

California Department of Consumer Affairs Annual Report 2000



Gray Davis, Governor
State of California

Aileen Adams, Secretary
State and Consumer Services Agency

Kathleen Hamilton, Director
Department of Consumer Affairs

Catching the World Wide Wave:
Delivering Consumer Protection at the Speed of the Web

Mission Statement

To promote and protect the interests of California consumers by:

- Serving as guardian and advocate for their health, safety, privacy, and economic well-being.
- Enhancing public participation in regulatory decision-making.
- Promoting legal and ethical standards of professional conduct.
- Identifying marketplace trends so that the Department's programs and policies are contemporary, relevant, and responsive.
- Partnering with business and consumer groups in California and the nation.
- Working with law enforcement to combat fraud and enforce consumer protection laws vigorously and fairly.

An Open E-Mail from Governor Gray Davis



Greetings from the Governor's Office.

In the state that powers the Internet — and reinvents it daily — so many of us working in the digital age have become accustomed to using powerful tools such as this e-mail to enhance and extend services to Californians. It is my pleasure to help introduce the Department of Consumer Affairs' Annual Report, which is filled this year with many examples of technology energizing the work of this invaluable consumer protection agency.

Emerging technologies are the latest of California's innumerable contributions to a world that increasingly depends on the quick, reliable transfer of data and messages. More and more, our California government is putting this technological edge to work.

On behalf of the people of California, I encourage you to read this report with a keen eye toward the progress we have made through the use of technology. The Department of Consumer Affairs will continue to serve, one mouse click at a time!

Sincerely,
Gray Davis



Customer Service...The Right Thing To Do

Profile: Aileen Adams, Secretary, State and Consumer Services Agency

Aileen Adams brings a simple, but powerful edict to work every day: see state government through the eyes of the consumer and be responsive to constituent concerns. It's a mandate that she applies not only to herself, but also to the 15,000 state employees in the 12 departments that she oversees as Governor Gray Davis' Secretary of the State and Consumer Services Agency.

"We must reach out to consumers and businesses and bring government to the people," Adams said. "We must listen, and we must take action. We must see ourselves through the eyes of the consumer and then ask ourselves, 'Do we like what we see?'" As the Golden State's top official charged with consumer protection, Adams relishes her "watchdog" role. Early on, she pushed for meetings and roundtable discussions between her employees and the public they serve.

"We have set a new standard of excellence in this Administration, and while I'm in this position, I intend to meet that standard by keeping our doors wide open for consumers and businesses. Toward that end, I tell everybody who works for me to treat our constituents in the manner in which they would want their mothers, their fathers, their children, or themselves treated." Adams noted, "The Department of Consumer Affairs frequently serves as a lifeline for people — a person's last resort to find justice. We must leave no stone unturned in meeting this responsibility."

In addition to protecting consumers, Adams also oversees civil rights enforcement, real estate development, state employee hiring, government procurement, and an operating budget of \$1.3 billion. State income tax collection, services for victims of crime, state building codes, and the operation of two state museums are also under Adams' aegis.



Adams came to state government with an impressive public service record. Before joining the Governor's Cabinet, Adams was appointed by President Clinton to serve as the director of the federal Office for Victims of Crime from 1994 to 1997 under U.S. Attorney General Janet Reno. Her résumé also includes years of service as a prosecutor, police reserve officer, probation officer, fire commissioner, and advocate for sexual assault victims. In

addition, she worked as the director of a facility for sexually abused children and coauthored *Sexual Assault on Campus: What Colleges Do*.

Adams is also an experienced consumer advocate, having served for almost a decade as Chair of the State Consumer Advisory Council. She is credited with writing the state's Elder Abuse Law and Nursing Home Patients Bill of Rights, as well as many laws impacting sexual assault victims. She noted, "after thirty years of working for consumers, I know that we must remain as vigilant as ever in certain areas.

Some nursing homes still neglect our loved ones, and some funeral homes still take advantage of consumers in their hour of deepest grief. We also

have new crimes that need to be addressed. Among our highest priorities is combating the proliferation of Internet-related crimes, such as identity theft, which occurs an estimated 1,000 times a day. As a former prosecutor and police officer, I strongly support the enforcement activities of the Department's boards and bureaus, because these white collar crimes can be just as devastating to victims as violent crimes."

Adams added, "The victims and licensees who come to the Department for help can be a tremendous source of inspiration and guidance for us. I have worked on hundreds of laws and policy reforms

throughout my career, and most began with one person who had the courage to come forward and take a stand. That's one of the reasons that I feel so strongly about customer service. It's not only the right thing to do, but it is often an impetus for needed reform."

A Connection With Consumers

A Message from Director Kathleen Hamilton

The California Department of Consumer Affairs is a complex, diverse institution with enormous potential, challenges, and opportunity.

Because we license more than two million professionals in California and serve as the umbrella agency over nearly 40 regulatory programs, our duty to California's businesses and consumers is significant. Our job at the Department of Consumer Affairs is to ensure a level of professionalism and trust in the marketplace that protects and assures both business and consumers.

The Department's Office of Examination Resources is a leader in the design of contemporary, relevant occupational analyses and exams — and our Consumer Information Center is the portal through which consumers obtain advice and assistance on a broad spectrum of issues. These programs are the bookends of the Department's mission.



We continue to look into the future, scanning the consumer landscape for the trends that will present consumer/business challenges and require vigilance. Our early attention to emerging issues such as privacy and online practice will shape the Department's focus in the years to come.

The Department has been vested with a new program — the Office of Privacy Protection. This important new function will set the benchmarks for consumer privacy and online security.

The Department has also been positioned as a premier agency in Governor Davis's innovative e-government effort. With increasing online service available at the Department, we look forward to unrolling new online testing, licensing, and consumer information programs.

A Message from the Director

The emergence of new businesses has also shaped the Department. The changes and growth in California's health care delivery systems prompted the establishment of a new Telephone Medical Advice Services regulatory program, which recently began processing its first licensees.

Working with consumer groups, federal regulators, and other California agencies, the Department has expanded its presence in California and in the nation. The Chief of the Cemetery and Funeral Bureau provided expert guidance to Congress and the Federal Trade Commission earlier this year as the federal government began to consider national standards for the conduct of funeral business. And our Chief of the Bureau of Home Furnishings and Thermal Insulation has become a valued advisor to the United States Consumer Product Safety Commission as national

furniture flammability standards are being developed. I was particularly pleased to have been consulted by the Federal Trade Commission when they undertook an intensive review of identity theft and consumer privacy issues.

And right here at home, we convened the first ever confab with the directors of several state agencies with responsibility for various consumer transactions. I hosted a meeting with the heads of the Departments of Aging, Motor Vehicles, Health Services, and Financial Institutions, the new Department of Managed Health Care, and the Public Utilities Commission. The meeting has provided the framework for dialogue and for sharing approaches to con-

sumer advocacy, education, and outreach. We have agreed to continue meeting on a regular basis and to join together for next year's National Consumer Protection Week activities in February 2001.

We have made significant strides in getting the stakeholders of consumer business back to the table at the Department of Consumer Affairs. Combined with significant internal reorganization, an emphasis on board relations and new outreach efforts, we now have a Department of Consumer Affairs that is on its way to fully executing its mission to *promote and protect* the interests of California consumers.

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Introduction

What does the Department of Consumer Affairs do?

Dozens of spectators stopped by the Department of Consumers Affairs booth at the recent National Council of La Raza's Annual Conference in San Diego and perused a variety of informational pamphlets and brochures on display.



One young man carefully examined the materials. His eyes lit up. "Oh, I get it," he exclaimed. "I know what Consumer Affairs does. When you feel that you've been burned by a shop or a business, you have somewhere to turn. Am I right?"

Absolutely. The Department of Consumer Affairs' mission is to promote and protect the interests of California consumers. Whether it's a problem involving a barber or automobile repair shop, a security guard or optometrist, a contractor or architect, the Department of Consumers Affairs is the place to go for help. Californians can look to Consumer Affairs before they buy products and services to minimize the risk of encountering consumer-related problems. Through its myriad publications and resource materials,

Consumer Affairs helps buyers make informed decisions before they visit the mall or click their mouse.

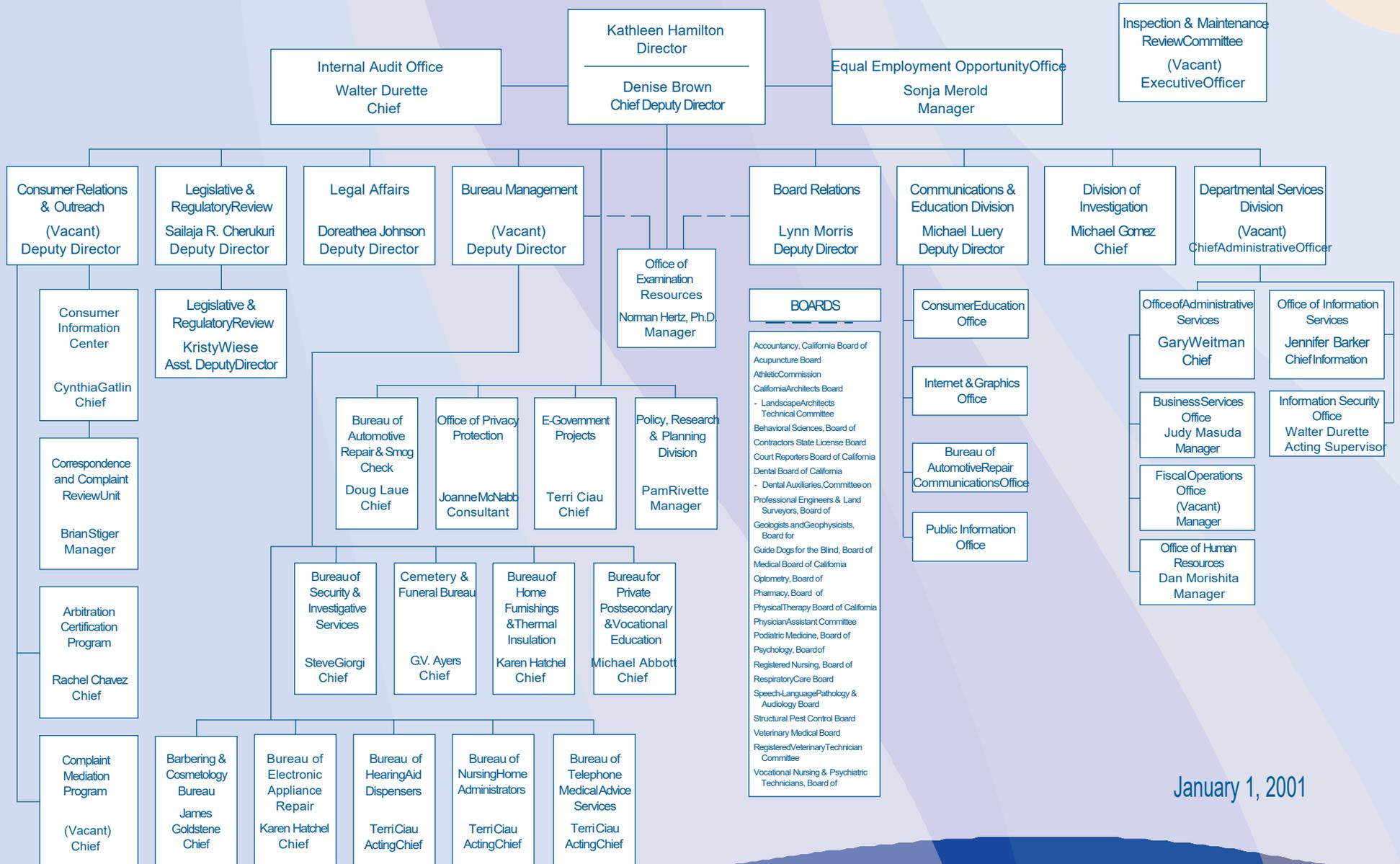
Consumer Affairs licenses more than 2.5 million Californians in 200 different professions. We oversee dozens of boards, bureaus, commissions, and committees, including the Contractors State License Board, the Cemetery and Funeral Bureau, the Pharmacy Board, the "Lemon Law" Program, and the Bureau of Automotive Repair.

Moreover, the Department identifies trends and follows issues that affect consumers. For instance, the Department knows California consumers are increasingly doing business online. Consumers send Mother's Day cards online. They balance their checkbooks and buy cars and clothes online, and they're doing it in greater numbers than ever before. The Department of Consumer Affairs is doing its part to provide guidance to Internet shoppers.

The Department is also spearheading an effort to monitor and study privacy issues that have emerged as a consequence of new technologies. The Department of Consumer Affairs is the home of the newly established Office of Privacy Protection which will provide a central clearinghouse for consumer complaints on privacy issues. Consumers have voiced their concerns about privacy issues and identity theft throughout the year at DCA consumer roundtable discussions.

In addition, the Department is pleased to join other government agencies in offering convenient services on the Internet to Golden State consumers, as well as professional licensees. A leader in Governor Davis's e-government project, the Department of Consumer Affairs will be launching new online services in the months ahead.

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January 1, 2001



California Department of Consumer Affairs

Divisions & Offices

Board Relations Office

The Board Relations Office has the primary function of monitoring the activities of the independent boards within the Department and encouraging the boards to follow the Department's policy directions.

The Deputy Director for Board Relations reviews regulations proposed by the boards for their alignment with Department policy. Board Relations staffers review all board newsletters, new Web site content, and consumer education materials.

The Board Relations Office actively recruits and recommends board members for appointment by the Governor and regularly communicates Departmental policies and priorities. Board Relations also helps to educate board members and executive officers and to provide information and services to executive officers and board members. In addition, the Board Relations Office contributes to Department perspectives during the Legislative Sunset Review process.

During the fiscal year, Board Relations staff recruited and interviewed 50 prospective board members and made 30



recommendations for appointment. The office also interviewed and completed background checks on board member candidates at the request of the Governor's Office.

The staff of the Board Relations Office regularly attend board meetings and provide Department perspectives on policies, enforcement strategies, and other operational issues. Staffers routinely report on board actions and policies to the director, the State and Consumer Services Agency, and the Governor's Office. In 2000, Board Relations staff attended more than 30 board meetings.

In order to educate board members, the office held board member orientation workshops in Sacramento, San Francisco, San Diego, and Los Angeles. The office also provided training for board members

and executive officers, including an enforcement workshop and a "Day at the Capitol" legislative workshop.

The Board Relations Office helps boards and their executive officers develop their strategic plans and is available to assist the boards with the recruitment and selection of new executive officers.

Board Relations staff attend Executive Officer Council meetings. The office helped initiate the creation of council task forces to address major areas of mutual concern and to make policy recommendations to the Department. Newly formed task forces include the Administrative Task Force, the Legislative Task Force, the Communications Task Force, and the Information Task Force.

Board Relations helps the Department's Correspondence and Complaint Review Unit by reviewing responses on issues related to board activities. Board Relations staffers work with board executive officers to take timely and appropriate actions.

Communications & Education Division

Consumer education is the first line of defense in the battle against consumer fraud and abuse. Promoting and protecting the interests of California consumers is more than a mission



statement for the Department. It's a full-time commitment to educating consumers about making

good choices and understanding their rights in the marketplace. The Communications and Education Division (CED) is the key component in teaching consumers how to fight back against senior swindles, repair rip-offs, or medical mishaps.

Consumers are more cyber-savvy than ever before, but few people know all the nuances of the Net. That's why CED launched an e-commerce campaign just in time for the holiday shopping season, designed to raise consumers' awareness of Internet privacy so they don't get dot-conned. Materials include the Top 10 Tips for conducting

business electronically, along with consumer clues on how to see if a Web site is secure.

Take a look at the home page for the Department of Consumer Affairs (www.dca.ca.gov) and you'll notice something new nearly every week. CED is constantly updating the Web site with electronic news releases, product recalls, and consumer tips reflecting the rapidly changing marketplace. Just this past year, the DCA home page included timely articles on the Top 12 Tire Tips for the Ford/Firestone recall, along with blueprints for how to hire a contractor following the Napa earthquake. The division also alerted Californians about new consumer legislation and issued a warning on phone scams.

The division uses the Internet to conduct information and outreach campaigns, such as the "Back to School" education promotion, which provided "golden rules" for protecting children's privacy and other Web-world issues. CED education also included advice on apartment renting and credit cards for college students. When the Governor

proclaimed Consumer Protection Week in February, the division launched an education campaign titled "Safe Cyber Shopping: Protect your Privacy and Avoid Internet Fraud." The campaign provided tips on how to avoid online cons.

CED launched the Bureau of Automotive Repair's Consumer Assistance Program (CAP) summer campaign to "put the blue back in California skies." The division helped produce television and radio commercials that aired statewide promoting CAP's message — to clean California's air and provide financial assistance to consumers looking to repair or retire their old vehicles. The ongoing campaign has been successful in increasing consumer participation in the program. A new CAP video explaining how to qualify for consumer assistance will be made available statewide, as well as on the Internet.

The Communications and Education Division organized several events designed to bring government directly to the people. The Department provided scores of representatives to meet the public

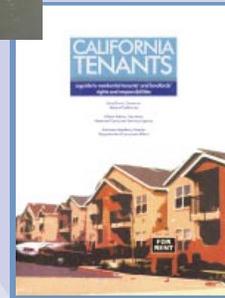
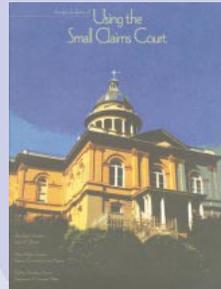
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Communications & Education Division, *continued*

directly in a number of Consumer Assistance Days around the state, including successful events in Fresno and Redding that drew thousands of participants. The division also brought together consumer and business leaders at community roundtables in Los Angeles, San Francisco, Fresno, and San Diego.

The division's editorial and graphics experts produced a number of booklets, brochures and pamphlets, which are now "in print" and "on the Net." Each month, the division sends out more than 2,500 copies of the Department's popular *California Tenants* guide, and 1,000 copies of *The Dos and Don'ts of Using the Small Claims Court*. Both publications are available in English and Spanish. The "Immigrants and Credit" flier is printed in 10 foreign languages.

CED's consumer education effort is multifaceted and multicultural. The goal is to reach out to consumers in both traditional and nontraditional ways, whether it's electronically or face-to-face. CED is committed to consumer protection.



The Department has a library of consumer education materials in more than a dozen languages and can provide telephone assistance in 140 different languages. DCA offers translated fact sheets on "Immigrants and Credit," fliers on sweepstakes and scams, books on landlord-tenant issues and small claims courts, and even an online guide to automotive repair. Many publications are available in Spanish, some are available in other languages, and many more are on the way.

DCA's Consumer Hotline, (800) 952-5210, is a multilingual repository of consumer advice and information. Through the services of a third-party translation service, DCA operators can communicate with consumers in nearly any language. The best way to prevent consumer problems is through education in a variety of languages.

Consumer Relations and Outreach Division

DCA's newest division is dedicated to the Department's most pressing business — reaching out to consumers and responding to their needs. The Consumer Relations and Outreach Division marries several existing functions under one proactive unit, bringing the Department directly to consumers, seeking their input and working to solve their problems at the grassroots level.

DCA's first step toward this goal was to develop a new forum for reaching consumers — the Consumer Assistance Day. The community-based, Department-sponsored forums bring government directly to people. In 2000, the Department sponsored events in Fresno and Redding. Experts representing several of the Department's regulatory programs were on hand in 2000, to talk one-on-one with consumers about their questions and complaints. Consumers shared their concerns about such problems as auto repair rip-offs, home improvement scams, and landlord/tenant disputes. On site they could discover if their doctors, dentists, car mechanics, roofing contractors, or pest control workers were licensed. They could also get answers to questions about conducting consumer business online and



tips for using the small claims court.

In May, Department representatives attended Festival de la Familia, the Asian Pacific Career Fair, the Third Annual Public Service Innovations

Celebration in Sacramento and Senior Forums (Senior Scams), and the Consumer Leadership Roundtable in San Francisco. The following month found them participating in the Consumer Assistance Day and Consumer Leadership Roundtable held in Fresno and the American Association of Retired Volunteer Fair "Brown Bag Forum" at the Clovis Home Town Buffet.

The Consumer Relations and Outreach Division comprises the Department's consumer-service programs and activities — the Consumer Information Center, the Correspondence and Complaint Review Unit, the Complaint Mediation Unit, and the "Lemon Law" Arbitration Certification Program.

Consumer Information Center

If you're looking for the heart of the Department, you'll find its steady beat in the Consumer Information Center (CIC), where agents answer thousands of calls each day. Consumers wanting to know how to retire their old cars, solve their landlord/tenant problems, file a complaint against an auto mechanic, or apply for a cosmetology license can call DCA's toll-free hotline at (800) 952-5210 for the latest information.

CIC offers a toll-free number for the hearing impaired, (800) 326-2297, and uses TDD (Telecommunications Device for the Deaf) equipment. CIC also provides telephone translation services in 144 languages for consumer and licensee inquiries.

Consumer service agents talk one-on-one with callers and provide answers to their tough questions. Agents provide options for solving consumer problems and educational materials to assist them in making informed decisions.

Check out the CIC link on DCA's Web site to learn more about the Consumer Information Center. CIC's Web page has general information about the call center and a list of clients for whom it provides services.

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Consumer Relations and Outreach Division, *continued*

Correspondence and Complaint Review Unit

The Correspondence and Complaint Review Unit (CCRU) was established in August 1999 to review and investigate complaints from consumers about how a board or bureau handled their initial complaint. Serving as an internal review unit, the CCRU investigates the complainant's issues, determines the facts and seeks resolution or enforcement action. The CCRU provides complainants with the opportunity to voice their concerns directly to an independent unit that, in turn, addresses those issues with the affected board or bureau.

The CCRU also reviews and responds to a significant number of general consumer complaints received by the Department. Monthly, the CCRU receives approximately 900 pieces of correspondence and handles roughly 65% of them within thirty days.

The CCRU has initiated new internal controls to ensure the quality and timeliness of its responses to consumers:

- *Process Review:* This project will identify bottlenecks and redundancies in the process and make recommendations for streamlining.
- *Customer Survey:* This project will provide semiannual surveys to correspondents to ensure the CCRU is meeting the needs of consumers.
- *Electronic Acknowledgment Letter:* This project will develop an automatic electronic acknowledgment message that will be sent to correspondents using the Department's e-mail address.

"Lemon Law" — Arbitration Certification Program

The Arbitration Certification Program (ACP) certifies and monitors automobile arbitration programs offered by new vehicle manufacturers in California. Once a manufacturer's arbitration program is certified, ACP ensures that the program is in compliance with the new car Lemon Law and other statutes involving automobiles under the manufacturer's original warranty. ACP monitors arbitration hearings, reviews case files, investigates

consumer complaints, conducts on-site inspections, and audits arbitrator training.

In FY 99/00, more than 5,200 owners applied for arbitration, 1,500 cases were settled prior to an arbitration hearing, and 2,300 cases were arbitrated. The program also received more than 1,200 complaints and inquiries, and in the last six months of the fiscal year, ACP certified arbitration programs returned more than \$19.3 million in refunds and replacements to consumers.

ACP maintains an active consumer outreach program. In fiscal year 1999–2000, its in-person activities reached an audience of about 300,000 people. It also revised both the English and Spanish versions of its "Lemon-Aid" brochures and distributed them at many consumer-focused gatherings throughout California. The program also extended its networking and partnering activities to the International Association of Lemon Law Administrators and the Peninsula Conflict Resolution Center in San Mateo County.

On the Internet, ACP provides information on state-certified vehicle arbitration programs and California's Lemon Law. Its redesigned Web site includes an online complaint form, offering consumers a fast and easy way to inform the ACP of complaints or violations of program rules or regulations. ACP's site also provides links to other related Web sites including proposed Lemon Law legislation and the Office of the Attorney General, the Department of Insurance, the National Highway Traffic Safety Administration, and the Department of Motor Vehicles.

The Internet enables the ACP to communicate directly with consumers about their problems and provide fast and accurate information regarding rights under the California Lemon Law, including how to file for arbitration. In the next year, the program plans to add information in two additional languages. An online survey will also be added to receive consumers' suggestions on enhancing the Web site and services. ACP's Web site is www.dca.ca.gov/acp.

Complaint Mediation Program

The Complaint Mediation Program (CMP) helps resolve consumer complaints regarding automotive repair, private investigators, private security operators and security guards, repossession agencies, locksmiths, alarm companies, electronic and appliance repair dealers, and home furnishings and thermal insulation providers. With centers in Sacramento, Hayward, Riverside, and South El Monte, the program mediates complaints between disputing parties to promote resolutions.

CMP staffers educate consumers on legal requirements, consumers rights, and how to protect themselves from unethical, incompetent, and illegal business practices.

The unit's actions over the past year have returned more than \$2 million to consumers through refunds, rework, or adjustments. Program performance has also improved during the year:

- The time frame to mediate a complaint was reduced from 38 to 34 days for all programs, an improvement of 11% over FY 98/99.
- The time to receive, review, and assign or refer complaints was reduced from 1.3 days to 1.2 days, a 7.3% improvement.
- The percentage of complaints resolved improved from 54.9% in FY 98/99 to 55.1% in FY 99/00.

Complaint Mediation also helped develop an Internet complaint filing process that allows Bureau of Automotive Repair consumers to complete a complaint form online and send it to the Department electronically.

Departmental Services Division

The administrative underpinnings of the Department of Consumer Affairs can be found in the Division of Departmental Services. This division provides DCA with budgeting, personnel, training, accounting, facilities, procurement,



communications, and information technology management services.

The division made a number of organizational modifications during the year:

- *Financial Reporting.* Most of the Department's organizations and programs are financed with special funds that require a complete general ledger for each fund. This year, the Accounting General Ledger Group achieved certificates for Excellence in Financial Reporting for 35 of these funds.
- *Training—PC Learning Center.* The PC Learning Center opened on September 1, 2000. The center now houses PC software training classes and individual CD-ROM-based training programs. Instructors teach DCA staff proprietary software applications such as CAS and ATS.

- *Personnel Reorganization Project.* Personnel completed a reorganization of the Department's personnel structure. The Performance Based Budgeting Pilot was phased out for a more traditional administrative and programmatic organization.
- *Budgets.* The Budget Office completed the transition of the Department's budgets from the Performance Based Budgeting functional divisions to the more traditional bureau budgets as displayed in the 2000/01 Governor's Budget.
- *Standardized Contract Process.* The Business Services' Contract Unit implemented the Department of General Services' Standard Contract Process. This process uses Internet resources and a standardized format for service contracts.

Information Services

The technology arm of the Division of Departmental Services is the Office of Information Services (OIS), which provides a full range of information technology services to the Department. OIS is continually maintaining and updating the infrastructure that allows

internal clients access to licensing and enforcement information. OIS also provides public information through Internet access.

Internet Services

Consumers' electronic access to the Department has continued to grow at a rapid pace. The Department's Internet home page, www.dca.ca.gov, grew to more than 3,000 Web pages during the fiscal year and averages approximately 5 million electronic hits a month. The electronic license lookup capabilities expanded to include 15 boards and bureaus. New Web sites now include the Board of Pharmacy, Athletic Commission, Telephone Medical Advice Services, Bureau of Home Furnishings and Thermal Insulation, Speech-Language Pathology and Audiology Board, and the Hearing Aid Dispensers Bureau. With the assistance of the Communications and Education Division, the team has posted some of the more popular consumer publications in Spanish. During the upcoming year the team will also focus on the Department's intranet, providing administrative functions and information to Department employees.

Integrated Licensing Systems Project

The Department continues to update its licensing and enforcement computer systems. The system will unify the licensing and enforcement information into a single electronic file for each licensee. Consumers will have access to information that will help them make informed decisions. What's more, the new system is being designed to provide access to consumers, licensees, and applicants for licensing functions via the Internet. This feature will allow applicants and licensees to fill out applications and process renewals online.

The Department's current project, known as the Professional Licensing and Enforcement Management System (PLEMS), is based on commercial, off-the-shelf technology. Unlike the many different information systems currently in use at DCA's boards and bureaus, PLEMS will consist of a single database allowing a unique record for each licensee.

With the implementation of such an integrated system, DCA staff and administrators will no longer be required to use two or more systems in order to research or modify a licensee record. All informa-

tion related to a licensee, regardless of the number and types of licenses held, will be available through a single system. The new system will also be the base of a streamlining effort that will save time and cost in accomplishing the Department's functions. Additionally, it will support increased use of Internet technology as a tool for public access to licensing information, requesting and issuing licenses, and processing fees.

Family Support Office

Child support enforcement is a top priority in California. Enacted in 1992, California state law prohibits state officials from issuing professional licenses to noncustodial parent applicants who are delinquent in support payments. In 1996, a new law authorized the interruption of the current license of a noncustodial parent mid-cycle. Now an expanded definition of licensee includes applicants who are partners and sole owners of businesses or any other individuals listed on the license.

DCA's Family Support Office (FSO) identifies noncustodial parents who are delinquent in their court-ordered child

support. In addition, FSO provides counties with a tool to enforce child support payments owed by licensees.

The Statewide Licensing Match System (SLMS) identifies noncustodial parents and examines the renewal files of all licensing entities. With one of the largest licensing databases in California, containing more than 2 million names, DCA was the first state agency to implement the SLMS program. When a match is made, the identified noncustodial parent undergoes further FSO review. Failure to comply results in a suspension or denial of the license.

Licensing

Under Performance-Based Budgeting, the Department's bureaus and programs had consolidated the licensing functions for the Bureau of Automotive Repair, the Bureau of Security and Investigative Services, and the Cemetery and Funeral Bureau. Beginning in the 1999–2000 fiscal year, the licensing functions were decentralized and returned to direct operation by the bureaus.

Equal Employment Opportunity Office

The mission of DCA's Equal Employment Opportunity (EEO) Office is to serve and promote equal opportunity in employment and to eliminate discriminatory practices for all applicants for DCA employment and for DCA employees.

Established as a separate office in August 1999, one of its first actions was to update the Department's Sexual Harassment and Discrimination Complaint policies and procedures. Next, it re-established the DCA Disability Advisory Committee. EEO staff also work closely with other agencies and associations to increase outreach efforts for DCA. They regularly attend meetings of the Recruiters Roundtable, Statewide Disability Advisory Council, and California Civil Rights Officers Council.

In February and March 2000, the EEO Office coordinated sexual harassment prevention training to all DCA managers and supervisors. The goal is to detect and prevent sexual harassment in the



workplace. In addition, EEO staff trained and certified seven EEO field counselors to enable them to assist staff in resolving discrimination complaints at the onset of a problem at an informal level.

EEO staff collaborated with DCA's Selection Services Unit to monitor the hiring and appointment of new employees and capture hiring data. They also conducted EEO investigations and presented recommendations to the Executive Office on how best to resolve and process complaints of discrimination.

EEO staff make presentations at each new employee orientation session. The EEO Office has developed an action plan and a training course outline for presenting training on sexual harassment prevention to all rank-and-file employees. The target date for beginning the training is spring of 2001.

Office of Examination Resources

For several hundred thousand Californians whose professions are governed by the Department of Consumer Affairs, entry into their chosen fields involves more than years of study, practice, and persistence. For these potential licensees, the culmination of years of preparation is a comprehensive examination to assess their qualifications and skill.



Just as candidates must carefully prepare for these examinations, the tests themselves must be carefully

designed to ensure they fairly and accurately assess the candidates' competence to practice. Designing these tests is the role of the Department's Office of Examination Resources (OER).

Since examination is a fundamental component of licensing, OER doesn't just design tests, but ensures that various examinations are scientifically valid and sufficiently vigorous to assess licensee

competence. OER does so by validating examinations and conducting occupational analyses.

Examination validation studies ensure that appropriate passing scores are set to ensure competent professionals and consumer protection. These analyses are conducted at various intervals ranging from three to seven years. Occupational analyses guarantee that the proper knowledge and abilities are examined to reflect the licensed professions' modern trends and tools.

During the past year OER developed and implemented a new acupuncture licensing examination. That exam includes modifying software to create an all-electronic item bank of test questions for English, Chinese, and Korean examinations. The office also developed a new jurisprudence examination program for the Board of Psychology.

OER's computer-based testing network has expanded from four to nine locations throughout California and implemented computer-based testing for hearing aid

dispensers, as well as for the Bureau of Automotive Repair's Smog Check, brake, and lamp technicians.

OER completed the occupational analysis and examination development for the registered geologist, certified engineering geologist, and certified hydrogeologist professions for the Board of Geology. The office also identified current practices for the Contractors State License Board, allowing general contractors to learn more about licensing for specialty trades.

Within the next year, OER plans to continue expanding its statewide computer-based testing network to make licensure examinations more accessible to qualified candidates and develop online job analysis survey programs. This implementation will enable DCA's boards, bureaus, programs, and committees to collect occupational analysis data for licensure programs.

Division of Investigation

The Legislature created the Division of Investigation (DOI) to provide centralized investigative services for the Department of Consumer Affairs' various regulatory boards, bureaus, programs, committees, and commission. The division is staffed by sworn personnel who have the authority to investi-



gate any alleged violation of the laws enforced by DCA regulatory agencies. The Department's boards and bureaus refer more than 2,200 cases to DOI each year.

DOI also serves as the Department's "internal affairs" investigative unit and has responsibility for investigating complaints against board members.

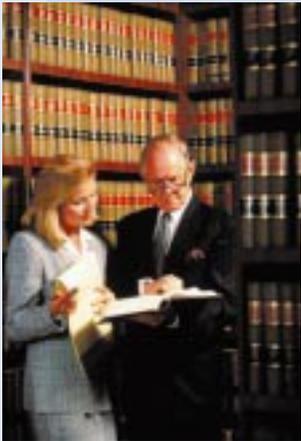
During FY 99/00, DOI developed a comprehensive peace officer training program to ensure that its sworn staff is provided the training mandated by the Commission on Peace Officer Standards and Training (POST) and the investigative tools required for effective and efficient job performance. To facilitate job performance, DOI training and investigative staff, in conjunction with the Physical Therapy Board and the Attorney General's Office, developed the first DOI Client Agency Training Course. The course addressed the key issues and concerns for the most common physical therapy investigations. It was POST-certified and received accreditation from the two community colleges through which it was presented. The format developed for this course will be used as a "template" for future DOI client agency training.

DOI also continued its work with the DCA Law Enforcement Task Force to better coordinate with the Attorney General's Office and local district and city attorneys' offices in the development and prosecution of cases. Through this task force, DOI's plan is to implement and share an online investigative database with DCA boards, law enforcement, and prosecutorial agencies to better track and monitor administrative and criminal casework.

Legal Affairs Division

The Department of Consumer Affairs Legal Affairs Division helps the Department implement the Consumer Affairs Act. It provides professional advice and legal opinions on a wide range of consumer protection issues. It assists

and responds to inquiries from the Department's executive staff, boards, bureaus, and programs and provides substantial assistance to the Attorney General's office on civil litigation. The division trains board members regarding conflict of interest requirements.



The division also provides legal advice to the Department and its constituent agencies regarding employer/employee relations and contracts for materials and services.

Last year, the division's staff wrote and issued more than 200 legal opinions regarding administrative and professional licensing laws. Although some issues were technical, most dealt with significant consumer concerns such as health, information disclosure, and consumer rights. The division addressed whether an acupuncturist can order laboratory tests, issued guidelines on the disclosure of various public records, and reviewed the suitability of an arbitration program for complaints against building contractors.

The division addressed the issue of public disclosure of complaints and citations against licensees and analyzed the Public Records Act, balancing consumers' right to information with fairness to California's businesses.

The Legal Affairs Division monitors disciplinary action against licensed professionals to ensure they do not exceed their license authority. The division also drafted regulations that addressed the offering of medical advice over the telephone.

Protecting consumers from unqualified or unscrupulous licensees is an integral part of the division's mandate. Attorneys rendered opinions on the use of credential evaluation services as well as the recognition of foreign dental schools. In addition, they detailed experience requirements for engineers and architects and drafted a code of professional standards for geologists.

In implementing the Consumer Affairs Act, the Legal Affairs Division attorneys apply their skills to combat fraudulent or unfair business practices. They educate and inform consumers by speaking directly with consumers in public forums. Important projects include consumer law training for consumer complaint handlers along with the training of small claims judges and small claims advisors. The division actively promotes the use of alternative means to resolve consumer disputes and provides technical legal assistance to other divisions within the Department.

Division of Legislative and Regulatory Review

To ensure the protection of California consumers and businesses, the Division of Legislative and Regulatory Review analyzed and monitored more than 700 bills during fiscal year 1999–2000. The bills addressed automotive repair, elder financial abuse, false advertising, identity theft and privacy protections, as well as numerous issues directly affecting the Department’s boards and bureaus.

The division’s role is to serve as a resource on Departmental legislative matters and to represent the Department’s legislative positions. The division works closely with board and bureau staffs and has expanded DCA’s focus to include all areas of public policy affecting consumers.

The division has also established relationships with the National Council of State Legislatures and with consumer groups — the American Association of Retired Persons, Consumer Action, Consumer Federation of California, Consumers Union, and the California Consumer Affairs Association. The division held legislative workshops for Department staff, and partnered with the Board Relations Office to conduct legislative workshops for board members.



The division also helped enact legislation to improve the administration of several DCA programs related to nursing, hearing aid dispensers, telephone medical advice services, and the private security industry. During the 1999–2000 Legislative Session, the division participated in shaping legislation on identity theft, Internet privacy, e-commerce, credit card transactions, and payday loans.

The division collaborated with the Legislature to revise and update the Sunset Review process. It also joined with the Legislature to review eight of the Department’s boards for performance and efficiency and made necessary changes to their regulatory functions. The division also worked with the Air Resources Board, the California Environmental Protection Agency, and the Legislature to maintain the integrity of the Smog Check program.

You can find a summary of significant consumer legislation on the Department’s Web site, www.dca.ca.gov.

1999–2000 Consumer Legislation — A Summary

Automotive

Auto Parts Information

AB 1778 (Lowenthal): Provides consumers with full information about the origin of parts used to repair their vehicles. Automotive repair shops will have to tell car owners if repairs were done with original manufacturer parts or aftermarket parts. In addition, AB 1778 allows consumers to approve increases in original repair estimates via fax or electronic mail, thereby allowing people to use the convenience of electronic commerce.

Increased Access to Car Repairs

SB 1146 (Burton): Provides consumers with more choices for repairing their cars by requiring vehicle manufacturers to supply specified computerized diagnostic and repair information to the independent automotive repair industry. This will provide consumers with more accessible, and cheaper repairs because they won't be limited to dealers for parts and repairs.

Lemon Law Safety Defect Expansion

SB 1718 (Sher & Davis): Strengthens lemon law protection for vehicle safety defects. This new law lowers from four to two the number of major safety-related repairs needed to qualify a vehicle as a lemon. Consumers are then entitled to a replacement or refund from the manufacturer. In addition, SB 1718 extends lemon law protections for up to five vehicles used for business purposes.

Auto Repair Fraud

SB 1988 (Speier): Requires insurers to provide policyholders with an auto body repair bill of rights, and creates a two-year pilot program administered by the Department of Consumer Affairs to detect and prosecute auto body repair fraud.

Business Practices

E-Commerce

AB 2251 (Cox): Helps Internet consumers determine whether they are doing business with a legitimate insurance company. The new law requires insurance companies, agents, and brokers who advertise on the Internet to disclose their business name, state of residence, and license number.

Credit and Finance

Phony Checks

AB 1816 (Wayne): Prohibits the use of simulated checks containing secret contract agreements, most of which are used in sweepstakes and financial scams that target seniors.

Credit Card Privacy Opt Out

AB 2869 (Machado): Provides consumers with additional notice of their right to opt out of having their personal information disclosed by credit card companies. The new law requires them to provide a preprinted form and a toll-free number to be used by consumers.

1999–2000 Consumer Legislation—A Summary, *continued*

Credit Score Disclosure

SB 1607 (Figueroa): Requires consumer credit reporting agencies to disclose credit scoring criteria along with the codes used for granting or denying home loans. SB 1607 provides consumers with the tools necessary to manage their credit history and correct credit information.

Consumer Credit Privacy

SB 2166 (Sher): Prohibits a consumer credit reporting agency from disclosing in a consumer credit report medical information that is provided for insurance purposes. SB 2166 ensures that California consumers enjoy the same level of privacy protection for their medical information as residents of other states.

Energy Rate Relief

Rate Rollback

AB 265 (Davis & Alpert): Establishes a two-and-half year, 6.5 cent energy rate cap for residential customers along with small and medium sized business customers of San Diego Gas and Electric. The rate cap is retroactive to June 1, 2000. In addition, AB 265 requires the Public Utilities Commission to investigate energy prices in San Diego.

New Power Plants

AB 970 (Ducheny & Battin): Establishes an expedited approval process for new power plants. In addition, the new law expands state energy conservation programs run by the California Energy Commission and the Public Utilities Commission.

Medical Safety

Cultural Linguistic Competency

AB 2394 (Firebaugh): Establishes the Task Force on Culturally and Linguistically Competent Physicians and Dentists within the Department of Consumer Affairs. The new task force will develop recommendations for a continuing education program for physicians and dentists. The task force will study the feasibility of allowing Mexican and Caribbean-licensed physicians and dentists to practice in medically underserved areas.

Hearing Aid Safety

AB 2697 (Cardoza): Sponsored by the Department of Consumer Affairs, this bill creates an advisory committee to consult with the Department on how to protect consumers who require hearing health care.

Occupational Therapy: Licensure

SB 1046 (Murray): Creates the California Board of Occupational Therapy, which will be responsible for the licensure and regulation of occupational therapists and occupational therapy assistants in California.

Medication Quality Control

SB 1339 (Figueroa): Requires pharmacies to establish quality assurance programs to protect against prescription errors.

Internet Prescriptions

SB 1828 (Speier): Prohibits prescribing drugs over the Internet unless a patient first receives a medical exam.

*Privacy/Identity Theft**Identity Theft Database*

AB 1862 (Torlakson): Requires the Department of Justice to establish an identity theft database for use by law enforcement and victims. AB 1862 will provide consumers and law enforcement with additional resources to combat identity theft.

Identity Theft Remedies

AB 1897 (Davis): Allows identity theft victims to file a police report to help restore their identity, and petition for an expedited court finding of factual innocence. AB 1897 will provide additional mechanisms for identity theft victims to correct erroneous court and criminal records and clear their names.

Customer Records Privacy

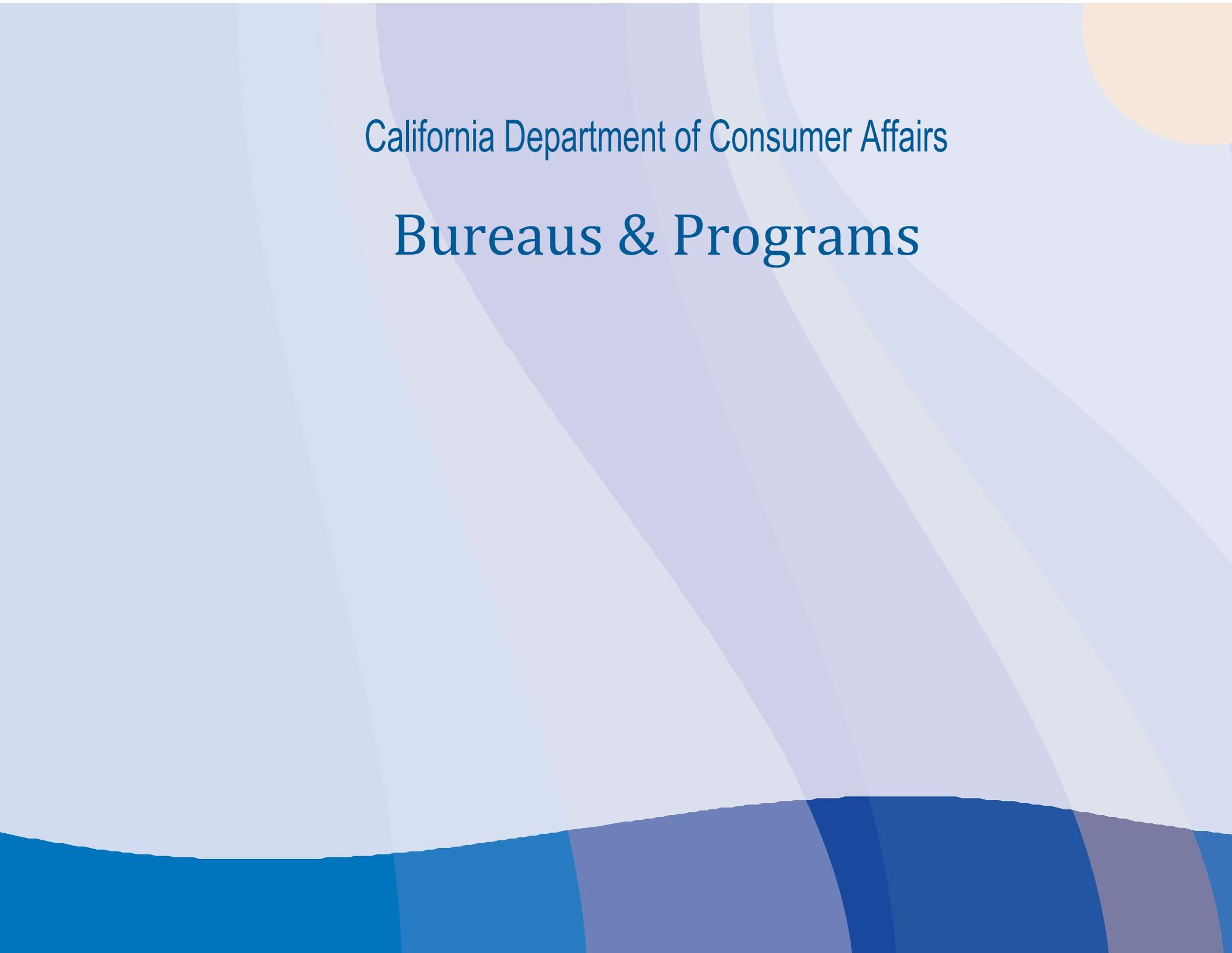
AB 2246 (Wayne): Requires businesses to take all reasonable steps possible to destroy customer records containing personal information, prior to their disposal. AB 2246 will provide protections against potential misuse of personal information for identity theft purposes.

Statewide Privacy Office

SB 129 (Peace): Establishes the first statewide Office of Privacy Protection within the Department of Consumer Affairs. This Office will serve as a central clearinghouse for privacy-related consumer complaints, education, and information. SB 129 also requires the Department to help coordinate local, state, and federal law enforcement efforts related to identity theft and privacy-related criminal investigations. Effective depending on general fund appropriation

Security Services

SB 2123 (Figueroa): This DCA-sponsored bill speeds up state screening of private security guards who are licensed by the Department.

The background of the slide features a stylized landscape with a sun in the top right corner, a light blue sky, and a dark blue horizon line. The sky is filled with several diagonal, overlapping bands of varying shades of light blue and white, creating a sense of depth and movement. The sun is a solid yellow circle partially cut off by the right edge of the frame.

California Department of Consumer Affairs

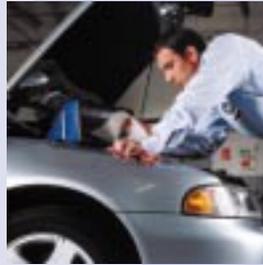
Bureaus & Programs

Bureau of Automotive Repair

The Bureau of Automotive Repair (BAR) is responsible for administering the state's Smog Check program and regulating the auto repair industry. The new Chief of BAR has focused on a reorganization that brings together the bureau's licensing and enforcement programs — and increases consumer access.

BAR recently completed a crucial Smog Check program evaluation. The report, produced in cooperation with the Air Resources Board, identified the next steps in the effort to put the blue back in the Golden State's skies. BAR engineering staff developed testing procedures and analyzed millions of records to assess the effectiveness of the Smog Check program. The report included various options to improve the program.

BAR launched an innovative and consumer-friendly program — the Consumer Assistance Program (CAP) — to help meet air quality standards and assist consumers whose vehicles fail a smog test. (See page 33 for more CAP information.)



To comply with the U.S. Environmental Protection Agency's testing requirements, BAR engineers

developed specifications for new software and hardware that will permit Smog Check test analyzers to interface with "on-board" automobile diagnostic systems. The goal is to make the Smog Check of the future quicker, easier, and more adaptable to new technologies.

Computer technology began replacing pencil and paper in the testing of California's Smog Check technicians in 2000. BAR developed new computer-based licensing examinations. The new testing process is more secure and allows candidates to learn their test results immediately.

BAR's Smog Check Field Operations and Enforcement Division filed 58 cases in 2000 involving "clean piping" activities at Smog Check stations. Clean piping is the term for falsifying a polluting car's emissions by substituting the readings from a clean car.

During the fiscal year, BAR's Smog Check Field Operations performed more than 4,000 quality assurance inspections of Smog Check stations. The program resulted in 81% of the stations having deficiencies being brought into compliance. Also, 92% of Smog Check technicians identified as deficient were brought into compliance by demonstrating improvement in their competency.

The Bureau of Automotive Repair remains focused on protecting consumers from unscrupulous auto repair facilities. As part of its auto repair consumer protection actions, BAR revoked the licenses of 18 Econo Lube N Tune corporate-owned stores for

(continued on the next page)

Bureau of Automotive Repair, *continued*

fraud and unnecessary repairs. The company was ordered to pay more than \$1.6 million in restitution to California consumers, plus \$900,000 in fines and investigative costs. For similar reasons, BAR also revoked the licenses of 17 Brake Depot company-owned stores. The company paid \$75,000 to the San Diego County Office of Education for use in automotive technology programs, plus \$76,000 in fines and investigative costs.

In an effort to provide real-world training and experience in the automotive industry, BAR teamed up with the Community College Foundation and the Cal-Works Experience Program and launched 33 Consumer Assistance and Referee Centers. Eighteen people have enrolled in the training program and nine have graduated.



www.smogcheck.ca.gov

- *The BAR Web page, probably DCA's most active site, receives 110,000 hits each month. The most popular service is the Active Smog Check Station list query in which consumers use an interactive map and county information to look up licensed stations and their locations by ZIP Code.*
- *Consumers find relevant laws and regulations and review brochures, newsletters, and other publications. They also check the license status and disciplinary history of automotive repair dealers, Smog Check stations, as well as lamp and brake stations.*
- *Licensing applicants get technician training and licensing guidelines.*
- *The Web page is now easier to navigate. Thanks to a reorganized site, consumers get the information they need with just a few clicks of the mouse.*

Consumer Affairs Caps 99/00 with Smog Check Assistance

CAP — the Smog Check Consumer Assistance Program (CAP) was implemented to provide financial assistance for smog test repairs — and to take cars that aren't worth repairing off the road. According to the chief of the Bureau of Automotive Repair, "Nothing makes a car a zero-emissions vehicle faster than retiring it."

Under CAP, income-eligible consumers can pay as little as \$20 for repairs needed to pass a smog test. And consumers who have been sent to "Test-Only" Smog Check stations typically pay no more than \$100 for smog-related repairs. Consumers who prefer to "retire" cars that fail a smog test can sell their cars to the state for \$1,000, taking these vehicles off the road permanently.

Participation in the program has been impressive. The number of CAP applications sent out by DCA's Consumer Information Center (CIC) went from 63 before the new program was launched on July 1 — to 3,753 on July 21 alone. All together, nearly 150,000 Californians asked for and received applications for

CAP in the program's first two months. CIC added 30 phone lines and 25 staff to handle the volume.

The CAP link, placed prominently on the DCA home page (www.dca.ca.gov) and the BAR/Smog Check Web site (www.smogcheck.ca.gov) in both English and Spanish, led to more than 34,000 hits (almost 17,000 on the BAR Web site alone) in the month of July for CAP fact sheets and applications.

Media coverage helped get the word out. Network-affiliated television stations in every major market in California covered the CAP story. Newspapers filled several column inches with information about CAP. Univision's nationwide show, "Despierta America" ("Good Morning America" in Spanish) did a three-minute story on CAP and the importance of getting a Smog Check. Brazilian television asked DCA for video footage. And viewers around the world saw the CAP story on CNN on July 24th, with an update on September 13th.

The Department hopes to cap a successful campaign by "putting the blue back in California's skies." DCA shared this goal with millions of Californians in the July and August radio, television, and newspaper ad campaign. The Consumer Assistance Program is part of the state's commitment to clean air and consumer-friendly assistance.

A Model Program In Any Language

Joe Pedrosa stood in the middle of a vast warehouse surrounded by sophisticated computers, software and machinery. He delivered a deliberate, detailed description of the equipment's role in California's Smog Check program.



"Our goal here is to verify that the analyzers perform the Smog Check tests correctly and then make sure that the software is sophisticated enough to help prevent an operator from compromising the integrity of the test," Pedrosa said.

His audience — five Mexican government officials — listened intently to a Spanish-language translation. Although they had spent a full morning at a special Smog Check program presentation, the Mexican dignitaries were eager for additional insight into the operation and success of California's Smog Check program.

"Esta es nuestra segunda visita, pero de todos modos queremos mas tiempo para hablar, para ver, y hacer mas preguntas," said Miguel Pulido, the Mayor of Santa Ana and tour translator. "This is our second trip already, but we would like more time to talk, to see and to ask questions."

Although this particular tour of the Bureau of Automotive Repair headquarters was tailored especially for the Mexican delegation, BAR routinely welcomes dozens of eager visitors from around the globe. BAR's Smog Check program is a model program, and foreign dignitaries are coming to learn about California's efforts to clean the air, protect the environment and advocate on behalf of consumers.

"They want specifics from our Smog Check program or they want to set up their own programs in their own countries," said Peggy Jones, who helps coordinate the presentations and tours. "We are the leader in these areas. I'm very proud of our program and believe

"Bienvenidos" —

a hearty greeting

welcomes a

*Mexican delegation visiting
the Smog Check program.*



in it enough to want to show it off to representatives from other states and other countries.”

In recent years, visitors from Australia, India, Guam, Hungary, Nepal, Japan, Brazil and Thailand have visited BAR to gather information about its various programs and services. In addition, representatives from other states, as well as colleges and universities have also checked in.

In addition to the Smog Check program, visitors ask about auto repair, enforcement, licensing, and consumer complaint resolution, among other topics. Sometimes they visit Smog Check stations and automobile repair shops, and the equipment certification or vehicle documentation labs. The equipment certification lab uses a one-of-a-kind, custom-built dynamometer tester that BAR uses to verify the accuracy of various functions.

“It’s amazing how many foreign delegates look to us for information,” Jones said. “It’s a privilege to be a part of this program and participate in the tours.”

Presentations often include an overview and history of BAR operations, consumer protection methods, vehicle emission control and monitoring, Smog Check testing, and vehicle documentation for enforcement efforts. A host of BAR personnel have conducted special presentations for the foreign visitors, and more tours are scheduled throughout the year. And, as he did for the Mexican delegation tour, BAR Chief Doug Laue will be on hand to welcome the visitors with a hearty “bienvenidos,” — in any language.

Bureau of Barbering and Cosmetology

The Bureau of Barbering and Cosmetology is responsible for regulating approximately 341,000 providers of barbering, cosmetology, manicuring, and electrology services.

The bureau ensures that applicants for licensure have completed the necessary training and passed a written and practical examination. The bureau examines approximately 30,000 candidates annually. During FY 99/00, the bureau issued close to 13,000 licenses and renewed more than 150,000.

The bureau's enforcement and inspection units enforce applicable laws, rules, and regulations and take appropriate action. During 1999-2000, the bureau conducted nearly 11,000 inspections and issued 14,000 citations with fines for health and safety violations. In addition, the bureau received more than 2,000 complaints involving gross negligence and/or incompetence; unsanitary conditions in salons, barber shops, and schools of barbering, cosmetology, and



electrology; unlicensed activities; and misrepresentation or false advertising of services.

Finally, the bureau is in the process of establishing a Technical Advisory Committee as part of its ongoing effort to forge effective relationships with the barbering and cosmetology community.



www.dca.ca.gov/barber

- 85,201 hits during the year.
- Links to Consumer Guide to Barbering and Cosmetology.
- Consumer complaint form available.

Cemetery and Funeral Bureau

The Cemetery and Funeral Bureau oversees the funeral and cemetery industry. The bureau regulates close to 6,000 funeral establishments, private cemeteries, crematories, funeral directors, embalmers, cemetery brokers, cemetery salespersons, and disposers of cremated remains. The bureau also oversees funeral pre-need trust funds, cemetery endowment care trust funds, and special care trust funds.



Last year, the bureau restructured its operations to better serve consumers in the areas of enforcement, mediation, and licensing. The bureau investigated more than 400 complaints and took action against a number of violators. The

bureau recently revised its *Consumer Guide to Funeral & Cemetery Purchases*. This publication provides information about planning ahead for funeral and cemetery arrangements, along with disposal of cremated remains. All funeral establishments and licensed cemeteries must display and make this guide available to consumers.

In 2000, the Cemetery and Funeral Bureau participated in a critical Federal Trade Commission workshop on laws that govern funeral establishments. Bureau representatives also testified before the United States Senate Special Committee on Aging regarding funeral and cemetery practices.



www.dca.ca.gov/cemetery

- Fact sheets and other publications inform consumers about cemetery and funeral industry laws, regulations, and licensing requirements.
- Visitors link to bureau news releases and the *Consumer Guide to Funeral and Cemetery Purchases*.
- Consumers fill out complaint forms online along with licensing and exam applications.
- The site announces upcoming examinations and study guides.
- Consumers and employers verify that licenses are valid and current.

In the area of enforcement, the bureau:

- Revoked the funeral establishment license of a Bay Area cremation service.
- Obtained an Interim Suspension Order, which temporarily closed a cemetery in Compton, after bureau representatives discovered human bone fragments and casket pieces scattered in several locations throughout the cemetery. The bureau's accusation further alleged that the cemetery had unlawfully converted single graves to multiple graves, disturbed previously interred remains, and then failed to properly re-inter all the remains during these conversions. Within days of the discovery, the Department arranged for temporary office space in Compton, where families met with Department representatives. The case is pending administrative action.
- Helped return more than \$550,000 to funds held in trust by licensees.

Bureau of Electronic and Appliance Repair

The Bureau of Electronic and Appliance Repair (BEAR) oversees the consumer electronics and appliance repair industry.

Specifically, the bureau regulates the repair of electronic and appliance products and service contracts issued on many consumer products, from refrigerators and washers to televisions and video equipment to high-tech computer equipment.

In the interest of consumer protection and fair competition, the bureau launched an aggressive campaign to help eliminate advertisements that violate electronic and appliance repair laws. Consumers are often misled into believing they are dealing with local companies when service dealers do not disclose their business addresses, as required by law. Unscrupulous service dealers who falsely promise senior citizen discounts, 24-hour service, and factory-trained technicians in their advertising often victimize consumers. BEAR field representatives have worked with many companies whose advertisements violated state laws and have brought them into compliance. The bureau plans to build on this successful program.



As a result of consumer complaints, the bureau conducted investigations that resulted in three criminal and four administrative actions in fiscal year 1999–2000. Consumers in these cases were victims of fraud. They were charged for parts that were not replaced, labor that was not performed, and repairs that were not needed. Some of the actions stemmed from incompetence and negligence, such as failing to properly repair equipment. Others involved making false and misleading statements.



www.dca.ca.gov

- *Fact sheets posted on consumer and industry issues.*
- *License lookup feature.*
- *Electronic and appliance repair service companies, subject to existing laws and regulations, are listed. The bureau works hard to register these companies and educate them about their responsibilities to California consumers.*

Hearing Aid Dispensers Bureau

The Hearing Aid Dispensers Bureau's mission is to protect buyers from incompetence and fraud in the selling and fitting of hearing aids. The bureau licensed more than 300 new hearing aid dispensers in FY 99/00 and handled 265 consumer complaints.

The Department's Web site helps the bureau carry out its mission to protect consumers by informing them of their legal rights and obligations when purchasing hearing aids. With just a few clicks of the mouse, consumers can learn what services hearing aid dispensers provide, get advice before making this major purchase, learn what information must be on the written receipt, and learn how to file a complaint.

The bureau ensures that hearing aid dispensers notify consumers of their right to return hearing aids for refunds under the Song-Beverly Consumer Warranty Act. The Act explains warranties in detail and outlines consumers' rights under the law. The bureau also protects consumers by maintaining advertising standards.



The past 12 months saw transformation of the former Hearing Aid Dispensers Examining Committee into a bureau within the Department of Consumer Affairs.



www.dca.ca.gov/hearingaid

- The Web site offers information about complaint processing, along with the standard 30-day warranty on hearing aids. Consumers can download complaint forms from the site, along with the consumer brochure, *Dollars and Sense about Hearing Aids*.
- Applicants obtain information about licensing requirements and the examination process.
- Licensees now complete forms online for branch office licenses, replacement licenses, address changes, status changes, and the supervision of trainees.
- Applicants can take the written examination online.
- Consumers who purchase hearing aids online should be aware the transaction must be conducted through a licensed hearing aid dispenser.

Bureau of Home Furnishings and Thermal Insulation

The Bureau of Home Furnishings and Thermal Insulation regulates furniture and bedding products sold in California to make sure they meet health and safety standards.

The bureau successfully completed a two-year investigation into the advertising practices of Wards, formerly known as Montgomery Ward & Co., Inc. In a civil judgment, the company was prohibited from engaging in deceptive practices and paid \$230,000 in civil penalties and more than \$61,000 in restitution, which went to the California Consumer Protection Foundation and the Consumer Protection Trust Fund.

In the last year, the bureau moved to a temporary location so that testing facilities and offices could undergo a renovation. The bureau also acquired new laboratory equipment and improved its technology and day-to-day procedures, allowing the bureau to provide a higher level of consumer protection.

The bureau has also been working with federal authorities to help develop possible national standards for bedding flammability based on existing voluntary California guidelines.



www.dca.ca.gov/bhfti

- Fact sheets provide information on products and purchases.
- Links to related Web sites make technical and health information available to consumers.
- The bureau uses the Internet to keep track of the latest advancements in fire science and technology. The bureau is also up to date on new standards for upholstered furniture, bedding, and thermal insulation.
- The Web site assists consumers in making wise choices about home furnishings.

Bureau for Private Postsecondary and Vocational Education

The way Californians receive their education has changed to encompass new ways to *earn* a living and new ways to *learn* a living. In the past, most



postsecondary students were young adults, pursuing general education at community and four-year colleges. Now, many students are older

adults seeking to update their skills or prepare for a second career, and they can take their classes off-campus or online.

The Bureau for Private Postsecondary and Vocational Education is responsible for regulating the privately operated postsecondary institutions providing these new methods of education.

Currently, more than 3,000 private postsecondary schools operate under the bureau's authority. These include degree-granting universities and colleges and specialized technical schools. An estimated 400,000 students are enrolled in private postsecondary schools under the bureau's authority.

The federal government gave special recognition to the bureau's Title 38 program, which regulates schools that provide educational programs for veterans. The bureau approved approximately 300 new schools in fiscal year 1999–2000 and processed 700 student complaints.



www.dca.ca.gov/bppv

- *The general public can access a variety of online services, including bureau statutes and regulations, complaint forms, and general information about the bureau's activities. Customers can also download forms and applications or valuable information from the bureau's newsletter.*
- *The bureau has been involved in the preparation, planning, and final approval of a new data system. Consumers will soon be able to access the Web and see annual reports, application logs, complaints, and approved educational services.*

Bureau of Security and Investigative Services



The Bureau of Security and Investigative Services (BSIS) oversees nearly 200,000 individuals who provide private security and investigative services. The bureau underwent a major reorganization last year to improve service to licensees and consumers. The bureau is now consolidated in one location, allowing licensing and enforcement staffers to interact closely.

During fiscal year 1999-2000, the bureau began use of Livescan, an electronic method for submitting fingerprints directly to the Department of Justice. Livescan technology will eventually replace the process of manually recording fingerprint patterns of ink on a paper fingerprint card and sending the cards to the Justice Department. That process used to take days. By contrast, Livescan technology allows linkage with the Justice Department's central computer in just a few seconds.

This process will shorten the background check and licensing issuance process to an average of six weeks, instead of six months. Additionally, all new applicants

must now undergo a Federal Bureau of Investigation criminal history background check as well as a California Justice Department background check.

The bureau processed more than 3,000 complaints during fiscal year 1999-2000 and took more than 1,000 enforcement actions.

The bureau also tightened rules for providing temporary security guard permits. The bureau is committed to keeping those with criminal pasts out of security guard posts.



www.dca.ca.gov/bsis

- Applicants download applications and examination schedules.
- A quick click helps consumers find license information, disciplinary actions, and industry fact sheets.

M Bureau of Telephone Medical Advice Services

More and more health care businesses and professionals are providing advice to patients through telephone services. To address this trend, the Legislature created the Bureau of Telephone Medical Advice Services (TMAS) to regulate these services.



The bureau, which got under way in July of 1999, regulates businesses providing medical advice by

telephone to California residents. These businesses — including physician groups, hospitals, and HMOs — must register with the Department of Consumer Affairs to ensure that they are qualified, licensed health care professionals.

The Department is conducting a study of issues pertaining to telephone medical advice and will report to the Legislature on the results.

The Department is in the process of determining how many such businesses are serving California consumers.

The TMAS Web site helps the bureau carry out its mission to protect consumers

by providing information to health care patients. With just a few clicks of the mouse, consumers can learn what they should expect from providers, how to contact the bureau, and how to register a complaint if their expectations are not met.



www.dca.ca.gov/tmas

- The Web site offers information about complaint processing, and consumers can download complaint forms from the site.
- Businesses obtain information about registration requirements and can download application forms.

The logo of the California Department of Consumer Affairs, featuring a stylized sun in the top right corner and a stylized horizon line at the bottom. The background is light blue with diagonal stripes in various shades of blue and purple.

California Department of Consumer Affairs

Boards, Committees, & Commission

California Board of Accountancy

The California Board of Accountancy protects consumers by regulating California's Certified Public Accountants and Public Accountants, the second largest group of its kind in the nation. The board sets standards for entry



into this profession and investigates illegal activity by practitioners. Numbering more than 66,000, the licensees include individuals, partnerships, and corporations.

Currently, California features the only online Uniform CPA Examination application in the nation. For the May 2000 exam, of the 9,814 examination applications received, 6,926 arrived online — more than 70 percent of the total applicants. This new technology saved the board more than \$33,000 in postage.

Also during the May 2000 exam, the board initiated new security protocols to protect the exam's integrity. The enhancements minimize time-zone cheating and opportunities for using various technological devices to record questions. The board implemented a standardized expulsion policy, employed peace officers at all testing sites, and required all candidates to sign a certificate of compliance describing the consequences of violating the rules of the examination.

The number of people taking the exam increased 9 percent during fiscal year 1999–2000. There were 18,671 people scheduled to take some portion of the Uniform CPA Examination (November 1999 and May 2000 exams); 14,907 candidates actually did so at one of three sites.

The California Board of Accountancy now is working jointly with the American Institute of Certified Public Accountants and the

National Association of State Boards of Accountancy toward implementation of a computer-based examination by 2003. The board also is continuing to explore alternatives to the current control of the Uniform CPA Examination by the professional association.



www.dca.ca.gov/cba

- *The number of hits per month grew from 18,646 in June 1999 to 76,830 in June 2000, a 412% increase.*
- *During fiscal year 1999–2000, the average number of e-mail requests per month swelled from 473 to 1,776, an increase of more than 375%.*
- *Consumers and employers are able to look up license status, learn how to select a CPA, download a form to file a complaint against a CPA, and complete applications online for the CPA examination.*
- *Visitors can link to each division within the board and use the index to the Accountancy Act and other relevant California codes. They also can read the full text of the board's Disciplinary Guidelines Manual and fill in and print 16 board forms.*
- *Section 50, Client Notification states: "Every licensee engaged in the practice of public accountancy shall provide notice to the licensee's clients ...that the licensee is licensed by the Board of Accountancy." Notice may be posted on an Internet Web site, "which is reasonably calculated to be received by the licensee's clients." In addition, this information may include a written notice that is electronically transmitted to the licensee's clients.*

Acupuncture Board

Acupuncture today is an accepted health care practice. The benefits of acupuncture are widely acknowledged and integrated into mainstream health care. The Board of Medical Examiners began regulating acupuncture in 1972. In 1975, legislation created a separate Acupuncture Advisory Committee. Now the Acupuncture Board regulates 7,200 acupuncturists.

Because acupuncturists are health care professionals, it is critical that only competent and qualified individuals be licensed. During fiscal year 99-00, the board developed a new, all-written examination that eliminates a clinical test portion. The board also expanded the approval of continuing education courses to include distance learning.

The board is preparing for electronic filing of complaints. Soon, practitioners will be able to apply electronically for acupuncture exams and licensing. Also, the board recently installed an automated phone system to improve communications with consumers and licensees.



www.dca.ca.gov/acup

- Consumers check the status of acupuncturists' licenses and obtain comprehensive information on acupuncture and oriental medicine.
- Web site visitors can link to related information — the Business and Professions Code, the California Code of Regulations, and professional associations.

California Architects Board

The practices of architecture and landscape architecture have largely moved from the drafting table to the computer terminal. Today, design professionals use computers and computer-aided design software to design buildings. They can digitally sign plans and submit drawings to building officials in electronic form over the Internet. Corrections or modifications can be submitted within hours, without requiring new printed plans. Since the plans are online, everyone involved with a project has access to current information at all times.

It is the responsibility of the California Architects Board to license the architects that design California's buildings. The Landscape Architects Technical Committee — a policy committee that reports to the board — provides oversight of landscape architects, who design California's outside spaces.

The board oversees more than 23,000 licensees. Besides ensuring that all licensees meet the required threshold of competency, the board also enforces standards to protect consumers from fraudulent services.



The board is implementing a new requirement for obtaining a California architects license. Beginning January 1, 2005, applicants must complete the nationally administered Intern Development Program before getting a license. Also, the California Supplemental Examination for landscape architects was restructured to avoid duplicating the national exam. The examination is now a take-home test, which shortens licensing time by months.

In addition to enforcing educational requirements, the board remains proactive in educating its various constituencies.

The board sponsored a well-received education summit in October 1999 in San Diego. It was attended by representatives from accredited colleges, community colleges, professional associations, and other architecture-related organizations.

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California Architects Board, *continued*

A 2000 *Building Official Information Guide* is now available to all building officials as well as the updated *Consumer's Guide to Hiring an Architect*. The board's *Disciplinary Guidelines* was updated and shipped to all Administrative Law Judges in May 2000. The board developed and distributed several new publications, including two *Candidate Handbooks*, *Selecting a Landscape Architect for Residential Projects*, *Selecting a Landscape Architect for Private Sector Projects*, and *Selecting a Landscape Architect for Public Sector Projects*. The board also provided the publication *Firescape — Landscaping to Reduce Fire Hazard* to all California landscape architects.



www.cab.ca.gov and www.latc.dca.ca.gov

- Consumers access online complaint forms, applications for examination and reciprocity, plus various board publications. The most popular page is the Candidate's Handbook.
- The Architects Board Web site recorded almost 78,000 hits during the fiscal year, while the Landscape Architects site recorded approximately 3,200.
- Eight cities in the Silicon Valley participate in the pilot Silicon Valley Smart Permit Program. Architects submit drawings to building officials in electronic form over the Internet. The Smart Permit Program uses Internet technology to streamline and reduce costs in the building permit process. Computer-aided graphic design files and specifications can be submitted electronically to a city — and modifications submitted within hours — without requiring new printed plans. Architects also “digitally sign” documents and send them securely over the Internet.

Athletic Commission

Martial arts, boxing and kickboxing are under the regulatory authority of the California State Athletic Commission. The commission oversees the administration of each event, ensuring safety for athletes and a fair fight. The commission is charged with regulating not only athletes, but also the full complement of professionals working in and around the ring and the front office.



The commission licenses close to 2,000 sports professionals. In fiscal year 1999–2000, the commission processed more than 600 complaints.

Boxers and martial artists may be officially retired by the commission if they lack competence. The commission adopted new regulations during FY 99/00 to improve health and safety protections for fighters.

New regulations in effect during FY 99/00 gave the commission the authority to approve abdominal guards worn by boxers, and promoters must now provide medical insurance for both boxers and martial arts combatants.

The Professional Boxer's Pension Plan provided more than \$25,000 in financial assistance to permanently disabled boxers. The pension plan continues to grow in stability. Currently there are 400 vested boxers eligible for benefits at age 55.

The commission's enforcement efforts have been strengthened, with a requirement that licensees must now file their protests against referees in writing within a specified time period.

The Professional Boxing Safety Act of 1966 permits state commissions to regulate tribal events if there is no tribal athletic commission. However, this act does not authorize the collection of state fees. A \$1,500 negotiated fee with the various tribes covers the commission's staff time for regulating events held on tribal land.



www.dca.ca.gov/csac

- *The Website went online in May 2000 and reported 3,360 hits in its first six weeks.*
- *The commission posts results of matches, information on upcoming events, and the agendas for commission and committee meetings.*
- *Consumers check the license status of boxers, managers, matchmakers, and boxing promoters.*

Board of Behavioral Sciences

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Many Californians seek help to better understand and cope with human behaviors. Individuals, couples, and families often seek therapy to deal with family-related dynamics and differences. The licensees of the Board of Behavioral Sciences can offer a helpful hand when Californians face the challenge of achieving mental health.

The board licenses, regulates and establishes standards for marriage and family therapists (MFTs), MFT interns, licensed educational psychologists, licensed clinical social workers, and associate clinical social workers.

The board oversees nearly 54,000 licensees, including 5,000 new licenses issued during fiscal year 99-00.

During the fiscal year, the board expanded its written examination test sites throughout California and increased the frequency of the oral examination. The board also implemented a citation program, which issued 21 enforcement citations in its first year of operation.



Therapy is a guided learning experience in which patients try to find their own answers about themselves and their lives. Consumers and licensees can also find answers to

their questions about the board and its regulatory program by visiting the board's Web site. The number of visitors to the site has increased dramatically over the past few years, now averaging approximately 50,000 hits a month.

Recently the Web site was redesigned to load faster, navigate easier, and look better. A "site map" or table of contents was added to provide an overview of the Web site with links to each page. The board also added an online license verification process. This new feature allows consumers to check the status of a license or registration 24 hours a day.



www.bbs.ca.gov

- Visitors to the Web site find timely, up-to-date information in the "Forms and Publications" section. They download consumer complaint forms, disciplinary guidelines, application and examination materials, renewal and continuing education forms, board newsletters, and the strategic plan.
- The online license verification feature added this past year allows 24/7 access to license or registration information, updated nightly from the Department's mainframe.
- The Web site averages 50,000 hits a month, with most consumers seeking license verification or licensing requirement information.

Contractors State License Board

For most Californians, their biggest asset is their address — their home. So it's no surprise that Californians spend more than \$10 billion on construction and remodeling each year. The licensees of the Contractors State License Board (CSLB) build homes and improve them, utilizing their expertise in various aspects of construction. The



board licenses and regulates the state's contractors and provides consumers with the facts they need to make informed choices.

The board licenses 279,000 contractors, including 18,202 new licenses issued during fiscal year 99-00.

The board's goal is to educate consumers about how they can protect themselves from unlicensed and unreliable contractors. As part of the educational campaign, CSLB produced award-winning public service radio announcements, along with print advertising that reached more than 19 million Californians. They also purchased co-op advertising with the five largest home and garden shows in California, resulting in a 50-percent jump in publication requests. The board staffed exhibits at 44 home and garden shows throughout California, providing information to approximately 617,000 attendees.

Senior citizens are often victims of construction fraud. The board conducted a series of "Senior Seminars" in nine locations throughout the state to help consumers fight back. These seminars, conducted in partnership with DCA and local law enforcement agencies, helped educate senior citizens about how they can protect themselves from unscrupulous contractors.

In addition to public education, the board provides information and educational opportunities for contractors. The

board conducted its second annual series of contractor education seminars, attended by more than 800 contractors. It held a total of eight seminars throughout the state, providing contractors with an opportunity to attend workshops on Home Improvement Contracts and Managing Disputes Within the Contract. Many of the disputes arising between contractors and homeowners could have been avoided with a well-written contract. Providing these workshops for contractors helps arm them with the information they need to improve business skills and reduce construction disputes.

The Speakers Bureau is another key component of CSLB's total public awareness effort. It consists of board members, executive staff, district managers, and expert staff.

The board developed training programs for enforcement personnel and expert witnesses. In addition, it created an application investigation unit.

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Contractors State License Board, *continued*



www.cslb.ca.gov

- *The CSLB Web site receives an average of 60,000 hits to the home page per month. Many users of the Web site view multiple pages or visit the site more than once, for an average time of 11 minutes, 25 seconds.*
- *The Web site is consumer friendly. A page devoted to consumers, called "Homeowner's Information," includes tips for making sure your contractor measures up, what you should know before you hire a contractor, voluntary and mandatory arbitration guides, and information in Spanish.*
- *"What You Should Know Before You Hire a Contractor" is an important CSLB Web page — consumers considering hiring a contractor should visit the CSLB site, and follow the tips.*
- *License status verification is an important consumer tool CSLB offers online — a simple search by either contractor license number, contractor name, or personnel name. Visitors quickly determine the business name, address and telephone number. They learn about license status, issue and expiration dates, license classifications, and detailed personnel information.*
- *The board dedicates a page to "Blueprint for Becoming a California Licensed Contractor," with links to general requirements, experience requirements, and license classifications. Applicants learn about applying for a license, licensing examinations, financial requirements, and a schedule of fees.*
- *Of special benefit to licensees is the online version of the contractor's newsletter, which has articles, including "Contractor Education Corner" and the "Report of the Registrar." The newsletter contains disciplinary actions and license revocation information. Consumers learn the name, city, license number, date, and sections of law contractors have violated.*
- *The board devotes a page to enforcement procedures. Consumers may obtain a complaint form online or find how to reach the Statewide Investigative Fraud Team, (SWIFT). Working out of regional offices, the unit has the authority to visit any job site and ask contractors to produce proof of valid licensure. SWIFT can cite unlicensed individuals on the spot.*

P Court Reporters Board of California

Prompt and accurate transcriptions are essential to California's legal system. The Court Reporters Board helps ensure this by dictating ethical behavior requirements for Certified Shorthand Reporters (CSRs) and setting performance standards for the profession.



The board licenses 8,000 reporters, including 190 new licenses issued during fiscal year 1999–2000.

Court reporting dates back to ancient times when scribes kept notes of important events. Today, court reporters perform the critical task of documenting proceedings that range from the everyday to the exotic. Certified shorthand reporters (CSRs) use a special language — stenotype, a form of machine shorthand — to write verbatim conversations exceeding 250 words per minute. Using associated technology, these writings can instantly be translated into written English. This is an important service for the hearing impaired. It also provides closed captioning for live television programming, as well as the traditional legal functions associated with CSRs.

The board's Web site provides information on board actions, CSR qualifications, schools, and other pertinent topics. A new Web site addition still under construction will feature interactive communication with the board.

Staying ahead of the technological curve is important to the board, as technologies emerge that may significantly change how court reporting is conducted in the new millennium. The board is working to ensure that CSRs are both high-tech and high-speed. The board utilizes the latest technological advances, this year offering Livescan fingerprints for applicants. Soon, the board will offer part of its examination process online.

Rapidly changing technology makes education a top priority for the board. The board established a Continuing Education Committee to explore mandatory continuing education for licensees. In this way, they can keep abreast of the changing marketplace. A newly developed Education Committee — consisting of educators, students, newly licensed CSRs, and an attorney — has begun researching how education can be improved and streamlined.

The board is attempting to develop a pilot program with high schools and court reporting schools. The goal is to assist

students in developing skills that will help them achieve advanced standing in those schools and prepare for medical and legal transcription, or closed captioning for television. The board is also looking at distance learning options.



www.courtreportersboard.ca.gov

- Visitors to the home page can access general board information, look up licensing and enforcement information, download applications, and communicate with the board via e-mail.
- The board will soon offer the two written portions of the licensing exam online. The Department's Office of Examination Resources (OER) is conducting an occupational analysis for the third section of the exam on dictation. OER will determine the best way to offer this licensing requirement online or via teleconferencing for greater consumer accessibility.

Dental Board of California

The Dental Board of California regulates dental services within California. The board administers licensing examinations that test the expertise of prospective dentists and oversees the Committee on Dental Auxiliaries. In addition, the board enforces statutes and regulations governing the practice of dentistry in California.

Currently, there are nearly 30,000 dentists with active licenses to practice dentistry in California. Annually, the board issues more than 1,000 new licenses and nearly 14,000 license renewals. In order to qualify for biennial licensure renewal, dentists must certify completion of 50 hours of dental-related continuing education courses, including CPR. Dentists must certify they have not sustained any criminal convictions since their last renewal.

The initial clinical licensure dental examination is the board's first step in regulating the quality of dental care in California. Applicants for licensure must prove minimal competency by passing the exam. Graduates from one of the 55 schools accredited by the Commission on Dental Accreditation are eligible to take the clinical licensure examination.



The board receives approximately 3,000 complaints against its licensees each year. The board's enforcement staff processes complaints and conducts related investigations. Annually,

board investigators file more than 100 disciplinary cases with the Office of the Attorney General and about 40 criminal cases with various local prosecutors. The board's enforcement staff conducts approximately 140 inspections in response to sanitation-related complaints at dental offices. They monitor nearly 500 dentists annually who are subject to discipline-related sanctions.

At the Department's direction, the board implemented a 1993 law requiring the production of consumer education materials dealing with Proposition 65 health warnings.

In order to protect the safety of consumers, effective January 1, 2001, dentists who order or administer oral conscious

sedation to patients who are under 13 years of age must have a valid certificate issued by the board. To qualify for an oral conscious sedation certificate, dentists must complete a specified postgraduate program, complete a board-approved education program on oral medications and sedation, or submit to an evaluation of documented cases that were previously performed.

www.dbc.ca.gov

- Consumers can verify the license status of their dental health care professionals through the board's Web site's license lookup feature. Information includes license number and status, address of record, date of initial issuance, and date of expiration.
- Consumers can find enforcement documents such as accusations and probation orders.
- Consumers use additional Web site options to verify the status of other board-issued permits — additional office permits, general anesthesia or conscious sedation permits, and fictitious name permits.



Committee on Dental Auxiliaries

The tremendous expansion of the science of dentistry, coupled with the public's increasing awareness of the importance of good dental health, has generated a need for qualified technically capable professionals.

Five categories of dental assistants and dental hygienists perform certain dental procedures and assist with others. The Committee on Dental Auxiliaries administers the examination, qualification, and licensing procedures for these professionals as part of the Dental Board of California.

The committee licenses more than 44,000 practitioners, including 3,000 new licensees during fiscal year 1999–2000.

The committee's Web site has information for licensees on auxiliary duties, licensure requirements, and exam processes. Consumers can use the Web site to determine the status of an individual license.

The committee convenes experts to review the validity of the written and clinical examinations given for all dental auxiliary license categories.



To ensure the public's access to dental care, the committee continually commits resources to reviewing duties that each category of assistants and hygienists performs. This review process assists the committee in determining if its licensees should be performing additional duties.

The committee has also engineered a plan for computerizing the Registered Dental Assistant (RDA) written examination, so applicants can take the examination at convenient times and locations. During this fiscal year, the committee implemented legislation that allows RDA applicants to qualify with experience gained outside California.



www.comda.ca.gov

- The committee's Web site provides application forms and instructions, as well as access to all laws and regulations affecting auxiliaries.
- Visitors most frequently access information about allowable auxiliary duties, license requirements, and examination processes.
- Using the Department's lookup feature, consumers can determine the license status of an individual assistant or hygienist.

Board for Professional Engineers and Land Surveyors

The Board for Professional Engineers and Land Surveyors protects life, property, health, and public welfare by regulating the practice of professional engineering and land surveying.



During the fiscal year, the board issued 1,600 new licenses, renewed 21,000, and fielded 250 complaints.

The board distributed more than 10,000 copies of its *Consumer Guide to Professional Engineering and Land Surveying* to the public. The board also

conducted more than 30 enforcement meetings with professional societies along with city and county government agencies.

Preserving the past is just as important as building the future. The board prepared sample language to be used by developers, cities, and counties in contracting to restore damaged monuments. Finally, the board also sponsored new legislation allowing licensees to be listed as retired.



www.dca.ca.gov/pels

- Consumers and licensees can complete board forms online and access publications.
- The complete application package for a professional engineering license is now available online.
- The application forms for the engineer and land surveyor in-training exams are online.
- Professional engineers are transmitting their plans, specifications, reports and other documents electronically — for faster review and quicker permitting in the bidding process.
- In response to the Napa earthquake, the board provided links to other agencies and to its consumer guide.

Board for Geologists and Geophysicists

More than 33 million Californians live in one of the most geologically active places in the world. So it's important that only qualified scientists give geologic advice.

The Board for Geologists and Geophysicists is responsible for licensing the state's 4,500 geologists and geophysicists. Besides finding mineral and precious metal mines, these highly educated scientists study the earth to help build houses, schools, and hospitals in safe locations. They also help locate oil and gas fields and increase supplies of fresh groundwater. Geologists use a variety of techniques to determine the location, composition and orientation of earth materials. Geophysicists measure such physical properties as electricity, magnetism, and gravity, as well as examine physical phenomena such as earthquakes.

The board issued 141 new licenses and certificates and renewed close to 2,100 during fiscal year 99-00.

www.dca.ca.gov/geology

- The board makes its newsletters and information bulletins available online. The board also posts its publications for licensees.
- The Website's Directory of Licensees allows users to search for licensees by name, license number, city or zip code.
- Visitors access the Consumer Guide to Geological and Geophysical Services. Also available online are rules and regulations of the Geologist and Geophysicist Act, enforcement actions, and current "hot topics."
- Complaint forms and applications for examination are available in a format that allows consumers and applicants to fill out the forms online and print them.

In March 2000, the board administered the first National Association of State Boards of Geology examination, along with a California supplemental examination for licensure as a Registered Geologist in California.

In response to concerns raised by the Legislature and real estate professionals, the board is attempting to clarify that its licensees should use their geology stamp only when there has been a geological assessment on a property and not on routine hazardous disclosure forms as part of a real estate transaction.

The board also adopted a *Code of Professional Standards* effective October 1999. In addition, the board served as the host for the National Association of State Boards of Geology annual meeting in San Francisco in October 1999.

The board provides information to future earth scientists and their teachers. Representatives from the Geological Society of America and California schools offering geological sciences degrees routinely attend informational seminars hosted by the board. The board also published the *Student Guide to Geophysical Licensure in California*.



Board of Guide Dogs for the Blind

Canine guides provide independent mobility for California's 2,000 guide dog handlers. They provide a method of safe travel as California's blind consumers embark upon their day in the outside world. The Board of Guide Dogs for the Blind licenses training schools and instructors of guide dogs. This fiscal year, 12 people were granted instructor licenses.

Despite statutes that clearly prohibit discrimination against guide dogs and their handlers, blind people still face numerous obstacles every day, not only physical obstructions, but also obstructions of attitude. The board is working to educate businesses and the public about the rights of guide dog users.

One way the board does this education is by sponsoring Guide Dog Day at the Capitol every spring. Guide dog users, board members, and other supporters of this event visit every office in the Capitol to talk with legislators and staff about guide dogs and their importance in the lives of their blind users. The spring 2000 event focused on the public safety needs of blind persons — such as coping with difficult traffic

conditions and the increased threat of attack by uncontrolled dogs.

Twenty-five blind guide dog users and advocates participated in the 2000 event at the Capitol. Participants reported a number of legislators expressed enthusiasm for developing legislation that would improve the safety of guide dogs and their users.

Also during this year's event, Kathleen Hamilton, Department of Consumer Affairs director, presented the Guide Dog Instructor of the Year Award. The award recognizes the exemplary service of instructors, who serve blind people by enhancing their ability to travel independently with a guide dog.

The board is researching hazardous traffic conditions and is developing recommendations to improve the safety of California's blind pedestrians. In addition, the board will work closely with the schools to meet the anticipated increase in demand that will come with the aging of the population.



Medical Board of California

The first occupational licensing board in California was the Board of Medical Examiners, the predecessor of today's Medical Board of California. The board protects consumers through proper licensing of the state's more than 100,000 physicians and surgeons and certain allied health professionals.

During fiscal year 99-00, the board issued 4,200 new licenses and certificates and renewed 41,000.

The board vigorously enforces the Medical Practice Act. During the fiscal year, the board took disciplinary action against 510 licensees.

In its continuing effort to advise physicians and consumers of the penalties resulting from violations, the board revised and published its *Disciplinary Guidelines*. The board created a committee to look critically at its Diversion Program for physicians with substance-abuse problems. The goals are to protect patients from impaired physicians and to provide doctors with the best rehabilitative services available.



The licensing process limits entry into the medical field to qualified, competent applicants only. The board identified medical institutions that do not meet the educational standards required of California physicians. This identification of substandard programs has benefited consumers outside California as well. The Federation of State Medical Boards has adopted the same stringent guidelines.

In response to cosmetic surgery concerns, the board has continued to focus on the Committee on Plastic and Cosmetic Surgery, which sponsored several bills to increase patient protection in this popular practice area. For example, AB 271 (Gallegos) provides greater consumer protection in outpatient surgical settings. SB 450 (Speier) requires the board to adopt postoperative care standards for liposuction procedures performed by a physician outside a general acute care hospital. And SB 836 (Figueroa) expands the prohibition against fraudulent advertising to discourage misleading or deceptive ads by those who practice cosmetic/plastic surgery.

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Medical Board of California, *continued*

The board is concerned with the issues of online prescribing and patient protection. To that end, it formed a Committee on Internet Prescribing to monitor the practice of prescribing drugs without a "good faith prior examination and a medical indication."

The board sponsored legislation (SB 1828, Speier), which is aimed to make Internet prescribing safe and secure. The legislation establishes stringent penalties for anyone prescribing, dispensing, or furnishing dangerous drugs or devices on the Internet without a good faith prior examination and medical necessity. The board also participated in a national workgroup on Internet prescribing, which helped enhance cooperation between federal and state agencies.



www.medbd.ca.gov

- *By far the most popular component of the board's Web site is "DocFinder," which provides extensive information about California's physicians, physician assistants, and podiatrists. This site has produced nearly 7.5 million hits since December 1997.*
- *The board has added a Licensing Verification System (LVS) for hospitals and insurance companies. The information is updated twice a week and includes hospital disciplinary records that are not public record.*
- *The comprehensive Web site offers extensive information about the board and its functions, including individual physician profiles, and a variety of health-related links, such as HMO home pages, drug formularies, the American Board of Medical Specialties (to check on board certification), and the California Office of AIDS.*
- *Some California-licensed physicians practice online. This practice is legal as long as the doctor is currently licensed and treating only California patients. A good-faith prior examination is required, and the patient must have a medical necessity for the prescription.*

Board of Optometry

The Board of Optometry regulates California's 6,000-plus optometrists to ensure that consumers receive quality ocular vision care from competent, ethical practitioners.

Making sure optometrists are qualified is an important part of the board's mission. The board's examination was changed in June 2000 to reflect a newly completed Occupational Analysis Study. And the security of that examination was enhanced through regulatory changes.

Consumers now find it easier to contact the board with a new toll-free telephone number, (800) 547-4576, improved automated telephone answering system, and license and disciplinary information on the Web.



www.optometry.ca.gov

- Customers inquire about the status of optometrists' licenses, office location, permits, and disciplinary actions.
- Licensees can download all board applications as well as the board's law book and mandatory consumer notice posting.

Board of Pharmacy

The pharmacy profession used to be relatively low-tech, with pharmacists filling drug orders by compounding drugs with a mortar and pestle. Today, pharmacy has evolved into a high-tech, computerized practice, with e-pharmacies growing more popular and Internet consultations growing more prevalent.

The Board of Pharmacy ensures that only qualified pharmacists are licensed and that they adhere to state and federal law. Currently, the board licenses 70,000 individuals and firms who sell, handle, store, or dispense prescription drugs and devices.

To ensure that e-pharmacies comply with the law, the Legislature and Governor authorized the board to fine \$25,000 per violation for the unlicensed dispensing of dangerous drugs by Internet entities. The board also proposed a regulation to extend its citation and fine authority to include every violation of pharmacy law.

The board continues to look at ways to foster expanded use of technology in pharmacies. Traditionally, the law required prescriptions for Schedule II controlled substances to be written on triplicate

forms to monitor drug abuse. The board initiated a pilot program in 1998 called CURES, an automated, more efficient monitoring system, to assist in the delivery of Schedule II pain medications.

To protect patients' privacy rights, the board provided pharmacists with information on the California Confidentiality of Medical Information Act, along with instructions on the correct maintenance, destruction, and abandonment of patients' medical profiles.

Preventing prescription errors is an ongoing and important goal for the board. In order to minimize mistakes on refill prescriptions, the board authorized the operation of central refill pharmacies, which must be licensed by the board. The board also sponsored legislation to require pharmacies to implement quality assurance programs to prevent prescription errors. These requirements will take effect in 2002.

Besides minimizing errors, minimizing costs is also important. Home to the nation's largest elderly population, California leads in efforts to make prescription drugs more affordable for seniors. The board developed a brochure

explaining the *Prescription Drug Discount Program for Medicare Recipients*. This program allows Medicare recipients to purchase prescription drugs at the Medi-Cal reimbursement rate.

The board also developed its fourth treatment protocol publication, titled *Care of Children & Adults with Developmental Disabilities*. This publication addresses the pharmacist's role in providing counseling and health information to an often underserved group of individuals — the more than 150,000 California children and adults with developmental disabilities.

www.pharmacy.ca.gov

- The Web site came online in mid-May 2000 and received more than 20,000 hits in June alone.
- Consumers and licensees can review requirements for new and renewed licenses.
- The board's complaint form is now available online.
- The site contains consumer information brochures and public information about meetings.



Physical Therapy Board

The Physical Therapy Board of California ensures that only qualified and competent practitioners provide therapy services. The board oversees more than 20,000 physical therapists and physical therapy assistants.

During the fiscal year, the board issued 1,300 new licenses, renewed 9,500, and processed more than 200 complaints.

The board has increased its coordination with national organizations that promote effective regulation of health professionals. This coordination will help California consumers when national organizations develop model regulatory policy.

The board and the Department's Division of Investigation developed an instruction course to train investigators assigned to physical therapy cases. Training began in the fall of 2000.



www.ptb.ca.gov

- Consumers link to industry statutes and regulations and find contact information, board meeting dates and agendas, along with copies of the strategic plan and other special reports.
- Applicants download licensure applications, and consumers can fill out and mail the board's complaint form.

Physician Assistant Committee

Physician assistants provide medical, diagnostic, and therapeutic services under the supervision of physicians. The Physician Assistant Committee is the agency responsible for ensuring that only qualified physician assistants are licensed to practice in California.

The committee oversees nearly 15,000 active physician assistant licensees and another 5,000 inactive licensees. It issued almost 2,000 new licenses during the year and renewed nearly 6,000 licenses.

The committee developed an inter-agency agreement with the Department of Justice to implement Livescan (electronic) fingerprint processing, which will make the licensing process more efficient.



Committee enforcement staff met with investigators from the Medical Board of California to promote a thorough understanding of physician assistant laws and regulations. The committee also developed new regulations for defining which acts by a physician assistant will trigger investigation and potential disciplinary action.

Board of Podiatric Medicine

The Board of Podiatric Medicine oversees 2,000 doctors of podiatric medicine and enforces the Medical Practice Act. During the fiscal year, the board issued 136 new licenses, and renewed 800 licenses.



One of the board's functions is to approve schools offering podiatric training. In fact, California is the only state to require podiatric medical schools and California-based residency

programs to apply for approval annually. As part of the approval process, the Board's Medical Education Committee visits school sites. The board also supports state and national recommendations to base podiatric medical residencies at health science teaching centers, including state-supported University of California medical centers.

The Board of Podiatric Medicine is the first doctor-licensing board in the country to require that its licensees maintain medical competence throughout their podiatric careers. At each biennial renewal, licensees must now certify, under penalty of perjury, that they meet at least one of seven pathways for relicensure.



www.dca.ca.gov/bpm

- The board's Website averages about 1,300 hits each month.
- Site visitors use the license lookup feature to validate continuing competency and check disciplinary actions.
- Consumers and applicants get information from fact sheets, statutes, and regulations posted on the site and learn about license requirements and examination procedures.

Board of Psychology

The Board of Psychology licenses more than 14,000 psychologists, psychological assistants, and registered psychologists. During fiscal year 99–00, the board investigated 139 consumer complaints, filed 19 accusations against licensees and rendered 47 final decisions against licensees, applicants, and registrants. Additionally, the board filed six criminal actions and issued 41 citations against psychologists, psychological assistants, and persons practicing psychology without a license.



In the past year, the board took steps to streamline licensure and examination procedures. Regulations governing the supervision of psychological trainees who are working to meet licensing requirements were simplified. The board registered for Livescan fingerprinting, which will result in speedier processing of licensing and registration applications. In January 2000, the board's Professional Ethics and Jurisprudence Examination was changed from an oral format to a written format. And preparations continue toward comput-

erization of the national written examination in 2001.

Because continuing competency of licensees is important, the board expanded its citation and fine authority to cover continuing educational deficiencies. The board expanded the Expert Reviewer Program to include a statewide network of licensed psychologists to assist the board with reviewing complaints.

Finally, the board streamlined its enforcement program by using educational interventions to resolve minor violations such as failure to notify the board about an address change, potentially misleading advertising, and improper supervision of trainees.



www.dca.ca.gov/psych

- The board recorded 280,000 hits on its Web site last year and has received consistently positive feedback about the site from the public and the profession.
- Consumers use the board's Web page to verify licenses, file complaints, link to relevant sites, and access laws and regulations.
- The board posts all application forms, disciplinary actions, and meeting agendas and minutes.
- Visitors access the board's two most popular publications — Professional Therapy Never Includes Sex and A Consumer Guide to the Mental Health Professions.
- Consumers, licensees, and registrants can send inquiries and conduct board business via e-mail.

Board of Registered Nursing

According to a recent Gallup survey, nursing is the most trusted profession in America. The Board of Registered Nursing strives to ensure that the public's trust is well placed by enforcing safe nursing practice standards and by educating the public.



More than a quarter of a million professionals are currently licensed through the Board of Registered Nursing. The board filed more than 200 enforcement actions this past year, including 19 criminal actions and 43 citations.

California's nurses must meet the board's education standards to ensure the public's health and safety. This year the board clarified the methods for nurses to prove the equivalency of a high school education. The board updated minimum education requirements for military corpsmen. Nurse-midwifery certification is now based on completion of a board-approved nurse-midwifery program.

(continued on the next page)



www.rn.ca.gov

- The Website provides detailed information on how to apply for an initial RN license, advanced practice nursing certifications, and continuing education provider approval. Visitors learn online about the Nursing Practice Act, nursing school programs and locations, and information on the license renewal process.
- The board has a toll-free license verification system that uses an interactive voice response system. Consumers verify the status of an RN license through a computer link to the board's live database.
- The Web site receives approximately 8,400 hits a month and has enjoyed positive feedback about computer adaptive testing and the interactive voice response system.
- The board administers its licensing examination by computer at 25 test sites throughout California. Applicants have responded very favorably to the year-round, on-demand convenience of computerized testing. Also, examination validity and security are enhanced through the use of advanced computer testing technology. All testing transactions have been computerized.
- RNs practice online, usually through advice nurse activities in which formal written protocols are followed. These protocols have been developed and approved by physicians in the practice setting. RNs located in other states must be licensed by the California Board of Registered Nursing if they provide advice to California patients.
- The board offers consumer protection through the posting of disciplinary actions involving RN licenses. The Web site also offers details about how to file a complaint and information on enforcement and diversion programs.

Board of Registered Nursing, *continued*

Advanced practice nurses received more responsibilities this year. Nurse practitioners were given additional authority this year to order medications — pharmacists must now include the nurse practitioner's name as well as the physician's name on the medication label.

The possibility of a nursing shortage in California is an ongoing challenge. This year the board brought together key nursing and education representatives to recommend solutions in situations where there are inadequate nursing resources. The report included proposals that would increase the number of nurse graduates from California nursing programs. Also identified were strategies to increase the number of registered nurses in specialty areas such as critical care, emergency departments, obstetrics, and pediatrics.

In the spring, Assembly members Lou Correa and Martin Gallegos, Chair of the Assembly Health Committee, held a forum to discuss the adequacy of nursing resources in California. The board, along with various community health care leaders, considered licensure and certification issues as they relate to the nursing workforce.

In the fall of 2000, more than 700 nurses attended a board-sponsored conference dealing with the challenges and opportunities of ensuring an adequate supply of nurses in California. The conference was co-sponsored by the Board of Vocational Nursing and Psychiatric Technicians, California Strategic Planning Committee for Nursing Colleagues in Caring, and the Helene Fuedl Health Trust. The latest information on California's nursing workforce was presented along with developments in competency-based nursing practice. There were various proposals to increase educational mobility for nurses.

The board strengthened enforcement by improving guidelines for discipline. Probation conditions are now more stringent, with automatic suspension for those who fail drug screens. To evaluate the outcomes of disciplinary actions, the board conducted a recidivism study of 98 registered nurses. The study showed that

64% of the 98 reinstated nurses had no subsequent disciplinary actions. The majority of those who did have further disciplinary actions had chemical dependency violations (77%). The study's other findings will assist board members as they make reinstatement decisions.

Respiratory Care Board

Respiratory care practitioners evaluate, treat, and care for patients with breathing disorders. The state's more than 13,000 licensed respiratory care practitioners (RCPs) regularly perform critical lifesaving procedures prescribed by physicians. RCPs provide patient care in hospitals and in patients' homes.

The Respiratory Care Board protects and serves consumers by administering and enforcing the Respiratory Care Practice Act. In January 2000, the board began offering respiratory care state licensing examinations via computer on a daily basis. Previously, the "paper-and-pencil" exam was offered only three times per year.

The board developed a pamphlet to provide employers and licensees information on how to file complaints.

The board enhanced its enforcement program to handle an increase in the complexity of complaints it has received as a result of new, mandatory reporting requirements for employers and licensees.

During fiscal year 99–00, the board began reporting all disciplinary actions to the Healthcare Integrity and Protection Data Bank, a national health care fraud and abuse data collection center. The data bank will contain adverse actions against health care providers, suppliers, and practitioners.

The Respiratory Care Board's goal is to provide greater community outreach directly to patients. In this way, patients will know more about the type of care they are receiving and can notify the board directly if they don't receive quality care. The board has placed a high priority on addressing patient concerns about asthma, lung function, and respiratory services.

The board's Web page is available at the Department's Web site, www.dca.ca.gov.



M Speech-Language Pathology and Audiology Board

More than 10 million Americans over the age of 65 have hearing loss. The Speech-Language Pathology and Audiology Board licenses the professionals who provide treatment to individuals suffering from speech and hearing disabilities.



The board was sunsetted in July 1999 and re-established on January 1, 2000, with new enforcement and licensing provisions. For example, one of the new licensing provisions allows the board to issue a one-year provisional license to applicants

while they are obtaining the necessary experience required for a license. This allows the board to have enforcement authority over both the supervising professional and the applicant.

In addition to licensing more than 14,000 audiologists and speech-language pathologists, the board can

now register speech-language pathology assistants, a category of support personnel expected to address the growing shortages in speech therapy services.



www.dca.ca.gov/slpab

- Consumers and licensees can obtain updated information about state licensing requirements, continuing professional development, and the board's enforcement and complaint processes. The Web site links to related professional organizations.
- The Web site allows the public to download application forms, fee schedules, and examination information, along with the most recently enacted laws and regulations.
- Consumers can download forms from the Web site to file complaints against licensed practitioners or individuals practicing unlicensed activity. Visitors can also register complaints or comments about the performance of the board.

Structural Pest Control Board

The 26,000 licensees of the Structural Pest Control Board are responsible for ridding homes of termites, rodents, and other invading pests and organisms. The board examines, licenses, and regulates structural pest control professionals to ensure that consumers are not harmed by pesticide application in their homes and businesses.

Pest infestations can destroy the structural integrity of a home — a major factor when consumers consider buying or selling a home. The board's licensees inspect and treat these conditions.

Implementing recent legislation, the board now allows licensees to electronically file thousands of required inspection report forms and other documents with the board. This new process eliminates the handling and processing of paper and has helped California businesses meet their reporting requirements in a more timely and efficient manner.

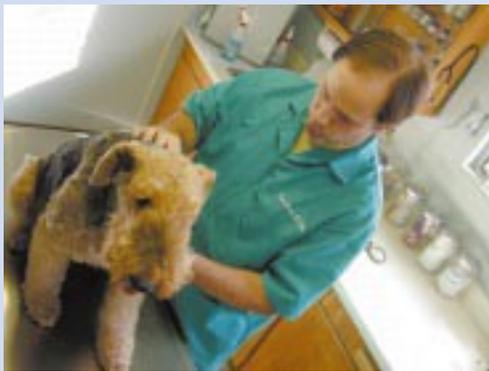


www.dca.ca.gov/pestboard

- Friendly, animated bugs welcome visitors to the board's Web site at the rate of approximately 1,300 hits per month.
- Consumers can download the board's complaint form to register comments about licensees and look up license status or disciplinary actions. They access examination forms, reference materials, and over 20 forms used by the industry.
- Consumers read the termite fact sheet and informational brochures regarding pest control services.
- The board posts the dates and locations of upcoming meetings on the site as well as past meeting minutes.

Veterinary Medical Board/Registered Veterinary Technician Examining Committee

The Veterinary Medical Board regulates the changing practice of veterinary medicine. Fifty-nine percent of American households include a pet as a member of the family. Licensees of the Veterinary Medical Board keep them healthy. Veterinary medicine has grown into a multifaceted, highly technical medical field, with scientific advances in animal medicine and surgery rivaling those in human medicine.



To reflect the many changes in the field, the board updated the minimum standards of practice for veterinarians and registered veterinary technicians. The board hired additional enforcement staff to process the more than 400 complaints it receives each year.

Communications were improved during the last fiscal year, both with licensees and consumers. For example, the board began publishing a quarterly newsletter to keep

its more than 12,000 licensees informed. The board also purchased a new telephone system to provide consumer information more quickly. The Registered Veterinary Technician Committee developed a brochure to educate consumers on clinical services.

In an effort to increase access to veterinary care, the board will soon authorize registered veterinary technicians to provide veterinary services off premises, outside the clinical environment.



www.vmb.ca.gov

- The Web site receives approximately 1,500 hits per month, and the board is continuously updating and expanding the site.
- Licensees find examination applications, schedules, fees, deadlines, and statistics online, and consumers use the Web site to look up the status of professional licenses or to file complaints electronically.
- The board offered the national examination via computer beginning in December 2000. The California exam will be available by computer in 2002, and the Registered Veterinary Technician exam will follow soon after.

Board of Vocational Nursing and Psychiatric Technicians

The Board of Vocational Nursing and Psychiatric Technicians oversees California's 75,000 licensed vocational nurses and psychiatric technicians.

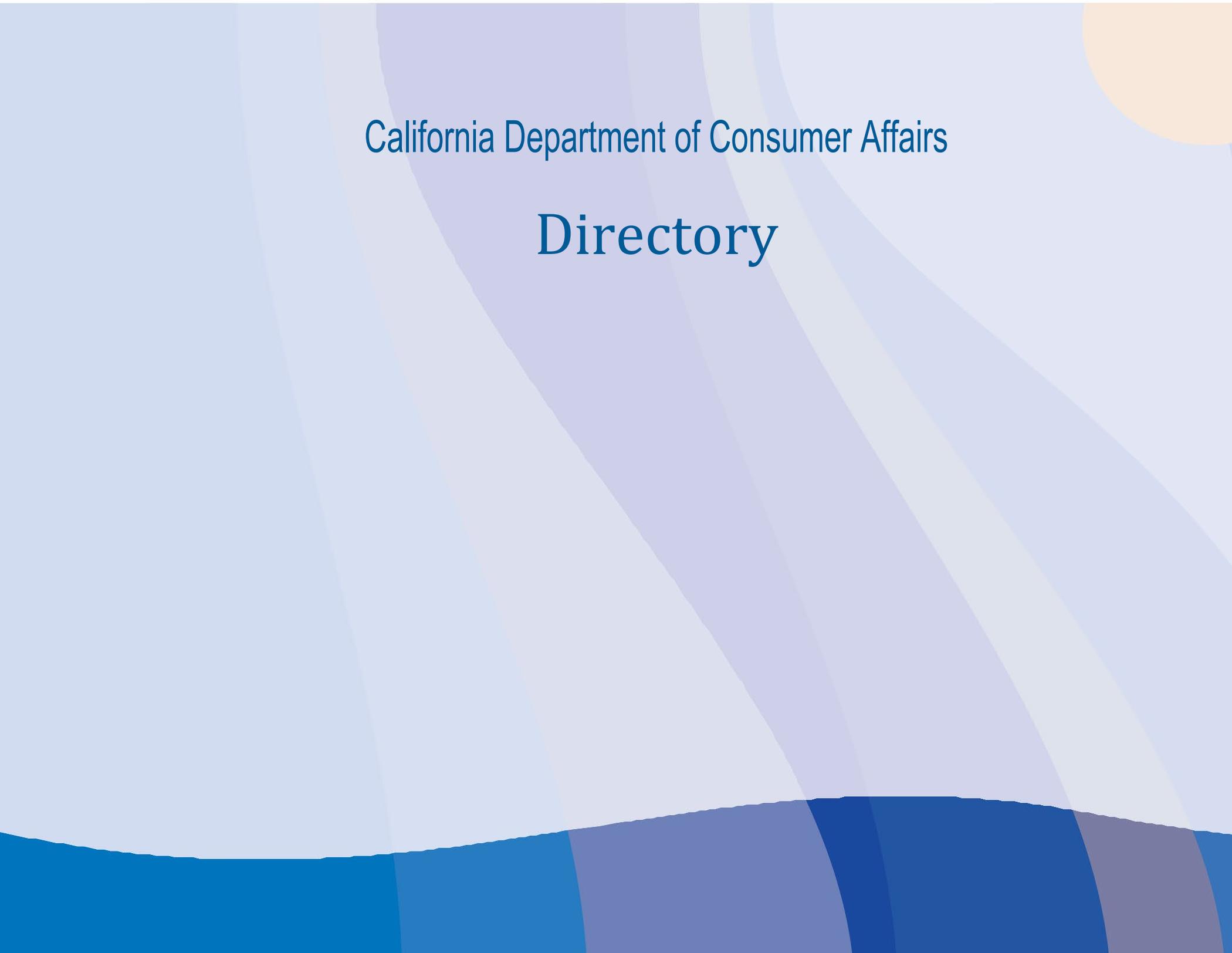
New regulations implemented July 1, 2000, ensure sound educational programs for vocational nurses and psychiatric technicians. The changes include new school requirements, director handbook policies, preceptorships, and various changes in the qualifications and examination requirements.

The board continues to conduct Disciplinary Overview Sessions for vocational nursing and psychiatric technician students. The sessions are designed to educate students about their professional responsibilities as well as the laws governing their practice and the disciplinary process. On average, 500 to 800 people attend these Disciplinary Overview Sessions each year.



www.bvnpt.ca.gov

- The Website, which doubled in hits during the first six months of 2000, provides consumer information and guidance about the board.
- Consumers can learn how to file a complaint and can print out the board's complaint form.
- Applicants can find information on how to qualify for a license.
- Consumers can look up a licensee's disciplinary action record.
- The board provides lists of accredited vocational nursing and psychiatric technician schools, approved continuing education courses, and disciplinary actions. The site also includes the vocational nursing and psychiatric technician regulations.
- Coming soon: an online chat room and downloadable application forms.



California Department of Consumer Affairs

Directory

Directory

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

Donna McCluskey, CPA, President;
Navid Sharafatian, Vice President;
Michael Schneider, CPA, Secretary-
Treasurer; H. E. Mikkelsen, CPA;
Robert E. Badham; Baxter Rice

The board regulates the accounting profession by establishing and maintaining entry standards of qualification and conduct within the accounting profession.

- *Certified Public Accountants (CPA)*
- *Public Accountants (PA)*
- *CPA or PA corporations and partnerships*

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

Shari Asplund, Chair; Edmund Y. Tong;
Justin Tin; Gary Klapman, MD; Howard Moffet, LAC; Pei Li Zhong-Fong, LAS;
Michael Eng

The board regulates the practice of acupuncture, which is a theory and method for the treatment of illness and disability. Acupuncture involves strengthening and invigoration.

- *Certified Acupuncturists*

Administrative & Information Services
Division
Howard Sarasohn
Chief Administrative Officer
400 R Street, Suite 2000
Sacramento, CA 95814
(916) 445-4626

The division provides administrative and information services to the Department's boards, committees, commission, bureaus, programs, and divisions.

Arbitration Certification Program
Rachel Chavez, Chief
401 S Street, Suite 201
Sacramento, CA 95814
(916) 323-3406

Certification and monitoring of arbitration programs for resolving vehicle warranty disputes.

California Architects Board
(Vacant) Executive Officer
400 R Street, Suite 4000
Sacramento, CA 95814
(916) 445-3393

Marc Sandstrom, President; Gordon Carrier, Vice President; L. Kirk Miller, Secretary; John Canestro; Albert C. Chang; Raymond Cheng; Christine M. Lampert; Cynthia Choy Ong; Ed Oremen

Landscape Architects Technical Committee Members

David Tatsumi, Chair; Sandra Gonzalez, Vice Chair; Linda Gates; Dennis Otsuji

The board protects the public health, safety, and welfare through the regulation of the practice of architecture and landscape architecture services. All licensees must meet the required threshold of competency. Those who engage in fraudulent business practices are disciplined.

- *Architects*
- *Landscape architects*

Directory, *continued*

Athletic Commission

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

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

Manuel "Cal" Soto, Chairman;
Elmer Costa, Vice Chairman; Don Novey;
Alvin Ducheny

The commission regulates professional and amateur boxing and full-contact martial arts throughout the state.

- *Assistant matchmakers*
- *Boxers (professional and amateur)*
- *Full contact martial arts and kickboxing (professional and amateur)*
- *Gyms*
- *Judges (professional and amateur)*
- *Managers*
- *Promoters and matchmakers*
- *Referees (professional and amateur)*
- *Sparring permits*
- *Timekeepers*
- *Trainers/Seconds*

Automotive Repair, Bureau of

Douglas E. Laue, Chief
10240 Systems Parkway
Sacramento, CA 95827
(916) 255-4565

The bureau registers and regulates approximately 32,000 California automotive repair facilities. It also licenses lamp and brake inspection stations, smog inspection stations, and Smog Check technicians.

- *Automotive repair facilities*
- *Lamp and brake inspection stations*
- *Smog Check stations and technicians*

Barbering & Cosmetology, Bureau of

James N. Goldstene, Chief
400 R Street, Suite 5100
Sacramento, CA 95814
(916) 327-6250

The bureau protects the consumers and regulates the providers of barbering, cosmetology, electrology, and related services.

- *Apprentices (barbers, cosmetologists, electrologists)*
- *Barber instructors*
- *Barbers*

- *Program-licensed establishments*
- *Cosmetologists*
- *Cosmetology instructors*
- *Electrologists*
- *Estheticians*
- *Manicurists*
- *Mobile Units*

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

Selma Fields, MFT, Chair; Christina Chen; Karen Pines, MFT; Virginia Laurence, LCSW; Howard Stein; Mark Burdick, LEP

The board regulates marriage and family therapists, licensed clinical social workers, and licensed educational psychologists. The board also regulates marriage and family therapist interns, and associate clinical social workers.

- *Licensed educational psychologists*
- *Licensed clinical social workers*
- *Associate clinical social workers*
- *Marriage and family therapist interns*
- *Marriage and family therapists*

Board Relations

Lynn Morris, Deputy Director
400 R Street, Suite 3000
Sacramento, CA 95814
(916) 323-2191

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

Cemetery and Funeral Bureau

G.V. Ayers, Chief
400 R Street, Suite 3040
Sacramento, CA 95814
(916) 322-7737

The bureau protects the public's interest by educating consumers about their rights and options related to cemetery and funeral needs.

- *Cemeteries, cemetery sales persons, cemetery brokers*
- *Crematories*
- *Cremated remains disposers*
- *Apprentice embalmers*
- *Embalmers*
- *Funeral directors*
- *Funeral establishments*

Communications & Education Division

Mike Luery, Deputy Director
400 R Street, Suite 3060
Sacramento, CA 95814
(916) 324-1691

Assists the Department and its boards, bureaus, and other programs with media, public, legislative, and governmental inquiries.

Consumer Information Center

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

Responds to inquiries from consumers on various consumer issues, referrals to appropriate government or private agencies for general (non-board or non-bureau) issues, distribution of publications, and assistance with filing complaints. Assistance available in English, Spanish, and 133 other languages.

Contractors State License Board

Stephen P. Sands, Registrar
9821 Business Park Drive
Sacramento, CA 95827
(916) 255-4000
(800) 321-2752

Joe Tavaglione, Chair; Minerva Lopez-Baffo, Vice Chair; John Chalker; David Lucchetti; Hacob "Jake" Shirvanian; John Sandman; Larry Booth; Anthony Elmo; Paul Baldacci; John C. Hall

The board licenses and regulates the more than 270,000 contractors in the building trades professions in California. The board promotes the general welfare of the public in matters relating to building construction.

- *General engineering contractors — Class A*
- *General building contractors — Class B*
- *Specialty contractors — Class C:*
Boiler, hot water heating, and steamfitting
Building moving/demolition
Cabinet and mill work
Carpentry
Concrete
Drywall
Electrical (general)
Electrical sign

Directory, *continued*

Elevator
Earthwork and paving
Fencing
Fire protection
Flooring and floor covering
General manufactured housing
Glazing
Insulation and acoustical
Landscaping
Lathing
Lock and security equipment
Low voltage systems
Masonry
Metal roofing
Ornamental metal
Painting and decorating
Parking and highway improvement
Pipeline
Plastering
Plumbing
Reinforcing steel
Refrigeration
Roofing
Sanitation systems
Sheet metal
Solar
Structural steel
Swimming pool

Tile (ceramic and mosaic)
Warm-air heating, ventilating, and air conditioning
Water conditioning
Welding
Well drilling (water)
 • *Limited specialty (29 sublicenses)*

Court Reporters Board of California
 Rick Black, Executive Officer
 2535 Capitol Oaks Drive, Suite 230
 Sacramento, CA 95833
 (916) 263-3660

Julie Peak, CSR, Chair; Peggy Porter,
 CSR, Vice Chair; Lillian Maloney

The board protects consumers of court reporting services by maintaining high standards for performance and ethical behavior by court reporters.

• *Court reporters*

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

Roger Simonian, DDS, President; Kit

Neacy, DDS, Vice President; Richard Benveniste, Secretary; Robert Christopherson, DDS; Katie Dawson, DDS; John Berry, DDS; Llewellyn Chin, DDS; Mark Goldenberg, DDS; Peter Hartmann, DDS; Alan Kaye, DDS; Ladonna Drury-Klein, DDS; Michael Pinkerton, DDS; Kathy Holladay, DDS

The board administers a license examination that tests graduates' fitness to safely practice dentistry. The board enforces the laws and standards governing the practice of dentistry.

• *Dentists*

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

Bobbi d'Arc, RDA, Chair; Rhona Lee, RDHEF, Vice Chair; Patricia Morris, RDA, Secretary; Wayne Del Carlo, DDS; Krisy Landgren, RDH; Stephanie Lemos, RDH; Kit Neacy, DDS; Douglas Yee, DDS

The committee administers the examina-

tion and licensing processes for five main license classifications of dental auxiliaries for the Board of Dental Examiners.

- *Registered dental hygienists in alternative practice*
- *Registered dental hygienists in extended functions*
- *Registered dental hygienists*
- *Registered dental assistants in extended functions*
- *Registered dental assistants*

Electronic & Appliance Repair,
Bureau of

Karen Hatchel, Chief
3485 Orange Grove Avenue
North Highlands, CA 95660
(916) 574-2032

The bureau protects consumers from fraud, economic loss, and unsafe electronic and appliance repairs. The bureau registers businesses engaged in the following:

- *Automotive radio and stereo installation and repair*
- *Automotive security system installation and repair*
- *Cellular phone installation and repair*
- *Combination electronic and appliance repair*

- *Home entertainment electronics repair*
- *Home office electronics repair*
- *Major home appliance repair*
- *Residential antenna installation and repair (includes satellite antennas)*
- *Service contract sales*
- *Service contract administration*

Engineers & Land Surveyors,
Board for Professional
Cindi Christenson, Executive Officer
2535 Capitol Oaks Drive, Suite 300
Sacramento, CA 95833
(916) 263-2230

Kathryn Hoffman, President; Vincent Di Tomaso, PE, Vice President; Gregg Brandow, PE; David Chen; James Foley, PE; Andrew Hopwood; Stephen Lazarian, Jr.; Marilyn Lyon; Myrna Powell; Millicent Safran; Quang D. Vu, PE

The board safeguards the life, health, property, and public welfare by regulating the practice of professional engineering and professional land surveying. The board registers the following:

- *Agricultural engineers*
- *Chemical engineers*
- *Civil engineers*
- *Control system engineers*

- *Corrosion engineers*
- *Electrical engineers*
- *Fire protection engineers*
- *Geotechnical engineers*
- *Industrial engineers*
- *Land surveyors*
- *Manufacturing engineers*
- *Mechanical engineers*
- *Metallurgical engineers*
- *Nuclear engineers*
- *Petroleum engineers*
- *Photogrammetric surveyors*
- *Quality engineers*
- *Safety engineers*
- *Structural engineers*
- *Traffic engineers*

The board certifies the following:

- *Engineers-in-training*
- *Land surveyors-in-training*

Examination Resources, Office of
Norman Hertz, PhD, Manager
501 S Street, Suite 3
Sacramento, CA 95814
(916) 322-2703

The office develops written and oral examinations for a wide variety of professions licensed by the Department of Consumer Affairs.

Directory, *continued*

Executive Office
Kathleen Hamilton, Director
Denise Brown, Chief Deputy Director
400 R Street, Suite 3000
Sacramento, CA 95814
(916) 445-4465

Board for Geologists and Geophysicists
Paul Sweeney, Executive Officer
2535 Capitol Oaks Drive, Suite 300A
Sacramento, CA 95833
(916) 263-2113

David Cummings, President; Dorene Dominguez, Vice President; Sharon Jasek Reid; Seena N. Hoose; Karen Melikian

The board examines and licenses geologists and geophysicists. The board certifies engineering geologists and hydrogeologists in California.

- *Engineering geologists*
- *Geologists*
- *Geophysicists*
- *Hydrogeologists*

Guide Dogs for the Blind, Board of
Pat Urena, Executive Officer
2000 Evergreen Street
Sacramento, CA 95815
(916) 263-8956

Hugh Lyttleton, President; Manuel Urena, Secretary; Audrey Hebner; Chris Kahn; John Manzella; Melita Waters

The board is responsible for regulating guide dog schools, instructors, and fund-raising.

- *Instructors*
- *Training schools*
- *Fund-raising to establish training schools*

Hearing Aid Dispensers Bureau
Dianne Tincher, Administrator
400 R Street, Suite 3040
Sacramento, CA 95814
(916) 327-3433

The bureau protects hearing-impaired citizens from the fraudulent fitting and selling of hearing aids. The bureau prepares, administers, and grades an examination to evaluate competence and enforces the Hearing Aid Dispensers Licensing Law.

- *Hearing aid dispensers*

Home Furnishings & Thermal Insulation, Bureau of
Karen E. Hatchel, Chief
3485 Orange Grove Avenue
North Highlands, CA 95660
(916) 574-2041

The bureau protects the public from health, safety, and economic hazards associated with upholstered furniture, bedding products, and thermal insulation sold in California.

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

Investigation, Division of
Michael Gomez, Chief
444 North Third Street, Suite 110
Sacramento, CA 95814
(916) 324-1534

The Legislature created the Division of Investigation in 1961 to provide centralized investigative services for the regulatory boards, bureaus, programs, and commission within the Department of Consumer Affairs. The division has the authority to investigate any alleged violation of the laws within DCA's regulatory agencies, as well as the Board of Chiropractic Examiners and the Osteopathic Medical Board of California.

Legal Affairs Division
Doreatha Johnson, Deputy Director
400 R Street, Suite 3090
Sacramento, CA 95814
(916) 445-4216

The division provides legal consultation and advice to the Department's boards, bureaus, and divisions.

Legislative & Regulatory Review
Division
Sailaja R. Cherukuri, Deputy Director
400 R Street, Suite 3120
Sacramento, CA 95814
(916) 327-5196

The division tracks and analyzes legislation affecting the Department and California consumers. It reviews legislation proposed by Departmental entities, and drafts positions on external legislation affecting the Department.

Medical Board of California
Ron Joseph, Executive Director
1434 Howe Avenue, Suite 92
Sacramento, CA 95825

Executive Office: (916) 263-2389
Application inquiries: (916) 263-2499
Division of Licensing: (916) 263-2344
Complaints: (916) 263-2424;
(800) 633-2322

Division of Licensing:
Thomas A. Joas, MD, President;
James A. Bolton, PhD, Secretary; Gary
Gitnick, MD, FACG; Donna C. Gerber;
Mitchell S. Karlan, M.D.

Division of Medical Quality:
Ira Lubell, MD, MPH, President; Anabel
Anderson Imbert, MD, Vice President;
Rudy Bermudez, Secretary; Margo M.
Leahy, MD; Mary C. McDevitt, MD;
Ronald L. Moy, MD; Lorie G. Rice

The board protects consumers by licensing physicians, surgeons, and certain allied health professions. The board enforces the Medical Practice Act.

- *Fictitious name permits*
- *Medical assistants*
- *Midwives*
- *Physicians and surgeons*
- *Registered dispensing opticians*
- *Research psychoanalysts*

Optometry, Board of
Karen L. Ollinger, Executive Officer
400 R Street, Suite 4090
Sacramento, CA 95814-6200
(916) 323-8720

Gerald J. Easton, OD, President;
Sheilah S. Titus, OD, Secretary; Jane Vogel,
MA, Secretary; Sunil "Sunny" Aghi, MBA;
John R. Anthony, OD; Patricia L.
Gee, EdD; Steven S. Grant, EdD;
Jennifer H.W. Kao, OD

Directory, *continued*

The board ensures that consumers of optometric services receive quality vision care from competent and ethical optometrists. The board licenses and regulates the practice of optometry in accordance with California law. The board administers the board's licensing examinations and issues the following:

- *Optometrist License*
- *Optometrist License with DPA Certification*
- *Optometrist License with TPA Certification*
- *Statement of Licensure*
- *Branch Office License*
- *Fictitious Name Permit*
- *Registration as an Optometric Corporation*

Pharmacy, Board of
Patricia F. Harris, Executive Officer
400 R Street, Suite 4070
Sacramento, CA 95814
(916) 324-2302

Robert Elsner, President; Steve Litsey, PharmD, Vice President; Caleb Zia, Treasurer; Richard B. Mazzone, RPh; Darlene Fujimoto, PharmD; John Jones, RPh; Donald W. Gubbins, RPh; William Powers; Holly Strom, RPh; Andrea Zinder

The board regulates pharmacists and pharmacy services.

- *Free/nonprofit/surgical clinics*
- *Hypodermic needle and syringe distributors*
- *Interns*
- *Medical device retailers and exemptees*
- *Nonresident pharmacies*
- *Out-of-state distributors*
- *Pharmaceutical wholesalers and exemptees*
- *Pharmacies*
- *Pharmacists*
- *Pharmacy technicians*
- *Veterinary food-animal drug retailers and exemptees*

Physical Therapy Board
Steven Hartzell, Executive Officer
1418 Howe Avenue, Suite 16
Sacramento, CA 95825
(916) 263-2550

Valerie Sinkus, PT, President;
Donald A Chu, PhD, PT, Vice President;
Louis Garcia; Jerry Kaufman, PT;
June Koefeld

The board enforces the Physical Therapy Practice Act and ensures that only qualified, competent physical therapists can perform physical therapy.

- *Electroneuromyographers*
- *Kinesiological electromyographers*
- *Physical therapist assistants*
- *Physical therapists*

Physician Assistant Committee
(Vacant) Executive Officer
1424 Howe Avenue, Suite 35
Sacramento, CA 95825
(916) 263-2323

Robert E. Sachs, PA, Chair; Steven R. Morey, PA, Vice Chair; Holly M. Ferguson, PA; Goodarz Haydarzadeh; Carole Hurvitz, MD; Steven D. Johnson, PA; Sandra S. Navarro, PhD

The committee licenses physician assistants, processes applications for approval of supervising physicians, and approves physician assistant training programs.

- *Educational training programs*
- *Physician assistants*
- *Supervising physicians*

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

Paul J. Califano, DPM, President; Anne M. Kronenberg, Vice President; Kenneth K. Phillips, Jr., DPM; Iva P. Greene, MA; Elaine S. Davis, DPM; Joseph M. Girard, MBA, JD; Jon H. Williams, DPM

The board regulates podiatric medicine for the Medical Board. It licenses and approves schools with postgraduate programs. The board also enforces the Medical Practice Act with regard to podiatric medical doctors.

- *Doctors of podiatric medicine*

Private Postsecondary & Vocational Education, Bureau for
Michael Abbott, Chief
400 R Street, Suite 5000
Sacramento, CA 95814
(916) 445-3428

The bureau regulates approximately 3,000 privately operated postsecondary institutions that operate in California.

- *Private postsecondary schools*

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

Martin Greenberg, PhD, President; Emil Rodolfa, PhD, Vice President; Mary McMillan; Judith Janaro Fabian, PhD; Mary Ellen Early; Pamela Harmell, PhD; Lisa Kalustian; Marilyn Palarea

The board regulates, licenses, and promotes consumer education.

- *Psychological assistants*
- *Psychologists*
- *Registered psychologists*

Registered Nursing, Board of
Ruth Ann Terry, MPH, RN
Executive Officer
400 R Street, Suite 4030
Sacramento, CA 95814
(916) 322-3350

Mary Jo Gorney-Moreno, PhD, RN, President; Sandra Erickson, CRNA, BPA, Vice President; Sharon Ecker, RN; Monta Huber; Thomas C. Kravis, MD; Seth Liebman, Esq; LaFrancine Tate

The board acts as an advocate for health care consumers by enforcing safe nursing practice standards and by educating the public.

- *Continuing education providers*
- *Nurse anesthetists*
- *Nurse midwives*
- *Nurse midwives with furnishing number*
- *Nurse practitioners with furnishing number*
- *Psychiatric mental health nurses*
- *Public health nurses*
- *Registered nurses*
- *Nurse practitioners*
- *Clinical nurse specialists*

Respiratory Care Board
Cathleen A. McCoy, BS, MA
Executive Officer
1426 Howe Avenue, Suite 48
Sacramento, CA 95825
(916) 263-2626

Barry Winn, EdD, RCP, President;
Kim L. Kruser, RCP, Vice President;
Eugene Mitchell; Richard L. Sheldon, MD;
Gary N. Stern, Esq

The board protects and serves the consumer by administering and enforcing the Respiratory Care Practice Act and its regulations.

- *Respiratory care practitioners*

Directory, *continued*

Security & Investigative Services,
Bureau of
Steve V. Giorgi, Chief
400 R Street, Suite 3080
Sacramento, CA 95814
(916) 322-7530

The bureau licenses and regulates businesses and personnel that provide security-related services for a fee.

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

Speech-Language Pathology
& Audiology Board
Annemarie Del Mugnaio
Interim Manager
1422 Howe Avenue, Suite 3
Sacramento, CA
95825-3204
(916) 263-2666

Rebecca Bingea, AU; Paul Donald, MD;
Alison Grimes, AU; Marcia Raggio, AU;
James Till, PhD, SLP; Sherri
Washington, SLP

The board protects the public health, safety, and welfare through the appropriate regulation of the practices of speech-language pathology and audiology in California.

- *Audiologists*
- *Speech-language pathologists*
- *Speech-language pathology aides*

Structural Pest Control Board
Kelli Okuma, Registrar
1418 Howe Avenue, Suite 18
Sacramento, CA 95825
(916) 263-2540

Glenn Hellyer, President; Kenneth Moore,
Vice President; Karl Thurmond;
Kenneth Trongo

The board examines, licenses, and regulates persons practicing structural pest control.

- *Branch office registrations*
- *Company registrations*
- *Field representatives — Branch 1, 2, 3, and wood roof cleaning/treatment*
- *Operators — Branch 1, 2, 3, and wood roof cleaning/treatment*
- *Pesticide applicators — Branch 2, general pest control (nonwood type pests) and Branch 3, termite control (wood type pests)*
- *Wood roof cleaning/treatment (roof restoration)*

Telephone Medical Advice Services,
Bureau of
Terri Ciau, Acting Chief
400 R Street, Suite 3040
Sacramento, CA 95814
(916) 322-7898

The bureau regulates businesses, including physician groups, hospitals, and HMOs, that provide medical advice by telephone to California residents.

Veterinary Medical Board
Susan M. Geranen, Executive Officer
1420 Howe Avenue, Suite 6
Sacramento, CA 95825
(916) 263-2610

Ellen O'Connor, President; Alberto Aldrete, DVM; Nancy Collins, DVM; Ronald Biron; Julia Warren

The board regulates the practice of veterinary medicine through licensing, examination, and enforcement of the rules governing veterinary medicine.

- *Veterinarians*

Registered Veterinary Technician
Examining Committee
Susan M. Geranen, Executive Officer
1420 Howe Avenue, Suite 6
Sacramento, CA 95825
(916) 263-2610

Nancy Ehrlich, RVT, Chair; Linda Zachritz, JD, Vice Chair; Kathleen Cicotte, RVT; Richard Johnson, DVM; Alex Henderson, RVT

The committee is mandated to ensure the competency of registered veterinary technicians through examination. The committee inspects and approves all private schools or institutions that train veterinary technicians.

- *Registered veterinary technicians*

Vocational Nursing & Psychiatric
Technicians, Board of
Teresa Bello-Jones, Executive Officer
2535 Capitol Oaks Drive, Suite 205
Sacramento, CA 95833
(916) 263-7845

Carolyn Duncan, PT, President; Sister Marie de Porres Taylor, Vice President; Cecelia Estrada, RN; Mary Humphrey; Dorothy Jue Lee; Bridget Robins; June Schockency

The board licenses vocational nurses and psychiatric technicians.

- *Vocational nurses*
- *Psychiatric technicians*