



**Attorney General's Annual Report**  
on  
**Accusations Prosecuted for Department of  
Consumer Affairs Client Agencies**

**Business and Professions Code Section 312.2**

**January 1, 2018**

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# **Attorney General's Annual Report on Accusations Prosecuted for Department of Consumer Affairs Client Agencies**

**January 1, 2018**

## **EXECUTIVE SUMMARY**

This is the first annual report by the Office of the Attorney General required under Business and Professions Code section 312.2, which became effective on January 1, 2016, and requires the first report to be filed by January 1, 2018. The report is based on information from Fiscal Year 2016-17. It provides a baseline concerning accusation referrals received and adjudicated accusations for each Department of Consumer Affairs client agency of the Licensing Section and Health Quality Enforcement Section of the Attorney General's Office.

Each client agency is unique and not comparable to each other, yet some general observations can be made from the data collected to compile this report. In Fiscal Year 2016-17, approximately 40 percent of the legal work performed by the Licensing Section and Health Quality Enforcement Section was for the prosecution of accusation matters, which are the focus of this report. During the year, 3,097 accusation referrals were received from our Department of Consumer Affairs client agencies. Less than 2.7 percent of accusation referrals to the Attorney General's Office were rejected, and 10 percent of accusation referrals required further investigation.

The Office of the Attorney General adjudicated 3,384 accusations during the year. The matters adjudicated were transmitted to this office in Fiscal Year 2016-17 or in a prior fiscal year. Multiple adjudications can occur when more than one licensee is included within one matter, each with different adjudication dates and types, or a client agency exercises its discretion to reject an initial adjudication. Close to 60 percent of the total adjudications were by stipulated settlement, approximately 25 percent by default, and 12 percent by administrative hearing.

We have provided individual reports of the information requested in Business and Professions Code section 312.2 for each Department of Consumer Affairs client agency represented by the Licensing Section and Health Quality Enforcement Section of the Attorney General's Office.

## **BACKGROUND**

### **Licensing Section and Health Quality Enforcement Section**

The Licensing Section and Health Quality Enforcement Section of the Office of the Attorney General's Civil Law Division specialize in licensing law in California. These sections represent 38 Department of Consumer Affairs agencies that issue multiple types of professional and vocational licenses. They provide legal representation to these agencies in many kinds of licensing matters to protect California consumers. Liaison deputies also regularly consult with agency clients and advise them on jurisdictional, legal, and programmatic issues. Deputy Attorneys General also frequently train Division of Investigation and agency investigators, agency staff, and expert witnesses.

Both sections prosecute licensing matters, including accusations (license discipline), which comprise about forty percent of their combined caseload. The balance of prosecution matters consist of statements of issues (appeal hearing when a license application has been denied), interim suspension

petitions (hearing before the Office of Administrative Hearings for immediate suspension of a license), injunction proceedings (brought in superior court to stop unlicensed practice), post-discipline matters (when a licensee petitions for reduction of penalty, or reinstatement of a revoked license), citations (appeal hearing when a citation has been issued), Penal Code section 23 petitions (seeking a license restriction during the pendency of a criminal proceeding), subpoena enforcement actions (to obtain records needed for the investigation of complaints), judicial review proceedings (superior court review of final administrative decisions), appeals (usually from superior court review proceedings), and civil litigation related to license discipline (defending agencies in civil lawsuits brought in state or federal courts).

Of these many types of legal actions, Business and Professions Code section 312.2 requests statistics only for the prosecution of accusation matters. Accusations are the primary component of the enforcement program for each licensing agency. The legal services in other types of licensing matters handled by the Licensing Section and Health Quality Enforcement Section are not included in this report, except where accusations are combined with petitions to revoke probation.

### **Department of Consumer Affairs Client Agencies**

The 38 Department of Consumer Affairs agencies represented by the Licensing and Health Quality Enforcement Sections each have different licensing programs and processes unique to their practice areas. A few agencies issue only one type of license, but most issue multiple license types. Agencies also differ in how they refer accusation matters to the Attorney General's Office; some referring one matter for each licensee, while others refer multiple licensees involved in the same or related acts for which discipline is sought as a single matter to be included in one accusation. They may also refer additional investigations to the Attorney General's Office while an initial accusation matter is pending. Depending on the circumstances, subsequent investigations may or may not be counted as additional *accusation referrals* in this report. Some agencies have higher default rates than others, perhaps because some licensees have invested less time and money to obtain their license than others, just as the respondents for some agencies are almost always represented by counsel, while others have a mix of represented respondents and those who represent themselves. Client agencies also differ in their applicable burdens of evidentiary proof, and some are not subject to a statute of limitations. Most agencies are entitled to recover their costs of investigation and prosecution from respondents. The statistics included in this report are consistent with each client's licensing programs and practices to the extent possible, but as a result of the wide variances among the many agencies, often are not comparable to each other in any meaningful way.

### **Investigation Process**

Agencies also differ in how they investigate their cases. They generally assign investigation of their cases in four ways with an aim to balance quality and efficiency, and avoid insufficiency of evidence, which causes delay while further investigation is done to gather supplemental evidence. First and most commonly, agencies investigate their cases using their own staff, including inspectors, sworn and unsworn investigators, investigator assistants, or analysts. Second, certain kinds of cases are required to be referred to the Department of Consumer Affairs Division of Investigation for investigation consistent with Complaint Prioritization Guidelines developed pursuant to Business and Professions Code section 328. Medical Board cases are excluded from the requirements of section 328 and instead, since 2006, their cases have been investigated under a third model known as Vertical Enforcement and Prosecution, pursuant to Government Code section 12529.6. The Vertical Enforcement model requires a deputy attorney general, who will be responsible for prosecuting the case if the investigation results in the filing of an accusation, to be jointly assigned to the investigation with a Division of Investigation investigator from the Health Quality Investigation Unit. Some agencies represented by the Health Quality Enforcement Section of the Office of the Attorney General opt to

have some or all of their cases investigated under the Vertical Enforcement model. Lastly, all Division of Investigation investigators, agency investigators, and agency staff have the option of consulting with a liaison deputy assigned to each client agency by the Office of the Attorney General to provide counsel with respect to any investigation.

### **Administrative Adjudication Process**

If the investigation reveals evidence that a licensee of an agency has violated the agency's practice act, the agency refers the matter to the Office of the Attorney General to initiate a legal proceeding to revoke, suspend, limit, or condition the license, which is called an *accusation*. (Gov. Code, § 11503.)

Upon receipt, the assigned deputy attorney general reviews the transmitted evidence to determine its sufficiency to meet the requisite burden of proof and for any jurisdictional issues. If the evidence is insufficient and circumstances suggest additional avenues for evidentiary development, the deputy may request further investigation from the agency. In such cases, in the Licensing Section, the file remains open pending receipt of supplemental investigation, and the file is documented to indicate the further investigation request. In the Health Quality Enforcement Section, the file will be returned to the client agency and will be rereferred to the Office of the Attorney General if further evidence is developed. When evidence is insufficient and further investigation is not recommended, or legal issues prevent prosecution, the Office of the Attorney General declines prosecution, and the case is rejected, or reviewed and returned to the agency.

Based upon sufficient evidentiary support, the Attorney General's Office prepares an accusation to initiate the agency's adjudicative proceeding. The accusation pleading is sent to the agency for signature by the executive director, executive officer, or other designated *complainant* for the agency. The accusation is *filed* when the complainant signs it, and it is then served by the agency, or returned to the Office of the Attorney General for service on the licensee, known in the accusation proceeding as the *respondent*. When charged in an accusation, a respondent has a right to an adjudicative hearing under the California Administrative Procedure Act (Gov. Code, tit. 2, div. 3, ch. 5, commencing with §11500.) A deputy attorney general is assigned to prosecute the case and bring it to hearing. Once served with an accusation, the respondent must file a notice of defense within fifteen days, or is in default. Once the notice of defense has been received, a hearing is scheduled with the Office of Administrative Hearings. If no notice of defense is received, then a default is prepared for presentation to the client agency for its ultimate decision.

The deputy attorney general prosecutes the accusation case before the Office of Administrative Hearings. Upon conclusion of the hearing, the case is submitted to the administrative law judge who presides over the hearing, issues a proposed decision, and sends it to the agency for its ultimate decision. Of course, settlement can occur at any time and is the most common method of adjudication of accusation matters.

Each licensing agency makes the final decision in each accusation case. The agency can accept or reject a settlement, and if rejected, the proceedings will continue. After an administrative hearing, the agency can accept the proposed decision issued by the administrative law judge, in which case it becomes the final decision. However, the agency may opt to reduce the penalty, or reject the proposed decision and call for the transcript. After review of the transcript, it can then adopt the proposed decision or issue its own decision. Most cases are resolved when the agency accepts a settlement or proposed decision, but if not, additional proceedings ensue, which take more time.

Even after an agency's decision is issued it may not be final. The respondent may exercise the right to petition for reconsideration, and if granted by the agency, the final decision will be reconsidered.

This can also happen if an agency decides a case based upon the default of the respondent for failure to timely file a notice of defense, or failure to appear at a duly noticed hearing. Upon petition by the respondent, the agency can vacate the default decision, and additional proceedings are conducted to ultimately decide the case. Each of these types of *post-submission* events will lengthen the processing of a case and require further adjudication.

Business and Professions Code section 312.2, subdivision (a)(7), and subdivision (b)(1) – (6) request the number of matters adjudicated by the Office of the Attorney General, and average number of days for various components of the adjudication process. *Adjudication* means the work of the Office of the Attorney General is complete to bring the matter back before the agency for issuance of its decision. Adjudication occurs in four different ways:

1. Default. If a respondent does not timely submit a Notice of Defense, or fails to appear at a duly noticed hearing on the accusation, a default is provided to the agency for its ultimate decision, or the deputy attorney general conducts the hearing without the presence of the respondent.
2. Settlement. The complainant may authorize settlement of an accusation on terms that are sufficient to protect the public, which will be presented to the agency for its ultimate decision.
3. Hearing Submitted. Upon completion of the adjudicative hearing, the matter is submitted to the administrative law judge, who prepares a proposed decision and sends it to the agency for its ultimate decision.
4. Withdrawal of Accusation. Under certain conditions, an accusation that has been filed may be withdrawn by the complainant of the agency as recommended by the Office of the Attorney General, and the matter is closed.

Multiple adjudications may be reported in a single accusation matter in one or more fiscal years because more than one licensee is included in one matter, each with different adjudication dates and types, or a client agency exercises its discretion to reject a proposed settlement, non-adopt a proposed decision, or grant a petition for reconsideration.

## **MEASURES REPORTED**

The following measures are reported, as required by Business and Professions Code section 312.2, which states:

- (a) The Attorney General shall submit a report to the department, the Governor, and the appropriate policy committees of the Legislature on or before January 1, 2018, and on or before January 1 of each subsequent year that includes, at a minimum, all of the following for the previous fiscal year for each constituent entity within the department represented by the Licensing Section and Health Quality Enforcement Section of the Office of the Attorney General:
  - (1) The number of accusation matters referred to the Attorney General.
  - (2) The number of accusation matters rejected for filing by the Attorney General.
  - (3) The number of accusation matters for which further investigation was requested by the Attorney General.



- (4) The number of accusation matters for which further investigation was received by the Attorney General.
  - (5) The number of accusations filed by each constituent entity.
  - (6) The number of accusations a constituent entity withdraws.
  - (7) The number of accusation matters adjudicated by the Attorney General.
- (b) The Attorney General shall also report all of the following for accusation matters adjudicated within the previous fiscal year for each constituent entity of the department represented by the Licensing Section and Health Quality Enforcement Section:
- (1) The average number of days from the Attorney General receiving an accusation referral to when an accusation is filed by the constituent entity.
  - (2) The average number of days to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received by the Attorney General from a constituent entity or the Division of Investigation.
  - (3) The average number of days from an agency filing an accusation to the Attorney General transmitting a stipulated settlement to the constituent entity.
  - (4) The average number of days from an agency filing an accusation to the Attorney General transmitting a default decision to the constituent entity.
  - (5) The average number of days from an agency filing an accusation to the Attorney General requesting a hearing date from the Office of Administrative Hearings.
  - (6) The average number of days from the Attorney General's receipt of a hearing date from the Office of Administrative Hearings to the commencement of a hearing.

## **METHODOLOGY**

### **Case Management System**

This report is based on data entered by legal professionals into the case management system of the Office of the Attorney General. Each matter received by the Licensing and Health Quality Enforcement Sections from a client is opened in this system. Rules for the entry of data have been created by the sections, and are managed by the Case Management Section of the Office of the Attorney General, which dictate the definitions, dating, entry, and documentation for each data point. Section-specific protocols, business processes, and uniform standards across all professionals responsible for data entry ensure the consistency, veracity, and quality of the reported data. The data entered has been verified to comply with established standards. The data markers in administrative cases have been used to generate the counts and averages in this report. Every effort has been undertaken to report data in a transparent, accurate, and verifiable manner. The Office of the Attorney

General continues to improve its technology, systems and protocols, and integrates them into its business routines and operations.

## Data Presentation

The statistical information required by Business and Professions Code section 312.2 has been organized on a separate page for each constituent entity in the Department of Consumer Affairs represented by the Licensing and Health Quality Enforcement Sections of the Office of the Attorney General. Each page includes the number of licenses and types of licenses issued by the agency, which were taken from the Fiscal Year 2015-16 Sunset Review Reports of individual boards or the 2016 Annual Report of the California Department of Consumer Affairs, containing data from Fiscal Year 2015-16. This report can be found on line at: [http://www.dca.ca.gov/publications/2016\\_annrpt.pdf](http://www.dca.ca.gov/publications/2016_annrpt.pdf). Further information concerning Department of Consumer Affairs agencies can be found through the links at: [http://www.dca.ca.gov/about\\_dca/entities.shtml](http://www.dca.ca.gov/about_dca/entities.shtml).

Table 1 on the page for each agency provides the counts for various aspects of accusation matters, as requested under subdivision (a) of section 312.2, such as the number of accusation referrals received and the number of accusations filed (subd. (a)(1) and (5)). Table 2 provides the averages requested under subdivision (b) of section 312.2, which are based on the accusation matters adjudicated during the year, as reported under section 312.2, subdivision (a)(7). The word *average* in subdivision (b), is a general word that expresses the central or typical value in a set of data, which is most commonly thought of as the arithmetic mean. The mean is the result obtained by adding together several values, and then dividing this total by the number of values. The central value in an ordered set of data is known as the median. The standard deviation (SD) for a data set provides context for averages. A low standard deviation indicates that the data points tend to be close to the mean (also called the expected value) of the set, while a high standard deviation indicates that the data points are spread out over a wider range of values. In Table 2, we have included the mean, median, and standard deviation, along with the number of values in the data set from which the averages were determined. The averages reported in Table 2 for section 312.2, subdivision (b)(2), were calculated from the date matters were received at the Office of the Attorney General until pleadings were sent to the agency, and include the time during which matters were reinvestigated and rereferred by the client back to the Office of the Attorney General. The pleadings filed reported in subdivision (b)(1) include the matters reported in subdivision (b)(2), that required further investigation before pleadings were sent to the agency for filing.

The individual client agency pages that follow have been organized in alphabetical order for convenience.

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## California Board of Accountancy

The California Board of Accountancy regulated 100,736 licenses in Fiscal Year 2015-16 with five different license types. Most complaints received by the Board are investigated by the Board’s own investigators, who are certified public accountants themselves. The Board investigations are often assisted by the Office of Attorney General and the Board’s Enforcement Advisory Committee through the taking of testimony under oath of licensees under investigation. There were multiple respondents in about 10 percent of the Board’s accusation matters adjudicated by the Attorney General, reported in subdivisions (a)(7) and (b), below. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 73    |
| (2) accusation matters rejected for filing by the Attorney General.                           | 0     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 4     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 1     |
| (5) accusations filed.  | 98    |
| (6) accusations withdrawn.  | 5     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 98    |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 196  | 161    | 123 | 94    |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 194  | 163    | 91  | 3     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 145  | 108    | 93  | 72    |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 53   | 53     | 19  | 15    |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 97   | 71     | 66  | 21    |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 168  | 144    | 68  | 5     |

## California Acupuncture Board

The California Acupuncture Board regulated 16,126 licenses in Fiscal Year 2015-2016 with one license type. Complaints received by the Board are investigated by the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 10    |
| (2) accusation matters rejected for filing by the Attorney General.                           | 1     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 0     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 0     |
| (5) accusations filed.  | 14    |
| (6) accusations withdrawn.  | 1     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 19    |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |    |       |
|---|------|--------|----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 92   | 77     | 68 | 18    |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 0    | 0      | 0  | 0     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 220  | 223    | 96 | 15    |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 52   | 52     | 0  | 1     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 66   | 49     | 40 | 5     |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 142  | 142    | 44 | 2     |

# California Architects Board

The California Architects Board regulated 20,914 licenses in Fiscal Year 2015-16 with only one license type, licensed architect. Most complaints received by the Board are investigated by the Board’s own staff and architect consultants, and when appropriate referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 2     |
| (2) accusation matters rejected for filing by the Attorney General.                           | 0     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 2     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 0     |
| (5) accusations filed.  | 2     |
| (6) accusations withdrawn.  | 0     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 4     |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |    |       |
|---|------|--------|----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 150  | 124    | 40 | 3     |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 0    | 0      | 0  | 0     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 353  | 353    | 0  | 1     |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 60   | 60     | 0  | 1     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 259  | 259    | 0  | 1     |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 154  | 131    | 34 | 3     |

## California State Athletic Commission

The California State Athletic Commission regulated 3,550 licenses in Fiscal Year 2015-16 with eight different license types. The Commission referred eight arbitration matters to the Office of the Attorney General in Fiscal Year 2016-17, but did not refer any accusation matters.

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## Bureau of Automotive Repair

The Bureau of Automotive Repair regulated 75,042 registrations, licenses and permits in Fiscal Year 2015-16 with 11 different license types. Most complaints received by the Bureau are investigated by the Bureau's own program representatives. When appropriate, cases may also be referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit. There were multiple respondents in about 40 percent of the Bureau's accusation matters adjudicated by the Attorney General, reported in subdivisions (a)(7) and (b), below. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 271   |
| (2) accusation matters rejected for filing by the Attorney General.                           | 1     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 12    |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 9     |
| (5) accusations filed.  | 164   |
| (6) accusations withdrawn.  | 1     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 225   |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 164  | 134    | 132 | 182   |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 272  | 292    | 112 | 5     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 275  | 238    | 203 | 112   |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 120  | 73     | 100 | 62    |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 111  | 75     | 123 | 61    |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 152  | 110    | 136 | 44    |

## Board of Barbering and Cosmetology

The Board of Barbering and Cosmetology regulated 602,637 licenses in Fiscal Year 2015-16 with ten different license types. The Board receives consumer complaints and routinely inspects establishments for health and safety. The Board's cases are investigated by the Board's own inspectors or other staff, and when appropriate, may also be referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 58    |
| (2) accusation matters rejected for filing by the Attorney General.                           | 2     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 3     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 3     |
| (5) accusations filed.  | 103   |
| (6) accusations withdrawn.  | 0     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 96    |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |    |       |
|---|------|--------|----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 142  | 133    | 92 | 91    |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 139  | 139    | 0  | 1     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 177  | 168    | 85 | 40    |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 81   | 61     | 73 | 44    |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 97   | 58     | 94 | 33    |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 74   | 80     | 36 | 5     |



## Board of Behavioral Sciences

The Board of Behavioral Sciences regulated 105,613 licenses in Fiscal Year 2015-16 with eight different license types. Most complaints received by the Board are investigated by the Board's own investigators or staff, or referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 88    |
| (2) accusation matters rejected for filing by the Attorney General.                           | 1     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 13    |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 7     |
| (5) accusations filed.  | 90    |
| (6) accusations withdrawn.  | 6     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 103   |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 138  | 120    | 84  | 96    |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 160  | 108    | 101 | 3     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 230  | 210    | 136 | 69    |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 114  | 97     | 78  | 11    |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 115  | 83     | 84  | 37    |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 191  | 203    | 48  | 11    |

## Cemetery and Funeral Bureau

The Cemetery and Funeral Bureau regulated 12,761 licenses in Fiscal Year 2015-16 with eleven different license types. Most complaints received by the Bureau are investigated by the Bureau's own investigators or staff, or referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate. There were multiple respondents in only one percent of the Bureau's accusation matters adjudicated by the Attorney General, reported in subdivisions (a)(7) and (b), below. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 9     |
| (2) accusation matters rejected for filing by the Attorney General.                           | 0     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 1     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 1     |
| (5) accusations filed.  | 6     |
| (6) accusations withdrawn.  | 2     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 8     |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 101  | 65     | 81  | 8     |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 264  | 264    | 0   | 1     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 315  | 243    | 168 | 3     |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 52   | 52     | 0   | 1     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 60   | 60     | 0   | 1     |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 131  | 131    | 0   | 1     |

## Board of Chiropractic Examiners

The Board of Chiropractic Examiners regulated 18,619 licenses in Fiscal Year 2015-16 with four different license types. Most complaints received by the Board are investigated by the Board's own investigators or staff, or referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 33    |
| (2) accusation matters rejected for filing by the Attorney General.                           | 3     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 9     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 8     |
| (5) accusations filed.  | 36    |
| (6) accusations withdrawn.  | 0     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 35    |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 159  | 92     | 201 | 32    |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 419  | 269    | 335 | 3     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 190  | 165    | 127 | 18    |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 84   | 69     | 55  | 6     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 113  | 74     | 101 | 10    |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 165  | 136    | 65  | 10    |

## Contractors' State License Board

The Contractors' State License Board regulated 302,123 licenses in Fiscal Year 2015-16 with two license types and many classifications, including general contractor. Most complaints received by the Board are investigated by the Board's own enforcement representatives, some of whom are sworn investigators. There were multiple respondents in about 13 percent of the Board's accusation matters adjudicated by the Attorney General, reported in subdivisions (a)(7) and (b), below. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 310   |
| (2) accusation matters rejected for filing by the Attorney General.                           | 4     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 27    |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 28    |
| (5) accusations filed.  | 269   |
| (6) accusations withdrawn.  | 9     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 279   |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 194  | 169    | 137 | 259   |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 340  | 330    | 181 | 13    |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 277  | 248    | 146 | 104   |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 73   | 46     | 90  | 108   |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 144  | 109    | 114 | 65    |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 171  | 133    | 136 | 39    |

## Court Reporters Board of California

The Court Reporters Board of California regulated 6,842 licenses in Fiscal Year 2015-16 with only one license type. Most complaints received by the Board are investigated by the Board's own staff, or referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 0     |
| (2) accusation matters rejected for filing by the Attorney General.                           | 0     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 0     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 0     |
| (5) accusations filed.  | 5     |
| (6) accusations withdrawn.  | 0     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 6     |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 163  | 166    | 68  | 6     |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 0    | 0      | 0   | 0     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 218  | 119    | 157 | 5     |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 0    | 0      | 0   | 0     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 47   | 41     | 20  | 3     |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 0    | 0      | 0   | 0     |

## Dental Board of California

The Dental Board of California regulated 97,139 licenses and 17,380 permits in Fiscal Year 2015-16 with 16 license and permit types. Most complaints received by the Board are investigated by the Board's own investigators or staff, or referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 83    |
| (2) accusation matters rejected for filing by the Attorney General.                           | 0     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 12    |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 10    |
| (5) accusations filed.  | 93    |
| (6) accusations withdrawn.  | 6     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 113   |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 153  | 139    | 105 | 105   |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 228  | 219    | 67  | 7     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 363  | 307    | 248 | 80    |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 116  | 68     | 99  | 13    |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 182  | 132    | 157 | 32    |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 295  | 198    | 255 | 8     |

## Dental Hygiene Committee of California

The Dental Hygiene Committee of California regulated 24,205 licenses and 477 permits in Fiscal Year 2015-16 with four license and permit types. Most complaints received by the Committee are investigated by the Dental Board's own investigators or staff, or referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 13    |
| (2) accusation matters rejected for filing by the Attorney General.                           | 1     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 0     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 0     |
| (5) accusations filed.  | 9     |
| (6) accusations withdrawn.  | 0     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 8     |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |    |       |
|---|------|--------|----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 92   | 86     | 46 | 8     |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 0    | 0      | 0  | 0     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 132  | 129    | 77 | 8     |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 0    | 0      | 0  | 0     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 124  | 124    | 25 | 2     |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 0    | 0      | 0  | 0     |

## Bureau of Electronic & Appliance Repair, Home Furnishings & Thermal Insulation

The Bureau regulated 42,352 licenses, certificates, and permits in Fiscal Year 2015-16 with 15 types. Most complaints received by the Bureau are investigated by the Bureau's own investigators or staff, or referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate.

In Fiscal Year 2016-17, the Bureau referred one accusation matter to the Office of the Attorney General, which was received on April 7, 2017. There was no request for further investigation, nor was the matter rejected. The accusation was filed on July 25, 2017, and therefore will be reported on further in the next annual report.

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## State Board of Guide Dogs for the Blind

The State Board of Guide Dogs for the Blind regulated 116 licenses and 12 approvals in Fiscal Year 2015-16. The Board did not refer any accusation matters to the Office of the Attorney General in Fiscal Year 2016-17.

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## Landscape Architects Technical Committee

The Landscape Architects Technical Committee regulated 3,593 licenses in Fiscal Year 2015-16. The Committee's cases are investigated by the California Architects Board's staff and architect consultants, and when appropriate referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit.

In Fiscal Year 2016-17, the Committee referred two judicial review matters to the Office of the Attorney General, but did not refer any accusation matters.

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## Licensed Midwives Program (Medical Board of California)

The Medical Board of California regulated 429 Licensed Midwife licenses in Fiscal Year 2015-2016. Complaints received by the Midwives Program are investigated by the Department of Consumer Affairs Division of Investigation, Health Quality Investigation Unit. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 0     |
| (2) accusation matters rejected for filing by the Attorney General.                           | 0     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 0     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 0     |
| (5) accusations filed.  | 1     |
| (6) accusations withdrawn.  | 0     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 1     |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |    |       |
|---|------|--------|----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 75   | 75     | 0  | 1     |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 0    | 0      | 0  | 0     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 33   | 33     | 0  | 1     |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 0    | 0      | 0  | 0     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 21   | 21     | 0  | 1     |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 0    | 0      | 0  | 0     |

## Medical Board of California

The Medical Board of California regulated 187,875 licenses in Fiscal Year 2015-2016, with six types of license and registration. Physicians and Surgeons, Research Psychoanalysts, and Polysomnographic Program data is consolidated below. Data for the Licensed Midwives Program is set forth on the preceding page. Complaints received by the Board are investigated by its in-house Complaint Investigation Office and by the Department of Consumer Affairs Division of Investigation, Health Quality Investigation Unit. The Board uses vertical enforcement in investigations referred to the Health Quality Investigation Unit. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 412   |
| (2) accusation matters rejected for filing by the Attorney General.                           | 8     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 16    |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 31    |
| (5) accusations filed.  | 384   |
| (6) accusations withdrawn.  | 4     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 433   |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 86   | 64     | 82  | 411   |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 192  | 210    | 111 | 19    |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 300  | 266    | 203 | 301   |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 173  | 93     | 190 | 41    |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 129  | 56     | 171 | 163   |
| (6) from the Attorney General’s receipt of a hearing date to the commencement of a hearing.                                 | 182  | 147    | 113 | 83    |

## Naturopathic Medicine Committee

The Naturopathic Medicine Committee regulated 927 licenses in Fiscal Year 2015-2016, with one type of license. Complaints received by the Board are investigated by the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 0     |
| (2) accusation matters rejected for filing by the Attorney General.                           | 0     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 0     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 0     |
| (5) accusations filed.  | 0     |
| (6) accusations withdrawn.  | 0     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 1     |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |    |       |
|---|------|--------|----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 553  | 553    | 0  | 1     |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 549  | 549    | 0  | 1     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 246  | 246    | 0  | 1     |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 0    | 0      | 0  | 0     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 63   | 63     | 0  | 1     |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 0    | 0      | 0  | 0     |

## California Board of Occupational Therapy

The Board of Occupational Therapy regulated 15,553 licenses in Fiscal Year 2015-16 with two license types. Most complaints received by the Board are investigated by the Board's own investigators or staff, or referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 14    |
| (2) accusation matters rejected for filing by the Attorney General.                           | 0     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 2     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 1     |
| (5) accusations filed.  | 6     |
| (6) accusations withdrawn.  | 0     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 13    |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |    |       |
|---|------|--------|----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 112  | 115    | 53 | 12    |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 108  | 108    | 0  | 1     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 154  | 136    | 89 | 6     |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 69   | 61     | 34 | 5     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 5    | 5      | 0  | 1     |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 90   | 90     | 44 | 2     |

## California State Board of Optometry

The Board of Optometry includes the Dispensing Optician Committee. The Board regulated 17,082 licenses in Fiscal Year 2015-16 with 12 types of licenses, including optometrists and opticians. Most complaints received by the Board are investigated by the Board's own staff, or referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate. The Board does not employ its own investigators. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 13    |
| (2) accusation matters rejected for filing by the Attorney General.                           | 0     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 1     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 1     |
| (5) accusations filed.  | 9     |
| (6) accusations withdrawn.  | 0     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 8     |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 198  | 189    | 123 | 8     |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 0    | 0      | 0   | 0     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 286  | 286    | 193 | 2     |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 198  | 115    | 155 | 3     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 64   | 64     | 4   | 2     |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 378  | 378    | 0   | 1     |

## Osteopathic Medical Board of California

The Osteopathic Medical Board of California regulated 9,582 licenses in Fiscal Year 2015-2016, with one type of license. Complaints received by the Board were formerly investigated by the Department of Consumer Affairs Division of Investigation, Health Quality Investigation Unit. In 2015, the Board's investigations were transferred in the Division of Investigation to the Investigation and Enforcement Unit. The Board uses vertical enforcement in select investigations. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 13    |
| (2) accusation matters rejected for filing by the Attorney General.                           | 0     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 1     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 1     |
| (5) accusations filed.  | 16    |
| (6) accusations withdrawn.  | 1     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 14    |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 42   | 23     | 34  | 14    |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 113  | 113    | 0   | 1     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 266  | 210    | 211 | 9     |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 599  | 599    | 0   | 1     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 134  | 112    | 108 | 6     |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 162  | 161    | 35  | 5     |



## California State Board of Pharmacy

The Board of Pharmacy regulated 138,444 licenses in Fiscal Year 2015-16 with 20 different license types. The Board receives consumer complaints and routinely inspects pharmacies for compliance. Most complaints received by the Board are investigated by the Board's own inspectors, who are licensed pharmacists themselves, or referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate. There were multiple respondents in about 26 percent of the Board's accusation matters adjudicated by the Attorney General, reported in subdivisions (a)(7) and (b), below. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 258   |
| (2) accusation matters rejected for filing by the Attorney General.                           | 2     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 36    |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 23    |
| (5) accusations filed.  | 238   |
| (6) accusations withdrawn.  | 5     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 302   |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 228  | 178    | 224 | 254   |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 457  | 408    | 319 | 14    |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 308  | 249    | 227 | 143   |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 120  | 74     | 136 | 97    |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 127  | 118    | 103 | 85    |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 167  | 143    | 112 | 44    |

## Physical Therapy Board of California

The Physical Therapy Board of California regulated 37,051 licenses of two types in Fiscal Year 2015-2016. Complaints received by the Board are investigated by the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 33    |
| (2) accusation matters rejected for filing by the Attorney General.                           | 1     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 6     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 2     |
| (5) accusations filed.  | 24    |
| (6) accusations withdrawn.  | 0     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 20    |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |    |       |
|---|------|--------|----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 98   | 72     | 65 | 20    |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 128  | 128    | 78 | 2     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 176  | 169    | 93 | 17    |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 169  | 169    | 18 | 2     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 60   | 62     | 29 | 11    |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 190  | 190    | 0  | 1     |

## Physician Assistant Board

The Physician Assistant Board regulated 10,764 licenses of one type in Fiscal Year 2015-2016. Complaints received by the Board are investigated by the Department of Consumer Affairs Division of Investigation, Health Quality Investigation Unit. The Board uses vertical enforcement in select investigations. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 27    |
| (2) accusation matters rejected for filing by the Attorney General.                           | 1     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 4     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 5     |
| (5) accusations filed.  | 32    |
| (6) accusations withdrawn.  | 0     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 16    |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 94   | 80     | 62  | 16    |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 64   | 64     | 0   | 1     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 235  | 214    | 122 | 15    |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 454  | 454    | 0   | 1     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 100  | 45     | 156 | 8     |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 0    | 0      | 0   | 0     |

## California Board of Podiatric Medicine

The California Board of Podiatric Medicine regulated 2,333 licenses in Fiscal Year 2016-2017. The Board issues two types of licenses. Complaints received by the Board are investigated by the Department of Consumer Affairs Division of Investigation, Health Quality Investigation Unit. The Board uses vertical enforcement in all of its investigations. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 6     |
| (2) accusation matters rejected for filing by the Attorney General.                           | 0     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 0     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 1     |
| (5) accusations filed.  | 9     |
| (6) accusations withdrawn.  | 0     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 5     |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 68   | 71     | 43  | 5     |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 0    | 0      | 0   | 0     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 335  | 335    | 106 | 4     |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 0    | 0      | 0   | 0     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 131  | 131    | 92  | 2     |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 163  | 163    | 126 | 2     |

## Bureau for Private Postsecondary Education

The Bureau for Private Postsecondary Education issues only one type of approval, which authorizes private postsecondary institutions to operate. It regulated 1,137 approvals in Fiscal Year 2015-16. The Bureau does not employ investigators and most complaints are investigated by the Board's own staff, or referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 10    |
| (2) accusation matters rejected for filing by the Attorney General.                           | 1     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 4     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 0     |
| (5) accusations filed.  | 10    |
| (6) accusations withdrawn.  | 0     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 9     |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 106  | 133    | 59  | 9     |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 0    | 0      | 0   | 0     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 238  | 202    | 134 | 5     |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 154  | 164    | 85  | 3     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 116  | 116    | 66  | 2     |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 138  | 138    | 0   | 1     |

## Board for Professional Engineers, Land Surveyors, and Geologists

The Board for Professional Engineers, Land Surveyors, and Geologists regulated 106,692 licenses in Fiscal Year 2015-16 with 28 different license types. The Board does not employ investigators and most complaints are investigated by the Board's own staff, or referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 24    |
| (2) accusation matters rejected for filing by the Attorney General.                           | 0     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 4     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 0     |
| (5) accusations filed.  | 15    |
| (6) accusations withdrawn.  | 2     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 25    |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 329  | 319    | 197 | 24    |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 288  | 288    | 0   | 1     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 364  | 338    | 249 | 17    |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 176  | 134    | 142 | 5     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 197  | 177    | 105 | 8     |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 62   | 62     | 0   | 1     |

## Professional Fiduciaries Bureau

The Professional Fiduciaries Bureau regulated 712 licenses in Fiscal Year 2015-16 with only one license type. Complaints received by the Bureau are investigated by the Bureau's own staff, or referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 3     |
| (2) accusation matters rejected for filing by the Attorney General.                           | 0     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 0     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 0     |
| (5) accusations filed.  | 0     |
| (6) accusations withdrawn.  | 0     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 1     |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |    |       |
|---|------|--------|----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 55   | 55     | 0  | 1     |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 0    | 0      | 0  | 0     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 595  | 595    | 0  | 1     |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 0    | 0      | 0  | 0     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 0    | 0      | 0  | 0     |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 0    | 0      | 0  | 0     |

## California Board of Psychology

The California Board of Psychology regulated 22,079 licenses in Fiscal Year 2015-2016 with three types of license. Complaints received by the Board were formerly investigated by the Department of Consumer Affairs Division of Investigation, Health Quality Investigation Unit. In 2015, the Board's investigations were transferred in the Division of Investigation to the Investigation and Enforcement Unit. The Board uses vertical enforcement in select investigations. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 36    |
| (2) accusation matters rejected for filing by the Attorney General.                           | 2     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 5     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 4     |
| (5) accusations filed.  | 33    |
| (6) accusations withdrawn.  | 2     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 38    |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 99   | 57     | 138 | 37    |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 305  | 80     | 328 | 3     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 239  | 206    | 178 | 29    |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 56   | 57     | 26  | 4     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 124  | 39     | 171 | 14    |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 245  | 246    | 111 | 4     |



## Bureau of Real Estate Appraisers

The Bureau of real Estate Appraisers regulated 10,886 licenses in Fiscal Year 2015-16 with five different license types. Most complaints received by the Bureau involved violations of the Uniform Standards of Appraisal Practice and are investigated by the Bureau’s own staff or investigators, who are licensed appraisers, themselves. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 11    |
| (2) accusation matters rejected for filing by the Attorney General.                           | 0     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 1     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 1     |
| (5) accusations filed.  | 12    |
| (6) accusations withdrawn.  | 0     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 9     |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |    |       |
|---|------|--------|----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 65   | 64     | 42 | 9     |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 0    | 0      | 0  | 0     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 103  | 76     | 65 | 5     |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 41   | 41     | 0  | 1     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 50   | 44     | 16 | 4     |
| (6) from the Attorney General’s receipt of a hearing date to the commencement of a hearing.                                 | 136  | 136    | 44 | 2     |

## Board of Registered Nursing

The Board of Registered Nursing regulated 528,198 licenses in Fiscal Year 2015-16 with 11 different license types. Most complaints received by the Board are investigated by the Board's own staff or investigators, or referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 860   |
| (2) accusation matters rejected for filing by the Attorney General.                           | 43    |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 98    |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 64    |
| (5) accusations filed.  | 822   |
| (6) accusations withdrawn.  | 21    |
| (7) accusation matters adjudicated by the Attorney General.                                   | 930   |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 140  | 108    | 141 | 891   |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 368  | 252    | 270 | 31    |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 214  | 190    | 147 | 606   |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 77   | 28     | 129 | 213   |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 112  | 87     | 98  | 248   |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 138  | 112    | 89  | 68    |

## Respiratory Care Board of California

The Respiratory Care Board of California regulated 23,215 licenses in Fiscal Year 2015-2016 with one type of license. Complaints received by the Board are investigated by Board staff. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 49    |
| (2) accusation matters rejected for filing by the Attorney General.                           | 0     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 6     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 5     |
| (5) accusations filed.  | 55    |
| (6) accusations withdrawn.  | 0     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 52    |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 92   | 59     | 100 | 52    |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 367  | 367    | 0   | 1     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 181  | 154    | 125 | 29    |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 68   | 50     | 36  | 19    |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 54   | 31     | 63  | 18    |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 105  | 82     | 70  | 6     |

## Bureau of Security and Investigative Services

The Bureau of Security and Investigative Services regulated 367,957 licenses in Fiscal Year 2015-16 with 22 different license types. Most complaints received by the Bureau are investigated by the Bureau's own staff, or referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate. There were multiple respondents in about three percent of the Bureau's accusation matters adjudicated by the Attorney General, reported in subdivisions (a)(7) and (b), below. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 58    |
| (2) accusation matters rejected for filing by the Attorney General.                           | 4     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 10    |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 5     |
| (5) accusations filed.  | 44    |
| (6) accusations withdrawn.  | 2     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 47    |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 215  | 121    | 288 | 44    |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 886  | 1,114  | 394 | 4     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 166  | 162    | 100 | 9     |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 90   | 69     | 68  | 16    |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 92   | 99     | 51  | 17    |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 128  | 122    | 77  | 18    |

## Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board

The Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board regulated 28,335 licenses in Fiscal Year 2015-2016 with 14 types. Complaints received by the Board are investigated by the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 7     |
| (2) accusation matters rejected for filing by the Attorney General.                           | 0     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 0     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 0     |
| (5) accusations filed.  | 7     |
| (6) accusations withdrawn.  | 0     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 18    |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 272  | 156    | 304 | 18    |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 524  | 524    | 0   | 1     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 335  | 306    | 191 | 14    |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 62   | 62     | 0   | 1     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 116  | 78     | 93  | 12    |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 166  | 171    | 62  | 3     |

## Structural Pest Control Board

The Structural Pest control Board regulated 26,391 licenses in Fiscal Year 2015-16 with five different license types. Most complaints received by the Board are investigated by the Board's own staff or investigators, or referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate. There were multiple respondents in about four percent of the Board's accusation matters adjudicated by the Attorney General, reported in subdivisions (a)(7) and (b), below. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 46    |
| (2) accusation matters rejected for filing by the Attorney General.                           | 0     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 6     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 6     |
| (5) accusations filed.  | 50    |
| (6) accusations withdrawn.  | 0     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 64    |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 73   | 63     | 49  | 63    |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 74   | 74     | 0   | 1     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 254  | 212    | 192 | 21    |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 156  | 108    | 132 | 39    |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 115  | 125    | 65  | 11    |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 114  | 93     | 64  | 6     |

## Veterinary Medical Board

The Veterinary Medical Board regulated 25,799 licenses in Fiscal Year 2015-16 with five different license types. The Board receives consumer complaints and routinely inspects veterinary hospital premises for compliance. The Board's cases are investigated by the Board's own inspectors or other staff, and when appropriate, may also be referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit. There were multiple respondents in about 1 percent of the Board's accusation matters adjudicated by the Attorney General, reported in subdivisions (a)(7) and (b), below. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 33    |
| (2) accusation matters rejected for filing by the Attorney General.                           | 0     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 7     |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 6     |
| (5) accusations filed.  | 30    |
| (6) accusations withdrawn.  | 1     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 44    |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 200  | 177    | 150 | 44    |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 237  | 237    | 85  | 2     |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 267  | 266    | 166 | 31    |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 68   | 52     | 34  | 4     |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 128  | 133    | 72  | 15    |
| (6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.                                 | 192  | 165    | 48  | 5     |

## Board of Vocational Nursing and Psychiatric Technicians

The Board of Vocational Nursing and Psychiatric Technicians regulated 134,410 licenses in Fiscal Year 2015-16 with two different license types, vocational nurse and psychiatric technician. Most complaints received by the Board are investigated by the Board’s own staff or investigators, and referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate. The tables below show data for Fiscal Year 2016-17.

| Table 1 – Business and Professions Code Section 312.2, Subdivision (a)                        |       |
|---|-------|
| Number of –   | Count |
| (1) accusation matters referred to the Attorney General.                                      | 285   |
| (2) accusation matters rejected for filing by the Attorney General.                           | 7     |
| (3) accusation matters for which further investigation was requested by the Attorney General. | 23    |
| (4) accusation matters for which further investigation was received by the Attorney General.  | 18    |
| (5) accusations filed.  | 319   |
| (6) accusations withdrawn.  | 1     |
| (7) accusation matters adjudicated by the Attorney General.                                   | 339   |

The statistics reported in Table 2 are based on the adjudicated accusation matters reported under Business and Professions Code section 312.2, subdivision (a)(7) in Table 1.

| Table 2 – Business and Professions Code Section 312.2, Subdivision (b)  |      |        |     |       |
|---|------|--------|-----|-------|
| Average number of days for adjudicated accusation matters –   | Mean | Median | SD  | Count |
| (1) from receipt of referral by the Attorney General to when an accusation is filed.  | 130  | 111    | 114 | 335   |
| (2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received. | 326  | 284    | 207 | 16    |
| (3) from the filing of an accusation to when a stipulated settlement is sent to the agency.                                 | 201  | 182    | 136 | 180   |
| (4) from the filing of an accusation to when a default decision is sent to the agency.                                      | 84   | 58     | 77  | 129   |
| (5) from the filing of an accusation to the Attorney General requesting a hearing date.                                     | 107  | 91     | 74  | 95    |
| (6) from the Attorney General’s receipt of a hearing date to the commencement of a hearing.                                 | 112  | 87     | 63  | 32    |



## CONCLUSION

This first report is for the data in Fiscal Year 2016-17, and establishes a baseline to build on for future reports. This data collection and report will assist the Office of the Attorney General to derive insights related to performance, productivity, and public protection enhancements that will assist in making strategic and operational decisions. The report will allow for statistical and predictive modeling techniques to identify trends and correlations to drive beneficial changes in business processes. The insights and value derived from this data will also provide the basis for the Office of the Attorney General to support the acquisition of additional resources and data knowledge tools. We will endeavor to identify any performance gaps as additional relevant data is generated and case delivery mechanisms are examined. We anticipate that this report will create collaboration among the Office of the Attorney General, Office of Administrative Hearings, and Department of Consumer Affairs, all of which join in responsibility for protection of the public through efficiency in adjudicating accusation matters.

This Attorney General's Annual Report on Accusations Prosecuted for Department of Consumer Affairs Client Agencies is also available on the Attorney General's website at <http://oag.ca.gov/publications>.

If you have any questions regarding this report, or if you would like additional information, please contact Sirat Attapit, Director of Legislative Affairs, at (916) 210-6192.