	0	0	0	0	0	0
Research Psychoanal	0	0	0	0	0	0	0	0	0
Nursing, Board of Registered	53	18	1	0	75	1	3	0	18
Occupational Therapy, Board of	0	0	0	0	6	0	0	0	1
Optometry, Board of	1	1	1	0	4	0	0	1	2
Osteopathic Medical Board	0	1	2	0	11	3	0	0	3
Pharmacy, Board of	42	29	11	0	37	13	0	15	36
Physical Therapy Board	5	0	1	0	4	2	0	0	1
Physician Assistant Committee	4	4	2	0	4	0	1	2	0
Podiatric Medicine, Board of	1	2	1	0	9	0	2	2	2
Psychology, Board of	3	2	0	0	7	0	4	0	3
Respiratory Care Board	29	15	1	0	45	52	2	0	0
Speech-Language Pathology & Audiology Board	0	0	0	0	1	2	0	0	0
Telephone Medical Advice Services Bureau	0	0	0	0	0	0	0	0	0
Veterinary Board	1	3	8	0	3	0	1	4	0
Veterinary Technicians Committee	0	0	1	0	0	0	1	0	0
Vocational Nursing & Psychiatric Technicians, Board of	48	5	0	0	46	1	9	1	2
	16	0	2	0	15	0	0	1	2
TOTAL	271	163	84	4	378	134	28	68	125

PENALTY RELIEF & INSPECTION DATA

Petitions for Penalty Relief Inspection Data	Petitions for Penalty Relief				Inspection Data			
	Petition for Modification / Termination of Probation		Petition for Reinstatement of Revoked Licenses / Registrations		Total Number of Inspections	Notices of Violation Issued	Compliance Verified	Inspection Citations Issued
	Granted	Denied	Granted	Denied				
Business Services								
Accountancy Board	0	1	1	4	n/a	n/a	n/a	n/a
Athletic Commission	n/a	n/a	n/a	n/a	155	0	0	0
Automotive Repair, Bureau of	0	0	24	15	26,868	812 ^a	8,636	39
Barbering & Cosmetology, Board of	0	0	1	5	8,332 ^b	N/A	4,893	11,120
Cemetery & Funeral Bureau	NDA	NDA	NDA	NDA	441	n/a	NDA	NDA ^c
Court Reporters Board	0	0	0	0	6 ^d	0	0	0
Electronic & Appliance Repair, Bureau of	0	0	0	0	171	NDA	n/a	n/a
Home Furnishings & Thermal Insulation, Bureau of	n/a	n/a	n/a	n/a	1,761	502	n/a	n/a
Private Postsecondary & Vocational Education, Bureau of	0	0	0	0	0	0	0	0
Security & Investigative Services, Bureau of	2	0	0	0	139	0	NDA	14
TOTAL	2	1	26	24	37,873	1,314	13,529	11,173
Design / Construction								
Architects Board	0	0	0	0	n/a	n/a	n/a	n/a
Landscape Architects Technical Committee	0	0	0	0	0	0	0	0
Contractors State Licensing Board	n/a	n/a	NDA	NDA	n/a	n/a	n/a	n/a
Engineers and Land Surveyors, Board of Professional	0	0	1	0	n/a	n/a	n/a	n/a
Geologists & Geophysicists, Board of	0	0	0	0	n/a	n/a	n/a	n/a
Structural Pest Control Board	0	0	2	5	100	3	24	3
TOTAL	0	0	3	5	100	3	24	3

Automotive Repair

- a) January 15, 2003, BAR discontinued the issuance of Notices of Violation (NOV). The NOV was always intended as a courtesy notice to the licensee requesting voluntary compliance where lower grade violations of the Automotive Repair Act have occurred. There is no penalty as a result of the NOV. However, lawsuits against auto repair dealers in Los Angeles and Orange Counties have elevated the consequences of the NOV to levels much higher than ever intended.

Court Reporters

- b) Total number of inspections include 1,166 attempts to inspect the businesses that were closed and 1,271 instances when the establishment was out of business.

Cemetery & Funeral

- c) The tracking system does not distinguish between Inspection Citations Issued and other Citations issued as a result of Bureau investigations. Therefore, both categories of citations are reported under Citation and Fine Data.

Court Reporters

- d) Inspection data pertains to school inspections only - compliance and/or violations were determined in FY03/04.

Continued on page 59

PENALTY RELIEF & INSPECTION DATA

Continued from page 58

Petitions for Penalty Relief Inspection Data	Petitions for Penalty Relief				Inspection Data			
	Petition for Modification / Termination of Probation		Petition for Reinstatement of Revoked Licenses / Registrations		Total Number of Inspections	Notices of Violation Issued	Compliance Verified	Inspection Citations Issued
	Granted	Denied	Granted	Denied				
Healing Arts								
Acupuncture Board	0	0	0	1	n/a	n/a	n/a	n/a
Behavioral Sciences, Board of	0	1	0	1	n/a	n/a	n/a	n/a
Dental Board & Committee on Dental Auxilliaries	1	0	2	2	97	8	145	23
Hearing Aid Dispensers Bureau	1	0	0	0	0	11	0	0
Medical Board								
Physicians & Surgeons	18	16	13	5	n/a	n/a	n/a	n/a
Opticians	0	0	0	0	n/a	n/a	n/a	n/a
Midwives	0	0	0	0	n/a	n/a	n/a	n/a
Research Psychoanalysts	0	0	0	0	n/a	n/a	n/a	n/a
Nursing, Board of Registered	7	4	5	0	n/a	n/a	n/a	n/a
Occupational Therapy, Board of	0	0	0	0	n/a	n/a	n/a	n/a
Optometry, Board of	0	0	0	0	n/a	n/a	n/a	n/a
Osteopathic Medical Board	1	2	0	1	0	0	0	0
Pharmacy, Board of	0	0	0	4	2,826	120	0	0
Physical Therapy Board	0	1	0	0	n/a	n/a	n/a	n/a
Physician Assistant Committee	0	1	0	1	n/a	n/a	n/a	n/a
Podiatric Medicine, Board of	0	0	0	1	0	0	0	0
Psychology, Board of	4	1	1	2	n/a	n/a	n/a	n/a
Respiratory Care Board	53	3	3	1	0	0	0	0
Speech-Language Pathology & Audiology Board	0	0	0	0	n/a	n/a	n/a	n/a
Telephone Medical Advice Services Bureau	0	0	0	0	0	0	0	0
Veterinary Medical Board	0	1	0	1	433	n/a	NDA	NDA
Veterinary Technicians Committee	0	0	0	0	n/a	n/a	n/a	n/a
Vocational Nursing and Psychiatric Technicians, Board of	1	3	6	9	n/a	n/a	n/a	n/a
	0	0	1	2	n/a	n/a	n/a	n/a
TOTAL	86	33	31	31	3,356	139	145	23

Investigation Costs & Recovery

for

Department of Consumer Affairs

Boards, Bureaus, and Programs

INVESTIGATIONS & A.G. CASES

Times to Close Cases	Investigations							AG Cases					
	Up to 90 Days	91 to 180 Days	180 Days to 1 Year	1 to 2 Years	2 to 3 Years	Over 3 Years	Total Investigations Closed	Up to 1 Year	1 to 2 Years	2 to 3 Years	3 to 4 Years	Over 4 Years	Total AG Cases Closed
Business Services													
Accountancy Board	32	18	28	7	2	0	87	19	9	3	0	0	31
Athletic Commission	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	0	0	0	0
Automotive Repair, Bureau of	1,570	329	176	87	8	0	2,170	23	139	33	6	7	208
Barbering & Cosmetology, Board of	6	20	35	27	7	1	96	64	26	4	6	6	106
Cemetery & Funeral Bureau	NDA	NDA	NDA	NDA	NDA	NDA	NDA	7	21	0	0	0	28
Court Reporters Board	0	0	0	0	0	0	0	3	2	0	0	0	5
Electronic & Appliance Repair, Bureau of	249	162	33	8	6	0	458	1	4	0	0	0	5
Home Furnishings & Thermal Insulation, Bureau of	42	11	17	12	1	3	86	0	0	0	0	0	0
Private Postsecondary & Vocational Education, Bureau 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
Security & Investigative Services, Bureau of	988	765	1,802	0	0	0	3,555	66	55	26	5	6	158
TOTAL	2,887	1,305	2,091	141	24	4	6,452	183	256	66	17	19	541
Design / Construction													
Architects Board	39	13	18	14	4	2	90	1	0	1	0	0	2
Landscape Architects Technical Committee	0	0	0	0	0	0	0	0	0	0	0	0	0
Contractors State Licensing Board	14,618	5,881	4,256	1,791	0	0	26,546	301	36	6	2	0	378
Engineers and Land Surveyors, Board of Professional	54	35	49	39	33	8	218	n/a	n/a	n/a	n/a	n/a	17
Geologists & Geophysicists, Board of	13	3	8	10	4	1	39	0	1	1	0	0	2
Structural Pest Control Board	91	142	191	130	29	8	591	0	0	0	0	0	0
TOTAL	14,815	6,074	4,522	1,984	70	19	27,484	302	37	8	2	0	399

Continued on page 62

INVESTIGATIONS & A.G. CASES

Continued from page 61

Times to Close Cases	Investigations							AG Cases						
	Up to 90 Days	91 to 180 Days	180 Days to 1 Year	1 to 2 Years	2 to 3 Years	Over 3 Years	Total Investigations Closed	Up to 1 Year	1 to 2 Years	2 to 3 Years	3 to 4 Years	Over 4 Years	Total AG Cases Closed	Total AG Cases Pending
Healing Arts														
Acupuncture Board	0	2	18	13	8	1	42	1	10	4	1	3	19	26
Behavioral Sciences, Board of	0	0	6	22	7	0	35	22	9	2	1	0	34	39
Dental Board & Committee on Dental Auxiliaries	75	59	163	165	66	20	548	29	25	6	3	3	66	136
Hearing Aid Dispensers Bureau	0	4	2	8	0	0	14	0	0	0	0	0	0	0
Medical Board														
Physicians & Surgeons	840	325	740	428	27	1	2,361	203	161	51	17	17	449	549
Opticians	4	0	6	0	0	0	10	1	2	0	1	0	4	0
Midwives	0	2	5	3	0	0	10	1	1	0	0	0	2	3
Research Psychoanalysts	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nursing, Board of Registered	33	60	162	248	74	29	606	66	75	37	21	6	205	577
Occupational Therapy, Board of	232	24	6	n/a	n/a	n/a	262	5	0	0	0	0	5	4
Optometry, Board of	2	1	5	9	2	8	27	NDA	NDA	NDA	NDA	NDA	NDA	10
Osteopathic Medical Board	7	5	4	4	1	0	21	15	7	1	0	1	24	17
Pharmacy, Board of	85	129	276	115	11	5	621	54	61	9	5	10	139	123
Physical Therapy Board	7	8	15	21	8	5	64	11	8	2	2	0	23	73
Physician Assistant Committee	13	10	20	12	3	0	58	15	3	0	0	0	18	33
Podiatric Medicine, Board of	10	11	12	5	0	0	38	5	9	4	0	2	20	18
Psychology, Board of	63	15	48	59	12	1	198	26	11	2	1	0	40	43
Respiratory Care Board	0	0	0	8	4	1	13	115	29	6	1	0	151	96
Speech-Language Pathology & Audiology Board	1	3	0	1	0	0	5	1	1	1	0	0	3	4
Telephone Medical Advice Services 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
Veterinary Medicine Board & Veterinary Technician Committee	4	3	5	4	4	2	22	2	2	7	2	2	15	22
Vocational Nursing and Psychiatric Technicians, Board of	0	2	31	52	30	16	131	12	52	19	5	13	101	168
	0	2	3	12	6	3	26	6	15	5	3	5	34	44
TOTAL	1,376	665	1,527	1,189	263	92	5,112	590	481	156	63	62	1,352	1,985

CITATIONS & FINES

Citation and Fine Data							
Programs	Total Number of Citations Issued	Total Number of Citations Issued with a Fine	Total Number of Citations Withdrawn	Total Number of Citations Dismissed	Total Amount of Fines Assessed	Total Amount of Fines Reduced	Total Amount of Fines Collected
Accountancy Board	26	39 ^a	0	0	\$35,250	\$1,500	\$33,275
Athletic Commission	122	122	0	0	\$36,993	\$0	\$36,993
Auto Repair, Bureau of	1,302	655	3	1	\$457,000	\$4,900	\$434,500
Barbering & Cosmetology, Board of	11,120	11,120	20 ^b	0 ^c	\$3,041,950	\$369,350 ^d	\$1,381,549 ^e
Cemetery & Funeral Bureau	334 ^f	290	4	3	\$368,396	\$19,623 ^g	\$261,953 ^h
Court Reporters Board	20	17	0	0	\$20,750	\$10,500	\$13,500 ⁱ
Electronic & Appliance Repair, Bureau of	35	35	4	3	\$11,850	\$450	\$5,600
Home Furnishings & Thermal Insulation, Bureau of	24	24	0	0	\$12,000	\$0	\$3,120
Private Postsecondary & Vocational Education, Bureau of	2	1	2	0	\$2,500	\$0	\$2,500
Security & Investigative Services, Bureau of	84	84	14	1	\$121,725	\$8,710	\$64,856
TOTAL	13,069	12,387	47	8	\$4,108,414	\$415,033	\$2,237,846
Architects Board	11	10	0	1	\$9,100	\$0	\$3,600
Landscape Architects Technical Committee	5	5	0	1	\$4,000	\$0	\$3,000
Contractors State Licensing Board	2,417	2,417	104	4	\$2,583,425	n/a	\$776,821
Engineers & Land Surveyors, Board of Professional	25	25	n/a	4	\$23,250	n/a	\$16,000
Geologists & Geophysicists, Board of	13 ^j	13	1	0	\$32,500	\$2,700	\$29,800
Structural Pest Control Board	111	110	0	0	\$109,806	\$0	\$42,145
TOTAL	2,582	2,580	105	10	\$2,762,081	\$2,700	\$871,366

Accountancy

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

Barbering & Cosmo

- b) Total Number of Citations Withdrawn by Inspection Unit
- c) Total Number of Citations Dismissed is by DRC or ALJ
- d) Total Amount of Fines Reduced Includes first time fines that are waived if compliance is received and citations and fines under appeal.
- e) Total Amount of Fines Collected includes some fines paid from past years.

Cemetery & Funeral

f) The Total Number of Citations Issued is higher than FY 02-03 due to revised operations. The tracking system does not distinguish between Inspections Citations Issued, reported in the Inspection Data chart and other citations issued as a result of Bureau investigations, reported in the Citation and Fine Data chart. Therefore, both categories of citations are reported under both Citation and Fine Data and under Inspection Data.

Court Reporters

g) Total Number of Citations Issued with a Fine Includes fines with citations under "withdrawn" or "dismissed"

Geology & Geophysicists

- h) B & P 125.9 limits amount of fine payable to \$2,500, no matter how large the assessed fine.
- i) Total Amount of Fines Collected includes data from the previous fiscal year.
- j) Total Number of Citations Issued with a Fine by Board enforcement staff represents the all time high record of consumer protection enforcement activity by the Board.

Continued on page 64

CITATIONS & FINES

Continued from page 63

Citation and Fine Data							
Programs	Total Number of Citations Issued	Total Number of Citations Issued with a Fine	Total Number of Citations Withdrawn	Total Number of Citations Dismissed	Total Amount of Fines Assessed	Total Amount of Fines Reduced	Total Amount of Fines Collected
Acupuncture Board	4	4	0	1	\$6,000	\$1,000	\$2,500
Behavioral Sciences, Board of	24	24	1	0	\$10,750	\$0	\$10,650 ^a
Dental Board & Committee on Dental Auxiliaries	33	33	2	1	\$31,800	\$1,500	\$23,600
Guide Dogs for the Blind, Board of	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hearing Aid Dispensers Bureau	0	0	0	0	\$0	\$0	\$0
Medical Board							
Physicians & Surgeons	341	191	174	0	\$45,904,600	\$1,340,190	\$83,120
Opticians	0	0	0	0	\$0	\$0	\$0
Midwives	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Research Psychoanalysts	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Nursing, Board of Registered	5	5	0	0	\$4,350	\$0	\$12,950
Occupational Therapy, Board of	0	0	0	0	\$0	\$0	\$0
Optometry, Board of	19	18	1	0	\$35,478	\$26,524	\$21,007
Osteopathic Medical Board	8	8	0	2	\$7,850	\$0	\$7,100
Pharmacy, Board of	705	613	2	33	\$2,086,350	\$67,950	\$399,775
Physical Therapy Board	27	26	1	0	\$23,800	\$12,400	\$8,900
Physician Assistant Committee	9	9	1	0	\$11,500	\$9,500	\$7,500
Podiatric Medicine, Board of	5	5	0	0	\$12,500	\$7,650	\$3,850
Psychology, Board of	60	60	4	0	\$12,550	\$300	\$8,350
Respiratory Care Board	5	5	1	1	\$3,000	\$0	\$9,569 ^b
Speech-Language Pathology & Audiology Board	3	3	0	0	\$2,500	\$0	\$250
Telephone Medical Advice Services Bureau	0	0	0	0	\$0	\$0	\$0
Veterinary Medical Board	86	86	0	1	\$40,278	\$1,200	\$35,128
Veterinary Technician Committee	1	1	0	0	\$500	\$0	\$0
Vocational Nursing and	105	105	0	0	\$60,893	\$0	\$50,306
Psychiatric Technicians, Board of	17	17	0	0	\$8,853	\$0	\$3,702
TOTAL	1,457	1,213	187	39	\$48,263,552	\$1,468,214	\$688,257

**Behavioral Sciences
Resp. Care Practitioners**

a) Total Amount of Fines Collected for fiscal year is comprised of the following: \$3,200 for citations issued in the FY 01-02 and \$7,950 for citations issued in FY 02-03.
b) Total Amount of Fines Collected includes monies received from costs awarded in previous years.

CASE COSTS

Cost Outflows for Closed Cases						
Programs	Investigations Information		AG Costs		All Cases	
	Cost of investigation and experts	Number of investigations closed	Cost of prosecution and hearing	Number of cases referred to AG	Total costs	Total number of known closed investigations and AG cases
Accountancy, Board of	\$139,725	87	\$304,652	31	\$444,377	118
Athletic Commission	n/a	n/a	n/a	n/a	n/a	n/a
Automotive Repair, Bureau of	\$5,474,645	2,170	\$2,366,255	238	\$7,840,900	2,408
Barbering & Cosmetology, Board of	\$116,190	96	\$585,911	275	\$702,101	371
Cemetery & Funeral Bureau	NDA	NDA	NDA	NDA	NDA	NDA
Court Reporters Board	\$40,067	26 ^a	\$20,124	5	\$60,191	31
Electronic & Appliance Repair, Bureau of	NDA	458	\$25,000	5	\$25,000	463
Home Furnishings & Thermal Insulation, Bureau of	NDA	86	\$0	0	NDA	86
Private Postsecondary & Vocational Education, Bureau of	NDA	NDA	NDA	NDA	NDA	NDA
Security & Investigative Services, Bureau of	\$16,042	3	\$329,952	68	\$345,994	71
TOTAL	\$5,786,669	\$2,926	\$3,631,894	\$622	\$9,418,563	\$3,548
Architects Board	\$79,353	71	\$48,507	3	\$127,860	74
Landscape Architects Technical Committee	\$0	0	\$1,951	1	\$1,951	1
Contractors State Licensing Board	\$8,647,670	26,546	\$4,281,503 ^b	378 ^c	\$12,929,173	26,924
Engineers & Land Surveyors, Board of Professional	n/a	218	\$207,873 ^d	17	\$207,873	235
Geologists & Geophysicists, Board of	\$6,920	39	\$6,175 ^e	1	\$13,095	40
Structural Pest Control Board	NDA	591	NDA	NDA	NDA	591
TOTAL	\$8,733,943	27,465	\$4,546,009	400	\$13,279,952	27,865

**Court Reporters
Contractors**

- a) Investigations information includes costs and numbers related to school inspections
- b) Costs of prosecution and hearing reflect costs associated with Accusations but also includes costs for Citation Appeals, Stipulations, and cases referred more than a year ago.
- c) Number of cases closed to the AG includes Accusations and Statement of Issues only.

**Engineering &
Land Surveyors**

- d) AG Costs for prosecution and hearing only includes Office of the Attorney General and Office of Administrative Hearings costs. It does not include Board staff or witness costs.

Geology & Geophysicists

- e) AG Costs for prosecution and hearing include Office of the Attorney General and Office of Administrative Hearings and professional witness costs and does not include Board staff person cost.

Continued on page 66

CASE COSTS

Continued from page 65

Cost Outflows for Closed Cases						
Programs	Investigations Information		AG Costs		All Cases	
	Cost of investigation and experts	Number of investigations closed	Cost of prosecution and hearing	Number of cases referred to AG	Total costs	Total number of known closed investigations and AG cases
Acupuncture Board	\$182,970	42	\$261,864	11	\$444,834	53
Behavioral Sciences, Board of	\$116,478	35	\$526,139	34	\$642,617	69
Dental Board & Committee on Dental	\$609,344	563	\$1,032,676	66	\$1,642,020	629
Hearing Aid Dispensers Bureau	NDA	14	NDA	NDA	\$0	14
Medical Board						
Physicians & Surgeons	\$15,939,727	2,361	\$8,115,606	449	\$24,055,333	2,810
Opticians	\$6,070	10	\$17,904	5	\$23,974	15
Midwives	\$0	0	\$0	0	\$0	0
Research Psychoanal	\$0	0	\$0	0	\$0	0
Nursing, Board of Registered	\$3,484,790	606	\$2,105,881	205	\$5,590,671	811
Occupational Therapy, Board of	\$2,610	0	\$5,588	5	\$8,198	1
Optometry, Board of	\$211,730	87	\$167,261	18	\$378,991	105
Osteopathic Medical Board	\$106,584	16	\$142,673	17	\$249,257	33
Pharmacy, Board of	\$257,498	65	\$624,847	119	\$882,345	184
Physical Therapy Board	\$536,322	63	\$340,678	42	\$877,000	105
Physician Assistant Committee	\$125,912	58	\$179,367	28	\$305,279	86
Podiatric Medicine, Board of	\$130,356	38	\$252,247	14	\$382,603	52
Psychology, Board of	\$360,904	198	\$552,839	43	\$913,743	241
Respiratory Care Board	\$31,904	13	\$294,570	151	\$326,474	164
Speech-Language Pathology & Audiology	\$8,370	5	\$26,757	3	\$35,127	8
Veterinary Medical Board & Veterinary Technician Committee	\$263,270	22	\$442,242	11	\$705,512	33
Vocational Nursing and	\$478,182	131	\$638,386	101	\$1,116,568	232
Psychiatric Technicians, Board of	\$155,555	26	\$147,615	34	\$303,170	60
TOTAL	\$23,008,576	4,353	\$15,875,140	1,356	\$38,883,716	5,705

COST RECOVERY & CONSUMER RESTITUTION

Cost Inflows											
Programs	Cost Recovery to Board					Consumer Restitution		Consumer Restitution Details			
	Total enforcement expenditures	Number of potential cases for recovery	Number of cases for which recovery was ordered	Amount of cost recovery ordered	Total amount collected	Amount of restitution ordered to consumers	Amount collected	Refunded to consumers	Rework - No charge to consumers	Adjustments in money owed / Product return-exchange	Total savings achieved for consumers
Accountancy, Board of	\$2,220,054 ^a	31 ^b	15	\$1,926,509	\$1,914,272 ^c	\$0	\$72,400 ^d	\$0	\$0	\$0	\$0
Athletic Commission	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Automotive Repair, Bureau of	\$6,189,300	305	111	\$1,129,471	\$815,000	\$146,373	NDA ^e	\$2,306,270	\$1,793,900	\$1,130,484	\$5,230,654
Barbering & Cosmmetology, Board of	\$702,101	58	14	\$39,679	\$97,424	\$0	\$0	\$0	\$0	\$0	\$0
Cemetery & Funeral Bureau	NDA	NDA	NDA	NDA	NDA	\$791,430	\$451,197 ^f	\$84,791	\$1,100	\$24,343	\$110,234
Court Reporters Board	\$60,191	5	1	\$2,792	\$2,957	NDA	NDA	\$258	NDA	NDA	\$258
Electronic & Appliance Repair , Bureau of	NDA	0	0	\$0	\$0	\$216,486	NDA	\$122,236	\$33,309	\$60,941	\$216,486 ^g
Home Furnishings & Thermal Insulation, Bureau of	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA
Private Postsecondary & Vocational Education, Bureau of	NDA	N/A	N/A	N/A	N/A	N/A	N/A	\$478,000	\$0	\$0	\$478,000
Security & Investigative Services, Bureau of	\$345,994	114	20	\$54,350	\$10,528	\$500	\$500	\$29,818	\$1,749	\$47,885	\$79,452
TOTAL	\$9,517,640	\$513	\$161	\$3,152,801	\$2,840,181	\$1,154,789	\$524,097	\$3,021,373	\$1,830,058	\$1,263,653	\$6,115,084
Architects Board	\$218,151	1	0	\$0	\$8,388	\$0	\$0	\$18,327	\$0	\$0	\$18,327
Landscape Architects Technical Committee	\$0	0	0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Contractors State Licensing Board	\$23,111,328	1,727	NDA	\$563,690	\$248,804	NDA	NDA	\$28,629,853	n/a	n/a	\$28,629,853
Engineers & Land Surveyors, Board of Professional	\$524,229 ^h	13	8	\$51,194	\$2,396 ⁱ	\$2,700	\$2,700 ^j	n/a	n/a	n/a	n/a
Geologists & Geophysicists	\$13,095 ^k	3	3	\$12,375	\$7,875	\$12,375	\$7,875	\$9,850	n/a	n/a	\$9,850
Structural Pest Control Board	NDA	NDA	12	\$45,427	NDA	\$50,000	\$0	\$162,984	\$585,079	n/a	\$748,062
TOTAL	\$23,866,803	\$1,744	\$23	\$672,686	\$267,463	\$65,075	\$10,575	\$28,821,014	\$585,079	\$0	\$29,406,092

Continued on page 66

COST RECOVERY & CONSUMER RESTITUTION

Continued from page 68

BUSINESS SERVICES

Accountancy

- a) Total Enforcement Expenditures includes all expenses incurred by the Board's Enforcement Division.
- b) Number of potential cases for recovery is based on the assumption that all cases could potentially result in cost recovery. Cost recovery is not ordered in cases involving a default decision. In the event that the licensee attempts to reinstate, the potential for cost recovery may be addressed.
- c) Amount of cost recovery ordered and collected is unusually high for FY 02-03 due to a single case in which the amount ordered/collected amounted to \$1,836,668.
- d) Consumer Restitution Amount Collected is moneys owed from a prior fiscal year.

Automotive Repair

- e) Restitution ordered, which equals Cost Inflows minus Consumer Restitution minus Amount Collected in a civil filing by a local district or city attorney, is difficult to track. The monies are collected by the city/county in which the action is filed and are not awarded to or distributed to BAR.

Cemetery & Funeral

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

Elect. & Appliance Repair

- g) Consumer Restitution is a result of complaint mediation and enforcement investigation.

DESIGN & CONSTRUCTION

Eng. & Land Surveyors

- h) Total enforcement expenditures represents the total costs of the Office of the Attorney General, the Office of Administrative Hearings, the Division of Investigation, and Technical Expert Witnesses; it does not include Board staff costs.
- i) Total amount collected includes payments from respondents who are allowed to make payments during the period of probation.
- j) Consumer Restitution-Amount Ordered and Collected: One decision ordered restitution be paid in an amount to be determined by the civil court settlement.

Geology & Geophysicists

- k) Total enforcement expenditures represent the total costs of the Office of the Attorney General, the Office of Administrative Hearings, the Division of Investigation (DOI), and Technical Expert Witnesses and does not include Board staff person cost. Since DOI has been unable to report accurate datum, the actual cost of maintaining investigations sent to DOI is not known.

Continued on page 69

COST RECOVERY & CONSUMER RESTITUTION

Continued from page 68

Cost Inflows											
Acupuncture Board	\$444,833	37	5	\$27,668	\$6,550	n/a	n/a	\$0	\$0	\$0	\$0
Behavioral Sciences, Board of	\$642,617	21	12	\$36,259	\$57,867	\$0	\$0	\$0	\$0	\$0	\$0
Dental Board & Committee on Dental Auxiliaries	\$4,240,270 ^a	69	31	\$176,071	\$153,123	n/a	\$96,731	\$95,532	\$316	\$883	\$96,731
Hearing Aid Dispensers	NDA	2	1	\$4,330	\$0	\$0	\$0	\$12,991	\$3,075	\$0	\$16,066
Medical Board											
Physicians & Surgeons	\$25,584,142	313	154	\$1,874,275	\$1,275,026	\$1,107,389	\$0	n/a	n/a	n/a	\$0
Opticians	\$69,074	4	3	\$12,215	\$10,613	\$0	\$0	n/a	n/a	n/a	\$0
Midwives	\$0	0	0	\$0	\$0	\$0	\$0	n/a	n/a	n/a	\$0
Research Psychoanalysts	\$0	0	0	\$0	\$0	\$0	\$0	n/a	n/a	n/a	\$0
Nursing, Board of Registered	\$5,590,671	88	56	\$253,410	\$215,600	n/a	n/a	n/a	n/a	n/a	\$0
Occupational Therapy, Board of	\$40,912	1 ^b	0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Optometry, Board of	\$605,060	9	9	\$52,829	\$31,993	n/a	n/a	\$4,173	n/a	n/a	\$4,173
Osteopathic Medical Board	\$77,705	NDA	NDA	NDA	\$38,543	NDA	NDA	n/a	n/a	n/a	\$0
Pharmacy, Board of	\$4,421,156	184	41	\$381,765	\$194,568	\$0	\$0	\$0	\$0	\$0	\$0
Physical Therapy Board	\$1,496,521	24	7	\$24,818	\$20,788 ^c	n/a	n/a	n/a	n/a	n/a	\$0
Physician Assistant Committee	\$305,279	12	9	\$30,922	\$25,343	\$0	\$0	\$0	\$0	\$0	\$0
Podiatric Medicine, Board of	\$382,603	15	9	\$31,325	\$18,646	\$0	\$0	\$0	\$0	\$0	\$0
Psychology, Board of	\$778,566 ^d	14	9	\$40,477	\$65,859	\$0	\$0	\$0	\$0	\$0	\$0
Respiratory Care Board	\$326,474	144	142	\$226,878	\$233,518 ^e	\$0	\$0	\$0	\$0	\$0	\$0
Speech-Language Pathology & Audiology Board	\$16,852	3	1	\$868	\$0	n/a	n/a	\$0	\$0	\$0	\$0
Veterinary Medical Board & Veterinary Technician Committee	\$1,055,500	20	11	\$104,366	\$41,542	\$680	\$680	\$680	\$0	\$0	\$680
Vocational Nursing and Psychiatric Technicians, Board of	\$1,116,568	88	39	\$114,823	\$119,205	\$0	\$0	\$0	\$0	\$0	\$0
	\$303,170	27	9	\$25,222	\$35,604	\$0	\$0	\$0	\$0	\$0	\$0
TOTAL	\$47,497,973	\$1,075	\$548	\$3,418,520	\$2,544,388	\$1,108,069	\$97,411	\$113,376	\$3,391	\$883	\$117,650

Dental Board
Occupational Therapists
Physical Therapists
Psychologists
Resp. Care Practitioners

- a) Total enforcement expenditures is the total cost for the Board's entire enforcement program.
- b) Potential cases for recovery: One accusation was filed in FY 02-03 requesting cost recovery; final decision will be rendered in FY 03-04.
- c) Total amount collected reflects monies collected in FY 02-03, for which some of the recovered amounts were ordered in prior fiscal years.
- d) Total Enforcement expenditures includes Attorney General expenditures, Evidence/Witness Fee expenditures, and Investigation costs, which are costs that have the potential to be recovered through cost recovery.
- e) Total amount collected includes reimbursement of probation monitoring costs and monies received from costs awarded in prior years.

Other Program Data

for

Department of Consumer Affairs

Boards, Bureaus, and Programs

CONSUMER INFORMATION CENTER

CLIENT	General Inquiries	Licensing	Complaint-Related	Sub-Total Program Actions	Calls not Qualified ^a	Language Line ^b	Total Program Actions
Acupuncture	357	48	11	416	34	1	451
Automotive Repair	30,003	1,010	34,935	65,948	4,993	195	71,136
Smog Check	208,025	59,574	3,383	270,982	20,728	794	292,504
Barbering & Cosmetology	134,604	14,334	5,359	154,297	11,773	452	166,522
Cemetery and Funeral	1,378	188	657	2,223	167	7	2,397
Electronic and Appliance Repair	390	57	401	848	67	3	918
Hearing Aid Dispensers	148	19	23	190	17	1	208
Home Furnishing and Thermal Insulation	383	192	950	1,525	111	1	1,637
Respiratory Care	114	1	5	120	11	1	132
Security and Investigative Services (Calls handled by CIC)	51,589	2,149	2,367	56,105	4,498	175	60,778
Security and Investigative Services (Calls handled by BSIS)	113,175	210	44	113,429	25,594	0	139,023
Arbitration Certification Program	1,963	0	225	2,188	167	7	2,362
Office of Privacy Protection	288	0	0	288	23	1	312
General/Non-Board, Non Bureau	168,934	0	0	168,934	12,892	500	182,326
TOTAL CENTER ACTIONS	711,351	77,782	48,360	837,493	81,075	2,138	920,706

- a) These calls were not qualified by the CIC agents. The total of these non-qualified codes were distributed proportionately among the clients (with the exception of the BSIS calls handled by BSIS), based on their total program action counts.
- b) These calls were qualified as using the AT&T Language Line Services and were distributed proportionately among the clients (with the exception of the BSIS calls handled by BSIS), based on their total program action counts.

CONSUMER ASSISTANCE PROGRAM

FISCAL YEAR 2002/2003	Program Participation						Average Costs				Program Disbursements	Total Estimated Emissions Reduction				Program Administrative Costs
	Applications Received	Applications Approved	Applications Denied	Applications Pending	Total Number of Gross Polluters	Total Vehicles Repaired/Retired	Total Stations / Dismantlers Participating	Average State Repair / Retirement Cost	Average Consumer Repair Cost	Total Average Repair Cost	Total Program Disbursements ^a	CO (in tons)	HC (in tons)	Nox (in tons)	Total Estimated Emissions Reduction ^b	Total Program Administrative Costs
a. Repair Assistance	42,234	35,982	4,263	1,989 ^c	11,295	28,124	412	\$317.30	\$78.18	\$395.48	\$9,498,214.00	2,911.5	205.9	123.5	3,240.9	\$13,788,177
b. Vehicle Retirement	560	0	0	n/a ^d	88	166 ^e	28	\$1,070.00 ^f	n/a	n/a	\$177,614.00	51.1	6.5	1.4	59.0	

- a) Program disbursements are based on vehicles repaired or retired and invoiced by the station or dismantler.
- b) Gross benefit calculation attributed to CAP does not take into consideration the emissions benefit that would have taken place in the absence of CAP.
- c) This figure is any application that is in a deficient status not determined (i.e., approved or denied) and applications in a deficient status waiting for additional information from the applicant.
- d) This figure is the number of Vehicle Retirement applications approved but not retired in FY 01/02.
- e) The Vehicle Retirement option was suspended 1/1/02. No new applications have been approved/retired. Vehicles retired had been previously approved at the \$1,000 disbursement amount before suspension of the program.
- f) This figure represents a \$1,000 state contribution to the consumer, and an average cost of \$98 administrative fee paid to the contracted auto dismantler.

FAMILY SUPPORT PROGRAM

Programs	Total for the Year		
	150-day Temporary License / Notice of Intent to Suspend	Denials / Suspensions	Notice of SLMS Receipt of Release
Accountancy	13	8	17
Athletic	29	17	17
Auto Repair	376	159	302
Barber-Cosmo	801	439	670
Cemetery-Funeral	389	12	54
Court Reporters	1	0	5
Electronic & Appliance	17	10	18
Home Furnishings	9	11	10
Private Postsecondary	31	16	16
Security & Investigators	4,162	2,849	2,923
Business Services Subtotal	5,828	3,521	4,032
Architects	21	8	15
Contractors	2,084	1,123	1,965
Engineers	14	9	32
Geologists	0	0	1
Landscape Architects	1	0	1
Structural Pest	395	246	311
Design / Construction Subtotal	2,515	1,386	2,325

Continued on page 74

Continued from page 73

Programs	Total for the Year		
	150-day Temporary License / Notice of Intent to Suspend	Denials / Suspensions	Notice of SLMS Receipt of Release
Acupuncture	1	0	1
Behavioral Sciences	16	3	19
Chiropractic Examiners	0	1	4
Dental Auxilliary	17	13	26
Dental Board	30	9	34
Dispensing Opticians	28	17	28
Guide Dogs	0	0	0
Hearing Aid Dispensers	3	1	5
Medical Board	59	18	73
Nurses, Registered	106	25	110
Occupational Therapists	4	2	3
Optometrists	4	0	5
Osteopaths	6	1	5
Pharmacists	72	50	70
Physical Therapists	6	1	7
Physician Assistants	6	4	7
Podiatrists	2	0	3
Psychologists	5	2	7
Resp Care Therapists	44	9	47
Speech-Language	1	0	2
TMAS	0	0	0
Vet Med	1	1	1
Vet Tech	1	1	14
Voc Nurse / Psych Tech	197	63	174
Healing Arts Subtotal	609	221	645
TOTAL	8,952	5,128	7,002

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Note: Some data in this report were calculated differently from previous years. Therefore, some data may not be comparable to other years.

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